



# 3rd Linking Seniors Services

# Finding Seniors Voices

Funding support:



vancouver  
foundation



Summary Report: June 5, 2013

Hosted by: Vancouver Coastal Health

## Acknowledgements

Thanks to the planning committee who envisioned the 3rd Linking Seniors Services event and to our volunteers and note takers who generously provided their support.

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## 1.0 Introduction

This report provides a summary of the presentations and roundtable discussions during the 3rd Linking Seniors Services event on June 5, 2013, at the Roundhouse Community Arts and Recreation Centre. Vancouver Coastal Health hosted the event with funding support from the Vancouver Board of Parks and Recreation, Roundhouse Community Arts and Recreation Centre, Smart Fund, United Way of Lower Mainland and Vancouver Foundation.

The event provided an opportunity for participants to gain exposure to the latest research related to community development and health promotion for seniors. The program offered a presentation about Vancouver Coastal Health's philosophy called "Home is Best," which highlighted support for preventative health for seniors in the community. The plenary presentations inspired, engaged and challenged participants to explore opportunities for senior-led projects.

Participants formed small discussion groups and raised key factors to develop senior-led initiatives. Overall, they identified the need for enhancing capacity to support and work with seniors in the community. The large plenary discussion was an opportunity to explore ways to address new strategies on senior-led programs through collaboration, engagement and outreach. An Information Gallery and table displays offered resources and exchange of information to support initiatives and projects in seniors programs in Vancouver.

On behalf of the Linking Seniors Services Planning Committee, I extend sincere thanks and congratulations to all those who contributed to the success of the event and who remain committed to working together to foster a healthier aging community in Vancouver.

Lycia Rodrigues

Community Developer for Seniors, Vancouver Coastal Health



### 1.1 Purpose and Objectives

The purpose of the 3rd Annual Linking Seniors Services event was to foster discussion and share insight on senior-led projects relating to community development and health promotion. The aim of the event was to identify an action plan including the following objectives:

- To share information on collaborative initiatives, strategies, tools, techniques and keys for success.
- To explore possible collaborations among service providers.
- To generate ideas and provide networking opportunities for future team and organization action planning.
- The agenda is in Appendix A.

### 1.2 Attendance and Feedback

There were 122 attendees, representing around 70 senior service organizations in Vancouver. The event achieved the intended mix of participants from diverse neighbourhoods in Vancouver. Participants and respective agencies and community health areas are listed in Appendix E. The event provided an opportunity for agencies and individuals to share stories, highlight initiatives and develop working relationships. Facilitator Claire Robson kept the event moving, punctuating the space between presenters with questions from the public and guiding participants through dialogues on senior-led initiatives. Ms. Robson's biography is in Appendix B

Several participants confirmed that the event was productive, providing network opportunities and collaborative processes. Please see the summary of participants' feedback in Appendix D.



## 2.0 Opening Remarks

The forum was opened by Lycia Rodrigues, Community Developer for Seniors at Vancouver Coastal Health. She gave an overview of the Linking Seniors Services event and highlighted that during the event participants would be encouraged to explore new ways to increase innovative initiatives in their programs. Lycia invited participants to take full advantage of this opportunity to develop new collaborations and community partners.

Larry Grant offered an Aboriginal prayer and welcomed the participants. Mr. Grant is a Musqueam elder and the current Elder-In-Residence at the UBC First Nations House of Learning, where he welcomes and connects with an array of visitors, students and staff from around the world. He graciously shared memories of the embedded cultural values in his community regarding self-identity, kinship, territory and history.

### 2.1 Accomplishments Linking Seniors Services 2012

Talia Mastai and Susan Mele described the major accomplishments of last year's event. Following are the highlights they collected from participants who attended the 2nd Linking Seniors Services.

- “Good opportunities for collaboration with other senior services organizations.”
- “Young Professional Seniors Program Coordinators group to keep connected, share resources and network.”
- “Vancouver Seniors Service Providers Network: strides have been done around outreach, transportation, housing and inclusion/diversity issues for and by seniors.”
- “Participation in training opportunities for volunteers.”
- “In collaboration with Kitsilano NH and Kerrisdale Seniors Centre, the South Granville Seniors Centre produced a brochure with the most useful services and programs for seniors offered in the Westside.”
- “Connected with seniors’ advocates, industry and health care professionals.”





- “Learned and shared innovations in home and community services.”
- “Developed alliances to support development of Community Response networks in the unique communities within Vancouver.”
- “To share with other city departments the great work that comes from the community connections and open collaboration that these groups have.”
- “To learn how other agencies are reaching out to homebound seniors.”
- “Greater awareness of senior’s services and programs within Vancouver.”
- “Identification of community priorities for seniors.”
- “Casual conversations with funders, specifically Vancouver Coastal Health, the Vancouver Foundation, The United Way and City of Vancouver helped the broader understanding of senior’s services in Vancouver.”



### 3.0 Keynote Presentation: Community Development and Health Promotion for Seniors

Dr. Gloria Gutman, President of the International Network for Prevention of Elder Abuse (INPEA), emphasized that seniors are not a homogeneous group. She discussed the importance in program planning of recognizing the diversity of seniors' ethnic and cultural backgrounds, socioeconomic status, educational background, health and functional status and sexual orientation. Dr. Gutman described the WHO concept of Active Aging as a key to health promotion for seniors. She highlighted the three pillars of a policy framework for active aging: participation, health and security. She acknowledged the WHO Age-Friendly Communities movement as an example of community development and provided examples of research projects relating age-friendly communities in British Columbia. In the last part of her presentation, Dr. Gutman referred to the seniors peer-to-peer training as an example of community development and health promotion. Please see Dr. Gutman's PowerPoint presentation in Appendix C. A brief biography of Dr. Gutman is in Appendix B.



## Discussion

### 1) How do you take increasing poverty among seniors into account when working on health promotion strategies?

- There is a need to work at reducing poverty; this is a key theme at the United Nations.
- We need to recognize that not all seniors are doing okay and not all of them can purchase their own programs and services. People need to be reminded that not everyone can afford privatization of services. Redistribution of income can help make services more affordable to those in need.
- This is an opportunity for advocacy. We need to make our politicians aware.
- Citizens need to be reminded of the power of their vote; boomers have been remarkably silent on these issues.



**2) In the 1950s and '60s, people worked on securing universal access to medical care. All seniors deserve access to medical care irrespective of their ability to pay for it. Please comment.**

- Canada Health Act is good with respect to acute care. However, we need to keep advocating for changes in long-term care.
- Seniors in Canada haven't been as militant as in the United States.
- There has been some work on developing a special United Nations convention on the rights of older people, which would emphasize the right to age with dignity.
- Now there are strong components of new technologies (hip replacement surgeries, cataract operations) that can dramatically improve the lives of seniors.
- We need to continue to make our case using a cost-benefit analysis approach based on the Active Aging concept.

**3) Please provide the historical setting for Canada 40 years ago, when continued advocacy led to a growth of programs and services for seniors.**

- In BC the Continuing Care Program was the result of lobbyists calling for a long-term care program.
- When the global recession hit, seniors services were the first to be cut.
- When seniors are encouraged to actively participate in life (i.e., active ageing), the entire community benefits, as seniors are able to prolong their participation in and active contribution to the community and labour market.

**Claire Robson summarized three main themes from the discussion:**

- Independence
- Dignity
- Community



## 4.0 Vancouver Coastal Health Presentation: “Home is Best”

Janice Lochbaum, Director of Vancouver Coastal Health (VCH) Home Health Program, provided information about the approach “Home is Best.” She described that VCH is embracing this philosophy to support clients to stay home as long as possible. According to this approach, life-changing decisions are better made in the home, and being at home with supports is the best place for patients to continue their recovery, manage their chronic conditions and be supported at the end of life. Ms. Lochbaum also described the guiding principles of Home First, emphasizing that this approach assumes the “patient will go home,” not automatically to residential care from hospital. Home First encompasses intensive care management to ensure that the patient and family are well set up to manage the post-acute-care period. To conclude, Mrs. Lochbaum provided information about Home ViVE Plus, which is a team comprising a physician, nurse and rehab for patients most at risk for admission to residential care. This program is an innovative initiative supporting Home is Best. Ms. Lochbaum’s PowerPoint presentation is in Appendix C. A brief biography of Ms. Lochbaum is in Appendix B.



## Discussion

### 1) Can Home is Best be accessed by a resident of a Single Room

#### Occupancy (SRO) in the Downtown Eastside?

- We strive for universal access.
- Clients living in an SRO are eligible for support, and they would receive services.
- Consideration must be given to ensuring a safe environment for staff.

### 2) Are there more resources, more nurses, discharge team? Clients are saying that they need help navigating the system, and these sorts of services need to be developed.

- People need to speak up, as lots of work still needs to be done.
- There is a need to serve those in high need.
- Advocacy must be conducted for home health services and beyond.

## 5.0 Plenary Session: Senior-Led Programs

During the plenary session, four panel speakers provided information on seniors programs in which seniors have been leaders. Projects led by seniors usually focus on the identification of promising community development practices with older adults in their neighbourhoods. The speakers, who are seniors themselves, provided a summary of their programs. They highlighted the key elements that contributed to the development of the program, focusing on lessons learned, insights gained and challenges along the way. For a brief biography of each presenter, see Appendix B.

### 5.1 ManTalk Program, Burnaby Seniors Outreach Service Society

David LaCroix, coordinator of the ManTalk program, described that the program provides the opportunity for men to stay active and engaged in their community. ManTalk groups have met in numerous locations in Burnaby: Seton Villa Seniors Residence, George Derby Veterans Centre, The Poppy Residences and throughout Burnaby Seniors Communities. Mr. LaCroix revealed that it is challenging to bring men together to talk about the social changes they experience in later years. Other challenges the program faces include attracting men to meetings that are not held in residential areas and encouraging participants to take on a leadership role in groups. He emphasized that the ManTalk program has helped men to adapt to the social and health transitions they experience. Please find Mr. LaCroix's slides in Appendix C.

### 5.2 Chinese Seniors Club, Kensington Community Centre

Jack Ho, former president of Kensington Chinese Seniors Club, explained that the Chinese Seniors Club has served Cantonese and Mandarin speaking seniors in the Kensington area. Mr. Ho highlighted that the Chinese Seniors Club initially had sufficient funding to coordinate a variety of social and recreational services and as a result they had a large number of members. Currently, the lack of stable operating fund-ing has diminished resources and consequently discouraged membership. At present, this is the key challenge the club is working to address.



### 5.3 False Creek Grandragons, False Creek Community Centre

Ronald MacDonald has been teaching dragon boat racing to seniors at the False Creek Community Centre for 14 years. Mr. MacDonald explained that his wife was instrumental in starting the False Creek Grandragons, Canada's very first senior dragon boat team. Currently there are several senior teams around BC. The Grandragons are committed to promoting a healthy and independent lifestyle for seniors. Together, the seniors of the False Creek Community Centre Dragon Boat program have planned events to socialize and increase intergenerational opportunities with the young dragon boat paddlers.

### 5.4 Seniors Hub, South Vancouver Neighbourhood House

Nelson Didulo, the chairperson of the South Vancouver Seniors Hub council, talked about the Hub's advocacy for seniors in Southeast Vancouver. He explained that the goal of the Seniors Hub is "to build and enhance services for seniors and strengthen community capacity for seniors in South Vancouver." Mr. Didulo highlighted that inclusiveness of the diverse population of seniors is one of the main priorities of the Hub. He also emphasized that partnership with numerous community agencies in Southeast Vancouver has helped in the "implementation of the South Van Seniors Hub."



## Discussion

### 1) How do you reach isolated male seniors still living in their homes (for Mr. LaCroix)

- We work through existing services (campuses of care).
- We ensure that we have challenging content.
- There needs to be something unique to bring them in the door.

### 2) What do you do to mentor seniors so that projects can continue when you step down?

- We appoint group leaders who can take on increasing levels of responsibility. Start by doing small parts of presentations and moving up from there (Mr. LaCroix).
- We work to ensure there is collective effort so that everybody is involved and aware of our activities (Mr. Ho).
- Our Seniors' Council works with the Seniors' Coordinator to ensure there is continuity of membership (Mr. Didulo).

### 3) What is one tip to encourage more seniors to become active in their communities?

- When seniors come in we engage them as leaders in specific projects they would like to do (Mr. Didulo).
- We try to do new things, look around and ask lots of questions (Mr. LaCroix).



## 6.0 Roundtable Discussion Highlights

Claire Robson facilitated roundtable discussions, which involved 8 to 10 participants per table. Below are the questions and discussions from this session:

### 6.1 What are the successful senior-led projects in our communities?

- Jewish Seniors Alliance
  - o Seniors for seniors by seniors
  - o Advocacy education peer counseling, friendly visits
- Cultural Connector, Renfrew Collingwood
  - o Half Chinese, half Filipino seniors
  - o ESL workshops
- Cosco — speakers program, advocacy, workshops
- New Seniors Resource Centre at Kitsilano Neighbourhood House has volunteer hours based on South Vancouver Seniors Hub model — senior involvement, help for general duty (seniors helping seniors)
- West End Seniors Network — senior peer support group, a lot of volunteers are seniors; French, Spanish, with several groups led by seniors
- Kitsilano Neighbourhood House — painting class led by seniors
- 411 Senior — entirely senior-led, forming a co-operative of seniors to deliver programs (i.e., computer literacy, information and referral)
- South Vancouver Seniors' Arts & Cultural Society
- Kiwassa Learn and Do
- “Jim’s Push for a Plan” campaign — supports families living with Alzheimer’s
- Program “Blogging for Bubbies” — education about technology, including using Skype, computers and Internet, with instructors, volunteers, one-on-one consultation
- Cameron Seniors Centre, Burnaby — most activities run by seniors, badminton, Seniors Society
- ManTalk — men’s breakfast, Roundhouse Poetry Circle, bridge, racquet sports, mahjong, karaoke





- Brock House programs all senior led
- Seniors Council at Mosaic
- The City's Arts & Health Project — definitely senior-centred though not senior-led. Community-engaged art practice with artist and a senior collaborating, but most of the artists are seniors themselves
- Little Mountain Neighbourhood House — English classes, line dancing, knitting group, all led by seniors
- Multi-family services — language-specific support groups for women who have experienced abuse
- Italian Cultural Centre — over 55 ladies club, very active (e.g., annual fund)
- Mosaic — seniors advisory council gives ideas of what they need

## 6.2 What are the barriers in senior-led projects?

- Lack of space or room for programs
- Ageism
- Lack of transportation
- Addictions
- Social isolation
- Lack of funding
- Need training for volunteers
- Seniors don't want to (or lack confidence to) take leadership/lead a group (e.g., women who have been abused/physical barriers)
- Lack of initiative, difficult to involve seniors (especially Japanese community)
- Cultural and language barriers
- Mobility
- Seniors don't see it as their "place" to speak
- Recognizing skills, acknowledging seniors' experience
- No sustainable plan, leadership for succession of generations
- Not enough staff and volunteer support
- Protectionism funding
- Fluctuating health issues
- Loss of funding for projects



- Poverty among seniors (e.g., need transit ticket to attend programs)
- Restricted funding (e.g., new immigrant program vs. programs for older groups)
- Groups need to develop trust — best to have ongoing courses
- Cultural groups/newcomers — takes time to feel part of the group
- Worries about financial resources
- Lack of models of seniors in leadership roles
- Staff can be a barrier if they have been programmers in the past

### 6.2.1 How can we overcome these barriers?

- Skills development — system navigation
- Continued leadership
- Acknowledging negative addictions and homelessness
- Finding seniors who can lead certain projects
- Recruiting new participants
- Break the silence, form groups to get a voice, collaborate together, have partnerships, share information, experience and resource data bases
- Need an open door policy such as ManTalk
- Advertising/promotion
- Society running program should be self-sustainable rather than relying on grants
- Taking on leadership role (e.g., women who have been abused/physical barriers)
- Integration vs. culture-specific — maintain identity, familiarity with the common background, but also provide opportunities to share
- South Vancouver Neighbourhood House is, as a result of lack of transportation, developing alternative transport service (a partners' bus) to bring seniors to events



### 6.3 How can we collaborate to implement senior-led initiatives?

- Connect all community centres to get seniors from place to place
- Intergenerational programs
- Programs in high school to connect youth with seniors
- Give seniors an opportunity for cultural self-expression
- Support seniors in developing leadership skills
- Get together on a regular basis to discuss their problems
- Collaboration between different organizations
- Collaborative support for caregivers
- Identify areas of common interest and work on development of a certain issue
- Collaborate to mutually referred clients
- Education about seniors for seniors
- Information sessions
- Target area where support is needed and provide culturally sensitive services
- Publish and provide information through different media
- Work with small businesses, especially ones that cater to older adults
- “Senior-led” means seniors are part of organization, or become so, providing leadership and driving and designing programs
- An important degree of seniors’ decision making
- Perhaps approaching big business
- Talk to local community centres/churches/schools for space
- Carry each others’ information so when people inquire, we can either help them or refer them to what they need
- Tweak the scheduling of our programs so our seniors/their seniors can get together
- Partner with organizations already doing work: different poles of expertise; funding; parts of process (seniors’ ideas and needs, mentoring, sharing); resources (buses, space, information)
- Community kitchen, tai chi, ESL, Canadian Society, social groups with speakers, falls prevention, dance



- Approach low income housing and co-ops
- Seniors' co-ops are a great idea
- Seniors and seniors providers walking together
- Look at successful existing programs and speak with them to get ideas
- Continue conferences to connect with each other
- Education
- Sharing experience and knowledge
- Advocacy
- Linking seniors services
- Senior service provider network
- Intergenerational projects
- Community response network
- Have a point person
- Targeted educated referral
- Success stories
- Follow through
- Anticipate collective issues
- Bring down barriers
- Mentorship
- Reframing “vulnerabilities”
- Change language
- Share training, knowledge and programs
- Advocacy for senior centres
- More solidarity and collaboration
- Share hub for sharing information with media
- Provide free education, training and information (e.g., peer counseling)
- Include ethnic peer counselors, as they know specific cultural needs
- Community Response Networks collaboration groups



## 7.0 Key Takeaways

Each year, the Linking Seniors Services participants assemble to discuss common needs and opportunities to build collaboration and enhance capacity to support seniors in the community. The key points this year on collaboration to support senior-led projects include:

- Developing a response to the lack of integration among service providers through coordinated network of service providers.
- Improving access and use of existing programs and services for seniors who are not fully integrated.
- Identifying and promoting promising practices with respect to diversity/equity programming.
- Establishing links that build capacity to more effectively serve seniors.
- Working with key stakeholders for service collaboration.
- Increasing capacity and sharing of lessons learned.





## 8.0 Appendices

- A. Agenda
- B. Biography of Presenters
- C. Material Presented
- D. Summary of Participants' Feedback
- E. List of Participants
- F. Organizations/Agencies with Table Displays in the Event's Information Gallery

## A. Agenda

An event for seniors service providers in Vancouver whose programs are mandated to serve older adults

### OUR GOAL:

To foster discussion and share insight on senior led projects relating to community development and health promotion.

### OUR OBJECTIVES:

To share information on collaborative initiatives, strategies, tools, techniques, and keys for success.

To explore possible collaborations among service providers.

To generate ideas and provide networking opportunities for future team and organization action planning.

Time	Activity
9:30 am	Registration Coffee and tea
10:00 am	Welcome – Lycia Rodrigues Community Developer, Seniors, Vancouver Coastal Health Aboriginal Elder welcoming: Larry Grant, Musqueam First Nation
10:20 am	Overview of our day Claire Robson, Quirk-e, Queer Imaging and Riting Kollektive for Elders
10:30 am	Accomplishments Linking Seniors Services 2012
10:40 am	Community Development & Health Promotion for Seniors Dr. Gloria Gutman
11:10 am	Vancouver Coastal Health Presentation Home is Best Janice Lochbaum
11:30 am	Defining Seniors' Led Initiatives: How do we get seniors' voices? Claire Robson
11:40 am	Lunch and Information Gallery
12:20 pm	Speed Linking
12:40 pm	Panel Discussion: Senior Led Programs <ul style="list-style-type: none"> <li>1. David LaCroix. Man Talk Program, Burnaby Seniors Outreach Service Society.</li> <li>2. Jack Ho. Chinese Seniors Club, Kensington Community Centre</li> <li>3. Ronald MacDonald. Grandragons Dragon Boat, False Creek Community Center</li> <li>4. Nelson Didulo. Seniors Hub, South Vancouver Neighbourhood House</li> </ul>
1:40 pm	Exploring Collaborative Initiatives (small group discussion)
2:15 pm	Discussion, New Ideas and Suggestions (large plenary group)
2:40 pm	Wrap up
3:00 pm	Close

## B. Biography of Presenters

### Facilitator

Claire Robson is a lead artist for Quirk-e project; a queer imaging & writing collective for elders. The collective has worked under her guidance and leadership for the past eight years and has produced many public shows and presentations. These include a human library project and dynamic workshops for queer youth and youth leaders. A widely published writer of fiction, memoir, and poetry, Claire's most recent book, *Writing for Change*, focuses upon the potential of collective memoir writing to effect social change.

### Keynote Speaker

Dr. Gloria Gutman serves as the President of the International Network for Prevention of Elder Abuse (INPEA) and works at the Simon Fraser Gerontology Research Centre. Dr. Gutman's research interests are wide-ranging and include: seniors' housing, long term care, health promotion, dementia care, environmental design of age-friendly hospitals and cities and seniors emergency preparedness. She is the Founding President of the Gerontology Association of British Columbia and served two terms as President of the Canadian Association on Gerontology (1987-1991). In addition, she was the President of the International Association of Gerontology and Geriatrics from 2001 to 2005.

### Vancouver Coastal Health Presentation

#### **Janice Lochbaum, Director Home Health.**

Janice Lochbaum has worked in home and community health in Vancouver for more than 20 years. She worked as a home care nurse, clinical nurse specialist, project leader, and manager prior to becoming director of special projects, and then home health in 2012. Janice originally trained as an RN with Vancouver General Hospital School of Nursing, subsequently obtaining a Bachelor of Science and Master's of Science in Nursing at UBC. Much of her work over the years has been in providing services for frail senior populations. She is currently responsible for Home Health programs in Vancouver, transition and access services in Vancouver acute and community, and STAT unit at VGH.

## Panel Presenters

**David LaCroix. Man Talk Program,  
Burnaby Seniors Outreach Service Society.**

Mr. LaCroix coordinates the Man Talk program. He is the founder of West Coast Treasure & Artifacts, bringing historical displays and presentations to senior oriented communities. Mr. LaCroix organizes the Continuing Education Series with The Poppy Residences (Burnaby) and is a long-time member of Scouts Canada.

**Jack Ho, Chinese Seniors Club,  
Kensington Community Centre**

Mr. Ho is the former president of Kensington Chinese Seniors Club. He has collaborated with the InterCultural Online Health Network (iCON), in presenting information about chronic disease prevention and management for Chinese communities.

**Ronald MacDonald, Grandragons Dragon Boat,  
False Creek Community Center**

Mr. MacDonald has been teaching Dragon Boat paddling to seniors at the False Creek Community Centre for the past Fourteen Years. He will be going to Szeged, Hungary this summer on the Canadian National Senior Dragon Boat Team for paddlers 60 years of age and up. This will be the third time he will have represented Canada in Dragon Boat Racing.

**Nelson Didulo, Seniors Hub,  
South Vancouver Neighbourhood House**

Mr. Didulo is the chairperson of the Seniors Hub council of South Vancouver. He is the former director of the Vancouver Multicultural Society, former president of YMCA Philippine Service Club and past vice President of Multicultural Helping House Society.





**HOME IS BEST**



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1

**Introducing  
Home is Best-  
Linking Seniors'  
Services Forum**

**Janice Lochbaum, Director,  
Home Health, Vancouver**

June 2013

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**What is “Home is Best”?**

- Based on overall philosophy that home, with supports, is best place for patients to continue their recovery, manage their chronic conditions, and be supported at end of life
- VCH, like many other jurisdictions, is embracing this approach and planning supports around it

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3

Home is Best

- Many clients and families want to stay home as long as support is in place
- Life changing decisions are better made in the home
- People can choose to live at risk at home and in the community
- Institutionalized care presents risks that are not as prevalent in the home setting

“Home First Implementation Guide & Toolkit”. Ontario LHIN Collaborative. February 2011

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**Home First-Vancouver**

- A transition approach focused on keeping patients safe at home for as long as possible.
- Supports patients to return home at hospital discharge prior to residential care registration.
- Supports patients to stay at home while waiting or delaying residential care registration.

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**Home First : Guiding Principles**



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## Home First- Guiding principles

- Start with expectation that “patient will go home”, not automatically to residential care from hospital
- Early communication with patient/family that supports this goal, offering supports
- Start planning for HF as goal shortly after admission to hospital
- Being accountable to keeping patients safe, respecting capable patients’ right to live at risk & make choices

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## Home First- Enabling Services

- Not just about home support....but that is a big part of the plan!
- Can support short term higher levels of home support while waiting at home OR if significant potential for improvement
- Other resources/services to support, including equipment, nursing care, rehab etc.

## Quick Response Teams

- Nurses & Occupational Therapists working together- trial initiative
- Targets patients leaving acute care who are at high risk for readmission
- Provides short term intensive care management to ensure patient/family is well set up to manage post acute care period

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## Other initiatives supporting Home is Best

- Home Vive Plus teams- physician, nurse, rehab teams for patients most at risk for admission to residential care
- Ideal transition home- work in acute care to improve journey from acute care to home
- Early supported discharge teams for post stroke and COPD patients
- Home Health redesign starting up across province

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# Questions?





## Health Promotion and Community Development: Keys to Active Aging

Gloria M. Gutman, PhD  
Professor/Director Emerita SFU Gerontology

Presented at "Linking Seniors Services: Finding Seniors Voices", Roundhouse Community Arts and Recreation Centre, June 5, 2013

### Objectives of this presentation

- Highlight the importance of recognizing the diversity of the seniors population in program planning
- Discuss the WHO concept of Active Aging which is key to health promotion for seniors
- Discuss the WHO Age-Friendly Communities movement as an example of community development
- Describe a Seniors Peer-to-Peer Environmental Health project as an example of a KT initiative that produced behaviour change

### Changing Demographics

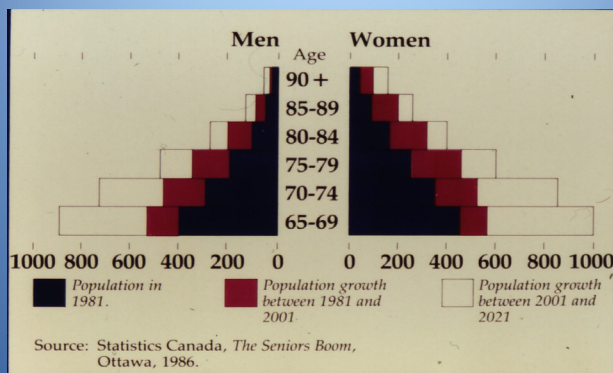
- Seniors are the fastest growing segment of the Canadian population



In 2011 4.9 million Canadians were aged 65+ (14.8% of the population). By 2031, 1 in 4 will be seniors



### Population Growth 1981-2021



### Today's seniors are different than their ancestors



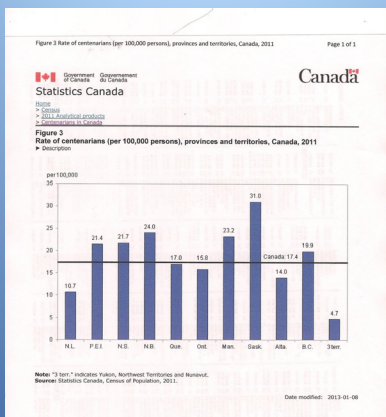


## They live longer

Life Expectancy at Birth, British Columbia, 1931-2006

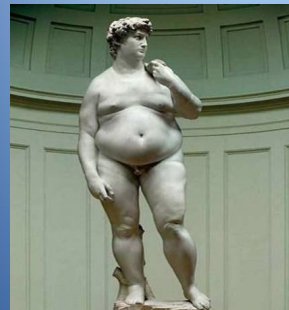
	Males	Females
1931	62.2	65.3
1941	63.7	69.0
1951	66.7	72.4
1960-62	68.9	75.2
1970-72	69.9	76.7
1980-82	72.6	79.6
1990-92	75.2	81.3
1998-2001	78.0	82.8
2006	78.8	83.5
Gain	16.6 years	18.2 years

5,825 Centenarians in 2011 (4870 female, 955 male)



## Obesity is an Issue but...

Reflecting the "Epidemiological Transition", they are:



- Physically healthier than their ancestors
- Less likely to die from infectious disease
- Have more chronic disease - with increasing age, co-morbidities are the rule rather than the exception
- But seniors (and Boomers) are not homogeneous groups

## Diversity: A key theme

- Seniors come in a variety of sizes, shapes and ethnic and cultural backgrounds, they vary in socio-economic status, educational background, health and functional status, and in sexual orientation and, as a result, in the housing and support services they need and in the leisure and recreational programs that will attract them and retain their interest.

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## Baby Boomers



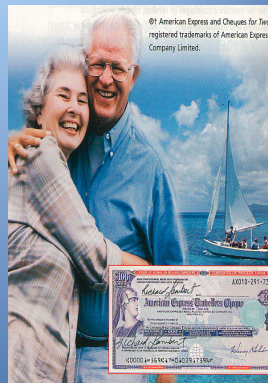
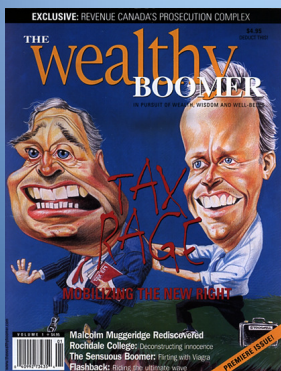
- Born between 1946 and 1965
- They are the country’s largest generation. The census counted 9.6 million in 2011, nearly 3 in every 10 Canadians

## Critical years for Baby Boomers

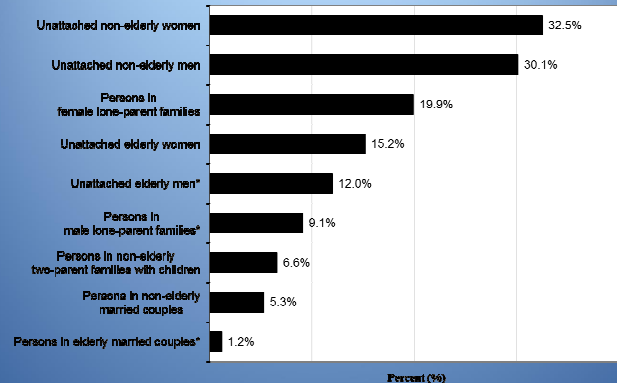


Year of birth	Year aged 60	Year aged 65	Year aged 75	Year aged 85
1946 (start of boom)	2006	2011	2021	2031
1956	2016	2021	2031	2041
1960 (peak)	2020	2025	2035	2045
1966 (start of bust)	2026	2031	2041	2051

## Some are Healthy & Wealthy



## Poverty Rates by Family Type, Canada, 2009



\* The sample size is small. Use the estimates with caution.

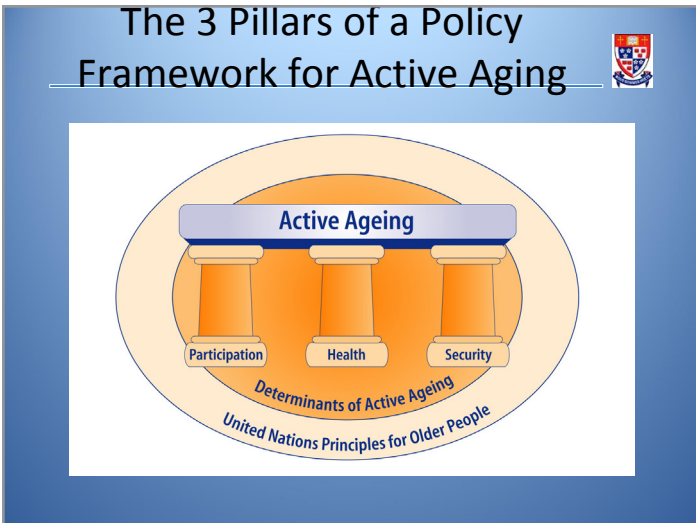
## Key Health Promotion Concepts



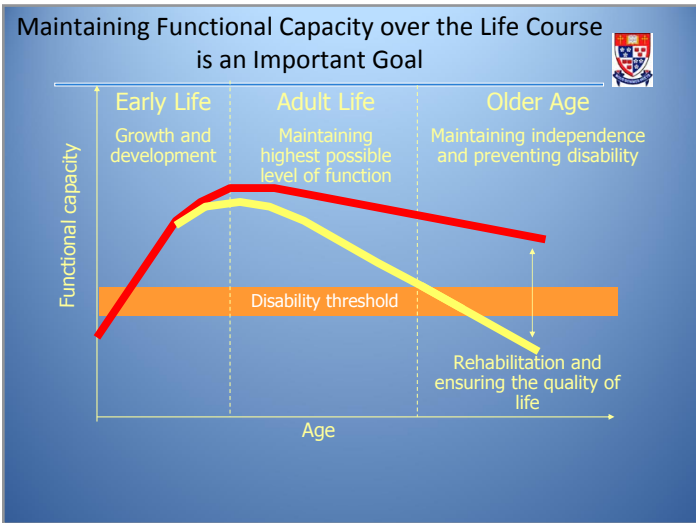
- **“Active Ageing”:**  
 “the process of optimizing opportunities for health, participation and security in order to enhance quality of life as people age.”
  - Applies to both individuals & populations
  - Allows people to realize their potential for physical, social & mental well being throughout the life course

## Determinants of Active Aging





- ### Participation includes
- 
- Maintaining family ties
  - Peer-to-peer activities
  - Paid and unpaid (volunteer) work
  - Lifelong Learning
  - Civic involvement



- ### Security includes
- Freedom from abuse and neglect
  - Bullying and intimidation

**IS THIS A CRIME SCENE?**

No one should ever be **pressured, forced or tricked** into giving money — even to loved ones. If someone you trust is taking advantage of you, help is out there. **Learn the signs of financial abuse to protect yourself and the people you love.**

**ELDER ABUSE**

IT'S TIME TO FACE THE REALITY


To find out more from the Government of Canada about preventing elder abuse, visit [www.seniors.gc.ca](http://www.seniors.gc.ca) or call **1 800 O-Canada** (1-800-622-6232) or TTY: 1-800-926-9105

Government of Canada / Gouvernement du Canada

Canada







• June 15 is World Elder Abuse Awareness Day

## Community Development

**The WHO Age-Friendly Cities Project**

- The initial participants consisted of study teams from 33 cities in 22 countries

**The Project had 2 major phases**

- Community Assessment
- Community Development

### Age-Friendly Collaborating Cities



**AMERICAS**  
 Argentina, La Plata  
 Brazil, Rio de Janeiro  
 Canada, Halifax  
 Canada, Portage La Prairie  
 Canada, Saanich  
 Canada, Sherbrooke  
 Costa Rica, San Jose  
 Jamaica, Kingston  
 Jamaica, Montego Bay  
 Mexico, Cancun  
 Mexico, Mexico City  
 Puerto Rico, Mayaguez  
 Puerto Rico, Ponce  
 USA, New York  
 USA, Portland

**AFRICA**  
 Kenya, Nairobi

**EASTERN MEDITERRANEAN**  
 Jordan, Amman  
 Lebanon, Tripoli  
 Pakistan, Islamabad

**EUROPE**  
 Germany, Gahr  
 Ireland, Dundalk  
 Italy, Udine  
 Russia, Moscow  
 Russia, Tuymazy  
 Switzerland, Geneva  
 Turkey, Istanbul  
 UK, Edinburgh  
 UK, London

**SOUTH-EAST ASIA**  
 India, New Delhi  
 India, Udaipur

**WESTERN PACIFIC**  
 Australia, Melbourne  
 Australia, Melville  
 China, Shanghai  
 Japan, Himeji

Credit: BC Ministry of Health

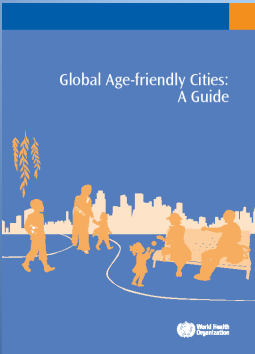
## Protocol for Community Assessment

- District rather than entire city (where appropriate)
- Focus groups conducted
  - With older persons aged 60-74 & 75+ from both lower and middle SES
  - With family caregivers (as proxies for older persons who cannot speak for themselves)
  - With service providers (public, private and voluntary sectors)

Participants asked to describe advantages & barriers for older people in 8 areas of city living

- Outdoor spaces and buildings
- Transportation
- Housing
- Social participation
- Respect and social inclusion
- Civic participation and employment
- Communication and information
- Community support and health services

## Guide & Checklist



- Launched October 1, 2007
- Available from [www.who.int/ageing/en](http://www.who.int/ageing/en)

## Guide & Checklist

- Age-friendly rural and remote communities
- An initiative of the F/P/T Ministers Responsible for Seniors
  - Launched 2009
  - Available from:
- <http://www.phac-aspc.gc.ca>



## BC Active Aging: Immigrants and Age-friendly Communities



- Pilot project funded by BC Seniors' Healthy Living Secretariat & PHAC (Gutman, 2010)
- focused on two ethno-cultural groups
  - Chinese immigrants from Shanghai, China
  - Punjabi immigrants from Jalandhar, India

## Other Research is Exploring the Link Between Active Aging and the Built Environment

- E.g. Ethan Berke and colleagues have demonstrated a protective association between neighborhood walkability and depression in older men (see JAGS, March 2007).

## Seniors Peer-to-Peer Training: An effective methodology

- Home Health Hazards Peer-Mentor Training Project (Gutman, Klosock & Cox, 2010)

### Socio-demographic Characteristics of Trainers

	Parkville (n=9)	London (n=9)
No. Female	7	4
Age range (mean age)	54-77 (68.0)	62-66 (64.2)
<u>Marital status</u>		
Married	4	1
Divorced	1	1
Widowed	4	2
<u>Living Arrang</u>		
Alone	4	2
With spouse/partner	4	1
With Family Member	1	1
<u>Dwelling type</u>		
Single family detached	6	1
Low-rise apartment	2	0
High-rise apartment	0	2
Other	1 (Mobile home)	1 (Granny suite)
<u>Highest level education</u>		
Some high school	1	0
High school grad.	1	1
Technical/trade school	1	0
Some college/univ.	1	0
University degree	5	3

## Evidence of Learning



## Home Hazard Quiz Scores- Parksville



	Feb 24 (n=10)	Feb 29 (n=5)	Mar 1 (n=10)	Mar 5 A&B (n=9)	Mar 5 C (n=12)	Total (n=46)
Pre	6.7	2.8	8.4	4.7	5.1	5.9
Post	8.9	7.2	8.4	8.0	9.2	8.3

## Behaviour Change



- 49/54 followed up at least once
- 44/49 (89%) had made one or more changes to their behaviour or home to reduce environmental hazards
- Most common changes:
  - Buy a CO detector or, if they already had one, check batteries, move its position
  - Check for mold and remove
  - Check temperature of hot water heater
  - Dust/vacuum more often
  - Research/test or if in an apartment, ask about radon gas
  - Get gas appliances checked
  - Buy a humidity meter or check humidity level if they already had a meter
  - Review chemical storage

## Concluding Remarks: **Involve & Listen to the Voices of Consumers**



- Foster
  - senior leadership and peer-to-peer training
  - New programs and projects that build on seniors skills and experience



SIMON FRASER UNIVERSITY  
**GERONTOLOGY**  
RESEARCH CENTRE

## Health Promotion and Community Development: Keys to Active Aging

Gloria M. Gutman, PhD  
Professor/Director Emerita SFU Gerontology

Presented at "Linking Seniors Services: Finding Seniors Voices", Roundhouse Community Arts and Recreation Centre, June 5, 2013



## The ManTalk Project

### Living Longer and Living Better

A project by the Burnaby Seniors  
Outreach Services Society (BSOSS)

BSOSS



## About Us

- ManTalk is a program for senior men (mainly) to help them adapt to the social changes experienced as they age
  - Many senior men do not adapt well and are reluctant to seek help or talk about it
- Program is facilitated by the Burnaby Seniors Outreach Services Society (BSOSS)
  - a non-profit organization in which peers support the emotional well being of seniors.
- ManTalk started in 2011 with funding by the New Horizons for Seniors Program
- Currently funded partially by the Vancouver Foundation (2012-2013)

BSOSS



## The Men Shed Movement

- ManTalk is inspired by the world-wide “MenShed” movement
- ManTalk strives to enhance retired and older men’s lives and well being in the community by workshop-based activities and/or providing drop-in formats where they can meet and socialize with other men
- The MensShed movement started in Australia and is most active there
- Interest in the MenShed concept growing in other countries like New Zealand, Ireland, England and Canada

BSOSS



## Objective of ManTalk

- Provide a service to senior men who are having difficulty dealing with the losses and changes confronting them in later years.
- These issues might include:
  - Loss of family members and friends
  - Health Issues
  - Financial Difficulties
  - Housing Problems
  - Changes in enjoyment of hobbies and interests

BSOSS



## How to Achieve This?

- Facilitate increased social interaction and tasked based activities
- Keep older men active mentally and physically in their senior years
- Help them stay active and engaged in their community
- Provide opportunity for them to meet and talk about what is going on in their lives

BSOSS



## ManTalk Group Locations

### ManTalk groups set up in several venues in Burnaby

- Seton Villa Seniors Residence
- George Derby Veterans Centre
- The Poppy Residences
- Many Other Short Duration Programs Throughout Burnaby Seniors Communities

BSOSS





## *ManTalk Meetings*

### Activities at a typical ManTalk meeting include:

- Social or/and educational conversation over coffee/tea or a meal
- Encouraging the men to talk about themselves or a topic of interest to them
- Presentation by the facilitator or invited speaker on a topic of general interest

BSOSS



## *ManTalk Poster*



BSOSS



## *ManTalk Meeting*



BSOSS



## *Presentation on Topics of Interest*



BSOSS



## *Going Forward*

### Challenges facing the project include:

- Difficult to get the men to come to a meeting if it is held outside of their residential area
- How to keep the men interested
- Suitable activities
- How to encourage some participants to take on a leadership role in group

BSOSS



## *Summary*

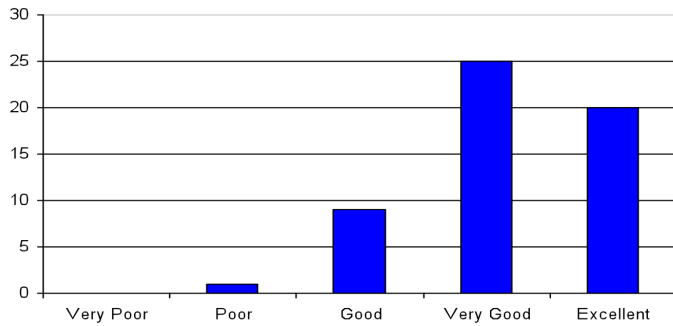
- \*\*Program in its second year
- Currently held mainly in the assisted living settings for seniors
- Considerable success in getting the men to come forward and getting involved by taking ownership and organizing topics
- This year 2013 we plan to expand to more independent/assisted living communities and perhaps campuses of care

BSOSS

# Participant Feedback Summary

Total Attended: 122  
Total Responses: 55

1. How would you rate your overall experience of this event?



c. Exploring collaborative responses (roundtable)

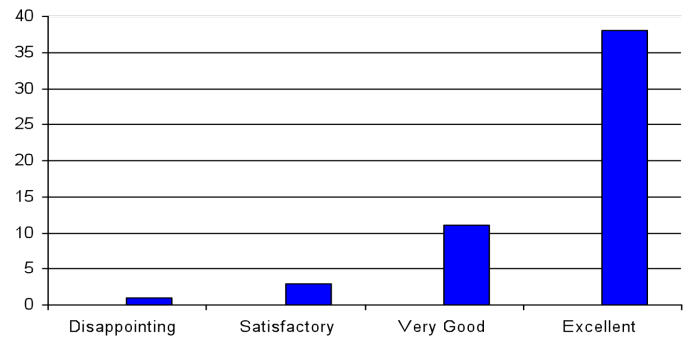


2. Assess the different elements of the event.

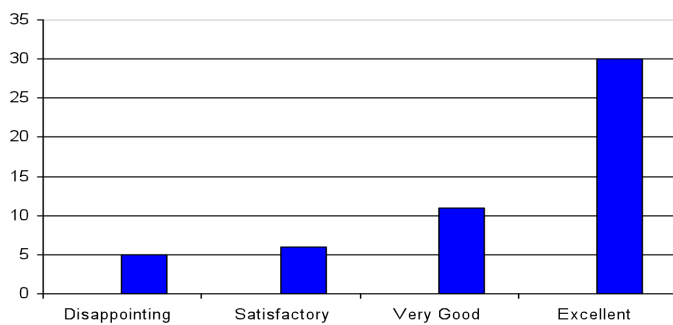
a. Presentations



d. Facilitation



b. Speed Linking

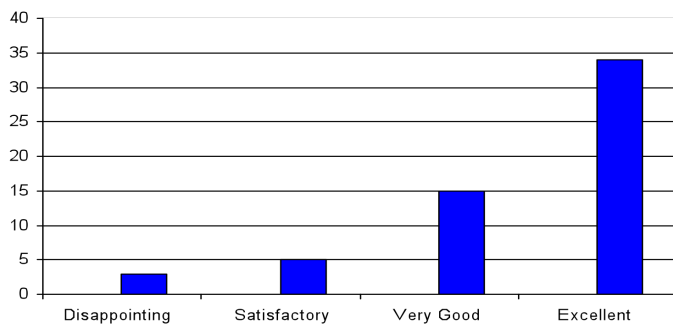


e. Information Gallery





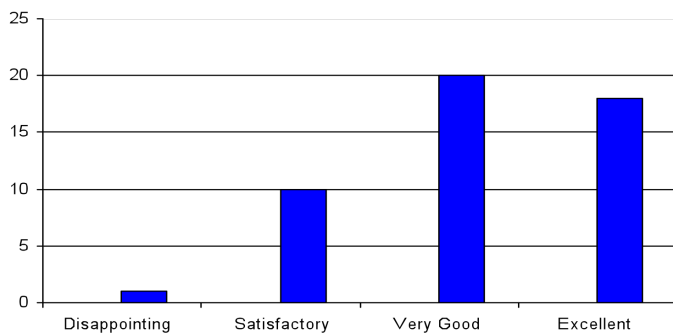
## f. Organization of the Event



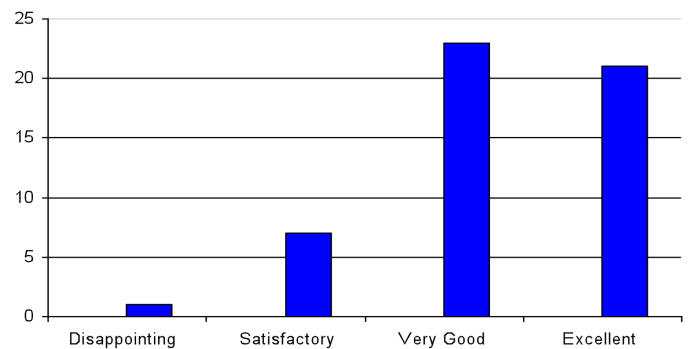
## h. Work-friendly environment of workshop room



## g. Pre-event information



## i. Catered Lunch



**Below are links to question's page of comments.**

3. What was the most valuable part for you? Why was it worthwhile? (pg 37)
4. What was the least valuable part? How might we improve upon this? (pg 38)
5. What would have made it easier for you to participate in discussions? (pg 39)
6. What next steps are you thinking about or taking to plan or implement a collaborative initiative with service providers in your neighbourhood or across the city? (pg 39)
7. Additional comments and observations Comments: (pg 41)

### 3. What was the most valuable part for you? Why was it worthwhile?

- Info gallery because it helped networking, keynote very valuable because she presented broader issues affecting the seniors sector.
- (X11) Networking;
  - o Info gallery.
  - o Connecting & sharing thoughts ideas.
  - o Lots of good networking.
  - o Relevant new info.
- (X14) Speed Linking
  - o I liked the set up.
  - o Connected us to people (facilitating experts) in Vancouver who will come to our programs soon!
  - o Because it forced us to network.
  - o Lots of fun.
  - o Made connections & exploration discussions because it's important to know who is doing what especially since people in agency roles change.
- Seniors Hub Council (South Van) presentation.
- (X9) Key note speaker;
  - o Provided great info, very clear topics, very inspiring & backed up by stats & charts help me to challenge the existing level of service to seniors & encourage them to speak out.
  - o Powel River nation (to gather valuable info).
  - o Info. & statistics.
  - o Informative, many ideas, very timely.
  - o To the point, brief highlights concerning services & issues.
- (X13) Small group discussion;
  - o Was able to network with those who I didn't get to during Speed Linking.
  - o Planning dealt with real issues & realistic possibilities for benefit of all.
  - o (X3) Sharing ideas & hearing other's input.
  - o Collective ideas by different groups very worthwhile.
  - o Good to see what each community does.
  - o Good questions.

- Community development & health promotion for seniors research & Home is Best program
- Home is Best speaker because our agency focuses more on rental housing moving forward.
- Learning about other programs, meeting people, listening to the speakers.
- (X2) Dr. Gutman talk was very interesting.
- The mix of service providers of non-profits & VCH programs.

#### 4. What was the least valuable part? How might we improve upon this?

- Re-reading flip charts, repetitive.
- More chance to talk during small group discussions.
- Peer-led group panel could have been useful, but was not focused-seemed broken.
- Presentations; maybe less but deeper focus.
- (x 12) Speed Linking more time needed.
  - o No one had their business cards.
  - o (X3) Too noisy.
  - o (x2) Too fast.
  - o Could have been longer.
- Key note (make it real make it local, make it matter).
- (X2) Presentations with no slides & certain speakers were hard to follow & understand.
- Seniors presentations- not informative about programs development.
- Less speakers, more time spent speaking, planning, thinking together.
- Every part of the talk was valuable.
- Involve other cities instead of just Vancouver. Would be good opportunity to learn from each other since Vancouver has most resources & diversify information to share; especially the quality of inclusiveness.
- Last part, too late in the day to summarize our brainstorming.
- Have facilitator / speaker define & talk about senior-led initiatives.
- Information gallery, not enough time to see everything.
- Big speeches-better to have structured questions that speakers are asked to address relative to specific concerns that we all have, such as poverty, chronic illness, etc.
- More discussions, less speeches.

### 5. What would have made it easier for you to participate in discussions?

- Pre-conference reading.
- Advance materials / synopsis of the slides presentation.
- Opportunity to take 1 minute to introduce what my organization is doing in seniors' networks.
- (X2) More time to engage in small group conversations.
- Very central & convenient to access.
- Having a facilitator at small discussions to keep conversations on track & allow everyone to share ideas, round tables rather than rows.
- (X2) More time for questions
  - o Keynote speaker.
- Start with the Speed Linking good way to start to know participants & what they do which make connecting & sharing ideas easier.
- Should have had 'Innovate Program' in p.m.
- The microphone was a great way to help participants engage in Q & A!
- If discussions had been immediately after lunch.
- Nothing I participate easily, round table discussions are always good.
- Would have preferred us all sitting at tables through out the day – you get to interact more with people that way instead of sitting alone in a chair in a row.

### 6. What next steps are you thinking about or taking to plan or implement a collaborative initiative with service providers in your neighbourhood or across the city?

- Meetings or email.
- Share contact info (name, email, org, role).
- Continue to build on networking initiated here.
- Give us a master list of attendees.
- Get some project initiative that both organizations can benefit from.
- Contacting & inviting senior serving organizations to work together towards developing a senior's house in the Vancouver West side area.
- Introduction for mutual referral.
- Focusing on how we can shift from services provision mentality to a mutual aid mentality.

- Doing some more research of some interesting topic, inviting different speaker to the senior event.
- We are already implementing new services through Better at Home, but I've made some connections today that I will work on.
- I am going to join the service provider network & follow up on the people I've met today.
- BC 411 (Seniors 411) education & home nursing program-outreach & service delivery.
- Working at SVNH Seniors Links program to develop an online training module for student workers.
- Hope VCH will be more open to collaboration & work with community base seniors & programs – we must work hand-in-hand & more closely to serve our seniors.
- (X2) Connecting with people at event to see how we can work together.
- Sign up for linking seniors services.
- Learning more about Better at Home and Home is Best.
- An opportunity came up by one of the community members of a fund to train interpreters.
- Connected with another agency & plan on possibility.
- Our Seniors Hub for the Westside of Vancouver connecting with service providers to see how they would be able to participate & contribute to such a hub.
- Make efforts to attend community meetings to learn about other providers & initiate a project which is beneficial for both.
- Email those we networked with.
- Network with our new connections.
- Examine baselines in specific programs; develop goals/timelines to be reached.
- Look into different report/resources people introduced & invite quest speakers / other seniors groups to collaborate / support our programs.
- With VCH regarding Peer Support.
- Identify available resources /services in the community & how to access.
- Talk to seniors, ask for their needs.
- Reinforcement of initiative presently in place.

- Continue to work with other community organizations & connect with those from Speed Linking, etc.
- Kits Hse CRNetwork/WJSRS network.
- More referrals to services.
- While working through some re-organization in our program we anticipate having many conversations & home calls with service providers so that programs have a clear understanding of program, our goals, and our involvement with community care of seniors.
- Still working on growing the network that came out of the last LSS forum!
- We are thinking - @ the CCPIA- how to facilitate connections between groups.
- Already attending CRN meetings, doing presentations with various agencies.
- Will continue my involvement with VSSPN.

#### 7. Additional comments and observations Comments:

- Very informative & helpful, event was successful & was well organized, glad to have attended.
- Found it Redundant.
- Very good.
- Insightful, please share contact info of all participants.
- Excellent Event.
- Good opportunities to share ideas, resources & strategies in supporting seniors with different barriers.
- Thank you for including us (North Shore).
- Well planned & put together day.
- Good to network with other providers, great speakers.
- Time to get together with organizations from our neighbourhood/community service area.
- Loved the mix of ages vs experience, great venue.
- Great networking & sharing opportunity.
- Thanks for your hard work in organizing the great event! Nice & inspiring, very well organized good time control!
- Wish Janice could have elaborated on Home Care Redesign & links between home care & community care.



- Good linking between all organizations & communities, useful event.
- Good balance of presentation & interaction, prefer more locally based stories of partnerships & programs, too global not local enough.
- Understanding that the workshop was to highlight different services, time limitations led to quite surface discussions, would have liked more in-depth discussion, not enough time.
- Excellent mix of people, speakers, activities, etc. 100% to the planning team, key note speaker low volume, for small group discussion needed “stricter” facilitation, Facilitator; nice to have someone lesser known leading an event.
- Excellent forum learned so many new things!
- Some presentations were more valuable than others.
- Very useful info shared, networking opportunities very helpful.
- Good ideas generated, started slow-time waste.
- Very worthwhile day, work-friendly environment-shouldn’t expect people to move own chairs to small groups because of mobility/agility abilities.
- Beautiful location, nice space for booths, good sound for speakers & lots of natural light, was nice to both hear from senior service providers as well as from active seniors participating in the communities.
- The info I’ve heard & seen was very informative & useful to my organization, we should have more of these kinds of workshops/forums, kudos to the organizing people.
- Presentation by Claire very poor, presentation by David better, high ceiling deadened sound, there was no sugar substitute with the catered lunch, poor sound system!, more info/workshops on senior led projects, absence of senior females, screen not always visible.
- This was my first year & it was wonderful, groups were not well matched in size for the discussion session-we had only 4 people at our table.
- Very well organized, would like emails of all attendees, need more women represented.
- Enjoyed forum but think there needs to be more emphasis on participation (not just speakers), Catered lunch could have been done differently (i.e. start both sides at once and identify vegetarian section, would like to see the “planting of seeds” at this forum.
- Well organized, moved well, super efficiency monitoring of time excellent.

- Well done, thankful for your efforts in organizing the day, next year is the Kensington Chinese Seniors Club 30th year anniversary (2014), needed more time for Speed Linking, liked Ron's discussion (Q&A) about getting creative to capture men's attention for getting connected in community (such as Treasure hunts & fishing), just needed more time to connect through the Speed Linking-could have been longer, more discussion less speakers.
- Like very much, well organized
- Too diffuse, needs to focus on building, collaborative seniors-led ventures, really, very little focus on creating space for seniors real voices in service providers, Speed Linking was too fast, 2 good conversations are better than 4 superficial ones, not enough time given for exploring collaborative responses small group discussions.
- Keynote speaker provided very valuable info & resources-has the opportunity to connect with other partners, glad to see the senior volunteers share their thoughts.
- Over all good, useful, hope covering all lower mainland not only Vancouver
- Great event & organization, loved Dr. Gutman & panel presentation, delicious lunch, great job LSS team & Claire Robson for great facilitation!
- Need more time for Speed Linking! 1 minute for 2 people is not enough!
- Poor sound system. More interactive workshops on senior led projects with seniors & providers, screen not always visible
- Very happy to be part of this event, happy that info tables in same space, well done!
- Having seating & round tables-would promote networking; make it easier to meet new people.
- Great speakers!
- Well represented & positive forward-moving energy.

## Linking Seniors Service Event Registration and Participant List

Name	Title	Organization	Email	Phone
<b>CHA 1: West End, Downtown, False Creek, Fairview Slopes</b>				
Ana Maria Bustamante	Coordinator, Community Development	Gordon Neighbourhood House	<a href="mailto:ana_maria@gordonhouse.org">ana_maria@gordonhouse.org</a>	604-683-2554
Bianca Wallace	Manager of Programs	West End Senior's Network	<a href="mailto:programs@wesn.ca">programs@wesn.ca</a>	604-669-5051
Bonnie O'Sullivan	Generations Community Developer	Qmunity Generations	<a href="mailto:generations@qmunity.ca">generations@qmunity.ca</a>	604-684-8449
Diana Vanderveen	Seniors Worker	Roundhouse Community Centre	<a href="mailto:diana.vanderveen@vancouver.ca">diana.vanderveen@vancouver.ca</a>	604.713-1814
Dora Ng	Volunteer Programs Assistant	West End Senior's Network	<a href="mailto:programassistant@wesn.ca">programassistant@wesn.ca</a>	604-669-5051
Eric Kowalski	Executive Director	West End Senior's Network	<a href="mailto:executivedirector@wesn.ca">executivedirector@wesn.ca</a>	604.669.5051
Maureen Mac Gregor	Social Worker Case Manager	VCH-3 Bridges	<a href="mailto:maureen.macgregor@vch.ca">maureen.macgregor@vch.ca</a>	604-714-3428
Melanie Morris	Manager of Volunteer Resources	West End Senior's Network	<a href="mailto:volunteers@wesn.ca">volunteers@wesn.ca</a>	604-669-5051
Michelle Kotowski	Project Coordinator	Vancouver 2nd Mile Society, Neighbourhood Helpers Project	<a href="mailto:michellek@vsms.ca">michellek@vsms.ca</a>	604-688-6851
Sharon Isaak	West End Community Planning Table	Gordon Neighbourhood House	<a href="mailto:isaaksharon@gmail.com">isaaksharon@gmail.com</a>	604-880-2743
Talia Mastai	West End/Downtown Home Support Coordinator	Jewish Family Service Agency	<a href="mailto:tmastai@jfsa.ca">tmastai@jfsa.ca</a>	604.257.5151
<b>CHA 2: Downtown Eastside, Strathcona, Grandview-Woodlands</b>				
Becky Tung	Chinese Outreach Worker	Vancouver Second Mile Society	<a href="mailto:beckyt@vsms.ca">beckyt@vsms.ca</a>	604-568-9050
Steve Chan	Executive Director	Vancouver Second Mile Society	<a href="mailto:stevec@vsms.ca">stevec@vsms.ca</a>	604-254-2194
<b>3: Hastings-Sunrise, Renfrew-Collingwood, Cedar Cottage</b>				
Donna Clarke	Executive Director	RenColl Seniors Society	<a href="mailto:dclarke@shawbiz.ca">dclarke@shawbiz.ca</a>	604-430-1441
Hazel Pabalan	RN, Adult Day Program	Cedar Cottage Neighbourhood House	<a href="mailto:adc@cedarcottage">adc@cedarcottage</a>	604-874-4231
Kathryn Cureton	Seniors Program Coordinator	Collingwood Neighbourhood House	<a href="mailto:KCureton@cnh.bc.ca">KCureton@cnh.bc.ca</a>	604-412-3704
Lily Canan Reynolds	Intergenerational Programs Coordinator	Frog Hollow	<a href="mailto:lily@froghollow.bc.ca">lily@froghollow.bc.ca</a>	604-251-1225 ext 240
Michelle Godden	Adult Day Program Director	Cedar Cottage Neighbourhood House	<a href="mailto:mgodden@cedarcottage.org">mgodden@cedarcottage.org</a>	604-874-4231
Talia Mastai	Better at Home Coordinator	Collingwood Neighbourhood House	<a href="mailto:tmastai@cnh.bc.ca">tmastai@cnh.bc.ca</a>	604-435-0375

## Linking Seniors Service Event Registration and Participant List

Name	Title	Organization	Email	Phone
<b>CHA 4: UBC, West Point Grey, Kitsilano, Dunbar-Southlands, Musqueam, Kerrisdale, Arbutus Ridge, Shaughnessy</b>				
Clemencia Gomez	Executive Director	South Granville Seniors Centre	<a href="mailto:cgomez@southgranvilleseniors.ca">cgomez@southgranvilleseniors.ca</a>	604-732-0812
Jessica Smith	Program and Volunteer Coordinator	South Granville Seniors Centre	<a href="mailto:jsmith@southgranvilleseniors.ca">jsmith@southgranvilleseniors.ca</a>	604-732-0812
Jose Mendoza	Seniors Programmer	Kitsilano Neighbourhood House	<a href="mailto:jose@kitshouse.org">jose@kitshouse.org</a>	604-736-3588
Linda Ostrom	Community Worker/Tenant Support	First United Church	<a href="mailto:lostrom@firstunited.ca">lostrom@firstunited.ca</a>	604-290-8417
Nikki Wrangmore	Linden Tree Place Site Support Worker	Kitsilano Neighbourhood House	<a href="mailto:nikki@kitshouse.org">nikki@kitshouse.org</a>	604.736.3588 ext 26
Sandra Petrozzi	Seniors Programs Coordinator	Kitsilano Neighbourhood House	<a href="mailto:sandra@kitshouse.org">sandra@kitshouse.org</a>	604-736-3588
Susan Mele	Acting Recreation Supervisor	Vancouver Parks Board	<a href="mailto:susan.mele@vancouver.ca">susan.mele@vancouver.ca</a>	604-257-8118
Taylor McDougall	Community Programmer	Kitsilano Neighbourhood House	<a href="mailto:taylor@kitshouse.org">taylor@kitshouse.org</a>	604-224-4302
<b>CHA 5: South Cambie, Mount Pleasant, Riley-Park-Little Mountain, Kensington</b>				
Angela Paiyizi	Seniors Facilitator	Mount Pleasant Neighbourhood House	<a href="mailto:apaiyizi@mpnh.org">apaiyizi@mpnh.org</a>	604-879-8208 ext 107
Luz Ichikawa	Seniors Worker	Douglas Park Community Centre	<a href="mailto:luz.ichikawa@vancouver.ca">luz.ichikawa@vancouver.ca</a>	604-257-8133
Wenhuan Ren	Immigrant Seniors Outreach Worker	Little Mountain Neighbourhood House	<a href="mailto:wen_ren@lmnhs.bc.ca">wen_ren@lmnhs.bc.ca</a>	604-879-7104
<b>CHA 6: Oakridge, Marpole, Sunset, Victoria-Fraserview, Killarney</b>				
Cheryl Buckman	Volunteer (Gerontology Student SFU)	South Vancouver Neighbourhood House	<a href="mailto:buckman.cheryl@gmail.com">buckman.cheryl@gmail.com</a>	604-874-4101
Cyndy Chwelos	Arts Programmer	Moberly Arts and Cultural Centre	<a href="mailto:cyndy.chwelos@vancouver.ca">cyndy.chwelos@vancouver.ca</a>	604-263-1833
Daisy Kler	Seniors Outreach and Volunteer Coordinator	South Vancouver Neighbourhood House	<a href="mailto:daisy@southvan.org">daisy@southvan.org</a>	604-324-6212
Eric Lau	Seniors Links Coordinator	South Vancouver Neighbourhood House	<a href="mailto:eric@southvan.org">eric@southvan.org</a>	604-324-6212
Fe Alluri	Executive Director	Oakridge Senior Centre	<a href="mailto:manager@oakridgeseniors.com">manager@oakridgeseniors.com</a>	604-263-1833
Hidy Cheung	Social Worker Case Manager	South CHC	<a href="mailto:hidy.cheung@vch.ca">hidy.cheung@vch.ca</a>	604-301-2224
Joan Wright	Seniors Community Development Coordinator	South Vancouver Neighbourhood House	<a href="mailto:joan@southvan.org">joan@southvan.org</a>	604-324-6212
Lara Williams	Program Development Coordinator	South Vancouver Neighbourhood House	<a href="mailto:lara@southvan.org">lara@southvan.org</a>	604-255-0413, 604-430-6373
Margaret Homonnay	Member	Southeast Vancouver	<a href="mailto:homonnay@telus.net">homonnay@telus.net</a>	604-325-7123

## Linking Seniors Service Event Registration and Participant List

Name	Title	Organization	Email	Phone
		Seniors		
Maria Couto	Director Adult Day Centre	South Vancouver Neighbourhood House	<a href="mailto:maria@southvan.org">maria@southvan.org</a>	604-323-3191
Marla Simcoff	L'Chaim Activity Worker	L'Chaim Adult Day Centre, Vancouver Coastal Health	<a href="mailto:lchaim2@jccgv.bc.ca">lchaim2@jccgv.bc.ca</a>	778-887-6960
Sharon Tong	Seniors Peer Support Project Coordinator	South Vancouver Neighbourhood House	<a href="mailto:sharon@southvan.org">sharon@southvan.org</a>	604-324-6212x118
Sonia Chaudhary	Seniors Project Developer	PICS	<a href="mailto:sonia.chaudhary@pics.bc.ca">sonia.chaudhary@pics.bc.ca</a>	

## Citywide: Vancouver

Alisa Chirpicinic	Practicum Student	VLM Multicultural Family Support Services Society	<a href="mailto:volunteers@vlmfss.ca">volunteers@vlmfss.ca</a>	604-436-1025
Barb Kirby	Program Development Coordinator	BC Community Response Networks	<a href="mailto:barbkirby1@gmail.com">barbkirby1@gmail.com</a>	604-767-4994
Beverley Pitman	Seniors Planner	United Way Lower Mainland	<a href="mailto:beverleyp@uwlm.ca">beverleyp@uwlm.ca</a>	604-294-8929 ext 2277
Camille Hannah	Program Support and Communications	United Way, Lower Mainland	<a href="mailto:camilleh@betterathome.ca">camilleh@betterathome.ca</a>	604-268-1312
Christien Kaajj	Provincial Project Manager Better at Home	United Way, Lower Mainland	<a href="mailto:christienk@betterathome.ca">christienk@betterathome.ca</a>	604-268-1300 ext 2213
Cindy Crapper	Coordinator, Sport for Life	Vancouver Board of Parks and Recreation	<a href="mailto:cindy.crapper@vancouver.ca">cindy.crapper@vancouver.ca</a>	604-257-8499
Claire Perrodeau	Research and Development Intern	SPARC BC	<a href="mailto:cperrodeau@sparc.bc.ca">cperrodeau@sparc.bc.ca</a>	604-352-5263
Clément Matray	Research and Development Intern	SPARC BC	<a href="mailto:cmatray@sparc.bc.ca">cmatray@sparc.bc.ca</a>	604-352-6887
Crystal Koebel	Registered Nurse	Quick Response Team	<a href="mailto:crystal.koebel@vch.ca">crystal.koebel@vch.ca</a>	604-807-2789
Daisy Au	Settlement Worker	MOSAIC	<a href="mailto:daisyau@mosaicbc.com">daisyau@mosaicbc.com</a>	604-254-9626
Donna Cantor	Seniors Outreach	Jewish Family Services	<a href="mailto:DCantor@jfsa.ca">DCantor@jfsa.ca</a>	
Dorothy Cumming	Instructor	BCIT BSN Program and First United Church	<a href="mailto:dcumming@bcit.ca">dcumming@bcit.ca</a>	778-928-2357
Eddy Elmer	Chair, Communications & Outreach	City of Vancouver Seniors' Advisory Committee	<a href="mailto:mail@vancouverseiorsadvisory.ca">mail@vancouverseiorsadvisory.ca</a>	604.685.9965
Gil Madsen-Lefebvre	Program officer	Service Canada	<a href="mailto:gil.madsenlefebvre@servicecanada.gc.ca">gil.madsenlefebvre@servicecanada.gc.ca</a>	(604) 658-3419
Ian Hand	Community Relations Manager	Bayshore Home Health	<a href="mailto:ihand@bayshore.ca">ihand@bayshore.ca</a>	778-772-8730
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Janine Farrell	Researcher, Seniors Care	Canadian Centre for Policy Alternatives	<a href="mailto:janine@policyalternatives.ca">janine@policyalternatives.ca</a>	604-801-5121 ext 222
Jasbir K. Uppal	Senior Development Officer	Service Canada	<a href="mailto:jasbir.uppal@servicecanada.gc.ca">jasbir.uppal@servicecanada.gc.ca</a>	604-658-3429
Jessica Stobbe	Home Care Nurse	Vancouver Coastal Health	<a href="mailto:jessicastobbe5@gmail.com">jessicastobbe5@gmail.com</a>	604-875-4945

## Linking Seniors Service Event Registration and Participant List

Name	Title	Organization	Email	Phone
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Jolie Ellison	Social Work Case Manager	Vancouver Coastal Health	<a href="mailto:Jolie.ellison@vch.ca">Jolie.ellison@vch.ca</a>	604 675-3980 ext.20167
Joanne Haramia	Director of Seniors Services	Jewish Family Services	<a href="mailto:JHaramia@jfsa.ca">JHaramia@jfsa.ca</a>	604-257-5151 ext 217
Judy Bourne	Executive Director	Alzheimer's Society of BC	<a href="mailto:JBourne@alzheimerbc.org">JBourne@alzheimerbc.org</a>	
Kara Turner	Support & Education Coordinator	Alzheimer's Society of BC	<a href="mailto:Kturner@alzheimerbc.org">Kturner@alzheimerbc.org</a>	604-675-5153
Karen Martin	Regional Coordinator, BC, and Local Organizer	DisAbled Women's Network (DAWN) Canada and BC Coalition of People with Disabilities	<a href="mailto:karen@bccpd.bc.ca">karen@bccpd.bc.ca</a>	604 875-0188 or 604 565-7031
Katharine Proudlove	Coordinator of Volunteers	Vancouver Coastal Health	<a href="mailto:katharine.proudlove@vch.ca">katharine.proudlove@vch.ca</a>	604-301-3883
Katherine Willett	Gerontologist	Eldercare Consulting	<a href="mailto:eldercareconsulting@yahoo.ca">eldercareconsulting@yahoo.ca</a>	604-734-3054
Katy McLachlan	Nurse Practitioner	Home VIVE team	<a href="mailto:katy.mclachlan@vch.ca">katy.mclachlan@vch.ca</a>	604 875-4461
Ken Levitt	Director of Seniors' Services	Jewish Seniors Services	<a href="mailto:klevitt@shaw.ca">klevitt@shaw.ca</a>	
Lin Chen	Educational Program Coordinator	BC Centre for Elder Advocacy & Support	<a href="mailto:lchen@bcceas.ca">lchen@bcceas.ca</a>	604-688-1927 ext 225
Lisa Lewis-Hargrave	Coordinator/Recreation Therapist	Continental Seniors Centre	<a href="mailto:lisah@vsms.ca">lisah@vsms.ca</a>	604-665-3333
Lynda Brind-Dickson	Independent contractor		<a href="mailto:lynda_dickson@telus.net">lynda_dickson@telus.net</a>	
Margaret Naylor	Coordinator Arts, Culture, and Environmental Arts	Vancouver Board of Parks and Recreation	<a href="mailto:margaret.naylor@vancouver.ca">margaret.naylor@vancouver.ca</a>	604-718-5857
Marilyn Berger	Vice President	Jewish Seniors Alliance of Vancouver	<a href="mailto:marilynberger@shaw.ca">marilynberger@shaw.ca</a>	604-271-3375
Nancy Cho	Regional Physiotherapy Practice Leader	Vancouver Coastal Health	<a href="mailto:nancy.cho@vch.ca">nancy.cho@vch.ca</a>	604-875-4111 ext 64112
Patti Tan	Manager - VCH Community Volunteer Resources	Vancouver Coastal Health	<a href="mailto:patti.tan@vch.ca">patti.tan@vch.ca</a>	604-301-3881
Peter Abrams	Consultant	Peter Abrams Consulting Services	<a href="mailto:p_abrams@telus.net">p_abrams@telus.net</a>	604.730.1644
Renu Chaudhry	Coordinator, Community Action on Elder Abuse	YWCA	<a href="mailto:rchaudhry@ywcavan.org">rchaudhry@ywcavan.org</a>	604-895-5790
Sarah Galuska	Caregiver Support Program Coordinator	Vancouver Coastal Health	<a href="mailto:sarah.galuska@vch.ca">sarah.galuska@vch.ca</a>	604-709-6437
Sara Wagner	First Link Coordinator	Alzheimer's Society of BC	<a href="mailto:SWagner@alzheimerbc.org">SWagner@alzheimerbc.org</a>	604-675-5155
Serge Habor	President	Jewish Seniors Alliance	<a href="mailto:office@jsalliance.org">office@jsalliance.org</a>	
Tracy Leroux	Older Adult Program Specialist, Community Education	Crisis Intervention & Suicide Prevention Centre of BC	<a href="mailto:tleroux@crisiscentre.bc.ca">tleroux@crisiscentre.bc.ca</a>	604-872-1811 ext 251

Outside Vancouver



## Linking Seniors Service Event Registration and Participant List

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Lida Amiri	Settlement worker	North shore Multicultural Society	<a href="mailto:lidaa@nsms.ca">lidaa@nsms.ca</a>	604-988-2931 #225
Rosanna Ng	Chinese Settlement Worker	North Shore Multicultural Society	<a href="mailto:rosannan@nsms.ca">rosannan@nsms.ca</a>	604-988-2931
Shihori Scott- Moncrieff		Tonari Gumi	<a href="mailto:services@jcva.bc.ca">services@jcva.bc.ca</a>	
Soo Hoe Nah	Board Of Directors	Burnaby Seniors Outreach Services Society	<a href="mailto:nahsoohoe@yahoo.com">nahsoohoe@yahoo.com</a>	778-388-9784
Tamara (Tami) Grenon	Program Officer	Service Canada	<a href="mailto:tamara.grenon@servicecanada.gc.ca">tamara.grenon@servicecanada.gc.ca</a>	604-658-3411

## Speakers

David LaCroix	Coordinator Man Talk Program	Burnaby Seniors Outreach Services Society	<a href="mailto:davey.lacroix@gmail.com">davey.lacroix@gmail.com</a>	778-388-9784
Gloria Gutman	Professor Emerita	Simon Fraser University	<a href="mailto:gutman@sfu.ca">gutman@sfu.ca</a>	778-782-5063
Jack Ho	Coordinator Chinese Seniors Club	Kensington Community Centre	<a href="mailto:jackho@vcn.bc.ca">jackho@vcn.bc.ca</a>	
Janice Lochbaum	Director Home Health Program	Vancouver Coastal Health	<a href="mailto:Janice.Lochbaum@vch.ca">Janice.Lochbaum@vch.ca</a>	604-708-5305
Nelson Didulo	Chairperson of the Seniors Hub Council	South Vancouver Neighbourhood House		
Ronald McDonald	Instructor	Grandragon	<a href="mailto:ronbetty@telus.net">ronbetty@telus.net</a>	

## Facilitator

Claire Robson	Artistic Director	Quirk-e	<a href="mailto:clairerobson@shaw.ca">clairerobson@shaw.ca</a>	
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## Organizations/Agencies with Table Displays in the Event's Information Gallery

1. 411 Seniors Centre
2. Alzheimer's Society of BC
3. BC 211
4. BC Centre for Elder Advocacy and Support
5. BCRNs- BC Association of Community Response Networks
6. Better at Home
7. Burnaby Seniors Outreach Services Society
8. Crisis Intervention & Suicide Prevention Centre of BC, Older Adult Initiatives
9. Frog Hollow Neighbourhood House – Generating Citizenship Project
10. MOSAIC – Multilingual Settlement Services for Immigrants & Refugees
11. New Horizons for Seniors
12. Nidus Personal Planning Resource Centre and Registry
13. South Granville Seniors Centre
14. South Vancouver Neighbourhood House
15. SPARC BC – Social Planning and Research Council of BC
16. Tonari Gumi – Japanese Community Volunteers Association
17. VCH – Caregiver Support Program
18. VCH – Health Living Program
19. VCH – Home Health Program
20. VCH – Volunteer Resources