



2020

COLLECTIVE IMPACT REPORT





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Introduction

Our seniors and elders helped build the communities we know and love today.

But with aging, many older adults face barriers that leave them feeling lonely and disconnected. This brings significant costs for the wellbeing of individuals and our public health system. Research shows that seniors who are socially isolated have an increased risk of physical and mental health problems, as well as increased use of health services like emergency rooms, medications and residential care.

With a shared desire to improve community services and enhance the wellbeing of seniors, a diverse group of non-profit organizations and government partners came together in 2019 to form Aging Well Penticton. In conjunction with multi-year funding of \$1.5 million from the Government of Canada's New Horizons for Senior's Program, the partnership adopted a collective impact framework to further projects that enhance the social inclusion of older community members.

The partners meet monthly and work together to broaden opportunities for seniors to be active, connected and engaged in community life. Our activities are as diverse as the people we support, and have included physical recreation, social outings, arts programs, intergenerational programs, volunteering, grief and loss counselling, supports for family caregivers, personalized outreach, home services, mental health supports and more.

During the coronavirus pandemic, seniors were faced with deepened isolation and new challenges in accessing community resources. The health crisis also presented more serious risks for older adults and people with underlying health conditions. Aging Well Penticton provided a forum for community leaders to share information and approaches as they adapted their social services to meet public health guidelines and community needs. The partners also coordinated their activities and launched new services in a united effort to make sure all seniors felt seen, heard and supported during the pandemic.

Aging Well Penticton has already invested \$400,000 in community programs, supporting over 900 seniors in Penticton. We are pleased to share our collective impact plan and initial accomplishments. Our gratitude to the family of funders, partners, staff, volunteers, seniors, caregivers and community who helped us get here. We will continue to work together in creating a vibrant city where every senior feels connected and a sense of belonging.



Profile of Penticton Seniors

Loneliness and social isolation are mounting health concerns for seniors.

The challenge is often hidden in community and factors contributing to isolation include: living alone, lack of proximity to family members, low income, changing and/or declining physical health, mental health struggles, lack of transportation, awareness of services, cultural safety and diminishing social networks as people age.

Penticton's demographics heighten the potential for isolation because of our large seniors' population, many of whom are women living alone in their homes without access to either extended or chosen family members for support.

Recent health research identifies loneliness as one of the new geriatric giants that can affect older adults. Unconnected seniors encounter a higher risk of cognitive decline, heart disease, stroke, falls and other health problems which affect their quality of life. Data from the Interior Health Authority indicates that socially isolated seniors are at 4-5 times greater risk for hospitalization for health care challenges. However, the positive news from the same research is that seniors who report strong social connections and community engagement are healthier and happier.

29%

Seniors 65+ years of age make up 29% of Penticton's population. The average BC community is 18%.

31%

One in three family caregivers, who are providing unpaid support for a loved one with a health condition, is distressed.

17%

Almost one in five seniors 65+ years of age live in poverty in our community.

Collective Impact Framework

Aging Well Penticton has endorsed using a collective impact framework to further positive change in our community.

Collective Impact is a model for community development that is guided by five elements – each designed to help partners sail in a common direction while still being unique with their approach and services.

Common Agenda

All participants have a shared vision for change including a common understanding of the problem and a joint approach to solving it through agreed upon actions.

Shared Measurement

Collecting data and measuring results consistently across all participants ensures efforts remain aligned and participants hold each other accountable.

Mutually Reinforcing Activities

Participant activities must be differentiated while still being coordinated through a mutually reinforcing plan of action.

Continuous Communication

Consistent and open communication is needed across the many players to build trust, assure mutual objectives, and create common motivation.

Backbone Support

Creating and managing collective impact requires a dedicated staff and a specific set of skills to serve as the backbone for the entire initiative and coordinate participating organizations and agencies.



Backbone Support & Continuous Communications



OneSky Community Resources is the host agency for Aging Well Penticton.

The society provides backbone functions for the partnership, which includes convening meetings, supporting the development of a guiding vision, liaison between partners and the federal funder, and coordinating evaluation and reporting.

The collaborative partners meet monthly, as part of a Leadership Advisory group, where information is exchanged, agreements reached, and progress noted. The leadership table proved critical during the pandemic, especially early in the crisis when information and changes were dynamic. Aging Well Penticton provided a forum for organizations to share approaches to the health crisis, coordinate their services and launch new programs to make sure our older community members had someone they could turn to for support during the pandemic.

The partners contribute to a *Senior Connector* newsletter that keeps older adults and caregivers informed of available supports and opportunities across programs. It also shares information regarding staying safe and socially connected during the COVID-19 health crisis. The monthly newsletter is now reaching over 1,100 people.

The Leadership Advisory’s activities have already yielded increased collaborative opportunities as partners learn about each other’s services and generate increased capacity to serve seniors through coordinated efforts and joint activities. The organizations also leverage their relationships as trusted community organizations to support connection and alliances on behalf of Aging Well Penticton.

Community Partners

OneSky Community Resources (Host Agency)
 Alzheimer Society of B.C.
 City of Penticton
 Community Foundation of South Okanagan Similkameen
 CMHA South Okanagan
 Cycling Without Age

Interior Health Authority
 Oonkane Friendship Centre
 Penticton & District Community Arts Council
 Penticton Seniors’ Drop-in Centre
 South Okanagan Immigrant Community Services

South Okanagan Loss Society
 South Okanagan Seniors Wellness Society
 South Okanagan Similkameen Brain Injury Society
 South Okanagan Similkameen Division of Family Practice

Common Agenda & Mutually Reinforcing Activities

Aging Well Penticton is guided by a common mandate and strategic priorities.

After a series of monthly meetings- and consulting with research, seniors, and caregivers - the Leadership Advisory developed a shared vision and defined strategic activities to help local seniors overcome different barriers that inhibit social connections. Key barriers to social inclusion that the initiative is striving to overcome include seniors' challenges with awareness of services, personal mobility, physical health issues, mental health struggles, ageism, cultural safety, limited income, complexity in our healthcare system and diminishing social networks.

Each collaborating partner undertakes specific activities at which it excels. The power of collective action comes from the coordination of these differentiated activities through a mutually reinforcing plan of action. Each partner's efforts fit into an overarching plan since the multiple causes of isolation and loneliness, and the components of their solutions, are interdependent.

Through a facilitated planning process, the collaborative partners determined that our common agenda- also described as our "north star"- is to work towards creating

a community where every senior feels connected and a sense of belonging.

To realize this vision for our community, the project identified five strategic pillars to focus our actions, investments and collaboration.



Reaching Out and Supporting People in their Homes



What We Heard

As is the case for everyone, the ability to travel plays a key role in accessing services and recreation. Personal mobility and transportation barriers can be a significant obstacle for a senior wanting to connect with friends and family, participate in social programs or even get out in the community for ordinary activities like shopping and dining out.

Seniors also desire, and need, supports that help them remain independent and healthy in their own homes. At-home services that improve health and wellness have the added benefit of taking the pressure off hospitals, nursing homes and assisted living facilities to better meet local needs.

Projects Being Supported

Partners are reaching out to seniors to provide at-home supports that help individuals to age in their home, feel connected and meet essential needs.

→ **Better at Home-** OneSky and Seniors Wellness were supported to adapt their services to ensure older community members had someone they could turn to for support during the pandemic. The program's staff worked with 88 volunteers to support 591 seniors with safe services such as phone check-ins, friendly tele-visits, grocery shopping and deliveries, nutritious hot meal delivery and transportation to health appointments. Additionally, practical services such as light housekeeping, yardwork, snow shoveling, and simple home repairs were provided on a limited basis. In total, 15,868

services were provided since B.C. declared COVID-19 a public health emergency.

→ **Elders & Grandparents Outreach-** enhanced the service hours of an outreach worker with the Oonkane Friendship Centre, who is connecting with Indigenous seniors each week to offer social supports and help with their personal needs.

→ **Meals To Go-** supported the Penticton Seniors' Drop-In Centre to develop a new program that is now delivering hot, nutritious meals every week to seniors. The centre's chef was supported by 9 volunteers who provided 1,249 service hours by helping with the purchase of groceries, food preparation and packaging meals. The project is further supported by volunteers from OneSky and Seniors Wellness who deliver meals to people's

WHAT'S NEEDED IN COMMUNITY

- At Home Supports & Friendly Visits
- Transportation Assistance
- Access to Information & Technology



homes and make time for friendly conversations on doorsteps and porches. The collaborative project has delivered 8,582 meals since starting in May 2020.

→ **Seniors TechConnect-** assisted Seniors Wellness to launch a new service that promotes digital literacy skills among older adults by providing access to technology, training and support. The project has already supported 173 seniors with individual tech-support sessions and engaged 58 people in classes. The activities promote e-inclusion and is helping seniors to better connect with family, friends and services through information technology.

→ **Penticton & District Community Arts Council-** collaborated with Aging Well partners and 10 Senior artists in our community to develop the art pack “take and make” project. The packs contained printed step-by-step instructions and all the supplies needed for the creative project. Over 500 art packs were distributed to seniors in Penticton. The Arts Council added a digital component to their website and a Facebook group called “Artsy Aging with Alice” where seniors can benefit from guided instruction and enjoy the opportunity to share projects and learn from each other.



FOCUS STORY

Volunteers Helping Seniors through the Pandemic

During the health crisis, *Better at Home* set out to mobilize volunteers to help seniors meet their essential needs for food security and social connections. Ninety volunteers answered the call to support older community members who live in their own homes. More specifically, the project strived to reach isolated seniors who were facing challenges leaving home, by picking up and delivering groceries, delivering hot meals, and running errands for essential items.

David Pacey was one of those volunteers. He joined his wife Margaret Slack, to deliver groceries and hot meals each week to local seniors. They were already volunteering as pilots with the *Cycling Without Age* program when they heard of the need for volunteers to help seniors with groceries and meals.

“We feel it is important to pay it back,” David explains. “We feel fortunate to live in this country and a beautiful place like Penticton, and to help seniors whose contributions helped make our community possible, is especially rewarding. I joke with people - I am selfish, because I get more in return with all the smiles, thank you’s and the warm and cozy feelings from helping others.”

The couple deliver hot nutritious meals prepared by the Penticton Seniors Drop-In Centre to a list of different people on Tuesdays and Thursdays, and then also deliver groceries 1-2 days a week. “For some people we visit, it’s clear why this program is so wonderful for them. You see a person take a very long time to just hobble to the door to meet us, and they smile and say stuff like ‘Thank you Mr. David for your kind service. Say hello to Ms. Margaret from me.’”

“Others are not so obvious, but you never know the barriers people face. I was struck recently with a woman who lived in a nice house. I could see a car in the driveway. And after a couple of visits and short conversations on the doorstep, I learned that she has macular degeneration and is losing her sight. She likes to still get out on the bus and do some errands in community, but she really appreciates the extra support with hot, nutritious meals.”

Other volunteers with the initiative focus on calling people at home to see how they’re doing. As needed, the program also provided transportation to medical appointments and links to other community resources like grief counselling or arts programs.

Sonni is one of the many participants who has benefited from the program, “I still love to cook, it just takes me longer being that I am 90 years-old and use a walker. I must thank the staff and volunteers who make sure my groceries are bought and delivered to my home. It is a wonderful project at a time when the coronavirus is in charge of our lives, curtailing visits of family members and friends, and keeping us from so many other things we used to enjoy. The program is a lifeline for me.”

Promoting an Active Social Life



What We Heard

People are healthier and happier when they can actively participate in physical recreation, creative arts, and social activities. Recreation activities help older adults remain physically fit and improves balance, joint flexibility, agility and mobility.

Leisure activities, especially new experiences, can boost cognitive functions and increase alertness, problem-solving skills, and stimulus for the brain. These activities can also help reduce stress and elevate moods.

Social recreation with others is especially impactful, as increased social connections keep feelings of isolation and loneliness at bay. Group-related activities help people feel part of the community and build relationships and friendships.

Projects Being Supported

Every week, partners are creating fun social and recreation experiences for seniors across Penticton, with a focus on reaching community members who are facing barriers of isolation, money, transportation, mobility and confidence to participate.

→ **Out & About Program**- the Seniors Wellness Society was supported in expanding their service hours to connect more seniors with social, recreation and wellness activities. The program offers safe transportation in an accessible bus to pick up participants at their doorsteps. The program has enhanced the social connections of 185 seniors with their expanded social activities.

→ **Arts Matters**- enhanced the ability of the Penticton & District Community Arts Council to offer seniors a variety of arts programs and lessons with local artists to help people overcome loneliness and isolation. Activities included painting, knitting, felting, and crafting.

→ **Cycling Without Age**- sponsored a specialized trishaw for Cycling Without Age, so their volunteer pilots can help more seniors get out of their nursing home or assisted living facility for a bicycle ride and friendly conversation. The trishaws were adapted during the pandemic with shields and cleaning supplies to ensure safe rides outdoors. The Penticton

WHAT'S NEEDED IN COMMUNITY

- Social & Physical Recreation Programs
- Intergenerational Programs
- Creative Arts Programs



Chapter is one of the most successful programs in North America with more than 60 volunteers.

→ **Stories with KOKUM**- supported a project of the OoKnakane Friendship Centre where elders share stories and read books to children and their parents. The readings focus on books written and illustrated by Indigenous artists and stories that share Syilx culture.

→ **Growing Roots**- South Okanagan Immigrant Community Services started a

new project that offered intergenerational connections and inter-cultural learning through One World cooking and Seed to Harvest gardening with 114 participants. The programming has a focus on the socialization of newcomer seniors and building connections in an intergenerational environment. Seniors benefit from enriched social connections that result from building relationships with families, children, and youth and growing their confidence to socialize using their English language skills.



FOCUS STORY

Something to Look Forward To

No matter your age, everyone needs something on the calendar to look forward to! That was the most important learning for the Seniors Wellness Society after evaluating their *Out & About Program* in partnership with *Project Impact by United Way*. The initiative offered specialized training and coaching with researcher Steve Patty, who helped their team identify the specific impacts they hoped to achieve in the lives of participating seniors. Using *Dialogues in Action*, the society's project team set out to use an in-depth interview design and interpretation of patterns in people's comments to learn how to prove the impacts of the program and how to improve their activities in the future.

Feedback from 22 interviews and 56 surveys with participants confirmed the program is helping people with improved social connections (90%). One of the participants, Vera, describes it best "I am a 90-year-old widow who has been living alone for 30 years. Once you pass 80 years, your friends disappear with sickness and dying. You wake up one morning and realize you are all alone. Out and About came in and saved my social life, bringing with it a host of new friends and fun experiences."

The project team was pleasantly surprised, though, that some of the biggest impacts were outcomes they had not originally listed as primary goals of the program. "Most participants were happy with just making new social acquaintances and something new to do," explains Elmie Saaltink a volunteer board member with the society "Some of our participants have experienced losses in their life with spouses and friends, and rather than seeking new intimate friendships, they most appreciated having informal friendships and a social activity to look forward to each month."

In the program, participants enjoy conversations, new experiences, tasty food, arts experiences, physical activity, and fun. A highlight is visiting local destinations in our beautiful valley, such as Kettle Valley Steam Train, Linden Gardens, Salmon Hatchery, Grist Mill & Gardens, Many Hats Theatre, Kangaroo Farm, Chute Lake, and many others.

Another theme that arose in interviews was seniors gaining self-confidence with their social skills. "One woman surprised herself during the interview with the realization of the dramatic change in her life. She described herself as going from a shy, quiet and lonely widow, to feeling super confident and full of life!" shares Elmie. This feedback from participants helped the team to add a new question in their survey and 65% of seniors reported feeling more self-confident in social situations because of the program.

Before the pandemic, funding from Aging Well Penticton and a new accessible bus helped the program increase participation in their group activities by 65% and welcome 42 new participants. While the program adapted with smaller groups and virtual programs during the height of the pandemic, everyone is looking forward to outdoor gatherings this summer and slowly returning to their gatherings that promote movement, learning and connections in community.

Boosting Mental Wellness in Community

What We Heard

Mental wellness is critical to good health at every stage of life. The World Health Organization has defined mental health as a state of well-being in which the individual realizes his or her own potential, can cope with the normal stresses of life, can live productively and fruitfully, and is able to make a contribution to their own community.

A challenge then, is the reality older adults experience unique physical, psychological and social changes that individually and together may challenge their mental health. Seniors also face ageism, with seniors reporting interactions with other people who assume they are incapable of some decisions and activities because of assumed memory or physical impairments. Seniors talk about being ignored or not taken seriously because of their age, even in plans about their quality of life.

A comprehensive approach to mental wellness is needed in community with greater emphasis on community-based services that provide mental health services, earlier interventions, and supports in navigating government and community services.

Vibrant communities also promote opportunities for seniors to share their wisdom and skills as leaders and volunteers. Volunteering promotes active aging, which can enhance quality of life in one's later years. While volunteering is a powerful way to make a positive impact for community, it also makes a difference in the lives of volunteers and their mental, social and physical health.

Projects Being Supported

Partners are providing community-based services that promote good mental health, navigating resources, and earlier interventions and social supports.

→ **Stroke Navigator Program-** supported the Brain Injury Society in providing non-medical, community support that assists stroke survivors and their caregivers to find their way in the complex care system and adjustment to life after stroke. This program includes the Heads Up Stroke Group that meets on a weekly basis and provides an opportunity for stroke survivors to share

their story, learn about stroke, prevent social isolation and leaves people with the experience that they are not alone.

→ **Thrive Learning Centre-** enhanced the efforts of CMHA of the South Okanagan Similkameen to provide mental health workshops for seniors and family caregivers. The free workshops enhance the knowledge and resourcefulness of people to care for their own mental wellness. Courses provided by in-person workshops have included Living Life to the Fullest and Mental Health First

WHAT'S NEEDED IN COMMUNITY

- Mental Health Supports & Services
- Personal Empowerment & Navigational Supports
- Seniors Leadership & Volunteering



Aid. Sessions provided online have included topics of mindfulness, sleeping, nutrition, natural lifestyles, and strategies for avoiding, accepting, and responding to life stressors. (<https://sos.cmha.bc.ca/programs-services/thrive-learning-centre>).

→ **Grief & Loss Supports**- furthered the services of the South Okanagan Loss Society to offer individual and group counselling to seniors and caregivers who are seeking support with their experience of grief and loss. The work also includes the Life Transitions program that helps people cope and move forward with their experience of

supporting a family member or friend with a life-changing diagnosis. Last year the services supported 43 seniors.

→ **Seniors Volunteer Program**- enhanced the volunteer program of the Penticton Seniors' Drop-In Centre that ensures local seniors can share their wisdom, skills and passions with others. The society's volunteers provide their peers with opportunities for meaningful social connections while engaging in recreation, learning and social clubs. The Centre's services are supported by 160 volunteers.



FOCUS STORY

Grief and Loss- You Are Not Alone

Elizabeth is an active woman in her 80's who typically keeps busy attending yoga, exercise classes, and volunteering. She became a widow in 2016 and thought she was navigating her new world, without her husband, reasonably well. "I was living in a new complex and reached out to a neighbour, who was planning on attending a grief support group, to see if she wanted company. My offer was really only to support her, and it was when I attended that I realized I needed it too. It was a safe place to talk and receive support. I felt very comfortable there...worthy, appreciated, and there were no judgments."

The support group was organized by staff and volunteers with the South Okanagan Loss Society, a grassroots non-profit society whose purpose is to collaborate with the community to help provide complementary and alternative grief support for people dealing with life's losses.

Although Elizabeth has family in her life, the experience of participating in this group offered an experience of support that was new to her and that she hadn't realized she would benefit from. "I am not usually one to share my feelings," explains Elizabeth. "I realize now, it is one of our basic needs to be heard and feel a sense of comfort. Sometimes you think when you're alone, that you're the only one feeling this way. The group helped me learn otherwise."

The grief and loss program provides safe spaces, with experienced facilitators, to help people share their experiences. It helps people to feel heard and acknowledged for their grief. They also learn strategies from staff and peers who have a shared experience of loss.

"At some point, we are all impacted by the effects of loss", shares Bernadatte Otto who coordinates volunteers for the society. "We work with individuals and community partners to identify specific needs and to respond to those needs with tools, education, programs and support services."

Finding a path forward after a significant loss often involves rebuilding the patterns which have defined our lives. Simple tasks like buying groceries and cooking meals can bring on memories and pain. The social connections built through meeting others in the group have made Elizabeth optimistic that when COVID restrictions lift, she can call up some of the members and invite them for a meal.

"As a new society, we have to work hard to raise money each year to ensure community members have access to grief support," explains Bernadette. "The funding and partnership with Aging Well Penticton has enabled us to host conversations on grief and loss and even adapt services during the pandemic to support virtual, phone and in-person services. We are also exploring an art therapy program with the Penticton & District Community Arts Council... we appreciate these types of possibilities in the project."

Enhancing Natural Supports



What We Heard

The importance of family, community and peer relationships is obvious to most of us. We know we'd be lost without the support of people whose lives are intertwined with ours. As complicated as they sometimes are, these relationships have a huge impact on our sense of identity and belonging.

These informal relationships also provide essential resources and supports on which to draw in a time of need. The relationships we develop in the course of daily living are 'natural' in the sense that they are informal, locally developed, and based on reciprocity or give and take. Good neighbours often help each other, without being asked, because it's the right thing to do.

But for some of us, caring is more than an act of kindness, it's an everyday commitment. Over 1 million people in B.C. provide unpaid support for a family member or friend with a health condition. That's in addition to their paid work or other commitments. The pandemic is highlighting the essential role caregivers play to help our seniors and healthcare system. We believe family caregivers need support too.

While professional services and formal programs are important, they need to be balanced and fortified with informal supports from family, friends and neighbours.

Projects Being Supported

Partners are upholding the value of family caregivers, peer supports and caring neighbours for healthy aging in community.

- **Penticton Caregivers Support Program**- supported OneSky Community Resources in starting a program dedicated to improving the lives of people who are caring for an adult family member or friend with complex health needs. The program

provides individual counselling, peer supports, and advocacy for the emotional, physical and financial burdens of caregiving. The project has supported 60 family caregivers and is now being funded through Healthy Aging by United Way.

- **Dementia Friends**- increased the availability of workshops developed by Alzheimer Society of B.C. to reduce stigma, raise awareness and provide practical

WHAT'S NEEDED IN COMMUNITY

- Caring for our Family Caregivers
- Peer Connections & Social Supports
- Caring Neighbourhoods & Community Spaces



suggestions for supporting people living with dementia and their caregivers in our community.

→ **South Okanagan Loss Society-** volunteers who have experience with grief and loss completed training developed by a retired psychologist to offer peer supports by phone. The Volunteers Support Program engaged 5 volunteers who can now reach out to others who feel

isolated with their grief, helping the society meet needs in community for one-to-one supports.

→ **Seniors Helping Seniors-** numerous programs are engaging volunteers to help broaden services and caring in community. Most of these volunteers are older adults themselves. Over 300 senior volunteers are active across the 15 projects that are partially funded by Aging Well Penticton.



FOCUS STORY

Volunteering Builds A Close-Knit Community

Carol moved to Penticton 21 years ago from Dawson Creek where she was active in her community. Since she became a local, she has become one of a core group of volunteers who provide backbone support at the Penticton Seniors' Drop-In Centre. The Centre welcomes adults aged 50+ and provides opportunities for engagement and socializing by offering activities and events that support physical, social, and intellectual well-being.

Carol's current responsibilities include assisting the accountant with memberships and the Meals To Go program which provides 200 affordable, nutritious meals per week to seniors in the community. In her estimation, the Centre "has kept a lot of us going. It has made a major difference for a lot of us seniors this past year especially. If I didn't have the Centre for support, I don't know what I would have done."

Carol states that "volunteering is in my blood". As testament to this, she is at the Centre, 5 days a week and typically 2 to 3 hours, or more, each time. The people she works with have become a sort of family and she describes the Seniors' Drop-In Centre as "a community for me".

Carol lost her husband in 2018 and she is clear that the Centre and her contributions there, "helped her through a tough time and made a difference to my emotional health. The people I work with provided a lot of support to me both during my husband's illness and after his death."

The importance of contribution and making a difference are vital to health and well-being for volunteers like Carol. As she says, "I take volunteering seriously". As the roll out of vaccinations continues, she is excited as she anticipates the Seniors Drop-In Centre returning to its more regular slate of activities and welcoming members back through the doors for scheduled activities and drop-in services. Carol knows that the Centre is a vital link to a sense of belonging and a community focus for many of her peers. For her part, she feels that the ability to volunteer has literally been a life saver. "It made such a difference to me...I was stressed out and lonely. It saved me".

Collaborating for a Friendlier System of Home and Community Care Services



What We Heard

While our partners' individual programs are innovative, our partnership is united in the belief that significant change is only possible if we develop a stronger system of care for seniors that features better communication, collaboration and innovation between our respective services. How can we re-imagine our public resources to better reach and support every senior who is isolated?

As resources are always limited, we have chosen to focus our attention on improving the connections between healthcare and community-based services, with an emphasis on primary care and home care. Additionally, our collaborative has a focus on furthering policy changes at the local and provincial level to advance system level changes that are long lasting and will help seniors in the future.

Projects Being Supported

Person-centered care for older adults cannot be achieved without a close collaboration between healthcare and social services. Projects are furthering public policy and community partnerships to deliver integrated services that make it easier for seniors to access the care they need.

→ **Age-Friendly Community-** supported the City of Penticton with a community wide effort to be recognized as an Age-Friendly Community as defined by the Province of B.C. and the World Health Organization. The community planning process will help Penticton develop an Age-Friendly Strategy that advances policies, projects and

amenities that enable seniors to age in place and enhance their social inclusion and participation in community life. Five members of our Leadership Advisory are serving on the City's working group that advises the consultant and city staff on the project.

→ **Stroke Navigator Program-** supported a community-based stroke recovery service, post-hospital discharge, as an approach to help survivors reintegrate back into the community after their stroke. The program has supported 54 seniors who are stroke survivors and 12 caregivers in our region and is managed by the Brain Injury Society. The role of the Stroke Navigator

WHAT'S NEEDED IN COMMUNITY

- Recognizing & Reaching Isolated Seniors
- Enhancing Cultural Safety & Social Equity
- Coordinating Team-Based Care



is to help clients navigate health, social and community resources and reduce barriers to accessing services. The Stroke Navigator supports participants with developing their individual recovery goals to reduce hospitalization and maximize independence after stroke.

→ **Dementia Friends-** the Alzheimer Society of BC was supported by Interior Health to present their workshop on Dementia Friendly Organizations to a group of Medical Office Assistance and Allied Health Professionals employed by the health authority. A focus of the workshop was how to engage, support

and learn from caregivers as part of patient-centered planning.

→ **Seniors Coordinated Care-** collaborated with the South Okanagan Similkameen Division of Family Practice and Interior Health Authority to advance understanding of shared care models for seniors living with vulnerabilities and onset of frailty. The work is growing connections between primary care, home care and community services and will establish a multi-disciplinary team that coordinates health and social services before a vulnerable senior reaches a crisis at home and requires long term care.

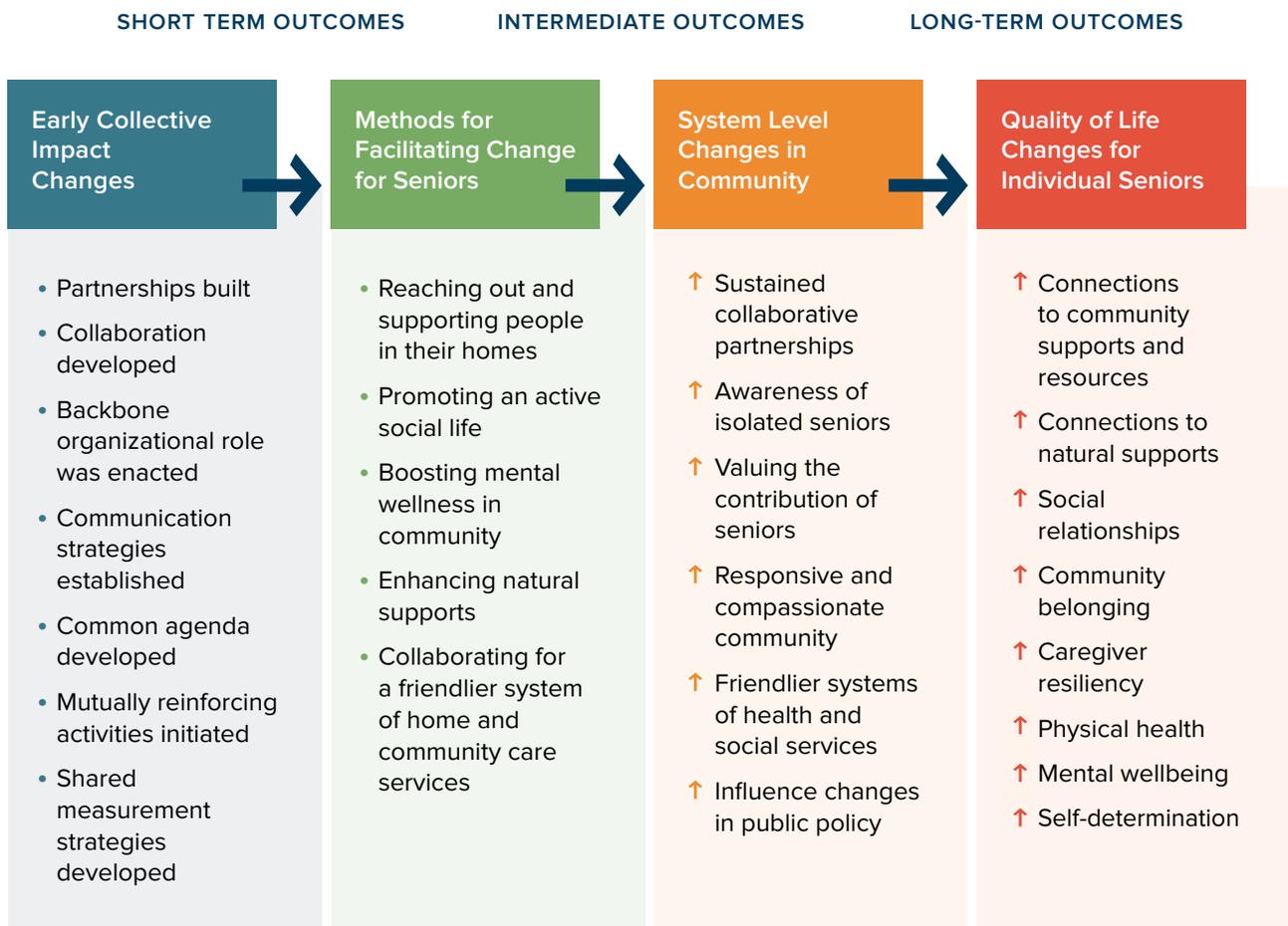


Shared Measurement

Shared measurement involves organizations working towards similar goals.

To support continuous learning and evaluate the impact of our activities, Aging Well Penticton is developing a shared evaluation framework. The Leadership Advisory contracted with WRH Consulting to carry out a facilitated process to identify key outcomes and measures of success for the initiative. Our evaluative efforts are further supported by federal staff with Employment and Social Development Canada.

During the past year, the Leadership Advisory defined a high-level evaluation framework that illustrates the changes we are endeavoring to create for individual seniors and wider community. In future years, we will report back to community on our results and use data, interviews, surveys and focus groups to both demonstrate impact and improve our collective efforts.





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