



EDMONTON SENIORS COORDINATING COUNCIL

Core Community Support Project:
Elements for Community Supports for Aging in Place in
Edmonton

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Executive Summary

Seniors need community supports to age in the homes and communities of their choice safely and independently, but which supports are essential? How can senior-serving agencies ensure that the services they offer are responsive to those needs and as inclusive as possible? How can agencies work together differently to meet those needs effectively and efficiently?

A steering committee guided the Core Community Supports Project through a series of five (5) meetings to consider those questions. That work was combined with local research, including some undertaken by the Edmonton Seniors Coordinating Council (ESCC), City of Edmonton and Seniors Association of Greater Edmonton (SAGE) and consultations with seniors and service providers. *Elements for Community Supports for Aging in Place in Edmonton* is the result.

Currently, some services in Edmonton are fragmented, often difficult to find and hard to access. A system of coordinated services is needed to support seniors' needs. Participants explored ways to deliver and administrate services to move toward that ideal by offering recommendations in eleven (11) service categories: financial, legal, food security, health services, home supports, information and education, multicultural support, recreational activities, safety, social services and transportation.

The two ideas that surfaced most frequently were: 1) offering seniors a single telephone number/website to connect with coordinated, decentralized services and 2) identifying lead agencies to coordinate services in their areas of expertise.

It takes time, effort, people and money to develop a system of services. Potential funding sources to support the work can be found in Appendix A.

ESCC member agencies are encouraged to use this narrative and the appended tables as a tool for agency planning and for continuing conversations about services to support aging in place.

Introduction and Background

The Edmonton Seniors Coordinating Council (ESCC) has developed a *Strategic Plan for Services to Edmonton's Seniors* based on the World Health Organization's (WHO) guidelines for Age-Friendly Cities. The first goal defined in the strategic plan is to "Ensure community support services are inclusive and responsive in meeting the needs of seniors."

Developing and implementing a model that defines core/essential and optional services and how they are best delivered and administrated is one of the recommendations made in the plan to help achieve the goal. The Core Community Supports Project grew out of that recommendation.

The project's purpose was to identify the core/essential¹ community support needs of seniors and to define how those services might be delivered to enable aging in place. Its goal was to identify more coordinated, effective and efficient ways to deliver core community support services to enable seniors to age in place. Its scope was ESCC member agencies that provide, or are willing to become involved in providing, core support services to seniors.

Aging in place was defined as the ability of people to choose to live in the home and community of their choice as independently and safely as possible. Core community supports are those that enable seniors to stay in their homes and remain engaged in the community.

In November 2010, ESCC contracted with Greenaway Consulting Services Ltd. to design and facilitate the project. This report documents the work that was completed between November 2010 and April 2011. It includes a summary of the findings and recommendations.

A Steering Committee made up of representatives of ESCC member agencies, Alberta Health Services, the City of Edmonton, and the Alberta Quality of Life Commission guided the project during five (5) planning meetings.

The Steering Committee generated an inventory of community supports that was combined with a pre-existing list of services developed by one of the committee members. Services were defined as essential/core or helpful. This list was combined with the information gathered from the interviews and focus groups held with seniors, along with existing research findings, and put into an updated inventory. The results were reviewed by a number of ESCC member agencies that hadn't been involved previously. That group went on to suggest where essential and helpful services should be delivered. They also considered how services should be administered, coordinated and/or supervised. The final draft was emailed to ESCC member agencies to solicit their feedback before completing the document. The final product, *Elements for Community Supports for Aging in Place in Edmonton*, can be combined with the following narrative as a tool for agency planning and for continuing conversations about aging in place services and is appended to this report.

¹ The terms "core" and "essential" are used interchangeably in this report.

Methodology

The project used three approaches to gather information. [The intention was to build on existing work, rather than replicate it.](#)

1. A literature review of local reports and plans including (but not limited to):

- Global Age-Friendly Cities: A Guide (WHO)
- Strategic Plan for Services to Edmonton Seniors: Towards 2015 (ESCC)
- Mobilizing For Action: A Report to Help Create Culturally Responsive Pathways for Isolated Immigrant Seniors (ESCC)
- The Continuing Care Strategy: Aging in the Right Place (Government of Alberta)
- Edmonton Seniors: A Portrait (City of Edmonton/ESCC)
- Aging in Place: A Neighbourhood Strategy (City of Edmonton)
- Helping Seniors Age in Place: A Strategic Framework to Improve Outreach to Edmonton's Isolated and/or At-Risk Seniors (ESCC)
- Aging In Place: Promises And Pitfalls Speaker Series - Final Report (SAGE)
- Aging Population Policy Framework (Government of Alberta)
- Seniors Centres Capital Development Plan (City of Edmonton)

2. Consultations with Edmonton seniors

Sixty one (61) seniors participated in the project. Three seniors centres including Westend Seniors Activity Centre, Mill Woods Seniors Centre and Native Seniors Centre hosted focus groups that were an hour and a half in length. Service providers referred four seniors who were willing to be interviewed individually. The Seniors Outreach Network Society engaged six (6) seniors who, through a written survey, defined essential supports and identified where they would best be delivered. Board members from various organizations attended planning meetings and/or reviewed a final draft version of *Elements for Community Supports for Aging in Place in Edmonton* to offer their feedback.

Focus group and interview participants were asked to describe the essential community supports they required or would need in the future to stay in their own homes, or to identify the unmet needs that caused them to move to assisted living.

3. Consultations with service providers and local experts

Thirty nine (39) people from twenty three (23) organizations participated in the process through planning meetings or interviews. To ensure broader representation, the

Multicultural Health Brokers hosted a focus group of brokers who work with seniors to share their perspectives and, as previously mentioned, the Native Seniors Centre hosted a focus group of their members.

Definitions

Participants defined eleven (11) community support categories very broadly to encourage wide ranging conversations. These definitions are not authoritative and will need to be refined over time.

Essential services are supports that will help MANY people to age in their homes and communities.

Helpful services are supports that will help SOME people to age in their homes and communities.

Neighbourhood is an area available within approximately three (3) km of a person's home. It encompasses services located in a seniors housing building, a drop-in or stop-in centre located in a mall, a community league building, church, school or other neighbourhood building.

District is as an area available within approximately ten (10) km of a person's home. District services come from a building that is accessible to seniors throughout a region of the City.

Central is a single location that is accessible and available to people throughout the City.

Delivery location refers to the place where direct service activities take place.

Location of administration/coordination/supervision refers to the place where administrative functions occur.

Essential and helpful services have been grouped separately in the narrative below. *Elements for Community Supports for Aging in Place in Edmonton* combines them to present an overall picture.

Essential Services

Essential services are supports that will help many people to age in their homes and communities. Neither seniors nor service providers found it easy to identify them.

Many seniors stated that all community support needs are equally important because individual needs can change over time and circumstances. When a person needs something it quickly becomes essential. Some seniors found it difficult to imagine what they might need in the future and others commented that denying any possibility of their lives changing was easier than grappling with the question!

The community supports most frequently mentioned by participant seniors as essential (order is not a ranking of importance) were:

- Food security
- Social interaction (to reduce isolation)
- Household support and maintenance
- Transportation
- Information about available services and programs
- Safety (both within and outside the home)
- Access to financial supports

Service providers identified a larger set of essential needs. Some of this is due to the different viewpoints that they bring. It might also be attributed to the reluctance that many seniors expressed about asking for help. This seems to be tied to strong values of self-sufficiency and self-reliance. In some ethno-cultural communities the hesitancy seems linked to a fear of bringing shame to the family, as it suggests that adult children are not meeting their obligations.

Current research, completed by Alberta Health and Wellness, has identified the following categories of supports as essential for enabling continuing care clients (seniors and persons with disabilities) to live independently in their homes and communities:

- Transportation (especially to and from health related appointments)
- Increasing awareness and connections with community services
- Partnering of isolated individuals with neighbours/volunteers to promote consistent interaction and ensure wellbeing
- Homemaking and home maintenance, including:
 - Housework
 - Meal preparation
 - Grocery and prescription delivery
 - Shopping services
 - Home/yard maintenance

1 - Financial Services

Life is difficult without enough money to pay for basic needs and services that seniors require. Seniors and service providers alike defined **access to financial supports** as an

essential service.² The administration for this service and its delivery should take place at the district level. Services can also be delivered to seniors with mobility issues in their homes.

2 - Legal Services

No legal services were considered essential.

3 - Food Security

"People need to eat" was a participant comment that demonstrated the essential nature of this category. Participants were unanimous in that assessment.

The **Food Bank** does not serve seniors exclusively, however it is essential. The administration for Food Bank services takes place centrally, with pick up depots at district and neighborhood locations. Delivery service and greater food choices would result in more senior friendly Food Bank services. There is a need for a senior-serving agency such as Meals on Wheels to take the lead in forging a closer relationship with the Food Bank in order to establish how many seniors need and/or access it and to assist with resolving the barriers to seniors requiring services.

Grocery and Pet Supplies Delivery is an essential service provided by a central administration, Meals on Wheels with direct delivery to people's homes. There was considerable discussion about whether pet supplies belong in essential services before it was included. Many seniors live with pets and derive great comfort and companionship from them.

Hot Food Delivery to the home is an essential service provided by a central administration, Meals on Wheels. In the private sector many restaurants also deliver and more could be encouraged to do so.

4 - Health Services

No other category received more attention from senior respondents than health.

Focus group participants expressed a number of concerns regarding health services delivery. They are anxious about finding and accessing physicians, both family doctors and specialists, as well as lengthy wait times in emergency rooms. They worry about obtaining adequate and sufficient home care services for themselves and their loved ones.

Most of the services in this category are not within the mandate of ESCC member

² Appendix A - Funding Sources contains some of the specific funding programs available to seniors

agencies, nor do they wish to take them on. The concerns highlight the need for strong partnerships and/or collaborations between health and community service providers.

It should be noted that many health services are not universally accessible. Eligibility is assessed based on need.

Flu Clinics are provided by the Alberta Health Services administration and delivered throughout neighborhoods and districts. Many seniors centres offer space to ensure that a greater number of seniors have access to this service.

Foot Care is critically important when seniors can't manage it themselves. Currently the Victorian Order of Nurses (VON) coordinates this service and many senior centres offer it in their facilities. A senior-serving agency can take the lead through VON or other providers to ensure that foot care is available to seniors throughout the city.

Health Promotion/Prevention strongly supports seniors' sense of well being. A health coordinating coalition consisting of representatives from Alberta Health Services and non-profit health related organizations could target seniors strategically. Services could be centrally coordinated and delivered wherever necessary in homes, neighbourhoods or districts.

Mental Health Services are provided by the Mental Health and Addiction Services administration and delivered in seniors' homes or district centres. No significant discussion took place under this category.

Seniors need timely access to **Primary Care Services** (physicians, nurse practitioners, pharmacists) in order to stay in their homes. Alberta Health and Wellness oversees primary care, which is delivered at the district level. Seniors who live in residences or lodges might also receive house calls.

Prescription Delivery is crucial to aging in place. ESCC member agencies that have looked into offering this service expressed concern regarding potential liability issues and don't see a need to replace the current system.

The administration for **Home Care** services is provided centrally by Alberta Health Services and the services are delivered to seniors in their homes. This is an area of primary concern to seniors, which reemphasizes the need for senior-serving agencies to work together with Alberta Health Services.

5 - Home Supports

Aids to Daily Living/Assistive devices has a central administration and a home delivery. Many seniors do not know about this program or how to access it.

Handyman Services/Home Maintenance services are crucial supports. Currently, individual seniors organizations offer referrals to relevant workers. Seniors said it would simplify access if a lead agency coordinated these services and provided a central number/website for people to connect with decentralized service providers.

In-Home Services (personal care meal preparation, cleaning, laundry) are vital supports delivered to seniors' homes. Seniors could access these services through a main number/website to connect with decentralized service providers.

The critical need for **snow removal** cannot be overemphasized. This past winter with its high levels of snowfall trapped many seniors in their homes. Currently, individual agencies offer connections to workers for snow removal, so services are fragmented and hard to find. Seniors need a central number/website to access decentralized snow removal services. Yard work services could be managed the same way.

6 - Information and Education

Seniors are hungry for information and have trouble finding what they need easily.

Seniors and service providers alike identified a **telephone information and referral line** answered by a live person as an essential service. Although Edmonton has 311 to access City of Edmonton services, 211 to access community services, and Health Link to access health services, the need for a seniors information line continues to resurface.

A senior-serving agency willing to take the lead to liaise with information and referral service providers, advocate for supported referrals and find ways to make existing services more senior friendly is needed.

Many services would be easier to locate through a central telephone/website. It is time to consider creating a dedicated seniors line or to collaborate with an existing information and referral provider to create dedicated seniors services within their programs.

7 - Multicultural Support

Edmonton is a diverse city made up of multiple ethno-cultural groups. In order to support a wide cross-section of seniors, multicultural support services were identified as essential.

Culturally relevant activities should be coordinated and delivered at the district level.

English as another language has a central administration with programming delivered at the district level.

Multicultural outreach is currently facilitated by agencies such as the Multicultural

Health Brokers Cooperative, SAGE and Catholic Social Services across the spectrum of locations. Service providers see a need to expand their services to seniors in diverse communities within their individual organizations. Further conversations about how to do that more systematically must take place. Intercultural facilitators could assist with this endeavour.

Translation services may have a central administration location, although they need to be available wherever seniors need them. It is difficult for many seniors to find, obtain or afford translation services.

8 - Recreational Activities

When considering this category, participants refocused on what supports seniors need to stay in their homes and concluded that social interaction is the one essential service since it reduces social isolation. District administration of social activities can extend the support to seniors homes, neighbourhoods or districts.

9 - Safety

Community Watch refers to caring communities where people keep an eye out for each other to make sure all is well. Informally, natural networks of neighbours, friends and family do this for each other. People can be trained centrally to identify the signs that might indicate a senior needs help and then mobilized at the district level into neighbourhoods and homes. A lead agency is needed to develop a comprehensive approach citywide.

Elder Abuse Services including educational programming and the Seniors Abuse Helpline are organized by a central administration. Education and awareness activities can be delivered in homes and districts. People can access the Helpline from their homes or wherever else they feel safe to do so.

The Seniors Abuse Helpline is an example of an Edmonton program that began as an interagency collaboration, evolved over time and eventually became part of a single agency program that continues to connect with the original partners.

Seniors rarely define **Falls Prevention** as a core community support, but service providers who see the often devastating consequences of falling consider this activity essential. Central administration of a falls prevention program can fan out the support across all levels.

Safe neighbourhoods are the result of age friendly urban design e.g. good lighting, safe sidewalks, walkable communities. Participants agreed that this is a City of Edmonton responsibility.

10 - Social Services

Advocacy services on behalf of individuals can be provided by a district administration and be delivered in the home or at the district level.

Caregiver support is delivered in homes or at the district level. The administration for this service can be located at either the central or district level. The Alberta Caregivers Association has taken the lead in this category. Many seniors mentioned that they are caring for spouses in addition to their extremely elderly parents. As people continue to live longer, this situation will undoubtedly increase.

Short term (information and referral, problem solving and crisis intervention) **and long term** (assessment and referral, case management and long term support) social services can be provided by district administration and delivered across all three locations.

Last year, 14 senior-serving agencies designed an enhanced collaborative model for outreach to isolated and/or at risk seniors. Agencies and their boards agreed on centralized coordinated training for outreach workers and the development of common tools, standard forms, and resource development. Funding is required to implement this initiative.

11 - Transportation

Driver assisted rides have been the focus of the Seniors Assisted Transportation Project. The final report recommends a shared services model coordinated by a lead agency and operated by a network of service providers that share ride management system software, standardized statistical reporting, volunteer management practices as well as policies and procedures. Funding is required to implement those recommendations.

Helpful Services

Helpful services are supports that will help some people to age in their homes and communities.

1 - Financial Services

The administration of **income tax preparation** services for low-income seniors is handled centrally but the service is delivered at the district level and in the home.

2 - Legal Services

Legal services, including supported decision-making as well as information and assistance about guardianship, trusteeship and personal directives, were identified as helpful. Central administration of these services allows for delivery at home and district

levels. Participants also identified district administration of assistance with wills and enduring powers of attorney as desirable.

3 - Food Security

Food services in seniors centres are organized by district administration and delivered at the district level.

Free meals, which also offer social benefits, can be provided by district administration and delivered on a case-by-case basis when there is need.

Frozen meals that can be picked up in district centres or delivered to seniors who are not mobile are presently organized by a central administration, Meals on Wheels.

Meals on Wheels provides **nutrition and cooking classes** and Alberta Health Services offers a great deal of nutritional information. A coordinated effort between them would get the information out to agencies and seniors more effectively.

4 - Health Services

Spiritual support is a category that people agree is important but difficult to define. Does it refer to religion or a broader concept of spirituality? What role do senior-serving agencies have to play in this regard? Staff often struggle with whether they should bring up the topic with seniors and if seniors broach the subject, staff wonder how to deal with it. There was no determination about how spiritual support should be integrated into programming, how administration would be organized or how it would be delivered. This will need further exploration and discussion.

A system for **End of Life Care** including spiritual support, family counselling, pain and grief management is currently in place through palliative care and hospice services.

5 - Home Supports

Home modifications (assessment, contract supervision, referral and education and structural safety) could all be accessed through a central number that connects seniors to coordinated decentralized services. Access to financial support for these services can also be provided by central administration although service delivery would be at the district level.

6 - Information and Education Provision

Participants identified **financial education** as a separate category. Organizations could coordinate activities provided by financial experts to seniors in their homes or in seniors facilities.

Many seniors expressed a strong preference for getting help with information more personally. **In-person help** i.e. face-to-face interaction can be provided by district administration and delivered wherever a senior requires it.

More seniors are getting their information **on-line** and this will only increase as baby boomers age. This information can be communicated by a central administration and accessed wherever computers are available. It should be tied to an integrated system of information and referral.

Printed directories can be produced centrally and delivered to decentralized locations.

Workshops on a wide variety of topics (housing, mental health, transportation, safety) can be coordinated centrally or at a district level, depending on the subject being presented. Seniors can attend them at a central or district location.

7 - Multicultural Support

Literacy training can be provided by central administration and offered at district centres.

8 - Recreational Activities

Life long learning can be offered by both central and district administration, depending on the subject matter, and delivered at the district level.

Programming for recreational activities of all kinds, creative expression, as well as memory and brain fitness, can be provided by district administration and delivered at the district level. Physical activities can take place across locations and also be provided by district administration. Community gardening can be offered by central or district administration, depending on need.

Senior-serving agencies with expertise in specific recreational areas could lead interagency program planning for the sector as a whole.

9 - Safety

SAGE operates an **elder abuse safe house** that provides citywide service.

Emergency preparedness and fire safety, as well as **fraud/crime awareness programs** and the provision of **technological aids**, can be organized by central administration and offered at the district level.

10 - Social Services

Counselling services can be provided by either central or district administrations and delivered in districts.

Day programs provide health maintenance and socialization in a supportive environment to individuals who, because of physical or emotional incapacity, can be isolated. Without this intervention they may deteriorate in physical and/or mental functioning. Day programs are the responsibility of central administration and are delivered at the district level.

Current administration of **hoarding intervention** is offered by SAGE and delivered to seniors in their homes throughout the city.

Housing information and supports can be provided by central administration and delivered to seniors at the district level.

Life transition support coordinated in districts can be offered to individual seniors in their homes and to groups of seniors in district facilities.

Volunteer support (friendly visiting, peer support programs) both short and long term are operated at the district level. Volunteers connect with seniors in their homes and neighbourhoods.

11 - Transportation

Driver assessment to ensure driver fitness and competency is centrally coordinated. Testing takes place at district testing sites. Although member agencies are not directly involved in testing, some do offer **driving cessation support** to seniors. Central administration of this service provides delivery at district facilities.

Support to access transit services could be coordinated centrally and services delivered at the neighbourhood level.

Transportation to social activities can be organized and delivered at the district level.

Observations

Participants frequently identified the need to offer services at the district level to seniors who are mobile and in the home to seniors who are not. A robust assisted transportation system to take seniors from their home to district facilities would alleviate the need for so much home visitation and reduce the loneliness that many seniors experience.

Participants were surprised at how often they identified "home" as a service delivery location and noted how rarely that happens at present. It is challenging to consider a future system that is highly responsive to seniors as well as practical and sustainable.

The idea that most frequently emerged was the need for seniors to have access to a single number/website to connect with coordinated, decentralized services. Many activities including handyman services, snow removal and yard work, in-home services and assisted transportation are examples that lend themselves to this approach.

Recommendations

The Steering Committee and a number of other ESCC agency members recognize the limitations of isolated agencies competing for resources and providing fragmented services. Participants see an opportunity to begin developing a system of coordinated services. The willingness of ESCC member agencies to work more collaboratively was also noted in the recent outreach and seniors assisted transportation projects that ESCC undertook in the last year.

Collaborations often fail because there is no infrastructure to support them and organizations lack the time and resources required for success. *It is recommended that the ESCC, with the necessary resources, take responsibility for hiring or contracting out staffing in the short-term to assist with facilitating collaborative processes.* An individual with expertise in collaboration, mediation and facilitation could bring stakeholders together and create a solid framework and strategies to support system development and collaboration. ESCC's mandate is to help senior-serving organizations plan and collaborate to improve programs and services for seniors. This position would be responsible for coordination and support of the process to collaborate, rather than direct service delivery.

Funding is required to further develop and implement service coordination. Appendix A contains some potential funding sources.

It is further recommended that Executive Directors work through these findings with their Boards to determine how their organizations can be involved in addressing the identified needs, considering their agency strengths and interests.

This project was part of a continuum of work, fluid, rather than fixed. It presents a snapshot in time, a summary of a series of conversations between people who were willing to take off their "agency hats" and consider the needs of seniors from a global perspective. Its intention is to open doors to further conversations that will ultimately lead to a system of coordinated services that strongly support Edmonton seniors to live in the homes and communities of their choice safely and independently.

Next steps:

This project is tied to goal 1, action #3 of the *Vision for an Age Friendly Edmonton Action Plan*. The goal states “Community support services are inclusive and responsive in meeting the needs of seniors.” Action 3 states “Develop and implement a model that defines core and optional services and how they are best delivered and administered.” Core (essential) and optional (helpful) services have been identified within this project and there are suggestions for how they are best delivered and administered. The next step is for ESCC member agencies to take this report to their board of directors and work with their agency to consider their strengths and capacities and decide what role they would propose to play in a model to deliver and administer various services.

Actions #4-8 in the *Vision for an Age Friendly Edmonton Action Plan* aid in implementing the model. The actions address the development of guidelines for neighbourhood organizations, for senior centres, for city-wide services; the evaluation of delivery of services and the establishment of working agreements between all these providers to acknowledge the value and role they play. This will involve further collaboration, refining definitions and perhaps coordination of services in some circumstances in order to ensure essential services are available throughout the city.

Appendix A - Funding Sources

Research on funding sources to support development of coordinated services to support aging in place services was conducted using:

- The Canadian Directory to Foundations and Corporations, Imagine Canada
- Examining existing supports for seniors programs.

Criteria for these searches focused on seniors programs, community development and health.

1. Fostering economic success for seniors

[One of the cornerstones of well-being for seniors is economic success.](#) This report would be remiss in not mentioning some possibilities for providing financial assistance to seniors that support that economic success and foster independence.

In the 2009 budget, the Federal Minister of Finance established a national task force dedicated to the issue of financial literacy. In February 2011, the national Task Force on Financial Literacy made public its report to the Minister, recommending urgent action on a national strategy to strengthen Canadians' financial literacy. Seniors are one group that was identified as struggling with financial literacy.

Many seniors are not claiming benefits to which they are entitled because they do not have access to the information, have literacy issues, or because someone else is overseeing their finances. If seniors are not submitting a tax return because they believe their income level is too low, they miss out on eligibility for benefits that boost their incomes.

The Federal Task Force on Financial Literacy reported that:

- Roughly 160,000 eligible seniors do not receive their Old Age Security benefits representing \$1 billion in benefits.
- 150,000 eligible seniors are not receiving their Guaranteed Income Supplement.
- 55,000 Canadians are not receiving a Canada Pension

<http://www.financialliteracyincanada.com/eng/documents/canadians-and-their-money.html>

In Edmonton, Vibrant Communities, sponsored by the City of Edmonton, the United Way of the Alberta Capital Region, the Tamarack Institute and the Caledon Institute of Social Policy run the *Make Tax Time Pay* program. This program is a strategy of family economic supports. It advocates that assisting individuals to access benefits to which they are entitled increases their disposable income and helps build economic success. The program was built on the existing Community Volunteer Income Tax Program organized by Canada Revenue Agency. It was expanded by building collaborations with 211 (The Support Network) and numerous organizations located across the city. The program uses volunteers trained to provide free tax preparation, and benefit/subsidy application assistance. Since its inception, the program has raised awareness about existing government benefits and subsidies and increased the number of eligible working families accessing child health, childcare, leisure programs and adult health benefits/subsidies.

This program is available to seniors. A call to 211 with an enquiry about *Make Tax Time Pay* will lead a senior or caregiver to an organization close by that can help file a return.

Service providers serving seniors may be aware of the supports that seniors can access, however, these may not be common knowledge. This information is offered to enable inclusion and sharing, as services to support aging in place will involve many stakeholders, some who do not specifically serve seniors.

Government benefits available to seniors to foster economic success can be:

- federal
- provincial
- municipal

Government of Canada

The Government of Canada provides different kinds of retirement income, including the Canada Pension Plan (CPP) retirement pension and the Old Age Security (OAS) pension. For seniors who require assistance in sorting out their income tax submission and seniors benefits, information can be found at Service Canada or through *Make Tax Time Pay*.

<http://www.servicecanada.gc.ca/eng/online/index.shtml>

Veterans Affairs Canada

- The Veterans Independence Program

The Veterans Independence Program is a national home care program provided by Veterans Affairs Canada. The program was established in 1981 to help clients remain healthy and independent in their own homes or communities.

<http://www.veterans.gc.ca/eng/sub.cfm?source=services/vip/vip-guide>

Canada Home Mortgage Corporation (CMHC)

- Home adaptations for Seniors Independence

Delivered by CMHC, the Home Adaptations for Seniors' Independence program provides funding to homeowners and landlords so that they can make home renovations that will benefit seniors.

http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_004.cfm

- Homeowner Residential Rehabilitation Assistance Program

CMHC offers financial assistance to low-income homeowners for mandatory home repairs that will preserve the quality of affordable housing. The program helps people who live in substandard dwellings and cannot afford to pay for necessary repairs to their home.

http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_001.cfm

Province of Alberta

- **Seniors Financial Assistance Program**

For a guide that walks through information on the senior's benefits listed below, see the following booklet called Seniors Financial Assistance Programs Information Booklet.

http://www.seniors.gov.ab.ca/financial_assistance/forms/SFAInfoBooklet.pdf

- **Alberta Seniors Benefit**

The Alberta Seniors Benefit is based on income and provides a monthly cash benefit for eligible seniors whose income is within the qualifying thresholds. In general, a single senior with an annual income of \$24,500 or less, and senior couples with combined annual income of \$39,900 or less, are eligible for a benefit.

http://www.seniors.alberta.ca/financial_assistance/seniors_benefit/

- **Dental and Optical Assistance for Seniors**

Dental and Optical Assistance for Seniors is based on income and provides low to moderate income seniors with financial assistance for basic dental and optical services that help maintain a reasonable level of health. A senior could be eligible for up to a maximum of \$5,000 of coverage for eligible procedures every 5 years under the dental program and up to \$230 every three years for prescription eyeglasses under the optical program.

http://www.seniors.gov.ab.ca/financial_assistance/dasp/

- **Education Property Tax Assistance for Seniors**

Education Property Tax Assistance for Seniors provides a rebate to assist senior homeowners with the year-to-year increases in the education portion of their property taxes. The program is not based on income.

http://www.seniors.gov.ab.ca/financial_assistance/eptasp/

- **Special Needs Assistance for Seniors**

Special Needs Assistance for Seniors is available to help seniors with the cost of appliances, minor home repairs and some medical costs. Only one-time extraordinary expenses are funded. The program provides a lump-sum payment to eligible low-income seniors. The maximum assistance available is \$5,000 in a benefit year (July 1 to June 30).

http://www.seniors.gov.ab.ca/financial_assistance/special_needs/

City of Edmonton

- **Community Investment Operating Grant**

Operating assistance is available to not-for-profit organizations of Edmonton who deliver direct, ongoing programs and services. Their registered mandate must be Social Services, Multicultural, or Recreation/Amateur Sport. The application deadline is the third week of October each year.

http://www.edmonton.ca/for_residents/community-investment-operating-grant.aspx

- **Emerging Immigrant and Refugee Communities Grant – Space Rental Subsidy**

This grant is intended to assist emerging immigrant and refugee groups with up to 60 per cent of the cost of space rental. The maximum grant is \$5,000 per year per organization. There is no deadline to apply, as funds are allocated as available in the municipal budget for the year.

http://www.edmonton.ca/for_residents/emerging-immigrant-and-refugee-communities-grant-program.aspx

- **Emerging Immigrant and Refugee Communities Grant – Community Event**

This grant assists emerging immigrant and refugee groups with cultural and/or fundraising events in Edmonton. Depending on the number of years the organization has been registered, 25 to 75 per cent of eligible event costs are covered, up to a maximum of \$2,500. There is no deadline to apply, as funds are allocated as available in the municipal budget each year.

http://www.edmonton.ca/for_residents/emerging-immigrant-and-refugee-communities-grant-program.aspx

- **Emerging Immigrant and Refugee Communities Grant – Community Based Projects**

This grant assists emerging immigrant and refugee groups with settlement and integration projects. New applicants can apply for \$1,000. Applicants with a grant history can ask for up to \$5,000 and up to \$10,000. At each level, applicants need to contribute to the project costs. The application deadline is March and September yearly.

http://www.edmonton.ca/for_residents/emerging-immigrant-and-refugee-communities-grant-program.aspx

- **Emerging Immigrant and Refugee Communities Grant – Community Based Programs/Matching Funds**

This grant is intended to assist organizations providing settlement and integration programs to emerging immigrant and refugee groups. The maximum grant awarded is \$20,000 per year per organization. Matching funds are required. The application deadline is March and September yearly.

http://www.edmonton.ca/for_residents/emerging-immigrant-and-refugee-communities-grant-program.aspx

- **Seniors Centres' Investment Program – Operating Grant**

This grant assists non-profit seniors' centres with general operating expenses. Centres may receive up to 25 per cent of eligible expenses to a maximum of \$250,000. The application deadline is March each year.

- **Seniors' Centres Investment Program – Facility Conservation Grant**

This grant helps seniors' centres cover capital costs associated with maintenance, renovation, and acquisition of small capital items such as furniture replacement and computer equipment. The maximum grant awarded is \$40,000 per year. The application deadline is March each year.

- **Seniors' Centres Investment Program – Emerging Seniors' Centre Grant**

This grant supports the development of new seniors' centres by covering the cost of feasibility studies, business plan development, bylaw development and seed funding for staff. The total budget for this grant is \$100,000. Applications can be submitted at any time.

- **Seniors Homeowner Grant Program**

The City of Edmonton developed the Edmonton Seniors Homeowner Grant program to assist lower income senior households offset increases in municipal property taxes. A senior will qualify if, as of May 1, 2009, they receive the Alberta Seniors Benefit and reside in their own home. The Province of Alberta and the City of Edmonton have worked together to determine all qualifying homeowners.

http://www.edmonton.ca/for_residents/seniors-homeowner-grant-progra.aspx#5376

2. Developing coordinated services

Government of Canada

The Government of Canada plays a key role in administering the Canada Pension Plan, providing income support for low-income seniors and tax credits through the federal tax system. The Federal Government works with the Provincial Government to address policy issues of significance to seniors.

Public Health Agency of Canada, Division of Aging and Seniors

The Division of Aging and Seniors (DAS) provides federal leadership on seniors' public health issues in order to optimize healthy aging. DAS is the focal point for information and centre of expertise in the area. The Division strives to influence policy development, to expand and transfer the knowledge base and to engage stakeholders on matters concerning healthy aging.

Human Resources and Skills Development Canada

- **New Horizons for Seniors Program**

The New Horizons for Seniors Program (NHSP) is a federal grant and contributions program that supports projects led or inspired by seniors who make a difference in the lives of others and in their communities. Community based initiatives will be able eligible to receive up to \$25,000 in grant funding per year. In March 2011, The Government of Canada announced enhancements to the New Horizons for Seniors Program to allow a broader array of organizations to develop a greater variety of projects that meet the changing needs of communities.

The NHSP supports projects that aim to address one or more of the following five program objectives:

1. Promoting volunteerism among seniors and other generations
2. Engaging seniors in the community through the mentoring of others
3. Expanding awareness of elder abuse, including financial abuse
4. Supporting the social participation and inclusion of seniors
5. Providing capital assistance for new and existing community projects and/or programs for seniors

On the NHSP website, the next calls for proposal:

- 2011 Spring Community-based Projects Call for Proposals for all of Canada, except Quebec, anticipated to open in April 2011.
- 2011 Fall Community-based Projects Call for Proposals for all of Canada, except Quebec, anticipated to open in October 2011

http://www.rhdcc-hrsdc.gc.ca/eng/community_partnerships/seniors/index.shtml

Government of Alberta

In the Government of Alberta's 2010 Aging Population Policy Framework, three key areas of responsibility related to seniors are identified.

1. *Setting province-wide policy directions concerning seniors and an aging population*
2. *Facilitating collaboration among individuals, communities and governments to meet the needs of seniors.*
3. *Providing support and services to Alberta's seniors.*

Aging Population Policy Framework, November 2010, Government of Alberta

<http://www.seniors.alberta.ca/Seniors/AgingPopulation/docs/AgingPopulationFramework.pdf>

Eight key outcomes and strategic policy directions are identified in this document. They include:

1. Albertans have access to adequate financial resources to meet their needs in their senior years

2. Alberta seniors are able to reside in the place that is appropriate for their circumstances
3. Alberta seniors have access to a range of continuing care services that enable them to reside in an environment that is appropriate for their circumstances
4. Alberta seniors are supported in maintaining optimum health as they age
5. Albertans have access to safe, affordable, appropriate and accessible transportation options during their senior years
6. Alberta seniors are supported in maintaining optimum independence in making decisions about their lives and are free from abuse
7. Alberta seniors are engaged as full and welcome participants in their communities
8. Alberta seniors are able to easily access Alberta government programs, services and supports

The Aging Population Policy Framework also notes that achieving these outcomes will require ongoing collaborative work among Alberta government ministries, all sectors and individual Albertans.

“Alberta Seniors and Community Supports is responsible for encouraging and supporting the independence, well-being and inclusion of seniors through cross-ministerial collaboration on policies, programs, services and support. Reflecting this responsibility, Alberta Seniors and Community Supports will facilitate the implementation of the Framework and the coordinated development of policies, programs, supports consistent with the Framework.”

Aging Population Policy Framework, November 2010, page xi

It is timely for a group of stakeholders to approach Alberta Seniors and Community Supports about funding that would support a coordinated approach to service provision. It matches the Alberta Government’s current priorities and interests.

The Alberta government currently provides financial support to volunteer and community-based organizations. The Municipal Financial Assistance Handbook provides a list of the major provincial programs available to municipalities and organizations. The handbook and a searchable list are available at www.municipalaffairs.alberta.ca

Alberta Lottery Fund

The Alberta Lottery Fund is made up of the government's share of net revenues from video lottery terminals (VLTs), slot machines and ticket lotteries. These revenues total more than \$1.5 billion each year, and are used to support thousands of volunteer, public and community-based initiatives annually.

- **Community Initiatives Program (CIP)**

The Community Initiatives Program (CIP) provides funds to enhance and enrich community initiatives throughout Alberta. The program is intended to reinvest revenues generated from provincial lotteries in communities, to empower local citizens, and community organizations to work together and respond to local needs. Within CIP funding there are three categories:

1. **Project-Based Grants:** provide financial assistance for community organizations for equipment purchases, facility construction or renovation projects, hosting/travel/special events, new programs or special funding requests within Alberta. Maximum grant: \$75,000
2. **Community Operating Grants:** provide financial assistance to registered non-profit organizations in Alberta to enhance the organization's ability to operate and to deliver services to the community. Maximum grant: \$75,000
3. **International Development Grants:** provide financial assistance to small and medium sized Alberta based non-government organizations to meet Alberta's commitment to give people in developing countries the tools to eventually meet their own needs. Maximum grant: \$25,000

The Community Initiatives Program is governed by the terms outlined in the Community Development Grant Regulation.

- **Community Facility Enhancement Program**

The Community Facility Enhancement Program (CFEP) fosters the unique characteristics of Alberta's communities. By assisting with construction, renovation or redevelopment of community public-use facilities, CFEP reinvests revenues generated from provincial lotteries to empower local citizens and community organizations to work together and respond to local needs. The general funding limits under this program are:

- Grant applications - maximum \$125,000 per fiscal year.
- Specific project limitations are:
 - Only one CFEP application can be approved per organization per year.
 - Each CFEP application must relate to only one facility.
 - Capital funding will be limited to one grant in each fiscal year from CFEP or CIP (i.e. April 1 to March 31).
 - The applicant can request funding assistance for a planning study, a capital project or a combination of the two.

Community Spirit Program

The Community Spirit Program is made up of two components - a donation grant for organizations and a charitable tax credit for individual donors. The goal of this Provincial program is to increase individual charitable giving.

- Donation grant

The donation grant provides eligible non-profit and/or charitable organizations with a provincial grant based on the total annual cash donations they've received from individual Albertans over a 12-month fiscal period. The grant can be used to support an organization's operations, programs and/or capital projects. The maximum grant available is \$25,000 up to a maximum of \$50,000 over three years. A minimum total of \$1,000 in eligible cash donations must be received before applying for a grant.

- Charitable tax credit

Effective January 2007, the Alberta government raised the charitable tax credit for eligible annual donations above \$200 by 60 per cent. Including the federal tax credit, Albertans now receive a 50 per cent non-refundable tax credit for every dollar donated over the \$200 threshold. The table below helps demonstrate this tax credit.

Making Your Charitable Donations Work Harder

Total Annual Donations*	Alberta	Federal	Total Tax Credit**
\$500.00	\$83.00	\$117.00	\$200.00
\$1,000	\$188.00	\$262.00	\$450.00
\$2,000.00	\$398.00	\$552.00	\$950.00
\$5,000.00	\$1,028.00	\$1,422.00	\$2,450.00
\$10,000.00	\$2,078.00	\$2,872.00	\$4,950.00
\$25,000.00	\$5,228.00	\$7,222.00	\$12,450.00

(Applies to Alberta taxpayers only)

<http://culture.alberta.ca/communityspirit/taxcredit.aspx>

City of Edmonton

Municipal governments are responsible for providing the leadership and direction on civic and community issues, including infrastructure, programs and services that are deemed appropriate for the municipality. They are in a unique position to facilitate collaborations at a local level among various organizations and sectors to meet a community need. Edmonton has made a commitment to being an age-friendly city and can provide education and awareness to local businesses and organizations about the changing needs of citizens as they age, and encourage them to adapt to those needs.

Family and Community Support Services (FCSS)

Family and Community Support Services is a unique 80/20 funding partnership between the province and municipalities to provide social programs that promote and enhance the well-being of individuals, families and communities. FCSS funding is allocated locally to best meet the needs of the community and its residents. Senior-serving organizations may be eligible for FCSS funding and a collaborative approach to providing core services may attract FCSS funding.

Public Foundations

- United Way

United Way is an international, volunteer-led non-profit organization that has 123 local United Ways in Canada. Each United Way raises money and allocates funds locally to support its community. Each is governed by an autonomous local Board of Directors that, with other volunteers and staff, helps build caring, vibrant communities and responds to a broad range of human needs. In Edmonton, United Way of the Alberta Capital Region is very involved in visioning, community development and program support.

<http://myunitedway.ca/>

- Edmonton Community Foundation

The purpose of the Edmonton Community Foundation (ECF) is to help the people of Edmonton by encouraging philanthropy and funding charitable activities. ECF supports funding requests from through its Community Grants Program. Requests for multiple-year funding to develop or implement strategic initiatives, or for program operating costs are considered. Grants will be considered for operating funds, program funding, seed money and special projects.

Letters of inquiry are accepted at any time throughout the year and are reviewed on an ongoing basis. It is best to meet with Foundation staff directly so they can understand the scope and the reach of an initiative.

<http://www.ecfoundation.org/>

- Minerva Foundation

The Minerva Foundation is an Edmonton based public foundation that wishes to focus on and support one charity annually with a substantial donation of up to \$100,000.00. They also support other smaller projects. The Minerva Foundation allocates funds twice a year. The application deadlines are March 31 and September 30 yearly and application guidelines are on their website.

<http://www.minervafoundation.ca/minerva.asp>

Private Foundations

- The Stollery Charitable Foundation

The Stollery Charitable Foundation is an Edmonton based private foundation that exists to help less fortunate people by funding charitable activities. The Foundation funds a wide range of requests, including proposals for operational funding, capital campaigns, staff positions, renovations, equipment purchases, one-time initiatives, and special projects. Grants can range in size from a few thousand dollars up to \$100,000 or greater.

Applications for grants designed to provide creative solutions to social issues are welcome. Collaboration with other charitable agencies and/or co-funding opportunities with other granting sources is usually viewed favourably, particularly for projects exceeding \$50,000.

Applicants are encouraged to contact the Executive Director, Scott Graham by e-mail or telephone before submitting a proposal. The Foundation will accept applications throughout the year. Awards are made in November.

<http://stollerycharitablefoundation.org/foundation.html>

- Muttart Foundation

The Muttart Foundation is an Edmonton based private foundation. The Foundation considers a robust charitable sector as central to a strong, healthy society. Through their work charities build community and address key social issues and concerns. The Foundation's philanthropy focuses on three areas:

1. Strengthening the charitable sector
2. Early childhood education and care
3. Management development and leadership

The Foundation's focus on strengthening the charitable sector is aimed at building the capacity of social service organizations, early childhood education and care organizations, and certain regional and national umbrella organizations by providing an opportunity for two or more charities to come together to address a specific training need. A group of organizations might hire a trainer, instructor or consultant to conduct a joint training session or workshop on a specific topic. Funding for this type of training initiative may be eligible for funding under a Muttart program.

<http://www.muttart.org/>

- Allard Foundation

The Allard Foundation is an Edmonton based family foundation. Grants are usually awarded based on relationship with the Foundation members. The Foundation has the capacity for substantial grants. Grants are considered for capital funds, emergency funds, endowment funds, equipment funds, program funding, research projects, and other special projects.

Grant requests are reviewed every 8 weeks. The fiscal year begins January 1 and ends December 31. There is no website for the Allard Foundation.

- Dianne and Irving Kipnes Foundation

Based in Edmonton, the Dianne and Irving Kipnes Foundation is a family foundation for general charitable purposes with an interest in seniors, health and community services. This Foundation is not accepting applications, however a relationship based connection may be able to determine if there is interest and/or garner support for collaborative funding efforts. There is no website for the Foundation.

- Butler Family Foundation

The Butler Family Foundation is an Edmonton based family charitable foundation set up in 2007. The Foundation will provide matching funds, operating funds, program funding, and seed money in grants up to \$10,000. A conversation with the Executive Director, Shannon Butler at 780-488-1823 is recommended before proceeding to application.

- Dave Lede Family Charitable Foundation

The David Lede Family Charitable Foundation is an Edmonton based family charitable foundation set up for general charitable purposes with a capacity of grants of \$100,000 or greater. A relationship based approach is recommended to determine interest. Phone contact information listed in the Canadian Directory is 604-681-7500.

The two following foundations are Toronto based, however they do contribute Canada-wide. Strength in this request would be a larger stakeholder group leveraging support from local foundations and sponsors.

- Jackman Foundation (Toronto)

The Jackman Foundation is a Toronto based family foundation. They do contribute Canada wide, have multiple interests and capacity to grant at the \$100,000 level. Grants will be considered for operating funds, building funds, capital funds, emergency funds, equipment funds, matching funds, program funding, seed money and special projects. Funding decisions are made throughout the year.

- Nelson Arthur Hyland Foundation (Toronto)

The Nelson Arthur Hyland Foundation is a Toronto based family foundation. Their granting region does include Alberta although their interest is Toronto. They fund special projects, capital funds, building funds, equipment funds and program funding. Grant requests should include full details of the purpose of the application; a history of the organization; a listing of personnel; other sources of funding; and the benefits to arise. Financial statements and charitable registration number must be enclosed. Most funding decisions are made in the fall months. All grant requests must be received by the Foundation on or before September 1, payable prior to December 31. This foundation has no website. The contact is Gerald Hayden at 416-920-6089.

- M.S.I. Foundation (Medical Services Alberta Incorporated)

The purpose of the Foundation is to support research into any aspect of the provision of medical and allied health services, and promote matters of health in the interests of the people of Alberta. Specific interests are the delivery and effectiveness of health services. Grants will be considered for research projects, seed money, and special projects. The Foundation funds equipment only if it is a necessary part of a research project and will not give grants for the sole purpose of purchasing equipment. The foundation issues a call for proposals at intervals determined by the trustees. The call is posted on the foundation's website and is also sent to Alberta Health and post secondary education institutions. The format for proposals is outlined at that time.

Corporate Foundations

- TELUS Community Board

Launched in 2005, the TELUS Edmonton Community Board has a donation budget of \$500,000. On their website, the TELUS Community Board says they welcome big ideas and are looking for innovative new ideas for their community investment program. "At TELUS, we want to be as well known for our community and environment programs as we are for the quality of our networks. We want to be known as a company that both builds community and keeps people connected." Board members span several sectors of the community and a conversation with them may be a good starting point.

<http://about.telus.com/community/en/boards/edmonton/>

- Molson Foundation

The Molson Foundation is a corporate foundation based in Montreal although they do contribute Canada-wide. The Foundation's policies were established to reflect the interests and wishes of the founders. Of primary interest are innovative projects in the fields of health and welfare, education, social development, national development, and the humanities. The Foundation is primarily interested in providing seed money, and generally makes one-payment grants. In certain circumstances, however, it will make

commitments for grants payable over a period of up to five years. Grants will be considered for special projects, building funds and equipment funds. The contact person is Andrew Molson at 514-521-1786.

http://www.heritagecanada.org/eng/links/fund/The_Molson_Foundation.pdf

Appendix B - Key Participants

Steering Committee Members

Alberta Caregivers Association	Giri Puligandla
Alberta Health Services	Deb Payne (Integrated Home Living) Stephanie Donaldson-Kelly (Primary Care & Chronic Disease Management)
Alberta Quality of Life Commission	David Cornish Don Mayne
Calder Seniors Drop-In Centre	Brenda Shewaga
Edmonton Meals on Wheels	Liz Tondur
Edmonton Seniors Centre	Ursula Altmann
Edmonton Seniors Coordinating Council	Jean Innes Sheila Hallett Rich Gossen
ElderCare Edmonton	Tove Neilsen
City of Edmonton - Community Services	Brenda Wong
Glenrose Rehabilitation Hospital	Arlene Monaghan
Operation Friendship	Gail Sopkow
Seniors Assisted Transportation Society	Anna Der
Seniors Association of Greater Edmonton	Roger Laing
Seniors Outreach Network Society	Debbie Miville
Westend Seniors Activity Centre	Janice Monfries

Workshop Participants/Interviewees

Calder Seniors Drop-In Centre	Chuck Collins
Distinctive Employment Counselling Services of Alberta	Donna Graham
Ital-Canadian Seniors Centre	Maria Mauro Connie Saccarello
Mill Woods Seniors Centre	Pearl Bennett
Seniors Association of Greater Edmonton	Don Junk Diana McIntyre Bonnie McKay Bernice Sewell
South East Edmonton Seniors Association	Kim Buehler
Student Observer	Maluda Hussaini
Calder Seniors Drop-In Centre Board Members	
City of Edmonton - Aging in Place Demonstration Project	Debbie Dundass Shelley Sabo Rosalie Gelderman
Ismaili Council for Edmonton - Care for The Elderly	Mazin Kassim
Multicultural Health Brokers Cooperative	Yvonne Chiu Hyunhee Song (Korean) Yodit Libab (Eritrea and Ethiopia)
Sisters for Change	Saida Ahmed (Somali)
The Support Network - 211	Jennifer Jones

Many thanks to the eight (8) seniors who reviewed drafts outside of workshops, the four (4) who agreed to be interviewed, the six (6) who filled in surveys and the forty three (43) who were focus group participants.

Appendix C References and Resources

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Appendix D - Elements for Community Supports for Aging in Place in Edmonton

Process

The Steering Committee generated an inventory of community supports that was combined with a pre-existing list of services developed by one of the committee members. Services were defined as essential/core or helpful. This list was combined with the information gathered from the interviews and focus groups held with seniors, along with existing research findings and put into an updated inventory. The results were reviewed by a number of ESCC member agencies that hadn't been involved previously. That group went on to suggest where essential and helpful services should be delivered. They also considered how services should be administered, coordinated and/or supervised. The final draft was emailed to ESCC member agencies to solicit their feedback before completing the document. The final product, *Elements for Community Supports for Aging in Place in Edmonton*, can be combined with the following narrative as a tool for agency planning and for continuing conversations about aging in place services and is appended to this report.

Definitions

Participants defined eleven (11) community support categories very broadly to encourage wide ranging conversations. These definitions are not definitive and will need to be refined over time. Relevant services and activities were listed under each category.

Locations for service delivery and administration were defined as:

Neighbourhood: an area available within approximately 3 km of a person's home. It encompasses services located in a seniors housing building, a drop-in or stop-in centre located in a mall, a community league building, church, school or other neighbourhood building.

District: an area available within approximately 10 km of a person's home. District services come from a building specifically intended to serve seniors throughout a region of the City.

Central: a single location that is accessible and available to people from throughout the City.

The term "delivery location" refers to the place where direct service activities take place. The term "location of administration/coordination/supervision" refers to the place where administrative functions occur.

Elements for Community Supports for Aging in Place in Edmonton
 April 13, 2011

Essential:	Supports that will help MANY people to age in their homes and communities
Helpful:	Supports that will help SOME people to age in their homes and communities
Neighbourhood:	Available within approximately 3 km of a person’s home. Could be from a seniors housing building, a stop-in or drop-in centre located in a mall, a community league building, church, school or other neighbourhood building.
District:	Available within approximately 10 km of a person’s home. Means serving a region of the City from a building in the region that is specifically intended to serve seniors.
Centrally:	One location that is accessible and available to people from throughout the City.

1 - FINANCIAL SUPPORTS

Activity / Service	Essential or Helpful		Delivery Location				Location of Administration / Coordination / Supervision		
	Essential	Helpful	Home	Neighbour-hood	District	Central	Neighbourhood	District	Centrally
Accessing Government Supports (form completion)	X		X		X			X	
Income Tax Preparation for low income seniors		X	X		X				X

2 – LEGAL

Activity / Service	Essential or Helpful		Delivery Location				Location of Administration / Coordination / Supervision		
	Essential	Helpful	Home	Neighbour-hood	District	Central	Neighbourhood	District	Centrally
Personal Directives Information and Assistance		X	X		X				X
Supported Decision Making (Guardianship) Information and Assistance		X	X		X				X
Supported Decision Making (Trusteeship) Information and Assistance		X	X		X				X
Wills, Enduring Power of Attorney Assistance		X	X		X			X	
Legal Services for Low Income Seniors		X	X		X				X

3 - FOOD SECURITY

Activity / Service	Essential or Helpful		Delivery Location				Location of Administration / Coordination / Supervision		
	Essential	Helpful	Home	Neighbour-hood	District	Central	Neighbourhood	District	Centrally
Food Services in Senior Centres		X			X			X	
Food Bank	X			X	X				X MoW
Free Meals		X		X	X			X	
Frozen Meals		X	X		X			X Pick up at centre	X MoW
Grocery and Pet Supplies Delivery	X		X						X MoW
Hot Food Delivery	X		X						X MoW
Nutrition & Cooking Classes		X		X	X	X			X MoW

Elements for Community Supports for Aging in Place in Edmonton
April 13, 2011

4 - HEALTH SERVICES

Activity / Service	Essential or Helpful		Delivery Location				Location of Administration / Coordination / Supervision		
	Essential	Helpful	Home	Neighbour-hood	District	Central	Neighbourhood	District	Centrally
Flu Clinic	X			X	X	X		X	X AHS
Foot Care	X		X	X	X				X
Health Promotion/Prevention	X		X	X	X				X AHS & Partners
Mental Health Services	X		X		X				X Mental Health & Addiction Services
Primary Care Services (Doctor, Nurse Practitioner, Pharmacist, etc)	X		X		X			X	X Alberta Health & Wellness
Spiritual Support		X	X		X		No determination - emerging conversation		
Prescription Delivery	X		X				Current system in place		
End Of Life Care (Spiritual support, family cousselling, pain and grief management)		X	X		X		Current system in place		
Home Care	X		X						X AHS

5 - HOME SUPPORTS

Activity / Service	Essential or Helpful		Delivery Location				Location of Administration / Coordination / Supervision		
	Essential	Helpful	Home	Neighbour-hood	District	Central	Neighbourhood	District	Centrally
Aids to Daily Living / Assistive Devices	X		X						X
Handyman Service / Maintenance	X		X						X
Home Modification (Assessments, Contract Supervision, Referral & Education, Structural Safety)		X	X						X
Home Modification Financial Support		X			X				X
In-Home Assistance (Meal prep, cleaning, laundry)	X		X						X
Snow Removal	X		X	X	X			X	X
Yard Work	X		X						X

Elements for Community Supports for Aging in Place in Edmonton
April 13, 2011

6 - INFORMATION AND EDUCATION PROVISION

Activity / Service	Essential or Helpful		Delivery Location				Location of Administration / Coordination / Supervision		
	Essential	Helpful	Home	Neighbour-hood	District	Central	Neighbourhood	District	Centrally
Financial Education		X	X		X	X		X	
In-Person Information provision		X	X	X	X			X	
On-Line Access to Information		X	X	X	X				X
Printed Directories		X	X	X	X				X
Telephone Line (Answered by a person) - Information and Referral	X		X					X	X
Workshops (Financial, Housing, Mental Health, Transportation, Safety)		X			X			X	X

7 - MULTICULTURAL SUPPORT

Activity / Service	Essential or Helpful		Delivery Location				Location of Administration / Coordination / Supervision		
	Essential	Helpful	Home	Neighbour-hood	District	Central	Neighbourhood	District	Centrally
Culturally Relevant Activities	X				X			X	
English as Another Language	X				X				X
Literacy Training		X			X				X
Multicultural Outreach	X		X	X	X			X	X
Translation Services	X		X	X	X	X			X

8 - RECREATIONAL ACTIVITIES

Activity / Service	Essential or Helpful		Delivery Location				Location of Administration / Coordination / Supervision		
	Essential	Helpful	Home	Neighbour-hood	District	Central	Neighbourhood	District	Centrally
Life Long Learning		X			X			X	
Creative Expression Programming		X			X			X	
Community Gardening Programming		X			X			X	X
Memory and Brain Fitness Programming		X			X			X	
Physical Activity and Fitness Programming		X	X	X	X	X		X	
Social Activities	X		X	X	X			X	

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9 – SAFETY

Activity / Service	Essential or Helpful		Delivery Location				Location of Administration / Coordination / Supervision		
	Essential	Helpful	Home	Neighbour-hood	District	Central	Neighbourhood	District	Centrally
Community Watch (Lamp Lighters, neighbours helping neighbours)	X		X	X				X	X
Elder Abuse Safe House		X				X			X
Elder Abuse Services (Education, HelpLine)	X		X	X	X	X			X
Emergency Preparedness and Fire Safety		X			X				X
Falls Prevention	X		X	X	X	X			X
Fraud / Crime Awareness and Prevention		X			X	X			X
Safe Neighbourhoods	X			X					X City of Edmonton
Technological Aids		X			X				X

10 - SOCIAL SERVICES

Activity / Service	Essential or Helpful		Delivery Location				Location of Administration / Coordination / Supervision		
	Essential	Helpful	Home	Neighbour-hood	District	Central	Neighbourhood	District	Centrally
Advocacy on behalf of individuals	X		X		X			X	
Caregiver support	X		X		X			X	X AB Caregivers
Counseling		X			X			X	X
Day Programs (Government funded and private pay)		X			X				X
Hoarding Intervention		X	X						X
Housing Information and Supports		X			X				X
Life Transition Support (Individuals at home and groups at district)		X			X			X	
Short Term – Information and Problem Solving, Referral, Crisis Intervention and Support	X		X		X			X	
Outreach/ Social Work (Case Management/Long Term Support) Assessment & Referral	X		X	X	X			X	
Volunteer Supports Short and Long Term		X	X	X				X	

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11 - TRANSPORTATION

Activity / Service	Essential or Helpful		Delivery Location				Location of Administration / Coordination / Supervision		
	Essential	Helpful	Home	Neighbour-hood	District	Central	Neighbourhood	District	Centrally
Driver Assessment		X			X				X
Driver Assisted Rides	X		X					X	X
Driving Cessation Support		X	X		X				X
Support To Access Transit Services		X		X					X
Transportation to Social Activities		X			X			X	