



PEGASIS
Connecting Seniors
To Reduce Isolation

CONNECTING EDMONTON SENIORS

CONNECTING EDMONTON SENIORS

Extension 2019

In the beginning, there was PEGASIS...

... the Pan-Edmonton Group Addressing the
Social Isolation of Seniors...

...seven community-based not-for-profit
organizations serving the needs of low-
resourced seniors for housing, assisted
transportation, social and recreational
inclusion and problem-solving.

Pan-Edmonton Group Addressing Social Isolation of Seniors (PEGASIS) Collective Impact

Collective Aspiration	Create a community where seniors feel more valued, respected and their safety and wellbeing is actively supported.									
Objective	We will measurably reduce social isolation of “low-resource” seniors in the Edmonton region. Through collaboration with a diverse group of stakeholders and seniors we will build the capacity of our community to achieve collective impact.									
Impact Plan Outcomes (Population Level Change)	Reduce seniors’ isolation by increasing the number of low-resource seniors in Edmonton who: have support and help when they need it by 19 per cent participate regularly in activities by 26 per cent; feel connected by 20 per cent ; and feel valued by 18 per cent.									
Impact Plan Outcomes (Long Term)	Outreach services and other services and programs in the community are more available and accessible to low-resource, socially-isolated seniors. Seniors develop independence, strengthen coping skills, become more resilient to crisis.						Reduce transportation barriers for low-resource, socially isolated seniors via new technology.	Community capacity to serve socially-isolated seniors is increased through the sharing of PEGASIS initiative learnings, tools and expertise.		
Project Level Outcomes (Medium Term)	Low-resource, socially-isolated seniors will report an increased knowledge of programs and activities available in the community.	Community-based senior centres experience an increase in requests for outreach services, programs and other services as a result of marketing communications efforts and Gatekeeper and Ambassador education and mobilization.	Low-resource, socially-isolated seniors will have increased access to outreach supports.	The eviction rate in Greater Edmonton Foundation seniors subsidized housing will decrease.	Low-resource, socially-isolated seniors will report an increase in their confidence to interact in community.	Homebound seniors are connected to the community utilizing the telephone to access programs and services provided by a virtual senior centre.	Low-resource, socially-isolated seniors increase the number of activities they participate in as a result of the provision of on-demand assisted transportation.	Increase capacity of PEGASIS collaborators to continuously learn and adapt as they implement a mutually reinforcing plan of action and shared measurement system to serve low-resource, socially-isolated seniors.		
# of Seniors to be Impacted	1000		600	1250	680		675	600	1000	4,800
Project Activity	Create a marketing campaign (and a campaign tool) that will increase awareness of outreach and other services and programs that reduce isolation amongst low-resource seniors. Also create a toolkit for seniors centres to recruit and train Community Ambassadors and Gatekeepers.		Increase organizational outreach capacity in order to reduce seniors’ isolation through active participation in the wider community	Increase capacity to deliver additional specialized outreach and case finding services	Enable more low-resource, socially isolated seniors in independent subsidized congregate living to have access to a community support coordinator (CSC) who will develop a plan with the senior and GEF management to connect senior to needed programs and services.	Provide language skills and community connections to increase participation in and access to services, activities, resources and community engagement.	Provide health and wellness support and connections for seniors and others who are homebound by providing education and information sessions, etc. via teleconference.	Increase the number of low-income seniors who have access to timely assisted transportation through a ride share application administered by LIFT Drive Happiness	Backbone and Community Connector	
PEGASIS Partners	Westend Seniors Activity Centre (WSAC)		Jewish Senior Citizens’ Centre (JSCC)	Sage	Greater Edmonton Foundation (GEF)		Edmonton Mennonite Centre for Newcomers (EMCN)	Edmonton Southside Primary Care Network (ESPCN)	Lifestyle Helping Hands Seniors Association (LHSA)	Edmonton Seniors Coordinating Council (ESCC)
Theory of Change	Peer to peer continuous learning and adaptation. PEGASIS partners leverage their own programs/service for isolated seniors and encourage others within their sphere of influence to leverage their programs/services to create cascading levels of collaboration.									
Five Conditions of Collective Impact	Common Agenda Shared Measurement Mutually Reinforcing Activities Continuous Communication Backbone Support									

Expected Outputs

Increase number of seniors who:

- **have support and help when they need it by**
- **participate regularly in activities by**
- **feel connected by**
- **feel valued by**

**Original
Sub-group**
(approx. 23,000
seniors)

19%

26%

20%

18%

**Edmonton
Population**
(approx. 132,250
seniors)

3.3%

3.4%

3.0%

2.7%

KEY LEARNINGS FROM PEGASIS

Every PEGASIS project learned lessons that were specific to their context and the particular seniors they served. Other learnings were more general across all or most of the projects. This section contains several key learnings.

BUILDING AWARENESS

An important first step in reducing isolation is building awareness of:

- How staying connected with people and being involved in meaningful activities positively impacts seniors' health and well-being
- Recognition of signs and symptoms of social isolation
- Services, programs and supports needed to overcome isolation

All projects used presentations to community members and health and wellness professionals as a means of seeking out isolated seniors. An increased awareness and recognition of signs and symptoms of socially isolated seniors had a cascade effect of finding more seniors and subsequent referrals to each project. This work aligned with an increased public awareness through the media about the negative health effects of isolation.



IMPORTANCE OF CONNECTORS

The PEGASIS projects all engaged some type of connectors who helped to link their programs and services with seniors. The most fruitful method of identifying socially isolated seniors was through these connectors due to the trust that seniors had already built with those individuals through regular contact. The bridging role better enabled PEGASIS projects to locate vulnerable seniors.

Examples of connectors included Drive Happiness' volunteer drivers, staff at GEF Seniors Housing buildings (e.g. building managers, maintenance staff), and students in EMCN's classes who often got neighbours and other family members involved. These community-embedded individuals were more likely to come into contact with isolated seniors in or near their home settings.



Did you Know?

Community connectors played a key role in the PEGASIS program, serving as an effective bridge between the programmers and seniors

NECESSITY FOR CROSS-SECTOR COORDINATION AND INTEGRATION

The importance of integrating and networking between senior-serving organizations was reinforced during the PEGASIS initiative. To allow community-based interventions to have an impact, it is vital to break down silos, build partnerships, and connect organizations at strategic tables as well as the program-delivery levels.

Risk factors and challenges behind social isolation are too complex for any group to address alone: poverty, mental health, lack of mobility, language challenges, loss of family, systems barriers and more. Better coordination can help organizations as well as grassroots connectors to be more prepared when interacting with seniors, especially those experiencing multiple and long-lasting health or wellness issues.



Drive Happiness

- Continue assisted transportation operations
- Extend operations beyond Edmonton to rural communities
- Obtain operational funding from multiple orders of government
- Develop corporate sponsorship program

Edmonton Southside PCN Seniors Centre Without Walls

- Scaling program out to rural communities across Alberta
- Building support from Pan-PCN, AHS, and FCSS for sustainable funding
- ES PCN continuing salaries; programming supported by participating organizations

GEF Community Support Program

- GEF Board of Directors approved integration of CSP with Operations
- Resident Quality of Life Fund established
- Leverage partnerships and resources for program activities that support seniors (residents)
- Staffing and training with required competencies
- Incorporation of preventive social supports
- Data management for monitoring and evaluation
- Additional Outreach Offices

EMCN Community Connections Through EAL

- No plans to continue program
- Added 'Seniors' focus on operations and programming
- Will not replicate or scale project activities

Sage Seniors Association

- Community engagement and navigation roles integrated with existing programs
- Reduced complex case management; integrated with Health Services
- Will not replicate or scale project activities

Westend Seniors Activity Centre

- Community Connectors Program – promotion of participating organizations on WSAC communications platforms and events
- Subscriptions and fees supporting WSAC events and communications

Extension Priorities

1. scale out/up the impact of outreach and community connectors through knowledge dissemination and development of training that can be delivered and shared more broadly than was within the scope of this initiative;
2. broaden and facilitate continuing collaboration to address isolation and promote inclusion, building on the lessons learned with our core P·E·G·A·S·I·S partners; invite additional stakeholders not previously at the table; and
3. more broadly disseminate the lessons learned and issues addressed within this initiative than we would have otherwise been able to do.

Objectives

From May 2, 2016 to April 30, 2019, Edmonton Seniors Coordinating Council, through collaboration with a diverse group of stakeholders and seniors, will build the capacity of their community to achieve a collective impact in response to the needs of socially isolated low-resource seniors in the Edmonton, Alberta region.

Project specific objectives are to:

- Raise awareness to measurably reduce the rate of socially-isolated low-resource seniors; and
- Involve community members, especially seniors, with the design of innovative initiatives to support the social participation and inclusion of seniors.

Outcomes

- Connecting Edmonton Seniors collaborative includes additional stakeholders from a wider variety of communities, including ethno-cultural, indigenous, caregivers and people living with dementia, all working intentionally on a common agenda;
- Different orders of government have increased awareness and understanding of the importance of sustained assisted transportation for the seniors-serving sector;
- Partners have developed a sustainable model and capacity to continue identifying and supporting socially-isolated seniors beyond the project end date;

Outcomes

- Seniors-serving and community organizations have new tools and better access to training that builds capacity to find and identify isolated seniors and support them with services and/or referrals to supports and services;
- Seniors, seniors-serving organizations, and orders of government have increased awareness of the spectrum of outreach and navigation available to serve Edmonton;
- Seniors-serving and community organizations have increased resources and knowledge which strengthen their capacity to serve their participants; and

Outcomes

- Collaborating organizations are better able to work together to meet the needs of the community.

Extension Priorities

1. scale out/up the impact of outreach and community connectors through knowledge dissemination and development of training that can be delivered and shared more broadly than was within the scope of this initiative;

Learning & Training Working Group

- Proposed by backbone to 6 partners, Mar. 2019, as their projects ended
- ***Broad intent of funder: share learnings and help sustain impacts***
- 3x partners' sustainability ideas
- Priority areas selected during early Extension planning:
 - Assisted Transportation (building & sustaining)
 - Identifying isolated seniors
 - Helping to navigate through complicated systems
- Draft working group mandate to Plan and Coordinate:
 - a) Mining knowledge; b) Designing training; c) Implementing training
- First session: May 30, 2019

Assets

- All original partners represented
- Backbone resources
 - Adult Learning
 - Evaluation
 - Core staff continuity
- \$ support for work of collaborating

Challenges

- New roles for ALL partners
- Lack of continuity for 50%
- Pressure of short time window
- No guiding impact plan
- Tension: shared creative processes **vs.** direction from 'leader'
- Little alignment between working groups
- Tension: add new voices **vs.** optimize existing partnerships
- Compromises

Expected Outcomes for Extension Work

- A. CES collaborative includes (additional) stakeholders from a wider variety of communities, including ethno-cultural, indigenous, caregivers and people living with dementia, all working intentionally on a common agenda
- B. Different orders of government have increased awareness and understanding of the importance of sustained assisted transportation for the seniors-serving sector
- C. Partners have developed a sustainable model and capacity to continue identifying and supporting socially-isolated seniors beyond the project end date
- D. Seniors-serving and community organizations have new tools and better access to training that builds capacity to find and identify isolated seniors and support them with services and/or referrals to supports and services
- E. Seniors, seniors-serving organizations, and orders of government have increased awareness of the spectrum of outreach and navigation available to serve Edm.
- F. Seniors-serving and community organizations have increased resources and knowledge which strengthen their capacity to serve their participants
- G. Collaborating organizations are better able to work together to meet the needs of the community

Whose primary responsibility?

**Everybody
(joint effort)**

Leadership/Stewardship

Everybody

Learning working group

Communications

**Learning and
Communications**

Everybody



DRAFT Work Plan Outline: Learning and Training Team (KNOWLEDGE TO ACTION)

1. Team Building

- existing partner reps; who else should be invited

2. Setting of Common Goals and Plan

- Review process map re. the 'connector/navigator'; decide range of roles to be addressed
- Knowledge sharing goals from the partners; decide scope of 'doability' given time and resources.
- Identify audiences (Who needs to know more in order to support these seniors better?)
- Identify knowledge holders within core group; also beyond
- Create plan to articulate knowledge related to supporting isolated seniors

3. Mining of knowledge

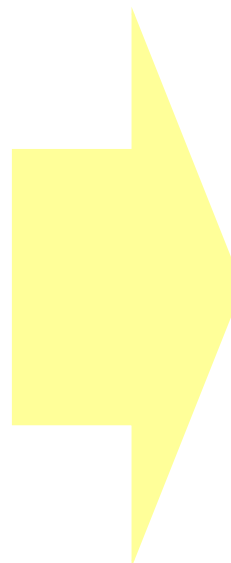
- existing PEGASIS materials; other available tools; other projects that align; additional PEGASIS knowledge not already recorded

4. Design training/Information dissemination

5. Implement training/Information dissemination

6. Sustainability

- Collaborate with Evaluation team
- Create a plan to sustain impacts of this work beyond Dec 2019



❖ **Challenges interfered with early steps.**

❖ **Group faded; focus shifted to implementation.**

❖ **Compromises led to stronger lead by backbone; partners supported as knowledge-holders.**

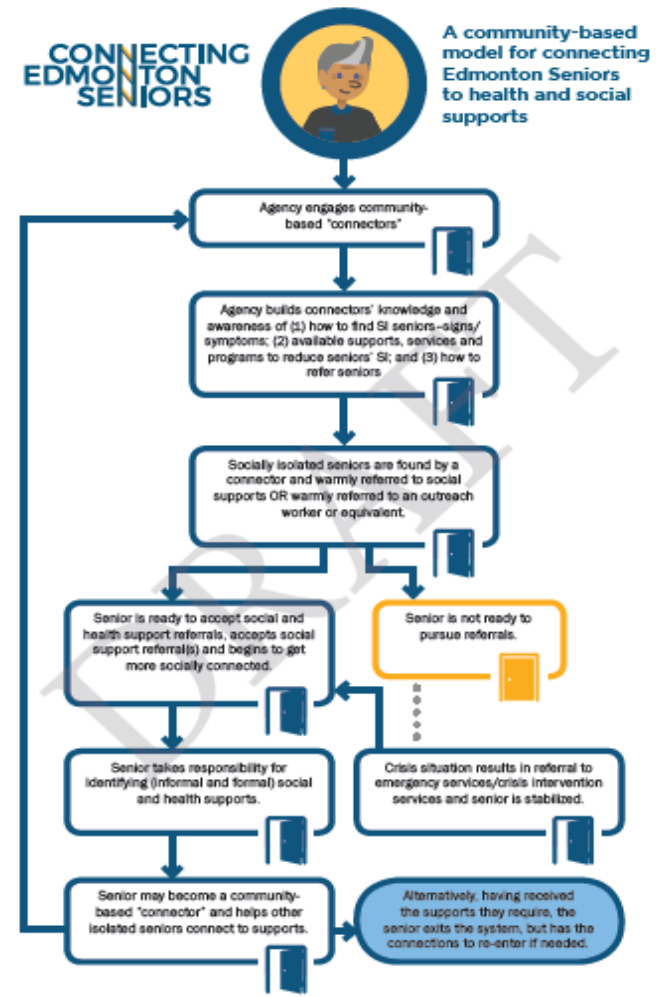
❖ ***Existing collaborative relationships were leveraged and sustained.***

LOTS OF TRUST!

Ample sources of potential 'learnings'

- 1x collective shared outcomes evaluation report
- 6x project-specific shared o/c reports
- 6x project final reports
- 7x projects' developmental pivots
- Strategic leadership workshop 2018
- Project lead interviews on collaboration 2017
- Participant feedback re. programs
- Partner meetings feedback
- New interviews with remaining knowledge-keepers

Shared outcomes evaluation highlighted vital role of connectors / bridgers

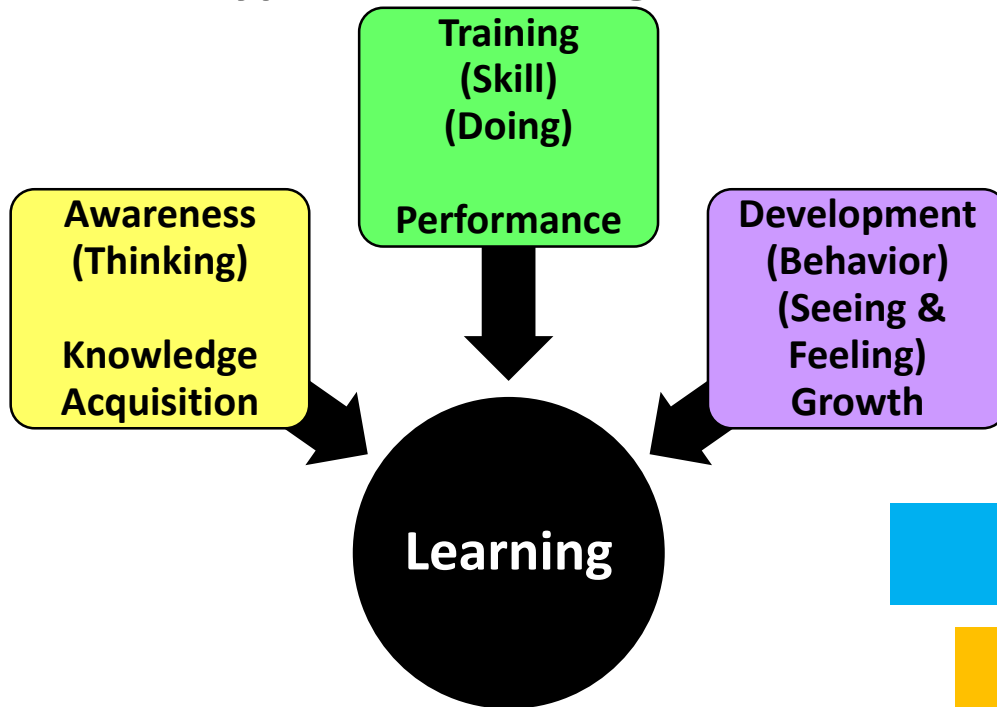


Caution... *‘Lessons Learned Mania’* (Michael Quinn Patton)

Generating High-Quality Lessons Learned

1. What is meant by a “lesson?”
2. What is meant by “learned?”
3. By whom was the lesson learned?
4. What’s the evidence supporting each lesson?
5. Context around the lesson (under what conditions does it apply)?
6. Is the lesson specific, substantive, and meaningful enough to guide practice in some concrete way?
7. Who else is likely to care about this lesson?

What type/s of learning do we intend?



for Which new audiences?

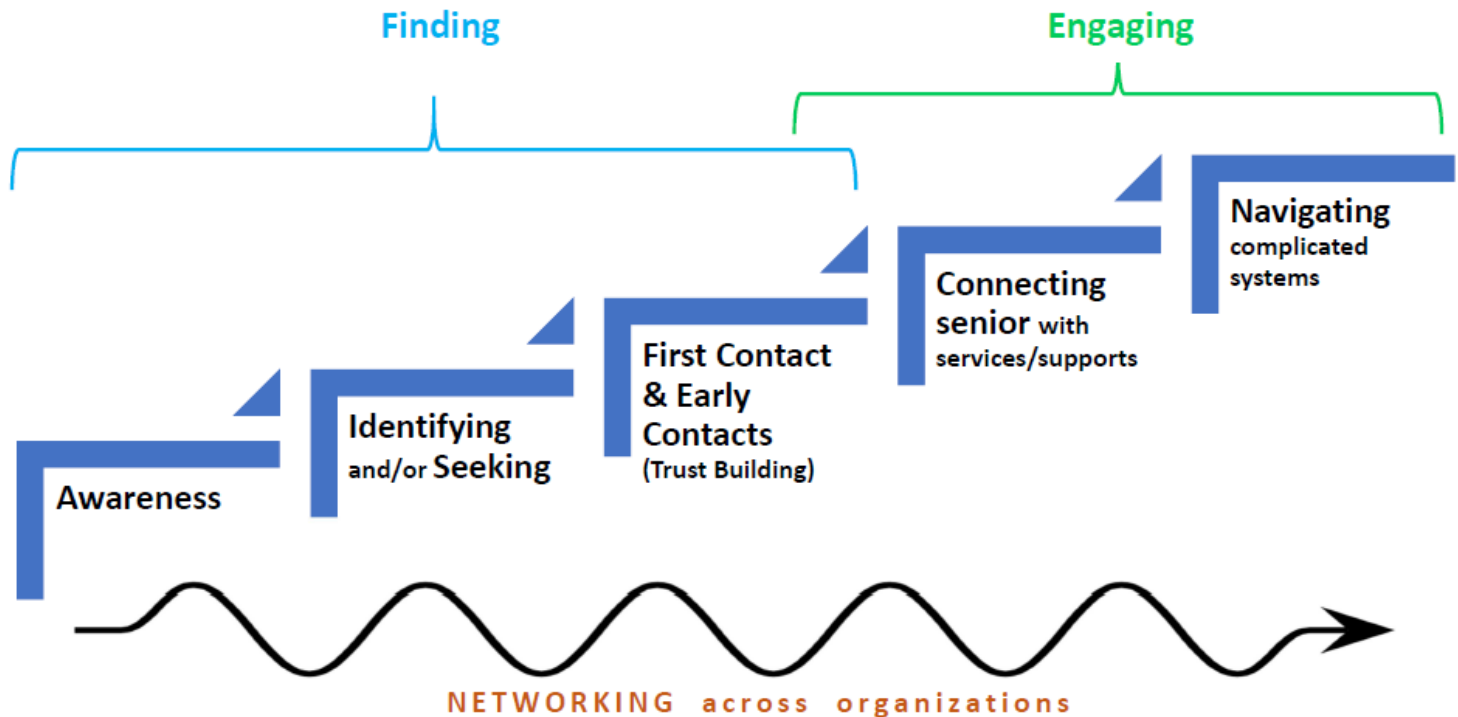
... for Sustaining Impacts?

‘Experiential Learnings’ of Project Staff

- **Learnings specific to context and perspective**
 - ❖ 6 programs:
 - formative/developmental for THEIR settings
 - ❖ Backbone:
 - collective perspective
 - developmental for their role

Collective Perspective

Framework: Elements of Seeking and Connecting Vulnerable/Isolated Seniors



Supporting Learning that **Sticks**



a systematic “Learning for Doing” Process

OPPORTUNITY to Sustain Positive Impacts

- **TRIAL PROCESS** for Learning that **sticks**
- Supports frontline ‘connectors’ to confidently help seniors living with dementia
- **Partnered with subject matter experts in community**
- **Based on 6D’s process from corporate world***
 - modified for our sector
 - solid adult learning principles
 - organizational quality improvement
 - any topic
- **‘How To’ RESOURCE for sustainability**

* <http://the6ds.com> Pollock, Jefferson, Wick, et al. *The Six Disciplines of Breakthrough Learning*

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Stewardship Roundtable

Stewardship

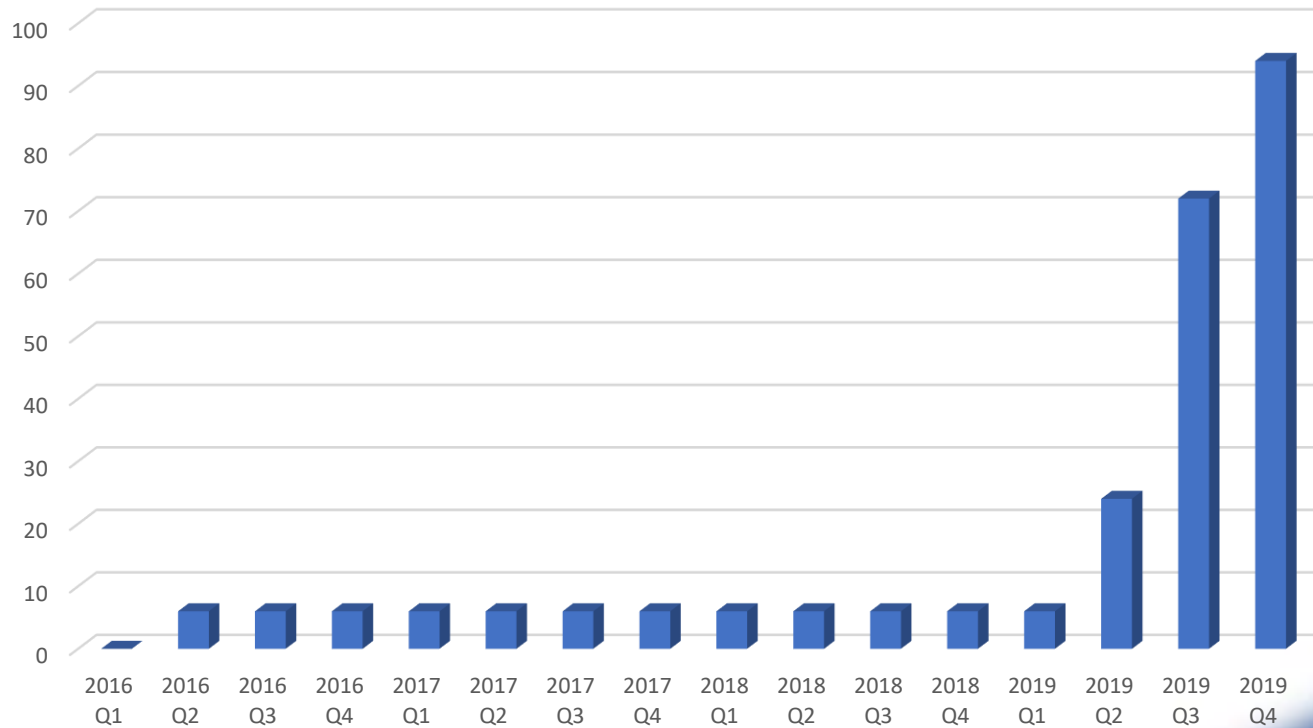
- ▶ We define stewardship in this context as:
 - Taking responsibility to provide leadership in order to support collaborative action to elevate issues for supporting seniors to age well in community
- ▶ Not focused on any one project, but the sector as a whole

Stewardship Roundtable, June 12, 2019

Stewardship Roundtable

- ✓ Provide strategic leadership
- ✓ Participate in systems-level thinking and discussions
- ✓ Identify resources your organization can contribute
- ✓ Leverage your organization's networks, resources, capacity by sharing them
- ✓ Authorize the use of your organization's resources
- ✓ Connect partner groups with your organization by sharing information with whomever in your organization can provide relevant input
- ✓ Share the vision and goals for this initiative
- ✓ Support decision making with advice and constructive criticism
- ✓ Contribute to discussions regarding sustaining impacts

SRT Organizations



Issues/Opportunities raised at SRT meetings that impact seniors aging well in the community	Solutions/Contributions raised at SRT meetings (which may or may not have arisen in direct response to an issue)
SOCIETAL LEVEL <i>(Societal narratives that exist in Edmonton or affect Edmonton)</i>	
SYSTEMS-/POLICY-LEVEL <i>(Issues that cut across systems or manifest due to one system)</i>	
SENIORS-SERVING SECTOR-LEVEL <i>(Issues that have relevance across organizations, institutions (e.g., AHS), community groups, etc. that have a goal of serving seniors.)</i>	
ORGANIZATIONAL – within an organization <i>(Issues that relate to one organization, could be a departmental issue, or board level issue, etc.)</i>	
PROGRAM-LEVEL <i>(Issues that exist at the frontline level and impact how a service or program relates to other programs or its clients - i.e., seniors)</i>	
NEIGHBOURHOOD/FAMILY/FRIENDS-LEVEL <i>(Issues that don't involve a service or program at all, but are instead born out of their immediate sphere and affect the senior directly, e.g., elder abuse)</i>	
VOICE OF SENIORS <i>(Seniors' perspectives on what needs to change)</i>	

Issues/Opportunities raised at SRT meetings that impact seniors aging well in the community	Solutions/Contributions raised at SRT meetings (which may or may not have arisen in direct response to an issue)
SOCIETAL LEVEL (<i>Societal narratives that exist in Edmonton or affect Edmonton</i>)	
<p>Ageism</p> <ul style="list-style-type: none"> • A mindset that seniors are a burden to society and do not deserve resource investment, because of their age. This mindset can lead to many negative perceptions, which transverse different populations, including seniors themselves. • Presumed incompetency of seniors and negative attributes of seniors. • Seniors are not included in the conversation or often not heard because some individuals in the younger generation believe they don't know much about "real life", which leads to a lack of respect, lack of human connection for seniors and thus, social isolation. • A negative understanding/view of seniors' ability to use technology. 	<ul style="list-style-type: none"> • Age Friendly Edmonton has "Ageism" as a priority hub for action and could take the lead on developing a strategic approach to this issue. • Increase the visibility of seniors and their reality by creating inter-sectorial dialogue i.e. bring together organizations working on similar issues. • Reframe the narrative and challenge societal attitude/beliefs through strength-based storytelling of the reality of seniors of all backgrounds.

Issues/Opportunities raised at SRT meetings that impact seniors aging well in the community	Solutions/Contributions raised at SRT meetings (which may or may not have arisen in direct response to an issue)
SYSTEMS-/POLICY-LEVEL <i>(Issues that cut across systems or manifest due to one system)</i>	
<p>Scarcity of funding available to the community-based seniors-serving sector (CBSS) (Sept 11)</p> <ul style="list-style-type: none"> Lack of funding/limited resources given to the community-based senior serving sector (Sept 11) No funding or less funding for cultural minorities. Funder expectations and defining of ‘integration in community’ for multicultural seniors is an issue. “Service providers expressed a desire to respond to the needs of immigrant and refugee seniors (IRS) by providing as many free programs as they can, but providing free services is a challenge for them. Almost all service providers who participated in the Needs Assessment talked about a scarcity of funding that restricted their ability to respond to IRS’ needs.” e.g., Lack of funding for language training. (IRSR) “Faith-based community organizations continue to struggle to justify and receive government funding for older adult programming.” (MR) 	<p>Suggested solutions for limited funding given to the community-based seniors-serving sector</p> <ul style="list-style-type: none"> Find grant partners/collaborators at SRT and influence/shift funders’ grant foci. Find shared outcomes. Shared/mutual benefit is very important across inter-agency/inter-program levels. CBSS initiative to create a provincial sector presence may need to take a lead on funding solutions as a part of the work of establishing itself as a cohesive ‘sector’.

Issues/Opportunities raised at SRT meetings that impact seniors aging well in the community	Solutions/Contributions raised at SRT meetings (which may or may not have arisen in direct response to an issue)
SENIORS-SERVING SECTOR-LEVEL <i>(Issues that have relevance across organizations, institutions (e.g., AHS), community groups, etc. that have a goal of serving seniors.)</i>	
<p>Limited collaboration within the seniors-serving sector</p> <ul style="list-style-type: none"> Limited collaboration between seniors-serving organizations (due to mandate, grants or otherwise). Lack of collaboration among senior serving organizations, immigrant serving organizations, and/or local ethno-cultural community organizations (MR). Lack of a collective approach to serving seniors beyond one service or focus. Lack of a preventative approach when a senior needs help from more than one organization. “There is a lack of collective action to elevate Indigenous organizations to positions of leadership in order for them to exercise their right to self-determination.” (IR). Inability for an organization to communicate needs of a senior client to another organization due to privacy legislation (FOIP/PIPA). (Sept 11) 	<p>Suggested solutions for how seniors-serving organizations/institutions/community groups can collaborate with one another</p> <ul style="list-style-type: none"> Find grant partners/ collaborators at SRT and influence/shift funders’ grant foci. Organizations could work together to create a funding proposal (instead of competing). Find shared outcomes. Shared/mutual benefit is very important across inter-agency/inter-program levels. Make every door the ‘right’ door, providing warm referrals

Issues/Opportunities raised at SRT meetings that impact seniors aging well in the community	Solutions/Contributions raised at SRT meetings (which may or may not have arisen in direct response to an issue)
ORGANIZATIONAL – within an organization <i>(Issues that relate to one organization, could be a departmental issue, or board level issue, etc.)</i>	
<p>Limited capacity within non-profit seniors-serving organizations (Sept 11)</p> <ul style="list-style-type: none"> Limited access to HR, graphic design, grant development, etc. For research and evaluation/ measurement of impact 	<ul style="list-style-type: none"> Edmonton Social Planning Council has data and researchers to help fact find, myth bust Organizations need to partner with other organizations in the sector to solve the issue of limited capacity. Organizations that have resources in the areas needed, could share them with those that don't. Suggested (by SRT members) that ESCC could take on a services support role across the seniors-serving sector in Edmonton

Issues/Opportunities raised at SRT meetings that impact seniors aging well in the community	Solutions/Contributions raised at SRT meetings (which may or may not have arisen in direct response to an issue)
PROGRAM-LEVEL <i>(Issues that exist at the frontline level and impact how a service or program relates to other programs or its clients - i.e., seniors)</i>	
<p>Siloing of services</p> <ul style="list-style-type: none"> e.g., privacy legislation and confidentiality of client/patient limits the exchange of information between services/supports; terminology differences; different funding envelopes/calls narrowing the scope of service/support Lack of a collective approach to serving seniors beyond one service or focus “Lack of programs that provide help with navigating [services and systems].“ (IRSR) 	<ul style="list-style-type: none"> Alberta Seniors Communities & Housing Association’s Cut the Clutter campaign – Common Terminology Report. AHS Enhanced Care in the Community Logic Model (can this be shared with SRT?) Social workers at Seniors Centres do outreach and can be contacted to provide support at senior residences. Expand the current community support worker/cultural broker programs for IRS. (IRSR)

Issues/Opportunities raised at SRT meetings that impact seniors aging well in the community	Solutions/Contributions raised at SRT meetings (which may or may not have arisen in direct response to an issue)
NEIGHBOURHOOD/FAMILY/FRIENDS-LEVEL <i>(Issues that don't involve a service or program at all, but are instead born out of their immediate sphere and affect the senior directly, e.g., elder abuse)</i>	
<p>Community members don't know how to help seniors</p> <ul style="list-style-type: none"> • How can we help the community identify when someone needs help or is potentially isolated? • Families lack of knowledge of resources for seniors 	<ul style="list-style-type: none"> • Community League Area Council meetings are a good place to provide education about senior resources-it is an in-road to area community league presidents.
<p>Elder abuse</p> <ul style="list-style-type: none"> • "Financial, emotional, and physical abuse can and does occur towards Muslim seniors." (Family level - MR) 	<ul style="list-style-type: none"> • "Families are encouraged to seek out formal support programs and services to help alleviate some of these stressors, especially when they are primary caregivers for the seniors in their lives." (MR)

Issues/Opportunities raised at SRT meetings that impact seniors aging well in the community	Solutions/Contributions raised at SRT meetings (which may or may not have arisen in direct response to an issue)
VOICE OF SENIORS <i>(Seniors' perspectives on what needs to change)</i>	
Seniors lack of knowledge of seniors-serving resources	<ul style="list-style-type: none"> • Need a program/course “Seniors 101” where a senior could go to learn about the sector and what is available, i.e., 211 could offer this regularly and it would enable seniors to take charge and plan. • Educate staff and volunteers to be the link so every door is the right door. “Be the Bridge” for the senior. • Follow-up is key → if a referral is given, it’s imperative to check if the referral worked and their problem is solved • Use 211 as a tool. Be involved by making the call to 211 together with the senior instead of telling the senior to call 211.

“Listening to the Voices of Lived Experience”

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3. more broadly disseminate the lessons learned and issues addressed within this initiative than we would have otherwise been able to do.

VISION 2030 for Seniors Services SYMPOSIUM

Collaborative presentation: Vision 2030 Conference

- Shared our cross-agency 'stories'
- Grassroots examples of lives changed for the better

*Great presentation!
The collaboration and
resources to come together
to benefit seniors through
the New Horizons grant.
audience feedback*



PEGASIS PARTNER ORGANIZATIONS REPRESENTED TODAY BY:	
Drive Happiness	Liza Bouchard, Executive Director
Edmonton Mennonite Centre for Newcomers	Linda Guenther; Coordinator, Complex Cases
Edmonton Southside Primary Care Network	Heather Roland, Community & Partnership Coordinator
GEF Seniors Housing	Shanika Donalds, Director of Client Services
Sage Seniors Association	Lisa Neill, This Full House & Long Term Social Work Coordinator
Westend Seniors Activity Centre	Haidong Liang, Executive Director
Edmonton Seniors Coordinating Council	Dave Beach & Cheryl Newton-Skirrow, Adult Learning Co-facilitators



PEGASIS
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To Reduce Isolation

PAN-EDMONTON GROUP ADDRESSING SOCIAL ISOLATION OF SENIORS

PEGASIS PARTNER PROFILE



DRIVE HAPPINESS

ASSISTED RIDES FOR SENIORS

Drive Happiness provided affordable assisted transportation to help seniors maintain their mobility, independence, and overall well-being. Volunteer drivers provided door-thru-door rides 7-days a week, days and evenings for medical appointments, shopping, and recreational outings.

1,008



Low-resource seniors were provided transportation to get out of their homes and reduce social isolation by engaging with their community



PEGASIS
Connecting Seniors
To Reduce Isolation

PAN-EDMONTON GROUP ADDRESSING SOCIAL ISOLATION OF SENIORS

PEGASIS PARTNER PROFILE



EDMONTON MENNONITE CENTRE FOR NEWCOMERS

COMMUNITY CONNECTIONS THROUGH ENGLISH AS ADDITIONAL LANGUAGE CLASSES FOR IMMIGRANT SENIORS

Language classes and assistance outside the home facilitated immigrant seniors' use of services within the community, confidence and ability to independently navigate the community. Community connectors supported settlement and integration.

360+



Seniors participated in English as Additional Language (EAL) classes and field trips throughout the city



We all play a role in promoting the **social inclusion** of seniors



Seniors become isolated for a variety of factors

Some of these factors include (1) financial insecurity or poverty, (2) transportation inaccessibility, (3) housing insecurity, (4) lack of mental health supports, (5) language and cultural barriers, (6) caregiving burden and lack of supports, (7) compounding health challenges and food insecurity, (8) lack of physical activity, (9) experience of loss (loss of connection with family or the death of a loved one), and (10) uncertainty about how to navigate a complex sector.

You can help!

We all benefit when seniors are valued, respected, and supported to live healthily in their own homes and communities, and there are many ways to help. A friendly neighbour might stop by for a friendly chat, a volunteer driver can provide rides to and from appointments, and family members can check in on their senior relatives to make sure they remain socially engaged.

How do you fit in?

**CONNECTING
EDMONTON
SENIORS**

Connecting Edmonton Seniors is an outcome of the Pan-Edmonton Group Addressing Social Isolation of Seniors (PEGASIS) that strives to create awareness surrounding the issue of social isolation in seniors. For more information and to get involved, visit www.connectingedmontonseniors.ca



FRONT COVER



INSIDE

CONNECTING SENIORS TO REDUCE SOCIAL ISOLATION.

LEARN MORE



www.connectingedmontonseniors.ca



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Print & Digital Campaign

BERLIN

Patricia's story: <https://youtu.be/OWWXXshN8mA>

Short collaboration video: https://youtu.be/bIIHI_6LkQk

We all play a role in promoting the
social inclusion
of seniors



Thank you