

Together, Keeping Ottawa Seniors Connected

December 2019



Our Project Partners



**CCI
OTTAWA**

SOCIAL PLANNING
COUNCIL
of Ottawa

A Catalyst for Sustainable Social and Economic Development Since 1928



Le CONSEIL de
PLANIFICATION SOCIALE
d'Ottawa

Un catalyseur du développement social et économique durable depuis 1928



NROCRC

Community Resource Centre
Nepean • Rideau • Osgoode

South-East Ottawa
Community Health Centre
Every One Matters.



Centre de santé communautaire
du sud-est d'Ottawa
Chaque personne compte.



OWCS / SCOO

OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST

Western Ottawa
Community
Resource Centre



Centre de ressources
communautaires
d'Ottawa ouest

The Council
on Aging
of Ottawa

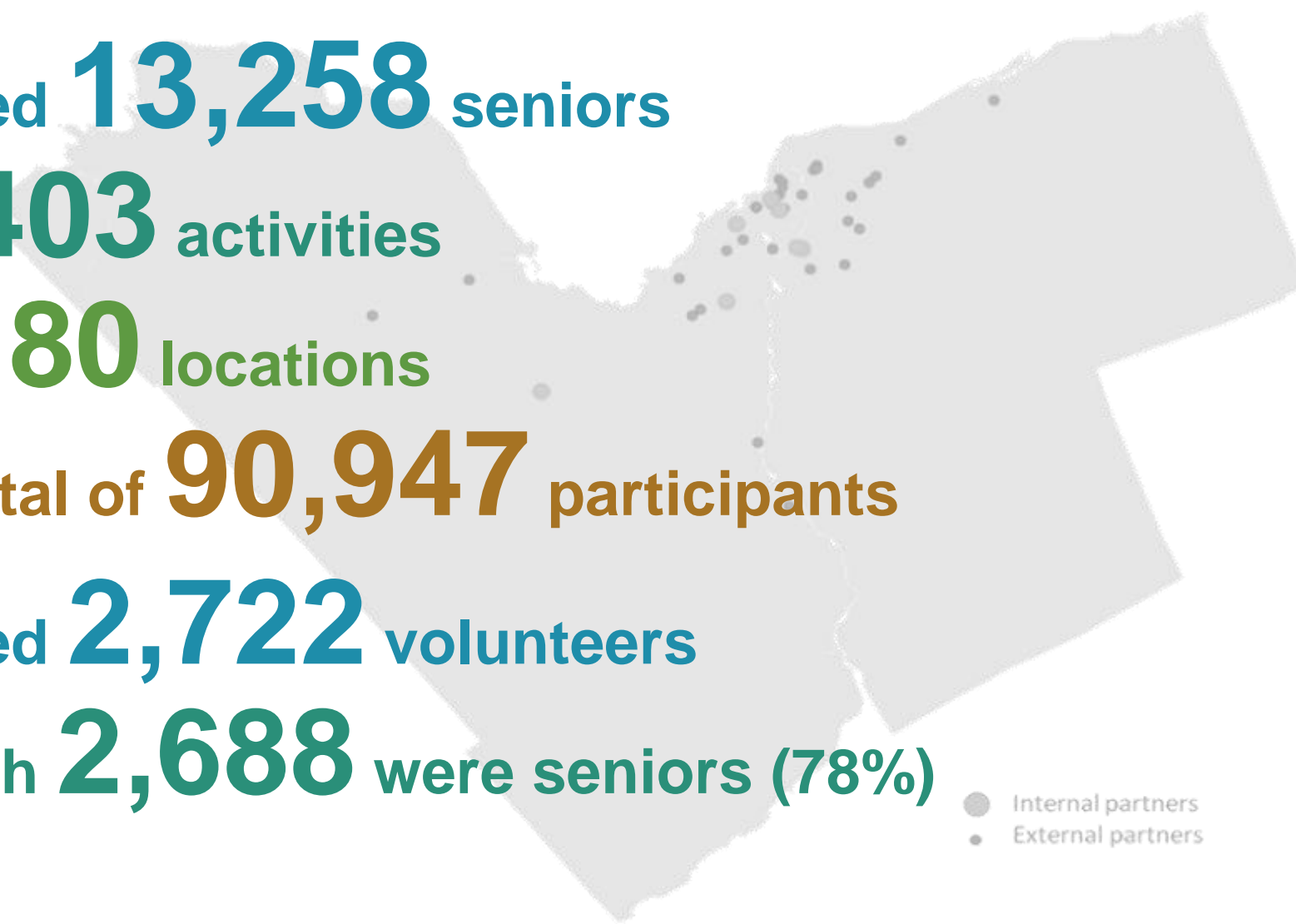


Le Conseil sur
le vieillissement
d'Ottawa

Our Vision

An Ottawa
where older adults
have the **support they need,**
can participate regularly in activities and
feel valued and connected.



A light gray map of Ottawa is in the background. Small dots are scattered across the map, representing partner locations. A legend in the bottom right corner indicates that larger dots represent 'Internal partners' and smaller dots represent 'External partners'.

Engaged **13,258** seniors
in **8,403** activities
at over **80** locations
for a total of **90,947** participants

Engaged **2,722** volunteers
of which **2,688** were seniors (78%)

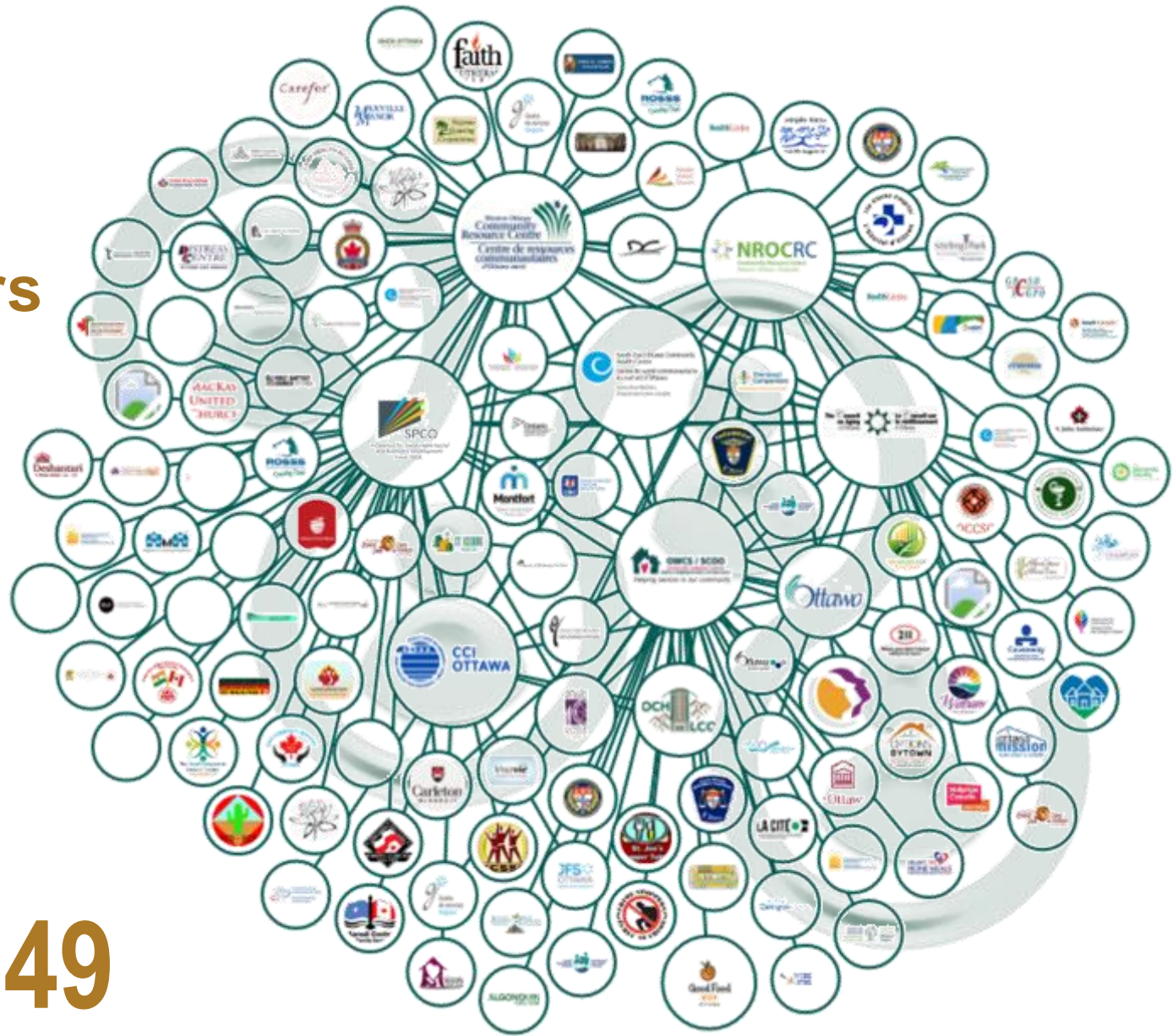
● Internal partners
● External partners



Secured **\$1,881,812** of in-kind support

*4 of the 6 partners reported in-kind contributions of volunteer time (value \$25/hour).
Most was received from the Social Planning Council of Ottawa.

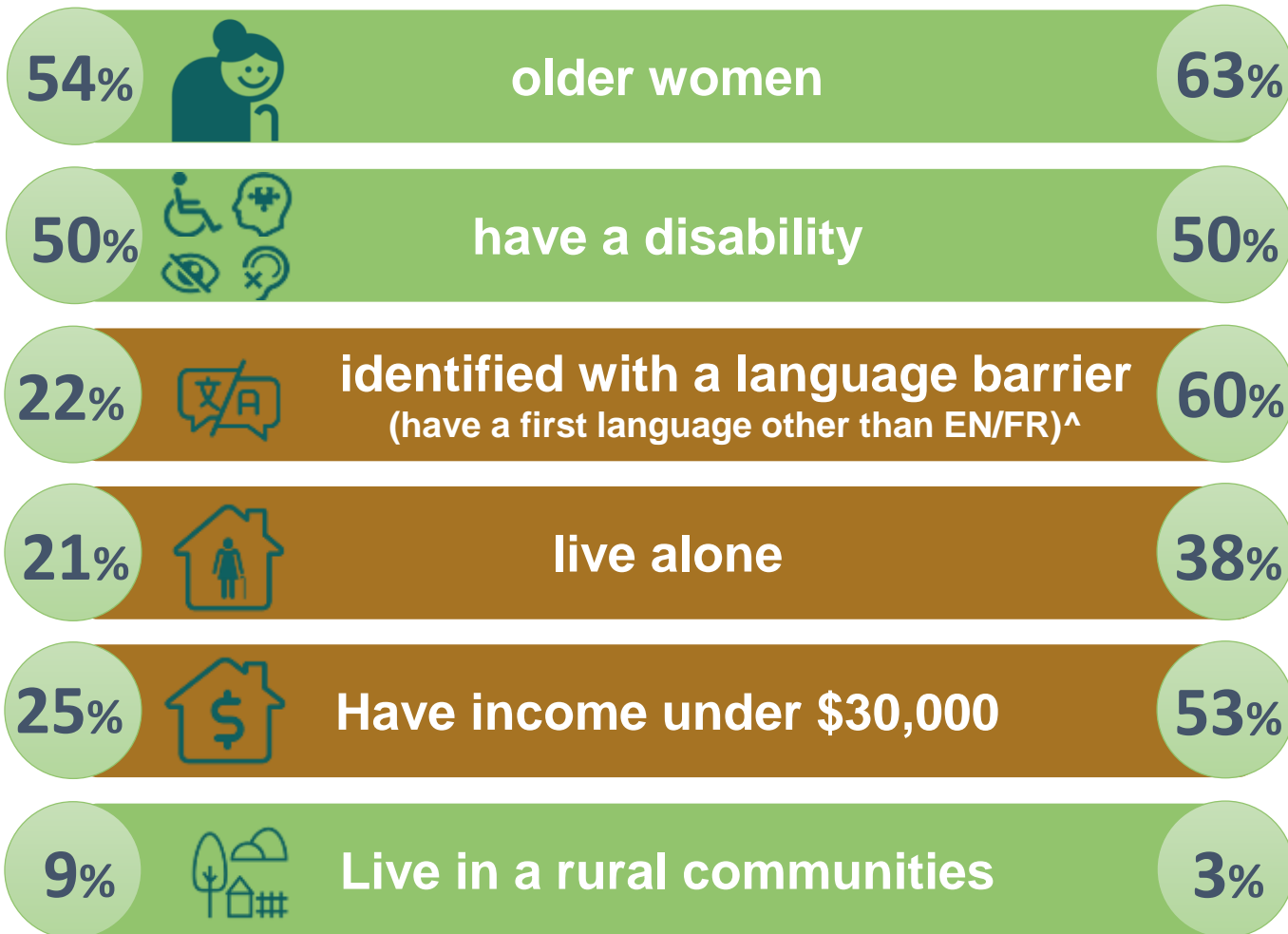
Average **30**
Range **13 to 49**



Reaching Isolated Seniors

Profile of Seniors in Ottawa (2011)

Profile of KOSC Participants (2018-19)

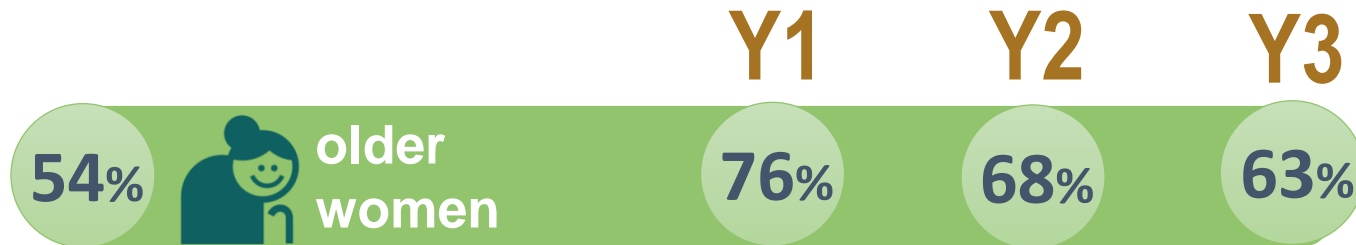


^ Several projects are working primarily with multicultural seniors including OWCS, CCI, SEOCHC, and SPCO

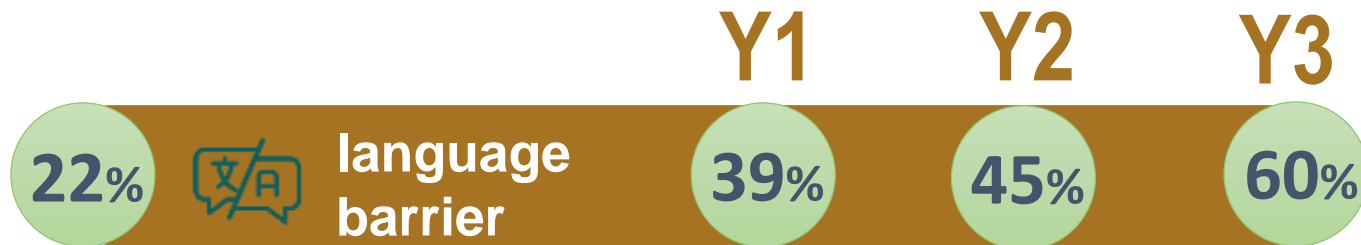
Reaching Isolated Seniors

Profile of Seniors in Ottawa (2011)

Profile of KOSC Participants (2018-19)



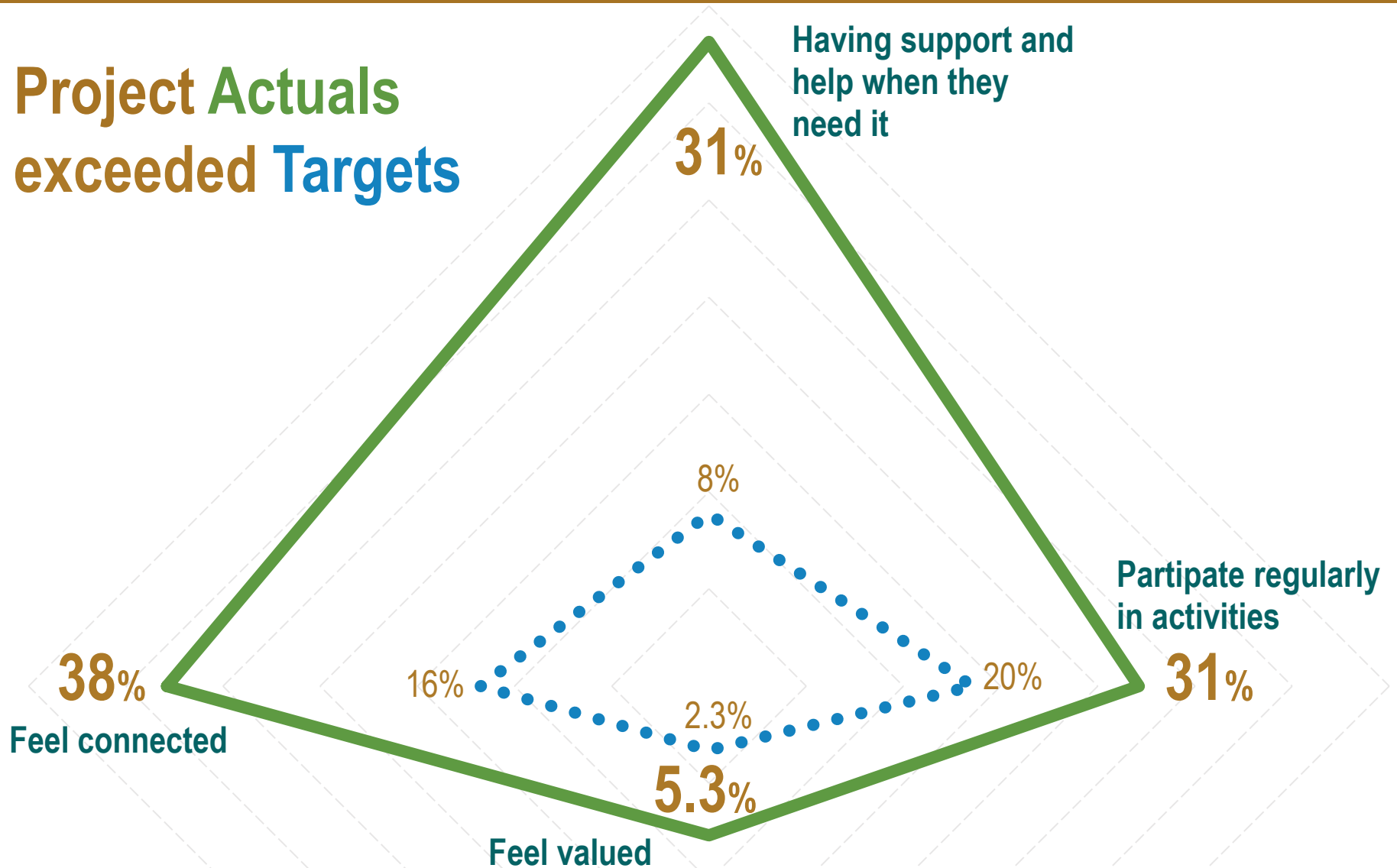
Over time, we saw an increased participation of **men**



and those experiencing **language barriers.**

Our Achievements

Project Actuals
exceeded **Targets**



Our Accomplishments



Policy Changed



Barriers Reduced



Issues Identified



Awareness Raised

Our Interventions



Programs close to home



information ≠ services



Grassroot Networks



Language Support

Our Challenges



**Intersectionality
and Complexity**



Shared Measurement



Staff Turnover



**Cultural
Competencies**

Our Lessons Learned



Poverty linked to
exclusion/isolation



Social determinants
of health



Change does not
happen quickly



Role Clarity



Canada

Funded in part by the New Horizons for Seniors Program

www.coaottawa.ca/kosc

Loneliness and social isolation are growing and serious problems across all age groups, but particularly among older people.

Building community takes determined effort and a grassroots commitment to help each other to move from isolation to inclusion.

TAKE ACTION

LEARN MORE

The Council
on Aging
of Ottawa



Le Conseil sur
le vieillissement
d'Ottawa

South-East Ottawa
Community Health Centre
Every One Matters.



Centre de santé communautaire
du sud-est d'Ottawa
Chaque personne compte.



CCI
OTTAWA



NROCRC
Community Resource Centre
Nepean • Rideau • Osgoode

Western Ottawa
Community
Resource Centre



Centre de ressources
communautaires
d'Ottawa ouest

SOCIAL PLANNING
COUNCIL
of Ottawa



Le CONSEIL de
PLANIFICATION SOCIALE
d'Ottawa

A Catalyst for Sustainable Social and Economic Development Since 1928
Un catalyseur du développement social et économique durable depuis 1928



OWCS / SCOO
OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST



**All the Lonely People,
where do they all come from?**

6M

Canadians live in isolation

1.5M

Canadians seniors
report being lonely

**hidden
epidemic**

Social Isolation

- few social contacts and roles
- No mutually rewarding relationships
 - actively avoided

Loneliness

- Feelings of isolation and not belonging
 - Limited interaction with others

isolated and lonely | lonely in a crowd | isolated, but not lonely | not isolated or lonely





Solitude

- being alone *without* being lonely
- actively sought
- personal choice

Social Inclusion

- Feeling like you belong and are included in your community
- No effort required



FROM
Isolation



TO
Inclusion

IMPACT PLAN OUTCOMES



Reduce the proportion of seniors at risk of being or becoming socially isolated by increasing the proportion of seniors who:

1. Have support and help when they need it by 8%
2. Participate regularly in activities by 20%
3. Feel connected by 16%
4. Feel valued by 2.3%

PROJECT LEVEL OUTCOMES

Seniors who are isolated or at risk of becoming isolated are identified.

Identified seniors are aware of available supports and know how to access them.

Identified seniors are connected to and engage in knowledge-building activities.

Identified seniors develop and engage in new opportunities to socialize.

Identified seniors are empowered to contribute their knowledge and skills.

TARGETED BARRIERS TO SOCIAL INCLUSION

Low Income

Poor Official Language Skills

Disability

Abuse

Rural Living

ENABLING PROJECTS

Backbone Support - COA

CCI

English Conversation Circles for Seniors

NROCRC

Elder Abuse Response and Referral Service

OWCS

Healthy Connections
Healthy Communities

SEOCHC

Strengthening Senior Neighbourhood Networks

SPCO

Creating Community for Ethnocultural Minority Seniors

WOCRC

Community Helpers Program

Risk factors of social isolation Ottawa seniors,



50%

have a
disability

24%

live
alone

22%

have a
first language
other than
English or French

15%

in
relationships
with abuse

9%

live in
a rural area

7%

live on
low-income

Sources: Census, NHS, CCHS, 2011

Quality of their relationships Ottawa seniors,



have some, little or none of the time

Someone to
provide or give
advice about a crisis

23%

Someone to
help with
daily chores

19%

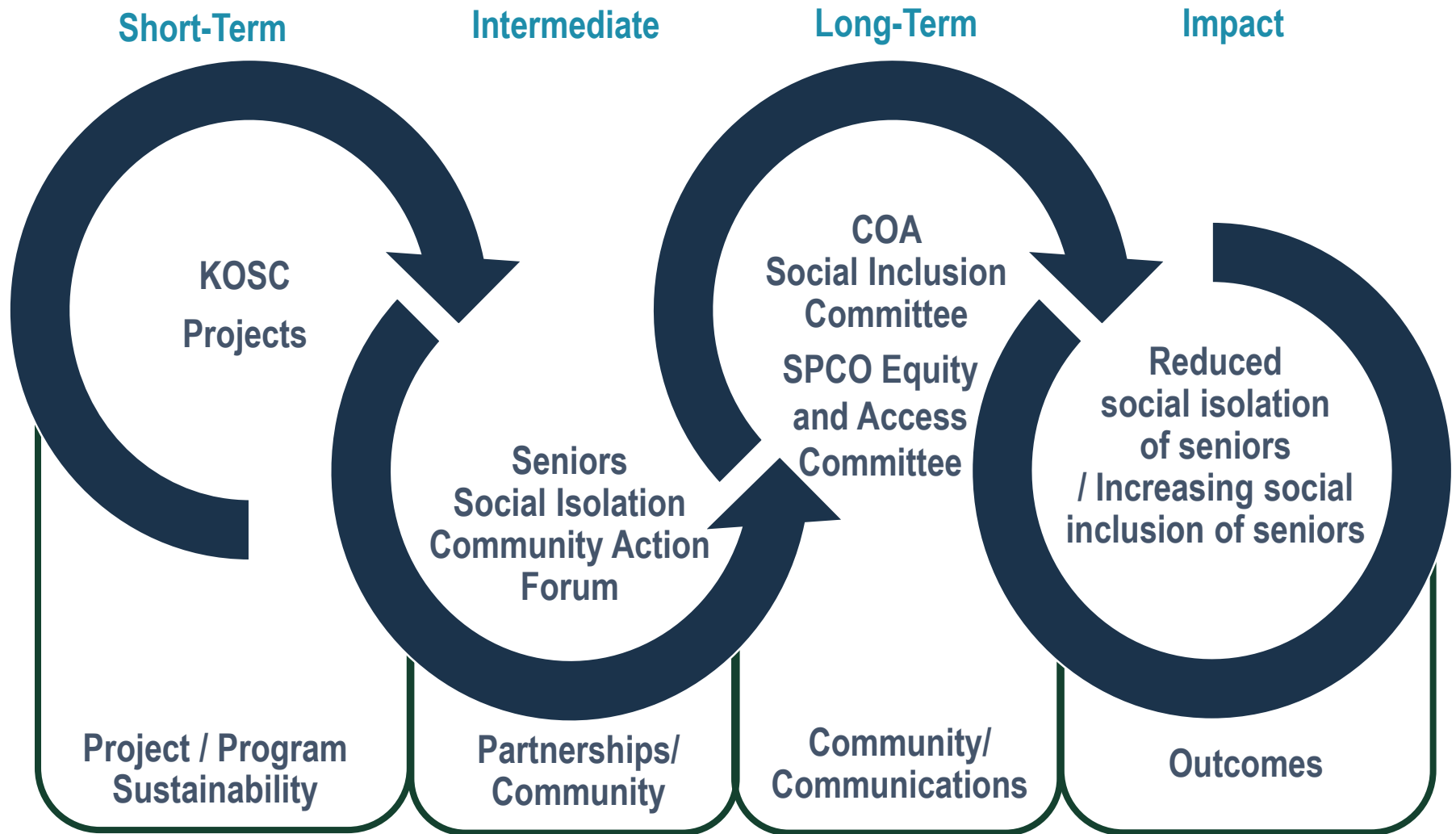
Someone
to **listen**
to them

13%

13%
Participate in family
or friend **activity**
- **once per year**
or never

Sources: Census, NHS, CCHS, 2011

Sustainability



Grassroots

- Community Associations
- Tenant Associations
- Faith Communities
- Ethnocultural Community Groups
- Service and Social Clubs

(add based on chat comments during webinar)



Key Lessons

Collective

- Made a **positive impact in the community**
- Reached a **diverse group of seniors**
- Increased **participation and feelings of connectedness and value**
- Created **inclusive and welcoming spaces for seniors**
- Build **trust and relationships to reduce isolation**
- Secured **\$1000 credit to access city facility space!**



Photo credit: Ottawa West
Community Support

Key Lessons

Connecting Seniors

- Appreciated **activities close to home**
- Enjoyed **new experiences and outings**
- Valued support from **staff and volunteers**
- Build **new friendships** that lasted outside activities
- **Information and education** were valuable, for self and those they care for; build confidence
- Regularly **participated in activities**
- Activities gave them a **sense of purpose**



Key Lessons

Connectors

- **Connectors** made it easier to reaching and engaging isolated seniors, including: project staff, ethno-cultural group leaders, volunteers and other seniors
- Efforts to build **trust and relationships** was well received
- Examples include: **knocking on doors, chatting** with seniors, **posting information** in buildings
- **Connected** into project activities and out to other services



Key Lessons

Sustainability

- All have expressed concerns about **sustainability and impact** of end of the project funding
- In the absence of funding, many projects would **not be able to maintain** current level of activities
- Concerns about **seniors reverting to being isolated** once the project ends
- **Connections to grassroots supports** important



Year 3 Highlights - Vitality

Project Level

Promotion and Outreach

- CCI benefitted from the SEOCHC and OWCS to promote the programs
- SEOCHC and OWCS benefitted from the Community Health Centres network to promote their programs
- OWCS worked with Ottawa Chinese Seniors to reach Chinese seniors

Space

- SPCO has accessed space from COA and Ottawa Public Library
- SEOCHC and OWCS accessed space at Ottawa Community Housing

Engagement

- COA benefits from the engagement of SPCO on the Social Inclusion Committee representing ethno-cultural seniors
- SPCO established the Ethno-Cultural Seniors Access & Equity Cttee

Shared Resources

- SPCO will continue to use the WOCRC Community Helpers program for their caregiving project
- OWCS received food from the Good Food Box

Year 3 Challenges

Project Level

Reducing Seniors' Social Isolation

- **Seniors who are isolated and alone**; do not connect or seek help until a crisis
- **Volunteer** recruitment and retention
- **Consistent and ongoing funding** to deliver programs; especially proven models
- Limited **awareness of community supports and services**
- **Underrepresented seniors** in our project participants – caregivers, seniors with disabilities, Francophones seniors, Indigenous seniors, LGBTQ
- **Lack of inclusion of ethno-cultural seniors** in mainstream services
- **Transportation** for rural seniors and during winter (season isolation)
- **Program costs** to host activities and events

Year 3 Actions

Project-Level

Sustainability

- Developing and sharing resources; planning to adapt
- Supporting leaders
- Coordinating and collaborating with partners
- Integrating aspects of project into operations
- Securing funding

Engagement

- Engaging external consultants
- Partnering with others
- Reaching out to seniors through different partners

Increased Participation

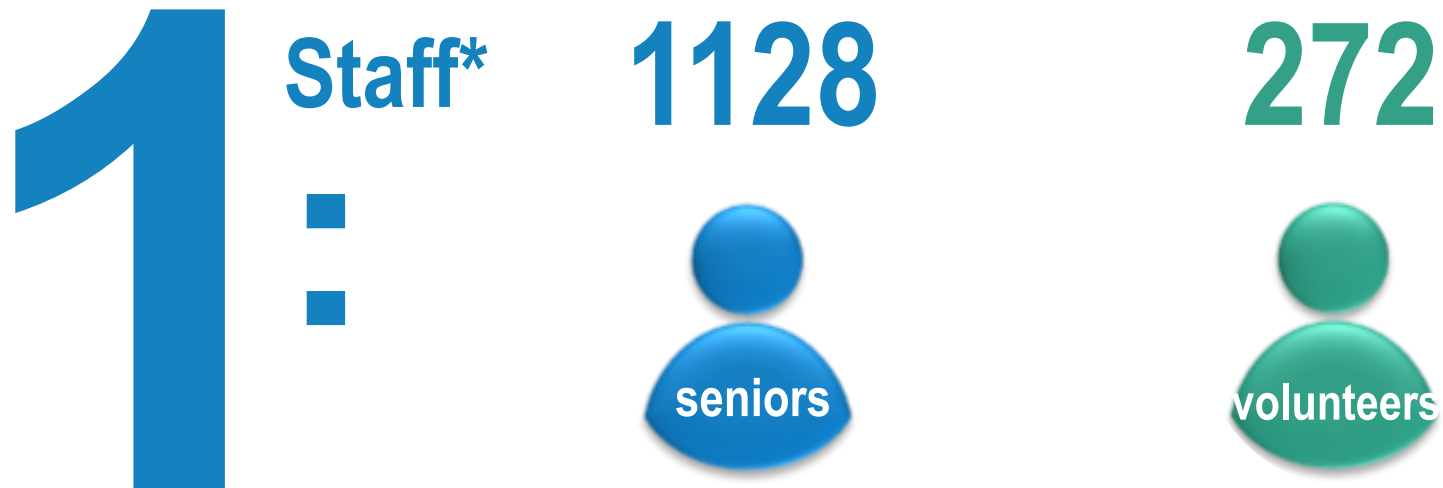
7 activities
per
Senior

Range = 1 to 14

11 seniors
per
Activity

Range = 2.4 to 23.5

Operations – Staff Ratios



* Across the project partners, 10 staff delivered the project activities.

Operations – Volunteers

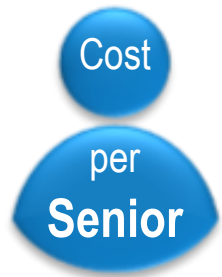
1 volunteer* : 4 seniors

78% of volunteers are 55+

* 4 of the 6 project partners used volunteers.



Return on Investment



\$208



\$26

For every **\$1** received;
\$0.80 secured in in-kind support



Canada

Funded in part by the New Horizons for Seniors Program

www.coaottawa.ca/kosc

Loneliness and social isolation are growing and serious problems across all age groups, but particularly among older people.

Building community takes determined effort and a grassroots commitment to help each other to move from isolation to inclusion.

TAKE ACTION

LEARN MORE

The Council
on Aging
of Ottawa



Le Conseil sur
le vieillissement
d'Ottawa

South-East Ottawa
Community Health Centre
Every One Matters.



Centre de santé communautaire
du sud-est d'Ottawa
Chaque personne compte.



CCI
OTTAWA



NROCRC
Community Resource Centre
Nepean • Rideau • Osgoode

Western Ottawa
Community
Resource Centre



Centre de ressources
communautaires
d'Ottawa ouest

SOCIAL PLANNING
COUNCIL
of Ottawa



Le CONSEIL de
PLANIFICATION SOCIALE
d'Ottawa

Recherche et développement social et économique depuis 1958



OWCS / SCOO
OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST



**CCI
OTTAWA**





**CCI
OTTAWA**



**CCI
OTTAWA**



**CCI
OTTAWA**



**CCI
OTTAWA**



**CCI
OTTAWA**



**CCI
OTTAWA**



**CCI
OTTAWA**



**CCI
OTTAWA**



**CCI
OTTAWA**



**Healthy Connections,
Healthy Communities**

**Relation santé,
Communauté en santé**




AGING IN PLACE
An Aging @ Home Initiative
VIEILLIR CHEZ SOI
une initiative de la Stratégie vieillir chez soi

Keeping Ottawa Seniors
Connected
Favoriser l'interaction
sociale
des aînés d'Ottawa




OWCS / SCOO
OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST

Canada 

Funded in part by the New Horizons for Seniors Program



Healthy Connections,
Healthy Communities

Relation santé,
Communauté en santé



OWCS / SCOO

OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST



Healthy Connections,
Healthy Communities

Relation santé,
Communauté en santé



OWCS / SCOO

OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST



Decreasing Isolation through Healthy Living



OWCS / SCOO
OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST



Creating Connections Creatively



Healthy Connections,
Healthy Communities

Relation santé,
Communauté en santé



OWCS / SCOO

OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST



Healthy Connections,
Healthy Communities

Relation santé,
Communauté en santé

Leadership, Volunteers and Capacity Building



OWCS / SCOO

OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST





OWCS / SCOO
OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST



OWCS / SCOO
OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST



OWCS / SCOO
OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST





OWCS / SCOO
OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST



OWCS / SCOO
OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST



OWCS / SCOO
OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST



OWCS / SCOO

OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST



OWCS / SCOO

OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST



OWCS / SCOO

OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST

COMMUNITY FORUM

Fostering Social Inclusion



Please join us on "World Hello Day" for an interactive, half-day, in-depth program.

Kiran Rabheru, MD, FRCPC, Geriatric Psychiatrist will be discussing the impact of social isolation on seniors' health, based on his many years "in the trenches."

Trudy Medcalf, PhD, Gerontologist will facilitate a discussion on practical ways to care. Participants will be actively engaged in developing simple strategies to personally foster social inclusion in their everyday interactions with seniors.

Details

- Tue, 21 November, 9:30 am-1 pm
- 101 - 1247 Kilborn Place
- Free parking - OC Transpo Bus #48
- Light lunch provided

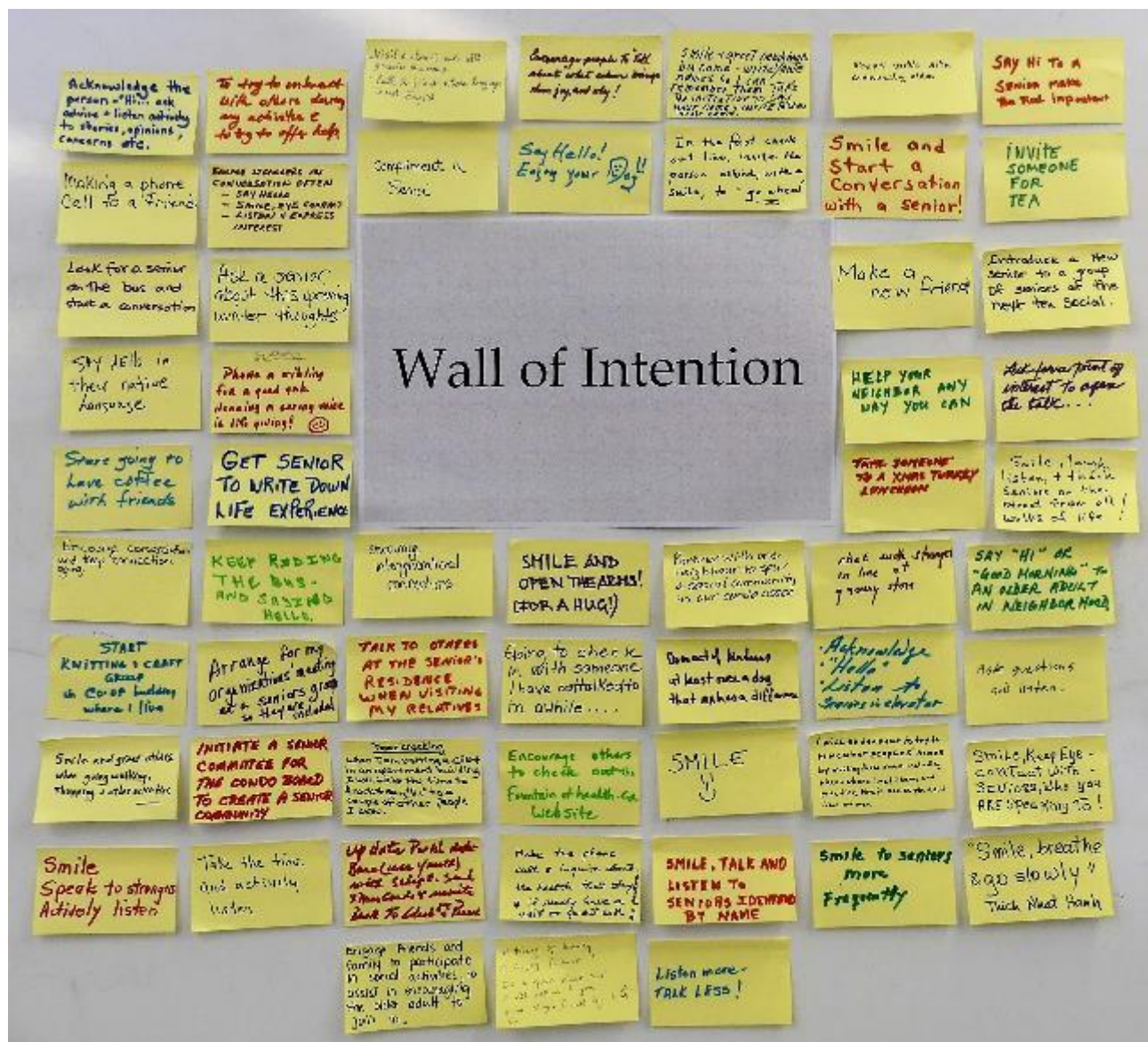
Register Now (limited space)

- www.coaottawa.ca
- 613-789-3577 x 101
- l-m.bouchard@coaottawa.ca
- No charge for event



Funded in part by the Government of Canada's
New Horizons for Seniors Program.

Canada







The Community Voice for Seniors | 2018

Keeping Ottawa Seniors Connected: From social isolation to social inclusion

SAY HELLO IN
THEIR NATIVE
LANGUAGE

START GOING
TO HAVE COFFEE
WITH FRIENDS

invite
someone for
a tea

Introduce a NEW
senior to a group
of seniors in the
next tea social.

Ask a senior
about his
upcoming
winter thoughts

Partner with
one neighbour
to spur a social
community in
our condo
assoc.

Ask questions
and listens.

SMILE :)

Smile and
greet others

Smile and start
a conversation
with a senior!

COMPLIMENT
A SENIOR

Chat with
stranger in
line at grocery
store

Keep riding
the bus and
say HELLO

HELP YOUR
NEIGHBOUR
ANYWAY
YOU CAN

Making a
phone call
to a friend

Encourage
conversation,
keep connection
going

The Council
on Aging
of Ottawa



Le Conseil sur
le vieillissement
d'Ottawa



The goal of the RISE Campaign is to help Canadians become aware of the possible impact of loneliness and social isolation on their older family members, friends and neighbours – and to take action.



English



French



هل تعرف أحداً سيصبح
مختفياً عن الأنظار؟

تهدف حملة (RISE) لمساعدة الكنديين لمعرفة أكثر المحتمل للوحدة والعزلة الاجتماعية على أفراد الأسرة، والأصدقاء، والجيران المسنين - والتدخل لإجراءات حيال ذلك.



¿Conoce a alguien que se
esté quedando invisible?

El objetivo de la campaña RISE (Establezca contacto con los ancianos de todas partes) es ayudar a los canadienses a concentrarse en el posible impacto de la soledad y el aislamiento social en sus familiares, amigos y vecinos ancianos – y tomar acción.



Có ai bạn quen biết
đang tàng hình?

Mục đích của Chiến Dịch RISE là để giúp người dân Canada biết được tác động có thể có của sự cô độc và cô lập lên người thân, bạn bè, cùng hàng xóm lớn tuổi của mình – và hành động.



Conosci qualcuno che sta
diventando invisibile?

L'obiettivo della Campagna RISE è quello di aiutare i Canadesi a diventare consapevoli del possibile impatto della solitudine e dell'isolamento sociale sui membri più anziani della famiglia, amici e vicini - e di prendere provvedimenti.



有没有您认识的人正在变成
隐形人？

RISE 活动的目的是帮助加拿大人了解孤独和社交孤立可能会对他们的老年家庭成员、朋友和邻居所产生的影响，以及如何提供支援。



Arabic



Spanish



Vietnamese

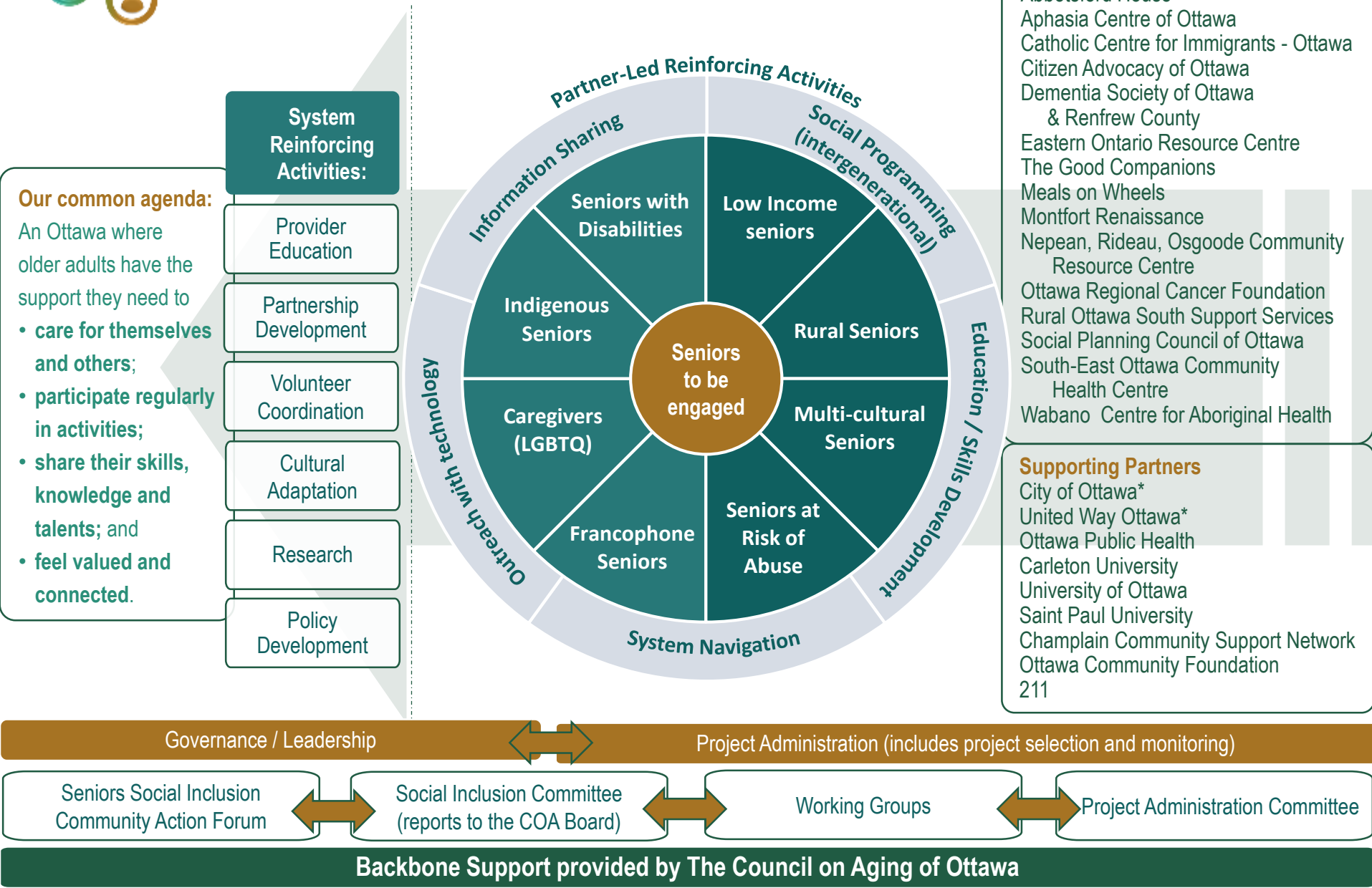


Italian



Chinese

Caring for Self and Others in the Community



Wednesday, May 22 | 9:00AM to 12:30PM



Talking together, we can:

- **Share** life experiences
- **Nurture** enduring relationships
- **Explore** existing resources and programs



A free event for people of all ages.

Register Now!

Organized in partnership with:



UNIVERSITÉ
SAINT-PAUL
UNIVERSITY

Funded in part by the New Horizons for Seniors Program



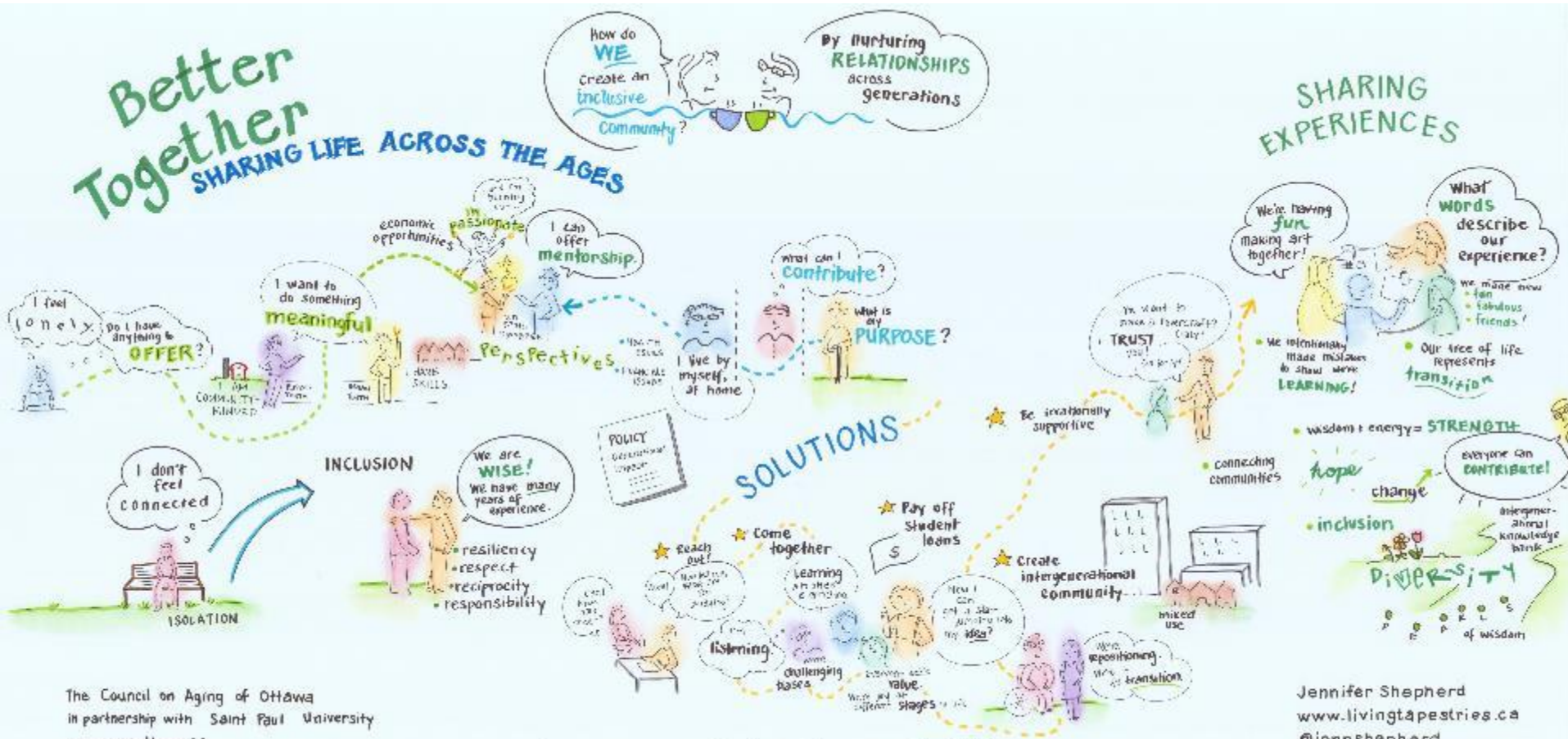
**Social inclusion is possible;
it takes a **community**
of all ages.**





Better Together

SHARING LIFE ACROSS THE AGES



The Council on Aging of Ottawa
in partnership with Saint Paul University
www.coaottawa.ca

#COA_Ottawa #respected #informed #engaged #ageofinclusion #intergenerational #relationships #iGenOttawa

Jennifer Shepherd
www.livingtapestries.ca
@jennshepherd
May 22, 2019 · Ottawa, ON





Because of One Person - Allene's Story







EXPECTATIONS

- How to develop a framework for S. Planning.
- "RELAY RACE" Team World
- CLEAR & Vivid picture of what S. Planning is
- Long term Survival





SOCIAL PLANNING
COUNCIL
of Ottawa



Le CONSEIL de
PLANIFICATION SOCIALE
d'Ottawa

is pleased to present

Ethnocultural Seniors Forum

Aging In Your Community

*Working Together to Address the Needs of
Ethnocultural Seniors in Ottawa*

Keynote Speaker

**Learning From/Learning with Ethno-Cultural Seniors:
Supporting Social Change through Research**

Susan Braedley MSW PhD, Associate Professor,
School of Social Work, Carleton University

Round table discussion
with ethno-cultural seniors
and service providers.
Healthy Networking Breakfast
will be provided.

Date: Wednesday March 14, 2018

Time: 8:30 am – 12:30 pm

Location: RA Centre 2451 Riverside Dr.
Clark Hall Room



United Way
Centralide

For more info: Sybil Bragado
Education, Seniors, Projects
sybil.spo@ottawa.ca









Communication
and Information

















SOCIAL PLANNING
COUNCIL
of Ottawa



Le CONSEIL de
PLANIFICATION SOCIALE
d'Ottawa

Certificate of Participation

awarded to:

Creating Community for
Isolated Ethno-Cultural Seniors

*For Participation in the Second Annual
Social Planning Council of Ottawa's Walk-A-Thon
to Celebrate Seniors' Month at Andrew Hayden Park*

*Given this 26th of June Two Thousand Nineteen,
Ottawa Ontario Canada*

Congratulations!!!

Sybil C. Braganza, MSW
Coordinator, Creating Community for Isolated Ethno-Cultural Seniors
Social Planning Council of Ottawa

Dianne Urquhart
Executive Director
Social Planning Council of Ottawa

























CANADA'S
NATIONAL
BAJLET
SCHOOL

Baycrest

NBS SHARING DANCE SENIORS COME TO OTTAWA

SOCIAL PLANNING
COUNCIL
of Ottawa



Le CONSEIL de
PLANIFICATION SOCIALE
d'Ottawa

© 2018 Social Planning Council of Ottawa. All rights reserved.

Le Conseil de planification sociale d'Ottawa est une organisation à but non lucratif.













SOCIAL PLANNING
COUNCIL
of Ottawa



Le CONSEIL de
PLANIFICATION SOCIALE
d'Ottawa

“Collectively We Care – Collectively We Help” Forum





Panel Presenters
Stéphanie Cadieu
Elder Abuse Prevention Ontario's Regional Consultant,
Eastern Region

Det. Isabelle Ouellette

Ottawa Police Service,
Elder Abuse and Vulnerable Adult section,

KIM MCDONALD and ANDRÉA KATZ

Elder Abuse Response and Referral Service (EARRS) at
the Nepean, Rideau, and Osgoode Community Resource Centre (NROCRG)

Dr. Indu Gambhir

is well known renowned physician and past Past-President for
the Indo-Canadian Community Centre and coordinator of Seniors Activities





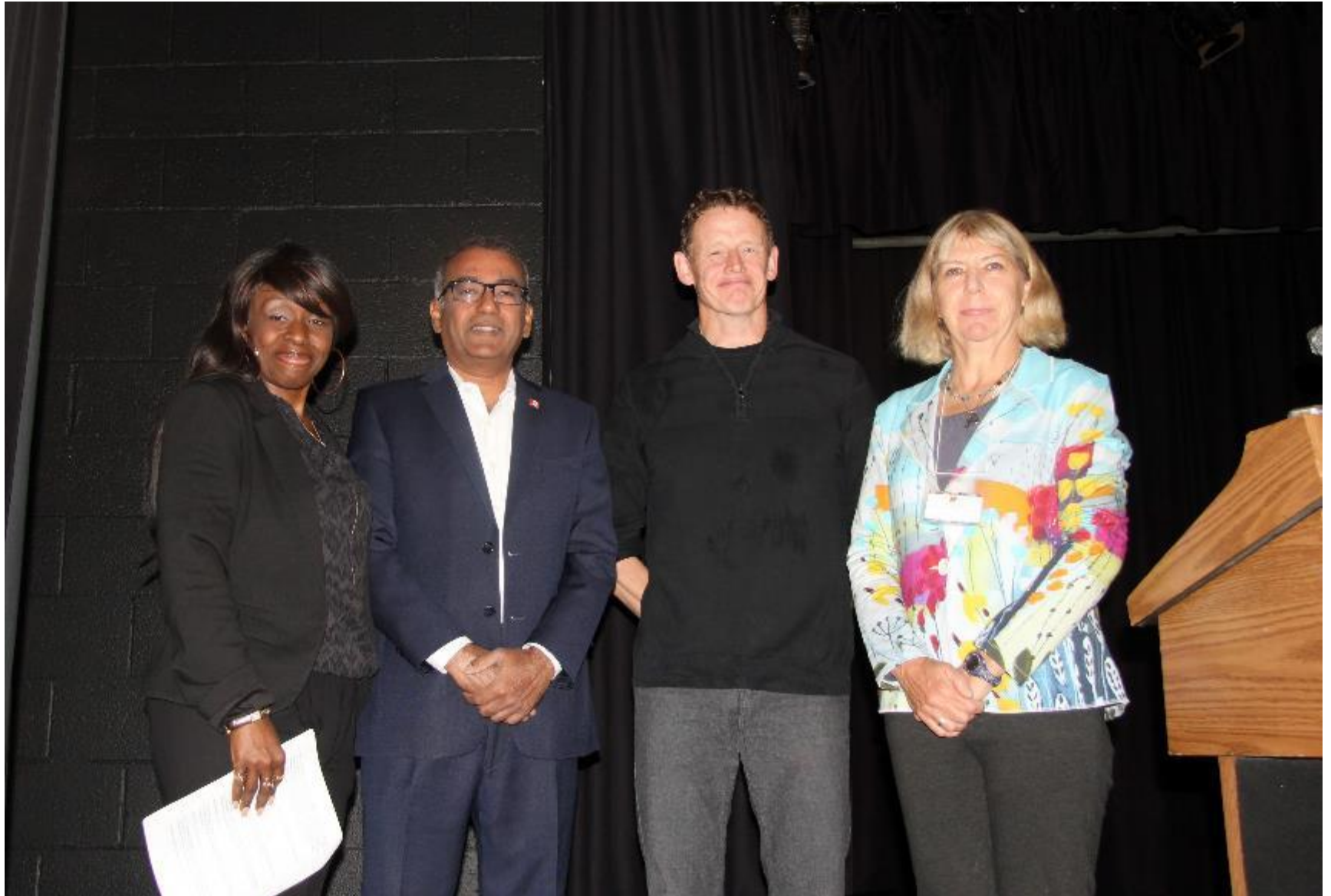


Ottawa Police
Elder Abuse and Vulnerable Adult section,
KIM MCDONALD and **ANDRÉA KATZ**
Elder Abuse Response and Referral Service (EARRS) at
Huron, Rideau, and Osgoode Community Resource Centre (NROCRC)
Dr. Indu Gambhir
well know renowned physician and past Past-President for
Canadian Community Centre and coordinator of Seniors Activities



















Impact Story



**CCI
OTTAWA**

A senior participant in Catholic Centre for Immigrants' Senior Centred English as a Second Language Program shared that she could not be independent before participating in the program. She needed assistance to complete simple everyday tasks such as taking the bus and going to the grocery store. Her daughter worked all day, and she would be stranded at home. After almost two years of participating in the program she has gained confidence and feels more comfortable communicating in English. She has learned the specific vocabulary needed to take the bus, go to the grocery store, speak to a teller at the bank, and to communicate with her doctor. She can now have a life of her own without having to depend on her daughter. This has not only benefited the senior, but also her daughter, who now has more time for other activities.





Connecting Senior Caregivers from Ethnocultural Communities - a digital sketch

246 views

4 0 SHARE + ...



Susan Braedley

Published on 24 Nov 2017

<https://youtu.be/pl9LhSODfbc>



NROCRC

Community Resource Centre

Nepean • Rideau • Osgoode

Elder Abuse Response and Referral Service (EARRS)



Are you a seniors' organization? Book a session on Elder Abuse 101 today!

We offer education and awareness sessions to seniors' groups and community service providers. These sessions focus on:

- How to recognize elder abuse
- What you can do to help
- What resources are available in the community

For more information or to book a session for your group, contact us at 613-596-5625 x256 or email completed request form to kmcdonald@nrocr.org.

Use the attached form to book your session!

Funded by the Government of Canada's New Horizons for Seniors Program 

Seniors Social Inclusion Summit



December 3

9 AM to 4 PM



Canada

Funded in part by the New Horizons for Seniors Program

Keynote Speaker



Dr. Trevor Arnason

Associate Medical
Officer of Health

Ottawa Public Health

Social Isolation has
the same **health impact** as



Smoking 15
cigarettes a
day!





**CCI
OTTAWA**



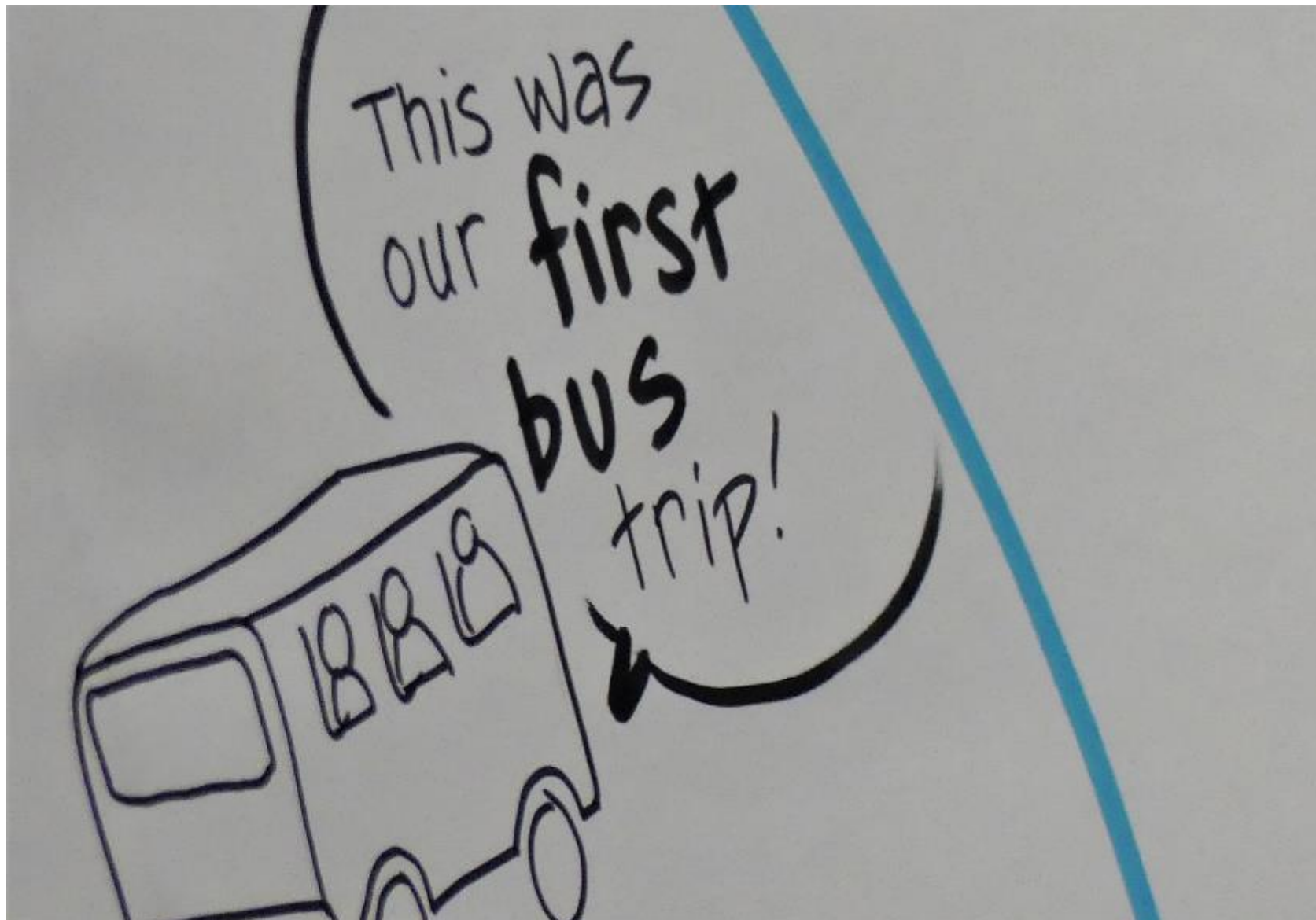
Keeping Ottawa Seniors Connected



Jennifer Shepherd
www.livingtapestries.ca
December 3, 2019

How do
WE
OVERCOME
Systemic
inequities?







Purpose.

BUILD RELATIONSHIPS

Now I
come to
meet
people

I tell
jokes
in my
language



I call
others and ask
if they need
support

Would
you like
a ride?



Learn
about



Ontario Age-Friendly Communities Outreach Program

Webinar Series



To Everything There is a Season

Reflections from Hamilton and Ottawa on
Sustaining Social Inclusion Initiatives in the Community
November 20, 2019















