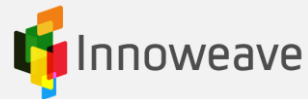


ENRICHES - Collective Impact

Caregivers 55+ - July 2019 to March 2020



Goal: To move caregivers 55+ from social isolation to inclusion in Toronto



Agenda

Introductions

ENRICHES Context 2015-2018

- Identify, engage, connect and build
- Snapshot of Collective Statistics

ENRICHES Present Phase July 2019 – March 2020

Focus: Social Isolation to Inclusion

- Engagement
- Capacity Building
- Sustainability

Collective Impact

Lessons Learned

Recommendations

Thank you

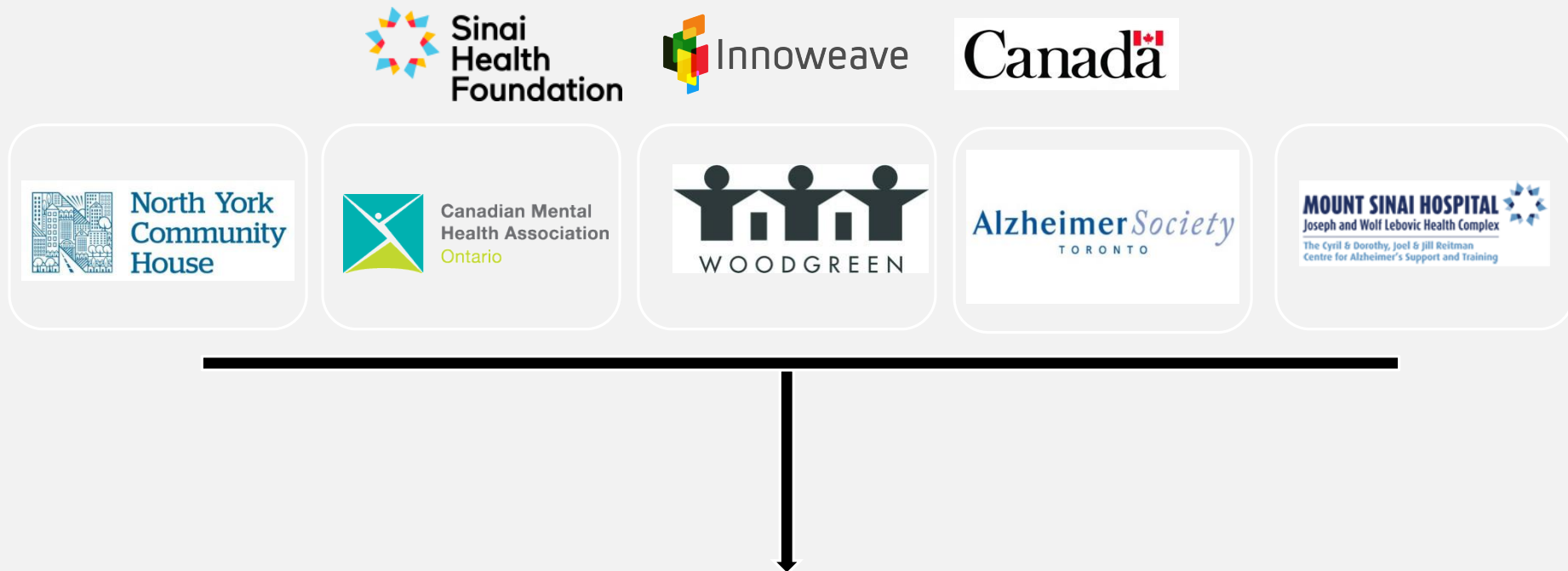
Meet the Team

- Stephanie Conant - Project Manager, North York Community House (NYCH)
- Flora Devarajah - Project Coordinator, North York Community House (NYCH)
- Jin Huh – Director, Thrive & Lead, North York Community House (NYCH)
- Romina Oliverio - Community Partnerships Manager, Alzheimer Society of Toronto (AST)
- Katie Berkelmans - Manager of Volunteer Services, Alzheimer Society of Toronto (AST)
- Kari Quinn-Humphrey - Chief Operating Officer, Alzheimer Society of Toronto (AST)
- Tara Faghani - Project Coordinator, Canadian Mental Health Association Ontario (CMHA)
- Hélène Roussel - Project Manager, Canadian Mental Health Association Ontario (CMHA)
- Kirstin Grant - Director of People and Wellness, Community Mental Health Association Ontario (CMHA)

Context

ENRICHES 2015-2018

ENRICHES



Common agenda
Reduce social isolation in caregivers aged 55+ in Toronto



IDENTIFY

Outreach

Self
identification



ENGAGE

Social &
recreation

Wellbeing

Skill based

Financial

Language

Technology



CONNECT

System
navigation

Connection to
services



BUILD

Training &
education

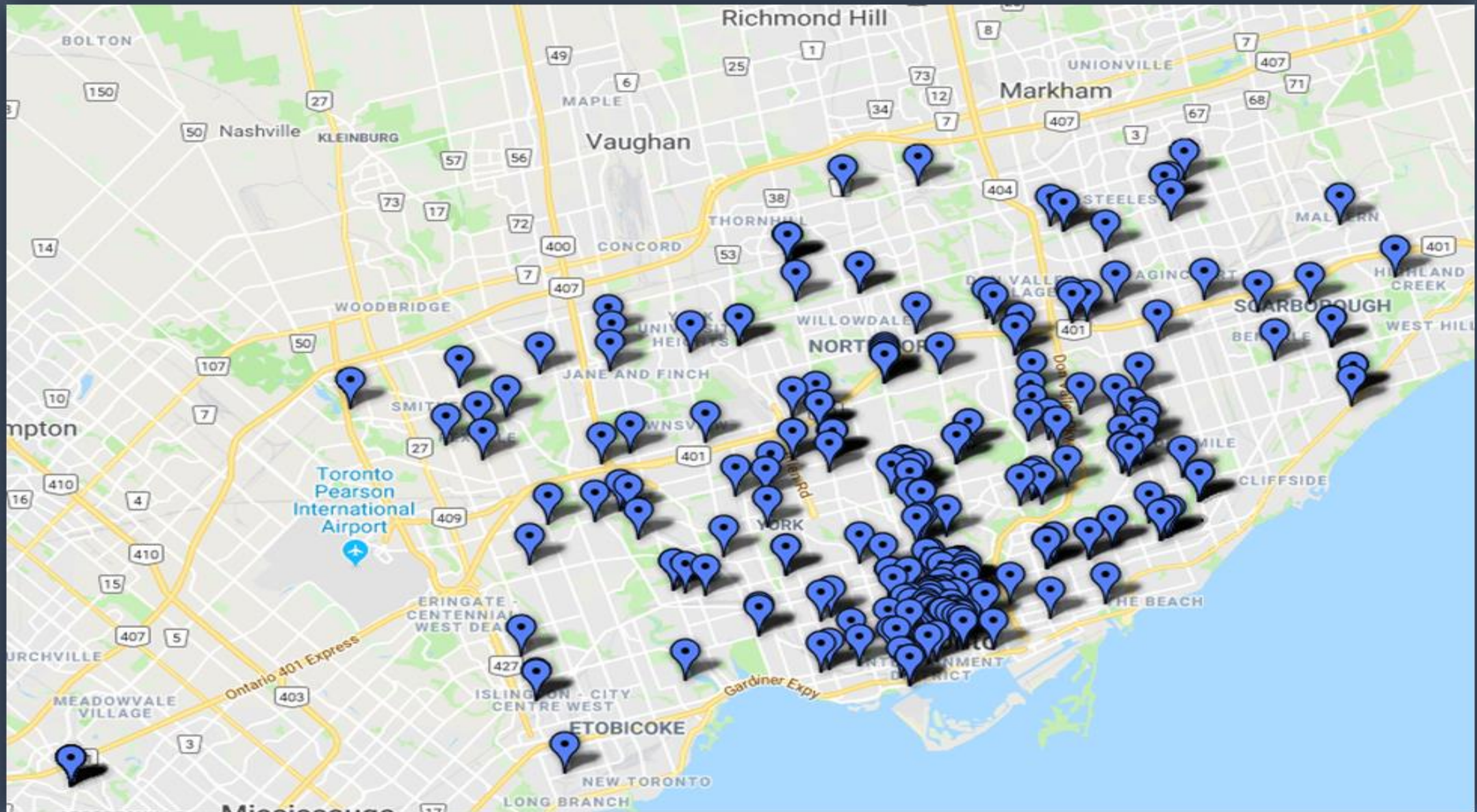
Public
Awareness
strategy

Increasing the proportion of senior caregivers who:

- Have support when they need it by 69%
- Have participated regularly in activities by 36%

- Feel connected to family, friends & acquaintances by 42%
- Feel valued by family, friends and acquaintances by 65%

Identify



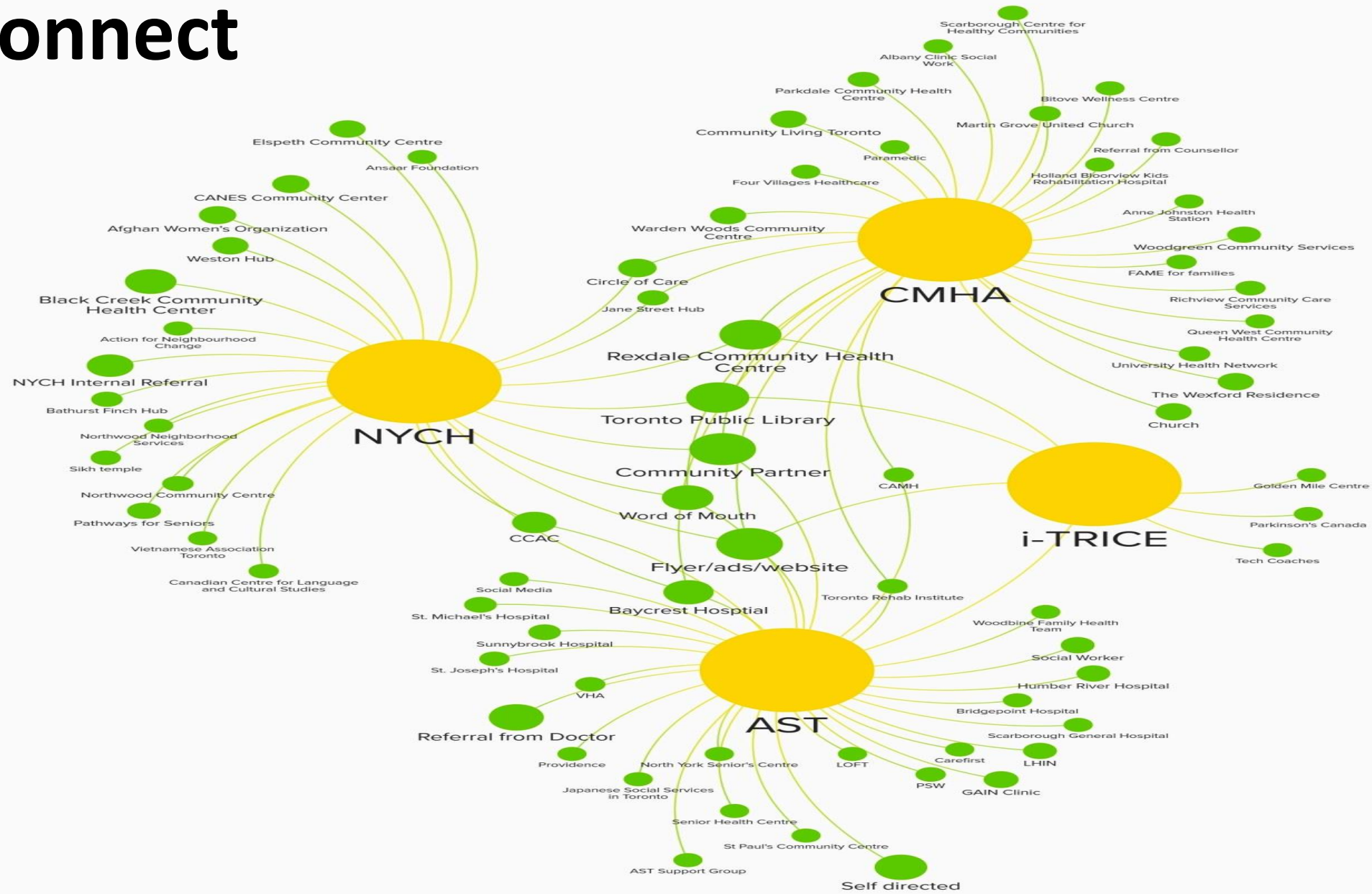
Engage



Engaging caregivers in various *skill-based education and training* programs and *social recreational activities* offered by the ENRICHES partners to address social isolation from different angles.

- **Programs and language literacy for newcomer caregivers**
- **Caregiver training and skill building**
 - Living Life to the Full (LLTFF) an 8-week course based on Cognitive Behavioural Therapy Principles
 - Dementia-related education and skill training – 8-week CARERS Program
 - Digital skill-building with youth mentors
- **Social connection services for caregivers**
 - Friendly Visiting Program/Social Mentorship
 - Intergenerational Mentorship
 - Support Groups
- **Active Living program**
 - A range of activities such as arts, drumming etc.
- **Caregiver support and wellness programs**
 - Breathing Space Program
 - Yoga, Mindfulness & Gentle Fitness Classes
- **Digital literacy and technology enabled programs**
 - Computer classes
 - Eat, Learn and be Active (E.L.A)
- **Building capacity for professionals**
 - Social networking (Dementia Breakfasts)
- **Financial wellness supports**

Connect



Build

Building capacity and raising awareness throughout the healthcare system and community informing, educating and training for:



**We trained
Professionals
and Volunteers:**

I-SEE-U training
Living Life To The Full
Social Mentorship Training
Dementia Training



**We developed
Public Awareness
Campaigns to:**

Healthcare and
community providers
General members of
the public
Senior Caregivers



**With the help of
International
Federation on
Aging (IFA) we
created:**

Social media campaign
Toronto Transit Commission
campaign
A networking event with
community stakeholders
Community events, including
the project-end celebration

Snapshot of Collective Service Statistics 2015-2018

Engaged Senior Caregivers:

A total of **12,000*** caregivers were engaged through ENRICHES partners:

- On a one-time basis – **8,663***
- Continued or sustained basis – **4,289***

Built Capacity in our organizations, staff and volunteers:

- **Created a Network** of over **240** organizations and stakeholders across Toronto
- Trained over **2,180** professionals and over **700** volunteers
- We have demonstrated clearly that our initiative brought caregivers out of social isolation

NOTE: There was a 30% overlap between ENRICHES programs between each of the categories*

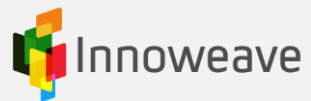
Present Phase:

ENRICHES -Collective Impact

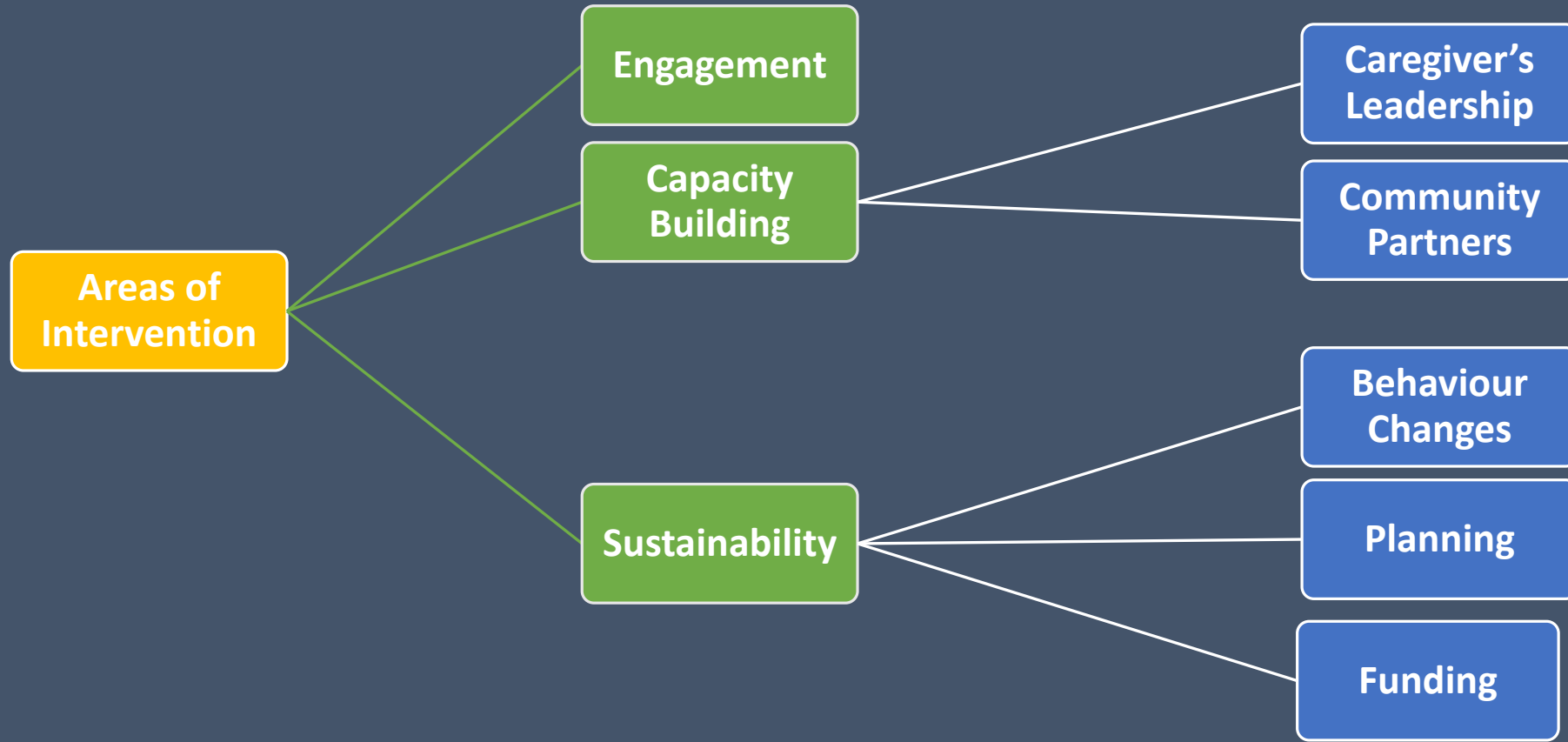
July 2019 to March 2020



Goal: To empower caregivers 55+ in Toronto to move from social isolation to social inclusion



Focus: Social Isolation to Inclusion



Engagement

- We collectively diversified:
 - programs and services
 - outreach by providing support and services in several languages
- We increased our service provider engagement to further support the sustainability of our initiative.

“The seeds that you planted are beginning to grow their roots here.”

*Quote from Momiji Health Care Society regarding the
Dance Therapy group for their Japanese Canadian clients*



Franco's Story

"These kinds of programs for caregivers give courage, comfort and strength to people. It becomes a way of getting rid of your worries and any difficult or negative experience you may be going through."

Franco (pseudonym), caregiver to his brother living with dementia



Cat's Story

Empowering Caregivers

CMHA Ontario - Capacity Building

- Continuation of LLTTF
- Introduction of new turnkey programs such as:
 - Mood Walks
 - Peer Support - increasing the capacity of partners.



NYCH

Immigrant Seniors Project - Capacity Building

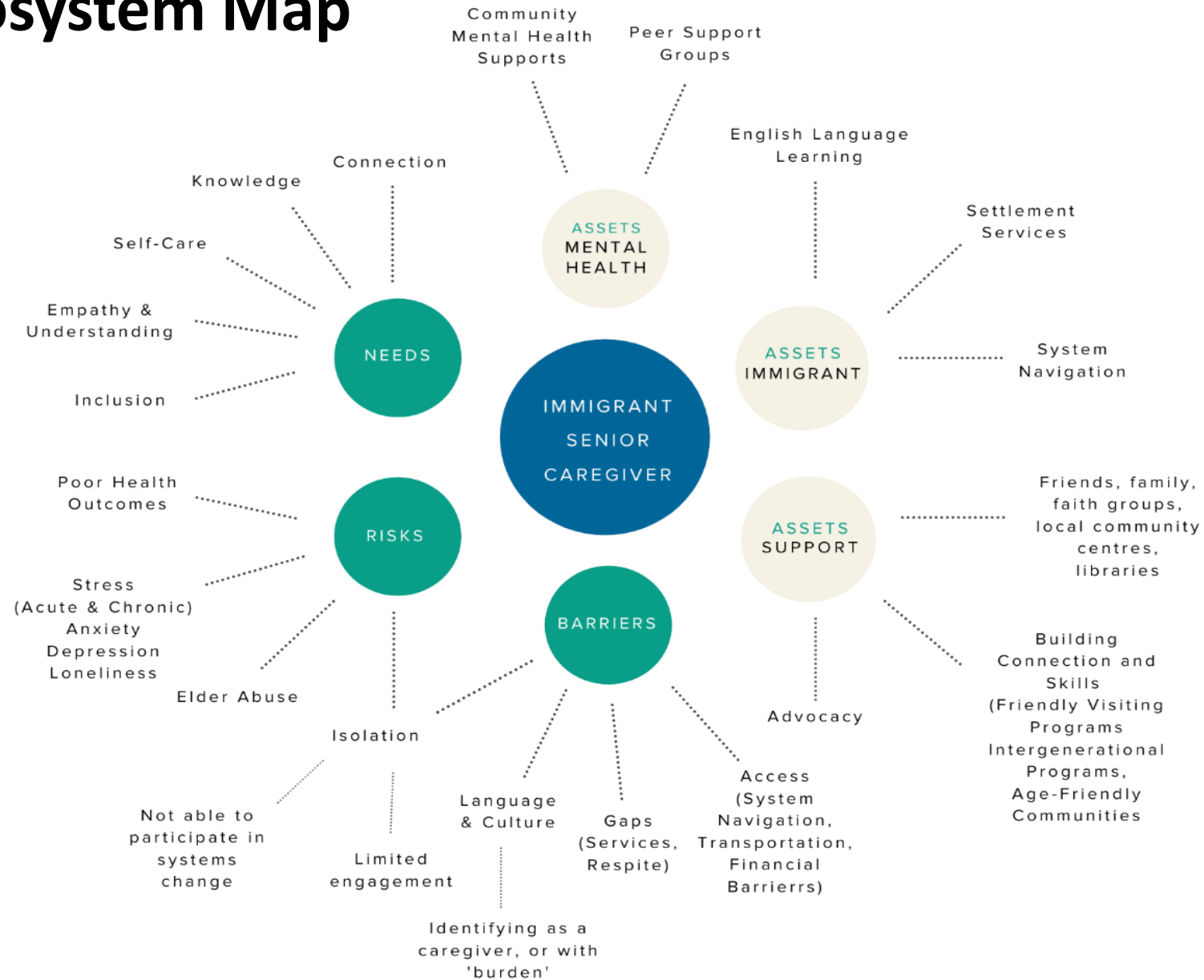
Training to Professionals

- **External:** Training service provider staff & volunteers on our best practices for working with immigrant caregivers and seniors
- **Internal:** Core competency building within NYCH across departments (settlement; financial empowerment; crisis supports)
- **Intergenerational:** Leveraging partnership with YEP to share toolkit on working across generations

Caregiver Capacity

- Supporting caregiver capacity-building through the creation of a caregiver advisory committee and both ethno-specific and mixed peer support groups.
- Working with Caregiver networks and agencies supporting caregivers to grow caregiver knowledge and skills.

Ecosystem Map



“I had never realized the compounded impact of being a senior, an immigrant, and a caregiver and how all the barriers from those identities come together to create unique barriers”
- Training Participant

AST Community Connections Project - Capacity Building

- AST facilitated community led focus groups to gather the need and interest in services for ethno-specific communities and linguistically diverse caregivers.
- Trained Peer Support Volunteer Facilitators to facilitate French-speaking, Tamil-speaking and Cantonese-speaking Peer Support Groups in partnership with Carefirst and Scarborough Centre for Healthy Communities.
- Supporting Hispanic Development Council with ongoing dementia education to caregivers in their Latin American Seniors group.
- Translated resources and materials in several languages:
Tamil, Spanish, Chinese (Traditional), French, Portuguese, Hindi, Tagalog, Italian, Bengali and Russian

AST Tech Project - Capacity Building

- Building capacity within provincial Alzheimer Society chapters
- Empowering caregivers to learn new technology tools
- Reduction of isolation through access to services using technology
- Peer support with trained caregivers
- Train the Trainer sessions with Alzheimer Society chapters



Meet
Chris!

Sustainability through Behaviour Change

- **Caregivers feel empowered!**

We have developed several opportunities for caregivers to tap into their leadership potential.

Sustainability Planning

CMHA

Turnkey Program Models:

- Peer Support in Mental Health
- LLTTF
- Mood Walks

NYCH

Working in partnership with Y.E.P. (Youth Empowering Parents) on intergenerational program models

Building capacity on how to work with immigrant and newcomer caregivers

Diverse caregiver advisory groups

AST

Caregiver Peer Support Groups

Dementia Networking Breakfasts

Translation of resources

Technological capacity

Sustainability Funding

CMHA – Sustainability already in place and ongoing outreach to various funders, government etc.

NYCH – Applied to two grants to support ethno-culturally diverse seniors' inclusion.

AST – Sustainability in place as some of the aspects of the programs have been integrated into our work as part of ongoing support to the community.

Collective Impact

- Amplified reach across the province.
- Connected to an expanded number of ethno-specific communities.
- Collectively engaged the community through networking events
 - Dementia Breakfasts, Caregiver Wellness Day and professional days
- CMHA supported AST and NYCH through Peer Support Training.
- Shared NYCH curriculum with external partners in various sectors.
- Created a safe and learning environment with likeminded people.
- Found common best practices.
- Removed barriers to system support access.
- Worked better together, avoiding “reinventing the wheel”.
 - Sharing of contacts, resources, warm transfers, documents, processes and evaluations.

“Over the years, we have collectively built a network that represents dozens of entry doors for our stakeholders to health care, community supports and the settlement sector.”

ENRICHES Partner



Lessons Learned



Working collectively brings depth to our impact.



Offering services in various languages enables inclusion and access and reduces barriers.

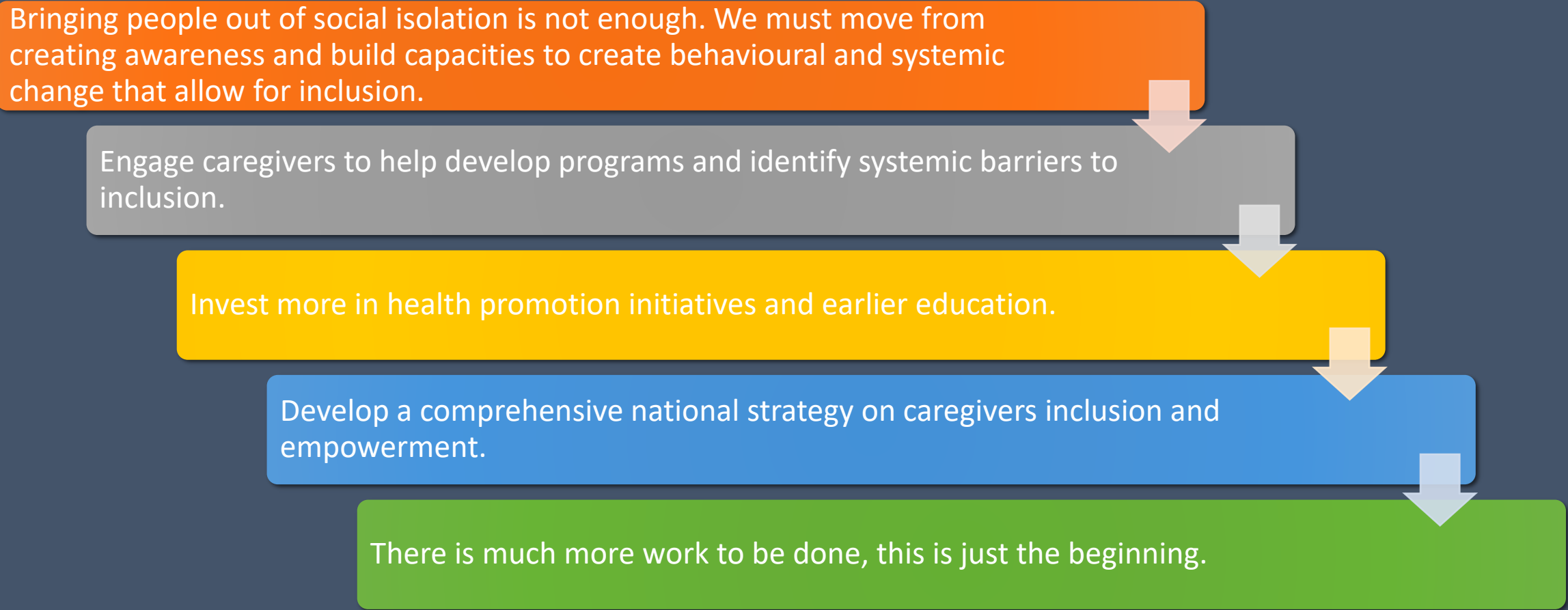


Building and nourishing partnerships and trust in the community, in a culturally sensitive and competent approach, is key.



It's about making connections.

Bringing people out of social isolation is not enough. We must move from creating awareness and build capacities to create behavioural and systemic change that allow for inclusion.



```
graph TD; A[Bringing people out of social isolation is not enough. We must move from creating awareness and build capacities to create behavioural and systemic change that allow for inclusion.] --> B[Engage caregivers to help develop programs and identify systemic barriers to inclusion.]; B --> C[Invest more in health promotion initiatives and earlier education.]; C --> D[Develop a comprehensive national strategy on caregivers inclusion and empowerment.]; D --> E[There is much more work to be done, this is just the beginning.];
```

Engage caregivers to help develop programs and identify systemic barriers to inclusion.

Invest more in health promotion initiatives and earlier education.

Develop a comprehensive national strategy on caregivers inclusion and empowerment.

There is much more work to be done, this is just the beginning.

Recommendations

“OLDER ADULT CAREGIVERS ARE AT AN INCREASED RISK OF DEVELOPING ANXIETY AND DEPRESSION, WHICH IF LEFT UNTREATED MAY INCREASE THEIR RISK OF DEVELOPING DEMENTIA LATER IN LIFE. YET, CAREGIVERS ARE UNLIKELY TO SEEK TREATMENT BECAUSE THEY LACK THE TIME, RESOURCES OR FEEL STIGMATIZED. THESE ENRICHES PROGRAMS ADVOCATE FOR CAREGIVERS BY SHINING A LIGHT ON THEIR ISSUES AND PROVIDING RESOURCES WHERE THEY LIVE – IN COMMUNITIES ACROSS TORONTO.”

*DR. NASREEN KHATRI - PRINCIPAL INVESTIGATOR ON THE
LIVING LIFE TO THE FULL, CAREGIVER 55+ STUDY AND
RESEARCHER AT THE ROTMAN RESEARCH INSTITUTE, BAYCREST HOSPITAL*

Thank You!

- ❖ Caregivers
- ❖ Community Partners
- ❖ ESDC Funders