



SUCCESSFUL AGING OTTAWA

BIEN VIEILLIR À OTTAWA

Successful Aging Ottawa – Charting our Course – “As it was heard” Summary Report

Background

Initiated in 2002, Successful Aging Ottawa (SAO) brings together senior funders and planners to promote and foster a culture and community where there is inclusion, safety, integration, engagement and choice for all older citizens. SAO delivers on its mission through partnerships education, influencing public policy and building on existing strengths in the community¹. Community forums are one of the activities put in place by SAO to bring together representatives of a wide range of agencies and organizations that work for and with the seniors’ population of Ottawa.

The first of these forums was held June 15th 2005 and served as a venue for the release of a survey that provides comprehensive data about seniors in Ottawa. The survey was conducted in May 2004 and looked at five components of successful aging². Beyond the release of the survey, the June event also enabled participants to discuss the implications of the information for seniors’ programs and initiatives, reflecting on the work that was needed, how it might be undertaken and who might be involved.

Purpose

Based on participant feedback and in keeping with SAO’s role as an opportunity for engagement and ‘real time’ collaboration, the planning group proposed that a second forum be held to continue to work on the issues identified in the Seniors’ Survey. The Fall forum was held October 6th 2005 and Ambirest Inc. (www.ambire.ca) was retained to design a process, provide facilitation services and a follow-up summary report.

A total of 59 participants attended the forum. The overall purpose was to provide a forum to move forward on common issues that had been identified at the June 15th meeting. This would be achieved by validating the contents of the synthesis report (generated from the first forum) and by working in small groups to identify goals, strategies and actions in order to move forward on the five themes that had formed the basis of the work to date – Transportation, Housing, Community Participation, Health Promotion and Illness Prevention, and Access to Community Support. The summary report also lists the participants’ proposed next steps and provides input to SAO with regards to its ongoing role³.

¹ Source -- http://www.unitedwayottawa.ca/english/sao_home.html.

² Source: The survey of 1,000 seniors was conducted by telephone and also included four focus groups to capture information from those seniors that might not ordinarily respond by telephone. The survey report can be found at: http://www.unitedwayottawa.ca/downloads/SAOSurvey-FinalReport_Eng.pdf.

³ As part of its ongoing development, SAO is reflecting on its vision and its role. The afternoon meeting was viewed as an opportune time to engage participants in a strategic conversation about SAO, a component of the environmental scan that is part of such exercises.



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Survey and Synthesis Report

As part of the preparation for the October meeting, participants had been asked to share the survey results within their organizations. In plenary, the group confirmed the survey and synthesis report findings, identified possible gaps and reported back on actions that had been initiated based on the survey results. The following is a summary of ideas shared during the plenary:

In general, what we heard in our communities and our organizations...

- The results of the survey and the synthesis report confirmed the experience of those working with and involved with seniors.
- The results of the survey were also generally expected to be helpful in program planning and to raise awareness about seniors' needs in Ottawa.
- Needs are rising, resources are not.
- Allows us to look at broader social determinants of health.
- There are not enough resources to support people at home.
- There is a great deal of isolation in the elderly population.
- Seniors are not aware of services, to which they often have limited access. They need to know WHAT is offered and HOW to use it. In some cases there is a reluctance to use services that are available.
- Diversity of population... and changing quite rapidly.
- Distinct issues for immigrant population. Immigrant seniors need access to information in their native language.
- Survey results are useful for strategic planning and will also be useful information to share with the Local Health Integration Networks (LHINs) as these new structures are implemented across the province.
- The survey provides a strong voice for seniors.
- The survey identifies areas where we can build on what exists.



| <i>Implications of the survey results and synthesis report content</i> | <i>Additional information requirements and areas for further exploration (gaps)</i> | <i>Projects undertaken or underway...</i> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • The need for concerted advocacy and lobbying • Note – The provincial Minister of Health Promotion, The Honorable Jim Watson, is eager to meet with community groups. • The need for concrete solutions to deal with chronic illness in the seniors’ population • The need for information in many different languages • Concern regarding inadequacy of homecare, community home support, as senior population expands • Some results of the survey show that seniors are ready to be proactive about health: need to push that. | <ul style="list-style-type: none"> • What are the needs of the 4th aged (85+) • How do we get more information about dental care • Is our community adequately prepared in case of an emergency? • The report focuses on seniors’ revenue; 11,700 seniors live below poverty line in Ottawa. What is the impact of poverty on seniors? • Lack of information on and for immigrant communities (need of database) • Immigrant seniors need more information about dental care • The survey misses out on groups of seniors that are hard of hearing. How do we get information about/from this group? • How to obtain information about middle class seniors? These seniors actually live in non-subsidized housing, but the rent increases could soon force them to join the “poor class seniors”. | <ul style="list-style-type: none"> • <i>Ottawa “Are you ready?”</i> Senior Citizens Council is adapting the material from the City campaign re emergency preparedness to make it senior friendly. • Reaching out to isolated seniors – single access number model (pilot project) will be offered on a city wide basis • Community mobilization initiatives to reach isolated seniors and deal with various gaps • City of Ottawa – public health -- Workshops planned on isolation and diversity • Proposal sent to SDC/New Horizons: to spend time with immigrant seniors and guests to discuss issues • Outreach for Jewish Russian seniors (who are vulnerable due to language barriers) • United Way –Impact Councils moving towards reducing isolation • Transportation is viewed as a health issue and there are committees currently looking at this issue |



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Moving Forward on Identified Issues

Assumption to frame the small group work...*Collectively we are in a position to create a community where successful aging is the norm. When this is a reality, the following will have been achieved...*

Using previously identified themes – Access to Community Support, Housing, Health Promotion and Illness Prevention, Community Participation and Transportation – participants were invited to select a topic of interest for discussion. Starting from the aforementioned assumption and using the synthesis report (and new information generated from previous discussions), groups were asked to articulate **two or three desired goals** for each theme along with **two or three priority strategies/ actions** that would help achieve these goals.

The following table captures the outcomes of each group's discussion.

Theme -- Access to Community Support

| End states (goals) | Priority Strategies and Actions |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none">1. Seniors in Ottawa are entitled to support in their home if they need it.2. Seniors understand what services are available and how to access them. | <ul style="list-style-type: none">• Create a strong voice in order to have sustainable and appropriate services and funding (through lobbying and letter writing).• Enhance the coordination of services across the whole region.• Revitalize/build on the <i>Aging in Place</i> project.• Create positions to provide information and referral.• Develop strategy to maintain funding. |



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Theme – Housing

| End states (goals) | Priority Strategies and Actions |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1. Seniors with limited income (and those seniors who are homeless) have access to a broader range and appropriate support of housing choices with more flexible options. 2. Seniors have the supports and tools necessary to allow them to choose to stay in their own homes for a longer time. 3. Immigrant seniors and their families have access to broad, flexible housing options that meet their particular needs while providing culturally specific community support. | <ul style="list-style-type: none"> • Include integrated community support services into the funding for existing affordable housing. (Advocate for funding) • Expand or shift the available funding models to ensure that the subsidies are linked to the individual not the facilities. (Participants requested additional info on these new models.) • Support further research into the needs of residents living in retirement homes in order to inform, develop and revise standards for accreditation. (More research on the role of retirement homes and on seniors is required. Advocate for better standards towards accreditation.) |

Theme – Health Promotion and Illness Prevention

| End states (goals) | Priority Strategies and Actions |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1. Our community has adopted the Ottawa Charter definition of health promotion as an organizing framework 2. Organizations have integrated senior's health promotion into all programs, initiatives, strategies, public policy. | <ul style="list-style-type: none"> • Increase lobbying and awareness to ensure that the Health Promotion Minister (Jim Watson) includes health promotion programming throughout the life span. • Produce fact sheet on health promotion for seniors. • Adopt healthy public policies that include seniors. • Research and share best practices for seniors' health promotion. (Note: Dr. L. Chambers spoke of US research that focuses on key factors for successful aging. He agreed to send the article reference to SAO for distribution to the participants.) |



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Theme– Participating in the Community

| End states (goals) | Priority Strategies and Actions |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none">1. Seniors' ability to participate in the community is enhanced by the removal of barriers2. Seniors can find the information they require through a multilingual single access number.3. Seniors are an integral part of a caring community | <ul style="list-style-type: none">• Define acceptable standards with regards to senior friendly environments.• Work with organizations to remove barriers to seniors' participation (i.e. through physical environment audits).• Raise awareness through advocacy campaigns and education regarding senior friendly environments.• Work with existing 311 and planned 211 to enhance access to information services.• Build social capital in our community using a grassroots, localized approach that includes -- public awareness, working collaboratively and leveraging resources (community and funders) |



Theme Transportation

| End states (goals) | Priority Strategies | Agenda |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1. Seniors have access to an improved public transportation system (i.e. OC Transpo). 2. Those concerned with seniors' transportation issue are working collaboratively on identified issues (while working on each organization's priority transportation issues). | <p>Set up a meeting with OC Transpo and all transportation committees before Christmas (AAC, SAC, Community and Home Support Coalition, ROTIS, Disability Coalition, COA). Plan ongoing meetings (updates on work plan and goals).</p> <p>Reaching Out to Isolated Seniors (ROTIS) will do this: so far, 6 groups tentatively booked Nov. 9 at CNIB offices. (List generated at that meeting will help the groups develop better linkages.)</p> | <ol style="list-style-type: none"> 1. Driver safety – driver communication 2. Para Transpo – increased services 3. Driver education – sensitivity towards hearing-impaired seniors 4. Community education 5. Efficient use of existing money <ol style="list-style-type: none"> 1. Meet 2. Develop action groups 3. Advocate and lobby (i.e. focus on all levels of government to create working groups to deal with transportation in general and more specifically as a health issue). 4. Keep everyone informed. |

As part of the plenary the group identified themes that were crosscutting from the various presentations. They include:

- A focus on funding with a view to using the money differently for sustainability along with accessing additional resources
- Raising awareness with agencies, seniors and their families
- Communication / Cooperation / Collaboration
- Collective action and advocacy (as opposed to working individually) to impact on policy development
- A shift towards aging in place and having choices
- A desire to reduce institutionalized ageism
- The ease with which groups incorporated different and diverse points of view in their plans for action



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Additionally, participants were asked to identify those specific ideas from each presentation that resonated (i.e. “ideas with legs”)

- The need to have sessions like this to learn from each other – The model resonated with participants
- The need to hear more about immigrant and minority seniors
- The idea of a caring community: seniors don’t exist in isolation. There is a desire for more intergenerational cooperation
- A focus on distributing information broadly to people
- The possibility of sharing a list of projects that participants are working on so that others who have an interest can participate.

Strategic Conversation about Successful Aging Ottawa (SAO)

As previously mentioned in the report, SAO is at a critical juncture in its development and is currently considering a visioning exercise. The forum was viewed as an ideal opportunity to obtain input from the participants on this matter. Generally speaking, SAO is considering four broad areas of strategic action – funders, stakeholders, evidence-based practices and the research community.

When asked how SAO could be engaged in each of the above-mentioned areas and what its role might be, the participants expressed the following ideas:

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| <ul style="list-style-type: none">• Act as a link with the Seniors Advisory Council.• Lobby politicians for funding, tools, etc.• Enhance and put into practice the “working and lobbying together” concept (specifying what stakeholders should lobby for).• Continue to convene and act as catalyst (re: implementation).• Act as a clearinghouse of information for providers.• Keep active and maintain visibility.• Assume a role as an educator.• Create a tag to explain who SAO is and what it does.• Compile and use statistics to raise awareness and lobbying.• Organize advertising campaign on aging (ex. “Aging can be cool”).• Encourage collaborative action. | <ul style="list-style-type: none">• Assume a coordinating role. Possibilities included at a service level for seniors (individual): at an organizational level (community), as a response to actions (possibility of funding source for coalition of agencies).• Harness workers’ frustration (“ticked off” frame of mind) to move towards effective community action through prioritization of issues and active change.• Assume role of knowledge disseminator through the sharing of best practices (here and in other communities), compiling and sharing statistics.• Continue to connect people who work with seniors (in person and through the use of electronic tools such as workspace, listservs). |
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Forum Evaluation and Suggested Next Steps

The SAO planning group wanted the participants' input with regards to the use of forums as an appropriate venue for engagement and collaboration. Their reactions were quite favorable, as noted in the following comments:

- Informed component
- Lunch at the beginning was a good “ice-breaker” and “warm-up” for the forum
- Structured component (though participants manifest need to feel balance between what is done in the forum and the hopes generated)
- This venue could be an opportunity to “spread” the news about each other’s projects and accomplishments (through posters, etc.)
- Cross-sectoral participation enhances the richness of the group

With regards to specific next steps the group identified the following:

- Include posters over lunch
- Share resources
- Make a list with names of participants and emails to connect on projects and ideas
- Make a list of participants that are involved in projects related to SAO
- Make a list of existing projects
- Plan poster session (½ day)



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Appendix A – Fall Forum Participants

| NAME NOM | ORGANIZATION / AGENCY ORGANISME / AGENCE |
|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Amos, Stephanie Program Evaluator | RGAP 1053 Carling Ave., Ott. K1Y 4E9 samoson@ottawahospital.on.ca |
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| Bakka, Bev. | United Way/Centraide Ottawa Bbakka@unitedwayottawa.ca |
| Bellows, Michele | Clinical Nurse Coordinator, Centretown Community Health Centre, 400 Cooper St. Michele.mark@sympatico.ca |
| Blakely, Karen Anne | Jewish Family Services of Ottawa –C. 2255 Carling Ave. Ott. K2B 7Z5 |
| Bouchard, Lise-Michèle Executive Secretary | Council on Aging of Ottawa 101-1247 Kilborn Place, Ott. K1H 6K9 l-m.bouchard@coaottawa.ca |
| Breton, Dianne Member of the Council | Council on Aging of Ottawa 3 Bower Street, Ott. K1S 0J9 rdbreton@rogers.com |
| Brown, Dora | Interfaith Network, 14 Bertona Street Nepean, K2G 0W1 debrwb@rogers.com |
| Burrows, Carol Past President | Council on Aging of Ottawa cjrburrows@sympatico.ca |
| Chambers, Larry | Elisabeth Bruyère Research Institute 43 Bruyère Street Ott.ON K1N 5C8 lchamber@scohs.on.ca |

Successful Aging Ottawa was launched June 2002 with the following partners endorsing their support and participation – The Council on Aging of Ottawa, Ministry of Health and Long Term Care, City of Ottawa, Regional Geriatric Assessment Program, Community Care Access Centre, SCO Health Service, Elisabeth Bruyère Research Institute and United Way/Centraide Ottawa.



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| Dalmer, Mohammad | Catholic Immigration Centre Mohamed@cic.ca |
| Davis, Christine President | Social Data Research Ltd. 130 Slater St., Suite 750, Ott. K1P 6E2 cdavis@sdsurvey.com |
| Dobbins, Ann | nonprofsarah@rogers.com |
| Dubois, Catherine Manager, Community Services | South-East Ottawa Community Serv. 1355 Bank Street, 6 th Floor, Ott. K1H 8K7 catherid@seocs.on.ca |
| Eheverria, Martha | OCISO, Club Casa de los Abuelos 959 Wellington Street, W. Ott. K1Y 2X5 abuelosottawa@hotmail.com |
| Gagnon, Carole Director, Community Wide Initiatives | United Way/Centraide Ottawa 106 Colonnade Road, Ott. K2E 7P4 cgagnon@unitedwayottawa.ca |
| Hall, Susan E. Adult and Senior Specialist | City of Ottawa – Recreation Branch 100 Constellation Cres., 8 th F. West Ott. K2G 6J8 Susan-hall@ottawa.ca |
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| Lalande, Madeleine Comité directeur | Council on Aging of Ottawa 17-209 Primerose, Ott. K1R 7V5 No e-mail |
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| Levesque, Johanne Facilitator | |
| Lévesque, Julie Co-Chair Public Health Nurse | Ottawa Falls Prevention Coalition Ottawa Public Health, City of Ottawa, 100 Constellation Cres., 8 th Floor, East Ott., K2G 6J8 julie.levésque@ottawa.ca |
| Loney, Al Executive Director | Council on Aging of Ottawa 101-1247 Kilborn Place, Ott. K1H 6K9 al.loney@coaottawa.ca |
| MacGregor, Betty Lifestyle Enrichment for Seniors Adults | Centretown Community Health Centre LESA Program 420 Cooper Street, Ott. K2P 2N6 bmacgregor@centretownchc.org |
| Martell, Cal Director | Regional Geriatric Assessment Program 1053 Carling Avenue, Level 1, Ott. K1Y 4E9 cmartell@ottawahospital.on.ca |
| Mehrer, Nathalie | Canadian Heating Society |
| Melville, J.P. Cross Cultural Education Coordinator | OCISO 959 Wellington St, West |

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| Milloy, Marjorie Program Manager | Help the Aged (Canada) 1300 Carling Ave., Unit 205 Ott. K1Z 7L2 marjoriemilloy@helptheaged.ca |
| Miskiman, Deborah Program Manager | Central Health Services 301 Laurier Ave. East, Ott. K1K 6P8 deborahmiskiman@centralhealthservices.ca |
| Munro, Donna | Centretown Community Health Centre |
| Ngo-Minh, Chong (Physician - Family Doctor) | Centretown CHC 420 Cooper Street, Ott. K2P 2N6 cngom087@uottawa.ca |
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| Oliver, Erenia Hdez Executive Director | Club Casa de los Abuelos / Grandparents' House, 211 Bronson Ave, Suite 309A Ott. K1R 6H5 abuelosottawa@hotmail.com |
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| Pringle, Doris | COA & Senior Citizens Council of Ottawa |
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| Rosenfeld, Abe | Sandy Hill Community Health Centre 221 Nelson Street, Ott. K1N 1C7 arosenfeld@sandyhillchc.on.ca |
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| Tshimanga, Hippolyto | Council on Aging of Ottawa |
| Whillans, Janet VP Community Building Initiative | United Way/Centraide Ottawa 106 Colonnade Rd, Ott. K2E 7P4 jwhillans@unitdwayottawa.ca |
| Yelle-Weatherall, Joanne Director of Operations | Institute/SAO/SCEO Health Services Élisabeth Bruyère Research Institute 43 Bruyère Street, Ott. K1N 5C8 jyelle@scohs.on.ca |

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