



CHSSN SENIOR WELLNESS CENTRE INITIATIVE

ACTIVITY REPORT - YEAR 2 (2022-2023)

This initiative is made possible through funding from
the Secrétariat aux relations avec les Québécois d'expression anglaise

Secrétariat aux relations
avec les Québécois
d'expression anglaise
Québec 

CHSSN

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HEALTH EDUCATION AND PROMOTION FOR SENIORS: A FOCUS ON PREVENTION

BACKGROUND

This community initiative supports 30 English-speaking organizations to implement face-to face and virtual health promotion activities to isolated English-speaking seniors in 76 sites across Quebec. The main goal of these centres is to break down social isolation, increase access to information in English, and increase autonomy and well-being through purposeful programming.

WHAT MAKES A SENIOR WELLNESS CENTRE UNIQUE?

- Community-based in collaboration with health and social service professionals
- Focus on prevention through health education and health promotion activities
- Culturally and linguistically adapted
- No criteria for participation

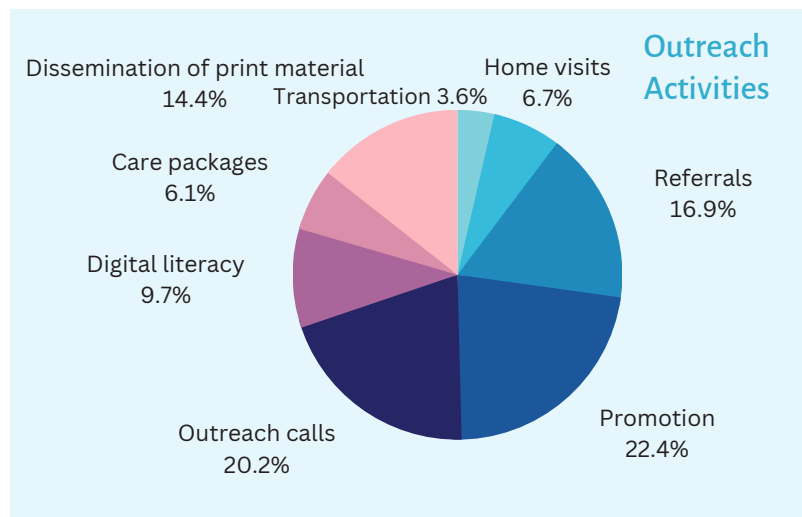
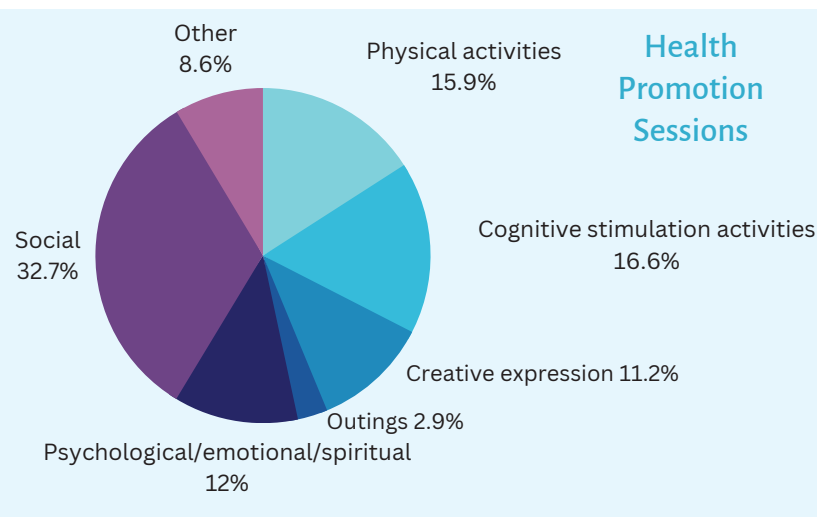
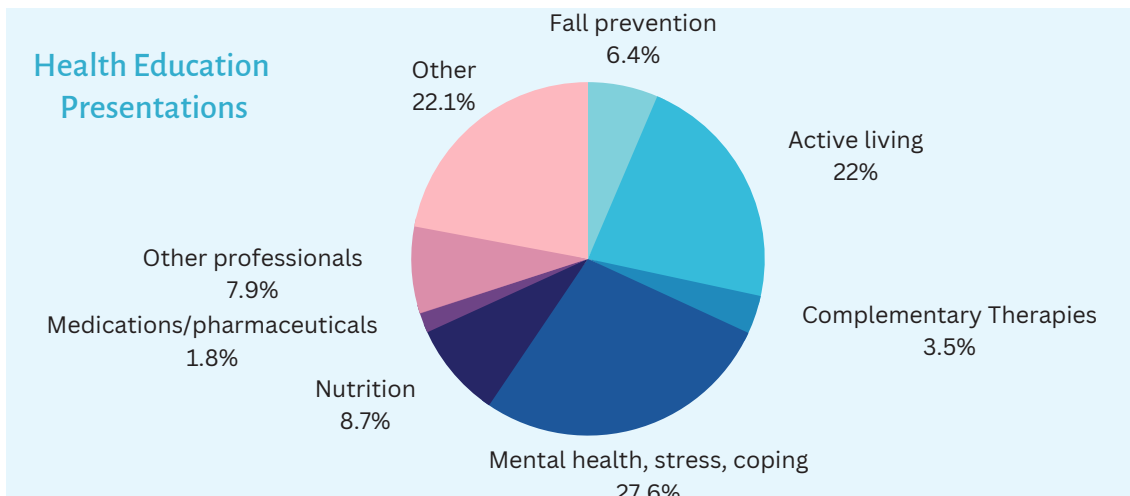
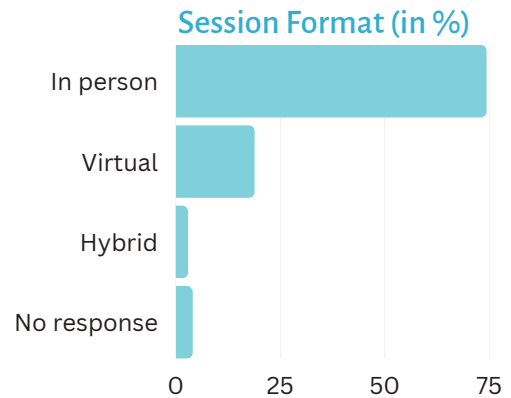
ANTICIPATED ULTIMATE OUTCOME

- Optimal aging in the community for English-speaking seniors in Quebec
See Appendix A for Logic Model

SWC ACTIVITIES AND OUTCOMES

COORDINATE AND DELIVER HEALTH EDUCATION AND PROMOTION ACTIVITIES TO ENGLISH-SPEAKING SENIORS

- ✓ 71 SWC sites open
- ✓ 2434 prevention sessions
- ✓ 30,546 senior participations
(an average of 12.5 participants per session)
- ✓ 5,343 unique senior participants
(73% women)
- ✓ 584 unique volunteers
(68% women)



SWC ACTIVITIES AND OUTCOMES

COORDINATE AND DELIVER HEALTH EDUCATION AND PROMOTION ACTIVITIES TO ENGLISH-SPEAKING SENIORS - CONTINUED

- SWCs have developed partnerships and collaborations with the following health and social services in order to offer activities:
 - Academic institutions, CISSS/CIUSSS, community organizations, private organizations/individual health professionals, CHSSN Community Health Education Program (CHEP), other (i.e., library), etc.
- See Appendix D for a list of successes and challenges for 2022-23

ANTICIPATED OUTCOMES

- Through completion of the above activities, the following outcomes for English-speaking seniors are planned:
- Enhanced health related attitudes, knowledge and skills
- Increased access to information and services in English
- Reduced social isolation
- Increased autonomy and wellbeing
- Enhanced health outcomes

CHSSN ACTIVITIES AND OUTCOMES

PROVIDE FINANCIAL RESOURCES TO NEW AND EXISTING SWCs

- 44 existing sites maintained and 32 new sites financed over 3 years (5 remaining to be opened in 2023-2024)
- See Appendix B for map of SWCs

CONTINUE TO BUILD ON EXISTING COMMUNITY OF PRACTICE (CoP) AND KNOWLEDGE HUB (KH)

- 6 SWC CoP and networking sessions were held with high attendance rates
- 6 online workshops offered to SWC staff
- Knowledge Hub ([Facebook group](#) and shared [Google Drive folder](#)) is updated regularly and is used for sharing resources
- Created and shared over 25 resources, tools and events
- Site visits by the SWC Program Manager to several Senior Wellness Centers in Montreal and surrounding areas took place, the furthest ones being Vision and CASA.
- Note: CHSSN leveraged its own resources including partnerships and funding from sources other than SQREA in order to offer training and workshops to SWC staff
- See Appendix C for list of topics covered in CoP, resources created and shared in KH, and collaborations developed

ANTICIPATED INTERMEDIATE OUTCOMES

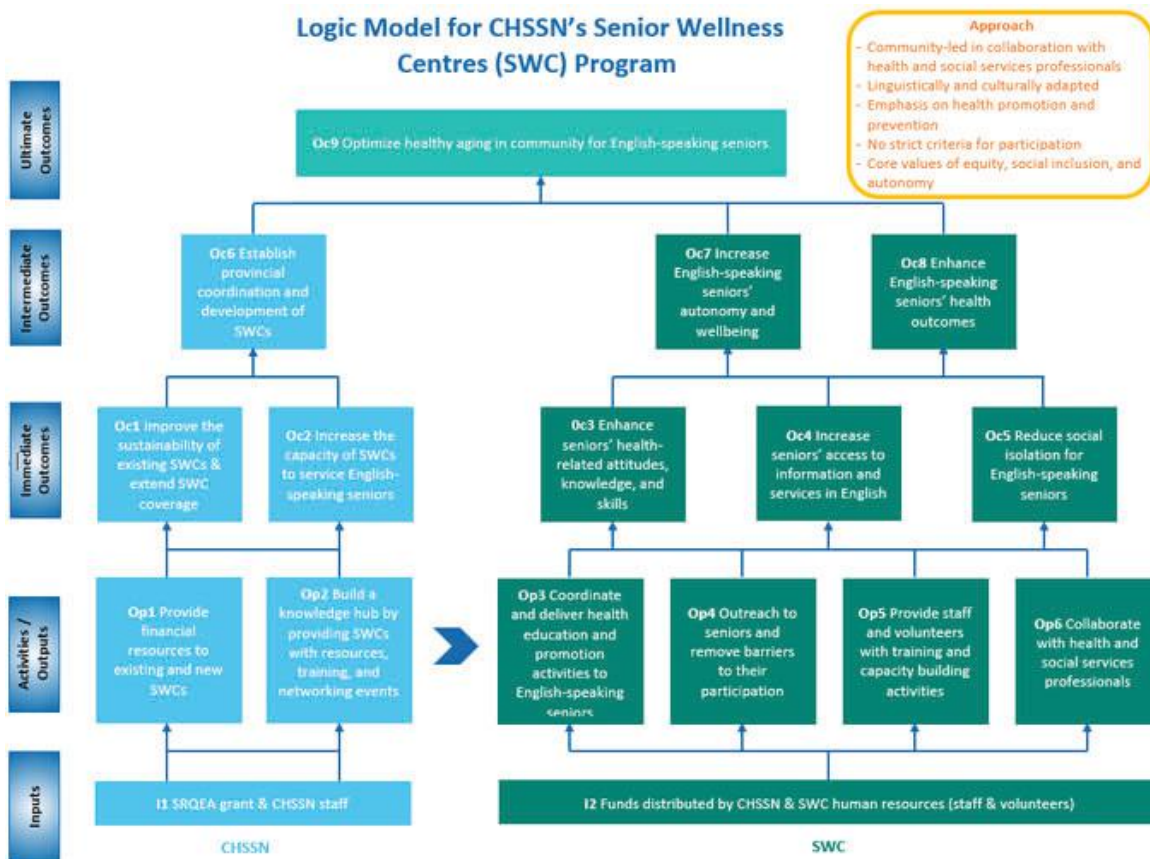
Through completion of the above activities, the following outcomes are planned:

- Improved sustainability of existing SWCs and extend SWC coverage
- Increased capacity of SWCs to service English-speaking seniors
- Established provincial coordination and development of SWCs

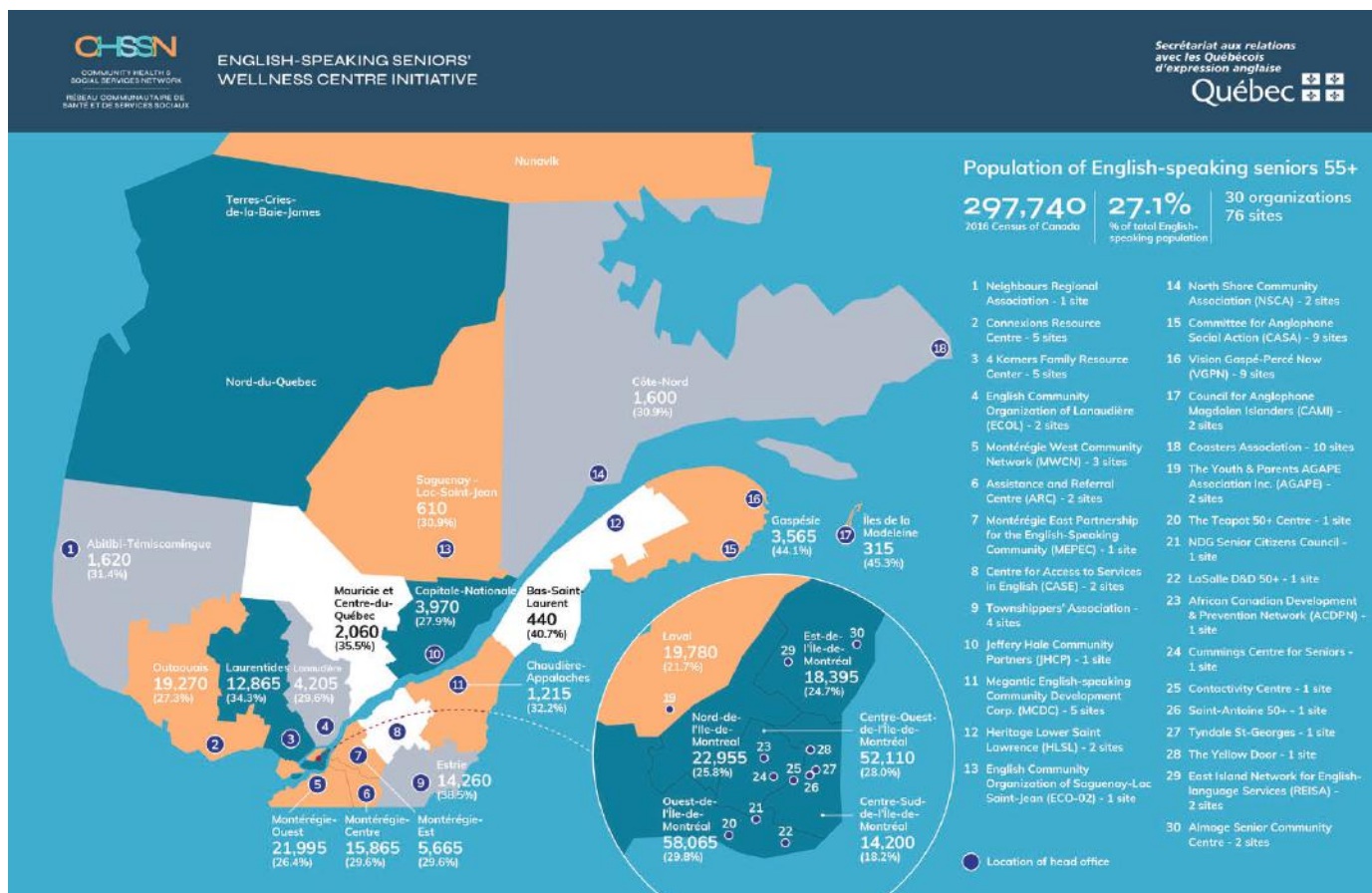
FUTURE PLANS

- Formal Program Evaluation underway - report expected summer 2023
- SWC Retreat - June 6-8, Montreal
- Year 3:
 - Funding approved for Leading Practice Study with the Centre for Research and Expertise on Social Gerontology (starting in spring 2023)
 - Results will be available in June 2023 from CHSSN's collaboration with the Pôle d'expertise et de recherche en santé et bien-être des hommes, et de l'Université du Québec regarding the realities and needs of English-speaking grandparents.

APPENDIX A: SWC LOGIC MODEL



APPENDIX B: SWC MAP



[APPENDIX C: CoP/KH](#)

CHSSN-led Community of Practice sessions

- "Steps to Connect" leisure education program, Recharge program for caregivers, post-pandemic discussion, Seniors Action Quebec resource map
- 4Korners needs assessment
- Culture change in the field of aging, modifiable risk factors for dementia, outreach to men
- ELAN, Aborescence, Knowledge Hub, Health Canada priorities (Home Care, Palliative Care, Long-Term Care)
- Reporting requirements-year 3 work plans, year-end reports, evaluation preparation

CHSSN-led training sessions/workshops offered to SWC staff

- Aging Gayfully with Foundation Emergence
- Steps to Connect with Dr. Susan Hutchinson
- "Ageism at a Glance" workshop with Observatory on Aging and Society
- Mental Health Knowledge and Exchange Networking Event with KDE HUB
- Trauma-informed community work with the Canadian Consortium on Child and Youth Trauma
- Montreal Community Forum on Mental Health #empower

Resources created by CHSSN

- SWC on-boarding guide
- SWC scorecard
- SWC risk management checklist
- Facebook group (for sharing events and information related to seniors)
- Google Drive for shared resources (for sharing evidence-based programming ideas, literature, health professionals, health education modules, etc.)
- Health Education Modules – PowerPoint presentations on End-of-Life, Accessing Senior Services for SWC's to use in programming
- Community Health Education Program (CHEP) webinars - 9 live sessions and 16 recorded sessions available

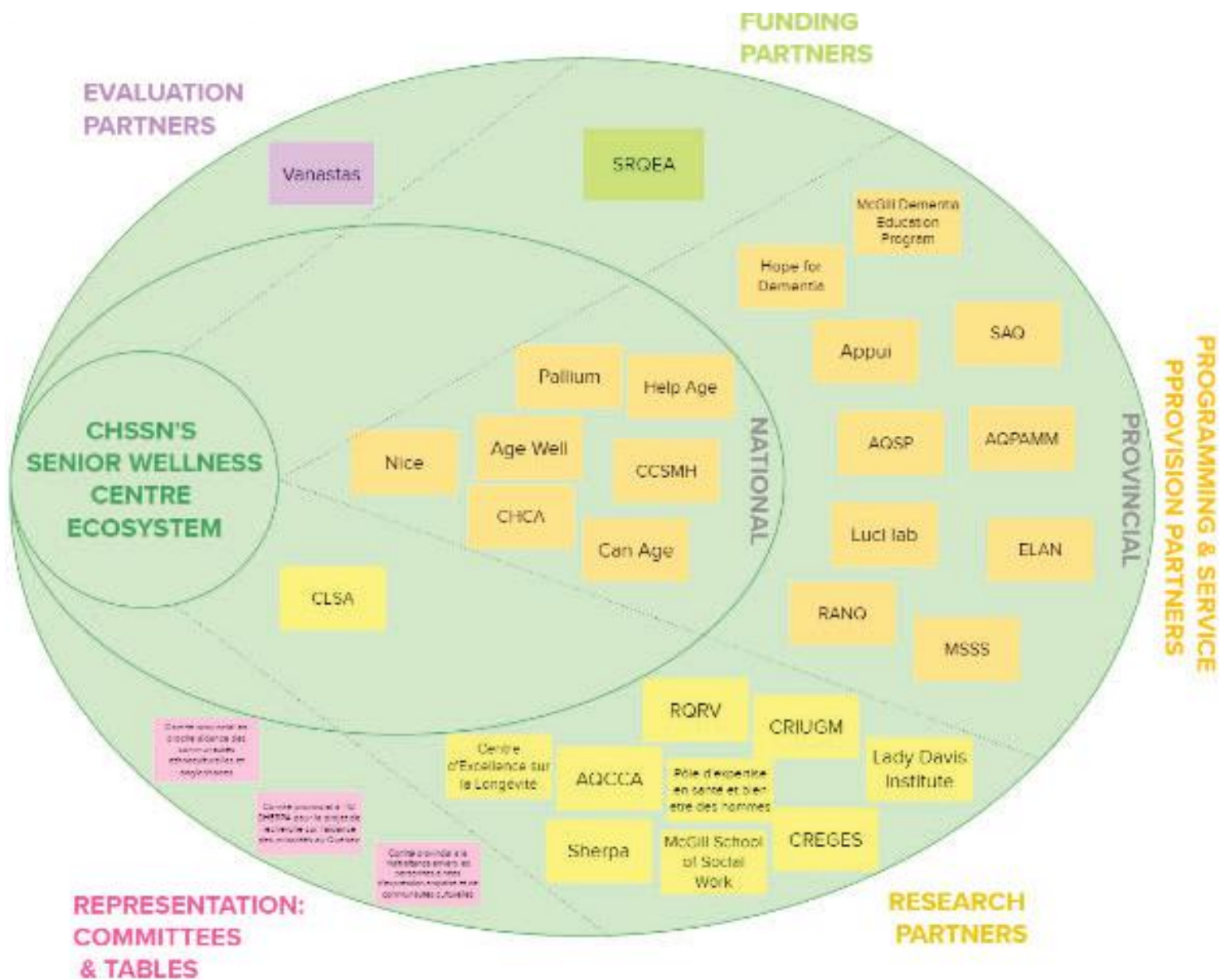
[APPENDIX C: CoP/KH continued](#)

Resources shared with SWC staff (via email, Facebook group, KH)

- Funding opportunities
- Action plans
- Literature
- News articles
- Relevant events for staff and seniors, etc.
- Motitech - pilot project for three SWCs
- Dementia education guides created by a multidisciplinary team at McGill were sent to each SWC

Collaborations and Representation

- SWC 'Ecosystem' project for list of partners (see page 10)
- Invitations received to sit on the following Provincial Committees:
 - Comité provincial en proche aide des communautés ethnoculturelles et anglophones.
 - Comité provincial à l'IU SHERPA pour le projet de recherche sur l'aide des minorités au Québec.
 - Comité provincial à la maltraitance envers les personnes âgées d'expression anglaise et de communautés culturelles
- Invitations received to sit on the following local committees: One Voice - Montreal, QC 50 + - Québec, West-end Intergenerational Network



APPENDIX D: SUCCESSES AND CHALLENGES

Successes

- SWC funding and support helped to increase the capacity of SWCs by hiring new staff, professionals to lead evidence-based activities, speakers to give presentations and information sessions on relevant topics, and by providing training and professional development opportunities for staff.
- SWC activities have resulted in participants feeling more connected with their communities, especially with the return to onsite activities in some SWCs allowing members to reconnect with old friends and make new connections.
- The return to onsite/in-person gatherings allowed for a more diverse array of activities to take place (with an uptick in physical activities) and enabled successful outreach to a group of minority English-speaking seniors with in-person programming.
- As many sites moved to offering more in-person sessions and activities, offering a virtual option for attendance (when possible/applicable) allowed members to participate in the way they felt most comfortable with regards to the pandemic (and for other reasons). Having a virtual option for attending sessions allowed some sites to meet (and at times, exceed) their target participation numbers, increase membership, and allow for continuity of activities despite the pandemic. In some instances, the return to pre-pandemic participation numbers were witnessed.
- Being able to take advantage of webinars such as the CHEP and CoP, members and SWC staff alike have been able to share information and add to their own best practices 'tool boxes'.
- SWCs embraced opportunities fostered by CHSSN to collaborate with other organizations and partners, learn from each other, instil best practices, and create efficiencies as a result.
- Multiple instances of intergenerational activities took place, allowing age groups that might not normally interact to come together and make meaningful connections, foster compassion across generations and nurture a sense of awareness.

Challenges

- Multiple issues are impacting centres' abilities to perform meaningful outreach. Reaching the most vulnerable, isolated, culturally diverse groups of seniors is an ongoing challenge as is finding out where they congregate and engage, and therefore more outreach resources are needed. Finding new members, especially males, is proving difficult.
- Finding and attracting English-speaking professionals/animators to run activities, especially in hard-to-reach locations, and retaining those professionals with competitive wages.

APPENDIX D: SUCCESSES AND CHALLENGES - CONTINUED

- Members are getting older and starting to not be able to come to the centres - in many instances, due to mobility and related transportation issues - requiring a different approach and adaptation of programming to meet their needs. Finding transportation in general to some SWCs remains a challenge (i.e., volunteer drivers).
- Getting people back to in-person activities (and back into the community spaces) has been difficult. Covid-19 is still something that 50+ age group fears, and low rates of participation are being experienced by some centers as a result. On the flip side, a decline of online participation due to a decreased interest in virtual settings is also taking place in some instances.
- Consistently finding activities that meet the needs and interests of a diverse group of participants.
- Financial insecurities due to high and rising costs of living are impacting budgets, resources, materials, and ability to hire and maintain adequate staffing to run the centres (virtual or in-person). Learning and completing reporting requirements while being understaffed due to funding limitations has proven to be very challenging.
- Space limitations (or lack of space) experienced by some centres are not conducive to the physical needs (i.e., there are waiting lists to participate in certain activities due to smaller space to hold sessions) and social needs of seniors.
- Some centres experienced challenges with promotion and getting the word out for activities despite advertising in multiple different channels (online, print, etc.).
- Attempts to provide different methods/options to participate in programming in the winter season such as moving them online (or a hybrid approach) presented challenges and barriers as many seniors do not have access to electronic devices and/or experienced technological challenges.

