



2022 Provincial Summit on Aging Summary Report

April 27-29, 2022

Executive Hotel Vancouver Airport

Richmond, B.C.

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About United Way British Columbia –

working with communities in BC's Interior, Lower Mainland, and Central & Northern Vancouver Island

United Way supports healthy, caring, and inclusive communities by strengthening vital connections that support people in need. Representing the six regions of Central and Northern Vancouver Island, East Kootenay, Lower Mainland, Southern Interior, Thompson Nicola Cariboo, and Trail and District, our organization serves a population of more than 4 million people, with a focus on kids and youth, seniors, poverty, mental health, and food security.

www.uwbc.ca

SUMMIT LAND ACKNOWLEDGEMENT 2022

For thousands of years, First Nations up and down the coast celebrated a rich cultural heritage with fishing being a central element. In what is presently known as Richmond, the Musqueam Nations' stewardship of the land is evident in the long-standing history that pre-dates European settlers. They have stewarded this land and maintained its richness, welcoming at times over sixteen other First Nations to share in their abundance. In the words of Musqueam Councillor Howard Grant, "those who live at the river delta are very blessed and fortunate and are rich in resources and rich in life."

Today, we are deeply grateful to convene on these lands. We are gathering on the unceded territory of the Musqueam Nation. This land is unceded, as it was never handed over by the Musqueam people to the settlers. Therefore, these lands still rightfully belong to the Musqueam people.

We understand the importance of truth and we state this truth to further reconciliation. We want to acknowledge that since time immemorial, the abundance and richness of this land is due to the care and respect of the Musqueam people. We recognize that colonialism has exploited Indigenous sovereignty and jurisdiction. By acknowledging that these lands continue to belong to the Musqueam Nation, we stand in solidarity with them.

Source: <https://www.richmond-news.com/local-news/musqueams-long-history-in-richmond-3561749>
https://www.richmond.ca/_shared/assets/_8_-_FirstNationsBunkhouseProgramPlan_CNCL_02082167712.pdf

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1. 2022 Summit Purpose and Goals

From April 27-29, 2022, [United Way British Columbia's](#) (UWBC) Healthy Aging hosted the third biennial **2022 Provincial Summit on Aging** (Summit) at the Executive Hotel Vancouver Airport in Richmond, B.C.

Driven by delegate interest via community and provincial consultations, previous 2017 and 2019 Summit takeaways, and other Community-Based Seniors' Services (CBSS) activities and insights, the 2022 Summit assembled CBSS sector organizations, older adults, family and friend caregivers, academia, and government representatives to discuss and collaborate on current issues and innovations in healthy aging in B.C., and beyond. The 2022 Summit theme was 'Better Together', and attendees gathered, many for the first time in more than two years, to pave the way towards an integrated, older person-centered model of support in British Columbia.

The Summit provides a valuable forum to facilitate community leaders speaking to and inspiring other community leaders. For the first time, online and in-person participation options were provided to Summit attendees. [Whova](#), an event management app, made this possible, providing comprehensive features including registration, program info and personalized agendas, networking, messaging, exhibitor connections, and more.

The Summit was positioned around several important objectives:

- Address acute challenges faced by the CBSS sector, and the seniors and Elders the sector supports
- Share impacts, showcase leadership, highlight accomplishments, and celebrate successes
- Facilitate networking among leaders from across the province, Canada, and internationally
- Advance sector-led skill development and resources
- Raise visibility of the sector, promote sustained programming, and explore opportunities for building capacity and collaborative solutions
- Identify and solidify ways to work more collaboratively within and across the sector, and within health, government, and academic networks
- Learn from the wisdom and lived experiences of speakers, panelists, and peers
- Identify next steps in the development and growth of the CBSS sector

We welcome you to review the official [2022 Provincial Summit Program](#) for more details about the event, agenda, speakers, panelists, exhibitors, sponsors, and more!



2. Audience Participation & Demographics

After two unprecedented and extremely challenging years, the Summit (originally planned in the fall of 2021) took a purposeful hiatus in service to assembling in-person, with added hybrid/virtual participation options. In addition, participants could also join a selection of Pre-Summit sessions delivered on topics the sector.

The Summit engaged **352¹** in-person delegates and **188** remote delegates from across B.C., Canada, and internationally, with representation from various organizations and groups invested in the CBSS sector.

The Summit was mainly powered by the participation of executive directors, managers, and coordinators from UWBC Healthy Aging-funded organizations (36%) and other local, regional, and provincial seniors-focused non-profit organizations (21%). Presence was also held by leaders from the Community-Based Seniors' Services Leadership Council, United Ways of B.C. and Provincial Working Groups (9%), local governments (7%), academia (6%), the health system (3%), senior leaders in either paid or volunteer roles (2%), and government and community funders (2%). Several delegates categorized their participation as 'other' (14%)².

Additionally, just over one quarter (28%) of participants self-identified as older adults.

3. Attendee Insights

A post-Summit evaluation survey was sent to Summit participants via email and through the Whova platform to gather their feedback and perspectives of the event. In addition to the survey, attendees were invited to provide their event insights in-person using sticky notes on posters.

Below are some informative and enlightening statistics:

General

- 72 responses were received to the online survey (response rate: 23%)
- 78% of respondents participated in the Summit in-person, 22% attended virtually
- Respondents gave an overall rating of 5/6 for the event
- 84% of respondents felt there was ample time for networking

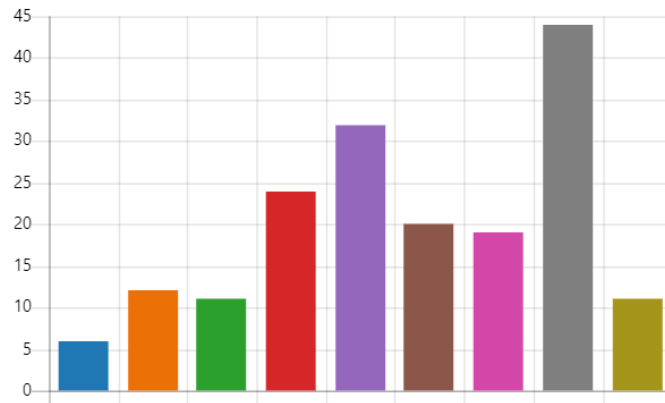
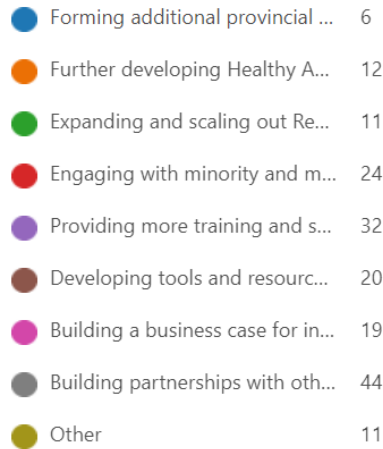


¹ Volunteers, UWBC staff, exhibitors, and sponsors contributed to in-person participation.

² Per registration limitations, delegates could only select one attendance type, though it is well-known that attendees may represent multiple attendee categories.

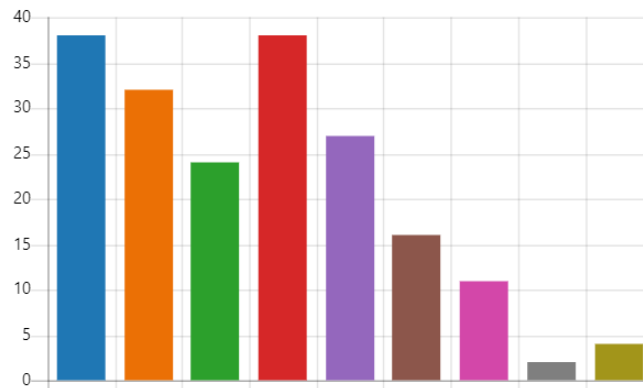
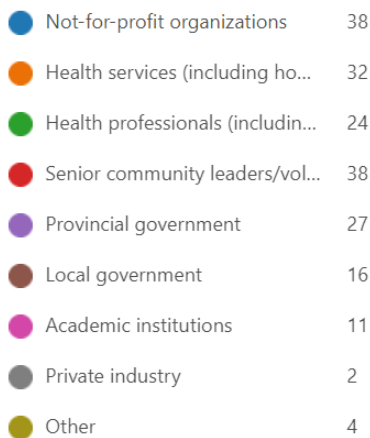
Priorities for UWBC in the CBSS sector

Respondents identified **building partnerships with other stakeholders** (n=44), providing more **training and skill development opportunities** for the sector (n=32), and **engaging with minority and marginalized groups** (n=24) as the top three priorities for moving the CBSS sector forward.



New Connections

Respondents identified **Not-for-Profit Organizations** (n=38), **Seniors Community Leaders/Volunteers** (n=38) and **Health Services** (n=32) as the top three highest priority groups to form connections with.



Important Takeaways

Most qualitative feedback was very positive. The greatest number of respondents expressed a renewed sense of relationship, community, purpose, and inspiration by seeing what challenges everyone is facing and the innovative solutions others are using (n=24).



Many respondents commented that their most important takeaway from the event was that the collaboration of non-profit, healthcare, and government is a critical component to moving forward (n=11), with several saying that coordination of services is an important part of collaboration (n=3).

Many also commented they felt a sense they were not alone and a feeling of validation seeing so many agencies having similar struggles (n=12). Similarly, several respondents commented that being together after such a long absence was important (n=8). Several respondents identified the need for immediate change in the seniors' sector (n=5).

Areas of critique were that the process and communication sent prior to the Summit was confusing, the venue was too small to sustain safe COVID protocols, more movement opportunities and breaks were needed and less condensed days, and more time for networking, small group discussions, self-care, forward-planning work, and Q&A with presenters. Finally, it was noted that more space was needed for Indigenous and cultural perspectives and leadership.

There were also several comments submitted thought the evaluation and by in-person attendees that Better at Home Meetup participants should be able to attend Pre-Summit events, therefore not scheduling the Meetup during dedicated Summit time.

For session-specific feedback, see [4. Session Details, Key Learnings and Next Steps](#).

4. Session Details, Key Learnings and Next Steps

4.1 Pre-Summit Workshops – April 27, 2022

For the first time, four Pre-Summit Workshops were offered in conjunction with the Summit and focused on topics of interest to the CBSS sector, including Social Prescribing, Ageism, Emergency Preparedness, and Caregiving. Almost 400 people participated in the half day sessions - a powerful indication of the relevance and importance of these topics, and continuing conversations and connections still to be had.

Below is some general feedback for the Pre-Summit Workshops:

- 100% of respondents felt the Pre-Summit workshops were valuable and relevant.
- In general, participants felt they gained valuable knowledge by participating.
- Most virtual respondents (90%) noted the sessions were easy to follow online using the Whova platform, and many (75%) agreed or strongly agreed they could participate at an equal level as in-person participants.
- 85% of virtual participants would support blended events like this in the future.



4.1.1 Social Prescribing: A Holistic and Community-led Approach to Health and Well-being

April 27 – 9:00AM-12:00PM PST

Through this interactive workshop, attendees heard more about the Social Prescribing movement and how it connects people with their local communities to improve health outcomes and support individuals to take greater control of their own health.

Participants learned of 'social prescriptions' and supports for older adults from a variety of activities provided by voluntary and community sector organisations, including volunteering, arts activities, group learning, gardening, cooking, healthy eating, and more. Having a connector, link worker, or navigator who works closely with the individual to access local sources of support is essential to the social prescribing model.

This event was moderated by Sonia Hsiung, Director of the Canadian Institute for Social Prescribing and panelists in this session included Dr. Karin Kausky, Whistler Medical Clinic; Angela Pounds, Island Health; Dr. Grace Park, Fraser Health Authority; Sandi Temple, Maple Ridge Pitt Meadows Community Services; Jackie Dickinson, Whistler Community Services; and Chloe Straw, People for a Healthy Community.

The Social Prescribing Pre-Summit Workshop was the most attended of the Pre-Summit sessions, with over 230 registrants, both virtually and in-person. All evaluation respondents (n=35) either agreed or strongly agreed that the session showcased how community groups can work alongside health professionals to improve physical and mental well-being in older adults.

***Next Steps:** Participants are encouraged to become involved in the National Social Prescribing Community of Practice ([register online](#)) to continue to learn more about the growing Social Prescribing movement across Canada and internationally. [Healthy Aging CORE Canada](#) will provide a platform for ongoing information about Social Prescribing including sharing research and resources, events, and moderated discussion forums.*

Recording: Social Prescribing Pre-Summit Workshop: <https://youtu.be/vIZ1iG63s84>

4.1.2 Addressing Ageism: Principles, Strategies, and Tools for Action

April 27 – 9:00AM-12:00PM PST

This interactive session introduced some of the growing number of initiatives aimed at countering ageism, ranging from awareness and education, to advocacy, policy, and legislation. Global, national, regional, and local strategies and programs were presented, including rights-based efforts such as the United Nations Convention on the Rights of Older Persons, as well as other approaches and tools to support dialogue and action aimed at addressing ageism. Various types of ageism stereotypes were explored, alongside the negative health, societal, and economic impacts.

This session was presented by Laura Tamblyn-Watts, CanAge; Margaret Gillis, International Longevity Centre; Dr. Kiran Rabheru, International Longevity Centre Canada; and Barbara McMillan, UWBC.

The Addressing Ageism Pre-Summit Workshop attracted over 80 registrants, both virtually and in-person. From the evaluation survey, respondents (n=25) either agreed or strongly agreed that the session provided

new ideas and tools to support dialogue and action aimed at addressing and discussing ageism. Most virtual respondents could use the Whova platform with ease, however several (17%) felt the session was difficult to participate in collaboratively in a virtual setting and/or or had technical glitches that hindered their ease of participation.

Next Steps: *Participants are encouraged to become involved in advocacy efforts towards plans for a UN Convention on the Rights of Older People through the [International Longevity Centre Canada](#). [Healthy Aging CORE Canada](#) will provide a platform for ongoing information about other relevant initiatives and sharing research and resources, including [ReThinking Aging](#) tools and templates.*

Recording: Addressing Ageism Pre-Summit Workshop: <https://youtu.be/vPiqC9wKOiA>

4.1.3 Emergency Preparedness, Response, and Recovery for Older Adults

April 27 – 1:00PM-4:00PM PST

This interactive workshop focused on what CBSS organizations can do to prepare for and respond to local disasters, and introduced a variety of strategies, tools, and resources designed specifically for supporting older adults and their caregivers in preparing for and managing emergencies more effectively. The session emphasized the importance of communication, coordination, and collaboration among community-based agencies and local government and emergency management staff and first responders, and CBSS staff, and volunteers.

Emergency Management professionals paired with community-based agencies shared “*Lessons from the Field*” in five different topic areas: Neighbourhood Level strategies; Rural and Remote Communities; Language and Cultural Considerations; Community Collaboration; and Older Adults in Emergencies - Special Considerations. The sharing of examples and stories illustrated effective approaches, relevant opportunities, and associated challenges and risks involved in this work.

The session was moderated by Annwen Loverin, Silver Harbour Seniors’ Activity Centre and John Hawkes, North Shore Emergency Management.

The Emergency Preparedness Pre-Summit Workshop was the second most popular Pre-Summit event, with over 130 registrants, both virtually and in-person. Based on attendee feedback, respondents (n=19) either agreed or strongly agreed that the session revealed what CBSS organizations can do to prepare for and respond to local disasters, and ways to support older adults and their caregivers in preparing for and managing emergencies.

Next Steps: *UWBC is releasing an open call for proposals for a one-time grant of up to \$25,000 to Community-Based Seniors’ Services organizations across B.C. to support efforts to plan for – and respond to – extreme weather emergencies such as floods, wildfires, extreme heat, ice storms, and more. Relevant tools and resources will continue to be added to [Healthy Aging CORE B.C.](#), and a group has been set up on CORE to support knowledge exchange on this topic.*

Recording: Emergency Preparedness Pre-Summit Workshop: <https://youtu.be/Yr4ZxFaQWIA>

4.1.4 Accelerating Caregiver Friendly Health Care Master Class: Improving care by identifying, supporting, and including family caregivers as partners in care

April 27 – 1:00PM-4:00PM PST

In this rapid-paced workshop, participants gained knowledge about why health care needs to become more “caregiver friendly”, with supporting evidence and key statistics building a solid case for use in developing policy and practice. Caregiver friendly examples and results were shared from Family Caregivers of BC’s Caregiver Rx Project, comprised of three areas of opportunity: 1) caregiver identification; 2) caregiver referral; and 3) inclusion as partners in care. The session then shared practical tools and resources with the group, along with results from other jurisdictions. Participants generated ideas from each of the three action areas, strategically aligned with the micro, meso, or macro levels of the health system.

The session was presented by Barb MacLean and Wendy Johnstone of Family Caregivers of B.C.

The Caregiver Master Class Workshop attracted over 85 registrants, both virtually and in-person. Evaluation respondents (n=14) agreed that the workshop was relevant and valuable and provided them with an understanding of the context and role of family caregivers, and practical tools and templates to build their own caregiver-friendly health and social action plan.

Next Steps: An action plan template designed to encourage follow-up was provided; group work and brainstorming generated ideas to kick-start thinking; and each participant was challenged to commit to their “one thing” they would do after leaving the workshop, with a specific focus on taking action to accelerate caregiver friendly health care in their communities and regions.

Recording: Caregiver Master Class Pre-Summit Workshop: <https://youtu.be/KFYTcyw6v7A>

4.2 Summit Day 1 – April 28, 2022

4.2.1 Opening Remarks & Welcome Addresses

April 28 – 8:30AM-10:15PM

On the morning of April 28, 2022, Elder Mary Point greeted delegates with a powerful expression of welcome and reflection on behalf of the Musqueam Nation and peoples, on whose land the Summit was hosted in what is now known as Richmond, B.C.

Emcees Laura Tamblyn-Watts and Margaret Gillis officially welcomed attendees and provided opening remarks on behalf of the Summit Planning Committee and CBSS Leadership Council, emphasizing the theme of “Better Together.”

Linda McPhail, Acting Mayor, City of Richmond, gave greetings on behalf of Richmond Mayor Malcolm Brodie and Richmond City Council, laid out the strategic initiatives of the City of Richmond, and offered well-wishes for a successful event.



The Federal Minister of Seniors, Honourable Kamal Khera, M.P., spoke of the Government of Canada's proactive decision-making and united stance with CBSS agencies to ensure programs and policies are in place to meet the needs of an aging population. She acknowledged that CBSS agencies play an important role in enabling older adults to stay at home and in community for longer and to successfully age in place. Minister Khera also offered heartfelt thanks to CBSS sector leaders for their compassion, kindness, and dedication during an unprecedented time.

Parliamentary Secretary Mable Elmore, MLA, brought greetings on behalf of Health Minister Adrian Dix and the Ministry of Health, and recognized the steadfast work of CBSS leaders in helping seniors live healthier, more independent lives. P.S. Elmore acknowledged the growing need for initiatives such as UWBC's Digital Learning Pilot, which provides education, training, and technology resources to community-based agencies and their program participants. She reminded us of the virtues of patience, compassion, and caring, and that it is through collaboration that we can improve the lives of seniors and Elders in B.C.

Overall, survey respondents (n=64) felt the opening remarks and welcome addresses were relevant and engaging, helping set the tone of the event. Most comments were positive for the Opening Plenary, the speakers, and content. Some critiques were that the opening speeches were too long, while others felt that content was too similar to previous Summits.

Recording: Plenary: Opening Remarks and Welcome Addresses: <https://youtu.be/Gt2LqIE2N5Y>

4.2.2 Plenary: "Where We've Come from to Where We Are"

In this session, CBSS Leadership Council Co-Chairs Annwen Loverin and Marcy Cohen celebrated progress of the CBSS sector, highlighted journeys and accomplishments, and paid homage to the large provincial network that has been built through collaborative efforts.

Main topics discussed were historical landmarks paving the way towards better integration of programs, services, and supports; the breadth of community connections; new approaches to support B.C.'s diverse aging population; the strengthened voice and profile of the sector; and the COVID-19 pandemic's impact on those most vulnerable. This engaging session showcased the history of how far we have come, and the importance of building meaningful relationships with seniors, the need for intersectoral and ministerial partnerships, the key role volunteers play, and the need for core services in all communities.

In general, most survey respondent comments were highly positive, such as "inspiring", "impactful", "engaging" (n=18). Many positive comments were received about the presenters' style and delivery. Respondents also commented they were appreciative the content gave some historical context. Critiques were that the session was too long and didn't give time for Q&A.

Recording: Plenary: Where We've Come from to Where We Are (51:15): <https://youtu.be/Gt2LqIE2N5Y>

4.2.3 Demonstrating Impact: Healthy Aging Program Stories & Reflections

April 28 – 10:45AM-12:30PM

This plenary dove deep into UWBC’s Healthy Aging investments and illustrated the overwhelming impact in-community programs play in supporting older adults, volunteers, caregivers, and communities. Each program presented in Pecha Kucha style, sharing “the sound of conversation” and heartfelt journeys of programs staff and their participants by way of visual imagery. Through storytelling, this session emphasized the importance of scaling up and solidifying established programs, addressing the Social Determinants of Health through services and programs, and striving for diversity and inclusion across all grant streams.

The session was moderated by Bobbi Symes, Assistant Director, UWBC, and panelists included:

- Kali Smith, Lake Country Health – *Grant: Family & Friend Caregiver Supports*
- Eda Ertan, Collingwood Neighbourhood House – *Grant: Social Prescribing*
- Keiko Funahashi, Tonari Gumi – *Grant: Therapeutic Activation Program for Seniors (TAPS)*
- Robert Goluch, Squamish Men’s Shed – *Grant: Men’s Sheds*
- Janet Filipenko, South Okanagan Seniors Wellness Society – *Grant: Digital Learning Program*
- Jeannie Furmanek, South Vancouver Neighbourhood House – *Grant: Better at Home*
- Tammy Gray, Wavefront Centre for Communication Accessibilitiy – *Grant: Better at Home and TAPS*
- Christina Ragneborg, Abbotsford Association for Healthy Aging – *Grant: Navigation & Peer Support*

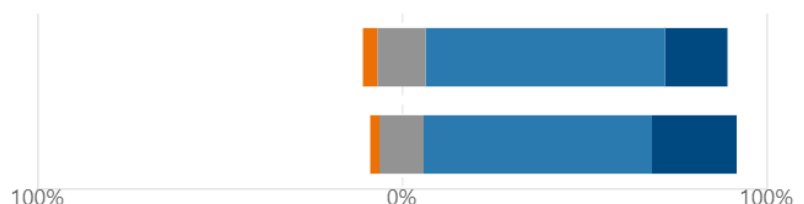
Additionally, this session emphasized learning and evaluation as a key component of program development and success. In closing, Elayne Mclvor, Wynona Giannasi, and Jennifer Hystad from Howegroup spoke of their findings from the interim summative evaluation of Family & Friend Caregiver Supports, Social Prescribing, and TAPS programs. Aimed at assessing and communicating the effects and changes of these programs on the people and communities they are designed to serve, evaluation findings included: improved understanding of the role of CBSS agencies within the overall health system; increased referrals and strategy-sharing between funded organizations; increased integration of Home Health, Primary Care, and CBSS services; and more appropriate use of health care resources.

In general, respondents felt positively about the Demonstrating Impact session. 82% either agreed or strongly agreed that the Pecha Kucha format was informational and engaging, and 86% of respondents either agreed or strongly agreed that the session helped them better understand the program streams funded by UWBC. A few respondents did not like the panel format or felt there were too many panelists and not enough time to explore the programs in more depth.

■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly agree

The Pecha Kucha format of this session was informational and engaging

This session helped me to better understand the program streams funded by UWBC

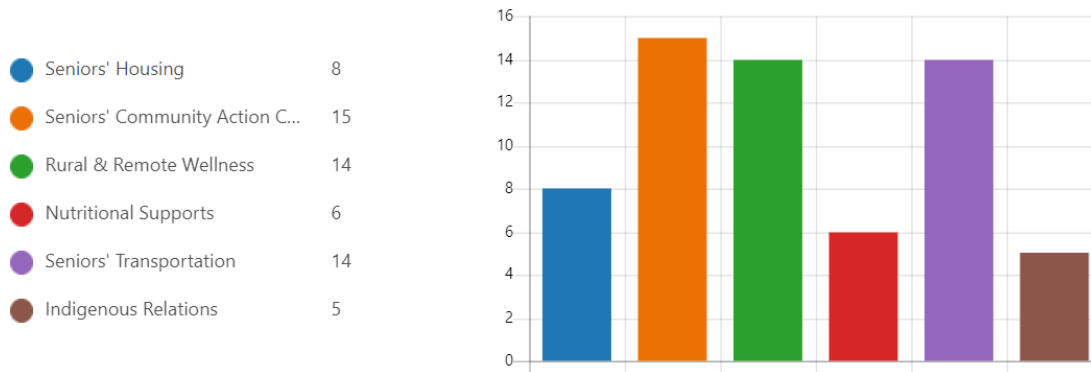


Recording: Demonstrating Impact: Healthy Aging Stories & Reflections: <https://youtu.be/dAQDSSLDPw0>

4.2.4 Open Space: Provincial Working Groups

Following lunch, representatives from Provincial Working Groups set up displays and were available in an open space format to: share information about their Group’s mandate, priorities, activities, and progress; answer questions and hear from Summit participants about relevant programs, resources, issues, gaps, etc. in their communities relevant to the Working Group areas of focus; and gather input from attendees to inform Working Group activities.

The Seniors Community Action Committee was the most frequently visited Working Group by survey respondents (24%), followed by Rural & Remote Wellness and Seniors (23%), then Senior’s Housing (13%).



Through the evaluation survey, participants had the option to comment about what they considered the next steps for the Provincial Working Groups. Of the 15 responses provided, the top priority and next step identified by participants was collaboration between the Provincial Working Groups themselves, or among the Provincial Working Groups, Government, Health, and the private sector. Additionally, some mentioned the expressed value of using the energy and ideas of Provincial Working Groups and turning them into action.

A total of 88% of respondents reported being able to learn about specific working group priorities through the open space format, either definitely/yes (51%) or somewhat (37%). 12% were not able to learn through this format and several suggested a different format in future years, stating it being uninformative and disorienting.

4.2.5 Concurrent Workshops – Skills & Resources:

In the afternoon, five one-hour concurrent skills workshops were offered, and repeated, so that delegates could attend up to two different workshops. These interactive sessions focused on topics relevant to CBSS organizations and offered practical information, tools, and resources. Although not sufficient time to get into the topic in depth, the workshops were designed to provide an introduction and associated resources so that participants would know how to follow up for more detailed information.

Most of the comments were positive and delegates found the concurrent sessions to be excellent and informative. Suggestions included more practical ways of applying the data provided, more applied experiences, and more time for questions, discussions, and to complete activities.

1. Bridging the Digital Divide, Let's Talk

This workshop addressed and discussed the digital divide in Canada, and attendees gained a greater knowledge of resources to help older adults use tech, where to find resources, hear from specialists working in the field, and share ideas with one another. The Solutions Rooms activity was an engaging activity inviting participants to ask questions about older adults and technology, followed by a rapid resourcing sharing component.

The expert panel included: Angela Brooks, UWBC; Nicole Perry, HelpAge Canada; Linda Fawcus, Gluu Society; Rich McAloney, CTAAN, Shelley Schnee, Century House; and Kat Barrette and Rakhshanda Ansari, North Vancouver City Library.

78% of respondents who participated in the session agreed or strongly agreed that the content was relevant and useful to their work. 78% felt the session provided them with new resources and tools for their work; however, only 54% felt the session helped them develop new skills. 69% felt the session gave them valuable knowledge and information that will impact their work.

2. We see MOVEment! Regional, Provincial and National Perspectives on Seniors' Transportation

In this workshop, participants heard about the activities of the Provincial Working Group on Seniors' Transportation, its progress to-date, and indications of progress on the seniors' transportation front in B.C., and Canada more generally. Attendees also learned about promising models of seniors' transportation operating in B.C., the Seniors on the Move systems-change project including the recent, first-ever B.C. Seniors' Transportation Survey, and work on seniors' transportation at the national and international levels, which also pointed to promising models of age-friendly transportation to emulate in B.C. Discussion groups brought further innovative visions for transportation and generally supported the idea of Seniors Transportation Resource Hubs in the province.

Expert speakers in this session included: Dr. Beverley Pitman, UWBC; Janette McIntosh, Better Environmentally Sound Transportation (BEST); Kate Hosford, SFU Faculty of Health Sciences; Aislin O'Hara, O'Hara & Associates; and Pablo Zacarias, BEST.

82% of respondents felt the content in this session was relevant and useful for their work. While only 40% felt the session provided them with resources and tools that will positively impact their work, 80% agreed it provided them with valuable knowledge and information that will impact their work.

3. Intergenerational Programs and Partnerships

Through an introduction to InterGenNS [Intergenerational North Shore], this workshop provided research and examples highlighting the value of intergenerational programs and partnerships. The InterGenNS Steering Committee was formed to mobilize, enhance awareness, and investigate the current state of intergenerational initiatives. InterGenNS is developing a Program Directory to help connect people across multiple generations, while also developing a Resource Hub that will help organisations and community groups develop and sustain more inter-generational initiatives. These projects have been launched to actively facilitate a North Shore community that is connected, inclusive, and age-friendly.



Speakers included: Rachelle Patille, Simon Fraser University; Sue Carabetta, North Shore Community Resources; and June Maynard, InterGenNS [Intergenerational North Shore].

77% felt the content was relevant and useful to their work. 65% agreed the session provided them with tools, yet only 42% felt the workshop helped them develop new skills. Lastly, 78% felt the knowledge and information gained through the session was valuable.

4. Rural Realities of Aging and Wellness

Participants of this workshop learned of the challenges rural communities face with access to transportation, recreation, healthy food, supportive social networks, and other community supports. Billions of dollars are produced and extracted from rural communities in B.C., but funding rarely goes back to support people living there even though costs may be higher for seniors in rural communities, with minimal affordable home care options and limited transportation options. Strategic priorities were discussed, including more patient-centred services, private care, and seniors' liaison pilots.

Speakers included: Jane Osborne, Regional Mentor, BCCRN; Janice Murphy, Kootenay Boundary Community Services Co-operative; and Paul Adams, BC Rural Health Network.

An overwhelming 93% of respondents who participated in the session felt the content covered in this session was relevant and useful to their work. 70% felt the session provided them with new resources and tools, and 50% of respondents who participated felt the session helped them develop new skills.

5. Building Capacity for Meaningful Participation by People Living with Dementia

This workshop focused on the Building Capacity Project, a research partnership with community leaders and people with lived experience who are working towards creating more opportunities for inclusion and meaningful community participation by people with dementia.

Speakers included: Alison Phinney, Centre for Research on Personhood in Dementia; Andrea Monteiro, Community Relations; Mary-Jane MacLennan, Westside Seniors' Hub; and Myrna Norman, dementia advocate, author, and person with lived expertise.

85% of respondents agreed that the content was relevant and useful to their work. 83% felt the session provided them with new useful resources and tools, and 84% felt the session helped them develop new skills that will positively impact their work.

4.2.6 Day 1 Closing: Keynote Address by Dr. Naheed Dosani & Cultural Performance

Wrapping up Day 1, Kahir Lalji, Provincial Director, Government Relations & Programs, UWBC, welcomed keynote speaker Dr. Naheed Dosani who spoke on health inequities, homelessness, access to care, justice-based systems, and the lived experiences of vulnerable older adults through his address on: “Improving healthcare for elders experiencing structural vulnerabilities - a case study of Living and Dying on the Streets”.

Dr. Dosani’s presentation on the nature of the care and support he and his team extend to seniors living on the streets of Toronto spoke powerfully to the importance of providing for the social determinants of health in the case of structurally-disadvantaged individuals.

Feedback was overwhelmingly positive for the evening keynote session. 97% of respondents who were present used some form of “insightful”, “profound”, “powerful” to describe Dr. Naheed Dosani’s Keynote Address.

To close the evening, the Summit welcomed a special performance by the MOSAIC Multicultural Seniors Choir. Members of this group share a love of music, enjoy learning English through songs, meeting new friends, and they invite other seniors to join their music community. The Choir is committed to empowering seniors through active community engagement.



Recording: Keynote: Dr. Naheed Dosani & Cultural Performance:
<https://youtu.be/Ud-oReU4dlE>



Amazing presentation!! It really got me thinking about vulnerable people in rural and remote communities and how they access health care and preventative care.

Moving and inspiring -- very relatable to our sector.

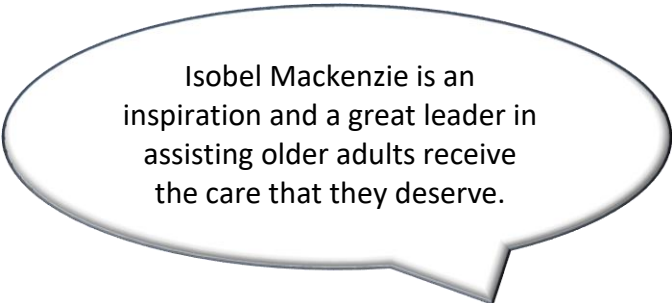
Our entire table was enrapt by his passion for health equity and the eye-opening content of his presentation. Excellent.

4.3 Summit Day 2 – April 29, 2022

4.3.1 Opening Plenary with B.C. Seniors Advocate & Keynote Address by Dr. Samir Sinha

Day 2 opened with a future focus on the strategic use of networks, collaborative systems, initiatives, and strategies, and our influence on the health system and local government.

The morning began with Gregor Sneddon, Executive Director of HelpAge Canada, highlighting some key innovations and strategies his agency employs to address social isolation and loneliness, such as access to and help with technology, digital programming, and digital literacy supports in Canada and beyond.



Isobel Mackenzie is an inspiration and a great leader in assisting older adults receive the care that they deserve.

Gregor introduced B.C. Senior’s Advocate, Isobel Mackenzie, who reflected on the CBSS sector’s rallied response to the COVID-19 Pandemic, noting “the community-services sector, with only a 20% increase in funding, increased by 100% the number of people it served, and increased by 500% the number of services it delivered. That’s the power of this sector.” She reminded attendees of the powerful desire of people to age in place, and that it is the ‘other’ people in seniors’ lives –

networks and programs provided by the CBSS sector - that impact the day to day lives of the disproportionate number of seniors living on low-incomes and the subsequent impacts.

91% of respondents who were present used some form of “engaging”, “excellent” and “informative” comment to describe Isobel Mackenzie’s address.

Recording: Opening Plenary and B.C. Seniors Advocate: <https://youtu.be/hjLyXTJNzyM>

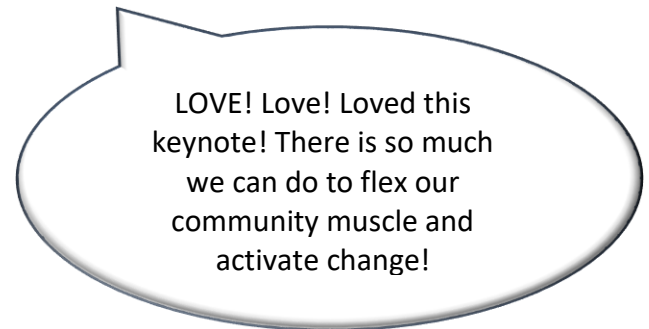
Next, keynote Speaker Dr. Samir Sinha presented on “Harnessing the Power of Community to Activate Systems Change.” He discussed how the COVID-19 pandemic has influenced our views on long term and palliative care, how Age-Friendly and Dementia-Friendly communities are foundational to aging in place, and that community-led systems change promotes integrated care and supports for seniors and Elders.

He identified the persistent and staggering barriers to integrating care and supports for older persons and reminded delegates that different lenses need to be applied and respected, given different situations and environments.



He also argued that long term care should not be limited to the space of facilities only, but rather, with an aging population, to be practiced community wide. Finally, he presented innovative and proactive models that support more flexibility to providing elder care supports.

96% of respondents present described this session with terms such as informative, inspiring, amazing, interesting, compelling, and inspirational.



Recording: Keynote Speaker: Dr. Samir Sinha: <https://youtu.be/oOh1Gf7eH-k>

4.3.2 Panel: Collaboration in Innovation and Systems Change

Helen Cooper, a volunteer with the Oasis program in Kingston, ON, facilitated a panel on collaboration in innovation and systems change to support aging in place. Panelists highlighted what systems change looks like in different contexts through examples of the Frome model in the UK, and Oasis in Ontario.

Panelists included:

- **United Kingdom** – Frome Model Integrated Community Project
Julie Carey-Downes, Area Lead, Health Connections Mendip
- **Ontario** – Oasis - an older adult-driven model of aging well in community, located in naturally occurring retirement communities (NORCs)
Dr. Vincent DePaul, Associate Professor, School of Rehabilitation Therapy, Queen's University
Dr. Catherine Donnelly, Associate Professor, School of Rehabilitation Therapy, Queen's University

These initiatives demonstrated the effectiveness of strategic use of networks and partnerships in systems change at multiple levels.

The panel discussion was very well received. 90% of respondents felt the panel discussion was relevant and informative. 77% of respondents felt better equipped to bring these ideas to their work following the session, and 82% expressed they would like this topic to be further explored in the future.

Recording: Panel: Collaboration in Innovation & Systems Change: <https://youtu.be/mFRdp3Ka6AI>

4.3.3 Introduction to Where We Want to Go & Summit Closing

To inform priorities for the next two years, facilitated table discussions explored the questions: *What do we need to retain and strengthen?* and *What do we need to change?* through the lenses and levels of organization, community, and sector.

Key points raised focused on:

Funding and Support:

- **Retain/Strengthen:** Capacity building; multi-year funding; funding for housing, transportation, seniors' groups, long-term care, JEDI and health equity work; integrated and community-specific models; operating grants, not project grants
- **Change:** Funding models that are streamlined, flexible, sustainable, and long-term (instead of pilot funding); diverting funds from hospital beds to home care and increasing funding for services for homeless seniors, addressing housing rental crisis, medicine management, nutrition, occupational therapy, basic medical care, attending emergency or medical appointments; also OAS, GIS, disability supports

Collaborative Strategies and Partnerships:

- **Retain/Strengthen:**
 - Strengthen connections, networking, information sharing, and collaboration among service providers, organizations, and communities; formalize interagency connections and groups for networking; collaborative tables to come together for resources, both virtual and in-person
 - Strengthen capacity to share project learnings across sector
 - Build connections with other sectors
 - Seniors' councils revitalized and at the table
 - Address impacts of poverty and discrimination
 - Resource hubs; collaborate to create an asset map
 - Work with Division of Family Practice; incorporate more primary care partners at the table for planning and strategy
 - More culturally-specific partnerships
 - Include Indigenous people on an equal basis
 - Intergenerational programs/volunteers
- **Change:** Develop partnerships to provide holistic care and services - Health Authorities, Primary Care Networks (PCNs), community-based social services, businesses, and leveraging community connections to enhance impact

Programs/Services/Support for Seniors:

- **Retain/Strengthen:**
 - Supporting those living alone; programs that support agency and independence
 - Continue to have in-person, virtual, and hybrid programs; retention of pilot projects; sustain successful programs and resources created during COVID
 - Expand Better at Home
 - More: social prescribing; accessible and affordable housing options and supports; support with banking, medical appointments, health connection/navigation; Age-friendly communities; emergency preparedness community champions; Community Response Networks; healthier seniors task team; food security/food hub with range of different services;



stay-at-home; adult day centres and programs; coordinated transportation for vulnerable seniors; small shuttles in rural areas; check-ins in emergency conditions; rural paramedics

- Culturally specific; LGBTQ+ specific
- Reconnecting with seniors we lost during the pandemic
- Increased transparency; regular and ongoing feedback

▪ **Change:**

- Creating more equitable services; focusing on need, not age; wrap-around services, i.e. one-stop shop; reaching those who are isolated; providing services in language of choice
- Scaling Effective and Essential Programs: Scale model programs, reduce duplication; increase evaluation and dissemination among stakeholders

Policy/Advocacy:

▪ **Retain/Strengthen:**

- Ensure seniors' voices heard
- Advocacy for policies related to: home-based care; prevention; financial support; care for caregivers; violence/abuse prevention; optimal health and wellness; infection prevention; social inclusion; economic security; disaster response
- Inclusion: Redefine aging; inclusive and non-stigmatizing language; include those not typically included in decision-making
- Reframe dementia/cognitive impairment from a health issue to a social issue
- Evaluation approaches that respect grassroots work



- **Change:** Integration with health system at all government levels; reduce disjointed care, and reframe how the sector integrates with primary care

Education/Training:

▪ **Retain/Strengthen:**

- Attract health sciences and gerontology students to the field; attract people with more skills to the field; subsidize students in Gerontology; university courses on working with people with different needs
- Build/enhance skills of existing staff; professional development, webinars
- Increase dementia awareness; reducing stigma; emergency preparedness; trauma-informed training; digital inclusion literacy
- Education and outreach to high schools
- Chronic care self-management programs
- Relevant and appropriate culture and language; inclusion/cultural competence; ensure communication options that are accessible to all
- Writing grants

- **Change:** Building ties among academic institutions and the sector to access ongoing and integrated training for CBSS staff and volunteers and to attract more health sciences, gerontology, and social work students to the field

Volunteering:

- **Retain/Strengthen:**
 - Value of a volunteer coordinator; sharing resources; sustainable professional development
 - Intergenerational programs/volunteers
 - Provide honorariums for some volunteer experiences
 - Attract and train more volunteers; keep volunteers involved; nurture returning volunteers; appreciation
 - Spread awareness of value of volunteering
- **Change:** Systems level coordination of volunteer recruitment and retention to develop volunteer programs with youth, retired professionals, etc.

Participants also discussed ideas for strengthening/improving internal infrastructure and resources in their agencies.

Upon closing, Keirsten Fisher, Executive Director of Seniors Services at the Ministry of Health offered gratitude, enthusiasm, and a commitment to working more closely together as we move forward.

Kahir Lalji, UWBC, closed the Summit by providing well-wishes for a safe travel home, and bright, collaborative discussions and undertakings into the future.



5. Exhibitors & Sponsors

Exhibitors and sponsors had the opportunity to showcase their organization, products, services, research, and other information to over 600 in-person and virtual Summit delegates from the Community-Based Seniors' Services (CBSS) sector in B.C., and beyond. With priority given to not-for-profit vendors, the Summit provided valuable exposure to key stakeholders and event participants, and a strong network to connect and partner with. Exhibitors and sponsors included non-profit agencies in B.C., educational/ academic institutions, government agencies, health care products and services, and more.

A special thank you to our generous and committed sponsor and exhibitor partners:

Sponsors

Gold

- FortisBC

Silver

- Blue Sea Foundation
- Eugeria
- HelpAge Canada
- Lifeline
- Mosaic Home Care Society
- Ontario Brain Institute



Exhibitors

- Active Aging Society
- Arthritis Society
- BC Association of Community Response Networks
- BC Care Providers Association | EngAge BC
- BC Centre for Palliative Care
- BC Health Coalition
- BC Seniors Advocate
- Better Environmentally Sound Transportation
- Book Table, presented by United Way British Columbia's Healthy Aging Program
- CanAge
- COSCO Senior Citizens' Organizations of BC
- COSCO/Seniors Health and Wellness Institute
- Do Gooders
- Family Caregivers of BC
- Healthy Aging CORE
- Langara College Gerontology Program
- Mens' Shed Association of British Columbia
- RCMP Federal Policing Prevention and Engagement (FPPE) | the Bank of Canada
- Self-Management BC / UVic Institute on Aging & Lifelong Health
- Simon Fraser University - Gerontology Research Centre



- Stayhome-Living
- SUCCESS
- TransLink
- United Way British Columbia Healthy Aging
- University of British Columbia (Flipping Stigma Project)
- University of Victoria - KISS-AT Research Project - IALH

7. Going Hybrid with Whova – The Summit’s Virtual Event Platform

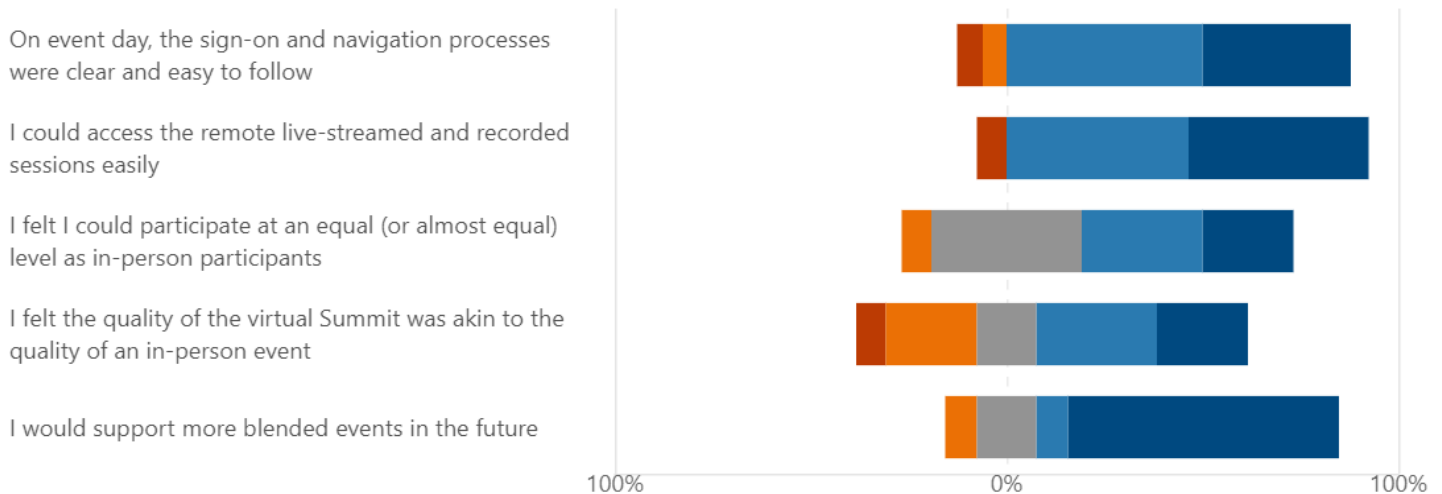
UWBC was thrilled to be able to offer the Summit as a hybrid event so both in-person and virtual participants could engage and enjoy the events, including multiple live-streaming sessions and recorded content, an in-conference app, links with exhibitor and sponsors, networking opportunities, and more, all through the dedicated [Whova](#) platform.

A few fast facts:

- 87% of Summit attendees downloaded Whova (*Whova average’s rate: 71%*)
- 83% of Whova users opened UWBC’s announcement leading up to and during the Summit
- 41% of Whova users set up their own agenda for personalized use
- 844 private messages were sent among participating users
- 401 individuals participated in Leaderboard activities and contests
- 120 photos were shared on Whova with over 250 ‘likes’
- Sponsors were promoted to users over 88,000 times

Most virtual respondents felt that Whova’s log in, accessibility features, and navigation process were simple and easy to follow (88%), and 92% felt they could easily access remote sessions. Just over half (54%) felt they could participate at an equal level as in person, and the same percentage felt the quality of the virtual event was equal to the level of an in-person event. 77% of respondents would support blended events in the future.

■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree



8. Other Digital Content

2022 Summit Welcome Video: <https://youtu.be/ZJ00Sp36LWo>

2022 Summit Thank You Video: <https://youtu.be/fkuzfg05TBM>

Event photos, full agenda, travel information, and more:

<https://bc.healthyagingcore.ca/group/022-provincial-summit-on-aging>

9. Key Contributors

The list of contributors is long, and the Summit would not have been possible without the valuable insights, support, and collaboration of several individuals and organizations:

Summit Executive, Operations and Program Committees

- Marcy Cohen, Co-Chair, CBSS Leadership Council
- Gloria Gutman, President, North American Chapter International Society for Gerontechnology, Vice-President International Longevity Centre-Canada, Professor/Director Emerita, SFU
- Andrew Wister, Director, Gerontology Research Centre & Professor, Gerontology Department, SFU
- Sheila McDonald, Better at Home Coordinator, Prince Rupert Seniors Centre
- Kahir Lalji, Provincial Director, Government Relations & Programs, UWBC
- Bobbi Symes, Assistant Director, Healthy Aging, UWBC
- Barbara McMillan, Provincial Coordinator, Community Engagement, UWBC
- Camille J. Hannah, Provincial Coordinator, Healthy Aging, UWBC
- Angela Brooks, Provincial Coordinator, Special Projects, UWBC
- Jean Rikhof, Provincial Coordinator, Data & Reporting, UWBC
- Pinder Rehal, Senior Communications Specialist, UWBC
- Amaan Ali-Fazal, Communications Specialist, UWBC
- Jessamine Liu, Administrative Assistant, UWBC

And our entire UWBC Healthy Aging Team!



And a special thank you to our volunteers:

Andre Michaud, Angela Gagne, Anna Katrina Fernandez, Baoqi Chen, Betty Chan, Catherine Tong, Charlie Zhao, Christiana Mi, Frank Deyell, Henry Yuan, Joe Zhu, Judi-Ann Payne, Kate Hosford, Lisa Akizuki, Maryam Rahimi Darehchi, Masa Kateb, Muhammad Afzal, Nora Montiel, Precious Udoh, Robbie Umbao, Rochelle Garfinkel, Nery Santos, Shixin Gao, Syeda Haleema Sadiya, Tabassum Chagani, Tatman Stephen Lau, Wong, Manisha Cheema, Gina Johnson, Lawrence Portigal, Juliana Li, Ronalyn Pedronan, Felix Jr. Plesco, Hilary Xi, Myrna Norman, Dominique Slowey, Hubaib Amin, and Jeanne Morton, and our amazing UWBC volunteers: Manfred Barrenechea, Jenny Souk, Andrew Procknow, Jennifer Marshall, Kendahl Cardinal, Vishad Deeplaul, and Jen Cowden.

UWBC is excited to announce the next Summit on Aging will be held in the fall of 2024.

Until then!

