

## Appendix C: Guiding Principles

<b>Person-Centred</b>	Seniors and their caregivers are at the heart of our work, guiding the design and delivery of Healthy Aging programs at the local, regional, and provincial levels. By meaningfully engaging with those we serve—as well as the volunteers and staff who deliver services—we aim to ensure our programs are responsive to diverse needs, shifting priorities, and lived experiences. Their ongoing feedback shapes both programming and decision-making, helping to ensure relevance, impact, and respect at every stage.
<b>Responsive &amp; Flexible</b>	Programs are responsive to the local community context in which the work takes place, such as geography, demographics, available services, gaps/needs, opportunities, and readiness.
<b>Evidence-Based</b>	Our programs are evidence-based and their design is informed by international, national, and local research evidence; the experience of CBSS agencies; and the values of the communities and seniors we serve. We strive to continuously incorporate research and emerging evidence-based practices into our programs. The Determinants of Healthy Aging that our programs seek to address are grounded in research and established frameworks, and are aligned with our sphere of influence and the specific needs of seniors.
<b>Community Development</b>	The United Nations describes community development as “a process where community members come together to take collective action and generate solutions to common problems.” Our work is driven by the community and dedicated to serving the community. Our programs have and will continue to be grounded in real-world evidence of specific strategies and approaches that have proven to be effective in communities across BC. Solutions to common challenges are created by and with the community, ensuring that the CBSS sector is leading the way with local innovations from the ground up. Ongoing learning from communities allows our work to shift and adapt over time.

<b>Collaborative &amp; Connected</b>	We recognize that organizations and groups have greater potential to create change when they work as a united front, rather than operating in isolation. Our programs adopt a collaborative approach where multi-sectoral partners offer their unique strengths and capacities to better support seniors and their caregivers.
<b>Innovative &amp; Sustainable</b>	We prioritize services that support locally-defined visions for sustainability (e.g., prioritizing and aligning with other services) and innovation (e.g., demonstration/testing of new approaches to support learning and explore efficacy).
<b>Learning, Growth &amp; Accountability</b>	Our programs are supported by a broader 'learning systems approach' adopted by United Way BC. The main intention with this approach is to create a safe space where identifying and addressing areas of needed improvement is not seen as a failure or something to hide, but as a learning opportunity. In a learning system, data, evidence, and experience are continuously collected and integrated into practice to support agencies to improve their programming.