

Webinar:

Multicultural Supports for Older Adults

July 7th, 2020



Healthy Aging

by **United Way** At home. In community.

*Healthy Aging by United Way
acknowledges the
traditional, ancestral, and
unceded territories of the
First Nations of British Columbia,
on which we gratefully
work and gather.*



Webinar Instructions

- Everyone will **remain muted** and **cameras will be off**
- You will be prompted to reflect and provide feedback throughout the presentation – please look out for “**Polls**” throughout the webinar
- There will be a **10-minute question period** at the end – use the “**Q&A**” feature to ask questions at any time, and the question will be posed to during the questions period
- Webinar is recorded and posted on [Healthy Aging CORE](#) – slides will also be made available

Webinar Goals

- Provide update on progress of Inter-Faith/Inter-Cultural Provincial Working Group
- Introduce Healthy Aging CORE's new group area on this topic
- Introduce a new Intercultural Toolkit and Screening Checklist
- Provide insights on how the Toolkit could be used in a community organization setting

Intercultural Toolkit

for Community-Based Seniors' Services (CBSS) Organizations
in British Columbia



Presenters:

Daisy Au - Coordinator, Seniors Club, Specialized & Innovative Programs, MOSAIC

Michael MacNeil - Community Engagement Program Assistant, Population Health Team, United Way of the Lower Mainland

Keiko Funahashi - Reaching Out Program Coordinator for Tonari Gumi (Japanese Community Volunteers Association)



Interfaith/Intercultural Working Group

- Inter-faith a sub-category of Inter-culture
- One of the Six Provincial Working Groups under the Community-Based Seniors Services (CBSS) Leadership Council emerged from the Raising the Profile Project
- Represent a diverse membership

Interfaith & InterCultural Communities

Mandate:

The purpose of this group is to explore and recommend innovative and inclusive approaches to support older adults from diverse communities, cultures and faith groups, including Indigenous Elders. This group will champion and advocate for approaches to better include Ethnic Older Adults into community based programming and will initiate demonstration projects/initiatives to promote learning and sharing, encouraging, older adults to better understand one another.

Activities:

- Shine the light on challenges/gaps/successful programs that may exist in engaging older adults to engage in intercultural/interfaith communities.
- Develop Calendar of cultural events.
- Build library of resources that promote/advocate for intercultural/interfaith engagement.
- Create opportunities to engage older adults to celebrate and learn from different cultures and different faith groups.
- Lead/Champion projects/initiatives/activities (social media, face-to-face, online) that promote intercultural/interfaith engagement for older adults
- Information Sharing.
- Determine a suite of recommendations (Policy, funding or other) that Highlight engagement strategies for ethnically diverse communities. This



What we know

- Conducted a literature review on how to improve the capacity of intercultural senior programs in BC
- Reflect the need to address the wellbeing of all seniors in the context of multiculturalism and superdiversity
- Develop cultural competency with respect to communication



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What we heard

- CBSS Regional Consultations across BC

Cultural programs are more than just about culture – They provide social, nutritional, etc. opportunities”

Cultural communications – can’t separate language from culture

Neighbourhood houses are generally very good at inter-cultural activities.

Need for toolkit resources and use of CORE as forum for discussion, sharing ideas, best practices etc.

More collaboration among programs/service providers



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Moving Forward

- Transition to an Open Discussion Group on CORE
- Increase membership and diversity
- Relationship building
- Promote learning and sharing
- Develop a Community of Practice
- Engagement strategies for ethnically diverse communities
- Building and supporting local capacity of individuals as well as organizations

HEALTHY AGING

CORE

Collaborative Online
Resources & Education

BRITISH COLUMBIA

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**The knowledge hub for Community Based
Seniors' Services organizations and allied
agencies and individuals in British Columbia**

Are you an older British Columbian looking for information or assistance?

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MULTICULTURAL SUPPORTS FOR OLDER ADULTS

JOINED ▼

Open group | 23 members

[Group Home](#)[Discussions](#)[Resources](#)[Events](#)[Training](#)[Members](#)[Membership](#)

SUBJECT AREA

- Any - ▼

CATEGORY

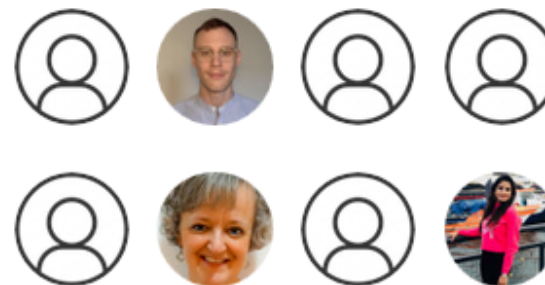
- Any - ▼

KEYWORD

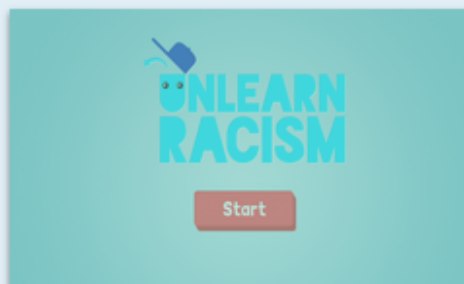
 UNITED WAY ONLY

FILTER

ABOUT THIS GROUP



All members in this group

**Faith-based nonprofit groups addressing seniors poverty****New website: Surrey Intercultural Seniors Social Inclusion Partnership (SISSIP)****Unlearn Racism: Interactive learning resource and discussion guide**

GROUP DISCUSSIONS

**Resource Sharing**

Introduction to the Intercultural Toolkit

- Why this Toolkit was developed
- How it was developed
- Brief overview of the main steps



Intercultural Toolkit Checklist

This Checklist is part of a two-piece toolkit.

For details and guidance on each Checklist step, and accompanying research findings, examples, and contextual considerations, please review the *Intercultural Toolkit for Community-Based Seniors' Services (CBSS) Organizations in British Columbia*.

Phase 1: Reflecting and Assessing.

Step	Actions	Special considerations	<input checked="" type="checkbox"/>
Define your mission for cultural competency	Identify a mission statement, visions, goals, values, and policies and procedures for cultural competency	<p>If your organization does not have an existing mission statement with an inclusion and diversity component, develop one.</p> <p>If it does, it should highlight existing goals, values, and visions.</p> <p>Specify actions to attain your goals and visions for each level: individual, program, organization, and community.</p> <p>Organizational policies and procedure should be representative of your vision statements and be based on principles and values for culturally competent service delivery and eliminating racism and discrimination.</p>	
Conduct a cultural audit / assessment of your program, organization, and community	Identify the cultural groups within your organization and your community	<p>Consider groups of different faith, ethnicity, country of origin, language, sexual orientation, as well as Indigenous groups.</p> <p>Consider other demographic factors, such as socioeconomic status, education status, and physical ability, for further inclusion.</p> <p>Keep in mind that there is diversity within diversity and cultural groups are not homogenous.</p>	
Self-reflect		<p>Identify your own biases, personal beliefs, and misinformation about different groups as well as those that exist within your program and your community.</p> <p>Consider how these biases will affect your ability to work and communicate with different groups.</p>	
Acknowledge current relationships		<p>Consider existing alliances, current or historical conflicts, shared values, and previous effective partnerships.</p> <p>Keep in the mind the historical complexity to relationships between Indigenous and non-Indigenous groups.</p>	
Assess existing level of cultural competence		<p>Review Step 2c (in Toolkit description) on different levels of cultural competency: knowledge, awareness, sensitivity, competency.</p> <p>Consider the need for cultural competency training for yourself or your staff: many options are available in B.C.</p>	
Research your		Research the demographic make-up and trends of your	

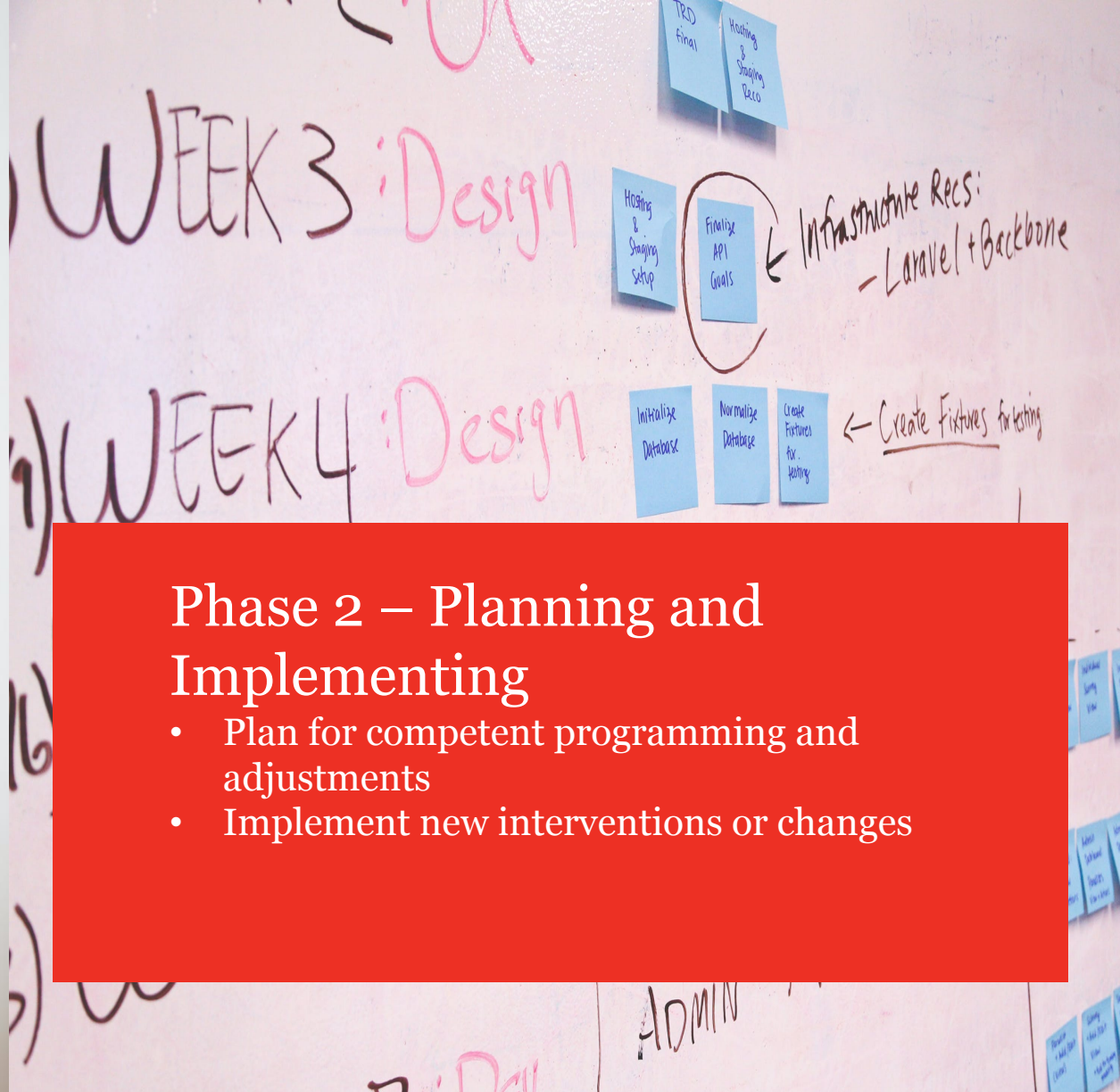
In British Columbia

- 200,000 Indigenous peoples (First Nations, Inuit and Métis)
- 30% of British Columbians immigrated here. 40,000 new immigrants every year
 - About 20% of immigrants are seniors - 40% of seniors are immigrants
- 1/3rd of the province's first language is not English or French



Developing the toolkit

- How-to, step-by-step approach to cultural competency & relevancy
- For CBSS sector, community organizations in BC
- Concise checklist
- Interfaith and Indigenous perspectives
- Evidence-based, through secondary (“desk”) research



Phase 1 – Reflecting and Assessing

- Develop a purpose, mission, visions, values, policies, and goals for cultural competence.
- Cultural audit / assessment

Phase 2 – Planning and Implementing

- Plan for competent programming and adjustments
- Implement new interventions or changes

Reflecting and Assessing

- Identify your purpose/mission, goals, visions, values, policies and procedures.



Diversity and Inclusion

United Way of the Lower Mainland strives to be a model of diversity and inclusion. It is our goal to attract and develop a diverse and inclusive Board of Directors, staff and volunteers who represent the many faces, cultures and walks of life in our community. We believe that bringing diverse individuals together and valuing their unique attributes, characteristics and perspectives allows us to collectively and more effectively address the issues that face our communities.

Cultural audit/assessment

- Identify the different groups in your community.
- Self-reflect.
- Acknowledge current relationships.
- Assess your existing level of cultural competency.
- Do some research.





Planning for culturally competent programming and adjustments

- Engage with community members from diverse groups.
- Engage with other organizations in the community.
- Identify existing strengths and assets.
- Increase the cultural diversity of staff and volunteers.



Implementing new interventions or making changes

- Consider important cultural factors.
- Consider tips for inclusivity.

Important cultural factors to consider

- Gender
- Language
- Family structure
- Life experiences
- Deep vs surface culture

For Indigenous groups specifically

- <- These factors, and..
- Traditional practices for health and wellness
- Food
- Oral communication
- Elders
- Interdependence over independence

Tips for inclusivity

- Religious Holidays in program calendar and communication
- Encourage newcomers to learn about Indigenous populations and Black Canadians
- Non-English language and non-mainstream marketing channels for outreach strategies.
- Group activities that are not strongly language dependent: e.g., food, music, art, festivals.
- Consider literacy levels
- Consider transportation



Implement new interventions or making changes

- Set action goals and specific activities based on engagement and research
- Continue evaluation and engagement (Community of Practice).



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BY KEYWORD

Multicultural

APPLY

CATEGORIES

Choose

SUBJECT AREA

- Information, Referral, & Advocacy
- Organizational Development
- Social Connectedness
- Wellness & Mental Health
- Ageism
- Education, Recreation, & Arts
- Food & Nutritional Support
- Safety, Security & Personal Planning
- Transportation

Integrating multicultural seniors in an age-friendly community
FINAL PROJECT REPORT

Exploring an age-friendly future for the seniors of North Vancouver, British Columbia

Report: Integrating multicultural seniors in age-friendly communities (North Vancouver)

Silver Harbour Seniors' Activity Centre, Lionsview Seniors' Planning Society, the City of North Vancouver

DOCUMENT

British Columbia Ministry of Health
Patients as Partners Initiative

Intercultural Community Engagement Tip Sheet for Chinese and South Asian Populations

The purpose of the Patients as Partners Engagement Tip Sheet is to provide guidance and support to health care organizations in their patient, family and community engagement activities. The Tip Sheet is intended for use by engagement staff, health service practitioners, program managers, community development officers, and all health care and service providers who work on engagement projects related to the co-design of health care. This Tip Sheet applies to all three elements of health system engagement: individual care programs and community services, and system redesign and is closely used with the Patients as Partners Engagement Framework.

Tipsheet: Intercultural community engagement for Chinese and South Asian populations in healthcare

Ministry of Health, B.C.

DOCUMENT

COVID-19 Multilingual Resource Options

One of our partners at REACH has been collecting links for information on COVID-19 that provide multilingual resources. Some of these links may be shared to you, others may have new information. Let us know if we missed anything.

COVID-19 Multilingual Resource Options

WEBSITE

AMSSA
Strengthening Diversity In BC

COVID-19 resources for settlement services (for immigrants and newcomers)

AMSSA

WEBSITE

WelcomeBC

Videos: How to use BC transportation (public transit, drivers licenses)

WelcomeBC

VIDEO

CORE
Public Health Functions for BC

Evidence and best practices for food security and food programs in BC

B.C. Ministry of Health

DOCUMENT

Addressing social isolation among immigrant and refugee seniors
Environmental scan of programs and services in Canada

AMSSA
Strengthening Diversity In BC

MOSAIC

Additional Resources on this topic:

- Search by key word
- Search in Resources or Group, or with magnifying glass icon in header
- Search by Category or Subject Area
- Type in “webinar” to locate this and all webinars
- Visit websites of partner organizations, such as MOSAIC

Questions?