

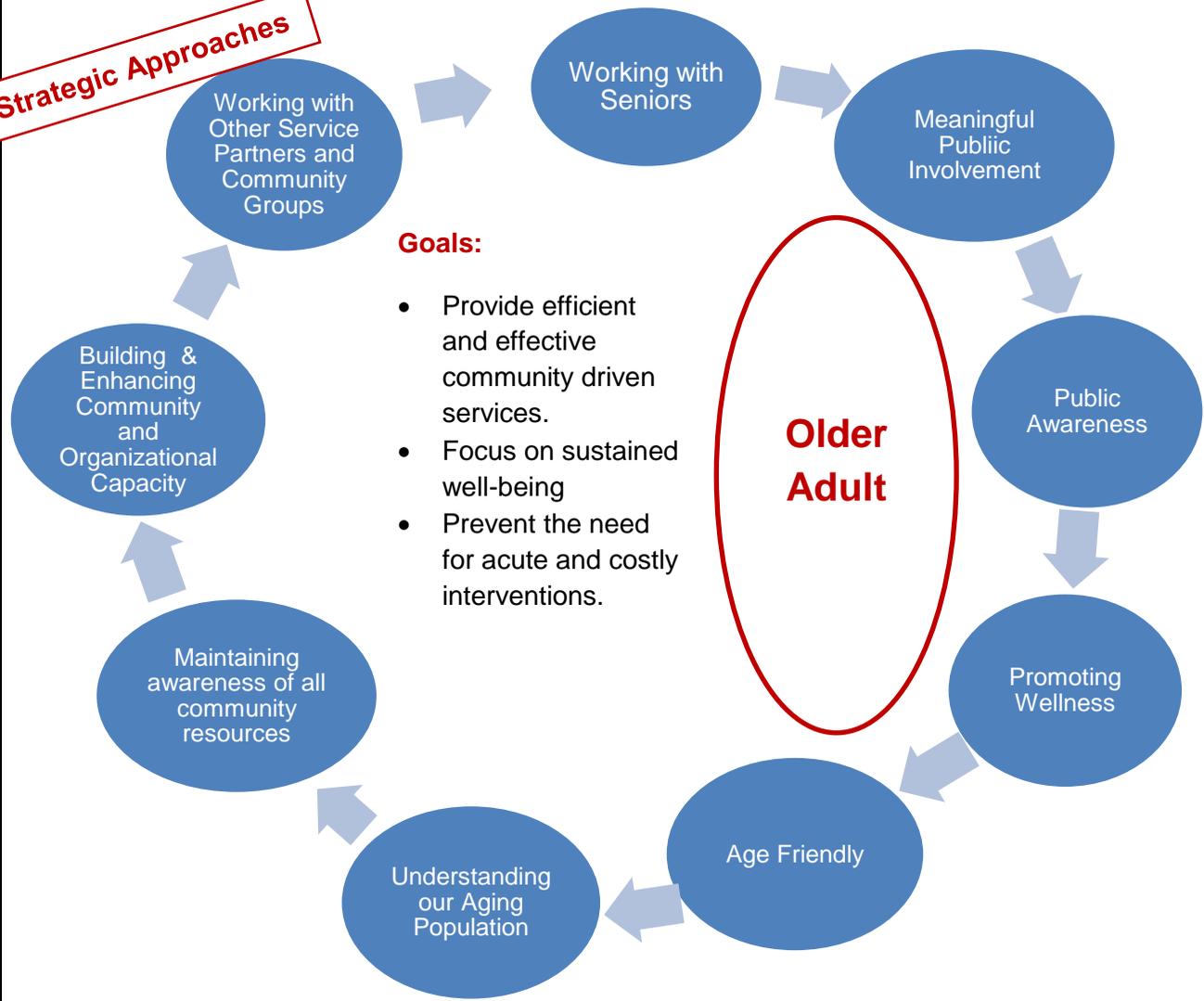
# Support Services to Seniors Framework

**Role Statement:** To deliver community based-community run programs and services for older adults which promote health and well-being and assist older adults to continue to live independently in their communities. Through collaboration and partnerships across various health, social services and community sectors, Support Services to Seniors promotes healthy aging and applies a health equity lens.

**Vision:** Healthy People, Vibrant Communities, Care for All

- Support Services to Seniors**
- Seniors Resource Finders (formerly Community Resource Councils)
  - Senior Centres (SC)
  - Support Services in Group Living (SSGL)
  - Tenant Resource Programs (TRP)
  - Congregate Meal Programs (CMP)
  - Rupert's Land Caregiver Services – Caregiving with Confidence
  - CNIB
  - A & O: Support Services for Older Adults
  - Meals on Wheels of Winnipeg, Inc.
  - Manitoba Association of Senior Centres
  - University of Manitoba - Deer Lodge Centre Dental Program
  - Creative Retirement Learning Centre
  - Alzheimer Society of Manitoba
  - Healthy Aging Resource Teams
- Support Services to Seniors not only provide service but also enables access to a broad range of services.

**Strategic Approaches**



- Key Issues (2015)**
- Addressing Health Equity
  - Increasing Public Awareness
  - Enhancing Mental Health Promotion
  - Promoting Injury Prevention including Falls Prevention
  - Addressing Social Isolation
  - Supporting Healthy Nutrition
  - Enhancing Volunteer Management
  - Addressing Transportation Issues
  - Addressing Elder Abuse
  - Addressing Affordable & Accessible Housing
  - Addressing Caregiving Supports
  - Addressing Sustainability

## Support Services to Seniors and Patient Flow

Patient flow is a term used to describe how people move through various components of the health-care system, regardless of where they entered it

### Support Services to Seniors supports Primary Prevention by:

- Promoting wellness;
- Preventing illness and disability;
- Preventing the need for acute and urgent services;
- Preventing use of emergency rooms;
- Having social support networks may be as important as established risk factors such as smoking, physical activity, obesity and high blood pressure;
- Addressing the health determinants (e.g. gender, income & social status, culture, social support network, personal health practices & coping skills); and
- Supporting discharge planning back to the community;

### Support Services to Seniors include:

- **Seniors Resource Finders (formerly Community Resource Councils)** link and refer seniors to community support, programs and services in their community area.
- **Tenant Resource Coordinators (TRC)** develop and coordinate a service plan for the tenants in 55+ buildings. The services delivered include information and referral, advocacy, grocery shopping, friendly visiting, health clinics, errands etc.
- **Congregate Meal Programs (CMP)** promote independence and good health by providing well-balanced, nutritious meals, fulfill the social needs by bringing people together in-groups, and eliminate the loneliness often associated with eating alone.
- **Senior Centres (SC)** are a community focal point where older adults come together for programs and services that maintain and improve health, quality of life, support independence and encourage involvement in community life.
- **Supports to Seniors in Group Living (SSGL)** housing with enhanced support services that supports health promotion and independence with a goal of aging in place.
- **Rupert's Land Caregiver Services** supports caregivers of older adults by providing services such as time out for caregivers, telephone support, support groups and education, information and referral and the ring a ride program.
- **Meals on Wheels of Winnipeg Inc. (MOW)** coordinate a home delivered meal program available five days per week throughout the city; in selected areas there is seven-day service.
- **CNIB** works with individual's to achieve full independence and equality for people who are blind or visually impaired.
- **Deer Lodge Centre Dental Program** offers a home dental program and Deer Lodge Centre dental program to provide care for individuals with specialized dental care
- **Creative Retirement Manitoba** offers interactive lifelong learning opportunities.
- **A & O Support Services for Older Adults** provides specialized services for older Manitobans across the province.
- **Alzheimer Society of Manitoba** provides services that enhance the quality of life of people with dementia and their families.