



Year One Evaluation Report:
Creating Community for Isolated Ethno-Cultural Minority Seniors

SOCIAL PLANNING COUNCIL OF OTTAWA



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Keeping Ottawa Seniors Connected (KOSC)

KOSC is a Collective Impact Initiative designed to measurably reduce the rate of social isolation in Ottawa's pre-senior (ages 55 to 64) and senior (ages 65 and over) populations. Grounded in the knowledge of local community leaders and service providers, and in the most up-to-date research and statistical data about the risk factors that make seniors vulnerable to becoming socially isolated, KOSC focuses its efforts on those who face barriers to participations, due to low income, mental, physical, or cognitive disability, elder abuse, poor official language skills, and rural residency¹.

As a Collective Impact Initiative, KOSC rests on five interconnected components:

1. A shared understanding of the issues surrounding senior social isolation, and a shared agenda and vision about how to address the issue in Ottawa.
2. A shared measurement system to assess the progress of KOSC towards its stated objectives.
3. Mutually reinforcing activities that address different main factors that increase vulnerability to senior social isolation – low income, disability, poor official language skills, elder abuse, rural residency.
4. Continuous communication between the partners and the broader community of stakeholders to build mutual trust, facilitate inter-sectoral learning and cross-fertilisation of promising approaches and practices, improve and refine shared understanding and vision, and sustain mutually reinforcing activities.
5. Backbone support provided by the Council on Aging, through the KOSC team, composed of the KOSC Director, the KOSC Lead Evaluator, and the KOSC Co-Evaluator. The Director provides ongoing administrative and communication support and works closely with the Evaluators to: guide and refine KOSC programs, processes, practices, visions and strategies; to better align the activities of partners and other stakeholders; to mobilize the will of the broader community, including that of different levels of government and the private sector, to address the issue of senior social isolation; to mobilize additional resources to advance KOSC objectives; and to facilitate continuous evaluation processes.

KOSC is composed of seven funded partners and of a Social Inclusion Stakeholder Table:

- ✓ The **Council on Aging of Ottawa (COA)** serves as the **Backbone Organization** providing administration, communication and evaluation support organization for the collective.
- ✓ The **Catholic Centre for Immigrants (CCI)**, a local immigrant settlement agency, provides an innovative **Senior Centred English as a Second Language Program**.
- ✓ The **Nepean Rideau Osgoode Community Resource Centre (NROCRC)** program, **Elder Abuse Response and Referral Service (EARRS)** provides awareness, education and training sessions to seniors and service providers to raise awareness about elder abuse and provides intake and referral services for abused seniors.
- ✓ The **Ottawa West Community Support (OWCS)** program, **Healthy Connections, Healthy Communities (HCHC)** engages seniors living in Ottawa Community Housing buildings in activities and programming that provide them with opportunities to socialize and to connect with other seniors, community members and volunteers, and connects them with appropriate supports and services.

¹ A Theory of Change Visual Summary is provided at the end of this report in Appendix 1.

- ✓ The **South-East Ottawa Community Health Centre (SEOCHC)** program, **Strengthening Senior Neighbourhood Networks**, works in more than 15 neighbourhoods to identify low-income, isolated seniors, to connect them with existing supports and to set up social networks that connect seniors and empowers them to share their skills and knowledge.
- ✓ The **Social Planning Council of Ottawa (SPCO)** program, **Creating Community for Isolated Ethno-Cultural Minority Seniors** works with more than 18 different ethno-cultural seniors groups to support them in offering activities that will help to reduce isolation among seniors in their communities.
- ✓ The **Western Ottawa Community Resource Centre (WOCRC)** program, **Reducing Rural Isolation** trains volunteer community helpers to support seniors in rural areas.
- ✓ The **Social Inclusion Stakeholder Table** brings together a growing network of stakeholders who are committed to reducing senior social isolation in Ottawa and to ensuring the sustainability of this effort after the ESDC funding for KOSC expires.

Through the work of the Backbone organization, the programs of the six funded partners and the work of the Social Inclusion Stakeholder Table, KOSC:

- connects seniors with the supports they need to overcome barriers to participation and connection
- provides seniors with opportunities to socialize with their friends, families and communities and
- empowers seniors to share their considerable knowledge and skills
- identifies barriers to social inclusion, connection and participation
- identifies promising practices to help seniors to overcome these barriers
- identifies ways of mitigating of dismantling systemic barriers to social inclusion, connection and participation
- develops strategies to enable KOSC to reach its goal of significantly reducing senior social isolation in Ottawa

KOSC POPULATION LEVEL CHANGE GOALS

From June 2016 to May 2019, KOSC has committed to achieving the following outcomes:

1. Increase the proportion of seniors who have support and help when they need it by 8% (3,541 individuals).
This is based on a 2011 baseline taken from the Canadian Community Health Survey in which 19.2 % (43,147 individuals) of people who were 55 years of age or older in the Ottawa-Gatineau Census Metropolitan Area – Ontario portion indicated that they had someone to help them with daily chores some, little, or none of the time.
Our rationale is that KOSC will serve 10,159 seniors over three years, of which we estimate that roughly 50% (5,080 individuals) will have adequate supports, and we commit to connecting roughly 70% of the remaining half with the support they need.
2. Increase the proportion of seniors who participate regularly in activities by 20% (5,871 individuals)
This is based on a 2011 baseline taken from the Canadian Community Health Survey in which 12.9% (28,990 individuals) of people who were 55 years of age or older in the Ottawa-Gatineau Census Metropolitan Area – Ontario portion indicated that they participated in activities with friends and family less than once per month. Our rationale is that KOSC will serve 10,159 seniors over three years, of which

most will not have been participating in regular activities, and that half of those reached will become engaged in regular activities.

3. Increase the proportion of seniors who feel connected by 16% (4,696 individuals)
This is based on a 2011 baseline** taken from the Canadian Community Health Survey in which 13.2% (4,696 individuals) of people who were 55 years of age or older in the Ottawa-Gatineau Census Metropolitan Area – Ontario portion indicated that someone to listen to them some, little, or none of the time. Our rationale is that 10,159 seniors will be served by the project over three years, of which most will not feel connected, and that half will feel connected thanks to their participation in KOSC activities.
4. We committed to Increase the proportion of seniors who feel valued by 10% BUT
We did not have an initial benchmark for this outcome. Based on the year one KOSC Pre-Participation Survey of 210 seniors, we were able to determine that roughly 26% did not agree or strongly agree that they felt valued by their friends and family. Applied to the number of individuals that will be served by KOSC over three years (26% of 10,159 individuals) this represents a total of 2,641 individuals who do not feel valued. Applied to the population total used in the 2011 benchmark (26% of 224,724 individuals) this would mean that 58,428 individuals do not feel valued. In order to increase that number by 10%, KOSC would have to help 5,843 seniors feel more valued, which is more than the total number of people who are likely not to feel valued among those who will be engaged in the three years of KOSC, meaning that this outcome is not realistic. If we aim high, and say that we will help half of those who do not feel valued to feel valued, the most we can hope to achieve is a 2.3% (1,321 individuals) increase in Ottawa seniors who feel valued.

Creating Community for Isolated Ethno-Cultural Minority Seniors

Creating Community for Isolated Ethno-Cultural Minority Seniors is a collaborative project aiming to reduce social isolation for immigrant and ethno-cultural minority seniors, many of whom are also living on low income, have poor official language skills, and have disabilities. The Social Planning Council of Ottawa supports at least 21 different ethno-cultural minority seniors groups, and the groups bring their expertise on the needs of their community members and in program delivery. In year one, 19 ethno-cultural seniors groups participated in the program; these were:

- Canada Nepal Solidarity for Peace
- Club Casa de los Abuelos
- Deshantari of Ottawa Carleton Inc.
- Family Support and Care Services
- Indo-Canadian Community Centre
- Kanata Chinese Seniors Support Centre
- National Capital Region Bulgarian Community
- Ottawa Korean Evergreen Society
- Ottawa Valley Filipino Canadian Seniors Citizen Association
- Polish Canadian Women's Federation
- Regroupement Affaires Femmes
- Rwanda Social Services and Family Counselling
- Strathcona Heights Women's Group

- Shirika La Kiva Canada
- Sikh Community Services Ottawa
- South Nepean Muslim Centre
- Sri Lanka Canada Association of Ottawa
- Sri Lanka Support Centre for Seniors of Ottawa
- Vietnamese Canadian Community of Ottawa

The volunteer led grassroots groups have extensive contacts with members of their respective ethno-cultural communities and are ideally suited to identify and engage isolated seniors in their community in culturally appropriate social, recreation, volunteering and community events. In addition to such activities, the groups aim to provide their members with information and individual service navigation support to connect senior community members with available supports and services. Overall, the project includes:

- Informing seniors of available services and provide supports in navigating and accessing them
- Connecting and engaging isolated seniors in knowledge-building activities
- Developing opportunities for isolated seniors to socialize and be engaged in recreational activities
- Empowering isolated seniors to contribute their knowledge and skills
- Expanding awareness about dementia and dementia supports among seniors and volunteers
- Training seniors and volunteers to recognize elder abuse and identify appropriate supports
- Increasing the capacity of ethno-cultural minority groups to serve their communities

To this end, the SPCO is:

- Supporting participating groups with micro-grants for their activities
- Holding monthly meetings to facilitate peer learning, and sharing of promising practices
- Supporting groups to foster and build cross cultural understanding

In so doing, the project aims to build strong social networks for sustainable peer support in order to improve the connectedness and wellbeing of senior community members.

CREATING COMMUNITY FOR ISOLATED ETHNO-CULTURAL MINORITY SENIORS PROGRAM OBJECTIVES

Over three years, from June 1, 2016 to May 31, 2019, the program is committed to achieving the following:

- ✓ Engage 3,897 immigrant and ethno-cultural minority seniors in program activities
- ✓ Sign Third Party Agreements with 21 ethno-cultural minority groups to undertake project activities

Through these activities, the program will achieve the following KOSC program level objectives:

- ✓ Identify and support isolated seniors
- ✓ Increase the number of seniors who are aware of available supports and how to access them
- ✓ Increase the number of seniors who are connected and engaged in knowledge-building activities
- ✓ Increase the number of seniors who develop and are engaged in new opportunities to socialize
- ✓ Increase the number of seniors who are empowered to share their knowledge and skills

The project contributes to the KOSC population level change goals of reducing the proportion of Ottawa seniors who are socially isolated, specifically contributing to the following collective impact targets:

- Increasing the proportion of seniors who have support and help when they need it, by 8%
- Increasing the proportion of seniors who participate regularly in activities by 20%
- Increasing the proportion of seniors who feel connected to family, friends and acquaintances by 16%
- Increasing the proportion of seniors who feel valued by family, friends and acquaintances by 10%

Evaluation

This Annual Project Evaluation Report is provided as part of the Keeping Ottawa Seniors Connected² (KOSC) Collective Impact Plan to reduce senior social isolation in Ottawa. It is the first of three evaluation reports planned for each of the three years of the initiative.

The evaluation combines elements inspired from the Results-Based Accountability (RBA) (Friedman, 2005) and from Developmental Evaluation (Patton, 2010). RBA is a data driven approach to social change, which begins with and maintains a continuous focus on the change desired in a given population – in this case, a reduction in senior social isolation – and on measuring whether an initiative is succeeding in bringing about that change. This continual focus on desired outcomes and measuring progress is here combined with the Developmental Evaluation approach, which is particularly well suited to evaluations of initiatives taking place in complex, uncertain, and rapidly changing contexts. It rests on intensive evaluator involvement in the planning and management processes of an initiative, the provision of real-time feedback on what is working and challenges are emerging, and a culture of learning and continuous adaptation. The combination of these two approaches allow the evaluation to both track the progress of the program and the broader KOSC initiative, and to remain responsive to emerging opportunities and challenges throughout the process.

The purpose of the annual evaluation reports is threefold: first, these aim to assess and assist the progress of the individual funded projects toward reaching their stated objectives; second, they aim to assess and assist the projects' progress toward making their planned contribution to the broader KOSC objectives³; and third, they aim to capture any learning and insight about senior social isolation, risk factors, barriers to inclusion, and promising practices. To this end, the evaluation reports seek to address four guiding questions:

1. How much has been done?

- Provides an update on the projects' progress toward their project level commitments in terms of program and service delivery and target number of beneficiaries
- *Provides an assessment of whether the projects are on track to meeting their objectives, whether they are reaching as many seniors as planned, and whether they are reaching the seniors they intended to reach*

² KOSC is funded by Employment and Social Development Canada's New Horizons for Seniors Program, from June 2016 to May 2019.

³ An Evaluation Framework Summary is provided at the end of this report in Appendix 2.

2. How well has it been done?

- Assesses whether the programs and collective are functioning as anticipated:
 - Are programs actually reaching vulnerable and isolated seniors?
 - Are these seniors satisfied with the program services and activities?
 - Are the partners and programs mutually reinforcing each other?
 - Has the collective impact plan enabled services to be better aligned for impact?
 - Are there opportunities to strengthen the collaborative and mutually reinforcing components of the partner projects?
 - What is working in the partnership and what needs to be improved?
 - What is the level of satisfaction among partners?

3. Is it making a difference?

- Assesses whether the programs are helping the beneficiaries to become less vulnerable to senior social isolation:
 - Are they helping the beneficiaries to access the help and support that they need?
 - Are partners reporting an increased understanding of opportunities and challenges to reduce seniors' isolation?
 - To what extent has the project produced lasting changes for isolated seniors, the service sector supporting seniors and the broader community?

4. What have we learned?

- Assess what we have learned about senior social isolation:
 - What works to reduce seniors' isolation?
 - What factors are limiting progress and how can they be managed or addressed?
 - What barriers to inclusion, risk factors, and consequences of senior social isolations that should be taken into account as the individual programs and the KOSC collective continues their work?
 - Have any ineffective approaches and practices been identified that should be reconsidered?
 - Have promising practices that could be incorporated into the work of the projects and KOSC been identified?
- Plan to incorporate what has been learned:
 - How can we apply what we have learned to address sustainability and scale?
 - How can we apply what we have learned to improve project level outcomes?
 - How can we apply what we have learned to improve KOSC population level outcomes?

Creating Community for Ethno-Cultural Minority Senior brings together the work of 19 different organizations. It is not possible with the resources at hand to provide detailed answers to the questions listed above for each group, but each year the evaluation team will select 5 groups to explore in greater detail. The groups selected for year one are:

- ✓ Canada Nepal Solidarity for Peace
- ✓ Club Casa de los Abuelos
- ✓ Kanata Chinese Seniors Support Centre
- ✓ Ottawa Korean Evergreen Society
- ✓ Polish Canadian Women's Federation

The evaluation consists of the following:

- ✓ An assessment of how much the program has achieved in year one, which includes counts of activities provided and seniors engaged across all of the 19 participating organization
- ✓ An assessment of the program's success in reaching isolated seniors
- ✓ An assessment of the program's contribution to and benefit from the KOSC collective
- ✓ A summary of the lessons learned in year one.

The evaluation makes use of mixed method, qualitative, and quantitative methods and instruments to collect data; these include:

- **Activity Records** used throughout the life of KOSC to keep track of program activities.
- **Participant Records** for one of the 5 groups
- **Combined Pre-Post Participation Survey** for two of the 5 groups was used to assess whether the program is reaching isolated seniors and whether the program is making a difference in seniors' self-assessed levels of isolation since the beginning of their participation in the program.
- **Semi-Guided Interviews** with program Project Coordinators, and with the leaders of the 5 ethno-cultural seniors groups selected for exploration in year one.
- **Participant Observation** to observe how the program is going, and to gain insight into how it is received by senior participants.
- **Collaborative Network Mapping** to gain insight into how the KOSC partners are working together and with other stakeholders to build mutually reinforcing practices
- **Regular Informal Check-Ins and Meeting with the Program Partner Leader, Program Coordinators, and leaders of the 19 ethno-cultural seniors groups** to surface and collect learning and insight emerging from their work about senior social isolation, challenges, barriers, promising practices, successes, and to assess how the program is progressing toward its objectives.

An effort was made to collect additional data through participant records, participant satisfaction questionnaires, and pre-post surveys, but over the course of year one, it became evident that the volunteer led organizations did not have the capacity to collect so much data, and that the evaluation team did not have the capacity, in terms of time and resources, to provide such intensive evaluation support.

How much did Creating Community for Ethno-Cultural Minority Seniors do in Year One?

The results presented below represent what the program achieved from July 2016 to March 31, 2017:

- ✓ Sign Third Party Agreements with **19 ethno-cultural minority groups** to undertake project activities; the groups are:
 - Canada Nepal Solidarity for Peace
 - Club Casa de los Abuelos

- Deshantari of Ottawa Carleton Inc.
 - Family Support and Care Services
 - Indo-Canadian Community Centre
 - Kanata Chinese Seniors Support Centre
 - National Capital Region Bulgarian Community
 - Ottawa Korean Evergreen Society
 - Ottawa Valley Filipino Canadian Seniors Citizen Association
 - Polish Canadian Women's Federation
 - Regroupement Affaires Femmes
 - Rwanda Social Services and Family Counselling
 - Sandy Hill/Strathcona Heights Community
 - Shirika La Kiva Canada
 - Sikh Community Services Ottawa
 - South Nepean Muslim Centre
 - Sri Lanka Canada Association of Ottawa
 - Sri Lanka Support Centre for Seniors of Ottawa
 - Vietnamese Canadian Community of Ottawa
- ✓ Signed Third Party Agreements with Food for Friends, and with Family Support and Care Centre
- ✓ 19 Ethno-cultural minority seniors groups engaged a minimum of **1,598 ethno-cultural minority seniors, 9,609 encounters, in a minimum of 786 program activities**, including, but not limited to:
- Arts and crafts (jewellery making, oil painting)
 - Card games, bingo, and other table games
 - Collective birthday celebrations
 - Concerts and performances
 - Computer Classes
 - Cooking classes
 - Dance activities (line dancing, merengue)
 - Event planning
 - Exercise, fitness, and wellness activities
 - Friendly visiting/home visits
 - Holiday celebrations
 - Informal socializing time
 - Knitting and crocheting
 - Lectures, seminars, and information sessions on:
 - Alzheimer and dementia
 - Ayurvedic medicine and diet
 - Community Care Access Services
 - CPR
 - Dementia and available supports
 - Diabetes Prevention and screening
 - Disease prevention
 - Health promotion
 - Healthy cooking and eating

- Healthy living
- Passport to Health
- Safety and seniors
- Literary Circle, where members discuss books, poetry, and current events
- Outdoor activities
 - Field trips
 - Picnics
- Sewing activities
- Volunteering

Including individual support activities:

- Appointment accompaniment
- Arranging for medical appointments
- Daily phone calls
- Following up and inquiring after the wellbeing of members when they are home sick, recovering from surgery, or simply have not attended the club as usual
- Helping members to resolve housing issues
- Transportation assistance (providing rides to members)
- ✓ With the support of the SPCO project coordinators, provided over 20 special outings, including:
 - Andrew Hayden Park
 - Canadian Royal Mint
 - Merrickville
 - Mont Tremblant
 - Smith Falls
 - Thousand Islands
 - Whalen Paark
- ✓ Engaged 928 volunteers, of which 123 were 55 to 64 years of age, and 398 were 65 or older
- ✓ Collaborated with Carleton University's Department of Health Sciences; a group of Masters students worked with the ethno-cultural seniors groups to complete research on the challenges and barriers faced by ethno-cultural seniors
- ✓ Provided input on systemic barriers faced by ethno-cultural minority seniors to the City of Ottawa's Age Friendly Strategy, and Ottawa Community Support Coalition
- ✓ Attracted \$36,598.33 in in kind donations from:
 - \$200 City of Ottawa
 - \$8,333.33 SPCO (admin costs)
 - \$28,065 Grassroots groups volunteer time contribution
- ✓ Obtained \$52,493.71 in additional funding from:
 - United Way Ottawa (salary, benefits and program expenses)

The numbers reveal that the program is making excellent progress toward meeting its target numbers. It has already signed on 19 groups out of a target of 21 over three years, and has reached more than a third of its participant target.

PROGRESS TOWARD PROJECT LEVEL OBJECTIVES

Through these activities, the program progressed toward its five KOSC program level objectives:

1. Identify and support isolated seniors

The program reached a minimum of 1,598 seniors in Year One. Although not all of these were isolated (depending on the definition and measurement used), roughly 40 percent live on a low income, and roughly 40 percent have a language barrier, which are two of the worst risk factors for social isolation. Accordingly, the project has reached roughly 639 seniors who are either isolated, or at heightened risk of becoming isolated.

2. Increase the number of seniors who are aware of available supports and how to access them

Information shared during all program activities has reached 1,598 seniors, all of whom have access to community leaders who can help to connect them with services as needed.

3. Increase the number of seniors who are connected and engaged in knowledge-building activities

At least 844 of the seniors involved in the program were connected and engaged in knowledge building-activities.

4. Increase the number of seniors who develop and are engaged in new opportunities to socialize

1,598 senior participants have access to ongoing opportunities to socialize through the program activities.

5. Increase the number of seniors who are empowered to share their knowledge and skills

Volunteer training and engagement is a significant component of the program. In Year One, the program engaged at least 928 volunteers, of which 123 were 55 to 64 years of age, and 398 were 65 or older, for a total of 521 who are 55 or older.

For a detailed summary table of the program's progress toward meeting its commitments to the funder in Year One, please see Appendix 3.

Reaching Isolated Seniors

Though it was not possible to collect participant records for most of the groups, conversations with group leaders suggest that the groups are reaching their target populations.

- ✓ From a sample of 478 participants in 6 groups, 298 seniors or 62% lived on a low income.
- ✓ From a sample of 488 participants in 6 groups, 9 seniors or 2% lived in a rural area.
- ✓ From a sample of 378 participants in 5 groups, 51 or 13% had a disability.
- ✓ From a sample of 408 participants in 5 groups, 203 or 50% had a language barrier.
- ✓ From the full sample of 1,598, it is likely that 240 or 15% were victims of elder abuse, based on numbers provided by the Elder Abuse Response and Referral Service at Nepean Rideau Osgoode Community Resource Centre.

These numbers are based on estimates from the group leaders and only represent roughly a third of the participants. Nevertheless, they suggest that the program is reaching a significant number of individuals

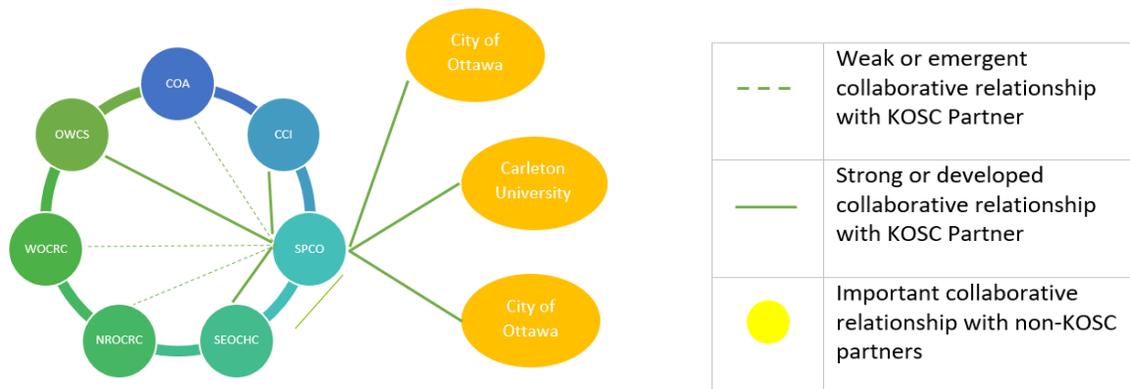
who are either isolated or at heightened risk of becoming isolated because they live on a low income, have a disability, and have a language barrier. The only target group which is underrepresented is seniors who live in a rural area, and this is to be expected given that members of ethno-cultural minorities are more likely to live in urban areas.

KOSC Vitality

Although relatively little collaborative or mutually reinforcing work has taken place between the program and other KOSC partners in year one, the beginning of strong collaborative ties are forming. The program coordinators have collaborated with SEOCHC to explore potential joint training activities, such as Neighbours Helping Neighbours training, and are exploring the possibility of offering the Community Helpers training, provided by WOCRC, to ethno-cultural seniors group leaders and volunteers. They are also planning on making the Elder Abuse Response and Referral Service Education, Awareness, and Training Sessions, provided by NROCRC, available to ethno-cultural seniors group leaders and volunteers. For both the WORCR and the NROCRC trainings, the possibility of organizing a follow focus group to see how the training could be refined for use in various ethno-cultural communities has been discussed. This would represent significant mutually beneficial collaborations.

There have also been collaborative relationships between individual ethno-cultural seniors groups and KOSC partners. Club Casa de los Abuelos has collaborated with CCI to bring senior centred English Conversation Circles to its seniors. Kanata Chinese Senior Support Centre has also begun a collaborative relationship the OWCS program Healthy Connections Healthy Healthy Communities (HCHC), which might see KCSSC contributing extensive knowledge and experience working with Chinese seniors to help improve inter-community tensions between white seniors and Chinese seniors in some of the buildings where HCHC operates.

The collaborative relationship between the program and other KOSC partners was highlighted in the Collaborative Network Mapping exercise that the members of the collective completed together. The exercise showed that the program (SPCO) has strong collaborative relationships with three KOSC partners, SEOCHC, CCI, and OWCS, and emergent collaborative ties with the other KOSC partners.



A Look at 5 Ethno-Cultural Seniors Groups

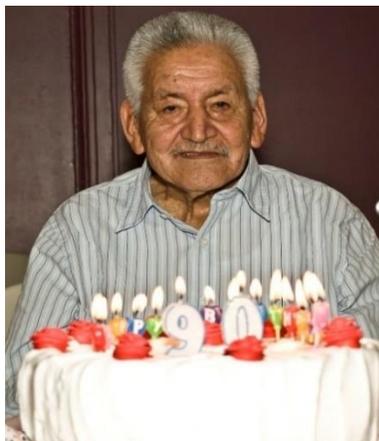
Club Casa de los Abuelos

Club Casa de los Abuelos was founded by Erenia Hernandez Oliver in 2004, and has been led by Ana Maria Cruz Valderrama since 2006. Before its creation, there was no space or club for Ottawa's growing population of Spanish speaking seniors. With over 70 members, the club offers a warm and welcoming place for seniors in Ottawa's Spanish-speaking community to meet, socialize and participate in activities. It is open six days a week, and roughly 20 seniors visit each day to participate in the clubs structured activities and informal socializing time. The club encourages its members to socialize, and to stay active both physically and mentally. In so doing, it makes an important contribution to Ottawa's effort to reduce senior social isolation, and to keep seniors healthy and connected.

Description of Activities

Club Casa offers a wide variety of activities for its members to choose from:

- Daily informal socializing time
- Weekly Literary Circle, where members discuss books, poetry, and current events
- Weekly sewing activities
- Weekly games, members play cards, bingo, and other table games
- Recycling materials to create crafts during two weekly workshops
- Knitting and crocheting group activity each week
- Exercise activities each week
- Weekly jewellery making activities
- Weekly craft and quilting activities
- Oil painting once per week
- Annual Picnic
- Annual Open House to show case seniors' work to the community at large
- Visit to a sugar bush if budget allows



All activities are free of charge, however, in some occasions members pay for the materials required for the activities such as painting and jewellery making. In addition to providing participants with daily opportunities to socialise, these activities help to keep their minds active and engaged, enhance memory, maintain and improve coordination and fine motor skills, and improve physical and mental wellbeing.

The last Saturday of the month members are invited to participate in a collective birthday to celebrate every member who has a birthday during that month. The organization provides a cake, tea, coffee and participants bring food, drinks, and music to share with each other.

This popular event attracts an average of 40 members, and for some, the celebration represents their only monthly social activity.

As much as possible, Club Casa de los Abuelos seeks to collaborate with other organizations to organize and offer special activities. For example:

- From October to December 2016, members could participate in a paper workshop, where they learned art techniques from an artist in residence. The artist, as well as the materials and snacks required for the workshops, was provided by the Arts Council of Ottawa.
- As part of KOSC, Club Casa de los Abuelos collaborated with the Catholic Centre for Immigrants to make senior centred English Conversation Circles available to its members.

Finally, in addition to these activities, club leaders support members through many one-on-one services, such as:

- Arranging for medical appointments
- Helping members to resolve housing issues
- Following up and inquiring after the wellbeing of members when they are home sick, recovering from surgery, or simply have not attended the club as usual

Well over 250 calls are made to reach out to members and to support them each month.

AWARDS

Club Casa de los Abuelos has won many awards for its good work in the community over the years, including the following:

- ✓ Certificate to recognise 10 years of service to the community awarded by the Council of the City of Ottawa, March 25, 2014.
- ✓ Award of recognition for 10 years of service to the community given to 21 Club Casa de los Abuelos by Member of Provincial Parliament, Yasir Naqvi, in 2014.
- ✓ Award of recognition given to Club Casa de los Abuelos by the Colombian Community Association of Ottawa Gatineau for 10 years of support and services to the community, in 2014.
- ✓ Leading Women and Girls Building Community Awards given by the Ontario Ministry of the Status of Women has been awarded to 9 Club Casa de los Abuelos grandmothers.
- ✓ Ontario Volunteer Service Award given by the Ontario Ministry of Citizenship and Immigration will be awarded to 7 Club Casa de los Abuelos volunteers on June 2, 2017.





(Recognition for 10 years of service to the community given by the Honourable Yasir Naqvi, Members of the Provincial Parliament for Ottawa Centre in 2014)



Community Engagement

Executive Director, Ana Maria Cruz Valderrama emphasizes that extensive and broad-based civic engagement is crucial to the success of ethno-cultural organizations. She explains that it is very important to get to know political leaders at every level of government, public servants, community leaders, community developers. She also explains that it is crucial that volunteer run organizations participate in community consultations, and provide insight to government, policy makers, researcher, as much as possible. As a result of her work with Club Casa de los Abuelos, Let's Lunch Program once a month for seniors in Ottawa South, Ward 10, and knitters and natters group in Ward No. 16, Club Casa de los Abuelos has a seat at the Seniors Roundtable.

COST OF RUNNING THE GROUP AND SOURCES OF FUNDING

The current annual cost of running Club Casa is \$161,300, but the organization operates on a shoestring budget of \$11,300 per year, of which \$7,500 comes from grants, and \$3,800 comes from the AOE Arts Council that supported an Artist in Residence for 3 months, and membership dues (only \$15 for annual membership). From June 2016 to May 2017, \$7,500 of this funding came from the SPCO Program, Creating Community for Ethno-cultural seniors, which is funded through Employment and Social Development Canada's Senior Horizons program. The remainder of this budget, which amounts to \$150,000, comes in the form of human capital donated by 19 dedicated volunteers, including the Executive Director. In other words:

- The cash cost of the club offering day programming to 70 seniors, 20 people per day, 6 days per week, amounts to \$161.44 per member per year, or \$13 per month;

- A team of volunteers/donors of human capital contribute their time, knowledge and skills for an in-kind value of \$2,142.86 per year per senior, which is equal to \$178.57 per month per senior; and
- Club Casa secures more than 13 times the amount of funding that it receives in in-kind donations of human capital!

Executive Director, Ana Maria Cruz Valderrama emphasizes that it is the skilled and talented people who donated their time, skills, and knowledge to the club who represent the true sustaining capital of Club Casa. She explains that most of her ‘fundraising’ involves securing high quality human capital – it is an innovative take on fundraising, and if adopted more widely could dramatically increase the capacity of the city to break senior social isolation.

Canada Nepal Solidarity for Peace (CNSP)

Founded in 2009 by Tara Upreti, a clinical counsellor in Ottawa, the Canada Nepal Solidarity for Peace (CNSP), is a volunteer-run, non-profit organization that offers a safe, welcoming, and fun place for Nepalese seniors living in Ottawa to meet. The purpose of CNSP is to support immigrants from Nepal and refugees from Bhutan as they become accustomed to Canadian life and to help Nepalese and Bhutanese seniors feel connected and safe since many of them suffer from post traumatic stress disorder and other serious mental health issues due to the long amounts of time spent in refugee camps. CNSP is run by a strong group of volunteers who support isolated Nepalese and Bhutanese seniors in the community, help them to feel valued and welcomed, and help them to gain confidence to feel happy and content in their later life. The current leader of CNSP, Tara Upreti, has been leading the group since its inception, but was in fact working with the seniors in Ottawa since 2006. The seniors have unique needs that the group addresses through its activities. As Ms. Upreti discussed, the group is imperative for the wellbeing of the seniors as, “we know the language, culture, issues they have faced that nobody else understands here, so we are the first to help them and we have the confidence to be able to help them.” Within CNSP, 85% of seniors live on a low income, 20% live with a disability, and almost all of them have poor official language skills. CNSP encourages its members to socialize, share their stories, build self esteem and confidence, and support each other.

AWARDS

Of particular note, this year, 2017, Tara Upreti won the Council on Aging of Ottawa’s Service to Seniors Award for her work with CNSP. The purpose of the award is to recognize an individual who shares the Council’s values of making a difference in the lives of seniors in Ottawa in a variety of ways.

DESCRIPTION OF ACTIVITIES

The funds that CNSP has received through Keeping Ottawa Seniors Connected, Social Planning Council of Ottawa (SPCO) Project, Creating Community for Ethno-Cultural Seniors (CCECS), have helped CNSP to hold an average of 1 activity per week with additional activities throughout the year. The funds specifically help to cover the cost of space rental, meals and refreshments for activities, and transportation for the seniors and to do one-on-one visits. The activities offered by CNSP are diverse and provide seniors with



many different opportunities to socialize, get to know and share stories with youth in their community, and heal from their past experiences. These activities include:

- Weekly meditation, mindfulness, yoga, and group discussion sessions with a meal on Wednesdays (usually have up to 40 seniors attend)
- Interviews with seniors about their lives conducted by group leaders and youth a few times each month with the final goal being to develop a book of all of their stories
- Educational health workshops that are translated by group leaders
- Outings within Ottawa (e.g., Parliament Hill, Sugar Bush, picnic in the park)

The drop-in activities provide an opportunity for the seniors to socialize and be active, but also for Ms. Upreti to help the seniors heal, build friendships, and overcome their fears. In addition to these activities, Ms. Upreti supports more isolated members through one-on-one services, such as:

- Individual counselling
- Referrals to health and community services
- Friendly visiting in the hospital or at seniors' homes
- Telephone calls to check in on seniors who are unable to attend activities or who are sick

COST OF RUNNING THE GROUP AND SOURCES OF FUNDING

Overall, the cost of running the activities for CNSP each year is approximately \$5000. The costs are mainly related to renting space for activities, refreshments for the seniors during the activities, and transportation costs for the seniors and to go visit them in their homes.

For this past year, the only source of agency funding for CNSP was from the SPCO for a total amount of \$2500. To support the group financially, CNSP raises funds through the Nepali Gala Dinner, which also supports the Women's Foundation of Nepal.

In addition to cash funding, the organization benefits from approximately 265 volunteer hours, which amounts to an in-kind contribution of \$6625.

SUCCESS FACTORS

CNSP has had many successes related to reducing social isolation of seniors in the Nepalese community, including building trust with the seniors, encouraging the seniors to take part in mindfulness and meditation, and organizing inter-generational activities.

BUILDING TRUST

One of the biggest challenges for the seniors when they come to Canada as immigrants or refugees is having support when it is needed and knowing who can offer support. Ms. Upreti and the other volunteers with CNSP have worked very hard to build trust with the seniors and to help them feel safe in Ottawa and to ensure that they are supported during health appointments, especially for those who have poor official language skills. Ms. Upreti attributed this success to her experience working in Nepal: "shortly after they were exiled in 1990, I worked for 5 years in a refugee camp, so I have really good knowledge of what they are going through. They trust us and we know their language and culture and the issues they face. When nobody is there, we are there."

MINDFULNESS AND MEDITATION

Another success of CNSP is the introduction of mindfulness, meditation, and yoga sessions. Since many of the seniors live in fear and suffer from mental health issues, such as PTSD, these activities are particularly helpful for improving their mental and emotional wellbeing. Through these sessions, Ms. Upreti also teaches the seniors how to acknowledge and overcome their fears, while also describing things in Nepali and in English, so that the seniors can improve their knowledge of the English language.

INTER-GENERATIONAL ACTIVITIES

CNSP also organizes many inter-generational activities. Particularly in the summer months, high school and university/college students volunteer with the program. The volunteering is especially helpful for the interviews with the seniors. Ms. Upreti helps the students to learn how to interview the seniors and how to ask them questions in respectful ways that maintain the seniors' dignity. She mentioned, "It was very good for the young people to more deeply understand their roots, who didn't know what happened. They know their parents or grandparents are from Bhutan, but they don't know what happened and now they know and understand their experiences." The inter-generational activities help to create greater understanding between the different generations and help to create a more supportive community.

INVOLVEMENT IN COLLECTIVE EVENTS

While Ms. Upreti, mentioned how the collective events (e.g., Sugar Bush trip and attending KCSSC's Chinese New Year celebration) and meetings that the groups are invited to are a great way to share ideas and learn about each other's cultures. She noted that it helps the seniors in CNSP to feel hopeful and inspired as they see other seniors participating in events and see the youth and children also participating. Similar to the other group leaders, she discussed how there can sometimes be too many events and meetings given all of CNSP's own activities. Ms. Upreti believes that these meetings are important and understands the importance of the collective, but she discussed how it would be of benefit to all of the groups and their members to have periodic activities where the groups can come together to share their cultures, but just less frequently. This was a common thought shared between many other CCECS group leaders.

Kanata Chinese Seniors Support Centre

Founded in 2011 by a group of mainly seniors in Kanata who wanted to support Chinese seniors in their community, the Kanata Chinese Seniors Support Centre (KCSSC) is a vibrant, volunteer-run, non-profit organization that offers a welcoming and fun place for Chinese seniors living in Kanata to meet. KCSSC is run by a strong group of volunteers who support isolated Chinese seniors in the community and help them to feel valued and welcomed and help them to overcome language barriers. Within KCSSC, 50% of seniors live on low income, 1% live in a rural area, 10% live with a disability, and 75% have poor official language skills. Members of KCSSC have diverse backgrounds ranging from those whose mother tongue is Mandarin or Chinese and those who have recently moved to Canada from China, those who moved to Canada in their youth, to those who were born in Canada. KCSSC encourages its members to socialize, learn, volunteer within the group and in the community, stay active, and participate in activities in the broader Kanata and Ottawa community. Not only is KCSSC a hub for Chinese seniors in Kanata, it also offers the opportunity for seniors, youth, and young and middle-age adults to volunteer, learn about, and share their Chinese culture with each other and the broader community. While there are many

activities throughout the year for the seniors to participate in through KCSSC, the biggest event is the annual Chinese New Year celebration that is organized by many of the seniors in KCSSC.

DESCRIPTION OF ACTIVITIES

The funds that KCSSC has received through Keeping Ottawa Seniors Connected (KOSC), Social Planning Council of Ottawa (SPCO) Project, Creating Community for Ethno-Cultural Seniors (CCECS), have helped KCSSC to hold an average of 20 activities per month. The funds specifically help to cover the cost of renting spaces for activities, renting transportation for activities, providing meals and refreshments for activities, providing honouraria to professionals who deliver workshops, and organizing and hosting the Chinese New Year celebration. The activities offered by KCSSC are diverse and provide seniors with many different opportunities to socialize, be engaged in the community, and stay active. These activities include:

- Socializing and providing peer support to each other through twice weekly social drop-ins where an average of about 40 seniors attend
- Supporting the community garden project in the spring and summer months
- Outings within the Ottawa community, such as visits to plays, fairs, community picnics, and seniors homes
- Day trips outside of Ottawa
- Dancing and other physical activity during the weekly exercise group
- Weekly educational workshops related to health and wellness, technology, and art where KCSSC often collaborates with other organizations, such as Western Ottawa Community Resource Centre for space, Ottawa West Community Support Centre, and Champlain Health Link

Members of KCSSC also support each other in volunteering with many different activities in the community. For example, KCSSC has organized opportunities for members to volunteer with the Carp Fair, fundraising for the Kanata Food Cupboard, Capital Clean Up, and Canada Day celebrations. KCSSC also holds volunteer appreciation events, where on average about 75 seniors attend, to recognize the contributions of all of the volunteer work that KCSSC members do in the community and for the group. For many seniors in the group, being a member of KCSSC has allowed them to volunteer more, or even volunteer for the first time, in their community.

The members of KCSSC are also actively engaged in sharing their culture with the broader community. Examples of this include:

- Visits to retirement homes to share their culture and music by playing traditional instruments for the residents,
- Culture days at various libraries and summer camps where art and music is shared,



- The Annual Chinese New Year celebration that was held this year on February 5th, 2017. This event provides the opportunity for over 500 people, from both the Chinese and broader Ottawa communities, to celebrate Chinese culture through music, dance, food, games, and cultural displays.

Finally, in addition to these activities, KCSSC leaders support more isolated members through one-on-one services, such as:

- Referrals to health and community services
- Friendly visiting in the hospital or at seniors' homes
- Telephone calls to check in on seniors who are unable to attend activities or who are sick

In addition to providing many activities for seniors to participate in, KCSSC, particularly through the work of the president, designs and produces a community newsletter that includes information in both Chinese and English about past events and upcoming events and celebrations to keep members informed.

COST OF RUNNING THE GROUP AND SOURCES OF FUNDING

Overall, the cost of running KCSSC each year is \$7000. The majority of the costs are related to paying for rental of space, but some costs are also related to refreshments for the seniors during the activities, transportation for day trips, and payment for professional workshops.

For this past year, a key source of agency funding for KCSSC was from the SPCO for a total amount of \$5000. To support the group financially, members of KCSSC held fundraising events, including garage sales and food sales, silent auction, ticket sales, and sponsorship during the Chinese New Year celebration. KCSSC members also pay a \$10 membership each year to contribute to the costs of the running the group.

In addition to cash funding, the organization benefits from approximately 4800 volunteer hours, which amounts to an in-kind contribution of \$120,000.

SUCCESS FACTORS

KCSSC has had many successes related to reducing social isolation of seniors in their community, including supporting new immigrants in the community or newcomers to Ottawa from other cities in Canada, encouraging senior members to volunteer, organizing the Chinese New Year celebration, and increasing the inter-generational opportunities in the community.

SUPPORTING NEWCOMERS TO OTTAWA AND ENCOURAGING MEMBERS TO VOLUNTEER

Notably, during a focus group with members of KCSSC, two participants who moved to Kanata less than one year ago noted how important the group was for them. One of them stated, "KCSSC offers such colourful activities. I enjoy the activities very much and I feel enriched, I feel helpful and beneficial, all through those activities." Without the group, they said they would feel much more isolated and not know other seniors in their community. Another couple also noted that they moved from a city with a large Chinese population, but there were far fewer activities available and they were so happy to have so many opportunities to become involved. Additionally, another success is the number of seniors in KCSSC who volunteer not only with the group, but also with for events in broader Kanata community. Many seniors mentioned how they had never volunteered before, but now volunteer multiple days a week.

CHINESE NEW YEAR CELEBRATION AND INTERGENERATIONAL OPPORTUNITIES

Another big success of KCSSC is the annual Chinese New Year celebration that is organized entirely by the group. It is an opportunity for the group members to showcase their culture and celebrate with other Chinese community members in Kanata and Ottawa, but also to share their culture with non-Chinese community members. One particular success mentioned by one of the founders and group leaders, was that the Chinese New Year celebration organized by KCSSC was originally just for seniors, but now there are individuals of every age group who attend the event and participate in the dancing and cultural displays. This past year in 2017, she noted that “this year was the first year you saw three or four generations coming together as a group.”

INVOLVEMENT IN COLLECTIVE

Over the past year, there have been two main lessons learned through the involvement of KCSSC in KOSC. First, the collective events and monthly meetings for CCECS are a useful way for group leaders and members to learn from each other; however, for KCSSC, members would be able to be more involved in these activities if they were periodically held outside of downtown and closer to the west end of Ottawa. While this may not be convenient for all of the other groups, it could be possible to rotate where the collective activities are held.

SURVEY DATA

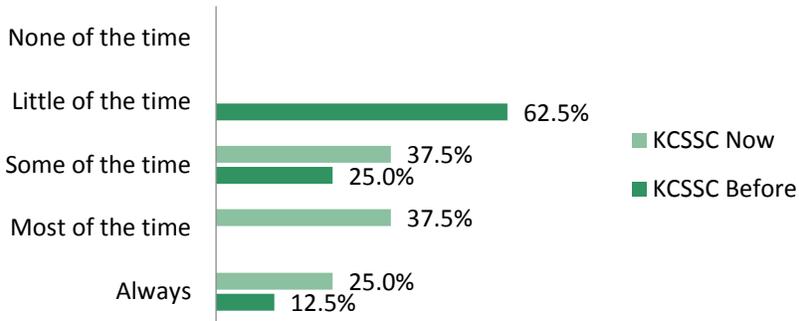
The results of the Pre-participation Survey confirm that KCSSC is effectively reaching isolated seniors. While the sample size is small, the data show positive outcomes for the KCSSC activities. Since joining KCSSC, the senior members have more support, are more involved in meaningful activities and volunteering, feel more connected, and feel more valued.

How many relatives and close friends do you have who you feel close to?



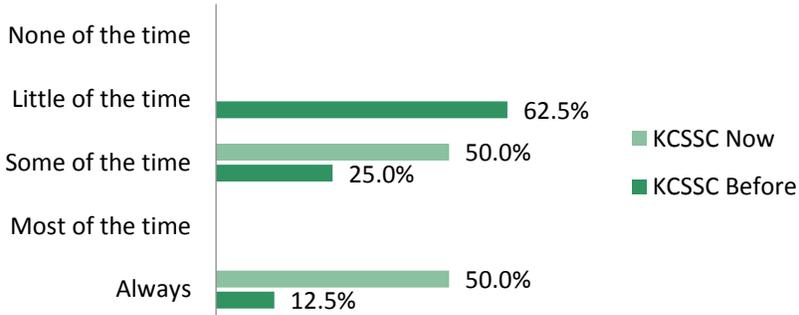
Prior to joining KCSSC, half had fewer than three friends, which is the lower threshold for a healthy number of close friends (Dunbar, 2010). Currently, all report having three friends or more.

I have support when I need it



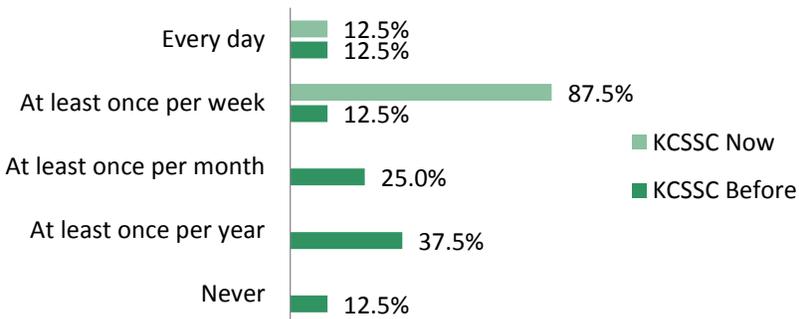
Prior to joining KCSSC, over three quarters only had support some of the time or little of the time. Since joining KCSSC, almost two thirds have support when they need it most of the time or always.

I have someone I can count on to listen to me when I need to talk



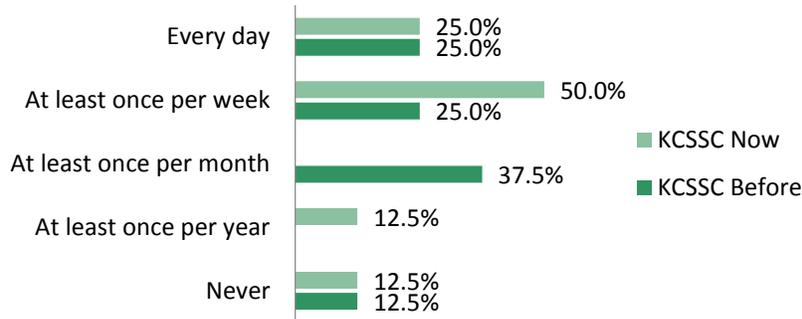
Prior to joining KCSSC, over three quarters had someone they could count on to listen to them only little, or some of the time. Since joining KCSSC, all have someone they can count on most, or some of the time.

I participate in activities that are enjoyable or meaningful to me



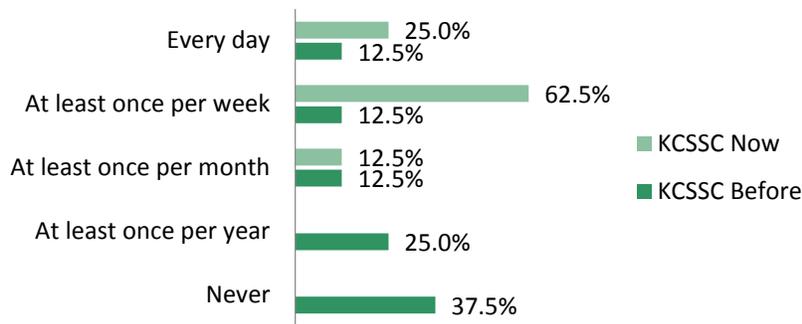
Prior to joining KCSSC, three quarters participated in enjoyable or meaningful activities only once a month or less. Now, all participate in enjoyable or meaningful activities at least once a week or more.

I socialize with friends and family



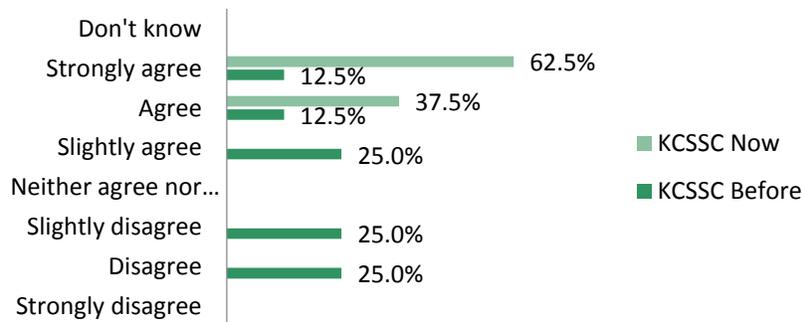
Prior to joining KCSSC, half socialized with family and friends only once a month or less. Now, three quarters socialize with family and friends at least once per week.

I volunteer



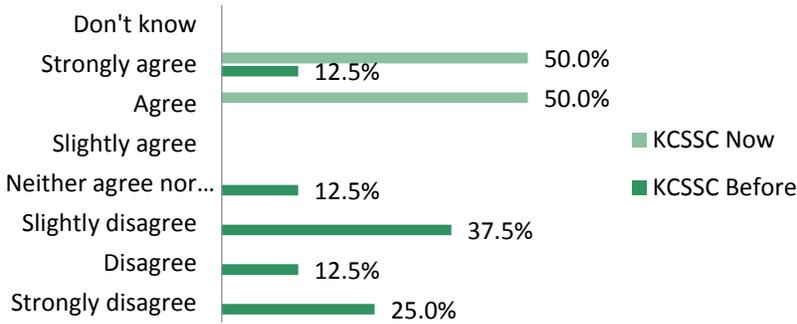
Prior to joining KCSSC, almost one third had never volunteered. Now, almost all volunteer at least once per week.

I feel connected to family, friends, and acquaintances



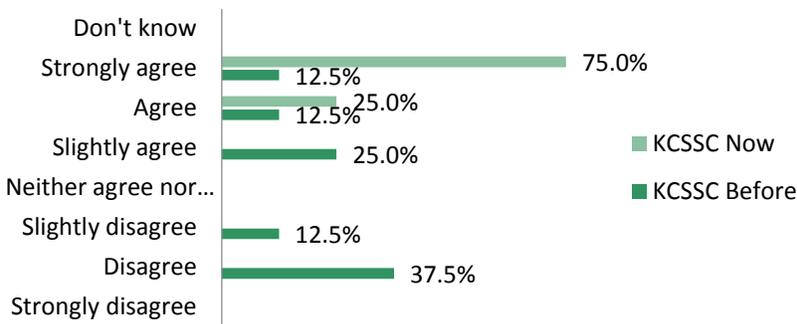
Prior to joining KCSSC, three quarters did not agree or strongly agree that they felt connected to family, friends, and/or neighbours. Now, all agree or strongly agree that they feel connected.

I feel connected to my local community



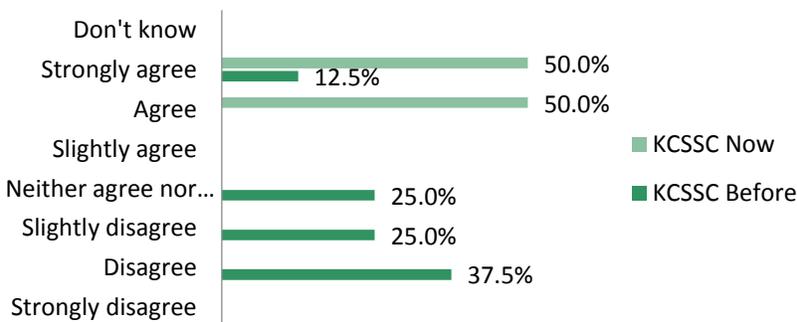
Prior to joining KCSSC, over three quarters did not agree or strongly agree that they felt connected to their local community. Now, all agree or strongly agree that they feel connected.

I feel valued by my family, friends, and acquaintances



Prior to joining KCSSC, three quarters did not agree or strongly agree that they felt valued by family, friends, and acquaintances. Now, all agree or strongly agree that they feel valued.

I am aware of available supports and I know how to access them



Prior to joining KCSSC, over three quarters did not agree or strongly agree that they were aware of available supports and knew how to access them. Now, all agree or strongly agree that they are aware and know how.

Ottawa Korean Evergreen Society (OKES)

Founded in the mid 1970's by federal government retirees in the Korean community, the Ottawa Korean Evergreen Society (OKES), is a volunteer-run, non-profit organization that offers a welcoming and fun place for Korean seniors living in Ottawa to meet. The purpose of OKES is for Korean seniors to keep connected and enjoy leisurely time together since many seniors in the Korean community did not previously have many opportunities for this. OKES is run by a strong group of volunteers who support isolated Korean seniors in the community, help them to feel valued and welcomed, and help them to remain active and healthy in their later life. The current president of OKES, Katherine Uhm Song, has been president for one year and, with the other volunteers, contributes many hours each week to support all of the members. Senior members of OKES have diverse backgrounds and abilities ranging from those who moved to Canada when they were youth or young adults to attend school or work to those who moved to Canada in the later years. The majority of the seniors speak English, especially those who worked for the federal government; however, about 1/3 of the seniors have poor official language skills. Most of the members in OKES are in their later 70's and 80's, about 10% live with a disability, and just under 1/3 live on a low income. OKES encourages its members to socialize, be active, attend events, and participate in other Korean community activities in Ottawa. OKES also offers the opportunity for seniors to get to know each other, build friendships, and become "much closer, like family" (OKES member).

DESCRIPTION OF ACTIVITIES

The funds that OKES has received through Keeping Ottawa Seniors Connected, Social Planning Council of Ottawa (SPCO) Project, Creating Community for Ethno-Cultural Seniors (CCECS), have helped OKES to hold an average of 2 activities per month with additional periodic events. The funds specifically help to cover the cost of space rental, meals and refreshments for activities, and honouraria for instructors and professionals who deliver workshops. The activities offered by OKES are diverse and provide seniors with many different opportunities to socialize, be engaged in the community, and stay active. Since May 2016 these activities include:

- Tai chi followed by lunch and occasional health or technology-related workshops (once per month with about 25-35 senior members)
- Line dancing followed by lunch and occasional health or technology-related workshops (once per month with about 25-35 seniors members)

The drop-in activities provide an opportunity for seniors to engage in physical activity, socialize, participate in workshops, hear about the events that are happening as part of CCECS, and share a meal. There are also periodic events that OKES participates in as a group. These include:

- Participation in the Annual Lunar New Year Day celebration organized by the Ottawa Korean Community Centre, where seniors are actively engaged with the children
- Christmas celebrations
- Annual general assembly for OKES members

Finally, in addition to these activities, the OKES president supports more isolated members through one-on-one services, such as:

- Referrals to health and community services
- Friendly visiting in the hospital or at seniors' homes
- Telephone calls to check in on seniors who are unable to attend activities or who are sick

COST OF RUNNING THE GROUP AND SOURCES OF FUNDING

Overall, the cost of running the activities for OKES each year is approximately \$15,000. The costs are mainly related to renting space for activities, refreshments for the seniors during the activities, and payment for tai chi and line dance instructors and professional workshops.

For this past year, the only source of agency funding for OKES was from the SPCO for a total amount of \$2500. To support the group financially, OKES members also pay a small membership fee to contribute to the costs of the running the group and contribute \$5 each time lunch is offered during the activities.

In addition to cash funding, the organization benefits from approximately 450 volunteer hours, which amounts to an in-kind contribution of \$11,250.

SUCCESS FACTORS

Given that OKES only began offering twice monthly activities for its members since May 2016, this group has had many great successes this past year, including engaging more Korean seniors, particularly women, in the community and offering more physical activities.

ENGAGING MORE KOREAN SENIORS

Originally, OKES would offer monthly luncheons for the members, which mainly were attended by male seniors in the community. Since the introduction of more activities for OKES, Ms. Song noted that the number of Korean senior women participating in the group has increased because they are more interested in these activities and see the benefit. One woman noted, "This is something for me and as a working mother for most of my life, my family is happy for me to have something like this." Another senior discussed how, "...before we just would meet at New Year's or occasionally, but we never had this kind of activity, so that brought me here. This is just something for me and I can just come out and enjoy myself."

OFFERING MORE PHYSICAL ACTIVITIES

Additionally, the activities that OKES is now offering are much more active for the participants. While the participants noted that they really enjoy the lunches and the time to socialize, participating in physical activity, such as tai chi and line dancing, is very important to them and gives them a purpose for attending. Ms. Song also ensures that the instructors emphasize to the participants why they are doing certain moves and stretches and the benefits in doing them, which also provides the seniors with education on being active. Even though Ms. Song noted, "it is not always easy for everyone to move around, I try to promote it and they appreciate it." It is evident that the seniors do appreciate it as many seniors in the group discussed the health benefits of taking part in the activities. One senior mentioned how he, "...has knee problems and other health problems, but the biggest benefit in participating is improved health." Another said that for her, "socialization is a big thing and then health comes along and you feel good." Clearly, the improved health outcomes, both mental and physical, are some of the

main benefits for the seniors in OKES and the introduction of these physical activities has been the main contributor to that success.

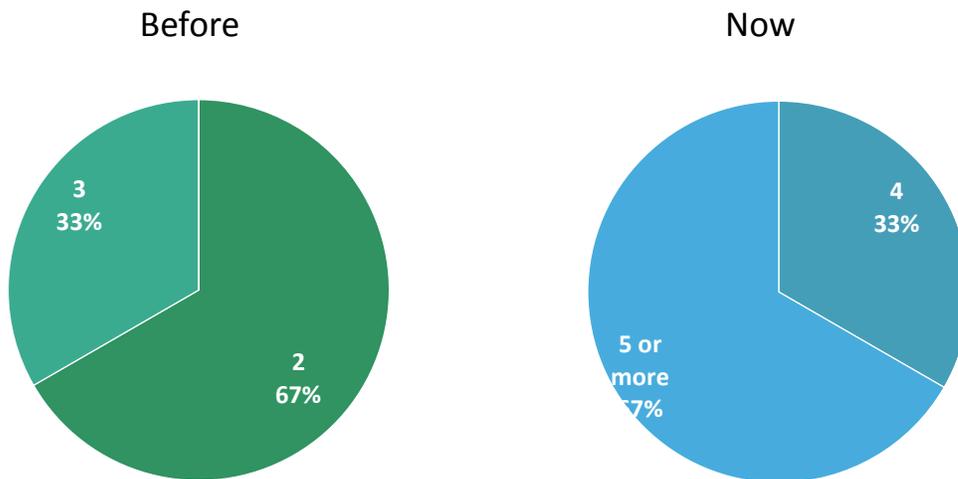
INVOLVEMENT IN COLLECTIVE ACTIVITIES

Similar to other CCECS groups, Ms. Song noted that her participation in the monthly meetings has been helpful to learn about the SPCO and how it can support each group. She shares the information she learns at each meeting with the members of OKES during the announcement period of each activity. As other group leaders have mentioned, the amount of time dedicated to CCECS activities can be quite a lot for certain group leaders who also have to organize activities for their own groups. While it is important for the seniors to get to know members of other groups, she mentioned that less frequent meetings and events would be better for the group leaders and the group members.

SURVEY DATA

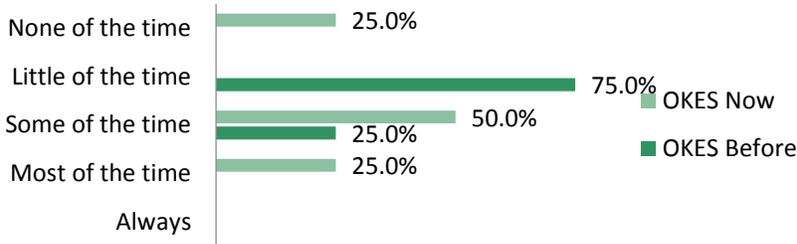
The results of a limited Pre-participation Survey confirm that OKES is effectively reaching isolated seniors. The data show positive outcomes for the OKES activities. Since joining OKES, the senior members have more support, are more involved in meaningful activities and volunteering, feel more connected, and feel more valued.

How many relatives and close friends do you have who you feel close to?



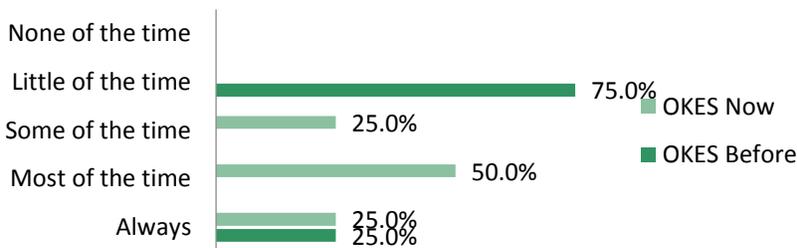
Prior to joining OKES, two thirds had fewer than three friends, which is the lower threshold for a healthy number of close friends (Dunbar, 2010). Currently, all report having three friends or more.

I have support when I need it



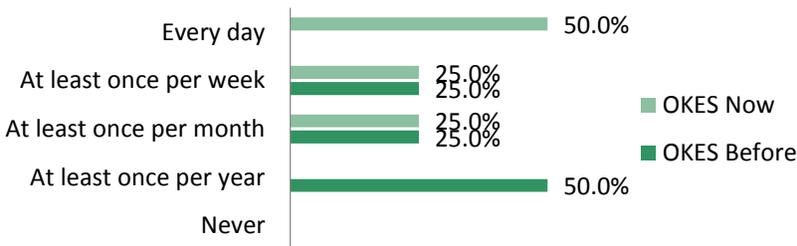
Prior to joining OKES, all had support only some of the time and little of the time. Now, three quarters have support some of the time and most of the time.

I have someone I can count on to listen to me when I need to talk



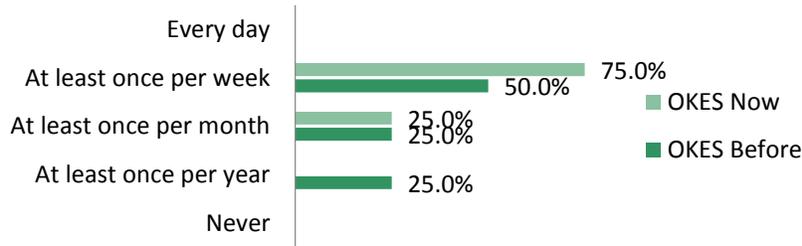
Prior to joining OKES, three quarters had someone they could count on to listen to them only little of the time. Now, three quarters have someone they can count on always, or most of the time.

I participate in activities that are enjoyable or meaningful to me



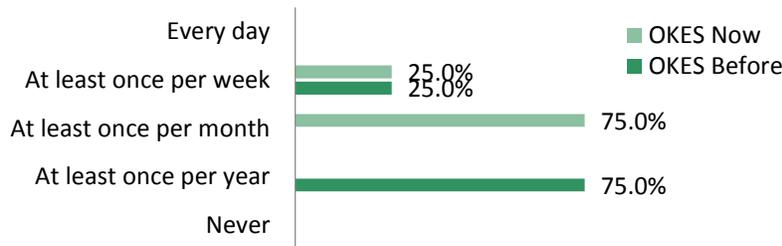
Prior to joining OKES, three quarters participated in enjoyable or meaningful activities only once a month or less. Now, three quarters participate in enjoyable or meaningful activities at least once a week or more.

I socialize with friends and family



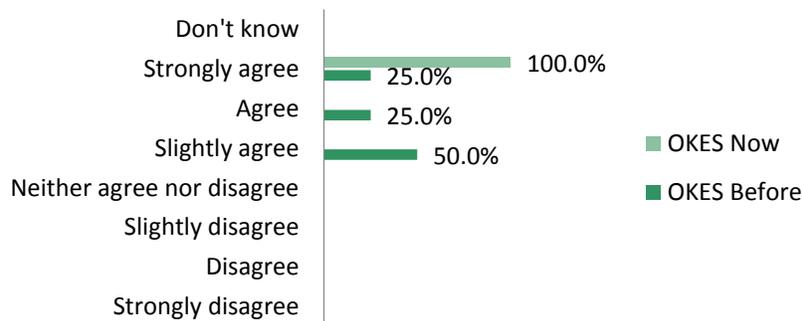
Prior to joining OKES, half socialized with family and friends only once per month or less. Now, three quarters socialize with family and friends at least once per week.

I volunteer



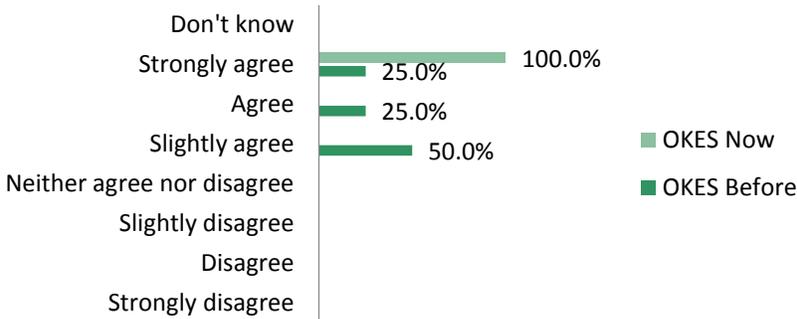
Prior to joining OKES, three quarters only volunteered once per year. Now, all volunteer at least once per month.

I feel connected to family, friends, and acquaintances



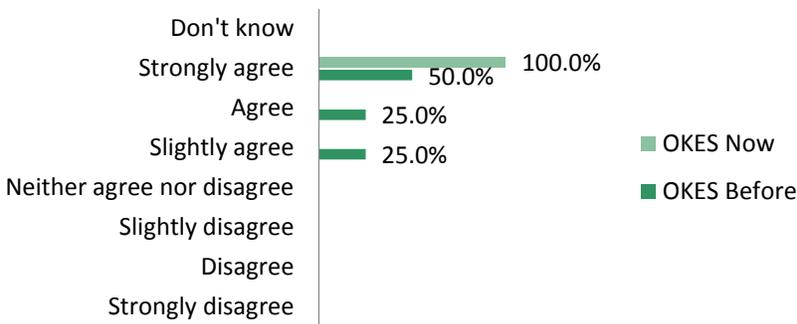
Prior to joining OKES, half did not agree or strongly agree that they felt connected to their family, friends, and/or neighbours. Now, all strongly agree that they feel connected.

I feel connected to my local community



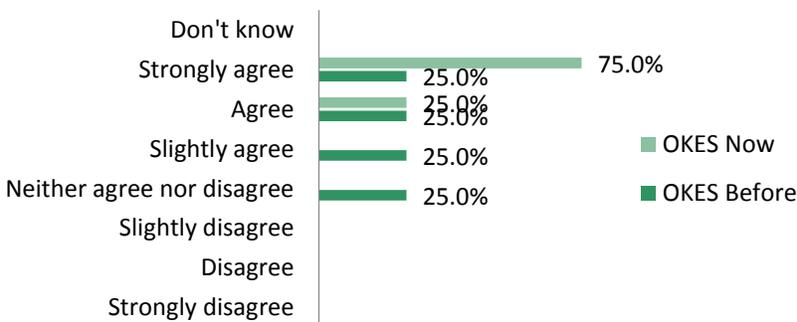
Prior to joining OKES, only one quarter strongly agreed that they felt connected to their local community. Now, all strongly agree that they feel connected.

I feel valued by my family, friends, and acquaintances



Prior to joining OKES, only half strongly agreed that they felt valued by family, friends, and acquaintances. Now, all strongly agree that they feel valued.

I am aware of available supports and I know how to access them



Prior to joining OKES, half did not agree or strongly agree that they were aware of available supports and knew how to access them. Now, all agree or strongly agree that they are aware and know how.

Polish Canadian Women's Federation, Ottawa

Founded in 1964 by a group of Polish women, the Polish-Canadian Women's Federation (PCWF) is a charitable, volunteer-run, non-profit organization that offers a welcoming and fun place to meet for Polish women, including mostly senior women, living in Ottawa. PCWF is an active member of the Canadian Polish Congress, Ottawa Council of Women, and Library and Archives Canada. PCWF is run by a strong group of volunteers who support isolated Polish female seniors in the community and help them to feel valued and welcomed and help them to feel connected to their Polish heritage and culture. The current president of PCWF and its Ottawa branch, Ewa Zadarnowski, has been president since 1994 and, with the other volunteers, contributes many hours each week to support all of the members. Senior members of PCWF have diverse backgrounds and abilities ranging from those who moved to Canada prior to the Second World War, those who moved to Canada after the war, those who moved more recently, and those who were born in Canada. Most of the seniors speak Polish; however, some mainly speak English and some speak very limited English. Additionally, some members are still active and participate in activities outside of their Polish community, while others mainly stay in their homes and are not out in the community. PCWF encourages its members to socialize, learn, volunteer within the group, stay active, and participate in other Polish activities in Ottawa. PCWF also offers the opportunity for seniors, youth, and young and middle-age adults to volunteer, learn about, and share their Polish culture with each other and the broader community.

DESCRIPTION OF ACTIVITIES

The funds that PCWF has received through Keeping Ottawa Seniors Connected (KOSC), Social Planning Council of Ottawa (SPCO) Project, Creating Community for Ethno-Cultural Seniors (CCECS), have helped PCWF to hold an average of 2-3 regular activities per week with additional periodic events. The funds specifically help to cover the cost of transportation for activities, providing meals and refreshments for activities, providing honouraria to professionals who deliver workshops and entertainment, and equipment for events. PCWF is fortunate that they are able to use the Polish Combatant's Association's hall to hold many of their events. The activities offered by PCWF are diverse and provide seniors with many different opportunities to socialize, be engaged in the community, and stay active. There are different types of drop-in activities depending on the interests and abilities of seniors. These activities include:

- 1st group: drop in every Tuesday for more active seniors who participate in dancing
- 2nd group: drop-in every Wednesday for less active seniors who socialize over coffee and tea
- 3rd group: drop-in after church, have lunch, socialize, and play bridge

The drop-in activities provide an opportunity for seniors to socialize, exchange ideas, and update each other about what is happening in the Polish community. There are also periodic events that PCWF organizes for its members. These include:

- Two Literary Cafés: one about the current literary landscape in Poland and one with a Polish author on her book about immigrating to Canada
- Name Day celebrations
- Poetry competitions for children and youth

Finally, in addition to these activities, PCWF leaders support more isolated members through one-on-one services, such as:

- Referrals to health and community services
- Friendly visiting in the hospital or at seniors' homes
- Telephone calls to check in on seniors who are unable to attend activities or who are sick

COST OF RUNNING THE GROUP AND SOURCES OF FUNDING

Overall, the cost of running the activities for PCWF each year is approximately \$3500. The costs are mainly related to refreshments for the seniors during the activities, payment for professional workshops and entertainment at events, and equipment for events.

For this past year, the only source of agency funding for PCWF was from the SPCO for a total amount of \$2500. To support the group financially, members of PCWF held fundraising events, including garage sales, book sales, and food sales, and PCWF members also pay a small membership fee to contribute to the costs of the running the group.

In addition to cash funding, the organization benefits from approximately 520 volunteer hours, which amounts to an in-kind contribution of \$13,000.

SUCCESS FACTORS

PCWF has had many successes related to reducing social isolation of seniors in its community, including promoting Polish culture and language within the community, hosting numerous inter-generational events, and supporting those who are most isolated through "invisible" efforts.

PROMOTE POLISH CULTURE AND HERITAGE

One of the main goals of PCWF is to showcase and promote Polish culture and heritage in Canada. One example of this that the president, Ms. Zadarnowski, is most proud of is the exhibit Polish Spirit, which is a published document of 60 Polish Canadians, who have been members of PCWF, and who contributed to Ontario's Polish-Canadian culture. Each page shows one member and their accomplishments. Additionally, the PCWF has previously organized an exhibit at the Bytown Museum to showcase Polish culture and it will be displayed again this year as part of Canada's 150th celebrations.

INTERGENERATIONAL EVENTS

Another success of PCWF is its ability to engage Polish children and youth in inter-generational events. Since many children and youth are losing their Polish language, these types of events are particularly important. One example of an event is the annual poetry competition where children and youth recite Polish poetry. Participants are divided into three age groups and winners receive medals, diplomas, and prizes. This event is in its 35th year and is a great example of how children, youth, adults, and seniors come together to celebrate Polish culture.

"Invisible" Efforts

Ms. Zadarnowski also highlighted the many things that the group leaders do to support those seniors in their community who are most isolated. There are numerous phone calls and visits that are made to seniors who cannot leave their homes. Volunteers with PCWF also drive members to doctor's appointments, to the pharmacy, and to the grocery store. In addition to this, some seniors are unable to use the services of CCAC because they are not comfortable communicating in English or French, so volunteers with PCWF will use their own networks to try to find Polish home support workers. Another example is this past year, there was even a group of seniors who met through the PCWF activities and wanted to go on a trip over the winter, so they organized it together. Without the "invisible" efforts of

PCWF volunteers, many seniors in the Polish community would not have the support they need or the opportunity to build friendships.

INVOLVEMENT IN THE COLLECTIVE

Over the past year, the main lesson learned through the involvement of PCWF in KOSC is related to the commitments related to CCECS. While Ms. Zadarnowski, mentioned how the collective events and monthly meetings for CCECS are a useful way for group leaders and members to learn from each other, there is an overwhelming number of meetings and events that are held for the group leaders to attend and bring members. Given that the groups are all volunteer-run and have many activities to organize and hold, beyond having one CCECS commitment per month can get to be too much for the volunteers leaders. Ms. Zadarnowski does believe that these meetings are important and understands the importance of the collective, she discussed how it would be of benefit to all of the groups and their members to have periodic activities where the groups can come together to share their cultures, such as the Food for Friends events, but just less frequently. This was a common thought shared between many other CCECS group leaders.

Is it making a difference and What have we learned

Conversations with ethno-cultural leaders in year one have yielded significant insight into promising practices, common barriers, and potentially enabling policy ideas.

Promising Practices

❖ BEING CONNECTED, INVOLVED AND ENGAGED IN THE BROADER COMMUNITY

The leader of Club Casa de los Abuelos, Ana Maria Cruz-Valderama, emphasises that being involved in the community, in one's ethno-cultural community, neighbourhood, and city, is crucial to the long terms success of community organizations. She encourages community leaders to get to know their elected representatives, public servants, and other community leaders, to network far and wide, across ethno-cultural communities, and learn as much as possible about what is happening in the community. The leader of the Ottawa Korean Evergreen Society, Katherine Uhm Song also emphasises the importance of being well connected to the broader community, to places of worship, and to diplomatic bodies.

❖ VOLUNTEER ENGAGEMENT AND RETENTION

The ability to identify, engage, and retain highly skilled volunteers is essential to any volunteer-led organization. Most grassroots ethnocultural groups in Ottawa have no paid staff, and rely on volunteers to do everything from administration, communication, project coordination, event planning, organizing and facilitating activities, volunteer and member outreach, etc. The core volunteers are generally exceptionally devoted individuals to contribute countless hours of their time to the group. Knowing how to make the best use of the skills of their volunteers, and how to *recognize* their volunteers and the value of the work is key to the sustainability of these organizations. Group leaders, who are generally those who give the most of their time, often go out of their way to ensure their volunteers are recognized with internal and external awards, such as the Ontario Volunteer Service Awards.

❖ BEING NON-PARTISAN AND UNAFFILIATED TO A SPECIFIC RELIGION

Several of the group leaders stress that avoiding any political or religious affiliation can help groups to avoid conflicts between members and remain successful in the long-term.

❖ DOCUMENTING EVERYTHING

Leader of the Polish Canadian Women's Federation, Ewa Zadarnowski, emphasises the importance of keeping a paper trail because it is a way for future generations of leaders to understand more about past events and to ensure that memories of the group are not lost. She also noted that "the paper trail is very important because you can see it and it does not get lost and filed away on a computer and it gives you an uplifting feeling to see all of the accomplishments."

❖ ENCOURAGING SENIORS TO BE ENGAGED IN THE BROADER COMMUNITY

Wen Jean Ho, one of Kanata Chinese Seniors Support Centre group leaders, emphasized the importance of encouraging ethno-cultural minority seniors to participate in broader community activities through volunteerism or general participation. The group actively facilitates its members' participation in community events in Kanata. Ms. Ho provided an example of the increasing engagement of the group and of its members in a Kanata community event:

The first year (2010) we participated in the Kanata North Community Picnic, only a handful of seniors attended and many Chinese people in general didn't attend and in 2011 you started to see more people and our seniors began to participate as performers on the stage and then the third year, they began participating as volunteers. The fourth year we brought our own tent to volunteer and hand out water...they are no longer just passive participants, but they are actively involved and participate where they can...now lots more of the Chinese population participate because people watched how involved Chinese seniors are in the community – you see lots more diversity at the picnic in general.

This practice has many benefits: it helps seniors to build relationships with their neighbours and other community members; it brings out members of younger generations; it increases intercultural understanding and appreciation between Chinese seniors and members of the broader community; and it increases the visibility of the groups, especially when they are able to set up booths at public events.

❖ KEEPING UP-TO-DATE WITH AVAILABLE SUPPORTS AND SERVICES

Some of the group leaders are very knowledgeable about the supports and services that are available to seniors in Ottawa. These leaders are able to serve as an important bridge between members of their community and mainstream services, which can make a great difference in the health and wellbeing of their members. Making comprehensive workshops about available supports and services available to all group leaders could significantly improve their ability to support their members.

❖ BUS TRAINING

Canada Nepal Solidarity for Peace provides bus training to its members. This involves taking some of the seniors on the bus, explaining how the bus system works, where they need to go, what tickets they need, etc. This enables seniors to feel independent and become comfortable in their neighbourhoods, especially for those with poor official language skills and who do not drive.

❖ ENCOURAGING SENIORS TO SUPPORT EACH OTHER

Many of the groups encourage their members to check in and support each other. At Canada Nepal Solidarity for Peace, for example, there is a phone tree system – leader Tara Upreti calls some seniors and asks each of them to call other seniors to see how they are doing. It creates a sense of purpose for the seniors, ensures they are all supported, and helps to build friendships and trust.

❖ PROMOTING EQUITY AND INCLUSION

There is often a significant level of diversity among the groups in terms of religion, language, socio-economic class, etc. Several of the group leaders emphasise the importance of creating favorable conditions for equity and inclusion by promoting respectful, tolerant, and inclusive practices. Canada Nepal Solidarity for Peace leader, Tara Upreti explains: “however they are, whatever they want to be, we help them be that and understand that they are allowed to be that and we encourage them to do this.” This is an especially important promising practice to help ensure that everyone is welcome, feels accepted, and feels connected to their community.

❖ SPEAKING THEIR LANGUAGE

The leader of the Ottawa Korean Evergreen Society, Katherine Uhm Song emphasised the importance of using instructors and workshop facilitators who can communicate with seniors in their mother tongue. During a site visit to an Ottawa Korean Evergreen Society dancing activity, it was evident how important this was. The line dance instructor spoke Korean and English, which allowed her to interact and assist all of the members who were in attendance that day. Additionally, OKES members with health profession backgrounds have been able to provide workshops in their area of expertise for the members. This highlights the importance of finding people who speak the same language as the seniors in making information more accessible and useful for seniors who have poor official language skills.

❖ EMPOWERING SENIORS TO USE THEIR SKILLS

Wen Jean Ho, one of Kanata Chinese Seniors Support Centre group leaders, emphasized the importance of encouraging seniors in to develop and use their skills, whether those are new skills they are learning (e.g., English language skills) or skills that they have developed throughout their lifetime (e.g., calligraphy and painting). For example, when holding volunteer meetings or group leader meetings, Ms. Ho encourages the seniors who are learning English to order their own coffee in order to help them be comfortable speaking English. Additionally, the KCSSC president uses his skills in graphic design to develop a newsletter for KCSSC. Ms. Ho explains that empowering seniors to use and to contribute their knowledge and skills helps them to feel valued by their community.

Common Challenges and Potentially Enabling Policy Ideas

❖ UNDERRECOGNIZED CONTRIBUTIONS AND UNTAPPED POTENTIAL

Volunteer led organizations provide relatively high value per funding dollar. At Club Casa de los Abuelos, for example, the monetary cost of offering day programming to 70 senior members, serving on average 20 per day, 6 days per week, amounts to \$141.25! They can do this, because they rely heavily on highly skilled volunteers or, as Club Casa de los Abuelos Executive Director, Ana Maria Cruz Valderrama astutely defines it, human capital contributions. She explains that it is the skilled and talented people who donate their time, skills, and knowledge to the club who represent the true sustaining capital of Club Casa, and that most of her ‘fundraising’ involves securing high quality human capital. Although most ethno-cultural community leaders do not conceptualize their volunteers’ contributions in this way, they agree that their skilled volunteers are the lifeblood of their organizations. Despite their ability to deliver services and programming in a remarkably cost-effective manner, volunteer led organizations face tremendous challenges and barriers in the provision of services to their community.

Reforming Income Tax Policy to Properly Recognize Volunteer Contributions

Properly recognizing the value of human capital donations could dramatically increase the capacity of the community sector. Ottawa is presently faced with rapidly increasing pressure on community services, a growing senior population, and a large pool of highly skilled and educated adults who are under-employed, and working less than full-time hours. There is an opportunity to take advantage of the untapped potential of under-employed adults in a way that would at once dramatically increase the capacity of the community sector, and reduce pressure on community services.

In conversation with Ms. Cruz Valderrama, an idea for an innovative change in income tax policy which could go a long way in enabling and encouraging talented and skilled individuals to enrich and improve their communities emerged. At present, only monetary donations can be claimed for income tax purposes; donations of time cannot be deducted from income taxes. While this encourages high income individuals to donate money to charitable and non-profit organizations, it does not recognize the very valuable donations of time and skills by volunteers. This policy fails to capture the significant donations of time made by mostly women, and by many low-income individuals. Recognizing volunteer time contributions could create a strong incentive for civic engagement, while also alleviating financial pressures on low-income individuals. It is hardly the first time that this idea emerges, but the increasing pressures being experienced by community services and the trend toward the under-employment of highly skills individuals, which is likely to accelerate as automation makes more and more jobs redundant, seem to add considerable merit to this policy option.

❖ SUSTAINABILITY

Volunteer-led organizations depend on dedicated and skilled individuals to manage the day to day operations of the organization, organize activities, support those who are most isolated in the community, and manage the day-to-day operations. Most of the organizations that are part of Creating Community for Ethno-Cultural Minority Seniors have a core leader who goes above and beyond to service their community, and all have volunteers who dedicate hour upon hour of their time to organise activities, accompany members to appointments, visit members in their homes, provide members with transportation, etc. When there is insufficient succession planning, the sustainability of these organizations can easily be threatened when core leaders retire or are unable to continue in their positions, or when they lose other core volunteers. Succession planning, although often neglected, is of the utmost importance, because of the important role that these organizations play in their communities.

Working with Younger Generations to Ensure Sustainability

Tara Upreti, the leader of Canada Nepal Solidarity for Peace, emphasises the importance of working with members of younger generations to build leadership skills and knowledge about the organizational operations.

The provision of training on succession planning could be very helpful for many of the groups in the collective.

❖ CONSULTATION WITH ETHNO-CULTURAL SENIORS

Leader of Canada Nepal Solidarity for Peace, Tara Upreti, spoke of the importance of consulting those who will receive services. Policy is typically developed from a top-down approach, but the leader of

Canada Nepal Solidarity for Peace, Tara Upreti, emphasised the importance of consultation. She explained:

It needs to be bottom-up and not just higher-level people making decisions for the new immigrants. They need to talk to people and ask about what they need. We need to learn how to listen and believe in their pain and sorrow and that is what will allow us to help them.

When advocating for change in policy to reduce social isolation, these are important lessons to learn and key factors to ensure that seniors needs are truly being addressed.

❖ ACCESS TO AFFORDABLE AND APPROPRIATE SPACE

One of the greatest hurdles that grassroots ethno-cultural groups in Ottawa face is access to affordable spaces where community members can meet, and socialise. The leaders of volunteer driven organizations tell us that they spend an inordinate amount of time trying to secure space for their activities. Some hold activities in their own homes. Some manage to rent spaces, but doing so means that they have to spend considerable time securing the resources to do so – time which could be spent reaching out to community members and strengthening the community. The lack of space can limit the types of activities that they can offer to their members, which in turn limits their ability to engage all their members in activities that they enjoy. A related issue is that even when they can raise the resources to rent space, there is no on-site storage space available to them. Therefore, even for regularly recurring activities, they have to haul in and out all of the materials that they need for their activities, which can become unworkable for seniors in general, particularly those who depend on public transit.

Ensuring Each Neighbourhood Has a Meeting Space Available to Volunteer Groups Providing Services to Priority Populations Including Seniors

Ottawa could adopt a policy in place in some other jurisdictions in Canada, ensuring residents have access to free community space in every neighbourhood. In the meantime, the City and other entities (such as schools) with space used for community activities could seek solutions to provide modest storage space for groups offering recurring activities.

❖ ACCESS TO AFFORDABLE, SAFE, AND APPROPRIATE TRANSPORTATION

Lack of access to affordable, safe, and appropriate public transportation is another great hurdle. Even where community leaders are able to secure spaces for their meetings and activities, many seniors are unable to attend because they are unable to afford taking the bus. In the winter, seniors face the additional challenge of slippery sidewalks and cold bus stops. Many become isolated because they are too afraid to go out; a situation that has been confirmed by many senior leaders. Faced with these challenges, many organizations adopt a combination of two strategies: first, they concentrate as many of their activities as possible on Wednesdays, when seniors can ride the bus for free; second, they rely on volunteers to provide transportation to seniors, many of whom absorb the cost of gasoline.

Reforming Income Tax Policy to Defray Volunteer Transportation Cost

Another idea related to changes in income tax policy would be to allow the volunteer workers of volunteer led non-profits to claim transportation costs on their income taxes. It is not unusual for leaders and volunteers to spend considerable time and money on transportation to organize and deliver their programming and to provide transportation to their members. This practice to engaging seniors in the winter, when many are too scared of bad weather and poor sidewalk conditions to risk walking and taking the bus. At present, most volunteers absorb the costs associated with the provision of transportation, which represents a substantial unrecognized contribution to the community. If the cost of transportation can be used to defray some of the cost incurred by businesses, it may be possible to apply similar model to volunteer led non-profits.

Increasing the Number of Days that Seniors Can Ride for Free on OC Transpo

Increasing the number of days that seniors can ride for free on OC Transpo could significantly increase the community sector's ability to keep seniors engaged and connected. The addition of one additional day would enable organizations to spread their senior focused activities over two days instead of one, which would enable low income seniors to attend twice as many activities.

❖ SIMPLE AND HASSLE-FREE MUNICIPAL AND ORGANIZATIONAL REGULATIONS

Working with funded service providers can be challenging for volunteer led organizations. Because of their extensive grassroots networks, volunteer run organizations can significantly facilitate the outreach and promotion work of funded organizations. They serve as valuable bridges of contact and trust between given communities and mainstream organizations, but there is a significant power imbalance between volunteer run organizations and funded ones. Because of this, the value of the human capital contributions and the work done by volunteer run organizations can sometime become invisible, unless there is a strong commitment on the part of funded organizations to recognize and to support the work of volunteer run organizations.

Moreover, the complexity of all the rules and regulations that are in place can impede collaboration with funded organizations. These can dissuade leaders from attempting to collaborate altogether, or lead to unfortunate circumstances when they do try to collaborate. For example, organizations may require that events be held in insured spaces with trained professionals to manage activities, and insist that participants provide demographic information and fill out satisfaction questionnaires. While this may seem quite reasonable on the surface, these practices can alienate seniors who may want to socialize without having to provide personal information, or who may be disappointed to find that activities are being managed by a professional, rather than by a community leader with whom they have a friendly and trusting relationship. Such incidents can, in extreme cases, can lead to the dissolution of the volunteer organization, leaving the seniors who depended on them even more vulnerable.

Developing a Memorandum of Understanding

To overcome this challenge, Club Casa de los Abuelos insists on developing and agreeing upon a detailed Memorandum of Understanding at the outset of any new collaboration with other groups and organizations. This promising practice ensures that the contributions of volunteer led organizations are properly understood and recognized, and that the responsibilities and commitment of both organizations are well understood.

❖ SIMPLE AND USER-FRIENDLY FUNDING APPLICATIONS

Complex and time-consuming funding application processes in many cases preclude smaller organizations from attempting to obtain funding for their activities. Funding applications increasingly require specialized research and writing skills and a significant investment of time. Even in those organizations where a community leader would be able to write a competitive application, funding is increasingly attached to evaluation requirements that are beyond the capacity of small organizations to fulfil.

Eliminating such barriers through supportive policy would dramatically increase the potential of the sector and increase the wellbeing of thousands of individuals across the city.

❖ IMPROVED PROMOTION, ADVERTISING, AND OUTREACH

Several of the group leaders spoke of the challenges associated with adequate and effective promotion, advertising, and outreach. Although they already have extensive ties within their communities, leaders believe that there are many isolated seniors who would benefit from their groups activities, but who are simply unaware of them. Promotion and advertising are very expensive, and the groups do not have the funds to pay for it. Outreach can be done in a more cost-effective way, but it is not as effective to reach people who are not already minimally connected. It is also very labour intensive. More support around promotion, advertising, and outreach could help these groups to reach more isolated seniors and to increase their impact.

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Appendices

APPENDIX 1 – KOSC THEORY OF CHANGE

IMPACT PLAN OUTCOMES

Reduce seniors' social isolation by increasing the proportion of seniors who:

- Outcome 1: have support and help when they need it by 8%
- Outcome 2: participate regularly in activities by 20%
- Outcome 3: feel connected by 16%
- Outcome 4: feel valued by 10%

PROJECT LEVEL OUTCOMES

Isolated seniors are identified.

Isolated seniors are aware of available supports and know how to access them.

Isolated seniors are connected to and engage in knowledge-building activities.

Isolated seniors develop and engage in new opportunities to socialize.

Isolated seniors are empowered to contribute their knowledge and skills.

TARGETED BARRIERS TO SOCIAL INCLUSION

Low-Income

Poor Official Language Skills

Disability

Abuse

Rural Living

ENABLING PROJECTS

Backbone - COA

CCI
English Language
Conversation Circles

NROCR
Elder Abuse Response
and Referral Service

OWCS
Healthy Connections
Healthy Communities

SEOHC
Senior Neighbourhood
Network Project

SPCO
Creating Community for
Ethno-Cultural Seniors

WOCRC
Reducing Rural Senior
Social Isolation



APPENDIX 2 – EVALUATION FRAMEWORK SUMMARY TABLE

Impact Evaluation: Project and Population Level

Population Outcomes	Project Outcomes	Performance Indicators	Data Collection Tools
<p>Isolated seniors feel connected</p>	<p>Isolated seniors are identified</p>	<ul style="list-style-type: none"> • # of isolated seniors identified • # and % of unique participants • # and % of participants from target populations • Change in level of isolation 	<ul style="list-style-type: none"> • Activity / participation record • Pre- and Post-Participation Survey of participating seniors re isolation • Social Network Mapping (optional participation) • Semi-structured interviews with participating seniors • Staff interview • “Most Significant Change” discussion with partners
	<p>Isolated seniors are connected to and engage in knowledge building activities</p>	<ul style="list-style-type: none"> • # of knowledge building activities (short-term e.g. workshop) • # and % of participants in knowledge building activities (short-term e.g. workshop) • # and % from target populations in knowledge building activities (short-term e.g. workshop) • # of skill building activities (longer-term e.g. language classes) • # and % of participants in skill building activities (longer-term e.g. language classes) • # and % of target populations in skill building activities (longer-term e.g. language classes) • Change in knowledge by seniors including intention to use the knowledge for action 	<ul style="list-style-type: none"> • Activity / participation record • Pre- and Post-Participation Survey of participating seniors re isolation • Participant Satisfaction Survey • Learning Event Evaluation (re knowledge / skill gained and intended use) • Semi-structured interviews with participating seniors • Staff interview (partially based on “Coordinated Action Checklist” and on outcomes for the seniors)

<p>Isolated seniors participate regularly in activities</p>	<p>Isolated seniors develop and engage in new opportunities to socialize</p>	<ul style="list-style-type: none"> • # of activities to socialize • # of new activities to socialize • # and % of participants in activities (frequency/regularity) • # and % of targeted (at risk) populations in activities • Satisfaction of seniors with activities • # of seniors expressing feelings of being connected 	<ul style="list-style-type: none"> • Activity / participation record • Pre- and Post-Participation Survey of participating seniors re isolation • Social Network Mapping (optional participation) • Participant Satisfaction Survey • Semi-structured interviews with participating seniors • Staff interview (partially based on “Coordinated Action Checklist” and on outcomes for the seniors) • “Most Significant Change” discussion with partners •
<p>Isolated seniors have support and help when they need it</p>	<p>Isolated seniors are aware of available supports and know how to access them</p>	<ul style="list-style-type: none"> • # of activities incorporating information about other services • # of promotional materials (pamphlets, fact sheets) about supports and services • # of seniors reporting awareness of available supports and how to access them • # of referrals out • # and % of seniors connected to a service they need 	<ul style="list-style-type: none"> • Pre- and Post-Participation Survey of participating seniors re isolation • Social Network Mapping (optional participation) • Participant Satisfaction Survey • Learning Event Evaluation (re knowledge / skill gained and intended use) • Semi-structured interviews with participating seniors • Staff interview (partially based on “Coordinated Action Checklist” and on outcomes for the seniors) • “Most Significant Change” discussion with partners
<p>Isolated seniors feel valued</p>	<p>Isolated seniors are empowered to contribute their knowledge and skills</p>	<ul style="list-style-type: none"> • # and % of seniors who volunteer or play a leadership role • # of seniors who report feeling valued (pre- and post- program assessment) • Types of project activities which provide opportunities for seniors for meaning and purpose • Types and number of opportunities for seniors to give input at all levels 	<ul style="list-style-type: none"> • Activity / participation record • Pre- and Post-Participation Survey of participating seniors re isolation • Social Network Mapping (optional participation) • Participant Satisfaction Survey • Semi-structured interviews with participating seniors • “Most Significant Change” discussion with partners

		<p>of the initiative</p> <ul style="list-style-type: none"> • Types and number of opportunities for seniors to share knowledge / skills / experiences • Types and number of opportunities for seniors to share stories to support community action 	
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Developmental Evaluation of the Collective Impact

Evaluation Questions	Data Collection Tools
<ul style="list-style-type: none"> • What works to reduce seniors' isolation? • What % of partners report increased understanding of opportunities and challenges to reduce seniors' isolation? • What factors are limiting progress and how can they be managed or addressed? • Has the collective impact enabled services to be better aligned for impact? • What is working in the partnership and what needs to be improved? • What is the level of satisfaction among partners? • What is the extent of engagement by agencies and other stakeholders including the increase in agencies participating? • What partnerships have been brought to the table and what has been their contribution? • What is the number and type of new initiatives created related to gaps identified? • What is the value and nature of the increase in leveraged resources? • To what extent has the project produced lasting changes for isolated seniors, the service sector supporting seniors and the broader community? • What are the lessons learned and best practices from the experience of the project? • How can we apply what we have learned to address sustainability and scale? 	<ul style="list-style-type: none"> • Pre- and Post- Participation Survey of participating seniors re isolation • Social Network Mapping (optional participation) • Participant Satisfaction Survey • Learning Event Evaluation (re knowledge / skill gained and intended use) • Semi-structured interviews with participating seniors • Staff interview (partially based on "Coordinated Action Checklist" and on outcomes for the seniors) • "Most Significant Change" discussion with partners • Case Studies • Input from annual learning event

APPENDIX 3 – SUMMARY OF PROGRAM PROGRESS TOWARD YEAR ONE COMMITMENTS TO FUNDER

Ongoing Activities	Completed	Notes
Support groups with existing Third Party Agreement to continue their activities	✓	Ongoing
Hold monthly project meetings with presentations, peer learning/sharing and discussion of best practices with at least 10 groups per meeting	✓	Ongoing
Review the progress of the ethno-cultural groups and renegotiate with or replace agreements/groups that are failing to meet expected results	✓	Ongoing
Months 1 to 6 (June 2016 to November 2016)	Completed	Notes
Recruit and hire project coordinator	✓	Completed in Q1.
Develop a workplan	✓	Completed in Q2.
Develop a communication plan	✓	Completed in Q2.
Develop a sustainability plan	✓	<p>Sustainability plan completed in this quarter. Sustainability strategies/activities will continue for the length of the project. In this funding period, sustainability strategies included:</p> <p><i>Succession Planning:</i> The Kanata Chinese Seniors Support Center, The Indo-Canadian Community Center, The Ottawa Valley Filipino Canadian Seniors Citizen Association, The Sri Lanka Support Center for Seniors in Ottawa and others have created a number of opportunities for other seniors to become actively involved in planning and organizing events and training opportunities.</p> <p><i>Increasing Volunteer Capacity:</i> Canada Nepal Solidarity for Peace has developed a successful inter-generational program for youth and seniors, which is also increasing their volunteer capacity.</p> <p><i>Sharing Best and Promising Practices:</i> The Polish Womens' Federation has volunteered to help groups with limited resources to start fundraising with their communities, such as asking local businesses to support their activities through small donations.</p> <p><i>Working with Mainstream Agencies:</i> One</p>

		<p>grassroots group signed an MOU with a mainstream organization re collaboration. Funding Opportunities. We are pleased to report that a number of our ethno-cultural groups were successful in receiving funding from the New Horizons for Seniors' program.</p>
<p>Negotiate and sign Third Party Agreements with 17 multicultural organizations to undertake the following activities:</p> <ul style="list-style-type: none"> • Provide bi-weekly recreation activities to a targeted number of seniors • Provide peer phone supports or friendly visiting to seniors who are unable to attend activities • Provide at least two informational sessions per year on available services and abuse prevention to a targeted number of seniors • Develop a service navigation model including peer support networks as appropriate and provide one-on-one navigation support and appointment accompaniment to a targeted number of seniors • Encourage group volunteering, arranging at least one group volunteering opportunity for a targeted number of seniors • Share tools and lessons learned 	<p style="text-align: center;">✓</p>	<p>We are ahead of schedule on this activity. As of the previous quarter we had signed 18 Third Party Agreements. In this Q4, we did not sign any new Third Party Agreements but we made good progress building relationships with Francophone ethnocultural groups, which will result in additional Third Party Agreements in the up-coming quarter. Having signed with 18 groups, we have picked up part of an activity planned for June 2017 in Schedule A. Each group has received the first installment of the requested micro-grant money and all the groups are holding activities. Some groups received a second or third allocation, consistent with their agreement and progress on their activities. The sharing of tools and lessons learned has begun.</p> <p>We are ahead of schedule on this activity. As of the previous quarter we had signed 18 Third Party Agreements. In this Q4, we did not sign any new Third Party Agreements but we made good progress building relationships with Francophone ethnocultural groups, which will result in additional Third Party Agreements in the up-coming quarter. Having signed with 18 groups, we have picked up part of an activity planned for June 2017 in Schedule A. Each group has received the first installment of the requested micro-grant money and all the groups are holding activities. Some groups received a second or third allocation, consistent with their agreement and progress on their activities. The sharing of tools and lessons learned has begun.</p> <p>Two seniors attended a full day conference on Seniors Abuse, Let's Talk Perspectives and Solutions hosted by Elder Abuse Ontario held on March 30, 2017</p> <p>The Coordinator attended a one day workshop</p>

		<p>for “Its Not Right (INR) Neighbours Friends and Families for Older Adults” and is qualified as an INR presenter. (March 7, 2017).</p> <p>10 leaders from the ethno-cultural groups completed a 2 hour on-line training on elder abuse and received a certificate of completion. This training is based on the empowerment model and delivers the following learning objectives:</p> <ul style="list-style-type: none"> recognize and define types of elder abuse identify risk factors for elder abuse recognize that elder abuse situations are often complex contribute to building the capacity of your organization to effectively respond to elder abuse. The training also included a range of case studies, some in video format to illustrate these concepts
<p>Negotiate a Third Party Agreement with Food for Friends to undertake the following activities:</p> <ul style="list-style-type: none"> • Provide bi-weekly recreating activities for a targeted number of seniors • Provide at least 2 information sessions per year on available services and abuse prevention to a targeted number of seniors • Share tools and lessons learned✓ 	<p style="text-align: center;">✓</p>	<p>Seniors have begun sharing and cooking meals together and developed a plan to host these events throughout the City at different locations with the majority taking place at a central location to encourage cross-cultural involvement. Food for Friends may also create a cookbook “Sharing our Food – our Culture” which will highlight seniors personal stories as well as their recipes.</p>
<p>Negotiate and sign a Third Party Agreement with Family Support and Care Centre to undertake the following activities:</p> <ul style="list-style-type: none"> • Provide bi-weekly information sessions on dementia and dementia supports to a targeted number of seniors • Provide one-on-one navigation support including accompaniment and information sharing on services to a targeted number of seniors • Support other groups to develop a service navigation model, including peer support networks 	<p style="text-align: center;">✓</p>	<p>Family Support and Care Centre provided 8 workshops to 129 seniors, and provides one-on-one counselling to 17 ethno-cultural minority seniors.</p>

<p>as appropriate for seniors with dementia in their community</p> <ul style="list-style-type: none"> • Share tools and lessons learned 		
<p>Collaborate with the external evaluator to orient groups to the evaluation tools</p>	<p>✓</p>	<p>Training was provided to all the group leaders and some of their volunteers on how to use the evaluation tools and collect evaluation data. Over year one, it became apparent that most of the groups do not have the capacity to engage in such extensive data gathering, and that the evaluation team did not have the time and resources to support them in the use of the common evaluation tools. Two other issues have been identified, which we continue to address with the groups. (1) The concept of “volunteer” is foreign to some of our communities, so some struggle with counting the number of volunteers; and (2) Some of the data gathering is perceived as intrusive by some seniors participating in the projects, so the groups are working with the external evaluators and our coordinator to find appropriate strategies that do not work against the objectives of the project (engaging seniors) but also meet the evaluation needs.</p> <p>To remedy this situation, groups are gathering evaluation data with a simplified activity and participant record instrument, and leaders are providing updates through informal chats. Five groups were selected to provide additional data for year one, these participated in one-on-one interviews, site visits, participation surveys, and focus groups.</p>
<p>Cooperate with the Victorian Order of Nurses to provide Neighbours Helping Neighbours training to representatives of the participation ethno-cultural groups</p>	<p>✓</p>	<p>On track. The curriculum has been modified to meet the needs of ethno-cultural groups. Ms. Shelagh Tuddenham, Coordinator, Neighbours Helping Neighbours workshop, Ottawa Branch will be offering the training to the leaders of the ethno-cultural groups in May, 2017. SPCO is also exploring the possibility of obtaining training through WOCRC’s Community Helpers Progra,.</p>
<p>Assess the degree to which partner ethno-cultural groups are reaching participants who have poor official language skills, have a low income, and/or have disabilities and undertake targeted outreach to address any shortfalls</p>	<p>✓</p>	<p>See <i>Reaching Isolated Seniors</i> section</p>

Collaborate with volunteers from partner ethno-cultural groups to select and organize combined group outings for year one	✓	
Collaborate with participants to plan the annual Collective Impact Learning Forum	✓	
Conduct a 6-month review of abuse recognition and intervention training	?	
Months 7 to 12 (December 2016 to May 2017)	Completed	Notes
Collaborate with volunteers from ethno-cultural groups to select and organize cross-cultural activities for year 1	✓	<p>Kanata Chinese Seniors Service Center hosted Chinese New Year Celebration on February 5, 2017, the year of the Rooster and two other ethno-cultural senior groups volunteered for this event. The Vietnamese Seniors also held the Vietnamese New Year Celebration (January 21, 2017) and invited seniors from other groups to attend and volunteer.</p> <p>The Sikh Seniors and the South Nepean Muslim Community had a joint bus tour to the Museopark and the Richelieu Vanier Center. Both the groups shared a meal together and exchanged cultural and religious belief. Because of this trip, the groups will be visiting the Mosque and the Sikh Gurdwara to further learn about Islam and Sikhism.</p> <p>The Filipino and Sri Lankan seniors went on a shared bus trip to visit the Fulton Sugar Shack which is an hour outside of Ottawa. The seniors brought their own traditional foods and shared lunch, sang songs and told stories of their homeland.</p> <p>40 seniors from 15 ethno-cultural groups took part in our first practice of “Sharing Dance Day”. Canada’s National Ballet School is hosting a multigenerational community outreach to celebrate Canada 150th birthday, Sharing Dance Canada. The initiative offers free dance programs for all Canadians and for seniors it focus is on improving quality of life and creating community.</p>
Collaborate with ethno-cultural groups to increase their capacity	✓	The groups are collaborating and networking to build their own capacity and share best practices and ideas with the other groups. This is done by attending our monthly meetings, and other events and functions held by different

		groups.
Develop service navigations plans and volunteering plans with 9 of the partner ethno-cultural groups	✓	We are gathering qualitative information through interviews from 9 leaders to explore how they access and help the seniors in their community to access community and health resources in Ottawa (i.e. service navigation). Once this information is compiled we will be sharing this with the other groups. Many of the groups are currently providing one-on-one navigation and accompaniment to isolated seniors for medical appointments and cultural outings. This includes providing transportation, language and cultural interpretation and cooking meals. We are also on track for the volunteering plans.
Participate in evaluation activities in cooperation with the external evaluator and with volunteers from each ethno-cultural group	✓	
Participate in the annual collective impact evaluation	✓	All the groups are actively participating in the annual collective impact evaluation.
Collaborate with external evaluator to prepare a project level performance progress report	✓	All the groups are working with the external evaluator on a project-level performance progress report
Recruit participants from ethno-cultural groups to attend the annual Collective Impact learning forum	✓	•Members of the ethno-cultural groups will attend the learning forum, to be held in the next quarter.