

“A Community for ALL Ages”

A Plan for St. Albert Seniors

2009 - 2011



St. Albert Seniors' Working Group

The St. Albert Seniors' Working Group is a results-oriented group that works collaboratively to increase the quality of life of St. Albert seniors to make St. Albert a community for ALL ages.

March 2009

Acknowledgement

This document is the result of a collaborative effort from agencies and individuals advocating for the future of our aging community.

A Plan for St. Albert Seniors is truly the result of the commitment, collaboration and support of the St. Albert Seniors' Working Group:

Gail Blanchard	Alberta Health Services Home Care
Heather Mattson-McCrady	Alberta Health Services Home Care
Ryan Bielby	Citadel Care Centre
Tamsin Brooks	City of St. Albert, Cultural Services
Micah Seon King	City of St. Albert, Recreation Services
Pat Phelan	Community Information & Volunteer Centre (CIVC)
Lori Jack	Primary Care Network
Laurel Kading	RCMP St. Albert
Greg Hawkins	RCMP St. Albert
Karen McDonald	River Ridge Seniors Community
Anna Rodger	St. Albert Bereavement Fellowship
Leanne MacMillan	St. Albert Family & Community Support Services
Armella Gulley	St. Albert Further Education
Doreen Slessor	St. Albert Prevention of Family Violence and Bullying Project
Heather Dolman	St. Albert Public Library
Irene Sauve	St. Albert Senior Citizen's Club
Leslie MacEachern	St. Albert Senior Citizen's Club
Ruth Cripps	St. Albert Senior Citizens' Club
Marguerite Bosvik	Sturgeon Foundation-Seniors Supportive Housing
Donna Brown	Youville Home

The members of the St. Albert Seniors' Working Group have dedicated hundreds of hours in developing this plan and although the City of St. Albert and Family and Community Support Services have endorsed and resourced this plan, it is truly a reflection of the community both in terms of spirit and content. The expertise and evidence provided by the partners at the table has ensured this is a 'locally driven and community rich' plan.

Toni Lashbrook & Associates Inc. facilitated three priority-setting sessions for the St. Albert Seniors' Working Group. She deserves recognition for harnessing all the energy and ideas and pointing us in a common direction.

The St. Albert Seniors' Working Group would also like to acknowledge the Boards of Directors and Executive Directors for supporting their staff in being a part of the process.

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Executive Summary

In the fall of 2008 the St. Albert Seniors' Working Group began the first of three priority planning sessions with a consultant. As the working group members discussed the challenges and opportunities, priorities emerged and a three-year plan began to take shape.



*“Communities that are committed to the well-being of all age groups and embrace the values of interdependence and reciprocity, have greater opportunities for sustainability.”
-Communities For All Ages*

Developing a liveable ‘Community For ALL Ages’ was quickly adopted as the key phrase and direction for the group.

During the facilitated planning sessions a number of challenges were identified as priorities including affordable housing, cost of living, mental health services, staffing shortages, caregiver stress, ageism, education opportunities, age-friendly sidewalks and infrastructure, and long-term care availability. While these challenges are important, the capacity of the working group was considered, and collaboratively four priorities of focus were identified for the next three years.

The following goals form the basis of the Plan for St. Albert Seniors.

Goal 1: Collective Advocacy:

The St. Albert Seniors' Working Group provides a collective advocacy (or united voice) to advance and support community initiatives on behalf of St. Albert seniors and senior serving agencies

Goal 2: Centralized Information:

A centralized information point for senior resources

Goal 3: Transportation:

Seniors have affordable, accessible transportation

Goal 4: Addressing Elder Abuse:

An integrated, community-based protocol to address elder abuse

Background

In the winter of 2007/08, the St. Albert Strategy and Mobilization Committee (SAM) recommended that agency working groups be struck to reduce duplication and increase inter-agency cooperation. The St. Albert Seniors' Working Group was formed in April 2008. Senior serving agencies and other non-traditional partners were eager to discuss the issues impacting seniors and demonstrated a keen willingness to work together.

The Working Group offers an excellent opportunity for collaboration, communication and resource sharing between individuals and agencies serving seniors and as a result has increased our capacity to meet the needs of the seniors we serve. Most importantly, the Seniors' Working Group has created a tangible action plan that will bring these benefits forward in the future as we come together as a community to address the most serious issues facing seniors in our community.

Working Group Member

St. Albert agencies provide exceptional programming and services that serve the aging population in the community. These agencies were established long before the formation of the St. Albert Seniors' Working Group. Each agency has its own individual mandate and services. Working group members currently provide services in the areas of housing, information and referral, volunteerism, recreation, law enforcement, isolation, education and outreach to name a few. A summary of current community resources and specific services and programs can be found in Appendix B.

In essence, the St. Albert Seniors' Working Group represents a group of community service providers joining together to ensure a stronger voice for the aging. An important part of this process is building on the strengths of what is already occurring in the community.

Feedback From Seniors

Instead of once again asking seniors what their concerns are, the St. Albert Seniors' Working group members brought their day-to-day feedback from seniors, and combined today's challenges and successes with learnings from past consultations. St. Albert seniors have been consulted many times in the past 10 years, formally and informally. These consultations have included:

- Needs Assessment of Seniors' Programs (St. Albert Help Society), January 1999
- St. Albert Seniors' Workshop- Vision for Alberta Seniors (Jack Flaherty MLA), November 2005
- What's Your View? Taking Time to Listen to St. Albert Seniors (Family & Community Support Services), Fall 2006



“The St. Albert Seniors’ Working Group is a results oriented group that works collaboratively to increase the quality of life of St. Albert seniors to make St. Albert a community for all ages.”

*St. Albert Seniors
Working Table*

The St. Albert Seniors’ Working Group: Guiding Principles

The Working Group participated in a series of ‘visioning workshops’ with a consultant to assist them in developing their vision and ensuring their efforts and resources were going to be efficiently utilized. As a result of these sessions, a number of guiding principles were developed that would form the basis of the group’s work:

- The St. Albert Seniors’ Working Group members are committed to working together to ensure that the City of St. Albert continues to be a Community for ALL Ages.
- The St. Albert Seniors’ Working Group believes that by working together we are more efficient.
- The St. Albert Seniors’ Working Group believes that seniors are resilient and capable people with talents and wisdom.
- The St. Albert Seniors’ Working Group believes that volunteers are essential and in abundance in our community.

Furthermore, the group developed a **mission statement** that underlines its efforts:

The St. Albert Seniors’ Working Group is a results-oriented group that works collaboratively to increase the quality of life of St. Albert seniors to make St. Albert a community for ALL ages.

Community Profile

It is difficult to define the senior of today and will be increasingly difficult to define the baby boomers. Currently the standard age to receive Old Age Security from the Government of Canada is 65. However, many active and mobile older adults do not view themselves as a senior. Ironically, numerous seniors’ clubs across Alberta have lowered their membership age to 55 and in some cases to 50. The most recent terminology used to describe this target population is ‘aging’.

As previously identified in this report, it was never the intention of the working group to invest resources (time or money) to complete a thorough assessment on the profile and demographics of the aging population (or the issues impacting this population). Much has already been done provincially, federally and world wide to examine our aging demographics (refer to Appendix E). Rather, it was thought that analyzing the available data and reflecting on the anecdotal and experiential information would be of more value.

Empowerment and self-worth are reinforced by a culture that recognizes, respects and includes older people.

*Global Age-friendly Cities:
A Guide,
World Health Organization*

“As with past generations, future seniors will bring evolving attitudes and life experiences that will contribute to new trends in senior living. Future seniors will live longer and engage in a wider range of activities and pursuits. Seniors increasingly refuse to be defined by age – the very definition of a “senior” is rapidly losing meaning.”

*Demographics Planning
Commission Findings
Report, December 2008*

St. Albert does have an aging population, projected to be 15,418 in 2035, up from 5,555 in 2006 (refer to Appendix D) and the issues and challenges for St. Albert seniors are no different than that of seniors in other communities. Challenges that include: issues with health, transportation, housing, isolation, abuse, stress, mobility and communication (information and referral).

Currently there are very effective services for seniors in St. Albert that address challenges facing seniors. The working group also acknowledges that there are still seniors who struggle and in some cases, fall through the cracks. This reality was the catalyst for the working group wanting to collaborate.

Isolation in many regards tended to be the underlying theme to most of these challenges. There are multiple factors that cause a senior to slip into isolation. An older adult may become isolated because of the lack of affordable and appropriate transportation, abuse or not knowing about the services and programs that are available. Seniors are no different from any other age group in that the more connections and relationships they have, the more likely they are to receive the type and degree of support they need during those vulnerable times in their lives. For seniors this may be intensified by deterioration of health and mobility.

It is the working group’s opinion that an important outcome of these initiatives would be a decrease in isolation among seniors.

Furthermore, many of the other issues identified, namely housing and health, are currently being addressed at different levels of government, working tables and through various organizations and their respective mandates. Given the committee’s capacity and current resources, they believe they are serving seniors better by ensuring their efforts are placed where they have the most immediate (and longer term) impact, thus, the recommendations within this report.



Twenty eight percent (28%) of people that responded to the '2006 What's Your View? Taking Time to Listen to St. Albert Seniors' survey indicated that they actively volunteer in the community.

Environmental Scan

An environmental scan was conducted to better understand the factors and trends that are most likely to impact seniors over the course of the next three years. When considering these, the working group did so from the perspectives of strengths, weaknesses, opportunities and threats (challenges).

Working through this process lead to further discussion and planning and resulted in the group identifying; what they envisioned for seniors in three years; what the working table wanted to accomplish over three years; and what the group would look like if they accomplished their goals within those three years.

As a result of this process, and in consideration of the environmental scan, four strategic goals emerged:

1. The St. Albert Seniors' Working Group provides a collective advocacy (or united voice) to advance and support the community initiatives on behalf of St. Albert seniors and senior serving agencies.
2. There is a centralized information point for senior resources.
3. Seniors have affordable, accessible transportation.
4. There is an integrated, community-based protocol to address elder abuse.

For each of these goals a sub-committee was struck and individual committee members participated in developing key initiatives to address each goal. This approach mirrors the intent of the committee in that it is action-oriented heavy and consultant-orientated light; it is the passion and collective energy of the group that is going to be the catalyst for real change for seniors in the community.



Recommendations/Goals of Committee

Goal # 1

The St. Albert Seniors' Working Group provides a collective advocacy (or united voice) to advance and support the community initiatives on behalf of St. Albert seniors and senior-serving agencies.

Background:

The idea of sustainability and advocacy emerged as an overarching idea that in order to maintain and expand the services and resources required by the aging population, all senior serving agencies and especially the working group participants must be sustainable. The appointment of a member of City Council is paramount to the success of this initiative. The working group stressed the importance of a City Council member being actively engaged in order to attain the advocacy and sustainability goal.

Working group members shared the existing programs and services that are offered to seniors and determined the importance of collaboration to prevent duplication of these services. There were several times during this time of sharing that several working group members learned about a new resource, saw an opportunity to work together and truly engage in advocating for one another and ultimately become the champions for seniors.

How can organizations promote social inclusion in their programs and policies?

Increase accessibility to services by providing information and education to seniors using a variety of methods that are sensitive to potential barriers (i.e. literacy, communication impairments).

*Working Together for Seniors
A Toolkit to Promote Seniors' Social Integration in Community Services, Programs and Policies
Federal/Provincial/Territorial Ministers
November 2007*



“It would be great if everyone was aware of and had access to the information on specialized senior programs and supports. No matter who you phone or talk to, the individual would get the same information on housing, etc”

Working group member

Goal #2

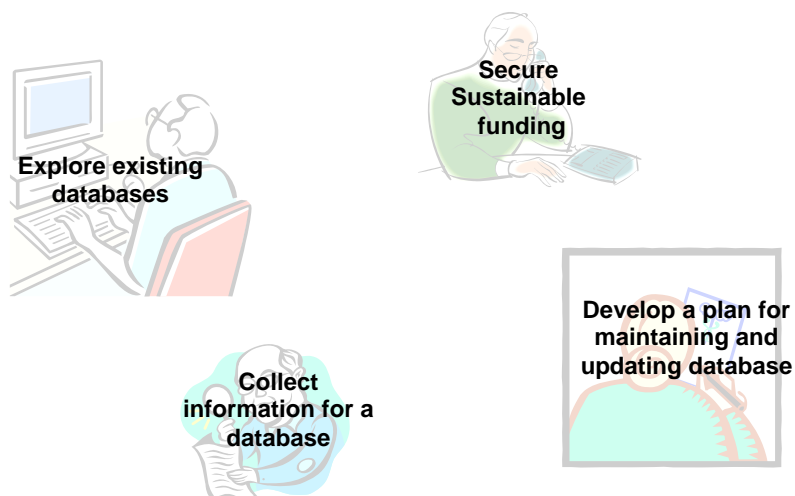
There is a centralized information point for senior resources.

Background:

The need for a comprehensive centralized database for seniors was identified early in the priority setting process. Working group members favoured a ‘one stop’ where they could find out the services for seniors, in addition to the steps necessary to access those services. The discussion focused on seniors and caregivers making more informed choices if there is an easy to access central resource. By the time a senior or caregiver gets to the right resource they can be very frustrated, and that might be just the persistent ones. The majority of the working group members agreed that often individuals just give up if on the first few phone calls they do not find out the information they need.

There is an opportunity to build on the success of the 2008 St. Albert Seniors’ Directory released by the St. Albert Senior Citizens’ Club. Can it be expanded to a database? Could it be incorporated into the existing database currently at the Community Information and Volunteer Centre? Who will keep that database up to date? Seniors need the step-by-step instructions on how to access that service or benefit - can a database do that?

Key Initiatives



Outcomes

- The community is knowledgeable about how to access resources available for seniors
- Senior-serving agencies provide current & accurate information available for seniors
- The efficiencies of all senior-serving agencies are improved

Goal #3

Seniors have affordable, accessible transportation

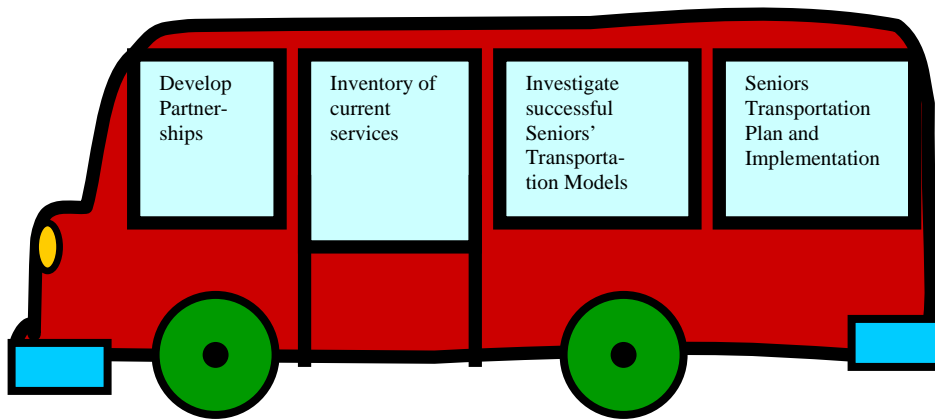
Recently bringing St. Albert Transit to the sub-committee table to assist in exploring transportation options has already brought instant connections and possibilities. Finding out that most of the St. Albert bus fleet is accessible (kneels to the curb, area for wheelchairs, etc.) opened the doors to explore a Bus Buddy program between two agencies. Teaching individuals how to ride the bus maintains independence and is affordable transport.

Background

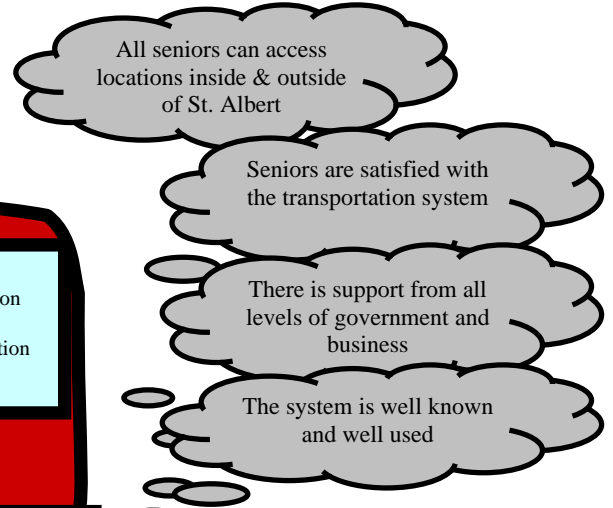
Lack of affordable accessible transportation has been identified in past consultations with seniors and continues to evoke much frustration amongst the seniors that the working group members serve. Disturbing stories were shared of individuals missing necessary medical specialist appointments because the friend that used to drive the senior no longer is able to drive or the cost of a taxi was just too far out of reach.

Due to lack of accompaniment services and inter-municipal access for those with mobility issues, seniors are facing barriers in accessing health care services.

Key Initiatives



Outcomes



For an individual living in St. Albert needing dialysis the only option besides home dialysis is to travel to an Edmonton hospital three times a week. If the individual is not well enough to take regular transit, a \$60 plus round trip taxi ride three times a week puts an immense strain on a senior's fixed income.

The very act of committing to a process and getting to know each other sparks such wonderful spontaneous outcomes. A working group member was concerned about a senior, suspected abuse but had no real evidence. Instead of just monitoring the situation, the individual called another working group member (they did not previously know each other) and expressed concern about isolation and connected the senior to services in a safe, non-threatening manner.

Goal #4

There is an integrated, community-based protocol to address elder abuse.

Background:

In 2007 a group of interested St. Albert senior serving agencies came together to talk about a community response to elder abuse. For many reasons that group quickly collapsed. Whose mandate was it to set up protocols? Who provided direct intervention for seniors? Who followed up when a report was made? Where were the resources to support a community response to elder abuse? Agencies continued to struggle individually with suspected cases, going the extra mile for seniors without the benefit of community collaboration.

In the priority setting exercise for the St. Albert Seniors' Working group the vision of building trust, working together and sharing skills and expertise to form an elder abuse protocol resonated with working group members. Timing is everything. If the right partners and the right resources are at the table, the group could do more together than individually.

Outcomes

- Agencies more confidently address the reports of elder abuse
- Seniors and the community are comfortable responding to elder abuse and readily report it
- Elder abuse is reduced and prevented
- Seniors feel safe and are safe in St. Albert



Summary

The St. Albert Seniors' Working Group is committed to hearing from seniors to ensure that the group is current on the issues facing seniors, and the strategies that have been identified are relevant. Strategies to ensure seniors are heard from include:

- 1) The development of a link to allow the opportunity for seniors to provide feedback and share experiences, concerns and challenges via the internet.
- 2) An annual survey will be administered by the Seniors Working Group.
- 3) The Seniors' Working Group will host two "Conversation Cafes" per year. These "Conversation Cafes" will provide the opportunity for participants to discuss one or two topics of interest or significance in a relaxed and supportive environment.

The St. Albert Seniors' Working Group is committed to keeping City Council and participating agencies informed of their collaborative progress and will be providing a formal update annually.

The Working Group recognizes that the Plan for St. Albert Seniors is a 'work in progress' and some key initiatives will require additional resources. As we move forward funding amounts will be identified as well as potential funders.

The St. Albert Seniors' Working Group is eager to work collaboratively on the identified issues, while building on the strengths of seniors in our community. Acting together will allow a more effective assessment of emerging trends and build inter-agency trust and cooperation.

Appendix A: St. Albert Seniors' Working Group Terms of Reference

Terms of Reference

St. Albert Senior Serving Agencies Working Group

Purpose: To explore the strengths and challenges of seniors in our community. To be active in the planning and delivery of strategies that enhances these strengths and addresses the needs and challenges.

Specific Responsibilities:

- To have open and ongoing dialogue regarding the strengths and challenges that are facing seniors and to share ideas
- To have members share information they have received from their work in the community
- To define and implement a response while ensuring it does not duplicate existing services
- To liaise with the citizens regarding strengths, gaps, challenges and trends
- To advise St. Albert Strategy and Mobilization Committee (SAM) regarding initiatives the group is undertaking

Membership:

- Representatives from agencies that provide services in St. Albert to seniors (see attached)
- Chair/Co-Chair-review yearly
- Recording Secretary- rotates monthly

Committee Evaluation:

- The terms of reference will be reviewed and approved by members on an annual basis.
- Projects or activities that the group has undertaken will be evaluated at the same time as the terms of reference.

Communication

- Secretary- Take minutes, distribute to members prior to next meeting
- Minutes to be approved at next meeting. Approved minutes to be posted to SAM website. Agenda to be sent out two weeks prior to meeting.

Decision Making:

- Decision-making will be by general consensus of the committee or if necessary by a voting process which would allow one vote per member.

Meetings:

- Meetings will be held monthly, on the 2nd Tuesday of the month. Meetings can also be called by the co-chairs.

Ammended: March 2009

Appendix B: St. Albert Seniors' Working Group Agency Services

Alberta Health Services (Capital Health) Home Care

Agency Purpose/Mandate: Homecare is a part of Alberta Health Community Care Services, Home Living. The Mission statement for Community Care Services is as follows: Community Care Services works in partnership with people, their personal support systems, and service providers, to provide quality innovative services needed:

- to assist people to realize their potential for health and independence and,
- to optimize comfort at the end of life.

Services provided: Based on assessed need by a Homecare health care professional within the resources available and the Homecare mandate.

One service you provide that you wished more people knew about and referred to:

Anyone can refer to homecare for an initial assessment. A physician referral is NOT required. The referral phone number is 780-496-1300. If the requested supports are not appropriate to Homecare the client will be referred to another more appropriate support source in the community.

Phone Number: 780-418-8400

Website: www.capitalhealth.ca

Address: St. Albert Homecare, 305 Health Services Ctr, 191 Boudreau Rd, St Albert, AB T8N 6C4

Hours of operation: 24hours a day/7 days a week

Citadel Care Centre

Agency Purpose/Mandate: Continuing care services

Operating funds are received from Capital Health (personal care and health care). Residents are required to pay individual accommodation fees to cover cost of room and meals.

Services provided: Wheelchair accessible, secured entrance, private rooms, personal laundry service. TV's in accessible lounges, patio arrears, library, nurse call system in each room, incontinent products supplied, contract podiatry, denture, hairdresser, eyewear care, secured dementia unit, physical therapy, occupational therapy, recreational therapy, social work services, oxygen therapy, church services, hot meals and snacks, medications, non-smoking, physician visits, etc.

One service you provide that you wished more people knew about and referred to:

For residents of the Citadel Care Centre: Assistance with Enduring Power of Attorneys, Personal and advanced directives, guardianship and trustee applications. Commissioner of Oaths.

Phone Number: 780-458-3044

Website: www.qualicarehealthservices.com

Address: 25 Erin Ridge Road St. Albert, AB T8N 7K8

Hours of operation: 24 hrs, social work services 8-4 m-f

Community Information and Volunteer Centre

Agency Purpose/Mandate: To provide community information and referral, and volunteer services for all community members.

Services provided:

- Personal assistance to determine what community services is appropriate to best meet their needs. **(Information and Referral)**
- Community Volunteer Income Tax Program
- Assistance in connecting seniors with available volunteer opportunities

One service you provide that you wished more people knew about and referred to:

- Volunteer Centre Services

Phone Number: 780-459-6666

Website: www.st-albert.info

Address: #10, 215 Carnegie Drive St. Albert, AB T8N 5B1

Hours of operation: Monday – Friday, 9:00 a.m. – 4:30 p.m.

City of St. Albert, Cultural Services

Cultural Services Mission: In Cooperation with the community, Cultural Services provides and promotes superior cultural experiences and opportunities to stimulate individual exploration and creative expression essential to an enriched quality of life.

Services provided:

Community and Economic Development

Programming

Facilities

International Children's Festival

St. Albert Children's Theatre

Partnerships

One service you provide that you wished more people knew about and referred to:

The International Children's Festival has a senior's day on the Tuesday of the Festival. Main stage performance tickets for grandparents and seniors (65+) are being offered 2 for the price of 1. Available at the box office.

City of St. Albert, Recreation Services

Recreation Services Mission: We provide exceptional services fostering recreation, sport, and leisure for our community.

Services provided:

Community Development, Support special events, Facilitate Capital Projects planning and implementation, Organizational support to groups, associations or clubs, Coordinate the use of City operating facilities, Partnerships, Program Registration

Phone Number: 780-459-1600

Website: www.stalbert.ca

Address: 5 St. Anne Street, St. Albert, Alberta, T8N 3Z9

Hours of Operation: 8:00 to 5:00pm Monday to Friday

City of St. Albert, Servus Credit Union Place

Mission: We are leaders who encourage healthy active living to enrich our community.

Services provided for seniors:

Seniors Day, Yoga, Pilates, Tai Chi, Kinesis Silver, Warm Water and stretch – silver Series, Gentle Fit, Gentle Strength, Fitness & Wellness Centre, Track, Pool Drop in Fitness Classes, Personal Fitness Trainers

Phone Number: 780-418-6088

Website: www.playitup.org

Address: 400 Campbell Road, St. Albert, T8N 0R8

St. Albert & Sturgeon Geriatric Evaluation and Management (GEM) Clinic

Agency Purpose/Mandate: To provide comprehensive geriatric services to patients in St. Albert and surrounding area. The goal of the GEM Clinic is to help seniors remain as independent as possible in their home and community.

Services provided:

- comprehensive geriatric assessments for seniors
- cognitive and capacity assessments; falls/gait assessment
- educational sessions for seniors
- home assessments for falls prevention and safety
- facilitate educational programs with CH
- medications reviews
- easy access to dietician, chronic disease management, mental health services and pharmacist

One service you provide that you wished more people knew about and referred to:

Provide education sessions to seniors on Healthy Aging, Boosting Your Memory and Falls Prevention. Assess seniors for safety and falls prevention in their home.

Phone number: 780-418-7478 (Clinic Nurse); 780-418-7429 (Support Staff)

Address: Room 154, 191 Boudreau Road St. Albert, AB T8N 6C4

Hours of operation: 8:00 – 4:15 pm Monday to Friday

Website: www.saspcn.com

RCMP

Agency Purpose/Mandate:

Safe Homes and Safe Communities: The mission of the RCMP is to preserve the peace, uphold the law and provide quality service in partnership with our communities.

Services provided:

Prevention, Awareness and Response and Enforcement, and Victim Services

For example:

- Presentations: Identity Theft, Frauds, Telemarketing Schemes, Personal Safety, etc
- Operationally, respond to call for service, investigate crimes
- Set strategic priorities in consultation with our community partners for the communities with which we serve
- Provide victims of crime and/or tragedy support, referral and information

One service you provide that you wished more people knew about and referred to:

Victim Services and an opportunity to have a police officer provide education and awareness regarding their personal safety, protection of their property, etc.

Phone Number: 780-458-7700

Website: www.rcmp.ca

Address: 96 Bellerose Drive St. Albert, AB T8N 7A4

Hours of operation: 24 hr/ 7 days week

River Ridge Seniors Community /United Active Living Communities

Agency Purpose/Mandate:

United Active Living Communities (UAL) is an Alberta-based company specializing in the all aspects of the design, construction and operation of seniors' residential communities. Our communities offer a full range of lifestyle choices to meet the needs of today's senior, including

independent living, the choice of assisted living services, and in some communities, secured dementia care.

Services provided:

- River Ridge is a full service independent living community, offering assisted living support services including specialized dementia care. We offer month-to-month full service rental suites – rates typically include the following: two meals in our full service dining room, emergency nursing response by a licensed practical nurse, weekly housekeeping and linen service, extensive creative expression programming, scheduled transportation service, and major utilities including cable.
- Memory Lane is a self-contained secure community within River Ridge that offers specialized supports for residents living with mild to moderate dementia.
- UAL is a leader in the development and implementation of programs and services that seek new and creative ways to enrich life experiences. Our creative expression program is a mainstay in all of our Active Living Communities. Research continues to provide evidence on the value of creativity as a component of healing and healthy living. Through a variety of programs and workshops in our communities, we provide the opportunity for expression of spirit in a variety of ways, such as through art, music theatre, dance, writing or story telling.

One service you provide that you wished more people knew about and referred to:

We are often able to manage relatively urgent move-ins, depending on vacancy levels.

Phone Number: 780-470-3700

Website: www.unitedactiveliving.com

Address: 78C McKenney Ave. St. Albert, AB T8N 7M3

Hours of operation: Reception: 8am – 9pm Mon - Sun

Sturgeon Foundation-Seniors Supportive Housing

Agency Purpose/Mandate: Seniors Affordable Supportive Housing

Services provided:

Supportive Living- Lodge living is an affordable alternative for independent seniors wishing or needing the components of socializing, security, prepared meals, and light housekeeping. The private residences are fully furnished with a 3-piece bath, emergency call system, and are wheelchair accessible. The lodge offers free laundry equipment, spacious common areas, a main dining room, bath assist room, beautiful landscaped yards, respite accommodation, and a variety of social activities are provided.

Independent Living- Independent living is available for seniors who are independent, in good health, and able to manage their own meals and housekeeping. Each self-contained unit consists of a kitchenette, living room, bedroom, bathroom and storage area. Free on-site laundry equipment is available.

Two St. Albert locations: Chateau Mission Court (780-458-7445) and North Ridge Lodge (780-460-0445)

Phone Number: 780-939-5116

Address: 9922 – 10 Street Morinville, AB T8N 0N9

Hours of operation: 8:30 a.m. 4:00 p.m.

St. Albert Bereavement Fellowship

Agency Purpose/Mandate: The St. Albert Bereavement Fellowship is a non-profit volunteer society whose purpose is to provide support through compassion, understanding, education, and friendship to those who have lost a loved one through death.

Services Provided:

The St. Albert Fellowship has a year round program to encourage bereaved persons to find a means of adjusting to the difficult task of grieving the death of a loved one. Our group provides information on coping, communication skills, and taking care of one's health to enhance self-awareness and personal growth for better mental and physical well-being. To carry out these aims, we provide speaker meetings, small group sharing, one-on-one support, phone calls, support and educational materials. This service is provided by volunteers who have developed their talents to help service the needs of our community in the area of bereavement.

Phone Number: For more information 780-459-6666

Website: www.stalbertbereavement.com

St. Albert Family & Community Support Services (City of St. Albert)

Agency Purpose/Mandate: St. Albert Family and Community Support Services (FCSS) provide preventive social services to the residents of St. Albert through direct service to the community as well as a range of services offered through FCSS funded community organizations.

Services Provided: Community Development (conducting community needs assessments and facilitating community consultations and focus groups are important processes in community development), Neighbourhood Development, Family/School Liaison Program.

Phone Number: 780-459-1756

Website: www.stalbertfcss.ca

Address: 201-8 Perron Street St. Albert, AB T8N 1E4

Hours of Operation: 8:00 a.m.- 5:00 p.m. Monday- Friday

St. Albert Further Education Association

Agency Purpose/Mandate: To provide quality non-credit learning opportunities to the adult community of St. Albert and surrounding area.

Services provided:

Dedicated to provide courses that address:

1. Community issues (e.g. Wellness, Nutritional Cooking on a Budget, American Sign Language)
2. Adult literacy (GED Preparation, SAT Preparation)
3. Employment Enhancement (Successful Job Searching, Computer Skills, Spanish)
4. English as a Second Language (Conversational English)
5. General Interest Classes (Crafts, Gardening)

Note: All Courses offered by Further Education are open to all adult Albertans, regardless of their ability to pay. Finances must not be a barrier to learning and course fees will be subsidized by the Association where necessary. (As per Community Adult Learning Program – Operating Requirements Section 6.3 Program Requirements)

One service you provide that you wished more people knew about and referred to:

The allocation of Grants to other learning providers within the community that meet the Community Adult Learning Program Policy and Operating Requirements (Section 6.3.1):

Phone number: 780-460-2207

Website: www.stalbertfurthered.com

Address: #211, 86 McKenney Avenue St. Albert, AB T8N 2T7

Hours of operation: Monday – Thursday 9 am to 4 pm

St. Albert Prevention of Family Violence and Bullying Project

Agency Purpose/Mandate: A coordinated collaborative effort by several agencies in St. Albert to send the message that family violence and bullying will not be tolerated in our community.

Services provided:

- We are working to raise awareness on the different types of violence and its destructive impact on individuals, community and family. We provide social marketing and awareness programs in the community in collaboration with schools, groups, and businesses.

One service you provide that you wished more people knew about and referred to:
Collaborative funding for prevention projects.

Phone Number: 780-289-4090

Website: www.stopabuse.ca

Address: #324, 7 St. Anne Street St. Albert, AB T8N

St. Albert Public Library

Agency Purpose/Mandate: The St. Albert Public Library is a vibrant, welcoming centre of community life and learning for people of all ages. It is the place people turn to for reading, viewing and listening; reliable information, and the discovery of ideas. As such the library strives to:

- Provide collections, services and programs that reflect and meet the needs and interests of all ages within the community
- Provide consistently high quality customer service
- Promote the Library as a reading and information center, a learning center and a community gathering place
- Use available funding to sustain and enhance collections, services and programs

Services provided: (For Seniors)

- Computer training is offered through one-on-one and classroom sessions, on such topics as computer basics, internet, e-mail, use of the library catalogue, online databases as well as other special topics as requested.
- Seniors book club
- Service to seniors in Seniors Homes (Currently serving the Youville, Chateau Mission, River Ridge, Citadel, and Ironwood senior residence centers).
- Alternate formats of books – large print materials, CD books, books in DAISY format (for those with print disabilities. Print disability can be anything from vision related problems to the inability to hold a book due to arthritis).
- Special programs offered on such topics as perennials, genealogy etc.
- Assistive Technology Resources that allow those with low or no vision to access print material. Currently the library has available a scanning and reading appliance; a magnifying system (CCTV unit); magnification and reading software (Zoomtext) on a computer station equipment with a large print keyboard and large track mouseball; DAISY players and discs.
- Senior membership rate for those 65 and over.

One service you provide that you wished more people knew about and referred to:
Assistive Technology resources

Phone number: 780-459-1530

Website: www.sapl.ab.ca

Address: 5 St. Anne Street, St. Albert, AB T8N 3Z9

Hours of operation: Mon-Thurs 9-9; Fri 9-6; Sat 9-5; Sun 1-5

St. Albert Senior Citizens' Club

Agency Purpose/Mandate: The St. Albert Senior Citizens' Club is an organization of senior citizens committed to the support of, and fellowship with seniors in our community and surrounding areas.

Services Provided:

- Outreach Program- Support, Information and Referral
- Adult Day Program
- Meals on Wheels Program
- Social Lunch
- Creative Programs
- Social Programming and Special Events
- Intergenerational Activities
- Physical Activity Programming and Wellness Clinics
- Volunteer Programming & Opportunities

One service you provide that you wished more people knew about and referred to:

- The many Outreach Services we provide
- Social Lunch
- Respite for caregivers
- Opportunities for young seniors

Phone Number: 780-459-0433

Website: www.stalbertseniorsclub.org

Address: 7 Tache Street St. Albert, AB T8N 2S3

Hours of operation: 8:30- 4:30 Monday- Friday

Youville Home

Agency Purpose/Mandate:

Youville Home is a 156 bed Continuing Care Centre sponsored by Covenant Health. Operating funds are received from Capital Health (personal care and health care). Residents are required to pay individual accommodation fees to cover cost of room and meals. Youville Home has 337 staff members. It has the capacity to operate 220 beds with full staff. Youville Home provides compassionate medical and holistic care to the elderly who can no longer reside in the community because of physical disability and/or cognitive impairment and to adults with debilitating and/or degenerative medical conditions. Admission to Youville Home is through Central Assessment and Placement. CAPS receives its intake through two streams Home Care and Acute Care (Hospitals). Youville Home is both a medical and residential facility.

Services provided:

Medical Care General Practitioners with Active Privileges at Youville Home; Nursing with BSNs, RNs, LPNs, and Personal Care Attendants (24 hour care); Physiotherapy, Occupational Therapy and Recreation Therapy; Social Services –Resident and Family Counselling; Pre-Admission Information and Tours; Education and Review of Legal Documents; Care Conferencing / Interdisciplinary Team; Nutrition Services with Dieticians / Cafeteria for Families / Residents & Staff; Spiritual Care with daily Mass, Interfaith Services and Pastoral Care Visits; Volunteer Services / Glenrose Dental Assessment Service; Podiatrist and Denture Service / Hairdressing Service; Palliative Care (bed) Program / Wound Care Team; Alzheimer Support Group; Pharmacy Services / Lab Services & Mobile X-Ray; Education Program for HCA with Norquest College at Youville Home; Education Placement for U of A Nursing Students & Other Disciplines

One service you provide that you wished more people knew about and referred to:

Intake through CAPS / Community Based Alzheimer Support Group

Phone Number: 780-496-1300

Address: 9 St. Vital Avenue St. Albert, AB T8N 1K1

Hours of operation: 24 Hours/ 7 days week

Website: www.youvillehome.ab.ca

Appendix C: City Council Priorities

City Council Priorities

At the February 2nd, 2009 Council, meeting, City Council reaffirmed the 2009 –2011 priorities for our community. Within the priority of Social and Community Development, the Outcome Goal is:

Residents have a strong connection to the community and participate in the growth and evolution of the city.

One of the seven key actions stated by Council to address this goal is to:

Complete a St. Albert Plan for Seniors to better address the needs of seniors in our community.

By including this key action, City Council is ensuring that the interests of our older adult residents are represented, and that attention is being given to ensure continued improvements in our community and our quality of life.

Councillor's Motion – Planning Process For Development of St. Albert Plan for SENIORS

(C411-2008) Moved by Councillor Jones

That Council support, in partnership with the Community Seniors' Working Committee, the St. Albert Plan for Seniors as developed through the Fall of 2008 consultation process; and that any budgetary requirements for the Plan be referred to the 2009 Budget process.

CARRIED UNANIMOUSLY

For: Bracko, Burrows, Crouse, Garritty, Jones, Lemieux, Watamaniuk

Appendix D: Demographics

Capital Health Population Projections* for St. Albert

Year	2006 (actual)	2011	2015	2020	2025	2030	2035
Age 65 and over (includes over 80)	5,555	6,949	8,325	10,323	12,628	14,520	15,418
Age 80 and over	1,254	1,599	1,762	1,966	2,318	3,017	3,817
% (65 and over) of total population	9.8 %	11.3%	12.9%	15%	17.5%	19.5%	20%

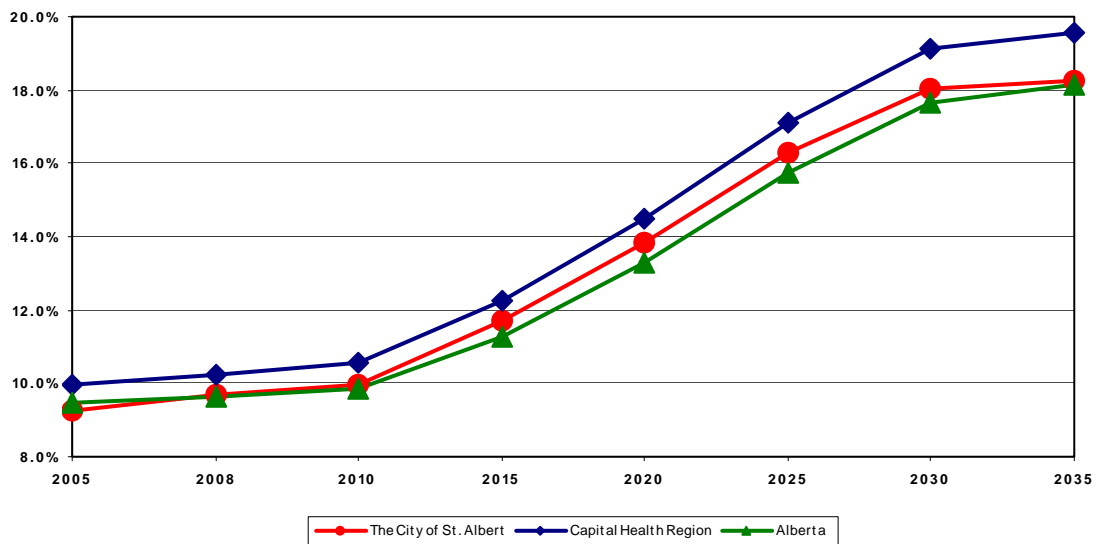
By 2035:

- Approximately 20% of the total population will be 65 years of age and older
- Approximately 1 in 4 seniors will be over 80 years of age
- Approximately 23% of the total population will be under 19 years of age. In 2006 approximately 27% of the total population was under 19 years of age

*Forecast values are estimated using the March 31, 2007 Alberta Health Care Insurance Plan and year-over-year population growth values based on forecasts provided by the Health Surveillance Branch of Albert Health and Wellness. Forecasts have been adjusted using December 31, 2007 data.

Seniors 65+ as Percent of Population

Source: Alberta Health



St. Albert Residents Today

(2006 Federal Census & 2006 Health Statistics)

Population	57,720
% 65+ who live alone	24.3
% Lone parent families	12.4
% Aboriginal	2.8
% Visible minorities	4.3
Average income	\$113,503
% Bachelor's degree or higher	20.8
% English (language spoken)	96.8
% French (language spoken)	2.8
Life expectancy for females (years)	84.4
Life expectancy for males (years)	79.1

In 2005, seniors accounted for approximately 10.5 percent of Alberta's total population. The comparable figure for the Canadian population was 13 percent. Among all provinces, Alberta has the lowest percentage of seniors. (Source: Statistics Canada, Annual Demographic Statistics 2005)

Canada (2005)	Seniors accounted for 13% of total population
Alberta (2005)	Seniors accounted for 10.5% of total population
St. Albert (2006)	Seniors accounted for 10.5% of total population

World Health Organization

http://www.who.int/ageing/age_friendly_cities/en/index.html

1st trend - The world is rapidly ageing:

- In 2006, the number of persons aged 60 and older was 650 million.
- In 2025, the number will be almost double: 1.2 billion people will be 60 and older.
- By 2050, there will be 2 billion people aged 60 and over in the world.

2nd trend - Our world is a growing city:

- In 2007, over half of the global population lives in cities. By 2030 about three out of five people will live in cities.

Both trends are occurring at a faster rate in developing countries.

Appendix E: References

References

1. World Health Organization Age-friendly cities - Global Age-friendly Cities: A Guide
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf

Includes checklists for each of the eight topic areas: Older people themselves were active participants in the project: they decided what an age-friendly city is. About 1500 older people described the advantages and disadvantages faced in eight areas of city living:

1. outdoor spaces and buildings,
2. transportation,
3. housing,
4. social participation,
5. respect and social inclusion,
6. civic participation and employment,
7. communication and information; and
8. community support and health services.

- Older people's concerns and ideas were complemented by some 750 caregivers and service providers
- An age-friendly city benefits everyone: Children, the young and the old.

2. A Viable Futures Toolkit
<http://www.viablefuturestoolkit.org/> (Sustainable Communities for All Ages)

Communities For All Ages
<http://communitiesforallages.org/About>

3. Public Health Agency of Canada: Global Age-friendly Cities Project
http://www.phac-aspc.gc.ca/seniors-aines/pubs/age_friendly/index.htm
5. Findings Report- Demographic Planning Commission, Alberta, December 2008
www.seniors.gov.ab.ca/seniors/tomorrow/FindingsReport.pdf
6. Working Together for Seniors- A Toolkit to Promote Seniors' Social Integration in Community Services, Programs and Policies, Federal/Provincial/Territorial Ministers Responsible for Seniors, November 2007
6. A Place to Call Home: Final Report of the Elder Friendly Communities Project
Calgary, June 2001
7. ElderNet Calgary Terms of References, June 2005
8. Edmonton Seniors Coordinating Council: 3-Year Strategic Plan
January 2005-2007
9. Road Map for a Brighter Future: A Social Policy for the City of Lethbridge, July 2005
10. Community Response to Elder Abuse and Neglect of Elders (CRANE)
Veiner Center, Medicine Hat
<http://www.medicinehat.ca/veinercentre/>