COURAGE
Action for Better Aging

SYNERGY:
Creating a New Vision for Living

SUMMIT
PACKAGE

DECEMBER 6, 2022 | VIRTUAL EVENT

Covenant Health | Covenant Care | Covenant Living | S Health

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Welcome

Today's older adults are engaged, mobile, healthy and motivated to live their best life. In less than a decade, one quarter of Canadians will be over the age of 65 and will live longer.

As we plan for this future, Canadians have made their wishes clear. We want to stay in our homes and communities as we get older. We want the opportunity to maintain our freedom, self-worth and identity, comfort and play active roles in the community. We want to have the independence, choice and supports we need to live full lives connected to everything we love.

As organizations devoted to healthy aging in Canada, SE Health and the Covenant family are pleased to host this Summit – **SYNERGY: Creating a New Vision for Living**, inviting Canadians to work together to reimagine aging and spark innovation for change.

We are grateful for the strong support and enthusiasm of the vast number of individuals and organizations who have shared insights, perspectives and expertise in preparation for this Summit. We are also grateful to all of you, changemakers and champions, who are eager to work together to start a movement and mobilize action.

At the end of this Summit, we look forward to sharing the outcomes of our action-oriented working groups – collaborating with those who have committed to create a bold and practical roadmap for collective impact.

Thank you for joining forces with us as we imagine and build a better future, where we can all age with courage and grace.

Patrick Dumelie
Chief Executive Officer of Covenant Health,
Covenant Care and Covenant Living

John Yip
President and CEO of SE Health

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Introduction

Canada is at a crossroads. As Canada's population ages, there is an urgent need to reimagine aging to meet the clear expectations of a growing population of older adults. Numerous reports have shown that Canada's approach to supporting older citizens is lagging behind the world in innovation and sustainability and that our systems will be overwhelmed by growing demands in the decade to come.

SE Health and the Covenant family launched COUR**AGE** to start a social movement for change and mobilize a coalition to reimagine aging and spark innovation. Given its complex nature, supporting older adults to live at home will require a cross-sector, whole-system approach to develop, spread and scale innovations, and to galvanize support.

COUR**AGE** started with an exploration of what Canadians think about aging and what support they are looking for. Through interviews, meetings and presentations, survey, conversation circles and focus groups, Canadians were asked for their views and insights about their vision for getting older. These results guided the COUR**AGE** journey and are foundational to the Summit. Using the concept of Impact Networks, the Summit will provide the space for individuals and groups across organizations, provinces and sectors to not only connect but to form a coalition. Here we can leverage our collective strengths, skills, and expertise to create magic.

"The most important factor behind all successful collaborations is trust-based relationships." (David Ehrlichman)

The Summit will be the first step in our journey for change. You will meet new people, explore new ideas and build bridges to forge transformational action. Our hope is that, after the Summit, you continue to participate in the working groups to create a roadmap and action plan.
As we embark on our mission for collective impact, we need to acknowledge that this is not a linear process. Networks are living systems, and as such, opportunities and ideas will emerge organically. Our shared purpose will help us navigate the path ahead.

It has been said that courage is the capacity to be moved by what can be imagined. Together we can speak up and act for better aging in Canada. That's COUR**AGE**.

Stay connected to COUR**AGE**: Action for Better Aging at actionforbetteraging.ca

SYNERGY: Creating a New Vision for Living

Summit Agenda

11:00am ET | 9:00am MT	**Summit Welcome**
11:10am ET | 9:10am MT	**Welcome Address from Minister of Seniors, Hon. Kamal Khera**
11:15am ET | 9:15am MT	**Opening Remarks**
11:30am ET | 9:30am MT	**Fireside Chat Moderated by André Picard** *Panelists: Dr. John Beard, Bianca Stern, Karen McDonald and Sherry Baker*
12:20pm ET | 10:20am MT	**Break**
12:25pm ET | 10:25am MT	**Breakout Session #1**
1:25pm ET | 11:25am MT	**Break**
1:45pm ET | 11:45am MT	**Breakout Session #2**
2:45pm ET | 12:45pm MT	**Plenary**
3:15pm ET | 1:15pm MT	**Next Steps and Closing Remarks**

Concurrent Breakout Session Description

Working Group #1 – Join the **Canada's Aging Plan** working group to create a comprehensive and multi-sectoral national aging policy statement that reflects the social determinants of health and Canada's diverse population

Working Group #2 – Explore ways to accelerate **360 Living Models** that combine health, housing, lifestyle and social needs that can support older adults throughout their life journey.

Working Group #3 – Discuss ways that can help or hinder the spreading and scaling of successful and/or promising **360 Living Models** (including issues of affordability, access, and choice) as well as generating practical solutions for the way forward.

Working Group #4 – Delve into ways of **Building Bridges** to gather and share community initiatives and insights from across the country. Are there existing channels that can be expanded? What funding and resources are needed to allow this activity to be organic?

Working Group #5 – Explore ways to **Unite Changemakers** in galvanizing a grassroots movement. Build on existing strategies and brainstorm ways to co-create change at all levels of society.

Working Group #6 – Develop a public awareness strategy to **Unite Changemakers** by stimulating dialogue and action.

Working Groups

Envisioning a better future for aging in Canada calls for dreaming, energy and creativity. It also needs networks of committed Canadians who will accelerate learning, spark collaboration and catalyze action.

Introduction

Summit working groups provide a space for you to share insights, explore important questions, and create the conditions where a shared, focused path of action can emerge. In these working sessions, we will build on shared knowledge and insight to identify some tangible opportunities to work together in realizing a vision of aging where Canadians have the opportunity to live full, active lives in their communities as they age.

Goals and Outcomes

Drawing on the wisdom of the group, each working group will identify and provide feedback on some concrete steps, building blocks, priorities or actions toward that working group's goal statement. This could include tangible actions, pathways or prototype concepts that provide a clear picture of success as important first steps in working toward each goal.

These outcomes will form the backbone of collective action arising out of the Summit. The working groups will contribute to the launch of an impact network to continue building on Summit outcomes. They are designed to build a sense of comradery and common purpose and ensure everyone has the opportunity to participate.

After the Summit, you will decide your ongoing level of engagement—to lead, to partner, to follow, to champion the work.

Resources

If you registered by the deadline, you were asked to share perspectives and helpful information on the four recommendations which provide a basis and be the focus for the working groups. Close to 80 people shared their insight into best practices, barriers, and priority actions for each recommendation—as well as their hopes for the summit in advancing this work.

You'll find a summary of the collective wisdom in the following section, which will serve as a catalyst and resource for the discussion. In particular we encourage you to focus on the subsections under each recommendation entitled **What is one action we could take?**, which outlines the possible areas of action participants identified, and to explore the resources provided in the **Best Practice** tables.
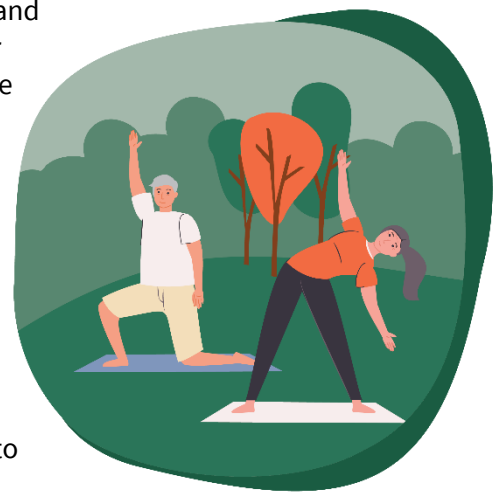
Format and logistics

Each working group will have an assigned moderator, who will help build a spirit of community, collaboration and discovery. You will have received an email from courage@buksa.com introducing you to your moderator. Your moderator may reach out to say hello prior to the Summit and will encourage the group to share a bit more about themselves.

During each one-hour working group session, the moderator will use guiding questions to facilitate a discussion on the specific working group topic—and explore how it could be brought to life. See the table below. The moderator will ensure that everyone has an opportunity to contribute and be heard and will summarize the outcomes of the working group to all summit participants during the plenary session.

We encourage you to participate by raising your hand and sharing your thoughts verbally. Feel free to also use the chat function, which will have its own moderator.

Guiding Questions

	Description	Possible Priority Action (from survey)	Guiding Questions
Working Group 1	Join the **Canada's Aging Plan** working group to create a comprehensive and multi-sectoral national aging policy statement that reflects the social determinants of health and Canada's diverse population	Establish a group to develop manifesto, statement, policy statements or develop a cohort of experts to study, deliberate, reach consensus.	• What might be the elements of a policy statement? Who should be involved? • What existing policy statements can we build on? • What might be some ways to get support? • How might we use/advocate for the policy statement? • What might be some timelines and milestones?
Working Group 2	Explore ways to accelerate **360 Living Models** that combine health, housing, lifestyle and social needs that can support older adults throughout their life journey.	Develop a framework or lay the foundation for collective action: elements, principles, terminology, goals, standards, community hub guidelines.	• What might be the elements of a community hub (i.e., guidelines, framework)? Can we build upon an existing framework? • Who should be involved in developing these guidelines? • How could we fund a model that would integrate health, housing, lifestyle and social needs? • What might be some timelines and milestones?
Working Group 3	Discuss ways that can help or hinder the spreading and scaling of successful and/or promising **360 Living Models** (including issues of affordability, access, and choice) as well as generating practical solutions for the way forward.	Be a catalyst: fund demonstration project(s), pilot/evaluate working model or concept; support innovation and co-design; engage industry; create turnkey solutions.	• Are there existing 360 Living models that can be used as a blueprint that can be tailored to meet community needs? • If so, what's working, what are the challenges, what could be done differently? How do we fund spreading/scaling? • If not, what are essential elements of this blueprint? How do we fund a demonstration project(s)? • Who should do this work? • What might be some timelines and milestones?

	Description	Possible Priority Action (from survey)	Guiding Questions
Working Group 4	Delve into ways of **Building Bridges** to gather and share community initiatives and insights from across the country. Are there existing channels that can be expanded? What funding and resources are needed to allow this activity to be organic?	Focus on funding models and approaches that provide a solution – e.g., Ones that build on synergies and strengths, reduce competition and duplication of services or reward collaboration, cost savings, and innovation.	• How might we establish a network or hub to connect people and practices? Are there existing channels that can be expanded? • Is there consensus on the channels used for connecting? How do we streamline them and leverage for greatest impact (tap synergies and strengths, reduce competition and duplication, reward collaboration)? • What funding and resources are needed to allow this activity to be organic? How do we reduce competition for funding? • What might be some timelines and milestones?
Working Group 5	Explore ways to **Unite Changemakers** in galvanizing a grassroots movement. Build on existing strategies and brainstorm ways to co-create change at all levels of society.	Unify the sector – merge seniors' organizations, develop a coalition, advocate around common principles. Establish leadership – identify a group of leaders/experts to move agenda and recommendations together.	• How might we establish a leadership group? • Who might we need to be part of the group to ensure that we have those with diverse skills and resources? • What common principles do we need for success? • What might be some timelines and milestones?
Working Group 6	Develop a public awareness strategy to **Unite Changemakers** by stimulating dialogue and action.	Focus effort on public mobilization and political action – agenda, letter writing campaigns, key messages, engagement toolbox, petitions.	• Who should be part of this group? • What strategies are best? How might we bring them to life? • Might there be specific groups tied to each strategy for development of content and/or use? • What might be some timelines and milestones?

Working Group Agreement

Participate actively.
Share your ideas by speaking or typing in the chat. All ideas are welcome.

Stay focused.
Be fully engaged without distractions or multitasking.
Keep phones on silent or vibrate.

Share airtime.
Speak succinctly to provide space for others. Only one speaker at a time.

Listen to understand.
Respect different perspectives.
Be open new ideas, learning and willing to embrace some discomfort.

Consider intent and impact.
Take responsibility for what you say and do.
Acknowledge intent but focus on and attend to impact.

Stay open to emergence.
We're exploring new ideas and mapping out new ways of working together.
It's OK to change your mind.

Maintain confidentiality.
Anyone who comes to the meeting is free to use information from the discussion
but is not allowed to reveal who made any comment without consent.

Be aware of time.
Use your break wisely (remember to move your body);
return from breaks in a timely manner.

Recommendation #1
CANADA'S AGING PLAN

Create a national aging policy statement with the intention of urging the federal government to create one for Canada.

Best Practice

Example	Organization	Notes
UN Convention on the Rights of Older Persons	International Longevity Centre, Help Age International; other NGOs	Movement and opportunity to raise this UN human rights work. See case for support from ILC.
UN Declaration of the Decade of Healthy Aging	United Nations General Assembly	Preamble lays out the case well
National Seniors Strategy 2020	National Institute on Ageing	Lays out pillars and principles for a national aging strategy for Canada.
Aging in the Right Place: Supporting Older Canadians to Live Where They Want	National Institute for Ageing	2022 report aims to present a practical definition and framework to understand what ageing in the right place (AIRP) is and what is required to make it work.
The Health of the Nation: A Strategy for Healthier, Longer Lives	All Parliamentary Group for Longevity, UK	Nine recommendations, including • a vocal public champion for better public health • the promotion of social movements at local level
UNECE Policy Brief Mainstreaming Aging	UN Economic Commission for Europe Standing Working Group on Aging	Lays out several levers to advance the integration of ageing into public policies
Innovation and Leadership in Healthy Aging: Global insights to inform policy and enhance the well-being of older adults	AARP International	A collaborative initiative that identifies promising practices and innovations that are more holistically supporting healthy aging around the world.
Examples from Denmark and the Netherlands	Healthcare Denmark	Eg. A Safe and Dignified Life with Dementia: National Action Plan; The Netherlands: The 2018 Aging Readiness and Competitive Report (AARP International)
Canada needs a national aging strategy that includes older women (Opinion, Toronto Star)	Women's Age Lab	Women's Age Lab aims to support the healthy aging of women by reimagining a system and society where older women and their distinct well-being and health needs are recognized and addressed.
We need a national shift to ensure Canadians age with zest and dignity (Opinion, Calgary Herald, May 2021)	Schurman Cogitators	Proposes five pillars for the future of aging, including socialization and active living, incentives for communities to provide supports, and housing options.

Example	Organization	Notes
Futures Policy Forum	Alberta Association for Gerontology	A unique initiative to engage with a broad range of Albertans, all with a stake in a future of healthy aging and quality of life and to develop opportunities to be part of a movement to create a culture and community for change, to promote awareness, encourage learning and collaborative action and individual commitment.
Policy statements and research	Centre for Addiction and Mental Health	See CAMH research into Prevention and Policy. See various statements at Influencing Public Policy.
The New Map of Life	Stanford Centre on Longevity	Initiative reframes aging with a focus on longevity and identifies ways to enhance the quality of life, so that people experience good health for more years, a sense of belonging, purpose, and worth at all ages and stages.
Manifesto		Example: I have a dream (Martin Luther King)

What are the barriers? *

- ♥ **Political and social will, indifference, inertia, lack of understanding.**
- ♥ **Complexity of the task, bureaucracy, jurisdictional issues.**
- ♦ Pervasive ageism, medicalization of aging.
- ♦ Lack of funding.
- ☐ Involvement and engagement of older adults.
- ☐ Fragmentation among groups, leadership.

What is one action we could take? *

- ♥ **Create a political movement: citizenship action, public support, campaign.**
- ♥ **Lay the groundwork: promote and champion a vision, clarify the message, develop principles and evaluation for a national framework/strategy.**
- ♦ Focus on enacting initiatives that will make a difference; individual and collective action.
- ♦ Establish a group to develop manifesto, statement, policy statements or develop a cohort of experts to study, deliberate, reach consensus.
- ☐ Codesign a solution with older adults; consult with older adults.
- ☐ Focus on education and training—public, politicians, workers.

What successes are you hoping for from the summit?

1. Project elements: approach, timelines, milestones; one concrete action item with plan.
2. Identification of enablers, champions (including a federal MP) and options for mobilizing change.
3. Clarity on macro direction and progress on the federal level: towards a national strategy, national standards of care, quality of life performance indicators, recommendations.
4. Immediate deliverable: clear statement or manifesto.
5. Working group to develop a hard-hitting policy and broad commitment to advocate for it.
6. Making connections, mutual encouragement and adopting collective impact.
7. Ensure interprovincial lens and collaboration.

* *The themes most frequently raised appear in bold text with a* **red heart***; text with a* **purple diamond** *signifies themes that had fewer, but still multiple, mentions.*

> **The pervasive notion that aging is a health "issue" creates jurisdictional issues in responsibility for aging between the federal and provincial governments.**
>
> ★
>
> **I think we need to ignite public support for anyone in Parliament to take this seriously.**
>
> ★
>
> **Clarify the message and make it more about aging and longevity as a multigenerational issue, not just framed as seniors only.**

Recommendation #2
360 LIVING MODEL

Design a model where housing, health, social and lifestyle needs are intertwined and can be advanced together.

Best Practice

Example	Organization	Notes
Aging in the Right Place: Supporting Older Canadians to Live Where They Want	National Institute for Ageing	2022 report aims to present a practical definition and framework to understand what ageing in the right place (AIRP) is and what is required to make it work.
It's Time to Unleash the Power of Naturally Occurring Retirement Communities in Canada	National Institute for Ageing and NORC Innovation Centre	2022 report that examines NORCs as an innovative housing model and infrastructure that can support ageing in place
Denmark's Reablement Policies	Government of Denmark	Denmark has developed an innovative reablement service that facilitates older adults living with or at risk of frailty to restore, improve, and maintain physical and mental function to perform their valued daily activities.
Examples of cross-sectoral action (Denmark)	Example: A dignified elderly care in Denmark, (Healthcare Denmark)	This white paper presents the *Danish intersectoral approach to elder care* and includes a broad range of innovative *assisted living* technologies and solutions.
Health Connections Mendip	Mendip GP practices affiliated with National Health Service, UK	Started in 2013, this is a community connecting model based on trust and doing what is right for/with people and the community. It includes mapping, social capital, peer support, community connectors, health connectors, social prescribing. See overview.
Campus of care models in Ontario See Campuses of Care: Supporting People, Sustaining Care Systems in Ontario	AdvantAGE Ontario	Campuses of care provide an opportunity for a continuum of community support services, housing options and long-term care beds to be "co-located" close to each other and to those who need them most.
Cohousing and homesharing	Canadian Cohousing Network Canada Homeshare (HelpAge) Homeshare Canada	Housing options can include built neighbourhoods, where older adults share homes, space and/or resources.
Community hubs		Various examples: Ontario, British Columbia, Calgary, Edmonton. Community hubs bring community agencies and neighbourhood groups together to offer a range of activities, programs and services.

Example	Organization	Notes
Community Wellness Hub	Halton region, Ontario	Adapted from the PACE model in the US. An alliance of health and social service providers that coordinate and deliver services to seniors made vulnerable by social determinants of health.
Oasis Senior Supportive Living Inc.	Frontenac Kingston Council on Aging	A supportive living program for older adults that builds community in the setting of an existing private sector apartment building. Addresses social determinants of health – preventing social isolation, promoting better nutrition and physical activity.
Community Response Networks	BC Association of Community Response Networks	Diverse groups of concerned community members, community agencies, local businesses, agencies and others who come together to create a coordinated community response to abuse, neglect, and self-neglect in vulnerable adults.
Toronto Seniors Housing Integrated Service Model	Toronto Seniors Housing Corporation	A model that supports tenants so they can age in place with enhanced staffing, policies, health, social and wellness services and designated care co-ordinators.
Seniors Managing Independent Living Easily (SMILE)	VON	Connects seniors at risk of losing their independence with local services, helping them remain in their own homes.
Carol Woods		An inclusive, vibrant, integrated continuing care retirement community model in Chapel Hill, NC.
Green House model See also How smaller long-term care homes can help address big elder-care issues (CBC News)	The Green House Project	Dedicated to the transformation of institutional long-term and post-acute care by creating viable homes that demonstrate more powerful, meaningful, and satisfying lives, work, and relationships.
Small homes		Small, smart homes for seniors.
HealthTech Home	The Brenda Strafford Foundation (BSF) and Health Cities	A new initiative aiming to address pressure on health systems by integrating and validating consumer technology and innovative health solutions in a residential setting. This could address social isolation.
Nordic Ambient Assisted Living	Nordic Innovation and Nordic Welfare Centre	Welfare technologies for active and independent living at home
Sensor technology		Example: Technology for Healthy Independent Living: Creating a Tailored In-Home Sensor System for Older Adults and Family Caregivers, E Robinson et al
The New Map of Life	Stanford Centre on Longevity	Focusing on longevity (vs aging), identifies ways to enhance the quality of century-long lives, so that people experience good health for more years, a sense of belonging, purpose, and worth at all ages and stages
New York City Cabinet for Older New Yorkers	City of New York	This is a first of its kind multiagency collaborative created to support services, projects, and policies benefitting older adults across New York City
Kenneth Rockwood Frailty Scale	Dalhousie University	International standards to assess frailty and predict death and need for higher levels of care.

Example	Organization	Notes
The Compassion Project		Psychotherapy services for those struggling to seek help or navigate the health system
Aging in Place (US)	Aginginplace.com	On-line source of relevant, actionable information to empower and inform older adults to remain in place as they age.
Improving Quality of Life for Residents in Facility-based Continuing Care	Alberta Health (MNP consultants)	Recommendations to expand the choices available in community to Albertans requiring continuing care services.

What are the barriers? *

- ♥ **Costs, funding (operating and capital), funding silos, lack of incentives.**
- ♥ **Fragmented approach, jurisdictional issues, accountability, competition for priorities.**
- ♦ Medical model, acute care focus, lack of a wholistic view of health and wellness and social determinants, risk aversion.
- ♦ Lack of actionable, practical ideas/plan, creativity, scalability.
- ☐ Access barriers and lack of practical supports: caregivers, companions, space, transportation.
- ☐ Lack of policy, regulation, national standards for care/quality of life.
- ☐ Seniors are not identified as a clear priority.

What is one action we could take? *

- ♥ **Create a movement and expand involvement: citizenship action; educate, advocate with politicians, and public.**
- ♥ **Be a catalyst: fund demonstration project(s), pilot/evaluate working model or concept; support innovation and co-design; engage industry; create turnkey solutions.**
- ♦ Address funding barriers: develop innovative funding approaches for operating and capital, demonstrate value, success.
- ♦ Develop a framework or lay the foundation for collective action: elements, principles, terminology, goals, standards, community hub guidelines.
- ☐ Focus on housing needs and solutions and technology enablers and engage industry.
- ☐ Showcase and share success and best practice.

What successes are you hoping for from the summit?

1. Groundwork for action: articulation of change needed, clear goals, next steps, commitment.
2. Framework for action: roadmap, best practice, actionable models, guidelines, blueprint with recommendations.
3. Groundwork for joint project: inventory of assets, potential and commitment levels, tangible action steps toward agreement.
4. An inventory of successes and options.
5. Exploration of new ideas, options, new relationships.

* *The themes most frequently raised appear in bold text with a* **red heart***; text with a* **purple diamond** *signifies themes that had fewer, but still multiple, mentions.*

> " I like the notion of having community hubs (a combination of physical and virtual) that is available in every community, similar to child and family centres.
>
> ★
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> [We need] models where people can transition through multiple levels of care within the same space/neighbourhood—not just different floors within a building.
>
> ★
>
> Rather than creating a "new model," the work should be focused on bringing existing, promising initiatives together under an umbrella.
>
> ★
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> Aligning on common elements, principles and terminology and agreeing to collaborate, rather than honing in on any particular model, would allow many approaches to be collected under an umbrella framework and be advanced together. "

Recommendation #3
BUILDING BRIDGES

Accelerate and sustain the connection of existing community initiatives.

Best Practice

Example	Organization	Notes
Healthy Aging CORE	United Way Canada	National knowledge hub connecting agencies that support independent living for older adults
Healthy Aging Alberta	United Way Calgary, Government of Alberta Alberta Health Services	Established to connect community-based senior-serving (CBSS) organizations with larger systems such as health, housing and the disability sectors.
Systems mapping	Healthy Aging Alberta	A demonstration of the potential benefit of mapping the system and how information in a map might be organized to better understand the complex relationships between organizations in the CBSS sector.
Healthy Aging CORE BC CBSS Community Engagement and Sector Strengthening	United Way, BC	A number of community accountability and task groups convened to collectively guide and support work towards supporting increased capacity and sustainability of the community-based service sector (CBSS) to address the growing needs of BC's aging population; raising awareness of the breadth and value of the sector; fostering opportunities for communication, coordination, and collaboration; and developing a collective voice on healthy aging and the CBSS sector.
	Help Age Canada	A national network supporting community-based initiatives and enabling collaboration through its partnerships across Canada and abroad to improve the lives of older persons and their communities.
Social prescribing	Canadian Institute for Social Prescribing	A new national hub to link people and share practices that connect people to community-based supports and services that can improve their health and wellbeing.
LEAP Community	Centre for Aging and Brain Health	Virtual innovation community for older adults and caregivers
	Seniors Support Services	Charitable organization with a centralized model of service delivery of various seniors' services (eg. transportation) for three counties in Ontario.

Example	Organization	Notes
ESCC Co-ordinated Seniors Outreach	Edmonton Seniors Co-ordinating Council	A collaborative process involving seniors organizations and related non-profits, in which they are co-designing a coordinated approach to the delivery of outreach services for older adults (55+) in Edmonton.
Indigenous model of elders		Example: Walking Together
Canterbury, New Zealand	Age Concern Canterbury	The lead organization in Canterbury that connects, supports, empowers, celebrates and respects all older people in an inclusive community through networks that co-operate and share knowledge—filling gaps to meet identified needs.

What are the barriers? *

- ♥ **Costs, lack of funding, access to funding, competition for dollars**
- ♥ **Community-based capacity—human resource challenges, aging volunteers, infrastructure, technology, reporting.**
- ♦ Lack of will, resistance, changing values, lack of trust in communities.
- ♦ Lack of understanding and awareness.
- ☐ Little energy available to co-ordinate.

What is one action we could take? *

- ♥ **Focus on achieving sustainable funding for community sector and seniors support services—for both co-ordination and delivery of services.**
- ♥ **Focus on funding models and approaches that provide a solution—eg. ones that build on synergies and strengths, reduce competition and duplication of services or reward collaboration, generate cost savings and foster innovation.**
- ♦ Leverage best practice—inventory and build on what's working and scale across Canada, learn from Indigenous Elder model.
- ♦ Focus on social change—values, shared vision and connecting generations.
- ☐ Define the idea, identify outcomes and demonstrate value.
- ☐ Brainstorm communications and social media solutions.

What successes are you hoping for from the summit?

1. Clarity on Healthy Aging model opportunity, funding and support.
2. Understanding and awareness of best practices.
3. Collaboration on an effective plan to reach and connect with more people in community (eg. support for employment, intergeneration and social opportunities, housing, and help for vulnerable older adults).
4. Performance indicators and outcomes that confirm improved quality of life.

" *Crossing the hurdle of communications [is key]—finding the platforms that best reach older people to help them get engaged in the process.*

★

Financial resources [are the main barrier] as a lot of these services are being done by volunteers, who are aging as well.

★

Stop encouraging competition for funding between community service providers. Reward co-operation and connection. **"**

* *The themes most frequently raised appear in bold text with a **red heart**; text with a **purple diamond** signifies themes that had fewer, but still multiple, mentions.*

Recommendation #4
UNITE CHANGEMAKERS

Ignite a grassroots movement to amplify efforts that empower current and future adults, families and caregivers.

Best Practice

Example	Organization	Notes
AGE-WELL Community	AGE-WELL	Offers a community for older adults and other stakeholders to earn more about technology and the latest research, help develop future technologies and services, get to know people in similar situations, participate in activities and be inspired by ideas for what the future can be.
Provincial associations of seniors and seniors centres		Seniors of BC, Alberta Association of Seniors Centres, Seniors United Now (AB), Saskatchewan Seniors Mechanism, Manitoba Association of Seniors Centres, Manitoba Seniors Coalition, Older Adult Centres' Association of Ontario, Ontario Society of Senior Citizens Organizations, Réseau FADOQ, New Brunswick Senior Citizens' Federation, Seniors Advisory Council of Nova Scotia, P.E.I. Senior Citizens' Federation, Seniors NL
Collective Impact 3.0	Tamarack Institute	The Collective Impact idea provides a useful framework for community change and is situated within the broad frame of collaborative efforts focused on systems and policy change.
	Caregivers Alberta	Strives to empower caregivers and promote their well-being by providing resources, mental health support and education for people caring for family members or friends.
	Imagine Citizens Network, Alberta	A network of people and community-oriented partners that offers Albertans collaboration pathways to deliver person-centred healthcare. The vision is a health system intentionally designed in partnership to achieve the best possible experiences and outcomes.
Social prescribing	Canadian Institute for Social Prescribing	A new national hub to link people and share practices that connect people to community-based supports and services that can improve their health and wellbeing.
LEAP Community	Centre for Aging and Brain Health	Virtual innovation community for older adults and caregivers
Healthy Aging Alberta	United Way Calgary, Government of Alberta Alberta Health Services	Established to connect community-based senior-serving (CBSS) organizations with larger systems such as health, housing and the disability sectors.

Example	Organization	Notes
Certified Age Friendly Employer Program (US)	Age Friendly Institute (US)	Certifies the best places to work for older adults
Organizations with public networks and presence		Eg. Canadian Medical Association Get Involved
YouAreUNLTD Community	YouAreUNLTD	A social purpose-based organization that shines a light on powerful aging across all industry segments, featuring products, services and solutions that reframe how we think about aging.
Village movement (US)	Helpful Village Village to Village Network (US)	The Village model allows older adults to age in place with the support of a community through neighborhood-based membership organizations governed by its members.

What are the barriers? *

- ♥ **Lack of co-ordination, united front, single voice, lobby, compelling vision and messages.**
- ♥ **Ageism, political indifference and lack of will.**
- ◆ Lack of funding and accountability mechanisms.
- ◆ Lack of communication platforms and access to technology for older adults.
- ☐ Lack of network leadership and backbone supports.

What is one action we could take? *

- ♥ **Focus effort on public mobilization and political action—agenda, letter writing campaigns, key messages, engagement toolbox, petitions.**
- ♥ **Unify the sector—merge seniors' organizations, develop a coalition, advocate around common principles.**
- ◆ Establish leadership—identify a group of leaders/experts to move agenda and recommendations forward together.
- ◆ Gather and share best practices, connections, information from seniors and stakeholders.
- ☐ Build community capacity and accountability to the public.

What successes are you hoping for from the summit?

1. Unified leadership committed to awareness, advocacy and action around clear recommendations and solutions.
2. Sustainable and supported network with collective action of education, awareness and best practice.
3. An effective engagement plan, grassroots advocacy, empowered citizens.
4. Engage industry to promote and facilitate technology solutions for aging population.
5. Outcome indicators measuring quality of life across Canada.

* *The themes most frequently raised appear in bold text with a **red heart**; text with a **purple diamond** signifies themes that had fewer, but still multiple, mentions.*

> "
> **Several organizations are trying to do this, but a broader coalition is necessary to get real traction.**
>
> ★
>
> **Create a national network or networks with the ability to share, shape and pull in the same direction—self-organizing—[that] the government looks to for thought leadership and support, not the other way around.**
>
> ★
>
> **[We need] cohesive, ecosystem collaboration. Today there are too many silos with organizations doing similar things, resulting in a diffusion of messaging.**
>
> ★
>
> **[Success is] having a group of people who are committed to developing a public awareness campaign and advocacy strategy to support its implementation and sustainability.**
> "

Attending Virtual Meetings on Zoom

A GUIDE TO ACCESSING AND PARTICIPATING IN ZOOM MEETINGS

How to Download Zoom

1. Sign up for a Zoom account through this link: Sign Up Free - Zoom

2. Once you are signed up, you will be able to download Zoom by clicking "Download" which will take you to the Zoom Download center: Download Center - Zoom (zoomgov.com)

3. Choose your download option. We recommend selecting the **Zoom Desktop Client** as it will be the easiest to locate on your computer. Click "Download."

4. The file **ZoomInstallerFull.exe** should appear in your downloads - you can find your downloads by opening File Explorer > Downloads.

5. Once Zoom is downloaded, it will pop up and you will be able to sign in with your new Zoom account by clicking "Sign In."

6. When you sign in, this is what the home page of Zoom looks like:
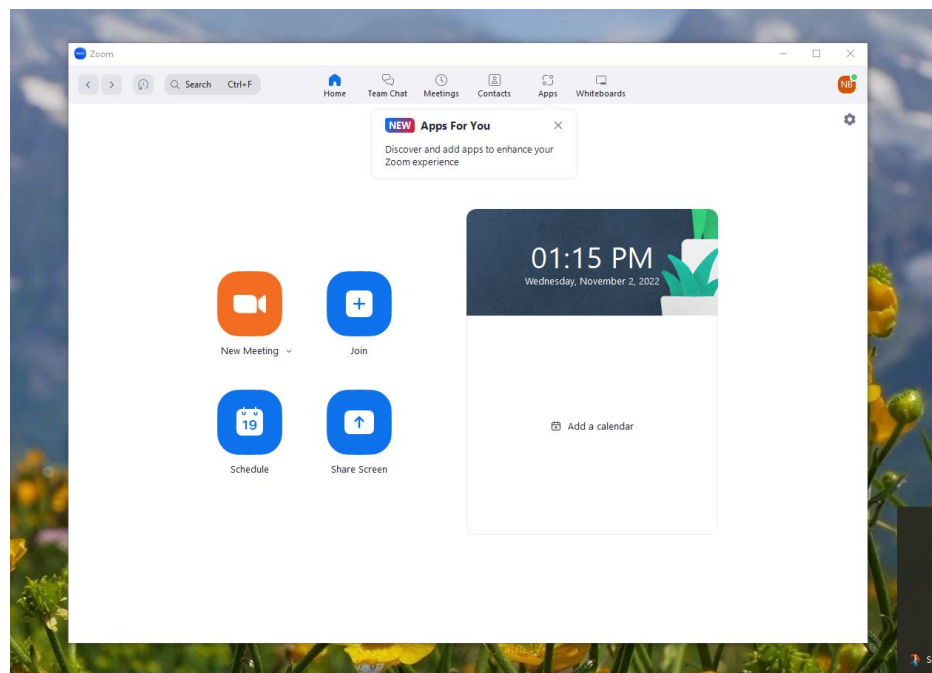
How to Join a Zoom Meeting

Through the App

1. Open your Zoom app and click "Join Meeting" or sign in and click the "Join" button. This is what you will see on your screen:
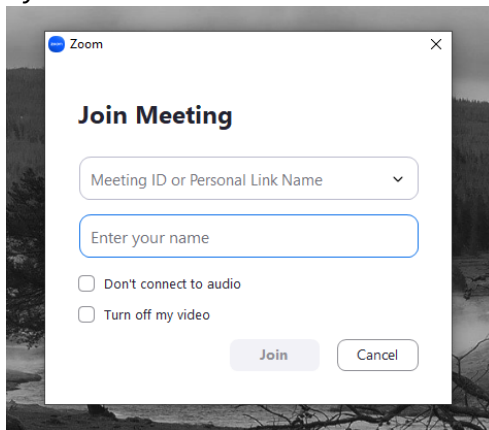
2. In the first box, enter the meeting ID that was sent to you when you received the pre-Summit email. Below that, enter your name as would like displayed. Select if you would like to join the meeting with your audio and video enabled, and then select the "Join" button.

Through the Email Link

1. Courage@buksa.com sent you an invitation via email. The first link in the message is the "Join Zoom Meeting" link. Click that link. If you are unable to find the email invitation, reach out to us at courage@buksa.com.

2. The first time you click on a link, you will see this pop-up in your browser:
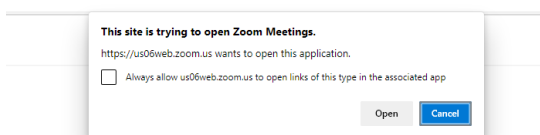
3. Click "Open" or "Launch Meeting". Either way will open the app and you will join the meeting.

How to Participate in a Zoom Meeting

Camera and Microphone

•To control your camera and microphone you will be focusing on these two buttons:
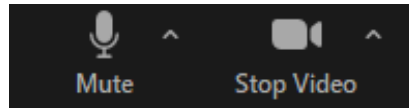
•Click on the microphone symbol to mute yourself so others can't hear you. Click on the camera symbol so others can't see you. Click the symbol again to enable the microphone or camera. When there is a slash on the symbol, the microphone or camera is disabled:
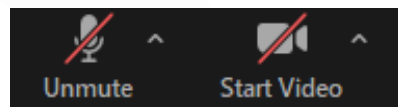
•If there is an issue with your microphone or camera, you will need to go into the Audio or Video settings by clicking the little arrow beside each symbol.
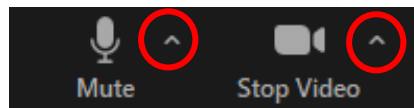
Breakout Rooms

Joining the breakout room:

1. The host will invite you to join a breakout room. You will see this pop-up:
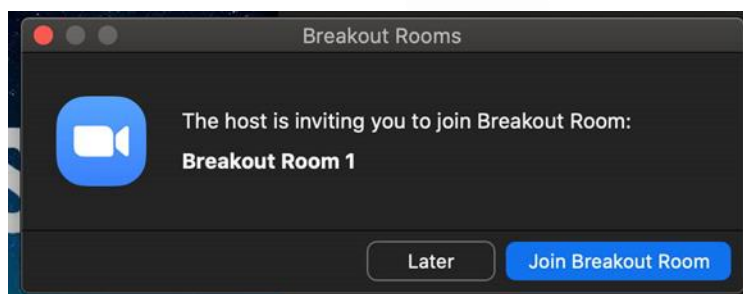
2. Click "Join Breakout Room". If you choose "Later," you can still join by clicking "Breakout Rooms" in your meeting controls.
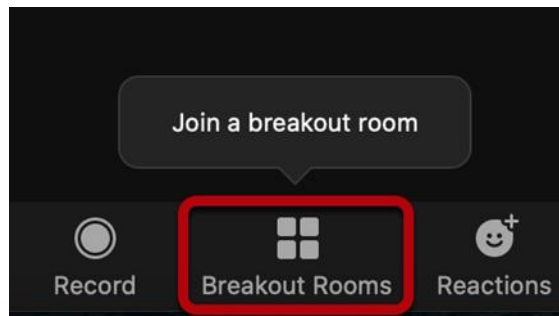
3. Click "Join a Breakout Room."

4. We encourage you to turn your camera on to facilitate participation and discussion in the group! You will also be asked to unmute your mic when appropriate to participate in the discussion.

5. Once in the breakout room, you will have the option to "Leave Breakout Room" to return to the main room or "Leave Meeting" to leave the Zoom meeting.

Chat

Chat with everyone:
1. While in a meeting, click "Chat" in the meeting controls.
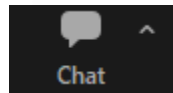
2. In the To: drop-down menu, select Everyone.

3. Enter your message in the chat window.

4. Press Enter to send your message.

Sending Private Messages:
1. While in a meeting, click "Chat" in the meeting controls.

2. In the To: drop-down menu, select the participant you want to chat with directly.

3. Enter your message in the chat window.

4. Press Enter to send your private message.

5. Your message will appear in the chat window indicated by a (Direct Message) notification above the message.

Polls

1. When the host of the meeting shares a poll, a new icon "Polling" appears. The polling window should open automatically but if it doesn't or if you close the poll window by mistake, click on the "Polling" button to open the window.
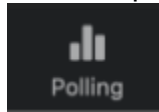
2. When the polling window is open, select the answer you want to give (it can be multiple answers for some questions) by clicking on the proposition.
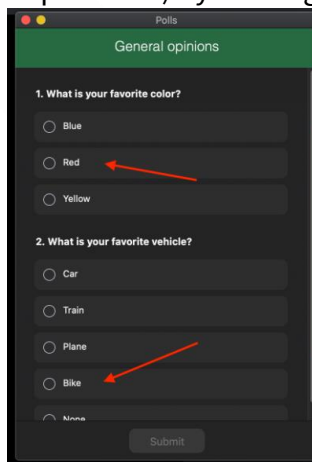

3. When you have selected the desired options, click on "Submit" to validate your answers.

4. The polling window will close once you have answered the poll. Note that the "Polling" button is no longer available once you've submitted your answer.

5. If the host of the meeting wants to, they can share the result of the poll publicly and you will be able to see the outcome of the poll.

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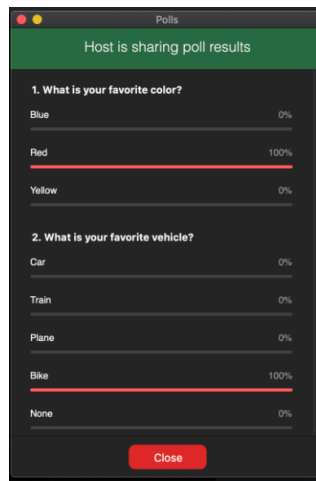
Reactions

The summit will utilize reactions during the working groups to indicate when one of the participants would like to speak or ask a question. Please use the below instructions to "raise your hand" during the working groups.

1. To show non-verbal emotions or reactions during the meeting, start by clicking on the reactions button.
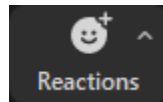
2. Here you will see the standard reactions. If you choose any of the top reactions, they will remain on the screen for about 10 seconds.
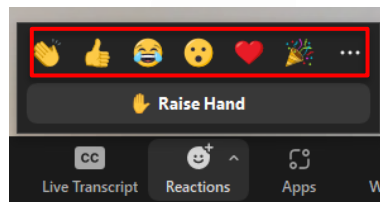
3. If you would like to draw attention to yourself to ask a question or make a statement, you can use the "Raise Hand" option. Remember that your hand will remain raised until you click "Lower Hand".
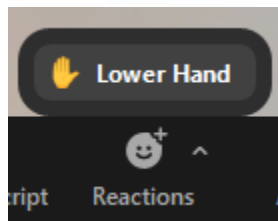
4. If you click the arrow on the reactions button, you can have the option to "recognize hand gestures". When enabled, if you give the camera a thumbs up or raise your hand, it will send the appropriate reaction.