



Elder Abuse Prevention (ON)

Stop Abuse - Restore Respect

Prévention de la maltraitance envers les aînés (ON)

Arrêtez les mauvais traitements - Restaurez le respect

EAPO WEBINAR SERIES

Mitigating the Effects of Social Isolation During and Post COVID-19 June 09, 2020

Hosted in Partnership with:



OACAO

The Voice of Older Adult Centres
La voix des centres pour aînés



Welcome to our Webinar!

- All **attendees** microphones/video will be disabled during the webinar.
- **ASL Interpreters:** will be viewed by video during the webinar and identified as ASL Interpreter under their pictures.
- **Speakers:** presenting will be visible only when speaking. Once the presentation is completed, all speakers will show their videos for the Question /Answer period.
- **Adjusting Video Size of Speakers/Interpreters:** drag the line between the video frame and slides to the left. (adjust at beginning of the webinar)

Welcome to our Webinar!

- **Questions or experiencing issues** : Participants can type their questions in the Question/Answer box. Myself or Christine Chan will respond with typed messages during the webinar. At the end, questions will be responded by Speakers with an ASL interpreter.
- **Question in ASL**: please type “I would like to ask a question in ASL”, I will promote you to be a panelist and you will be able to show turn on your video. Once the question has been responded to, you be asked to stop sharing your video and I will add you back as an attendee.

Welcome to our Webinar!

- **Evaluation** : After the session, you will be asked to complete a short evaluation, posted on Survey Monkey, to provide your feedback and ideas for future webinars.
- **Contact information:** of speakers will be provide at the end of presentation.
- **Recording:** Webinar will be recorded and posted on EAPO's and/or partner organization's website

ASL interpreting provided by:



Supported by:



Elder Abuse Prevention Ontario (EAPO)

EAPO Envisions an Ontario where....

ALL seniors are free from abuse, have a strong voice, feel safe and respected.

Building that requires raising awareness, delivering education and training, working collaboratively with like-minded organizations and assisting with service co-ordination and advocacy.

- Not-for-profit, provincial charitable organization established in 2002 as ONPEA
- Funded by the ON Government, under the Ministry of Seniors and Accessibility (MSAA), **EAPO is mandated to support the implementation of Ontario's Strategy to Combat Elder Abuse**

“STOP ABUSE – RESTORE RESPECT”

Speakers



Dr. John Puxty, MB., ChB., MRCP(UK), FRCP (C)
Geriatrician, Associate Professor and Chair of the Division of Geriatric Medicine at Queen's University, Director of the Southeastern Ontario Regional Geriatric Program and the Centre for Studies in Aging and Health and Chair of the Seniors Health Knowledge Network and Ontario Interdisciplinary Council for Aging and Health.

Speakers



Sheila Schuehle

Research Chair for Rural Health Coaching,
Director and Program Lead at Gateway Centre of
Excellence in Rural Health



Laura Ward

Coordinator, The Good Companions Seniors' Centre
in Ottawa and SCWW Provincial Lead with Older
Adult Centres' Association of Ontario (OACAO)

Speakers



Karina Liubchenko



Erika Haberfellner



Jia Yan Zhang

Medical Students, University of Western Ontario

Ontario Age-Friendly Communities Outreach Program

Mitigating the Effects of Social
Isolation During and Post COVID-19

Dr. John Puxty
June 9, 2020

Agenda

- Negative impacts of physical distancing on older adults
- Loneliness and social isolation
- Evidence-based interventions addressing social isolation and loneliness
- Community of Interest on Social Isolation and Loneliness

Potential Negative Impacts of Physical and Social Distancing for Older Adults

1. Difficulty accessing essentials

- Groceries and supplies
- Transportation
- Medication management and renewals
- Community supports and services
- Personal care needs
- Voluntarism
- Finances

Potential Negative Impacts of Physical and Social Distancing for Older Adults

1. Difficulty accessing essentials
2. Inactivity
 - Sedentary behaviour associated with increases frailty and negative health outcomes such as CVD, diabetes, cancer
 - Reduced mental stimulation associated with low mood and potential progression of cognitive decline

Potential Negative Impacts of Physical and Social Distancing for Older Adults

1. Difficulty accessing essentials
2. Inactivity
3. Social Isolation and Loneliness
 - **Social isolation:** Objective with low quantity and quality of interaction with others
 - **Loneliness:** Subjective with feeling of being alone
 - Someone can have little social contact and not feel lonely, or have a lot of social contact and feel lonely

Risk Factors for Social Isolation & Loneliness

SOCIODEMOGRAPHIC RISK FACTORS	MEDICAL RISK FACTORS	SOCIAL RISK FACTORS
Increased age	Multi-morbidity	Living alone
Female sex	Hearing or vision loss	Living far from family
Low income	Cognitive impairment	Lack of transportation
Living in long-term care	Functional impairment	Few friends
Living in isolated rural areas	Frailty	Caregiver of an elderly relative
Living in low-income urban areas		Life changes: change of residence, loss of a spouse, and declining health and/or functional capacity

Data from the Canadian Institute for Health Information, Keefe et al, Andrew et al, and Mick et al.

Adverse Outcomes Associated with Loneliness & Social Isolation

PHYSICAL HEALTH	MENTAL HEALTH	HEALTH SERVICE USE
Increased mortality	Increased depression	Increased emergency department visits
Increased falls	Increased dementia	Increased physician visits
Increased cardiovascular disease	Decreased life satisfaction	Increased hospital readmissions
Increased serious illness	Increased elder abuse	Increased long-term care admissions
Increased functional decline		
Increased malnutrition		

Interventions Addressing Social Isolation & Loneliness

INTERVENTION	EXAMPLES	RELEVANT RESULTS
Social facilitation	Group: social clubs, day programs Individual: video conference with family, interactive video games, chat rooms	Most successful group interventions include an educational or psychosocial focus
Psychological therapies	Humor therapy, mindfulness-based stress reduction, cognitive enhancement programs, reminiscence group therapy	Led by health care professionals Difficult to determine the effect of the group itself vs therapy
Animal based	Live animal visits, robotic dogs	Both likely effective Primarily studied in LTC and residential care
Physical activity	Exercise, exercise plus leisure, nutrition	Successful interventions usually have a health care provider involved in implementation and to be delivered more than once weekly
Health and social care	Identification and referrals for at-risk individuals, outreach, geriatric rehabilitation	Involve trained individuals or health care professionals
Befriending	One-on-one volunteer visits, telephone support	Often for homebound individuals and led by volunteers. Less effective
Leisure and skill development	Gardening, arts, cooking, sports, computer training, music	Computer and Internet training likely effective Leisure activities are more effective with exercise or social support

Community of Interest

- **Guiding Question:**

What are the best practices to mitigate the negative effects of social isolation among community-dwelling older adults during and post COVID-19?

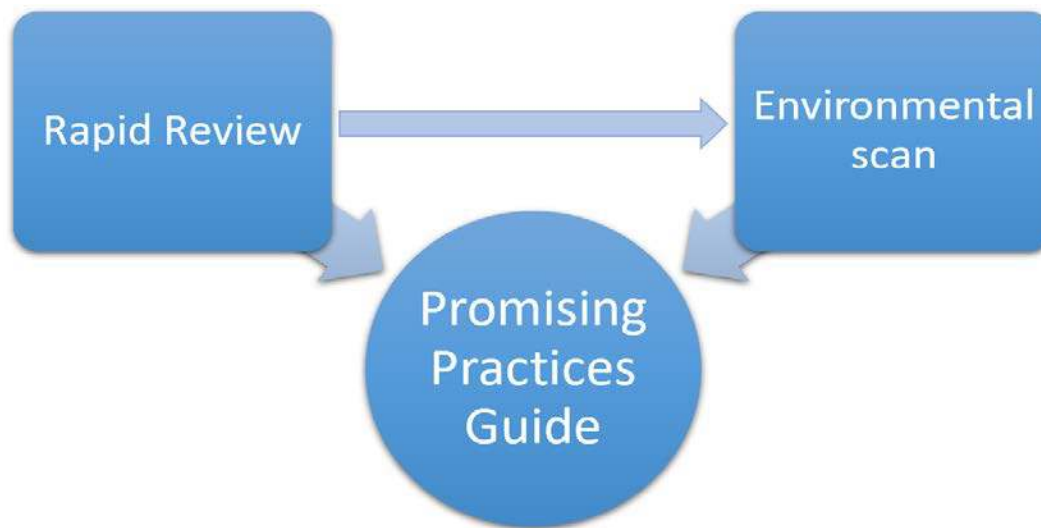
Community of Interest

- Needs assessment of registrants
 - Top interest areas of communities identified:
 1. Mental health Impacts of SI & L
 2. Low income Older adults
 3. Older Adults Living in Rural remote areas
 4. Older Adults living with dementia
 5. Older Adults with hearing and/or vision loss
 6. LGBTQ+ Older Adults
 7. Indigenous Older Adults
- Types of knowledge exchange:
 - Interactive webinars
 - E-newsletter
 - Promising practices guidebook

Community of Interest

Promising Practices Guidebook

- Review of current literature and assessment of interventions to develop steps and case studies detailing ***how to implement/adapt interventions to mitigate the negative effects of social isolation for older adults during and post COVID-19.***



Community of Interest

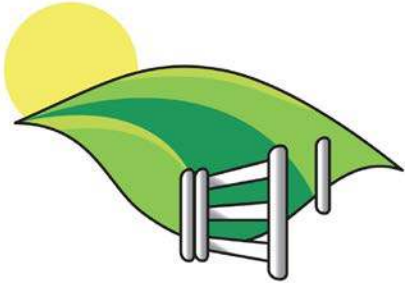
To register:

- Visit <https://forms.gle/zgUGAiA6gsmYN9F78>
- Or email Lisa at brancacl@providencecare.ca

References

- Emilie Courtin and Martin Knapp. ***Social isolation, loneliness and health in old age: a scoping review.*** Health and Social Care in the Community (2017) 25(3), 799–812
- Olujoke A. Fakoya* , Noleen K. McCorry and Michael Donnelly. ***Loneliness and social isolation interventions for older adults: a scoping review of scoping reviews.*** BMC Public Health (2020) 20:129
- Amy Freedman and Jennifer Nicolle ***Social isolation and loneliness: the new geriatric giants*** Canadian Family Physician Vol 66: 2020
- Clare Gardiner, Gideon Geldenhuys and Merryn Gott ***Interventions to reduce social isolation and loneliness among older people: an integrative review.*** Health and Social Care in the Community (2018) 26(2), 147–157

Gateway



Centre of Excellence in Rural Health

The Lonely No More Project



Agenda

1.

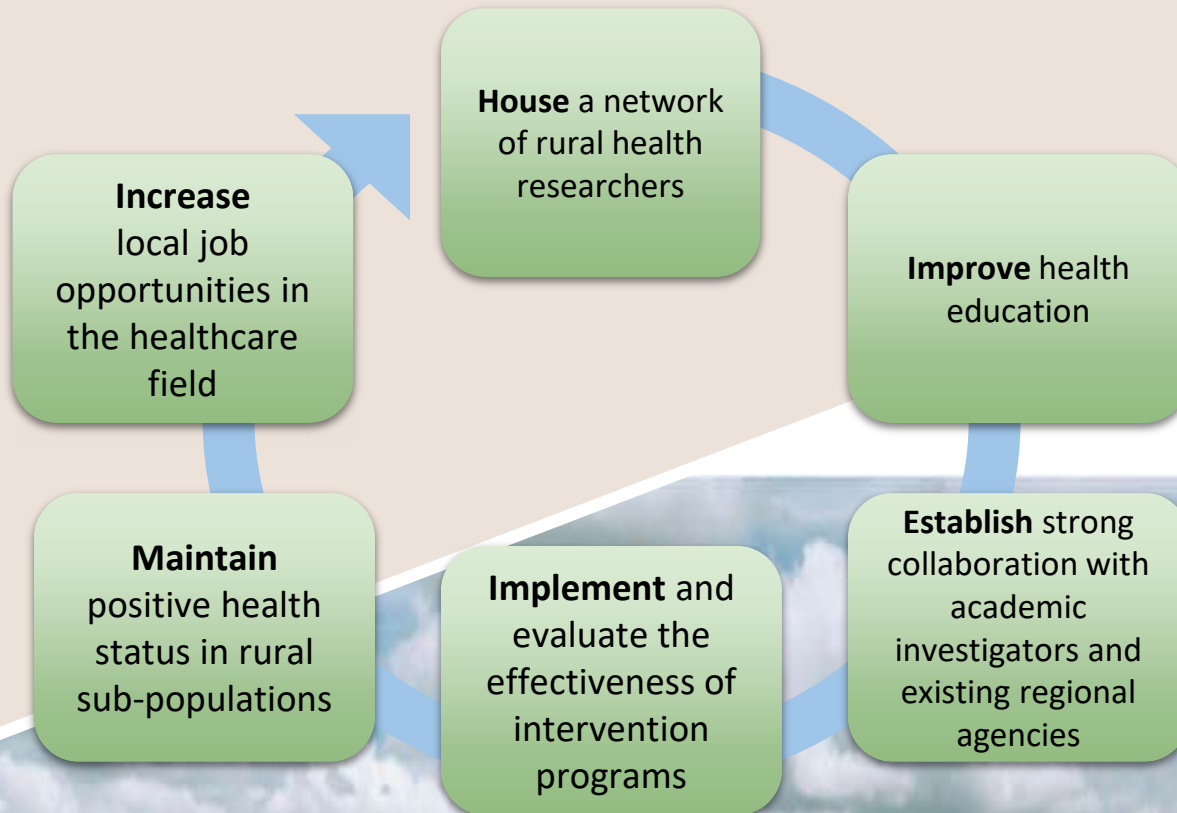
What is Gateway?
www.gatewayruralhealth.ca/

2.

What is the 'Lonely No More'
Project?



Improving the health and quality of life of rural residents through **Research, Education, and Communication**



Ground zero: Huron | Perth | Grey | Bruce



Why?

- Large rural population contained in the geographic unit
- Close to renowned regional academic health centres
- Involved communities
- Large aging population



The Loneliness Epidemic

1 out of every 3 seniors are socially isolated

Loneliness and Social Isolation;

- Increase the risk of dementia by 60%
- Are associated with depression, anxiety, and high blood pressure
- Can lead to sickness, injury, and even death
- Weaken our community



Rural Seniors at Increased Risk

Geographic Barriers to Access Support



“Indeed, the rural aging literature has long recognized rural communities as often not fiscally equipped to address older people’s increasingly complex needs given their population decline, limited fiscal resources and reliance on volunteerism.”



Rural Ontario Foresight Papers 2019

What Is Lonely No More?

Rural Community Connections | A Program for Seniors

- Overall goal of reducing social isolation for rural seniors across Huron, Perth, Grey, and Bruce Counties
 - Strengthening and expanding social connections for rural seniors
 - Improving opportunities for participation in existing social support networks
 - Building new social support networks
- One year pilot funding from the Ministry of Seniors and Accessibility



Project Collaborators:



UNIVERSITY OF WATERLOO
FACULTY OF SCIENCE
School of Pharmacy

SouthWesthealthline.ca



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It's Not Right!

Neighbours, Friends & Families for
Older Adults



Ontario 



2018 -19 Project Advisory Committee | Members:

- Gateway Center for Excellence in Rural Health
- University of Waterloo School of Pharmacy
- Tobermory United Church
- Georgian Collage
- Brockton Family Health Team
- Home and Community Support Grey-Bruce
- East Grey Community Health Center
- Gatekeeper Project Guelph-Wellington
- Huron Perth Healthcare Alliance
- Connecting the Dots – Huron Perth Health Alliance
- Perth Public Health
- One Care
- SW Local Health Integration Network
- Libro Credit Union
- Senior Citizen Representatives

2019 - 20 Program Supporters



How does Lonely No More Reduce Isolation?

Peer Support

Community Engagement through Education

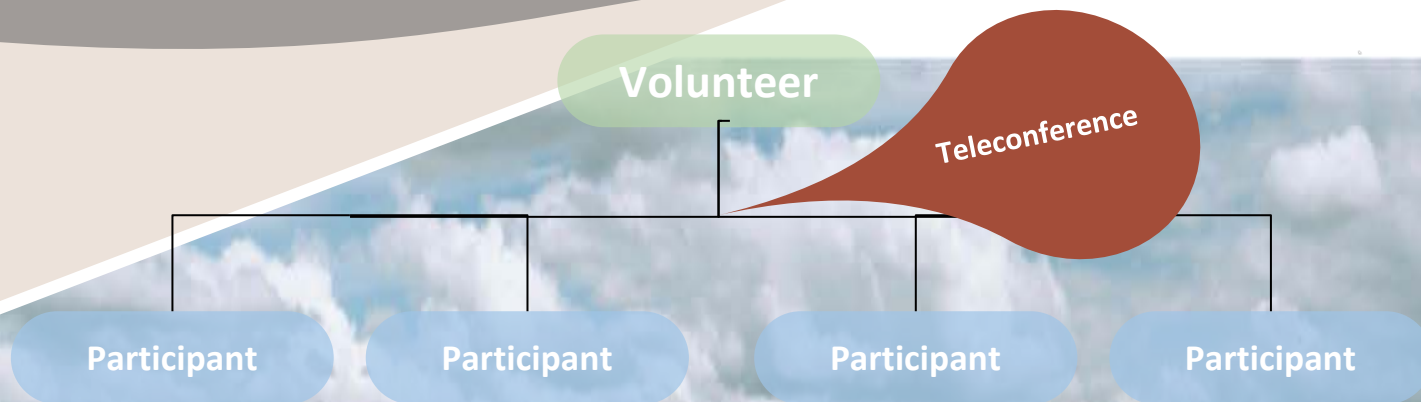
- Cultivate a caring and compassionate community
- Encourage community members to recognize potentially vulnerable older adults
- Raise awareness on risk factors and types of elder abuse; how to spot it, and how to respond to it
- Increase knowledge and accessibility to services through providing a system navigation experiential
- Introduce skills of active listening to inspire one to one coaching dialogues and action planning
- Invite attendees to become the volunteers who would facilitate Elder Circles of Peer Support and one on one coaching



How does Lonely No More Reduce Isolation?

Elder Circles of Peer Support

- Two volunteers matched with a group of socially isolated rural seniors
- Volunteers facilitate the elder circles of peer support over the phone with the participants in the style of a teleconference
 - ◆ They collaboratively explore the experience of aging in a rural community through group directed, meaningful conversation and sharing
- Volunteers pay attention to warning signs of potential elder abuse and/or vulnerability
- Conversations are facilitated one on one for 'red flags' to share resources and/or develop individual action plans as identified by participant



How will Lonely No More reduce loneliness? Why over the phone?

- This model enables the program to maximize participant reach to those who face mobility barriers while also optimizing the time and effort of the volunteer role
- The goal of the circles is to lessen the social isolation experienced by at-risk seniors in the most accessible way and expanding to social support networks

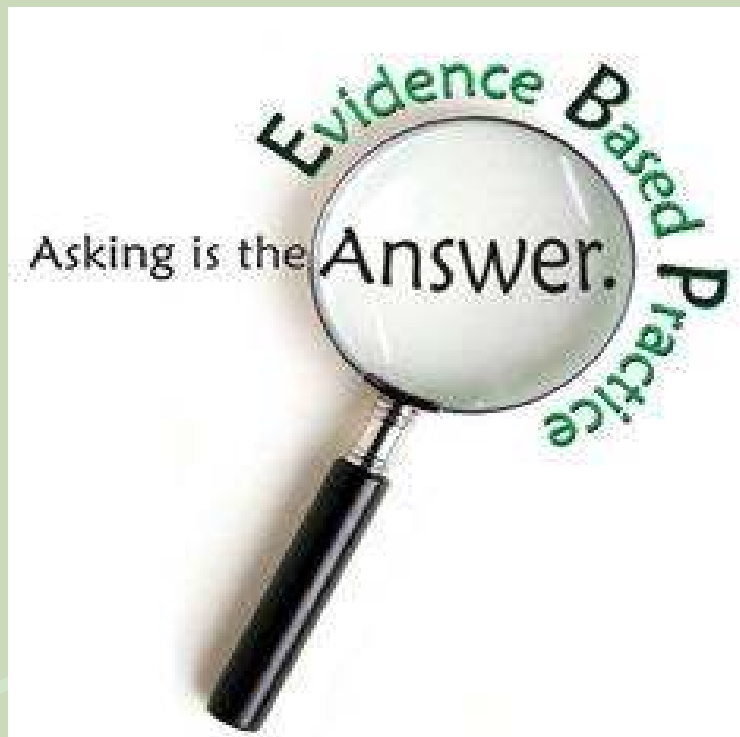


How will Lonely No More Reduce Isolation| **Participant Recruitment**

- Through the support of stakeholders in each region, referrals from family, friends, community members, churches, health providers as well as self-referrals, socially isolated seniors discover the project and participate
 - ◆ This is where the community comes in to help others get help from us
- The only requirement is that senior participants have access to a phone - accessibility, transportation, and location is a non issue because of the model being used



Evidenced-Based Programs Reviewed and Incorporated into Community and Peer Support Education Model:



Evidenced-Based Programs Reviewed and Incorporated into Community and Volunteer Education Model:

The Gatekeeper Program

- Developed in 1978 at Spokane Mental Health's Elder Services
- Has been applied nationally and internationally to train employees to identify and refer isolated, at-risk older adults residing in their own homes (piloted in Wellington County in 2017-18)
- Reaches elders who have little or no support system to act in their behalf as they experience serious difficulties that compromise their ability to live independently.
- Program enables the local community to identify its own people in need of help

Evidenced-Based Programs Reviewed and Incorporated into Community and Volunteer Education Model:

It's Not Right! Changing Social Norms of Bystanders on Abuse of Older Adults

- Began in 2012 by The Centre for Research & Education on Violence against Women & Children as Pan-Canadian approach on engaging bystanders on the issue of older adult abuse and neglect.
- Project produced a workshop template designed to educate and engage bystanders, neighbours, friends and family members of seniors experiencing abuse, to recognize the warning signs and then to take small practical steps to help that are safe and respectful.

Evidenced-Based Programs Reviewed and Incorporated into Community and Volunteer Education Model:

Senior Center Without Walls

- Award winning program started in 2004, sponsored by Episcopal Senior Communities (piloted in Ottawa by The Good Companions)
- Innovative outreach program for seniors which offers free activities, education, friendly conversation, and an assortment of classes, support groups, and presentations all done over the phone or computer
- Provide seniors who are isolated or homebound an opportunity to engage and connect with a larger community and to honor them with dignity and respect.

Evidenced-Based Programs Reviewed and Incorporated into Community and Volunteer Education Model:

The Health Coach Project of Oconee Memorial Hospital (South Carolina)

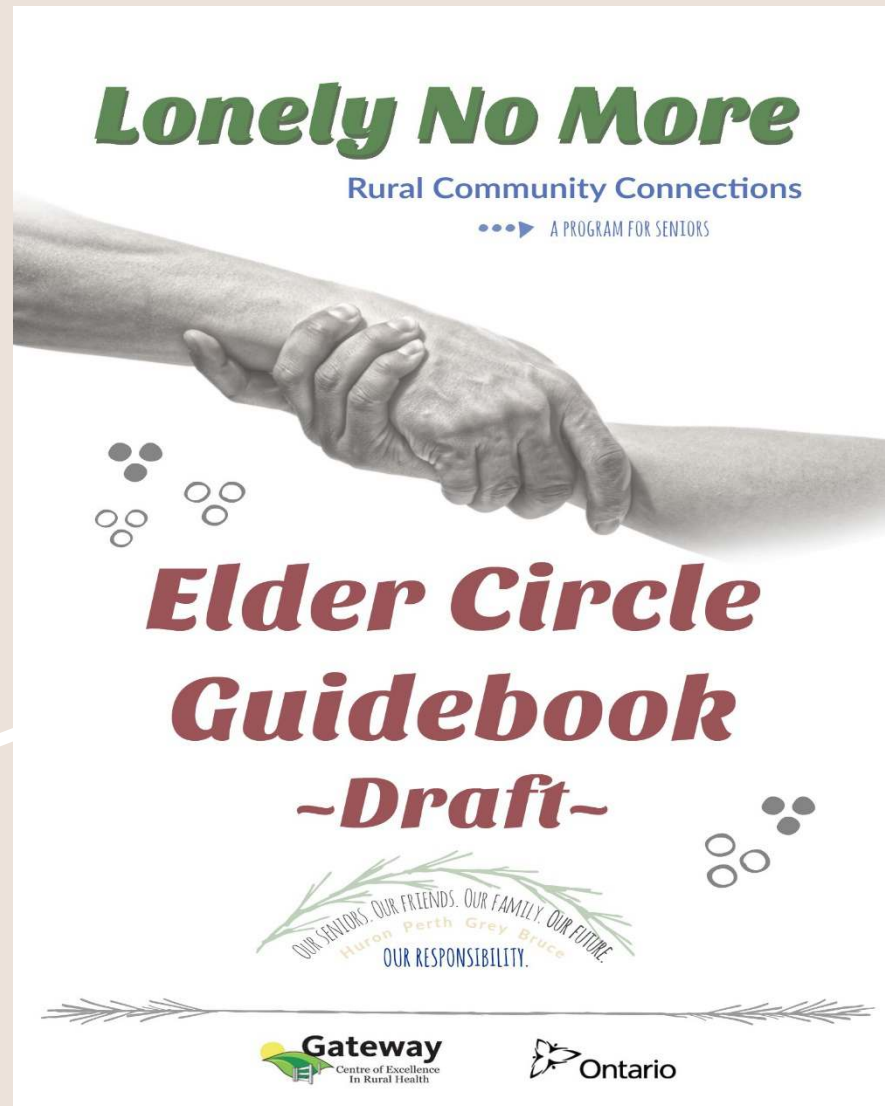
- Developed to help reduce hospital readmissions
- Program recruited and trained community members to act as Health Coaches (HCs)
- HCs mentored discharged patients helping move from hospital to self-care
- Also assisted in developing insight and deeper understanding of the health care needs of rural elderly residents
- The HCs themselves, most of whom were retired, reported they experienced positive impacts such as role satisfaction and fulfillment of their desire to help others in a meaningful way

Evidenced-Based Programs Reviewed and Incorporated into Community and Volunteer Education Model:

Sage-ing International

- A community of elders and elders-to-be who are exploring new ways of aging.
- Includes teaching/learning, service and community as three vitally important aspects of the sage-ing journey
- Promotes the creation of community *Wisdom Circles* which provide significant education opportunities for participants through their facilitated discussions of topics of interest to elders
- Wisdom Circles may be formed based on common interests and are a way to create and maintain social connections with other like-minded persons.

Resources Developed



Policies and Procedures

- **Welcome packages for both volunteers and participants**
 - Both participants and volunteers sign confidentiality agreements
 - Volunteers sign conflict of interest agreement as well
- **Activity logs (survey monkey)**
 - Volunteers complete and submit an activity log after each elder circle and/or one on one coaching follow-up
- **Evaluation**
 - Both volunteers and participants consent to participate in project/program evaluation

Lonely No More Project Evaluation Findings

Theme 1: Engaged Community Members Had Positive Impressions about the Project

- “I thought it was a really unique program ... that was really focusing on ... peer to peer support which is amazing ... it leads to that ... level of connectivity and compassion and ... a sense of belonging that ... we’re looking for ...” (ADVISOR 14)
- “ ... the peer support is, of course ... what you would want ... it’s very, very valuable. Facilitators basically are just ... facilitating questions and getting people talking and ... providing topics of interest ... and then we sort of step back and listen The peer support is so valuable They [participants] really ... feel supported.” (VOLUNTEER 7)
- “The person who might start coming to the point feeling oh um nobody cares about me with those things [weekly calls] you got the feeling, oh there’s somebody that cares about you.” (PARTICIPANT 1)



Lonely No More Project Evaluation Findings

Theme 2: The Project Generated a Number of Positive Impacts

- “With one gentleman [participant], we saw him become more involved in the community and begin to socialize more ... I feel that we really had a positive impact ...” (VOLUNTEER 11)
- “... all of a sudden I had the chance to play and sing a song and shared that song with people on the phone... knowing that someone listened to it and really enjoyed that too.” (PARTICIPANT 1)
- “...two of our [participants] actually did meet up after—outside this program ... they had learned the skills it takes to make friends.” (VOLUNTEER 15)
- “I thought it [community/volunteer education] was well done, I enjoyed the beginning part um the “It’s Not Right” ... and I enjoyed hearing about the seniors Southwest Health Line ... it seemed to be well received by others there ... “ (ADVISOR 5)



Lonely No More Project Evaluation Findings

Theme 3: Engaged Community Members Made Project Recommendations to Enable a Wider Impact in Rural Communities

- “In the non-profit sector often I lose hope that short term projects will sustain and we engage vulnerable people and then we’re not able to continue to support them or and especially when you are dealing with people in isolation and seniors I think from the beginning it’s been uh identified as a risk. It’s been part of the conversation ... which gives me hope.” (ADVISOR 14)
- “More time needed for training ... To me it’s just practice, practice, practice, and you just become more comfortable ... I thought what was offered was adequate. I think with my background, um, I felt it was sufficient. But again, my – my biggest thing was that there needed to be further training. Like, scenario training.” (VOLUNTEER 7)
- “Once a week is ok ... I don’t mind having more...”
(PARTICIPANT 1)



Lonely No More – CTV story March 2, 2019

<https://london.ctvnews.ca/lonely-isolated-seniors-helped-by-weekly-phone-call-1.4325085>



Lonely No More

Sheila Schuehlein | Project Lead | 519 – 496-4566 | sheila@gatewayruralhealth.ca



THANKS!

Seniors' Centre Without Walls



Laura Ward – Seniors' Centre Without Walls Provincial Lead



What is a Seniors' Centre Without Walls ?

- **Who:** Older Adults or Seniors 50+
- **What:** A diverse community of people who connect by telephone for free group activities and informative, interactive presentations
- **Where:** Anywhere there is a phone, all across Ontario
- **When:** 30 – 60 minute sessions, offered regularly throughout week.
Check local programming schedules for details
- **Why:** To offer an inclusive, safe, inviting space to listen, learn and be heard, and to increase social connectedness and well-being of participants

HEALTH & WELLNESS

PASSCODE FOR ALL HEALTH & WELLNESS: 9 8 4 8 0 3

Speaking of Bones - Osteoporosis Canada

How to keep your bones healthy at all ages. Join Cathy Pearcy - Community Engagement Coordinator to learn about the nature of bones and osteoporosis, diagnoses and risk factors. What food should we eat for our bones? What kind of physical activity is needed to keep our bones healthy?

Presenter: Cathy Pearcy
Community Engagement Coordinator, Osteoporosis Canada
Thursday, January 23
11:00 am - Noon

OSTEOPOROSIS



Laughter Yoga

Kathryn Kimmins brings her cheerful attitude and zest for life to this event with Laughter Yoga. If you're new to Laughter Yoga, get ready -you're in for a treat. All that is needed is a willingness to laugh, clap and have fun to connect with your child-like playfulness. Laughter Yoga combines laughter exercises with a deep yoga breathing exercise. It increases oxygen to the body and brain, enhances health, promotes joy and peace and provides a complete sense of well being.

Laughter Yoga is the only technique that allows adults to achieve sustained hearty laughter without involving cognitive thought. Kathryn will have you laughing for the pure joy of it.

Presenter: Kathryn Kimmins
Holistic Professional
LAUGHTER AMBASSADOR, CANADA
Certified Laughter Yoga Teacher

Thursday, February 20
11:00 am - Noon



HEALTH & WELLNESS

PASSCODE FOR ALL HEALTH & WELLNESS: 9 8 4 8 0 3

Weekly Mindfulness Practice

Join us to focus on the present moment **every** Monday morning.

Starting January 13 from 11:00-11:30 am
Please note there will be no group on February 17, or April 13.

Mental Health

Let's have THAT talk about Mental Health!

Carole Legault, from Ottawa Public Health, will be joining us to discuss mental health. Just like physical health challenges, we need to treat our mental health in the same way. Join the conversation this winter.

Part I

Winter getting you down? Many experience changes in their mood during the colder, darker days of winter. This can include feeling tired and down. Let's have that talk and stay well throughout the winter.

Monday, January 13
2:30-3:30 pm

Part II

Did you know that 55% of caregivers feel worried or anxious because of their responsibilities? Caring for someone with a mental illness can be rewarding and challenging. It's important to care of yourself so you can care for your loved one. Let's have that talk.

Monday, February 10
2:30-3:30 pm

Part III

We all cope with stress at one point or another in our life. Sometimes it goes well, sometimes not so much. What works? What helps? Let's have that talk and be better prepared for next time.

Monday, March 2
2:30-3:30 pm



FUN, GAMES & REGULAR PROGRAMS

PASSCODE FOR ALL FUN, GAMES & REGULAR PROGRAMS: 7 2 9 8 9 9

Categories

Name a type of flower, a hockey team, a brand of cereal! Work together as a group to see how many items in a category you can name!

Bi-Weekly

Wednesday, January 15 & 29
Wednesday, February 12 & 26
Wednesday, March 11 & 25
Wednesday, April 15 & 29

2:30 - 3:00 pm



Table Topics

Join in on the conversation! We have a box full of fun, unique, and offbeat questions to start interesting and memorable conversations!

Bi-Weekly

Thursday, January 16 & 30
Thursday, February 13 & 27
Thursday, March 12 & 26
Thursday, April 9 & 23

11:00 - 11:45 am

Fact or Fiction

Think you can tell the difference between fact and fiction? What you think you know and the truth may surprise you!

Thursday, January 16
Thursday, February 13
Thursday, March 12
Thursday, April 9

2:30-3:00 pm

Finish the Line

Help fill in the blanks of famous quotes, expressions, song lyrics, movie titles and many more categories!

Monthly

Wednesday, February 5
Wednesday, March 4
Wednesday, April 1
2:30-3:00 pm

Just Jeopardy!

Jeopardy is back, by popular demand! Join us as we test our knowledge with some challenging trivia.

Thursday, February 6
Thursday, March 5
11:00 am - Noon



You be the Judge

You are the judge in these real life crime stories. First, you will hear all the facts. Next, with your peers, you will evaluate and discuss the ins and outs of the case, and deliver a verdict!

FUN, GAMES & REGULAR PROGRAMS

PASSCODE FOR ALL FUN, GAMES & REGULAR PROGRAMS: 7 2 9 8 9 9

Short Stories

Enjoy a relaxing afternoon as we immerse ourselves into the wonderful world of short stories from a variety of different genres or even delve into some beautiful poetry and prose.

Monthly

Thursday, January 23
Thursday, February 20
Thursday, March 19
Thursday, April 16

2:30 - 3:30 pm



Good News from Home and Around the World

Join us for a bit of sunshine as we share positive and inspiring stories from home and from around the world.

Monthly

Friday, January 10
Friday, February 7
Friday, March 6
Friday, April 3

11:00 - 11:30 am

Biographies

Each month, take a peak into the life and legacy of some very interesting people.

Friday, January 24

Sir Elton John
Sir Elton Hercules John CBE is an English singer, songwriter, pianist, and composer. John has sold more than 300 million records, making him one of the world's best-selling music artists.



Friday, February 21

Paul Robeson
Paul Leroy Robeson was an American bass baritone concert artist and stage and film actor who became famous both for his cultural accomplishments and for his political activism.



Friday, March 13

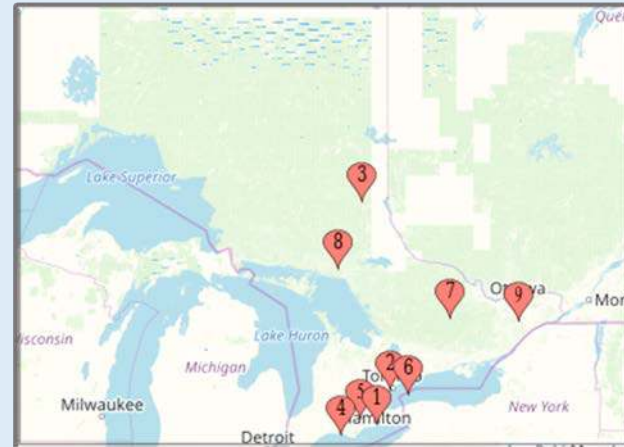
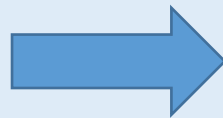
Pauline Johnson
Emily Pauline Johnson (also known as Tekahionwake), poet, writer, artist and performer and was one of North America's most notable entertainers of the late 19th century.



11:00-11:30 am

The Summer 2020 Program Guide will be available mid-April. Be sure to register for the next session!

Seniors' Centre Without Walls Community Expansion



- In 2018 The Good Companions received a Seniors Community Grant from The Ministry for Seniors and Accessibility to develop a SCWW Toolkit and help new SCWWs pilot the project across the province.
- By August of 2019, eight new Seniors' Centres Without Walls had successfully launched programs.
- As a result, more and more seniors and adults with disabilities across Ontario became able to access SCWW programs in their communities.
- The Ministry continues to show great support and dedication to addressing the needs of socially isolated seniors

Covid-19 Impact and Response

- Seniors' Centres across the province and around the world had to close their doors due to the COVID-19 pandemic
- Some existing SCWWs no longer able to continue to offer programs
- All non-essential staff are working from home and strong socially connected communities have been dispersed
- Isolation and loneliness have proven detrimental effects on mental, physical, spiritual and emotional health
- People are seeking some way to feel connected and to offer help
- Outpouring of interest in learning about, contributing to and spreading the word about the Seniors' Centre Without Walls

Since mid-March and following the closure of seniors centres, the Older Adult Centres' Association of Ontario (OACAO) and The Good Companions Seniors' Centre partnered to provide SCWW introductory webinars and small group training sessions to **80 centres** across Ontario to deliver their own Seniors' Centre Without Walls programs in their communities! (with funding support from MSAA)



We are sharing resources and offering on-going support to our network of SCWW program hosts. A shared resource drive was made available to all trained organizations wishing to explore our program materials and share their own. We are planning on-going training sessions, sharing of best practices and networking opportunities for our SCWW network of hosts.



OACAO

The Voice of Older Adult Centres
La voix des centres pour aînés

Other Important Phone-Based Programs and Services:

- A Friendly voice: 1-855-892-9992 www.afriendlyvoice.ca/
- Local Telephone Assurance Programs and Client Connections
- The Distress Centre/Crisis Lines
- Bounce Back Program (CMHA) <https://bouncebackontario.ca/>
- Seniors Safety Line: 1-866-299-1011 www.eapon.ca/
- Ontario Caregiver Helpline: 1-833-416-2273 (CARE) <https://ontariocaregiver.ca/find-support/helpline/>
- Telehealth Ontario: 1-866-797-0000



911 for emergency and life threatening situations.



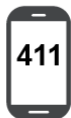
211 for info on community & social services that can help you with life's challenges.



311 for customer service and municipal information hotlines for the following regions/cities. (Toronto, Halton, Windsor, Brampton, Mississauga, Ottawa, Greater Sudbury).



511 for travel information about provincial highways. Bi-lingual. Provided by Ministry of Transportation.



411 for directory assistance. Charges apply.



211 is free | Confidential | 24/7 | Live answer
Call 2-1-1 or 1-877-330-3213 | www.211ontario.ca





To find a Seniors' Centre Without Walls near you or to find out more information about how to start one in your area, please contact:

Lina Zita

Development and Marketing Coordinator
Older Adult Centres' Association of Ontario

email: coordinator@oacao.org

OACAO

The Voice of Older Adult Centres
La voix des centres pour aînés



STUDENT-SENIOR ISOLATION PREVENTION PARTNERSHIP

Schulich School of Medicine & Dentistry Chapter

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What is SSIPP?

- ▶ The **Student-Senior Isolation Prevention Partnership** (SSIPP) started as a collaboration between University of Toronto medical students and the Family Health Team at the UHN Toronto Western Hospital.
- ▶ In response to COVID and the increasing risk of loneliness, SSIPP became a **national initiative** with 12+ medical school chapters across the country
- ▶ **Our Mission**
 - ▶ To mitigate social isolation in older adults by providing social connections and personal empowerment.
 - ▶ To support older adults in communities and long-term care homes



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What do we do?



- ▶ **Pairs** medical student volunteers (from Schulich School of Medicine and Dentistry in both London and Windsor) with socially isolated older adults
- ▶ Volunteers check-in and chat with referred older adults via **weekly phone calls** to provide social connection
 - ▶ Many of our volunteers speak and are able to provide support in other languages
- ▶ Older adults can be **referred** through a member of their healthcare team, healthcare coordinators, or relevant health organizations to the program



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Process Flowchart

Stage 1

Patient Recruitment

- Physicians, healthcare providers, LTC email lists of seniors identified in need of weekly check-ins

Stage 2

Consent

- Volunteer Coordinator phones seniors to obtain consent into the program (if not done so already by referring physicians / LTCs)

Stage 3

Match

- Volunteer coordinator matches a senior with a student based on language requirement

Stage 4

Check-Ins

- Volunteers check in with seniors weekly
- Any concerns are reported back to coordinators ▫ escalated to referring healthcare providers or LTCs

Safety for Patients

- ▶ We only have **medical students as volunteers**
 - ▶ Up-to-date Vulnerable Sector Check
 - ▶ Basic training in confidentiality
- ▶ A **confidentiality agreement** is signed by each volunteer
- ▶ Students **do not provide any medical advice**
- ▶ Every person referred to the program has **somebody we can contact if we have concerns** (e.g. GP or a person working at their LTC home)



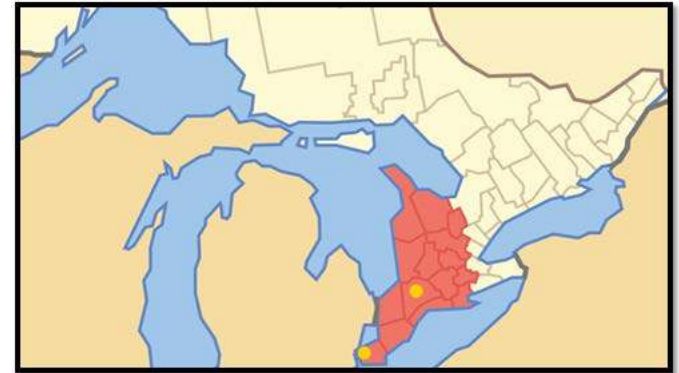
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Our Reach

Our Volunteers Speak:

Albanian
Arabic
Cantonese
French
Gujarati
Hindi
Korean
Kutchi
Mandarin
Pashto
Russian
Serbian
Sinhalese
Taiwanese
Urdu



- ▶ Southwestern Ontario → Home bases
in London & Windsor
- ▶ Long term care homes
- ▶ Family Physicians
- ▶ Geriatricians
- ▶ Personal Support Workers



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SSIPP Today



- ▶ **95+ Volunteers**
- ▶ **30+ partnerships**
- ▶ **30+ hours of volunteering**



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From Our Volunteers...

"...I told her I am from a small town that usually no one has heard of. It turned out she grew up in the same town as me, and went to the same high school. What a small world, she said. From there, our conversations flowed naturally, and half an hour passed so fast."

"...We talked about flowers and our favorite kinds. I learned about a type I hadn't heard of before that I am now going to look into. I quite enjoy our talks and I'm looking forward to learning more about gardening..."

From Our Health Care Providers...

"The two patients who I have referred have been excited to even hear that such a program exists to fill a fairly desperate need for social connection."



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Next Stage

▶ **At a local level**

- ▶ Transition into long-term initiative / organization
- ▶ Become an official student-run club affiliated with the Schulich School of Medicine and Dentistry

▶ **At a national level**

- ▶ Become an official national organization
- ▶ Standardize protocols, forms, recruitment / referral processes across medical schools

How To Reach Us

ssipp.uwo@gmail.com

<https://www.ssipp.info/>



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Support Line

Seniors Safety Line

Provide assistance to abused seniors and their families across the province **24/7**



Highlights:

- Trained, experienced staff answers the phone
- Service in over 150 languages
- One toll free number for the entire province
- Instant access to provincial database listing regional resources
- Instant referral information provided

Benefits for local resources

- No more missed calls when your service is closed
- Immediate service in a crises situation
- Seniors and family members will be directed to local services and agencies
- Detail the services you provide and be part of the provincial database
- Database information is kept current
- Regional statistical information will be available.

Stop Abuse. Restore Respect.

1-866-299-1011



Elder Abuse Prevention (ON)

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Stay in touch with us!



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QUESTIONS