



Community Conversations

Additional information and resources for 'Community Conversations: Supports and services to age in place' on Nov. 23, 2022.

Watch the recording here: https://youtu.be/H_gTymakRH8

Stay up to date with the series here:

<https://parachute.ca/en/program/for-seniors-by-seniors-community-conversations/>

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Aging in place

"Aging in Place means having the health and social supports and services you need to live safely and independently in your home or your community for as long as you wish and are able" (Thinking about aging in place, Government of Canada, 2016).

The National Institute on Aging (2022) defines *Ageing in the Right Place* as the "process of enabling healthy ageing in the most appropriate setting based on an older person's personal preferences, circumstances and care needs". Based on this definition, four fundamental pillars to enable Ageing in the *Right Place* are:

1. Promoting preventative health and better chronic disease management
2. Strengthening home and community-based care and supports for unpaid caregivers
3. Developing more accessible and safer living environments
4. Improving social connections to reduce loneliness and social isolation

Planning ahead

In order to age in place, you should start planning early to ensure you are adequately prepared for your future. It is important to consider any unexpected events that might occur so that you

can be ready to adapt to change; often these changes happen in health, mobility, or social connections. The more prepared you are, the more able you will be to live the quality of life you want for longer, which also helps you maintain your independence (Government of Canada, 2016). With planning ahead, there are questions for assessing how well you can age in place. It is important to consider:

Physical and Mental Health

How is your overall health? Are you physically active and eating well? Exercising regularly and maintaining your brain health can reduce any risk of health conditions developing, or help you manage current conditions. This also helps to improve your mental, emotional, social, and physical well-being. Getting better sleep and eating balanced and nutritious meals will help support healthy brain function and physical health while also helping to reduce the risk of serious health conditions. Other health considerations include managing your sexual health, maintaining a healthy body weight, and reducing alcohol or other substance consumption.

Transportation

What access do you have to transportation? If you own a car and plan on continuing to drive, think about maintenance and repairs. If you don't have access to a vehicle, consider other means of transportation available to you. Maybe a transit system is accessible, which can include the bus, subway, or train. Many public transit systems also have options for those who cannot access regular transit due to physical or cognitive ability, which requires an application. Maybe you prefer to walk or cycle to where you want to go. There may also be carpool options or shuttles by volunteers. It is important to consider what transportation options are available to you to make sure you have a way of grocery shopping, getting to and from appointments, visiting with friends, and attending programs.

Home Safety Check

Walk around your home and look for changes that may be needed to accommodate for change in physical health. What are the possible tripping hazards? Think about if you can make the required adjustments so that you can continue living in your home. Home modifications can include safety installations in the bathroom or kitchen, widening of doorways, stair lifts, or ramps. Consider the actual location of your home. Is it close to services, stores, family or friends? Location is important to think about because if you are isolated, the distance could be an issue in an emergency. Another thing to think about is if you are renting your home, would your landlord be accommodating to potential modifications? Think about yard maintenance including snow and ice removal, gardening, or yard work. Some people feel comfortable doing this themselves as a form of exercise but for others it can be safer to hire someone to help. On top of these questions to consider, think about the costs associated with these modifications and consider if you will realistically be able to afford all potential changes. For a list of full considerations, please review *The Safe Living Guide* from the Government of Canada, listed in the resource section of this document.

Finances

The costs associated with aging in place is something to consider as you want to ensure you can live comfortably in your home without financial stress. It might be helpful to plan for retirement if you are still working, and to think about where your income will be coming from and if it will be enough for you to live well. Retirement income can include your personal savings, Registered Retirement Savings Plan (RRSP), other pensions, any investments available to you, and if you qualify the Canada Pension Plan (CPP), Old Age Pension (OAS), and Guaranteed Income Supplement (GIS). You might also consider making sure you have money set aside in case of unexpected health changes, medications, medical equipment, home repairs, or modifications that may occur.

Connections

Your social connections are also important, as maintaining these positive connections help with lowering anxiety and depression along with increasing self-esteem. Neglecting to focus on the maintenance of positive social connections can lead to isolation which can be quite harmful, not just to your mental health but also to your physical health. There are many ways to maintain positive social connections which can include a variety of people in your life, including family and friends, your partner, children, grandchildren, or maybe your walking/exercise group. Continuing to spend quality time with the people who matter most to you is very beneficial in all aspects of life, which can include grabbing coffee or going on walks together, and includes open communication and trust. One important question to consider is, who is your one support person, who can you call in the middle of the night to help?

Services

There are services available in many communities that can help you maintain your independence and successfully age in place. They are sometimes offered for free or at a minimal cost if you are older than 65 years of age. Services can include:

- Housecleaning
- Meal and food delivery
- Grocery delivery
- Prescription delivery
- Snow and ice removal
- Yard work
- Dog walking
- Accessible transit option
- Technology lessons

Using the Internet

Internet use has evolved, especially with the impact of the Covid-19 pandemic, and the readily available resources, informational videos, and communication platforms have increased.

Benefits of using the internet include:

- Connecting and socializing with friends and family
- Exercise videos including at-home workouts and stretches
- Instant access to supports and resources
- Educational resources and videos to learn new things

- Connect to telehealth or e-health services
- Entertainment including music, games, movies, and videos

*Be aware of potential safety risks while using the internet and learn how to remain cyber safe by protecting yourself and your devices. Check out this website for more information:

<https://www.getcybersafe.gc.ca/en/resources/seniors-guide-staying-cyber-safe-during-covid-19>

Resources

National resources for seniors

Alzheimer Society of Canada

Resources for people living with dementia and their caregivers with access to supports, services, education, strategies to live well with dementia, tips to help you plan for your future, and so much more.

<https://alzheimer.ca/en>

Arthritis

Resources for people living with Arthritis on treatment, support and education and living well. There is information on community support, online resources, and self-management tips.

<https://arthritis.ca/>

Canadian Centre for Caregiving Excellence

List of resources for caregivers across Canada and by province.

<https://canadiancaregiving.org/>

Canadian Cancer Society

Resources for people living with cancer and their supporters. There is an information helpline, support groups, cancer and treatment information, financial information, how to get transportation to treatment, and how to find accommodations and services in your community.

<https://cancer.ca/en/>

Government of Canada

Resources for seniors

Includes benefits finder, Social Isolation and Social Innovation Toolkit, Caregiving, What every older Canadian should know about, Planning for aging in place, and Provincial and Territorial resources.

<https://www.canada.ca/en/employment-social-development/corporate/seniors/forum.html>

Government of Canada

Thinking About Your future? Plan Now to Age in Place - A Checklist

This website includes a checklist to help you think about what you can do now to improve your life as you age and assesses how prepared you are by looking at: your health, home,

transportation, finances, connections, safety, supports and services, community, and (if applicable), your partner.

<https://www.canada.ca/en/employment-social-development/corporate/seniors/forum/aging-checklist.html>

Government of Canada

The Safe Living Guide - A Guide to Home Safety for Seniors

Section 4 of this guide created by the Public Health Agency of Canada on is Keeping your home safe. It includes a checklist of considerations for keeping your home safe and it broken up into areas of the home.

<https://www.canada.ca/en/public-health/services/health-promotion/aging-seniors/publications/publications-general-public/safe-living-guide-a-guide-home-safety-seniors/keeping-your-home-safe.html>

Ottawa Council on Aging

Aging in Place with Supports and Services- Participation Workbook

Some of the information in this resource is specific to those who live in the Ottawa and surrounding area, but you may find the other information and questions helpful in your planning to age in the right place.

[17 EN Workbook - Services Supports Draft.pdf](#)

Parkinson Canada

Resources for people living with Parkinson's including education and how to manage symptoms, how to live well through exercises and wellness, support groups, and more.

<https://www.parkinson.ca/>

Seniors and caregivers' information lines by province

Alberta

Alberta 211

Next time you have a question about resources and supports for seniors, call the Seniors Information Phone Line (211). The 211 Information and Referral Specialist will direct callers to appropriate programs and services in the community.

Phone Number: 211 or 1-855-266-1605 or 1-888-482-4696

Website: <https://ab.211.ca/>

Family Caregiver Centre

Support for people who provide care for others with health conditions who are unpaid through connections to healthcare and community services, education, and a supportive person to talk to.

Phone Number: 1-403-955-1674

Website: <https://www.albertahealthservices.ca/services/Page13155.aspx>

Caregivers Alberta: Caring for Caregivers

Connect caregivers with the community, resources, and tips with helpful resources and information from organizations, agencies and websites

Phone Number: 1-780-453-5088 or 1-877-453-5088

Website: <https://www.caregiversalberta.ca/>

British Columbia

SAIL

Our BC Provincial Seniors Abuse and Information Line (SAIL) is a confidential information line for older adults, and those who care about them to speak to a trained intake worker about abuse, mistreatment and any issues that impact the health and well-being of an older adult. SAIL is available weekdays 8 am to 8 pm and weekends 10 am to 5:30 pm, excluding statutory holidays.

Phone Number: 604-437-1940 or 1-866-437-1940

Website: <https://seniorsfirstbc.ca/>

BC 211

The service is free, confidential and available in over 150 languages. Call 211 any time, 24/7 to speak with someone who can help find the support you need.

Phone Number: 211 or 1-888-484-3211

Website: <https://bc211.ca/>

Family Caregivers of British Columbia

Support for caregivers by providing access to information, education and supports so that caregivers feel more confident and successful in their important role.

Phone Number: 1-877-520-3267

Website: <https://www.familycaregiversbc.ca/>

Manitoba

Seniors Information Line

Information, referral line, senior programs and services for seniors, family members, and caregivers.

Phone Number: 1-204-945-6565

Toll-Free: 1-800-665-6565

Email: seniors@gov.mb.ca

Manitoba 211

211 can help older adults find resources for: Meals for Seniors, Pension and Income Support, Transportation, Recreation, Housing and Home Maintenance, Home Health Care, Elder Abuse, Daily Hello/Friendly Visiting Program and more!

Phone Number: 211 or 1-855-275-1197

Website: <https://mb.211.ca/>

Saskatchewan

211 Saskatchewan

Provides information about beneficial programs and services available to older adults in Saskatchewan.

Phone Number: 211 or 1-306-751-0397

Website: <https://sk.211.ca/>

The Saskatoon Council on Aging Resource Centre

Are you looking for information on housing or health care services? Are you seeking help for caregivers or how to manage your finances? The Saskatoon Council on Aging Resource Centre is a one-stop information hub for older adults. 9 am to 4 pm Monday to Friday, closed weekends and statutory holidays.

Phone Number: 306-652-2255

Website: <https://scoa.ca/resource-centre/>

Ontario

Ontario 211 Services

A helpline to connect people to social services, programs and community supports they need.

Phone Number: 211 or 1-877-330-3213

Website: <https://211ontario.ca/search/>

Seniors' INFOline

Learn about the wide range of programs and services supporting seniors, including how to stay safe, healthy and active.

Phone Number: 1-888-910-1999

Website: <https://www.ontario.ca/page/information-seniors>

The Ontario Caregiver Organization

Information and referrals connecting caregivers to the support you need, including access to peer support, respite, and community programs.

Phone Number: 1-833-416-2273

Website: <https://ontariocaregiver.ca/for-caregivers/>

Quebec

211 Quebec

Find social and community services near you.

Phone Number: 211 or 1 877-211-9933 or 1 844 387-3598

Website: <https://www.211qc.ca/en/>

Services for Seniors and People with Decreasing Independence

Programs, resources, support, and services for seniors from the government of Quebec.

Phone Number: Pierrefonds 514-626-2572 Lac-Saint-Louis: 514-697-4110

Website: <https://ciuss-ouestmtl.gouv.qc.ca/en/care-services/west-island-territory/services-for-seniors-and-people-with-decreasing-independence/services-for-seniors-and-people-with-decreasing-independence/>

Appui - Caregiver Support Helpline

Caring for caregivers by providing access to counseling, information, referrals, and services including financial and legal, home care, peer support, respite, and transportation.

Phone Number: 1-855-852-7784

Website: <https://www.lappui.org/en/>

Newfoundland and Labrador

SeniorNL's Information and Referral Line

Are you a senior (50+) or do you support a senior? If you need to connect to a resource or service, or have questions about benefits and programs available to seniors in NL, please call SeniorNL's Information and Referral Line. This confidential line operates Monday to Friday from 8:30 a.m. - 4:30 p.m. and is answered by Peer Support Volunteers, seniors themselves, ready to provide assistance.

Phone Number: 1-800-563-5599

Website: <http://www.seniornl.ca/>

Newfoundland and Labrador 211

A helpline to connect people to social services, programs and community supports they need.

Phone Number: 211 or 1-855-258-4126

Website: <https://nl.211.ca/search/>

Social Development: Information for Seniors, Families, and Caregivers

Information on programs, services and support for seniors and their caregivers or loved ones.

Phone Number: 709-729-0760

Website: <https://www.gov.nl.ca/cssd/seniors/info/>

Nova Scotia

Nova Scotia 211

Provides information on seniors' programs and services which includes: Discussing areas of concern. Help in accessing information dealing with government services and programs.

Phone Number: 211 or 1-855-466-4994

Website: <https://ns.211.ca/>

Caregivers Nova Scotia

Resources, services, information, programs, and support groups for individuals giving care.

Phone Number: 902-421-7390 or Toll-Free: 1-877-488-7390

Website: <https://caregiversns.org/>

New Brunswick

New Brunswick 211

By dialing 211, residents of New Brunswick can obtain information on a wide range of community programs and services.

Phone Number: 211 or 1-855-405-7446

Website: <https://nb.211.ca/search/>

Social Supports NB

Helps seniors, their families, and their caregivers navigate and explore available government programs and services, or to report abuse or neglect

Phone Number: 1-833-733-7835

Website: <https://socialsupportsnb.ca/en/>

Prince Edward Island

211 PEI

Supporting caregivers by assistance in navigating the right community or social resource, services, and programs for you and those you care for.

Phone Number: 211 or 1-844-925-1257

Website: www.pe.211.ca

Hospice PEI

Volunteers provide compassionate support, care, and assistance with small tasks and activities.

Phone Number: 1-902-368-4498

Website: <https://hospicepei.ca/who-we-help/are-you-a-caregiver/>

Yukon

Senior Information Line

Yukon residents can stop by the office or call for information and help with the following: pension applications, various grants and supplements, advanced care directives, health, recreation and education, referrals to various agencies and organizations, housing, income tax referral, seniors' discount list, notary public service, and social assistance referrals. Open Monday through Friday from 9:00 am to 1:00 pm.

Phone Number: 867-668-3383 or 1-866-582-9707

Website: <http://www.ycoayukon.com/seniors-information-centre.html>

Yukon 211

The service is free, confidential and available in over 150 languages. Call 211 any time, 24/7 to speak with someone who can help find the support you need.

Phone Number: 211 or 1-888-342-1211

Website: <https://yt.211.ca/>

Northwest Territories

Seniors' Information Line

The Seniors' Information Line (SIL) informs seniors and elders about programs and services which can be of assistance to them. It also assists those who are having difficulty accessing the programs to get the assistance they need.

Phone Number: 867-920-7444 or 1-800-661-0878

Website: <https://www.nwtseniorssociety.ca/seniorsinformationline>

Northwest Territories 211

The service is free, confidential and available in over 150 languages. Call 211 any time, 24/7 to speak with someone who can help find the support you need.

Phone Number: 211 or 1-867-988-6801

Website: None

Nunavut

Elder Support Phone Line

The Elder support phone line provides a confidential “safe haven” for unilingual (Inuktitut-speaking) Elders to talk to a confidante, and receive advice on their issues and concerns. Phone calls are answered between 8:30 a.m. to 5 p.m. – with an answering machine on after office hours.

Phone Number: 1-866-684-5056

Website: <https://www.gov.nu.ca/programs-services/elders-support-line>

Nunavut 211

The service is free, confidential and available in over 150 languages. Call 211 any time, 24/7 to speak with someone who can help find the support you need.

Phone Number: 211 or 1-867-877-1040

Website: None

Additional resources

National Institute on Aging

Ageing in the Right Place: Supporting Older Canadians to Live Where They Want

A report on understanding what ageing in the *right* place is and what is required to make it work to support older Canadians ability to age successfully while remaining engaged members of their community.

<https://static1.squarespace.com/static/5c2fa7b03917eed9b5a436d8/t/635fd924ca04111c930f7310/1667225896906/AIRP+Report+Final2022.pdf>

National Institute on Aging

The NIA's Rapid Review of Ageing in the Right Place Programs and Services

List of existing programs and services through the federal, provincial, and territorial Canadian government.

- Pages 2-43: Chronic disease prevention and management, dementia support programs, and fall prevention programs
- Pages 44-98: Assistive devices and home modifications programs, at-home care and support services, at-home palliative care, support for unpaid caregivers and reablement programs
- Pages 99-125: Housing, and transportation
- Pages 126-141: Social Isolation & Loneliness

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