

Engage

**MB**

# What We Heard

Department of Seniors and Long-Term Care

In January 2022, the Government of Manitoba announced the creation of the department of Seniors and Long-Term Care. A key focus of this new department is to lead the development and implementation of a provincial seniors strategy. Through this strategy, the Government of Manitoba aims to make the province an ideal place to age and ensure that:

- Seniors can live a healthy and active life, safely and independently and in their own homes and community for as long as possible
- Support and resources are available for the transitions between living settings; from living independently in their own home and community to living in another setting
- Quality, dependable, and affordable supports are available when independent living is no longer possible

To guide the direction and focus of this strategy, the department conducted a series of EngageMB surveys to consult with the public on the needs of seniors in Manitoba and gather input into the development of the seniors strategy. This document reports the results of survey #2, entitled “Building a Plan with Manitoba Seniors – Focus on Future: Ideal State and Priorities Questions.”

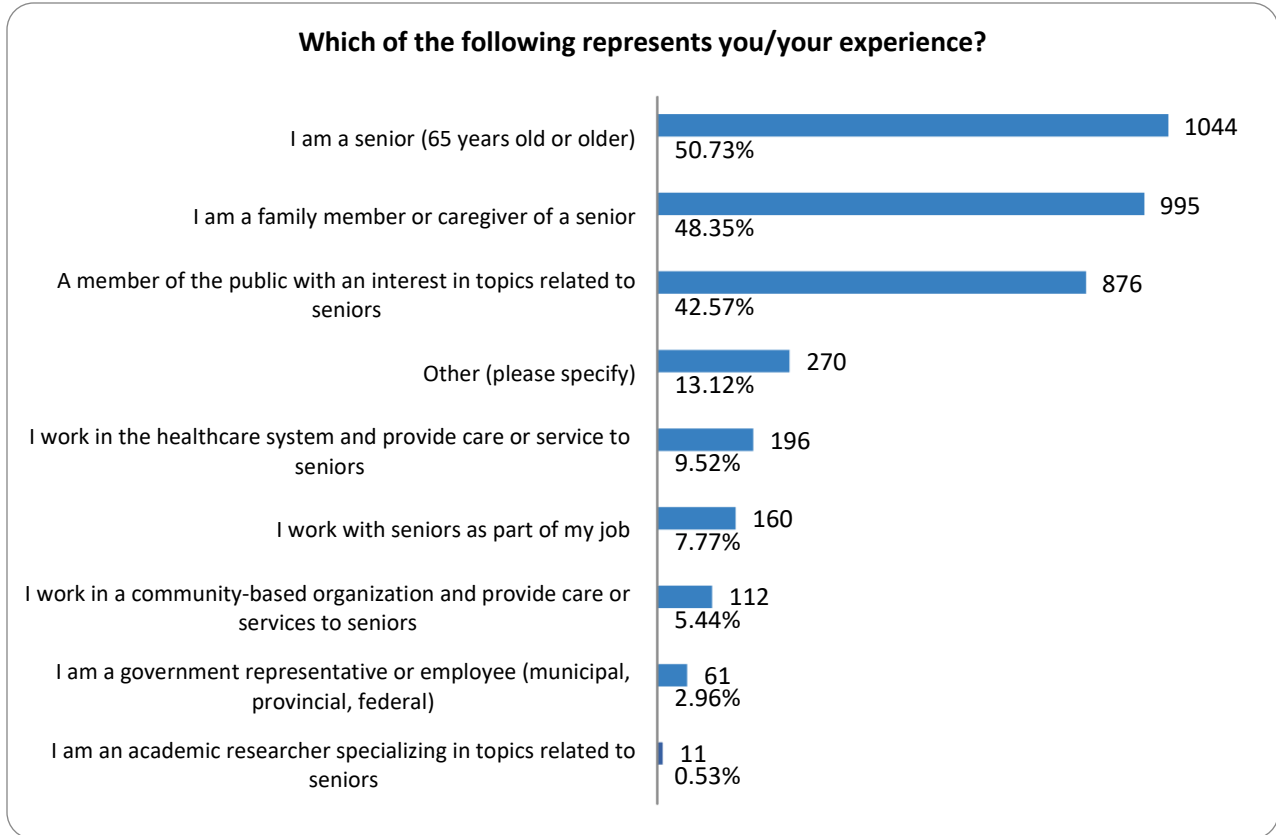
The analyzed data covers 2058 responses collected in a period from August 23rd, 2022 to October 7th, 2022.

The survey contained 49 questions focused on three main areas:

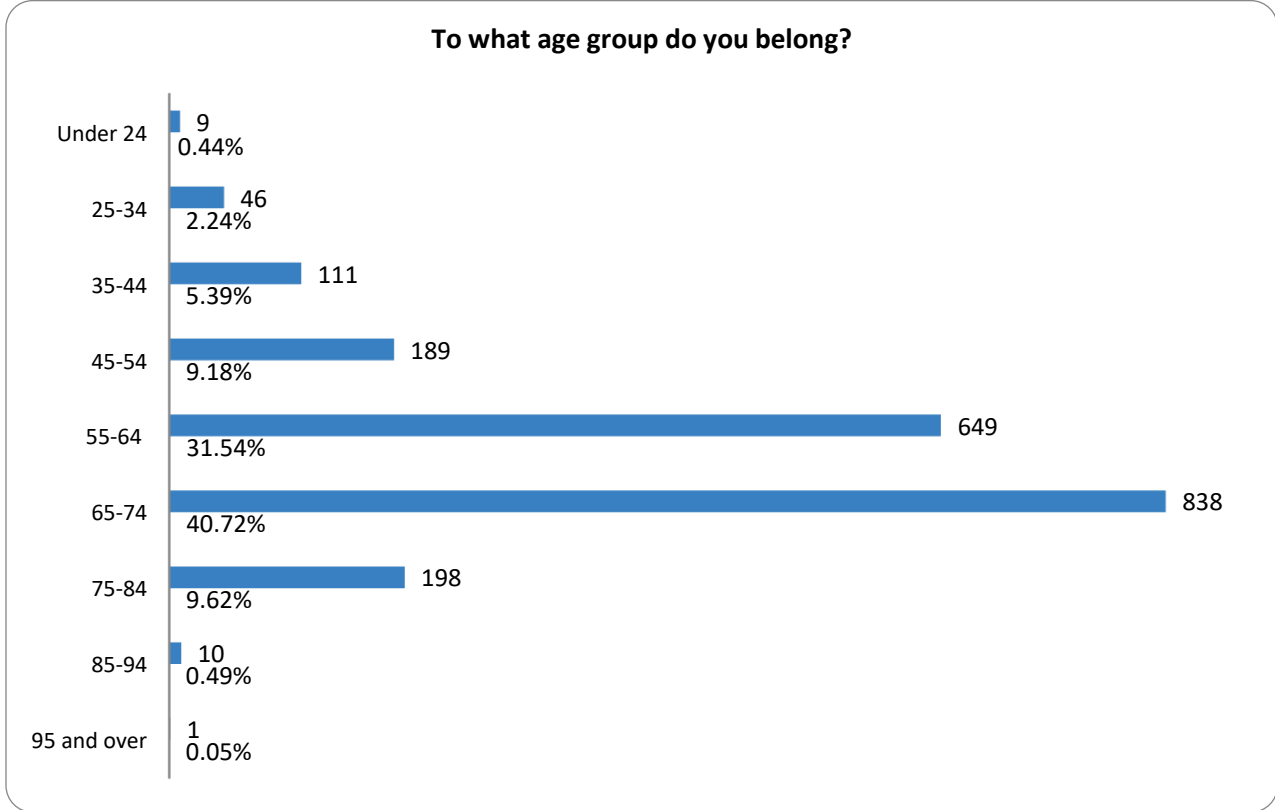
- 1) Demographics and representation
- 2) Vision for the future
- 3) Prioritization of needs and actions

## Demographics and Representation

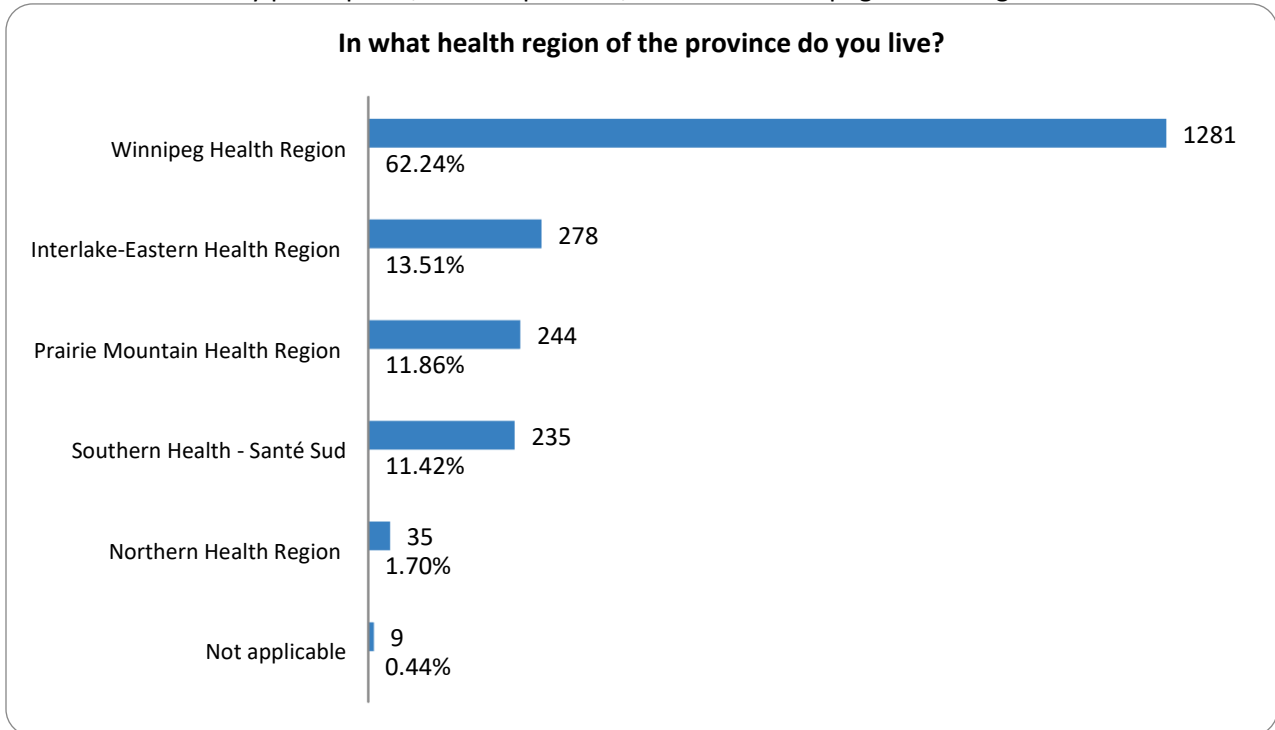
Just over 50 per cent of survey participants identified as seniors, followed by family members or caregivers of seniors (48.35 per cent), and members of the public with an interest in topics related to seniors (42.57 per cent).



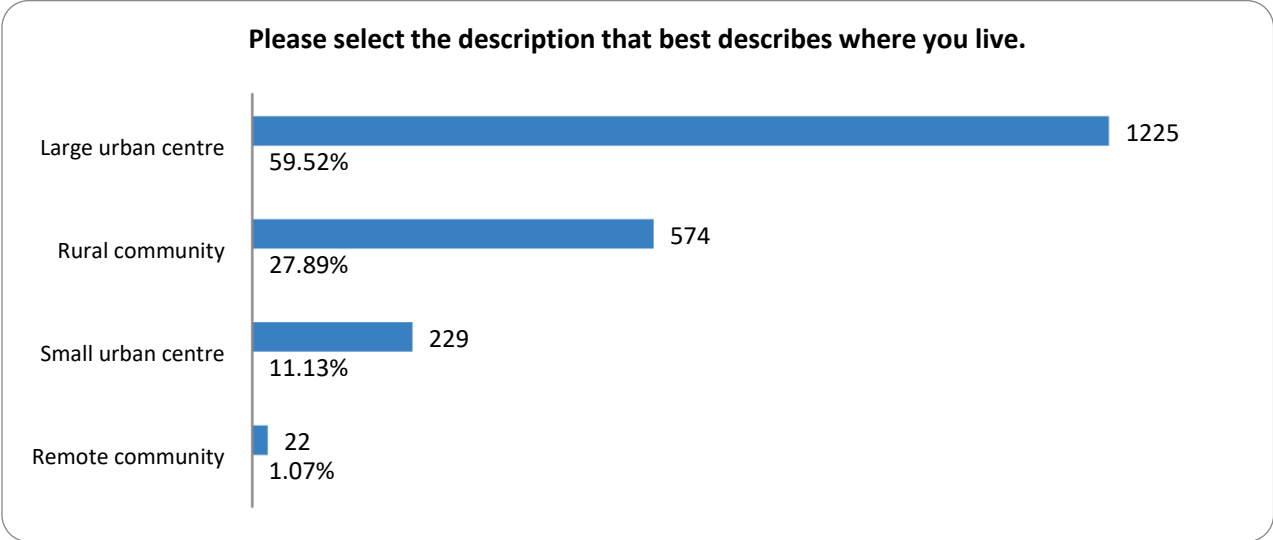
Over half the survey participants were seniors, with seniors aged 65-74 being the biggest age group, with 40.72 per cent of participants.



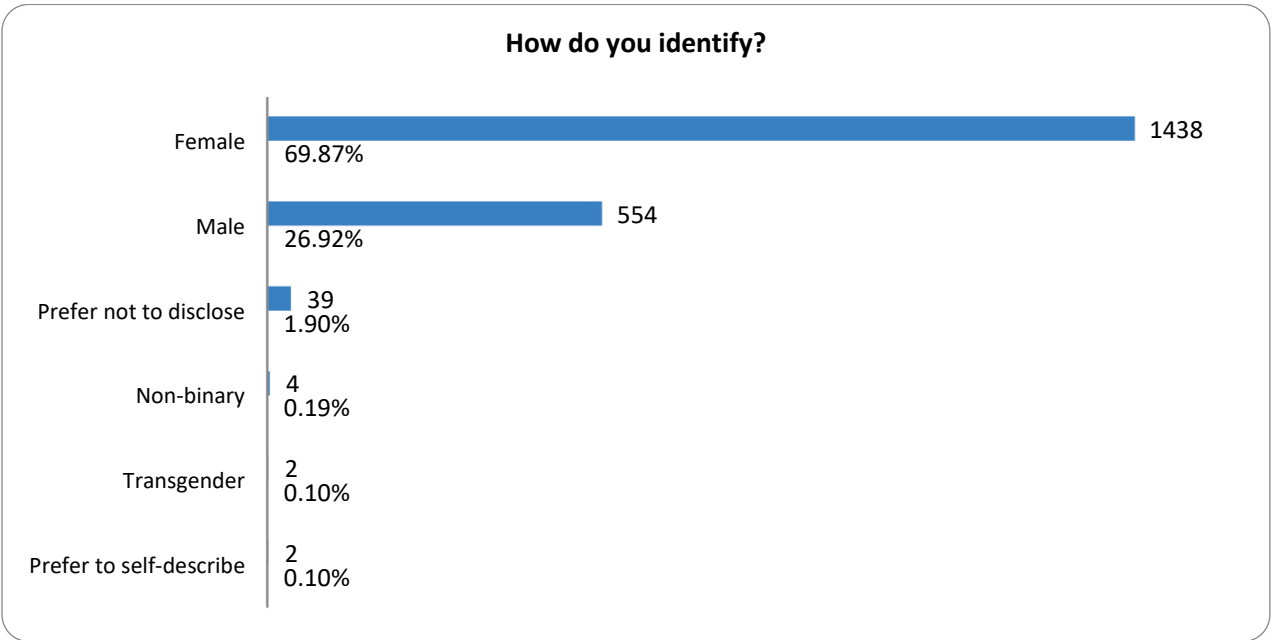
Of most of the survey participants, over 62 per cent, live in the Winnipeg Health Region.



Almost 60 per cent of the survey participants lived in a large urban center, followed by almost 28 per cent of the survey participants living in rural communities.

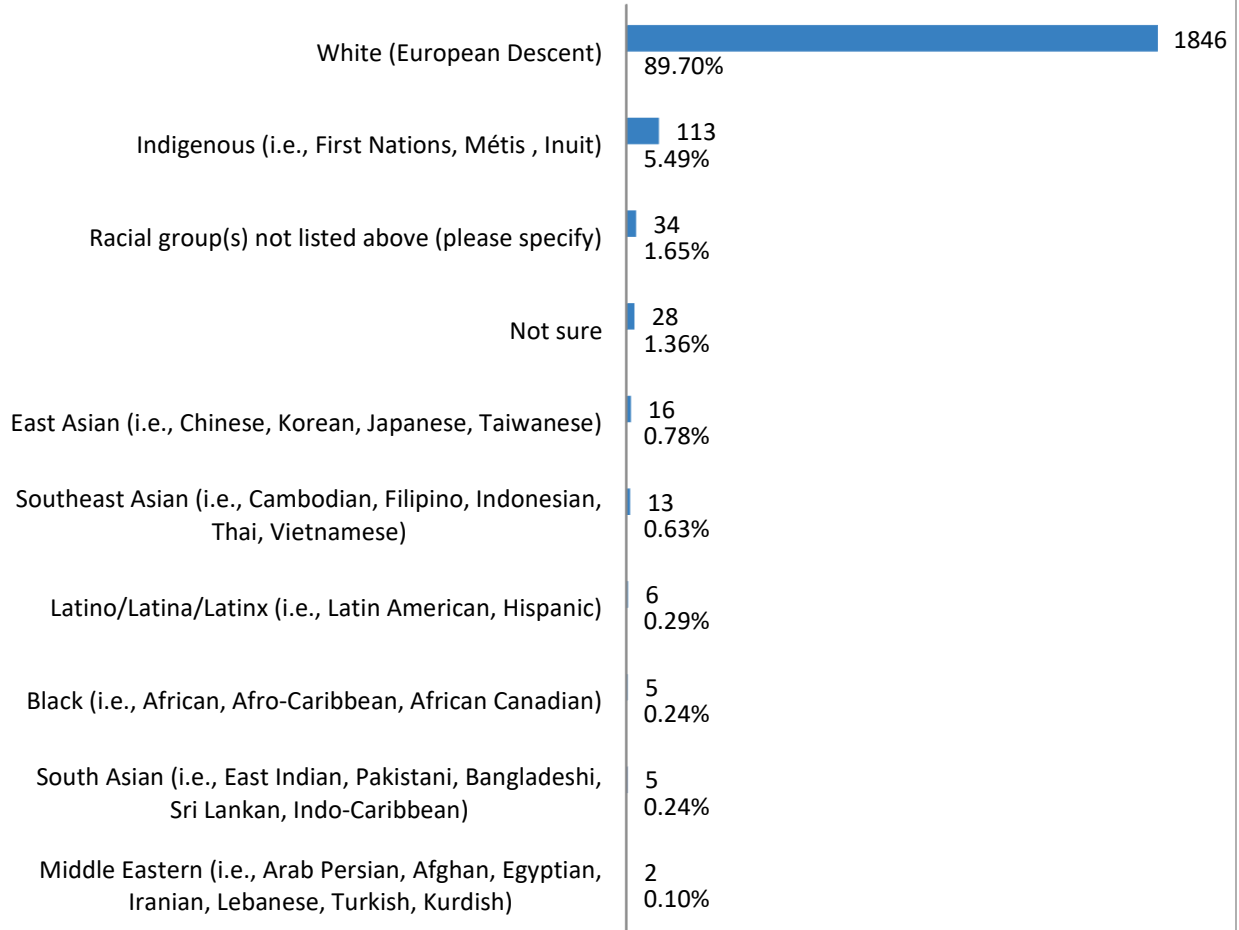


Almost 70 per cent of survey participants identified as female, followed by around 27 per cent who identified as male.

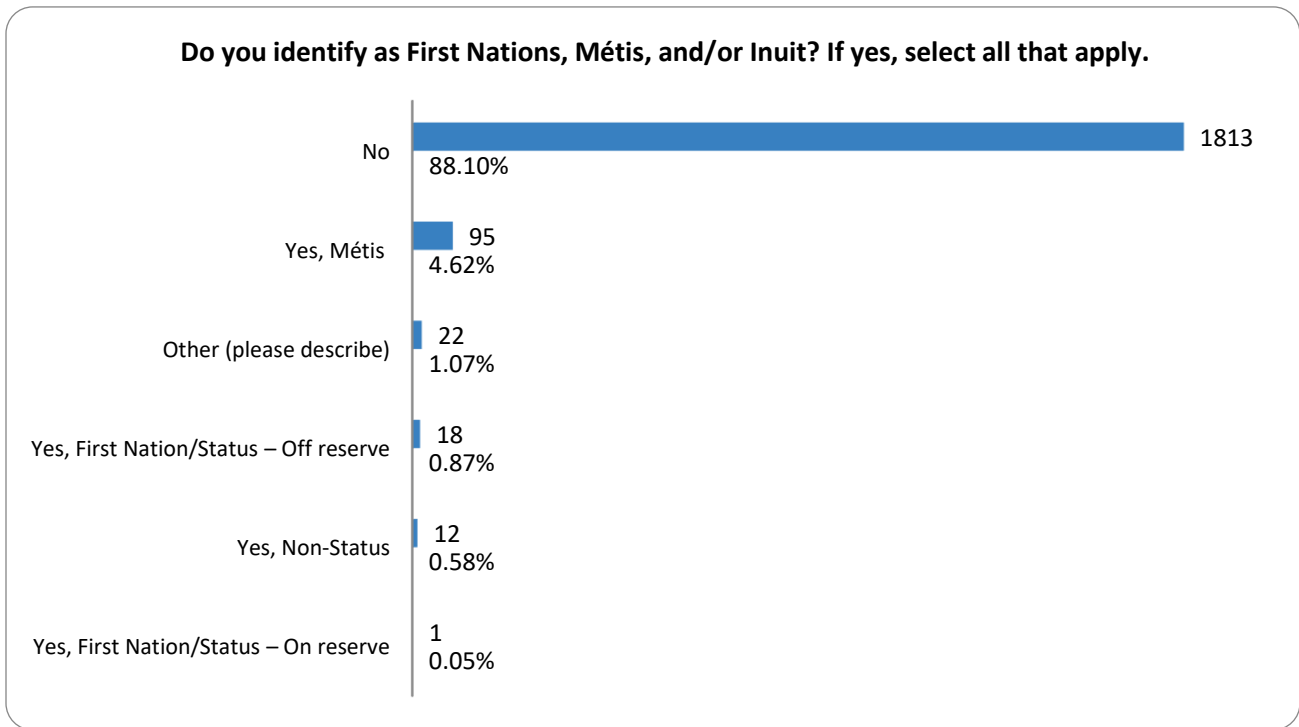


Most participants (89.7 per cent) identified as White, followed by 5.49 per cent who identified as Indigenous.

**Which racial group(s) best describes you? Please select all that apply.**



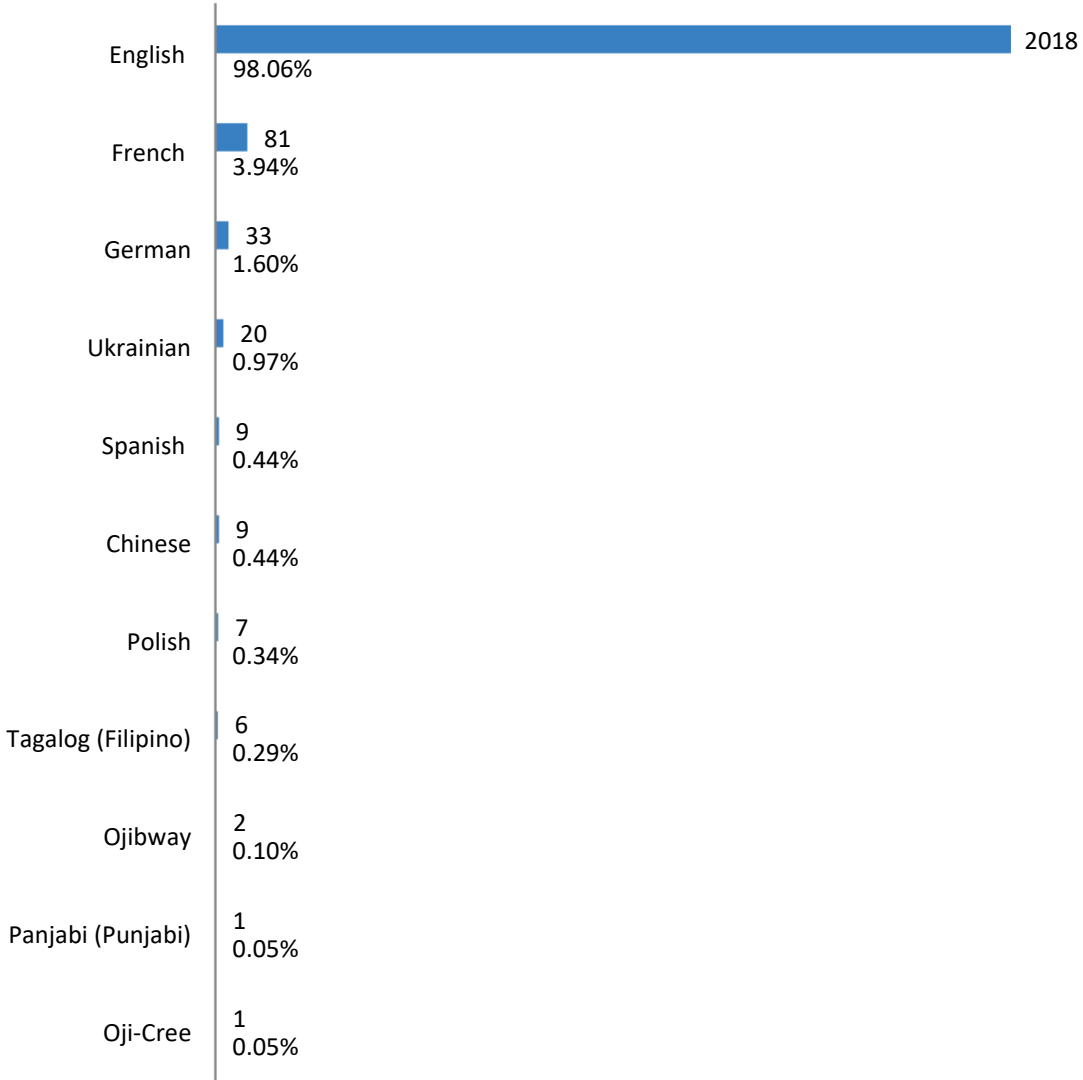
4.62 per cent of the participants self-identified as Métis, and 0.87 per cent self-identified as First Nation/Status – Off reserve. On-reserve First Nation individuals represented 0.05 per cent of responses<sup>1</sup>.



English was the household language for over 98 per cent of participants, followed by French (3.94 per cent)

<sup>1</sup> The Department of Seniors and Long-Term Care continues to engage and build relationships with Indigenous peoples and organizations as the strategy develops.

What language do you speak at home?



## **Vision for the Future**

Survey participants identified the following needs and desired outcomes for the seniors strategy which will be used to inform the development of the province's vision:

- Recognition that seniors are a diverse population with a wide range of needs, backgrounds, life experiences and age ranges
- Increased community engagement and inclusion for seniors
- Robust workforce capacity to support seniors in the community
- Improved affordability and financial security for seniors
- Accessible and inclusive communities for seniors
- High quality and accessible services across continuum of care with increased focus on prevention, keeping people healthy at home and more culturally appropriate.
- Transportation that is affordable, accessible, available in all regions of the province, supports healthcare and social needs
- Enhanced financial and operational supports for caregivers, particularly when the caregiver is a senior themselves
- Enhanced capacity and accessibility of high quality, safe housing along a continuum of service intensity
- Seniors are safe in their communities
- Easy and seamless navigation of services and supports for seniors
- Improved communication and access to information in a way that is accessible to seniors (e.g., not solely depending on digital)
- Address ageism in the community, where seniors will be valued for their life experience, skills, and wisdom, with programs that allow them to share their skills and knowledge
- Addressing homelessness and addiction for seniors
- Seniors participate in decisions that pertain to them

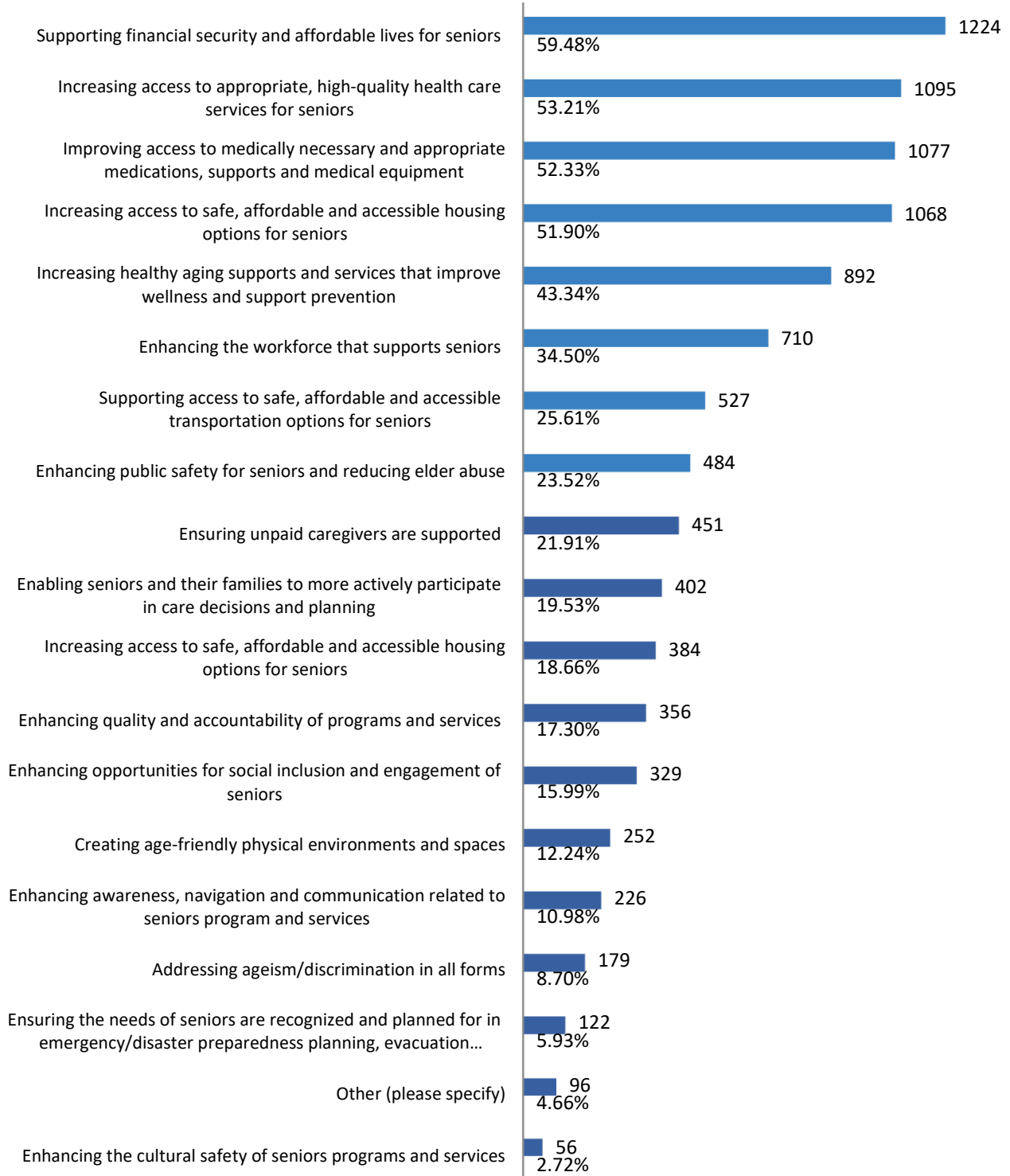
## **Prioritization of Needs and Actions**

The following five items were identified as the most important issues for the Government of Manitoba to focus on in the next three to five years:

1. Supporting financial security and affordable lives for seniors, selected by 1224 survey participants (59.48 per cent)
2. Increasing access to appropriate, high-quality health care services for seniors, selected by 1095 survey participants (53.21 per cent)
3. Improving access to medically necessary and appropriate medications, supports and medical equipment, which was selected by 1077 survey participants (52.33 per cent)
4. Increasing access to safe, affordable, and accessible housing options for seniors, chosen by 1068 survey participants (51.90 per cent)
5. Increasing healthy aging supports and services that improve wellness and support prevention, selected by 892 survey participants (43.34 per cent)



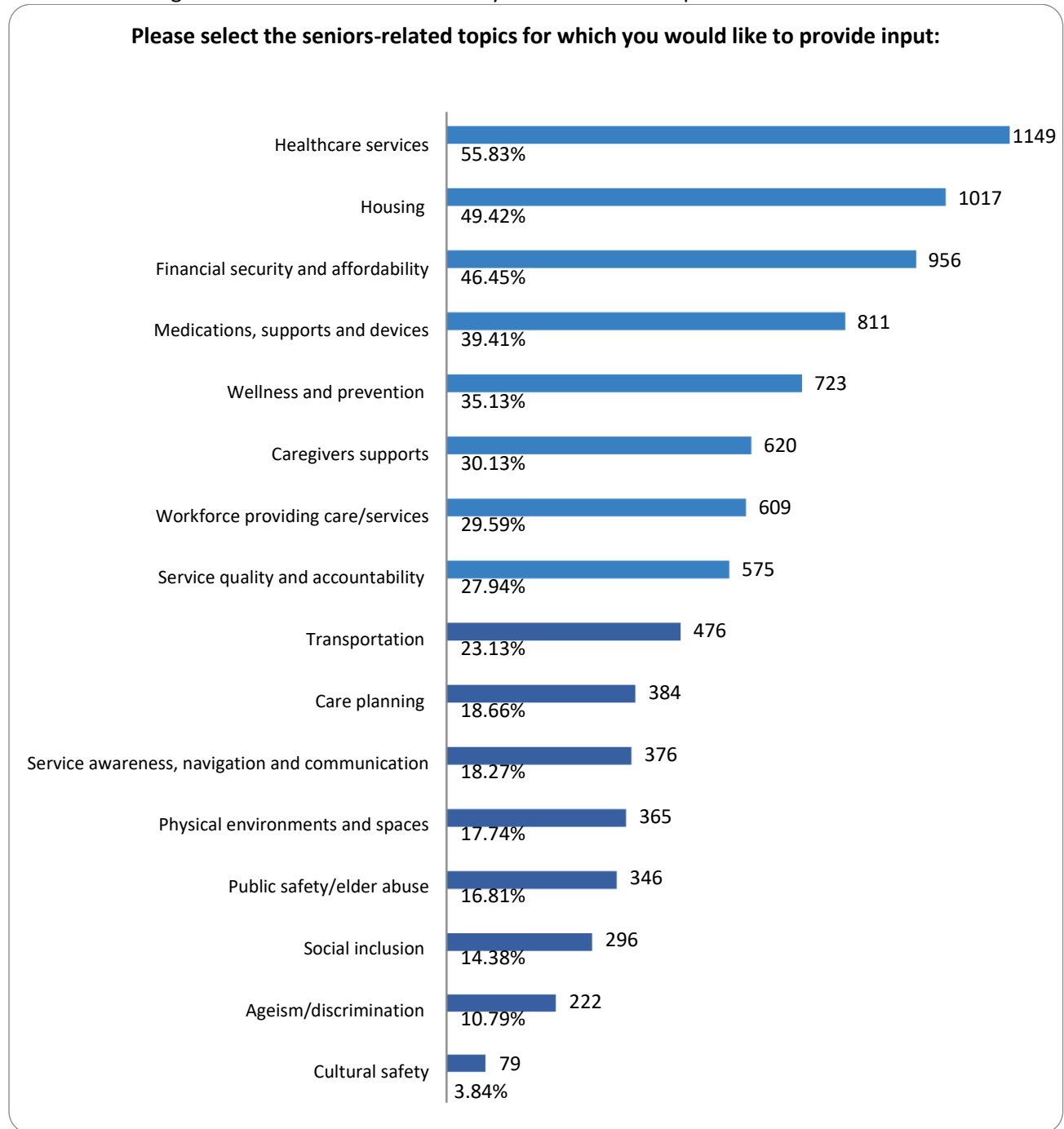
**Based on the below list, what do you think are the five most important issues for the Government of Manitoba to focus on in the next three to five years**



Each survey participant had the opportunity to comment on the priority topics below. The most popular topics for further comment were the following:

1. Healthcare services, chosen by 1149 survey participants (55.83 per cent)
2. Housing, chosen by 1017 survey participants (49.42 per cent)
3. Financial security and affordability, selected by 956 survey participants (46.45 per cent)

These topics were also the most popular areas for further comment for survey participants who self-identified as Indigenous or self-identified that they were from a rural part of Manitoba.



## Healthcare Services

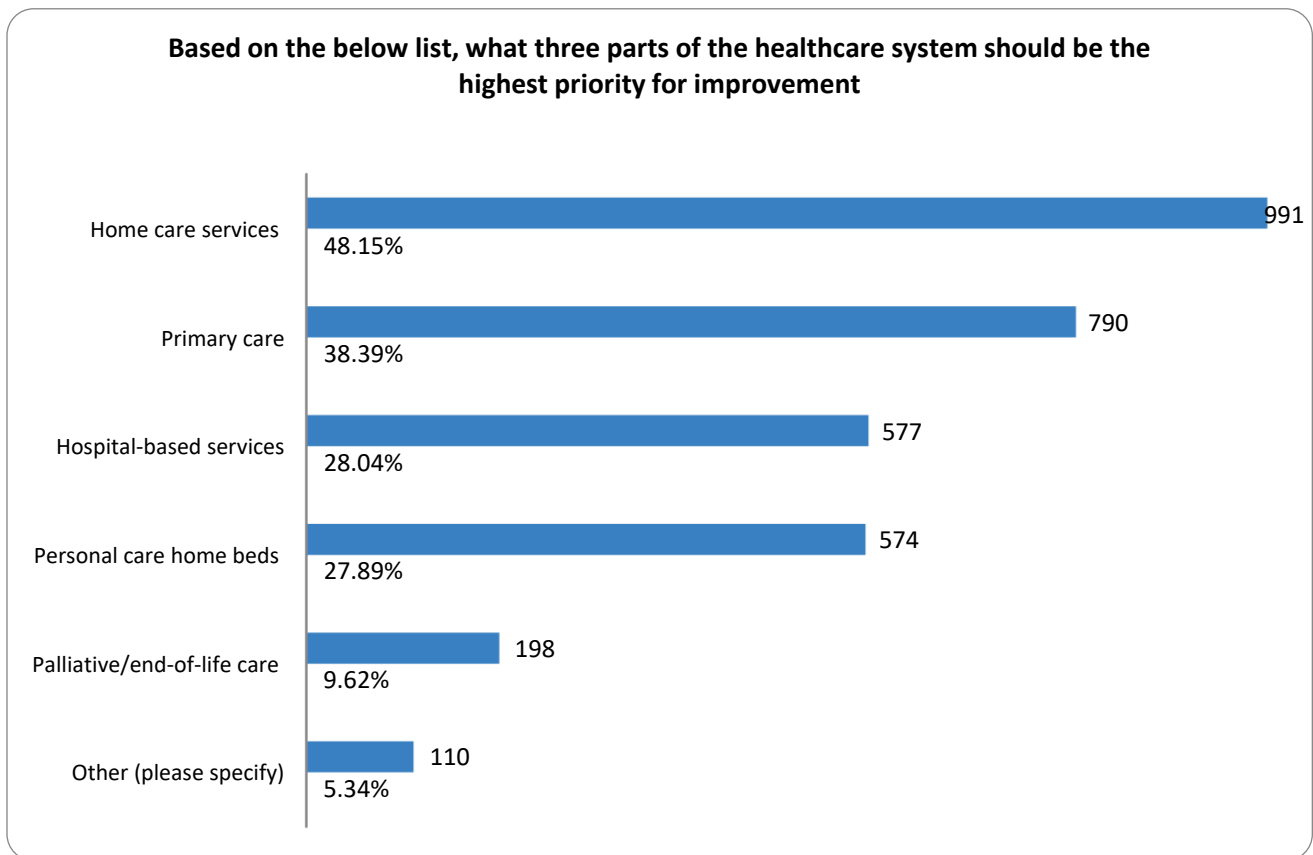
The following is a summary of responses related to healthcare services:

- 1137 survey participants (55.25 per cent of survey participants) chose to provide additional input on Healthcare Services
- 44.9 per cent of survey participants strongly disagree or disagree with the statement: “Based on my experience, seniors have access to appropriate, high quality healthcare services (hospital, home and community based).”

The top three areas in healthcare that survey participants want to see improvement were:

- Home care services (48.15 per cent)
- Primary care (38.39 per cent)
- Hospital-based services (28.04 per cent).

In addition to the top two priorities above, survey participants who self-identified as Indigenous or from rural parts of Manitoba selected personal care home beds as the third biggest priority.

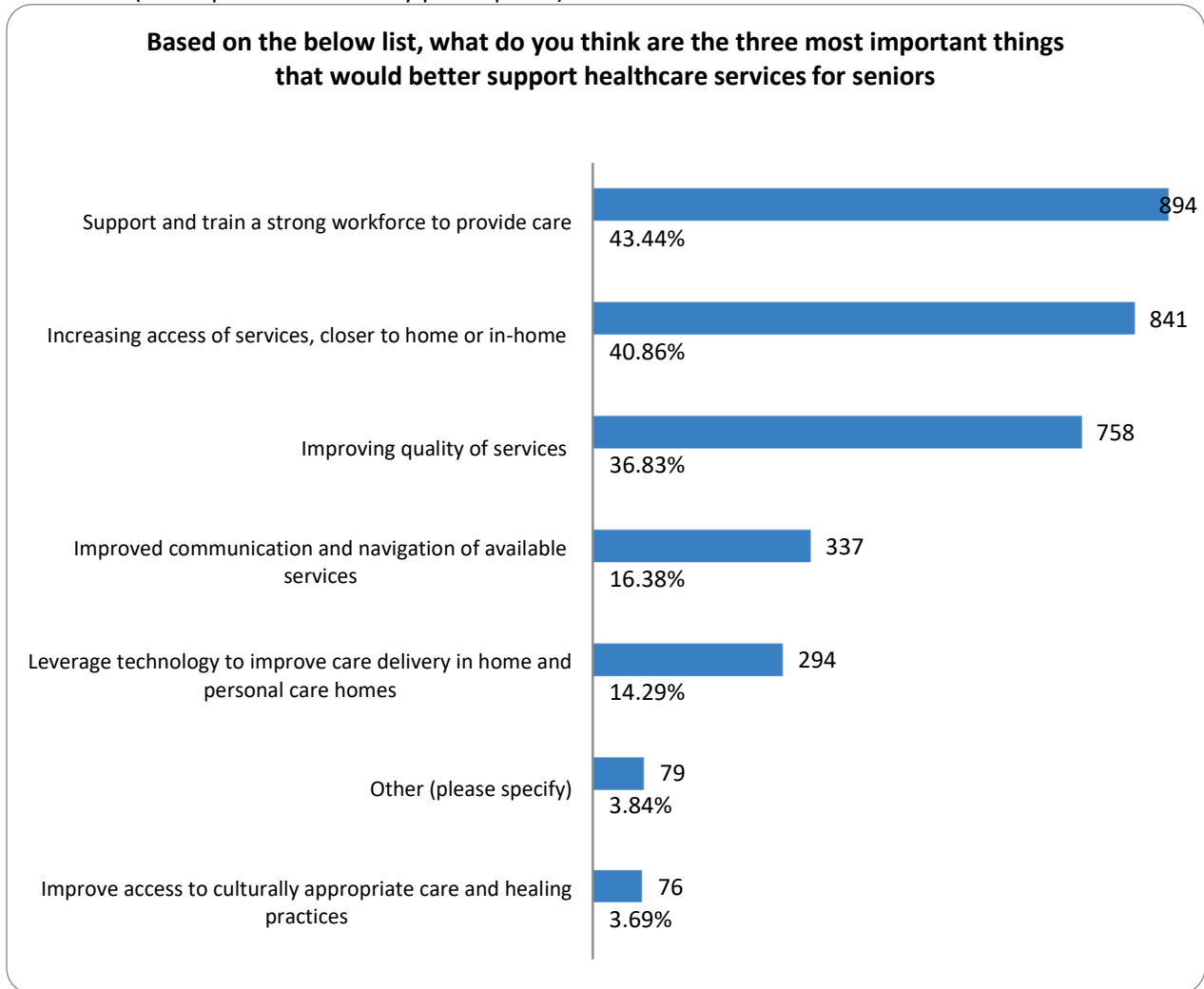


Other answers included the following themes:

- Access to local healthcare services in rural settings including specialist appointments, emergency medicine, outpatient services, tests, and surgeries
- Integration and coordination among services
- Health human resource capacity (doctors, nurses, etc.)
- Assistance for those who must travel from a rural area to receive care

- Enhanced access to mental health services and counselling
- Coverage for medications, medical devices and supports, and allied health professionals (physiotherapist, occupational therapists, dental care)
- Medication management and reducing overprescribing
- Prevention and health promotion to keep seniors well
- Integration of cultural and spiritual needs as part of health care delivery and planning

The top three priorities for improvement were the workforce (43.44 per cent of survey participants), access to services closer to home or in-home (40.86 per cent of survey participants) and improving quality of services (36.83 per cent of survey participants).



The 'Other' answers included the following themes:

- Appropriate staffing/client ratios in all facilities, including primary care
- Training for care providers on safe care, dementia, geriatric care, and communication
- Shorter wait times for ambulance services, emergency room, family physicians, surgery and diagnostic tests and imaging
- Increased time and flexibility for home care services
- Less for-profit personal care homes and higher quality standards and reporting
- Coverage and affordability of healthcare services and needs

- Mechanisms to prevent over-prescribing of medications for seniors
- Support for transportation and board when going to appointments far from the community

## Housing

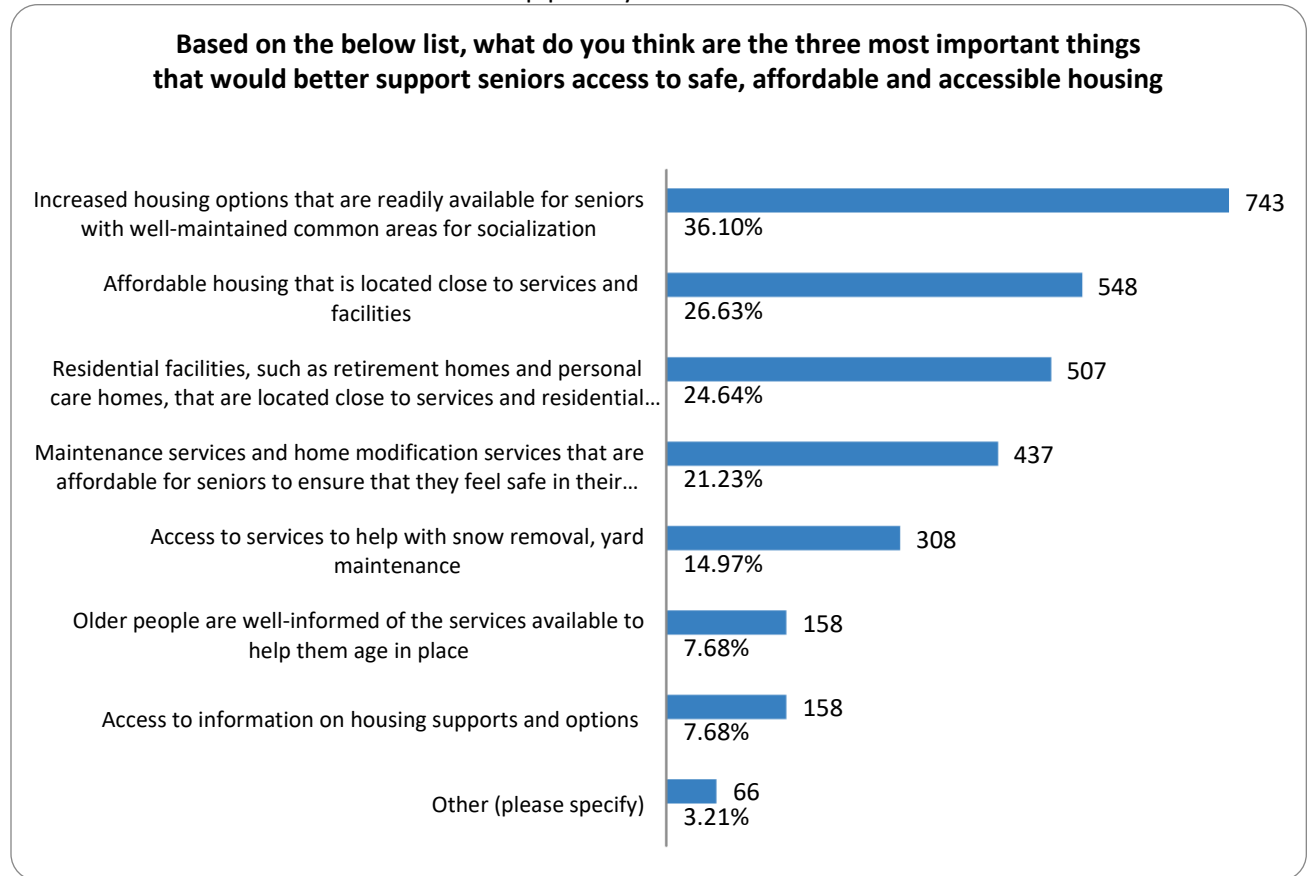
The following is a summary of responses related to housing:

- 1012 survey participants (49.17 per cent of survey participants) chose to provide additional input on housing
- 38.97 per cent of survey participants, strongly disagree or disagree with the statement: “Based on my experience, seniors have access to safe, affordable and accessible housing.”
- The rate of strongly disagree was particularly high for self-identified survey participants who identified as Indigenous, with 36 per cent of self-identified Indigenous participants responding that they strongly disagree

The top three priorities for improvement were:

- Housing options that support seniors’ social connections (36.1 per cent)
- Affordable housing near other services (26.63 per cent)
- Residential facilities that are connected to their broader communities (24.64 per cent).

In addition to the top two priorities in the list above, participants who identified as Indigenous placed maintenance services and home modification services that are affordable for seniors to ensure that they feel safe in their home environment as a top priority.



The 'Other' answers included the following themes:

- More well-staffed housing, safe and affordable housing options
- Safety in the community, including safe senior housing communities in safe areas
- More transparency in the placement of seniors in care homes and decreasing waiting times for appropriate housing and care facilities
- Intergenerational community housing with young people (students) living with seniors
- Guaranteed livable income, raise Canadian Pension Plan (CPP) and Old Age Security (OAS) on par with inflation, and tax relief/credit
- Stronger government oversight on private housing facilities (e.g., assisted living and personal care homes)
- Incentivize families to live in multi-generational housing units
- Ensure the emotional needs of seniors are met (allowing pets, arranging visits, etc.)
- Support daily activities in the home such as yard maintenance, laundry, grocery runs and home repairs
- Ensuring Internet access in rural areas is comparable to service in cities

### **Financial Security and Affordability**

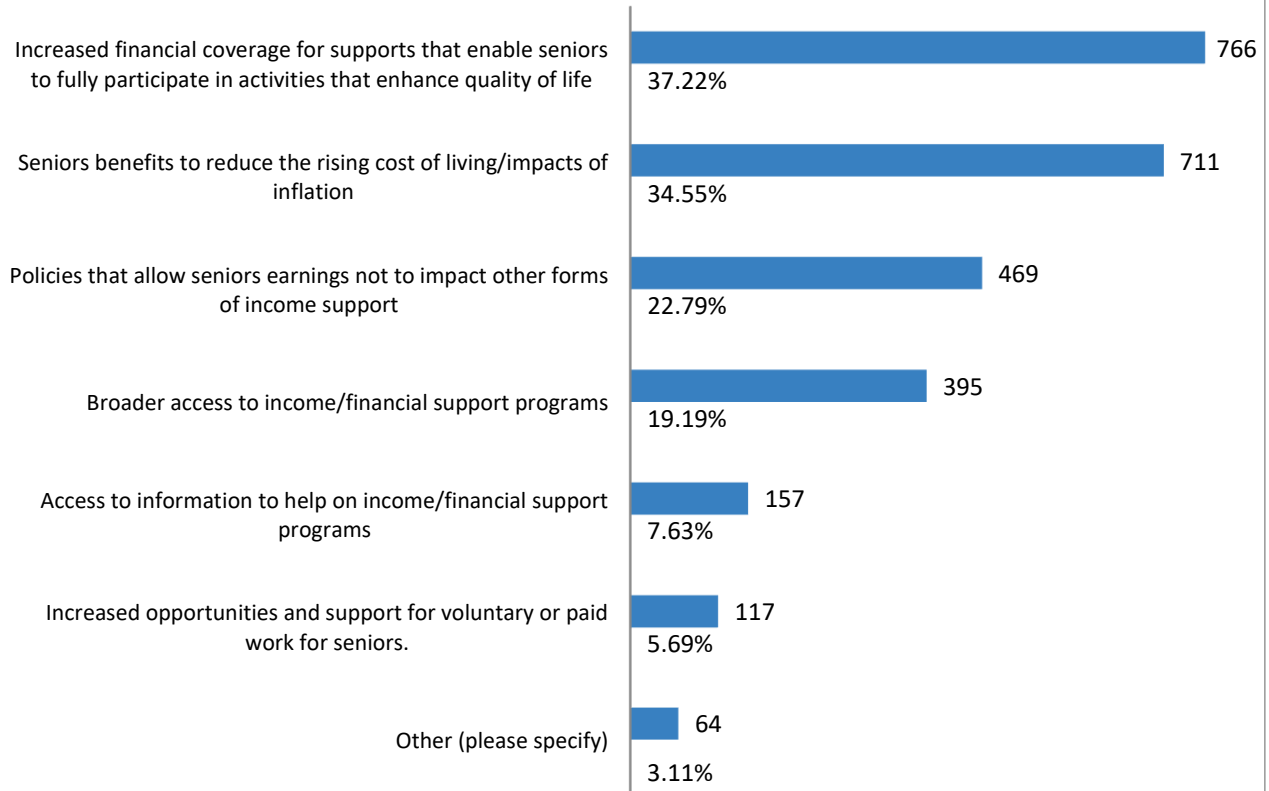
The following is a summary of responses related to financial security and affordability:

- 948 survey participants (46.06 per cent of survey participants) chose to provide additional input on financial security and affordability
- 26.53 per cent of survey participants, strongly agree and 14.38 per cent of survey participants agree with the statement: Based on my experience, financial security and affordability is a significant challenge for Manitoba seniors

The top three priorities for support were:

- Financial coverage for supports that enable seniors to fully participate in activities that enhance quality of life (37.22 per cent of survey participants)
- Seniors benefits to reduce the rising cost of living/impacts of inflation (34.55 per cent of survey participants)
- Policies that allow seniors earnings not to affect other forms of income support (22.79 per cent of survey participants)

**Based on the below list, what do you think are the three most important things that would better support the financial security of seniors**



- Other answers included the following themes:
  - Income-based support for home modifications and subsidized home repair services
  - Education for seniors on planning for aging and managing finances
  - Enhanced Employment and Income Assistance (EIA)
  - Guaranteed Livable Income (GLI) and tax credits and relief on the school tax, on taxing seniors' pensions and the provincial income tax
  - Coverage for medications, devices, dental, ambulance and traveling to appointments
  - Subsidize/affordable housing, including rent control
  - Affordable home supports, assisted living, and supportive housing
  - Expanding the definition of disability to include non-visible disabilities
  - Caregiver tax credit and fund-management supports

**Medications, Supports and Equipment**

The following is a summary of responses related to medications, supports and equipment:

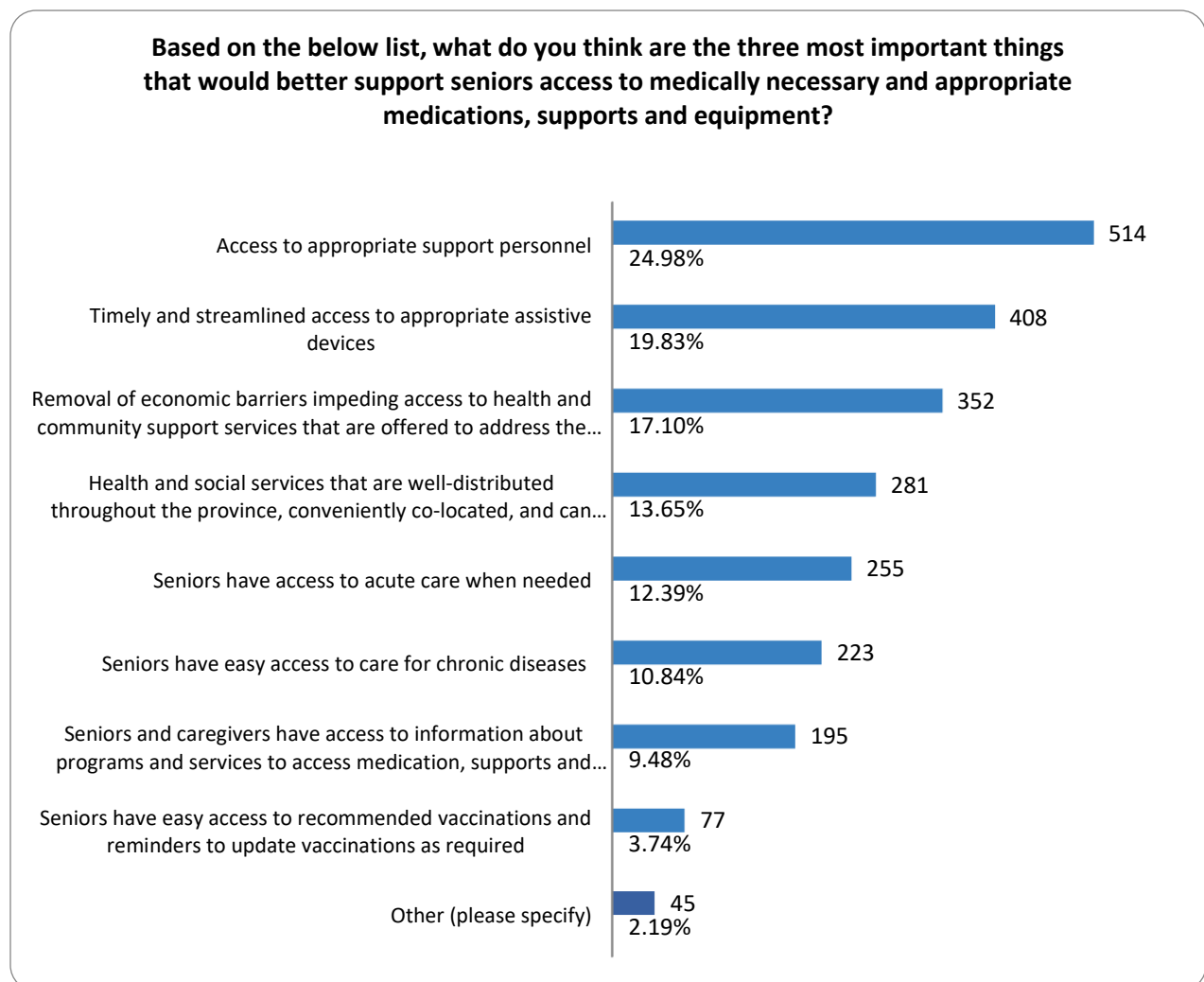
- 806 survey participants (39.16 per cent of survey participants) chose to provide additional input on medications, supports and equipment

- 17.15 per cent of survey participants, disagree and 11.03 per cent of survey participants strongly disagree with the statement: Based on my experience seniors have access to medically necessary and appropriate medications, supports and equipment
- The rate of “strongly disagree” was particularly high for self-identified survey participants who identified as Indigenous with 41.4 per cent responding that they strongly disagree

The top three priorities for support were:

- Access to appropriate support personnel (24.98 per cent of survey participants)
- Timely and streamlined access to appropriate assistive devices (19.83 per cent of survey participants)
- Removal of economic barriers impeding access to health and community support services that are offered to address the needs and concerns of older people (17.1 per cent of survey participants)

In addition to the top two priorities in the list above, survey participants who identified as Indigenous placed health and social services that are well-distributed throughout the province, conveniently located, and can be reached readily by transportation as a top priority.





- Other answers included the following themes:
  - Access to specialized geriatric medical services for the elderly
  - Reduction and/or elimination of long waiting lists and periods
  - Full coverage for medications and devices, dental, vision and hearing needs, allied health services, mental health services, vaccines, support personnel and caregiver services
  - Ensuring that all the medications given to a senior are necessary and appropriate
  - Doctors and multi-lingual staff conducting in-home visits
  - Ensuring that seniors can easily navigate the healthcare and social care system
  - Rural seniors do not have access to health services equal to what exists in urban areas
  - Incorporate traditional and natural remedies into the healthcare system

### **Wellness and Prevention**

The following is a summary of responses related to wellness and prevention:

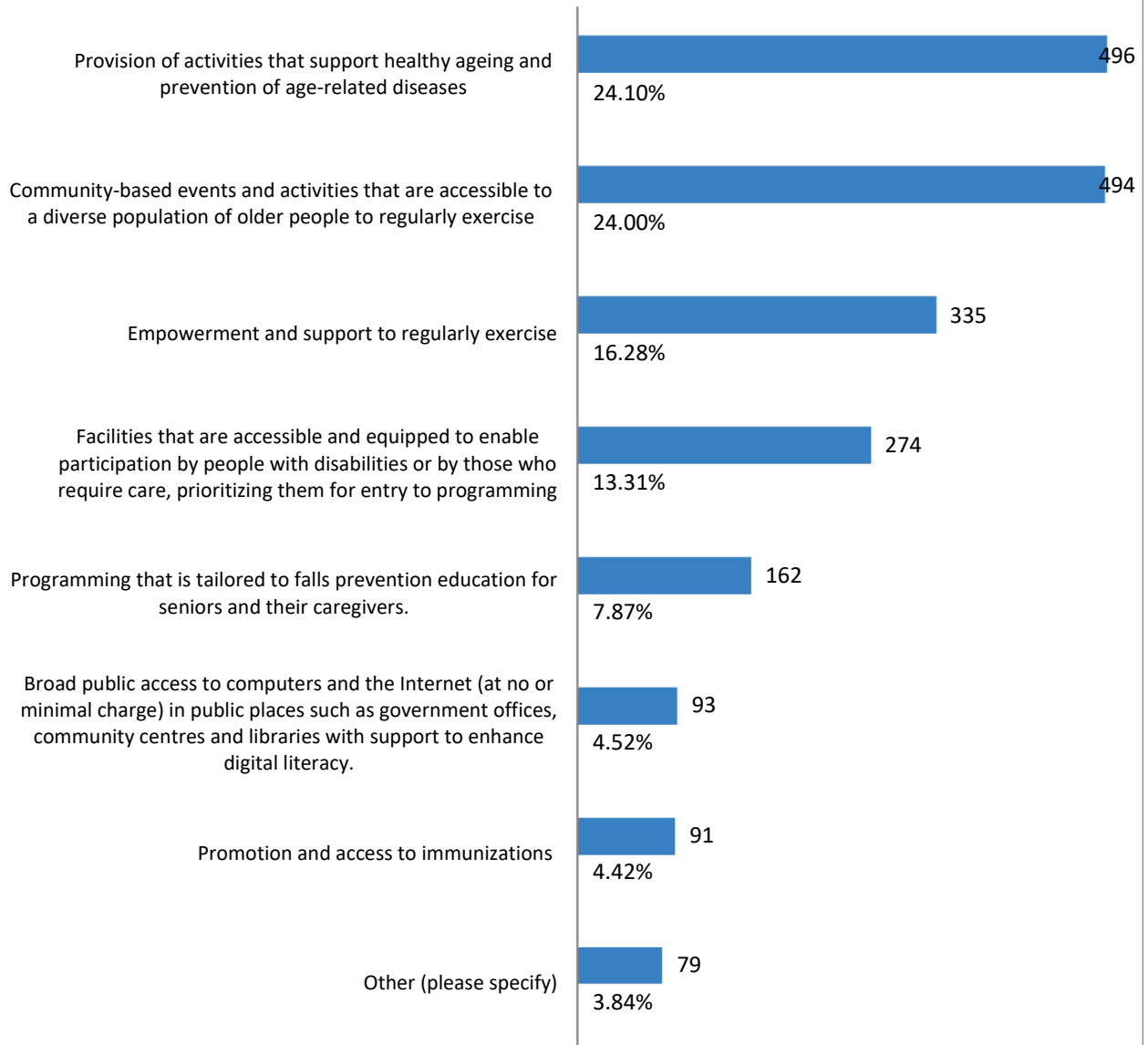
- 718 survey participants (34.89 per cent of survey participants) chose to provide additional input on wellness and prevention
- 15.01 per cent of survey participants, “disagree” and 9.62 per cent of survey participants are neutral with the statement: Based on my experience, seniors are supported to engage in wellness and prevention activities that enable healthy aging

The top three priorities for improvement were:

- provision of activities that support healthy aging and prevention of age-related diseases (24.1 per cent of survey participants)
- Community-based events and activities that are accessible to a diverse population of older people to regularly exercise (24 per cent of survey participants)
- Empowerment and support to regularly exercise (16.28 per cent of survey participants)

In addition to the top two priorities in the list above, the survey participants who identified as Indigenous and rural survey participants also placed facilities that are accessible and equipped to enable participation by people with disabilities or by those who require care, prioritizing them for entry to programming as a top priority.

**Based on the below list, what do you think are the three most important things that would better support seniors overall wellbeing**



- The 'other answers included the following themes:
  - Improved communications access (especially to rural seniors), training, and affordability
  - Encourage the development of peer-led networks and programs that support seniors connecting and leading activities of common interest
  - A healthcare system (including mental health) that is affordable, accessible in all regions, and focused on prevention with an individualized approach
  - Better roads and sidewalk maintenance to improve mobility and transportation
  - Quality and reliable home care support

- Supporting a healthy lifestyle for seniors by ensuring the affordability and accessibility of healthy diet and exercise options and supports
- Training care providers on ageism, supporting seniors, trauma-informed care, and culturally sensitive care
- Single information resource for all provincial current and future seniors' activities
- Avoid treating seniors as a homogenous group

### **Caregiver Supports**

The following is a summary of responses related to caregiver supports:

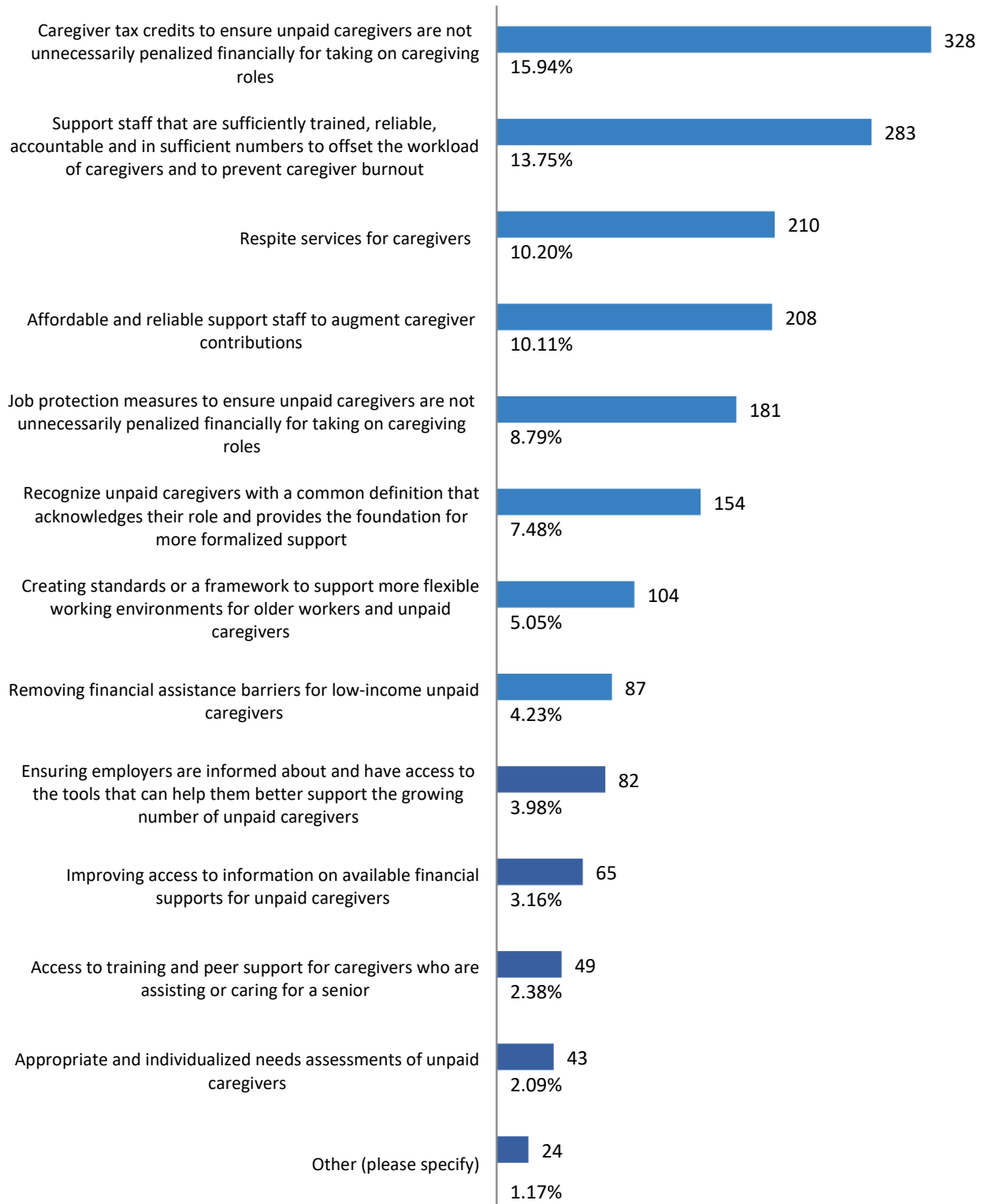
- 616 survey participants (29.93 per cent of survey participants) chose to provide additional input on caregiver supports
- 13.85 per cent of survey participants, strongly disagree and 12.44 per cent of survey participants disagree with the statement: Based on my experience, unpaid caregivers are supported to provide the care they need

The top three priorities for improvement were:

- Caregiver tax credits to ensure unpaid caregivers are not unnecessarily penalized financially for taking on caregiving roles (15.94 per cent of survey participants)
- Support staff that are sufficiently trained, reliable, accountable and in sufficient numbers to offset the workload of caregivers and to prevent caregiver burnout (13.75 per cent of survey participants)
- Respite services for caregivers (10.20 per cent of survey participants)

In addition to the top two priorities in the list above, the rural survey participants also placed affordable and reliable support staff to augment caregiver contributions (for daily needs such as cooking and shopping, checking in, and social support) as a priority. On the other hand, the survey participants who identified as Indigenous added job protection measures to ensure unpaid caregivers are not unnecessarily penalized financially for taking on caregiving roles as a top priority.

**Based on the below list, what do you think are the three most important things that would better support unpaid caregivers?**



- Other answers included the following themes:
  - Financial supports, either directly or as tax breaks for caregivers
  - Respite services that support caregivers so they can go back to work and/or carry out non-care related activities
  - Public, accessible, and comprehensive mental health, and wellness support for caregivers
  - A central repository of information, service availability and service navigation (support)
  - Higher wages for paid home care workers to enhance the availability of quality care available
  - Education for caregivers on the senior's needs, such as diet and nutrition
  - Make services such as self-managed care programs affordable
  - Home care is sufficiently staffed, with backups in case of absences, to enhance reliability

### **Workforce providing care/services**

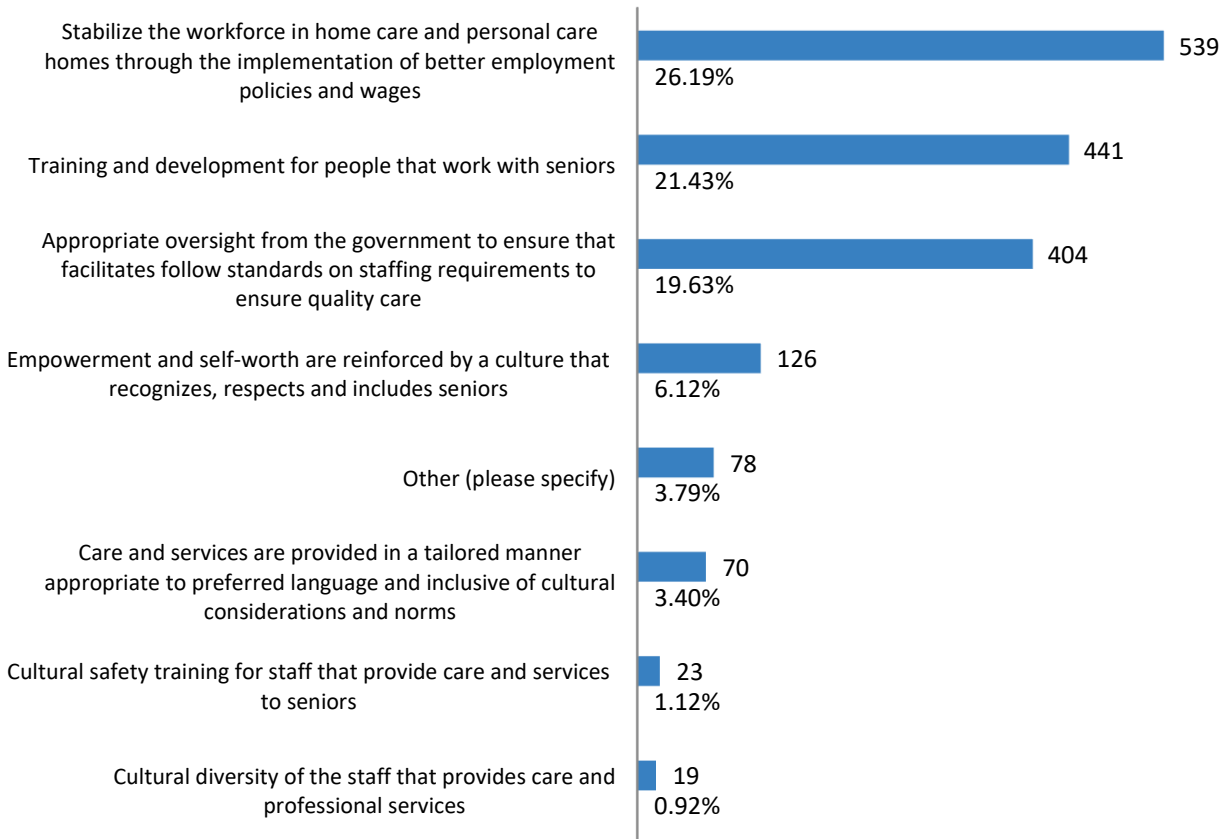
The following is a summary of responses related to workforce providing care/services:

- 607 survey participants (29.49 per cent of survey participants) chose to provide additional input on workforce providing care/services
- 13.70 per cent of survey participants, disagree and 9.38 per cent of survey participants strongly disagree with the statement: Based on my experience, seniors have access to care providers that can provide the care/service they need

The top three priorities for improvement were:

- Stabilize the workforce in home care and personal care homes through the implementation of better employment policies and wages (26.19 per cent of survey participants)
- Training and development for people that work with seniors (21.43 per cent of survey participants)
- Appropriate oversight from the government to ensure that facilitates follow standards on staffing requirements to ensure quality care (19.63 per cent of survey participants)

**Based on the below list, what do you think are the three most important things that would enhance the workforce providing care/services to seniors?**



- Other answers included the following themes:
  - For home care the quality and services provided need to be ensured by having a stable group of care providers working with the senior
  - Incentivize volunteers in all parts of care
  - More training for the workforce in trauma, safe care and managing delirium
  - Support allied health providers to provide services throughout the province
  - Training to improve communication and accountability
  - Enhancing the staffing and patient/provider ratios of all aspects of healthcare (and especially in rural areas). This includes better working conditions, reasonable case/workload, increased job satisfaction, appropriate wages and benefits, job security, and support for workers in rural areas
  - Financial, respite, training, and coaching support for family caregivers

## Service Quality and Accountability

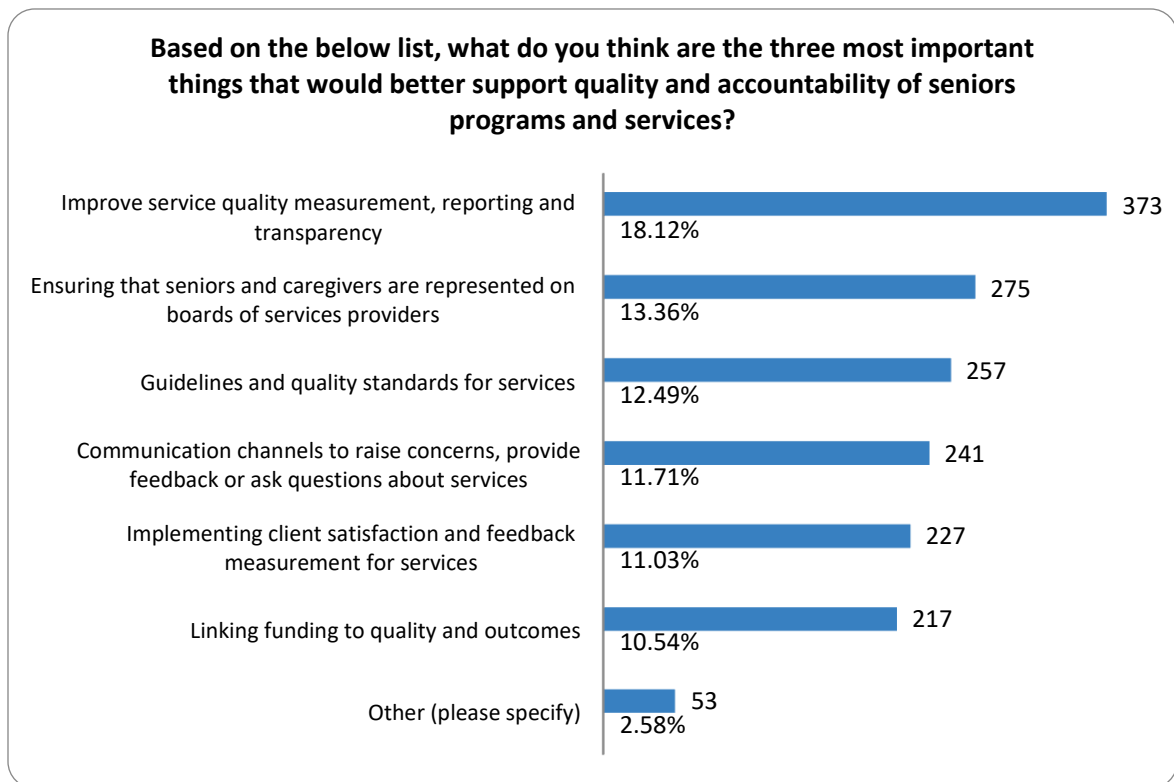
The following is a summary of responses related to service quality and accountability:

- 571 survey participants (27.75 per cent of survey participants) chose to provide additional input on service quality and accountability
- 12.1 per cent of survey participants disagree and 10.59 per cent of survey participants strongly disagree with the statement: Based on my experience, services and care provided to seniors are reliable, high quality and accountable

The top three priorities for improvement were:

- Improving service quality measurement, reporting and transparency (18.12 per cent)
- Ensuring that seniors and caregivers are represented on boards of services providers (13.36 per cent)
- Guidelines and quality standards for services (12.49 per cent)

In addition to the points mentioned above, participants who identified as Indigenous and rural survey participants chose communication channels to raise concerns, provide feedback or ask questions about services as a top priority.



- Other answers included the following themes:
  - More supervision, better trained supervisory staff, and enforced standards
  - Link funding levels to safety and seniors and seniors' family satisfaction and fine facilities that do not fulfil quality standards

- Inspections of care homes with a legal force that can monitor, fine agencies, allow for public scrutiny and enforce change
- All services should have quality, reliability, and capacity
- Sufficient staff to cover the services required by seniors, with mandatory staff/client ratios and proper monitoring
- Make Not-for-profit and public facilities the main model for delivering care to seniors. Survey the needs of seniors in individual communities, then provide the needed services accordingly

## **Transportation**

The following is a summary of responses related to transportation:

- 472 survey participants (22.93 per cent of survey participants) chose to provide additional input on transportation.
- 9.86 per cent of survey participants, “disagree” and 7.05 per cent of survey participants “strongly disagree” with the statement: Based on my experience, seniors have access to inclusive transportation and mobility supports

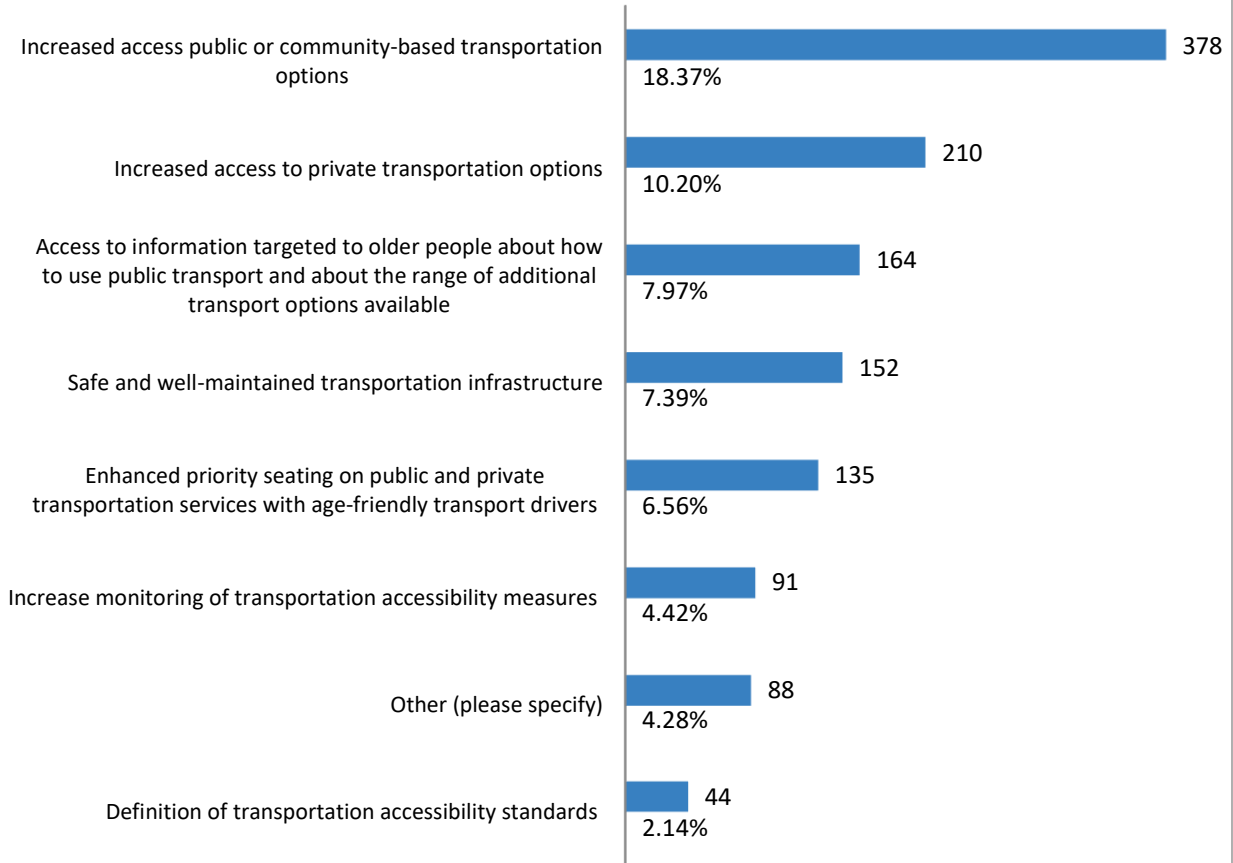
The top three priorities for improvement were

- Increased access to public or community-based transportation options (18.37 per cent of survey participants)
- Increased access to private transportation options (10.2 per cent of survey participants)
- Access to information targeted to older people about how to use public transport and about the range of additional transport options available (7.97 per cent of survey participants)

In addition to the top two priorities in the list above, rural survey participants also identified safe and well-maintained transportation infrastructure as a top priority



**Based on the below list, what do you think are the three most important things that would better support seniors access safe, affordable and accessible transportation**



- Other answers included the following themes:
  - Affordable transportation options for seniors (rideshare, volunteer and community programs and taxis)
  - Accessible and safe transportation services with accountability and reliability (equipped buses with trained drivers, well maintained Handi-transit/ Winnipeg Transit Plus vans, phone accessible services with shorter lead times)
  - Affordable, accessible, and available transportation for rural and remote communities. This includes better roads, sidewalks, and bridge maintenance
  - Transportation support to medical appointments (like dialysis, chemotherapy, radiotherapy, etc.)
  - Transportation services that are accessible (online, on phone, and printed resources)
  - Safety on public transit from abuse and assaults for seniors
  - Supports that assist seniors in maintaining their driver’s licenses and vehicles

## Service Awareness, Navigation and Communication

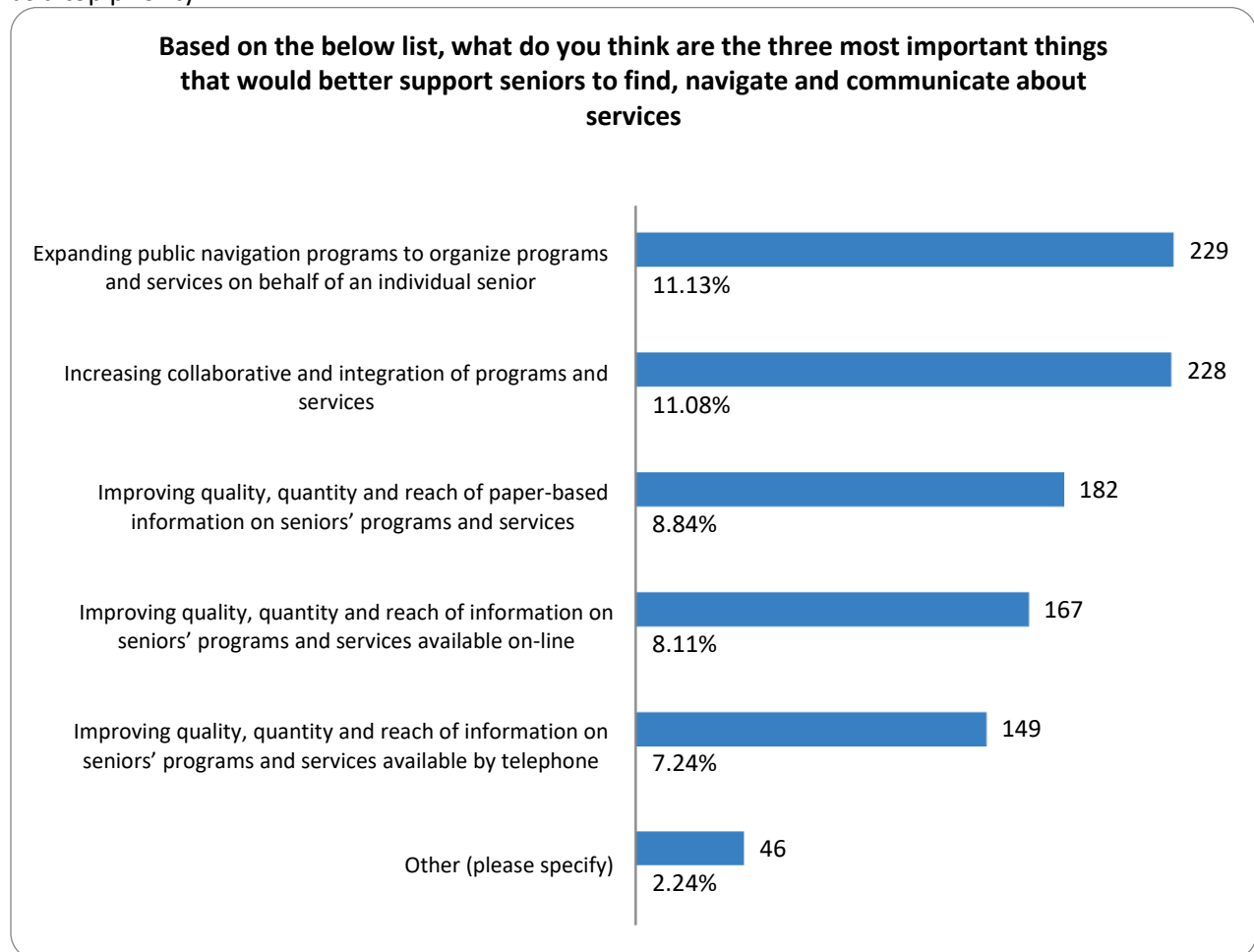
The following is a summary of responses related to service awareness, navigation, and communication:

- 372 survey participants (18.08 per cent of survey participants) chose to provide additional input on service awareness, navigation, and communication
- 7.92 per cent of survey participants, disagree and 5.44 per cent of survey participants strongly disagree with the statement: Based on my experience, it is easy enough to find, navigate or communicate about seniors' program and services in Manitoba

The top three priorities for improvement were:

- Expanding public navigation programs to organize programs and services on behalf of an individual senior (11.13 per cent of survey participants)
- Increasing collaborative and integration of programs and services (11.08 per cent of survey participants)
- Improving quality, quantity and reach of paper-based information on seniors' programs and services (8.84 per cent of survey participants)

In addition to the first and third priorities in the list above, rural survey participants also selected expanding public navigation programs to organize programs and services on behalf of an individual senior as a top priority.



- Other answers included the following themes:
  - Staff working in the system are better informed on available resources, services, and programs
  - Indigenous-specific navigation supports
  - Collaborate more with senior centres to expand information for seniors
  - Ensure seniors are represented on groups that make decisions on services designed for them
  - Communications are designed for all the different needs of seniors accounting for different levels of digital skills, access to communication mediums and disabilities)
  - A senior support specialist who can help seniors navigate services, processes, and systems
  - Include costs for cell phones and Internet in the basic needs section of income security
  - Provide a central repository of information on various topics
  - Increase transparency about senior-related care, services, processes, and policies
  - Allow communities to determine their own needs with periodic adjustments and updates

### **Care Planning**

The following is a summary of responses related to care planning:

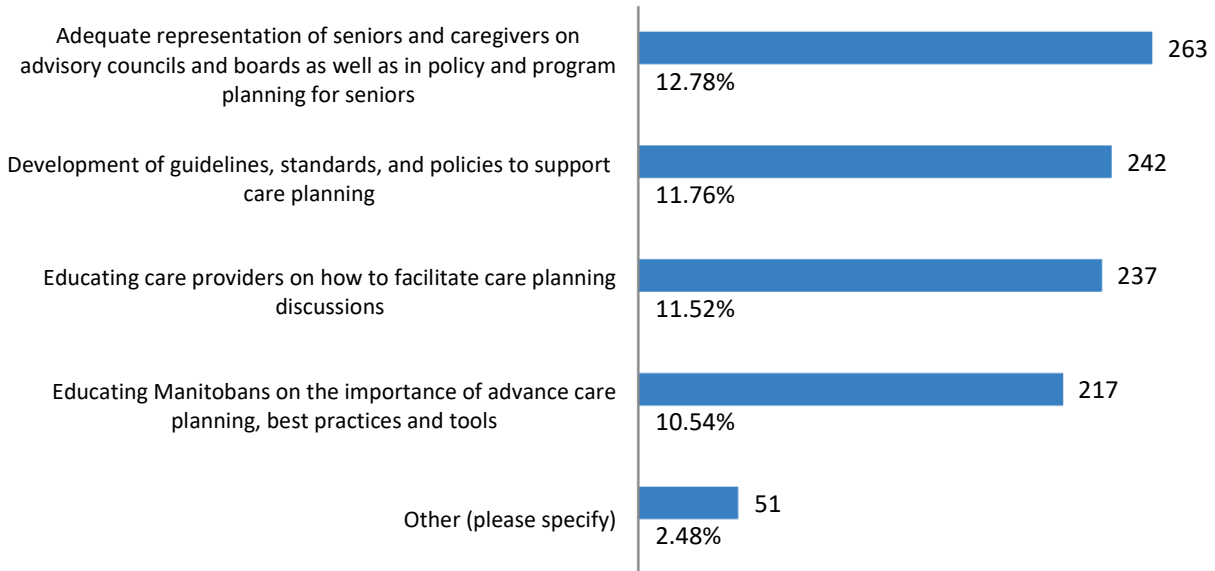
- 382 survey participants (18.56 per cent) chose to provide additional input on care planning
- 7.09 per cent of survey participants, disagree and 4.71 per cent of survey participants are neutral with the statement: Based on my experience, seniors and their caregivers are enabled to participate in informed health decision-making and advance care planning

The top three priorities for improvement were:

- Adequate representation of seniors and caregivers on advisory councils and boards as well as in policy and program planning for seniors (12.78 per cent)
- Development of guidelines, standards, and policies to support care planning (11.76 per cent)
- Educating care providers on how to facilitate care planning discussions (11.52 per cent of survey participants)

In addition to the above, rural participants also selected educating Manitobans on the importance of advance care planning, best practices, and tools as a top priority

**Based on the below list, what do you think are the three most important things that would better support seniors to participate in health decision-making and planning**



- Other answers included the following themes:
  - Care planning needs to mean that services are available when needed as per the plan
  - Earlier eligibility for needs assessment/panelling
  - Accountability if the advanced plans are not executed or considered by care providers
  - Free access to legal services such as power of attorney (POA) and wills
  - Providers and case workers who can support and guide the senior in the planning process
  - Enhance the available information on, and the transparency of, housing, placement, financial support, and legal processes related to allow for decision making
  - Educate recipients on provincial benefits and all the end-of-life benefits available
  - Educate seniors and their families on advance planning importance and elements
  - Simplify bureaucratic processes related to advance care planning

**Physical Environments and Spaces**

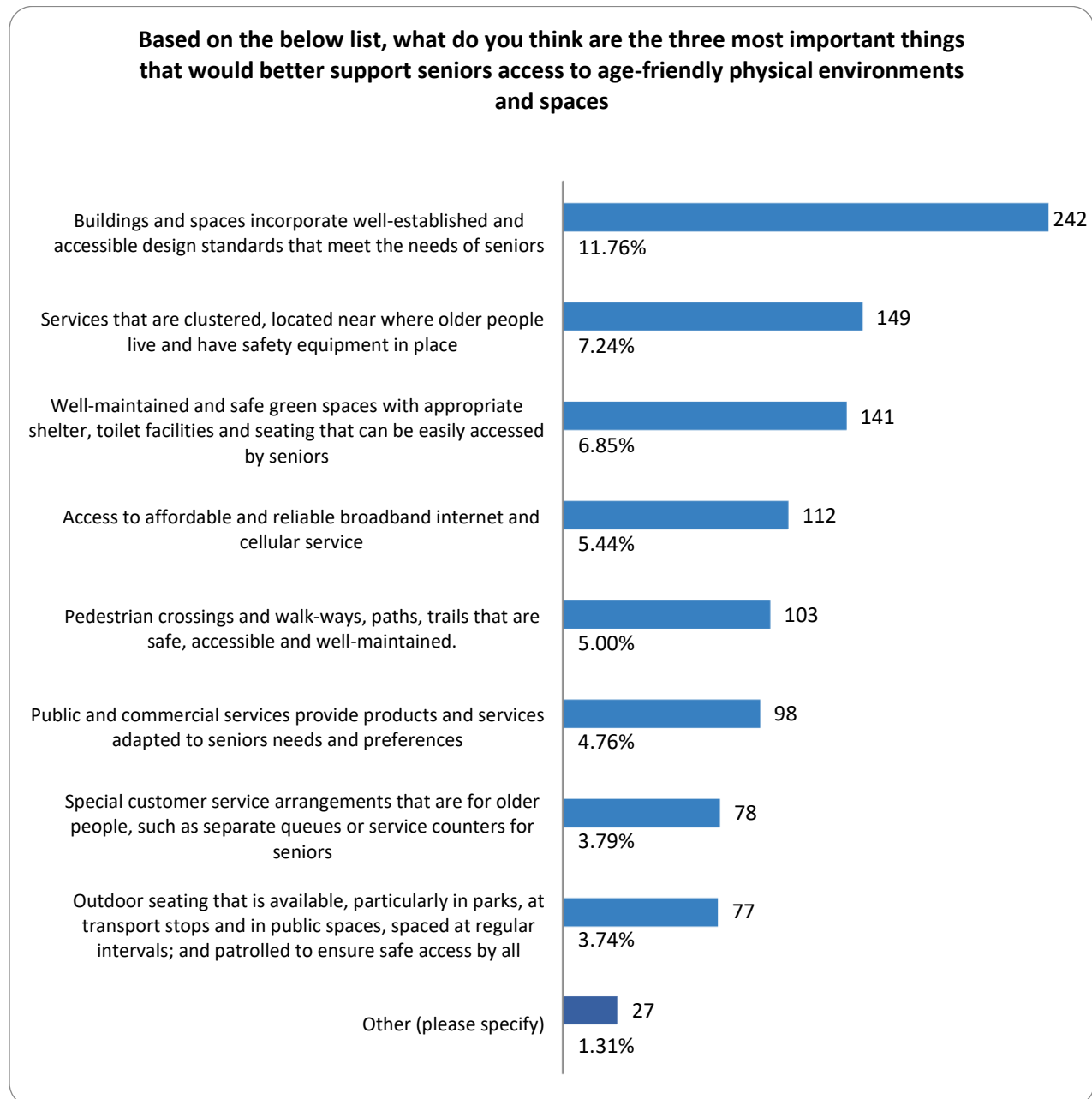
The following is a summary of responses related to physical environments and spaces

- 360 survey participants (17.49 per cent of survey participants) chose to provide additional input on physical environments and spaces
- 7.97 per cent of survey participants disagree and 5.15 per cent of survey participants are neutral with the statement: Based on my experience, seniors in Manitoba have access to age-friendly physical environments and spaces

The top three priorities for improvement were:

- Buildings and spaces incorporate well-established and accessible design standards that meet the needs of seniors (11.76 per cent)
- Services that are clustered, located near where older people live and have safety equipment in place (7.24 per cent)
- Well-maintained and safe green spaces with appropriate shelter, toilet facilities and seating that can be easily accessed by seniors (6.85 per cent).

In addition to the top two priorities in the list above, those who identified as Indigenous and rural also identified access to affordable and reliable broadband internet and cellular service as a top priority.



- Other answers included the following themes
  - Enforce accessibility standards requirements in all public facilities
  - Locate housing complexes and/or housing solutions in safe neighbourhoods
  - Provide coverage for medical services that keep seniors active and engaged (such as physiotherapy)
  - Provide multi-use, multi-generational, accessible, social, health, wellness, and active living centers where seniors can meet and interact with all community residents all year round
  - Provide housing options that offer a home-like setting rather than an institutional feel
  - More green space for recreation, walking and biking
  - Easy, affordable transportation to get seniors from their residences to activities
  - Involve spiritual organizations in community projects to help seniors in a non-denominational setting
  - Ensure seniors are aware of available services
  - Ensure well-maintained sidewalks, roads, and equipment such as wheelchairs

### **Public Safety/Elder Abuse**

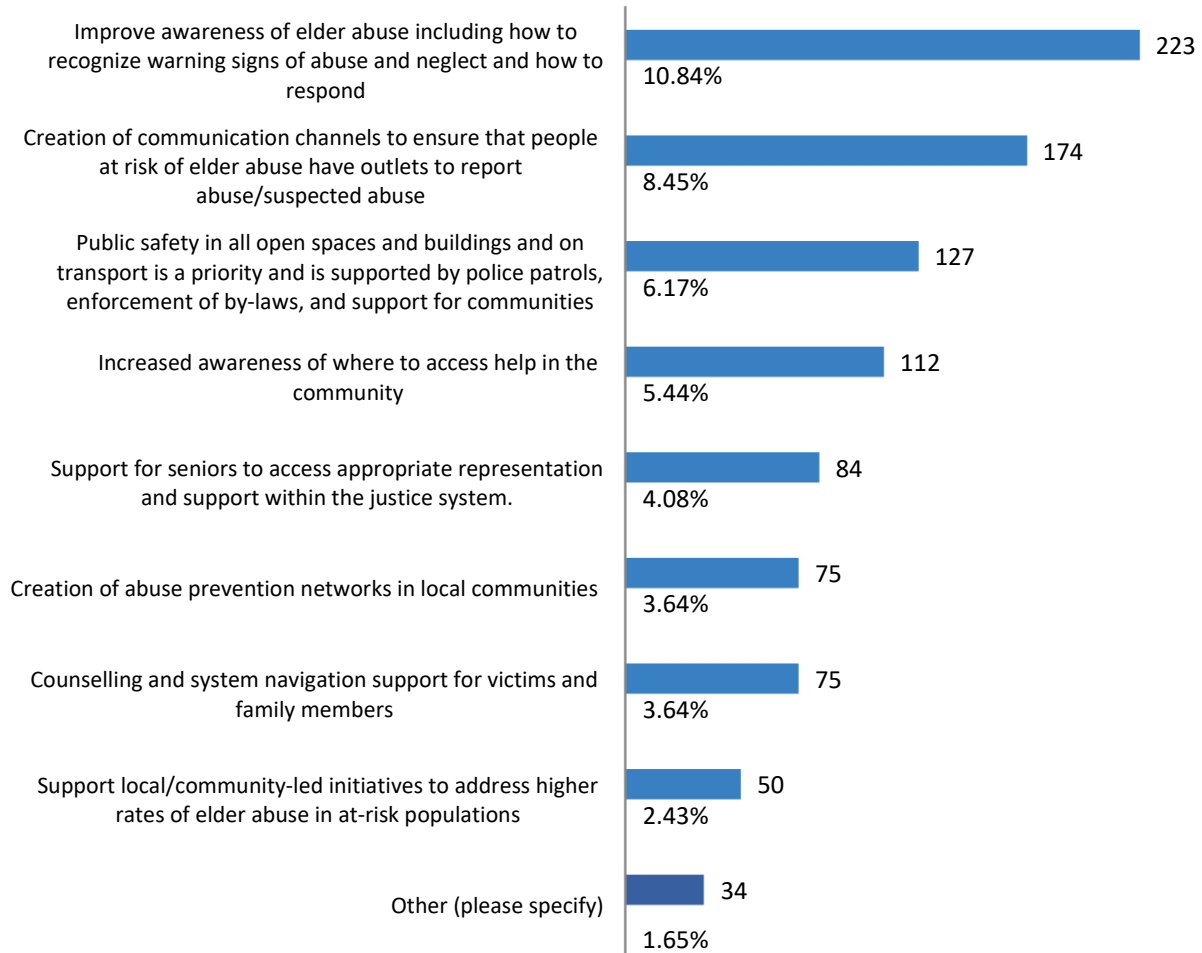
The following is a summary of responses related to public safety/elder abuse:

- 344 survey participants (16.72 per cent) chose to provide additional input on public safety/elder abuse
- 8.79 per cent disagree and 3.6 per cent are neutral with the statement: Based on my experience, seniors in Manitoba are safe in their communities and free from elder abuse

The top three priorities for improvement were:

- Improve awareness of elder abuse including how to recognize warning signs of abuse and neglect and how to respond (16.72 per cent)
- Create communication channels to ensure that people at risk of elder abuse have outlets to report abuse/suspected abuse (8.45 per cent)
- Public safety in all open spaces and buildings and on transport is a priority and is supported by police patrols, enforcement of by-laws and support for communities (6.17 per cent)

**Based on the below list, what do you think are the three most important things that would address public safety and elder abuse**



- Other answers included the following themes:
  - Additional community supports so that older adults experiencing abuse are not dependent on their abusers to manage their basic needs
  - Decrease caregivers' stress and burden by providing support to caregivers and families; this includes support for taking time off work, more home care workers, social support, transportation, counselling, and public awareness
  - Enhance protections in low-income housing facilities
  - Address crime (catch and release system, address drug abuse issues)
  - Create a senior abuse registry
  - Establish bylaws and regulations to define standards of care in care facilities, enforced through oversight and unannounced visits
  - Ensure that care facilities are adequately staffed because overworked staff can be a factor in neglect
  - Ensure better training, accountability, and rigorous screening for care facilities staff

- Provide rigorous financial protection for seniors and their documents, money, and advanced plans from abusive caregivers and care staff
- Develop an accessible system to report abuse with public awareness of the service, mandatory reporting, and enough power to enforce the law and protect the seniors.
- Ensure that first responders are located near the community
- Home care with enhanced staffing and accountability

### **Social Inclusion**

The following is a summary of responses related to social inclusion:

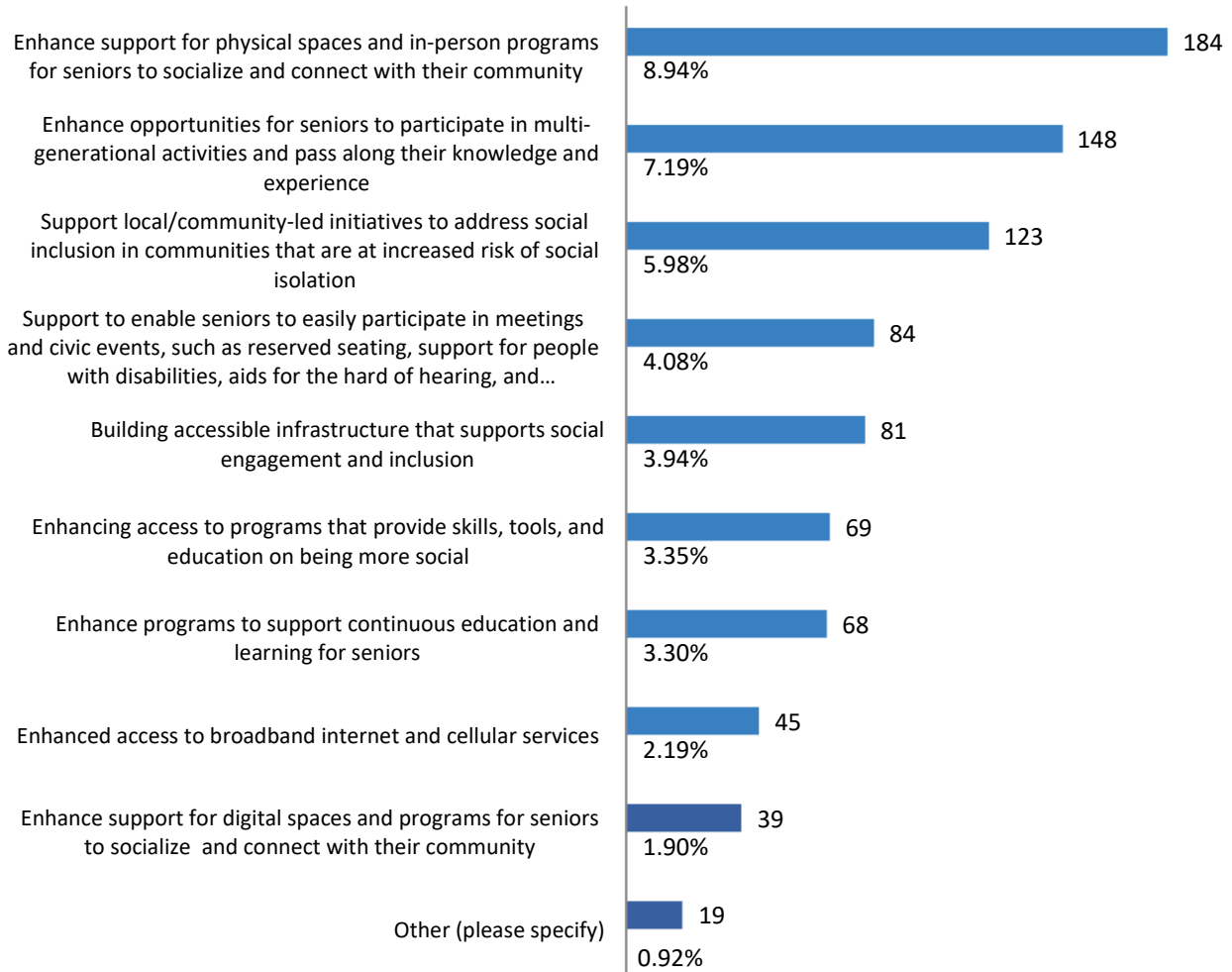
- 294 (14.29 per cent) chose to provide additional input on social inclusion
- 7.82 per cent disagree and 2.82 per cent are neutral regarding the statement: Based on my experience, there are adequate opportunities for seniors in Manitoba to engage socially and connect with their communities

The top three priorities for improvement were:

- Enhance support for physical spaces and in-person programs for seniors to socialize and connect with their community (8.94 per cent)
- Enhance opportunities for seniors to participate in multi-generational activities and pass along their knowledge and experience (7.19 per cent)
- Support local/community-led initiatives to address social inclusion in communities that are at increased risk of social isolation (5.98 per cent)



**Based on the below list, what do you think are the three (3) most important things that would better support the social inclusion of seniors**



- Other answers included the following themes:
  - Peer-led networks and programs that support seniors connecting and leading activities
  - Enhanced promotion of available resources
  - Ensure access to socializing within care homes
  - Create more opportunities for intergenerational interactions and socialization for seniors
  - Seek the views of seniors in decisions that pertain to them at all levels
  - Ensure all senior programs are accessible and affordable, with proximity and availability of transportation
  - Use available public spaces to organize activities (malls, coffee shops, etc.)
  - Increase support for seniors experiencing mental health issues
  - Ensure socialization programs and day programs consider the heterogeneous nature of the seniors group (such as different genders, ethnic backgrounds, disabilities, and needs)

## **Ageism and Discrimination**

The following is a summary of responses related to ageism and discrimination:

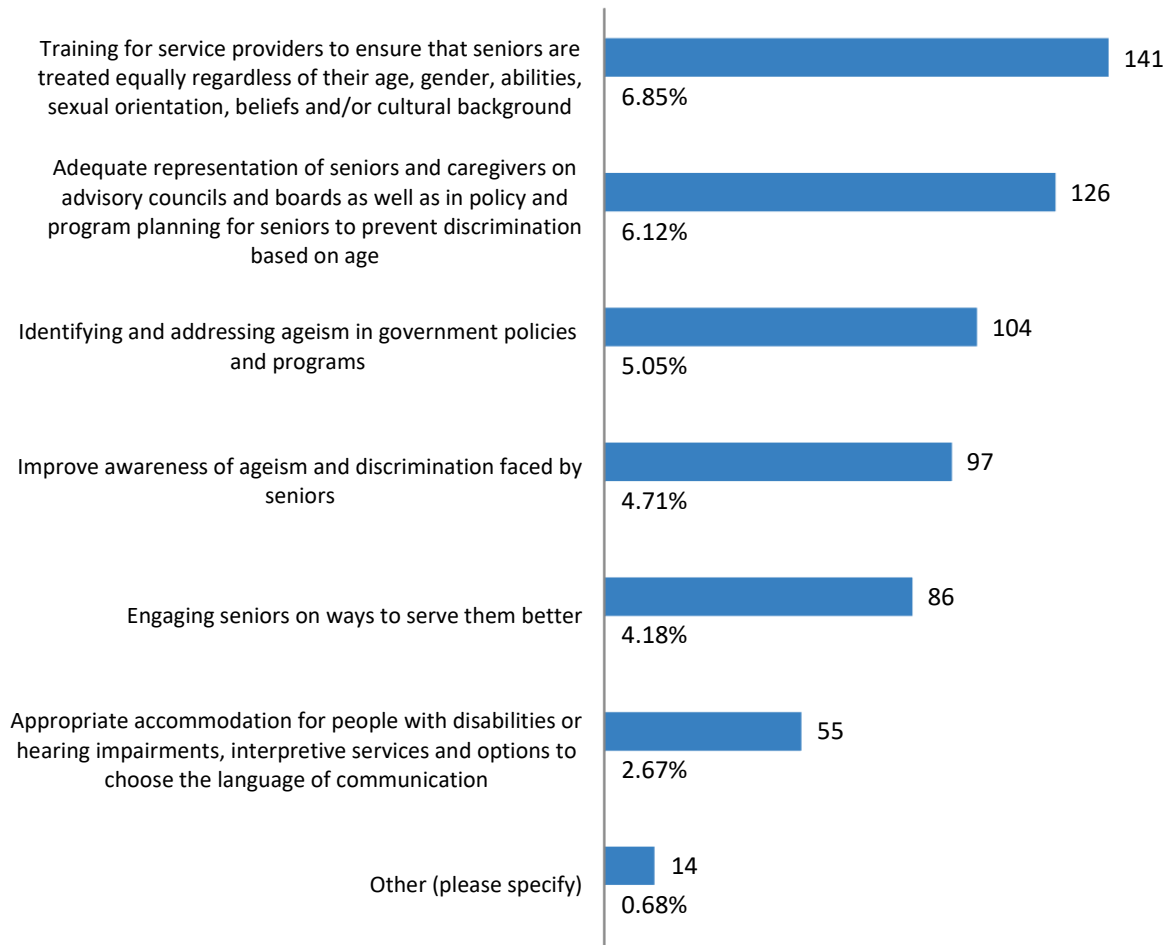
- 220 survey participants (10.7 per cent) chose to provide additional input on ageism and discrimination
- 4.66 per cent of survey participants, strongly disagree and 4.52 per cent disagree with the statement: Based on my experience, seniors in Manitoba are free from the effects of ageism and discrimination

### **The top three priorities for improvement were:**

- Training for service providers to ensure that seniors are treated equally regardless of their age, gender, abilities, sexual orientation, beliefs and/or cultural background (6.85 per cent)
- Adequate representation of seniors and caregivers on advisory councils and boards and in policy and program planning for seniors to prevent discrimination based on age (6.12 per cent)
- Identifying and addressing ageism in government policies and programs (5.05 per cent).

In addition to the top two priorities in the list above, the self identified participants who identified as Indigenous and rural participants also placed engaging seniors on ways to serve them better as a top priority

**Based on the below list, what do you think are the three (3) most important things that would address ageism and discrimination against seniors**



- Other answers included the following themes:
  - A dedicated geriatric medicine facility
  - A known mechanism to report ageist discrimination in the workplace
  - Support low-income seniors
  - Enhanced awareness of the affects of agism in society and public institutions
  - Subsidies or tax credits for businesses that employ seniors
  - Avoid financially penalizing seniors who want to go back to work by cutting pensions/government support
  - Add seniors to the human rights code federally, provincially, and municipally
  - Support inter-generational communication, initiatives, programs, and activities

**Cultural Safety**

The following is a summary of responses related to cultural safety:

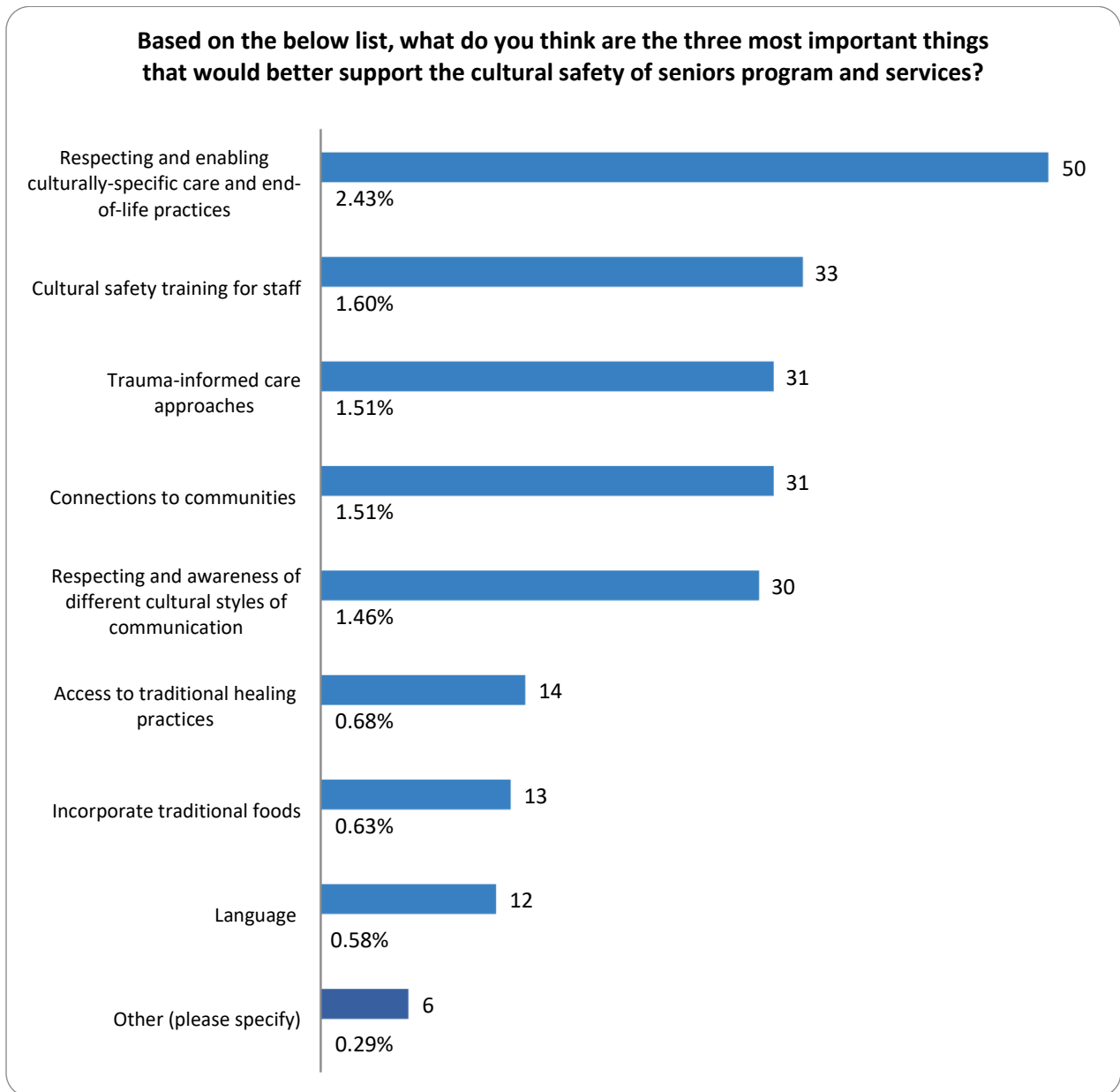
- 76 survey participants (3.69 per cent) chose to provide additional input on cultural safety.

- 1.36 per cent were neutral and 1.21 per cent disagree with the statement: Based on my experience, seniors have access to programs and services that are respectful and inclusive of cultural differences and practices

The top three priorities for improvement were:

- Respecting and enabling culturally specific care and end-of-life practices (2.43 per cent)
- Cultural safety training for staff (1.6 per cent)
- Trauma-informed care approaches and Connections to communities (1.51 per cent)

In addition to the in the list above, the self- identified participants who identified as Indigenous also selected respecting and awareness of different cultural styles of communication as a top priority.



- The 'Other' answers included the following themes
  - Encouraging the particularism of cultural practice in community by funding special foods and language/culturally specific entertainment and classes
  - Respecting and enabling culturally specific care and end of life practices
  - Respecting different cultural styles of communication
  - Being open to learning and building relationships with various communities