

Lunch & Learn: Virtual Care Forum

Safe & Accessible Online Spaces for Marginalized Older Adults

July 29, 2020

Acknowledgement of Indigenous Territory

The work of the Alliance and our members takes place on traditional territories of the Indigenous nations who have lived on these lands since time immemorial. The land we call Ontario is covered by 46 treaties, agreements, and land purchases, as well as unceded territories.

The Alliance is located in Toronto, on lands that are the traditional homes of the Anishinaabe, the Mississaugas of the Credit, the Huron Wendat and the Haudenosaunee. This is Dish with One Spoon treaty territory.

Ontario continues to be home to many Indigenous people who live alongside settlers, newcomers, and people whose ancestors were enslaved across the Americas and the Caribbean. We are grateful to live and work on this land and honour what our existence here means for the many Indigenous nations for whom this is home.

Recognizing this in a meaningful way means making commitments to sharing and upholding responsibilities to all who now live on these lands, the land itself, the water, the animals, and the resources that make our lives possible. In our work, let us be mindful of these commitments.

Housekeeping

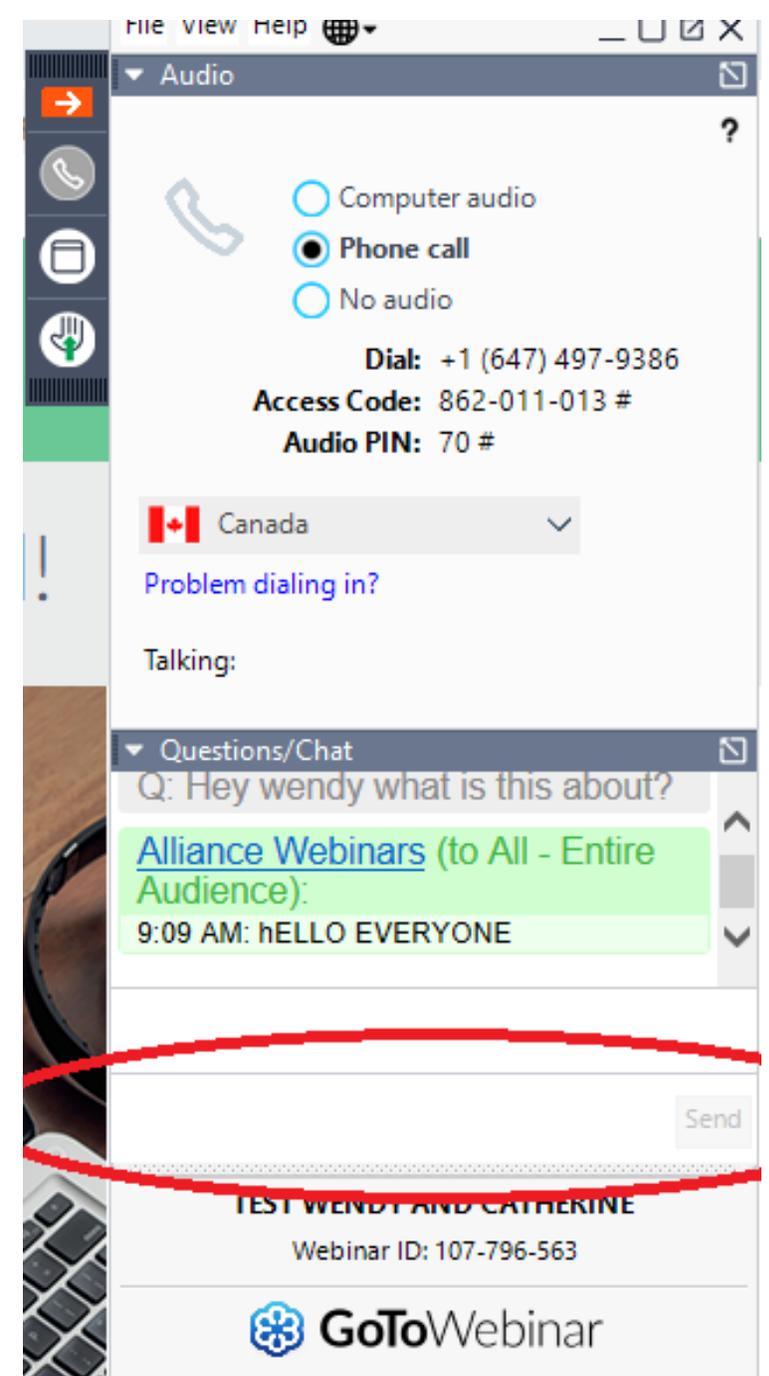
Click the orange arrow to open up your panel

Questions and Comments

Please type in the chat window circled in red throughout the meeting

During the Q&A period, we will moderate your questions for the panelists to answer.

Because of the large audience today, we'll be keeping your lines muted.



Agenda

- **Rideau Community Health Services:** Onalee Randell & Kelly Robinson
- **Somerset West CHC:** Alvis Choi
- **Vaughan CHC:** Natalie Iuzzolino
- **South Riverdale CHC:** Ssawe & David Livingston-Lowe
- **Q&A**

Slides, recording, and presenter contact information will be shared after the webinar



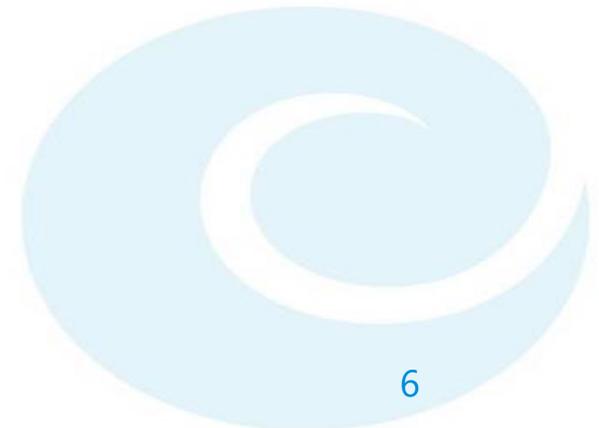
Rideau Community Health Services

Onalee Randell, Director of Community Services

Kelly Robinson, Director of Primary Care

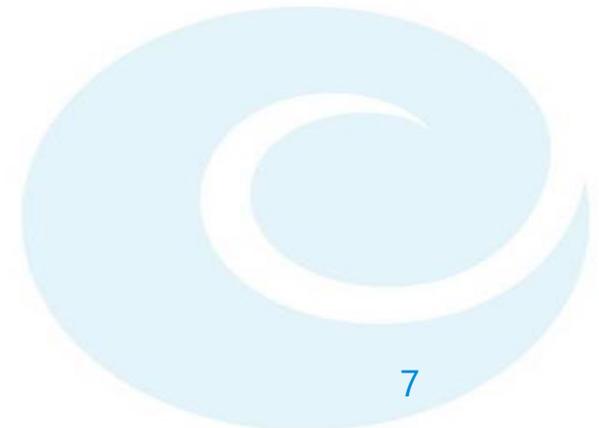
Highlighted Programs

- PSS Virtual appointments
- Mind, Mental Health and Medicine (3M) program
- StayWell Exercise Programming
- Cooking groups



Successes:

- Visual contact of virtual visit = sense of support
- Allows for triage - Right person Right time
- Virtual contact is efficient – ironically allows for more outreach



Somerset West CHC

Alvis Choi, Program Coordinator,
Yet Keen Seniors' Day Centre



Yet Keen Seniors' Day Centre Ottawa, ON



History & Demographic

- Founded in 1985 as a community organization
 - Merged with SWCHC 10 years ago
 - Drop-in centre, usually open 4 days a week (9:30-3:30)
 - 3 part-time staff
 - 183 current members
 - 70% Cantonese speaking, 25% Mandarin, 5% English speaking
 - Origins: Hong Kong, Vietnam, Cambodia, Thailand, Taiwan, Mainland China
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日健高齡康樂中心
Yet Keen Seniors' Day Centre

211 Bronson Ave. Ottawa K1R 6H5

Blog: <http://yetkeen.blogspot.ca/>
 (Chinese exercise videos available)

2020

August Activity Calendar

COVID-19 Online and Phone Program Schedule
 Tel: (613)232-6695

Mandarin phone program available at the Good Companions' Seniors Centre Without Walls* every Monday 10:00AM-10:30AM. Inquiry: 613.236.0428 ext. 2777

Wechat: 613.290.4670 / joewoo888 WhatsApp: 613.290.4670

Tuesday	Wednesday	Thursday	Friday
Zoom Tai Chi 9:30AM — 10:30AM Zoom English Class 10:45AM — 11:45AM	Zoom Mandarin Class 10:00AM — 10:45AM Zoom Seniors' Exercise 2:00PM — 3:00PM Meeting ID: 910 6419 6400 Password: 502977	Zoom Line Dance 9:30AM — 10:20AM Covid Matters: Chinese Phone Program 11:15AM — 12:00PM Cantonese: 8/6, 8/20 Mandarin: 8/13, 8/27	Cantonese Cultural Fun Facts: Phone Program* 2:00PM — 2:30PM (Paused on 8/7 and 8/14. Program resumes on 8/21)
Special Programs			
			<p>Yet Keen Seniors' Day Centre is funded by the Ontario Ministry for Seniors and Accessibility, the United Way EAST ONTARIO, and the City of Ottawa.</p>
<p>8/11 Tuesday Zoom Health Talk (Mandarin) 11:00AM – 12:00PM Meeting ID: 992 8331 2740 Password: 123456</p>	<p>8/12 Wednesday Zoom Health Talk (Cantonese) 11:00AM – 12:00PM Meeting ID: 992 8331 2740 Password: 123456</p>	<p>8/13 Thursday Introduction to Zoom (Cantonese) 1:30PM – 3:00PM (Sign up required. Limited quota)</p>	<p>*In partnership with the Good Companions. TGC's SCWW program is funded In-part by the Ontario Ministry for Seniors and Accessibility, In part by the United Way EAST ONTARIO, and with the Support of the City of Ottawa.</p>
		<p>8/20 Thursday Introduction to Zoom (Mandarin) 2:00PM – 3:00PM (Sign up required. Limited quota)</p>	<p>Members can choose to receive updates via email or wechat. Please call our office to set it up to stay tuned easily!</p>
	<p>8/26 Wednesday Monthly Memebers' Group Chat (on ZOOM) Cantonese: 11:00AM – 11:30AM Mandarin: 1:00PM – 1:30PM</p>	<p>8/27 Thursday Yet Keen Belated Birthday Party (Online on Zoom) 2:00PM – 3:00PM (All members are welcome)</p>	

Defining “Safety”

- Safety looks very different for different marginalized communities
 - It can also feel different for every individual, depending on their own history of trauma, health conditions, cultural background, access to information etc.
 - Respect everyone’s definition for themselves and offer appropriate options
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What is an “unsafe” virtual space?

- Technology itself might not feel safe for many seniors
 - Psychological and emotional barrier of feeling incapable, “stupid”, ashamed of having poor memory etc.
 - Difficulties in understanding concepts in the digital world
 - Language barrier
 - Possibility of having to work with strangers (i.e. new relationships, unfamiliar dynamics etc.)
-

How does COVID-19 exacerbate these problems?

- The unknowns and uncertainties of a pandemic could bring up difficult emotions from the past
 - Even if a senior is normally very much willing to learn new things, they might not be at this time → further isolate
 - Challenges around limited in-person support
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Creating a safer virtual space

- Think of our Zoom platform as our physical centre (members or referrals only)
 - Services provided by and for the community itself (Linguistically appropriate and culturally sensitive)
 - Provide one-on-one technical support
 - Organize group classes to increase digital competence in a peer setting
 - Awareness of risks and options
 - Work with second generations
 - Facilitate peers support
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Creating a safer virtual space

- Nurture a culture of care within virtual spaces
 - Create connections & togetherness, to combat isolation
 - Invest in emotional labour
 - Walk *with* them the journey of trying new things and receiving help at their own pace
 - Respect everyone's choices
-

Vaughan CHC

Natalie Iuzzolino, Health Promoter
(Verbal only)

South Riverdale CHC

Ssawe, Manager, Manager
Newcomers, Families and Clinical Services

David Livingston-Lowe, Manager,
Integration and Service, Harmony Hall

Safe, Accessible Virtual Service Delivery for Marginalised Older Adults

*Experience of South Riverdale CHC
during COVID-19 Pandemic*

Andrew Ssawe



South Riverdale
COMMUNITY
HEALTH CENTRE

Overview, Key Concepts

Grounded on our vision – empowered, healthy and thriving community where everyone belongs

Age and Marginalization:

Age - based on retirement (chronological) age or functionality?

Marginalization – what are the drivers?

- Ageism - A long-time and pervasive fact of society (Keefe Watson, 2018)
- Social (in)action “a chronic social issue, worsened by COVID-19 (Dr. Guruge, 2020)
- Elder abuse in intergenerational households (grandparents)
- Sexual orientation (LGBTQ further closeted)



Creating inclusive, safe spaces

- **Services – in-person care:**
 - *On-site based on presenting issue*
 - *Same services to home-bound clients*
 - *Virtual – when there is no need for in-person encounter*
- **Engagement process – needs assessment first**
- **All services co-designed services**
- **Peer-Led Tasks – all peer vetted, staff provide support:**
 - **Virtual Physical Activity – Traditional Tai-Chi (10 minutes prior to each virtual session) –**
Senior Instructor, Certified in China and Canada
 - **Computational math models (applied) – tackle memory loss, promote social engagement**
 - **Life and After Life; intergenerational living – Rtd. PhD in Philosophy**
 - **Phone follow-ups (older volunteer + staff)**
- **Customised interventions – zoom vs phone**



Challenges

- Virtual engagement

- *(phone/device drive is helpful)*



- Inter-gen. households

- *(exploring use of family-based approaches)*



- Finding time is a challenge





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Natalie Iuzzolino, Vaughan CHC |

Niuzzolino@VaughanCHC.com

QUESTIONS?

Please type them into the chat box

Save the date!

Next Virtual Care Forum/Webinar:

Wednesday, August 26, 12 pm to 1 pm

What would you like to hear/share/discuss next? Let us know in the chat box!

Resources:

- The [COVID-19 group](#) on the Alliance member [portal](#) >
 - [Member webinars](#)
 - [Virtual Groups and Programs resource page](#)



Thank you!

Comments & feedback:
communications@allianceon.org