

C.C.A.A.R.R.T.T Model

The C.C.A.A.R.R.T.T. (Communication, Cultural Connections, Awareness, Addiction, Recreation, Racism, Technology, Transportation) Model is an integrated collective impact strategy to address the needs of intercultural seniors living in Surrey, one of Canada’s most diverse communities. It addresses the social inclusion needs of all seniors 55+ through the implementation of initiatives designed to better integrate services for immigrant, indigenous, LGBTQ2+, the general population and seniors with disabilities. The C.C.A.A.R.R.T.T. Model will engage collaborating partners to identify and implement collective impact initiatives addressing intercultural social inclusion needs of seniors in each of the six Town Centres in Surrey



Communication



Recreation



Cultural Connections



Racism & Discrimination



Awareness



Technology



Addiction & Homelessness



Transportation

The goal of the C.C.A.A.R.R.T.T. Model is to create a common agenda with concrete outcomes to be achieved within a five-year period, which will increase seniors’ engagement within the communities where they live, with particular emphasis on immigrants, indigenous and persons with disabilities seniors. This intercultural collective impact approach will address systemic barriers to these vulnerable populations, and provide opportunities for more integrated programming, breaking down cultural biases and creating greater awareness, appreciation and acceptance of all cultures in the community.

The C.C.A.A.R.R.T.T. Model’s intercultural senior inclusion collective impact initiatives align with the New Horizons for Senior’s Program Objectives to:

- Build the collective capacity of collaborating organizations to recognize and address barriers to social inclusion faced by seniors
- Promote improved access to information, programs, and services for seniors to enhance their social inclusion within their communities
- Support action research to understand and implement effective approaches for increasing the level of social inclusion of seniors in their communities
- Develop innovative approaches to engage and retain senior volunteers to improve their social inclusion in their communities through ongoing, sustainable systems
- Address systemic barriers that contribute to the social exclusion of seniors by creating ongoing change models that continue to ensure these barriers are reduced or removed

C.C.A.A.R.R.T.T MODEL

COMMUNICATION | CULTURAL CONNECTIONS
 AWARENESS | ADDICTION | RECREATION | RACISM | TECHNOLOGY | TRANSPORTATION
 SOCIAL INCLUSION COLLECTIVE IMPACT TO ENGAGE INTERCULTURAL SENIORS 55+

	BARRIERS	POTENTIAL STRATEGIES	POTENTIAL PARTNERS
Communication	English language barriers/literacy, cultural biases, technology literacy, need for companionship, intergenerational connections	Intercultural senior to senior ESL mentoring, literacy training, intercultural engagement, Active Aging Resource Fair	ESL service providers, Indigenous Friendship Centres, School District, Surrey libraries, faith-based organizations, etc.
Cultural Connections	Colonization has led to trauma and disconnect from roots, disconnect from families and multigenerational community, addiction and mental health concerns, loss of language and cultural identity, systemic issues, no access to regalia and teachings, dismantled community due to trauma, intergenerational community loss due to colonization	Providing basic needs such as food and medicine, one to one connection to listen and practice culture, building connections with peers in the community who have gone through similar experiences (social gatherings), practicing cultural activities and hobbies, preserving stories through written or video recordings, purchasing technology to stay connected during isolation, sending elders to community spaces and hospitals to perform ceremonies, providing honorariums to elders doing community work, distribute culturally significant items	Indigenous Nations, PHAC, Housing and Friendship Centres, Youth Programs, MCFD, existing partner organizations, FNHA, Fraser Health, Indigenous Clinics
Awareness	English language barriers/literacy, cultural biases, knowledge of community resources, technology literacy, transportation to/from, employment options (self-employment, contract, social enterprise), volunteer/mentoring opportunities, accessible health care, affordable housing	Intercultural senior to senior ESL mentoring, cultural awareness events, community meals/kitchen, one-stop for resources	ESL service providers, Indigenous Friendship Centres, School District, Surrey libraries, faith-based organizations, etc.
Addiction & Homelessness	Mental health illnesses, substance use, lack of adequate mental health services and community supports for older adults, lack of finances to pay for housing, lack of support and lower quality of life, inability to perform daily activities - shopping, cooking, bathing, lack of affordable and secure housing, relationship breakdowns, violence and abuse	Connecting with community support organizations, family and friend support groups, qualified and trained staff, stable funding and commitment, build partnerships between service providers and agencies, streamline funding and program initiatives	Fraser Health, Surrey Urban Mission, Indigenous Friendship Centres, School District, Surrey libraries, faith-based organizations, etc.
Racism & Discrimination	Underutilized resources such as education, employment, health care, housing and political participation due to fear of discrimination and feeling	Create safe and welcoming spaces, recognize and acknowledge past and present experiences, refer to culturally	ESL service providers, Indigenous Friendship Centres, School District, Surrey libraries, faith-

	unwelcomed; mental health disorders such depression, anxiety, PTSD and dementia, increased sensitivity when interacting with members from other communities, experiencing racial microaggressions (brief remarks, vague insults, or non-verbal exchanges), negative stereotypes	competent mental health services and support; support, strengthen, and enhance resilience, be mindful of triggers, Indigenous and minority leadership programs	based organizations, cultural community centres etc.
Recreation	Accessibility/mobility issues, transportation, financial constraints, access to community resources, intercultural biases, intergenerational gaps, need for companionship, limited external contact	Intercultural Walk and Talk Program - a Town Centre walking group program for older adults from minority groups living in Surrey that encourages socializing and physical activity for intercultural seniors; community garden, arts programs, youth/senior co-coordinated activities	Surrey Rec Centres, fitness centres, Surrey Arts Centre, Nike, Indigenous Friendship Centres, School District, Surrey libraries, faith-based organizations, etc.
Technology	Access to technology, technology literacy, using digitally based documents, access to information online, utilization of mobile devices, intergenerational gaps, understanding tech lingo, financial constraints	Intergenerational workshops, tech training, youth mentoring	Surrey Libraries, Surrey Schools, Best Buy, Apple, etc.
Transportation	English language barriers, cultural biases, accessibility/mobility issues, safety considerations, financial constraints, limited external contact	Ride shares, community shuttle, additional bus shelters and street lighting	Translink, HandyDART, City of Surrey's Transportation Division, Surrey RCMP, Transit Police, ICBC and Public Safety, etc.