



SURREY INTERCULTURAL SENIORS SOCIAL INCLUSION PARTNERSHIP (SISSIP) NETWORK PROJECT: ENVIRONMENTAL SCAN



Results February 2020

Table of Contents

1. Project Overview
 - i. Rationale and Purpose
 - ii. Research Questions
 - iii. Methods
2. Results
 1. Findings
 2. Themes
3. Summary
4. Recommended elements from the literature

PROJECT OVERVIEW

Project Overview: Rationale and Purpose

Conduct an environmental scan and needs assessment to identify services aimed at **seniors 55 and older in Surrey's six neighbourhoods**, with a special focus on:

- Immigrants;
- Seniors with disabilities and;
- Indigenous populations.



Aims:

- Provide **information** to the First Partners on **available services**
- Identify **opportunities for improvement**
- Establish a **baseline** for year one of the project

Project Overview: Research Questions

The following research questions are guiding the search strategy:

- What programs/services currently exist for seniors 55+ in Surrey's six town centres?
 - Which programs target immigrants/persons with disabilities/Indigenous peoples?
 - Which programs successfully target systemic barriers to social inclusion, relevant to the C.A.R.R.T.T. model?
 - Which programs support intercultural communications among seniors?

- What are the gaps and needs for the target population
 - From the seniors' perspective?
 - From services providers perspectives?
 - What are the recommendations for future programming?

Project Overview: Approach and Methods

Approach & Data Collection Activities:

The environmental scan was conducted to provide the First Partners with a **high level** map of the landscape, to identify who is doing what, where, how, and to what effect. Data collection activities consisted of an iterative review of online information together with stakeholder feedback. The lines of inquiry are indicated below.

Methods

Online Web
search (211)

Seniors Focus
Groups

Key informant
interviews

Age Friendly for
Seniors Working
Group
Discussion

RESULTS

Findings: Data Sources

Online Search

- Online search for community programs in Surrey targeting seniors conducted in October 2019
- Focused primarily on community services listed in BC 211; and other key websites as needed
- An iterative search strategy using relevant key words and/or combination of key words (such as the C.A.R.R.T.T. model components as well as terms related to “cultural/intercultural” exchange and communication)

Domain	Terms
Population	Older adults; Immigrants and Refugees; Disabilities; Indigenous/Aboriginal
Jurisdictions	Surrey; Cloverdale; Fleetwood; Guildford; Newton; South Surrey/White Rock; and Whalley
Services	Social and Recreation; Transportation; Culture and Community; Wellness; Community and Recreation; Services; Supports

Seniors Focus Groups

- Two focus groups, total 22 people (45% women, 55% men)
- Age range 34 – 75
- All town centres represented
- People with disabilities, immigrants, working and retired seniors participated
- However there has been no Indigenous or LGBTQ+ representation yet.

Interviews and AFWG Discussion

- Three interviews conducted with service providers from immigrant serving agencies
- > 45 people attended the facilitated discussion, representing over 20 service agencies and organizations that work with the target population.

Findings: Online Search

- BC 211 and targeted key word Google Search identified 27 programs explicitly in Surrey for seniors or older adults
- 12 other programs were identified through the First Partners
- Most programs were geographically listed as “Surrey”, although a few did specify the town centre
- Almost all programs included recreation activities
- About half referred to socialization, inclusion, community engagement, and independence
- One program specifically mentioned hosting cultural theme days

Findings: Themes

What are the major barriers to social inclusion for seniors 55+?

Communication:

- Limited events/programs in different languages
- Not having translation option available
- Not having transparency re: cost of attendance
- Paperwork at recreational centres is too complicated
- Awareness:
 - The way programs are advertised may not reach intended population (especially if mostly via internet)
 - Limited English ability

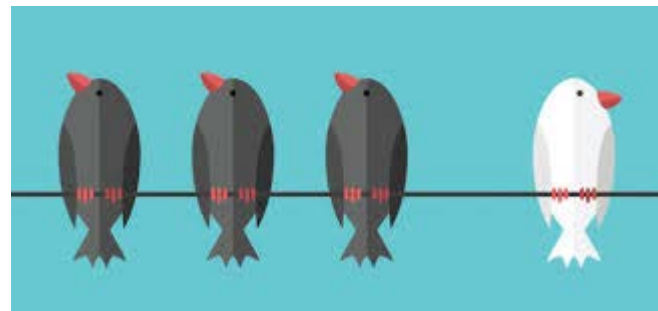
“Enquire further about costs on flyers puts people off – it sends the message that it is too expensive”

- Participant, Seniors Focus Group

Findings: Themes

What are the major barriers to social inclusion for seniors 55+?

- Recreation:
 - Not having programs close to home (e.g. closure of recreation centre in North Surrey)
 - Timing and cost of recreational activities
 - Not having drop-in options – e.g. yearly subscriptions being needed in order to access some activities
- Racism and Discrimination:
 - Not feeling comfortable/welcome in the location due to cultural differences – both intentional and non intentional discrimination
 - Location is inaccessible to seniors with disabilities



Findings: Themes

What are the major barriers to social inclusion for seniors 55+?

- Technology:
 - Limited familiarity and access to technology; reliance on friends and family to assist
 - Affordability of smart phones and other technology amongst seniors
- Transportation:
 - Availability of public transit options
 - Long waits with HandyDART
 - Potential for accessible taxi service being affected by ride sharing options
 - Dependency on family and friends to get around the city
 - Cost of transportation and parking

“We expect all seniors to be computer literate....but it’s a big struggle still. 85 – 95 year old seniors do not connect with social media or technology”

- Participant, AFWG meeting

Findings: Themes

How would you recommend reaching isolated seniors?

- Word of mouth, through friends, family and care givers
- Partner with the health authority and healthcare providers, who are likely to be in contact with seniors
- Note:
 - Seniors in care facilities may also be isolated
 - Social inclusion does not necessarily mean group activity – it may be one to one interaction



Findings: Themes

Recommended intercultural activities and considerations for seniors 55+:

- “Meaningful” intergenerational exchange between seniors and youth
- Socialization in dedicated community spaces close to where seniors live
 - These spaces should feel inclusive and be located in diverse neighbourhoods to encourage participation by diverse groups
- Meet up groups based on common interests (e.g. food, music, dancing, etc.)

*“Coming to Canada included that factor to be in a diverse community.
Diversity adds spice to your life”*

- Participant, Seniors Focus Group

Findings: Themes

Recommended intercultural activities and considerations for seniors 55+ continued:

- “Social outings and exchanges organized around cultural events (e.g. discussions at Chinese New Year celebrations)
- Scheduling activities and events during the day
- Activities need to be affordable – free or low cost (< \$5), and events needs to be inexpensive



CULTURAL EXCHANGE

SUMMARY

What programs/services currently exist for seniors 55+ in Surrey's six town centres?

The environmental scan shows that there are a variety of programs targeting seniors in Surrey, from individual transportation to appointments to group activities in the community or field trips. The available summary details of each of these programs, including which population each program targets as well as which aspects of the C.A.R.R.T.T model it appears to be addressing has been documented, to serve as a baseline for the SISSIP initiative.

What programs/services currently exist for seniors 55+ in Surrey's six town centres?

However based on the online information alone, it was difficult to determine:

- How successful these programs are in addressing systemic barriers to social inclusion; and
- Which programs offered intercultural communication/exchange – typically the descriptions of activities on the organization's website were aimed at specific population groups (e.g. Punjabi speaking) or just the general population. However some of the seniors from the focus groups reported that they don't feel comfortable in the general groups due to a lack of diversity and/or accessibility.

The baseline inventory will be revisited at the end of year one to document any changes to the information collected at baseline.

What are the gaps and needs for the target population?

The discussions with seniors and service providers confirmed that the systemic barriers identified through the C.A.R.R.T.T model are challenges that seniors face regarding social inclusion. Affordability was another major concern for seniors, and came across all discussion groups.

Several suggestions were provided for future programming, with intergenerational cultural exchange featuring prominently with both seniors and service providers. However the difficulty remains in terms of outreach to socially isolated seniors.

LITERATURE REVIEW – SOCIAL INCLUSION PROGRAMMING KEY ELEMENTS

Key elements of social inclusion programs for seniors

- **Intensity, timing and duration:**
 - At least 3-6 months
 - Monitoring and encouragement of attendance
- **Approach:**
 - Based on theory
 - Have clear program logic
 - Person-centered (holistic)
 - Culture of caring
 - Group approach
 - Meaning and purpose
 - Inclusivity and flexibility in programming
- **Proximity:**
 - Services close to seniors
 - Flexible transportation options
 - Community based partnerships to increase identification of at risk seniors and availability of services in proximity to seniors

Key elements of social inclusion programs for seniors

- **Engagement of seniors in program design:**
 - Services that are relevant, acknowledge and respect the different interests, needs, experience and culture of seniors
 - Involving seniors in the design, implementation and evaluation of programs
 - Creation of specific programs for different groups of individuals
 - Targeting at-risk groups and addressing their specific needs
- **Staff training :**
 - Person-centered and senior specific approaches that emphasize respect and inclusion
 - Culturally competent delivery including recognition of different meaning attached to concepts such as “ageing” and “social isolation”
 - Specific diversity training related to the needs of sub-groups such as LGBTQ, immigrant/newcomer, and Indigenous seniors

- Miller,A., et al (2015). *Social Inclusion of Vulnerable Seniors: A Review of the Literature on Best and Promising Practices in Working with Seniors*. Calgary, AB: Constellation Consulting Group.

Opportunities for action

- Involving seniors in the design
- Raising awareness
- Creating partnerships
- Promoting access to information, programs, and services
- Learning from best and promising practices
- Building capacity and creating opportunities for service providers

