

AN INTRODUCTION TO THE
HEALTHY AGING FRAMEWORK



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UNDERSTANDING THE HEALTHY AGING FRAMEWORK

INTRODUCTION

Healthy aging is about more than just maintaining our physical health over time. It is also about our mental and emotional health; our independence and quality of life; and our housing and financial security. It is about our ability to make connections with people, stay engaged in our communities, and feel like valued participants in society.

Healthy aging is about our ability to be resilient in the face of the increased frailty, decreased autonomy, and changing circumstances that are the realities many people face as we grow older.

Community-based senior serving organizations across Alberta support healthy aging through a wide variety of programs and services. We understand and respond to the needs of our communities in ways that no one else can. But no single organization can meet all the needs of an increasingly diverse seniors population, and that can lead to gaps and inefficiencies, and create barriers to access for the most vulnerable members of the seniors population.



WHY A FRAMEWORK?

A framework provides a shared language and way of understanding the work that we do. As a tool for organizing the programs and services of senior-serving organizations, the Healthy Aging Framework can support an integrated, community-based, person-centred approach to aging in Alberta.

As a structure for organizing the collective work of senior centres, the Framework can be used to map resources; determine strategic priorities; evaluate outcomes; and help explain the impact of those outcomes to stakeholders, funders, and governing bodies.

THE PURPOSE OF THIS GUIDEBOOK

This guidebook will introduce you to the different parts of the Healthy Aging Framework and help you understand how it might be used by your organization. It includes an activity that will illustrate how the Framework can be applied to your organization, by selecting a program you already provide and then connecting it to its intended outcome.

But the Healthy Aging Framework is essentially a tool that can be used for strategic planning and priority setting, which is driven by outcomes, not activities. The purpose of this guidebook is to provide you with a strong understanding of the Framework that you can then use to think about the outcomes you want to achieve and plan your programs and services accordingly.

WHAT IS THE HEALTHY AGING FRAMEWORK?

The Healthy Aging Framework is essentially a way to organize, assess, and communicate the work of diverse organizations so that we might better understand the collective impact we have – or could have – on healthy aging in Alberta.

It is essentially a **Framework**: it is a way of organizing information so that systems, ideas, and actions can be communicated and understood. At its core, it is a shared language or structure that can be used by a wide variety of organizations, so that we can all understand each other and see how we fit together.

If senior serving organizations are all using the same framework to help think

about and communicate our work, then we can identify service gaps, minimize duplication, unearth opportunities for organic collaboration, and help make it easier for seniors to access the services they need, where and when they need them.

It is a tool that can be used for strategic planning, priority setting, and evaluation within organizations, and for coordination and assessment across the sector. It is a tool that can help us explain the deep value of community-based, senior-serving organizations to stakeholders in other sectors (like Housing and Health), funders, and decision-makers in all three levels of government.

WHAT DOES IT LOOK LIKE?

The Healthy Aging Framework is made up of five basic components, or building blocks:

1. The **Determinants of Healthy Aging**, which are like the big buckets or categories used to organize everything.
2. **Service Areas**, which are the programs and services that organizations provide.
3. **Activities**, which are the specific things that take place as part of a program or service.

4. **Outcomes**, or the things we think will change for individuals as a result of the work that we're doing.
5. And **Impacts**, which are the things we think will change overall, or more generally, as a result of the work that we are doing.

The idea behind the Framework is that if everyone is using the same building blocks, we can begin to build better structures together.

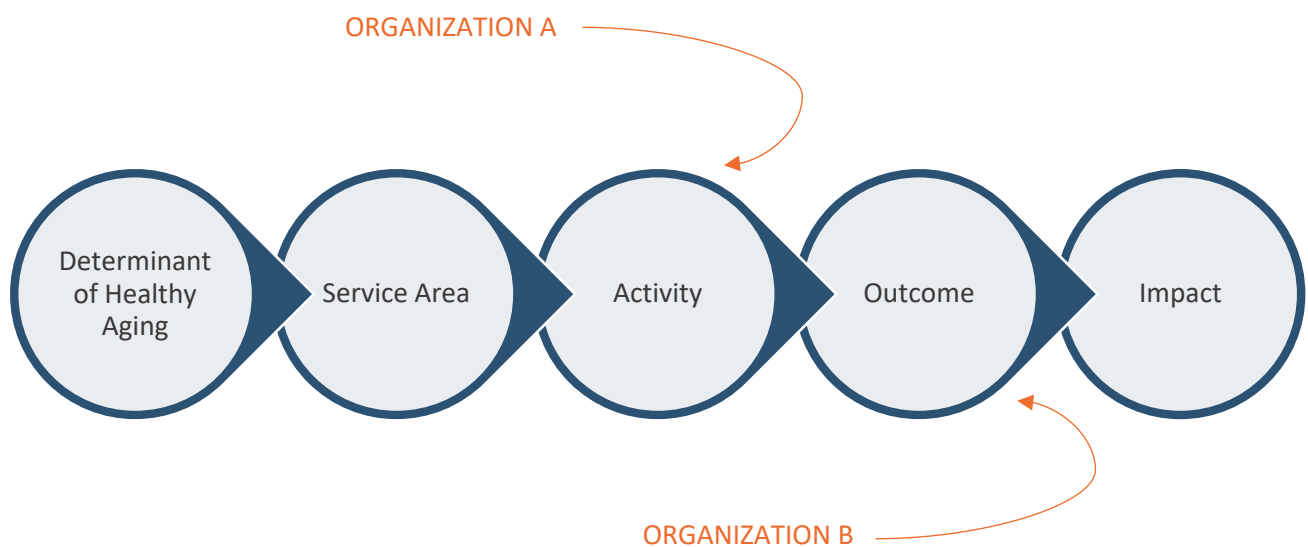


HOW DOES IT WORK?

A key value of the Healthy Aging Framework is that it is not prescriptive: the ability of community-based and neighbourhood-level organizations to effectively meet the needs of their service demographics and/or geographic area requires organizational autonomy. The Framework is just a way of organizing the diverse work of different organizations across a variety of contexts.

Organizations should be able to “plug into” the Framework at any point and populate the connection between what they are doing and why they are doing

it, using the same language as everyone else. So a small, rural seniors centre, for example, could begin by selecting an Activity and be able to work across the Framework to identify the Outcome and Impact of their program; a large senior-serving organization in a neighbouring city might start by selecting the Outcome but choose a different Activity – these two different organizations are doing different things in different places, but are ultimately working toward the same Outcome, and hoping to have the same Impact on seniors aging in community.



THE BUILDING BLOCKS

DETERMINANTS OF HEALTHY AGING

The **Determinants of Healthy Aging** are six inter-related categories that identify the things that “determine” our ability to remain healthy as we age – we have needs that must be met in each of these areas if we are going to stay as safe, healthy, and active as possible as we age. All of the work that senior-serving organizations do should fit easily within one of the categories.

Each Determinant emphasizes one aspect of healthy aging. The degree to which we are able to sustain our **physical and mental health**, for example,

can determine our ability care. Our **physical environment** directly impacts our ability to remain active in our chosen communities, and access to **social support** in times of crisis or vulnerability can prevent the onset of illness and help sustain our emotional wellbeing.

No single organization can provide programs and services that meet all of our healthy aging needs: but together, senior-serving organizations across Alberta are doing just that.

THE SIX DETERMINANTS OF HEALTHY AGING

PHYSICAL AND MENTAL HEALTH

The ability to remain physically and mentally healthy can delay functional decline and reduce the onset of chronic disease. Maintaining brain and mental health can minimize cognitive decline and contribute to quality of life and wellbeing. Regular physical activity can contribute to sustained independence.

SOCIAL ENVIRONMENT AND ENGAGEMENT

Supportive social connection, lifelong learning, leadership and service, and opportunities to engage in leisure activities with peers are key factors in the social environment that enhance health as people age, and can prevent the loneliness and social isolation that significantly increase the risk of early death.

SOCIAL SUPPORT

The ability to access social support during times of crisis, transition, and loss or grief is associated with a decrease in mortality and morbidity, and can minimize psychological and emotional distress.

PERSONAL WELLBEING

The ability to access the resources needed to meet physical and emotional needs, even and especially during times of crisis or transition, contributes to healthy coping styles, resiliency, and quality of life.

PHYSICAL ENVIRONMENT

Safe and appropriate housing, access to home support services, and affordable and accessible transportation are key factors in the physical environment that contribute to sustained independence for seniors.

SAFETY AND SECURITY

The ability to access resources and information that minimize or prevent risk of financial insecurity, abuse, deprivation, exploitation, and neglect improves health, wellbeing, and quality of life, and reduces risk of disability and early death.

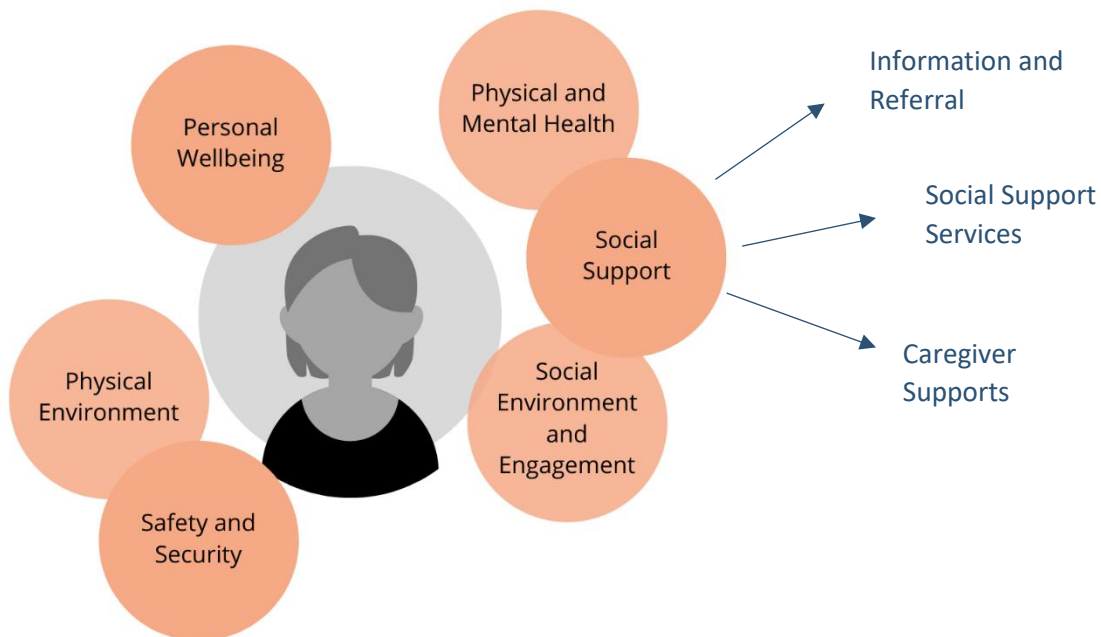


SERVICE AREAS

As categories, the Determinants are quite broad, and really just provide the general structure for the Framework: the **Service Areas** help to define the Determinants, and allow organizations to explain how their programs and services are meeting the needs of people as they age.

The Service Areas identify the programs and services that organizations provide to meet the needs of seniors aging in community. Each Service Area represents a bundle of Activities that support healthy aging.

For example, **Safety and Security** is one of the categories identified by the Framework as determining our ability to age as well as possible (it is a Determinant of Healthy Aging). In other words, we have needs related to our Safety and Security as we age. Senior-serving organizations respond to those Safety and Security needs by providing services related to personal safety, financial security, and vocational training – these are the organization’s **Service Areas**.



PHYSICAL AND MENTAL HEALTH

- Physical Health and Wellness
- Physical Fitness
- Healthy Life Choices
- Mental Health and Wellness
- Brain Health

SOCIAL ENVIRONMENT & ENGAGEMENT

- Social Engagement
- Participation and Engagement
- Outdoor Activity
- Diversity and Inclusion
- Volunteerism

SOCIAL SUPPORT

- Information and Referral
- Social Support Services
- Caregiver Supports

PERSONAL WELLBEING

- Resiliency
- Emotional Wellbeing
- Personal Services
- Food and Nutrition

PHYSICAL ENVIRONMENT

- Transportation
- Housing
- Home Supports

SAFETY AND SECURITY

- Personal Safety
- Financial Security
- Vocational Training and Support

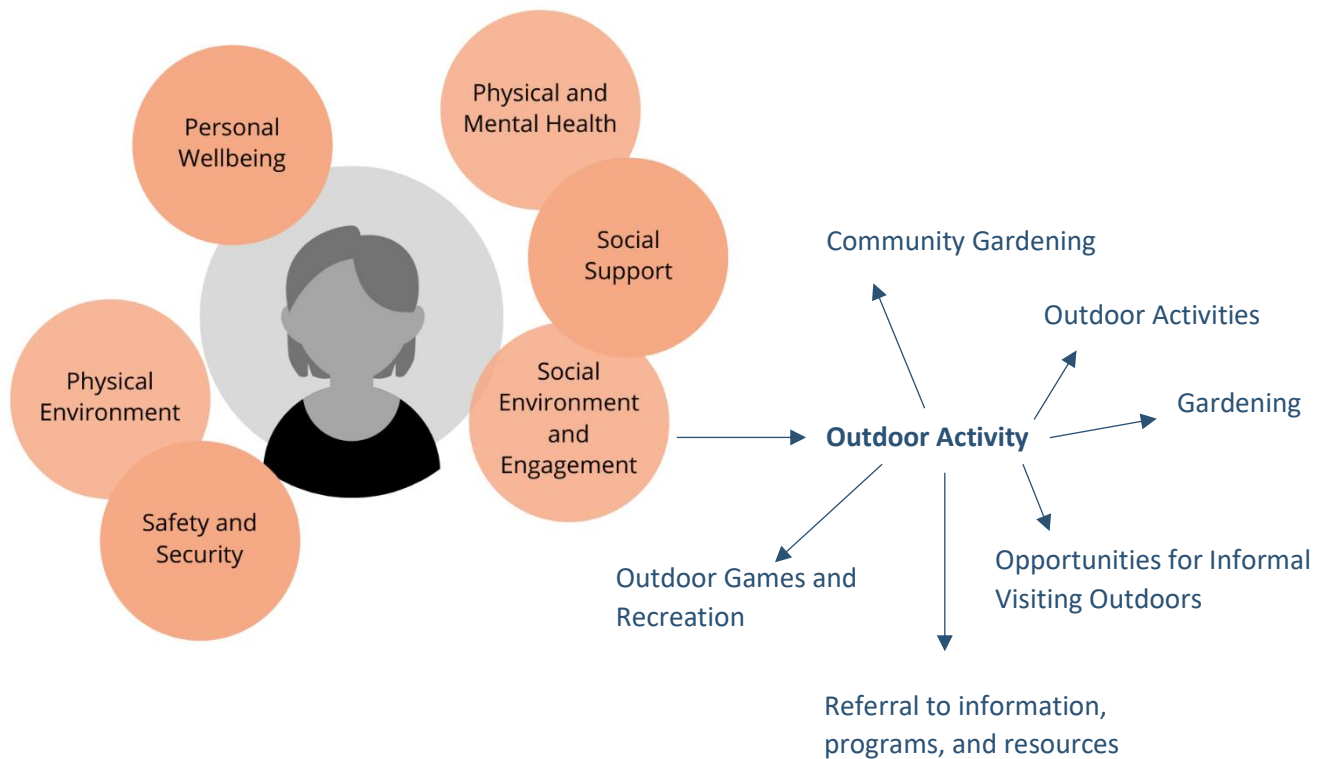
ACTIVITIES

Activities are all of the programs and services undertaken in a particular Service Area. An extensive list of Activities is provided for each Service Area to help organizations position their work easily within the Framework.

For example, **Outdoor Activity** is a Service Area within the Social Environment and Engagement Determinant, and the Framework lists

the following Activities as part of that Service Area:

- Community Gardening
- Gardening
- Outdoor Activities
- Outdoor Games and Recreation
- Referral to information, programs, and resources that support enjoying nature/outdoor activity



It is important to note that the list of Activities is not exhaustive: senior serving organizations provide a wide range of programs and your particular work may not be listed as an Activity in the Framework. Our organizations are also always adapting to meet the needs of a changing population, so limiting this work to what is already being done is too restrictive and short-sighted.

While the Determinants of Healthy Aging, Service Areas, Outcomes, and Impacts are standardized, you can add Activities to the Framework as needed by asking the following questions:

1. Does this Activity support healthy aging? In other words, does it belong with a Determinant of Healthy Aging?
2. Does it fit easily into a Service Area? In other words, does it align with the bundle of Activities in that area?
3. And most importantly, will this Activity achieve one of the **Outcomes** in that Service Area?



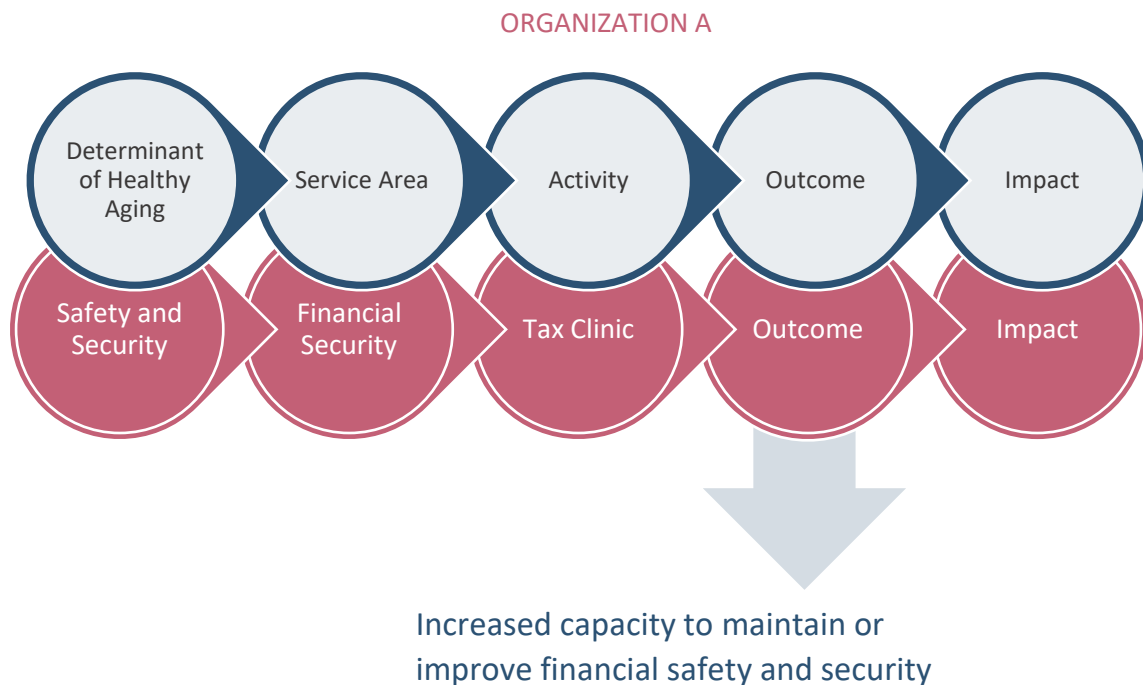
OUTCOMES

Outcomes are basically the things we think will happen for participants if we invest our resources in a particular Service Area. Outcomes explain *why* we do something.

So, for example, if we think about an annual Tax Clinic as the Activity, then the service we are providing meets the need for Financial Security, which is one

part of the Safety and Security that will determine our ability to stay well and healthy as we age.

Because of the Tax Clinic, individual seniors are able to maintain or improve their financial security: that is the Outcome of the Tax Clinic and explains why we would do it.

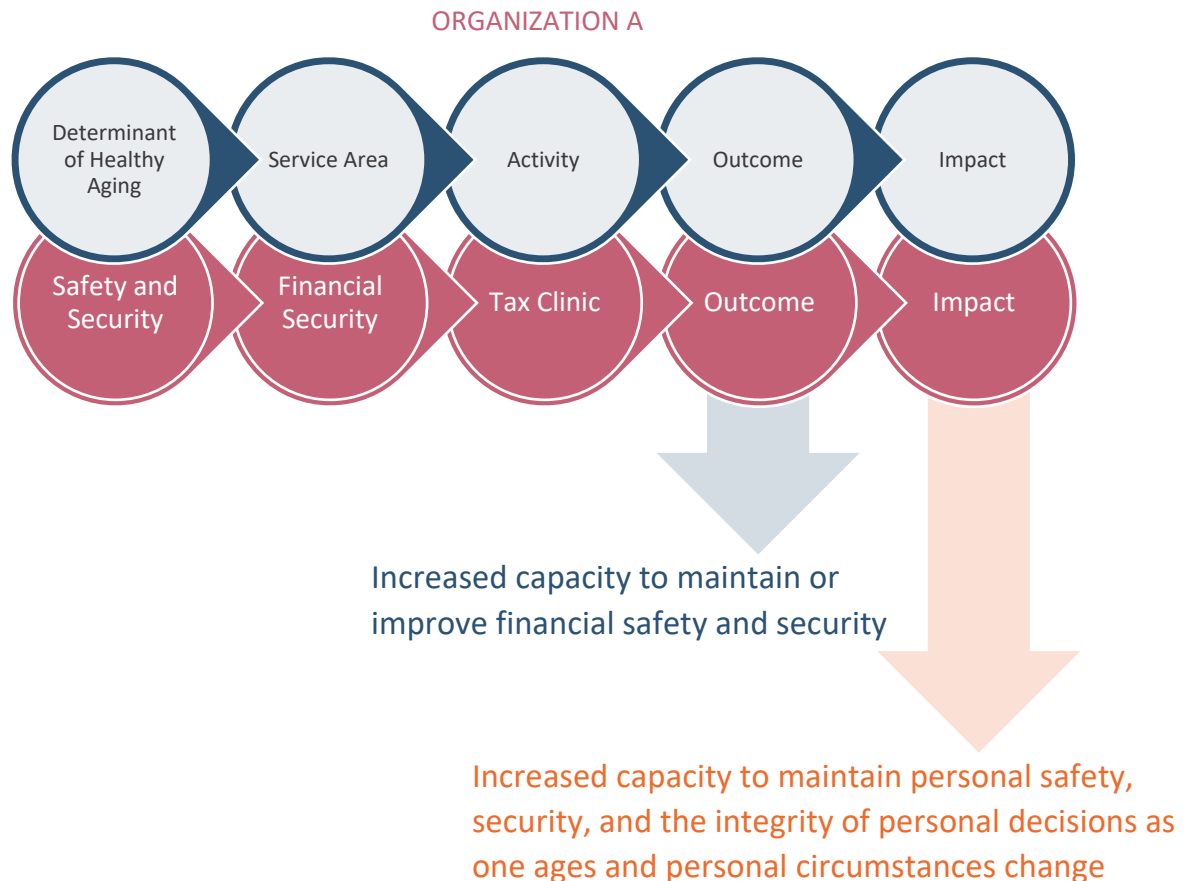


IMPACTS

Impacts are the things we think will change overall, or more generally, as a result of the work that we are doing.

A basic premise of the Healthy Aging Framework is that the work of senior-serving organizations across Alberta can have a collective impact on the ability of seniors to age well in their chosen communities. So, each Service Area has been assigned at least one of 12 Impact statements that can be used to evaluate and communicate the impact of the work that is happening in the seniors-serving sector.

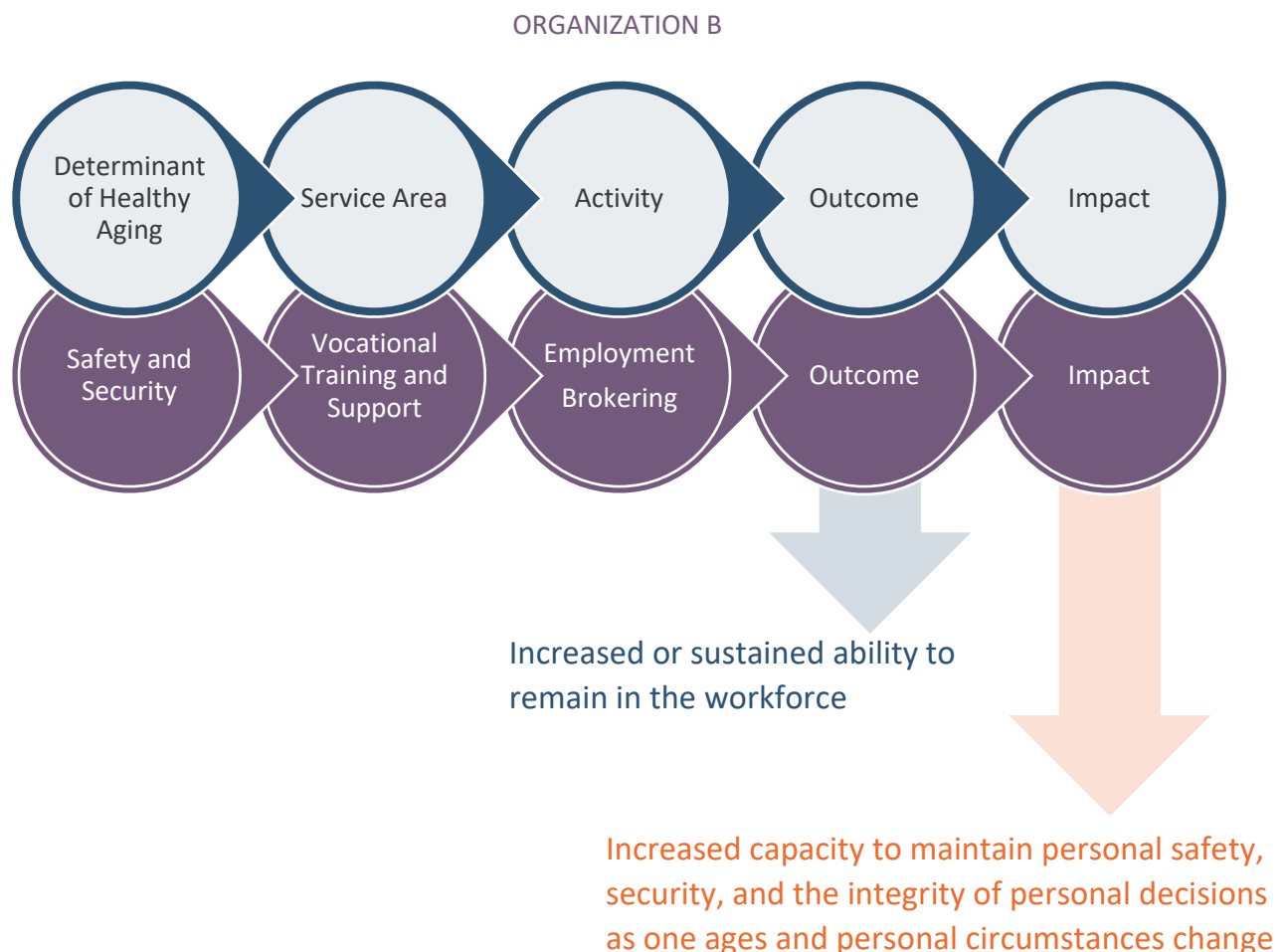
For example, the outcome of an annual Tax Clinic is that individual seniors will be able to maintain or improve their financial security **this year** – but the Impact of that program more generally is that it increases financial security for a particular demographic **over time**. In other words, because senior-serving organizations hold Tax Clinics every year, seniors are better able to sustain their financial security, even as their circumstances change.



Impacts are also the most significant point of connection for service provision across the sector. For example, another organization might have an Employment Brokering program to help seniors stay employed as they age. The Service Response, Activity, and even the Outcome might be different from the Tax Clinic example, but ultimately, they are having the same Impact: because both programs exist, seniors are able to maintain their personal safety, security,

and the integrity of their personal decisions as they age and their circumstances change.

The Determinants of Healthy Aging organize the programs and services offered by a wide range of organizations into big buckets or categories, and the Impacts explain how those programs and services are meeting the needs of seniors aging in community – individually and collectively.



SUMMARY

Individual organizations are the experts on their programs and the populations they serve, and need to be able to determine what, how, and why they provide the services they do. That is the real value of community-based organizations: we are able to understand and respond to the needs of our communities in ways that no one else can. But no single organization can meet all the needs of an increasingly diverse seniors population, and most are functioning independently from one another. This can lead to gaps and inefficiencies and create barriers to access for the most vulnerable members of the population.

The Service Areas, Activities, and Outcomes are the **what**, **how**, and **why** of each organization and allow for the autonomy that is so fundamental to how we work. Organizing those things within the Framework just allows us to see how all of our individual pieces are working together.

Having a shared language and way of organizing our work helps us to build a common understanding and vision. This can help us work together and create efficiencies across the sector, and it also helps us to communicate the value and impact of our work to other systems – like Housing and Health.



CAN IT WORK FOR YOU?

A key purpose of the Healthy Aging Framework is to organize the work that senior-serving organizations **are already doing**. This can then be used to help with strategic planning, evaluation, program development, and collaboration.

To see if the Healthy Aging Framework can work for your organization, complete the following exercise for one of your programs.

Examples are provided in **red** at each Step.

STEP 1 Look at the list of Activities in Appendix A on pages 32 - 36. These Activities have been listed alphabetically. Select **one** Activity that describes something your organization is currently doing and write it in the box below.

STEP 2 Next, use Appendix A to find the Service Area that corresponds with the Activity you chose and write it in the box beside it.

Activity	Service Area
e.g. Peer Support Group	Resiliency

STEP 3 Each Service Area belongs to a Determinant of Healthy Aging. Look in Appendix B on page 37 to find the Determinant that your Activity and Service Area belong to, and write it in the box below.

Determinant of Healthy Aging

e.g. Personal Wellbeing

STEP 4 The Service Areas are also attached to a list of intended Outcomes. These Outcomes are listed in Appendix C on pages 38 - 45. Find the Service Area that you have chosen, and select the Outcome that best explains **what you hope to achieve for your participants** by providing your Activity and write it in the box below.

Outcome

e.g. Increased ability to manage feelings and cope with challenges, change, and transitions

STEP 5

Each Service Area also has at least one Impact statement. The Impact statements indicate **what is achieved for seniors more generally** because of work in this Service Area. These Impact Statements are listed in Appendix D on page 46. Choose the Impact statement that best explains the intended Impact of the Activity you have chosen (note: most of the Service Areas are attached to a single Impact).

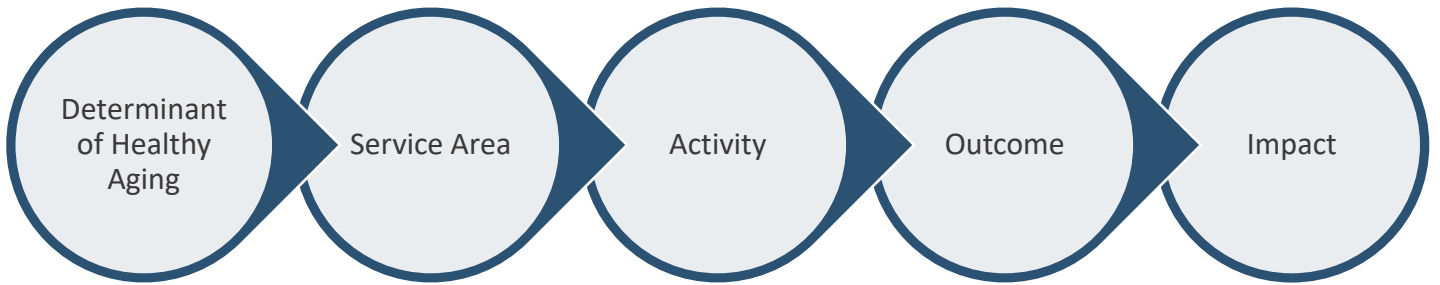
Impact

e.g. Increased ability to cope with challenges and life transitions



STEP 6

Use your selections from Steps 1-5 to fill in the table below.



Personal Wellbeing

Resiliency

Peer Support Group

Increased ability to manage feelings and cope with challenges, change, and transitions

Increased ability to cope with challenges and life transitions

Personal Wellbeing	Resiliency	Peer Support Group	Increased ability to manage feelings and cope with challenges, change, and transitions	Increased ability to cope with challenges and life transitions

STEP 7 Now that you have positioned your Activity within the Healthy Aging Framework, answer the following questions:

A. What resources do you need to provide your Activity?
e.g. volunteer leader; coffee fund; meeting space; printed materials

B. What are the actual things that will happen as part of your Activity?
e.g. 15 seniors will meet twice a month for a year

C. How will you know your Activity has been successful?
e.g. participants feel like they have a community of support

STEP 8 Use your answers from Step 6 and 7 to complete the table on page 25.

Determinant	Service Area	Activity	A.	B.	Outcome	Impact	C.
Personal Wellbeing	Resiliency	Peer Support Group	volunteer leader coffee fund meeting space printed materials	15 participants 24 meetings	Increased ability to manage feelings and cope with challenges, change, and transitions	Increased ability to cope with challenges and life transitions	Participants indicate that they have a community of support

STEP 9 Finally, use the information below to add the missing headings to the table on page 25.

A. INPUTS these are the resources you need to provide the Activity.

B. OUTPUTS these are the things that will happen as part of the Activity or are produced as a result of it. Outputs are quantifiable – they can be counted.

C. INDICATORS this is how you will know your Activity has been successful. Indicators of success explain how the Outcome and Impact are being achieved, and will inform how you will evaluate the Activity.



STEP 10 Done! By working through this exercise, you have completed a standard linear **logic model**. You can now use this to help you with your planning, grant writing, and program evaluation.

What is a Logic Model?

A logic model is a simple way of explaining the thinking behind your activity, program, or initiative - how it will work, the change that will happen as a result of it, and how you will know it has been effective.

A Logic Model helps to connect programs, services, and activities to organizational mandates and strategic plans. It is a way of summarizing the

work you are undertaking and why, and can be used to inform both planning and evaluation.

Logic models can take different forms (like flow charts or concept maps) and have different names (like roadmap, theory of change, or mental model), but they all basically demonstrate how change is expected to happen because of a particular activity or initiative.

WHAT NEXT?

The Healthy Aging Framework is a way of organizing information so that systems, ideas, and actions can be communicated and understood. At its core, it is a shared language or structure that can be used by a wide variety of organizations, so that we can all understand each other and see how we fit together.

Something as simple as having multiple organizations using the Framework when creating logic models can help to align work, identify gaps, and demonstrate how our organizations are having a collective impact on the ability of seniors to age in their chosen communities.

The exercise in this guidebook asks you to think about the Framework by starting with an Activity and then identifying the Outcome and Impact you think that Activity will have. In this way, we are attempting to explain the Framework and demonstrate how it can be useful for your organization.

But the Healthy Aging Framework is also a tool that can be used for strategic planning, priority setting, and evaluation within organizations, and for coordination and assessment across the sector. If we begin by thinking about Impacts (not Activities), the Framework can be used to support organizations and collaborative groups addressing the following questions:

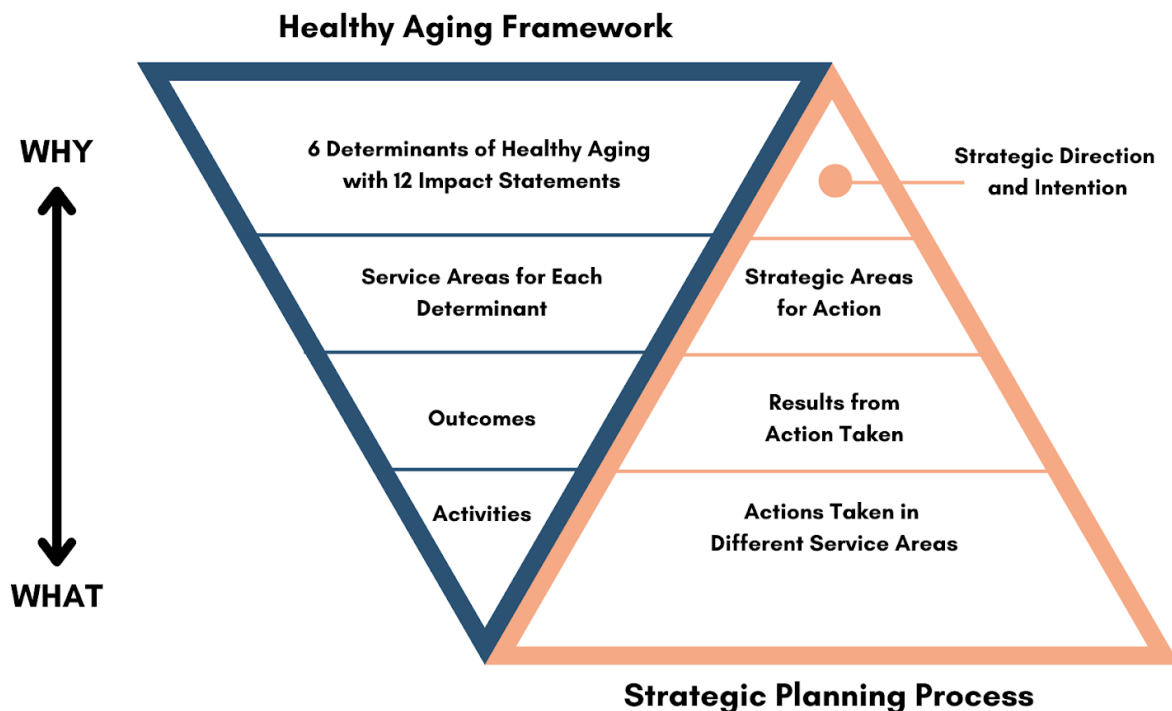
- What change do we want to see for older adults in our community?
- What strategic directions can we pursue to respond to the needs of older adults and build upon community assets?
- Who are our potential partners, collaborators, and allies in this work?
- How will we measure success and evaluate our activities?

STRATEGIC PLANNING AND EVALUATION

A key purpose of the Healthy Aging Framework is to help us think about our work differently, and it can be used to support organizations with strategic planning, priority setting, and evaluation. As part of the Healthy Aging Alberta work, we are creating a workbook that outlines a **six-step process** (see pages 30 - 31) to help senior serving organizations do these things effectively. When it is available, Regional Community Developers will be engaging organizations interested in using the process.

The strategic planning process uses the language and structure of the Healthy Aging Framework to help organizations answer a number of questions about:

1. the nature of their community (needs and assets)
2. their vision for Healthy Aging and organizational focus
3. their strategic direction and goals
4. the outcomes they intend to achieve
5. the activities, programs, supports, and services they will use to achieve those outcomes
6. how they will understand, learn from, and communicate the effects of their work



STEP 1

Understanding Dynamic and Unique Community Needs and Assets

STEP 2

Vision for Healthy Aging and Organizational Focus

STEP 3

Identification of Strategic Directions and Goal Setting

What are the needs of older adults in your community?

What are organizational and community assets you can build upon?

What is the impact your organization wants to have to respond to the needs of older adults and make a difference in their lives?

Where have we made progress and where is there work to do?

What other organizations are providing supports and services to older adults? What connection and relationships are in place with these organizations?

What is the impact your organization wants to have to respond to the needs of older adults and make a difference in their lives?

Who are we?

What do we do?

Why do we do it?

How do we know if we have impact?

What is the desired future we want to see and will strive toward?

How do we communicate the importance of our work to others?

Given the current situation what broad based areas of action will you pursue to close the gap between the current situation of and your vision?

What is the change you want to see in the next three years to respond to the needs of older adults in your community?

How do you ensure that as an organization you consider the full range of possibilities?

What are the core areas for action that you will undertake to close the gap between where you are now and your vision?

What goals will you pursue to result in the change you wish to see and the impact you wish to have?

STEP 4

Intended Outcomes

STEP 5

Activities: Program Supports and Services

STEP 6

Evaluation: Achieved Outcomes and Impact

How will you know if the goals you have identified are achieving the change and impact you wish to see?

What results or outcomes do you expect to see from the successful achievement of your goals?

Can you identify some shared outcomes with other senior serving organizations?

What programs services and support can you undertake that will support the achievement of your goals intended outcomes to the great degree possible?

Are there some programs and services you can undertake collaboratively to support the achievement of your intended outcomes?

Have you achieved the outcomes you identified for your goals?

What do the outcomes you have achieved tell you about your organization's impact?

What evaluative processes will you put into place that will support the on-going development and refinement of your programs, services and supports?

What do your funders want to know?

What do your stakeholders want to know?

APPENDIX A

ACTIVITY	SERVICE RESPONSE
Accommodations for People Living with Disabilities	Diversity and Inclusion
Addressing ageism and internalized ageism	Diversity and Inclusion
Adult Day Programs	Caregiver Supports
Alcohol Use – Information and Resources	Healthy Life Choices
Beauty Salon/Hairdresser/Barber	Personal Services
Bingo	Social Engagement
Blood Pressure, Glucose, and Weight Screening	Physical Health and Wellness
Cafeteria	Food and Nutrition
Cards and Games	Social Engagement
Caregiver Support	Caregiver Supports
Caregiver Support Groups	Caregiver Supports
Caregiver Training and Information	Caregiver Supports
Catering Services	Food and Nutrition
Civic Engagement/Advocacy	Participation and Engagement
Clubs and Groups	Social Engagement
Cognitive Capacity (e.g. Brain Fitness or Memory Improvement)	Brain Health
Community Gardening	Outdoor Activity
Community Kitchens	Food and Nutrition
Computer access	Personal Services
Computer Classes and Training	Brain Health
Cooking Classes and Demonstrations	Food and Nutrition
Coping and Resiliency Programs	Resiliency
Creative Pursuits and Expression (e.g. art, crafts, hobby shops)	Brain Health
Cross-Cultural Programs or Opportunities	Diversity and Inclusion
Culturally-Specific Programs	Diversity and Inclusion
Dance, Fitness, and Exercise Classes	Physical Fitness
Day Trips (Out of Town)	Social Engagement
Dealing with Depression – Information and Resources	Mental Health and Wellness
Dealing with Depression – Support	Mental Health and Wellness
Dealing with Grief and loss	Mental Health and Wellness
Dining Room/Café	Food and Nutrition
Educational Classes and Seminars	Brain Health
Emergency Planning and Preparedness	Personal Safety
Employment Brokering	Vocational Training & Support
English Language Acquisition	Diversity and Inclusion
Falls Prevention Programs and Information	Physical Health and Wellness
Field trips (In Town)	Social Engagement
Financial Literacy Programs	Financial Security
Financial Management and/or Coaching	Financial Security
Financial Planning Information, Resources and/or Programs	Financial Security
Flu Clinic	Physical Health and Wellness

Food Preparation (e.g. Cooking for One)	Food and Nutrition
Foot Care	Physical Health and Wellness
Fraud Awareness Information, Resources and/or Programs	Financial Security
Friendly Visitors/Calls	Social Engagement
Gardening	Outdoor Activity
Golf and Golf Lessons	Physical Fitness
Government Program Information and Referral	Information and Referral
Grocery Delivery	Food and Nutrition
Health and Wellness Programming – Information and Resources	Physical Health and Wellness
Health Promotion, Information and/or Education	Healthy Life Choices
Health Services/Nursing Clinic (Medical Advice)	Physical Health and Wellness
Help Accessing Community-Based Information and Resources	Financial Security
Help Accessing Financial Services or Support	Financial Security
Help Accessing Government Supports and Benefits (e.g. Form Completion)	Financial Security
Help Accessing Safe, Appropriate, and Affordable Transportation	Transportation
Help Coping with Life Transitions and Crises	Mental Health and Wellness
Help Dealing with Addiction	Healthy Life Choices
Help Securing Safe, Appropriate, and Affordable Housing	Housing
Help Understanding and/or Using Housing Registries	Housing
Help with Planning Ahead	Resiliency
Holiday Meals	Social Engagement
Home Relocation Support	Housing
Homelessness Support Services	Housing
Hot Food Delivery	Food and Nutrition
Income Tax Preparation	Financial Security
Indigenous Seniors Outreach	Social Support Services
Indigenous Seniors Support Groups	Social Support Services
Individual Case Management	Social Support Services
Individual Counselling	Mental Health and Wellness
Information and Referral	Social Support Services
Information and Referral - Government Programs	Social Support Services
Information and Resources – Aids to Daily Living	Physical Health and Wellness
Information and Resources that Decrease Vulnerability to Elder Abuse	Personal Safety
Information and/or Referral to Legal Resources and Supports	Personal Safety
Information on Legal Documents (e.g. Wills, Personal Directives)	Personal Safety
In-Home Services	Home Supports
In-Person Information and Referral to Community Resources	Information and Referral
In-Person Information and Referral to Community Resources	Social Support Services
Intellectually Stimulating Activities (e.g. Sudoku)	Brain Health
Intergenerational Engagement	Diversity and Inclusion
Languages other than English Classes	Diversity and Inclusion
LGBTQ+ Programs	Diversity and Inclusion
Libraries	Brain Health
Life Transition Support	Social Support Services
Literacy Programs	Diversity and Inclusion
Maintenance of a Housing Registry	Housing

Meal delivery	Food and Nutrition
Medication – Information and Resources	Healthy Life Choices
Mentorship Programs	Participation and Engagement
Modified Physical Activities	Physical Fitness
Movie/Show Screening	Social Engagement
Multicultural Seniors Outreach	Social Support Services
Multicultural Seniors Support Groups	Social Support Services
Nutrition Promotion, Information and/or Education	Healthy Life Choices
On-Line Access to Information and Resources	Information and Referral
On-Line Access to Information and Resources	Social Support Services
Opportunities for Community Involvement and/or Development	Participation and Engagement
Opportunities for Informal Visiting	Social Engagement
Opportunities for Informal Visiting	Diversity and Inclusion
Opportunities for Informal Visiting Outdoors	Outdoor Activity
Opportunities to act as community champions and/or community connectors	Participation and Engagement
Opportunities to take on Leadership Roles	Participation and Engagement
Organized or Drop-In Sports	Physical Fitness
Outdoor Activities	Outdoor Activity
Outdoor Games and Recreation	Outdoor Activity
Outreach to Immigrant and Refugee Seniors	Social Support Services
Outreach to Isolated Seniors	Social Support Services
Outreach to Vulnerable Seniors	Social Support Services
Peer Learning Groups	Social Engagement
Peer Mentorship Programs	Social Engagement
Peer Support Groups	Resiliency
Performing Arts	Brain Health
Personal Safety – Information and Resources	Personal Safety
Pickleball	Physical Fitness
Printed Directories and Guides	Information and Referral
Printed Directories and Guides	Social Support Services
Programs for Indigenous Seniors	Diversity and Inclusion
Programs for People Living with Disabilities	Diversity and Inclusion
Programs that Promote Autonomy and Decision-Making	Personal Safety
Programs to Help Maintain Brain Health	Brain Health
Providing Free Meals (Daily)	Food and Nutrition
Providing Free Meals (Monthly)	Food and Nutrition
Providing Free Meals (Weekly)	Food and Nutrition
Providing Frozen Meals for Delivery	Food and Nutrition
Providing Frozen Meals for Pick Up	Food and Nutrition
Providing Handyman Service	Home Supports
Providing Home Support – In Home (e.g. Meal Prep, Cleaning)	Home Supports
Providing Home Support – Yard and Snow	Home Supports
Psycho-Social Support	Social Support Services
Recreational Activities	Social Engagement
Referral to information, programs and resources that support healthy living	Healthy Life Choices
Referral to information, programs and resources that support mental health	Mental Health and Wellness

Referral to information, programs and resources that support physical fitness	Physical Fitness
Referral to information, programs, and resources that help secure safe, affordable housing	Housing
Referral to information, programs, and resources that support brain health	Brain Health
Referral to information, programs, and resources that support caregivers	Caregiver Supports
Referral to information, programs, and resources that support engaging with peers	Social Engagement
Referral to information, programs, and resources that support enjoying nature/outdoor activity	Outdoor Activity
Referral to information, programs, and resources that support financial security	Financial Security
Referral to information, programs, and resources that support food security and/or nutrition	Food and Nutrition
Referral to information, programs, and resources that support inclusion	Diversity and Inclusion
Referral to information, programs, and resources that support participation and engagement	Participation and Engagement
Referral to information, programs, and resources that support personal safety	Personal Safety
Referral to information, programs, and resources that support resiliency	Resiliency
Referral to information, programs, and resources that support safe and accessible transportation	Transportation
Referral to information, programs, and resources that support social engagement	Social Engagement
Referral to information, programs, and resources that support volunteerism	Volunteerism
Referral to information, programs, and services that support living in community	Home Supports
Referral to physical health and wellness related resources	Physical Health and Wellness
Referral to vocational information, programs, and resources	Vocational Training & Support
Refuge and Support - Elder abuse	Personal Safety
Rehabilitation	Physical Health and Wellness
Retail & Consignment Shops	Personal Services
Safe Driving or Driving Cessation Program	Transportation
Self-directed learning	Brain Health
Self-Efficacy – Information, Resources and/or Programs	Resiliency
Sexual Health Information and Resource	Physical Health and Wellness
Sexual Health Information and Resources	Healthy Life Choices
Smoking Cessation Support	Healthy Life Choices
Social Media Training	Social Engagement
Special Events and Celebrations	Social Engagement
Specialized Services (e.g. Help with Hoarding Behaviour)	Social Support Services
Spiritual or Faith-Based Engagement	Emotional Wellbeing
Spiritual or Faith-Based Learning Opportunities	Emotional Wellbeing
Spiritual or Faith-Based Observations	Emotional Wellbeing
Support for Immigrant and Refugee Seniors	Social Support Services
Support for Indigenous Seniors	Social Support Services
Supported Decision-Making (Guardianship/Trusteeship)	Personal Safety
Swimming/Aqua Therapy	Physical Fitness
System Navigation Support	Social Support Services
Technology Training (Devices)	Brain Health
Telephone Line Information and Referral to Community Resources	Information and Referral
Translation Services	Diversity and Inclusion

Transportation Services	Transportation
Travel and Field Trips	Social Engagement
Vocational Information and Resources	Vocational Training & Support
Vocational Training	Vocational Training & Support
Volunteer Brokering	Volunteerism
Volunteer Opportunities	Volunteerism
Volunteer Programs	Volunteerism
Weight Training	Physical Fitness
Wellness Playground	Physical Fitness

APPENDIX B

DETERMINANTS OF HEALTHY AGING AND SERVICE RESPONSES

Determinant of Healthy Aging: Physical and Mental Health

Physical Health and Wellness

Physical Fitness

Healthy Life Choices

Mental Health and Wellness

Brain Health

Determinant of Healthy Aging: Social Environment and Engagement

Social Engagement

Outdoor Activity

Diversity and Inclusion

Participation and Engagement

Volunteerism

Determinant of Healthy Aging: Social Support

Information and Referral

Social Support Services

Caregiver Supports

Determinant of Healthy Aging: Personal Wellbeing

Resiliency

Emotional Wellbeing

Personal Services

Food and Nutrition

Determinant of Healthy Aging: Physical Environment

Transportation

Housing

Home Supports

Determinant of Healthy Aging: Safety and Security

Personal Safety

Financial Security

Vocational Training and Support

APPENDIX C

SERVICE RESPONSE	OUTCOME
Brain Health	Increased ability to maintain good cognitive, mental, and behavioural health
Brain Health	Increased ability to navigate or engage with government and/or community-based programs, systems, and services that foster brain health
Brain Health	Increased access to programs and services that foster brain health and wellness
Brain Health	Increased access to programs and services that foster brain health and wellness for Indigenous, marginalized, racialized, and/or low-resourced seniors
Brain Health	Increased awareness or understanding of brain health needs
Brain Health	Increased awareness or understanding of brain health needs and related resources
Brain Health	Increased engagement in creative pursuits and/or intellectually stimulating activities
Brain Health	Increased engagement in intellectually stimulating activities
Caregiver Supports	Enhanced Increased capacity to manage caregiving responsibilities
Caregiver Supports	Increased ability to navigate or engage with government and/or community-based caregiver support programs, systems, and services
Caregiver Supports	Increased awareness of government and/or community-based caregiver support programs and services
Caregiver Supports	Increased access to government and/or community-based programs, services, and supports for Indigenous, marginalized, racialized, and/or low-resourced seniors
Caregiver Supports	Increased awareness of government and/or community-based caregiver support programs and services
Caregiver Supports	Increased support, education, and empowerment of informal caregivers
Diversity and Inclusion	Enhanced ability to draw on diverse social networks that contribute to social connectedness, wellbeing, and quality of life for Indigenous, marginalized, racialized, and/or low-resourced seniors
Diversity and Inclusion	Increased ability to navigate or engage with government and/or community-based programs, systems, and services that foster diversity and inclusion
Diversity and Inclusion	Increased access to programs and services that foster diversity, inclusion, and cross-cultural connection
Diversity and Inclusion	Increased awareness of programs and services that support healthy aging for Indigenous, marginalized, racialized, and/or low-resourced seniors
Diversity and Inclusion	Increased awareness of government and/or community-based programs, services, and supports that foster diversity and inclusion

Diversity and Inclusion	Increased engagement as a full and welcome participant in the community for Indigenous, marginalized, racialized, and/or low-resourced seniors
Emotional Wellbeing	Increased ability to manage feelings and cope with challenges, change, and transitions
Emotional Wellbeing	Increased ability to manage the activities of daily living
Emotional Wellbeing	Increased ability to navigate or engage with government and/or community-based programs, systems and services that foster emotional wellbeing
Emotional Wellbeing	Increased awareness of government and/or community-based programs, services, and supports that foster emotional wellbeing
Emotional Wellbeing	Increased access to government and/or community-based programs, services, and supports that foster emotional wellbeing for Indigenous, marginalized, racialized, and/or low-resourced seniors
Emotional Wellbeing	Increased awareness of government and/or community-based programs, services, and supports that foster emotional wellbeing
Financial Security	Increased ability to navigate or engage with government and/or community-based programs, systems, and services that address financial security
Financial Security	Increased access to programs and services that support financial security
Financial Security	Increased access to programs and services that support financial security for Indigenous, marginalized, racialized, and/or low-resourced seniors
Financial Security	Increased awareness of government and/or community-based financial security programs, services, and supports
Financial Security	Increased capacity to maintain or improve financial safety and security
Food and Nutrition	Increased ability to make lifestyle choices that maintain or improve health and nutrition
Food and Nutrition	Increased ability to navigate or engage with government and/or community-based nutrition programs, systems, and services
Food and Nutrition	Increased access to government and/or community-based nutrition programs, services and supports
Food and Nutrition	Increased access to government and/or community-based nutrition programs, services and supports for Indigenous, marginalized, racialized, and/or low-resourced seniors
Food and Nutrition	Increased access to nutritious meals
Healthy Life Choices	Increased ability to maintain a healthy lifestyle over time
Healthy Life Choices	Increased ability to make healthy life choices
Healthy Life Choices	Increased ability to make lifestyle choices that maintain or improve health and functional ability
Healthy Life Choices	Increased ability to navigate or engage systems related to making healthy life choices

Healthy Life Choices	Increased ability to navigate or engage with government and/or community-based programs, systems, and services that foster healthy life choices
Healthy Life Choices	Increased awareness of programs and services that foster healthy life choices
Healthy Life Choices	Increased access to programs and services that foster physical health and wellness for Indigenous, marginalized, racialized, and/or low-resourced seniors
Healthy Life Choices	Increased awareness or understanding of healthy life choices
Home Supports	Increased ability to maintain safety at home
Home Supports	Increased ability to manage the activities of daily living
Home Supports	Increased ability to navigate or engage with government and/or community-based home supports programs, systems, and services
Home Supports	Increased ability to reside safely in chosen community
Home Supports	Increased access to a range of home services and supports
Home Supports	Increased awareness of government and/or community-based home supports programs and services
Home Supports	Increased access to government and/or community-based home supports programs and services for Indigenous, marginalized, racialized, and/or low-resourced seniors
Home Supports	Increased awareness of government and/or community-based home supports programs and services
Housing	Increased ability to navigate or engage with government and/or community-based housing programs, systems, and services
Housing	Increased ability to reside in a place that is appropriate to individual circumstance
Housing	Increased awareness of government and/or community-based housing programs, services, and supports
Housing	Increased access to government and/or community-based housing programs, services and supports for Indigenous, marginalized, racialized, and/or low-resourced seniors
Housing	Increased awareness of government and/or community-based housing programs, services and supports
Housing	Increased capacity to age safely and securely
Information and Referral	Improved access to government programs, services, and supports
Information and Referral	Increased ability to maintain health and wellbeing over time
Information and Referral	Increased ability to manage the activities of daily living

Information and Referral	Increased ability to navigate or engage with government and/or community-based programs, systems, and services
Information and Referral	Increased awareness of government and/or community-based programs, services, and supports
Information and Referral	Increased access to government and/or community-based programs, services, and supports for Indigenous, marginalized, racialized, and/or low-resourced seniors
Information and Referral	Increased awareness of government and/or community-based programs, services, and supports
Mental Health and Wellness	Increased ability to maintain good cognitive, mental, and behavioural health
Mental Health and Wellness	Increased ability to navigate or engage with government and/or community-based mental health and wellness programs, systems, and services
Mental Health and Wellness	Increased access to programs and services that foster mental health and wellness
Mental Health and Wellness	Increased access to programs and services that foster mental health and wellness for Indigenous, marginalized, racialized, and/or low-resourced seniors
Mental Health and Wellness	Increased awareness or understanding of mental health and wellness needs and resources
Mental Health and Wellness	Increased awareness or understanding of mental health and wellness related resources
Outdoor Activity	Enhanced quality of life
Outdoor Activity	Increased ability to enjoy nature and/or outdoor environments
Outdoor Activity	Increased access to programs and services that foster engaging in outdoor activity
Outdoor Activity	Increased access to programs and services that foster engaging in outdoor activity for Indigenous, marginalized, racialized, and/or low-resourced seniors
Outdoor Activity	Increased opportunities to have fun and enjoy life
Participation and Engagement	Increased ability to maintain or improve skills and abilities that help self or others
Participation and Engagement	Increased ability to navigate or engage with government and/or community-based programs, systems, and services
Participation and Engagement	Increased ability to share skills and knowledge
Participation and Engagement	Increased ability to stay active and learn new things
Participation and Engagement	Increased awareness of programs and services that foster participation and engagement
Participation and Engagement	Increased access to programs and services that foster participation and engagement for Indigenous, marginalized, racialized, and/or low-resourced seniors

Participation and Engagement	Increased awareness of government and/or community-based programs, services and supports that foster participation and engagement
Participation and Engagement	Increased engagement as a full and welcome participant in the community
Participation and Engagement	Meaningful connections that contribute to improved physical, mental, and emotional wellbeing
Participation and Engagement	Meaningful work that contributes to an improved sense of purpose, value and belonging
Personal Safety	Decreased incidents of elder abuse and neglect
Personal Safety	Increased ability to maintain safe and healthy relationships
Personal Safety	Increased ability to navigate or engage with government and/or community-based programs, systems, and services that facilitate personal safety
Personal Safety	Increased ability to remain safe at home
Personal Safety	Increased ability to remain safe in the case of a natural or other disaster
Personal Safety	Increased access to programs and services that facilitate personal safety
Personal Safety	Increased access to programs and services that facilitate personal safety for Indigenous, marginalized, racialized, and/or low-resourced seniors
Personal Safety	Increased awareness of government and/or community-based programs, services, and supports that facilitate personal safety
Personal Safety	Increased capacity to age safely and securely
Personal Services	Increased ability to manage the activities of daily living
Personal Services	Increased ability to navigate or engage with government and/or community-based programs and systems that provide personal services and supports
Personal Services	Increased access to government and/or community-based programs that provide personal services and supports
Personal Services	Increased access to government and/or community-based programs that provide personal services and supports for Indigenous, marginalized, racialized, and/or low-resourced seniors
Physical Fitness	Increased ability to maintain physical health over time
Physical Fitness	Increased ability to make lifestyle choices that maintain or improve physical health and functional ability
Physical Fitness	Increased ability to navigate or engage with government and/or community-based physical fitness programs, systems, and services
Physical Fitness	Increased access to programs and services that foster physical fitness for Indigenous, marginalized, racialized, and/or low-resourced seniors

Physical Fitness	Increased awareness of physical fitness opportunities
Physical Health and Wellness	Increased ability to maintain or improve physical health and functional ability
Physical Health and Wellness	Increased ability to navigate or engage with government and/or community-based physical health and wellness programs, systems, and services
Physical Health and Wellness	Increased access to resources, programs, and services that foster physical health and wellness
Physical Health and Wellness	Increased access to programs and services that foster physical health and wellness for Indigenous, marginalized, racialized, and/or low-resourced seniors
Physical Health and Wellness	Increased awareness or understanding of physical health and wellness needs
Physical Health and Wellness	Increased awareness or understanding of physical health and wellness related resources
Physical Health and Wellness	Increased engagement in healthy living practices
Resiliency	Increased ability to manage feelings and cope with challenges, change, and transitions
Resiliency	Increased ability to manage the activities of daily living
Resiliency	Increased ability to navigate or engage with government and/or community-based programs, systems, and services that foster resiliency
Resiliency	Increased awareness of government and/or community-based programs, services, and supports that foster resiliency
Resiliency	Increased access to government and/or community-based programs, services, and supports for Indigenous, marginalized, racialized, and/or low-resourced seniors that foster resiliency
Resiliency	Increased awareness of government and/or community-based programs, services, and supports that foster resiliency
Social Engagement	Enhanced ability to draw on social networks that contribute to wellbeing and quality of life
Social Engagement	Increased ability to navigate or engage with government and/or community-based social engagement programs, systems, and services
Social Engagement	Increased awareness of programs and services that foster social engagement
Social Engagement	Increased access to programs and services that foster social engagement for Indigenous, marginalized, racialized, and/or low-resourced seniors
Social Engagement	Increased awareness of community-based social engagement programs and services
Social Engagement	Increased engagement as a full and welcome participant in the community
Social Engagement	Increased social connectedness

Social Engagement	Reduced isolation
Social Engagement	Increased opportunities to have fun and enjoy life
Social Support Services	Enhanced ability to draw on social networks that contribute to wellbeing and quality of life
Social Support Services	Improved access to community-based and/or government social support programs and services
Social Support Services	Increased ability to maintain health and wellbeing over time
Social Support Services	Increased ability to manage the activities of daily living
Social Support Services	Increased ability to navigate or engage with government and/or community-based social support programs, systems, and services
Social Support Services	Increased awareness of government and/or community-based social support programs, services, and supports
Social Support Services	Increased access to government and/or community-based social support programs and services for Indigenous, marginalized, racialized, and/or low-resourced seniors
Social Support Services	Increased awareness of government and/or community-based social support programs and services
Transportation	Increased ability to access appointments, supports, and engagements
Transportation	Increased ability to meet basic physical and social needs
Transportation	Increased ability to navigate or engage with government and/or community-based transportation programs, systems, and services
Transportation	Increased awareness of government and/or community-based transportation programs, services and supports
Transportation	Increased access to government and/or community-based transportation programs, services and supports for Indigenous, marginalized, racialized, and/or low-resourced seniors
Transportation	Increased access to safe, appropriate, and accessible transportation
Transportation	Increased awareness of government and/or community-based transportation programs, services and supports
Vocational Training & Support	Increased ability to navigate or engage with government and/or community-based vocational training and support programs, systems, and services
Vocational Training & Support	Increased access to vocational training and support programs and services
Vocational Training & Support	Increased access to vocational training and support programs for Indigenous, marginalized, racialized, and/or low-resourced seniors
Vocational Training & Support	Increased awareness of government and/or community-based vocational training and support programs and services

Vocational Training & Support	Increased or sustained ability to remain in the workforce
Vocational Training & Support	Increased or sustained economic security
Volunteerism	Increased ability to maintain or improve skills and abilities that help self or others
Volunteerism	Increased ability to navigate or engage with government and/or community-based volunteer programs, systems, and services
Volunteerism	Increased ability to share skills and knowledge
Volunteerism	Increased ability to stay active and learn new things
Volunteerism	Increased access to programs and services that foster volunteerism
Volunteerism	Increased access to programs and services that foster volunteerism for Indigenous, marginalized, racialized, and/or low-resourced seniors
Volunteerism	Increased awareness of government and/or community-based volunteer programs, services, and supports
Volunteerism	Increased engagement as a full and welcome participant in the community
Volunteerism	Meaningful connections that contribute to improved physical, mental, and emotional wellbeing
Volunteerism	Meaningful work that contributes to an improved sense of purpose, value, and belonging

APPENDIX D

SERVICE AREA	IMPACT
Brain Health	Increased engagement in creative pursuits and intellectually stimulating activities to keep the mind alert and interested
Caregiver Supports	Increased ability to balance personal wellbeing with the wellbeing of dependents
Diversity and Inclusion	Increased inclusion and access for Indigenous, marginalized, racialized, and/or low-resourced seniors
Emotional Wellbeing	Increased sense of meaning, purpose, and connection to the larger world
Financial Security	Increased capacity to maintain personal safety, security, and the integrity of personal decisions as one ages and personal circumstances change
Food and Nutrition	Increased capacity to live independently by enhancing physical wellness
Healthy Life Choices	Increased capacity to live independently by enhancing physical wellness
Home Supports	Increased ability to reside in the place that is appropriate for one's circumstances
Housing	Increased ability to reside in the place that is appropriate for one's circumstances
Information and Referral	Increased access to information programs, services and supports to manage activities of daily living
Mental Health and Wellness	Increased capacity to live independently by enhancing mental wellness
Outdoor Activity	Increased sense of meaning, purpose, and connection to the larger world
Participation and Engagement	Reduced risk of isolation and loneliness
Participation and Engagement	Increased sense of purpose, belonging, and ability to cope with change and life transitions
Participation and Engagement	Increased sense of meaning, purpose, and connection to the larger world
Personal Safety	Increased capacity to maintain personal safety, security, and the integrity of personal decisions as one ages and personal circumstances change
Personal Services	Increased access to information programs, services and supports to manage activities of daily living
Physical Fitness	Increased capacity to live independently by enhancing physical wellness
Physical Health and Wellness	Increased capacity to live independently by enhancing physical wellness
Resiliency	Increased ability to cope with challenges and life transitions
Social Engagement	Reduced risk of isolation and loneliness
Social Engagement	Increased sense of purpose, belonging, and ability to cope with change and life transitions
Social Engagement	Increased sense of meaning, purpose, and connection to the larger world
Social Support Services	Increased access to information programs, services and supports to manage activities of daily living
Transportation	Increased ability to reside in the place that is appropriate for one's circumstances
Vocational Training and Support	Increased capacity to maintain personal safety, security, and the integrity of personal decisions as one ages and personal circumstances change
Volunteerism	Increased sense of meaning, purpose, and connection to the larger world

