Status, Gaps and Issues of Current Senior’s Services in Alberta

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Focus Group Consultations
Focus Group Consultations

6 Focus Groups

Location
- 3 urban / 3 rural
- St. Paul (north) to Strathmore (south)

Average duration
- 80 minutes

Ethnic diversity
- miAGE
- Wing Kei

115 Albertans

Age
- 55-64 years 32%
- 65-74 years 32%
- 75-84 years 30%
- ≥ 85 years 6%

Housing
- Own home 67%
- Apartment/condo 25%
- Supportive housing 8%
Nine Areas [Abbreviated] Discussed

1. Major issues facing seniors’ services in next 10 years?
2. Services needed to remain healthy in the community?
3. What does a healthier population mean for future services?
4. What does increased cultural diversity mean for future services?
5. What does expanded use of technology mean for future services?
6. Ideal services?
7. Essential services?
8. Roles of individuals, communities and government in services?
9. Funding seniors’ services?
Focus Group Results
Healthy Senior Population: a valuable resource

Important Supporting Services

- Accessible vision, dental & hearing services
- Aging transition education
- System navigation
- Accessible thorough primary care
- Connection & participation opportunities
- Physical activity & fitness opportunities
- Home Supports (housekeeping, yard, maintenance, adaptations)
- Affordable transportation
- Regular driving assessments
<table>
<thead>
<tr>
<th>Major Issues Identified: 15</th>
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<tbody>
<tr>
<td>Social isolation</td>
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<tr>
<td>Ageism</td>
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<td>Insufficient home support services</td>
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<td>Insufficient knowledgeable service providers</td>
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<tr>
<td>Mental health challenges</td>
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<tr>
<td>Dementia / Alzheimer disease</td>
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<tr>
<td>Medication costs</td>
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<td>Vision, dental, hearing services costs</td>
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<td>Rural access to health care</td>
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<td>Unaffordable &amp; inaccessible transportation</td>
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<td>Assistance with finances from trusted family members, friends, organizations</td>
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<td>Few family caregiver supports</td>
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<td>Lack of awareness of services</td>
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<td>Effective end of life care</td>
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<td>Challenges with Medical Assistance In Dying</td>
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Essential Services Identified: 10

- Accessible, comprehensive, integrated health services
- Culturally, linguistically & religiously sensitive services
- Affordable & accessible housing
- Home support services
- Income security – Guaranteed living income
- Transportation
- Social / psychological supports
- Social connection / recreation opportunities
- Family caregiver assistance, equipping & financial support
- Ongoing learning opportunities
Implications of Increased Diversity

- Enriching & challenging
- Rich opportunities to learn about each other
- More English classes needed
- Diversity in language, religion, food, culture
- Education to promote cultural competence of service providers
- Integration into existing communities versus formation of new communities (maintaining unique strengths)
### Implications of Expanded Technology Use

<table>
<thead>
<tr>
<th>Opportunities for efficient communication / information access</th>
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<tr>
<td>Innovations in medical technology</td>
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<tr>
<td>Innovations to support independence</td>
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<tr>
<td>New devices to monitor health</td>
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<td>Continuity of care improved: improved health record access</td>
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<td>More online contact BUT less face-to-face contact</td>
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<tr>
<td>Infrastructure upgrades needed to accommodate demand</td>
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<tr>
<td>Isolation of those who cannot afford or are uncomfortable with technology</td>
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<td>Vulnerable people susceptible to fraud/abuse</td>
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Roles: Individual, Community, Government

- Shared responsibility
- Cost sharing according to means
- Community-Government matching funds
- Collaboration among agencies / sectors
- Individual engagement & participation as able
- Community engagement & participation
- Individual peer support
- Means for seniors voices to be heard
- Online seniors advocacy
- Neighbors helping each other
Accountability

- Government accountability for use of funds
- Better projection of supply and demand
- Efficient resource allocation
- Measuring performance and outcomes
- Independent agency to investigate & bring remedy
- Oversight that is unrestricted and publicly accessible
- Transparency with government service providers
- Auditor General should have unlimited access
- Consumer protection standards
Grey Literature Review
Grey Literature Review:
Addressing Alberta Seniors’ Issues and Challenges

Guiding Question:
• What are the issues and challenges facing seniors in Alberta as they age, and what recommendations are being made to address them?

Criteria for Included Sources:
• Addressed needs of Albertans ≥ 65 years
• Grey literature rather than academic sources
• Readily available online
• Developed or published from 2015 - present

Sources
• 46 government or non-government organization reports
### Grey Literature Review: Topics

<table>
<thead>
<tr>
<th>Section</th>
<th>Topics</th>
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<tbody>
<tr>
<td><strong>Aging in Community</strong></td>
<td>Community supports &amp; services, social isolation, ageism, access to resources, transportation, mobility and physical access, housing, rural seniors concerns</td>
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<tr>
<td><strong>Income and Finances</strong></td>
<td>Constraints and how to address them</td>
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<td><strong>Care Challenges</strong></td>
<td>Family / friend caregivers, elder abuse, health care, continuing care, medication management, medical assistance in dying</td>
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<td><strong>Dementia</strong></td>
<td>Approaches to improve dementia care; Provincial Dementia Strategy and Action Plan</td>
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<td><strong>Marginalized Seniors</strong></td>
<td>Needs of immigrant, indigenous and LGBTQ2S+ seniors</td>
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<tr>
<td><strong>Technology</strong></td>
<td>Barriers to use by seniors AND ways technology can enhance day-to-day lives</td>
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<tr>
<td><strong>Human Resources</strong></td>
<td>Need for increased, diverse, skilled and educated workforce to meet the growing demand for services</td>
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