



ALBERTA ASSOCIATION
ON GERONTOLOGY

Improving the Lives of Older Albertans

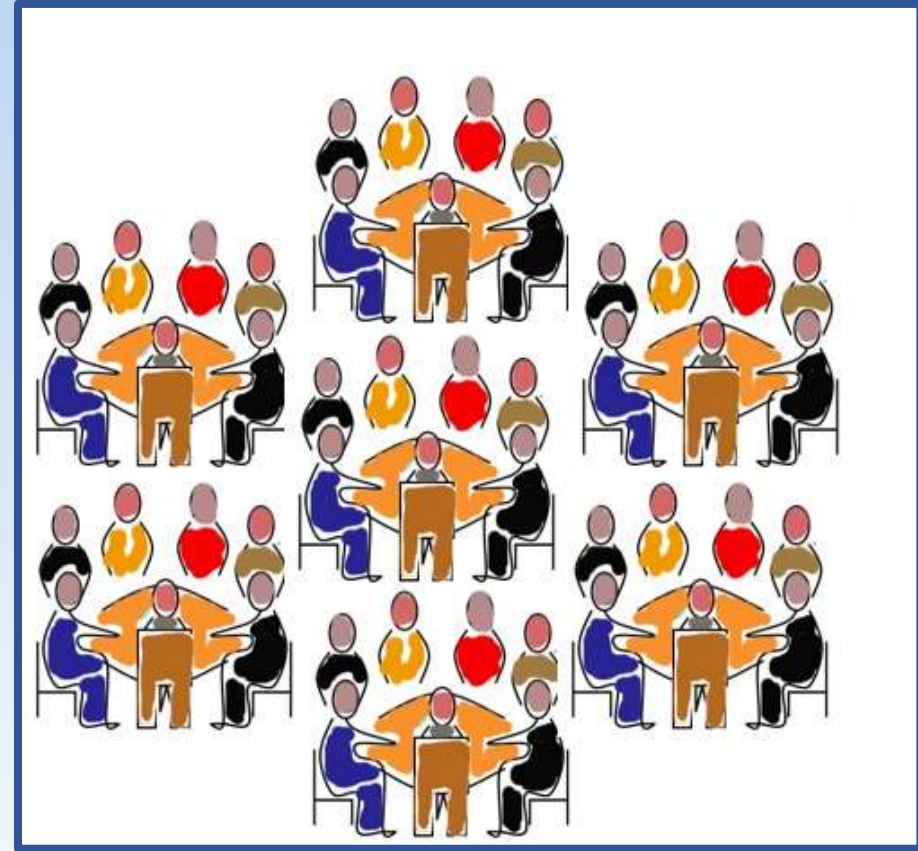
Status, Gaps and Issues of Current Senior's Services in Alberta

Presentation to 2030 Vision for Seniors Symposium, November 14 2019

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AAG Calgary Chapter President

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%

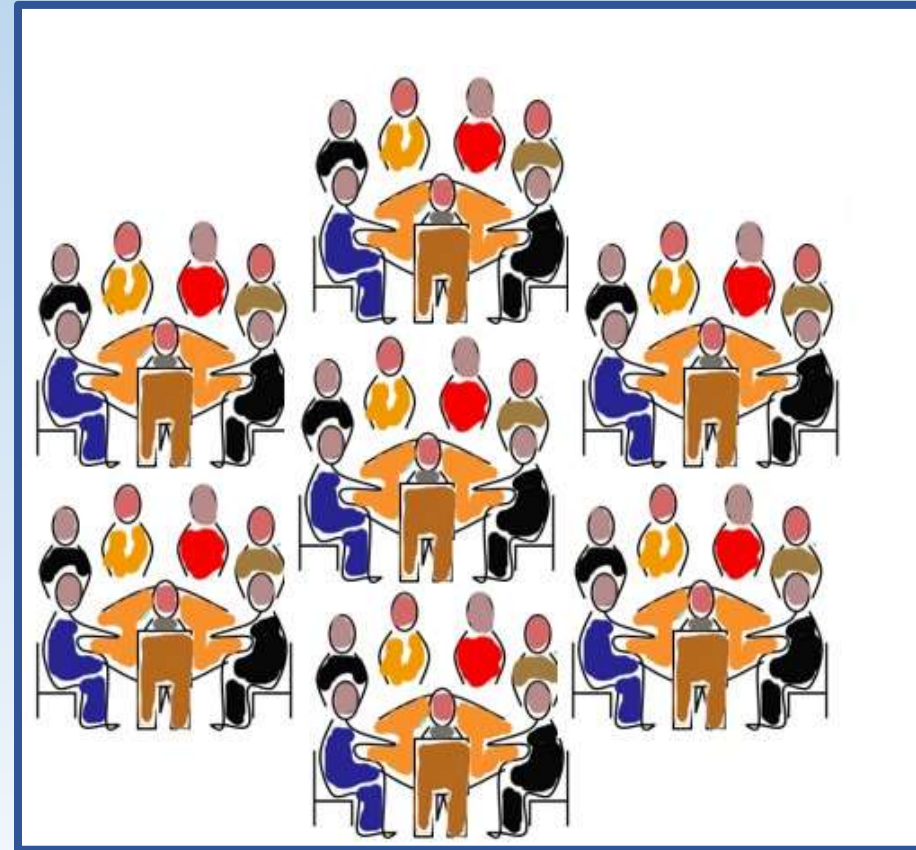
Housing

- 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?

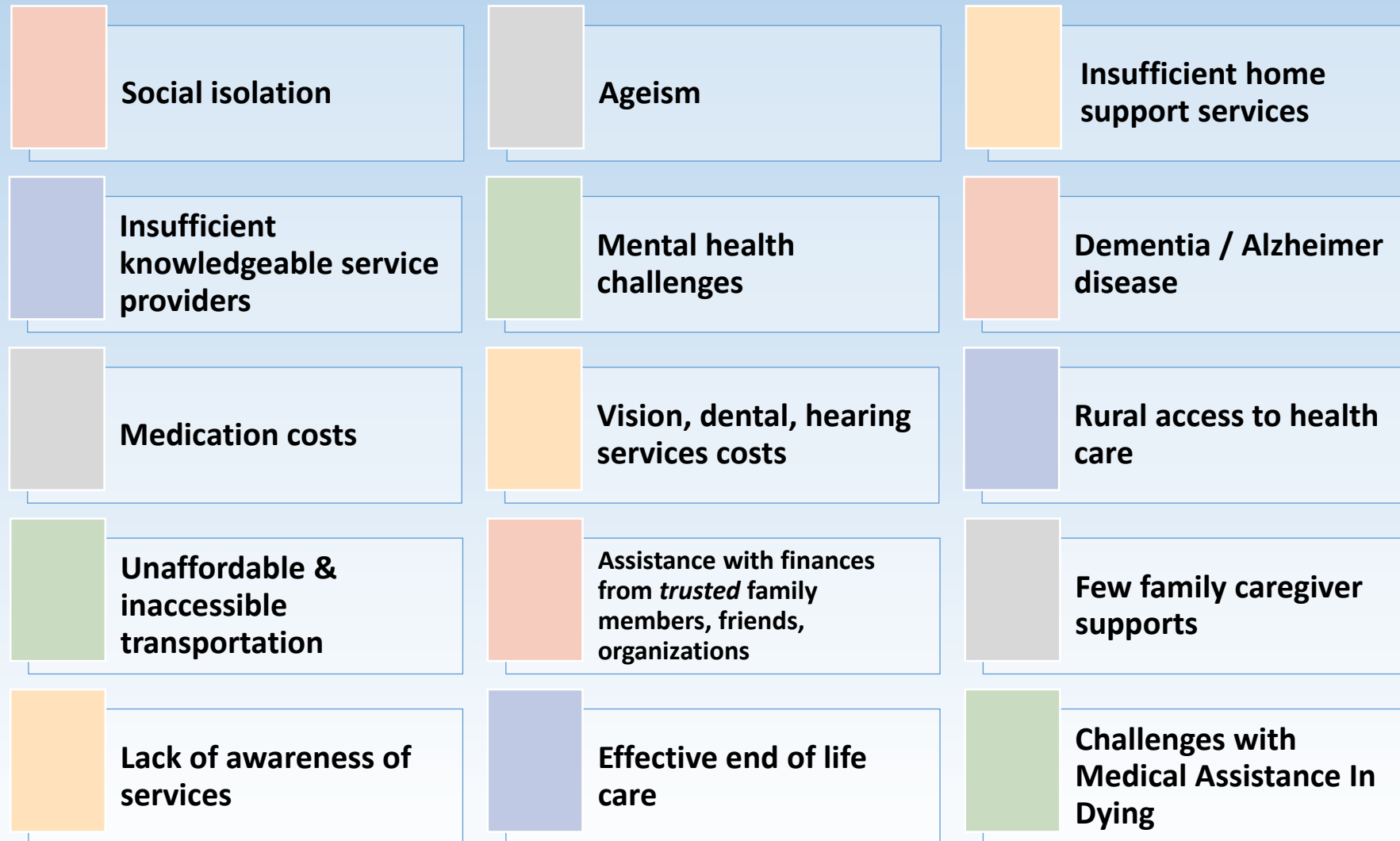
Focus Group Results



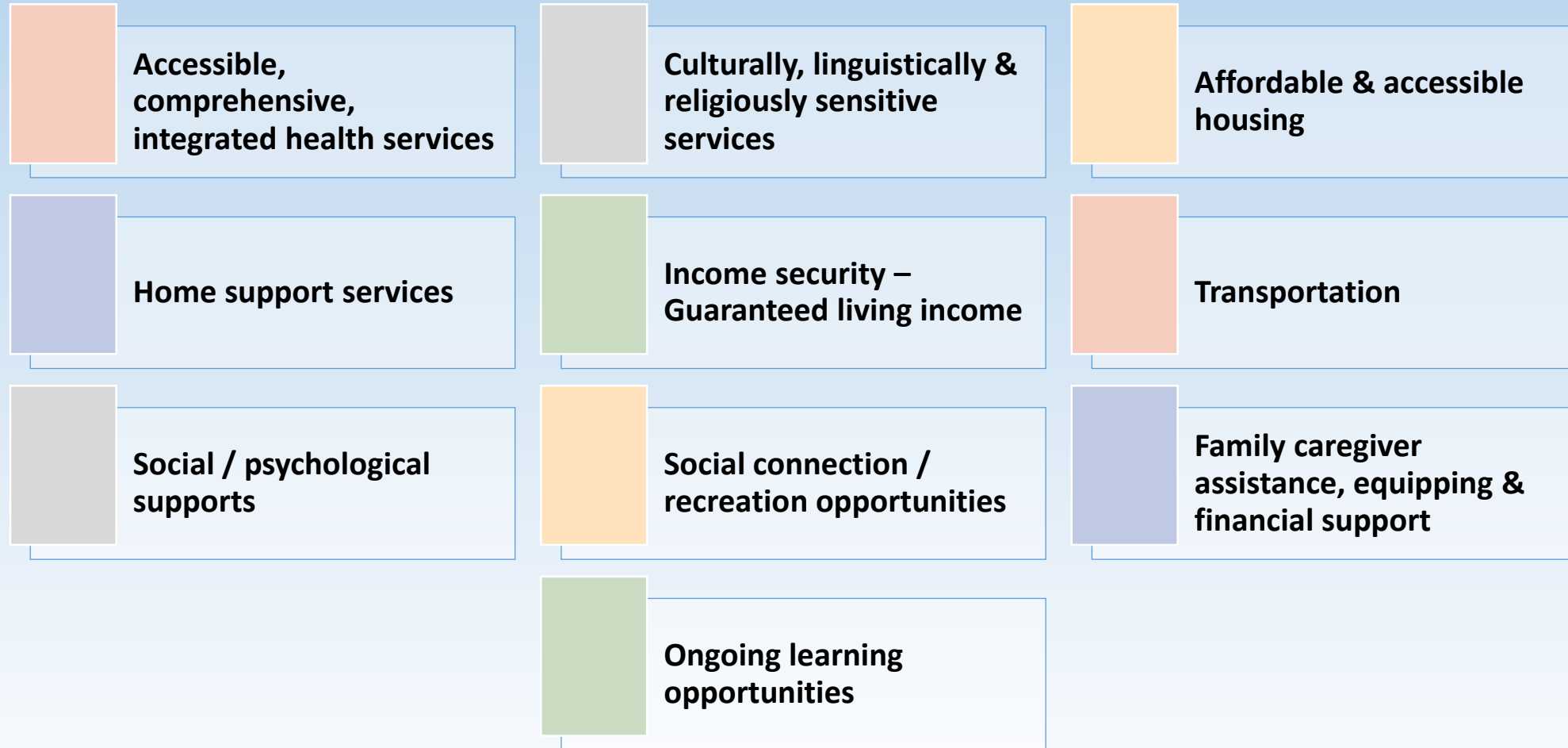
Healthy Senior Population: a valuable resource



Major Issues Identified: 15



Essential Services Identified: 10



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

Opportunities for efficient communication / information access

Innovations in medical technology

Innovations to support independence

New devices to monitor health

Continuity of care improved: improved health record access

More online contact BUT less face-to-face contact

Infrastructure upgrades needed to accommodate demand

Isolation of those who cannot afford or are uncomfortable with technology

Vulnerable people susceptible to fraud/abuse

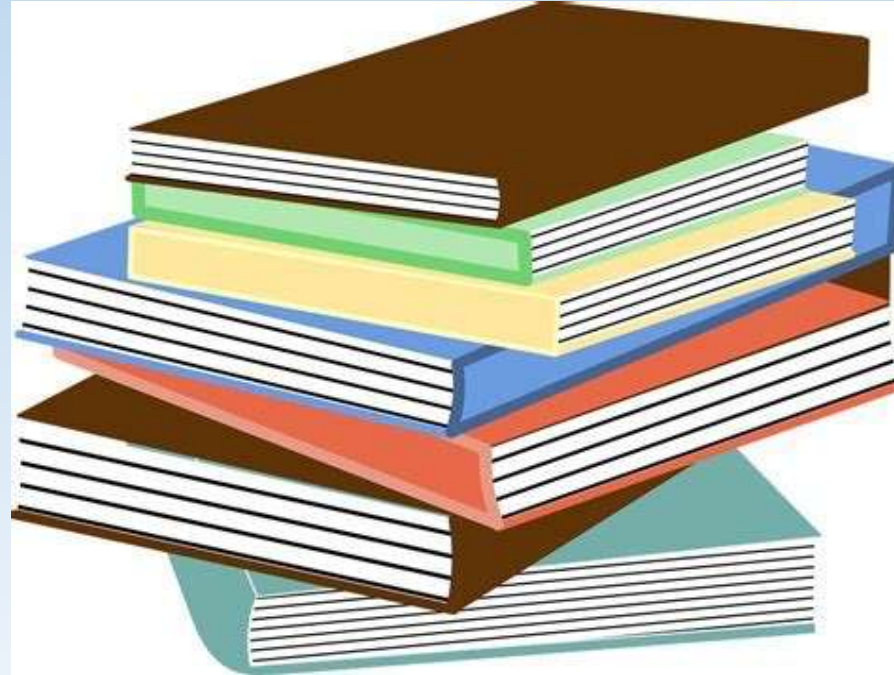
Roles: Individual, Community, Government

- 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 \geq 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

Aging in Community

- Community supports & services, social isolation, ageism, access to resources, transportation, mobility and physical access, housing, rural seniors concerns

Income and Finances

- Constraints and how to address them

Care Challenges

- Family / friend caregivers, elder abuse, health care, continuing care, medication management, medical assistance in dying

Dementia

- Approaches to improve dementia care; Provincial Dementia Strategy and Action Plan

Marginalized Seniors

- Needs of immigrant, indigenous and LGBTQ2S+ seniors

Technology

- Barriers to use by seniors AND ways technology can enhance day-to-day lives

Human Resources

- Need for increased, diverse, skilled and educated workforce to meet the growing demand for services