
Addressing social isolation among immigrant and refugee seniors
Environmental scan of programs and services in Canada

JUNE 2017

Recommended citation:

Johnson, C.S., Bacsu, J., McIntosh, T., Jeffery, B., & Novik, N. (2017). Addressing social isolation among immigrant and refugee seniors: Environmental scan of programs and services in Canada. Regina, SK: Saskatchewan Population Health and Evaluation Research Unit, University of Regina and University of Saskatchewan. http://www.spheru.ca/publications/files/SI_NIRS%20Programs%20Scan_18June2017final.pdf

Table of Contents

1. Introduction	1
2. Methods	1
3. Summary of Findings	3
4. Limitations	6
5. Next Steps	7
6. Appendix I: Programs and Services	9
6.1 Alberta	9
Calgary Chinese Elderly Citizen's Association Services	10
Community Initiatives for Immigrant Seniors Program	11
Grandma's Kitchen	12
ISP Seniors Program	13
Multicultural Seniors Outreach Program	14
PEGASIS: Community Connections through EAL for Immigrant Seniors	15
Reducing Isolation among Immigrant and Refugee Seniors	16
Senior Connections Program	17
6.2 British Columbia	18
Breaking Isolation	19
E-Hub and Brochure Project	20
Inter Cultural Online Health Network (iCON)	21
MOSIAC Seniors Club	22
Removing Barriers to Social Isolation	23
Seniors.....	24
Seniors Program.....	25
Seniors Quality of Life Outreach Project	26
Seniors: Sampaguita and 55+sers	27
Seniors Together Program	28

South Asian Seniors Support Program.....	29
South Vancouver Seniors Hub	30
6.3 Manitoba	31
Entry Program for Older Adult Immigrants	32
6.4 Newfoundland.....	33
Seniors Programs	34
6.5 Nova Scotia.....	35
Immigrant Seniors Network.....	36
6.6 Ontario	37
Creating Community for Isolated Ethno-Cultural Seniors	38
Ethno-Cultural Seniors Programs and Services	39
Multicultural Seniors Outreach Program.....	40
Newcomer Connections for Senior Caregivers - A Project of ENRICHES Initiative	41
Newcomer Elderly Outreach.....	42
Newcomer Seniors Centre	43
Seniors.....	44
Senior Centered ESL Program	45
Seniors Groups.....	46
Seniors: Looking for Social and Peer Support.....	47
Seniors' Programs	48
Seniors Program- Supporting Social Participation and Inclusion of Immigrant Seniors	49
Seniors Support Program.....	50
Tibetan Senior Program	51
6.7 Quebec.....	52
Immigrant Seniors Network.....	53
Seniors' Mobile Legal Clinic	54
6.8 Saskatchewan	55
Activegray	56
7. Appendix II: Program & Services with Missing Information	57
8. Appendix III: Quebec Immigrant & Refugee Organizations	59

Addressing social isolation among immigrant and refugee seniors

Environmental Scan of programs and services in Canada

1. INTRODUCTION

Canada is a multicultural society with a growing immigrant and refugee population. With the waves of immigrants, the fabric of Canada has become increasingly ethnically, religiously, linguistically, and culturally diverse. In 2011, 21% of the total Canadian population was foreign-born with a projected increase to 40% in 2055. Among seniors, 30% were foreign-born, compared to 21% of the total population. Immigrant and refugee seniors face unique challenges which make them a vulnerable population. Compared to Canadian seniors, immigrant and refugee seniors are more likely to live in poverty, face language barriers, have poorer health in both perceived health status and chronic diseases, and experience challenges in accessing services.

The process of migration, settlement, and integration of these seniors is unique and influenced by many factors such as age, socio-economic status, context prior to migration, reasons for relocation, availability of and access to appropriate supports, and the level and nature of integration desired. There are many cultural, language, social, and economic barriers faced by recent immigrant and refugees during the settlement and integration process.

Social isolation is an objective state and is commonly defined as a low quantity and quality of contact with others. It is regarded as an indicator of healthy aging, however an increasing number of seniors and particularly immigrant and refugee seniors are at risk of being socially isolated. Immigrant and refugee seniors are at a greater risk of social isolation because of risk factors such as cultural and language differences, racism and discrimination, poverty, limited accesses to transportation, and lack of settlement services.

Social isolation is a reality experienced by many seniors and particularly immigrant and refugee seniors. Even though it is not easy to recognize, it has significant health, social, and economic consequences. The Government of Canada has taken an active interest in the issue of social isolation as have provincial governments. At the community level, several organizations individually and in partnerships, have been actively engaged in offering programs and services to seniors at risk for social isolation.

2. PURPOSE

This environmental scan provides an overview of the programs and services at the national, provincial, and community level, developed and delivered individually or in partnership, to prevent or reduce social isolation for immigrant and refugee seniors in Canada.

3. METHODS

An online search of federal, provincial, territorial, and community-based programs and services for immigrant and refugee seniors was conducted. Inclusion criteria focused on programs and services specifically targeting immigrants and refugee seniors, delivered in Canada, described in English, with sufficient informational detail online, where social isolation was a component, and it was offered during the scan's timeframe of 2002-2017. Exclusion criteria focused on programs and services with incomplete information in English online, not specific to immigrants and/or refugee seniors, not relating to social isolation, not delivered in Canada, and not within the timeframe.

The search was completed using combinations of different key terms and phrases, including: immigrant, refugee, newcomer, senior, older adult, social isolation, social inclusion, culture, cultural, and language. The scan employed a broad interpretation of programs and services to include innovative and non-traditional strategies, activities, and support. Online resources from the New Horizon's for Seniors Program, Federal, Provincial, and Territorial (F/P/T) Forum of Ministers Responsible for Seniors and the National Seniors Council of Canada were reviewed, in addition to the New Horizon's for Seniors Pan Canadian Projects, Community Based Projects, and Approved Navigator Pilot Projects. Programs and services offered by settlement agencies were reviewed as were programs and services identified by searching community based resource lists of programs and services to prevent social isolation among seniors.

Resources were then analyzed by extracting data about the location of the program, organization responsible, organization's background, target audience, goals of the program, description of the program, notable features of the service provided, and contact information. Appendix II includes a list of the programs and services excluded because of incomplete information. Appendix II, however, highlights the potential diversity and geographic distribution of programs and services to address social isolation among immigrant and refugee seniors .

Appendix I includes the programs and services to address social isolation identified in the environmental scan for immigrant and refugee seniors in Canada. The scan is arranged alphabetically by province and then alphabetically by the title of the program or service.

3. SUMMARY OF FINDINGS

The purpose of this environmental scan was to provide an overview of programs and services developed and delivered individually or in partnership to prevent or reduce social isolation for immigrant and refugee seniors in Canada. It provides valuable insight into the organizational capacity and community resources currently available to support immigrant and refugee seniors in Canada.

A total of 64 programs and services were initially reviewed and after the final review, a total of 40 programs and services were included in the environmental scan. The excluded programs and services, although listed as providing support for social isolation, did not provide sufficient information (e.g., program description, and/or contact information) online.

The geographic distribution of the 40 programs and services identified in this environmental scan included 14 in Ontario, 12 in British Columbia, 8 in Alberta, 2 in Quebec, and 1 each in Manitoba, Newfoundland, Nova Scotia, and Saskatchewan. Consistent with the exclusion criteria, no programs or services were identified for immigrant and refugee seniors in Prince Edward Island or New Brunswick, or any of the territories in Canada. The majority of the programs and services were offered in large, urban centers such as Toronto, Vancouver, and Calgary.

Table 1: Geographic Distribution of Programs and Services

Province/Territory	Program/Service
Alberta	8
British Columbia	12
Manitoba	1
New Brunswick	-
Newfoundland	1
North West Territories	-
Nova Scotia	1
Nunavut	-
Prince Edward Island	-
Ontario	14
Quebec	2
Saskatchewan	1
Yukon	-

The majority of service and program providers offered a range of supports to build social networks and promote social inclusion. A few of the providers worked in partnership with other organizations to support newcomer seniors. The programs and services offered for immigrant and refugee seniors included the following:

- ❖ **English language training:** Programs or sessions that provided English as a Second Language (ESL) training. Many programs included activities that incorporate listening, speaking, reading, and writing in the English Language.
- ❖ **Conversation sessions:** Provided opportunities to practice and engage in speaking conversational English, conversing with others, and sharing information.
- ❖ **Settlement services:** Offered assistance with translational services, filling out forms and applications, finding a job or educational training, and providing community information such as housing or healthcare.
- ❖ **Social support:** Provided relationship-building opportunities to meet people and develop social networks to help reduce the risk of social isolation.
- ❖ **Computer classes:** Computer training that provided education on using a computer, accessing the Internet, using search engines, working with email, and other applications.
- ❖ **Information and education:** Provided information and education through in-person sessions, telephone numbers, or online websites, manuals, modules, or webinars on different topics such as accessing available resources, elder abuse, family violence, legal issues, finance, healthcare, and navigating government systems.
- ❖ **Wellness activities:** Offered activities such as exercise classes, cultural activities, dancing, or cooking lessons to support physical well-being.
- ❖ **Emotional support:** Offered support groups and counseling sessions with specialization in issues relating to immigrant and refugee seniors. Sometimes programs offered one-on-one support and counselling tailored to the specific needs of the individual.
- ❖ **Volunteer activities:** Facilitated opportunities to promote civic engagement, participation, and volunteering within the community through social events and special projects.

The most common programs and services provided support for English Language training, settlement services, social support, computer classes, and information and education on accessing available resources. Several of the programs and services provided opportunities to meet people and build friendships to prevent social isolation. Many of the programs incorporated wellness activities such as exercise to support physical health.

Some of the less common services provided included one-on-one counseling tailored to the needs of the individual with specialization in issues relating to immigrant and refugee seniors. Only a few providers offered mental health or depression supports for immigrant seniors. A program discussed the need for trauma survivor counseling for refugee seniors. No programs or services specifically targeted newcomer seniors with health conditions, disabilities, and/or with hearing or visual impairments.

An important service gap was the lack of information and programming for immigrant and refugee seniors who were caregivers. Despite existing knowledge that senior immigrants and refugees are often burdened with care giving tasks, few resources were focused on caregivers. Additional research is necessary to explore the program and service needs of senior immigrant and refugee caregivers.

Some of the notable and innovative features identified in the programs and services included rotating programs based on seniors' interest; developing activities with immigrant and refugee seniors' input; having programs at multiple locations to increase accessibility; including refreshments with the programs; incorporating peer mentorship among seniors; providing resources and programs in languages other than English; and offering the programs and services free of charge when possible.

Other notable types of support included transportation assistance to facilitate participation in activities. Some organizations provided light lunches and snacks to support engagement in the programs. In addition, some providers engaged in outreach activities to foster social support and reduce the risk of isolation through telephone calls, and home and hospital visits for immigrant and refugee seniors.

Technology appeared to play an important role in outreach, social support, and sharing knowledge and information. Some organizations used online webcasts, webinars, forums, online pamphlets, reports, and posters to share information in different languages. Technology such as telephones and internet provided opportunities for social engagement and outreach to those who were unable to leave their homes. Another technological innovation included using teleconferences to provide social support for multiple seniors at one time. In the future, it

appears that technology will play an increasing role in overcoming barriers of limited physical mobility, inadequate public transportation, and geographical challenges.

Another innovative feature a few of the programs incorporated was intergenerational interaction between older adults and younger generations. A program included outdoor gardening activities to support intergenerational interaction to build social networks. Some programs provided orientation to life in their new community through field trips and excursions. An organization provided field trips to practice English while shopping for food at the grocery store, and cooking lessons to practice English. Another organization provided English language training to support the literacy side of healthcare such as reading and following directions on a prescription label. A few programs included opportunities to volunteer within the communities through social events and special projects.

A few organizations targeted resources towards a specific linguistic or cultural group such as South Asian or Chinese seniors. Some providers also offered their resources and services in a range of languages, and employed multilingual staff. However, this level of multilingual support was often geographically limited to the large urban centres such as Toronto, Calgary, Edmonton, and Vancouver.

Service and program gaps were found for immigrant and refugee seniors living in rural and remote communities. No programs or services were identified in these areas, suggesting that newcomer seniors would be relatively disadvantaged compared to those residing in urban centers. Further investigation is required to examine the needs of immigrant and refugee seniors living in rural and remote communities.

4. LIMITATIONS

The findings of this scan are based on the search of English language websites and online resources. It is likely that some programs and services were not identified in this scan. In particular, organizations without websites or online resources would likely have been excluded. A total of 24 programs and services were not included in the main scan due to missing information such as no website, program information, and/or contact information to acquire the necessary details for analysis. A list of the programs and services with missing information is provided in Appendix II.

In addition, this environmental scan only included resources in the English language, and it is likely that programs and services in Quebec and New Brunswick were excluded. In Quebec, a total of 32 programs and services for immigrants and refugees were excluded during the

preliminary screening since the information was not provided in English (Appendix III). It is unclear how many of these agencies had social isolation programs specifically targeting new immigrant and refugee seniors. This limited program information in English may be problematic as Quebec's English-speaking senior population contains a much higher proportion of immigrants and of visible minorities than the French-speaking senior population in Quebec.

This scan was completed in May 2017, which offers a snapshot of the existing programs and services available at that time. We are unable to comment on the sustainability of these programs and initiatives into the future.

Lastly, based on the information from the websites and online sources, we cannot comment on the effectiveness or reach of any of the programs (or their 'value for money'). As such, further evaluation research is needed to assess whether various initiatives prove to be successful and the factors contributing to the success or failure of the initiatives.

5. NEXT STEPS

A total of 40 programs and services offering programs to address social isolation among immigrant and refugee seniors were identified. Many of the organizations provided activities that shared similar goals and objectives related to social inclusion. Partnerships and collaboration among the providers could help to address the service gaps and strengthen existing programming and services for newcomer seniors. Many of the programs were financially supported by limited grants and government funding. Increased collaboration between the providers could strengthen coordination for capacity-building and sustainability to support programs and services for newcomer seniors over time. In moving forward, it is recommended that an online resource or guide be maintained with current information on available programs and services to support simplified access of information for newcomer seniors.

APPENDICES

6. APPENDIX I: PROGRAMS AND SERVICES

6.1 ALBERTA

Programs and Services for New and Immigrant Refugee Seniors

Calgary Chinese Elderly Citizen's Association Services

Location: Calgary, AB

Organization: Calgary Chinese Elderly Citizen's Association

Background: Calgary Chinese Elderly Citizen's Association is a non-profit social service organization that has been serving immigrants and Chinese seniors since 1985.

Target population: Chinese seniors and new immigrants

Goals:

Build a strong and supportive Chinese community

- in strengthening community capacity and impact
- in enhancing social inclusion
- in facilitating civic engagement
- in reducing social exclusion

Description: Programs provide a variety of services including educational enhancement (e.g., ESL classes, Chinese dance, Cantonese Opera), computer classes, social support, and recreational opportunities.

Notable features:

- Offers programs in three languages including Cantonese, Mandarin, and English and a 'chopsticks on wheels' program.

More information:

Telephone: 1 (403) 269-6122

Email: cceca@cceca.ca

Website: <http://cceca.ca/english/service.html>

Community Initiatives for Immigrant Seniors Program

Location: Calgary, AB

Organization: Immigrant Services Calgary

Background: Immigrant Services Calgary is committed to being a comprehensive settlement agency working with immigrants and their families to make Canada home.

Target population: Immigrant and refugee seniors

Goals:

- To support immigrant and refugee seniors in adapting to Canadian life and encourage civic participation and social inclusion.

Description: This program is specifically designed for immigrant and refugee seniors. It helps older adults adjust to their new life while promoting civic participation and social inclusion.

Notable features:

- Offers newcomer support in more than 70 different languages, including Amharic, Arabic, Cantonese, Dari, Dinka, Farsi, French, German, Hindi, Korean, Oromo, Mandarin, Pashto, Polish, Punjabi, Russian, Somali, Spanish, Swahili, Tigrigna, Urdu, Vietnamese, and Ukrainian.

More information:

Telephone: 1 (403) 265-1120

Email: info@immigrantservicescalgary.ca

Website: <http://www.immigrantservicescalgary.ca/how-can-we-help/newcomer-support>

Grandma's Kitchen

Location: Calgary, AB

Organization: Calgary Immigrant Women's Association

Background: Calgary Immigrant Women's Association (CIWA) is a non-profit organization established in 1982 as a registered charity. CIWA is a culturally diverse settlement agency that recognizes and focuses on the unique concerns and needs of immigrant and refugee women, and their families, including seniors.

Target population: Immigrant and refugee women, 55+ years

Goals:

- To support senior immigrant women in Calgary who are at risk for social isolation due to language and cultural barriers; and
- To provide opportunities for creating social networks and offer English conversational practice.

Description: This project assists isolated senior immigrant women to effectively communicate and contribute their skills to their communities. Through this program, senior immigrant women make new friends, study English, learn multicultural recipes, and share ideas.

Notable features:

- Program focuses on self-esteem, healthy living, and adapting to life in Canada.

More information

Telephone: 1 (403)263-4414

Email: reception@ciwa-online.com

Website: <http://www.ciwa-online.com/our-services/family-services/grandmas-kitchen>

ISP Seniors Program

Location: Edmonton,

Organization: ASSIST Community Services Centre

Background: Since 1977, the ASSIST Community Services Centre has been working to provide diversified services to Canadian immigrants and helping them to integrate into mainstream society.

Target population: Immigrant seniors, age 60 + years

Goals:

- To build an age-friendly environment for immigrant seniors to acquire new skills and knowledge; and
- To assist those who strive to live an independent, safe, and healthy life.

Description: This program is specifically designed for immigrant seniors who are 60 years of age and it offers informative workshops, cultural and recreational opportunities, computer literacy classes, learning English in a cooking class, and bus tours to the super market and learning English at the same time.

Notable features:

- Offers newcomer support in various languages such as Arabic, English, German, Gujarati, Hindi, Korean, Mandarin, Kakwa, Punjabi, Russian, Tagalog, and Urdu.

More information:

Telephone: 1 (780) 429-3111

Email: info@assistcsc.org

Website: <http://assistcsc.org/en/family-services-en/senior-program-en.html>

Multicultural Seniors Outreach Program

Location: Edmonton

Organization: Multicultural Health Brokers Co-operative and Seniors Association of Greater Edmonton

Background: This program is a partnership between the Multicultural Health Brokers Co-operative and the Seniors Association of Greater Edmonton. It began in 2006 to provide collaborative care and community development initiatives to serve isolated, at-risk immigrant and refugee seniors.

Target population: Immigrant seniors, 55+ years. Focus within the Kurdish, Korean, former Yugoslavian, Spanish-speaking and Eritrean communities. Program has expanded to include seniors from Iraq, Somalia, and other Eastern European countries.

Goals:

- To support immigrant seniors' social networks and prevent social isolation;
- To enhance access to resources and capacity building among immigrant seniors;
- To support immigrant seniors involvement in advocacy and policy-making (e.g., housing, transportation); and
- To encourage coalition building and create networking opportunities across the province.

Description: The program's individual and family supports enhance immigrant seniors' capacity to access resources and to broaden their social networks. Examples of supports include: collaborative case management with social workers; functional ESL classes; collective kitchens; urban gardening; and other community development projects.

Notable features:

- Facilitates opportunities for seniors to voice their interests and influence policy.
 - Key policy issues include income security, housing, employment, and transportation.

More information:

Telephone: 1 (780) 423-1973

Email: yvonnechiu@shaw.ca

Website: <http://mchb.org/programs/seniors-outreach/>

PEGASIS: Community Connections through EAL for Immigrant Seniors

Location: Edmonton, AB

Organization: Edmonton Mennonite Centre for Newcomers

Background: The Edmonton Mennonite Centre for Newcomers, as part of the PEGASIS New Horizons for Seniors Program, works to create communities where seniors feel valued, respected, and can safely participate in society. Program focuses on reducing social isolation among newcomer seniors in Edmonton by improving their English language skills through a facilitated community engagement approach.

Target population: Immigrant and refugee seniors

Goals:

- To increase social connections for isolated, immigrant and refugee seniors by providing access to English as an Alternative Language (EAL) classes, information, and assistance with integration into the new culture.

Description: The Community Connections through English as an Additional Language (EAL) for Immigrant Seniors project provides volunteer-supported EAL sessions that help newcomer seniors with low resources to become more engaged and informed, and participate in recreational and intercultural activities.

Notable features:

- Provides volunteer-supported EAL sessions
- Volunteer community connectors work with partners to identify isolated seniors in various ethno-cultural communities.

More information:

Phone: 780-424-7709

Fax: 780-424-7736

Website: <http://emcn.ab.ca/>

Reducing Isolation Among Immigrant and Refugee Seniors

Location: Edmonton, AB

Organization: Multicultural Women and Seniors Services Association (MWSSA)

Background: The Multicultural Women and Senior Services Association is a non-profit, charitable organization that promotes successful integration and participation of newcomers in Canadian society. MWSSA's offers services and projects that reduce isolation including outreach and advocacy, educational classes, and social gatherings.

Target population: Immigrant and refugee seniors

Goals:

- To promote the well-being and self-reliance of immigrant seniors, especially those at risk to isolation, before crisis develop;
- To provide activities and services among immigrant seniors who are isolated because of social and physical barriers;
- To operate a facility that supports the program goals and is conveniently located and well-staffed for excellent service delivery; and
- To educate the South Asian community on building healthy relationships and support those who are experiencing family violence.

Description: To help immigrants such as older adults who have newly arrived and those in need of assistance, to integrate into Canadian society by providing education, counseling, and other support services.

Notable features:

- Outreach program includes home and hospital visits; assistance with shopping and meals-at-cost program for seniors.
- Information education on family violence.
- Drop in for information, referrals, and support.
- Translation services are available in Urdu, Hindi, Punjabi, and Bengali.

More information:

Telephone: 780-465-2992

Email: culture@mwssa.org

Website: <http://www.mwssa.org/>

Senior Connections Program

Location: Calgary

Organization: Calgary Catholic Immigration Services (CCIS)

Background: Calgary Catholic Immigration Society is a non-profit organization which provides settlement and integration services to all immigrants and refugees in Southern Alberta.

Target population: Immigrant and refugee seniors

Goals:

- To help immigrant seniors learn English, socialize and develop friendships, and learn about Canadian society and the Calgary community;
- To help newcomer seniors access resources in the community related to health, transportation, housing, finances, and more; and
- To connect immigrant seniors to other CCIS programs and other ethnic seniors groups.

Description: This program matches volunteer tutor hosts with immigrant seniors who want to learn basic English and/or improve their English language skills. Also, offers computer tutoring, multi-cultural events, legal and health workshops, and the literacy side of health (e.g., reading and following a prescription label).

Notable features:

- All services are developed with the input of immigrant seniors and ethnic seniors group.

More information:

Telephone: 1(403) 262.2006

Email: mchristensen@ccisab.ca

Website: <https://www.ccisab.ca/>

**6.2 BRITISH COLUMBIA:
Programs and Services for New and Immigrant Refugee Seniors**

Breaking Isolation: Engaging and Empowering Immigrant Seniors in Metro Vancouver

Location: Vancouver, BC

Organization: Seniors First BC (Formerly known as BC Centre for Elder Advocacy and Support)

Background: Seniors First BC works to raise awareness about elder abuse and to educate the public about the rights of older adults.

Target population: Immigrant seniors, age 50+ years

Goals:

- To stop social isolation and empower older adults by offering a supportive environment; and
- To increase awareness of community resources and knowledge about mistreatment of seniors.

Description: Offers workshops to break isolation and empower new immigrant seniors by meeting regularly with other older adults in a safe and supportive environment. Seniors learn about community resources and issues of mistreatment of older adults.

Notable features:

- Offers a senior's abuse and information telephone line.
- Provides a resource list of services and programs for immigrant seniors and elder abuse.

More Information:

Telephone: 1 (604) 732-0812

Website: <http://bcceas.ca/news/breaking-isolation-project/>

E-Hub and Brochure Project

Location: Vancouver, BC

Organization: Metro Vancouver Cross Cultural Seniors Network Society

Background: The society is collaboration of cross-cultural seniors (e.g., newcomers, immigrants, and Canadians) and senior-serving organizations in the Vancouver area.

Target population: Newcomer seniors

Goals:

- To connect with cross-cultural seniors and to strengthen the seniors' community;
- To enhance civic participation, engagement, and involvement of cross-cultural seniors;
- To support the inclusion of all voices in information, education, and advocacy;
- To increase access to information and services; and
- To share information and discuss issues that impact seniors.

Description: In 2013, the group received federal funding from the New Horizons for Seniors Project to create an E-Hub and brochures in 5 languages with information and resources for seniors. The 5 languages include English, Simplified Chinese, Vietnamese, Punjabi, and Spanish.

Notable features:

- Project has expanded to providing resources in over 5 different languages and now also includes French.
- Monthly meetings are held to engage seniors and discuss topics such as seniors outreach, challenges, and collaborative solutions.

More Information:

Email: vccsns@gmail.com

Website: <http://www.vccsns.org/>

Inter Cultural Online Health Network (iCON)

Location: Vancouver, BC

Organization: iCON is a partnership between the University of British Columbia's eHealth Strategy Office, local health professionals, community organizations, governments and health authorities.

Background: iCON has hosted 13 public health forums with Chinese- and Punjabi-speaking communities across British Columbia to provide language appropriate health information. Health professionals including doctors, pharmacists, nurses, and nutritionists from these communities have provided health education in ways that respect the communities' different cultures and needs. Over 7,500 people have attended these events live, with another 1,200 viewing webcasts of these events.

Target population: Chinese and Punjabi speaking seniors.

Goals:

- To improve the ability of patients to participate in their health care;
- To positively affect people's outlook on their own health and health of their community;
- To empower different groups of people including immigrant seniors;
- To increase usability of the internet for health improvement by displaying information in a familiar language and context, and using culturally relevant medicine; and
- To improve health outcomes for patients over time.

Description: iCON is a community engagement initiative that brings together health practitioners and community members to learn and share information about healthy aging, chronic disease prevention and management, including diabetes, heart disease, and mental wellness.

Notable features:

- Offers forums and print materials in different languages (e.g., Chinese and Punjabi) that address topics such as a South Asian health forum to support seniors' independence and healthy aging.
- Provides access to the recorded webcasts
- Uses different mediums to share information - posters, webcasts, workshops.

More information:

www.iconproject.org

MOSAIC Seniors Club

Location: Burnaby and Vancouver, BC

Organization: MOSAIC Seniors Club

Background: MOSAIC Seniors Club supports healthy aging and meaningful community participation of immigrant and refugee seniors aged 55 and above by offering free programs that address their integration and wellbeing in a holistic manner. Over 700 immigrant and refugee seniors have joined MOSAIC Seniors Club.

Target population: Immigrant and refugee seniors, age 55+ years

Goals:

- To support immigrant and refugee seniors in making friends, learning skills, and joining community events.

Description: The Seniors Club offers immigrant and refugee seniors aged 55 and up, several activities, including an English Conversation Circle, informational workshops, yoga classes, Tai Chi, knitting, computer workshops, cooking classes, and field trips.

Notable features:

- Programs offered free of charge.
- Club provides English classes, conversation groups, and chatting circles.
- Group activities (e.g., arts & crafts, yoga, sing-along and field trips) to break social isolation and increase general wellbeing.
- Health workshops tailored and responsive to the seniors' needs.
- Offer settlement counselling with specialization in issues relating to immigrant and refugee seniors.
- Provide one-on-one support tailored to the needs of each individual client.
- Rotates programs based on interest; schedule of events continually updated.

More information:

Telephone: 1 (604) 254 9626

Email: info@mosaicbc.org

Website: <https://www.mosaicbc.org/services/settlement/seniors/>

Removing Barriers to Social Isolation

Location: Nanaimo, BC

Organization: City of Nanaimo

Background: As part of its Age Friendly Initiative, the City of Nanaimo (British Columbia) sought to identify and remove barriers to social isolation for seniors in the community through the Age Friendly Initiative Project. While only a small number of socially-isolated senior immigrants were identified in the study, the authors speculate that referral agencies and others may have been hesitant to identify isolated immigrant seniors out of the fear that this could somehow jeopardize their immigration status.

Target population: Immigrant and refugee seniors

Goals:

- To develop an understanding of the extent of social isolation among recent Nanaimo settlers the City undertook the *Age Friendly Initiative Project*.

Description: This project was designed to identify and connect with isolated seniors, and in particular 1) newly retired and/or new to the community; and 2) of a multi-cultural background in the community.

The primary intent of the study was to work with isolated immigrant seniors to identify the ways in which the municipality and community groups can support and increase their participation in the life of their community.

Notable features:

- Worked in partnership to identify and support immigrant seniors to help develop strategies for social inclusion.

More information:

<https://www.nanaimo.ca/assets/Departments/Community~Planning/Publications~and~Forms/Removing%20Barriers%20to%20Social%20Isolation.pdf>

Seniors

Location: Richmond, BC

Organization: Richmond Multicultural Community Services

Background: Richmond Multicultural Community Services (RMCS) was originally founded as the Richmond Multicultural Concerns Society in 1985. RMCS began as an advocacy group to support newcomers facing barriers and challenges with settling in Richmond, as well as facing discrimination and racism.

Target population: Immigrant seniors

Goals:

- To assist newcomers with their initial settlement needs such as language development, and networking skills within the community; and
- To promote multiculturalism, diversity, and inclusiveness in Richmond.

Description: Informative workshops, yoga, singing, dancing, field trips, potluck lunches, and more. Programs provide seniors with information relating to basic English language and communication, health, personal safety, self-esteem, and awareness about the services available in the community.

Notable features:

- Offers seniors programs in three languages including Mandarin, Farsi, and Chai at Chaupal (Punjabi/ Hindi)

More information:

Website: <http://www.rmcs.bc.ca/seniors/>

Telephone: 1 (604) 279-7160

Seniors Program

Location: Vancouver, BC

Organization: Mount Pleasant Neighbourhood House (MPNH)

Background: Mount Pleasant Neighbourhood House is one of the oldest non-profit societies in the province. Their mandate is to make their neighbourhood a better place by connecting and supporting neighbours in the community.

Target population: Immigrant seniors with specific programs targeted to newly arrived mandarin speaking seniors, age 55+ years

Goals:

- To promote health and wellness, build supportive social relationships, and create cross-cultural understanding and harmony by providing a variety of organized activities for seniors from diverse backgrounds.

Description: MPNH offers a wide range of programs for seniors including a supper club, lunches, conversational English drop-in, settlement services, traditional Chinese games (e.g., Mah Jong), massage therapy, recreational line dancing, and seniors day at the mall.

Notable features:

- Organization offers training for their Neighbourly Together Outreach team which helps provide connections, information, and services to lonely or isolated seniors.
 - Some activities include Birthday parties, singing, and festive celebrations.
- Settlement program includes English Conversation Class, Life Skills Workshop, Orientation and Information Session, and Social Activities for mandarin speaker seniors 55+ who are newly arrived to Canada.
- A membership is required to participate in programs.
- There is a small fee for most services.

More information:

Website: <http://www.mpnh.org/>

Telephone: 604-879-8208

Email: info@mpnh.org

Seniors Quality of Life Outreach Project

Location: Vancouver, BC

Organization: S.U.C.C.E.S.S.

Background: This organization was founded in 1973 and incorporated in 1974 as a non-partisan and non-profit charitable organization. Initially founded to assist new Canadians of Chinese descent to overcome language and cultural barriers, S.U.C.C.E.S.S. has evolved into a multicultural, multi-service agency assisting people at all stages of their Canadian experience.

Target population: Chinese speaking immigrants, age 50+ years

Goals:

- To help seniors make new friends and promote mutual help among seniors;
- To assist seniors access to community resources and participate in the communities; and
- To help seniors adjust to new environment and integrate into Canadian society.

Description: Project offers social activities on a drop-in basis for Chinese-speaking immigrants ages 50 and over, residing in the City of Vancouver.

Notable features:

- Information workshops on seniors' issues, benefits, safety, housing, transportation, community resources, physical and mental wellness and cross-cultural sharing, etc.
- Healthy exercise, arts and crafts, and community visits.
- Birthday party, singing, and festive celebrations.

More information:

Website: <http://www.successbc.ca/eng/services/community-services/senior-services/621-seniors-quality-of-life-outreach-project>

Telephone: (604) 408-7274 ext 1083

Email: timothy.kwan@success.bc.ca

Seniors: Sampaguita and 55+ers

Location: Vancouver and Richmond BC

Organization: Multicultural Helping House Society – Newcomers Resource Center

Background: Following a series of tragic events involving new immigrants and live-in caregivers, ten friends banded together to found the Filipino Canadian Support Services Society (FCSSS). This organization expanded its community reach and became the Multicultural Helping House Society.

Target population: Immigrant seniors

Goals:

- To help seniors fully participate in the community, embrace diversity, and empower them to get involved and be leaders.

Description: Two programs at different locations. The Vancouver program provides information and addresses issues facing immigrant seniors and their families including gaining access to government and community services, and battling social isolation. It also provides information on transportation, finances, sponsorship, family relationships immigration, care giving, employment, estates and wills, recreation and health services.

The Richmond program focuses on health and wellness through workshops on healthy eating, exercise (e.g., zumba, dance, and Tai-Chi), mind games, music therapy, laughing yoga, team-building, leadership skills, and community outreach.

Notable features:

- Provides social events to form connections and networks in the community
- Offer members a chance to socialize, to learn, and continue to be productive members of society.

More information:

Website: https://www.helpinghouse.ca/?pahina=page_view&page_view=42

Seniors Together Program (STP)

Location: Burnaby, BC

Organization: Burnaby Neighbourhood House society

Background: Burnaby Neighbourhood House society is focused on making their neighborhood a better place to live by providing a warm and welcoming environment for people from diverse backgrounds. The society works to strengthen the community by developing innovative programs and services to meet the changing needs of a diverse population.

Target population: Immigrant seniors

Goals:

- To support social connections for seniors who may be isolated due to language and cultural barriers;
- To provide opportunities for participation in activities planned by other seniors; and
- To offer access to information on existing programs, supports, and services in the community.

Description: This is the first program specifically designed for Seniors at Burnaby Neighbourhood House. The program is organized by a culturally diverse group of women and men who have joined the seniors' planning committee. Through a partnership with the Burnaby Seniors Outreach Society, the committee members are building skills to provide leadership at the Neighbourhood House.

Seniors who may be isolated due to barriers such as language have an opportunity to connect with others, participate in activities planned by seniors, and have access to information on programs and services in the community.

The program includes various activities and welcomes seniors to enjoy friendship, food, and learning about resources in the community.

Notable features:

- Offers local transportation to and from program
- Provides Beginners ESL (Conversation) classes and educational classes
- Organizes social activities and information sessions with light lunch

More information: Visit <http://burnabynh.ca/>

Zelly Teferra, Seniors Together Coordinator at 604-431-0400

South Asian Seniors Support Program

Location: Surrey, BC

Organization: DIVERSEcity Community Resources Society

Background: DIVERSEcity Community Resources Society is a registered not for profit agency offering a wide range of services and programs to culturally diverse communities of the lower mainland in BC.

The South Asian Seniors Support Project was launched in 2007 to connect new immigrant seniors 55-plus with activities in Hindi, Punjabi, and Urdu.

Target population: South Asian immigrants, age 55+ years

Goals:

- To provide information and programs at senior centres to assist newcomer seniors in becoming self-sufficient;
- To help newcomer seniors keep active and socially connected; and
- To provide outreach and support services to immigrant/newcomer seniors to enhance their independence and speed up their integration into Canadian life.

Description: The South Asian Seniors Support Program provides support to newcomer South Asian seniors in Surrey and the surrounding area. The program offers a safe and friendly way for seniors to become connected through educational workshops and recreational programs, such as swimming and fitness.

Notable features:

- Project has grown to include exercise programs
- Also offer interpretation, childcare, snacks, and informs seniors about other programs and services in the neighborhood
- Advertises and promotes program through word of mouth by visiting temples

More information:

<http://www.dcrs.ca/>

South Vancouver Seniors Hub

Location: Vancouver, BC

Organization: South Vancouver Neighbourhood House

Background: South Vancouver Neighbourhood House is home to the South Vancouver Seniors Hub, a collaborative network of partnerships that addresses the needs of older adults in the community and the issues they face on a daily basis.

Seniors develop their capacity to guide and sustain the Hub using a community development approach that connects seniors and organizations at the neighbourhood level.

Target population: Seniors, includes special programs targeted towards South Asian and Chinese immigrants, age 50+ years

Goals:

- To support the independence and active participation of older adults in community life.

Description: Offers programs, referrals, services, and volunteer opportunities for seniors within the South Vancouver community. Programs include language classes, conversation circles, exercise and dance classes, bingo, crafts, blood pressure clinics, and seniors peer support, and visitor programs.

Notable features:

- Offers a course on Cantonese Wellness for Chinese immigrant seniors age 50+.
- Provides a program on South Asian Senior Women's Wellness which is held in Punjabi where women from the South Asian community can get together to socialize, exercise, and learn about health and wellness.
- Runs a seniors peer support program with friendly visits to homes and brief daily phone calls to isolated seniors living in the South Vancouver area.
- Offers a Better at Home program which strives to keep seniors independent in their own homes by providing non-medical assistance with day-to-day tasks

More information:

Website: <http://www.southvan.org/seniors/>

6.3 MANITOBA
Programs and Services for New and Immigrant Refugee Seniors

Entry Program for Older Adult Immigrants

Location: Winnipeg, MB

Organization: A & O Support Services for Older Adults

Background: A & O: Support Services for Older Adults is a not-for-profit organization that provides specialized services for older Manitobans across the province.

Target population: Newcomer seniors, age 55+ years

Goals:

- To empower and support older adults in the community; and
- To offer specialized programs and services that are accessible to older Manitobans that support and enhance their social, emotional, physical, intellectual and spiritual lives and promote active participation in all aspects of community life.

Description: Program provides English conversation circles, summer clubs for social interaction and recreation, and settlement services such as information on living in Canada, health and aging, Canadian laws and citizenship, housing and community information.

Notable features:

- Program is free of charge for all 55+ newcomers.
- Group meets at various times and locations throughout Winnipeg.

More information:

Telephone: 204-956-6440

E-mail: entry@aosupportservices.ca

Website: www.aosupportservices.ca

6.4 NEWFOUNDLAND
Programs and Services for New and Immigrant Refugee Seniors

Seniors Programs

Location: St. John's, Newfoundland

Organization: Multicultural Women's Organization of Newfoundland and Labrador

Background: Multicultural Women's Organization of Newfoundland and Labrador (MWONL) is a provincial based voluntary, non-profit organization for multicultural women and their families including seniors. MWONL was formed in 1982 after a conference concerning immigrant women in Toronto in March 1981.

Target population: Immigrant seniors

Goals:

- To support good health and wellbeing among immigrant seniors;
- To encourage seniors to participate in physical and social activities for healthy aging; and
- To provide opportunities to participate in enjoyable social and entertainment activities to prevent isolation.

Description: Program provides a range of activities for immigrant seniors including information sessions, summer and winter field trips, yoga, crafts, cooking, music, dance, drawing, movies, counseling, and social activities. They also provide information on elder abuse and cultural awareness.

Notable features:

- Provides winter and summer outings and field trips for newcomer seniors.

More information:

Telephone: 1 (709) 726-0321

Email: yamuna.kutty@bellaliant.net

Website: <https://www.mwonl.org/>

6.5 NOVA SCOTIA
Programs and Services for New and Immigrant Refugee Seniors

Immigrant Seniors Network

Location: Halifax, NS

Organization: African Diaspora Association of the Maritimes (ADAM)

Background: ADAM's mission is to encourage and foster successful participation and integration of members of the African Canadian Diaspora in educational, social, political, civic, and economic activities in Nova Scotia and in the Maritimes.

Members consist of individuals of African descent, non-African spouses of Africans, as well as individuals who support ADAM's mission.

Target population: Immigrant seniors

Goals:

- To develop an immigrant Seniors Network that facilitates volunteerism among seniors and other generations;
- To create linkages with service providers to increase senior's access to services; and
- To examine and capture indicators of positive aging achieved through volunteerism within immigrant elder's community.

Description: This program works to develop a social network for immigrant elders to enhance their access to services through the promotion of volunteerism.

Notable features:

- Program works to incorporate intergenerational volunteerism.
- Works to address newcomer seniors' challenges associated with language barriers.

More information:

Email: communication@adamns.ca

Website: <http://www.adamns.org/index.php/programs/logo-editing>

**6.6 ONTARIO:
Programs and Services for New and Immigrant Refugee Seniors**

Creating Community for Isolated Ethno-Cultural Seniors

Location: Ottawa, ON

Organization: Social Planning Council of Ottawa

Background: The Social Planning Council (SPC) of Ottawa has a strong record of successful multi-year collaborative projects with ethno-cultural groups, in which SPC has done the research and project management and the groups delivered the programs.

Target population: Immigrant seniors

Goals:

- To prevent social isolation and promote social networks for immigrant and ethno-cultural seniors by offering grants to support access to information, social opportunities, and recreational activities.

Description: This program works to reduce isolation for immigrant and ethno-cultural seniors, many of whom are also living on low income or with disabilities. Grassroots ethno-cultural groups who have strong contacts with these isolated seniors collaborate to provide culturally appropriate recreation, group volunteering and community events for their members to build strong social networks for sustainable peer support & well-being.

The Creating Community for Isolated Ethno-Cultural Seniors project will provide micro-grant funding (e.g., \$5,000-\$10,000) to ethno-cultural groups to provide information workshops, service navigation support, culturally appropriate recreation, group volunteering and community events to immigrant and ethno-cultural seniors in order to address social isolation and build strong social networks for sustainable peer support and well-being.

Notable features:

- Focuses on peer support to facilitate the sustainability of social networks among older adults.
- Provides small grants to promote innovative and sustainable programs for newcomer seniors.

More information:

<https://www.spcottawa.on.ca/>

Ethno-Cultural Seniors Programs and Services

Location: Toronto, ON

Organization: Rexdale Women's Centre

Background: The Rexdale Women's Centre is an independent, non-for-profit, voluntary agency that serves high-need newcomer women and their family members residing in the Greater Toronto Area.

Target population: Immigrant seniors

Goals:

- To prevent isolation among ethno-cultural seniors through providing access to community supports and activities.

Description: Provides programs and services for immigrant seniors from diverse cultural backgrounds. Services include fitness, computer training, civic engagement, social events, community forums, educational workshops, trips and excursions, and information on community resources.

Notable features:

- Provides many programs in different languages
- Includes groups from several different backgrounds such as the Afghan Seniors Group, Caribbean Seniors Group, Gujarati Seniors Group, Punjabi Seniors Group, Italian Senior Group, Tamil Senior Group, West Indian Senior Group, and Pakistani Senior Group.

More information:

Email: ntabassum@rexdalewomen.org

Website: <http://www.rexdalewomen.org>

Multicultural Seniors Outreach Program

Location: Hamilton, ON

Organization: Wesley Urban Ministries

Background: This program is designed to reduce the rate of socially isolated vulnerable seniors in Hamilton by offering and providing detailed needs assessments, individualized action plans, one to one support, and referrals to community services.

Target population: Newcomers, 60 + years, and immigrant seniors who arrived to Canada in the past 10 years.

Goals:

- To reduce the social isolation of seniors by providing home visits and social activities, support isolated seniors through trusting relationships, a strong understanding of community supports, capacity building, and increase social participation in seniors.

Description: The Multicultural Seniors Outreach Program is delivered in various locations to serve some of the most marginalized and vulnerable seniors. The program empowers seniors to get connected to programs and services. An outreach worker provides services such as assistance with income support to maintain independent living, advocacy support through housing, referrals to existing seniors programs, and delivering social inclusion and activities.

Notable features:

- Advocacy and connections to identified individual needs to community programs and services.
- Assistance and referrals to income and housing supports.

More information:

Email: melissa.wysocki@wesley.ca

Website: <http://wesley.ca/neighbourhood/multicultural-seniors-outreach-program/>

Newcomer Connections for Senior Caregivers - A Project of ENRICHES Initiative

Location: Toronto, ON

Organization: In 2015, North York Community House partnered with The Sinai Health Foundation, Reitman Centre, Canadian Mental Health Association, Alzheimer Society of Toronto, and WoodGreen Community Services, to form ENRICHES: Engagement to Reduce Isolation of Caregivers at Home and Enhancing Seniors.

Background: The Newcomer Connections for Senior Caregivers project is part of the ENRICHES Initiative. The program works to connect seniors to peer mentors and youth volunteers to provide information and support in the caregivers' own languages and provide direct services both in the community and at home.

Target population: Immigrant caregivers

Goals:

- To identify, engage, and connect senior caregivers living in northwest Toronto who are at a high risk for social isolation due to language and cultural barriers.

Description: The Newcomer Connections for Senior Caregivers project works to support senior caregivers who are at a high risk for isolation due to cultural or language barriers. The program connects seniors to peer mentors and youth volunteers to provide information and support in the caregivers' own languages and provide direct services both in the community and at home.

Notable features:

- Provides "mentors" who are matched with senior caregivers to provide 1-to-1 support through social interaction, resource-sharing, and community navigation.
- Offers yoga classes, English Conversation Circles, computer classes, social media courses, and educational workshops.
- Program information flyers available in over 10 different languages.

More information:

<https://www.nych.ca/senior-caregivers>

Newcomer Elderly Outreach

Location: Toronto, ON

Organization: CANES Community Centre

Background: Organization fosters an environment that embraces new ideas and opportunities to grow and better serve ethno-cultural communities.

Target population: South Asian seniors, age 55+ years

Goals:

- To provide social networks and education to support newcomer South Asian seniors' independence.

Description: This program helps to support and introduce newcomer South Asian seniors to the community. The program helps newcomers learn what supports are available in their community, from government and social service programs, to social norms.

With the help of someone who speaks their language and understands their culture, newcomer seniors can learn ways to remain independent in their new surroundings.

Notable features:

- Offers programs free of cost
- Different program languages include English, Punjabi, Hindi, and Urdu

More information:

<http://www.canes.on.ca/services/newcomer-elderly-outreach>

Newcomer Seniors Centre

Location: Toronto, ON

Organization: CultureLink

Background: CultureLink is a leading settlement service provider that works to meet the needs of diverse communities in Toronto. CultureLink has a multilingual staff who serves clients in more than 30 languages.

Target population: Newcomer seniors with a special focus on Chinese, Polish, and Spanish speaking seniors.

Goals:

- To provide information and social support to immigrant seniors.

Description: Program consists of educational workshops, internet classes, fitness programs, cultural outings, crafts, and social events for immigrant seniors to mingle and learn more about their communities and their rights in Canada.

In addition to these services, seniors can participate in our intergenerational Global Roots Garden project in partnership with The Stop Community Food Centre at their Whychwood Barns location. Seniors and youth from distinct cultural backgrounds are matched to learn and showcase their knowledge of sustainable organic gardening and beautification practices at the Green Barn at Whychwood Park (601 Christy Street).

Notable features:

- Program includes fitness activities.
- Provides educational workshops related to ageing such as health and safety, financial issues, etc.
- Offers intergenerational opportunities through the Global Roots Garden project.
- Activities driven by seniors.

More information:

Website: <http://www.culturelink.ca/services/seniors-and-youth/>

Seniors

Location: Ottawa, ON

Organization: Somali Centre for Family Services

Background: Established in 1991, the Somali Centre for Family Service's main goal is to assist refugees and immigrants in need. The center raises awareness for the seniors to come out and join the programs in order to have fun, make new friends and meet old ones.

Target population: Immigrant seniors, age 55+ years

Goals:

- To provide essential services to help reduce social isolation and provide information on different health issues.

Description: Social events held to provide essential services to help reduce isolation, provide information sessions regarding different health issues (e.g., healthy eating), weekly exercise program, and telephone call assurances, and settlement and integration support for new seniors.

Notable features:

- Offers a weekly exercise program at three different locations

More information:

Telephone: (613) 526-2075

E-mail: info@scfsottawa.org

Website: <http://www.scfsottawa.org/seniors/index.php>

Senior Centered ESL Program

Location: Ottawa, ON

Organization: Catholic Immigration Centre-Ottawa

Background: The Senior Centered ESL Program is offered to people who are 55 years of age or more and who possess poor English language skills. The program is structured around informational materials and workshops as well as enjoyable activities selected by the participants.

Target population: Immigrant seniors, age 55+ years

Goals:

- To support socially isolated immigrant seniors by offering English as a Second Language classes, information sessions, and social activities.

Description: The Senior Centred ESL Program works with socially isolated, low-resource immigrant seniors by providing English as a Second Language classes, information sessions, social activities, and monthly special events selected by seniors. The project also identifies and recruits isolated seniors to participate in the program, as students or volunteers.

More information:

<http://cciottawa.ca/>

Seniors Groups

Location: Toronto, ON

Organization: North York Community House

Background: North York Community House (NYCH) works to build strong communities and serves over 20,000 residents in northwest Toronto every year. NYCH helps to transform lives by working with people, understanding their needs, and supporting them in achieving their goals.

Target population: Newcomer seniors with special focus on Russian, Spanish, and Tamil communities

Goals:

- To help newcomer seniors connect with the community and learn new skills.

Description: Programs provide newcomer seniors with a number of opportunities to learn new skills, express themselves, and connect with their community.

Notable features:

- Current sessions include groups for the Russian, Spanish, and Tamil communities

More information:

Telephone: 1 (416) 784-0920 Ext. 3234

Website: <https://www.nych.ca>

Seniors: Looking for Social and Peer Support

Location: Toronto and Markham, ON

Organization: Centre for Immigrant and Community Services (CICS)

Background: CICS works to empower newcomers in settling and integrating as contributing members of Canadian society through diverse and innovative services.

Target population: Immigrant, South Asian and Chinese-speaking seniors, 55+ years

Goals:

- To help empower and integrate newcomers who participate in and contribute to Canadian society;
- To provide newcomers with equal access to services that meet their individual needs; and
- Provide opportunities for immigrant seniors to meet new friends and find support for one another.

Description: Senior services at CICS offers a wide variety of programs for immigrant seniors such as individual counselling, newcomer gatherings, immigrant support groups, computer courses, health and safety classes, language programs, exercise groups, and tax clinics. Also offers musical opportunities including choir, karaoke singing, and instruments classes.

Notable features:

- Workshop and seminar topics are widespread and include a range of areas such as internet safety, housing, home safety, Canadian law, social benefits, and healthy cooking.
- Provides counselling services in the following languages: English, Cantonese, and Mandarin.
- Newcomer gathering events provide information of various supports such as social services, housing and accommodations, health benefits and services, and vision protection.
- Offers both a Chinese-speaking Seniors Support Group and the South Asian Seniors Support Club.

More information:

Website: <http://www.cicscanada.com/content/50/Seniors>

Seniors' Programs

Location: Toronto, ON

Organization: Afghan Women's Organization

Background: The Afghan Women's Organization reaches out to isolated and ostracized Afghan senior women in hopes of decreasing their social isolation and assisting them in becoming more active and healthy members of Canadian society. Afghan senior women are a segment of the larger Afghan community that has been recognized as experiencing tremendous mental health issues including post-traumatic stress, depression, culture shock, as well as physical health concerns.

Target population: Afghan senior women

Goals:

- To reach out to isolated and ostracized Afghan senior women in hopes of decreasing their social isolation and assisting them in becoming more active and healthy members of Canadian society.

Description: Program offers support groups, counselling services, social activities, and informative workshops tailored toward Afghan senior women's needs. The program provides and communicates information especially designed to fit their specific cultural needs, as well as creating an environment where they can provide one another with mutual support.

Notable features:

- Provides informative sessions on issues such as awareness around health and wellness, intercultural and intergenerational conflict, as well as the provision of basic skills training (e.g., accessing transit, banking).

More information:

Website: <http://afghanwomen.org>

Seniors Program- Supporting Social Participation and Inclusion of Immigrant Seniors

Location: Mississauga, ON

Organization: Peel Multicultural Council

Background: Peel Multicultural Council works to empower seniors to use their leadership abilities, skills, and experience to make a difference in their community. This year's theme the group is working towards is entitled, "Supporting Social Participation and Inclusion of Immigrant Seniors".

Target population: Immigrant seniors

Goals:

- To support social participation and inclusion of immigrant seniors through social, educational, and recreational opportunities.

Description: Immigrant seniors learn computer based social networking skills such as Facebook, Skype, WhatsApp, and using Ipad etc. They also get a chance to enhance skills on digital photography, event management, report writing, and inter cultural relationship building. On Friday afternoons, seniors join in the choir club and physical exercise club to enrich their life

Notable features:

- All of the trainers for the computer program are seniors.
- Program includes physical activity component.

More information:

Website: <http://www.peelmc.ca/seniors-program/>

Seniors Support Program

Location: Brampton, ON

Organization: African Community Services (ACS) of Peel

Background: The Seniors Support Program at ACS provides a drop-in program for seniors from the African Canadian community in Peel. The program was developed in 1997 to assist seniors who, due to language and cultural barriers were unable to access mainstream community or other seniors programs.

Target population: Immigrant seniors

Goals:

- To reduce the risk of social isolation and loneliness of seniors and provide an opportunity for them to meet with others, get support and assistance in addressing their issues and share experiences in a mutually supportive environment.

Description: The weekly drop-in program provides an opportunity for isolated seniors to come out and socialize, exchange ideas, and establish friendships for mutual support. As well, seniors provide input in planning and implementing identified program activities which include: arts and crafts, singing, cultural dance, folklore and story-telling, field trips, nature and community walks, group discussions on relevant seniors' issues, healthy eating, and exercise.

Notable features:

- Bi-weekly information sessions on relevant issues such as elder abuse, dieting , physical activity, income support, nutrition, seniors' rights, and responsibilities, family relationships, safety, and self-care.
- Intergenerational programs for youth and seniors.
- Health and nutrition cook-outs.
- Recreational activities, arts/crafts, poetry, and light exercise, walks, and field trips.
- Assistance with applying for related benefits, completing pensions, disability forms, income tax and other forms.
- Accompaniment and friendly visiting.

More information:

Website: <http://www.africancommunityservices.com/seniors-program>

Tibetan Seniors Program

Location: Toronto, ON

Organization: Parkdale Intercultural Association (PIA)

Background: Parkdale Intercultural Association is a multicultural, multi-service community-based agency that supports the full settlement of immigrants and refugees into Canadian society.

Many of the seniors who participate in the Tibetan Seniors Program face severe language and cultural barriers and make use of the settlement services provided by PIA.

Target population: newcomer Tibetan seniors

Goals:

- To support the settlement of Tibetan seniors into Canadian society, and the development of a healthy, diverse community in Parkdale.

Description: Program provides services such as workshops, conversation circles, volunteering opportunities, and field trips in order to help meet the settlement needs of Tibetan seniors.

Notable features:

- Weekly drop-in program for newcomer Tibetan seniors.

More information:

Website: <http://www.piaparkdale.com/index.html?itm=services-main>

**6.7 QUEBEC:
Programs and Services for New and Immigrant Refugee Seniors**

Seniors

Location: Montreal, Quebec

Organization: Chinese Family Service of Greater Montreal

Background: Chinese Family Service of Greater Montreal works to help linguistically and economically disadvantaged members of the Chinese community, especially seniors, by improving their quality of life and helping them to successfully integrate into society.

Target population: Newcomer and refugee seniors

Goals:

- To promote the well-being of members of the Chinese community, especially newcomer and refugee seniors, and encourage their integration and fulfillment in Quebec society.

Description: Program provides information and referral, orientation and settlement of immigrants, intercultural mediation, help with adaptation for newcomers, support, intercultural programs, individual and family support, centre for the elderly, volunteer involvement, courses in citizenship participation, job readiness, help for compulsive gamblers, and French-language courses.

Notable features:

- Volunteers provide support to organize activities for seniors, participate in special events, and language exchanges.

More information:

Telephone: 1 (514) 861-5244 extension 231

Website: <http://www.famillechinoise.qc.ca>

Seniors' Mobile Legal Clinic

Location: Montreal, Quebec

Organization: Montreal City Mission

Background: The Seniors' Mobile Legal Clinic was created as a response to the greater vulnerability of elderly migrants, with the objective of increasing their autonomy and their establishment in their chosen community.

Target population: Immigrant seniors, ages 55+

Goals:

- To participate in the development of the field of elder law, with special attention to the unique situations faced by elders with a migrant background.

Description: The Seniors' Mobile Legal Clinic is a free legal information clinic that specializes in information and services in immigration and administrative law to a low-income immigrant population aged 55 and up. The Clinic uses an interdisciplinary approach in resolving their clients' issues and relies on the support of social workers, doctors and other community workers. The Clinic also provides free legal workshops to interested organizations serving elders or elder groups or associations.

Notable features:

- Offers free legal workshops in immigration, housing, and administrative law.
- Uses an interdisciplinary approach in supporting immigrant seniors legal issues.

More information:

Telephone: 1 (514) 844-9128, ext.206

Website: <http://www.montrealcitymission.org/en/programs/senior-s-mobile-legal-clinic>

6.8 SASKATCHEWAN
Programs and Services for New and Immigrant Refugee Seniors

Activegray (Seniors Program)

Location: Saskatoon, SK

Organization: International Women of Saskatoon (IWS)

Background: IWS is a non-profit, grassroots and an equality-seeking women's organization dedicated to improving the status of immigrant and refugee women and their families in Saskatoon and area by assisting them to become full participating members in all aspects of the Canadian society.

Target population: Immigrant seniors, age 55+ years

Goals:

- To provide social and recreational programs for newcomer seniors to help prevent social isolation and lack of access to community resources.

Description: Offers a range of programs for newcomer seniors including English language lessons, health and fitness sessions, volunteering, healthy cooking, and field trips.

Notable features:

- Facilitates opportunities to volunteer within the community.
- Program includes physical activity component

More information:

Website: <http://internationalwomenofsaskatoon.org/?programs=activegray-seniors-program>

Telephone: 306-978-6611

Email: iwssaskatoon@sasktel.net

7. APPENDIX II: PROGRAMS & SERVICES WITH MISSING INFORMATION

** Programs and services (funded via New Horizon's for Seniors Program) excluded due to missing information such as no website, program information, and/or contact information.*

LOCATION	ORGANIZATION	PROGRAM/SERVICE TITLE
Alberta		
Calgary	Calgary Women's Immigrant Association	Immigrant Seniors in Action
Calgary	Calgary Vietnamese Canadian Golden Age Club	Cyber Senior - Vietnamese
Calgary	Calgary Korean Seniors Association	Korean and Intergenerational Workshops
Calgary	Calgary Chinese Cultural Centre Association	Technology Skills for Seniors
Edmonton	Edmonton Multicultural Coalition	Connecting Ethno-Cultural Seniors in Edmonton
British Columbia		
Abbotsford	Multi-Cultural Ministries	Connect & Network Fraser Valley
Cranbrook	Community Connections Society of Southeast BC and Cranbrook and District Community Foundation	Social Connections Program
Surrey	Multi-Cultural Ministries	Connect & Cultural Immersion Metro Vancouver (Surrey)
Surrey	Progressive Intercultural Community Services Society	Raising Awareness, Empowering Seniors To Reduce Elder Abuse
Surrey	Vedic Hindu Cultural Society	Parivar Centre Elder Abuse Awareness/Dialogue Project
Vancouver	B.C. Centre for Elder Advocacy and Support	Engaging and Empowering Immigrant Seniors In Metro Vancouver
Victoria	India Canada Cultural Association	Cultural and Social Darbars (Forums) To Reach Isolated Elders

Manitoba		
Winnipeg	Manitoba Korean Seniors Association (MKSA)	Let's Do It Together, Solve Korean Seniors Isolation
New Brunswick		
Fredericton	Multicultural Association of Fredericton (MCAF)	Let Me Show You Fredericton
Ontario		
Brampton	Bethel Outreach End-Time Message Tabernacle	Senior Immigrants Connect
Brampton	Brampton Multicultural Community Centre	Seniors First
Brampton	Brampton Tamil Seniors Association	Invite With Open Arms
Brampton	Satya Jyoti Cultural Sabha Canada Inc. (SJCS)	Connecting Seniors - "Mobilize and Munch"-
Mississauga	Arirang Age-Friendly Community Centre	Education Korean Seniors About Elder Abuse and Their Rights In The Greater Toronto Area
Mississauga	Peel Multicultural Council	Immigrant Seniors Sharing Inter-Cultural Dance and Music for Their Physical and Mental Well-Being
Scarborough	Centre for Immigrant and Community Services	Active, Benevolent and Connected Seniors
Scarborough	Green Pine Senior Association	Happily Integrate Into Canadian Society To Improve Our Elderly Life Quality
Scarborough	Redmaple Sunset Glow Cultural Association	Multicultural Art Exchange For Seniors -- Sunset Glow Carnival
St. Catherine's	Niagara Folk Arts Multicultural Centre	Immigrant Seniors Share Their Journey of Immigration Using Art and Music

8. APPENDIX III: QUEBEC IMMIGRANT & REFUGEE ORGANIZATIONS

**Quebec immigrant and refugee organizations excluded as the information was not available in the English Language.*

Organization	Location
Accueil Liaison Pour Arrivants (ALPA)	Montreal
Accueil pour immigrants et réfugiés du Sud-ouest de Montreal/ Centre prisme	Lasalle
Accueil-Parrainage Outaouais	Gatineau
Action Réfugiés Montreal	Montreal
Archevêché de MontrealOffice de la pastorale sociale	Montreal
Baobab Familial	Montreal
Carrefour d'action interculturelle	Quebec
Carrefour d'aide aux nouveaux arrivants (CANA)	Montreal
Carrefour Marguerite Bourgeoys	Montreal
Centre communautaire des femmes Sud-asiatique	Montreal
Centre d'Action SIDA Montreal(Femmes)	Montreal
Centre D'orientation Des Nouveaux Arrivants Et Immigrants De Montréal	Montreal
Centre Justice et Foi, secteur "Vivre Ensemble"	Montreal
Centre social d'aide aux immigrants (CSAI)	Montreal
Chabad Chai Center/Centre Chabad Chai	Montreal
Comité d'accueil international des Bois-Francs	Victoriaville
Comité d'action contre la traite humaine interne et internationale	Montreal
Comité d'aide aux réfugiés	Montreal
Cuisines Et Vie Collectives Saint Roch	Montreal
Les Oeuvres Marie Gerin Lajoie Inc	Montreal
Ligue des droits et libertés	Montreal
Maison Sam X	Montreal
Meubles Et Monde Parc-Extension	Montreal
Programme Action Refugies Montreal	Montreal
Mouvement contre le viol et l'inceste (MCVI)	Montreal
PINAY	Lasalle
RIVO	Montreal

Romanipe	Montreal
Service d'aide aux néo-canadiens Sherbrooke	Sherbrooke
Service d'éducation et d'intégration interculturelle de Montreal(SEIIM)	Montreal
Service d'Intégration au Marché du travail par Objectifs (SIMO)	Montreal
Table de Concertation des organismes au service des personnes Réfugiées et Immigrantes (TCRI)	Montreal