

2024 Summit on Aging

SUMMARY REPORT

Nov 6 & 7, 2024

Executive Hotel Richmond, BC





We acknowledge and express our deep gratitude to the x̱w̱məθḵw̱əy̱əm (Musqueam) First Nations and all other hən̓q̱əmin̓əm̓ (hun-ki-meen-um) language speaking groups on whose traditional and unceded lands we are convening for the 2024 Provincial Summit on Aging. This land remains unceded thus, rightfully belongs to the Musqueam people.

In what is presently known as Richmond, the Musqueam Nation's stewardship of the land is reflected in a long-standing history that predates European settlement. Richmond sits at the mouth of the Fraser River where Indigenous Peoples have been gathering, sharing knowledge, storytelling, planning for future generations, and nurturing this land and its resources.

We recognize that United Way British Columbia—working in communities in BC's North, Interior, Lower Mainland, and Central & Northern Vancouver

Island (United Way BC) are guests on the traditional and ancestral homelands of over 195 Indigenous communities. We acknowledge that the First People's relationships with these lands and waterways span millennia, and most of these territories are unceded.

We invite others to join this work in an atmosphere of understanding, dignity, and respect toward reconciliation as we address the inequities and injustices that continue to impact First Peoples throughout British Columbia.



Click here to access a fulsome digital version of United Way BC's land acknowledgment: [About United Way BC Our Vision, Mission & Team \(uwbc.ca\)](https://www.uwbc.ca/about)



Learn more about Indigenous Priorities at United Way BC: [Indigenous Priorities - United Way British Columbia](https://www.uwbc.ca/indigenous-priorities)



Contents

Overview	4
2024 Provincial Summit on Aging Objectives.....	5
Overall Experience	6
Relationships	6
Attendee Demographics	7
Keynotes	8
Plenaries.....	10
Breakout Workshops	14
World Café: Clarifying Priorities and Strengthening Sectoral Collaboration - Where do we go from here?	23
Exhibitor’s Hall.....	26
Acknowledgements	27
Appendix A: Agenda.....	28
Appendix B: Digital Engagement	32



Overview

On November 6 and 7, 2024, more than 400 in-person attendees and 60 remote participants from the Community-Based Seniors' Services (CBSS) sector gathered for the biennial Provincial Summit on Aging on the traditional unceded lands of the xʷməθkʷəy̓əm (Musqueam), First Nations and all other hən̓q̓əmiñəm (hun-ki-meen-um) language speaking groups – lands colonially known as Richmond, BC.



2024 Provincial Summit on Aging Objectives:

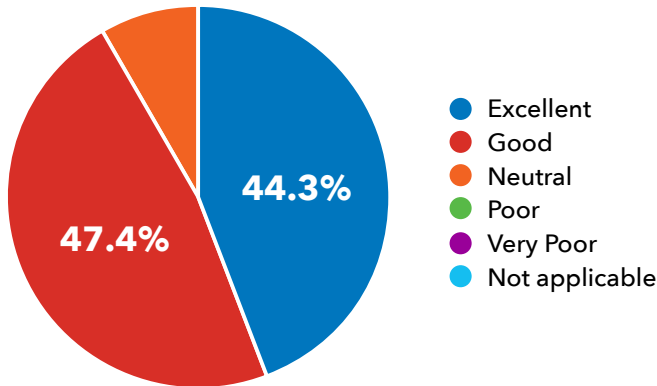
- Share impacts, showcase leadership, and celebrate successes
- Identify collaborative solutions within the sector and across health, government, and academic networks
- Foster networking among leaders on provincial, national, and international levels
- Advance sector-led skill development and resources
- Learn about the gaps, needs, and relevant approaches for supporting equity-deserving groups
- Address challenges in the CBSS sector through the needs of Elders and seniors in BC
- Raise sector visibility, promote sustained programming, and explore capacity-building opportunities
- Learn from the wisdom and experiences of speakers, panelists, and peers
- Strategize about the next steps for the development and growth of the CBSS sector in BC



Elder Mary Pointe opened the day by sharing a paddle song that her ancestors sang to share their good intentions. Elder Mary encouraged attendees to fully immerse themselves during the Summit, bringing their whole selves and their best intentions to the experience.

Welcoming addresses were also delivered by the City of Richmond's Mayor, Malcolm Brodie and the Federal Minister of Labour and Seniors Honourable, Steven MacKinnon. Both acknowledged the vital work of the CBSS sector and their respective governments' contributions to increasing the well-being of older adults across BC.

Overall Experience

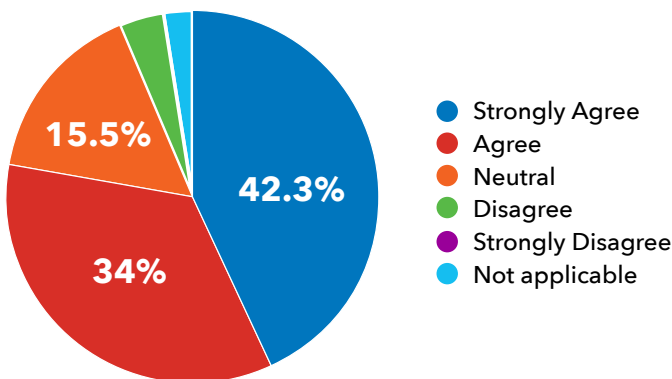


The Summit featured two days of engaging keynotes, plenaries, workshops, networking, and learning opportunities. 97 respondents completed the evaluation survey representing a 24% overall response rate.

92% of the respondents rated their overall Summit experience as excellent or good.

According to one respondent, “[It is] always so uplifting and inspiring to come together with passionate individuals who understand the work we do and the complexity of the people we support. Doing the hard work to bring light to the dark!”

Relationships



76% of respondents indicated they were able to connect with like-minded people and had enough time to build relationships.

According to one respondent, “I was so happy to make some relationships at work and lots of people who are working in the same community as I am, and it was a great opportunity to meet them”. Another expressed, “I am looking forward to using some of the new tools that other organizations use. It was also a relief that some of the challenges we have are the same ones the others have, no matter where they are”.

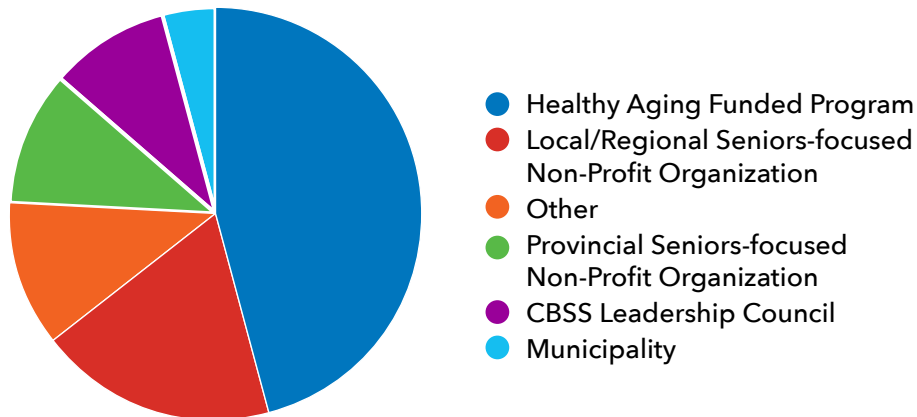
Of the respondents who were neutral or disagreed, there was a desire to have more time during breaks to get to know other attendees and/or more collaborative exercises to promote dialogue and interaction. While some respondents referred to a desire to broaden their network, others expressed a preference for more focused work within Communities of Practice (COPs) or geographic areas.

2024 SUMMIT ON AGING REPORT



Attendee Demographics

Upon registration, attendees were asked to identify their primary affiliation. The majority of attendees identified as representing a United Way BC Healthy Aging funded agency (41%). The second most common affiliation was local or regional seniors' organizations not funded by United Way BC (16%). The third most common affiliation was 'other' (10%) - individuals in the other category included a range of sectors and entities including BC Alliance for Arts and Culture Cooperative Housing Federation of BC and Developmental Disabilities Association.



28% of attendees self-identify as seniors/older adults themselves.

Keynotes



Dan Levitt, BC Senior's Advocate delivered the morning keynote '*The Future of Aging in BC*,' which included a heartfelt mention of his parents, two proud octogenarians. He shared that the CBSS sector 'punches above its weight' when it comes to the transformative and positive impact it has on seniors in BC. He spoke about empowerment and shared a research study summary in which two groups of seniors were assessed for overall health.

One group was given a plant and told they were responsible for caring for it, the other group was given a plant and told it was the long-term care staff's responsibility. Among the seniors who cared for the plant, there were fewer co-morbidities and deaths. This highlights how having someone or something depend on you, along with a sense of purpose, is both empowering and linked to longevity.

Dan Levitt emphasized that aging itself is not the problem, but rather how we think about it. He believes a cross-ministerial plan is needed to support seniors' quality of life. Among his many priorities are advocating for affordable and safe housing, improving access to long-term care in local communities, eliminating co-pay for home care, ensuring seniors have choices and agency in how they age.

[Click here](#) to view Dan Levitt's keynote.

92%

of respondents strongly agreed or agreed that Dan Levitt's keynote '*The Future of Aging in BC*' was relevant, engaging and started the day on a positive note.

Respondents described his message as "*inspiring*" and "*uplifting*".



Dr. Yongjie Yon (World Health Organization) delivered an evening keynote '*Ageing is Living: Insights from the new WHO European Framework for Action on Ageing in Good Health*'. He provided examples of countries across the world and how healthy aging is expressed differently. He congratulated the CBSS sector in British Columbia in being a national and global leader in aging work. Dr. Yon reflected on the pervasiveness of ageism even within the medical profession. He shared that a

proportion of physicians across the world erroneously believe that dementia is a natural part of aging, and this misnomer has detrimental consequences on the quality of life for seniors. He emphasized the need to continue to shift mindsets.

[Click here](#) to view Dr. Yongjie Yon's keynote.

64%

of respondents indicated they strongly agreed or agreed that Dr. Yon's keynote 'Ageing is Living: Insights from the new WHO European Framework for Action on Ageing in Good Health' was compelling and informative.

According to one respondent, it was *"inspiring to see the work being done and the recognition of WHO"* and *"...the reminder that we are all connected. Doing our best to navigate aging no matter where we live in the world."*



Pablita Thomas (BC Hospice & Palliative Care Association)

presented an ecosystem analogy on death and dying in her keynote 'Embedding Equity in Healthy Aging Models'. She provided an overview of the mandate of the BC Hospice and Palliative Care Association and the 68 organizations they support across the province. She highlighted how grief and the death of a loved one can act as a catalyst for social isolation and the onset of mental illness. This ripple effect requires a population health

approach. Using the lens of ecosystem-based adaptation (EBA), Pablita highlighted how the healthcare system, hospice societies, and the broader CBSS sector can work together to support seniors as grief and loss become the new normal. This includes:

- Helping people to adapt and reduce physical and social vulnerabilities
- Making active use of the existing environments and referring appropriately
- Supporting policies and funders in collaborating to change the narrative
- Living with dying and acknowledging it as a natural part of life is both healthy and normal

[Click here](#) to view Pablita Thomas's keynote.

71%

71% of respondents strongly agree or agree that the keynote 'Embedding Equity in Healthy Aging Models' by Pablita Thomas (BC Hospice and Palliative Care Association) provided important context and an opportunity for reflection.

As one respondent reflected, *"interesting perspective to compare to environmental concerns."*



Plenaries

Weaving our Stories, Claiming our Space - Reflections from Older Adult Leaders in BC

This plenary was moderated by the past co-chair of BC's CBSS Leadership Council, Marcy Cohen. The esteemed panel was comprised of Carole Christopher, *SPEC Elders Circle*, Leslie Gaudette, *COSCO & Langley Senior Action Table*, Bob Smith, *Volunteer Cancer Drivers Society*, and David Iwaasa, *Tonari Gumi*. Panelists were asked to share insights from their projects and provide examples of collaborating with others, along with achievements and challenges. From working with Indigenous and non-Indigenous elders, addressing the climate crisis, navigating unsafe housing situations, and launching a volunteer-led transportation organization, to leading an organization serving seniors from the Japanese community, there were common threads in their successes.

As seniors themselves, all the panelists emphasized the personal benefit to their wellness from being involved in community-driven projects for seniors. Additional key themes included:

- The importance of working with community members to build deep trust and relationships
- Being responsive to challenges and fostering collaborative solutions through continuous engagement with healthcare & relevant sectors
- Recognizing that seniors inherently possess qualities that are advantageous to harness such as an abundance of wisdom, life experience, and resilience

2024 SUMMIT ON AGING REPORT

- The value of broadening community consultations with cross-sector partnerships and focus groups to help strengthen your message
- Partnerships with other organizations enable greater collaboration to tackle similar issues
- The need to integrate community-based options, including ethnic community-based approaches; collaborative solutions with community-based organizations, primary care, and senior care systems help achieve more effective solutions

[Click here](#) to view the plenary.

82%

of respondents strongly agreed or agreed that the plenary 'Weaving our Stories, Claiming our Space - Reflections from Older Adult leaders in B.C.' was thought provoking and inspiring.

According to one respondent, "[It was] excellent to hear from elders who share the valuable impact volunteering has on them."





Collaboratives - Innovating New Models of Working “Better Together” Towards Systems Change

Moderated by Marta Jajek, Interim *CBSS National Leadership Council Co-Chair*, a panel of sector innovators gathered to discuss systems change. The presenters included Karen McDonald, *SAGE/Healthy Aging Alberta*, Jeff Malmgren, *DSI Strategy & Engagement* and Nicole Clarke, *HelpAge Canada*.

This session highlighted examples of collaborative healthy aging initiatives in BC, Alberta, and Canada and explored the successes and challenges of building diverse networks to support systems change goals. Together, the panel reflected on emerging opportunities to learn from provincial collective impact experiences and support national CBSS movement-building efforts. Key messages included:

- The importance of starting with the system you want to build and not the one you want to have. This is a collective responsibility
- Consultations can and should be led by community and for community
- Continuation of the transition from facility-based to home-based supports is both cost effective and desired by seniors
- Integrated planning and support for primary and secondary prevention of frailty among older adults will create coordinated supports that will benefit us all

[Click here](#) to view the plenary (plenary begins at 1:11).

82%

strongly agreed or agreed that Collaboratives - Innovating New Models of Working “Better Together” Towards Systems Change (Provincial & National perspectives) was inspiring and intriguing.



Better Together - The UN System and the Community Based Seniors Services Sector

Moderated by Margaret Gillis of the *International Longevity Centre Canada*, Amal Abou Rafeh, Chief of the Programme on Ageing Section at the *United Nations Department of Economic and Social Affairs*, and Dr. Chitrlekha Massey Chief of Section, Rights of Older Persons at the *United Nations*, presented a high-level overview of human rights as it relates to older persons and the CBSS sector. Key points included:

- The importance of the Universal Declaration on Human Rights and the 80-year history of the United Nations (UN)
- The United Nations key principles of equality and non-discrimination
- The many collective efforts of the UN Sustainable Development goals, many of which intuitively link to seniors
- The decades-long and unrealized goal of a UN Declaration on the Rights of Older Persons was lamented with assurances that work will continue to make this goal a reality
- The achievements of British Columbia were spotlighted as a positive example while emphasizing the need for governments to take further action

[Click here](#) to view the plenary.

67%

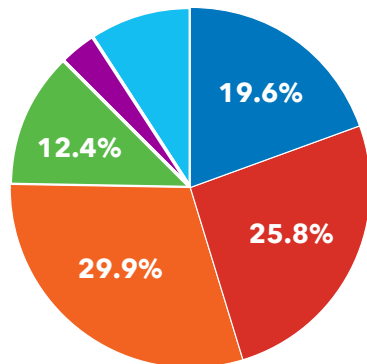
strongly agreed or agreed the plenary 'Better Together - The UN System and the Community Based Seniors Services Sector' provided them with new ideas and wrapped up the event on an uplifting note.

2024 SUMMIT ON AGING REPORT

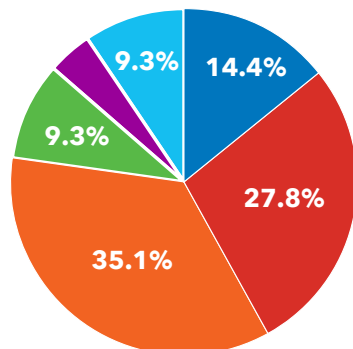


Breakout Workshops

The 2024 Provincial Summit on Aging featured ten workshops on topics such as ageism, transportation, affordable rental housing, a queer-friendly CBSS sector, emergency preparedness, and more. The session that respondents most frequently reported attending in block one was *Advancing Transportation for Seniors in Rural and Remote Communities*. In block two, the session most respondents reported attending was *Aging Well in Rural and Remote Communities*. Given the busy nature of attendees' schedules, not everyone attended the workshops.



- Ageism: Reframing an "Old" Narrative
- Collaboration for Impact
- Advancing Transportation for Seniors in Rural and Small Town BC
- Emergency Preparedness
- Chet wa i7sun "We Pull Together"
- Not Applicable



- Making Rental Housing Affordable
- How to be an Advocacy Rockstar
- Aging Well in Rural and Remote Communities
- Envisioning a Queer-Friendly CBSS Sector
- Amplifying Voices Amplifying Voices: In Conversation with Ta Siiyuxwa tl'a Skwxwú7meshulh (The Elders of the Squamish People)
- Not Applicable

Ageism: Reframing an “Old” Narrative



Moderated by United Way BC’s own Dr. Laura Kadowaki, Research & Knowledge Mobilization Specialist. The panel included Margaret Gillis, *International Longevity Centre Canada*, Sharon Johnson, *BC Association of Community Response Networks*, Daisy Au, Andrea Montgomery Di Marco, *MOSAIC BC*, and *MOSAIC Multicultural Seniors Theatre* performers.

Across their respective experiences, the prevalence of ageism and the cost to our society is significant and expected to grow given population trends. Examples in popular media reinforcing harmful stereotypes about older people were discussed including messaging during the COVID-19 pandemic that de-valued older people. A study was referenced that showed 80% of respondents agree that ageism is the most tolerated social prejudice when compared to gender or race-based discrimination. Among strategies to combat ageism, the panel encouraged avoiding assumptions that limit a senior’s autonomy and providing environments for self-expression and decision-making.

95%

of respondents strongly agreed or agreed that the content was relevant and useful for their work.

Collaboration for Impact: Uniting our Community



Paul Born of the Tamarack Institute shared his decades of experience in collective impact. Key takeaways included the following:

- Collaboration to unite a community requires leadership, the appropriate people, shared agreements, and time. Shared agreements mean shared concern, shared understanding of the problem, the data, agreed ways of working together and solutions / next steps
- Collaboration enables better service delivery, increased creativity and innovation, efficient use of resources, strengthened community networks, amplified advocacy, and increased learning/capacity. Together, in partnership, we can better combat ageism and inequity for seniors. Small changes can have a big impact when working together
- Targeted population-level outcomes and impact come from growing community awareness & engagement, small shifts in systems & policies, influence, and alignment to create scale. Influence requires overcoming mental models and learned ways of

thinking through developing trusting relationships & connections and overcoming power dynamics

- The 'nothing about us without us' framework is a positive change that requires engagement, collaboration, and co-production with individuals impacted by the problem
- The importance of taking a coaching approach and active listening to build trust for effective collaboration
- System change happens through collective impact that tackles the root causes of a problem
- Five conditions of collective impact include: a common agenda, shared measurement, mutually reinforcing activities, continuous communication, and backbone support

88%

strongly agreed or agreed that the content was relevant and useful for their work.

Advancing Transportation for Seniors in Rural and Small Town BC: Aging in Motion, Community Engagement, and Advocacy



Co-moderated by United Way BC's own Dr. Beverly Pitman, Healthy Aging Specialist, and Jane Osborne, member of BC's CBSS Leadership Council and Board Member at the *BC Rural Health Network*. The panel included Mary Caros, *Sunshine Coast Resource Center*, Sally Mc Bride, *Vancouver Coastal Health*, Paul Adams, *BC Rural Health Network* and Dan Levitt, *Office of the Seniors Advocate*.

Since transportation is a major challenge for seniors, particularly in small and rural communities, the panelists reviewed critical interventions to address this, including the Aging in Motion (AIM) Transportation grant. The example of the GET MOVING project on the Sunshine Coast was highlighted as well as the systems mapping efforts with 30+ organizations across various sectors. This work included collaborators from the Vancouver Coastal Health policy team, local government, and active travel advocates who identified challenges and priorities between seniors and other users in addition to opportunities to create parallel goals and aligned initiatives. Key takeaways from the session included:

- Transportation as a determinant of health
- Lack of transportation is isolating rural BC seniors, putting their health and wellness at serious risk

- One size doesn't fit all - centralized transit falls short in rural communities. Local involvement is key
- The need for universal travel support for seniors and comprehensive care for all

The conversation was so robust that the moderator and panelists agreed to continue the discussion with a webinar in 2025, aimed at further exploring the challenges and collaboratively working toward solutions.

Since this session featured a remote presenter, we are pleased to share a recording of this breakout session. [Click here](#) to view the Advancing Transportation for Seniors in Rural and Small Town BC: Aging in Motion, Community Engagement, and Advocacy breakout workshop.

90%

of respondents strongly agreed or agreed that the content was relevant and useful for their work.

Emergency Preparedness, Response and Recovery: Building Coordinated Strategies for Impact



Moderated by United Way BC's Aman Fazal, Coordinator, Emergency Response and Partnerships, the panel included John Hawkes *North Shore Emergency Management*, Naomi Woodland, *United Way BC*, and Sarah Hunn, *City of Vancouver*.

The key theme of this workshop was partnership and the importance of organizations leaning in to work with each other and the government. All panelists acknowledged that reflecting on lessons learned from the early days of the COVID-19 pandemic as well as the 2021 heat dome in BC, helped prepare the sector for future emergencies.

While the acute response phase of an emergency can sometimes be relatively short, the recovery space can be prolonged, requiring patience. Housing, and lack thereof, is one of the most significant challenges during this phase.

Special consideration is needed for vulnerable populations, such as the unhoused, including seniors. Some individuals may feel uncomfortable asking for help, making it essential to use tailored approaches to effectively support them.

83%

strongly agreed or agreed the content was relevant and useful for their work.

Chet wa í7sun “We Pull Together”: Sḵwḵwú7mesh Úxwumixw Elder’s Program Plan



Moderated by Paula Hay, Executive Assistant, Sḵwḵwú7mesh-ulh síiyuxwa7 (Squamish Nation Elders), this session shared key learnings from an engagement project aimed at better understanding how Elders feel included or excluded, and safe or unsafe, in programs.

The purpose of the engagement project was to amplify the voices of Elders living on the North Shore, in the Squamish Valley & other more distant communities with the goal of co-designing services to better support Squamish Elders. The project reached over 400 Elders through diverse engagement approaches such as hosting in-person community events, conducting interviews and focus groups, distributing surveys, and mailing print communications to community members. The following key themes emerged from the data:

- An understanding that while the youth were well-served, the Squamish Elders expressed a desire for programs and services to address their own needs
- Pride in knowing, “who we are and where we come from, who our ancestors are”
- An understanding that “Elders teach us to walk through life practicing [culture] in everyday life & during the ceremonies”
- Respect is reciprocal – the intergenerational nature of the work highlights the value of bringing Elders and youth together to share knowledge and drive change
- A sense of wanting to feel welcomed and included in all facets of Nation programming

These results led to the development of a Plan for Respectful Relationships and an Elder’s Program Plan called **Snewíyelh**. The program uses the metaphor of a canoe to symbolize the different stages of the journey in building relationships, sharing teachings, and caring for one another.

This session received the highest rating of any breakout session in terms of the relevance of content and the value of information provided.

100%

of respondents strongly agreed or agreed that the content was relevant and useful for their work.

Making Rental Housing Affordable for Low-Income British Columbians



Co-moderated by Dr. Laura Kadowaki, Specialist, Research and Knowledge Mobilization, *United Way BC*, and Tim Rowe, *Northern Health* (Moderator) Presenters Dr. Carolyn Whitzman, *University of Toronto* and Jill Atkey, *BC Non-Profit Housing Association*.

The contributions of the Seniors Housing Working Group were highlighted. This group is a committee of BC's Community Based Seniors' Services (CBSS) Leadership Council.

BC's CBSS Leadership Council advises United Way BC's Healthy Aging Department and is a provincially represented body of leaders working in the not-for-profit and municipal-based seniors' services sector, as well as older adults who are leaders in this sector. Together, they co-created the report [**Aging in Uncertainty: The Growing Housing Crisis for BC Seniors**](#). Key takeaways from the report include:

- Lack of a clear sense of actual housing needs (who, where, what?)
- Undefined shared definition of affordability
- Not enough home care, long-term care
- Solutions must involve all levels of government

The session highlighted examples of non-market housing (Edmonton), multi-plexes in mid-size city (Kelowna), Squamish-led development on land as well as central housing (community housing + public housing + supportive housing (Ottawa).

Key success factors include:

- Partnerships: We cannot do this work without the help of people who are in actual need
- Be creative: We must address the big picture, helping people with the lowest income to make 'affordable housing' truly affordable

71%

strongly agreed or agreed that the content was relevant and useful for their work. The same percentage strongly agreed or agreed the session provided them with valuable knowledge and information that may positively impact their work.

How to be an Advocacy Rockstar (It's Not That Hard!)



Laura Tamblyn Watt, *CanAge*, framed the session in a lighthearted tone, and provided practical tips for being an effective advocate. Practical tips included:

- Building a rapport with the person who books your decision-maker's calendar
- Reviewing goals and identifying commonalities with the mandate letter
- Framing your issue by combining five impact statistics along with a visual or a video
- Wearing blue or purple for media interviews, as these colors show up best on camera
- Preparing for the common closing question in interviews: "Is there anything else I should know?" This is an opportunity to highlight another issue that aligns with your cause

93%

of respondents strongly agreed or agreed the content provided them with valuable knowledge and information that may positively impact their work.

Aging Well in Rural and Remote Communities



The workshop was co-facilitated by Tina Biello Project Lead at *Oceanside and Port Alberni Division of Family Practice*, Nuu-chah-nulth Elder Geraldine Edgar Tom, and Dr. Alan Ruddiman, Director and Lead Rural Program Liaisons at the *Rural Coordination Centre of BC*.

The workshop addressed the trauma, loss, and significant health impacts experienced by Nuu-chah-nulth elders due to residential schools, the destruction of the natural environment by the forestry industry – which in turn destroyed traditional medicines – and the broader effects of colonialism.

Elder Geraldine Edgar Tom with Nuu-chah-nulth shared her experience with the rural remote health project, which involved the outreach and learnings from physicians, nurses, pharmacists, and other health providers based in Port Alberni to Nuu-chah-nulth communities. She discussed the impacts of chronic diseases like diabetes, arthritis, obesity, and other conditions that are disproportionately represented among the older adult population. She highlighted the advantages of health providers traveling to the

Elders, rather than expecting them to travel for care in rural and remote settings. She also emphasized the value of spending time together – through medicine walks, spirit baths, and other activities—to build relationships and, ultimately, trust with care providers. Key themes included:

- Health service providers need to go to the community, rather than expecting community members to come to them
- Trust is earned not by what we say, but by how we behave with one another
- Relationships are built at the speed of trust
- Approach decision-makers with a solution, not just a problem
- Listening to opposing ideas is crucial

Dr. Ruddiman provided an overview of the Rural Coordination Centre of BC's (RCCbc) "journey" since its creation in 2007. He said the values of collaboration and inclusivity, in tandem with a steadfast commitment to Indigenous cultural safety, drove the work of general practitioners (GPs) in 20 divisions of family practice in rural BC. He described the Rural Continuing Medical Education Programs RCCbc oversees, along with events like the Rural Voices Gathering on November 20-27, 2024.

[Click here](#) to view the workshop.

93%

of respondents strongly agreed or agreed the content provided them with valuable knowledge and information that may positively impact their work.

Envisioning a Queer-Friendly CBSS Sector: Delivering Inclusive & Safe Services for 2SLGBTQIA+



Moderated by United Way BC's own Healthy Aging Specialists from the Fraser Valley and Vancouver Island regions, Dr. Indra Riadi (she/they) and Cheryl Baldwin (she/her) hosted a panel that included Horst Backe (he/him), *Living OUT Visibly Engaged (LOVE) CRN*, Tracey Martin (she/her), *Dignity Seniors Society*, Marja-Leena Corbett (they/them), *Dignity Seniors Society*, Kimberly Barwich (she/her), *Burnaby Neighbourhood House* and Christopher Bate (they/them), *Senior Support North Vancouver Island*.

The session featured a dynamic and fluid conversation, offering insights from 2SLGBTQIA+ seniors and service providers of queer programming. It delved into both historic and contemporary challenges in envisioning a Queer-Friendly CBSS Sector.

The discussion amplified the voices of 2SLGBTQIA+ seniors while highlighting best practices for cultivating inclusive service and program environments, especially in care settings. Active audience participation further enriched the conversation, cultivating a deeper dialogue around what it means to create supportive and affirming spaces.

According to respondents,

"The tips they shared are things we can bring into the workplace and action immediately. Would love to see this in future panels"

"I was happy to see for the first time a workshop/seminar for and about 2SLGTQ1A1+ seniors"

"I would like to see more about the 2SLGTBQIA1+. This community is too often left out of the discussion and with the move to the right we need to support these communities"

100%

100% strongly agreed or agreed that the content was relevant and useful for their work.

Amplifying Voices: In Conversation with Ta Siiyuxwa ti'a Skwxwú7meshuh (The Elders of the Squamish People)



Moderated by Andrew Callicum, Director of Indigenous Priorities, United Way BC, this session was structured to intentionally model ways of building relationships, hosting conversations, and engaging with Indigenous elders in culturally safe ways. To facilitate this learning, the session explored the experiences of Elders in the development of Chet wa í7sun "We Pull Together": Skwxwú7mesh Úxwumixw Elder's Program Plan.

While the conversation was anchored in learnings from the Skwxwú7mesh Úxwumixw Elder's Program Plan (see more details on [page 18](#)), the primary focus of the workshop was to actively demonstrate strategies and approaches for engaging with Indigenous elders in respectful and culturally safe ways. The moderator aimed to inspire participants to develop a heightened curiosity and reduce anxiety around building connections with First Nations within the broader ecosystem of Healthy Aging initiatives.

75%

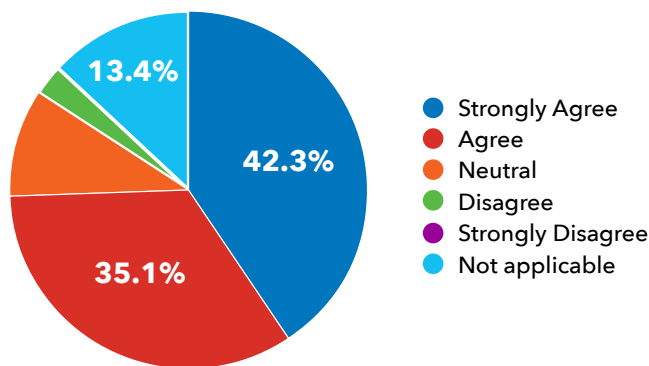
strongly agree or agree the content was relevant and useful for their work.



World Café: Clarifying Priorities and Strengthening Sectoral Collaboration - Where do we go from here?

Attendees at the Summit had the opportunity to participate in World Café discussions focused on either a Provincial or National scope of the CBSS sector.

77% strongly agreed or agreed that the World Café provided a forum to discuss actionable strategies to create meaningful change in their communities.



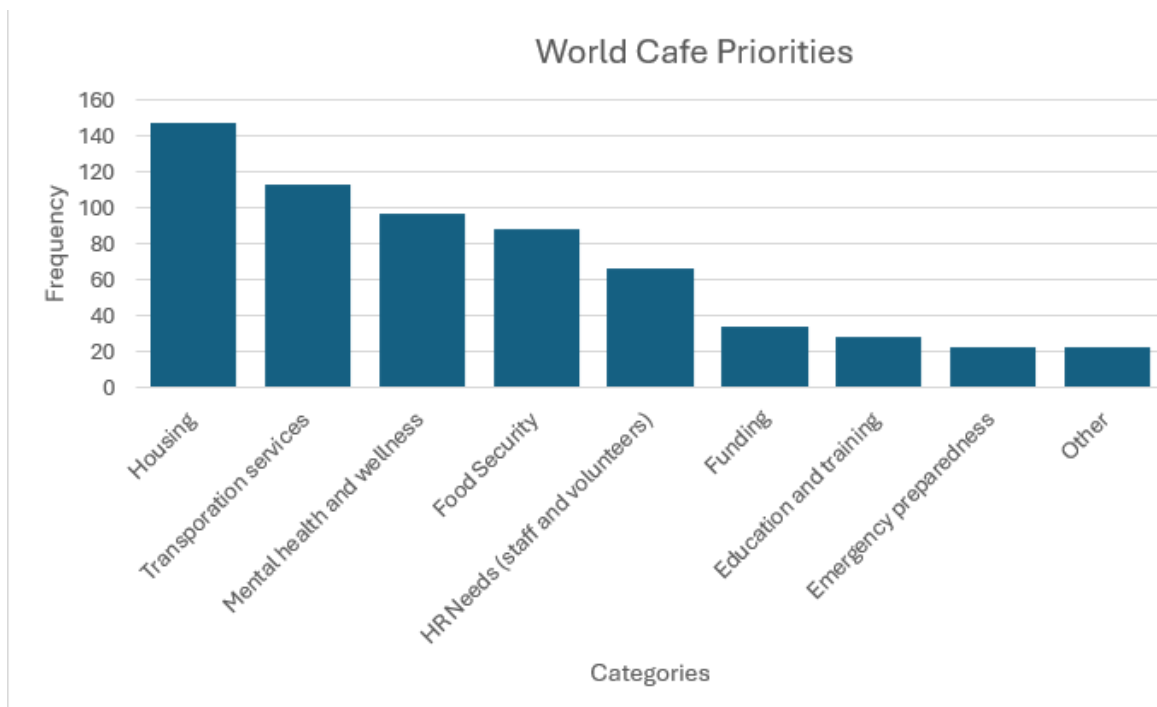
According to the participants:

"This was definitely the most encouraging and energizing session for me. Good conversation, sharing and collaborations. Left me with hope that we can come together and impact necessary change."

"This was a strong reflective cafe, learning about resources and challenges outside of your own bubble. Learning how to create a better network of resources and organizations in a meaningful way."

'Dotmocracy'

At each table, facilitators guided participants through an exercise that included a 'dotmocracy' exercise. Each participant received 7 dot stickers and was invited to rank their priorities in order of importance. **The top three priorities were housing, transportation services, and mental health and wellness.** Among the 'other' category, sustainable funding was ranked higher than education and training, as well as emergency management and preparedness. Other priorities included caregivers, diversity, and home support.



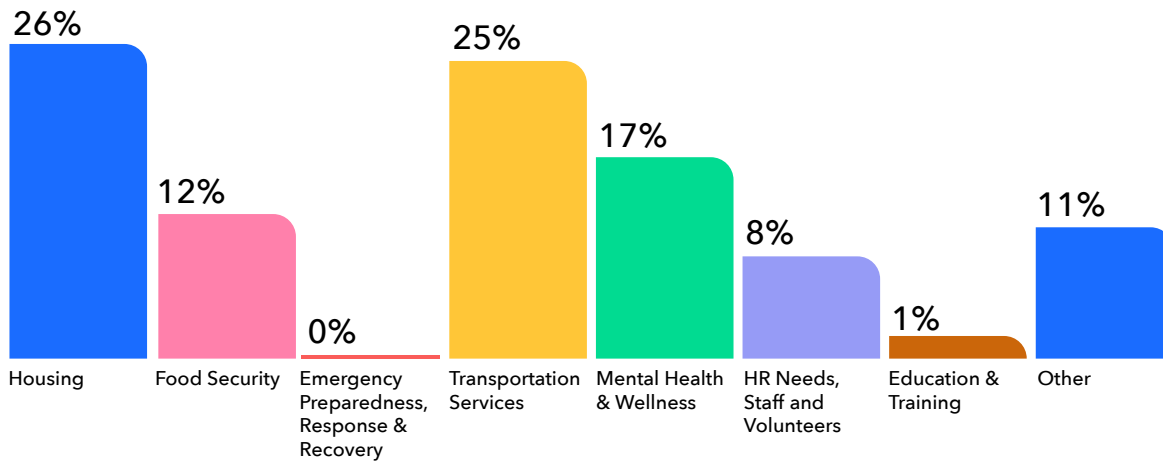
2024 SUMMIT ON AGING REPORT

Menti Meter

During the World Café, participants were asked to identify the target area where coordinated efforts would be the most impactful. **The top three areas were housing, transportation services, and mental health and wellness.** This mirrors the results of the table exercise that revealed the same top three priorities.



Identify the top 3 priority areas in which coordinated efforts might bring the most impact for your community / region:



A second menti-meter exercise was conducted, where participants were asked to share 'other' priorities. Based on the word cloud, the most frequently mentioned word was 'funding'.

Collaboration Café Themes and Takeaways

For more comprehensive information on World Café Takeaways and discussion themes, [Click here](#).

Next Steps

What we learned will be utilized for activities such as gap analysis, program development, knowledge mobilization, and may be further reviewed and considered by groups like the BC CBSS Leadership Council, United Way BC, and other groups.

Exhibitor's Hall

United Way BC would like to express our deep gratitude and thank our 2024 Provincial Summit on Aging sponsors:

Gold

BC Care Providers Association - Engage BC

Fortis BC

HelpAge Canada

RapidIteration

Silver

Active Aging Society-Choose to Move

Heart to Home Meals

Java Group Programs

Our Exhibitor's Hall offered attendees the opportunity to learn about and connect with 21 exhibitors and 7 sponsors.

79%

of respondents strongly agreed or agreed that the exhibitors were well-selected and informative. Others identified the desire for a larger space to engage with the exhibitors and a more diverse representation of geographic services as many were based in the Lower Mainland. Due to the busy nature of the Summit, not everyone had the opportunity to visit the Exhibitor's Hall.



Acknowledgements

While the valuable contributors to this event are too numerous to list, United Way BC would like to thank the following individuals for their leadership during the 2024 Provincial Summit on Aging:

Àlvaro José Martinez	Federal Minister of Labour and Seniors Honourable,	Maggie Love
Amaanali Fazal	Steven MacKinnon	Mai Nguyen
Amanda Marchand	Helen Beer	Mayor Malcom Brody
Annwen Loverin	Ian Chian	MOSAIC Multicultural Seniors Theatre Group
Avneet Mann	Jan Sherman	Olivia Bornik
Bobbi Symes	Jean Rikhof	Prab Sandhu
Camille J. Hannah	Jenny Varghese	Rochelle Garfinkel
Catriona Day	Jessamine Liu	Sadhana Kumar
Cheryl Baldwin	Jessilyn Forigo	Sarrah Storey
Chris Chen	Judi-Ann Payne	Sharon Woodburn
Dr. Beverley Pitman	Kahir Lalji	Susan Scott
Dan Levitt	Kelly Sidhu	Tabitha Kandyana
Dr. Indira Riadi	Kimberly Barwich	Teresa Milden
Dr. Laura Kadowaki	Leanne Mack	The Health Arts Society
Elder Mary Pointe	Lisa Cyr	Victor Gutierrez
EnChor Choir	Lydia Morrison	Wingsi Kan

A heartfelt thank you to all the participants, speakers, moderators, exhibitors, sponsors, volunteers, United Way BC staff, and special guests who made the 2024 Provincial Summit on Aging a resounding success.

We are deeply grateful to the United Way BC Food Security, Indigenous Priorities, Emergency Response, Anti-Racism, and Hi Neighbor teams, as well as our volunteers, for their invaluable contributions.

We thank all our friends, colleagues, and partners in the Community-Based Seniors' Services (CBSS) sector network for their support in co-creating the 2024 Provincial Summit on Aging agenda, energizing ongoing dialogues, and sharing your wisdom..

United Way BC is honored to have the opportunity to facilitate and support the important dialogue on healthy aging in BC.

2024 SUMMIT ON AGING REPORT

Appendix A: Agenda

2024 Provincial Summit on Aging – Agenda in Brief Better Together: Innovative Approaches to Healthy Aging

Executive Hotel – 7311 Westminster Hwy, Richmond B.C.

Highlighted sessions are live-streamed for virtual participants and recorded/shared post event

Tuesday, November 5, 2024

Schedule	Session	Location
4:00 pm – 5:30 pm	2024 Summit Pre-Registration	Lobby
5:30 pm – 7:30 pm	United Way BC Reception: “Celebrating Healthy Aging in BC” Light buffet dinner and cash bar	Carver’s

Wednesday, November 6, 2024

Schedule	Session	Location
7:30 am – 9:00 am	Buffet Breakfast and Registration	Outside Grand Ballroom & Lobby
9:00 am – 9:30 am	Opening Remarks First Peoples Welcome: <i>Elder Mary Point</i> Community-Based Seniors’ Services (CBSS) Leadership Council Welcome	Grand Ballroom
9:30 am – 9:45 am	Welcome Addresses City of Richmond Welcome: <i>Mayor Malcolm Brodie</i> Federal Government Welcome: <i>The Honourable Steven MacKinnon</i>	
9:45 am – 10:30 am	Keynote: “The Future of Aging in B.C.” <i>Dan Levitt, BC Seniors Advocate</i>	
10:30 am	Exhibitor’s Hall Opens	Fraser Room & Boardroom A
10:30 am – 11:00 am	Break – Networking, Exhibitor’s Hall, Wellness Pause	
11:00 am – 11:10 am	Stretch/Movement Break with Barbara	Grand Ballroom

2024 SUMMIT ON AGING REPORT

11:10 am – 12:15 pm	<p>Plenary: Weaving our Stories, Claiming our Space – Reflections from Older Adult Leaders in B.C.</p> <p>Presenters:</p> <ul style="list-style-type: none"> • <i>Marcy Cohen (Moderator)</i> • <i>Carole Christopher, SPEC Elders Circle</i> • <i>Leslie Gaudette, COSCO & Langley Senior Action Table</i> • <i>Bob Smith, Volunteer Cancer Drivers Society</i> • <i>David Iwaasa, Tonari Gumi</i> 	Grand Ballroom
12:15 pm – 12:30pm	Musical Performance: Health Arts Society	Grand Ballroom
12:30 pm – 1:30 pm	Buffet Lunch – Networking, Exhibitor’s Hall	
1:30 pm – 2:45 pm	Concurrent Workshops Block #1 – including:	Westminster
	1. <i>Ageism: Reframing an “Old” Narrative</i>	Ballroom A
	2. <i>Collaboration for Impact: Uniting our Community</i>	Ballroom B
	3. <i>Advancing Transportation for Seniors in Rural and Small Town BC: Aging in Motion, Community Engagement, and Advocacy</i>	Ballroom C
	4. <i>Emergency Preparedness, Response and Recovery: Building Coordinated Strategies for Impact</i>	Tivoli’s
2:45 pm – 3:15pm	Break - Networking, Exhibitor’s Hall	
3:15 pm – 4:30 pm	Concurrent Workshops Block #2 – including:	Westminster
	1. <i>Making Rental Housing Affordable for Low-Income British Columbians</i>	Ballroom A
	2. <i>How to be an Advocacy Rockstar (It’s Not That Hard!)</i>	Ballroom B
	3. <i>Aging Well in Rural and Remote Communities (in-person and livestreamed)</i>	Ballroom C
	4. <i>Envisioning a Queer-Friendly CBSS Sector: Delivering Inclusive & Safe Services for 2SLGBTQIA+ Older Adults</i>	Tivoli’s
4:30 pm – 6:00 pm	Break - Networking (Carver’s), Exhibitor’s Hall (Fraser & Boardroom A)	
5:00 pm – 5:45 pm	<p>Optional Activities (<i>sign-up required – visit Registration Desk</i>)</p> <ul style="list-style-type: none"> • <i>Mindfulness & Meditation Session</i> • <i>Walking Tours with City of Richmond</i> 	Tivoli’s Various locations

2024 SUMMIT ON AGING REPORT

6:00 pm – 8:30 pm	<p>Buffet Dinner and Networking</p> <p>6:00 pm – Doors & Dinner Service</p> <p>6:45pm – Keynote: “Ageing is Living: Insights from the new WHO European Framework for Action on Ageing in Good Health” <i>Dr. Yongjie Yon, WHO</i></p> <p>7:30pm – Dinner Performance: <i>MOSAIC Multicultural Seniors Theatre</i></p>	Grand Ballroom
----------------------	---	----------------

Thursday, November 7, 2024

Schedule	Session	Location
7:30 am	Exhibitor’s Hall Opens	
7:30 am – 8:30 am	Buffet Breakfast	Outside Grand Ballroom
8:30 am – 8:45 am	<p>Morning Welcome</p> <p>First Peoples Welcome: <i>Elder Mary Point</i></p>	Grand Ballroom
8:45 am – 9:30 am	<p>Keynote: “Embedding Equity in Healthy Aging Models”</p> <p><i>Pablita Thomas, BC Hospice & Palliative Care Association, Board Chair of Vantage Point</i></p>	
9:30 am – 10:30 am	<p>Plenary: Collaboratives – Innovating New Models of working “Better Together” Towards Systems Change</p> <p>Presenters:</p> <ul style="list-style-type: none"> • <i>Marta Hajek (Moderator)</i> • <i>Karen McDonald, SAGE/Healthy Aging Alberta</i> • <i>Jeff Malmgren, DSI Strategy & Engagement</i> • <i>Nicole Clarke, HelpAge Canada</i> 	
10:30am – 11:00 am	Break – Networking, Exhibitor’s Hall, Wellness Pause	
11:00 am – 12:30 pm	<p>World Café: Clarifying Priorities and Strengthening Sectoral Collaboration – Where do we go from here?</p> <p><i>Facilitated small group discussions</i></p>	Grand Ballroom <i>(Provincial)</i> Westminster <i>(National)</i>
12:30 pm – 1:30 pm	Buffet Lunch – Networking, Exhibitor’s Hall	

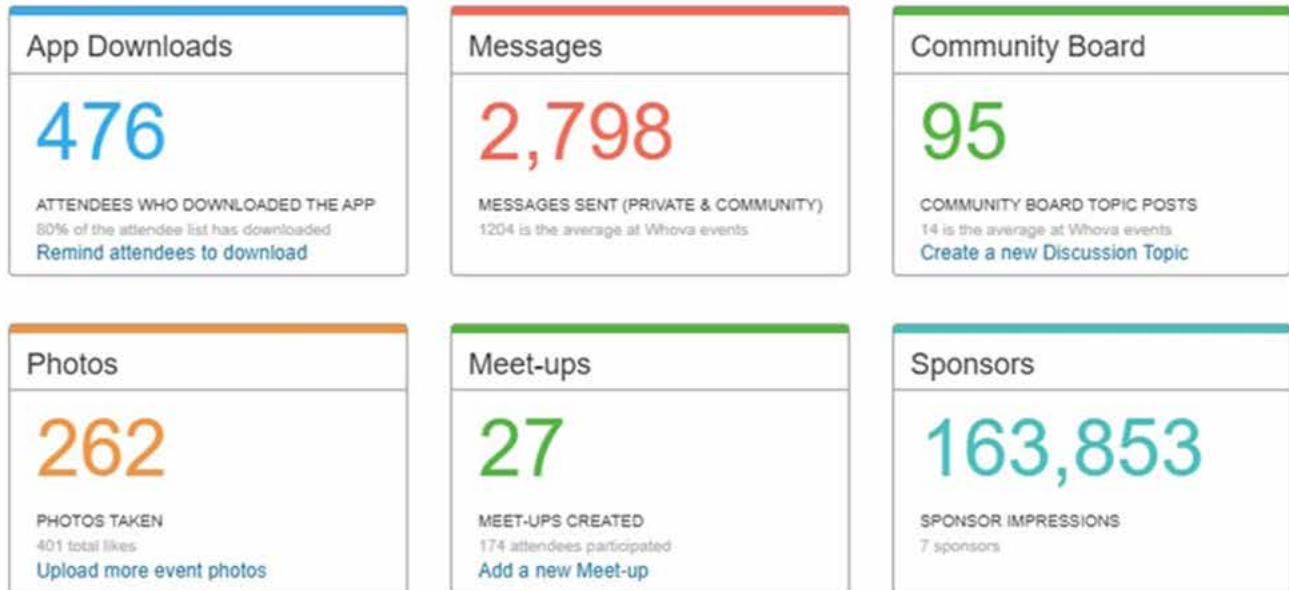
2024 SUMMIT ON AGING REPORT

1:30 pm – 2:15 pm	<p>Plenary: Better Together. The UN System and the Community Based Seniors Services Sector</p> <p>Presenters:</p> <ul style="list-style-type: none"> • <i>Margaret Gillis (Moderator)</i> • <i>Amal Abou Rafeh, United Nations</i> • <i>Dr. Chitralekha Massey, United Nations</i> 	Grand Ballroom
2:15 pm – 2:30 pm	<p>Musical Performance: EnChor Choir</p>	
2:30 pm – 3:00 pm	<p>Summit Closing: Moving Forward Together</p> <p><i>Kahir Lalji, Provincial Director, Government Relations and Government Programs, United Way British Columbia</i></p>	
3:30 pm	<p>Exhibitor’s Hall Closes</p>	

Appendix B: Digital Engagement

Whova - 2024 Summit on Aging's Virtual Engagement Platform

Snapshot:



- 476 Total Whova App Downloads
- 2,798 Messages Sent
- 95 Community Board Posts
- 262 Photos uploaded by participants
- 27 meetups created, engaging 174 participants
- 163,853 Sponsor Impressions

2024 SUMMIT ON AGING REPORT

Social Media Posts

Live Instagram stories capturing the start of the Summit, the workshop 'Envisioning a Queer-Friendly CBSS Sector: Delivering Inclusive & Safe Services for 2SLGBTQIA+ Older Adults,' and the EnChor Choir performance that closed out the event.

United Way BC LinkedIn post thanking the 2024 Summit on Aging Gold Sponsors: BC Care Providers Association, FortisBC, HelpAge Canada, and RapidIteration.

A screenshot of a LinkedIn post from United Way British Columbia. The post includes a thank you message to gold sponsors: BC Care Providers Association, FortisBC, HelpAge Canada, and RapidIteration. It also features the logos for these four organizations.

United Way British Columbia
4,925 followers
3mo • 🌐

🌟 A Heartfelt Thank You to Our 2024 Summit on Aging Gold Sponsors! 🌟

We are incredibly grateful to our Gold Sponsors — [BC Care Providers Association](#), [FortisBC](#), [HelpAge Canada](#) and [RapidIteration](#) — for their generous support in making the 2024 Summit on Aging a success!

Through your partnership, we were able to bring together a diverse group of stakeholders to collaborate, innovate, and drive solutions that support active, connected, and engaged aging for seniors across BC. Your involvement plays a pivotal role in addressing the needs of our aging population and helping us create a future where seniors thrive.

Thank you once again for your dedication and for being such an integral part of the 2024 Summit on Aging! Together, we're making a meaningful impact!

#SummitonAging2024 #UnitedWeStand

FORTIS BC™

BC Care Providers Association
EngAgeBC

HelpAge Canada

RAPIDITERATION



2024 SUMMIT ON AGING REPORT

Social Media Mentions

Left: an Instagram story featuring the Honourable Steven MacKinnon, Minister of Employment, Workforce Development and Labour delivering his virtual address at the 2024 Summit on Aging.

Top right: Volunteer Cancer Drivers Society's Instagram post with Director of Communications, Gail Kaufmann and United Way BC's Volunteer Coordinator, Amanda Marchand.

Bottom right: 2024 Summit on Aging participant spotlighting Dan Levitt's keynote: The Future of Aging in BC on November 6, 2024.



2024 SUMMIT ON AGING REPORT

Volunteer Cancer Drivers Society's LinkedIn post, tagging United Way BC, highlighting the panel discussion with President Bob Smith and Dan Levitt, BC Seniors Advocate, during the 2024 Summit on Aging.

 **Volunteer Cancer Drivers Society**
November 8, 2024 · 🌐

I was thrilled to attend the [United Way British Columbia 2024 Provincial Summit On Aging](#) on behalf of the Volunteer Cancer Drivers Society! It was an inspiring event, with so many dedicated organizations coming together to discuss how to better support our seniors. There's still a lot of work to do in breaking down biases and ensuring seniors receive the respect, care, and support they deserve.

A real highlight was the panel discussion featuring our very own president, Bob Smith, who spoke powerfully about the positive impact volunteering has on both seniors' wellbeing and our own as volunteers. It was a great reminder of how much we can achieve together through community and compassion. Excited to bring back some valuable insights to the team!

[#unitedwaybc](#) [#summitonaging2024](#) [#volunteercancerdriverssociety](#) [#volunteercancerdrivers](#) [#danlevitt](#) [#bcseniorsadvocate](#)



Additional Digital Content

- [Better Together: Highlights from the 2024 Provincial Summit on Aging - Blog Post](#)
- [2024 Provincial Summit on Aging Video](#)
- [2024 Provincial Summit on Aging Photo Album & Slideshow](#)
- [2024 Provincial Summit on Aging: Live Recordings](#)

We thank all our friends, colleagues, and partners in the network of Community Based Seniors' Services organizations for their guidance, support, and help in making the 2024 Provincial Summit on Aging a success.

We are truly grateful!

