



Table régionale
de concertation
des aînés de la
Côte-Nord

Individual territorial workshop summary

Regional mobilization steps to improve the seniors living conditions

Having for mission to ensure regional concertation, the TRCACN has completed (through the last few years) a variety of studies, gathered lots of data concerning the seniors and also worked in close collaboration with more than sixty organisations in order to identify regional priorities aiming at improving the senior's life conditions.

The aim of this workshop which is part of the mobilization steps to have the «North Shore to become a senior friendly region» was to:

- transfer the acquired knowledge;
- facilitate the exchanges between the actors from the area¹ so that each community has the opportunity to intervene while taking into account its own reality. This meeting.

The workshops were led by Boite à clés – a communication firm – acting as a consultant in the mobilization steps.

- **St. Augustine, Gros Mecatina** (La Tabatiere, Mutton Bay) –

This document is a brief summary of the main findings, issues and solutions raised by the participants during the workshop involving the above mentioned municipalities.

¹ TRCACN splitted the North Shore into 13 areas in order to target all stakeholders who possibly already interact altogether (or could interact altogether) considering their proximity.

St. Augustine | March 21, 2019

List of people invited to this meeting. Those present appear in **green**.

Name	Organization
Yvette Beaudoin	Senior Club 50+
Gladys Martin	Municipality/Mayor of St-Augustine
Greta Gallibois	LTS Board Rep of St-Aug mun. Coasters
Victoria Boland	Senior Club 50+
June Gallibois	Senior Club
Ida Gallibois MckInnon	Senior club 50+
Veronica Driscoll	Senior Club 50+
Krystle Wilcott	Municipality La Tabatiere
Lorette Gallibois	Seniors Club 50+
Susie Martin	CISSS
Shauna Green	Mutton Bay resident
Maxine Gallibois	Senior Club
Lloyd Jones	Groupe accessibilité St-Aug
Randy Jones	Mayor of Gros-Mecatina
Lee Ann Smith	Seniors Club
Barbara Buffit	Mutton Bay resident
Jennifer Wellman	LTS Board Rep of Gros-Mecatina

EXERCISE # 1: INNOVATE IN OUR ENVIRONMENTS

« How can we do better together? »

Group #1 (with Suzie)

Answer : Let's start now

Explanations |

- We're in an emergency situation
- Committed members within community | Ease mobilization of resources

Possible solutions |

- Partnerships are needed and there is a strong foundation in place due to the closeness **within each community (small population)**; it's easy to reach out to one another.
- Need to recruit/involve younger population
- Need to promote sense of responsibility/caring

Issues raised |

- Lack of follow-ups, exhaustion of volunteers
- Lack of paid positions (e.g.: Meals on Wheels)
- Lack of available revenue/income of senior population

Group #2 (with Melody)

Answer : Let's start now (at least in our municipality)

Explanations |

- Programs already in place (eg.: *The greenhouse project where many stakeholders (Nutrition North, Municipality and 50+) are involved* | eg.: *Nutrition North where we did receive funds from government to educate people on nutrition and we have an action plan*).
- We know existing issues and issues we'll face (salary, lack of workers, communication)
- Volunteers are involved

Issues raised |

- Each municipality works for itself | due to isolation (no road that links them)
- Challenges :
 - Municipality have different needs
 - Eg.: People leaving for work don't get involved as much
 - Isolation of communities | Hard to share resources...

EXERCISE # 1: INNOVATE IN OUR ENVIRONMENTS

« How can we do better together? »

Group #3 (with Krystle)

Answer : Possible within one and each community but not between all villages

Explanations |

- Partnership in between villages is hard because of isolation
- Meals on wheels : people ask what they want
- CISSS :
 - Immediate family can't always work or take responsibility
 - Strangers are not accepted easily
 - Some seniors tests should be completed at the hospital
 - Low wages
- Insufficient communications between organizations

Possible solutions |

- Encourage seniors to have someone from their family to go with them at the hospital to make sure to fully understand.
- Create a role where someone would have the responsibility of helping senior people
 - It has to be paid (volunteering isn't possible for that role)
 - Pilot project in Quebec and Sept-Iles – Someone picked seniors up at the airport and back
 - Resource has to speak all three languages (English, French, Innu)

Issues raised |

- Volunteers needed
- Training is required for people who interact with seniors as they have to be able to explain things and make sure seniors understood them
 - Information services are not well communicated.
 - Often hard to understand for young people who are well aware and educated, so imagine seniors...
- All tasks that have to be done around the house (as snow shoveling/cutting grass) → not covered by government → no possible funds
- Pharmacy invoices are complicated just as what RAMQ covers and not...
- No transport system for seniors :
 - Shopping | Medication | Clinic | Worship | Access to airport or port

EXERCISE # 2: AREA PORTRAIT ACCORDING TO DATA AND COMMUNITIES REALITY

« How to promote exchanges and partnerships? »

Group #1 (with Suzie)

(What we could do, How to do it...

- Get involved in our community
- Creation of partnership (territorial/regional/ provincial/federal)
- Build public awareness (info sharing)
- Align TRCACN priorities to improve senior conditions with each Municipality action plans
- Recruitment of partners (SHQ, CSL, CISSS, Mun. of St-Aug., 50+ Clubs, Group Accessibility of St.-Aug., Rangers, ...)
- Lobbying
- Reaching out with the other communities
- Development of pilot projects
- Funding research and solicitation | Main issue : How ? When ?

Group #2 (with Melody)

Possible solutions |

- Reach out to elders and isolated seniors through the 50+ Clubs and the Greenhouse project → it could be a model for other communities as many partners are involved
- Mix school age people with seniors to plant seeds and break isolation ☺
- Publicize what we've accomplished
- Keep seniors involved in communities' life

When ? → Now!

How → We need a leader! Suggestion : Darlene and other volunteers

What's next ? → Follow-up at Fall 2019 by Local Table + Action plans in January 2020 as the TRCACN full report of this initiative will be distributed in December 2019.

Group #3 (with Krystle)

Possible solutions |

- Finding salaries to create roles to support and help the elders (compensatory care, transportation, yard work,)
- Youth involvement (partnership with schools and youth centers)
- Explain the available services to the seniors (pamphlets, postings, presentations, partnership with IRC, CISSS and Pharmacies)

When ? → Action plan meeting within a year

How ? → More partnerships (breaking silos)

Findings |

- All agree to say that St-Aug, La Tabatiere and Gros-Mecatina have tools but no resources
- Everyone want to work together to improve the living conditions of seniors within their community. But it's seems like it would be hard for them to work all three communities together because of isolation and respective needs that are different.