

The background image is a scenic landscape of a mountain lake, likely Moraine Lake in Banff National Park. The lake is calm, reflecting the surrounding mountains and sky. The left side of the image is overlaid with a semi-transparent red filter, while the right side remains in natural color. A white horizontal line is positioned above the text on the left.

# Queen's University Training: Friendly Visits

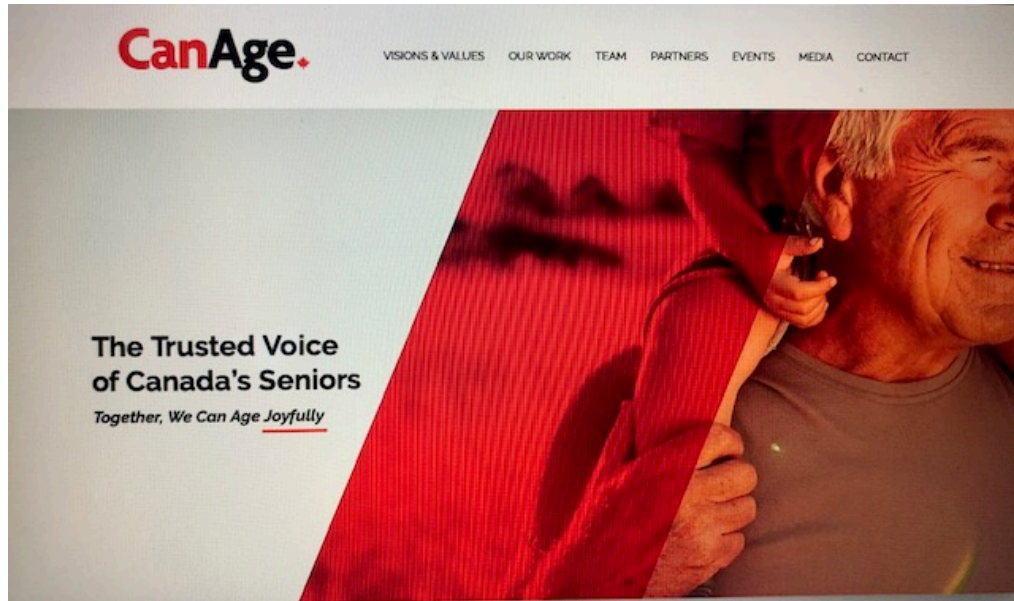
**CanAge**★

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[www.CanAge.ca](http://www.CanAge.ca)



## WHO WE ARE - NOT FOR PROFIT SENIORS VOICE

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CanAge is a national not-for-profit which educates, empowers and mobilizes people on the issues that matter most to older Canadians.

We work collaboratively with government, non-profit and for profit organizations to amplify seniors issues, influence policy and effect positive change.

We problem-solve, and make real change <sup>2</sup> happen.

**Our mission** is to advance the rights and well-being of Canadians as we age.

**Our vision** is for older Canadians to live vibrant and connected lives.

**Our work** turns intent into impact. We measure our success through tangible results: engaged supporters, actions taken, lives changed, and missions fulfilled.





## The Voice of Canada's Seniors

Education

Training

Advocacy

Policy

Elder-friendly Audits

Community Development

Change-making

Outreach

On...

Financial Capacity

Long-Term Care Reform

Abuse Prevention

COVID19 Response

Vaccines

Caregiving

Social Inclusion

# Partner Organizations:



**Elder Abuse Prevention (ON)**

*Stop Abuse - Restore Respect*

**Prévention de la maltraitance envers les aînés (ON)**

*Arrêtez les mauvais traitements - Restaurez le respect*



**NICE**

*National Initiative for the Care of the Elderly*

*Initiative nationale pour le soin des personnes âgées*

*We care together*

*Ensemble pour le bien-être des aînés*



**Canadian  
Frailty  
Network**

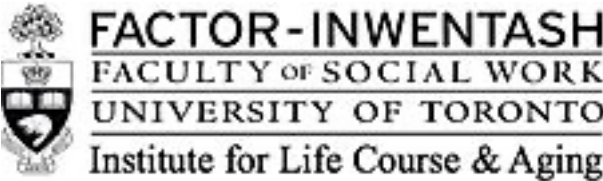
**Réseau canadien  
des soins aux  
personnes fragilisées**



**United Way**  
**Lower Mainland**



# A Few Examples of Our Partner Organizations:







20% of Canadian Seniors do not have a single person to reach out to in a time of emergency



Social Isolation and loneliness is as bad for people as smoking 15 cigarettes a day

COVID19 has placed all Canadian seniors under some form of social isolation

Friendly phone visits from members of a shared community (like our Queen's Community) help a lot!



# How Big is the Problem of Loneliness?



Social isolation and loneliness affect more than one million older Canadians.

Loneliness and social isolation foster serious social, mental and physical health challenges.

Significant reduction in quality of life for older people and for their caregivers and communities.



## PRE-COVID19 for CANADIANS

The Desolate (23%),  
The Lonely but not Isolated (10%),  
The Isolated but not Lonely (15%),  
The Moderately Connected (31%)  
The Cherished (22%)

Fully 62% say they would like their friends and family to spend more time with them, while only 14 per cent of Canadians would describe the current state of their social lives as “very good.”

Further, a substantial one-third (33%) could not definitively say they have friends or family members they could count on to provide financial assistance in an emergency

Nearly one-in-five (18%) aren't certain they'd have someone they could count on for emotional support during times of personal crisis.





NOW - DURING COVID

100% of all Canadian Seniors  
are currently socially or  
physically isolated in some way

54% + of all Canadians (all  
ages) report feeling lonely  
during COVID19

<https://www.ipsos.com/en-ca/news-and-polls/Majority-Of-Canadians-Say-Physical-Distancing-Has-Left-Them-Feeling-Lonely-Or-Isolated>



## INTERGENERATIONALISM

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**10X**

CALLS REPORTED

**1000+**

HAPPENING WE CAN'T  
SEE

MOST LONELY? - STUDENTS AND SENIORS

1-3 TELEPHONE VISITS A WEEK CAN MAKE THE DIFFERENCE

BUILDING SKILLS AND RELATIONSHIPS - FOR NOW ... OR FOR LIFE

## Myths

1. Seniors all live in Nursing Homes
2. All seniors are vulnerable (without COVID19 restrictions)
3. Seniors are like children
4. Seniors all have dementia
5. Families take care of seniors



**1:3 people 65 – 74 have hearing loss**

**1:2 people 75+ have hearing loss**

**Some people may not want to admit they have trouble hearing.**



Here are some tips you can use when talking with someone who has a hearing problem on the phone:

- Find a quiet place to talk to help reduce background noise (for both of you!)
- Speak a little more loudly than normal, but don't shout. Try to speak slowly, but naturally.
- Speak at a reasonable speed.
- Speak crisply – like your Grade 7 Public Speaking teacher taught you. For many it's the crispness that matters.
- Do not mumble, eat, or chew gum while speaking.
- Repeat yourself if necessary, using different words.
- Try to make sure only one person talks at a time. Be patient. Stay positive and relaxed.
- Perhaps enquire if they have a phone speaker or a hearing device they use turned on?

# What About Mental Capacity?



# Mental Capacity

- Dementia
- Delirium
- Depression
- Deafness?





Contact Me!

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