

Aging in Place

Third Annual Report
2022-2023




Yukon



We respectfully acknowledge that the Yukon is home to 14 First Nations.

We express gratitude to all Yukon First Nations for whom
this land is ancestral home.



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Minister's message

I am pleased to present the third annual report on the *Aging in Place Action Plan*.

Thank you to everyone who contributed their efforts to implementing the actions of this plan, including the many dedicated care providers who continue to help Seniors and Elders every day. Seniors and Elders shaped the territory and built the foundation for the life that many of us enjoy. We are very grateful for their contributions, and I am committed to improving lives and ensuring our Seniors and Elders feel valued and respected now and in the future.

Through extensive engagement, Yukoners told us they want to be near loved ones as they grow older and live in the comfort of their own homes. Being close to our communities and having access to necessary resources and supports is important for our health and wellbeing and helps maintain cultural and family connections.

As Minister of Health and Social Services, I am committed to providing the supports and resources for Yukoners to stay connected and have greater options to age in place, regardless of their income or ability level.

The *Aging in Place Action Plan* is a road map to help us meet these goals. Its aim is to improve the lives of Yukoners and to help ensure that the resources of our housing, health and social system remain focused on providing supports and empowering people. It sets the direction for how our government and partners work together

to improve the health and wellness outcomes of Seniors and Elders in a sustainable way. This road map is also our commitment to better support Yukon Seniors and Elders through a spirit of reconciliation and partnership.

Our government continues to make progress by advancing virtual care and home renovation supports, offering training and education for care providers and providing additional resources and supports for individuals living in rural communities. Home-based and culturally safe approaches are also being adopted such as Yukon First Nations 101 training for caregivers and 2SLGBTQIA+ education.

I want to personally thank the Aging in Place Seniors Advisory Committee for offering their valuable wisdom and knowledgeable insights. The committee was formed in 2022 and their guidance will continue to be important as we work to fully implement recommendations from the Aging in Place Action Plan.

Yukon Seniors and Elders deserve a safe and comfortable life and they will continue to be at the heart of our people-centered approach to aging in place.

Tracy-Anne McPhee

Minister of Health and Social Services



Introduction

Over the next 20 years, the Yukon's Senior and Elder population is expected to more than double and we want to ensure the territory is prepared to meet their evolving needs and expectations.

Governments have a central role, in collaboration with partners and stakeholders, to provide the right care and support, in the right place, at the right time and by the right provider. Yukoners of all ages also have the right and ability to participate in determining the best ways to age with independence, dignity and respect in the place of their choice.

Several years ago, we asked more than 1,200 Yukoners about how we can make the territory a better place to live for Seniors and Elders. What we heard informed the Aging in Place Action Plan, with 56 actions to support Seniors and Elders to continue living and live longer in their own homes and communities.

This is the third annual and final formal report of the Aging in Place Action Plan. We continue to work collaboratively with partners, including First

Nations governments, municipal and federal governments, the private sector, non-governmental organizations (NGOs) and community groups to further advance the Aging in Place Action Plan and achieve our common vision. We have provided a booklet of helpful contact information for programs related to aging in place in the Yukon at the end of this report.

In this plan, we use terminology that recognizes the strength and wisdom associated with chronological age. The term "Seniors" is currently the most common term used in Government of Yukon programs, benefits and funding. We will continue to use the term "Seniors and Elders" throughout this action plan while recognizing that the term itself is linked only to age, and not to one's abilities. When directly referencing First Nations people, the term Elder will be used.

The action plan recommends actions under four pillars. To help us focus our work we also identified key goals for each of the four pillars:

Pillar 1:

Living a Full and Meaningful Life

GOAL: Work together to ensure that Seniors and Elders maintain cultural, social and recreational connectedness within their communities and that their contributions are valued.

There are 15 recommended actions related to this pillar

Pillar 2:

Housing

GOAL: A future where Seniors and Elders have access to a full continuum of housing options that are satisfactory, appropriate and affordable.

There are 15 recommended actions related to this pillar.

Pillar 3:

Transportation

GOAL: A Yukon where Seniors and Elders have access to a range of transportation options that meet their needs.

There are 5 recommended actions related to this pillar.

Pillar 4:

Programs, Services, and Infrastructure

GOAL: Ensure that Seniors and Elders have access to a broad range of appropriate programs and services to support their health, independence and active involvement in their community.

There are 21 recommended actions related to this pillar.

Working together

Many of the Aging in Place actions are shared across Yukon government departments and align with the following reports, strategies and plans:

- *Putting People First* report;
- *Housing Action Plan for Yukon*;
- *LGBTQ2S+ Inclusive Action Plan*; and
- *Yukon's Missing and Murdered Indigenous Women, Girls and Two-Spirit+ People Strategy*.

The synergy between departments and community partners will help us reach our shared goals. This includes collaboration with Yukon First Nations governments, municipal and federal governments, the private sector, non-governmental organizations and community groups. The shared actions are identified in the progress updates starting on page 12.

Thank you to all community partners and everyone who has contributed to the implementation of the Aging in Place Action Plan.

Moving forward, for reporting on the status of actions related to the Aging Place Action Plan, each department at the Government of Yukon will provide their own updates through their website and standard communication methods about the programs and services offered to Seniors and Elders.

Government of Yukon departments

These departments and agencies are leading the implementation of the *Aging in Place Action Plan*:

- Community Services (CS)
- Health and Social Services (HSS)
- Economic Development (EcDev)
- Public Service Commission (PSC)
- Education (EDU)
- Yukon Housing Corporation (YHC)
- Executive Council Office (ECO)

Advancing Truth and Reconciliation

Our goal is for Elders to enjoy culturally safe and welcoming programs and services that recognize Yukon First Nations history, governance and the legacy of residential schools.

Listening to Yukon First Nations will continue to be important as we work to address the National Inquiry into Missing Murdered Indigenous Women and Girls Call to Action and the Yukon's Missing and Murdered Indigenous Women, Girls and Two-spirit+ People Strategy.

Aligning with Putting People First

Putting People First is the road map to creating a health and social system that serves the needs of Yukoners better. The final report outlines 76 recommendations for the future of Yukon's health and social systems.

As expected, there is considerable overlap between the review and the Aging in Place Action Plan. Several recommendations in the final report are focused on supporting Yukoners to remain in their own homes and communities as long as possible.

An excerpt from Putting People First Report:

Supporting Elders and Seniors

Yukon Seniors and Elders told us they want more supports to allow them to age in place in their own communities. Yukon's Seniors and Elders may be dealing with:

- difficulty finding services to meet their needs or to keep them active and involved in the community;
- housing options that do not always fit their specific needs;
- a lack of transportation alternatives; and
- limited ways to find meaningful connection to their communities.

The government has already started to engage with Yukoners about these issues. While they are felt across the Yukon, it is clear what is most needed are supports at the community level.

Where are we now

Thanks to contributions from community partners, we have made positive progress on many important recommendations from the *Aging in Place Action Plan*. Of the 56 recommended actions 52 per cent are now considered operational and 48 per cent are in progress.

The following overview provides more information about actions that are now operational. Updates for all 56 actions are provided starting on 12.

Overview

Of the 56 Aging in Place recommended actions:

- 30 actions are operational;
- 25 actions are in progress; and
- 1 action has been incorporated into other actions.

Action status

- **Operational:** The recommendation has been implemented.
- **In progress:** Work on the recommendations is underway.
- **Not started:** Work on recommendation has not started.

Status of all actions...



Pillar 1:

Living a Full and Meaningful Life

1

Autonomy and a voice for Seniors and Elders



1.1

Establishing a Seniors' Advisory Committee that reports to the Minister of Health and Social Services.

(Operational)

Lead: HSS

In February 2021, the Government of Yukon established a Seniors' Advisory Committee. The committee provides feedback to government officials and its partners on the development of public policy, programs and services that will enhance access and inclusion for Seniors and Elders to fully participate in services, programs and civic life.

The Seniors' Advisory Committee is appointed every three years and includes the Government of Yukon, Yukon First Nations, Yukon non-government organizations, people with rural Yukon experience and the Francophone community. The committee meets quarterly and consists of up to 14 members.



1.2

Collaborate with national organizations on initiatives that support the aging population in a Yukon context.

(In progress)

Lead: HSS

The Department of Health and Social Services has an ongoing collaboration with the Canadian Foundation for Healthcare Improvement, the Canadian Frailty Network, the Canadian Patient Safety Institute and the Centre for Aging and Brain Health Innovation.

The Public Health Agency of Canada provided funding to establish online dementia resources for the Yukon. These resources are anticipated to be available in Spring 2024.



1.3

Continue to work with Yukon First Nations governments and citizens to formalize a collaborative approach to ensure that government actions and decisions reflect traditional knowledge, including Elders' knowledge, values and Perspectives.

(In progress)

Lead: ECO

The Government of Yukon and the Council of Yukon First Nations formed the Yukon First Nations Chiefs Committee on Health in July 2023. The Chiefs Committee on Health provides political direction and oversight regarding the transformation of the health and social system in the Yukon. They have established a Health Transformation Advisory Committee to actively guide the development of the Yukon's new health authority, currently proposed as Health and Wellness/ Shàw Kwà 'a /Santé et mieux-être Yukon.

Additional progress with this action is demonstrated by Yukon First Nations cultural programming integrated in long-term care, working with Indigenous organizations in supportive housing programs and recognizing the need for health approaches that are inclusive of traditional healing practices and medicines.



1.4

Encourage the development of community-led seniors' organizations in rural communities.

(Operational)

Lead: CS

The Government of Yukon partners with organizations throughout the territory to provide access to services and programs for Seniors and Elders.

The Department of Community Services is working with ElderActive and the Recreation and Parks Association of the Yukon to support community-led seniors' organizations in rural communities. Services include programs, events and access to a lending library.

Through programs like the Community Development Fund, funding is available for projects, events and initiatives that provide long-term, sustainable economic and social benefits to Yukon communities.



1.5

Help Seniors and Elders decide whether to stay in their current home or move to access the care and services they need, by creating evidence-informed decision-aide document.

(In progress)

Lead: HSS

The Department of Health and Social Services' Continuing Care division is developing a decision guide for Seniors and Elders to help when deciding to stay in their residence or move into a residence with support and services.

This is one example of feedback that the Seniors' Advisory Committee has provided. A draft information brochure has been developed and an updated version is in progress.



1.6

Provide more and improved options for Yukoners and their families and friends to visit virtually.

(Operational)

Lead: HSS

The Department of Health and Social Services' Continuing Care division supports virtual visits through a variety of platforms in all of Yukon's long-term care homes. We are working to offer additional virtual options to keep residents connected to their family and friends. Continuing Care is working with partners to also include virtual option programming for Seniors and Elders.



1.7

Partner with the AGE-WELL summer institute program, with a focus on issues facing rural, remote and Indigenous populations as they age or care for their loved ones.

Lead: HSS

Key elements of the AGE-WELL approach are being incorporated in other Aging in Place actions.



1.8

In partnership with Yukon Learn, ensure that seniors are aware of the technology literacy training services that are available to them.

(Operational)

Lead: EDU

The Government of Yukon and Yukon Learn provides Seniors and Elders opportunities to learn and develop technology literacy skills. Seniors and Elders will discuss how to secure their privacy when using the internet, mobile devices and social media. They will also learn how to recognize and avoid fraudulent activities. Technology literacy skills training has been a priority in the Yukon Learn core funding agreement with the Government of Yukon since April 1, 2022.



1.9

Continue to provide training to Government of Yukon staff on aging and ageism.

(In progress)

Lead: PSC

The Yukon Public Service Commission provides training to all Yukon government staff on unconscious bias, which includes information on ageism. These courses help explore unconscious bias, its impacts on service delivery and how to recognize it in the workplace.

Continuing Care includes diversity in their orientation training for new staff, which includes information on aging and ageism. With the focus on person-centered care, these training courses are becoming more readily available and offered more frequently to employees in specific program areas.



1.10

Work with Seniors' organizations in Whitehorse to help recruit Seniors and Elders for the tutoring program offered by Learning Disabilities Association of Yukon.

(Operational)

Lead: EcDev

The Learning Disabilities Association (LDAY) employs Seniors and Elders to tutor children and adults who may have a learning disability. Some areas that Seniors and Elders tutor in are learning to read, math, general coursework, social skills and organizational skills. Tutoring takes place after school, evenings, and weekends both online and in-person across the territory.



1.11

In partnership with stakeholders, seek ways to increase funding to support active living and social participation for Seniors and Elders.

(Operational)

Lead: HSS

In partnership with the Public Health Agency of Canada, Community Services has implemented the Yukon Northern Wellness Project. The project provides funding to support both ElderActive Recreation Association and Recreation and Parks Association of Yukon in delivering various initiatives through to 2026.



1.12

Partner with First Nations governments and NGOs to provide more day programs for Seniors and Elders, particularly in rural communities.

(In progress)

Lead: HSS

The Government of Yukon continues to explore partnership opportunities for joint outings and is working to further develop day programs in rural communities.

The Alexander McDonald Lodge in Dawson City is working towards developing regular programming. Currently, the Lodge and Tr'ondëk Hwëch'in have a shared calendar for events that focus on health and wellness.



1.13

Work with early childhood educators and other experts to expand intergenerational programming throughout long-term care homes.

(Operational)

Lead: HSS and EDU

The therapeutic services team creates a variety of opportunities for long-term care residents to share, learn and connect with other generations through a variety of community programs and schools. During the school year, the therapeutic services team and teachers coordinate visits where residents and students have the chance to enjoy common activities such as craft projects, reading, reminiscing, gardening, games and music. Residents and students learn from each other, socialize together and share knowledge and stories from their experiences. Over the year some classes will participate in a pen pal project where the children and residents exchange cards and letters throughout the different holiday seasons. Residents also have the chance to engage with toddlers and babies during our Mother Goose Programs and Day Care visits.



1.14

Initiate intergenerational programming with school-aged children and youth in collaboration with the Department of Education.

(Operational)

Lead: HSS and EDU

Yukon schools and educational programs invite Elders and knowledge keepers from Yukon First Nations to schools to share stories and teach traditional skills to students. Passing oral history, stories and teachings from generation to generation is a vital part of First Nation culture.

High School students have opportunities to complete their work experience hours or career life connection placements through programs in various settings where Seniors and Elders live, work or play. In long-term care homes, students can help facilitate group programs, special events or assist with care for residents.



1.15

Provide advice and tools to help municipalities, local advisory area and community organizations create age-friendly communities. Work with Yukon Community Services and the Association of Yukon Communities to ensure this is a collective priority.

(In progress)

Lead: CS

Community Services is engaging with Municipalities and Local Advisory Areas on creating a list of best practices that are conducive to aging in place. Further discussions with the Association of Yukon Communities will take place in 2024.

Health and Social Services will be developing Community Wellness Plans over the next few years in each Yukon community. Seniors and Elders will be included in community engagement sessions to discuss what an age-friendly community could look like.

2.1 Offer funding for accessibility home modifications for low to medium income clients through the Home Repair Program.

(Operational)

Lead: HSS

The Yukon Housing Corporation provides funding for the Home Repair Program for home improvement. This funding is available to all Yukon homeowners, including Seniors and Elders.

The Home Repair Program provides four streams of funding:

- for emergency repairs to fix serious, unexpected and dangerous situations requiring immediate repairs;
- to improve accessibility to retrofit their homes if they have mobility challenges;
- to improve air quality in the principal residence due to wildfire smoke and to purchase air-purification equipment or supplies to improve the air quality; and
- a loan to homeowners who need to upgrade or repair their home.

2.2 Offer funding for emergency repair for low-to medium income clients to allow Seniors and Elders to stay in their homes.

(Operational)

Lead: YHC

The Government of Yukon continues to explore partnership opportunities for joint outings. Emergency repair funding is part of the Home Repair Program described in Action 2.1. The grant is non-repayable and you are required to provide proof that your insurance will not pay.

Eligible projects include repairs that, if unaddressed, could cause significant damage to a housing unit or building, or lead to significant inconvenience or risks to the health and safety of residents or maintenance staff.



2.3

Work with the Seniors Information Centre and the Yukon Council on Aging to ensure that Seniors and Elders are aware of funding options for home modifications and practical services such as Seniors' Home and Yard Maintenance Program referral service.

(Operational)

Lead: YHC

Funded by the Yukon Housing Corporation, the Yukon Council on Aging offers a Seniors' Home and Yard Maintenance Program. This referral service offers Seniors and Elders assistance on home maintenance may be challenging. Some examples of tasks include snow shoveling and splitting wood during the winter months, and lawn mowing and window washing during the spring and summer months.

The Yukon Housing Corporation provides promotional materials about the referral service to Yukon libraries and Seniors' organizations including the Yukon Council on Aging, Yukon Active Living Strategy, Golden Age Society and Franco-50. They have also committed to meet with the Yukon Council on Aging to discuss their programs that Seniors and Elders may find helpful.



2.4

As part of the Community Housing program, engage with Seniors and Elders to better understand their support needs, and track those changing needs over time.

(In progress)

Lead: YHC

Yukon schools and educational programs invite Elders and knowledge keepers from The Yukon Housing Corporation meets periodically with tenants in their Rent-Geared-to-Income Seniors' buildings to discuss concerns and how to address them. The Yukon Housing Corporation is actively planning housing needs assessments in communities. Seniors and Elders will be engaged at the time of the assessment in their community to understand their housing needs.



2.5

With guidance from the Safe at Home Action Plan, continue to address the gaps in housing with supports for Seniors and Elders with unique and complex needs (E.g., homeless seniors, seniors with cognitive and developmental disabilities).

(In progress)

Lead: YHC

The Yukon Anti-Poverty Coalition has partnered with the Yukon Housing Corporation to contract a Senior Engagement Specialist. This specialist engages with Seniors and Elders who are part of the Rent-Geared-to-Income program and helps address the housing gaps that Seniors and Elders may face.

Seniors and Elders may qualify to live in Housing First residences. These residences provide a home for people that are experiencing homelessness and/or complex mental health or substance use issues.

- A 16-unit residence in Whitehorse, owned by the Yukon Housing Corporation and operated by Connective and the Council of Yukon First Nations, was opened in 2020.
- A 10-unit residence in Watson Lake is anticipated to be complete in 2024. This project is partly funded by the Yukon Housing Corporation and will be operated by the Department of Health and Social Services.



2.6

Through collaboration and engagement, explore a home-share project.

(In progress)

Lead: YHC

In 2022, the Safe at Home Society released ten Calls of Action to end/prevent homelessness in the Yukon. One of these actions is to create a matching program for post-secondary students and Seniors or Elders who have extra space in their homes. This is being explored to see how it works in the Yukon.



2.7

Continue to work internally and with private industry and community partners to develop independent and supportive housing for Seniors and Elders across Yukon. These can include co-housing and intergenerational housing.

(In progress)

Lead: YHC

The Normandy Living Seniors' Supportive Housing project in Whitehorse. It is the first of its kind in the Yukon and offers services such as meals, housekeeping and laundry to Seniors and Elders. In Normandy Living, 26 of the 84 units are subsidized and available to Yukon Housing Corporation tenants under the Rent-Geared-to-Income program.

The Vimy Heritage Housing Society is planning to develop a similar project for Seniors' and Elders supporting housing. This project is supported by several partners including the Yukon Housing Corporation.



2.8

As part of the Community Housing program, engage with Seniors and Elders to better understand their support needs, and track those changing needs over time.

(In progress)

Lead: YHC

The Yukon Housing Corporation continues to work with the federal government and Yukon First Nations governments to identify potential funding sources through the National Housing Strategy and the Indigenous Urban, Rural and Northern Indigenous Housing Strategy for Canada. They will also continue to seek partnerships and other funding options to address Yukon First Nations' housing needs.

In May 2023, the Vuntut Gwitchin opened an eight one-bedroom assisted-living facility for Elders in Old Crow. It contains a one-bedroom unit for a live-in caregiver. This was a Government of Yukon, Government of Canada and Vuntut Gwitchin First Nation collaboration.



2.9

Maintain high-quality infection control practices in existing and future long-term care homes.

(Operational)

Lead: HSS

Since the COVID-19 pandemic, the Government of Yukon expanded its health and safety measures ensuring all long-term care homes throughout the territory meet current infection control standards for residents and staff members.

The Government of Yukon reviews infection control policies every three years, or more frequently if required, to ensure information is evidence-informed and aligns with current recommendations and guidelines.

Comprehensive COVID-19 prevention and safety policies were developed for long-term care homes in the spring of 2020 and updated in November 2021.



2.10

Uphold a home-based culturally safe philosophy in partnership with long-term care home residents and their families.

(Operational)

Lead: HSS

Continuing Care works with an Elders Advisory Committee to maintain connection with the community and to inform program planning. As an approach to person-centred care, First Nation Liaison Workers partner with Elders living in long-term care to engage in traditional activities. Residents have opportunities to travel and attend community events that support connection with First Nations culture.



2.11

Continue to provide training to Government of Yukon staff on aging and ageism

(Operational)

Lead: HSS

Demographic projections were completed and presented to the Minister of Health and Social Services in February 2022. Annual projections in 2023 confirm the increasing need for long-term care rooms in the future. Resources, including staffing positions, are now dedicated towards strategic workforce planning, recruitment and retention to meet the needs of the Yukon's growing Senior and Elders' population.



2.12

Continue to provide training to Government of Yukon staff on aging and ageism.

(In progress)

Lead: YHC

The Yukon Housing Corporation funds a Senior Engagement Specialist position through the Yukon Anti-Poverty Coalition. The specialist works with tenants to increase the sense of community.



2.13

Work towards de-labeling Yukon Housing Corporation units to destigmatize social housing and improve quality of life for Seniors and Elders.

(In progress)

Lead: YHC

The Yukon Housing Corporation's new approach to community housing in Rent-Geared-to-Income buildings has a mixed-income component. This approach includes Seniors, families and individuals with a wider and more balanced range of incomes living in each building. It intentionally creates more socioeconomic diversity with the goal of creating more positive interactions between tenants and a healthier overall community. The Seniors' purpose-built Rent-Geared-to-Income buildings will remain Seniors-only buildings. Multi-unit buildings in rural communities have always welcomed a mix of Seniors, families and individuals and will continue to do so.



2.14

Enable a client-focused partnership between clients, Yukon Housing Corporation and Yukon Home Care.

(Operational)

Lead: YHC

The Normandy Living Seniors' and Elders' housing facility provides 26 subsidized units for Rent-Geared-to-Income tenants. All of Yukon Housing Corporation's Rent-Geared-to-Income tenants have access to Health and Social Services' Home Care services if required.

The Department of Health and Social Services and the Yukon Housing Corporation collaborate to determine eligibility for the 26 units at Normandy Living Seniors' supportive housing facility. If a Senior or Elder is eligible for the Rent-Geared-to-Income housing program and looking for a Seniors supportive housing unit, Health and Social Services will provide a frailty assessment. Both income and need for supportive services are considered to determine eligibility.



2.15

Work to provide Seniors and Elders who are in need of core housing with access to rent subsidy and home-ownership affordability grants from the Canada Housing Benefit Program.

(In progress)

Lead: YHC

The Canada Housing Benefit Program was co-developed by the Canadian Mortgage and Housing Corporation and Yukon Housing Corporation and is anticipated to run to March 31, 2028. This program helps low-to-moderate-income Yukoners, including Seniors and Elders, afford rent.

The Home Ownership Loan Program provides loans for people living in the Yukon to buy or build a home. They must be building or purchasing a home for their primary residence and be unable to get a loan from a bank.

Community Services is engaging with Municipalities and Local Advisory Areas on creating a list of best practices that are conducive to aging in place. Further discussions with the Association of Yukon Communities will take place in 2024.

Health and Social Services will be developing Community Wellness Plans over the next few years in each Yukon community. Seniors and Elders will be included in community engagement sessions to discuss what an age-friendly community could look like.



3.1

Enhance the use of technology (e.g., telehealth, virtual care) within the health care system to minimize the need for transportation to access care.

(Operational)

Lead: HSS

The Government of Yukon offers a telehealth service that uses videoconferencing technology to provide health care services and education to clients and health care professionals in their own community. The service is free and available in all Yukon communities, linking patients with clinicians at a distance through a secure network.

Telehealth services are currently being used for therapy services, including physio, occupational and speech; discharge planning; family visits; emergency radiology consults (digital pictures of x-rays are sent to emergency room physicians to assist with management or triage decisions); diabetes education and nutrition counselling and education; and continuing education for health care professionals.

The Government of Yukon also offers some virtual care through the *Chronic Conditions Support Program*.



3.2

Work with the City of Whitehorse to improve Handy Bus Service.

(Operational)

Lead: HSS

Accessibility continues to be one of the main priorities for the Yukon government, ensuring that everyone of all ages has access to appropriate transportation in the community.

The Government of Yukon and the City of Whitehorse have expanded the Handy Bus service in Whitehorse. The Handy Bus service helps Seniors and Elders remain independent by having access to transportation while living at home. The Government of Yukon has provided additional funding to support the municipality to procure a second bus.



3.3

Work with Non-Governmental Organizations to develop volunteer-driver programs.

(In progress)

Lead: HSS

In 2022, the Government of Yukon implemented the Yukon Rideshare program. This was a free, online resource that helped connect with people in the community to carpool, take transit, cycle, or walk together. The program was discontinued as of December 2023 and the Department of Health and Social Services is determining the next steps.

We have not received an expression of interest from NGOs in pursuing the volunteer driving program. This concept will continue to be raised with NGOs and service organizations to determine what possibilities may work in Yukon's context.



3.4

Provide advice and tools to municipalities to develop age friendly infrastructure (e.g., sidewalks, ramps).

(In progress)

Lead: CS

The Government of Yukon and Yukon's municipalities continue to make accessibility a top priority. Work continues to effectively address this priority.



3.5

Develop partnerships with First Nation governments and the private sector to increase transportation options within and between communities.

(In progress)

Lead: HSS and EcDev

We are continuing to work with First Nation governments to assess transportation needs in rural communities.

Pillar 4:

Programs, Services and Infrastructure

4

4.1

Implement the Shine a Light on Dementia program to provide education and training to support caregivers.

(Operational)

Lead: HSS

The Government of Yukon implemented the Shine a Light on Dementia training program. The program's goal is to improve caregivers' knowledge and skills to support Yukoners to stay at home longer. Providing training to caregivers in the Yukon about dementia gives them the knowledge and skills needed to better carry out their duties and eliminate burnout.

The Continuing Care division held the Shine a Light on Dementia program for a public audience in April 2019. Feedback from program participants was used to develop an online course. The Shine a Light on Dementia course is available for free, in French and English, through Yukon Learn.

4.2

Promote and enhance the adult community day program.

(In progress)

Lead: HSS

The Government of Yukon offers the adult community day program at Whistle Bend Place for Seniors and Elders. Some of the activities at the program include recreational group activities, peer support, personal hygiene services and support to caregivers of Seniors and Elders.

A second City of Whitehorse Handy bus to help transport clients to the day program has been purchased but is not yet operational. Free bus vouchers continue to be provided to clients who would like to attend the day program at Whistle Bend Place. In October 2023, a request for an additional full-time employee was submitted due to an increase in demand for the community day program.



4.3

Look at implementing a caregiver benefit program for low-income caregivers who care for low-income older adults.

(In progress)

Lead: HSS

The Government of Yukon continues to work on developing additional support services for low-income caregivers providing care to low-income Seniors and Elders. This effort includes reviewing and monitoring other jurisdictions and programs they have implemented to assist low-income caregivers.



4.4

Work with Yukon University to pilot flexible-learning options in rural communities to provide training to increase the number of skilled support workers in these communities.

(Operational)

Lead: EDU

A Technical Working Group continues to meet and focuses on creating and increasing health care workers training opportunities in rural communities. An additional component is creating training opportunities specifically for Yukon First Nations citizens.

Work continues in reviewing long-term needs, such as a joint course offering at Yukon University with support from the Department of Health and Social Services.



4.5

Expand and support Home First and reablement approach throughout the Primary Care and Yukon's hospital system.

(Operational)

Lead: HSS

A transition liaison coordinator was hired in December of 2022 to support quality assessment and discharge planning for people in the hospital to transition from acute care to community care. In October 2023, the Government of Yukon began recruiting for a second transition liaison coordinator position to meet volume of demand.



4.6

Enhance the role of paramedic specialists, and work to integrate their services into the system with a focus on helping Seniors and Elders age in place.

(In progress)

Lead: HSS

Paramedic Specialists provide assessment, support and referrals to appropriate programs to help support Seniors and Elders to live safely at home. This also includes referrals to the Mental Wellness and Substance Use branch, Social Services, physician services and Home Care.



4.7

Offer remote monitoring services to clients receiving palliative care or managing chronic conditions.

(Operational)

Lead: HSS

The Chronic Conditions Support Program utilizes a remote monitoring service for Yukoners living with chronic health conditions. The Home Health Monitoring service uses digital medical devices such as weight scales, blood pressure monitors, pulse oximeters and blood glucose meters to monitor patients outside the traditional care setting. Home Health Monitoring allows Yukoners who live with chronic health conditions to enhance their self-management skills.



4.8

In conjunction with the private sector, work to implement a virtual exercise program.

(Operational)

Lead: HSS

The Chronic Conditions Support Program offers virtual exercise sessions that are available to Seniors, Elders and other clients living with or at risk of developing a chronic condition. Yukoners can self-refer to the program and attend up to three virtual sessions per week.

Virtual exercise programs can help slow the progression of a chronic condition and reduce the risk of associated complications while supporting and fostering client self-management.



4.9

Open Wind River Hospice at the Whistle Bend Place long-term care home.

(Operational)

Lead: HSS

The Wind River Hospice House opened in June 2020 and offers palliative care services for people with progressive, life-limiting illnesses. Health care professionals at the Wind River Hospice House include physicians, nurses, social workers, First Nation Liaison workers, spiritual caregivers, support staff and volunteers.



4.10

Implement the Rural, In-Home, End-of-Life Care Funding Program.

(Operational)

Lead: HSS

The Rural End-of-Life program was designed with input from Yukon First Nations Health Directors and members of the Aging in Place Seniors Advisory Committee and launched in September 2021.

The program provides support to Yukoners who need end-of-life care services to help them remain in their rural community longer. It can also be used for respite care to provide short-term breaks to family members or other unpaid caregivers.



4.11

Expand the embedding a Palliative Approach to Care model throughout long-term care homes.

(In progress)

Lead: HSS

Embedding a Palliative Approach to Care model has been successfully implemented in all Whitehorse long-term care homes.

The Palliative Approach to Care model supports ongoing conversations about goals of care and end-of-life wishes to ensure that person-centered care plans are developed collaboratively and reviewed as health needs change.



4.12

Together with the Yukon Council on Aging, and other Non-Government Organizations, increase awareness of services at the Seniors' Information Centre.

(Operational)

Lead: HSS

The Yukon Council on Aging's website offers information Seniors and Elders may need when applying for grants, rebate programs, or filling out pension applications, finding information on senior's discounts, recreation activities, education opportunities, etc.



4.13

Through partnerships, improve transitions of care throughout the health and social services system.

(In progress)

Lead: HSS

Continuing Care and the Yukon Hospital Corporation partnered with Health Quality BC and Health Excellence Canada to improve care transitions by initiating a Bridge-to-Home program. The project team created a draft patient-oriented discharge summary tool in collaboration with people with lived experience and community partners to improve the quality and safety of transitions for patients and essential care partners. The project team worked with participating teams from across the country towards implementing a patient-oriented care transition bundle. Products created from this collaboration are now available for use by the Yukon Hospital Corporation



4.14

Engage Yukoners in a review of the Travel for Medical Treatment Program.

(Operational)

Lead: HSS

Public engagement on the Travel for Medical Treatment concluded in Fall 2019. The program supports Yukoners in out-of-territory medically necessary treatments that have been approved by a physician or nurse practitioner and are not available in the residing community. The program will help cover some of the medical expenses when you're travelling outside of the territory. Support can include mileage reimbursement and/or the most appropriate and cost-effective flights to get to your appointments.

The program also includes in-territory travel for non-insured services such as Hearing Services, Mental Wellness and Substance Use Services and Outpatient Therapy Services at Whitehorse General Hospital.



4.15

Complete a service evaluation to ensure that adult protection services are effective and accessible.

(Operational)

Lead: HSS

The Government of Yukon conducted an internal review of Senior and Elder Services and Adult Protection Services in July 2020. The resulting report included a thorough description of service areas and their operations, an analysis of how adult protection services function in the other provinces and territories and feedback from Yukon government partners and stakeholders.

The report included 13 recommendations related to program operations and service delivery. One of the recommendations was to reallocate the Senior and Elder Services and Adult Protection unit to focus solely on adult protection work. The review also determined that the Seniors' and Elders' services provided by the unit were a duplication of services offered by the Yukon Council on Aging at the Seniors' Information Centre. The Centre, which is funded in part by Health and Social Services, has been successful in providing these services since March 2021. Work to address other recommendations is ongoing.



4.16

Work with Non-Government Organizations and academic partners to implement that Nav-CARE or similar program to support increased volunteer-based supports for Seniors and Elders at home.

(In progress)

Lead: HSS

In October 2023, the Government of Yukon committed to implementing the Nav-CARE program throughout the territory in both English and French. The Nav-CARE program works with non-profit organizations to meet the needs of Seniors and Elders whose health is declining and who are living at home, independently or with family members. The specially trained volunteer navigators help clients access resources and services in their community while providing companionship and emotional support. In 2023, funding was provided to L'Association Franco- Yukonnaise to implement a French language Nav-Care resource concurrently.



4.17

Implement best practices for ongoing vaccination schedules for Seniors and Elders.

(Operational)

Lead: HSS

The Government of Yukon implemented best practices for ongoing vaccination schedules for Seniors and Elders. All vaccinations are covered under the Yukon Health Insurance Plan.



4.18

Through partnerships, explore options for a geriatric model of care from primary to specialized care.

(In progress)

Lead: HSS

A nurse practitioner provided comprehensive geriatric assessments to newly admitted residents to support conversations for residents, their healthcare providers and contract physicians in long-term care to improve care planning and outcomes. An evaluation of this geriatric focused practice was conducted and presented to the Continuing Care Division leadership and to the Seniors Advisory Committee.



4.19

Launch a public education campaign to reduce the stigma associated with dementia and provide information about prevention and treatment.

(Operational)

Lead: HSS

The Health and Social Services' communication team launched an awareness campaign in January 2023 for Alzheimer's Awareness Month. The awareness campaign assists in educating the public of what dementia is, how it is diagnosed, how to recognize the signs of an individual who may have or has dementia, and how to interact with a person who has dementia. Using person-centered language, listening to people who are living with dementia, being open minded and supporting the caregiver will help raise awareness about dementia.

Information in the campaign included the Shine Light on Dementia online learning modules.

A Yukon Dementia Strategy is being developed by the Behavioural Care Resource Team and a draft is anticipated by the end of Spring 2024.



4.20

Provide education for Seniors and Elders about the interactions of medication with alcohol and other substances.

(In progress)

Lead: HSS

Health and Social Services is developing an awareness campaign for Seniors and Elders that will highlight information on the risks of medication, alcohol, food and other substance interactions.

Health care providers and pharmacists currently provide the most accurate information on medication interactions.



4.21

Review social supports for Seniors and Elders to ensure that Seniors and Elders receiving income support have adequate funding to meet their needs.

(In progress)

Lead: HSS

The Department of Health and Social Services is reviewing the Social Assistance rates as per the 2023 Confidence and Supply Agreement. The Government of Yukon has provided an inflationary relief rebate program for the Yukon Seniors Income Supplement in 2023. The temporary \$150 Inflation Relief Rebate is meant to reduce the impacts that inflation continues to have on Yukoners.

Acknowledgments

Thank you to Yukon Seniors, First Nations Elders, the Seniors Advisory Committee, Assistant Deputy Ministers and the Health and Social Services team for offering their support and contributing to the implementation of the *Aging in Place Action Plan* and the subsequent annual reports.

We would like to thank the following organizations for their valuable assistance in planning the Aging in Place summit and forum, and for their invaluable contributions to this action plan:.

- Yukon Council of Aging;
- Association franco-yukonnaise
- Yukon Anti-Poverty Coalition;
- Senior Action Yukon; and
- Yukon First Nations Governments and Organizations



Community Connections

March 2024

This section provides a helpful guide for some services and programs related to aging in place in the Yukon.



Community connections

Alzheimer's Society of British Columbia

Phone 604-681-6530
Yukon Dementia Helpline Toll-free 1-888-852-2579
Email info@alzheimerbc.org
Website alzheimer.ca

Canada-Yukon Housing Benefit Program

See “Community Connections Expanded Information” on last page.

Community Day Program at Whistle Bend Place

Toll-Free 1-800-661-0408 Ext. 6806
Phone 867-456-6806
Website: yukon.ca/en/health-and-wellness/care-services/learn-about-seniors-and-elders-community-day-program
Form: yukon.ca/en/continuing-care-facility-or-community-day-program-referral

Community Development Fund

Phone 867-667-8125
Toll-free 1-800-661-0408 Ext. 8125
Email cdf@yukon.ca
Website yukon.ca/en/cdf

Chronic Conditions Support Program's Home Health Monitoring service and Virtual Exercise

Phone 867-667-8733
Toll-free 1-800-661-0408 Ext. 8733
Email ccsp@yukon.ca
Website: yukon.ca/en/health-and-wellness/care-services/join-chronic-condition-education-or-support-program

ElderActive Recreation Association

Phone 867-456-8252

Email info@elderactive.ca

Website elderactive.ca

Handy Bus

Phone 867-668-8394

Website: whitehorse.ca/living-in-whitehorse/transit/special-services/

Monday to Friday: 6:35 am to 10 pm

Saturday and Sunday: 7 am to 7 pm.

** Weekend service is provided only to clients who have
made bookings prior to 4:30 pm on Friday **

Home and Yard Maintenance Program:

Phone 867-667-4357

Email ycoahy@yknet.ca

Website www.ycoayukon.com/home--yard-program.html

Home Ownership Program

See “Community Connections Expanded Information” on last page.

Home Repair Program

See “Community Connections Expanded Information” on last page.

Learning Disabilities Association of Yukon

Phone 867-668-5167

Email office@ldayukon.com

Website ldayukon.com

Long-term care in the Yukon:

Phone 867-393-6366

Email hss-cc-admissions@yukon.ca

Medical Travel Program

See “Community Connections Expanded Information” on last page.

Recreation and Parks Association of Yukon:

Phone 867-668-3010

Email rpai@rpai.ca

Website rpai.ca

Recreation Centres and groups for Seniors and Elders:

Carmacks Recreation Centre

Phone 867-863-6271

Dawson City Recreation Centre

Phone 867-993-7400 (ext 299)

Email recreation@cityofdawson.ca

Faro Recreation Centre

Phone 867-994-2375

Email recreation@faroyukon.ca

Haines Junction Recreation Centre

Phone 867-634-7100

Haines Junction St. Elias Seniors and Elders Society

Phone 867-634-7100

Mayo Recreation Centre

Phone 867-996-4302

Email vomrec@northwestel.net

Old Crow Recreation Centre

Phone 867- 966-3261 (ext.275)

Watson Lake Recreation Centre

Phone 867-536-8020

Email recprogrammer@watsonlake.ca

Watson Lake SignPost Seniors

Phone 867-536-2929

Email _signpostseniors@northwestel.net

Whitehorse Recreation Centre

Phone 867-668-8325

Whitehorse Golden Age Society

Phone 867-668-5538

Whitehorse Franco-50

Phone 867-668-2663

Whitehorse Yukon Council of Aging

Phone 867-668-3383

Email ycoa@yknet.ca

Website ycoayukon.com

Teslin Recreation Centre

Phone 867-390-2530

Email teslinrec@teslin.ca

Shine a Light on Dementia

training program through Government of Yukon Learn:

Website: yglearn.gov.yk.ca/continuing-care-/3172#/

Telehealth

Phone 867-667-8033

Email telehealth@yukon.ca

Website: yukon.ca/en/health-and-wellness/care-services/how-check-your-telehealth-appointment-doctor

Palliative Care Program

Phone 867-667-9380

Email palliativecare@yukon.ca

Website yukon.ca/en/palliative-care

Rent-Geared-to-Income Program

See “Community Connections Expanded Information” on last page.

Vaccinations:

See “Community Connections Expanded Information” on last page.

Wind River Hospice at Whistle Bend Place:

Phone 867-667-9367

Website yukon.ca/en/palliative-care

Yukon Council on Aging's Seniors' Information Centre

Phone 867-668-3383

Email ycoa@yknet.ca

Website ycoayukon.com/seniors-information-centre

4061B 4th Ave, Whitehorse

Office Hours: Monday to Friday 9:00 am to 1:00 pm

Yukon Housing Corporation:

See "Community Connections Expanded Information" on last page.

Yukon Seniors' Guide to Programs and Services:

Website yukon.ca/en/guide-yukon-seniors-programs-and-services

Yukon Learn's training on technology literacy:

Phone 867-668-6280 or 1-800-668-6280

Email admin@yukonlearn.com

Website yukonlearn.com

Yukon University's department of continuing studies:

Phone 867-668-8710

Email connect@yukonu.ca

Website yukonu.ca/programs/continuing-studies

Community connections expanded information

Medical Travel Program

Phone 867-667-5203

Email medicaltravel@yukon.ca

Website yukon.ca/en/medical-treatment-travel

204 Lambert Street, Whitehorse

Hours of Operation: Monday through Friday 8:30 am to 4:30 pm

The cost of travel for emergency air ambulance services is covered for Yukoners by Insured Health Services. There may be in-territory travel coverage for the following non-insured services:

- Hearing Services
- Mental Wellness and Substance Use Services
- Child Development Services
- Outpatient Therapy Services at Whitehorse General Hospital

Other programs may provide additional coverage. For example, if you:

- are injured or become ill at work, you may have coverage through the Yukon Workers' Compensation Health and Safety Board;
- have First Nations or Inuit Status, you have coverage under Non-insured health benefits for First Nations and Inuit;
- are a member of the Canadian Armed Forces, a RCMP officer, or a federal government employee, medical travel coverage may be available through your employer.

Vaccinations

Website yukon.ca/en/appointments

Currently, Shingrix is publicly funded for all Yukoners 65 to 79 years old while the Fluzone High Dose vaccine is being offered to eligible long-term care residents.

Seniors and Elders can book their vaccination through the Government of Yukon's website or with their primary health practitioner through their local health centre. If there are limited appointments available online, visit your local pharmacy to book your vaccine.

Ensure you have the following when signing up for your appointment online:

- You need a valid health care card to use this service. Yukon and other Canadian health care cards are permitted. When entering your health care number, enter numbers only with no spaces or dashes.
- You will need a telephone number in case we have to contact you.
- We recommend providing an email address when you book your appointment. Confirmation and reminder messages will be sent to your email address from the Government of Yukon (sender email address will be noreply@canimmunize.ca).

Yukon Housing Corporation Services

Phone 867-667-5759

Toll-free 1-800-661-0408

Email ykhouse@yukon.ca

Canada-Yukon Housing Benefit Program

Website yukon.ca/en/apply-rent-subsidy

To be eligible for the Canada-Yukon Housing Benefit you must:

- be a Canadian citizen or have permanent resident or refugee status;
- be a Yukon resident for at least 3 months;
- be renting a house in the Yukon and not receiving any other housing benefit or subsidy; (continued on page 46)

- have an annual household income (combined income of all adults 19 or older who are living in the home) under the Affordable Household Income Limits for your eligible unit size (based on the National Occupancy Standards);
- have less than \$100,000 in assets;
- file an annual Canadian Income Tax Return; and
- have income from a qualifying source such as:
 - employment;
 - Employment Insurance;
 - short-term Workers Compensation;
 - short-term disability;
 - alimony payments;
 - Training Allowance;
 - Old Age Security;
 - Guaranteed Income Supplement; or
 - pension income.

Home Ownership Loan Program

Website yukon.ca/en/apply-loan-build-buy-home

The eligibility requirements for the Home Ownership Loan Program are:

- You must be a Yukon resident for at least 90 days.
- You're building or buying a home for your primary residence in the Yukon.
- You fall within Yukon Housing Corporation's debt-to-loan ratios.
- A bank declined your buy or build application.
- You'll need a 2.5 per cent down payment and closing costs.
- You can build or buy a new home on titled (fee simple) lots or First Nations land, depending upon your arrangements with Yukon First Nations.

Home Repair Program

Phone 867-667-5759

Toll-free 1-800-661-0408 Ext. 5759

Email ykhouse@yukon.ca

Website yukon.ca/en/apply-funding-repair-home

The eligibility requirements for the Home Repair Program are:

- You must be a Yukon resident for at least 90 days prior to application.
- You own your home and it's your principal residence. This could include home ownership on First Nations land.
- Your household income is below the affordable housing income limits (AHILs).
- Your home needs repairs or upgrades to improve air quality, energy efficiency, overcrowding, accessibility or health and safety.
- You can only receive 1 grant per household a year, conditions apply.

Rent-Geared-to-Income Program

Website yukon.ca/en/apply-social-housing

The eligibility requirement for the Rent-Geared-to-Income Program is:

- You must be a Yukon resident and have lived in the territory for 12 months straight before applying.
- You must be a low-income individual, family or senior citizen who cannot obtain affordable and suitable housing on the private market.
- Your household income must be under current housing income limits thresholds.
- You must have less than \$100,000 in assets.
- You must not own a home.
- You must be in good standing with the Yukon Housing Corporation.



Yukon