



Project Report, 2022

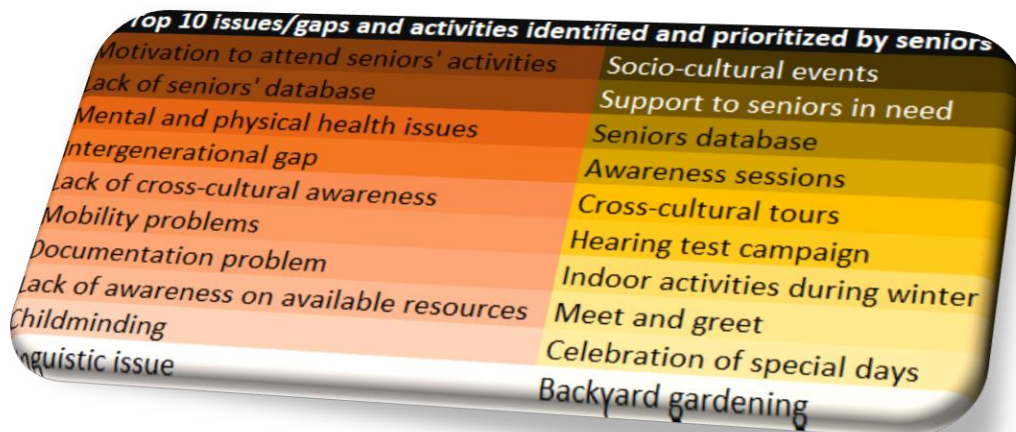
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Rise and Shine (R & S): Preparing Immigrant Elders to Address Social Isolation and Vulnerability

Funded by:
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The City of Calgary



सारांश

नेपालीज कम्युनिटी सोसाइटी अफ क्यालगरी (NCSC) र टूगेदर विथ सिनियर सोसाइटी (TOSS) सँगको साझेदारीमा २०२२ को मध्य मे देखि डिसेम्बर २०२२ सम्म राइज एन्ड शाइन (R&S): आप्रवासी जेष्ठ-नागरिकहरूलाई सामाजिक एकलोपन सम्बन्धी परियोजना सन्चालन गरिएको थियो। सिटी अफ क्यालगरीको (FCSS 2022) क्षमता निर्माण कोषको लगानीमा जेष्ठ-नागरिकहरूलाई सामाजिक एकलोपन सम्बन्धी संवेदनशिलतालाई सम्बोधन गर्नका लागि यो परियोजना सन्चालित थियो। जेष्ठ-नागरिकहरू बीच स्वयमसेवी संस्कृतिको विकास गर्ने, ज्येष्ठ नागरिकहरूमा जल्दाबल्दा मुद्दाहरूको पहिचान गर्ने, र प्रमुख समस्याहरूलाई सम्बोधन गर्न रणनीतिहरू बनाउने उद्देश्यले परियोजना सन्चालित थियो। यो पहल मुख्यतया समुदायका बृद्ध उमेरसँगै सामाजिक एकलोपन र तत् सम्बन्धी संवेदनशीताले जोखिममा परेका ज्येष्ठ नागरिकहरूमा केन्द्रित छ।

राइज एन्ड शाइनको कार्यान्वयनका क्रममा परियोजना व्यवस्थापन, सामुदायिक परिचालन र परियोजना गतिविधिहरूको अनुगमन/मूल्याङ्कन मात्र होइन अनुदान प्रस्ताव लेखन सम्बन्धी तालिम प्रदान गर्ने स्वयंसेवी जेष्ठ-नागरिकहरूको नेतृत्वमा परियोजना संचालन समिति (PSC) गठन समेत गरेर यो पहल सुरु भएको थियो। परियोजना कार्यान्वयनका अवधिमा १२ जेष्ठ-नागरिक कार्यक्षेत्र सत्रहरू, ६ परियोजना संचालन समिति बैठकहरू, २ समस्याहरू एवं गतिविधिहरूको प्राथमिकीकरण सत्रहरू, १ रणनीतिक कार्य योजना र २ परिणाम साझेदारी सत्रहरू समेतका ५ क्षेत्रमा क्यालगरीका अन्य जातीय समुदायहरूसँगको सफलतापूर्वक सहकार्यमा परियोजना सम्पन्न गरिएको छ।

परियोजनाले पूर्व-परिक्षण र पश्च-परिक्षण समयमा एक ब्यबस्थित प्रश्नावली प्रयोग गर्‍यो र केन्द्रिकृत समूह छलफल मार्फत प्रतिक्रिया पनि संकलन गरिएको थियो। परियोजना गतिविधिहरूमा कुल ५०६ वृद्धहरू (२३९ अलग सहभागीहरू) र ३१० वयस्क र युवाहरूले भाग लिए। परियोजना कार्यकालमा PSC का सदस्य (२७ अलग स्वयंसेवक) सहित १०४ स्वयंसेवक परिचालन गरिएको छ। परियोजनामा स्वयंसेवकहरूले ३१० घण्टा, लगभग \$९,००० बराबरको योगदान गरे। यस परियोजनाले नेतृत्व कौशल र PSC को संगठनात्मक क्षमता वृद्धि गर्न उल्लेखनीय योगदान पुऱ्यायो र भविष्यको लागि संगठनात्मक खाका तयार गर्यो। जल्दाबल्दा समस्याहरूको सूची अन्वेषण र कार्यक्षेत्र मापन सत्रहरूको श्रृंखला मार्फत पनि पहिचान गरिएको थियो। जेष्ठ-नागरिकहरूको समसामयिक समस्याहरूलाई सम्बोधन गर्न रणनीतिहरू विकसित गरिए पश्चात जेष्ठ नागरिकहरू बीचको रणनीतिक कार्ययोजना सत्र मार्फत त्यसलाई अन्तिम रूप दिइयो। कार्यक्षेत्र मापन सत्रहरूमा सबै पहिचान गरिएका मुद्दाहरू र गतिविधिहरूलाई थप प्राथमिकतामा राख्न प्राथमिकता-वजन विधि प्रयोग गरिएको थियो। NCSC ले प्राथमिकतामा राखेका विषय र कार्यहरूलाई अगाडि बढाउने प्रतिबद्धता व्यक्त गरेको छ। परियोजना गतिविधिहरूले जेष्ठ नागरिकहरू, वयस्कहरू र युवाहरू बीच स्वयमसेवाको बलियो संस्कृति विकास गर्यो जसले अन्ततः संगठनको स्थायित्वका लागि बलियो सामाजिक पूँजी प्रदान गर्यो। सहभागीहरूको ठूलो अनुपात (८०-९५% सम्म) सहमत/उच्च सहमत भए कि परियोजना गतिविधिहरूले जेष्ठ नागरिकहरूलाई महत्ताबोध र सम्मान गरेको महसुस गराएको छ। जेष्ठ नागरिकहरूमा समुदायसँग आबद्धताको भावना बढेको छ, प्रत्येक कृयाकलापहरूबाट साझेदारी, सन्जालीकरण र सहकार्यबाट सिक्ने अवसर प्रदान गरेको छ। यसरी जेष्ठनागरिकहरू बीच सामाजिक अलगावको सम्वेदनशील असर कम भयो।

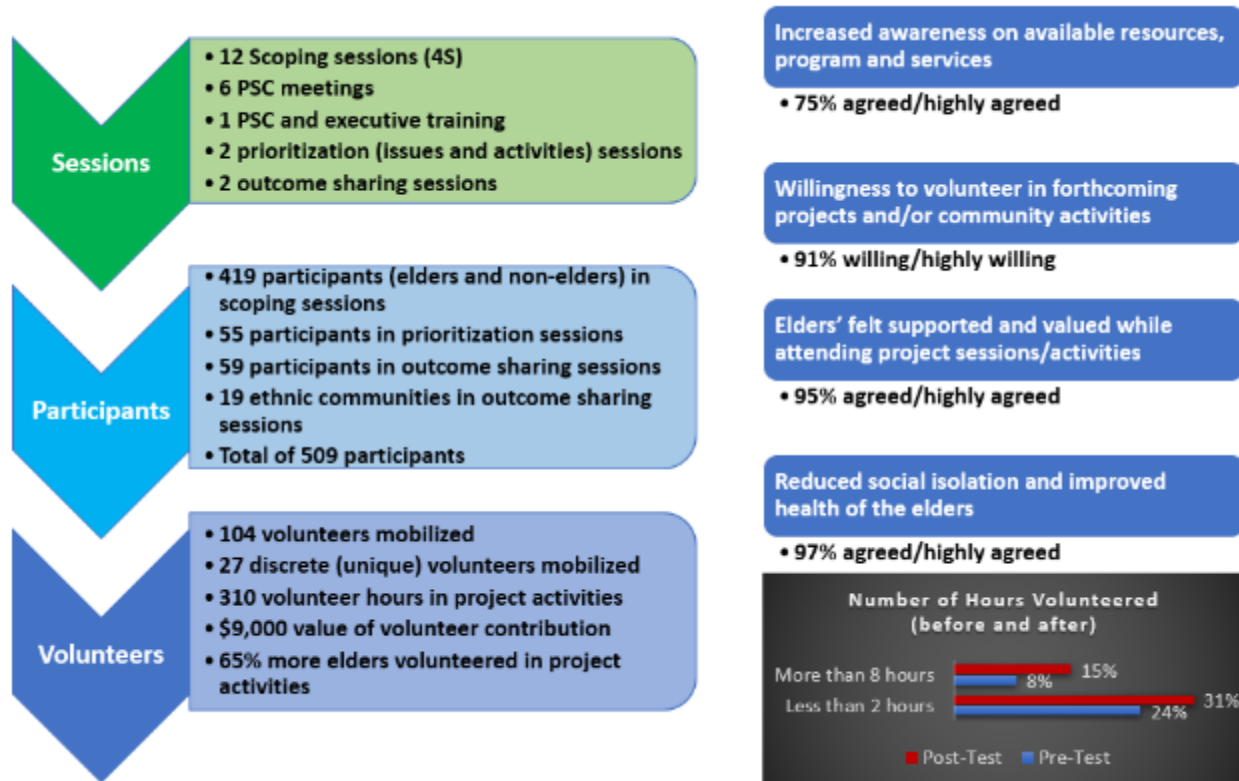


EXECUTIVE SUMMARY

Funded by the City of Calgary's FCSS 2022 Capacity Building Fund and implemented by Nepalese Community Society of Calgary (NCSC) in partnership with Together with Senior Society (TOSS) from Mid-May 2022 to Dec 2022, the *Rise and Shine (R & S): Preparing Immigrant Elders to Address Social Isolation and Vulnerability* initiative aimed at developing a culture of volunteerism among elders, identifying emerging issues among seniors, and devising strategies to address the major issues. The initiative focuses mainly on the elders of the community as they have become socially isolated and vulnerable as they age. The initiative started with the formation of a Project Steering Committee (PSC), headed by volunteer seniors who were provided with a training on project management, community mobilization, monitoring and evaluation of project activities and grant writing. The project, during its tenure, has successfully completed 12 seniors scoping sessions, 6 PSC meetings, 2 issues and activities prioritization sessions, 1 strategic action planning and 2 outcome sharing sessions with other ethnic communities in Calgary. The project used a structured questionnaire during pre-test and post-test and feedback was also collected through focus group discussions. A total of 506 elders (239 discrete participants) and 310 adults and youth participated in project activities. During project tenure, 104 volunteers including members of PSC (27 discrete volunteers) have been mobilized. Volunteers contributed 310 hours, equivalent to almost \$9,000 to the project. The project made remarkable contribution in increasing leadership skills and the organizational capacity of PSC and prepared an organizational blueprint for future. A list of emerging issues was explored and identified through a series of scoping sessions and developed strategies to address the cross-current issues of seniors, and latter were finalized through a strategic action planning session among seniors. All identified issues and activities during scoping sessions have further been prioritized using scoring and weighting method. NCSC has made its commitment to follow the prioritized issues and actions going forward. The project activities developed a strong culture of volunteerism among elders, adults, and youth which eventually provided with a strong social capital for the organization. A large proportion of the participants (ranging from 80-95%) agreed/highly agreed that the project activities have made the elders felt valued and respected, increased sense of belonging in the community, provided opportunity to share, link and learn from each other, and eventually reduced social isolation among elders.



PROJECT HIGHLIGHTS



Rise & Shine Project Outcomes



BACKGROUND AND OBJECTIVES

The most common risk factors that increase the chances of seniors becoming socially isolated and more vulnerable include lack of awareness of or access to community services, transportation, physical and mental health issues, income, and challenges relating to technology. For immigrant seniors, language and socio-cultural barriers create additional social isolation. The social isolation of seniors can cause higher social costs, financial costs, and the loss of the wealth of experience. NCSC have frequently heard from the elders that they have been facing multiple challenges: 1) they hardly get time to interact with their peers in Calgary due to busy hours of childminding; 2) they experience language barriers to interact with other elders from diverse ethnic groups; 3) they have little or no knowledge of different programs and services, offered by different agencies/service providers and are deprived of taking benefit from the programs or services, and 4) it is hard for the seniors to enjoy with their grandkid(s) due to the linguistic barrier, which becomes more pronounced as their grandkid(s) start school. It is found from a small group discussion done in September 2021 that the situation of the seniors is harsh if their family members work full time, and their grandkids go to school. Seniors of such households became more vulnerable due to COVID-19.



The current capacity-building initiative aims to delve deep into the issues of elders and thereby to devise strategies to address the gaps through participatory bottom-up approach. By engaging seniors in scoping and prioritization, strategic planning and sharing sessions, we hoped to promote meaningful relationships between volunteers and vulnerable elders and to encourage social inclusion and mutually beneficial changes to the quality of life. All sessions aimed to capitalize on seniors' experiential knowledge while enabling opportunities for reciprocity, feeling valued, finding gaps, and defining customized strategies to bridge the gaps. The planning document prepared during the project tenure will be a living document for the organization for implementing the strategies by mobilizing volunteer seniors after the completion of the project.

INTENDED OUTPUTS

A resourceful project steering committee formed and mobilized

A Project Steering Committee (PSC) was formed in the first week of June involving 8 volunteer seniors (6 males and 2 females), 1 member from NCSC Executive, 1 staff and 1 volunteer expert. A half day training session was conducted in the second week of June to train the PSC members in project management, record keeping, activity monitoring and social mobilization by an expert member of PSC. A pre-test survey was also implemented shortly after training session to set a baseline project tool in different indicators as defined in the structured questionnaire. To track the project activities in a timely manner a Gantt Chart/detailed action plan was developed during the second meeting of the PSC. Following this, project organized monthly meetings of PSC, usually the first week of each month to monitor the progress of the project activities, to facilitate changes or challenges and to plan for the activities for that month and beyond.



A planning document outlining key issues of the elders and the strategies to respond to the issues prepared

Community Action Planning (CAP) was held in the first week of December 2022 to finalize key issues of the elders and the strategies to respond them. All PSC and community members including few more elders attended the session. The Saturday Scoping Sessions with Seniors (4S), conducted among heterogenous groups: 1) female elders, 2) elder and household members, 3) elders and adult men, 4) elders and adult women, and 5) elders and youth to capture diverse perspectives. Through these Sessions, project explored and identified several emerging issues and activities for future. Out of 12 scoping sessions, first 8 sessions were



dedicated to community elders (both males and females) and the two sessions were organized among Bhutan-origin Nepali-speaking elders. Identified issues and the list of activities have been subjected to prioritization sessions which were done among diverse group formations. The first prioritization session was run among PSC members, NCSC Executives and elders using 1 to 10 scale. The final prioritization session was done with selected PSC members, NCSC staff and selected Executives to derive a weighting scale. Finally weighted average was calculated for each issue and action item. After prioritization, these issues and activity plan were presented in CAP for further discussions/approval. The results were also presented and shared with other ethnic communities in outcome sharing sessions.

Elder volunteers' database prepared

During the project tenure a database of all elders has been prepared based on the participation of the seniors into the project activities. The database is saved in a secured and confidential environment. Rise and Shine exceeds the program objectives because a total of 506 elders attended Rise and Shine project activities with unique count of 239 elders, 104 (27 unique) volunteers provided their volunteer hours that includes members of PSC and executive team members. Through the work



of volunteering culture initiated during the project period project contributed 310 hours, equivalent to \$9,000. Almost 310 adults and youth attended scoping sessions during project tenure.

Number of activities completed

- One training session of PSC, one pre-testing and one post-testing evaluations done
- 6 PSC meetings completed
- 12 Saturday Scoping Sessions with Seniors (4S) completed
- 2 Issue and action items prioritization sessions concluded
- 1 Community Action Planning (CAP) session together with the seniors completed
- 2 Outcome Sharing/Dissemination Sessions completed together with 19 ethnic communities in Calgary



SCOPING AND PRIORITIZATION



Scoping sessions were conducted to find out the emerging issues and activities for the elders. These sessions were organized among different groups: elder males, elder females, and mixed group consisting of adults, youths, and elders. First 5 sessions have been organized among elders (males and females) followed by seven mixed group sessions. During each session group work was introduced to list the issues and activities. The final session, consisting of 20 participants, prioritized identified issues and activities using a robust methodology such as 1-10 scale (Appendix 1 and

Appendix 2), followed by second round of prioritization among selected PSC members, project staff and selected executive members using 0 to 100 scale to produce a weighting index. Finally, issues and activities have been prioritized using numerical weighting index as displayed hereunder.

In terms of frequency and preference of the participants, the Senior Meet and Greet session has been identified as the most important activity consistently across all groups (almost one third of the participants) whereas customized support is the second most preferred program (as mentioned by almost 17% of the participants). The socio-cultural programs such as celebration of festivals and cultural activities that engage elders and help facilitate intergenerational learning has been stressed as the third important activity (almost 16% of the participants). Each of meditation session, and sports and physical activities designed for seniors have been preferred by 10% of the participants (Table 1). Dancing sessions, counselling and awareness sessions have also been suggested by the participants for the coming year.



Table 1. Future activities for seniors as identified by different demographic groups

Activities	Adult Men & Seniors	Elder Men	Elder Women	Adult Women & Elders	Youth & Elders	Total
Meet and Greet	42	22	12	57	41	174
Support Services	25	8	4	37	29	103
Socio-cultural Programs	19	6	8	41	24	98
Meditation	16	3	7	20	16	62
Sports and Physical Activities	23	7	3	11	16	60
Dancing Sessions	8	4	3	20	7	42
Counselling	9	3	1	18	9	40
Interaction and Awareness Sessions	14	1	2	14	5	36
Total	156	54	40	218	147	615

Issues and Strategies



Following same method as described above, issues have been first explored and identified through discussion and prioritized through prioritization exercises. During the prioritization sessions, participants were asked to provide with the strategies to address these issues. The topmost issues that have to be addressed in coming years are identified as follow: lack of seniors' database, lack of motivation of seniors to attend project activities, mental and physical health issues, intergenerational gaps, awareness program about cross-cultural learning etc. (Table 2). Participants of the prioritization and strategic planning sessions suggested the following strategies to address these issues identified through scoping sessions:

Strategies to address the key issues as identified and suggested by the elders in the community

1. Senior database	2. Motivation	3. Mental and physical health			
<ul style="list-style-type: none"> • NCSC to take a lead role in collecting seniors data • Organize an interaction session to discuss the strategy of collection seniors' data • Motivate role model (seniors) to accomplish this task • Education session to highlight the importance of actual database 	<ul style="list-style-type: none"> • Organize series of rapport building sessions with seniors • Plan for the activities that are of specific interest to the seniors • Arrange transportation for the seniors with mobility issue • Acknowledge and appreciate seniors and their contribution and invite entire family in such event • Engage seniors right from program planning state 	<ul style="list-style-type: none"> • Awareness sessions on mental and physical health • Customized counselling sessions in confidence • Prepare educational materials in Nepali language and make them available to all households • Expert interaction sessions • Organize engagement activities that mimic their lives back home 			
4. Intergenerational gap <ul style="list-style-type: none"> • Motivate kids and youth to take part in NCSC's activities • Socio-cultural events together with different generations • Mobilize kids and youth as volunteers in seniors' activities • Organize interaction, learning and sharing sessions with all generations • Together with seniors, reward youth based on their performance (roles, job, expertise, contribution) 	5. Cross-cultural awareness <ul style="list-style-type: none"> • Organize cross-cultural tours • Interaction sessions with people from diverse cultures • Provide community web programs • Interaction with the expert from indigenous community • Awareness sessions on anti-racism, multiculturalism and related areas 	6. Mobility <ul style="list-style-type: none"> • Provide volunteer pick up and drop off service during NCSC's activities • Provide pick up and drop off to enable seniors to meet their important appointments • Ride sharing system on the day of seniors activities • Provision of senior annual transit pass 	7. Technical knowledge <ul style="list-style-type: none"> • Find out the senior expert volunteers and run training sessions on basic technical stuff like online meeting, use of social media, simple typing, online banking, etc. • Motivate new/young seniors in learning technical stuff • Make learning interactive for the seniors available in Nepali language • Add services in Hindi/ documentation, translation and interpretation 	8. Awareness and education <ul style="list-style-type: none"> • Together with the experts and seniors, identify areas that require awareness/education • Identify community experts and run need based awareness/education sessions every month • Prepare a brochure in Nepali language with important and pertinent information for seniors 	9. Childminding <ul style="list-style-type: none"> • Organize sessions of seniors together with adult household members • Educate adult household members regarding mental and physical health of seniors • Organize handlet gathering with seniors and household members to discuss and share issues freely

The lack of seniors' database occupies the topmost emerging issues among all and has been pointed out by participants of all scoping sessions. Participants of issue prioritization session, accordingly, provided the highest weight value, followed by lack of motivation to attend project activities. These two issues have marginal difference in terms of a weight value. Mental and physical health issues stood to be the third important item followed by intergenerational gap (Table 2).

Table 2. Results of prioritization of issues

Issues	Weight Value
Lack of seniors' database	65.99
Lack of motivation to attend program/services	64.57
Mental and physical health issues	54.00
Intergenerational gap	53.37
Lack of cross-cultural awareness	52.02
Mobility problems	49.70
Lack of technical knowledge	48.92
Lack of awareness on senior fraud and abuse	47.56
Childminding-a type of silent abuse of seniors	46.54
Translation/interpretation and documentation	39.67



Activities Prioritization



The table below represents top 15 activities as identified and prioritized by the members of PSC, elders, adults, staff, and executive team members. The result entails that elders are in need of socio-cultural events, to be organized regularly as they help to pacify their crave for back home and bear the highest potential of intergenerational learning for their youths and kids in Canada. Nepali-speaking elders, in general, are reluctant to mix-up and seek support from external organization/s due to i) linguistic barrier, ii) cultural taboo, iii) relatively new in the Canadian environment, iv) mobility issue, and v) lack of awareness

about support services. As a matter of fact, they prioritized customized support in culturally and linguistically sensitive way to be provided by NCSC as the second priority. It has been widely recognized in Nepalese community that there is a lack of precise database of Nepal-origin seniors and hence they prioritized for a provision of making Nepalese seniors' database. It is realized that a lack of awareness about support services and government programs benefitting seniors prevails in Nepali speaking community. Due to this they have prioritized awareness sessions about support services for seniors as the fourth important activity. Seniors expressed that with aging they face various health issues including hearing loss, which has been marked by the participants as the fifth important activity of seniors (Table 3). The activities like cross-cultural tours, activities to foster cooperation among Nepalese ethnic groups, indoor activities for seniors, senior meet and greet sessions, celebration of special days of seniors etc. have been prioritized on a descending order following hearing loss.



Table 3. Results of prioritization of activities for the elders in next 4-5 years

List of Activities (Top 15)	Weighted Value
Socio-cultural events	47.04
Customized Support to the vulnerable seniors	40.93
Make seniors' database and telephone directory	39.30
Awareness sessions on government programs/services	38.91
Hearing test and hearing aid to the vulnerable seniors	36.53
Cross-cultural tours and education tours	34.84
Promote cooperation among Nepalese ethnic and functional groups	34.48
Indoor activities for seniors during winter	34.26
Meet, greet and sharing sessions	33.34
Celebration of special days e.g., retirement, 84th birthday, and anniversary etc.	31.70
Annual transit pass to the seniors	30.62
Productive use of time, e. g., backyard gardening	30.42
Counselling on mental and physical health	26.04
Assistance on transportation	25.72
Talent hunt program for seniors	23.65

Top 10 issues/gaps and activities identified and prioritized by seniors	
Motivation to attend seniors' activities	Socio-cultural events
Lack of seniors' database	Support to seniors in need
Mental and physical health issues	Seniors database
Intergenerational gap	Awareness sessions
Lack of cross-cultural awareness	Cross-cultural tours
Mobility problems	Hearing test campaign
Documentation problem	Indoor activities during winter
Lack of awareness on available resources	Meet and greet
Childminding	Celebration of special days
Linguistic issue	Backyard gardening

INTENDED OUTCOMES

Increased knowledge and skills of the members of the steering committee to implement project activities, mobilize resources and interact with the participants: measured by administering a well-structured questionnaire at the time of project implementation and after the project completion.

Rise and Shine project increased knowledge and skills of the Project Steering Committee (PSC) members and executives in terms of implementing project activities, resource mobilization, tracking project progress and partnership building. Out of 20 members surveyed before implementing project activities (pre-test), only 5 responded that they have little to high level of knowledge on managing projects in Canadian context. During the post test, 14 members (180% increment) expressed that they have gained substantial amount of knowledge, experience, and skills in managing project resources, implementing project activities and community engagement. The focus group discussion with the executives and PSC members in one of the sharing sessions also highlighted that there has been a significant learning by implementing Rise and Shine project, and the project has well-prepared them to tackle to challenges that are associated with the project or its activities.

One of the members states:

“We have been just doing community events and we have not known about funding availability to increase the capacity of the community organizations and its members. The Rise and Shine project is our first step in our voyage of making community and its member stronger. The project taught us good lessons and prepared to address the challenges in coming days”.

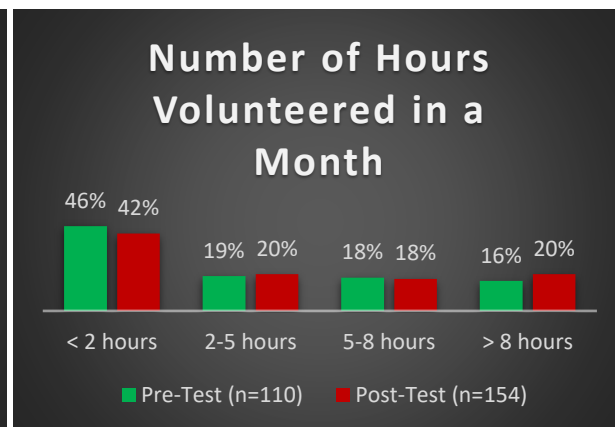
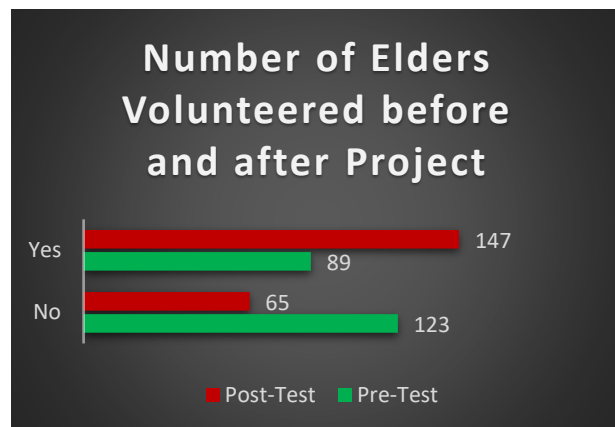
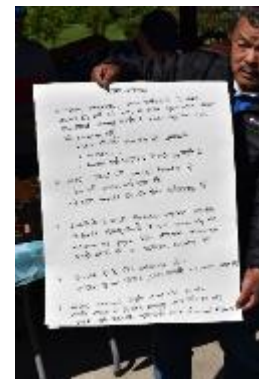
Organizational use of the planning and strategic document: measured through focus group discussion and structured questionnaire and asking elders’ willingness in participating in the activities beyond the project tenure.



Under Rise and Shine initiative together with a seed grant from Ward event fund, Community Action Planning (CAP) session was organized focusing on diverse demographic areas: kids, youth, women, and senior programming along with organizational vision, mission, goals, and strategies. Feedback was collected from the participants through informal discussions and sharing. It has been found that most of the participants learned what strategic session is all about and the critical role it plays for organizational health and sustainability. The session helped organization to prepare a sound strategic document and motivated organization to follow the output of a strategic session.

Elders’ attitude toward volunteering in community activities developed: measured by the number of seniors mobilized and their willingness to support future activities (through structured questionnaire)

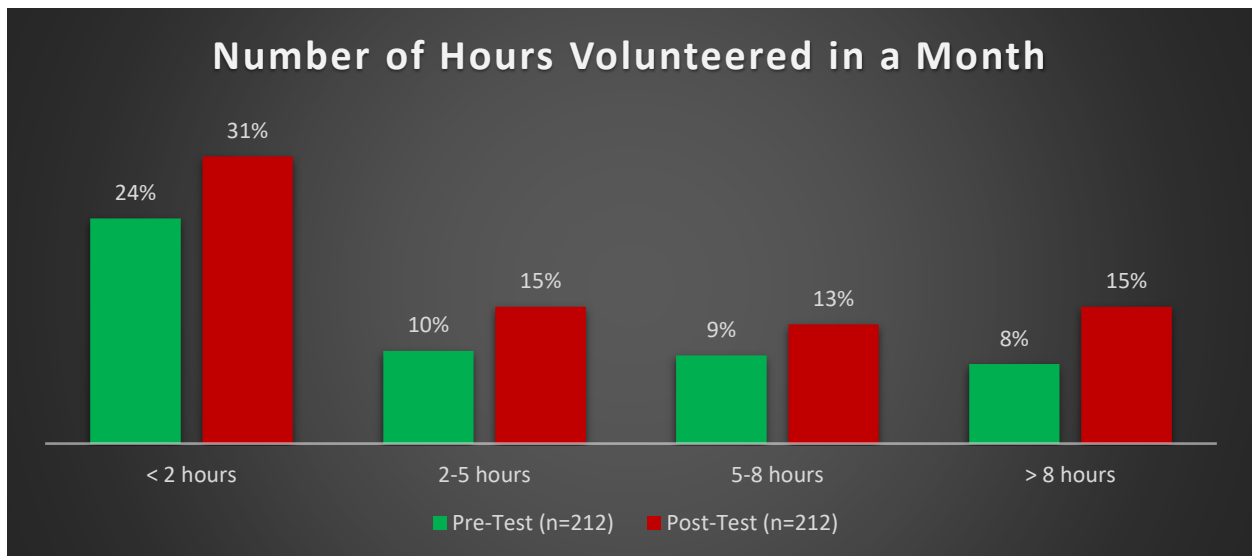
The results in the chart below (left) shows that the percentage of seniors’ participation into various volunteering work has increased from 89 to 147 (65% increment) after project implementation as compared to pre-test (before project). This demonstrates that this project gained a remarkable success in terms of developing volunteerism among seniors. This success has also been observed that before the start of project number of volunteering hours (less than 2 hours) contributed by seniors into community was 42% (pre-test) which increased to 46% (post-test) and the number of volunteering hours (more than 8 hours) also increased from 16% (pre-test) to 20% (post-test). This indicates that seniors are actively engaging themselves into community activities, transpired by the current project.





In terms of the number of respondents, who participated both in pre- and post-tests, there is a marginal increment in the percentage of elders who volunteered for less than 2 hours (24% vs 31%), 2-5 hours (10% vs 15%) and 5-8 hours (9% vs 13%) during the current project, it is observed that there is almost 100% increment in the percentage of respondents who volunteered for more than 8 hours after the implementation of current project (8% vs 15%). All these survey results demonstrate that elders' culture of volunteerism has been substantially developed because of this project. This has been further verified by the

survey results that entail that 91% of the participants are willing to work as a volunteer in future community activities whereas 86% expressed that they are willing to take part in the future project activities.



Elders' awareness of available programs and services increased: measured by administering a structured questionnaire with a sample of elders

Out of 212 elders, 160 responded (75%) to have increased their knowledge and awareness about resources available for the seniors whenever needed while 11% somewhat agreed. Almost 93% of the elders responded that they got an opportunity to discuss their ideas with the fellow participants and project team and share their stories and experience.

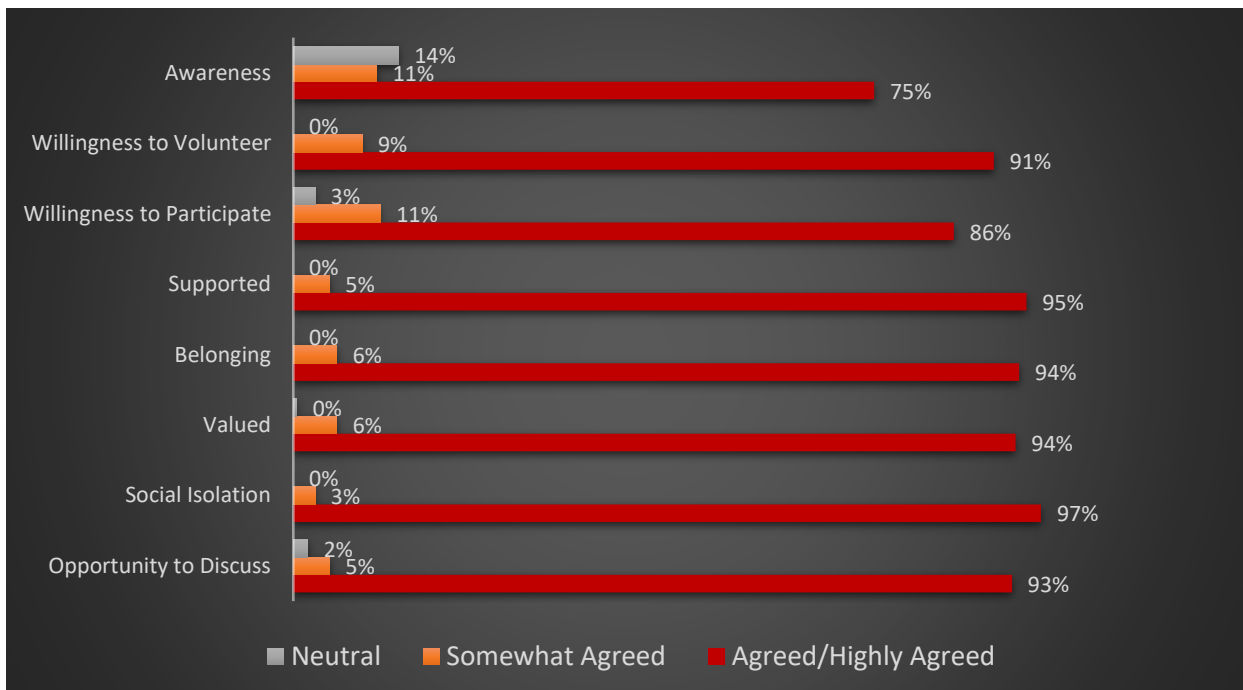
Elders get engaged, feel included in the community, have social networks expanded, and become mentally, emotionally, and socially supported: measured by administering a structured questionnaire at the end of the project activities



Almost 95% of the participants agreed/highly agreed that they felt highly supported, 94% agreed/highly agreed that they felt belongingness in the community and 94% felt valued as a senior. Overall, 97% of the participants felt that current project activities reduce their social isolation and enhanced their mental and physical health.

Keys used in below chart:

- Awareness:** Project activities increased elders' awareness about government and non-government programs and services, and resources for the seniors.
- Willingness to volunteer:** I am willing to work as a volunteer in upcoming NCSC's and project's activities.
- Willingness to participate:** I am willing to take part in seniors activities organized by the community.
- Supported:** I felt supported while participating in the project activities.
- Belonging:** I felt belonging in community after attending project activities further developed sense of belonging.
- Valued:** I felt valued and respected while attending project activities.
- Social isolation:** The engagement, scoping and prioritization sessions helped reduce social isolation, and improved my physical and mental health.
- Opportunity to discuss:** I had got time and opportunity to discuss, share and learn.



Organizational capacity increased: measured by successful completion of the project, knowledge, and skills of the executive members and board members (through a structured questionnaire at the beginning and end of the project)

The project has been successfully completed and has met all the objectives, outputs, and outcomes. During the last six months, we have organized more sessions than included in the proposal. The prioritization of activity session was added later to have a refined and robust method to prioritize the issues and activities for the seniors. The focus group discussions were organized among key executive members and PSC members. They said that their capacity in implementing funded projects has been increased, and they have learned about the project fundamentals, especially the skills of managing project in Canadian environment, dealing with risks and challenges while implementing project activities and the implication of sound planning to make the project successful. They also said that their organizational capacity to prepare grant proposals have been increased substantially.



LESSON LEARNED

Following are key lessons learned during the tenure of the project:

- Grant proposal was written and submitted without considering staff benefits (MERC). As staff has been enrolled in the payroll, we had to adjust allocated fund in staff part. Accordingly, some funding adjustment has been done from parts of the project outside staff allocation.
- Scoping and engagement sessions in outdoor and fun environment seem to be more successful than in-house sessions.
- Together with Senior Society (TOSS), an organization serving seniors in Calgary, joined the hands in the project as a partner and it has achieved higher level of elders' participation.
- The project built the confidence, community buy-in and increased credibility of the organization in terms of delivery of the program and services of the organization.
- The project helped to scope out the issues and activities (social needs) of other age groups (women, kids, youth, and adults) in the community on the top of elders



UNANTICIPATED CHALLENGE AND MITIGATION MEASURES

- The project activities were defined considering indoor space. As summer started, seniors wanted activities to be organized in the open space and in a bigger group setting. This has increased cost of the activities. NCSC utilized internal resource to mitigate the exceeded cost of the activities, particularly for food and snacks, and mobilizing more volunteers for group work.
- It was not anticipated that we need an accounting person to manage project fund, prepare payroll etc. As organization's account was managed by the Treasurer and verified by professional accountant prior to the project, we needed to contract a professional accountant for certain hours in a month to manage project account. The cost of this contractual work was met through internal resources.
- When we were actively doing group work with the seniors in outdoor environment, some seniors from Bhutanese origin attended the session and expressed their concerns that they share similar culture, language, lifestyle with Nepal-origin immigrants, their situation is pathetic. Their physical and mental states make them more vulnerable than Nepal-origin seniors. The project team had in-house discussion with the executive board regarding their concerns and finally NCSC decided to engage Bhutan origin seniors in all project activities. It has increased cost of the project activities and it was covered through internal resources.
- As we started organizing sessions for the most vulnerable elders from Bhutanese community, we noticed that they have commuting issue to get part in the project activities. NCSC mobilized volunteers for picking up and dropping off the participants.





Appendix 1. Prioritization of elders' issues in Calgary

Below are the seniors' issues identified during the multiple scoping sessions. The severity or sensitivity of the issues vary, and it is the time to prioritize the issues using scoring method. Please assign score of **10 to the most burgeoning/crucial issue and 1 to the issue that is least crucial/important**. If you feel some issues are missing, please add them and score them using same scale. Your scoring will be averaged, and the top issues will be considered high priority for NCSC in forthcoming funding applications.

Name:

Age group: (20 – 35 years, 36 – 55 years, 55+ years)

Sex: (Male, Female, Other)

Issue	Score
Mobility problem	
Lack of space for gathering and observing socio-cultural programs	
Linguistic problem including translation and interpretation	
Documentation for government programs/services	
Lack of cooperation among Nepalese organizations/functional groups	
Childminding and silent type of senior abuse at home	
Mental and physical health issues	
Passivity among the elders	
Lack of seniors' database	
Lack of motivation to attend the programs/activities	
Lack of awareness of government programs/services	
Lack of cross-cultural awareness	
Lack of awareness on senior fraud and abuse	
Intergenerational gap	
Loss of Nepalese culture and heritage	
Have time but no motivation to make use of time in productive activities	
Lack of technical knowledge and skills	



Appendix 2. Prioritization of elders’ activities for the next 4-5 years to make elders agile and active

Below are the activities relevant for the elders and identified during the multiple scoping sessions. The severity or sensitivity of the activities vary, and it is the time to prioritize the activities using scoring method. Please assign score of **10 to the most burgeoning/crucial activity and 1 to the activity that is least crucial/important**. If you feel some activities are missing, please add them and score them using same scale. Your scoring will be averaged, and the top activities will be considered high priority for NCSC and TOSS in forthcoming funding applications.

Name:

Age group: (20 – 35 years, 36 – 55 years, 55+ years)

Sex: (Male, Female, Other)

Activities	Score
Activities to promote cooperation among Nepalese organizations/groups	
Provision of community space for gathering	
Make seniors’ database along with telephone directory	
Assist on documentation, interpretation, and recreational use	
Activities to promote intergenerational learning	
Talent hunt program for seniors	
Socio-cultural events	
Dancing, sports, and physical activities	
Meet, greet and sharing sessions	
Meditation sessions	
Support services to the seniors in need	
Annual transit pass	
Hearing test and hearing aid to the vulnerable seniors	
Counselling on mental and physical health	
Awareness sessions on government programs/services	
Assistance on transportation	
Language classes	
Educational tour	
Productive use of time e.g., backyard gardening	
Cross-cultural tours	
Celebration of special days e.g., retirement, 84 th birthday, anniversary etc.	
Experience sharing and interviewing seniors via mass media	
Volunteering opportunity and appreciation	
Digital literacy classes	