

CREATING A HEALTHY AGING COMMUNITY

A Report on Community Workshops

A summary of findings from two workshops engaging older adults from South Asian and Chinese communities in Vancouver, Canada to build a culturally inclusive, integrated care model for a healthy aging community.

2026



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This project and workshop is honoured to take place on the traditional, ancestral and unceded lands of the Coast Salish and Nlaka'pamux Nations and is home to 32 First Nations within the Fraser Salish region.

We are thankful for this land and community for allowing us the opportunity to bring diverse partners and cultures together, to inform better next steps for our older adults, families, and care providers.

PARTNERS

These workshops were developed and implemented throughout partnerships between the University of British Columbia (UBC) IDEA Lab, UBC InterCultural Online Health Network (iCON), Fraser Health South Asian Health Initiative (SAHI), Fraser Health Equity, Diversity, and Inclusion team, DIVERSEcity Community Resources Society, Burnaby Neighbourhood House, S.U.C.C.E.S.S., and MOSAIC. We thank Michael Smith Health Research BC for funding this project.

Thank you to all of our partners!



**IDEA
LAB**



Michael Smith
**Health
Research BC**



DIVERSEcity
community resources society



S.U.C.C.E.S.S.



MOSAIC

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ABOUT THIS REPORT

This report shared findings from two older-adult inclusive workshops engaging diverse participants from South Asian and Chinese communities in 2025 in Vancouver, Canada, to build a culturally inclusive, integrated care for a healthy aging community. The core research team, including multidisciplinary researchers and one older adult partner, summarized and analyzed stories and suggestions shared by participants, developed the report in collaboration with health and community organization partners.

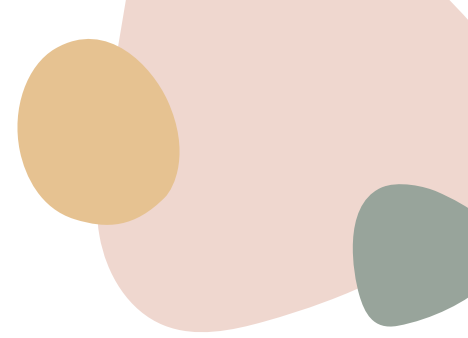
The **purpose** of this report is to:

- Share participants' experiences
- Inform future decision-making, care delivery, research and education, towards a better care to older adults with more inclusive integrated care.

Thank you for reading this report and being part of the change.



We value each insight from the participants, but also recognize that the data does not represent the entire Fraser Health population, nor the Chinese, and South Asian communities.



ABOUT THE WORKSHOPS

Why do these workshops matter?

An integrated and inclusive care approach is needed to promote healthy aging for all. In the Fraser Health region in BC, Canada, half of the population are visible minorities. Of that group, 60% are South Asian and Chinese. To ensure **culturally inclusive and integrated care for older adults**, the health and community-based systems need to hear from South Asian and Chinese older adults and caregivers, and those who provide care to them, directly, to better understand, improve, and deliver care. This workshop offers an opportunity to share experience, and envision better care together.

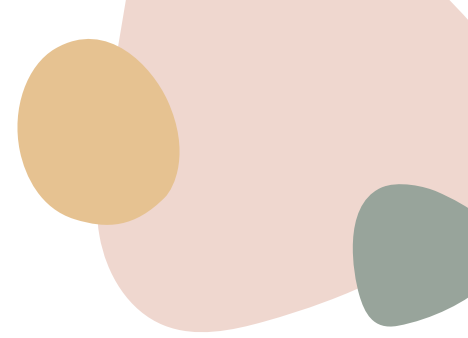
Who were at the workshop?

Across both workshops, we engaged 60 participants (30 per workshop) based in British Columbia, including:

- Older adults and caregivers from South Asian and Chinese communities
- Health care providers, staff, and administrators
- Community non-profit organization care providers
- Researchers and students

How were the workshops conducted?

There were small group discussions, large group idea-sharing, story exchange, and priority-voting.



ABOUT THE WORKSHOPS

What questions were discussed in the workshops?

1. Can you **share a good experience** you or someone you know had with the health system or community support?
2. Can you share an example of an experience that could be **improved** with the health system or with community support?
3. **What kinds of support or services** would you love to see in that future that you currently do not see, which could help Chinese older adults and families age well?
4. **Who** needs to be involved to help make these ideas happen?
5. What is **one step** we could take in the next 6 months to **get started**?
6. What would make it easier for you to **take part in research or initiatives** like the one today?

Workshop Snapshots

Date	Location	Focused community	Language delivery
Oct 7, 2025	Surrey Public Library	South Asian	English + Punjabi + Hindi
Oct 8, 2025	Burnaby (MOSAIC)	Chinese	English + Mandarin + Cantonese



Exploring the Current Health and Community Service Experiences

EXISTING STRENGTHS

Older adults, families, and care providers shared that they appreciated care programs that are **person-centred and **accessible**.**

People

Health and community service providers that are person-centred, empathetic, and patient delivers good experiences to older adults.

Features of Care Programs

Participants had good experiences when care programs were:

- Accessible and embraced diversity
- Preventative and proactive
- Coordinated with strong interdisciplinary and multi-professional teamwork
- optimized smooth transitions across care settings
- Staff provided education to older adults and caregivers

I like the service when I was in a local hospital. Before I entered the doctor's office, the surgeon came to the door to greet me personally and listen to my situation empathetically.

- An older adult participant



IMPROVEMENTS NEEDED

Older adults, families, and care providers are looking for more resources, education opportunities, and better care

More Resources

There is a need for more resources including:

- More clinicians and staff
- More financial support options for older adults
- More care homes
- More funding for collaboration and engagement

More Education

There is a need for more education on:

- Resource/system navigation for care providers, older adults, and families
- Public health and health promotion to age healthy
- Addressing ageism
- How older adults can advocate for themselves

Better Care

There is a need for improved care, including:

- More support for resource navigation
- More consistent information among different care providers
- Better accessibility, such as lowering language barriers through translation services
- More networks for seniors



We need to know more resources to support people age better. For example, you may have community workshop about how to maintain good health, but using different channels of knowledge sharing with different groups is also very important.

- A family caregiver and older adult

HOPE FOR FUTURE SERVICES

Older adults, families, and care providers shared services they would love to see more in the future, to help older adults and families age well.

Each of the 60 participants was encouraged to write down as many ideas as possible. Then, each participant had 30 minutes to look through ideas from all the participants in their workshop, and vote on their top 3 favorites.

This list orders the ideas from the most popular to the least popular. The number of votes are shown in the bracket

- Caregiver support/training (18)
- More home support resources and better care consistency (13)
- Virtual interpreters and interpretation services (12)
- Care home availabilities (11)
- Information on Medical Assistance in Dying (MAiD) (8)
- Affordable service and programs for older adults (7)
- More Chinese meal options in organizations' meal services (5)
- Low income housing availabilities (4)
- Education/advocacy to help older adults address ageism (3)
- Technology and robot in clinics to support tasks (3)
- Education opportunities in the community (3)
- Affordable transportation (3)
- More accessible day programs/services (3)
- Intergenerational and inter-organization collaboration (2)
- Events for older adults to contribute to the community (2)
- Tools to help support resource navigation



Planning for the Future of a Healthy Aging Community

ENVISIONING FUTURE PARTNERSHIP

Many partners need to be involved help make these ideas happen, including:

Organizations

- Government
- Health authorities
- BC Housing
- United Way BC
- Non-profit community organizations
- Translation services
- Universities
- Libraries
- Public transit
- Religious groups
- Media

Individuals

- Policymakers
- Home Health case managers
- Primary care partners
- Researchers
- Youth volunteers
- Planners
- Pharmacists
- Communication specialists
- General public
- Coordinators between above mentioned parties



ACTIONABLE FUTURE STEPS

These actions can be done in the next six months to start building a better healthy aging community

- Gain a better understanding of community needs
- Develop more education and learning opportunities (e.g. community talks)
- Promote information through accessible, appropriate communication tools within the local community and involving community partners (e.g. radio, newsletters, non-profit organizations, multilingual social media posts, in-person gatherings in religious spaces, and public parks)
- Create more caregiver support and more networking opportunities for older adults and caregivers
- Strengthen booking systems for clinics
- Leverage technology (e.g. an app for older adults)
- Learn from experiences and innovations from overseas
- Involve youth and volunteers, including partnering with schools, universities, and seniors' centres
- Identify potential funding agencies for above actions and future collaboration initiatives



SUGGESTIONS FOR FUTURE COMMUNITY ENGAGEMENT

Many strategies that can encourage more older adults to participate in future research and engagement initiatives:

Workshop Elements & Environment

- Multilingual translation and interpretation
- Engage diverse partners
- Provide food and refreshments
- Offer support for transportation
- Host events in accessible location
- Suitable duration of workshop (no more than 3 hours)
- Ensure welcoming and safe space
- Embed engagement initiatives into existing programs
- More frequent engagement and initiative

Promotion & Communication

- More channels for older adults to convey messages to health service providers
- More channels for older adults to share feedback about individual events
- Promote the event through multiple channels
- More connection and networks between community partners
- Involve volunteers, students, and older adults during recruitment and promotion to maximize reach
- Value the word of mouth and promotion through existing community organization staff to engage older adults and families



SUMMARY:

TOP 10 RECOMMENDATIONS FOR DECISION MAKERS

1. Encourage medical and community care that is more **person-centred, accessible** and **comprehensive**
2. Promote education, resources, and care that **support resource navigation** for older adults and caregivers, and maintain their autonomy
3. **Work with diverse partners** such as health care, community, municipality, academic to achieve the goals together
4. Create **accessible and meaningful** opportunities to learn with older adults, families, and care providers
5. Consider **diverse communications methods** outside of traditional channels to share information with the community
6. Recognize and fund efforts that coordinate between diverse partners and sectors
7. Strengthen the **social networking and connection** for older adults, and their intergenerational and intercultural communication with people from different cultural background and generation
8. Provide opportunities for older adults to **volunteer and contribute** to the community
9. Learn from the experiences of communities in **Canada and internationally**
10. Foster the **innovative and ethical use of technology** to support older adults and caregivers.

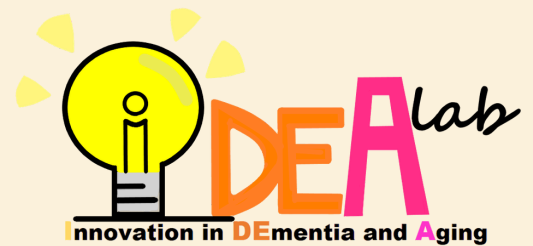


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**THANK
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