

Elder Abuse Awareness Conference
"Protecting Older Adults In Our Communities:
Are We Doing Enough?"
October 20th, 2009

Health & Wellness Conference
"Join Hands for Better Health-Strengthening Partnerships"
October 21st, 2009

Summary Report of the Conference Evaluation

Introduction

The Grandview & District Community Resource Council Inc. is committed to addressing the issue of elder abuse through proactive community education. Our goal is to increase the awareness of elder abuse and empower older adults, their families and friends with information they need to access meaningful community based programs, with this goal in mind Grandview & District Community Resource held its first ever conference on the abuse of older adults on October 20th and the first ever conference on health and wellness on October 21st, 2009. Conference sponsors included: New Horizons for Seniors Program, Parkland Regional Health Authority, Manitoba Seniors and Healthy Aging Secretariat and the Parkland Seniors Abuse Advisory Committee. The conference planning committee included a representative from Parkland Regional Health Authority, Darcy Hill, two representatives from Manitoba Seniors and Healthy Aging Secretariat, Janelle Curtis and Shannon Kohler, and Connie Tanasichuk, Community Resource Coordinator for the Grandview & District Community Resource Council Inc.

The first day of the Conference titled, "**Protecting Older Adults in our Communities: Are We Doing Enough?**" What are we doing as a community to make sure the people affected are well represented in approaches being developed to help them and what are we doing to promote the awareness of elder abuse?

The second day, Health /Wellness Conference – titled "**Join Hands for Better Health-Strengthening Partnerships**". In our community we all need to join hands to strengthen partnerships among the network of individuals, agencies and organizations to improve the health of the public. We need to increase awareness of common and specific health issues by informing and educating participants with the latest health-related information and tools. We also need to provide opportunities for networking, sharing information and resources in order to build on each other's expertise and experience and empower older adults, their families and friends with information they need to access meaningful community based programs.

The purpose of this report is to summarize the findings of the evaluation of the conference. The information contained in the report is based on an analysis of the information from evaluation forms completed by conference participants.

Conference Evaluation Method

As part of the registration process, each delegate received a conference program that included an evaluation survey form. The first section of the evaluation survey included the practical components of the conference which included the program booklet, registration, scheduling, conference material, food and beverage, length of sessions, exhibits/displays. Delegates were asked to rank 7 items on a poor, fair, neutral, good and excellent scale.

The first day of the conference (Elder Abuse Awareness Conference) a total of 39 of the 90 conference delegates submitted wholly or partially completed evaluation forms, representing a 43% response rate.

The second day of the conference (Health & Wellness Conference) a total of 32 of the 90 conference delegates submitted wholly or partially completed evaluation forms, representing 36% response rate.

Practical Components - Table 1

Elder Abuse Awareness Conference Evaluation of practical components – Day 1

	POOR	FAIR	NEUTRAL	GOOD	EXCELLENT	COMMENTS
Conference Program Booklet		1		10	27	
Conference Registration				12	26	
Conference Scheduling				12	25	
Conference Material			1	10	26	
Food and Beverage				7	32	
Length of Sessions			2	13	22	“ Too long”
Exhibits/Displays- Parish Hall	1	3	4	13	10	“Not necessary”

Of the 39 respondents, Table 1 gives the ratings of the practical components of the first day of the conference. Overall, the respondents rated the practical components very highly, with the majority of the respondent ratings indicating that the practical components were good or excellent

Practical Components - Table 2

Health & Wellness Conference Evaluation of practical components – Day 2

	POOR	FAIR	NEUTRAL	GOOD	EXCELLENT	COMMENTS
Conference Program Booklet				10	19	
Conference Registration				9	19	
Conference Scheduling			1	9	19	
Conference Material				7	20	
Food and Beverage				2	27	
Length of Sessions			1	9	17	
Exhibits/Displays- Parish Hall		2	1	15	8	"Not enough exhibits"

Of the 32 respondents, Table 2 gives the ratings of the practical components of the second day of the conference. Overall, the respondents rated the practical components very highly, with the majority of the respondent ratings indicating that the practical components were good or excellent.

Following the evaluation of the practical components content, delegates were then asked to rate the sessions and contents based on: poor, fair, neutral, good and excellent scale.

Summary of Session Evaluations

Please provide a rating for each of the sessions!

Presentation and Content – Table 3

Elder Abuse Awareness Conference Evaluation of presentation and content – Day 1

SESSION	POOR	FAIR	NEUTRAL	GOOD	EXCELLENT	COMMENTS
Protecting Your Rights & Assets -Seniors Personal Safety		1	1	11	21	
Mental Health Services for the Elderly: A Service Delivery Model in Rural Manitoba			7	15	14	
Frauds & Scams				8	30	"Bit too long"
Planning for the Future- Wills Powers of Attorney and Health Care Directives				8	28	
Financial Abuse-How to Protect Your Financial Interests and Assets			2	13	24	"Spoke too fast-could not grasp it" "Did not hear well, speaker to fast"
Community-Your 4 th Child In Estate Planning			1	17	19	"Mike not used – would have been better" "All speakers over used word "basically"
Protecting Older Adults in Our Communities and Building Partnerships: Are we Doing Enough?			1	4	11	"I was tired"

Of the 39 respondents, Table 3 gives the ratings of the presentation and content. Overall, the respondents rated the presentations and content of each session very highly, with the majority of the respondent ratings indicating that the presentation and content of each session was good or excellent with a small percentage in the neutral rating.

Presentation and Content – Table 4

Health & Wellness Conference Evaluation of presentation and content – Day 2

SESSION	POOR	FAIR	NEUTRAL	GOOD	EXCELLENT	COMMENTS
Eating Well with Canada's Food Guide				11	15	
Remembering When: Fire and Fall Prevention for Older Adults				5	22	
I Laughed So Hard I Peed My Pants				3	27	
Wise Words for Care Partners			2	7	12	
My Experience As A Celiac				7	12	
911-What Do We Expect and How Does It Work				11	10	
Bone Density Clinic				4	14	
Diabetes Screening Program			1	3	8	"wasn't really set up at 8:00 a.m. – timing could have improved".

Of the 32 respondents, Table 4 gives the ratings of the presentation and content. Overall, the respondents rated the presentations and content of each session very highly, with the majority of the respondent ratings indicating that the presentation and content of each session was good or excellent.

How many sessions did you attend?

Then respondents were asked how many sessions they had attended for each day. Following are the results:

Attendance -Table 5

Elder Abuse Awareness Conference Evaluation of attendance – Day 1

	1	2	3	4	5	6	7
How many sessions Did you attend?			1		5	10	18

Of the 39 respondents, Table 5 gives the attendance for the first day of the conference. 46% of the respondents attended all 7 sessions, with 26% of the respondents attended 6 sessions and 13% of the respondents attended 5 sessions. Majority of the delegates attended 6 or 7 sessions.

Attendance -Table 6

Health & Wellness Conference Evaluation of attendance – Day 2

	1	2	3	4	5	6
How many sessions Did you attend?		1	1	3	6	16

Of the 32 respondents, Table 6 gives the attendance for the second day of the conference. 50% of the respondents attended all 6 sessions, with 19% of the respondents attended 5 sessions and 9% of the respondents attended 4 sessions. Majority of the delegates attended between 5 and 6 sessions.

The conference was well organized?

Organization – Table 7

Elder Abuse Awareness Conference Evaluation of organization – Day 1

	Poor	Fair	Neutral	Good	Excellent
The conference was well organized				14	24

Of the 39 respondents, 36% indicated that the organization was good and 62% indicated that the organization was excellent.

Organization – Table 8

Health & Wellness Conference Evaluation of organization – Day 2

	Poor	Fair	Neutral	Good	Excellent
The conference was well organized				4	23

Of the 32 respondents, 13% indicated that the organization of Day 2 was good and 72% indicated that the organization was excellent.

Would you recommend this conference to others?

Conference delegates were asked if they would recommend this conference to others. The response categories were as follows:

Recommendation – Table 9

Elder Abuse Awareness Conference Evaluation of recommendation – Day 1

	Yes	No	Don't Know
Would you recommend this conference to others?	34		

34 of the 39 respondents for Elder Abuse Awareness Conference Evaluation-Day 1 indicated that they would recommend this conference to others. (5 respondents did not indicate anything on their evaluation)

Recommendation – Table 10

Health & Wellness Conference Evaluation of organization – Day 2

	Yes	No	Don't Know
Would you recommend this conference to others?	28		

28 of the 32 respondents for the Health & Wellness Conference Evaluation-Day 2 (4 respondents did not indicate anything on their evaluation) indicated that they would recommend this conference to others.

Summary of Comments

The last section of the evaluation form provided space for open-ended comments for respondents to answer the following question:

In what ways could this conference be improved and what did you like least about the conference?

Although many positive and complimentary remarks were included in the evaluation forms, comments also suggested room for improvement. A number of respondents described logistical concerns and issues with the facility including the temperature of the facilities along with the size of the facility and the use of the microphone.

Elder Abuse Awareness Conference Evaluation of Improvements – Day 1 Comments

- *Have the displays building open between seminars and the supper. Maybe not have it open as early on the 1st day*
- *Too much in a day*
- *Not sure*
- *Larger space, so not so crowded*
- *Maybe a larger space*
- *Larger room, more accessible*
- *More room so that exhibits & conferences are contained in the same building*
- *All was very good*
- *It was very good*
- *Try to have all in one location (displays & presentations)*
- *Shorten the presentations*
- *All speakers use the MIKE! I forgot my hearing aid. The tables were a bit close together, carrying food!! Oops!*
- *Difficult to move around the tables when everyone was sitting down*
- *Sessions going overtime*
- *Crowded conditions*
- *Hard chairs*
- *The tables were too crowded for anyone with a cane etc.*

- *Presenters running overtime and not allowing other presenters enough time-rushing. First day sessions too many – shouldn't have evening session*
- *When speaking to seniors – speakers should realize many have hearing problems, so "mike" should be used- speech should be slowed a bit and word pronounced clearly. Maybe seniors don't go to meetings or church because "I can't hear what they say, anyway-so why bother going?"*
- *The first day was very good, but too long sitting*

Health & Wellness Conference Evaluation of Improvements – Day 2 Comments

- *It was good and the food & beverages were good*
- *More spacious surroundings*
- *It was great*
- *It was very good*
- *Use of microphones*
- *Very well done & excellent speakers*
- *If possible displays & topics under one roof*
- *More space*
- *Regulated temperature*
- *No steps for food servers*
- *Warmer room*
- *Coolness of the room*
- *Displays at different locations – better if we get our new hall!*

Suggestions for Future Conferences

The comment section of the evaluation forms contained a number of suggestions for future conferences. Respondents made a number of practical suggestions for the next conference.

Elder Abuse Awareness Conference Evaluation of Suggestions – Day 1 Comments

- *Problems were identified thoroughly-maybe a little more time devoted to what to do*
- *Elder Abuse –not the money angle but the actual care issues that our older population may experience and can't control or speak up for themselves e.g. in Care Homes; people receiving home care*
- *Have a senior speak*
- *A senior to speak*
- *Have a person who has had the real experiences of being abused in different ways to speak. That will really help people realize the truth.*
- *How caregivers can protect themselves*
- *A session on the elder care of people in the care home*
- *Could speaker & screen be placed next to the east wall – so many people came and went during presentations and it was a bit distracting.*
- *Suggestion to advertise in Roblin newspaper too. I'm sure more people would enjoy such a session.*

- *The location for booth/displays was at a different location. Next time try to have booths and presenters all under one roof. For example, presenters could be on the main floor of the Legion Hall and the booths could be in the basement.*
- *There was a bit of repetition with some presenters. Next time, make sure each presenter knew what content was covered throughout the day to eliminate overlap.*
- *The first day was a bit long for participants. Next time plan to have the last presentation before the supper, and end after supper. From the presenters perspective it was also difficult to present on a full stomach.*
- *Have a laptop with a speaker and a handless microphone if possible.*

Health & Wellness Conference Evaluation of Suggestions – Day 2 Comments

- *More info*
- *A different disease could be introduced. I'd known nothing about celiac disease. Now I do. E.g. 1. Cystic fibrosis, 2. Extreme allergy*
- *Continue the theme of the elderly, as our community continues to age and we all need to educate ourselves and community with needs and the changes this will bring.*
- *It was all interesting*
- *Contact Parkland Chapter of Manitoba Brain Injury Association to see if they would like to have a display*
- *Perhaps more groups could prepare displays for the hall*
- *Topics on eye disease*

What was liked!

The evaluation forms contained many positive remarks about the overall conference. The most frequent comments were general compliments that suggested a sincere appreciation, excellent speakers; good information and a positive regard for the two day event.

Elder Abuse Awareness Conference Evaluation of Likes – Day 1 Comments

- *Excellent speakers and good information*
- *The variety of speakers*
- *Everything*
- *Good*
- *All sessions*
- *Excellent speakers – interesting; entertaining; expert in their area; seemed so keen about their career etc.*
- *The speakers were all excellent as they were all experts*
- *Excellent speakers and relevant information*
- *The(sessions) were all very good*
- *Friendly atmosphere*
- *Camaraderie, sessions & displays*
- *Excellent presenters*
- *Information on how to prevent and avoid Senior Abuse*
- *Information*
- *The fact that the community hosted it. The speakers were all good and information was very helpful*
- *The ability of the speaker; they were awesome*

- *I enjoyed the session. They were very informed*
- *The information presented.*
- *No truly enjoyed this*
- *Very enjoyable*
- *The speakers were all very interesting and informative*
- *Excellent*
- *This was a wonderful conference. The planner should feel proud of all their work*

Health & Wellness Conference Evaluation of Likes – Day 2 Comments

- *Kelli Berzuk's presentation*
- *Meet & greet*
- *Good information given in a way we could all understand*
- *I enjoyed all the session*
- *Excellent meals*
- *Very well organized*
- *Good P.A. system*
- *Topics covered*
- *Food*
- *Learning so much new stuff*
- *The guest speakers*
- *It was all interesting*

Other comments and suggestions!

This section provided respondents for additional comments and suggestions. Following are some of the comments received:

- *Excellent information, all communities should have this opportunity*
- *Hopefully, the next conference we will have it in a place with better access for the older adults, stair, etc. are not fun*
- *Provide recycling containers for plastic bottles*
- *Encourage people (before hand) to bring their own re-usable mugs*
- *Another time maybe make it "Parkland" project so more people outside Grandview would feel they could also attend*
- *Could cut down on paper by giving one delegate bag/couple (if there are 2 people from one family)*
- *Getting youth involved was great. Good to see them participate in the poster contest.*

Conclusion

This report provides an analysis and summary of the information collected on the conference evaluation forms of the two day conference. The findings from the evaluation indicate that the conference was well received. With a few exceptions the ratings for the presentation and content for both days were very positive with the majority of the sessions receiving ratings of either good or excellent. Although there were concerns regarding the overcrowding of the hall, temperature of the hall, and problems of the speakers not using the microphone, the majority of respondent comments were complimentary. These comments suggest that respondents found the conference to be well organized, that they enjoyed the sessions offered and that the sessions were informative; and the food was great. Respondents also provided suggestions for making the next conference even more successful.