



CONNECTIONS

Working together for stronger, healthier communities.

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COLLABORATION IS CENTRAL TO A HEALTHY COMMUNITY

RIPPLES OF GOODNESS

Building Confidence, Connection, and Care at the Winnipeg Airport Authority

At Winnipeg Airports Authority, our front-line employees are often the first point of contact for passengers who may be feeling overwhelmed, uncertain, or physically fatigued especially older adults navigating a fast-paced, security-driven environment. When we introduced **MASC's training video** to our customer service teams, we hoped it would spark empathy and practical understanding. What we witnessed was something even more meaningful.

The video quickly became more than a training tool. It created space for reflection and conversation, helping employees see aging not as a barrier, but as an important part of human diversity. For many, it clarified how simple, thoughtful actions like slowing their pace, adjusting communication, or offering a steady arm can dramatically improve someone's travel experience.

What we heard from employees was a real sense of growing confidence. The video helped demystify aging by breaking it down into clear, relatable scenarios. Staff shared that it reduced the fear of "doing the wrong thing" and replaced it with a more instinctive, compassionate approach. We also saw a shift from checklist thinking to genuine human connection, encouraging employees to focus less on tasks and more on the person in front of them.

Since sharing the video, we've already observed more intentional communication, more patience in lines, and more awareness around mobility changes, cognitive fatigue, and sensory needs. These may seem like small shifts, but together they create a ripple effect. When one employee changes their approach, it influences the team around them and every passenger who moves through our terminal feels the impact.

The true value of MASC's video is this: it strengthened our culture of care.

It reminded us that accessibility is not just about removing barriers, but about treating every traveler with dignity, empathy, and respect.

As we move into 2026, we will continue using this video and work with our Front of House employees to further reinforce the key messages it highlights especially strong customer service, presence, and everyday dignity.

For more information on how WAA is working to prevent barriers, visit: <https://www.ywg.ca/en/passengers/accessibility/>

*Submitted by: Julie Chapko
Accessibility Specialist and Operations Support
Winnipeg Airport Authority*

Holiday Reflection: Welcoming Others With Intention

This season reminds us how powerful a warm greeting, a slower pace, or a moment of patience can be. If you're looking for a thoughtful resource to support these practices, we invite you to watch MASC's training video—the same one WAA used to strengthen their culture of care.

It's a simple watch with a lasting impact. Click the image below or scan the QR code to watch!



Add a little holiday warmth to your work! Watch the video that's inspiring change across Manitoba!

GoManitoba!




green
ACTION
centre

GoManitoba's goal is to address the transportation gap across our province by bringing sustainable, healthy commuting options to all Manitobans. Its purpose is to ease travel by helping to facilitate carpools, promote public transit use where available, and match bike and walk mentors. It is a quick, secure, and personal way to find your commuting options, simply using your home and work (or other destination) addresses.

GoManitoba is a free tool to match users with similar trips and destinations. We all have routine trips that we make, be they to work, social outings, school, or to the city. With GoManitoba, drivers can share the cost of gas and wear-and-tear on their vehicle for their trips with a passenger seeking a ride to a nearby destination. GoManitoba's algorithm matches people for similar trips, based on starting location, destination, and time of travel.

"If you have joined a friend or family member in a ride to a common destination, you've experienced a carpool" says Mel Marginet, one of GoManitoba's coordinators. "To make carpooling more successful, you have to have enough drivers and passengers to find a good match. GoManitoba connects people in one place to make those connections, and increases opportunities to socialize with the wider community to more destinations."

Organizations and municipalities can create their own networks for free on GoManitoba to increase transportation options, social and economic participation within their community or organization. Visit gomb.ca to create your account today. Interested in bringing GoManitoba to your organization or town? Email: gohappy@greenactioncentre.ca for details on becoming a network.

Want to learn more? Click the image to view an informational video...



PARTNER HIGHLIGHT...

YOU ARE NOT ALONE.

The Alzheimer Society of Manitoba is your path forward to a community of dementia support, resources and information.

Whether you're worried about dementia, have recently received a diagnosis or need help navigating the changes and challenges that come with progression of the disease, the Society connects you with helpful resources to meet your needs. These include one-to-one support, education sessions, support groups, dementia-friendly programming and more.

The holiday season can be an especially difficult time for families navigating dementia - but know that you are not alone.

Alzheimer
Society

MANITOBA

*Dementia Care
& Brain Health*

Connect with the Society today by calling 204-943-6622 (Winnipeg),
1-800-378-6699 (Manitoba) or emailing alzmb@alzheimer.mb.ca.

Visit alzheimer.mb.ca to learn more.



A SPOT LIGHT ON AGE FRIENDLY MANITOBA



Age-Friendly Manitoba Communities Spread Christmas Joy



Across Manitoba, communities are sparkling with festive traditions, creative celebrations, and heartfelt moments that bring people of all ages together. This season, we're delighted to share just a few of the many ways Age Friendly Manitoba communities are spreading joy.

There's nothing quite like a Christmas Light Tour to ignite the holiday spirit, especially in **Winnipeg**. Members and friends of the Transcona Council for Seniors climb aboard a bus for an evening of glittering magic, taking in stunning displays across the city. The tour ends at the Red River Exhibition's Canad Inns Winter Wonderland, where more than 40 dazzling light scenes shine bright. In a true act of Christmas kindness, a church along the route surprised riders with hot chocolate and cookies—fuel for joyful carol singing as the lights twinkle by.



In **Morden**, the Activity Centre throws open its doors for a **musical afternoon** where everyone is welcome—new musicians, seasoned players, and anyone who simply loves a good Christmas tune.

Red and green attire, shared laughter, and a holiday theme create a warm celebration of the Healing Power of Music.

The **Pen Pal program** in **Crystal City**, connecting older adults with two Grade 3 classrooms, runs from fall to spring—but December is especially magical. Pen pals gather at the school to enjoy carols, treats, and Christmas card exchanges. Only first names are shared, keeping everyone guessing until the joyful "big reveal" in June.



In **Neepawa**, H.A.N.D. has hosted a traditional **Winter Wonderland Tea**—a cozy, sparkling afternoon of music, dainties, and nostalgic holiday charm, bringing older adults together to reconnect and celebrate the season.



Ste. Anne Recreation is spreading cheer with its first annual **Pop-Up Gift Shop**, where children can purchase donated gifts for just a dollar, wrap them, and craft a handmade card for a special someone. Visits with the Grinch, Cindy-Lou, Santa, and Mrs. Claus make the experience unforgettable.



And in **Minnedosa**, the **Elves' Gift Studio** welcomes anyone six and up to create homemade treasures—from cookie-jar mixes to soothing foot scrubs—perfect for sharing a little love this Christmas.



-Submitted by Louise Hutton



As the season sparkles on, these celebrations remind us of what truly makes Manitoba special - neighbours supporting neighbours, generations connecting, and communities finding joy in simple, meaningful moments.

May the warmth of the holidays carry you into a bright, hopeful, and healthy year ahead. From all of us to all of you, Happy New Year and all the best for 2026!



Have a story you'd like to share? We'd love to hear it! [Click here to submit yours!!](#)

SOCIAL PRESCRIBING IN ACTION



Social prescribing is empowering, says family physician...

Healthcare providers often see patients who present with non-medical issues, including older adults who are socially isolated or lonely.



Social prescribing enables healthcare providers to refer these patients to the Senior Resources Coordinator (SRC) in the community. The referral is easy to make via an Electronic Medical Record form. When the SRC receives a referral, they then work with the older adult to connect them with appropriate programs and resources, such as exercise classes, support groups, or meal programs.

Being able to connect patients with community resources can feel empowering for healthcare providers. "This isn't something you can prescribe a pill for or just fix. So it's actually kind of empowering to be able to at least address some of what the actual issues are," said a Winnipeg family physician.

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Referral to a SRC can make a big difference for an older adult. Research shows that social prescribing can enhance older adults' social connection, and improve mental health and well-being. A patient in Winnipeg who was referred to a SRC put it this way: "I made some friends, I don't feel so lonely, and I don't feel so alone. I'm glad I have such a good doctor who cares enough to refer me to a Senior Resource Coordinator."

And healthcare providers see the difference in their patients. A Winnipeg family physician commented: "I've seen first-hand that people who are more engaged in their community and feel connected and supported within their community tend to have better overall coping skills and better overall mental health."

Bild, E., & Pachana, N. (2022). Social prescribing: A narrative review of how community engagement can improve wellbeing in later life. *Journal of Community & Applied Social Psychology*, 32(6), 1148-1215.



Congratulations to Colleen Tackaberry, retiring after 20+ years as the Seniors Resource Coordinator at Transcona Resource Council for Seniors. Colleen has been a steady, trusted support for older adults and a true leader in Social Prescribing, embracing referrals and helping shape this new system in Manitoba. As we celebrate her work, we also honour all Resource Coordinators, who quietly strengthen communities every day.

Do you know your Resource Coordinator? They are helping make growing older in Manitoba more connected and supported.

OUR VOICE FOR OLDER MANITOBANS



For older Manitobans, winter driving is more than a seasonal challenge; it is about staying connected to health, community, independence, and safe travel. Transportation ensures dignity and access to essentials like medical care, groceries, and social gatherings. When icy roads or blowing snow make trips risky, Age Friendly transportation programs such as volunteer driving, carpooling (Go Manitoba), and accessible transit become lifelines. Preparedness with winter tires and emergency kits; patience through slower speeds and extra travel time, and partnerships among neighbours, volunteers, and municipalities all strengthen resilience.

Transportation is ultimately about relationships: a driver who waits to ensure someone gets safely inside or a transit operator offering a steadying hand embodies the Age Friendly spirit. By blending practical safety tips with community-based solutions, we ensure winter roads remain pathways to connection, not barriers to belonging.



Save Travels & Happy Holidays!

