23rd August 2018

Tips for working well and positively with groups of and individual older people

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Creating supportive and welcoming environment

- ✓ Welcoming approach
  - CCHS introduction to strength training session

- ✓ Instructors
  - Interested
  - Mindful approach
  - Knowledge about progressing or regressing exercises to suit someone's need

- ✓ Socially and culturally inclusive
  - Interpreter
  - Availability of program card in different languages

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Creating supportive and welcoming environment (cont.)

✓ Physical environment
- • Ramps in corridor
- • Reception area
- • Waiting area
- • Gym layout

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Importance of individual and group feedback

✓ Provide opportunities to provide feedback in different ways

✓ Feedback is seen as an opportunity

✓ Acknowledging the feedback

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Allowing flexibility to participate

✓ Provide option for leave planning
- Leave form

✓ Reminder letters to return to classes

✓ Opportunity for make up sessions
- Casual Wednesday option

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