

Community Resource Directory Guide

**A how-to resource for
Saskatchewan communities**

October 2026

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TIP: Hold the CTRL key and click a section of the Contents to jump to that page.

Information and links in this directory were current at the time of publication.
As services and contact details may change, readers are encouraged to verify
information independently and use their discretion when accessing resources.

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About Thrive at Home

Around the world, people are living longer, healthier lives than ever before. While growing older is a blessing, it comes with its own set of challenges. [Thrive at Home](#) is a strategic initiative born out of a desire to understand and address the complexities facing older adults, particularly when it comes to accessing the care and services they need to age well in their communities.

Through collaboration and network-building, we've set out to foster a new way of working — one that emphasizes learning from each other, co-creating solutions, and driving coordinated action across the province.

The work of Thrive at Home is guided by a diverse network called the **Action Community**. Passionate about enhancing community-based care, the community is comprised of system partners, including representation from those with lived experience, the Saskatchewan Ministry of Health, the Saskatchewan Health Authority, academia, and several community-based organizations.

Introduction

Everyone deserves to age well in the place they call home. Finding and navigating programs, services, and supports that exist in communities can be a real challenge.

Information is often scattered, hard to find, or difficult to understand. This can leave older adults and their caregivers feeling overwhelmed and unsure how to get connected to the supports they need, when they need them most.

A small working group within Thrive at Home, known as the Navigation Action Hub, identified **Community Resource Directories** as a valuable, practical tool for older adults and their caregivers. By bringing local and provincial resources together in one guide, a Community Resource Directory can make it easier to stay connected to the supports that matter most to older adults by promoting health, independence, community connection, and quality of life.

Who is this resource for?

If your community would benefit from a directory of community resources, there's no need to start from scratch. This resource is a collection of best practices and lessons learned from communities across the province who have lived experience developing a Community Resource Directory. Throughout this how-to guide, we've identified key considerations to help you adopt, adapt, and develop a directory specific to your community.

How should this resource be used?

Recognizing that each community has unique needs and contexts, this resource is not set up to be a detailed, step-by-step, instruction guide. Rather, it aims to offer guidance for organizations developing a Community Resource Directory.

Before jumping into creation, most communities complete an asset map or needs assessment (see Appendix A). Assessing your community's needs and knowing what resources are currently available in your community will ensure your directory includes useful and relevant information users need and want.

Chapter 1: Planning Your Community Resource Directory

Before jumping into information gathering, it's important to establish a clear purpose and scope for your directory. Planning ensures you and your team have a shared understanding of who the directory is for, what information it should include, and how it will be used and maintained. This clarity upfront provides a strong foundation for creating a directory that is relevant, sustainable, and appropriate for truly meeting the needs of your community. Community Resource Directories will look different across communities because each are unique and have different needs. There's no "one-size fits all."

In the co-design process, explore opportunities to involve individuals with lived experience, including:

- Older adults
- Caregivers
- Service providers who support older adults and their caregivers

Form your team

- Identify who will be working on the directory.
 - Consider gathering a diverse group of people who know the community and its needs, represent different sectors, and bring diverse perspectives. You may want to consider First Nations and Métis organizations, francophone and other ethnocultural associations, and agencies that work with newcomers to Canada.
- Assign clear roles and responsibilities.
- Designate a lead to coordinate tasks and maintain momentum.
- Identify members who can help maintain and update the directory over time to ensure sustainability.
 - Is there an organization or municipal role that is willing to manage future updates?



TIP: Students can be a valuable resource for gathering and organizing information for your directory. Be sure to check out funding opportunities that support hiring students for community projects (e.g., Canada Summer Jobs wage subsidy). Additionally, consider connecting with your local academic institutions for potential fieldwork placement opportunities (e.g., occupational therapy, kinesiology, social work, marketing/business, computer science, nursing, nutrition, continuing care, high school volunteers, etc.).

Set Clear Goals

Creating a shared understanding of what you and your team want to accomplish with your directory helps provide direction, focuses your efforts, and establishes measurable targets for success. Shared understandings will also guide decisions about scope, content, structure, and maintenance. Consider reflecting on and documenting:

- Why is this directory important for our community?
- What do we hope to accomplish? (e.g., improve access to services, reduce isolation, make it easier for caregivers and families to find resources quickly, etc.)
- What is our timeline for developing the directory?

Determine Scope

- Clarify your audience: Who is this directory is for? (e.g., older adults, caregivers, service providers, etc.)
- Choose the medium: Will it be print, digital, or both?
- Set parameters: What will be included and won't be included?
 - Will you include free, low cost/subsidized, and/or private businesses or only services in the public sector?
 - Are you focusing on local resources only or including provincial/national ones?

Consider Resources and Funding

- Consider capacity of the individuals/team that will be updating the guide and how often updates will occur.
- Explore funding options for design, printing, and ongoing maintenance (e.g., ads, sponsors, donors and grants, etc.)



TIP: Consider utilizing a planning worksheet or tool to support the documentation of your Community Resource Directory plan, such as Age-Friendly Saskatchewan's Action Plan Worksheet (see Appendix B) or a Project Form (see Appendix F). A planning worksheet can help you explore the how, what, who and when of your directory project.

Checklist Before Moving On

- | | |
|---|--|
| ☐ Identified core team | ☐ Set directory goals and clarify scope |
| ☐ Purpose and audience defined | ☐ Funding and resources considered |

Chapter 2: Gathering Information

This chapter provides practical guidance on where and how to collect information for your Community Resource Directory.

Before You Start

- Revisit the purpose and scope of your Community Resource Directory.
 - **More is not always better!** It's easy to get caught up in collecting every service available in the community, but this may not be necessary, or helpful, depending on your target audience and community needs. Revisiting your directory's purpose (Chapter 1) throughout the development process can help to re-focus your efforts when it becomes fuzzy on what to include and what not to include.
- Identify categories of services.
 - Organize your search by service types/sector.
 - Communities utilizing the Age-Friendly framework may want to consider services available that address some or all of the 8 Community Domains:
 1. Outdoor spaces and buildings
 2. Transportation
 3. Housing
 4. Social participation
 5. Respect and social inclusion
 6. Civic participation and employment
 7. Communication and information
 8. Community support and health services
 - The following is a hypothetical list of identified categories of services. It is not intended to be exhaustive or prescriptive:

Category	Examples
Health care at home	Home nursing, palliative care, physiotherapy
Personal care	Bathing, grooming, dressing, mobility support
Home support	Cleaning, laundry, grocery shopping, yard work, emergency response devices
Nutrition	Meal delivery (e.g., Meals on Wheels), dietary help
Companionship/social supports	Friendly visiting, telephone check-ins, learning and volunteer opportunities, social activities

Transportation	Rides to medical appointments, errands
Caregiver support	Support groups, training, individual support
Financial/legal assistance	Subsidy applications, insurance aid, advocacy
Respite services	Respite care, adult day support programs



TIP: Check out [Moose Jaw's Age Friendly Resource Guide for Seniors](#) or [Saskatoon Council on Aging Directory of Services & Social Activities for Older Adults](#) for other category types that might be a good fit for your Community Directory.

Start Your Search

Information is everywhere! Use multiple sources to gather information online:

- Search online websites and resources by searching for keywords such as “home care services” + “[your city/town]” on the following platforms:
 - [Google](#)
 - [Google Maps](#)
 - [Saskatchewan Health Authority Website](#)
 - [Government of Saskatchewan Website](#)
 - Municipal/community websites (e.g., already existing community directories)
- Search 211 Saskatchewan
 - Offers a database of >5,000 community, social, non-clinical health and government services across Saskatchewan.
 - There is search function available on [211 Saskatchewan's website](#).
 - If you would like to submit a single listing or suggest an update, simply [contact 211 Saskatchewan](#) through their Contact Us webpage.
 - If you want to access 211 Saskatchewan’s data as the basis of your local scan of services, or you’d like to submit a large number of records for inclusion in their database, please reach out to skdata@findhelp.ca. They will guide you through the process of accessing or submitting record.
- Reach out to specific organizations offering support for older adults
 - Local older adult services/programs, such as:
 - Age-Friendly community websites
 - Older adult social/community clubs

- Newcomer organizations (e.g., Saskatoon Open Door Society - Programs for Older Adults)
- Resource centres related to specific health conditions (e.g. Alzheimer Society of Saskatchewan)



TIP: At the beginning of your Community Resource Directory, consider including a quick reference page with emergency numbers and important contact information (local, provincial, and federal).

Connect with Community Assets

Engage with your community to identify supports and services to include in your directory. This could be done in-person via community consultation, focus groups, workshops, or virtual community surveys:

- Older adults (e.g., focus groups, surveys with local senior housing, social/service groups that seniors are members of)
- Public libraries
- Community centers
- Local cultural groups (i.e., Ukrainian Congress, Métis Nation, French Cultural Association, etc.)
- Local settlement agencies (Regional Newcomer Gateway Locations, Francophone Immigration Networks, etc.)
- Churches/mosques/temples with outreach programs
- Local businesses/services/programs
- Local committees (e.g., local Age-Friendly, health service, parks and recreation committees)
- Chamber of Commerce Directories and/or local town/village directories
- Education programs (e.g., local colleges and universities)

Engagement methods, such as focus groups and workshops, can provide a space to engage community members more meaningfully and support a needs assessment. These types of community engagements allow community member to react to examples, provide information on gaps (“What are we missing?”), and illuminate new information. Engaging community members in these ways can help feed ongoing commitment and conversation. (see Appendix E for sample questions to use when facilitating a focus group.)

Example of In-Person Community Engagement Event

As part of Regina's Social Prescribing efforts, participants engaged in a World Café process to finalize a resource list of services for older adults, identify service gaps, and discuss the non-medical needs of older adults in Regina that support their overall health and well-being.

As a result of their engagement efforts, participants added over 200 organizations and their programs to their existing Community Resource List, resulting in a directory totalling over 400 organizations or programs that offer supportive services to older adults in Regina. (See Appendix D for more information on social prescribing and Regina's World Café process.)



TIP: As you begin collecting information and engaging with the community, you will likely find you won't need to start from scratch! Be sure to take the time to see what resource directories already exist in your community as this can avoid duplication of efforts and create opportunities for alignment and collaboration.

Keep Track of Information

Use an Excel spreadsheet or Google Sheets to capture your information during your search. Feel free to use this [Data Collection Template](#) we've developed and adapted the headings to meet the needs of your directory.

See sample headings below:

Organization	Description of Service	Contact Info	Eligibility	Notes
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Validate with Service Providers

As the list is prepared, contact service providers to confirm the information you want to include in your Community Resource Directory. Consider utilizing a fillable form (such as Microsoft Forms or Google Forms) to answer questions such as:

- Location and contact details
- Description of services offered
- Are they accepting new clients?
- What are the eligibility criteria?
- What languages do they offer support in?
- What are the costs and subsidy options?
- Is there a waitlist?
- Is the building wheelchair accessible?
- Does the building have an automatic door?
- Is there a public washroom at the location?

- Do they offer services that are culturally responsive to the needs of Indigenous and other racialized peoples, as well as newcomer groups?



TIP: Do not include information in your Directory that you can not validate and/or confirm. Including private businesses in your Directory? Check to see if they have a business license number for legal verification & credibility.

Checklist Before Moving On

- ☐ Community Resource Directory purpose and scope reviewed
- ☐ Service categories identified
- ☐ Online and local sources scanned
- ☐ Community engagement completed
- ☐ Spreadsheet created and populated
- ☐ Information validated with providers

Chapter 3: Organizing & Formatting

A well organized and clearly formatted Community Resource Directory ensures that older adults, caregivers, and service providers can easily find the information they need.

There is no one standard on how Community Resource Directories should look. The purpose of this chapter is to provide some key considerations, lessons learned, and practical steps for structuring your directory.



TIP: It might be helpful to bring in someone who is comfortable with formatting tasks, such as a student completing field hours, to pull the content together. If you have the resources, a local print shop (e.g., Moose Jaw) could also help with set-up.

Define Your Structure

Start with the user in mind and, again, revisit the purpose of your directory (Chapter 1).

- How would you like the directory to feel for readers? A simple, easy-to-scan list of resources or a story-like format that provides education alongside the category and/or service?

Choose a logical flow. You may consider:

- Introduction
 - What and who is this Community Resource Directory for?

- Who created it? (Give a shout out to partners, funders, contributors, etc.)
- Disclaimer
- Date of publication or date of update
- Quick reference section: e.g. emergency or important numbers to remember (Chapter 2)
- Main categories of services: Health care, personal care, transportation, social activities, financial/legal support, etc. (Chapter 2)
- Index or search feature (depending on your directory's length): Alphabetical listing or keyword index for easy navigation



TIP: Information is constantly changing, making it challenging to keep Community Resource Directories current. Consider adding a disclaimer at the beginning of your directory.

Example: Moose Jaw's Age-Friendly Resource Guide for Seniors

"Please Note: While every effort has been made to ensure the accuracy of the information, changes in circumstances after the time of publication may impact the accuracy of the Information. No endorsement is made or intended for any of the entries. Age-Friendly Moose Jaw accepts no liability or responsibility for any loss, injury, or damage which may arise from anything contained in this directory. Once printed, information does change over time. Readers are encouraged to access this document and visit the websites that have been listed for additional information".

Example: Saskatoon Council on Aging's Directory of Services

"No endorsement is made or intended for any of the entries. The Saskatoon Council on Aging accepts no liability or responsibility for any loss, injury, or damage which may arise from anything contained in this directory. We review and edit the directory every year, but if you have comments or suggestion, please contact us."

Standardize Information Fields

The amount of detail you include for each service entry should align with the overall structure and style of your directory. Whether you choose a simple list or more descriptive format, the key is consistency.

Use the same layout and formatting for all entries (e.g., bold organization name, bullet points for details). Please see the next page for two examples.

Saskatoon Council on Aging: Directory of Services & Social Activities for Older Adults	Age-Friendly Shaunavon: Directory of Services
■■■ SOCIAL CLUBS ■■■ Century Club of Saskatchewan, Saskatoon Chapter, Saskatoon Council on Aging (SCOA) Address: 2020 College Dr Saskatoon SK S7N 2W4 (Saskatoon Field House) Phone: 306-652-2255 Website: www.scoa.ca Hours of Operation: Mon-Thurs 8:30-4:30 (closed over noon hour) office closed Friday, staff work remotely Details: • A social group for older adults 90 years and over • Free membership • You will have an opportunity to attend 5-6 Century Club Events throughout the year where all costs are covered including transportation • Free copy of the collected stories memory book – A Walk Down Century Lane • Receive 6 "Century Club Connections" Newsletters throughout the year from the Saskatoon Council on Aging	DENTAL Shaunavon Dental Centre (Dr. Andrew Stoll) Phone: 306-297-2659 After Hours: 306-297-9116 Address: 347 Centre Street, Shaunavon, SK Details: Appointments and emergency services DISEASE MANAGEMENT & RECOVERY South West Chronic Disease Support Inc. Phone: 306-297-9111 Address: Box 458, Shaunavon, SK Details: Assist residents of Shaunavon and surrounding area with expenses occurring due to chronic illness ELECTRICIANS Crossroad Energy Solutions Inc. Phone: 1-306-618-9924 Address: 223 2nd Avenue West, Shaunavon, SK Kornfeld Electric Ltd. Phone: 306-294-7950 Address: 145 2nd Avenue West, Shaunavon, SK
■■■ HOSPITALS/CLINICS/WELLNESS CENTRES ■■■ Community Health Centre at Market Mall Address: 55-2325 Preston Avenue S Saskatoon, SK, S7J 2G2 Phone: 306-844-4050 Website: SaskHealthAuthority Hours of Operation: Mon-Fri: 9:00 am- 5:00 pm Sat- Sun: Closed Details: • Serves 50+ population of Saskatoon • Offers an in-depth medical assessment by family doctors and nurse practitioners, • No referral needed, but an appointment is required • Provide connections to home care services	

Make It Easy to Read

- Use plain language and avoid jargon – consider adding a glossary to your directory to describe any relevant terms.
- Choose large, clear fonts for print versions (minimum 12-point font).
- Use high-contrast colors for headings and important notes.
- Avoid excessive use of pictures and boxes, which can create an overwhelming layout.
- Include icons or symbols for quick visual cues (e.g., wheelchair accessible, language options, cost). Note: If you use icons, try to include the universal icon and be sure to include a legend.

Example	Icon
Aging Well in Regina	 → Services that offer wheelchair accessible transportation  → Services that are able to accommodate people who walk unaided or with minimal support and those who use mobility aids such as walkers and canes

	💰 - Services that are free 💵 - Services that are low cost.
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Consider Multiple Formats

- Print: Booklet for accessibility
- Digital: PDF or web-based directory
- Mobile-friendly: Ensure readability on smartphones and tablets

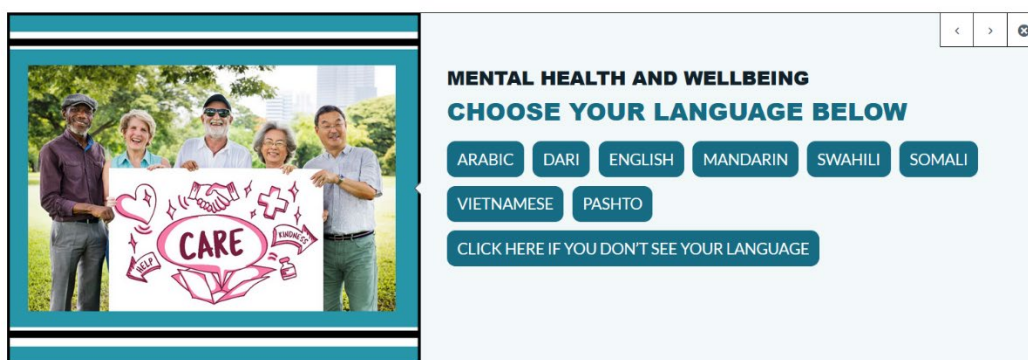


TIP: If your directory will be shared as a digital PDF, make sure it's user-friendly by adding clickable links in the table of contents. Hyperlink each section heading so readers can easily navigate to the content they need with one click.

Adding your directory to a website in HTML format allows people to easily translate it using Google Translate.

Consider Accessibility and Inclusivity

- Provide multilingual options where possible.
 - e.g., Aging Well in Regina Guides



- Ensure screen-reader compatibility for digital versions.
- Ensure online versions are print-friendly.
- Include visual aids (maps, icons) for easy navigation.
 - e.g., City of Yorkton (see Appendix C for larger version)





TIP: When selecting images for your guide, ensure they accurately reflect the diversity of the target population. People are more likely to engage with materials when they can see themselves represented. This includes showing a range of ages, socioeconomic backgrounds, and ethnicities that align with the community being served. Finding appropriate images can be challenging, but it is an important part of creating inclusive and accessible materials.

Keep It Manageable

- Avoid overwhelming users with too much detail.
- Group similar services together.
- Use clear headings and subheadings for quick scanning.

Checklist Before Moving On

- ☐ Categories organized logically
- ☐ Consistent formatting applied
- ☐ Information is easy to read
- ☐ Accessibility features included

Chapter 4: Promotion & Distribution

Creating a high-quality Community Resource Directory is only the first step – ensuring people can *find* and *use* it is equally important. Successful distribution requires a combination of online and offline strategies, multiple touchpoints, and intentional outreach tailored to your target audience.

This chapter outlines practical, community focused approaches for promoting and sharing your directory.

Share the Resource with the Target Audience

Directly connecting with individuals and groups who will benefit most from the directory should be the foundation of any distribution strategy. This includes:

- Older adults
- Service providers
- Community organizations
- Family, caregivers, or anyone who helps residents navigate available supports

A distribution plan often becomes its own project, especially in larger centres. Treating it as a dedicated initiative helps ensure reach, consistency, and follow-through.

Use Both Online and Offline Channels

A balanced approach is essential – **not everyone is online** and digital-only promotion may exclude key community members.

Online Strategies

- Create a **web-based version** of the directory – consider having a link to the online directory instead of linking to a static copy to prevent different versions of your directory from circulating.
- Share through **social media platforms** such as Facebook, Instagram, and others commonly used in your community. Additionally, you may want to consider circulating the directory on platforms not often used in Canada, but popular with newcomers (e.g. Telegram is very popular in Ukraine, and WeChat is very popular in China, etc.).
- Post on **older adult networks**, municipal websites, or local organizations' pages.

Offline Strategies

Offline channels are equally important because they determine how people without internet access will find your directory. Effective approaches include:

- Sharing printed versions in community hubs such as libraries, senior centres, clinics, grocery stores, and recreation facilities.
- Providing copies at community events.
- Sharing through partner agencies and front-line workers.
- Ensuring staff and service providers are trained to reference the directory — this supports a “*no wrong door*” approach where any service provider can point someone to the right resource.

Both online and offline promotion should be accessible, visible, and integrated into everyday community touchpoints.

Work With Local Partners and Networks

Sharing digital versions with other organizations broadens reach and supports consistency across the community. When collaborating with local partners and networks, consider the following:

- Share with towns, cities, service offices, or local networks (e.g., home care, provincial health non-profits, community connectors, etc.), local cultural groups

(i.e., Ukrainian Congress, Métis Nation, French Cultural Association, etc.), and local settlement agencies (Regional Newcomer Gateway Locations, Francophone Immigration Networks, etc.).

- Keep an inventory of where the directory has been shared to support updates later.
- Remember that staff turnover is common – don't rely on individuals. Instead, build relationships with organizations so knowledge and access remain stable.

The Rule of 7: Repetition Matters

Promotional research often references principles like the Rule of 7 used in change management and marketing. The principle is simple: People need to encounter a message *multiple times and through multiple channels* before they truly take it in.

For this guide, that may include:

- Social media posts
- Posters
- Community newsletters
- Word-of-mouth through community partners
- Information sessions
- Printed copies at events
- QR codes at public locations

Using diverse paths increases the likelihood that the directory reaches the people who need it most.



TIP: QR codes offer an easy way to connect printed materials to digital content. Best practices include:

- Display QR codes prominently at events, on posters, or in resource centres.
- Make the code link to downloadable or mobile-friendly versions.
- Use the same QR code consistently across all materials to build familiarity.
- Consider utilizing an online tool such as [Canva](#) to generate your QR code easily.

Connection Is Key

A strong Community Resource Directory is a starting point to find what community members are looking for.

- Any staff member, volunteer, or organization should be able to direct someone to the guide.

- The directory becomes a standard tool for orientation, referrals, and community support.
- Residents feel confident that wherever they seek help, they will be connected to accurate information.

Checklist Before Moving On

- ☐ Directory shared with target audience
- ☐ Plan for sharing created (both online and offline)
- ☐ Community partners engaged
- ☐ Multiple touchpoints used

Chapter 5: Evaluate & Sustain

A critical component of maintaining a high-quality, community-focused directory is the ability to both **evaluate** its effectiveness and **sustain** its long-term relevance. This chapter outlines practical approaches, metrics, and strategies that support continuous improvement and ensure the directory remains a trusted tool and health promotion resource.

Evaluation: Is It Working and How Do We Know?

Evaluation can help determine whether your directory is meeting community needs and where improvements may be required. A combination of quantitative measures, qualitative feedback, and ongoing reflection forms the foundation of a strong evaluation practice.

To understand the directory's reach, usefulness, impact, the following measures can be tracked:

Quantitative Measures

- If your directory is online:
 - Website analytics (e.g., number of page views, downloads, engagement time, or visits per month)
 - Access frequency
 - Requests for assistance or additional resources
- If your directory is printed:
 - Number of copies distributed
 - Requests for additional copies

Qualitative Measures

- Experience-based indicators:
 - User stories or self-reported impact from community members
 - Insights into what community members want to see more of or less of
 - Perceive value added to practice or community

Ways to Gather Feedback

Collecting regular and varied feedback is essential to understanding whether your directory remains relevant and user-friendly.

Informal methods to gather feedback include:

- Casual conversations with community members
- Comments received during community interactions
- Verbal feedback during presentations or outreach

Formal structured tools include:

- Short surveys (e.g., Survey Monkey, Microsoft Forms, etc.)
- Online or embedded (QR code) feedback forms
- Hard-copy surveys accompanying printed directories that can be mailed back or dropped off

Other mechanisms for feedback:

- Focus groups or targeted interest holder sessions
- Email or online submissions with comments or suggestions

Considerations for Evaluating Feedback

- **Frequency** – How often should feedback be collected and reviewed?
- **Accessibility** – Are feedback tools easy for all intended users to access?
- **Follow-through** – How will feedback be documented, shared and acted upon? (e.g., utilizing feedback to inform the next scheduled revision of the directory.)
- **Consistency** – How will updates be communicated back to community members?



TIP: Be mindful of frequency to avoid respondents losing interest due to survey fatigue. A drop in participation, attention, or response quality can happen when people are asked for their feedback too often, for too long, or without seeing a clear purpose. Be intentional with your actions following feedback.

Sustaining the Directory

Sustainability ensures that the Community Resource Directory continues to provide accurate, relevant, and helpful information over time. This includes not only updating the directory content but also:

- Maintaining awareness
- Securing ongoing funding
- Embedding long-term processes

Sustainability Mindset

The directory is not just a static list – it’s a *dynamic resource* that supports the well-being of community members. Sustainability requires a proactive, ongoing commitment to quality and relevance.

Updating and Revising Content

Successful maintenance depends on consistent processes, including:

- Having a formal sustainability plan, a non-negotiable for long-term viability
- Utilizing community member feedback to guide improvements
- Implementing a regular update cycle:
 - Quarterly or semi-annual content reviews
 - Annual comprehensive updates
- Maintaining version tracking to ensure access to the most current edition
- Using technology to streamline updates:
 - Online directory updates
 - QR codes linking community members to the latest version
- Determining who will be responsible and accountable for keeping content current
- Setting minimum standards for information accuracy, category structure, and review expectations

Be sure to include a date of publication on the directory plus a revision date when updating to ensure community members access the most recent version.



TIP: Promote collective ownership of the directory rather than centralizing it under one owner. Consider building directory updates into existing roles or workflows to ensure sustainability over time by asking yourself, “Who can keep this a priority and keep it going long term?” Set realistic timelines for how and when you’ll update your directory too, keeping capacity and resourcing in mind.



TIP: Consider implementing a submission form for groups to use when requesting new services be added to the directory, which can then be vetted for approval.

To help identify any issues in the directory, consider embedding a statement with contact information such as: “Please contact [insert main directory contact’s name/phone number/email address] to report any errors that you encounter when utilizing this guide.”

Consider submitting your directory information to the provincial 211 Saskatchewan database. [Manitoba’s Seniors Guide](#) is a great example of collaboration between 211 Manitoba and the United Way.

Promotion and Ongoing Engagement

Keeping your directory visible helps maintain its usefulness.

- **Routinely promote the directory** through:
 - Newsletters
 - Community partners
 - Social media
- **Engage interest holders** in identifying new resources or changes in community needs
- **Highlight updates** and improvements so that community members know when new content is available

Funding Sustainability

Securing reliable funding is essential for long-term success. Options may include:

- **Internal funding sources**
 - Departmental operational budgets
 - Program-specific funding allocations
- **External partnerships**
 - Municipalities (e.g., Age Friendly Communities) or regional organizations
 - Sponsorships
 - Grant opportunities
 - Local business community (Chamber of Commerce, advertisers, etc.)

Funding can support activities such as:

- Printing
- Digital maintenance

- Promotion
- Translation
- Ongoing updates



TIP: Funding is often the rate-limiting step in terms of sustainability. It's crucial to seek long-term funding commitments to ensure the longevity of your directory. Consider identifying private or public funding streams that align with your goals.

You can also consider partnering with other municipal guides (e.g. recreational guides, etc.) for allied funding, shared resources, and a multi-purpose guide.

Effective evaluation and sustainability practices transform a Community Resource Directory from a one-time project into a living, community-responsive resource.

By measuring impact, gathering meaningful feedback, maintaining a strong revision processes, and securing stable funding, your directory can continue to evolve and support community well-being for years to come.

Checklist Before Completing Your Directory

- ☐ Track key measures (quantitative and qualitative)
- ☐ Gather community feedback and evaluate feedback processes
- ☐ Make consistent content updates and maintenance
- ☐ Promote directory to the community
- ☐ Establish long-term funding/partnerships

Appendix A

Age Friendly Saskatchewan Needs Assessment Tool:



AF Assessment Tool

Thank you for participating in this survey. Please respond to the questions by circling the number that you feel is most accurate. Please focus on your community as you answer the questions. We are gathering data about services and conditions in your community rather than those in other towns or cities.

Please return the survey by: _____ (Date)

To: _____ (Address)

For Information call: _____ (Name & Phone #)

Please circle your age range: under 40 40-54 55-64 65-74 75-84 85+

Please rate each item using the following scale:
0 -Don't Know 1-Poor 2-Fair 3-Good 4-Very Good 5-Excellent

1) Sidewalks, Pathways, Trails or Rest Areas

Sidewalks, paths or trails are well maintained and snow cleared	0	1	2	3	4	5
Sidewalks have flat intersections so people with wheel chairs and scooters can get around the community	0	1	2	3	4	5
Benches or other seating are available along sidewalks, paths or trails	0	1	2	3	4	5
Public Restrooms & Buildings						
Buildings in the community have good signs to direct people to public washrooms	0	1	2	3	4	5
Ramps with slope appropriate for wheel chairs	0	1	2	3	4	5
Handrails	0	1	2	3	4	5

2) Transportation & Roads

Roads & streets are well maintained	0	1	2	3	4	5
Roads & streets are appropriately lit	0	1	2	3	4	5
Spaces for disabled parking are monitored to ensure space is available for those who need it	0	1	2	3	4	5
A volunteer and/or informal network of drivers is available for those who need transportation	0	1	2	3	4	5

3) Housing

Housing is located close to services	0	1	2	3	4	5
Affordable supports are available to help older adults stay in their residences	0	1	2	3	4	5
Affordable long-term care options are available	0	1	2	3	4	5
Affordable services such as yard maintenance and snow clearing are available for older adults	0	1	2	3	4	5
Information on financial assistance programs for home modification and maintenance is readily available to seniors	0	1	2	3	4	5

4) Respect & Social Inclusion/Participation

Community activities bring together different generations	0	1	2	3	4	5
There is a range of social events for older adults of all ages	0	1	2	3	4	5
Activities include physical, recreational, indoor & outdoor, and educational & cultural events	0	1	2	3	4	5
Activities & events are held in locations that are accessible to all	0	1	2	3	4	5
Community organizations intentionally contact older adults who may not be able to participate in most activities or events	0	1	2	3	4	5
Organizations provide help for older adults to attend community events	0	1	2	3	4	5

5) Communication & Information

Information about community events and activities is posted where older adults do their daily activities or gather	0	1	2	3	4	5
Achievements of older adults are highlighted in local media	0	1	2	3	4	5
I use a computer and the internet	0	1	2	3	4	5

6) Civic Participation & Employment Opportunities

Older adults are encouraged to volunteer & remain engaged in the community	0	1	2	3	4	5
Older adults can be employed in the community	0	1	2	3	4	5

7) Community Supports & Health Services

Physicians & nurse practitioners are available to the community	0	1	2	3	4	5
Public health nurses are available at health centers & to make home visits	0	1	2	3	4	5
Meal delivery is available & affordable	0	1	2	3	4	5
Delivery of groceries, medicines & other needs is available & affordable	0	1	2	3	4	5
Transportation to medical appointments is available & affordable	0	1	2	3	4	5
Health services such as occupational & physical therapy, vision, dental care & foot care are available	0	1	2	3	4	5
Programs such as mental health services, mammograms, diabetes clinics & cancer support groups are available	0	1	2	3	4	5

If you have other comments, please attach a sheet

Appendix B



ACTION PLAN WORKSHEET

Use the following chart for each project/initiative that is planned

Focus Area/Domain: _____

A: Project Name: _____

Strategies <i>How are we going to do it?</i>	Resources <i>What we have What we need</i>	Potential Partners <i>Who will work with us?</i>	Tasks Assignments <i>Who leads? Who helps?</i>	Priorities & Timelines <i>(1 month, 3 mo., 6 mo., 1 year) Priority – Low, Medium, High</i>

B: LIST OF DESIRED OUTCOMES		Evaluation of Progress Made
Short Term		
Intermediate Term		
Long Term		

C: PROGRESS AND EVALUATION		
Date	Progress of the Initiative/Action <i>What has happened so far?</i>	Evaluation <i>What went well, problems, learnings</i>

Age Friendly Communities/Regional Planning/ Templates/Action Plan Template/Jan 2022



Appendix C

City of Yorkton Resource Guide:



FREE FOOD

- 1 **Bruno's Place:** 139 Dominion Ave | 306-782-7866
Breakfast: Mon-Fri: 8AM-9:30AM
Lunch: Tues/Thur: 12PM-1PM
Supper: Second Last Tuesday: 5PM-6PM
Closed Holidays
- 2 **Community Fridge:** 345 Broadway St W: 24/7 Access
- 3 **Food Bank:** 78 Front Street | 306-783-4650
Tues/Wed/Thur: 10AM-2PM
- 4 **Dream Center:** 244 Myrtle Ave | 306-621-4669
Soup and Bun: Wed: 5PM
• Love Lives Here Bus: Travels half the city: Friday evenings facebook.com/loveliveshereyorkton



SHELTERS

- 1 **Bruno's Place:** 139 Dominion Ave 306-782-7866
Homeless shelter for men and women 18-68yrs
- **Safe Haven:** 1-877-444-2836 or 306-782-0676
Women and children fleeing domestic abuse
- **Shelwin House:** 1-888-783-3111 or 306-783-7233
Women and children fleeing domestic abuse



TRANSPORTATION

- **Yorkton Transit:** 306-621-6580
Mon-Fri: 7AM-7PM | Sat: 9AM-4PM
- **Transit Live:** www.transitliveyorkton.com
- **Access Transit:** 1-833-444-4126
- **SIGN Senior Mobility:** 306-782-4151 | Mon-Fri
- **Yorkton to Regina Shuttle:** 306-316-0221
Daily - Leaves Yorkton at 8AM, Regina at 4PM



HEALTH SERVICES

- 5 **Walk-in Clinic:** Living Spring Medical Centre:
20 Gladstone Ave, S. 306-890-0405
- 6 **Yorkton Hospital:** 270 Bradbrooke Dr.
306-782-2401 or 306-786-0701
- 7 **Public Health:** 150 Independent St | 306-786-0600
Mon-Fri: 8AM-5PM



HARM REDUCTION RESOURCES

- **National Overdose Response Service:**
1-888-688-6677 available 24/7
- **Drug Rehab Services:** www.drugrehab.ca
1-877-254-3348
- 2 **Turning Point:** 345 Broadway St W
Door #5 on outside of building | 306-786-0637
Mon-Fri: 9AM-12PM and 1PM-4PM



FREE/LOW COST COUNSELLING

- **National Suicide Prevention:** 1-833-456-4566
- **Rapid Access Counselling:**
www.counsellingconnectsask.ca
- 2 **SIGN Rapid Access:** 345 Broadway St W
306-782-1440
- **Mental Health and Addictions:**
Intake 1-888-989-8444 306-786-0558
Mon-Fri: 8AM-4:30PM
- **Next Steps: Sexual Abuse Counseling:** 306-783-9428
- **Choose to Change:** 306-782-0673



INDIGENOUS SERVICES

- **Hope for Wellness (Indigenous):** 1-855-242-3310
available 24/7
- **Metis Crisis Line:** 1-877-767-7572
available 24/7
- **Indian Residential School Crisis Line:** 1-866-925-4419 available 24/7
- **Missing Murdered Indigenous Person:** 1-844-413-6649 available 24/7
- **Metis Mental Health and Addiction Support:**
1-855-671-5638 | Mon-Fri: 8AM-4PM
- 8 **YTC: Suite 102-506 Broadway St W**
Main Office 306-782-3644
- **Metis:** 1-877-METISSK / 1-877-638-4775
- **Metis ER2A:** 306-370-5325
- **Friendship Center:** 345 Broadway St W
306-786-1806
- **All in One Family:** 306-620-5015
Connecting Indigenous to their culture



LOW INCOME HOUSING SERVICES

- 2 **SIGN Housing Support:** 345 Broadway St W
306-783-0006
Mon-Fri: 8:30AM-4:30PM
- 9 **Good Spirit Housing:** 101-133 4th Ave N
1-833-583-HOME(4663)
Mon-Fri: 8AM-4:30PM
- 10 **Parkland Housing:** 30 3rd Ave N
306-783-6466 Mon-Fri: 9AM-4:30PM
- 11 **Yorkton Housing Corp:** 145 Jubilee Cres
306-783-0350
Mon-Fri: 8AM-4PM
- **Eviction and Tenancy Rights:**
Contact the Office of Residential Tenancies
1-888-215-2222



FINANCIAL

- 12 **Income Support:** #200 - 72 Smith Street E
306-786-1300 or 1-866-221-5200 (Call Center)
Mon-Fri: 8AM-5PM



ID REPLACEMENT

- **Drivers License or photo ID:** Any SGI issuer
- 13 **CAA:** 159 Broadway St E
Mon-Sat: 9 AM-5:30PM
- 14 **Western Financial:** 2 Broadway St E
Mon/Tues/Wed/Fri 8:30AM-5PM | Thurs 8:30AM-7PM
Sat 9AM-5PM
- 15 **Westland Insurance:** 131 Palliser Way
Mon-Fri: 7AM-5PM | Sat: 9PM-4PM
- **SKHealth:** 1-800-667-7551
Mon-Fri: 8AM-5PM
health cards, birth certificate, marriage certificate, death certificate
- **YTC Secure Status Card:** 306-621-3067
- **Metis Card:** 306-343-8391 or Toll Free 1-833-343-8391



LOW COST CLOTHING

- 16 **Serendipity:** 50B Broadway St
306-641-5465
Mon-Fri: 10:00-5:00
Sat: 10:00-4:00
- 17 **Value Village:** 277 Broadway St E
306-783-0740
Mon-Sat: 9:30AM-9PM
Sun: 10AM-8PM



COMPUTER AND INTERNET

- 18 **Public Library:** 93 Broadway St W
306-783-3523
Mon/Thurs/Fri: 9AM-6PM | Tues/Wed: 9AM-8PM
Sat: 10AM-6PM



LAUNDRY AT A COST

- 19 **York-Sask Laundromat:** 12 1st Ave N
306-316-1037
Mon-Fri: 8AM-9PM | Sat: 9AM-9PM | Sun 10AM-9PM
- 20 **Parkland Car Wash and Laundromat:** 60 7 Ave S
306-782-1948
Daily: 8AM - 5 PM



NEEDLE DROP BOX LOCATIONS

- 1 **Bruno's Place:** 139 Dominion Drive
- 2 **SIGN on Broadway:** 345 Broadway St W
- 6 **Hospital:** 270 Bradbrooke Drive
- 21 **Fire Hall:** 9 Smith St E

YORKTON AA MEETINGS

www.aasask.org

DAY	TIME	MEETING	LOCATION
Mon	8 PM	Acceptance	Presbyterian Church: 66 Park St
Mon	8 PM	Dunlop	Dunlop Block: 23 2 Ave N #6
Tues	6:30 PM	4 Aces	Dunlop Block: 23 2 Ave N #6
Tues	8 PM	Split Aces	SIGN Bldg: 83 North St
Wed	8 PM	12 & 12	Anglican Church Hall: 164 3 Ave N
Thu	8 PM	Fellowship	Westview Church: 355 Bradbrooke Dr
Fri	6:30 PM	4 Aces	Dunlop Block: 23 2 Ave N #6
Fri	8 PM	Dunlop	6-23 2nd Ave.
Sun	8 PM	12 & 12	Anglican Church Hall: 3 Ave N

YORKTON NA MEETINGS

www.southsaskna.org

DAY	TIME	MEETING	LOCATION
Sun	6:30 PM	Bank of Recovery	St. Andrews Church: 29 Smith St E

AL ANON MEETINGS

sk.alanon.ca

DAY	TIME	MEETING	LOCATION
Mon	8 PM	Growing With US AFG	St Paul Lutheran Church: 73 Smith St E
Wed	8 PM	Just for Today AFG	Westview United Church: 355 Bradbrooke Dr (use back door on NE corner)

Appendix D:

All Together Now: Mapping Supports for Older Adults Event Summary

Social prescribing is a means for healthcare providers to connect patients to a range of non-clinical services in the community to improve health and well-being. It promotes community-based integrated care and helps reduce dependence on health service provision.

In the most common model, health care providers such as physicians, nurse practitioners, home care providers, paramedics, and pharmacists can refer patients to specialized role called a Community Connector. **Community Connectors** typically work with clients to co-design personalized plans to improve their well-being and provide follow up to monitor clients' progress.

All Together Now: Mapping Supports for Older Adults was an event that brought together 26 organizations offering programs for older adults aged 55+ with 10 community members to learn about social prescribing and the role of the Community Connector – a new initiative in Regina.



Participants also engaged in a process to finalize a Resource List of services for older adults, identify service gaps, and discuss the non-medical needs of older adults that support their overall health and well-being. The resource list is organized by 10 non-medical determinants of health relevant to older adults 55+.

Non-medical Determinant of Health	Explanation
Transportation	Free and/or fee-for-service transportation options
Financial	Income security, financial planning, debt relief, estate/will planning
Physical Fitness	Programs and activities that provide physical fitness support for older adults
Housing	Independent, supportive, or low-cost living options
Mental Health	Counselling, support groups, and mental wellness programs, which may include spiritual or cultural connections
Social Participation	Social activities, entertainment, and networking to reduce social isolation and loneliness
Home Supports	Services that aid older adults in living independently in their homes, including home care, foot care, snow angels, lawn care, etc.
Food Security	Food bank, community gardens, meal delivery, low cost or free community meals

Appendix E:

Focus Group Facilitation Plan: Community Resource Directory for Older Adults

Purpose

This facilitated session aims to engage older adults, caregivers, and community partners in shaping a user-friendly, relevant, and accessible resource directory. The directory will be organized using the Age-Friendly Community domains, ensuring it reflects real needs, lived experiences, and priorities.

Objectives

- Gather input on what resources are most needed in the directory and how they should be organized
- Identify gaps in existing information
- Validate the use of age-friendly domains as categories
- Co-design how the directory should be accessed and used

Approach

This session uses a guided conversation model combining:

- Small-group discussions
- Rotating stations (one per Age-Friendly domain)
- Visual prompts (e.g., posters or flip charts for each domain)
- Capture of key ideas, needs, and suggestions (e.g., using stickie notes and markers)

Participants will rotate through each domain station, responding to prompts and building on others' ideas.

Age-Friendly Domains & Sample Engagement Questions

1. Outdoor Spaces & Buildings

Focus: Accessibility, safety, and usability of physical environments

Sample questions:

- What places in the community do you go to most often?
- What makes a space easy or difficult for you to use?

- What information would help you feel confident accessing community spaces?
- Are there places or services missing from a directory that would support mobility and access?

2. Transportation

Focus: Getting around the community safely and affordably

Sample questions:

- What transportation options do you currently use?
- What challenges do you face when trying to get to appointments, shops, or activities?
- What information about transportation should be included in a directory? (e.g., eligibility, booking, cost, etc.)
- Are there services people may not know about but should?

3. Housing

Focus: Safe, affordable, and appropriate housing options

Sample questions:

- What types of housing supports or information would be helpful to find in one place?
- What challenges do older adults face when staying in their homes or relocating?
- What services (e.g., home maintenance, adaptations) should be easier to find?
- How should housing information be organized so it's clear and useful?

4. Social Participation

Focus: Opportunities for connection, recreation, and engagement

Sample questions:

- What activities or programs help you stay socially connected?
- How do you currently find out about events or programs?
- What stops people from participating in community activities?
- What would make it easier to discover and join events through a directory?

5. Respect & Social Inclusion

Focus: Feeling valued, included, and respected

Sample questions:

- Where do you feel most welcomed in the community?
- Are there groups or individuals who may feel excluded?
- What information or services could promote inclusion and belonging?
- How can the directory reflect diverse cultures, identities, and experiences?

6. Civic Participation & Employment

Focus: Opportunities to contribute through work or volunteering

Sample questions:

- What opportunities exist for older adults to volunteer or work?
- What barriers might prevent participation?
- What information would help people get involved in meaningful ways?
- Should the directory include skill-building or training opportunities?

7. Communication & Information

Focus: Access to clear, accessible, and relevant information

Sample questions:

- How do you prefer to access information (online, print, in-person)?
- What makes information easy or difficult to understand?
- What challenges do you face finding reliable information?
- What features would make a directory easy to use (e.g., search tools, plain language, etc.)?

8. Community Support & Health Services

Focus: Access to health and social supports

Sample questions:

- What health or support services are most important to you?
- What is difficult about navigating health and community services?

- What details should be included (e.g., hours, eligibility, wait times)?
- What services are missing or hard to find?

Tips for Facilitators

- Use plain language and avoid jargon
- Ensure accessibility (hearing, mobility, vision accommodations)
- Encourage everyone to contribute (use small groups if needed)
- Capture quotes and lived experiences, not just summaries
- Validate and reflect back what you hear

Appendix F

Project Form Planning Document

This [project form](#) is designed to support project planning and monitor project progress, something you can consider using when developing your community's resource directory.

1. Background – Why do we need to work on this?	5. Recommendations – How will you reach the future state?
2. Current Situation – Where do things stand today?	6. Action Planning – Who is doing what by when to achieve this?
3. Goals/Targets – What is your desired outcome(s)?	7. Impact – What were the results achieved?
4. Analysis – What is the root cause(s) of the problem?	8. Follow-up – What actions are still required?