



CCN

Pen Pal Program

Sarah Higgins – Program Assistant



Agenda

Executive Summary

Program Overview

Participant Feedback

Program Shared Value

About Me



Sarah Higgins

Program Assistant – Nutrition Team – Trent Hills

- Passionate about supporting older adults, their nutritional needs and overall health.
- Have been with CCN since 2007
- Support our Hot, Frozen Meals and Congregate Dining programs
- Mom to two active children

Executive Summary

The pen pal program was created in 2023 to engage elementary students with older adults in their community through a letter exchange.

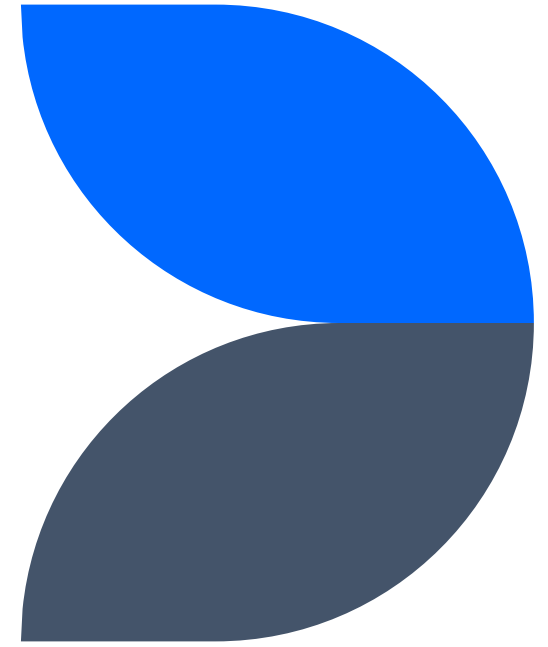
Students at Hillcrest Public School were connected with existing clients in the meals on wheels and congregate dining programs.

The program has been highly successful for all parties, which we can continue in the future and possibly expand upon.

Program Overview

- Met with teacher who was very receptive to the idea for the program
- Contacted existing clients of the meals on wheels and congregate dining programs- 21 clients in total
- To ensure confidentiality:
 - Only first names were exchanged between clients and students
 - All letters are proofread before delivering
 - I address client letters and each client mails their letter back to me

Student Letter



Participant Feedback

- Feedback from the Teacher, Students and our Clients has been overwhelmingly positive.
- Students loved sharing favourite Christmas memories, artwork and stories.
- Clients loved seeing the children's letters, some even included candy canes and small ornament with their response.
- Feedback from the Teacher was that this was great fit for their learning objectives and promoting literacy

“

I felt happy when I got the letter from Mary. To see that someone would go out of their way to make a letter for me.

Actual Student

”

“

I just wanted to share with you that this letter has thrilled me, a 91-year-old lady, who has led a full life. That means a lot and in fact it made my Christmas.

Actual Client

”

Program Shared Value

For CCN:

- Non-Face to Face Interactions – ~126-168 (3-4 exchanges)
- Low program cost - \$115 - \$150 (Stamps)
- Positive Impression of CCN with Stakeholders

For Our Clients:

- New Social Connection
- Deepening community involvement

For Our Schools:

- Practice Literacy Skills
- Community Involvement
- Future Volunteers!





Thank you

Sarah Higgins

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