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An Evolving Healthy Aging Service & Program Design Model

*Provincial Consultation
September 13, 2023*



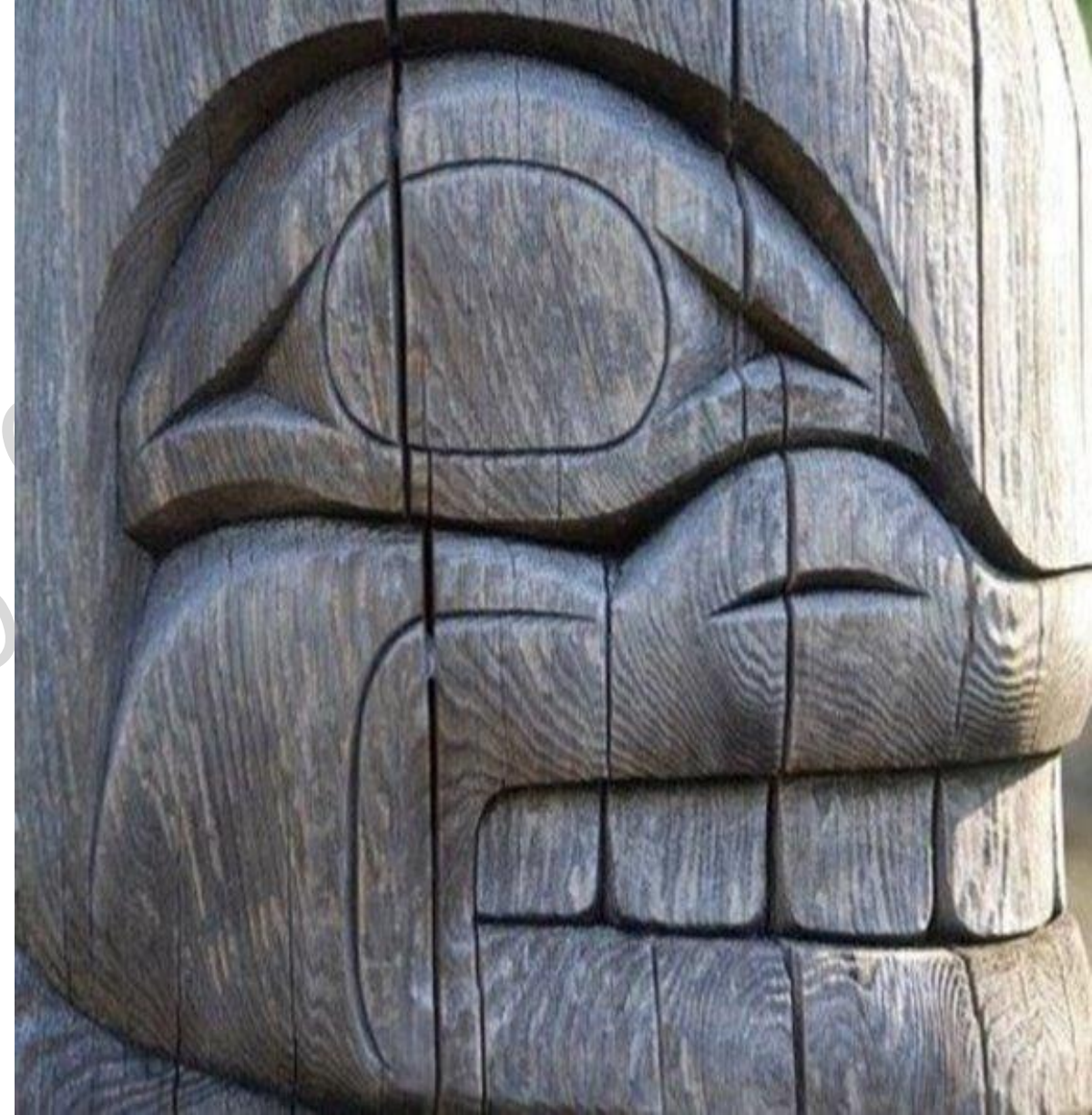
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Today, we want to humbly and respectfully acknowledge all Indigenous nations and peoples throughout this province and raise our hands to their resistance and resilience in the face of grave injustices and the continuing legacy of colonialism.

Today, we are all on the **ancestral and stolen** homelands of the hən̓q̓əmi̓nəm̓ and Sḵwx̱wú7mesh speaking peoples. We feel indebted to them for caring for this land.

We encourage you to share the ancestral and unceded lands in which you reside. To find out whose lands you are on, please visit <https://native-land.ca/> or text +1 (907) 312-5085.



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Our Vision

- A province with a network of community collaboratives that will strengthen partnerships within communities and enhance the CBSS sector's ability to effectively support seniors
- Our vision will require agencies to work collaboratively together and with partners, to support seniors in their community
- To enhance the ability of CBSS to meet the holistic needs of seniors, through expanded access to services and improved referrals and coordination with other sectors.
- Through the community collaboratives, seniors have access to an expanded basket of services through Better at Home that will support them to stay socially connected, have access to nutritious food, engage in physical activity, and be connected with the services and information they require



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Our Vision

- Supplemental funding will be made available for social meals, transportation, volunteer supports and enhanced housekeeping - to address innovation areas and system gaps that have been identified. The community collaboratives will also include a new Community Connector (CC) role that will provide seniors with coordinated access to programs and services and facilitate referrals to and from the health care system.
- Addressing loneliness and fostering social connections will be a core function of Better at Home and Healthy Aging
- Invest in capacity-building within the sector. Agencies will have access to UWBC staff support and resources to support building collaborations within community; training, learning, and quality assurance; and volunteer supports.



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Our Journey: How and why are we here

- We have engaged with CBSS agencies through regional consultations, provincial summits and communities of practices and have heard what's working, where we need to do better
- We looked at what is happening in other parts of the Country, looked at evidence-based literature and considered learnings from the work here in BC such as BH evaluations, the What we Heard Report and learnings from the SSSC initiative and the 3 demonstration projects: TAPS, Social Prescribing and Family and Friends Caregiver Support Programs
- We need to address the increasing demand for CBSS programs & services and the increasing number of older adults who are frail/pre-frail and/or have co-vulnerabilities which are requiring CBSS services



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Our Journey: How and why are we here

- We need to work closer with one another as well as our partners in local government, in health and in surrounding communities
- In service to enhancing our Learning & Quality Assurance we need to ensure UWBC and our partners are accountable for the use of public funds
- Many agencies may require learning and capacity building support; we are aiming to enhance the CBSS's role in ensuring high quality and impactful programming.
- To re-imagine our target population and ensure social connection is at the core of what we do (including BH)



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The New Healthy Aging Service and Program Design



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Journey to Vision

Three key messages that we have consistently heard from partners in the sector are the need to:

1. Using social determinants of health as a framework, enhance/increase seniors' access to community-based services to support aging in place at home in the community;
2. Increase the capacity of the CBSS sector; and
3. Strengthen collaboration within communities, the CBSS sector, with municipalities and the health system.

The revised service and program design aims to address these priorities and transform the ways we support seniors living in our communities.



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Who are we serving?

- Focus on the delivery of services to vulnerable seniors, while at the same time respecting the need to provide agencies with flexibility to ensure they are meeting the unique needs of their community.
- Serving community-dwelling seniors living in BC,
- Agencies will be asked to prioritize the delivery of services to vulnerable seniors. Vulnerable seniors are defined as seniors who are experiencing two or more of the following vulnerabilities:
 - Low- or modest-income
 - Socially isolated / Lonely
 - Low to moderate frailty
 - Member of an underserved population, including immigrant and ethnocultural minority seniors, Indigenous elders, caregivers, 2SLGBTQIA+ seniors, and persons living with a disability



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Therapeutic Activation Program for Seniors (TAPS)

Currently 15 TAPS programs operating across BC

- A structured program that provides group activities (e.g., light exercise, shared learning opportunities, and wholesome meals accompanied by enriching conversations) in a supportive and inclusive environment. The program aims to provide therapeutic and captivating experiences for seniors, particularly those facing physical, cognitive, or emotional challenges who can no longer access community resources or build social connections on their own.

Family and Friend Caregivers Support (FFCS)

Currently 16 FFCG programs operating across BC

- Supports caregivers who provide unpaid care to older adults living in the community. FFCG programs provides caregivers, and particularly those with complex challenges with access to one-to-one support, group activities, educational materials and assistance to enhance caregivers' skills and foster a sense of confidence and well-being in their caregiving roles.
- Due to the distinct target audiences and service delivery models of TAPS and FFCG, these programs will continue to operate as independent programs



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Better at HomeMoving Forward

Expanded Basket of Services

- Value and uphold social connection
- Focused on frailty prevention
- Embed nutrition as a social component of programming
- Offer information & referral at the core

Existing basket of services:

- Friendly visiting
- Light housekeeping
- Light yardwork
- Minor home repairs
- Snow shoveling
- Grocery shopping
- Prepared meal delivery
- Prescription pickup/drop-off
- Transportation to appointments

Additional services in the basket:

- Information & referral
- Peer support
- Transportation to non-medical appointments
- Expanded group activities
- Social meals

Additional services BH agencies can apply for through their application:

- Expanded Light Housekeeping
- Food for social meals
- Volunteer infrastructure support & training
- Transportation innovation



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Food Supports

- We have consistently heard from community about the need for more food supports for community-dwelling seniors.
- Grocery shopping has been a core Better at Home service since the program's inception, and more recently during the COVID-19 pandemic many programs expanded to also provide prepared meal delivery.
- Food support is being incorporated as a strategy to increase social connections and prevent loneliness. Under the new Better at Home model, social meals (i.e., provision of food in social settings to increase social connection) will now be available for agencies to offer in their basket of services.
- Investments will be prioritized for communities with the highest need (i.e. where there are no/limited existing programs to support meal provision in a social setting)



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Volunteer Strategy & Support

- There is a critical need for enhanced supports to address challenges throughout the volunteer lifecycle (i.e., volunteer recruitment, training and retention).
- We have also heard from agencies about the desire for standardized trainings and tools that can be adapted by agencies for use at the local level.
- UWBC will be increasing its capacity to support the CBSS volunteer landscape and will also support communities where there are significant volunteer lifecycle challenges.
- UWBC will provide support on recruitment & retention initiatives as well as general and subject matter training.



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Volunteer Strategy & Support

- UWBC will be providing resources, templates, and general guidelines for volunteering programs; offering subject matter expertise trainings specific to the CBSS sector (e.g., identifying elder abuse, how to interact with people living with dementia, safety in client homes); and developing strategies to support the recruitment of high impact volunteers.
- Supplemental funding will support regional/community volunteer coordinators who will work on the ground with local CBSS agencies and be the liaison with the UWBC Provincial Lead. This will require deep collaboration to maximize coverage
- Stabilization of the CBSS volunteer force is a critical success factor in the implementation of the Healthy Aging services



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Transportation

- Transportation has been consistently recognized as a gap in the current services available to support seniors to age in place and remain active in their communities.
- Agencies will continue to be able to offer transportation services (both medical and non-medical) through Better at Home. In addition, access to transportation services will be enhanced through additional funding that agencies can apply for to supplement the resources they receive through Better at Home.
- While the funding may not be sufficient to use for capital purchases (e.g., purchasing a bus), it can be used for expenses such as volunteer honorariums, gas costs, etc.
- Innovative ideas in transportation are encouraged.
- The transportation funding will be prioritized for communities where there are transportation deserts.



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Community Connectors

- At the heart of the new redesign is the introduction of a new role, the *Community Connector* (CC). The concept of the CC originated from the Social Prescribing demonstration project that is being implemented with 19 agencies across BC
- The purpose of the CC role is to support seniors by connecting them with needed resources in the community, and when appropriate facilitate referrals to and from the health care system. In addition to supporting individual seniors, the CC also plays a role in building networks within their communities and strengthening relationships between the CBSS sector – including Healthy Aging funded programs, the health care system and local government services.
- We anticipate the network of CCs will ensure provincial coverage. Each CC will be embedded in, and employed by, an agency in the community. The agency the CC is employed in may be the Better at Home agency in the area or could be another appropriate agency in the community.
- This role will be phased in starting in communities where there is existing commitments in the CBSS sector and the local health system and will roll out throughout the province in cohorts



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Operational Requirements



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Community Readiness and Application Process

- Roll out of the new model will be a phased approach
- Community collaboration will be integral to the success of this model
- **Phase 1 – April 1, 2024:**
 - Provincial roll out of Better at Home
 - Option to apply for additional funding for:
 - Enhanced housekeeping
 - Food for social meals
 - Volunteer supports
 - Transportation
- Optional funding applications, as above, will require applicants to work in partnership and collaboration with other CBSS agencies in their community



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Community Readiness and Application Process

- **Phase 2:**
 - Roll out of Community Connectors – staggered across communities. First cohort to start in April 2024, second cohort to start April 2025 and the third cohort (if needed) April 2026.
 - Communities will be selected based on having a high level of readiness:
 - Identification of lead applicant
 - Demonstration of collaboration among CBSS organizations
 - Effective partnerships in place with local health system
 - Effective partnerships with local government(s)
 - Agencies will need to work collaboratively to identify who will apply for the CC (may or may not be the local BH agency)



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Learning and Quality Assurance (LQA)

- Goals:
 - To support agencies to build capacity to enhance the effectiveness of their programming
 - Ensure that public dollars are being well-utilized.
- UWBC will make additional investments to enhance capacity and ensure the impact, efficiency and accountability of HA-funded services/programs.
- Focus on learning systems - systems in which data, evidence, and experience are continuously being collected and integrated into practice in order to make improvements to the system. Learning systems share similarities with the developmental evaluation approaches that are currently being used by many agencies in the CBSS sector.
- UWBC, in partnership with the Leadership Council, has established a LQA committee and is currently in the process of developing a LQA framework



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Join us at a Community Consultation Near You!

Session	Format	Location	Date	Time (PST)	Registration Information
Langley Consultation	In-person	Langley Senior Resources Society	Sept 20, 2023	1:45PM - 4:45PM	Langley
Vancouver Consultation	In-person	Mount Pleasant Neighborhood House	Sept 21, 2023	10:30AM - 2:30PM	Vancouver
Kelowna Consultation	In-person	Ellison Heritage Community Hall	Sept 28, 2023	9:00AM - 12:00PM	Kelowna
Kamloops Consultation	In-person	Mount Paul Community Food Centre	Sept 29, 2023	1:00PM - 4:00PM	Kamloops
Terrace Consultation	In-person	Terrace Sportsplex	Oct 3, 2023	9:00AM - 12:00PM	Terrace
Prince George Consultation	In-person	Elder Citizens Recreation Association	Oct 4, 2023	1:00PM - 4:00PM	Prince George
Creston Consultation	In-person	Creston and District Community Complex	Oct 6, 2023	1:00PM - 4:00PM	Creston
Victoria-Sidney Consultation	In-person	SHOAL Center for Seniors	Oct 16, 2023	9:00AM - 12:00PM	Victoria-Sidney
Nanaimo Consultation	In-person	Beban Park Social Centre	Oct 17, 2023	1:00PM - 4:00PM	Nanaimo
Provincial Information Session - <i>What We Heard in Community</i>	Virtual	Zoom (DATE CHANGED)	October 31, 2023	10:00AM - 11:00AM -	Zoom



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Send us your questions and feedback!

Fill out the form here -

<https://tinyurl.com/uwbchafeedback>

Or scan QR code here

United Way BC Healthy Aging New
Program and Service Design -
Online Questions and Feedback



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