

Appendix A - Community Profile/Asset Mapping Report



'Delta - Better at Home'

Prepared by Team Play Consulting Inc. for the United Way of the Lower Mainland.

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“May the dreams of your past be the reality of your future” (Author Unknown)

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Deirdre Goudriaan and David Dalley

Introduction

This community profile and asset mapping process for Delta includes Tsawwassen, North Delta and Ladner as well as Tsawwassen and Hwitslum First Nation as part of the community development process commissioned by the United Way of the Lower Mainland for the ‘Better at Home’ program. This community profile includes research, data and documentation on the needs of seniors as well as an asset mapping process. The terrain explores human, cultural and systemic assets across the community and includes a cursory look at the experiences of seniors, families and professionals that support seniors. These assets will inform the next stages of the project. The profile helps provide direction to determine support needs provided by the ‘Better at Home’ program.

The Terrain: Delta (The Corporation of Delta)

Population Demographics

Delta is a corporation of three different geographical community centres (North Delta, Tsawwassen and Ladner). As a whole the community of Delta borders with Surrey to the east, 0 Avenue to the north, Point Roberts, USA to the south and Richmond to the west. Archaeological evidence from the area dates back to over 8,000 years when Coast Salish First Nations had seasonal settlements near the present day

Alex Fraser Bridge. Delta became a municipality in 1879.

Fraser Health (2011) anticipates the overall population of Delta will grow by “12,392 people or 12.3 percent between 2011 and 2031.” (Fraser Health, 2011).

Together, these communities join as Delta and are home to approximately “99,863” people representing 3.3 percent population growth since 2006.

(Statistics Canada, 2011). Fraser Health (2011) anticipates the overall population of Delta will grow by “12,392 people or 12.3 percent between 2011 and 2031.”

The Corporation of Delta is located in South Fraser region. Delta is part of Metro Vancouver and is approximately 45 minutes from Vancouver, BC. Delta has a large focus on agriculture along with being the home of Delta Port and Tsawwassen Ferry Terminal for BC Ferries. Highway 99 intersects the municipality with Ladner and Tsawwassen to the south. North Delta borders on the City of Surrey and the Fraser River. Geographically, North and South Delta's distinct communities are great distance from each other (approx. 20 km between North Delta and Ladner). This is important as transportation is often inaccessible between the communities and services are often distinct in each community. Interestingly, many seniors in South Delta access services (not provided in the community) from Richmond and seniors in North Delta access Surrey services (especially housing options).

Seniors in Delta

According to United Way, 2013 approximately 15,455 people aged 65 and older live in Delta representing 14.6 percent of the overall population. This number will grow by "7,754 people by 2020." (Fraser Health, 2011). Delta has the second highest number of seniors with Bachelor's Degree or higher education in the Fraser Region (behind White Rock/South Surrey). (Statistics Canada, 2006).

Delta has the second highest number of seniors with Bachelor's Degree or higher education in the Fraser Region. (Statistics Canada, 2006)

The proportion of the population aged 65-years and older with little or no income who receive the maximum Guaranteed Income Supplement (GIS) in Delta is 3.3 percent of women and 2.1 percent of men. (BC Statistics, 2010) The GIS is a federal income assistance program payable to pensioners with little or no income beyond Old Age Security.

Social Connectedness

Social connections are important. Socially isolated seniors are more likely to suffer poor physical or mental health than are seniors with active social lives. "Over 60% of seniors in the Fraser region (Fraser Health, 2011) reported high levels of social support." The majority of seniors living in Fraser region reported having a "somewhat strong to very strong sense of community belonging." (Fraser Health, 2011) However, 7.2 percent of seniors over age 65 in the Delta area suffer from dementia as well. (Ministry of Health, PHC Dementia Registry as of November 2009.) Dementia is a health condition that gradually causes a person to lose their ability to remember, learn and speak with others. Over time, a person with dementia will have increasing difficulty thinking, making decisions, and carrying out daily activities. Dementia may also influence the number and quality of social connections.

Approximately 22.9 percent of Delta seniors live alone according to Statistics Canada, 2006. This is important as living alone may lead to increased social isolation. The Public Health Agency of Canada recognizes social support as an important determinant of health. When there are high levels of social support and social connectedness seniors remain independent and healthy. Researchers have noted that seniors living alone are at increased risk of social isolation and more likely to suffer a fall. Compared to those living with others, seniors living alone were found to have reduced health status and increased health risk behaviours. (Kharicha, K., Iliffe, S., Harari, D., Swift, C., Gillmann, G., & Stuck, A. E. (2007).

Percent Population Change by Age in Fraser Region (Fraser Health 2011)	Year 2011-2016	2016-2021	2021-2026	2026-2031
Age 65-85	21.2%	20.6 %	19.7%	17%
Age 85+	24.5	15%	17.4	22%

“The (65+) population across BC will continue to increase significantly from 15.0 per cent in 2010 to 23.7 per cent in 2036.(BC Stats, p. 5). This will significantly affect the need for services to older adults. Delta’s proportion of that senior’s population is 18.3 percent of people according to Fraser Health. (BC Stats, 2006).

For the first time, since Census reporting began persons 65 years of age and older outnumbered 0 to 14 year-olds in BC. The 2011 census counted 688,710 British Columbians who had crossed the milestone 65, slightly more than the 677,360 who have not yet made it to 15. (BC Stats, 2011).

Age distribution of seniors in the Local Health Area of Delta (BC Stats, 2011)

Delta Local Health Area	Total	Men	Women
65 to 69 years	6460	3242	3218
70 to 74 years	5846	2450	3396
75 to 79 years	3461	1551	1910
80 to 84 years	2602	1089	1513
85 years and over	2397	828	1569

Economic Security

Economic security allows for more disposable income, greater access to services and supports and a higher standard of living. At the community level, this supports enhanced access to health, education, transportation, and recreation. Delta has one of the lowest proportions of low income seniors in the Lower Mainland at 15.1%. This however does not negate the fact that approximately 8.4 percent of seniors have low income in Delta. (Statistics Canada, 2006)

Community Distribution

A recent seniors profile compiled by the Corporation of Delta indicated these approximations of community demographics. North Delta houses approximately 51% of the total population base or 50,930 persons. Ladner and Tsawwassen house approximately 24,466 persons in each location. Delta’s three senior recreation centres have 3050 members. The distribution of seniors in each community appears below.

Distribution of Seniors in Delta (Corporation of Delta, 2013)
North Delta: There are approximately 12,000 seniors aged 55 plus who live in North Delta.
Ladner: There are approximately 7,000 seniors 55 plus who live in Ladner.
Tsawwassen: There are approximately 7,000 seniors 55 plus who live in Tsawwassen.

First Nations People

According to BC Stats (2006) approximately 2.8 percent of people in Delta have Aboriginal ancestry. The Delta area is home to two distinct bands of First Nations people – Tsawwassen First Nation Indian Band and Hwlitsum First Nation located near the mouth of the Fraser River in Ladner. The income distribution patterns are notably different between the off-reserve Aboriginal population and non-Aboriginal population. There is a much higher proportion of Aboriginal people with lower incomes (under \$30,000) compared to the non-Aboriginal population. In contrast, the non-Aboriginal population had a much higher proportion of higher income levels of \$30,000 and more (Aboriginal Population in British Columbia, 2011) however it is widely known that the data from the First Nations bands is likely underreported and inaccurate.

For the 2006 Census, Tsawwassen First Nation lands consisted of the Tsawwassen reserve. In 2006, the Aboriginal population on Tsawwassen First Nation lands numbered 200. Of these, 98% reported First Nations (North American Indian) as their Aboriginal identity, with the remainder reporting another Aboriginal identity group (Métis or Inuit). 8% of the Aboriginal population on Tsawwassen First Nation lands were 55 and older. In 2006, 5% of the Aboriginal population on Tsawwassen First Nation lands had knowledge of an Aboriginal language. It is widely accepted that Census data often does not accurately represent the population of First Nation’s people.

Tsawwassen First Nation offers Frog Bus and an Elders program on the reserve. More information will be available after the general elections on April 10, 2013.

Immigrant and Newcomers

Delta like most areas across the Fraser Region has increased numbers of newcomers and immigrants. T Additionally, “28% percent of people in Delta identify as newcomers or immigrants.” (Fraser Health, 2011) Punjabi and Mandarin are the most dominant non-English languages. he top two visible minorities are Punjabi and Mandarin speaking people. Most of these increases are specific to North Delta. The proportion of new immigrants in the Delta Local Health Area is 27.3 percent according to Stats Canada, 2006. In Delta, Punjabi is the first language for 4,940 people and Chinese id the first language for 2,670 people. (Stats Canada, 2006). These were the most common mother tongues among seniors who knew neither English nor French.

Progressive Intercultural Community Services (PICS) based in Surrey provide services and supports to North Delta based immigrants and newcomers in partnership with George Mackie Library and they also provide the Welcoming and Inclusive Communities Program co-located at Deltassist. SUCCESS provides weekly settlement counseling services at George Mackie however they serve a low number of seniors.

Options Community Resources also provide settlement services to North Delta newcomers and immigrants as well.

This is important as newcomers and immigrants can face challenges accessing health and social services because of language and cultural barriers and some are not literate in their first language. Some newcomers and immigrants also experience difficulty finding employment and are more likely to have lower incomes and health decline after arriving in Canada.

Total Number of Immigrants	Total Numbers	Percentage of Population
Delta	22,635	22

(Community and Cultural Diversity Profile, DiverseCity, 2006)

A map of Delta is included in Appendix A.

Supporting seniors in Delta

Access to Healthy Food

In 2008/2009, 34% of Canadians aged 65 or older (more than 4.1 million) were at nutritional risk across Canada. “Gaining or losing more than 10 pounds (4.5 kilograms) in the past six months and skipping meals “almost every day” were the main drivers of nutritional risk.” (Stats Canada, p.6, 2013). A higher percentage of women than men were at nutritional risk: 38 percent versus 29 percent. About “half (49 percent) of people living alone were at nutritional risk, compared with 28 percent of those who lived with others”. (Stats Canada, 2013). The likelihood of nutritional risk doubles for people with depression (62%), compared with people without depression (33%). (Statistics Canada, 2013).

In terms of vulnerability for seniors in Delta, access to healthy, nutritious food is one of the major factors that impacts seniors health (consumption of fruits and vegetables in particular) and “Fraser South (50.5%) had smaller proportions of seniors consuming five or more servings of fruits and/or vegetables each day than Fraser East.”(Statistics Canada, Canadian Community Health Survey, (CANSIM Table 105-0502). It is notable that Delta Food Coalition and Earthwise have been providing some pocket markets (small scale Farmer’s Markets) to some of the senior’s centres in Delta.

Seniors Living Alone

The number of older adults living alone is also rising steadily in these communities. Women are more likely to live alone than men are, and that likelihood increases with age according to the 2006 Census (Statistics Canada, 2006). In part this is due to women’s longer life expectancy. In Delta/Richmond sub area, “7,095 seniors lived alone in 2006 (21.2 percent of all seniors) (United Way, Nov. 2011). With the supports that “Better at Home” proposes seniors may be able to live in their homes longer.

Accessible Transportation and Built Environments

According to the Delta Seniors Community Planning Report (June 2011) and anecdotal data gathered from interviewees accessible and affordable transportation options , especially for appointments and

grocery shopping, are the most important service (thus far) that could be provided through the 'Better at Home' program. Public transit in Delta especially outside of peak commuting times is inadequate. In fact, "traveling within Delta is more difficult than traveling outside Delta" (p.48) according to the report from the Delta Seniors Community Planning Team. This report also identified numerous safety, service and access improvements to the transit system.

Ladner and Tsawwassen have a community shuttle service that connects residents from outlying areas to the central core of each community. Recently the Corporation of Delta began operation of a bus in North Delta for seniors (see more information on this service later in this report).

The next step for the Seniors Community Planning Team regarding transportation includes creating more linkages, research, education and more alternative transit options. Given the geographic realities of the community and the lack of public transit development that has occurred south of the Fraser River it is not surprising that transportation has been as a priority. Better Environmentally Sound Transportation (BEST) and the Department of Engineering at Corporation of Delta conducted walkability assessments and recommended upgrades to sidewalks and bus stops to the Seniors Advisory Committee.

Street Audits support the development of safe streets and neighbourhoods, enhance the feasibility of walking and cycling and are a good tool for people to assess their neighbourhoods. The Canadian Cancer Society in partnership with the Freemasons Cancer Car Program provides free rides for people with cancer who have no other means of transportation. This service is available for free to Delta residents. Volunteers provide round-trip transportation to primary cancer treatment appointments, such as chemotherapy and radiation.

Integrated Health Network Development

Delta is in the process of implementing its first Integrated Health Network through Fraser Health. Integrated Health Networks are a way of addressing chronic health conditions and ensuring effective management of complex conditions. The intent is also to connect people to physicians. This program is still in development in Delta and the program may be operational in 2014.

Service Priority Areas for Better at Home

According to the Delta Seniors Community Planning Report (June 2011) and anecdotal data gathered from interviewees, accessible and affordable transportation options especially for appointments and grocery shopping is one of the most important services (thus far) that could be provided through the 'Better at Home' program. Light housekeeping support and friendly visiting designed to address social isolation was also identified as important.

Services in Other Communities

During the consultation process thus far, it was noted that many seniors from South Delta access Richmond services regularly and North Delta seniors access Surrey services. This appears to be because of the lack of services and amenities (including housing options) available locally.

Asset Mapping in Delta

Asset-based approaches to health promotion and community development imply a focus on potentials much more than on problems. In general, a move to asset-based community development over the last couple of decades has meant more of a focus on, and mobilization of, a broad range of assets that exist in a community rather than on its needs, problems and deficiencies.

This supports community development processes to go one step further by expanding the assets that we are aware of, and then can grow. We can focus on systemic and cultural assets (how the neighbourhood works) as well as supporting the development of assets and potential in people (seniors, families and professionals that support seniors).

To compile the asset map we reviewed the literature to assess strengths of seniors, spoke to numerous professionals and seniors themselves. This document intends to provide a snapshot of current and historical activities in the community.

Priorities for Delta Seniors

- Transportation
- Housing (this is beyond the scope of Better at Home)
- Household help (minor repairs and maintenance issues)
- Friendly visiting
- Translation services

Other Community Assets

Community Capacity and Seniors Advocacy

Delta Communities in Action

The Delta Communities in Action project is a senior's community development initiative funded by the United Way of the Lower Mainland. This grassroots project was driven by the desire to bring together a wide range of partners to identify local issues, and establish goals and targets in order to improve the quality of neighbourhood life and take action to bring about positive community change.

Phase One of the project established a series of measurable community indicators that included seniors well-being. Phase Two engaged the broader community, including seniors and seniors groups, in a series of round table discussions to identify and move forward on priority issues. A "growing sense of isolation and disempowerment" were common theme across sectors. Phase Three focused on access to services as a specific issue across all age groups (seniors, families, and youth) and in all three areas of Delta (Tsawwassen, Ladner, North Delta).

The Delta Communities in Action initiative established an infrastructure for community engagement and action across a range of community sectors, including seniors' issues.

Delta Seniors Community Planning Team

The Delta Seniors Community Planning Team (DSCPT) funded by the United Way of the Lower Mainland consists of seniors, service providers and community groups from Delta who meet regularly to get informed about and respond to the changing needs and issues facing seniors in the community. The Deltassist Family and Community Services host this group.

The DSCPT has three working groups that address some of the key challenges faced by seniors: Support Services Action Team, Housing Action Team, and Transportation Action Team. The purpose of the group is to educate, inform and mobilize Delta residents and decision makers to respond to the needs of seniors.

The Support Service Action Team surveyed seniors about the kinds of services they need now and in the future, where they find that information and how to promote ease of access. The report they produced notes that support services and transportation rank as the most needed services. "Seniors find information through the senior's centres and cited media as the easiest way to access this information." (Task groups, 2011, p.8). The Support Service Action Team also hosted three public workshops in Ladner in November 2012 on the topics of Power of Attorney, Frauds and Scams, and Problem Gambling.

The Housing Action Team focuses on having a range of affordable housing options for seniors in Delta. This task group surveyed residents to learn about their current and projected housing needs. The group noted most respondents currently live in single family residential housing and their top four needs were:

- Low rise apartments
- 55+ buildings
- Single family homes
- Assisted and supportive living

In particular North Delta residents expressed concern about the lack of seniors housing options. Ladner residents noted a desire to be closer to amenities and services and Tsawwassen residents noted the needs for homes with age-friendly designs. This team recommended a hub or village planning approach to address housing needs especially in North Delta. The Housing Action Team also created a brochure on how to make homes safer. The brochure included contact numbers for federal and provincial assistance.

The Transportation Action Team asked people if they could easily get where they needed to go in Delta. This group outlined numerous improvements to the transportation options including liaison with TransLink, United Way and studying alternate transportation plans for seniors. The Transportation Team completed a walkability exercise and identified which areas need upgrading.

Delta Seniors Advisory Committee

Delta Seniors Advisory Council (SAC) is currently in its first year of operation. The purpose of the Delta Seniors Advisory Committee is to provide a vehicle for seniors' input into municipal services, identify shortfalls in supporting seniors' needs and respond to applications for development that may have a benefit to the ageing population.

According to the Committee's Terms of Reference, the priority for the first year is to develop a Work Program as guided by the Mayor. At this point, the Committee is gathering information to identify gaps and assign responsibilities for areas such as transportation, services, housing technology, and aging in place. The most recent Committee minutes available online (October 2012) anticipated that a draft work plan would be available for the next Committee meeting. As of the writing of this report, the Corporation of Delta website contains agendas and minutes for meetings in July, September and October 2012, but does not indicate that another meeting has taken place since October 2012.

The Terms of Reference state that the Committee will meet a minimum of four times per year. The minutes of each meeting indicate that subsequent meetings are held at the call of the Chair.

The Committee consists of eleven volunteer members appointed by Council. There are seven staff positions that include the Mayor, the Chief Administrative Officer, one member of Council, one representative from Fraser Health, and senior staff representatives from other municipal departments. There are four community members on the Delta Seniors Advisory Committee, two from North Delta, and one from Tsawwassen and Ladner.

According to Committee minutes posted on the Corporation of Delta website, the main actions of the Committee have been hearing reports from various community groups and gathering information on current programs and upcoming opportunities. The Committee has received presentations from municipal groups such as the Department of Parks, Recreation and Culture, and the Department of Engineering. External groups such as Fraser Health and the Healthy Communities Initiative have presented as well. The Committee has reviewed current topics such as abuse of seniors, loneliness in seniors, and recent advances in technology that supports seniors' safety. Various resources were tabled including the Better at Home website.

There are individuals that sit on both the SAC and Delta Seniors Community Planning Team, so there appears to be consistent lines of communication between these two groups. However the continuity and sporadic meeting schedule appears inadequate to address important action plans for seniors in Delta.

In addition to inviting delegations to present to the SAC, the SAC intends to rotate meeting locations between local senior's centres. So far, the SAC has met at Kin Village and McKee Seniors Recreation Centre.

The most recent minutes indicate that in addition to moving forward with the work plan, upcoming priorities for the SAC are to develop a seniors' resource guide and receive updates on the Office of the Seniors' Advocate in BC.

Service Providers

Deltassist

Deltassist (www.deltassist.com) is a non-profit organization that provides a range of community services to seniors, families and youth in North Delta, Ladner and Tsawwassen. Deltassist has physical locations in North Delta and Ladner.

Deltassist offers an array of direct services for seniors. Programs are free, but participants must go through an intake process.

- **Deltassist/Safeway Phone Shop:** Volunteers provide weekly support to seniors that cannot manage grocery shopping on their own. The program is free to seniors and people with a disability. Participants cover the cost of groceries. This program is a partnership between Deltassist and Canada Safeway in Tsawwassen and North Delta. Weekly. Groceries are delivered free of charge with a minimum order of \$25. Registration is required and can occur over the phone.
- **Daily Phone Support:** Volunteers make daily phone calls to participating seniors. This free program supports independent living and enhances participants' sense of social connectedness.
- **Volunteer Visiting:** Volunteers visit with seniors and spend time walking or engaging in other social activities. Volunteers are carefully selected, recruited and screened. This free program helps alleviate isolation and loneliness.
- **Volunteer Shoppers:** Volunteers help prepare grocery lists, shop for or accompany seniors shopping as needed.
- **Volunteer Driving:** Volunteers drive seniors to medical appointments. This program is available to seniors that do not have any other means of transportation such as HandyDART, friends or family. Participants cover all mileage and parking costs.
- **Emergency Food Program:** Assistance with food on a one-time, emergency basis only.

In addition to the direct service listed above, Deltassist offers a Seniors Office that provides a one stop access point for up-to-date information and referrals on a wide range of community and social services together with specialized knowledge of local service and resources.

The Deltassist Seniors Office also produces and maintains a "Seniors' Services Handbook" that contains descriptions and contact information for a range of other local resources and supports.

Progressive Intercultural Community Services Society

The Progressive Intercultural Community Services Society (PICS) is a registered non-profit society that provides various programs and services including Employment Programs, Settlement Services, Language Services, Social Programs and Housing Services. Programs and services are provided for new immigrants, seniors, farm workers, women and youth. PICS have offices in Surrey and Vancouver, and have strong ties and partnerships within the South Asian communities throughout the area. The organizations'

Mission Statement is “To promote harmony and intercultural understanding for the purpose of building a more inclusive and mutually respectful society.”

Under the Welcoming and Inclusive Communities (WIC) project, PICS has recently been expanding their activity into North Delta forming partnerships with Deltassist, Fraser Valley Library, Fraser Health, Boys and Girls Club and Collaborate Delta. The focus of activity with the WIC project at this point is asset mapping and gap analysis around the needs of immigrants and newcomers. The organization has hired a “Non-medical Seniors support intern” as part of this program.

PICS also operate an adult day care and seniors centre on the Surrey side of the Surrey/North Delta border. While the facility is in Surrey, it serves 10-15 individuals from North Delta. The seniors program provides relief for caregivers and assistance in accessing other community resources. Participating seniors benefit from social engagement with others.

PICS provide English Language Services for Adults (ELSA) programs that support seniors in Delta.

Food & Food Delivery

Meals on Wheels

The Meals on Wheels program is a volunteer supported program that delivers a low-cost mid-day meal to anyone who cannot prepare an adequate meal for him or herself. The program also provides clients with regular informal social contact. The program runs Monday to Friday.

“Meals on Wheels South Delta are operated by Deltassist in Ladner and Tsawwassen. Meals are prepared at Kin Village. This program serves approximately 25 individuals per month, 8 in Ladner and 14 in Tsawwassen per month.

Residents of North Delta receive service from the Surrey North Delta Meals on Wheels program located in the Old Yale Road area of Surrey. The Surrey North Delta Meals on Wheels program serves approximately 300 meals to seniors in North Delta each month.

Fraser Health

The “Choices in Supports for Independent Living” offers funding to eligible home health clients to purchase private home support services. Developed to give people with daily personal care needs more flexibility in managing their home support services, this program offers an alternative for eligible clients. Seniors and people with disabilities can obtain funding to purchase and manage private home support services.

North Delta is served by the Surrey/North Delta Home Health office in the Gateway area of Surrey. The Delta-South Home Health Office in Ladner serves Tsawwassen and Ladner.

Home Food Delivery Services

Save-on Foods home delivery program

Save-on Foods and McKee Senior's Recreation Centre collaborate to provide home delivery service in Ladner. In order to register, applicants must register in person at the Save-on store to set up an account. Once registered, participants phone in their grocery orders on Mondays to a volunteer at the McKee Senior's Recreation Centre. Volunteers process the orders and shop and delivery is provided on Tuesday by Save-on.

Thrifty Foods-Sendial (Tsawwassen)

Sendial is a grocery shopping and home delivery service for Thrifty Foods customers who are not able to get to a store to shop. The Tsawwassen store serves the communities of Tsawwassen, Ladner and North Delta. Once registered, participants receive a phone call once per week from a volunteer. Volunteers do the shopping, and Thrifty's staffs deliver the order the following day. There is a \$5 delivery fee, and order must be \$25 or more.

Deltassist/Safeway Phone Shop: Volunteers provide weekly support to seniors that cannot manage grocery shopping on their own. The program is free to seniors and people with a disability. Participants cover the cost of groceries. This program is a partnership between Deltassist and Canada Safeway in Tsawwassen and North Delta. Each week, groceries are delivered free of charge with a minimum order of \$25. Registration is required and can occur over the phone.

Earthwise Society & Delta Food Coalition

The Delta Food Coalition (DFC) is a network of community based organizations working together to address food security issues in Delta. Earthwise Society is the lead agency in the Coalition. Other active members include Deltassist, Delta Boy's and Girl's Club, and Delta Farmland and Wildlife Trust.

The Earthwise Society and the DFC are running a monthly Pocket Market at Kin Village from April to November 2013. The goal of the program is to provide healthy, inexpensive food to seniors. Local farmers and Earthwise Farm provide low cost produce. Produce obtained through the gleaning program is offered for free at the local libraries. This year's Pocket Market project is based on last year's successful pilot program that ran pocket markets at three Delta locations: Kin Village, McKee Seniors Recreation Centre, and Deltassist.

The Earthwise Society and the DFC run a food gleaning program in which volunteers harvest fruit and produce in the community that would otherwise go to waste. The produce is distributed for free at the Pocket Markets or is picked up by various community agencies for free distribution to clients. The free produce is available to any community agency that can distribute it in the community. Deltassist is one of the agencies that access the program in order to provide free, healthy food to seniors.

In addition to providing food, the gleaning program is an additional benefit for seniors who are no longer able to care for or harvest fruit from their trees.

In previous years, the gleaning program operated on a volunteer basis, but this year the program received funding through the United Way. With the availability of these additional resources, the Earthwise Society and the DFC are looking at ways of expanding the gleaning program.

A number of years ago, Earthwise Society piloted a Garden Buddy program. The program partners people who have garden space but are unable to make use of it with people who would like to garden but do not have access to garden space. Garden Buddy pairs often involve a senior and a younger community member. In addition to maximizing locally grown food, the program also provides seniors with social contact and informal assistance with yard and garden care.

Although it was successful, the initial Garden Buddy pilot program was not able to continue due to lack of funding. The Earthwise Society would be interested in re-initiating the program if funding became available.

North Delta Food Bank

The North Delta Depot runs every 2 weeks out of the North Delta Evangelical Free Church. Over 50% of the client base is over 40 years old. The average number of seniors 65+ is about 20. The average number of individuals between 50-64 years of age is about 45. Approximately 20% of the clients receive disability benefits or pension.

Transportation

North Delta Seniors Bus

The North Delta Seniors Bus is a free transportation service for seniors in North Delta. It will be operational by the end of April 2013.

The bus offers easy access to local medical services, recreation centres, shopping locations and other community amenities. The home base for the North Delta Seniors Bus is Kennedy Seniors Recreation Centre. The bus will travel throughout North Delta making curb-side stops to pick up and drop off seniors at requested locations. Upon request, the bus may be available to go to neighbouring communities for medical services.

The bus has 16 seats and plenty of space for walkers. It is also equipped with an automatic lift and can accommodate two wheelchairs.

The Seniors Bus operates from 9:30 am - 3:30 pm on Tuesdays, Wednesdays and Fridays. All rides are subject to availability. The North Delta Seniors Bus service was provided in part through an Age-Friendly Grant - a partnership between the Government of BC and the Union of British Columbia Municipalities (UBCM).

Public Transportation

The McKee Seniors Recreation Centre in Ladner is close to a community shuttle bus that runs hourly.

Kin Village has a community shuttle that runs hourly, but it does not go directly to the door. Riders have to walk a short distance to get to the bus stop. There is however coordination issues with the Ladner

Exchange to connect to a bus that travels to Vancouver and there is no sheltered stop on this route. Some seniors noted the walking distances from drop off points are difficult especially if you are carrying groceries.

Local Caregivers Networks

South Delta Caregiver's Network

This volunteer organization offers ongoing monthly support group meetings for caregivers, as well as educational series that cover topics like communication techniques, role and lifestyle changes, accessing and using community resources, and legal and financial issues. The public education sessions run two times per year at a cost of \$25 to participants. The monthly drop-in program is free.

The Centre for Supportive Care at the Delta Hospice supports The South Delta Caregiver's Network. Program participants may self-refer or be referred by local service providers. The South Delta Caregiver's Network mainly serves residents of Tsawwassen and Ladner, although there are no restrictions on who can participate in their programs.

Family Caregivers Network of Surrey/Delta

The Caregivers Network of Surrey/Delta (<http://caregiversnetworksurreydelta.com/>) is a non-profit group that offers support to those who provide unpaid care to a family member or friend with a disability, chronic or long term illness or frailty. Support may include telephone support, support groups, peer counselling, educational series, buddy system, information and referral.

Seniors Centres

Kin Village Community Centre (Tsawwassen)

The Kin Village Community Centre is a full-service seniors' recreation facility that offers a range of programs, activities and social events for seniors. It is independently owned and operated by the Kinsmen Retirement Centre Association.

The Kin Village Community Centre is part of the larger Kin Village complex that offers independent living (North and South combined offer 96 suites), supportive housing (Vidal Court offers 45 suites), assisted living (South Court offers 68 suites) and residential care (118 residents). An adult day program serves 11 clients. There is also an Elder College onsite that offers a range of life-long learning and personal growth courses.

Kennedy House (North Delta)

The Kennedy House Seniors Centre offers a wide range of recreational and leisure opportunities. There are drop-in fees for activities, or an annual membership is \$15. Kennedy House has a non-profit board that oversees operations. The Corporation of Delta provides recreation, leisure and cultural programs through each of the senior's centres.

Kinsmen Recreation Centre (Ladner)

The Kinsmen Recreation Centre is a full-service seniors' recreation facility that offers a range of programs, activities and social events for seniors. The facility is only open when booked. The Kinsmen Recreation Centre is owned and operated by Kinsmen Seniors Society.

McKee Senior's Recreation Centre

McKee Senior's Recreation Centre offers a range of programs, activities and social events for seniors 50 and over. There is a small fee for activities, and an annual membership is \$20. The Centre operates with volunteer members of the non-profit McKee House Seniors' Society in partnership with Delta Parks, Recreation and Culture.

Surrey/Delta Indo-Canadian Seniors Centre

The Surrey/Delta Indo-Canadian Seniors Centre is a non-profit organization located on the Surrey side of the Surrey/North Delta border. The centre attracts a large number of seniors from North Delta.

The organization caters mainly to the needs of seniors in the South Asian community. The facility operates on a flexible, open drop-in basis and offers separate floors for men's and women's social activities.

The organization occasionally offers a Technology Access Program funded by Federal Government and Vancouver Community Network. The program educates participants about basic computer skills and provides access to computers and the internet. All services provided are free. The organization does not offer any services or support outside of the facility.

Summary

In summary, this report points to the specific demographic factors in Delta. Every effort was made to contact as many seniors and the major service providers to gain information as possible. Regrettably due to the general election at Tsawwassen First Nation we were not able to gain a great deal of information on the needs of Aboriginal elders. The links and community exploration will deepen through the next steps in the process.

The assets include:

Seniors

- We have a large number of volunteers in the community centre and a very active Rotary organization as well.
- Tsawwassen has a community feel and the community is supportive of seniors.
- Four seniors have seats on the Seniors Advisory Council through the Corporation of Delta
- FVRL is supportive of seniors and adjusts programming accordingly.
- The Delta Seniors Community Planning Team has an active and engaged group of people involved.

Professionals

- There is a lot of cultural diversity in North Delta.
- Creative approaches are needed to address the needs of isolated seniors
- There are a number of seniors served by faith groups (e.g. Crossroads United Church, Evangelical Community Church to provide two examples)
- The Delta Community Policing office is currently piloting an outreach program to lonely/isolated seniors.
- Deltassist is one of the few agencies that provide services in all three locations of Delta.
- There are senior's centres in each of the geographic communities.
- There is a desire to effectively serve multicultural seniors.

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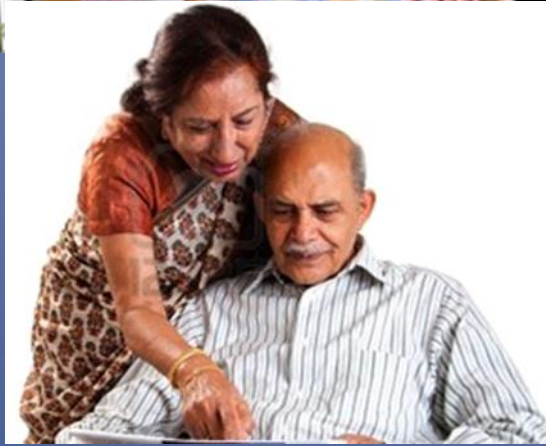
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Appendix A- Map of Delta

Map of Delta, BC(Google Maps, 2013)



Appendix B- Delta Senior's Consultation Process Synopsis



Delta Senior's Consultation Process Synopsis

'Better at Home' - Results prepared by Team Play Consulting Inc.

This document provides an overview of the seniors' consultation process in Delta for the United Way 'Better at Home' Program.

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Overview

Between April and June 2013, there were six seniors focus group meetings held in Delta. There were three meetings in Ladner including McKee House, Low Vision Group and a general consultation session at Ladner Pioneer Library. There was one seniors focus group held in Tsawwassen and two were held in North Delta (one for English speaking seniors and one for Punjabi speaking seniors).

We requested a session at Kennedy House in North Delta, however they were not able to accommodate the request in the consultation timeframe. We also completed some in-home and telephone interviews with seniors who were unable to attend the consultation sessions. We have included these results in our summary as well.

We consulted with 151 seniors during the community consultation sessions in Delta.

In total 95 seniors were consulted in the four main consultation sessions and an additional 56 were consulted through McKee Seniors Recreation Centre and the Low vision group. We were very

pleased with the number of seniors who had direct input into the types of services needed through “Better at Home” and also garnered new information about community resources at each session as well.

Acknowledgements

Thanks to all of the seniors, service providers and interested citizens who offered input into the senior’s consultation process throughout Delta. We appreciated the time and energy you expended to contribute to informing the results of ‘Better at Home’. Ultimately your voices will influence the priorities for this program! I would also like to thank my colleague David Dalley who worked diligently with me on this process.

Survey Process

We also surveyed the needs of seniors by placing surveys at strategic locations in each of the geographic communities including all library locations, community recreation centres, Deltassist, and at both Seniors’ Recreation Centres as well as Augustine House. We continually collected surveys at each of the consultation sessions and the community meetings as well. We collected a total of 147 surveys. Survey

We collected 147 surveys from seniors, family members and professionals in Delta.

results are available in a separate report. We shared the preliminary survey results at both of the community meetings.

Focus Group Results

At the six focus group sessions, participants highlighted their priorities for non-medical services through 'Better at Home'. The results and differences between the communities appear after the overall synopsis of the results.

Preferred 'Better at Home' Supports by focus group						
	North Delta (English speaking)	North Delta (Punjabi speaking)	Low Vision Group (Ladner)	McKee House (Ladner)	Ladner Pioneer Library	Tsawwassen (Kin Village)
Transportation	44	32	8	8	1	13
Home Repair	26	12	2	4	3	11
Housekeeping	28	15	1	3	3	7
Yard Work	23	12	0	12	3	5
Grocery Shopping	15	5	3	10	3	4
Friendly Visiting	5	0	3	6	2	1

In four of the six locations the number one preferred service from the Better at Home basket of services was transportation. In two of the focus groups, yard work and a tie between home repair, housekeeping, yard work and grocery shopping.

Overall Priorities by Geographic Area			
	North Delta	Ladner	Tsawwassen
Number One	Transportation	Transportation	Transportation
Number Two	Housekeeping	Grocery Shopping	Home Repair
Number Three	Home Repair	Yard Work	Housekeeping

Transportation is the most important need across the community of Delta for seniors. The needs for seniors vary by geographic location in Delta in terms of second and third priorities.

However in each of the geographic communities a different story emerges:

- North Delta needs transportation, housekeeping and home repairs.
- Tsawwassen needs transportation, home repair and housekeeping.
- Ladner needs transportation, grocery shopping and yard work.

Transportation Overview

North Delta

- People are often let off the bus in unfamiliar areas, and there are not always sidewalks in place nor sidewalks with curb cuts;

There are distinct needs for seniors in each of the geographic locations in Delta. Transportation is the most important need throughout Delta.

- Using a taxi is expensive and accessing the North Delta Seniors' bus requires that seniors call ahead and provide the reason they need the service. Seating is limited for scooters and walkers.

- TransLink bus drivers often do not lower the bus for seniors with groceries and this makes getting on the bus difficult.
- The Sunshine Hills (west of Scott Road and 60th Avenue) and Canterbury Heights (112 Ave to Burn's Bog) area in North Delta do not have any form of public transit, this makes public transportation impossible for seniors in these areas.
- Delta does not have commuter buses and the buses typically operate along Scott Road, 64th Avenue and 72nd Avenue corridor and walking to this area from other areas in North Delta is often difficult.
- Travel to Surrey for medical appointments can be difficult as well.

Recently the Corporation of Delta began operating the seniors' bus in North Delta and it is available three days per week until 3:30 pm, the impact of this new service is not fully determined since it is so new. Anecdotally, a Corporation of Delta representative advised they were was planning for a similar bus in Ladner.

Ladner

In Ladner, there is a regular shuttle bus however a one hour window is necessary to use this service and it comes at certain times and is not always convenient, nor wheelchair/scooter accessible either. Seniors reported that scooters are great for accessing services in the community but not in inclement weather. HandyDART and the Corporation Seniors buses are not available on demand and with HandyDART you need to book as far as one week in advance and the wait times can be very long. At the time of writing this report, cutbacks were announced to HandyDART and seniors were being referred to Taxi Savers for taxis. Seniors reported this option was very costly. The Canadian Cancer Society provides volunteer drivers for cancer services and appointments. Travel to specialists in Vancouver or Richmond is a difficult issue. Some people do access Taxi Savers.

Tsawwassen

In Tsawwassen, there is a regular shuttle bus (you need a one hour window to access the service) it is not always convenient nor is it always wheelchair or scooter accessible. The public transportation to Tsawwassen is pretty good with the exception of Tsawwassen First Nation where the bus travels along the main roadway and elders often live far from the bus stop. Many elders have difficulty getting parcels or groceries home from the bus stop because of the distance.

Grocery Shopping Overview

Meals on Wheels are available in all communities (there are separate service providers in South and North Delta). Several private service providers such as Nurse Next Door will drop off and pick up groceries as well as Honey Do in Tsawwassen. Deltassist has a shopping program in all areas of Delta- volunteers do the shopping and the stores deliver the groceries (there is a minimum \$25 charge). Save On Foods in Ladner and Safeway's deliver as well. Thrifty Foods delivers through Sendial for a nominal fee in South Delta and to North Delta through their Surrey based stores.

The Surrey Food Bank has a depot in North Delta every second Tuesday and also offer seniors food bank services at their main location in Surrey every second Wednesday. This may be difficult for North Delta seniors to access given the distance and whether or not they are located on a transportation corridor. The North Delta Farmer's Market begins operating in June at the Firehall Arts Centre. Delta Food Coalition and Earthwise offer gleaning and distribution of local food at all library locations and through Deltassist. Many people within the North Delta South Asian seniors' population rely on help from family or friends for shopping.

Housekeeping Overview

Housekeeping tasks become more difficult as people age especially cleaning bathtubs, ovens, floors and vacuuming. In the absence of reliable, trustworthy services, many seniors attempt these activities on their own. When a senior has a chronic health condition, it may not be appropriate for volunteers to clean bathrooms when they may not understand the implications of hepatitis and other communicable

Home Repairs and housekeeping tasks become much more difficult as people age , when you have reliable and trustworthy help this enhances your independence and peace of mind.

health conditions. Some seniors can afford to hire private service providers to complete housekeeping services however security, consistency, reliability and trust were of paramount concern to seniors.

Home Repairs Overview

Many small home repairs become more difficult with age. These repairs include:

- changing light bulbs,
- small plumbing issues,

- changing smoke detector batteries,
- painting,
- power washing and gutter cleaning,
- pilot lights also go out and require re-lighting, this can be costly,
- installing home modifications such as wheelchair ramps and grab bars can be particularly challenging.

In many cases, people wait for family or friends or pay for private service providers to complete these repairs. Seniors report that when they choose to pay for services, it is hard to find reliable, affordable and trustworthy repair people and often seniors are reluctant to open their doors to repair people as they worry about their safety or fraud.

Yard Work Overview

Family members often complete gardening, lawn care, weeding, pruning and ice and snow removal. People who do not have nearby family members often end up paying contractors for this service and some offer a senior's rate and some do not. People reported needing help with small outdoor repairs and help with gardens and hanging baskets,

Consistency and reliability is important to build trust. Yard work is particularly challenging for single women who live on their own and do not have family or friends nearby. An organization called Seniors Repair Services offers services to seniors at a discounted rate through retired journeymen in North Delta. A program called Snow Angels is provided by the Corporation of Delta and is administered by McKee House free of charge for seniors to remove snow, you must call and sign up for the program however in advance of the snowfall.

Friendly Visiting Overview

Deltassist offers a friendly visiting program where volunteers match with seniors who are not able to get out, some volunteers in the program choose to take people on outings and some do not. Some local faith communities and family members provide friendly visiting services as well. Friendly visiting is embedded in many of the other support services mentioned. The Adult Day Program at Kin Village in Tsawwassen has a waiting list to access day program services of approximately 2 people for each day they provide service.

Although friendly visiting was not highlighted in Delta as the primary concern, almost everyone we spoke to knew of someone who could not get out to access services and supports. It is important to note, we will not hear from this group during the consultation process and yet this group of people may have the highest need for services. In fact, during this consultation process, we received numerous phone calls for immediate support from seniors in this and other areas. This highlights the immediacy of the needs. During the Ladner consultation session, the group became very inventive about how to address the need of socially isolated seniors and made a number of creative suggestions including:



- a reverse service through Welcome Wagon (acknowledging long time community members) where seniors could have contacts to check in on them by phone.

- a sharing resource buddy system could be established where friendly visits could be reciprocated

through a service a home bound senior could provide.

- Offer to help seniors with computers, downsizing their homes and ensuring their homes are safe and secure.

Who is the most suitable service provider?

During the seniors' consultation processes, Deltassist was mentioned most consistently as the lead service provider and is currently the only social service agency that serves all three geographic communities in Delta. Deltassist does not currently provide support for housekeeping but does address the other non-medical needs provided by 'Better at Home' (albeit not in the same scope that 'Better at Home' would allow them to do).

In North Delta at the South Asian seniors' consultation session and during the community meeting a number of participants mentioned they access PICS services in Surrey. They suggested PICS should be the lead service provider. PICS does not currently provide seniors services in Delta but they are connected to the community through ESL and settlement services. One possibility is that Deltassist find an effective way to serve South Asian seniors in Delta (perhaps through sub-contracting with PICS or through use of a South Asian community champion in North Delta).

In Ladner, McKee Seniors Recreation Centre, Deltassist, Home Instead, Nurse Next Door, the Day program at Kin Village, Honey Do and Driving Miss Daisy with Deltassist were suggested as service providers who could work collaboratively. In Tsawwassen, the same agencies were noted and it was recommended there be a central access line with the main agency sub-contracting services as needed.

Criteria for the Service Provider

The criteria for the service provider was not discussed at each consultation meeting due to time restrictions however the following points came forward and we will consider these at the upcoming community meetings as well:

- Continuity of services
- Good matching process
- Creating trust and connecting people with common interests
- Delivery of program in each geographic area of Delta
- Central access line for all services

Other Needs

Delta has other identified needs that were beyond the scope of the current 'Better at Home' structure and we capture these in case other seniors programs are able to provide them or the scope of 'Better at Home' changes over time. They are:

1. A network of caregiver support services across the Lower Mainland.
2. Supports for caregivers.
3. Address the needs of isolated and home bound seniors who are unable to participate in this process.
4. No public washrooms on the Skytrain line.
5. Lack of continuity between health authorities.
6. Many seniors in Delta access services and supports in Richmond or Surrey due to a lack of available services in Delta.

Appendix C- Delta “Better at Home” Survey Results



Survey Results

Delta "Better at Home" –Compiled by Team Play Consulting Inc.

This document provides an interim review of the survey data collected in Delta for Better at Home. This survey data was collected from seniors and their family members during the community consultation phase and intends to identify priority needs for seniors in Delta.

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Overview

Between March and June 2013, we distributed two formats of *'Better at Home'* surveys throughout Delta. One format was designed to gather feedback from seniors and caregivers. A second format was designed to gather information from service providers and professionals. These surveys were a tool to determine the priorities for services through *'Better at Home'*. Surveys were available at all six primary seniors focus group sessions held in Delta (Tsawwassen (one focus group), Ladner (three focus groups), and North Delta (two focus groups)).

We also collected surveys at the two community meetings (one in North and South Delta). We distributed surveys throughout the community at Fraser Valley Public

147 seniors, family members and professionals had input into the survey results for 'Better at Home'.

Library locations, through the senior's planning team, at McKee and Kennedy Senior's Recreation Centres, at recreation centres, Deltassist, Augustine House, and Kin Village. Chelsea Reed (University of Victoria student) at Deltassist helped collect surveys in numerous community locations throughout Delta as well. In an attempt to connect with more isolated seniors, we conducted several surveys over the phone or by mail. These seniors were unable to attend the senior's focus groups or community meetings. By mid-June we collected 147 surveys from seniors, families and professionals.

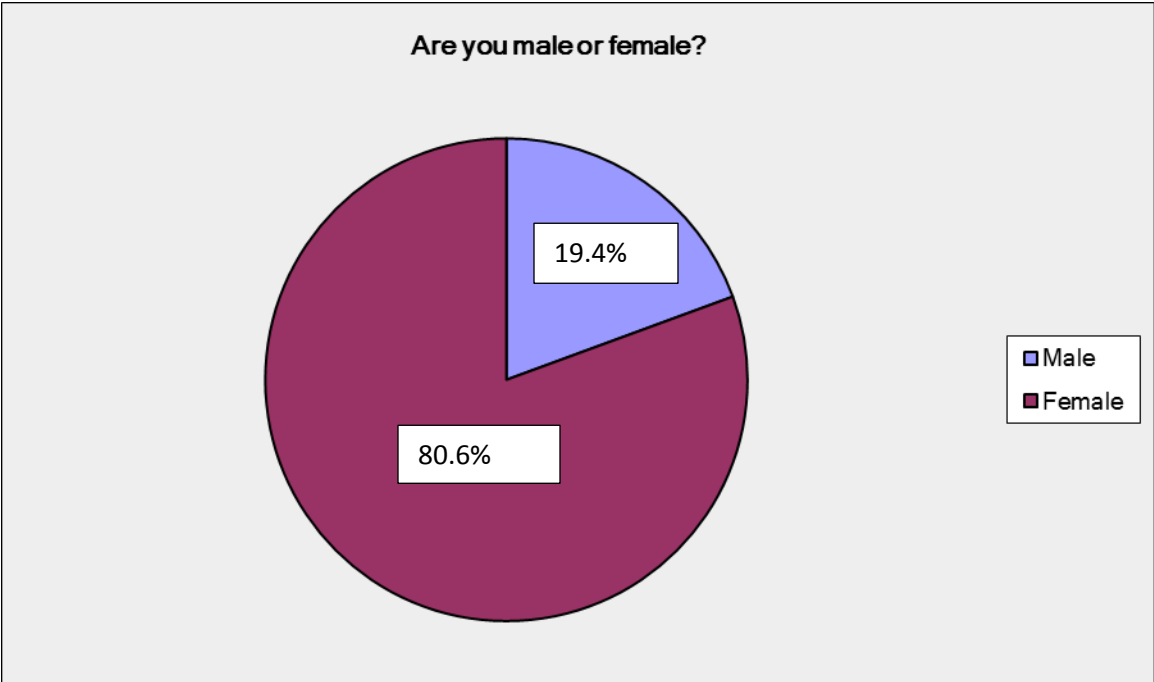
Acknowledgements

Team Play Consulting Inc. thanks all of the seniors, service providers and interested citizens who offered input into through the surveys as part of the senior's consultation process in Delta. We appreciate the time and energy you expended to inform the priorities of the *'Better at Home'* program in Delta. Your input helped prioritize and refine the service needs for the lead service provider in Delta. I would also like to offer special thanks to Chelsea Reed for her support in getting the surveys out and to David Dalley who conducted phone interviews and provided outreach to more isolated seniors with during this consultation process.

Survey Results

Gender of Respondents

The first question in the survey asked about gender of the respondents. The vast majority of respondents (80.6 percent) were females so the results may not reflect a true assessment of senior men’s needs throughout Delta.

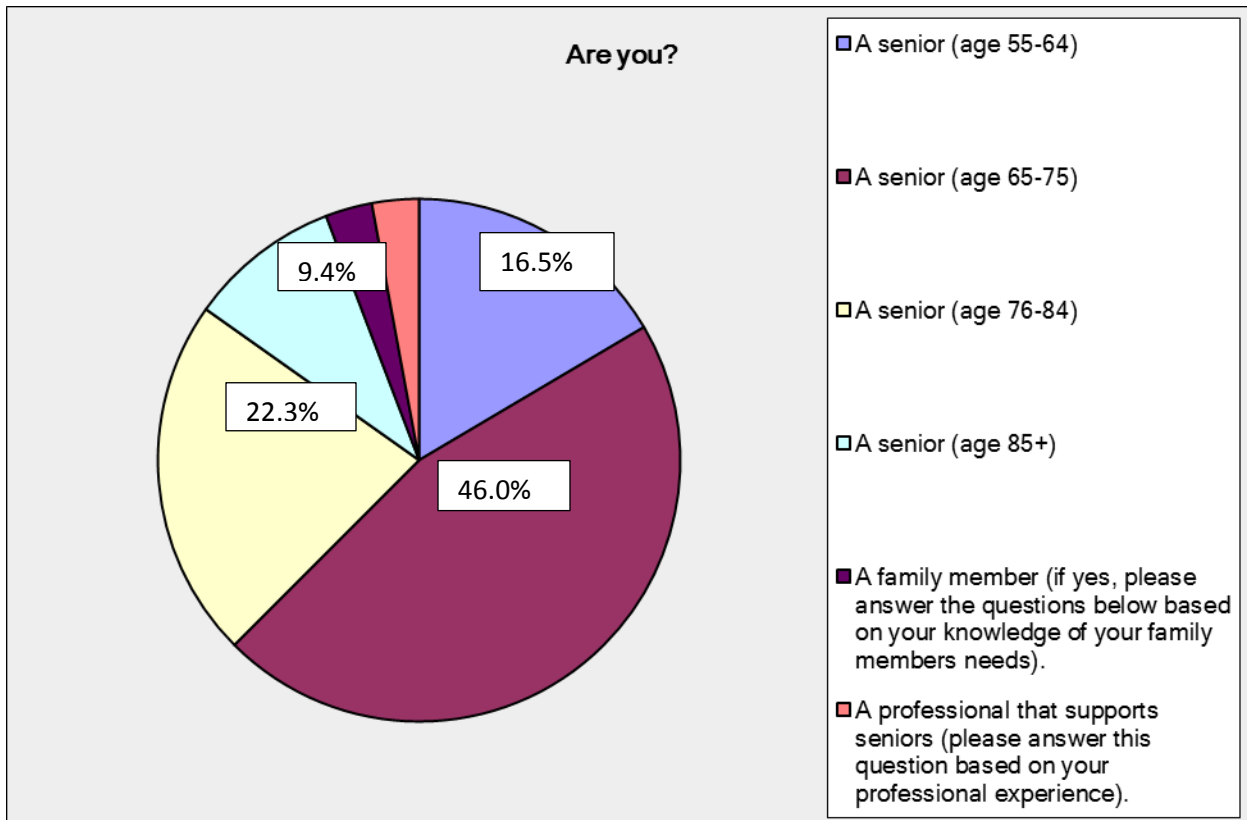


Age of Respondent

The second survey question asked about the age of the respondent. The majority of senior respondents

Age Distribution of Respondents		
A senior (age 55-64)	A senior (age 55-64)	16.5%
A senior (age 65-75)	A senior (age 65-75)	46.0%
A senior (age 76-84)	A senior (age 76-84)	22.3%
A senior (age 85+)	A senior (age 85+)	9.4%
A family member		2.9%
A professional that supports seniors		2.9%

were aged 65-74 years of age (46 percent). 22.3percent of seniors who responded were aged 76-84 and 16.5 percent were younger seniors aged 55-64. We also designed a second survey specific to professionals so we could capture information that differed from the questions asked in this survey.



Gender Distribution

For the male respondents, 19 percent were aged 55-64 of age, 61 percent were aged 65-74 and 19 percent were aged 76-84 years of age.

Male Respondents Age	Percentage of Respondents
Age 55-64 years	19.05%
Age 65-74 years	61.9%
Age 76-84 years	19.05 %
Age 85 plus	0 %

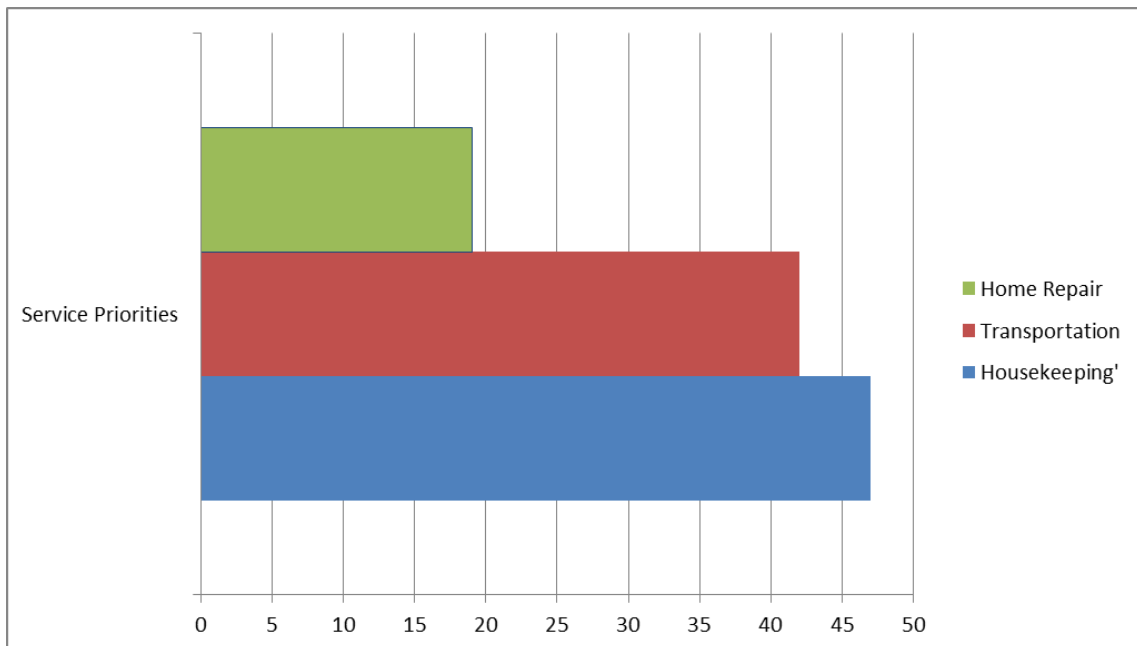
For the female respondents, the age distribution is as follows:

Female Respondents Age	Percentage of Respondents
Age 55-64 years	14.29%
Age 65-74 years	51.65%
Age 76-84 years	23.08%
Age 85 plus	10.99%

Priorities for Better at Home

Our surveys asked seniors about the most pressing priorities in Delta based on the basket of services provided through Better at Home.

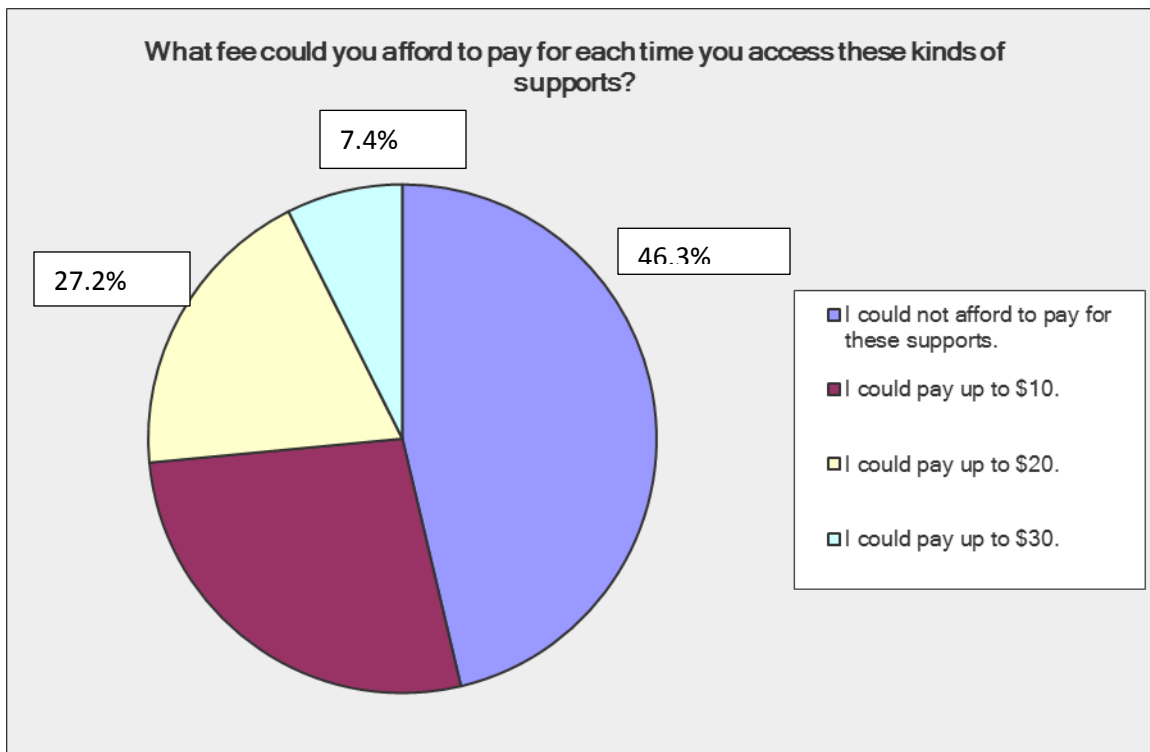
Housekeeping, transportation and home repair ranked the highest service priority across the community. Friendly visiting and yard work ranked fourth and fifth respectively.



Ability to Pay for Supports

Of the 147 survey respondents, the majority of survey respondents (53.7 percent) indicated they could afford to pay between \$10.00 and \$30.00 to access the services provided by Better at Home. However, it is also significant to note that 46.3 percent of respondents specified they would require some form of subsidy to access the program. This will factor into the program design for the lead service provider.

The lead service provider in Delta has an important role in identifying how to serve the needs of seniors who require some sort of subsidy and complement that service through those seniors that have the means to pay for services.



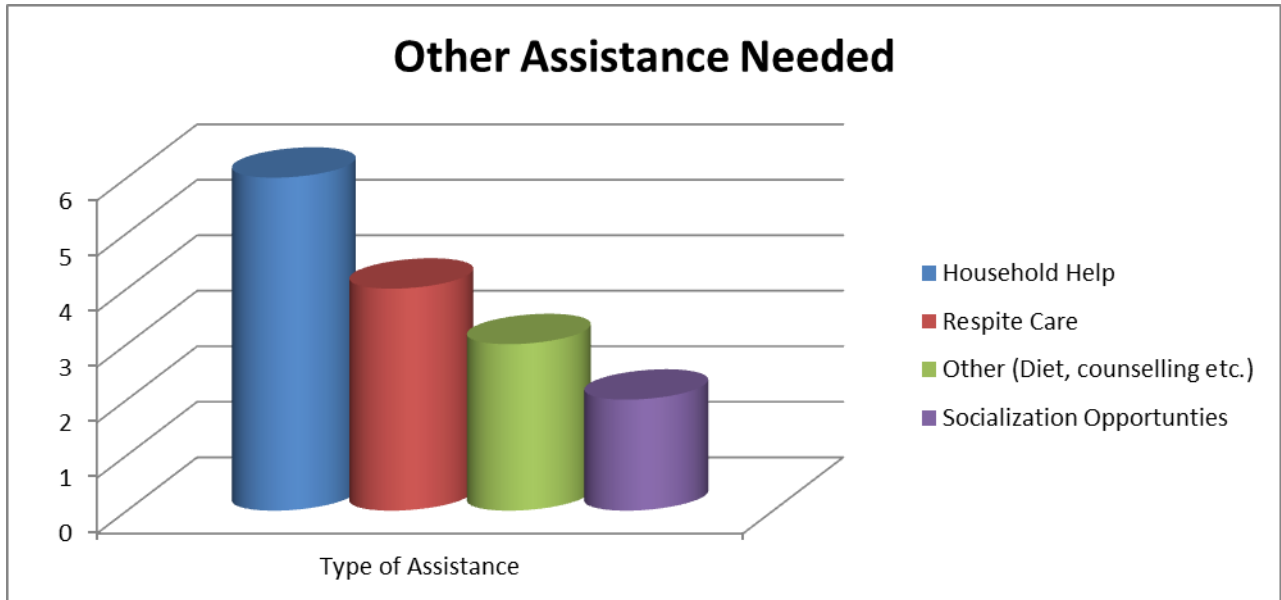
Other Assistance Needed

Survey participants were invited to suggest areas where additional assistance was needed outside of the “Better at Home” basket of services. These additional needs clustered under the following categories:

- Household help;
- Respite care;
- Nutrition and counselling support services ;
- Socialization opportunities (friendly visiting).

Many of the responses gathered under the “Other Assistance Needed” portion of the survey could be addressed, at least in part, through some of the “Household Help” and “Friendly Visiting” services. This enhances that value of providing comprehensive “Household Help” and “Friendly Visiting” services.

The need for respite care has come up numerous times in Delta (through other parts of the consultation process as well) and we mention it again in case additional funds become available to address this need for seniors in the community.



Willingness to Volunteer

Some Delta seniors are eager to get involved as volunteers to help other seniors in the community. This is a great resource of talent and contacts that could be realized through 'Better at Home'.

Approximately 17 percent of the respondents noted they would be interested in helping other seniors with some of the activities provided by 'Better at Home' and another 16 percent noted they would like more details and may be interested in volunteering their time. During the Ladner focus group session for seniors, the

group became very animated and creative about the kinds of supports that other seniors could provide in the community. They came up with some great ideas about how to support senior involvement. It would be great to actualize this energy and intention through the next steps in the process. This is a great opportunity to harvest those ideas and involve seniors in addressing their needs while addressing the needs of others. A full list of volunteer contacts will be available to the lead service provider following the consultation session. The lead service provider has been provided with the contact information for these seniors.

Other Comments

Other comments captured included the need for a community telephone, computer, and help to fill in forms and complete taxes. Some seniors commented on insufficient literacy skills and needed specialized help in that area. Still other seniors would like assistance to access health based supports. People commented again on the need for caregiver supports and the dire need to provide respite to address the needs of caregivers.

Isolation of seniors is also an issue for some. When seniors do not have family nearby and are not able to drive, the distance to appointments and access to the town centre becomes a huge issue. Many seniors appear to rely on friends who are also elderly and are often not able to assist as much as they used to.

Professional Survey Results

The professionals surveyed indicated that the following were important for seniors:

What specific non-medical needs do seniors have in Delta?
Transportation and help with groceries
Education
Proper communication about the services they can access
Assistance with transportation
Assistance with medications
Assistance with personal care

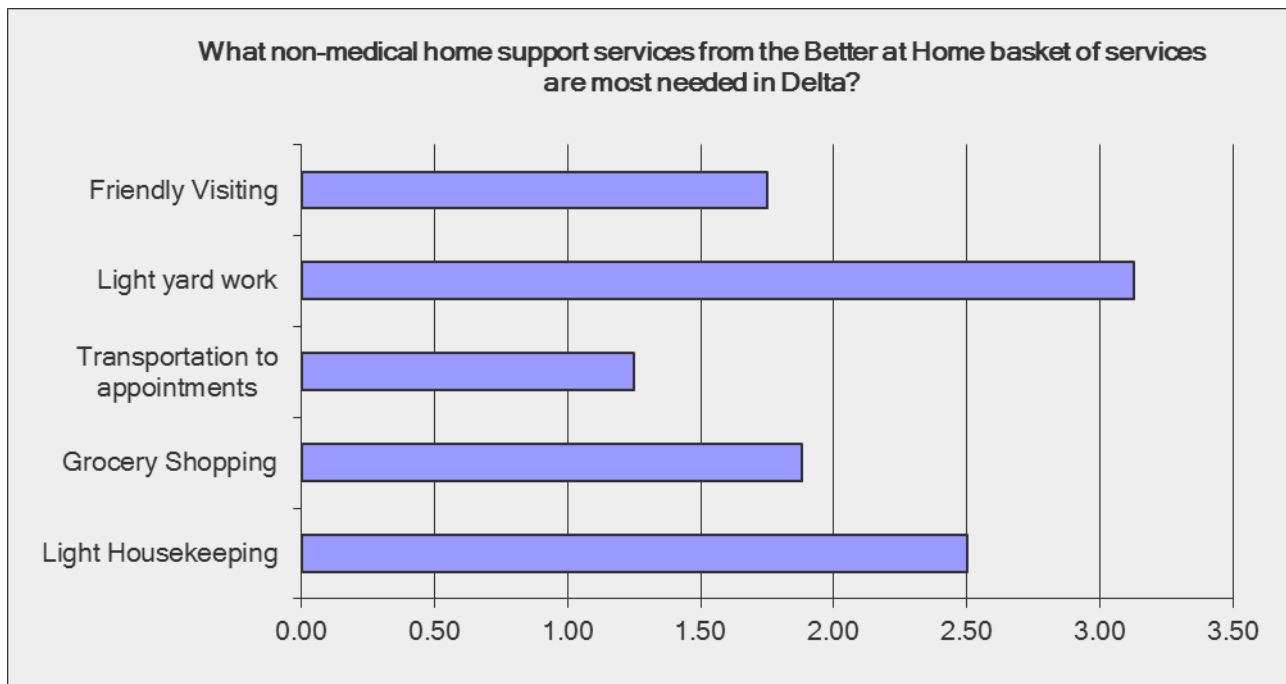
Home support services such as personal care, meal assistance, medication management, friendly visitors. Home health cannot go in to "checkup" on people, but sometimes this reassuring service would be helpful. I know there is Deltassist's daily phone check, but face to face can make the world of difference for an isolated senior.

Caregivers, Aides to Daily Living, food preparation

Foundational services to help an individual thrive: meals, shopping, friendly visiting, transportation, medical supervision.

Driving to appointments, cleaning, support with pets, Laundry

When professionals responded about the preferred services from the Better at Home basket of services, they noted the following priorities.



Appendix D - Documentation of media coverage

Media Sources

These media sources were contacted in order to publicize and promote involvement in the ' *Better at Home*' community development process. A combination of press releases and event announcements went to each of these sources.

- Corporation of Delta Reader Boards (located in Tsawwassen, Ladner and North Delta)
- Corporation of Delta (Facebook page)
- Local newspapers -Delta Now, Delta Optimist, South Delta, Surrey/North Delta Leader
- We invited the MLA's- MLA Vicki Huntington and the representative from Scott Hamilton, MLA's constituency office attended the community meetings in North Delta and Tsawwassen.
- BC Nurse's Union attended the focus groups, community meeting and service provider meetings.
- JR FM Radio Station

Press Release

Date: April 2, 2013

Supporting Seniors to Remain Independent

As community developers for the United Way's "Better at Home" program, we have the task of learning about which non-medical services will enhance the lives of seniors so they can remain at home and be as independent as possible. The majority of older adults wish to live independently as long as possible and as the risk of physical and cognitive decline increases with age, vulnerability also increases. Better at Home provides provide non-medical home support services such as light housekeeping, grocery shopping, transportation to appointments, simple home repairs, friendly visiting, and light yard work. In order for this to happen, we need hear your voice to help identify the priorities for Delta and make this program a reality.

According to BC Stats, "Delta seniors accounted for 14.6 % of the total population in Delta and this number is expected to grow by 52.6% by 2020." This represents the fifth highest number of seniors in the Fraser Region.

As we age, risk factors such as social isolation increase as we lose our friends and loved ones. Access to suitable transportation is essential to participate in and be connected to community. These connections decrease the likelihood of elder abuse, neglect or self-neglect. The vast majority of seniors are socially active, healthy and capable and yet others struggle with day to day tasks that the agile take for granted.

How many seniors do we have in this community who could successfully maintain their independence with a little bit of practical support? If you, or someone you know needs this kind of support, please add your voice. We encourage all seniors and their families to offer their input at upcoming consultation sessions.

Ladner Pioneer Library
April 29, 2013
1- 3 PM
4683 - 51st Street

North Delta
May 6th, 2013
Crossroads United Church
7655 -120 Street
2 PM-3:30 PM

Seniors, families and service providers are also encouraged to attend the North Delta community meeting scheduled for:
Deltassist Conference Room
May 29, 2013
9AM - Noon
9097 120 Street North Delta

To register:

Contact Deirdre Goudriaan at Deirdre@teampayconsulting.com or call 778.891.8948.

For more details see www.betterathome.ca

Delta Optimist/South Delta Leader/North Delta Leader/ North Delta Now
Wed. March 6, 2013
Byline: Deirdre Goudriaan

Supporting Seniors to Stay Independent

As community developer for the United Way's "**Better at Home**" program, I have the task of learning about which non-medical services will enhance the lives of seniors so they can remain at home and be as independent as possible. The majority of older adults wish to live independently as long as possible and as the risk of physical and cognitive decline increases with age, vulnerability also increases.

According to BC Stats, "Delta seniors accounted for 14.6 % of the total population in Delta and this number is expected to grow by 52.6% by 2020." This represents the fifth highest number of seniors in the Fraser Region.

As we age, risk factors such as social isolation increase as we lose our friends and loved ones. Access to suitable transportation is essential to participate in and be connected to community. These connections decrease the likelihood of elder abuse, neglect or self-neglect. The vast majority of seniors are socially active, healthy and capable and yet others struggle with day to day tasks that the agile take for granted.

Furthermore, life circumstances can very quickly change the picture for anyone and can lead to a significant loss in quality of life. How many seniors do we have in this community who could successfully maintain their independence with a little bit of practical support?

Delta has an opportunity to launch the **Better at Home** program on May 6th at 2 pm with the help of the United Way of the Lower Mainland to provide non-medical home support services such as light housekeeping, grocery shopping, transportation to appointments, simple home repairs, friendly visiting, and light yard work. In order for this to happen, we need hear your voice to help identify the priorities for Delta and make this program a reality.

If you, or someone you know needs this kind of support, please add your voice. I encourage all seniors, their families in the North Delta area to offer their input at a consultation session at Crossroads United Church located at 7655 120 St. Delta, BC. Refreshments will be provided. Sessions will be held in all geographic areas of Delta – stay tuned for upcoming dates.

To register for the Delta **Better at Home** consultation meeting contact Deirdre Goudriaan at Deirdre@teampayconsulting.com or call me at 778.891.8948.

MEDIA RELEASE

Date: March 21, 2013

Supporting Seniors to Remain Independent

As community developer for the United Way's "Better at Home" program, I have the task of learning about which non-medical services will enhance the lives of seniors so they can remain at home and be as independent as possible. The majority of older adults wish to live independently as long as possible and as the risk of physical and cognitive decline increases with age, vulnerability also increases.

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To register for the North Delta Better at Home consultation meeting:
Contact Deirdre Goudriaan at Deirdre@teampayconsulting.com or
Call Diane or Joanne at Crossroads United Church at 778-593-1043.

For more details see www.betterathome.ca