



United Way helping seniors
remain independent.

HOPE, FRASER CANYON, SUNSHINE VALLEY COMMUNITY REPORT



Completed for:

**United Way of the Fraser Valley | United Way of the Lower Mainland
AND
Hope, Fraser Canyon, Sunshine Valley Seniors and Service Providers**

Completed by:

LifeChanges Consulting Services

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United Way

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ACKNOWLEDGEMENTS

Community development processes such as this one succeed in engaging people with the help of local community champions. The expanse of the area covered by this *Better at Home* initiative posed an increased risk of exclusion. Thank you to the community champions who went the extra mile to ensure seniors completed surveys, created opportunities to present the program, and helped spread the message:

- Care Transit, Shari and Wanda (Hope)
- Hope Seniors Peer Counseling Society, Peni (Hope)
- Boston Bar/North Bend Enhancement Society, Nancy (Boston Bar/North Bend)
- Fraser Thompson Indian Services Society, Anne and Lee Anne (Spuzzum)

Thank you to the seniors, service providers, families and other professionals in Hope, Boston Bar | North Bend, Sunshine Valley, and the Fraser Canyon for your input into this report. I acknowledge and appreciate your passion for seniors and your ongoing commitment to making your communities the best they can be! It has been my pleasure and honour to serve as your community developer for this *Better at Home* initiative.

I also thank Debbie Sharp at United Way of the Lower Mainland and Wayne Green at United Way of the Fraser Valley for their support throughout the process - they patiently answered all my questions, even when I asked the same ones again!

Lucie Honey-Ray
Community Developer



Photo 1 - Morning of Community Meeting

LIST OF ACRONYMS

The following are acronyms used throughout this report.

BBNBES - Boston Bar North Bend Enhancement Society

FTISS - Fraser Thompson Indian Services Society

FVRD - Fraser Valley Regional District

HATS - Hope and Area Transition Society

HCS - Hope Community Services

HSPCS - Hope Seniors Peer Counseling Society

UWFV - United Way of the Fraser Valley

UWLM - United Way of the Lower Mainland

EXECUTIVE SUMMARY

Better at Home is a program that helps seniors with simple day-to-day tasks so that they can continue to live independently in their own homes and remain connected to their communities. Rather than use the common competitive process where the funder selects the lead agency from proposals, *Better at Home* empowers communities to make their own decisions through a community development process. This report reflects the findings of the community development process for Hope, Sunshine Valley and the Fraser Canyon. It will be used by the lead organization to design an appropriate local *Better at Home* program that responds to identified community needs.

Community development as a field has many focuses and definitions. For the purpose of this process an asset-based capacity building approach was used. Local seniors' community champions were identified in several communities and the asset-based perspective allowed us to focus on the positives while the capacity building remained at the local community level. These approaches led to a greater understanding of what's needed to enhance seniors' well-being by helping them to remain in their homes and enjoy increased quality of life.

Specific community development activities for this initiative included: stakeholder interviews with service providers, presentations to seniors gatherings and service provider groups, an inventory of the communities' assets and demographics, seniors surveys, a review of current reports and research, and a decision-making community meeting with seniors and service providers on June 10th.

This *Better at Home* initiative includes: the District of Hope, Sunshine Valley, Dogwood Valley, Yale, Spuzzum, Boston Bar | North Bend and 8 First Nations. The area spans over 100kms from Sunshine Valley in the east to Boston Bar | North Bend in the north and as the report indicates, there are a number of challenges to obtaining accurate demographic data for the area. Seniors represent more than 25% of the population (1,696 seniors/6,887 total population) and Hope is home to 85% of the seniors in the area. Considering the area, Hope is seen as the 'have it all' community, serviced by 2 grocery stores, 3 pharmacies, retail outlets, and several restaurants. And for Hope residents, Chilliwack is seen as the 'have it all' community.

As the full report reveals, transportation and geography are the greatest barriers to healthy aging in the area. Adding to the challenge, the Fraser Valley Regional District's report on aging indicates the majority of seniors aged 65 to 84 in Hope live in single-detached homes (FVRD, 2012). Specifically in smaller rural communities, the ability to participate in social and meaningful activities such as volunteering is closely tied to transportation and access. The area covered by this *Better at Home* has no public transportation. The FVRD report also states that 45% of seniors aged 65-74 reported limitations in activities (FVRD, 2012). Transportation can enable a senior to remain in their own home longer increasing quality of life which is the aim of the *Better at Home* program.

Despite these obstacles, the area is rich with champions and non-profit organizations who care deeply about seniors needs. They unanimously identified transportation, friendly visiting and light housekeeping as key concerns for seniors. Two hundred surveys completed by seniors confirmed transportation, light housekeeping and friendly visits as the top three issues. The survey's results were tabulated and brought forward to the decision-making community meeting held on June 10.

At this meeting, seniors prioritized the basket of services offered by the *Better at Home* program for their local areas, and service providers agreed on an organizational framework (lead agency and service delivery) moving forward. Seniors consistently identified a '**one stop shop**', centrally located and accessible, where all services or information could be accessed. They were very clear on their request for **local delivery of service** and it was agreed that the lead agency would be located in Hope with a service provider in the Boston Bar | North Bend area.

Services for *Better at Home* in Boston Bar | North Bend will be provided by the **Boston Bar North Bend Enhancement Society**. Service priority decisions carefully weighed the survey data, demographics, and the capacity to deliver. The Society will roll out **grocery shopping** as its top priority, followed by three combined services: **simple home repairs, light yard work, and snow shovelling**, leading to **light housekeeping**.

Services for *Better at Home* in Hope will be provided by **Care Transit**. Service priority decisions carefully weighed the survey data, demographics, and the combined local knowledge of the thirty one participants at the meeting. Hope will roll out **transportation** first, followed by a combination of **light yard work and snow shovelling**, leading to **light housekeeping**, and completing with **friendly visiting**.

Through an engaging and participatory process, service providers created a wall of key ingredients for the lead agency that closely matched the lead agency criteria identified by seniors in the survey and at the community meeting. Three service providers in Hope expressed interest in the role of lead agency and through courageous discussions it was agreed that Hope and Area Transition Society would take the lead agency role providing administrative support for Care Transit and the Enhancement Society as the front line service delivery hubs. A week after the community meeting, the three organizations met to discuss the terms of their agreement. It became obvious that Care Transit had the community support, capacity and structure to take on the role of lead agency. Having delivered transportation services to seniors in the area for more than 6 years, the organization has grown to be the hub for seniors' information and they have an efficient system for subsidies and fee for service that works. As all three agencies were in agreement, the Hope and Area Transition Society gracefully declined and Care Transit was pleased to accept the role of lead agency.

Care Transit Society in Hope will be making application on behalf of the communities as lead agency in partnership with the Enhancement Society as a service delivery partner in the north east Fraser Canyon area. Funding is expected in October 2013 with service priorities to follow an initial set up period.

"Seniors are an asset - not a liability."

Fraser Valley Regional District

INTRODUCTION

***Better at Home* Program**

Better at Home is a program that helps seniors with simple day-to-day tasks so that they can continue to live independently in their own homes and remain connected to their communities. The program is funded by the Government of British Columbia and managed by the United Way of the Lower Mainland, with services delivered by a local non-profit organization. The *Better at Home* program is designed to address the specific needs of local seniors, allowing communities to choose from the following basket of services:

- friendly visiting
- transportation to appointments
- snow shoveling
- light yard work
- simple home repairs
- grocery shopping
- light housekeeping

Hope, the Fraser Canyon, and Sunshine Valley have been identified as a potential *Better at Home* site. Included in this initiative are several communities including: Hope, Boston Bar, North Bend, Yale, Dogwood Valley, Sunshine Valley. Also included are several First Nations: Boothroyd, Boston Bar, North Bend, Spuzzum, Union Bar, Yale, Hope, and Chawathil.



Lucie Honey-Ray was hired as the community developer to assess community readiness, identify seniors' assets, needs and priorities in regards to the basket of services, and help identify potential lead organizations suited to deliver the *Better at Home* program.

This report reflects the findings of the community development process and will be used by the lead organization to design an appropriate local *Better at Home* program that responds to identified community needs.

The Local Community Development Approach

Rather than use the common competitive process where the funder selects the lead agency from a series of proposals, *Better at Home* empowers communities to make their own decisions through a community engagement and development process. Community development as a field has many focuses and definitions. For the purpose of this process an asset-based capacity building approach was used.

Local seniors' community champions were identified in several communities covered by this *Better at Home* initiative. The asset-based perspective allowed us to focus on the positives while the capacity building remained at the local community level. These approaches led to a greater understanding of

what's needed to enhance seniors' well-being by helping them to remain in their homes and enjoy increased quality of life.

A lot of multidisciplinary research has linked quality of life to longevity. National Geographic studies places in the world with the most centenarians (individuals over the age of 100) in search of the secrets to longevity. Apart from the basics of diet and exercise, the three most often mentioned attributes are a sense of purpose, a positive attitude, and close social supports. Through continued community development processes, it is anticipated this *Better at Home* site will have an opportunity to influence the longevity and quality of life for its citizens.

Better at Home aims to provide opportunities for seniors to experience well-being in Hope, Dogwood Valley, Yale, Boston Bar and North Bend, Sunshine Valley, and a number of First Nations communities rooted in the Fraser Canyon.

Specific community development activities for this initiative included:

- Stakeholder interviews with service provider representatives in the many communities served provided valuable input (Anne Cochrane, Lee Anne (FTISS), Maclynne Bourquin (HCS), Peni and Pam Wilson (HSPCS), Gerry Dyble and Catherine (HATS), Shari Carrat (Care Transit), Nancy Carmichael (BBNBES) ;
- Presentations to seniors gatherings and groups (Golden Agers, Lunch with the Bunch, Aquafit, Seniors coffee time at Library) and service provider meetings (Hope Healthy Communities and Beyond Borders);
- An inventory of the communities' assets with demographics and opportunities;
- Over 300 surveys were distributed by local community champions and more than 200 responses were collected and;
- A meeting with seniors and service providers on June 10th prioritized the basket of services and determined the collaborative partners and lead agency best positioned to provide *Better at Home* services.



June 2013



COMMUNITY PROFILE

The local seniors population

Located at the Eastern end of the Fraser Valley, Hope is described as a vibrant community surrounded by mountains, at the junction of the Fraser and Coquihalla Rivers, and the converging point of Highways 1, 3, 5, and 7 (Hope 2013 Official Visitors Guide). Once a hub for the gold rush and thriving on forestry and mining activity, the last 50 years have seen a steady economic decline and a shift to a retirement community (Hope Branding Initiative, February 2013). Land and housing cost averages in Hope are almost 50% less than their provincial averages making it even more desirable for seniors. The District of Hope is the only incorporated municipality in the area covered.

Also included in this *Better at Home* is the community of Sunshine Valley, located 19kms east of Hope on Highway 3, and home to a number of full time and seasonal outdoor enthusiasts. Heading north 32kms from Hope is the small town of Yale known for its history as a trading post in the 1840s and later for the gold rush in the 1850s. Further north, 67kms from Hope is Boston Bar and North Bend known as the cross-river communities. Woven throughout the Fraser Canyon is a rich First Nation's presence including 8 nations or bands, some members of Tribal Councils and others operating independently. Our reason for introducing the communities is to provide a context of the expansiveness and complexities of this *Better at Home* initiative - a little over 100kms from Sunshine Valley through Hope to Boston Bar | North Bend. In addition to the increased potential for seniors' isolation, demographic data for this rural area ranges widely based on federal, provincial, and local electoral areas as well as health areas, most of which have differing geographic boundaries.

In order to create a profile of seniors in the communities, demographic information has been obtained through a variety of sources. The information gathered is presented in 2 two tables: communities and First Nations.

| Community | Total Pop | Estimated Population | Seniors | Source |
|-------------------------|--------------|---|--------------|------------|
| District of Hope | 5,970 | | 1,445 | BC Stats |
| Boston Bar North Bend | 383 | 601 estimated total | 230 | Hopebc.com |
| Sunshine Valley | 230 | Seasonal - 100 full time Most seniors noted as snow birds (travel in winter) | Unknown | Hopebc.com |
| Yale | 171 | | Unknown | Hopebc.com |
| Dogwood Valley | 133 | | 21 | Hopebc.com |
| TOTALS | 6,887 | | 1,696 | |

| First Nations | Total Pop | Estimated Population | Seniors | Source |
|----------------------------------|--------------|-----------------------------------|-----------|---------------|
| Shxw'owhamel First Nation - Hope | Unknown | Member Sto:Lo Tribal Council | Unknown | |
| Chawathil First Nation Hope | 540 | Member Sto:Lo Tribal Council | Unknown | Sto:Lo |
| Boothroyd North Bend | 266 | Nlaka'pamux Nation Tribal Council | 19 | Anne Cochrane |
| Boston Bar First Nation | 303 | Nlaka'pamux Nation Tribal Council | 23 | Anne Cochrane |
| Spuzzum First Nation | 210 | Nlaka'pamux Nation Tribal Council | 12 | Anne Cochrane |
| Union Bar - Hope | 118 | Independent | Unknown | Sto:Lo |
| Yale First Nation | Unknown | Independent | Unknown | |
| Peter's Band - Hope | Unknown | Independent | Unknown | |
| TOTALS | 1,437 | | 54 | |

Although smaller in total population than most other communities in the Fraser Valley, the communities covered by this initiative have a higher proportion of seniors representing 24% or more of their total population and in Boston Bar | North Bend it is estimated that close to 40% of the population considers themselves seniors. The First Nations for which numbers are available indicate less than 10% of population is seniors.

A breakdown of the population by age is available for Hope. The majority of seniors being younger than 79 may provide evidence of the area's shift to a retirement community. The area's seniors population is homogeneous with approximately 95% identifying English as their household language.

| Seniors Age Breakdown | Population | % Pop. |
|-----------------------|------------|--------|
| 65 to 69 | 475 | 33% |
| 70 to 74 | 350 | 24% |
| 75 to 79 | 280 | 19% |
| 79 to 84 | 180 | 13% |
| 85 and over | 160 | 11% |

The report *Aging in the Fraser Valley Regional District* indicates the majority of seniors in the area have lower levels of education at or below high school (2012). The *Seniors Health Profile for Fraser East* includes all of the Fraser Valley Regional District (FVRD) and indicates that only 30% of seniors report good to excellent health. According to this report, 34% of the population has more than one chronic condition and is responsible for 80% of the health care costs (2011). If this is true for the Hope area, approximately 577 seniors would have one or more chronic conditions.

Using Electoral Areas A and B in addition to Hope, the FVRD report identifies the following average household incomes in 2006. Although Areas A and B cover a little more than the boundaries

| | |
|------------------|----------|
| Electoral Area A | \$26,158 |
| Electoral Area B | \$19,523 |
| Hope | \$31,929 |

established for this program, these figures are probably the most accurate representation and may be useful when deciding on the sliding scale for subsidies.

The FVRD aging research states that the majority of seniors aged 65 to 84 in Hope live in single-detached homes. In addition, although 64.9% of seniors in the district reported high levels of social support - geography and lack of public transportation are huge barriers in Hope, Boston Bar | North Bend and the Fraser Canyon. As we will highlight throughout this report, transportation and geography are by far the greatest barriers to healthy aging in the area.

Summary of Community Assets

Challenges abound in the Hope, Sunshine Valley and Fraser Canyon areas when it comes to the provision of services. Small population numbers in the only municipality result in a small tax base and small population numbers all around mean shared or limited health services, road services, and access to day to day commodities such as groceries at a reasonable price. Providing services also has a number of obstacles based on the areas expansiveness and the lack of public transit.

Despite these obstacles, the area is rich with champions and non-profit organizations who care deeply about seniors needs. In Hope, Sunshine Valley and Dogwood Valley, Care Transit provides transportation to and from appointments as well as a number of social day trips and regular transport to Chilliwack. Hope Community Services, despite cuts in funding, acted as a catalyst engaging community groups to volunteer and support Lunch with the Bunch and Meals on Wheels. Hope Seniors Peer Counsellors Society is building its volunteer base with the intention to provide training

| What programs services | # | Who provides them |
|----------------------------------|----|-------------------------------------|
| Transportation | 46 | Care Transit |
| Home care Social services | 21 | 19 x Government 2 x Fraser Health |
| Meals on Wheels/Lunch with bunch | 40 | 38 x Rollys, Churches, Clubs, 2 HCS |
| Good Food Box | 3 | HCS |
| Lunches / card playing | 4 | Golden Age Society |
| Veterans Independent Program | 4 | Dept of Veteran's Affairs |
| Counselling and Visitation | 4 | Hope Seniors Peer Counselling |
| Respite and palliative care | 4 | Fraser Health |
| Library | 4 | |
| Hospice | 2 | Fraser Canyon Hospice Society |
| Groceries delivered | 2 | Coopers and Buy and Save |
| Prescriptions delivered | 2 | Pharmasave |
| Exercise | | Recreation Centre |
| Social Events | | Legion and Eagle's Club |
| Sing-along | | United Church |

and increase its friendly visiting services for seniors. Hope also has a Golden Age Society, an Eagles Club, and a Legion that provide opportunities for seniors to connect and socialize. Question two of the survey used to engage

seniors asked them to identify which programs were offered and who provided those services. Here is what Hope respondents said. It is important to note that only 36 out of 134 or 27% of respondents stated the services are accessible.

Libraries are available in Hope, Yale and Boston Bar. With the exception of the Hope library which is opened 6 days a week, Yale and Boston Bar are opened a couple of days per week but offer a much needed space for seniors to gather. The Hope library is in possession of a talking book system and is looking to engage others to get it traveling in the area (this is a system that reads books out loud for seniors who have difficulty reading).

Far north in the area you will find the Boston Bar | North Bend Enhancement Society which provides a variety of services for every age group such as a free community lunch once a week out of Family Place. This Society also produces a local newsletter and hosts special occasion events. This society

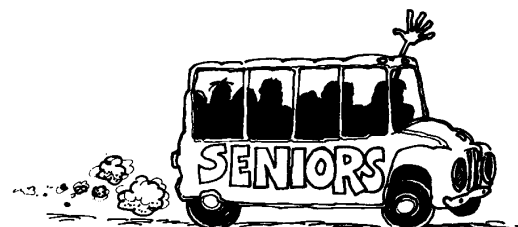
| What programs services | # | Who provides them |
|-----------------------------------|----|----------------------------------|
| Doctor 1 wk - Dentist every 2 wks | 19 | Anderson Creek Medical Clinic |
| North Bend Community Place | 5 | Seniors |
| Community Free lunch | 15 | Family Place BBNBES |
| Shuttle to Hope | 5 | Unknown |
| Prescription delivered to Canyon | 2 | Pharmasave |
| Veterans Independent Program | 2 | Dept of Veteran's Affairs |
| Food Bank | 2 | BBNBES |
| Library | 2 | District |
| Home care Health Nurse | 2 | Fraser Health |
| Great ambulance service | 4 | |
| Road maintenance | | Regional District (Min. of Hwys) |

has been instrumental in the development of North Bend Community Place, a senior's centre, museum and thrift store largely operated by volunteer seniors. They also take care of the Food Bank locally where seniors represent 18% of clients being served. Both Family Place and the Food Bank are offered in partnership

with Hope Community Services. Boston Bar and North Bend are fortunate as they have medical and dental services available through the Anderson Creek Clinic. The area also has Canyon Lanes offering seniors bowling leagues and providing a location for Greyhound services. The survey used to engage seniors in this process asked them to identify which programs were offered and who provided those services. Here is what Boston Bar area respondents said. Compared to Hope residents 18 out of 55, or 33% of respondents stated these were accessible.

The First Nations surveys were distributed by FTISS comprising of Spuzzum, Boston Bar and Boothroyd First Nations. The majority of respondents identified nurses and home care worker services provided by the Tribal Council or Seabird Island. One third thought the services were accessible.

Considering the entire area, Hope is seen as the 'have it all' community, serviced by 2 grocery stores and 3 pharmacies, a number of which offer some complimentary delivery services in Hope and to outlying areas. At least one pharmacy offers delivery services in Hope and on certain days to Canyon Lanes in Boston Bar. And to Hope residents, Chilliwack is seen as the 'have it all' community. Please refer to Appendix C for a detailed list of community resources.



Seniors Needs

Two strategies were undertaken to establish the needs of seniors in the area. The first strategy reviews a number of research and reports and the second presents the results of a seniors survey and presentations to seniors gatherings. The following are the results of our exploration.

The needs of seniors have become more important in recent years due to a life expectancy that keeps rising and a Bell Curve that indicates substantial growth in seniors population (FVRD, 2012). As part of its Regional Snapshot Series on Aging, the Fraser Valley Regional District (FVRD) produced *Aging in the Fraser Valley Regional District* (November, 2012). The report identifies seniors' common concerns as a lack of nearby health services, decreasing mobility, and housing upkeep and accessibility. *Better at Home* provides an opportunity to address at least two of these concerns.

The report argues that the link between strong social supports and better overall physical and mental health is widely recognized. A profile of seniors transportation habits stresses a lack of transportation can increase the risk of social isolation and limit access to needed medical care (Stats Canada, 2012). Specifically in smaller rural communities, the ability to participate in social and meaningful activities such as volunteering is closely tied to transportation and access. The area covered by this *Better at Home* has no public transportation. "Seniors rely on public transportation more than any other age group in Canada" (FVRD, 2012). The balance of the report stresses the need for immediate consideration of mobility, transportation, and housing needs. In the region, 45% of seniors between the ages of 65-74 reported limitations in activities (FVRD, 2012). Transportation can enable a senior to remain in their own home longer increasing quality of life which is the aim of the *Better at Home* program. Transportation is more than just a ride.

"Reliable and adequate transportation contributes to the overall higher quality of life by enabling seniors to participate in social activities and health programs, take advantage of seniors services and give back to the community by volunteering".

Aging in the Fraser Valley Regional District, Nov 2012

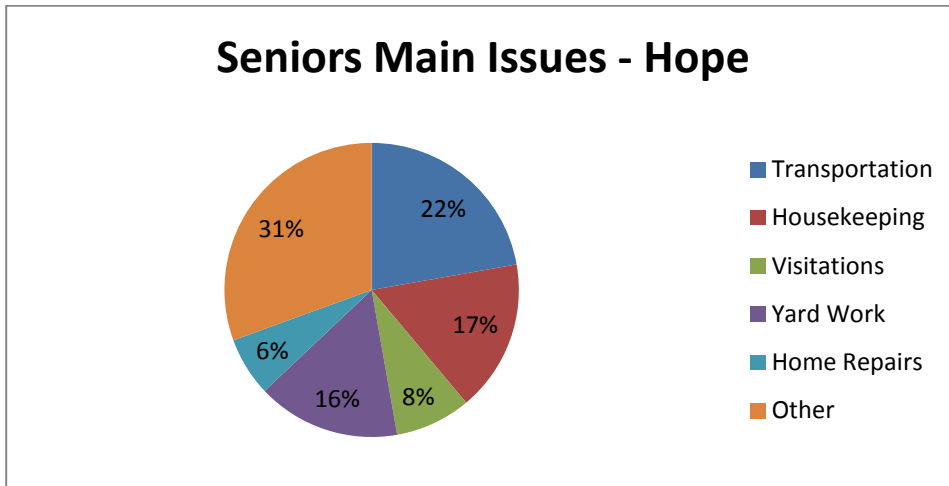
The FVRD identifies finding cost effective ways to provide reliable seniors transportation in rural areas as one of its biggest challenges. Care Transit is noted as a shining example of a program that aims to provide reliable transportation to seniors. Hope and its nearby communities benefit from Care Transit's innovative and volunteer driven solutions to the transportation needs. The report concludes that "the availability of home-based programs that provide medical and non-medical housekeeping support such as cleaning can enhance quality of life and lengthen the amount of time seniors are able to remain in their home" (FVRD, 2012). Hope, the Sunshine Valley and Fraser Canyon to Boston Bar and North Bend are communities that will most definitely benefit from the *Better at Home* program. These reports provided great overviews of their respective regions and led to the quest for localized information from the voices of seniors residing in the areas.

The second strategy utilized to identify the seniors needs was a survey designed by the *Better at Home* management team at the United Way of the Lower Mainland. A number of community champions assisted in the distribution and collection of surveys. Over 300 surveys were distributed,

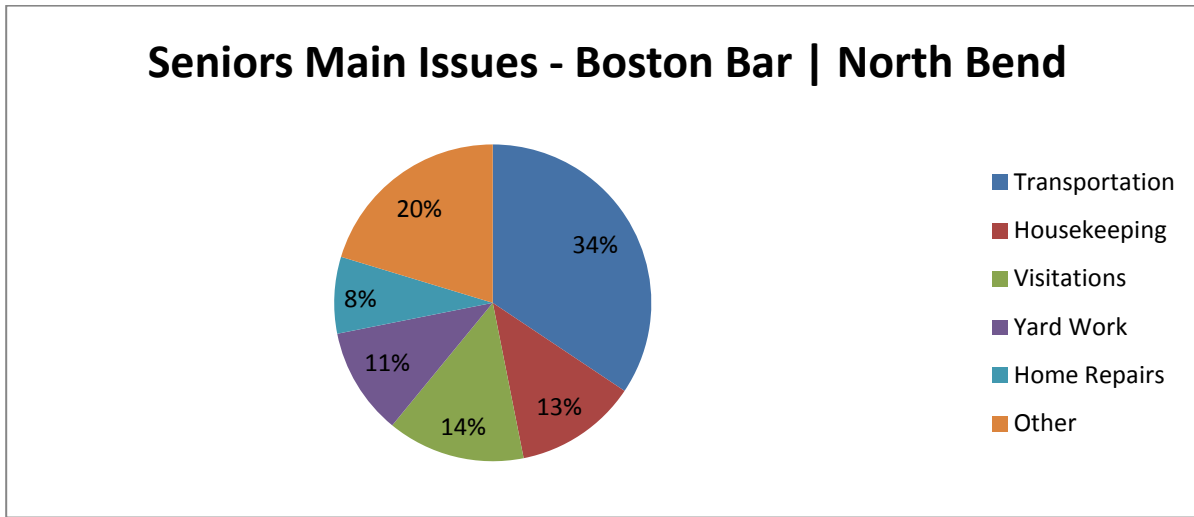
227 were received and a total of 200 valid surveys were tabulated. A survey was considered valid when 2 out of the 4 main questions were answered. The following table provides an overview of the survey respondents.

| Community | Total Surveys | Senior | Service Provider | No Answer | % ratio | Area Coverage |
|--------------------------|---------------|------------|------------------|-----------|---------------|---|
| Boston Bar North Bend | 57 | 45 | 8 | 4 | 55/230 - 24% | Boston Bar = 45 North Bend = 4 Keepers = 2 Fraser Canyon = 1 No answer 3 |
| Hope | 134 | 111 | 12 | 11 | 134/1445 - 9% | Hope = 111 Sunshine Valley = 4 Dogwood Valley = 5 Yale = 5 Othello = 1 No answer = 8 |
| First Nation | 9 | 9 | 0 | 0 | 9/54 - 17% | Spuzzum = 2 Boston Bar = 1 Fraser Canyon = 4 Boothroyd = 2 |
| TOTALS | 200 | 165 | 20 | 15 | | |

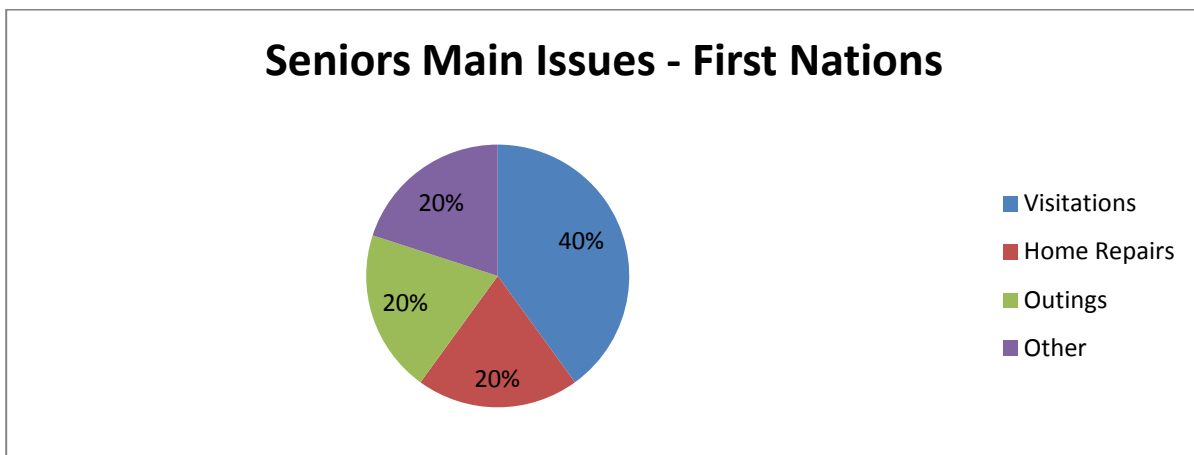
A copy of the survey can be viewed in Appendix A of this report. Question 2 about existing programs and service providers was covered in the community assets section. This next section addresses question 1 about issues and question 3 about the priorities for the basket of services offered by the *Better at Home* program. The pie charts below present the main issues (Q 1) in their corresponding communities. The Other category in Hope includes mostly health related requests for medical services such as increased home care, personal care, medication management, and the costs of housing.



The Other category in Boston Bar and North Bend includes a number of mentions of safety (snow, road clearing, and power outages) and health related requests.



The Other category for First Nations represents requests for medical related services and several mentions that 'we haven't seen a nurse in a long time'.



Although the charts reveal similar issues in all the communities, transportation is a non-issue for First Nations in the north east area of the Fraser Canyon as they are successfully maintaining vehicles that support their residents' requirements. The Boston Bar | North Bend and First Nations survey held several requests for the installation of safety measures (bathroom bars, railings, etc.) in homes. Both Boston Bar | North Bend and Hope share identical patterns in the identification of main issues where support is required. The **top three issues** identified by seniors and service providers are **transportation, housekeeping, and visitations** which includes social outings. This pattern offers opportunities for synergies in the delivery of services to the vast majority of the area.

The next question this report addresses asked seniors to select which services they need most from the *Better at Home* non-medical basket of services (Q 3). This graph highlights the respondents

choices within the basket of services. It is interesting to note that Hope and Boston Bar follow similar patterns again.

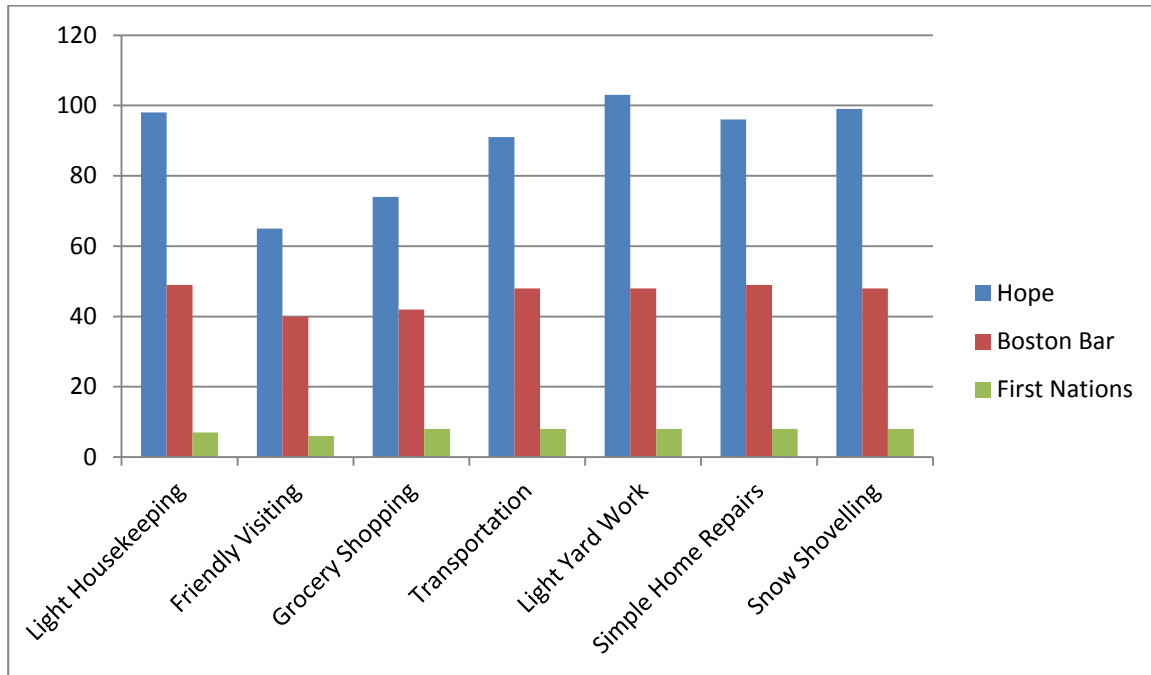


Figure 1 - Basket of Services Survey Tabulation

The issues and prioritizing results expressed in the surveys were combined and brought forward at the community meeting on June 10th where local seniors completed and finalized decisions on the priorities for services.

We want to note one last item to close off this section on seniors needs. Seniors were asked to identify other non-medical service needs that are needed but not included in the basket of services offered by *Better at Home*. The following table lists the most popular requests, in no particular order.

| Hope | Boston Bar North Bend | First Nations |
|---|-----------------------------------|-------------------------|
| Window Washing | Activities to socialize | Chopping cutting wood |
| Gutters and Chimney cleaning | Lifeline services and safety | Chimney cleaning |
| Hair cuts at home | Meals on Wheels | Gardening and canning |
| Cooking meals | Window washing | |
| Scooter sharing co-op | Assistance with forms budgeting | |
| Nutrition - diet - health | Relief for caregivers | |
| Filling in forms, phone calls and bill payments | Better housing | |
| Trash hauling | | |

Opportunities for Collaboration

The communities are small and most service providers know each other well. As with the majority of communities we have worked in, the demands on non-profit organizations continue to surpass their capacity. Stretched to the max, communication tends to be one of the first things to be dropped from busy agendas. On the other hand, seniors tend to have a lot of time and strongly suggested more communication so they know where to access services, where the opportunities to volunteer are, and when and where social activities and events are scheduled. The resource guide or inventory of assets for seniors in the area may be something the communities want to build upon and distribute to seniors.

It is often stated that "it takes a community to raise a child" (Raffi). In alignment with this thought, it takes a community of connected service providers, businesses, and governments to provide the type of collaborative effort that in the end sees the desired outcomes of vibrant communities where all citizens are valued for their contributions. Regular communication between providers of services and advocates for seniors may enhance the communities' abilities to support each other. The *Better at Home* initiative will create an advisory committee and this may be the ideal opportunity to meet more regularly and look for areas where working together might serve the greater need of seniors in the area.

And lastly, seniors in all areas served by this initiative, strongly suggested a 'one stop shop', centrally located and accessible, where all services or information could be accessed. Several non-profit organizations in the area have their own offices with limited hours and could benefit from increased collaboration. Co-location might result in financial benefits with the potential for expanded hours of service. In addition, co-location would be responsive to the seniors' desire for a central place or 'one stop shop'.



Community Consultations and Meetings

One strong indicator of the communities' readiness for a *Better at Home* program is the correlation between what services seniors identified as priorities and how service providers named these same priorities at the onset of this community engagement process. Seven interviews with service providers in the area were completed mostly in the early stages of this project. The majority identified transportation as an immediate concern, followed by friendly visits and housekeeping.

In addition, a number of non-profit organizations expressed interest in the role of lead organizations. Materials were emailed to 5 charitable, non-profit organizations - Care Transit, Hope Community Services, Fraser Thompson Indian Services Society, Boston Bar | North Bend Enhancement Society and the Hope and Area Transition Society. Each organization met the program's mandatory criteria for the role of lead agency, had strong roots in the area and appeared to have strong volunteer recruitment and retention. All had offices or meeting spaces within the communities although some were more welcoming and accessible. Very few of the seniors identified or named a specific organization in their surveys.

The communities as a whole were very receptive to the *Better at Home* program. A number of seniors refused to complete surveys based on their level of honesty and wishes for the funding to go 'where it is truly needed'. Although rural communities tend to experience greater challenges in meeting the needs of their citizens, they often surpass the real sense of caring and vibrant communities that is rare in larger urban centres. We realize that seniors of all income levels need to know that their use of the services may result in increased sustainability for the *Better at Home* program.

Presentations of the *Better at Home* program at the Hope Healthy Community and Spuzzum Beyond Borders meetings were well received. Both organizations provide rich opportunities for the sharing of information among key stakeholders and to increase communications throughout the area. Boston Bar and North Bend Enhancement Society publish and deliver a monthly community newsletter which includes all the resources available locally as well as a calendar of events. Overall the area is very ready to receive funding and move forward with this exciting initiative.

Potential Risks Moving Forward

One potential risk related to the socio economic status of the communities and, based on the size of their seniors population, is not being able to meet the demands for services. With close to 1,700 seniors representing 24 to 38% of the population, this is a very real threat. The lead organization will need to ensure a slow release and marketing of services and have a strong base of service providers. The provision of services in the area will be dependent on both for profit businesses and non-profit organizations. Several individuals interested in providing these services expressed an interest early on and participated in the final community meeting on June 10th.

Although maybe not a risk as such, the *Hope Branding Report* identifies seniors as a threat, weakness and constraint in their most recent SWOT (Strengths, Weaknesses, Opportunities and Strengths) Analysis (February 2013). They believe there are more retirees than working people in the Hope area compared to the rest of the province with 21% drawing pensions. Although the economic perspective is easy to understand it leads to the need for more value around the economic benefit of seniors contributions to the whole of the community. The report *Aging in the Fraser Valley Regional District* affirms that "Donations of time and expertise can be invaluable to communities and gives seniors a way to contribute to their communities, feel needed, and be part of a larger social network, which, in turn, can help prevent social isolation and maintain good health" (FVRD, 2012). Communities will have a better chance to thrive when all sectors see the value in building bridges together.

"Seniors are an asset - not a liability."
Fraser Valley Regional District

LOCAL *Better at Home* PROGRAM DETAILS

This section of our report summarizes the areas *Better at Home* community meeting held on Monday June 10 at the Golden Age Society building in Hope. The meeting was divided into 2 sections: the morning aimed to bring together seniors to prioritize the basket of services for the area and complete a list of criteria for the lead agency selection process; the purpose of the afternoon was to have service providers select their organizational framework - lead agency and partners in delivery. Both sessions were well attended with thirty two (32) seniors and service providers in the morning and a mix of twenty one (21) service providers and seniors in the afternoon. Due to challenges with transportation and distance to travel, the Boston Bar and North Bend area was represented by the Boston Bar | North Bend Enhancement Society and the Fraser Thompson Indian Services Society. Participation was robust and netted great results.

Both sessions included the following:

- a welcome from Wayne Green, Executive Director for the United Way of the Fraser Valley, whose boundaries are included in the area covered by this *Better at Home*;
- an introduction to the *Better at Home* initiative from Debbie Sharp, Field Coordinator for the United Way of the Lower Mainland, who will continue to provide support as this initiative moves forward;
- a summary of the community research and community engagement process completed by Lucie Honey-Ray, Community Developer responsible for the community development process in Hope, Sunshine Valley, Boston Bar and North Bend; and
- processes facilitated by the community developer towards the specific outcomes of each session.

Preferred services for Seniors in Hope and Boston Bar Areas

The surveys completed by seniors strongly suggested separating the delivery of services in the areas of Boston Bar | North Bend and Hope. Through a discussion, all in attendance agreed it would be most beneficial to have a service provider in both of these areas. It was not decided which area would

serve the community of Yale: this item is brought forward in the next steps and recommendation section.

To assist in prioritizing the *Better at Home* basket of services, seniors' survey responses to two questions were combined: the identification of main issues (Q 1) and needs within the basket of services (Q3). Working at area representative tables, participants were asked to hold discussions about the survey results and make recommendations for the top three or four priorities. Represented by a few individuals the Boston Bar | North Bend and Fraser Thompson Indian Service Society representing First Nations in the area came out with these results.

BOSTON BAR | NORTH BEND AND AREA

| Basket of Services | Survey results | Community Meeting Prioritizing Exercise |
|---------------------------|-----------------------|--|
| Light Housekeeping | 65 mentions | # 3 |
| Simple Home Repairs | 64 | # 2 |
| Transportation | 64 | # 4 |
| Light Yard Work | 63 | # 2 |
| Grocery Shopping | 56 | # 1 |
| Snow Shovelling | 55 | # 2 with Light Yard Work + Simple Home Repairs |
| Friendly Visiting | 50 | |

The Boston Bar | North Bend area service provider for *Better at Home* will roll out the following services in order of priority. It was agreed that **grocery shopping** was the top priority and responded to a portion of the transportation needs. Next to be rolled out will be a combination of three services: **simple home repairs, light yard work, and snow shovelling**. The third service to roll out will be **light housekeeping**, followed by transportation. Discussions around friendly visiting concluded that the size and smaller geography of the area led to more community cohesiveness which in turn meant friendly visits were already taking place, neighbours watching out for each other. Part of the discussions held in this group reflected the ability of service providers to effectively engage businesses and roll out the services amidst the weighting of the survey results and the potential for high demands.

There were 5 table discussions held about priorities for services in the Hope area. Each table reported on their priorities and the following are the overall results.

HOPE AND AREA

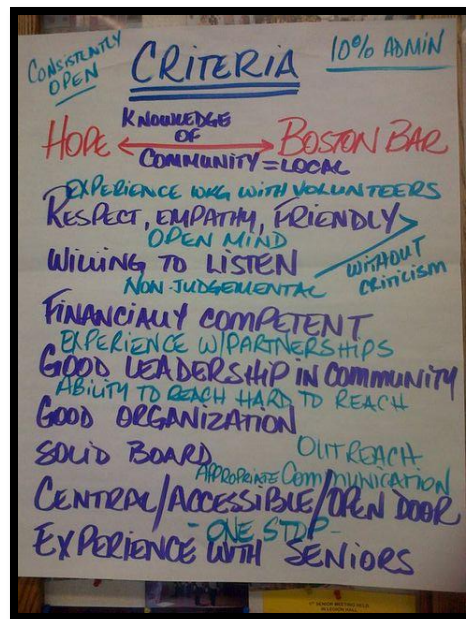
| Basket of Services | Survey Results | Community Meeting Prioritizing Exercise |
|---------------------------|-----------------------|--|
| Transportation` | 112 mentions | # 1 |
| Light Yard Work | 110 | # 2 |
| Light Housekeeping | 109 | # 3 |
| Simple House Repairs | 105 | |
| Snow Shovelling | 102 | # 2 with light yard work - seasonal |
| Grocery Shopping | 82 | Options at Buy and Save + Coopers |
| Friendly Visiting | 60 | # 4 - or phone call |

The Hope area service provider for the *Better at Home* initiative will roll out the following services in order of priority. As **transportation** had the most weight in the survey, most groups agreed that transportation should be the priority and was by far the greatest challenge that exists in the community. This decision was supported by the strong foundation already in place with Care Transit's services. As **light yard work and snow shovelling** represent opposite seasons it was the general consensus that they be combined and the second service to be rolled out. Similar to Boston Bar | North Bend, the third service to roll out in the Hope area will be **light housekeeping**. The first three services corresponded to the results of the seniors survey. A number of rich discussions took place that included thoughtful perspectives on the choice for a fourth service. It was concluded that the survey respondents did not represent isolated seniors who may have chosen friendly visiting. The fourth service to roll out in Hope and the area will be **friendly visiting** which may include regular check in phone calls. Although grocery shopping had a number of requests, a number of seniors may not know that Buy and Save will pick and deliver groceries locally free of charge and Coopers charges \$7 for picking and delivering the order. And lastly, simple house repairs was seen as a high risk for liability insurance and may be rolled out at a future date.

Lead Organization Criteria

The fourth question on our surveys asked seniors to identify criteria that would be important for a strong lead organization to offer *Better at Home* services in Hope and the surrounding communities. It is in response to this question on the survey that the suggestion to keep the service delivery local surfaced. The survey responses were organized in common themes and presented to seniors in the second half of the morning sessions. Attendees at the morning session were then asked if anything was missing. What follows is the final version of seniors' criteria for the lead organization and its partners.

- Knowledge of community and local context
- One stop shop, integrated services, a place for all seniors' inquiries
- Ability to reach hard to reach - outreach
- Respect, empathetic, friendly and willing to listen without criticism
- Open minded, non-judgemental
- Financially competent with a solid board of directors
- Good leadership in community
- Good organization
- Central location, accessible, and must have an open door + be consistently open
- Experience dealing with seniors
- Experience working with volunteers
- Experience with partnerships
- Appropriate and far reaching communication



Questions arose about the administrative fee and whether there was a maximum. The Field Coordinator stated the administrative fee had a maximum of 10% of the total budget. The morning session ended with a question and answer period and was followed by a lunch.

Selection of Lead Organization

A number of additional service providers in the Hope area joined the group at lunch time or arrived shortly before the start of the afternoon session. Whereas a number of senior attendees from the morning left shortly after lunch. We are extremely grateful to those seniors and service providers who dedicated their entire day to this *Better at Home* community meeting. The afternoon session participants introduced themselves and, if any, their association to an organization.

After a repeat of the morning's welcome, introduction to *Better at Home*, and summary of research and community engagement, the facilitator summarized the morning's activities, highlighting the following results:

- the seniors strong desire for localized service delivery and the need for partnership;
- Hope and area plus Boston Bar and area prioritized services from the basket of services offered; and
- the list of criteria for a lead agency | partners that mattered most to seniors.



A general discussion took place about the organizational framework that would best work in the areas covered by this initiative. It was agreed that there would be a service delivery partner in the Boston Bar and North Bend area to service the north east portion of the Fraser Canyon from Spuzzum to Boothroyd. As the District of Hope has by far the largest proportion of seniors in the area, all attendees agreed that a Hope-based lead agency was logical. The community of Yale remains undecided as it marks almost exactly the midpoint between Hope and Boston Bar.

Keeping in mind the criteria already identified by

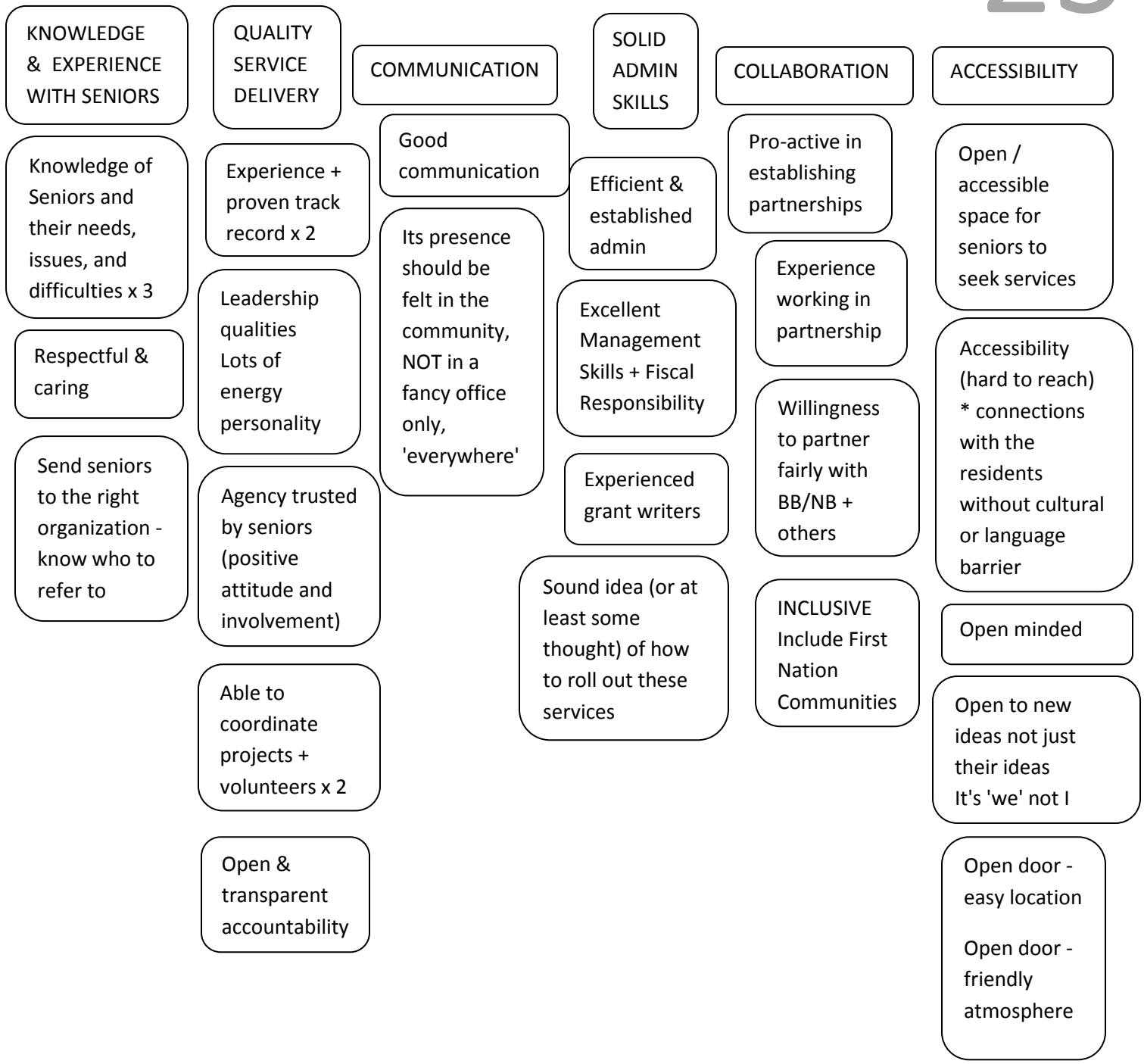
seniors, attendees were asked to create their own list of the ideal conditions required in order for the *Better at Home* program to thrive locally. One idea at a time, they identified responses to the following series of questions:

- What are the key ingredients to making this initiative work?
- What is essential?
- What is desirable?

Through a participatory approach, participants were encouraged to reach consensus about the most important criteria for a lead agency: first identifying and noting their individual ideas, then in groups of two, followed by groups of four or five, and finally with the entire group. The following diagram reflects their resulting Wall of key ingredients and must haves for the lead agency in Hope.



Overarching Commitment to seniors

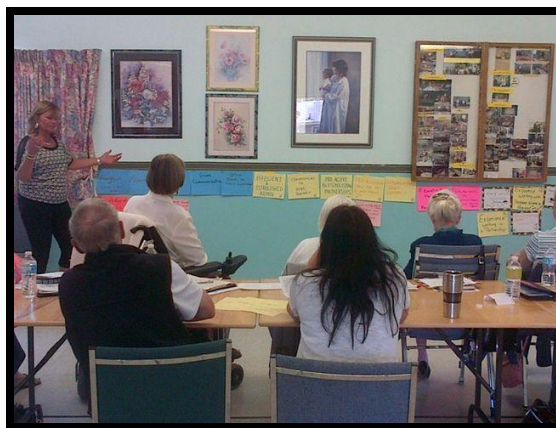


Strong links were established and commonalities identified between the service providers' Wall of key ingredients and the seniors' list of desired criteria.

The next step in our process was the selection of a lead agency and partners. As noted earlier, part of the engagement process included meetings with service providers in the various communities to be served by this initiative. Five organizations originally expressed interest in the role of lead organization. All five acknowledged receipt of documents related to the lead agency expectations: a sample funding application, frequently asked questions, and a list of minimum requirements.

Interested lead organizations were asked to introduce themselves by offering a brief overview of their organizations, their capacity, and specifically address the lead criteria list from seniors and the Wall's desired key ingredients. One organization, Boston Bar North Bend Enhancement Society expressed interest in the delivery of services for the communities Fraser Canyon's north east communities. It was unanimous that the Enhancement Society be selected as the partner for the delivery of the priority services for the *Better at Home* project.

Three organizations expressed interest in the role of lead agency: Hope Community Services, Hope and Area Transition Society, and Care Transit. Hope Community Services and Care Transit were interested in the lead agency role and the delivery of services whereas Hope and Area Transition Society was interested in building capacity by providing administrative and organizational support to the partners in service delivery. Although several recommendations were made, no decisions could be reached through discussions in the larger group. The three organizations were asked to continue their discussions outside, in private, to see if they could reach agreement or come back with solutions. Agreement was reached that Hope and Area Transition Society would take the lead agency role providing administrative support for Care Transit and the Enhancement Society as the front line service delivery hubs.



Within a week of the community meeting, Hope and Area Transition Society, Care Transit and the Boston Bar | North Bend Enhancement Society met to discuss the terms of their agreement. It became obvious at this meeting that Care Transit had the community support, capacity and structure to take on the role of lead agency. Having delivered transportation services to seniors in the area for more than 6 years, the organization has grown to be the hub for seniors' information and through aches and pains they have developed a system for subsidies and fee for service that works effectively. As all three agencies were in agreement, the Hope and Area Transition Society gracefully declined the role and Care Transit was pleased to accept the role of lead agency. **Care Transit Society in Hope will be making application on behalf of the communities as lead agency in partnership with the Enhancement Society as a service delivery partner in the north east Fraser Canyon area.**

RECOMMENDATIONS AND NEXT STEPS

On July 3, representatives from Care Transit, the Boston Bar Enhancement Society, the *Better at Home* Field Coordinator and the community developer met in Hope to discuss next steps in the process. Moving forward, here are the approximate timelines for the process:

- July 2013 - Community developer delivers final report
- August 2013 - Care Transit will complete an online grant application
- September 2013 - United Way of the Lower Mainland reviews the application and approves funding
- October 2013 - Care Transit will receive the first funding installment

Next Steps

- Care Transit and Boston Bar | North Bend Enhancement Society solidify partnership for the delivery of services in the north east Fraser Canyon:
 - decide on a name that represents the area - the _____ *Better at Home* program
 - agree on budget details and / or funding formula
 - agree on terms of reference and accountabilities
 - decide which partner is responsible for service delivery in the community of Yale
 - it was agreed at the community meeting that Boston Bar would serve from Spuzzum to Boothroyd and North Bend
 - it was agreed at the community meeting that Hope would serve the Sunshine Valley and Dogwood Valley
- Press releases need to be issued in Boston Bar | North Bend Newsletter and the Hope Standard newspaper (Care Transit already has mention of the *Better at Home* initiative on their website) announcing Care Transit as the lead agency and service provider for Hope and area and Boston Bar | North Bend Enhancement Society as the service provider for north east Fraser Canyon.
- Prepare for the delivery of services
- UWLM will upload the final report to the *Better at Home* website and the Community Developer will distribute the report to those that attended the meeting and provided email addresses.

Recommendations

We know from the consultation process that seniors in the area have a lot of pride and it is estimated that more than half will not use the services. It is hoped that this presumption is correct as both Care Transit and the Enhancement Society are ready to roll out as soon as possible and feel strong about their capacities to meet the needs of seniors in their areas. Based strictly on population numbers both organizations could quickly be overwhelmed with an overabundance of clients even if one quarter of the population chooses to use the services. It is recommended that both service providers prepare **marketing plans** for the roll out of services. Marketing for services needs to include a reminder that all seniors are invited to access the services - full payment of services enables economies of scale and are returned to revenues to be used again (this is something we believe seniors in the area have not

comprehended yet). The Field Coordinator reminded both passionate agency representatives that slow is good.

It is also recommended that both agencies begin the process of creating **data bases of for profit businesses and non-profit organizations** for the services to be rolled out as well as **recruit volunteers** who may be interested in some of the service provision.

The lead organization and its partner will need to assemble an **advisory committee** for the *Better at Home* initiative. Lead agencies are encouraged to strive for 50% seniors and gender ratio on their advisory committee. Although the specific duties of the advisory committee will be decided by Care Transit as the lead agency, the following is a list of potential duties:

- support the development and implementation of program, including the creation of policies and guidelines
- assist lead agency with strategic planning
- provide input and guidance regarding governance of program
- support program improvement by making recommendations and proposals
- facilitate information sharing between stakeholders and other community members about Better at Home
- outreach: connect program to potential groups of volunteers and seniors who would benefit from program
- provide input regarding training and protocols for volunteers, staff, and contractors
- promotion and advocacy: communicating with legislators and the media, presenting the program to local groups, etc.

One final piece is the potential for partnerships with the local high schools where graduating students are required to fulfill community hours and seniors require light yard work.

HOPE AND FRASER CANYON Community Development Survey



Are you a... Senior and/or a Service provider

You live in... Hope Boston Bar Dogwood Valley Sunshine Valley North Bend Other

1. What are the main issues to keep Hope and are seniors living longer in their own homes?

2. What services and programs are currently offered that help Hope and area seniors live longer in their homes—and who provides them?

| <i>Service</i> | <i>Provider</i> |
|----------------|-----------------|
| _____ | _____ |
| _____ | _____ |

Are they accessible? _____

3. What non-medical home support services from the Better at Home basket of services are needed in Hope and areas?

- | | |
|--|---|
| Light housekeeping <input type="checkbox"/> | Friendly visiting <input type="checkbox"/> |
| Grocery shopping <input type="checkbox"/> | Transportation to appointments <input type="checkbox"/> |
| Simple home repairs <input type="checkbox"/> | Snow shovelling <input type="checkbox"/> |
| Light yard work <input type="checkbox"/> | |

a. What non-medical home support services not listed above do you think are needed in Hope and area?

4. What criteria would be important for a strong lead organization to offer Better at Home services in Hope and area?

5. If you are interested in being on the Advisory Committee, please provide name and contact information:

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Use back of the page for additional comments.

For more info call Lucie Honey-Ray 604-807-2422

Send to: lhoneyray@gmail.com or return to Care Transit | Boston Bar Enhancement Society

APPENDIX B - Documentation of Media Coverage

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Hope Standard

Several media releases were sent to the Hope Standard Editor - one by the United Way of the Fraser Valley and one by the community developer prior to the community meeting.

Better at Home Program for Seniors, Hope, February 5, 2013

The expansion to Hope of the Better at Home Program for seniors was announced today. According to Wayne Green, executive director of United Way of the Fraser Valley, the District of Hope has been selected as a new site for funding non-medical senior's programs.

"Services might include light housekeeping, grocery shopping, simple home repairs, transportation to appointments, friendly visiting, snow shovelling or light yard work," said Green. "The purpose of this program is to provide tools to allow seniors to age in their homes, and will increase independence for seniors."

As part of the preparation for Better at Home program, a local non-profit agency will be identified as the lead agency. Better at Home is funded for three years by the Provincial Government and administered through United Way of the Lower Mainland.

Green said, "We hope that the BC Ministry of Health will see that the investments made in assisting seniors maintain their independence will realize significant savings to healthcare. It would be a win-win for seniors and the Provincial tax payers."

In September 2012, Abbotsford was identified as a Better at Home community. In the most recent announcement about this program, Mission and Chilliwack were also named as Better at Home communities.

For more information about United Way, please visit www.uwfv.bc.ca or call:

Wayne Green

Executive Director

United Way of the Fraser Valley, 604-852-1234 or wayne@uwfv.bc.ca

May 30, 2013

HOPE/FRASER CANYON COMMUNITIES INVITED TO MAKE DECISIONS June 10

Better at Home invites seniors and service providers to a community meeting on Monday June 10th at the Golden Age Society building, 560 Douglas Street in Hope. From 9:00am to 11:30am seniors are invited to hear about the initiative and help to prioritize the services that are most needed in their communities. A light lunch will be served at 11:30 and service providers are welcome to join us. The community meeting will resume at 1:00pm for service providers. Non-profit organizations, potential lead agencies, and providers of services will define and create innovative solutions for the delivery of

priority services for seniors in all the communities. Better at Home is a program funded by the government of BC to help seniors live in their own homes longer.

Managed by the United Way of the Lower Mainland with guidance from United Way of the Fraser Valley, the Hope / Fraser Cascade Better at Home project will receive up to \$100,000 per year beginning early October 2013. Community Developer Lucie Honey-Ray has been researching seniors' needs and meeting with providers of services since late March. More than 200 surveys were completed, several presentations made, and at least 5 service organizations interviewed. The geographical expanse of the area includes diverse communities and it is possible that service needs of seniors will vary. The results of the surveys and research will be presented at the community meeting. Decisions on priorities and a lead agency and delivery model will be made on June 10th. Better at Home provides any of the following non-medical services: friendly visiting, groceries, housekeeping, transportation, home repair, yard work, snow removal. Services are delivered using a combination of staff and volunteers by local non-profit and for profit services. Fees for services are on a sliding scale based on income (some services may be free).

The project includes Hope, Sunshine Valley, Dogwood Valley, Yale, Spuzzum, Boston Bar and North Bend, and a number of First Nations. For more information please contact Lucie at 604-807-2422 or by email at lhoneyray@gmail.com.

Lucie Honey-Ray, Community Developer, 604-807-2422
www.betterathome.ca

The community meeting was also listed in upcoming events in the Hope Standard for several weeks.

Information on the Better at Home initiative and community meeting were also on the Hopebc website at www.hopebc.com

Boston Bar North Bend Enhancement Society Newsletter

The following articles ran in this newsletter. Copies of the newsletter can be viewed at <http://www.bostonbarbc.net/newsletter.html>

May 2013

FUNDS FOR SENIORS COMING TO OUR COMMUNITY!

.....will lead to part time jobs for locals !

The Ministry of Health is giving the United Way funding to manage a program called "BETTER AT HOME". In turn, the United Way is looking for a community organization that can manage the program. It is a program that helps seniors to continue living independently in their own homes by providing simple non-medical services such as: *light housekeeping, grocery shopping, simple home repairs, light yard work, friendly visiting, transportation to appointments, or snow shovelling.* Senior's who receive the service will pay a fee based on their income; although some services

may be free. In order to get this program rolling, the first thing we need is a “survey” filled out. A senior and/or someone who could provide a service need to fill out this survey. The survey is available at Canyon Lanes and Family Place; *you could fill one out after you vote*. It is imperative that surveys are completed ASAP in order to take advantage of this grant. Any questions, please contact Patricia Davison 869-1308 or patriciada-viso1@gmail.com or Nancy Carmichael 867-9440 or ncarmichael@lookieloo.net PLEASE FILL OUT THIS SURVEY. It will provide some jobs for residents and help out a senior...*a win win situation for all!*

June 2013

"BETTER AT HOME" MEETING

Last month we told you about a program that will be available for seniors (65+) to get help that would allow them to stay in their home longer. All senior's are *urgently* invited to attend a meeting on **Monday, June 10th** at the Golden Age Building, 560 Douglas Street in **Hope. 9 am—12:30 am.** Lunch 11:30— 12:30 pm. 1-4 pm is for Service Providers Presentation and decision for the Lead Agency. Please note that we are working on transportation for participants-if you need a ride, call Nancy 867-9440.

APPENDIX C - Community Resource Inventory

| COMMUNITY | RESOURCE | SERVICE | CONTACT INFORMATION |
|--------------------|---|--|--|
| Hope | Hope Community Services 434 Wallace Street | Meals on Wheels 3 x week Lunch with the bunch - Tues at Northwest Harvest Food Bank | Maclynne Bourquin 869-2466 ext. 0 or 102 869-2466 ext. 403 |
| Hope | Care Transit Society Wallace Street | Rides to and from appointments Social trips - shopping and other outings Fee for service + subsidies | Wanda or Shari 869-3396 |
| Hope | Hope Seniors Peer Counsellors Society 961 J Wallace St | Friendly visiting counselling provided by volunteers IN OFFICE ON THURSDAYS 10 - 12 | Peni Puschman 604-206-0202 604-860-0708 |
| Hope | Canyon Golden Age Society 560 Douglas Street | Club for seniors - weekly and monthly activities | Bob Burrell 869-5349 |
| Hope Boston Bar | Hope and Area Transition Society 895 - 3rd Avenue | Domestic violence, addictions, homelessness Project HOPE | 869-5111 Gerry Dyble |
| Hope Boston Bar | Fraser Canyon Hospice Society | Palliative care - 2 beds at hospital | 860-7713 |
| Hope Boston Bar | Community Response Network Senior Peer Support | Connect vulnerable seniors to community resources and services | Ellen Boyes - Regional Mentor 604-852-4503 |
| Hope | Hope Library 1005A 6th Ave 604-869-2313 | Hours: Tues 10-8; Wed 1-8, Thurs/Fri 10-5; Sat 1-5; Sun 1-5 (Sept to June) Friends of the Hope Library | 869-2313 Deb Ireland -Supervisor 869-9361 |
| Hope | Hope Recreation Centre 1005 - 6th Avenue | Physical activities for seniors - aquafit/pool being most popular - Seniors Mondays \$2 | 869-2304 |
| Hope | University of the Fraser Valley 1250 - 7th Avenue | Hours: Mon to Thurs 12:30 to 4:30 Closed June 15 to Aug 15 | 869-9991 Michelle Vandepol |
| Hope Boston Bar | School District 78 650 Kawkawa Lake Road | Administration office | 869-2411 |
| Hope | District of Hope 325 Wallace Street | Municipal Hall | 869-5671 |

| COMMUNITY | RESOURCE | SERVICE | CONTACT INFORMATION |
|--------------------------|--|---|---|
| Yale | Yale Library | Hours: Wed 1 - 5, 5:30 - 7:30; Sat 10:30 - 12, 12:30 - 5 Internet access at Yale Community Centre Canyon Garden Club 1st Wed 6-7:30 | 863-2279 Karen Rushlow - Supervisor |
| Spuzzum | FTISS | Fraser Thompson Indian Social Services | LeeAnne Hunsbedt 866-455-2711 |
| Boston Bar | Boston Bar First Nation | Community Health Representative | 867-8844 georgina.campbell36@gmail.com |
| Boston Bar North Bend | Boston Bar North Bend Enhancement Society | Seniors special dinners - Christmas and other occasions Boston Bar North Bend Newsletter | Nancy Carmichael 867-9204 |
| Boston Bar North Bend | Boston Bar North Bend Enhancement Society | Food Bank Food Bank at Canyon Lanes 1 time/ month | Nancy Carmichael 867-9204 |
| Boston Bar North Bend | Family Place | Community Free lunch every Wednesday | Nancy Carmichael 867-9204 |
| North Bend | North Bend Community Place | Thrift store, wellness centre, museum Seniors Drop in Free computer and internet access Community garden | Open Tuesday & Saturday 11 - 4 |
| Boston Bar North Bend | Canyon Lanes Community Recreation Centre | Seniors league Pick up and drop off of prescriptions | 867-8800 |
| Boston Bar North Bend | Boston Bar Library | Hours: Tues and Thurs 1 - 5 pm and 5:30 - 7:30 Book Club - last Tues of month 4-4:30 | 867-8847 Karen Rushlow - Supervisor |
| Boston Bar North Bend | Anderson Creek Health Centre | Doctor every other Wednesday 10 to 3 Dentist Friday or Saturday - 8:30 - 3:30 Mental health worker | 860-7630 public health appts 867-9380 Wednesdays 867-8844 dentist appts 860-7733 mental health |
| Boston Bar | Anderson Creek Clinic | Living well workshops every Monday 11 to 2 pm | |

| COMMUNITY | RESOURCE | SERVICE | CONTACT INFORMATION |
|----------------|---|---|---------------------------------------|
| LODGING | Park Street Manor | 21 room residence | 869-9805 |
| | Mt Hope Seniors Housing Society 555 Park Street | Independent living | Judy Arrowsmith Judith77@telus.net |
| | Riverside Manor 765 Hope Princeton Way | Independent and assisted living for seniors | 860-4700 |
| | Fraser Hope Lodge 1275 - 7th Avenue | Residential services | 860-7706 |
| | | | |
| HEALTH | Hope Home Health 1275A - 7th Avenue | Home-based health services Home health care | 860-7747 Cathy Doran |
| | Fraser Canyon Hospital 1275 - 7th Avenue | | 869-5656 |
| | Hope Adult Mental Health 1275A - 7th Avenue | Mental health and addictions services | 860-7733 Rosemary Fabijan |
| | Public Health Unit 444 Park Street | Prenatal and infant development | 860-7630 |
| | Care Connection Co-op 32251 Buffalo Drive Mission | Health Services - Socialization, walks and exercise, transportation and outings, shopping and errands, housekeeping, pet and plant care | 1-877-826-2667 |
| | Botha Medical Clinic 222 Wallace Street | Dr. Botha | 869-5621 |
| | Dr. Machner 741 Fraser Avenue | | 869-5412 |
| | Murakami Medical Clinic 735 - 4th Avenue | Several Doctors + nurse practitioner | 869-5648 |
| | Hope Naturopathic Clinic 314 Hudson Bay Street | Dr Shannon Feely | 869-0555 |

| COMMUNITY | RESOURCE | SERVICE | CONTACT INFORMATION |
|------------------|--|---|--|
| | Pacific Eye Doctors 269 Commission Street | Family Optometry | 869-7343 |
| | United Optical 222B Commission Street | Licensed Optician | 869-7115 |
| | Diabetes Association | | 869-5933 |
| | Fibromyalgia Balance | | 869-7550 |
| | BC Seniors' Guide | Published by Government of BC 10th Edition, 2012 | Available at Care Transit |
| GROCERIES | Buy and Save Foods 489 Wallace Street | Offers free delivery on orders Open 8am to 10pm 7 days/week Challenge: getting orders off phone | 869-5318 Vanessa - need support in taking/getting orders |
| | Coopers Foods 559 Old Hope Princeton Way | Delivers for \$7 per order Open 8am to 9pm 7 days/week | 869-3663 Jeff - open to talking about deliveries |
| | Fraser Canyon Market 1991 TransCanada Hwy, Boston Bar | | 867-9422 |
| PHARMACY | Pharmasave Hope 235 Wallace Street | Boston Bar delivery free on Tues and Thurs Will deliver free daily if by volunteers Deliver to Canyon Lanes only** Hope try to cluster deliveries Tues and Thurs | 869-2486 ext. 2 Mike (manager pharmacy) Open 7 days a week Steve (retail manager) |
| | Toys Pharmacy 308 Wallace Street | | 869-5654 |
| | Hope Pharmacy | | |
| CLEANING | Done Right House Cleaning | | 869-7181 |
| | Lisa's Home Cleaning | | 869-0437 |

| COMMUNITY | RESOURCE | SERVICE | CONTACT INFORMATION |
|-------------------------|---------------------------------|--|-----------------------------|
| | Ragan's Cleaning Services | | 860-9697 |
| | Diane Wicks | 3914 Mallard (referred by HSPCS) | |
| | Shawn Keim | Interested in opening a Helping Hands business for seniors | 869-1113 skeim@telus.net |
| HOME REPAIRS | | | |
| | Home Improvements | | 860-4991 |
| | Karl's Home Renovations | | 869-0598 |
| | MRS Home Renovations | | 794-7132 |
| | Mr Fix it Home Repairs LTD | | 860-4099 |
| | Rona Home Centre | | 869-5692 |
| YARD WORK | | | |
| | Franks Lawn Service | | 869-1040 |
| | Gabby's Lawn and Hedge Care | | 869-3284 |
| | Glen Fraun Landscaping | | 869-2767 |
| | Jacaranda Landscaping | | 869-0034 |
| | KCR Bobcat and Country Services | | 869-6359 |
| | Durma's Yard Maintenance | | 869-3072 |
| | Phillips Tree Service | | 869-9990 |
| OF INTEREST | | | |
| | Senior's Repair Program | Chilliwack | 793-9979 |
| | Volunteer Opportunities | Chilliwack | 793-9979 |
| COMMUNITY GROUPS | | | |
| | Community Garden | 869-7432 | |
| | Hope Crime Prevention | 869-5900 | |

| COMMUNITY | RESOURCE | SERVICE | CONTACT INFORMATION |
|-----------|-------------------------------------|----------|----------------------------------|
| | Hope Healthy Communities | 869-2279 | hopehealthycommunities@gmail.com |
| | Hope Rate Payers Association | 869-9799 | |
| | Yale Rate Payers Association | 863-2381 | |
| | Community Choir | 869-5886 | |
| | Hope Quilters | 869-5863 | |
| | Fraternal Order of Eagles | 869-2560 | |
| | Eagles - Ladies Auxiliary | 869-2281 | |
| | Legion Branch 228 | 869-9021 | |
| | Legion - ladies Auxiliary | 860-4510 | |
| | Lions Club | 869-3444 | |
| | Masonic Lodge | 869-5846 | |
| | Rotary Club | 860-0866 | |
| | Sorority - Beta Sigma Phi Sorority | 869-2793 | |
| | Women's Institute Hope and District | 869-5748 | |
| | Caregivers Support Group | 860-7713 | Fraser Canyon Hospice Society |