

Better at Home



Final Report

Community Developers' Analysis
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1. INTRODUCTION

Better at Home is a program that helps seniors with simple day-to-day tasks so they can continue to live independently in their own homes and remain an important and growing part of their communities. The United Way of the Lower Mainland (UWLM) supports seniors to age with dignity, and with funding provided by the British Columbia Ministry of Health, will manage the *Better at Home* program with services delivered by local non-profit organizations. The *Better at Home* program is designed to address the specific needs of local seniors, allowing communities to choose from the following basket of non-medical services:

Transportation to appointments	Light Housekeeping
Grocery Shopping	Friendly Visiting
Simple Home Repairs	Light Yard Work
Snow Shoveling	

Cranbrook has been identified as a potential *Better at Home* site. Sandra Davis and Pat Wray were contracted as community developers to assess community readiness, identify seniors' assets, needs and priorities in regards to the basket of services, identify the potential lead community organization to deliver the *Better at Home* program and create a list of existing services that benefit the well-being of seniors in the Cranbrook area.

The results from our stakeholder/ service provider interviews, meetings with Cranbrook and area seniors are reflected in this report. The findings of the community developers will be utilized by the lead organization to design an appropriate local *Better at Home* program that meets community needs.

1.1 Community Development Approach

The community development process consisted of:

- Interviewing and collecting standardized survey data from 29 service providers and stakeholders within Cranbrook. Service providers represented local business, Interior Health Authority (IHA), Ktunaxa Nation, the non-profit human service sector and support groups currently providing services to seniors in the community. Service Providers/stakeholders were hand delivered packages containing posters, *Better at Home* information sheets, seniors' surveys that could be filled out with their clients and a service provider survey which, most commonly, the community developer filled out in person.
- Determining seniors needs through a seniors community survey which could be done via email, over the phone, in person or through a family member, friend or relative. A diverse population of seniors were met through support and coffee groups, luncheons, church group meeting, service club gatherings, recreational activities, seniors' community meetings, and in the homes of those with mobility issues. Meeting face to face allowed for the capture of more anecdotal information and discussion. Capturing data from rural communities proved to be a challenge

when there was no central meeting place such as a community hall or local café but a limited number of senior surveys were collected from these outlying communities. Some data was collected from rurally based seniors when they came to Cranbrook and either visited service providers, attended social functions or contacted the community developers by phone or email.

- Hosting a community meeting which included both seniors and stakeholders to present community development findings, answer questions that meeting participants had, determine key criteria for a lead organization and discuss how best to implement the program through either enhancing existing services or implementing new services through an appropriate non-profit society.
- Producing a community asset map of services available for seniors in Cranbrook and area.

2. COMMUNITY PROFILE

2.1. Description of Cranbrook

The earliest known people to use the basin, in which Cranbrook is located, were the "Ktunaxa" who roamed the Kootenay region for several millennia. The Traditional Territory of the Ktunaxa Nation covers approximately 70,000 square kilometres (27,000 square miles) within the Kootenay region of south-eastern British Columbia and historically included parts of Alberta, Montana, Washington and Idaho

Cranbrook, the largest city in the East Kootenay Region, is the regional hub. Many of the smaller outlying communities depend on Cranbrook for services i.e. shopping, banking and health care needs. As well, the East Kootenay Regional Hospital and associated IHA services, College of the Rockies and the Canadian Rockies International Airport are located in Cranbrook.

The geographic size of the catchment area that Cranbrook serves is a challenge when considering meeting the needs of many seniors. Recognizing the difficulty, community developers included only area C of the Regional District of East Kootenay—Moyie Lake, Wycliffe, Bull River, Fort Steele, Wardner, Jim Smith and Gold Creek—as a target area for Cranbrooks' seniors' profile in terms of the *Better at Home* program.

2.2 Description of Cranbrook's Seniors Population

The city of Cranbrook has a population of 19,319; however, the "agglomeration" population of Cranbrook and RDEK Area C is 25,037 (Statistics Canada, 2011). The population in the agglomeration has increased by 3.7 percent from 2006. This compares to the national growth of 5.9 percent.

In 2011, the percentage of the population aged 65 and over in Cranbrook was 17.4 percent, compared with a national percentage of 14.8 percent. Although the population growth in the agglomeration is less than the national growth, the seniors' population (+65) is higher than the national growth. Another feature of the population in the area is that in the 15-64 age bracket there was only an increase of 1 - 3.3 percent over the same five year span (Statistics Canada, 2011).

Population Changes in seniors' (65+) in Cranbrook and Area since 2006 (Stats Canada, 2011)

Total Population	Men	Women
2011		
4,355	2,050	2,305
16% increase since	15.8% increase since	16.4% increase since
2006	2006	2006

Distribution of Seniors by Five Year Increments (Statistics Canada, 2011)

Age Group	Total	Male	Female
65 to 69 years	1,420	705	710
70 to 74 years	1,060	530	530
75 to 79 years	785	385	395
80 to 84 years	595	245	345
85 to 89 years	350	125	220
90 to 94 years	115	50	65

Cranbrook seniors are very independent and try to remain as self-sufficient for as long as they can. There is an authentic sense of community in various neighbourhoods: many seniors expressed that either their neighbours helped them, especially with snow shovelling, or they helped their neighbours. Seniors also expressed some resistance to asking their families for help in doing simple day-to-day activities as they don't want to be an inconvenience. Regardless of whether they had moved here to retire, relocated for work or were born and raised here, 68 percent of the respondents do not rely on their family for non-medical home support services. Unfortunately, with this mindset, seniors can put themselves at risk.

Data collected from senior community surveys indicates that 33 percent of the participants have moved to Cranbrook for retirement. As well, some seniors living in rural areas and smaller communities throughout the East Kootenay have relocated to Cranbrook to access medical and non-medical services.

This is indicative of a growing population of seniors in Cranbrook. Those who live in the rural areas and even the smaller communities throughout the East Kootenays eventually make their way to the city to be able to access medical and non-medical services. Transportation and isolation becomes a huge barrier.

Age of Survey Respondent by Per Cent

Age 54 – 65	13.9%
Age 67 – 75	41.3%
Age 76 – 84	32.5%
Age 85 +	12.3%

Many seniors living in Cranbrook participate fully in the community. They partake in recreational opportunities and programs supported by the City of Cranbrook, private organizations and the seniors' centre. They are actively volunteering and are engaged in the social fabric of the community. Some continue to work at jobs and careers.

Survey data indicate that 85 percent of respondents are willing to pay for *Better at Home* services. The remaining 15 percent gave no reason for their objection.

Half of the respondents of the community survey indicate they live alone; more women were living alone compared to men. This statistic was in line with the 2006 Census (Statistics Canada, 2006) stating that women were more likely to live alone than men, partially because of a longer life expectancy.

Capturing data from rural communities proved to be a challenge when there was no central meeting place such as a community hall or local café where people could attend meetings or gatherings; therefore, a limited number of seniors' surveys were collected from these outlying communities. However, one community meeting was set up in Moyie and one at Gold Creek, on the edge of city limits, and some data was collected from rurally based seniors when they came to Cranbrook and either visited service providers, attended social functions or contacted the community developers by phone or email.

2.3. Cranbrook and Area C Service Provider Insights

Service providers identified three senior demographics that were most in need of the *Better at Home* program: low income and isolated individuals, as well as people with disabilities. Many service providers also identified three requirements that seniors need to keep them living independently at home: non-medical home support, medical support and socialization. Many said that gaps in services that insure the well-being of seniors could be addressed by three main services: non-medical home support, access to transportation, and education/information on services available.

Some service providers recommended that individuals 50 plus years of age be eligible for the *Better at Home* program when living with significant disabilities, mobility issues, mental health concerns and disease related health problems.

The following is a list of senior-specific needs indicated by Cranbrook and Area C service providers:

- **Education, Information and Assistance**

Both service providers and seniors expressed to community developers that seniors are unaware of what services are available in the community or how to access service support. In light of this, service providers were invited by the community developers to bring their business cards, flyers and brochures for information sharing at the April 5th community meeting. Networking in all sectors is essential, but lacking in this community. Finding resources can be very difficult and many people do not know who to call for help before a situation becomes a crisis or life threatening. Automated telephone systems are difficult to maneuver and voice mail recordings

can be extremely frustrating. The internet is an exceptional resource if a person has access to a computer and the knowledge to use it but many seniors do not. Seniors often are not able to fill out online forms such as income tax and eligibility requirements for pensions and other assorted applications. Many are not aware or able to use online banking. This stresses the importance of seniors' education and awareness as well as the availability of services to help seniors attend to their personal business and financial needs.

- **Low income by region**

Service providers indicated that low income seniors were at a greater risk of being unable to access medical and non-medical services, transportation, safe affordable housing as well as adequate and nutritious food. Facing these issues puts extra stress on an already vulnerable population.

- **Transportation**

Transportation was the third largest gap indicated by service providers. Again, they recognized what services are available, but validated the expressed concerns and struggles that their clientele and seniors population experience without transportation. Access to shopping for amenities and groceries, banking and paying bills, medical appointments, accessing services and attending social events during the day and in the evening are also significant issues for seniors.

- **Isolation and Loneliness**

Isolation and loneliness is the fourth-ranking gap for seniors according to service providers surveyed. Everyone needs companionship and socialization. The service providers ranked *Better at Home* "friendly visiting" as one of their priorities in Cranbrook and area because they realize socializing helps seniors lead healthy lives. When isolated and lonely, many other determinants of unhealthy living manifest themselves. Feeling alone may lead to failing mental health; people do not necessarily eat properly when they are living alone. The service providers, in Cranbrook, understand that seniors may be uncomfortable and sometimes fearful of strangers coming into their homes. However, visiting is the first point of contact for observing what a person's living conditions are and if other services may be required.

- **Rural Living**

The community developers were able to meet with seniors' groups in the outlying communities of Gold Creek and Moyie. It proved difficult to contact other rural community congregates; however a press release in the newspaper attracted a few phone calls that helped clarify why community developers were unable to locate and interview rural seniors. Many seniors live on farm land where their nearest neighbors could be a 15-minute drive away. A fair number of these seniors are still working their land, are very isolated and their incomes could be extremely low. Seniors living in rural areas can be socially isolated and often cannot afford to move to town for economic reasons. These seniors have higher health risks than urban dwellers and seniors in a higher socio-economic bracket. Access to transportation, medical and non-medical rural services diminish as people age. Lack of pertinent information regarding who to call for

help, prior to an emergency situation, increases their risks. This was reiterated by Interior Health Authority staff who confirmed that service providers do not know about at risk seniors until someone makes a 911 call. Once a person living rurally leaves the hospital, it is still difficult for them to access enough services due to the distance workers must travel to assist them. Medical and non-medical services are available through private companies for rural seniors who can afford them.

- **Housing**

The need for more low cost, pet-friendly housing in Cranbrook is a real and very serious issue. This was expressed repeatedly by both seniors and service providers. There are senior housing projects in the community that offer many opportunities to be socially engaged with neighbours but they are not affordable for seniors on fixed incomes. All subsidized units in Cranbrook are occupied and have two year waiting lists. This has been the norm for 20 years in Cranbrook. Given that Cranbrook is the regional hub for amenities and services such as medical, it is often where people from outlying rural areas will retire. Statistics Canada 2011 indicates that Cranbrook has a seniors' population that is above the national average. This is a good indicator that the need for senior housing will increase in the city

- **Meals, Cooking and Food Preparation**

Simple tasks, like opening cans and jars, preparing food and lifting heavy containers from heights or low cupboards, become difficult for seniors experiencing health and mobility issues. Preparing food can be a more difficult task than cooking. Healthy nutrition comes from fresh food rather than frozen and container foods. Although the *Better at Home* Program does not offer meal preparation as a service, the grocery shopping service can help seniors to access better quality foods.

- **Medical Services**

The regional hospital is located in Cranbrook and all the associated services are available to seniors. Seniors, however, are required to be assessed by case managers to determine their needs and seniors may not always agree with their "needs" assessment nor the services provided by IHA. The number of family doctors is not adequate for Cranbrook's population. In 2012, there was an estimated 5,000 people who did not have a family doctor. Often patients wait weeks for appointments because there are no walk-in clinics. These conditions force people to use emergency services. At worst, seniors become apathetic and neglect or ignore their illnesses.

In Cranbrook and area there are approximately 360-400 people who have some form of dementia. Currently, 70 percent are not in the system and therefore are not receiving medical or non-medical services. If a person has been assessed by a case manager, personal care services may be provided but non-medical services are not. Many caregivers do not ask for help. It might be that if help was available from a grassroots perspective, more people might reach out for assistance. (L. Duchscherer, Personal communication, March 21, 2013)

The following is a list of comments made by service providers that pertain to medical services in the Cranbrook area:

- Rural seniors discharged from hospital have difficulty accessing adequate services because of travel time for workers
- Cranbrook has no drop-in clinics
- Wait times are too long
- Need for more nurse practitioners who can check on seniors, write prescriptions, facilitate blood tests and make referrals
- Home support staff is too busy with their case loads and are not capable of doing what they used to. Seniors agreed whole heartedly with this
- There are not enough mental health and outreach services to meet the needs in our area
- Some seniors need assistance with managing their medication and others need education and information on their medications
- From an IHA perspective, hospital staff and social workers are unable to follow their patients recovery after they are discharged from the hospital
- More home personal care is required
- Home lab services would be very beneficial to seniors and homebound patients
- There is a huge gap between community and acute care services in the East Kootenay
- Many of the service providers recognized that caregivers need more support and respite services as their health often suffers due to exhaustion and isolation

Note: *Better at Home* aims to provide non-medical home support services from a specific basket of services. As such, medical services cannot possibly form part of the services. However, the community development team felt that the above comments formed part of the service gaps and priorities for Cranbrook and Area C, so they are included in this mapping of the area's needs.

2.4. Summary of Senior-Specific Community Assets



- **Volunteerism** – Over half of Cranbrook’s service providers utilize volunteerism. The community has many caring and committed individuals, of all ages, who support each other and their neighbours in a variety of ways. Cranbrook, although growing and expanding, still has that “small town” ambience.
- **Social networks** – There are many places to socialize and meet people; there are social and support groups, social events and clubs.
- **Healthy recreation** – Cranbrook has both an outdoor and indoor recreational focus.
- **Friendly visiting** and “wellness check”
- **Access to nutrition** – Organizations provide access to free and affordable meals and food choices for low income seniors.
- **Low cost and subsidized housing**
- **Public transportation system** – Cranbrook has public transportation systems which include bus routes, HandyDART, and a taxi saver program.
- **Caregiver’s networks and support groups** – Support and respite care are available through non-profits and IHA and is also available through the private system.
- **Hospice**—Citizens are able to access end-of-life and grief counselling.
- **Home support services** – Medical and non-medical home support services are delivered by IHA, non-profits and private businesses
- **Homeless outreach** – Non-profits provide personal care and daily living services.
- **Educational opportunities** – The local college offers free tuition for seniors; computer courses are available at the college and public library
- **Social Planning Committee**
- **Service clubs and churches**
- **Regional hospital and associated health providers**

Cranbrook is a vibrant, caring community; we do our best to take care of each other. There will always be challenges that are greater than resources available. It is vital to bring awareness regarding what is not always working so we can remain a community who cares about those who call Cranbrook their home and to assist those individuals who are isolated, vulnerable and marginalized. The *Better at Home* program will not be a fix for every need in our community and outlying areas, but it will help meet more of the needs of our neighbours and continue to complement those who are already doing great work.

A comprehensive list of resources, services and supports are included in APPENDIX A.

2.5. Seniors' Needs Related To Non-Medical Home Support Services

Seniors in Cranbrook and area expressed a need for all of the non-medical support services from the *Better At Home* “basket of services”. As well, there are other needs that are important to address. Through the seniors’ community survey and stakeholder surveys many concerns were reflected in terms of the existing services.

Transportation

Seniors expressed frustration with HandyDART transportation: It is only available Monday through Friday until 5:00 pm and services are not reliable or convenient for them to use. Often seniors arrived for medical appointments much too early and could not depend on the HandyDART for their return trips. HandyDART does not run in the evening or on the weekends thus curtailed a senior’s ability to participate in activities such as going to the theatre or to a movie. Currently serving ~700 people, the service is overtaxed and more HandyDART buses are needed in Cranbrook. Although the Taxi Saver Program was convenient and they were saving 50 percent on fares, the price was still not affordable if seniors were on fixed incomes.

BC Transit for most seniors, especially those with mobility disabilities, was not desirable. The stops are not always conveniently accessed from their homes; bus shelters and benches—much needed for protection from harsh weather conditions—are almost non-existent.

The City of Cranbrook hosted a transit review workshop this past January. Feedback was gathered from stakeholders on the needs of their customers, clients and staff and the aforementioned issues were identified at that meeting. Currently, a review process is determining how well the existing system works and will be making recommendations for improving the service. A final report is due June 31, 2013.

Service providers perceived that transportation was a significant gap in services for seniors. Seniors without essential and accessible transportation may be unable to shop for groceries, pay bills, attend medical appointments, access services and attend social functions. Rural seniors were particularly concerned with transportation needs in the event they lost their licence or their spouse was no longer able to perform this function. These situations would make their choice to remain living rurally very challenging.

The Cranbrook Telus Ambassadors are currently providing transportation to veterans once a month to socialize at the Cranbrook Branch of the Canadian Legion while St. Eugene Mission runs a bus service from town to their casino. Private medical and non-medical services provide their clients with transportation for shopping and appointments. Golden Life Management also provides transportation for the residents.

Simple Home Repairs

Many respondents commented on their surveys that home repairs were expensive on a fixed income. Others said they had moved to strata complexes and senior-specific housing where outside

home repairs were taken care of. For seniors on fixed incomes who want to remain living independently, home repairs pose serious challenges if they do not have outside help from friends and family.

Grocery Shopping

Of the respondents surveyed, 66 percent indicated that grocery shopping is an important non-medical service. Many seniors currently rely on friends and family to take them grocery shopping, a situation they are not necessarily comfortable with.

Snow Shoveling

Fifteen per cent of the respondents were relying on snow shoveling services to help them remain living independently. Snow shoveling services were delivered by family, friends, private services and not-for-profits. Two local service providers implemented volunteer snow shoveling services this past winter, however, were unable to meet the quota of calls received from seniors. Some seniors surveyed knew of these services but were fearful that people would become aware they lived alone. One senior commented that her mail did not get delivered directly to her door for a week because snow and ice build-up had made her sidewalk too treacherous for mail delivery.

Yard Work

Sixty-two percent of respondents indicated that light yard work, largely lawn care, was an important non-medical home support service. Currently, seniors are relying on family, friends and the private sector to take care of these needs. Had these surveys been conducted during the summer perhaps light yard work may have been more important.

Friendly Visiting and Social Connectedness

There are many opportunities for connecting socially. There is a vibrant seniors' centre with a membership of 450 that offers programs ranging from lawn bowling and dancing to card games and painting. Groups of seniors can be found almost every day of the week gathering for coffee at local coffee shops. Many of the strata housing units have social opportunities such as weekly coffee parties. There are service clubs and churches that provide meals and gatherings that engage seniors. Educational opportunities, recreational complex programs and volunteerism bring seniors together. Cranbrook seniors are actively volunteering in all the thrift stores, service clubs and churches.

Housekeeping

Seventy-six percent of respondents in the community survey considered light housekeeping to be the number one priority of the *Better at Home* program. Many seniors said that both vacuuming and window cleaning were a priority service. Currently, 15 percent of the respondents are relying on housekeeping services to help them remain living independently. Predominantly provided by paid service, most seniors found the associated cost prohibitive on their fixed incomes.

Other service suggestions of note

Some of the reoccurring suggestions for services needed in the Cranbrook area that were not listed in the *Better at Home* “basket of services” included meals—preparation and companionship during the meal—laundry and bathing. Some seniors expressed the desire to have companionship that would accompany them on walks or take them to either theatre performances or lunch. This speaks to the importance of social connectedness. (See Appendix E for details)

2.6 Suggested Opportunities for Service Integration / Coordination

Both IHA and non-profit services, offering services to seniors, recognize the need to implement the *Better at Home* Program. These agencies also are cognizant of the need to network with each other to provide better services to seniors. Service integration and coordination is best served by selecting a diverse advisory committee—medical, non-medical, private, not-profit organizations (NPO) and seniors—thereby addressing the needs of all seniors i.e. isolated, “at risk” seniors, First Nation Elders, rural seniors and individual seniors as they transition in needs and capabilities. Collaboration and support for the lead agency will move service delivery forward, build capacity within seniors’ based agencies and strengthen the potential for future programs and services in Cranbrook beyond the funding term.

The *Better at Home* program offers many opportunities for established community service providers to collaborate and work towards delivering effective senior specific services. The community development process helped to open up connections and information sharing, and hopefully this process will continue to grow within the service sector. By meeting with such an array of service providers, community developers were able to map a very comprehensive list of community assets that hopefully will benefit seniors of Cranbrook and area. (See Appendix A for details)

3. COMMUNITY READINESS

3.1 Explanation of Community Readiness That Reflects Community Consultations and Meetings

The citizens of Cranbrook showed enthusiasm for the *Better At Home* program coming to their community with some scepticism about continued government funding past 2015.

When service providers were queried as to whom they would suggest as a lead agency to deliver the *Better at Home* program, the following agencies or groups were recommended:

- Community Connections Society
- Summit Community Services
- Canadian Mental Health Association
- Seniors' Centre Branch #11
- Ktunaxa Nation



All of these organizations were interviewed prior to the community meeting, which was held on April 5, 2013 at the Days Inn in Cranbrook.

Five non-profit agencies initially expressed interest in being lead agency for the *Better at Home* program. Midway through the community development process, three organizations remained engaged in the process. All three organizations have demonstrated experience, resources and capability for delivering and managing the program.

- Summit Community Services Society has been operating a successful “Seniors Helping Seniors” program in Kimberley since the early 1990s.
- Community Connections Society (CCS) of Southeast BC has programs that assist vulnerable seniors through programming such as the Cranbrook Women’s Resource Centre, Travelling Advocate Program, Homeless Outreach Program and Rocky Mountain BINGO (which they do collaboratively with Summit Community Services).
- CMHA manages subsidized senior and disabled housing units, a volunteer bureau as well as a small scale, senior-friendly visiting and grocery shopping programs.

Prior to the April 5 2013 community meeting, all three executive directors and a community developer accessed the expertise of *Better At Home* staff, from the United Way of the Lower Mainland (UWLM), to share open dialogue, answer questions and consider collaboration and partnerships as a conduit to move forward in implementing the *Better At Home* program in Cranbrook.

With the strong community response, Cranbrook demonstrated a readiness in terms of need for services, genuine concern for their fellow neighbours requiring *Better At Home* services and the need to continue to work together to support seniors today and into the future.

3.2 Potential Risks Going Forward

Access to information regarding services for seniors was a common concern heard throughout the community development process and seems to be a major barrier in addressing the needs of seniors. There are many services available to seniors but seniors are not aware of advertised points of contact. This communication problem was reiterated at the community meeting and the need for a central, accessible location to access information, referrals and support was strongly suggested. Both seniors and service providers often have difficulty in knowing what is and isn't available in their community.

With the large number of calls to the community developers during this process, it is realistic to anticipate the lead agency will receive a **higher need for services than the ability to respond**. Some of the services may be more problematic than others to deliver and the anticipation of logical limitations will need to be considered and addressed with those enquiring and receiving services. Budgetary constraints with the delivery model will outweigh the ability to assist those outside of the Cranbrook area. In order to address these issues it will be vital for the lead organization to carefully strategize the publicity campaign in order for the program to have a stable and gentle progression.

There is a potential **risk in relying on volunteers to deliver the services**. Although strong in our community there is always a risk in recruiting and sustaining appropriately-skilled or trained volunteers. Recruiting, screening and supervising volunteers to deliver services as well as the ability to keep them interested, appreciated and avoid "burn out" will be essential and could be a significant challenge for the lead organization. Seniors are core volunteers and 10 percent of seniors who participated in the community survey indicated their interest in volunteering. This percentage was supplemented by several community meeting attendees.

Another conceivable challenge is **developing collaboration, coordination and partnerships** with existing seniors' organizations. Several seniors groups, organizations and services exist independent of each other and it will be beneficial if the lead agency build relationships with these organizations. Seniors often require a complementary mix of services, medical and non-medical, to help them live independently. An effective service delivery will require cross referral of seniors with IHA Home and Community Care team as one example. Open dialogue between the IHA and the *Better at Home* service provider will result in overall better health outcomes for seniors.

Sustainability for funding is an ongoing issue for non-profit societies; however, the Ministry of Health appears committed to the *Better at Home* program.

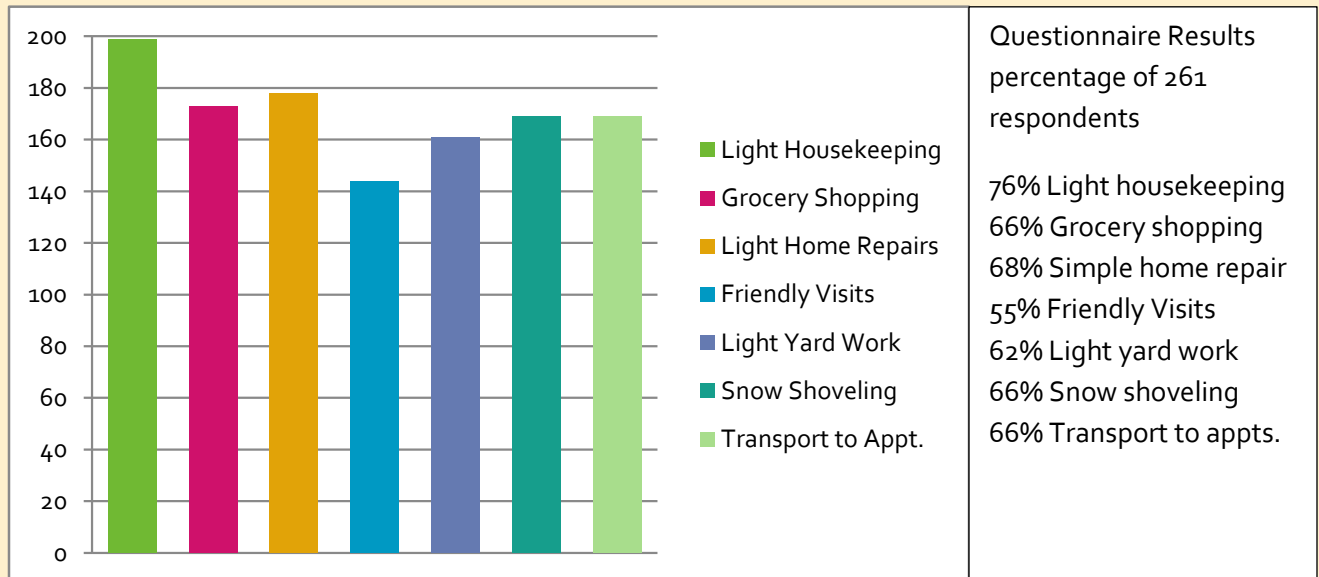
4. LOCAL BETTER AT HOME PROGRAM DETAILS

4.1 List of Preferred Services from the *Better at Home* “Basket of Services”

Seniors were given the list of non-medical home support services from the *Better at Home* “Basket of Services”. They were able to check off all the services they felt were important to them personally, now, in the future or for other seniors to be able to access. Priorities were established as follows:

1. Light Housekeeping
2. Simple Home Repairs
3. Transportation to Appointments & Grocery Shopping (tied for 3rd)
4. Light Yard Work & Snow Removal
5. Friendly Visiting

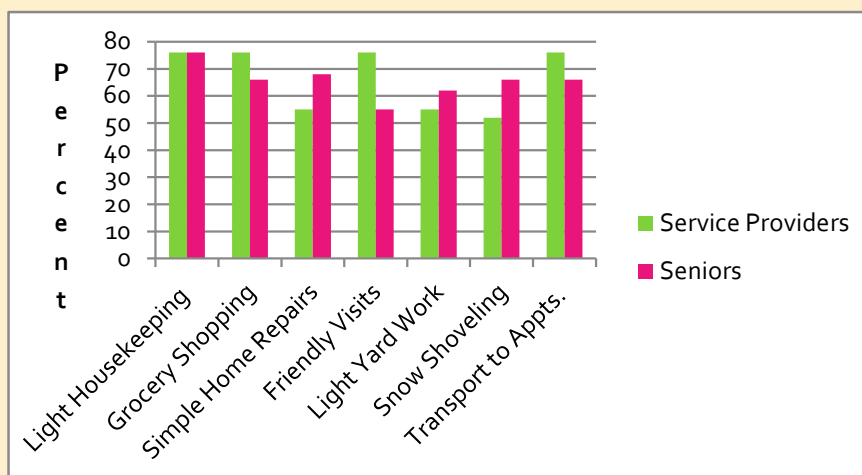
***Better at Home* Service Preference of Cranbrook Seniors**



When the service providers were asked the same question as to what they felt seniors required to live independently they responded as follows:

1. Friendly Visiting/ Light Housekeeping/ Transportation/ Grocery Shopping
2. Light Yard Work & Simple Home Repairs
3. Snow Removal

Cranbrook seniors and the service providers preferences from the “Basket of Services”



Throughout the duration of the community development process, service providers were very adamant in the interviews that friendly visiting is essential. A friendly visit’s purpose is twofold: it provides an engaging social interaction and serves as a “wellness check”. Seniors did not consider friendly visiting such an important service which probably reflects the respondent’s current social life and perhaps a wariness of unfamiliar people in their homes.

During the community meeting afternoon session, discussions surrounding friendly visiting raised possibilities of service overlap: If light housekeeping volunteers were trained to recognize health and wellness indicators, and able to sit down for a cup of tea after cleaning, they would be achieving a “wellness check” while friendly visiting.

4.2. Potential Lead Organizations.

Note: for background to the lead organization process, please see Section 3.1 (Explanation of Community Readiness That Reflects Community Consultations) and Appendix D (Meetings and Selection Criteria from Community Consultation Meeting)

Gauging seniors’ responses from the community survey, most seniors were unable to identify who would be a strong lead agency to deliver the *Better at Home* Program. A few suggestions included the service clubs, Seniors’ Centre, Women’s Centre, IHA Home Support and CMHA. However, the majority of respondents left it blank or were puzzled by the question. This uncertainty became the focus of the community meeting break out session: Identify criteria and qualities that seniors would like in a lead agency (these results can be found in Appendix D). Following the break out session, potential lead agencies were invited to present an overview of their programs.

Afternoon discussions with key stakeholders in the process continued the dialogues around an appropriate lead agency for *Better at Home* in Cranbrook, taking into account input from service providers, seniors, and the list of criteria created during the morning community meeting.

At the end of the stakeholder meeting, potential lead organizations were still considering their options. Following input received during extensive discussion with seniors and other community members, as well as dialogues with various key stakeholders working with and serving seniors, comprehensive overviews were developed of community assets, non-medical home support service needs and priorities, and criteria for a lead organization. Using this information and community dialogues, Community Connections Society of Southeast BC emerged as the organization to deliver *Better at Home* in Cranbrook. The engagement of all of the potential lead organizations strengthened the *Better at Home* community process considerably while reiterating their commitment to seniors' issues. We hope that all stakeholders who were involved in the community engagement process continue to provide input and are constructively involved in the implementation of *Better at Home* in Cranbrook.

Moving forward, Community Connections Society of Southeast BC, with the guidance of this community developer report and support from the United Way, will complete the *Better at Home* application process. We anticipate the Cranbrook *Better at Home* site will receive funding starting July 2013 and service delivery will commence later this year.

Community Connections Society (CCS) is a long-standing, not-for-profit agency providing a full continuum of services to individuals and families throughout the East Kootenay region. They have built a solid base of programs and have proven themselves as an effective and efficient multi-service agency. CCS is a dynamic, connected, sustainable, continually evolving organization with a mission, "to be a visible leader in East Kootenay community, providing programs and services which holistically enhance the wellbeing of diverse people of our region, while working towards social and systemic change." (Community Connections Society of Southeast BC, Programs and Services Public Relation Pamphlet, n.d.). Community Connections will deliver non-medical home support services based on needs and service priorities identified during the community engagement process and then presented and discussed at the community meeting on April 5th 2013. It is also hoped that Community Connections will build on and complement current services available in the community.

5. RECOMMENDATIONS AND NEXT STEPS

It is recommended that the United Way of the Lower Mainland continue working with CCS of Southeast BC to implement the delivery of services offered by the *Better at Home* program in Cranbrook.

6. ACKNOWLEDGEMENTS

Cranbrook Community Developers Sandra Davis and Pat Wray would like to take this opportunity to graciously thank the all of the citizens of Cranbrook and Regional District Area C who took the time to meet and speak with us during the community development process, your dedications to seniors and senior related issues did not go unnoticed; it is your support in this project that will make a difference in the lives of seniors today and into the future.

Field Coordinator for *Better At Home* from the United Way of the Lower Mainland, Debbie Sharp, her perseverance, encouragement, expertise, ongoing support and enthusiasm that kept us constantly forging ahead throughout this process – Thank you so much!

Thank you to Donna Brady Fields, Executive Director of United Way of Cranbrook and Kimberley. Your dedication to the folks of our community is outstanding and very much appreciated.

Community Connections Society of Southeast BC Executive Director, Gwen Noble and members of the board of directors' of the society, thank you so much for taking on the *Better At Home* program. We wish you all the best in your endeavours with this project and know you will make a difference in many lives in Cranbrook with assisting seniors to remain living independently longer in the comforts and security of their own homes.

References

Wikipedia - About Cranbrook, BC

East Kootenay Regional District

Statistics Canada and Human Resources Development Canada

www.ktunaxa.org

Photos by Deborah Sharp, Janice Strong & SNAP East Kootenay Newspaper Credit SNAP East Kootenay Newspaper



Appendices

**Appendix A - SERVICE PROVIDERS FOR SENIORS IN THE CRANBROOK AREA – TRANSPORTATION, ENTERTAINMENT,
RECREATION, EDUCATION, MEDICAL, NON MEDICAL AND HOUSING**

Service	Service Provider	Eligibility	Contact Information	Comments
Advocacy:	East Kootenay Seniors Coalition	No eligibility	Gary Lancaster 250- 426-7478	Helping seniors navigate the public health care system.
	Women's Centre	No eligibility	32-13 th Avenue South 250-426-2976	Advocacy and referrals for women of all ages
	ANKORS	No eligibility	46-17 th Avenue South 250-426-3383	Meets with persons living with HIV/AIDS; offers education, support and prevention
	Homeless Outreach	No eligibility	100 125 10th Ave.South 250-426-2976	Primary goal is to assist people in attaining safe and affordable housing and to connect people to community services and programs
	Traveling Advocate	No eligibility	100-125 10th Ave.South 250-426-2976	Provides assistance and information with regards to disability benefits, Canadian Pension Plan, Old Age Security and Guaranteed Income Supplement
Crisis Line:	Regional Crisis Line	Telephone support	250 426-8407	Distress line provides confidential, nonjudgmental, free emotional support. Offering crisis support seven days a week, 24 hours/day
Transportation: City Buses	BC Transit	No eligibility Senior Rates Available	Sun City Coachlines 1229 Cranbrook St North 250-417- 4636	Rider Information available online: http://www.transitbc.com/regions/cra/ Senior rates: \$2/ride, \$17/10 tix \$3.25 all day
	HandyDART	BC Transit	Need to apply	250-417-3178 For people with cognitive and physical disabilities; attendants ride free; Monday through Friday 8 AM to 5 PM. No service on weekend
Taxi Saver Program Participating Taxis: Key City Cabs 426-1111	BC Transit HandyDART	Must be registered HandyDART users Need to apply for HandyPASS	250-417-3178	Must be a registered HandyDART client 50% subsidized taxi travel \$60 package for \$30; \$1,\$2 and \$5 denominations

Parking Pass	City of Cranbrook	FREE PARKING if +65 years of age with driver's license and vehicle registration.	City Hall 40-10 avenue south 250-426-4211	Display your free permit and you are eligible for one hour of free parking while in downtown Cranbrook
Recreation and Socialization:				
Bingo!	Rocky Mountain	Bingo card cost	250-426-4545 209 16th Ave. North	Bingo on specific days and times.
	Eagles Hall		711 Kootenay Street 250-426-5128 or 250-426-7983	
	Seniors Centre: Branch 11		250-426-3618 125-17 th Ave. South	
Live performances	Key City Theatre	Membership not required	20-14th Ave North 250-426-7006	Discounts apply if a member. The best membership deal is for volunteers @ \$10
Recreation, Hobbies, Health and Social Events	Senior's Centre Branch # 11	Must be a member; Membership is \$12/year	125 - 17 th Ave. South 250-426-3618	Activities ranging from bingo, painting, cards, lawn bowling, dances
Recreation, Fitness and Entertainment	Juniper lanes	Special Senior Days drop-in \$6	1400 4 Street North 250 426-2865	Seniors leagues on Wednesday, Friday and Tuesday : includes coffee, 3 games and shoes
Recreation, Fitness and Entertainment	Recreation Complex	Discounts apply if you have a resident card; May be eligible for Leisure Access Program	1777 – 2 nd Street North 250-489-0040	Swimming (Aquafit and Joint Mobility) Weights and Walking Program Rates vary according to whether you have a resident card or you are eligible for the Leisure Access Program.
Socializing and entertainment	St. Eugene Mission	Free	250-417-2772	Free shuttles between Cranbrook and St. Eugene's Casino; Thursday through Sunday; 3 scheduled stops but will make exceptions

Socializing and entertainment	Adult Daybreak Program	Must be assessed by an IHA case manager \$4 - \$6 per day	F.W. Green Memorial Home 1700 4th Street South 250-426-3710	Social and recreational opportunities in a group setting to support clients to remain in their homes
Social Gathering Women's Social Group	Salvation Army	Free	533 Slater Rd. NW 250-426-3612	First Wednesday of every month; a social gathering, spiritual discussion, singing with social tea
Education: Books (large print) DVD's and Music CD's Audio Books	Cranbrook Public Library	Homebound Services Fill out an application	1212 2nd Street North 250-426-4063 or 250-417-2772	Operated by volunteers and staff, this service lets people in the community who are physically unable to visit the Library borrow material and have it delivered to them once a month.
Computer Courses	Partnership between Alliance for Literacy and the Cranbrook Public Library	Free Must register	1212 2nd Street North 250-426-4063	Over six weeks, seniors learn the basics of a computer and how to comfortably use one: send emails to loved ones, chase down information on the internet, have fun writing letters or playing games, then relax over tea and biscuits and discuss books. One-on-one computer training also available.
Computer Courses	College of the Rockies	Free Must register	2700 College Way, Box 8500 250 489-8242	Offering a variety of courses but specializing in computer courses early in the morning
Continuing Education	College of the Rockies	"Sharing our Heritage through Plants"	Anita Sawyer at 250-428-5332, ext. 4107 or by email: communitygreenhouse@cotr.bc.ca	Gardening Projects; Call for information.
Income Tax Assistance	CMHA	39-13 th Avenue South 250-426-5222	39-13 th Avenue South 250-426-5222	Assistance with income tax preparation during "tax time"
Income Tax Assistance	Salvation Army	Income less than \$30,000	533 Slater Rd. NW 250-426-3612	Qualified tax professionals will do your taxes at tax time; Tuesday and Thursday mornings; \$2.00

Literacy Tutoring and English as a Second Language	Columbia Basin Alliance for Literacy	No Eligibility	1212 2nd Street North 250-417-2772	Two Programs: a program for adults who need help with reading, writing or math and a program for non-English speakers
University Transfer	College of the Rockies	60+ University Transfer tuition is free is spots are available	2700 College Way, Box 8500 250-489-2751	A variety of university transfer courses are free to 60+ seniors if spots are available.
Nutrition: Home delivery	Meals on Wheels	Small questionnaire \$6.50 per meal	250-420-2302	A volunteer run service for the Cranbrook area residents who are unable to cook own meals due to illness or disability. Meals delivered to the home.
Home Delivery	Safeway	Must provide own shopper; transport fee of \$7.00	250-489-1165	Send someone in to shop for you and Safeway will deliver for \$7.00
Home Delivery	Save On Foods	Staff will shop for you; transport fee depends on where you live	250-489-3461	Save On staff will shop for you; transport fee is dependent on where you're located.
Low Income/In Need	Cranbrook Food Bank	No eligibility	104-8 th St. South 250-426-7664	Box of food —fresh and canned—one week's worth per month
Low Income/In Need	Salvation Army	No eligibility \$10 per month for "Good Food Basket" Must Register	533 Slater Rd. NW 250-426-3612	Emergency food bank, discounted food products, hot breakfasts, soup and sandwiches (four days per week) "Good Food Basket" Program (See below) Please call for more information on all services
Low Income/In Need	Women's Centre	No eligibility \$10 per month for "Good Food Basket" Must Register	21-13 th Ave. South 250-426-2912	Lunch on Thursdays; "Good Food Basket" includes fruit, vegetables and milk products; 2nd Wednesday of every month
Low Income/In Need	United Church	No eligibility	United Church 2 - 12 th Ave. South 250-426-2022	Wednesday Morning Breakfast Club; four churches—United, Lutheran, First Baptist and Anglican—volunteer to cook breakfast on a rotational basis once per month 8:30am-10am
Low Income/In Need	Anglican Church	No eligibility	46-13 th Avenue South 250-426-2644	Provides emergency food once a month week (When available) Phone for details

Low Income/In Need	St. Mary's Church	No eligibility	39-10 th Avenue South 250-426-3298	Free hot coffee and snacks as well as food hampers; 8 am-10 am on the 3 rd Monday of each month
Health Services:				
Health and Dietary Issues	Health Link BC	Free telephone information	811 hearing-impaired: 711	Speak with a nurse about your symptoms, consult with a pharmacist about your medication questions, or get healthy eating advice from a dietitian.
HOSPITAL	East Kootenay Regional Hospital		East Kootenay Regional Hospital 13- 24 Avenue North 250-426-5281	The East Kootenay Regional Hospital (EKRH) is in the East Kootenay health service area and responsible for providing core medical and surgical specialty services to patients throughout its service area. Located in Cranbrook, between Kimberley and Fernie, EKRH offers services including core physician specialties, 24 emergency and trauma services, Level 3 laboratory, acute and obstetrical care.
Medical essentials: physical and mental	Interior Health Authority (IHA)	Referral system through assessments	20-23 Avenue South 250-420-2200	For people requiring medical attention; includes caseworker assignment, medical home support services and more.
Mental Health: Dementia, Alzheimer	IHA Elder Services	Referral: Self, physician, family members and community agencies	20-23 Avenue South 250-420-2210	For people (+65) or caregivers of people over 65 who are experiencing psychiatric problems or changes in mental functioning
Prescriptions	Safeway Shoppers PHARMASAVE People's Save On	Must have prescription	250-417-0221 250-489-3438 250-426-3368 250-420-4133 250-489-5711	Free Delivery Monday to Friday No Delivery on Weekends
	Wal Mart Super Store	Must have prescription		No free delivery
Nursing Care	We Care	Private	812A Baker Street 250-426-9066	Providing medical and non-medical home support; respite care available
	Kootenay Care		1109 Pocha Road 778-517-0969	Providing medical and non-medical home support; respite care available

Medical Alarms	Commitment to Care		16A 13th Avenue South 250-489-5300	Providing medical and non-medical home support; respite care available
	Life Line (Private)	One time set up fee; monthly fee varying between \$42 and \$59	250-417-2624 1-866-406-3001	Sells high quality medical alarm systems. Subscribers can feel assured of personal protection and safety.
Medical Alarms	Peak Security	Private	250-426-4814	Security product and services
Medical Equipment	Red Cross	Must have health practitioner referral; by donation	#341 – 2 nd St. N 250-426-5105	Provide walkers, wheelchairs, toiletry supplies, crutches, bath boards and chairs
Medical Equipment	Medi-Chair	Private	250 Slater Road NW 250-417-2019	Provide walkers, wheelchairs, crutches, raised toilet sets, bath chairs and boards; free delivery and free in home equipment and safety assessments. Phone for more details
Medical Equipment	PHARMASAVE	Private	1005 Baker Street 250-426-3368	Provide walkers, wheelchairs, crutches, raised toilet sets, bath chairs and boards; free delivery and free in home equipment and safety assessments. Phone for more details
Long Term Illness: Care and Support				
Caregiver Support	East Kootenay Caregiver Support	Telephone support and twice month support groups	250-489-0802 1-877-489-0803	Provides support for family caregivers or elderly persons who are living at home, in the community or in a facility
Parkinson's Disease	Parkinson's Society	Telephone information Local support group	1-800 668-3330 250-489-4252 Linda Normandeau	Provides support services including information and resources, education and consultation; local chapter meets 3 rd Thursday of the month excluding July and Aug.
Arthritis	Arthritis Services	Doctor's referral	250-426-4442	Providing occupational and physio therapy
Cancer	B.C. Cancer Society	Telephone support and education	Cranbrook 1-888-939-3333	Education support and direction

Stroke	Stroke Recovery Association	Support for those recovering from stroke	250 426-3994 Tooty Gripich	Support group for stroke survivors, caregivers & their families. Meet every 2 nd and 4 th Wednesday of every month
Alzheimer Disease	Alzheimer Society	Telephone support and guidance	1-800-616-8816	Give contacts for local support and services located in your community
Palliative Care	Hospice Society	Free service	250-417-2019	Providing comfort and support to individuals living with terminal illness and their families
Non-Medical Home Support				
Better at Home Non-medical Services (TBA)	BETTER AT HOME Community Connections	Fees are on a sliding scale based on self-declared income	125 10 th Avenue South 250-426-2976	Services will include one or more of the following services: housekeeping, simple home repairs, friendly visiting, light yard work, grocery shopping and transportation to appointments.
Snow Shoveling	Canadian Mental Health Association (CMHA)	Volunteer based	250-426-5222	Providing snow shoveling services for seniors or people with physical disabilities
Snow Shoveling	Street Angels	Volunteer based	1324-2 nd Street North 250-420-2756	Provides snow shoveling services for seniors or people with physical disabilities
Friendly Visits	CMHA	Volunteer based	39-13 th Avenue South 250-426-5222	Providing friendly visits to shut-in seniors
Grocery Shopping	CMHA	Volunteer based	39-13 th Avenue South 250-426-5222	Grocery shopping for people with mobility issues; social day
Housing:				
	Dr. F.W. Green Memorial Home	Application process	1799-4 th Street South 250-426-3710	Residential Services at Multi-Care Level
	J. Fred Scott Rotary Villa	Application process	15 th & 3 rd Street South 250-426-6211	Seniors independent living
	Joseph Creek Village	Application process	1901 Willowbrook Drive 250-427-0666	Assisted and independent living
	Mountain view Village	Application process	2300 2 nd Street North 250-426-3544	Senior citizens' housing
	?Aqanttanam	Application process	202-1113 Baker Street	Low cost and subsidized housing for Aboriginal

	Housing Society		250-417-3774	and non-aboriginal
	Baker Gardens	Application process	39-13 th Avenue South 250-426-5222	Housing for seniors and people with disabilities

APPENDIX B - MEDIA

DAILY TOWNSMAN

THURSDAY, FEBRUARY 6, 2013 PAGE 5

LOCAL NEWS

Cranbrook seniors program one step closer

United Way of Cranbrook and Kimberley begins community engagement process for Better at Home

SALLY MACDONALD Townsman Staff

Cranbrook is making progress on its way to offering simple in-home services for seniors.

The Better at Home program is managed by the United Way of the Lower Mainland and funded by the government of B.C.

Cranbrook was announced last September as one of 18 communities to be identified as a sight for Better at Home.

Since then, United Way

has hired a team who have begun the community engagement process.

"Phase one is identifying the resources in Cranbrook, what is needed and how we go about doing it," explained Donna Brady Fields, executive director of United Way for Cranbrook and Kimberley.

"We need to connect with the community and identify stakeholders and an agency or group that is interested in carrying out the services."

Once that process has



seniors age 65 and older live in their own homes longer by providing simple services delivered by local non-profit agencies.

Simple services provided by Better at Home may include friendly visits, yard work, home repair, transportation to appointments, snow shovelling, housekeeping and grocery shopping.

The services are non-medical in nature and are supplemental to home support services provided

through health authorities such as personal hygiene assistance and help with medical needs or mobility.

Services are provided by a mix of volunteers and paid staff. Seniors who receive services will pay a fee based on their income.

Those services are not yet available in Cranbrook, until the community engagement process is complete and an organization has been contracted to provide the services.

As part of Improving Care

for B.C. Seniors: An Action Plan, the B.C. government provided the United Way with \$15 million to establish and manage Better at Home. The community initiative is a key part of the provincial Seniors Action Plan to respond to the needs of seniors and an aging population in B.C.

Another 38 communities were added to the Better at Home program last month, bringing the total to 56 communities in B.C. where the program will be available.

Kootenay News Advertiser Monday, March 25, 2013

www.kootenayadvertiser.com A17

community calendar

APRIL 5

BETTER AT HOME-United Way helping seniors remain independent. Public input meeting 9am-12 noon with light lunch provided at the Days Inn Ballroom. Call to register 250-489-4593 or 250-464-4889 or email cbk.betterathome@gmail.com.

DAILY TOWNSMAN

MONDAY, FEBRUARY 25, 2013 PAGE 5

LOCAL NEWS

Cranbrook seniors: what is the need?

Cranbrook's Better At Home program developers want to know what services seniors need to stay in their homes longer

SALLY MACDONALD Townsman Staff

A pair of community developers is working to determine how many Cranbrook seniors are isolated, vulnerable and require in-home non-medical services.

Sandra Davis and Pat Wray are seeking input for the Better At Home program, a United Way initiative funded by the Ministry of Health. Once the consultation stage is complete, an agency will be named to offer Better At Home services in Cranbrook.

These support services could include light housekeeping, grocery shopping, transportation to appointments, simple home repairs, friendly visiting, light yard work and snow shovelling.

"How many seniors do we have in this community who could successfully maintain their independence at home with a little bit of practical support?" said Davis.

But first, Davis and Wray need to determine what and where the need is in Cranbrook for seniors in-home services.

"In order for this to happen, we need the support and will of the community to identify priorities and make this program a reality for Cranbrook," said Davis.

The pair are gathering input in a questionnaire for seniors until mid-March. If you or someone you know could benefit from in-home non-medical support, contact Pat at 250-464-4889 or Sandra at 250-489-4593, or email cbk.betterathome@gmail.com.

The consultation will be capped off with a community meeting on Friday, April 5 at the Days Inn Ballroom in Cranbrook from 9 a.m. to noon. Please call to register.

"If you, or someone you know could use these kinds of support, please add your voice," said Davis.

According to B.C. Stats, 17.4 per cent of Cranbrook residents are aged 65 or older, as opposed to 14.8 per cent of the national population.

"We are living longer and the number of residents over the age of 80 continues to increase,

As we age, other risk factors fall into play, such as physical demands, transportation and social isolation as we lose

our friends and loved ones," said Davis. "The vast majority of our seniors are socially dynamic, healthy and

capable but we also have others who struggle with day to day tasks that the active take for granted. Life circum-

stances can very quickly change the picture for any individual and can lead to a significant loss in quality of life."

Questionnaire

for seniors Phone 250-464-4889 or 250-489-4593 before mid-March

A4 www.kootenayadvertiser.com

Monday, April 1, 2013 Kootenay News Advertiser

Together, we can give seniors a hand.



United Way helping seniors remain independent.

We'd like input from seniors, family members and community agencies on how we can best support seniors who face challenges coping with chores, getting to appointments, or who would benefit from a friendly visit. This program is not designed to provide medical services-just helping hands. Come share your ideas.



Friday, April 5, 2013 Days Inn Ballroom (on Kootenay Street N) Seniors: 9:00am - 12 noon light lunch provided Stakeholders: 1:00pm - 4:00pm Space is limited; please call early to register 250-489-4593 or 250-464-4889 email: cbk.betterathome@gmail.com

APRIL 5

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Better at Home

United Way helping seniors remain independent.

PUBLIC INPUT

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THURSDAY, MARCH 28, 2013 DAILY BULLETIN PAGE 11

SOME OF OUR DISTRIBUTION LOCATIONS:

- All Seasons Motor Sports
- Best Western
- Boston Pizza
- Bridge Interiors
- Canadian Rockies
- International Airport
- Canadian Tire
- Chamber of Commerce
- Cranbrook
- Chamber of Commerce
- Kimberley
- College of the Rockies
- Cranbrook Public Library
- Days Inn
- East Kootenay Community
- Credit Union
- Eastside Mario's
- EK Realty & Insurance
- Fisher Peak Art Gallery
- Heidi's Restaurant
- Just Liquid
- Kimberley Alpine Resort
- Kimberley Public Library
- McDonald's
- Mount Baker High School
- Mountain Spirit Resorts & Spa
- OK Tire
- Pharmasave
- Rec Plex
- Ricky's All Day Grill
- Royal Canadian Legion
- Safeway
- Spring Honda
- St Eugene Golf, Resort & Casino
- Tamarack Centre
- Trickle Creek Lodge

FOR MORE INFORMATION ON WHERE YOU CAN PICK UP SNAP PLEASE LOG ONTO www.snapeastkootenay.com AND LOOK FOR DISTRIBUTION POINTS.



KEY EVENTS FOR APRIL

16th Annual Rockies Film Festival

THURSDAY	FRIDAY	SATURDAY
<p>Mingle @ Kimberley Chamber of Hallinger Ave, 5-7pm.</p> <p>Rockies Film Festival @ Columbia Theatre, Suite 190A, 1500 Cranbrook St N, 6:30-11pm.</p> <p>Weekend Showcase Featuring Joshua Burning @ Casino of the Rockies, 7777 Mission Rd, 9-1am. 250-417-2772</p>	<p>Better at Home Community Meeting @ Days Inn Ballroom, 600 Cranbrook St N, 9-12pm 250-464-4889</p> <p>16th Annual Rockies Film Festival @ Columbia Theatre, Suite 190A, 1500 Cranbrook St N, 6:30-11pm.</p> <p>Weekend Showcase Featuring Joshua Burning @ Casino of the Rockies, 7777 Mission Rd, 9-1am. 250-417-2772</p>	<p>Spring Classic Cookie Blitz @ Wal-Mart, Safeway, Tamarack Centre, & Save-On-Foods, 10am-4pm. 250-426-5493</p> <p>16th Annual Rockies Film Festival @ Columbia Theatre, Suite 190A, 1500 Cranbrook St N, 1:30-11pm.</p> <p>GoGo Grannies of Kimberley Fundraiser @ The Old Bauernhaus Restaurant, 280 Norton Ave, 6-9pm 250-427-3708</p> <p>Great Canadian Ram Dance @ Cranbrook Seniors Hall, 2 St S, 7-11pm. 250-489-2720</p> <p>Battle of the Bands 2013 @ Byron Roadhouse Bar, 21 Cranbrook St N, 8-11pm. 250-426-4279</p> <p>Weekend Showcase Featuring Joshua Burning @ Casino of the Rockies, 7777 Mission Road, 9-1am. 250-417-2772</p>

Together, we can give seniors a hand.

Better at Home

United Way helping seniors remain independent.

We'd like input from seniors, family members and community agencies on how we can best support seniors who face challenges coping with chores, getting to appointments, or who would benefit from a friendly visit. This program is not designed to provide medical services-just helping hands. Come share your ideas.

United Way
Cranbrook and Kimberley

Friday, April 5, 2013 Days Inn Ballroom (on Kootenay Street N)
Seniors: 9:00am - 12 noon light lunch provided
Stakeholders: 1:00pm - 4:00pm
Space is limited; please call early to register
250-489-4593 or 250-464-4889
email: cbkbetterathome@gmail.com

Kootenay News Advertiser Friday, April 5, 2013

community

APRIL 5

BETTER AT HOME-United Way helping seniors remain independent. Public input meeting 9am-12 noon with light lunch provided at the Days Inn Ballroom. Call to register 250-489-4593 or 250-464-4889 or email cbkbetterathome@gmail.com.

LOCAL NEWS



BETTER AT HOME: Last Thursday Cranbrook and Kimberley United Way hosted a public input session on the province-funded Better at Home program, which will provide seniors with non-medical home support services in more than 60 B.C. communities. The United Way designed the Better at Home program and will support local non-profit agencies in coordinating the delivery of such services as housekeeping, shopping and friendly visiting. From left to right: Pat Wray and Sandra Davis, Better at Home community developers; Bev Campbell, Cranbrook and Kimberley United Way board chair; Debbie Sharp, Better at Home Field Coordinator (United Way of the Lower Mainland); and Donna Brady Fields, Cranbrook United Way Executive Director. More info about Cranbrook's Better at Home program will be released soon.

Friday, March 8, 2013 Kootenay News Advertiser

Better at Home input requested

Submitted

As community developers for the United Way, Better at Home program, Sandra Davis and Pat Wray have the task of estimating how many Cranbrook seniors are isolated, vulnerable and require in home non-medical services.

We are living longer and the number of residents over the age of 80 continues to increase. As we age, other risk factors fall into play, such as physical demands, transportation and social isolation as we lose our friends and loved ones.

We are living longer and the number of residents over the age of 80 continues to increase. As we age, other risk factors fall into play, such as physical demands, transportation and social isolation as we lose our friends and loved ones.

Friday, April 5, 2013 at the Days Inn Ballroom on Kootenay Street N (formerly Town & Country Inn)

Seniors gathering: 9 a.m. - 12 noon a light lunch provided and transportation can be arranged with advanced notice.

Stakeholders: 1 p.m. - 4 p.m.

Space is limited to 100 so please call early to register 250 464-4889 Pat or 250 489-4593 Sandra or by email: cbkbetterathome@gmail.com. You can also call for further information.

For full details go to www.betterathome.ca

In order for this to happen, we need the support and will of the community to identify priorities and make this program a reality for Cranbrook. Pat and Sandra aim to obtain as much public input as possible in a short period of time.

We will be gathering input during February and early March through questionnaire format to seniors and service providers and then wrap up with a community meeting to share the information gathered and provide one last opportunity for area residence to provide input.

Together, we can give seniors a hand.



**Better
at Home**

United Way helping seniors remain independent.

PUBLIC INPUT

We'd like input from seniors, family members and community agencies on how we can best support seniors who face challenges coping with chores, getting to appointments, or who would benefit from a friendly visit. This program is not designed to provide medical services – just helping hands. Come share your ideas.



United Way

Friday, April 5, 2013 Days Inn Ballroom (on Kootenay Street N)

Seniors: 9:00am – 12 noon light lunch provided

Stakeholders: 1:00pm – 4:00pm

Space is limited; please call early to register 250 489-4593 or 250 464-4889

email: cbk.betterathome@gmail.com

The Daily Bulletin (Kimberley) Community Connections to deliver Better at Home program

Mon Apr 15 2013, Page: 1, Section: News
Byline: Barry Coulter, Source: The Daily Townsman
A local organization -- Community Connections Society -- has been chosen to deliver a new program, which will provide Cranbrook seniors with non-medical home support.

The provincially-funded Better at Home program provides these services in more than 60 B.C. communities.

The United Way designed the Better at Home program, with the goal of supporting local non-profit agencies in coordinating the delivery of such services as housekeeping, shopping and friendly visiting.

On Friday, April 5, the Cranbrook and Kimberley United Way hosted a public input session on Better at Home, with the ultimate goal of choosing an organization to deliver the service.

Debbie Sharp, with the United Way of the Lower Mainland, and Field Coordinator for the Better at Home program, who was in town to help facilitate the event, praised the work of local community developers Sandra Davis and Pat Wray for getting the program off the ground in Cranbrook, and collecting information and surveys to help determine the precise need locally.

"I have been very impressed with the level of community and stakeholder engagement in the Better at Home process in Cranbrook," Sharp said in a release Friday.

"I think that Sandra Davis and Pat Wray have done some magnificent work to mobilize and engage the community around seniors' issues, and have developed a worthwhile body of knowledge regarding assets and service priorities for non-medical home support services in the

community.

"I also want to acknowledge the great work done by Donna Brady Fields, Executive Director, United Way of Cranbrook and Kimberley, in supporting the process since Cranbrook was announced as a potential site in September last year," Sharp added. Sharp said that following the input received during extensive discussion with seniors and other community members, as well as dialogues with various key stakeholders working with and serving seniors, comprehensive overviews were developed of community assets, non-medical home support service needs and priorities, and criteria for a lead organization.

"Using this information and community dialogues, Community Connections Society of Southeast BC has emerged as the organization that will deliver Better at Home in Cranbrook," Sharp said.

"We really appreciate the engagement of all of the potential lead organizations and thank them for their invaluable contributions."

Community Connections Society of Southeast BC will use the community developers' report and support from the United Way to complete the Better at Home application process during May.

"We anticipate the Cranbrook Better at Home site will receive funding starting July," Sharp said.

"Program planning will take place in the months following, with service delivery anticipated later this year.

"The Better at Home Provincial Office is excited that the Better at Home program will be coming to Cranbrook and we look forward to providing support to Community Connections Society of Southeast BC and the community to help seniors remain independent," Sharp said.

APPENDIX C

Suggested Advisory Committee Members

- East Kootenay Seniors Coalition
- Hospice
- East Kootenay Caregivers Network
- Interior Health Elder Services - Nancy Mironuck
- CRN Community Response Network
- Cranbrook Community Living
- Cranbrook City Council
- Ktunaxa Nation Health Sector
- ?AQ'AM – St Mary's Indian Band
- Ministerial Association
- Private Sector i.e.: Commitment to Care, Kootenay Care or We Care
- 50% of advisory committee members general seniors population in Cranbrook

APPENDIX D - Selection Criteria from Community Consultation Meeting

Community-Identified Criteria for a Lead Organization

Lead Organization Criteria
Access
Easy to access physically (3) and has parking
Easy to call (good communication) (3)
Staff
Responsive and informative (2)
Staff with time to dedicate to clients when identifying issues (2)
Caring, understanding, empathetic (2)
Staff will be dedicated to the project
Good communication with community, clients, volunteers, and paid help/contractors
Volunteers
Good screening process and will conduct criminal record/background checks (2)
Proven experience with volunteers (2)
Volunteer base and recruitment capacity (2)
Clients
Proven experience with seniors (2)
Senior-friendly (2)
Understands seniors' needs and issues (2)
Able to reach vulnerable seniors
Respects seniors' independence
Services
<ul style="list-style-type: none"> • Timely service provision (2) • Able to coordinate transportation and housekeeping • Creative coordination abilities
Operational details
<ul style="list-style-type: none"> • Smaller organization that is warm and open (2) • Open to setting up a broad-based Advisory Committee (2) • Is not doing too many other projects (not stretched) • Seniors involved in the organization and on the board • Conducts ongoing training and education • Is non-political • Is open to feedback and criticism • Sustainable organization • Watch administration costs and manage budget
Overall capacity
<ul style="list-style-type: none"> • Strong knowledge of area and resources (4) • Connects with existing services, programs, and societies & willingness to partner (3) • One-stop service centre (2) • Technological capacity • Professional, flexible, and confidential • Has responsibility and accountability • Experience with problem-solving

NOTE: (2), (3) or (4) indicate the criteria were mentioned by more than one table at the meeting.

APPENDIX E – Comments on the Seniors' Community Survey Re: Other Non-Medical Home Support Services (Personal Needs)

The following are suggestions from the seniors' community surveys as to what other services they thought they needed that were not listed in the *Better at Home* Program

- window cleaning
- improve home access
- someone to read bills
- hair dressing
- walking program
- TOE NAILS!
- light cooking
- Exercise program
- Meal prep/cooking
- Meal prep
- Meal prep
- Food prep
- Food prep
- Memory Support
- Meals
- Windows
- Meals
- Meals
- Meals
- Meals
- Windows
- Respite Care
- Companion for walks
- Exercise program
- Rides to recreational events
- Window cleaning
- outside windows
- friendly visit for people with medical treatments or life alert
- Pick up stuff for thrift store
- Meal prep
- housing
- Meal prep
- TRANSPORTATION
- Housing
- Housing
- opening cans
- housing
- laundry
- laundry
- HEAVY HOUSEKEEPING
- Laundry
- cooking
- Meals on wheels
- Housing
- Transport to leisure centre
- Swimming @ Pool
- Laundry
- Meals
- Meals
- Meals
- Pet walking
- Car Washing
- Computer training
- bath time
- theatre "friend"
- GARDENING!
- Laundry
- Bathing
- Bathing
- Bathing
- Bathing
- Bathing
- companion theater
- housing
- Someone to eat with
- meal prep
- meal prep
- wheelchair access
- dog walking
- pet care
- Cooking

- Opening cans
- Housing
- Laundry
- laundry
- HEAVY HOUSEKEEPING
- Laundry
- cooking
- Meals on wheels
- housing
- Transport to leisure centre
- Swimming @ Pool
- Laundry
- Meals
- Meals
- Meals
- Pet walking

- Car Washing
- Computer training
- bath time
- theatre "friend"
- GARDENING!
- Laundry
- Bathing
- exercising for disabled
- Helping with communication

- Remove snow at bus stops
- Baths
- baths
- Fire Wood
- Meals
- exercising for disabled
- bathing
- companion theater
- housing
- Someone to eat with
- meal prep
- meal prep
- wheelchair access
- dog walking
- pet care
- Cooking
- look after bus stops for snow removal
- Baths
- baths
- Fire Wood
- Meals
- Bathing
- bathing
- Walking with someone

APPENDIX E – Cranbrook Community Development Survey



United Way helping seniors remain independent.



United Way

This survey is designed to collect data on what home support services are needed for seniors 65+ years old living in the Cranbrook area. Please take the time to fill out this survey if you are 65 years or older. They will be collected from this location.

CRANBROOK COMMUNITY DEVELOPMENT SURVEY

1. Did you move here to retire? YES NO

2. Age: _____

3. Gender: _____

4. Do you live alone? YES NO

5. LOCATION: Cranbrook Moyie Jim Smith Fort Steele

Bull River Wycliffe St. Mary's Reserve Other _____

6. What non-medical services and programs do you use that keep you living independently in your home?

Service	Provider

7. If you don't use services is it because they are not accessible because of your location? YES NO

8. Do you rely on family to provide services that keep you living independently in your home? YES NO

9. What non-medical home support services from the Better at Home basket of services are needed in Cranbrook?

Light housekeeping Friendly visiting Transportation to appointments

Grocery shopping Light yard work

Simple home repairs Snow shoveling

10. Are there non-medical home support services not listed above that you think are needed in Cranbrook?

11. Who would be a strong lead agency in Cranbrook to deliver those services and why?

12. Would you be willing to pay a nominal fee for the Better at Home services? YES NO

13. Would you like to volunteer to deliver the services from the Better at Home Program to help other seniors? YES NO If yes please include name and phone number _____

14. Other comments (Thank you for participating in this survey. Your time is really appreciated.) Pat and Sandra

APPENDIX F – Cranbrook Service Provider Survey



SERVICE PROVIDER: _____

1. What supports or services are you providing seniors now?

2. What areas do you serve in the Cranbrook and area?

3. How many people already use these services? _____

4. Do you charge and how much? _____

5. Do you use volunteers and if so do you have adequate numbers?

6. What gaps in services/ outreach do you notice?

7. How many people want services you can't provide?

8. If you have a waiting list how many are on your waiting list? _____

9. In your opinion, what demographic groups are in greatest need of the services proposed by Better at Home?

10. Do you think there is a demographic that is under served (who and why?)

Better At Home Basket of Services:

Light Housekeeping Grocery Shopping Simple Home Repairs Snow Shoveling
Friendly Visits Light Yard Work Transportation to appointments

11. Which items in the Better at Home Basket of Services do you think are a priority?

12. What do you see as the main issues to keep Cranbrook seniors living longer in their own homes?

13. Do you have a group that meets so that we can gather information about seniors? _____

14. Is your agency able to host a service provider or seniors meeting if need be? What time of day/date is best for you? _____

15. Are you interested in being a lead agency to deliver the Better at Home Program?

16. Who would you suggest as a lead agency? _____

17. What other service providers/groups/people should we be talking to?

18. Is there anything else I should know? _____

Other Comments:

Thank you so much for your time. Your information is very important to this project.

Better At Home, Community Developers

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