

## Terrace background info



The City of Terrace is located at coordinates: 54°30'59"N 128°35'59"W on Yellowhead



Highway 16 and flanked by the mighty Skeena River and the CN Railway. Terrace is home to 15,000 residents, but serves an outlying area of 25,000. Named for the massive natural terraces that occur in the landscape, the city is a beautiful panorama of dwellings and businesses nestled by the surrounding Coastal Mountain Range. The municipal area measures 210.6/km<sup>2</sup> but this does not including the unincorporated neighboring feeder communities of Thornhill, Remo's, Rosswood and Brauns Island.

The region is home to a settler population comprised of many ethnicities, more recently families and professionals who have moved here for the work and lifestyle and to the Kitselas people, a tribe of the Tsimshian Nation, who have lived in the Terrace area well before settlement of the townsite 100 years ago. The community is the regional retail and service hub for the northwestern portion of British Columbia. The administrative offices of the Kitimat-Stikine Regional District and Coast Mountains School District 82 are located in Terrace. The University of Northern B.C. has an established campus and Northwest Community College is centralized in Terrace. Air services for the community are provided through the Northwest Regional Airport, which is located just 5 kms south of town, with connections to Prince George, Prince Rupert, Smithers, and Vancouver. Additionally HawkAir and several helicopter companies including Northern Escape

Heli-Ski operate out of the same airport. Health care facilities include: Mills Memorial Hospital, Public Health building, Mental Health tertiary unit and TerraceView-Seniors Supportive Living all administered by Northern Health. The region is known for its world-class fishing, hiking and biking trails, golfing and skiing. Year round recreational opportunities and clean air draw people from all over the world. An established Farmers Market, Heritage Museum and Arts culture add to the overall feel of a community that has something for everyone.

The main economy of Terrace revolved around the forestry industry but when Terrace saw closure of its two sawmills it suffered a rapid down trend in its economy that lasted more than a decade. Over the past 5 years Terrace is just coming out of a depressed economy and is now experiencing healthy growth. Today work has begun to build infrastructure for linking the new Transmission line project to the provincial electrical grid and the community is in advanced stages of approval for a number of clean energy projects. It is also experiencing an upsurge on local services due to the boom in Kitimat.

The route- Highway 37 south- is well traveled with commuters from Terrace working in Kitimat and with commuters from Kitimat shopping in Terrace. Both communities share the Lakelse Lake recreational area, Onion Lake Ski Trails and hiking in the Clearwater Lakes vicinity, which all provide year round opportunities for recreation. Terrace is most recognized for the Old Skeena River bridge built in 1925. For 48 years it was defined as the longest, one lane, wood decked, curved bridge in North America, a



title that was lost in 2001 when steel decking was installed due to maintenance costs. The curve speaks to the uniqueness and beauty of Terrace.

## Kitimat Background Info



Kitimat can be found at Coordinates: 54°03'17"N 128°39'28"W. Originally it was a small aboriginal fishing village at the head of the deepwater fjord of the Kitimat Arm known today as Kitimaat Village.

“Kitimaat” means “People of the Snow” in the Tsimshian language of the Haisla Nation who live there. Today it is better known as a coastal port in



northwestern B.C. that sits at the headwaters of the Douglas Channel. The city was planned and built by the Aluminum Company of Canada (Alcan) during the 1950s at which time the area was mostly old growth forest. Kitimat is reached via Highway 37 which connects off of highway 16 at Terrace and from there loops 63 km (39 mi) south over mountains, past the Terrace/Kitimat airport, down to Lakelse Lake and the hot springs, up to the Onion lake Plateau down to the Kitimat River and ending at the tidal flats of the Douglas Channel.

Kitimat’s municipal area is 242.63 km<sup>2</sup> It is located on tidewater in one of the few wide, flat valleys on the coast of British Columbia. Home to more than 7,000 citizens, the municipal town of Kitimat came into existence in the 1950s after the Provincial

Government of British Columbia invited Alcan to develop hydroelectric facilities to support the aluminum smelting industry.

The company invested over CA\$500 million (equivalent to CA\$3.3 billion) and employed over 35,000 workers over the five years required to build the Kenney Dam, a hydroelectric generating station under Mt. Dubose, the small community of Kemano, a 250,000 tpy aluminum smelter, a year round deepwater port, a complete townsite (Kitimat) designed for a population of 50,000, and a paved highway to the outside world. As a result of this large project, other companies saw the potential of the area, resulting in further industrial development in the Kitimat valley.<sup>1</sup>

City planner Clarence Stein designed the townsites to facilitate an environment that would attract and retain workers in a community minded setting. Today, Kitimat benefits from the quality of planning resulting from the Garden City design concept. Industry is well separated from the community with large areas for expansion and looped streets surround the urban City Centre Mall all are linked by over 45 km (28 mi) of walkways, which connect to all areas of the community. The concepts designed by Stein make up planning to this day and as a result the town layout has kept many retirees from leaving Kitimat.

Kitimat 's landmark was its huge pink hospital set at the base of Haisla hill- built to provide service to the 50,000 people anticipated to live there. The hospital was blown up in 2007 following its degradation and operational costs and a new modern hospital was constructed. Kitimat General Hospital now houses all aspects of care in one modern facility including a built on residence providing supportive care for seniors.

Following an era of bust with the closure of Eurocan and Methanex. Kitimat is rising out of a survival mentality from a decade of lost jobs, to meet with what is now an over abundance of work in all sectors. Rio Tinto bought out Alcan and is still the main employer in the municipality. Today as a port, the town site is in the throws of huge industrial speculation.

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<sup>1</sup> Sited from [http://en.wikipedia.org/wiki/Kitimat,\\_British\\_Columbia](http://en.wikipedia.org/wiki/Kitimat,_British_Columbia)

Approximately \$5 billion in manufacturing investment is anticipated in the 2010-2015 period with a further \$5 plus billion in the energy genre currently in the investigative stage expected in the next decade.

Kitimat and Terrace struggle today to meet the needs of their own citizens under this robust economic surge with seniors and those who are marginalized being the biggest losers in this equation. Thus the communities gratitude for funds that will help to cope with this increasing disparity in service to the senior population and also the plea for full funding for each of the communities separately.



## Senior Demographics and Stats

In the 2011 census Canada determined some interesting facts about our aging demographic that are worth noting and speak to the need to support seniors.

Seniors account for 14.8% of Canada's population representing nearly 5 million people.

More 'seniors' aged 55 to 64, are leaving the labor force, than those aged 15 to 24, who are entering it.

It is predicted that by 2016, the # of seniors may exceed the # of children.

The proportion of seniors is the highest in the Atlantic Provinces, Quebec and British Columbia

Seven of Canada's 10 municipalities with the highest proportion of seniors are in British Columbia

In the statistical age grouping only the 60 and up are over the average of 15% with the 60 to 64 year old group growing at 29.1% which doubles all lower age categories.

The over 60 age group in general have shown a 20% growth rate with the over 100 agers growing by a staggering 25.7% .

Baby boomers born 1946 to 1966 reach 65 years in 2011 so our next census will be very interesting.

Unfortunately with mortality many seniors live alone so isolation is a major factor as they age.



## Terrace/ Kitimat statistics

Census 2011 results	Terrace	Kitimat	Kitimaat Village	Kitsumkalum	Kitselas	B.C.
Total 2011 Population	15569	7046	514	302	220	4,400,057
Total 2006 Population	15415	9328	514	251	78	4,113,487
Change	1	-7.3	0	20.3	182.1	7
Size rank in prov.	50	64	318	362	395	
Private dwellings	6672	3646	190	98	81	1,945,365
Occupied by reg. residents	6240	3080	179	90	72	1,764,637
Land area in Km.	36.49	10.13	1.51	4.85	3.34	922,509.3
Population density/km	426.6	695.5	340	62.2	65.9	4.8
55-59	1090	640				323,335
60-64	990	520				291,040
65-69	710	310				210,900
70-74	485	240				160,715
75-79	360	185				127,480
80-84	240	115				96,945
85 and over	195	75				92,675
over 65	1990	925				688,715
over 55	4070	2085				1,303,090
Total number of persons 65 years and over in private households	1,890	1080				643,410
Number of persons not in census families aged 65 years and over	705	340				211,820
Living with relatives <sup>9</sup>	100	30				32,900
Living with non-relatives only	50	10				13,560
Living alone	560	300				165,365
# of census family persons aged over 65	1,180	740				431,590
Meidan Age	39.2	44.2				41.9

## Description of Seniors Populations in Terrace and Kitimat

As indicated in the table of statistics there is a similarity between Terrace and Kitimat in makeup and in percentile numbers.

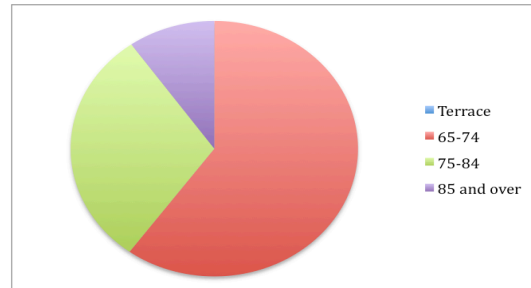
The Terrace population is 15,569

-65-74 1,195 (59%)

-75-84 600 (32%)

-85 and over 195 (8%)

-Total over 65 1,990



Seniors make up 12.8% of the Terrace population

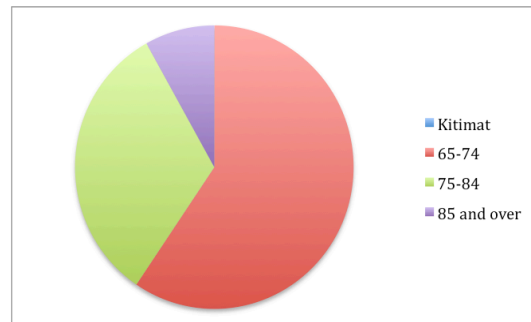
Kitimat's population is 7,046

-65-74 550 (60%)

-75-84 300 (30%)

-85 and over 75 (10%)

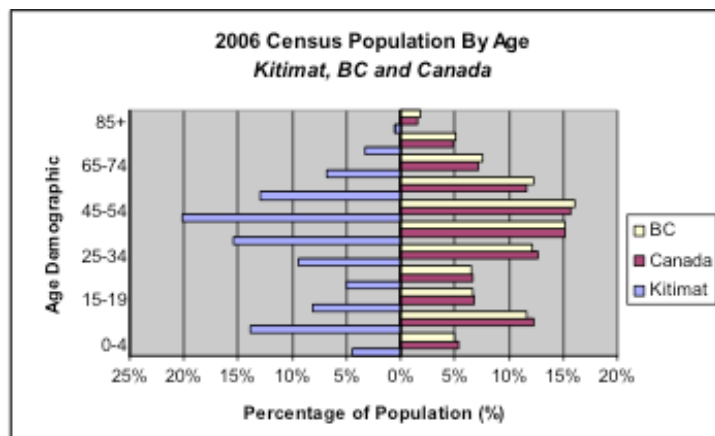
-Total over 65 925



Seniors make up 13.1% of the Kitimat population

The Kitimat to Terrace ratio is 46% or almost one half. As the pie chart above indicates the age makeup is very similar in both communities.

Minimal differences occur but to the eye they mirror one another in similarity as they do provincially and federally as seen in this chart.



## Community Assessment Process

- Seniors and community groups or agencies were met with to identify what barriers or needs exist in the communities of Terrace and Kitimat to support seniors to live in their own homes and stay connected with their community longer.
- A basket of 7 non-medical home support services were identified by Better at Home and presented to seniors for input.
- A common questionnaire was used to identify which services were most needed and to allow for opportunity to identify other needs. (see appendix)
- The questionnaire was circulated for community input and to provide a common measuring tool.
- The ultimate objective was to identify which day-to-day tasks were most needed from this basket of services in this area by our local seniors and determine which local service agencies would be best able to deliverer such a service.
- Community meetings were then held in both Terrace and Kitimat to provide the information gathered and to inform and consult with seniors for feedback.
- At the time of the community meetings identified service providers were invited to present to seniors who they were and what service they could provide to the senior community.
- Following the community meetings, stakeholders were gathered to discuss the merits of the service agencies and to confirm their capacity to provide needed services to seniors currently living in their own homes.
- Following this process the agency most likely to be able to provide the identified service was invited to apply for the Better at Home funding.
- United Way and Better at Home program managers would work with the identified agency to process the application properly.
- Targeted funds would be then be provided to the lead agency in October 2013 to start to implement the Better at Home program to the communities of Terrace and Kitimat.

## ***How do we get to the end results?***

Identify assets, interview community, summarize findings, present findings to community, get feedback, make recommendations, hire service provider.

### ***First: Identify Community Assets***

Terrace Service Agencies:

- Happy Gang OAP
- Terrace & District Community Services
- Ksan Society
- Terrace Volunteer Bureau
- Terrace Hospice
- Provincial Networking Group
- Kalum Community School Society
- The Family Place
- BC Shizophrenia Society
- Red Cross Loan Cupboard
- Nisga Society
- Kermode Friendship Society
- Kitselas/Gitau Society
- Healthy Terrace
- Northwest Counseling
- Skeena Diversity
- Terrace Child Development Center
- Terrace Canadian Cancer Society
- United Way of Northern B.C. - Terrace
- Service Clubs
  - Rotary Club of Terrace
  - Kinsmen Club of Terrace

- Terrace Rod and Gun Club
- Elks Club
- Skeena Valley Rotary Club
- Poyal Canadian Legion Branch 63
- Kinette Club
- Order of the Royal Purple
- Church groups
  - Knights of Columbus
  - Knox United Church Community Outreach
  - Salvation Army
  - Skeena Valley Baptist
  - Anglican Church of Canada
  - Alliance Church
  - Sacred Heart Parish
  - Terrace Christian Reform
  - Terrace Full Gospel Christian Fellowship
  - Zion Baptist
  - Jehovah Witness Kingdom Hall
  - Evangelical Free Church
  - Thornhill Community Church
  - Terrace Pentecostal Assembly
  - Seventh-Day Adventist
  - Skeena Valley GN Brotherhood Assoc.
  - Ministerial Association
  - Churches of Terrace Food Bank
- Youth groups
  - 4H
  - Centennial School Youth Group
  - Big Brothers/Big Sisters
  - Kitselas Youth Center

### ***Kitimat Service Agencies:***

- Snowflake Seniors Center
- Kitimat Community Services
- Kitimat Food Share
- Kitimat Child Development Center
- Kitimat Hospice
- Kitimat Cancer Society
- Service Groups
  - Rotary Club of Kitimat
  - Kitimat Kinsmen
  - Elks
  - Order of the Royal Purple
  - Kitimat Rod and Gun Club
  - Luso Canadian Assn.
  - Royal Canadian Legion
- Church groups
  - Knights of Columbus
  - Christ the King Church
  - Kitimat Full Gospel Bible Fellowship
  - Lutheran Church Redeemer
  - Church of Jesus Christ Latter Day Saints
  - Sikh temple
  - Haisla Pentecostal Assembly
  - Haisla United
  - Presbyterian Church
  - Salvation Army
  - Anglican Diocese
  - First Baptist Church
  - Kitimat Mountain View Alliance Church

- Ministerial Association
- Churches of Kitimat Food Bank
- Youth Groups
  - RiverLodge Rec. Center

Interested government or private public service organizations:

### **Provincially**

B.C. Community Response Network

Northern B.C. Red Cross

United Way of Northern B.C.

Better at Home

### **Locally**

Terrace

- Northern Health
- Mills Memorial Hospital
- TerraceView & McConnell House Assisted Living
- Tuck Apartments
- Willows
- Market Estates
- TwinRiver Estates
- We Care
- RCMP Community Liaison

Kitimat

- Northern Health
- Kitimat General Hospital
- Kitimat Kiwanis Senior Citizens Housing
- Delta King Assisted Living
- RCMP Community Liaison
- Retired Teachers Assc.

## ***Second: Dialogue with Community and Service Providers***

In evaluating the readiness and need of seniors in the communities of Terrace and Kitimat for the Better at Home project many meetings were held with seniors and organizations that work with seniors to evaluate the needs of our most precious residents as they live independently in their own homes. With Better at Home's identified 7 services across B.C. that seniors have said they struggle with discussions began. These barriers are being assessed in many communities throughout our vast province to determine where the greatest need exists in individual and unique locations and Terrace and Kitimat are grateful to be included in that mix.

Seniors commend United Way and the Ministry of Health for acknowledging that communities have unique properties and as such have differing needs. The evaluation of communities through a process of one-on-one dialogue and group discussion enables accurate identification of needs and an ability to prioritize those needs.

In most cases the process has been community by community but the focus of this report is on the Terrace and Kitimat communities collectively, who have been grouped together to share funding in a combined application for the Better at Home Program. It is noteworthy to say that both communities have found that they struggle with the amount of service needed for their most vulnerable populations, including our seniors. As a result the question most often asked is 'why don't each of the communities qualify for full funding?'. This ongoing expression of concern confirms the pressure both communities are feeling as they see more and more of their respected seniors and elders struggling to maintain their independence. The works of agencies that are already involved in helping vulnerable populations especially here in the north are over-stressed. A booming economy, weather, distance from services, housing shortages, increased costs of rentals, a poorly set up housing inventory, a need for renovations to meet mobility changes, a lack of skilled affordable labor to complete work needed, limited medical services, an overtaxed home care system, a shortage of volunteers, complications with liabilities and a burn out of family caregivers are just some of the challenges that were identified. The community is grateful for any additional funding that will be allocated to Terrace and Kitimat to address the needs of seniors who are

aging in place here. Additionally the community has asked that the Ministry re-consider full funding for each community to meet the challenges unique to northern living in Terrace and Kitimat. Ironically the boom in the economy has caused unexpected additional problems to our most senior citizens who are being the most impacted by the huge influx of industrial expansion here.

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. In the year 2000 the Minister of Health through the Ministry of State for Seniors established the Funding for Better at Home. The funding stream was funneled through and administered by United Way in an effort to focus more on community need. Funding is planned to run through to year 2015 at which time implementation of Better at Home Programs will be targeted to be in 60 communities throughout B.C. In a nutshell, the Government of British Columbia funds the program, United Way of the Lower Mainland manages it, and local non-profit agencies provide the services.

In order to determine what services exist in Terrace and Kitimat conversation needed to occur to discover what is currently offered to seniors throughout the area. As seen in the lists provided there are several groups and organizations that serve the communities of Terrace and Kitimat. There is good infrastructure in place, a loyal but over worked staff for many of the agencies and a long history of much needed and appreciated work in the communities. Although some of the groups are fairly new to the community, United Way and Skeena Diversity for example, most of the service providers listed have a long history of providing social and local based service to the community for decades. For those participating in these groups there is often a rich history and it is not uncommon to find both young and old participation. Below you will find a list of many of those groups. In an effort to assess the needs of seniors, all of these organizations were connected with in some fashion; some in official meetings, some in grocery aisle conversations, some by phone or by email, some through an overarching body.

It was discovered in this process that there is a lot of work being done to assist people in our community who are in need. From the development of community gardens and

parks to hosted community dinners and garbage pickup events, the function of these service based clubs, associations, churches and non-profit groups enrich the lives of all citizens in the Terrace and Kitimat area.

Seniors are being picked up and assisted with yard work and snow removal; they are assisted by family, neighbors, churches and service groups to the extent that meals and visiting are all done by a myriad of providers. It is clear in the conversations though that many seniors are being helped by a variety of community caregivers be it individually or through an agency or service group, but many are still not helped. There is still a surprisingly large population who are struggling to grasp to their independence. Of those questioned at least one out of three was experiencing difficulty or a lack of service of some sort. Although it is hard to determine based on the focus of this project what that really means it is indicative of a definite need for help.

### ***Third: Summarize Findings***

#### Summary of Community Findings

Over the course of March, April and May many one on one interviews and meetings were held. Met with focus groups, with agencies, attended community group meetings, and canvassed community for input.

A total of 253 contacts were made before information was becoming duplicated regularly; at which time it was determined that the data was likely representative of the needs for seniors in both communities.

In the end meeting were held with:

- 14 groups in Terrace
- 14 groups in Kitimat

Using a common questionnaire and conducting one on one interviews; completed information to collect data came from:

- 62 people in Terrace
- 54 people in Kitimat

Assessment	Focus groups	Total people in groups	1 on 1 interviews	Total contacts
<b>Terrace</b>	<b>14</b>	<b>70</b>	<b>62</b>	<b>132</b>
<b>Kitimat</b>	<b>14</b>	<b>67</b>	<b>54</b>	<b>121</b>

The following tables represent the results of the questionnaires and group meetings, it is a compilation of the requests for information on the 7 services from the Better at Home basket of services and from the open ended questions that were asked to determine need.

Identified Basket Responses	Friendly Visiting	Grocery Shopping	Home repair	House Keeping	Snow Shoveling	Transport	Yard Work
<b>Terrace</b>	45	43	44	45	4	49	4
<b>Kitimat</b>	49	48	48	49	5	51	4

Questionnaire	1 on 1	Groups	Total
T	57	1	7
K	40	3	6

<b>Additional Needs Identified</b>															
	<b>Terrace</b>	6	Safety access in home												
	<b>Kitimat</b>	10	Appropriate transitional housing												
		9	Caregiver burnout												
		7	Mobility in community												
		12	Lack of Knowledge												
		4	Isolation, Loneliness depression												
		8	Poverty												
		3	Consistence in care												
		1	Attitudes												
		1	Staying mobile												
		6	Lack of coordinated services												
		3	Preventative aging												
		6	Senior Abuse												
		2	Nutrition												
		1													

<b>Agencies identified by seniors and groups to best deliver service to seniors</b>															
	<b>Terrace</b>	13	Happy Gang												
	<b>Kitimat</b>		SnowFlake Center												
		13	Terrace & District Community Services												
		10	Kitimat Community Services												
		11	Hospice												
		4	Private Care												
		3	Kitimat Child Dev. Center												
		4	Parks and Recreation												
		5	Terrace Volunteer Bureau												
		4	Churches												
		3	Provincial Networking												
		2	Ksan Society												
		2	Service Clubs												
		3	Council of Seniors PG												
		5													
		1													

***Seniors were grateful for the opportunity to note other issues they could not quite fit into the Basket of Services boxes. Service agencies who were presented with the data then were able to consider those opinions within the parameters of possible service options.***

***Overall -Basket of Service results ranked:***

**Terrace Results**

#1 Transport (52)

#2 Friendly Visiting and Housekeeping tied (49)

#3 Home Repair (48)

#4 Grocery Shopping and Snow Shoveling tied (47)

#5 Yard Work (44)

**Kitimat Results**

#1 Snow Shoveling (53)

#2 Transport (51)

#3 Friendly Visiting and Housekeeping tied (49)

#4 Home Repair and Yard Work and Grocery Shopping tied (48)



Services are focused on helping out and working together.

#### ***Fourth: Present information***

The collected information was disseminated to service agencies to determine if they would like to step forward to offer their expertise to provide the identified services to seniors. Agencies were encouraged to present to both community meetings with a focus on informing seniors and other interested parties on who they were, what they provide as an agency in general and what they could provide to seniors in particular.

Initially 11 organizations indicated an interest in engaging in the process.

Kitimat Community Services Society, Kitimat Child Development Center, Kitimat Hospice, Kitimat Seniors Center, Volunteer Terrace, Terrace Seniors Center, Terrace and District Community Services, Terrace Hospice, Ksan Society, Kalum Community Society and the Family Place

In the end 6 agencies came forward and made presentations to the communities.

They were:

- ✓ Kitimat Community Services Society
- ✓ Volunteer Terrace
- ✓ Terrace Happy Gang Seniors Center
- ✓ Terrace and District Community Services
- ✓ Terrace Hospice
- ✓ Ksan Society

Community meetings were held in Terrace and Kitimat:

Terrace on May 15, 2013 at the Happy Gang Center

41 people attended.

Kitimat on May 16 2013 at the RiverLodge Community room

64 people attended.

A stakeholder meeting was held in Kitimat at the Snowflake Center on May 16 2013

13 people attended.

A total of 118 participated in the community consultation process if you add to this the 253 people interviewed, feedback from 371 people participated in the process.

## ***Fifth: Feedback from Community meetings:***

### **Terrace Community Meeting**

On May 15, 2013 a community meeting is held in Terrace to present Better at Home assessment findings. The meeting was held at 1:30 in the afternoon and was held at the Happy Gang senior's center. 41 people attend. The meeting begins with an overview of the Better at Home program. The results of the community dialogue to discover need are presented. Agencies come forward and give a presentation to introduce who they are and what they do in the community and then they inform attendees what they can provide to them to fill the identified needs of seniors under the Better at Home scope. Following this, those attending are asked for feedback to reaffirm their needs and what they are looking for from an agency delivering service to them. All 6 agencies presented and answered questions. Following this the groups broke out into 5 groups who brainstormed on what they need from the community. Below are the outcomes of this dialogue.

### **Feedback from Terrace Community Meeting**

When asked; As a senior in need of help I need to know that whoever helps me can...?

This is what was said:

- Help with light housekeeping- dusting, vacuuming
- Help with transportation
- Help with shopping
- Is trustworthy
- Is an agency that I know, a person I can identify with
- Same person helping me all the time – consistency
- Can help with forms
- Is aware of hidden disabilities



- Can help me before I really need help
- Will advocate for me
- Help with well-cooked nutritious meals
- Treats my life with confidentiality

If you were a volunteer what qualities are you looking for in an agency?

This is what was said:

- Need safety
- Able to work with trained mentors
- Meets the needs of the person I'm helping
- Senior friendly, respectful
- Patient
- Recognizes signs of someone in need

As a senior what qualities do you need from an organization serving you?

This is what was said:

- Accessible
- Able to help with paperwork
- Help with housework, grocery shopping, transportation
- Aware of seniors issues
- Respects my privacy
- Reaches out
- Accountable
- Flexible hours and days
- Provides relief for my caregiver when needed
- Is someone I know in the community
- Knowledgeable
- Reliable



This information was compiled and brought forward to the Kitimat meeting, which occurred the following day.

### ***Kitimat Community Meeting***

On May 16, 2013 a community meeting is held in Kitimat to present Better at Home assessment findings. The meeting was held at 10:30 in the morning and was held at the Riverlodge Recreation center, community room. 64 people attend. The meeting begins with an overview of the Better at Home program. The results of the community dialogue to discover need are presented.

Contrary to Terrace only 4 Agencies come forward and give a presentation to introduce whom they are and what they do in the community. Ksan and TDCSS have determined they will not offer the service. The remaining 4 agencies inform attendees what they can provide to them to fill the identified needs of seniors under the Better at Home scope. Following this, those attending are asked for feedback to reaffirm their needs and what they are looking for from an agency delivering service to them. Following Terrace's meeting we are able to focus the questions to what are you looking for? The meeting was focused on feedback. Those who attended broke out into five groups, which brainstormed and came back with the following responses.

When asked; As a senior in need of help I need to know that whoever helps me can.....?

This is what was said:

### **Feedback from Kitimat Community Meeting**

- They want to know the agency, they want the agency to know them,
- Be accessible, handy.
- Reliable -One stop information for resources
- They want to know that people are vetted, and who's coming into their home
- Well informed leadership, professional and experienced
- Respect confidentiality
- Clear understanding of community's problems
- Accountable
- Knowledge of the culture, etc in community
- Accessible
- Awareness of service gaps

- Promote themselves, but make a personal connection
- The needs need to come straight from the seniors, not the agency or staff
- Aware of Senior abuse, reduce or eliminate the risk
- Provide education on elder abuse
- Trustworthy, fully trained, aware of services in community,
- Ethical standards and code of conduct
- Fiscally/financially responsible but willing to go the extra step to meet needs
- Would like anything that would help them stay in the home
- Client decides the cleaning needs
- Must have access to the supervisor
- Client doesn't cover the insurance
- Consistency with the volunteers
- Communication is HUGE
- Training and screening continuously
- Safety is a huge factor
- Housing – where they are located, what are the next steps
- Advocacy around future planning
- Help with filling out forms and different program information
- Grocery shopping, shoveling, gardening
- Some housing needed before Delta King and living on own
- No bus between Terrace and Kitimat
- Local organization with seniors focus
- Booklet of programs and services
- Be able to promote the program
- Closer to town
- Transportation
- Align with a taxi service?
- Good communication, well connected
- Highly available (one phone number, lots of in person contact)
- Flexible (after hours availability where possible)



- Well connected to other agencies
- Criminal record checks and security procedures
- Advocacy
- Honors options for diversity, intergenerational, cultures etc.
- Knowledge of agencies who can help seniors
- Compassion, caring, understanding of where seniors are coming from
- Find isolated seniors
- Cooking: nutritious food, wheels on meals isn't frequent or good enough
- Adaptable
- Able to be evaluated – someone should evaluate how well the job is done
- Large font
- Accessibility assistance
- Bonded and screened
- Clarification as to the scale and whom they would be paying.
- Accounting needs greater clarity
- Same 1-2 people every time a service is rendered
- Continuity in care to create trust, relationships etc.
- Dependable, reliable, friendly
- Timely manner
- Individual assessments rather than one size fits all
- Approachable
- Focus on needs being met, not money
- I want someone to listen to my concerns, not trivialize them
- Qualified and clear on the services offered
- Consistent caregivers
- Time to build relationship with service providers
- Help to deal with forms and documents

## **Additional Barriers Mentioned**

Isolation is impacted by the lack of transport. There is no available evening transportation in Kitimat for those who are physically challenged. (DART ends at 7PM.)

Renovations on home to meet mobility concerns is hampered by a shortage of Contractors that were previously available. No longer available due to boom in economy. Accessibility around town is problematic due to infrastructure. (ie getting into the mall, restaurants, etc)

Transportation to the airport is problematic for those who need to travel for medical – council has decided to continue to support taxi service to airport for seniors on low income, or physically disabled for \$30. Can't transport groceries on the bus, which runs between Terrace and Kitimat.

As a result socialization opportunities are limited and isolation occurs.



## ***Stakeholders Meeting***

The Stakeholders meeting included representation from Northern Health, the Red Cross, Community Response Network, Retired Teachers, Community seniors, the Seniors Center, local Municipal representation, Age Friendly B.C., the RCMP, United Way and Better at Home. 13 attended. The meeting took place at the Snowflake Seniors Center in the late afternoon on May 16, 2013. The meeting allowed for dialogue around the feedback from the community meetings. It included a review of the structure of agencies and their reputations and history in the communities they serve.

Following the consultation process 118 people had participated in the conversations around which services were most needed for Terrace and Kitimat and which agencies could best provide these services. Add to this factor, the 253 people who were earlier interviewed and in total feedback was collected from 371 people to frame the final decisions.

At the Stakeholders meeting in Kitimat the community came forward with the recommendation that Kitimat Community Services Society (KCSS) would be the lead agency for Kitimat. In Terrace following the presentations all of the non-profits but Volunteer Terrace backed out of the process. KCSS and Volunteer Terrace had presented as a partnership originally so this was a perfect fit for the two communities.

## In summary

Terrace and Kitimat have identified multiple needs for their growing senior population. In the end Kitimat Community Services Society (KCSS) was identified as the Lead Agency. KCSS will partner with Volunteer Terrace to deliver service to both communities. KCSS and Volunteer Terrace will move forward under the application process to secure funding which will be released in October 2013. Additional support to fund the Better at Home Program will certainly improve the lives of some seniors in Terrace and Kitimat. As such the Ministry of Health, and United Way should be commended for this effort.

Based on community responses in Terrace transportation, friendly visiting and housekeeping rank the most needed. Volunteer Terrace will address this need. In Kitimat, snow shoveling, transportation and then friendly visiting and housekeeping tie for 3<sup>rd</sup> place. Kitimat Community Services Society will address these identified needs. The detailed feedback information was asked to be included in this report in its entirety as a matter of record of barriers to aging in place as more emphasis is put on independent living. Additionally so, once again was the request that both communities be considered for full funding to each community rather than shared funding. Should this option be considered for the future the assessment work will have already been completed resulting in a cost savings.

## Appendices

Community questionnaire

Quick Facts Better at Home info sheet

Community Invitation Poster

Basket of Service list

Background Package for agencies

Terrace Community Meeting Agenda

Kitimat Community Meeting Agenda

Terrace/Kitimat Stakeholder Meeting Agenda

Media Feb 2013

Media May 2013

**Community questionnaire:**



United Way helping seniors remain independent.

United Way of the Lower Mainland is proposing a *Better at Home* program to support seniors to age with dignity through funding provided by the BC government, in up to 60 communities across BC. The *Better at Home project* will assist seniors with simple day-to-day tasks, which will help seniors maintain their independence and stay connected within their community.

Better at Home is assessing available services to seniors in Terrace and Kitimat and is inviting the community to help us help seniors by giving us feedback to the following questions:

Name \_\_\_\_\_ Phone # \_\_\_\_\_

You work with what organization? \_\_\_\_\_

1. What is the situation for seniors in this community?  
\_\_\_\_\_  
\_\_\_\_\_
2. What do you see as the burning issues to help seniors to live well in their own homes? \_\_\_\_\_  
\_\_\_\_\_
3. What services and programs are currently offered to help seniors to live longer in their own homes? \_\_\_\_\_  
\_\_\_\_\_
4. Who provides this? \_\_\_\_\_
5. Are services accessible? \_\_\_\_\_
6. What non-medical home support services from the Better at Home basket of services do you think are needed in this community?  
Friendly visiting \_\_\_\_\_ Grocery Shopping \_\_\_\_\_  
Home Repair \_\_\_\_\_ House Keeping \_\_\_\_\_  
Snow Shoveling \_\_\_\_\_ Transportation to appointments \_\_\_\_\_  
Yard Work \_\_\_\_\_
7. Who would be a strong lead organization in your community to deliver these services? \_\_\_\_\_
8. Why would you recommend this organization?  
\_\_\_\_\_  
\_\_\_\_\_
9. Any other comments? \_\_\_\_\_  
\_\_\_\_\_

Please return to Diana Penner Community Developer Better at Home 250 638-1626

## **Quick facts about Better at Home:**

**What is Better at Home?** Better at Home is a United Way program that helps seniors continue living independently in their own homes by providing simple non-medical services like help with housekeeping and transportation to appointments. United Way designed the Better at Home program and will support local non-profit organizations in delivering services.

**Who decides which Better at Home services are available in each community?** Seniors themselves, organizations that serve seniors, and others in the community who are knowledgeable about the needs of seniors will help determine which services are most needed.

**What services does Better at Home provide?** The range of Better at Home services available varies from community to community, depending on the specific needs of local seniors. Examples of Better at Home services include • Friendly visiting • Transportation to appointments • Light yard work • Minor home repairs • Snow shoveling • Light housekeeping • Grocery shopping

**Who delivers the services?** In each community, local non-profit organizations deliver Better at Home services. Service are provided by volunteers and paid staff.

## **Which communities does Better at Home serve?**

The Better at Home program will be available in up to 60 British Columbia communities. Currently, there are five similar programs operating, which are expected to become Better at Home programs in the spring of 2013. They are known as Community Action for Seniors' Independence (CASI) programs, and are located in: • Maple Ridge • Renfrew-Collingwood in Vancouver • Newton in Surrey • Dawson Creek • Osoyoos

**Am I eligible?** If you are a senior living in a community that has a Better at Home program, you may be eligible. You can apply by contacting your local Better at Home provider. You can find a list of current providers on our website. A program representative will speak with you, assess your needs, and suggest services that may be of interest to you.

**How do I apply?** Contact your local Better at Home provider. You can find a list of current Better at Home providers on our website. <http://www.uwlm.ca/better-at-home>

**Who pays for Better at Home?** The BC Ministry of Health has given United Way of the Lower Mainland funding to manage Better at Home across BC. Individual community organizations will accept donations, raise funds, and encourage volunteer participation in the program. Seniors who receive Better at Home services will also pay a fee for some services, based on their income. Some services may be free.

**Is Better at Home a permanent program?** No. Better at Home is a three-year project that began in 2012. United Way of the Lower Mainland will seek ongoing funding support for Better at Home but that funding is not yet confirmed.



**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 Government of British Columbia funds the program, United Way of the Lower Mainland manages it, and local non-profit agencies provide the services.**

## **YOU ARE INVITED TO ATTEND COMMUNITY MEETINGS**

...to determine and review the needs of seniors in the communities of Terrace and Kitimat and to hear what service agencies are offering to meet those needs.

Seniors, caregivers, community members and service agencies will discuss how best to help seniors to age in place with dignity.

**Terrace                      Wednesday May 15, 2013**  
**1:30 – 4:30 pm**  
**Happy Gang Seniors Center**  
**3226 Kalum St. Terrace B.C.**

**Kitimat                      Thursday May 16, 2013**  
**10:30 – 1:30 pm**  
**(a light lunch will be served)**  
**Riverlodge Recreation Center**  
**654 Columbia Kitimat B.C.**

A Stakeholders Meeting to select a lead agency will follow the community meetings  
May 16 from 2-4 at Kitimat's Snow Flake Senior Center  
For further info call Community Developer Diana Penner 250-638-1626

*Basket of Services:*

**Basket of Services offered by Better at Home**

- **Friendly visiting**
- **Transportation to appts.**
- **Light housekeeping**
- **Grocery shopping**
- **Light yard work**
- **Minor home repairs**
- **Snow shoveling**

## **Background Package sent out to Agencies**



Terrace and Kitimat have been identified for up to \$100,000.00 in Better at Home funding per year, secured to the end of 2015 (pending a yearly review for the next years funding)



Applicants are required to be a registered society and have a charitable number

- As a service agency you will be provided with a summary (below) of community findings. Using the summary you will be required to make a presentation at a Community Meeting held May 15 in Terrace and May 16 in Kitimat.
- Your presentation should be 10 to 15 minutes in length, and can be delivered with whatever medium you desire (i.e.: PowerPoint, with notes, overheads or just audibly). (Proxima and screen will be on site if you need it).
- You will be expected to tell the audience of seniors/caregivers who you are and what you are offering to help them to age in place more successfully. You may want to showcase successful programs you are or have ran.
- Remember the focus is to help seniors to remain independent for as long as possible by helping them to remain in their own homes for as long as possible.
- Following the presentations by interested agencies, there will be an opportunity for questions and answers. Following this; the audience will participate in a discussion to determine what and who may be offering the seniors what they need the most.
- Community input will determine the criteria desired from the lead agency.
- Please provide a one-page summary that identifies you and summarizes what your focus will be for seniors support as a Better at Home service provider.

Following the Community Meetings, a Stakeholder meeting will be held to determine which lead agency will likely meet the needs of local seniors the most effectively. This may include potential partnerships or collaboration between natural fits within agencies that may work best together. The identified lead agency will then work with United Way, who will assist them to complete the Better at Home grant application. (The application is attached for your information.) Pending approval, funding will begin in October 2013 to implement the identified service(s) for at home seniors in the communities of Terrace and Kitimat.

## Summary of Community Findings

- Seniors and community groups or agencies were met with to identify what barriers or needs exist in the communities of Terrace and Kitimat to support seniors to live in their own homes and stay connected with their community.
- A basket of 7 non-medical home support services were identified by Better at Home and presented to seniors for input.
- A common questionnaire was used to identify which services were most needed and to allow for opportunity to identify other needs.
- The ultimate objective was to identify which day-to-day tasks were most needed in this area by our local seniors and which agencies were identified by seniors as possible deliverers of such a service.
- The questionnaire was circulated for community input and to provide a common measuring tool.

### Results

The following tables represent the results of the questionnaires and include the results of the 2011 census showing the population breakdown for seniors in Terrace and Kitimat. Provided to agencies that were considering doing presentations.

<b>Identified Basket Responses</b>	Friendly Visiting	Grocery Shopping	Home repair	House Keeping	Snow Shoveling	Transport	Yard Work
<b>Terrace</b>	45	43	44	45	44	49	40
<b>Kitimat</b>	49	48	48	49	53	51	48

<b>Questionnaire</b>	1 on 1	Groups	Total
T	57	13	70
K	40	13	63



*The 1<sup>st</sup> of 2 COMMUNITY MEETINGS*

## **AGENDA**

### **TERRACE**

#### **Better at Home Community Meeting May 15 2013 @ Happy Gang Center**

1:15 Sign in, coffee, settle in

1:30 Welcome, introductions

1:40 Community Findings

2:00 Kitimat Community Services Presentation/Questions/Com.

2:15 Volunteer Terrace Presentation / Questions / Comments

2:30 Terrace & District Community Services Pres./Quest./Com.

2:45 K'san Presentation / Questions / Comments

3:00 Hospice Presentation / Questions / Comments

3:15 Old Age Pensioners Presentation / Questions / Comments

3:30 Brainstorming

3:50 Feedback

4:00 Thank you's

Coffee and a light dessert were provided at the tables throughout the meeting and presentations.

*The <sup>2nd</sup> of 2 COMMUNITY MEETINGS*

## **AGENDA**

### **KITIMAT**

#### **Better at Home Community Meeting**

**May 16 2013**

**@ Kitimat RiverLodge Rec. Center**

10:15 Sign in, coffee, settle in

10:30 Welcome, introductions

10:40 Community Findings

10:50 Small Group discussion

11:00 Kitimat Community Services –Pres./Questions/Comments

11:30 Volunteer Terrace -Presentation / Questions / Comments

11:45 Hospice - Presentation / Questions / Comments

12:00 Lunch

12:30 Old Age Pensioners – Pres. / Questions / Comments

12:45 Brainstorming

1:15 Feedback

1:25 Summaries

1:30 Thank you's

*Stakeholder meeting*

## **Agenda**

**Better at Home Stakeholders Meeting  
Terrace/Kitimat  
May 16 2013  
@ Kitimat SnowFlake Seniors Center**

1:45 Sign in, coffee, settle in

2:00 Welcome, introductions

2:10 Overview of Community Findings

2:20 Summary of Community Meetings mall Group discussion

2:40 Review of Better at Home Criteria

2:45 Group Discussion

3:45 Summary of discussion

4:00 Thank you's

**MEDIA Feb 5 2013**

## **Terrace United Way welcomes 'better for seniors' program**

Published: **February 05, 2013 7:00 AM**

A NEW program designed to help seniors live at home for as long as possible has come to the city. The Better at Home program is designed to help seniors aged 65 and older live in their own homes longer by providing simple services done by local non-profit agencies.

Kristine Kofoed, community development and campaign officer for United Way of Northern BC, is excited about the program coming here. "I'm absolutely ecstatic that this program is being rolled out in the northwest," she said.

First thing is to find a coordinator for Terrace and Kitimat to consult with stakeholders and groups to find out what's wanted, put it into a report and select a service provider to undertake the program based on what is needed, she said. "That's how we do things. We check with the community first," said Kofoed. Examples of services that could be provided include non-medical services such as light yardwork, shoveling snow, grocery shopping, and picking up prescriptions.

The chosen service provider will be paid to have people do these tasks. People haven't requested the services but Kofoed thinks the government has given it some thought.

"I think the government is realizing seniors are waiting in hospital for beds to open up in assisted living when they could easily be cared for at home with these non-medical services," she said, adding seniors staying in their own homes is also more humane and cost-effective.

The amount of money the local program will receive will come from the \$15 million provided by the provincial government to the United Way of the Lower Mainland and will be decided based on what the outcome of community consultations is and how much is needed to provide the Better for Seniors program here, said Ministry of Health spokesperson Kim Franklin.

The program is set up for the next three years, she added.

At the end of that time, likely the government will look at where the program is at and see if the service is still needed or needs any changes, said Franklin.

The Ministry of Health announced last week that the five community pilot program was completed and those communities have chosen service providers and start dates for their programs.

Terrace, Kitimat and Gitxsan are three of the 56 communities that are starting the program.

**Media May 31 2013 [Terrace Standard](#) - Community**

## **Helping seniors live at home longer**

Published: **May 28, 2013 7:00 AM** Updated: **May 31, 2013 3:09 PM**

THE BETTER at Home program for seniors is another step closer to being a reality.

The program, rolled out earlier this year by the provincial government, is aimed at providing services to seniors so they can continue to live in their homes and will be organized and overseen by the United Way of the Lower Mainland.

Kitimat Community Services Society has been chosen to provide the services to seniors in its city, but the agency that will deliver the services in Terrace hasn't been chosen yet, said Jody Olsson of the United Way of the Lower Mainland.

While most communities are receiving \$100,000, Terrace and Kitimat were split that amount between them, which has been done for smaller communities that are closer together, said Olsson.

Terrace has about 2,000 seniors and Kitimat has about 1,000.

To find out what seniors want and need to be able to stay in their homes, a presentation was held for them at the Happy Gang Centre with many non-profits in Terrace and Kitimat letting them know what they can do.

A survey was conducted in the two communities with 14 focus groups in each community and one-on-one interviews with 62 individuals in Terrace and 54 Kitimatians using the same questionnaire.

In Terrace, the top three services needed for seniors included transport, friendly visiting/housekeeping and home repair.

Fourth and fifth were grocery shopping/snow shoveling and yard work.

In Kitimat, the top three were snow shoveling, transport and friendly visiting/housekeeping. The fourth one for Kitimat was home repair/yard work/ grocery shopping.

But when asked where they would go to get these services, the top answer in both communities was "don't know." Service organizations that gave informational presentations included Volunteer Terrace, Terrace and District Community Services Society, Kitimat Community Services Society, Terrace Hospice and Ksan House Society.

Afterward, Olsson said the process to get the program underway in Terrace is ongoing.

Money is expected to start being handed out October 1 and programs will probably start by January 1, 2014, she said.

More information will be given out as it's sorted out, she added. *Note: this story has been corrected/changed from the original print version.*