

BETTER AT HOME

Final Report

Squamish/Whistler/Pemberton/Mount Currie



The Sea to Sky Corridor route is a magnificent cultural journey winding through rich First Nations lands and history.

Permission for the map granted by: Mount Currie Band Lands and Resources website: www.lilwat.ca

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INTRODUCTION

1.1 Better at Home Program Introduction (provided)

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

- Friendly visiting
- Transportation to appointments
- Snow shoveling
- Light yard work
- Simple home repairs
- Grocery shopping
- Light housekeeping

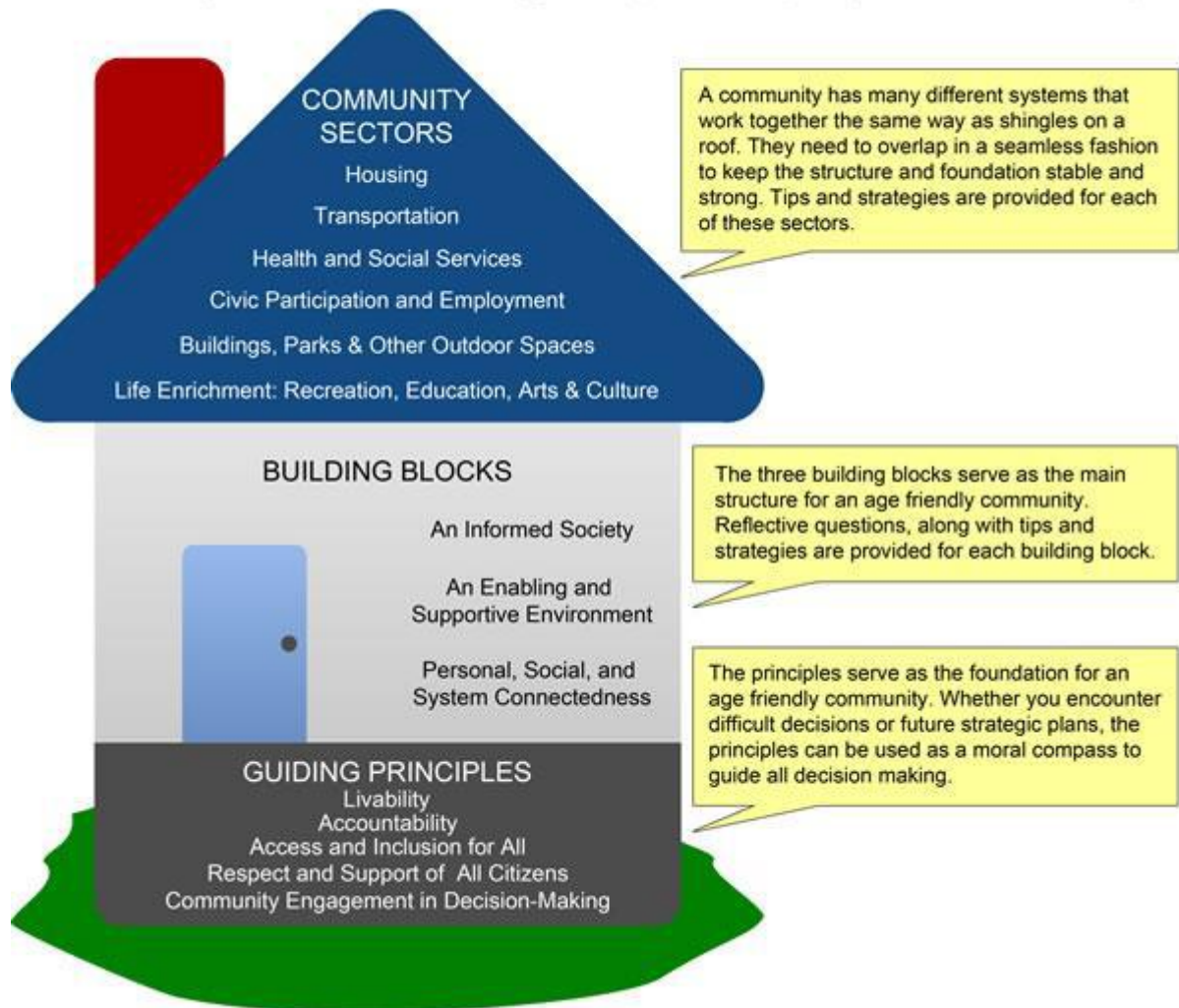
The United Way of the Lower Mainland will disperse funds from the Provincial Government, to manage the Better at Home program in up to 68 communities across British Columbia. In the spring of 2013 the 4 rural communities of Squamish, Whistler, Pemberton and Mount Currie located on the Sea to Sky Corridor were identified as a collective potential Better at Home Site.

Jane Ballance was contracted by United Way of the Lower Mainland to assess the four communities' readiness in delivering the Better at Home program. As the community developer for this project, her role was to identify the community assets and needs for seniors, highlight the top priorities from the basket of services, and help support the selection of a potential lead organization that could host the Better at Home program in Squamish, Whistler, Pemberton and Mount Currie.

Through the Community Development process, a Lead Organization and partners were selected, who will deliver non-medical home support services from the basket of services to support seniors living independently in their own homes. This report reflects the key findings from the community engagement process and will be an important resource for the Lead Organization and partners, as they design and implement a Better at Home program that is responsive to seniors and the unique needs of each community.

1.2 Description of the local Community Development Approach and Findings

A house is the perfect metaphor for an age friendly community - they are built in similar ways.



Source: Murray Alzheimer Research and Education Program (MAREP). www.marep.uwaterloo.ca/Age-Friendly/Age-FriendlyCommunityInitiative.htm

The approach for gathering the community findings involved collecting demographic information on the seniors living in the community, mapping the community assets and needs, interviewing and providing surveys to individuals and organizations, listening to the stories in the community, and reviewing reports and project materials relevant to Better at Home community development work.

None of us is as smart as all of us – by ken Blanchard

1.3 Methodology and data sources

A mixed method approach was ideal for gathering both statistical and informational data from individuals and organizations within the local communities.

Reporting analysis, project materials, and information provided by stakeholder groups

Evaluation of the Community Action for Seniors Independent (CASI Pilot Project Report)
Sea to Sky Health Transportation Study 2013
Seniors Health survey for Seniors
Towards an age-friendly community in the lower Mainland/Sea to sky Corridor
Seniors Transportation Access and Resources materials (STAR)
Statistics Canada, 2006 and 2011 Census Reports
Best of Care Report: Getting it Right for Seniors in British Columbia
Winds of Change – Pemberton and Mount Currie Age-Friendly Communities Report
World Health Organization website
United Way of the Lower Mainland Seniors Vulnerability Report, 2011
District of Squamish Annual Report 2012
Brochures on specific services and programs and Resource Directories from Squamish, Whistler, Pemberton and Mount Currie

Copy of survey, see Appendix C

Surveys

Surveys were conducted using a number of different methods. The surveys were developed as both web-based and paper versions.

- surveys were left with organizations to complete and distribute
- community members filled out surveys at focus groups and meetings
- surveys were completed over the telephone
- surveys were completed through email
- surveys were completed on the web

A total of 163 surveys were completed. The surveys were distributed to stakeholders and seniors and were available to community members and key organizations from April 2013 – July 2013. Surveys were also translated into Punjabi and shared with the South Asians Senior Women's Drop-in Group and were available to community members at the annual Temple Health Fair in Squamish. Translation of the surveys was provided by Gurjit Johal, Settlement Worker in Squamish.

The results were collected and organized into key categories. We also asked respondents to provide their name and contact information if they were interested in being on the Better at Home local Advisory Committee.

1. Information on the services and programs currently offered and accessibility
2. Non-medical services from the Better at Home basket of services needed for seniors
3. Information on what other non-medical services are needed
4. Criteria for the selection of a lead organization

Squamish **74 surveys in total**

- *Survey Online – 40 responses*
 - 12 seniors*
 - 28 stakeholders*
- *Survey paper version – 34 responses*
 - 26 seniors*
 - 4 stakeholders*
 - 1 stakeholder representing Whistler, Squamish and Pemberton areas*
 - 1 senior and stakeholder*
 - 2 community members (not checked either senior or stakeholder)*

14 Interviews/meetings with Stakeholders and Seniors

3 focus groups

Attended 2 meetings to share information on Better at Home

1 Community meeting

1 information table at the Temple Health Fair



Community Developer Jane Ballance starting a community meeting at the Squamish Seniors Centre

Whistler **46 surveys in total**

- *Survey Online – 39 responses*
 38 seniors
 1 stakeholder
- *Survey paper version – 7 responses*
 7 seniors
 0 stakeholders

3 Interviews/meetings with Stakeholders and Seniors

1 focus group

Attended 2 meetings to share information on Better at Home

1 information table with surveys at Whistler Public Library

1 Community Meeting

KEY STAKEHOLDERS MEETING FOR ALL 4 COMMUNITIES



Community developer, Jane Ballance, facilitating the stakeholder meeting at the Whistler public library

Pemberton **29 surveys in total**

- *Survey Online – 15 responses*
 12 senior responses
 3 stakeholder responses
- *Survey paper version – 14 responses*
 14 senior responses
 0 stakeholder responses

5 Interviews/meetings with Stakeholders and Seniors

2 focus groups

1 Community meeting

Mount Currie 14 surveys in total

- *Survey Online – 2 responses*
 - 1 general community member response (not elder or stakeholder)*
 - 1 stakeholder response*
 - *Survey paper version – 12 responses*
 - 8 elder responses*
 - 3 stakeholder responses*
 - 1 response not known if stakeholder or elder*
- 2 interviews/meetings with Stakeholders and Elders*
2 focus groups
1 Community meeting

Interviews and community meetings and forums

In addition, a total of 24 interviews took place with 20 stakeholders and 4 seniors, 8 focus groups with approximately 63 stakeholders and seniors in attendance, 4 information sharing meetings, and 2 information tables; the Temple Health Fair and Whistler Public Library.

The final Community Open Forums had a total attendance of 59 participants of which 21 were seniors.

Thirteen participants attended the Key Stakeholders meeting to determine the selection of a lead organization and partners. Representation was from Sea to Sky Community Services Society, Vancouver Coastal Health, Mature Action Committee, Whistler Community Services Society, Retired Teachers Association, and Training Innovations.



Whistler community meeting participants engaging in small group reflections, September 2013

COMMUNITY PROFILE



2.1 Description of the local seniors' population

Squamish

Squamish the largest of the 4 communities is located along the Sea to Sky Highway nestled at the edge of Howe Sound where the ocean meets the mountains. While Squamish has fewer seniors and a younger population than the B.C. average, Squamish's senior population is expected to grow from 8.9% of the 2006 population to 15.2% in 2031 while the 55+ population will rise from 16% to 26%. It is predicted that by 2031 the municipal population will double and the number of seniors will quadruple. This will have a huge impact on transportation services and the demand for more door to door services like those provided by handyDART.

In 2011, the population of Squamish was 17,158. In 2006 it was noted that Squamish had a medium high percentage of seniors 65 and older living alone. At that time there were 330 seniors living alone and in 2011 there were 410 seniors living alone.

According to the 2011 Census there are a total of 4,715 seniors aged 50+ living in Squamish and a total of 1,645 seniors aged 65 and older living in Squamish.

The newer Seniors Centre in Squamish is within a short walking distance of many seniors living in the surrounding housing complexes, yet it is not being utilized as much as they would like. The three nearby housing complexes (Cedars, Manor and Shannon Falls) have their own lounge area with coordinated services and enjoy a monthly calendar of events so possibly don't feel the need to access the Seniors Centre as often, or enroll in as many programs outside of their own complexes. Some of the events at the Cedars and Manor include; exercise classes, luncheons, arts and crafts, movies, computer supports, discussion groups on current events, Wii games, a Diners Club and music nights to name a few. Next door is the Shannon Falls Retirement Centre so joint activities such as Diners Club and Bingo are sometimes organized to include their surrounding neighbours.

Senior ages and populations	
50 to 54 years	1,220
55 to 59 years	1,035
60 to 64 years	815
65 to 69 years	540
70 to 74 years	405
75 to 79 years	305
80 to 84 years	195
85 years and over	200

Pemberton

The Village of Pemberton is located 35 kilometres North of Whistler and is surrounded by mountains, fertile land, rivers, and lakes. It is a small and vibrant community with a population of 2,369 people. The Village also serves as the main service center for the smaller surrounding communities of Birken, N'Quatqua, D'Arcy and Mount Currie. The more remote communities of Samahquam, Skatin, Tipella and Douglas Nation also travel to Pemberton for shopping and services.

The communities of Pemberton and Mount Currie created a joint planning committee called the Winds of Change. One of the key priorities was to assess how age friendly their communities were and to make recommendations on improvements. A report in December 2007 was released describing the findings and recommendations from these consultations.

According to the 2011 Census there are a total of 375 seniors aged 50+. As well, there are 65 seniors aged 65 and older living in Pemberton and of those, 20 live on their own.

Pemberton Senior ages and populations

50 to 54 years	140
55 to 59 years	95
60 to 64 years	75
65 to 69 years	25
70 to 74 years	20
75 to 79 years	10
80 to 84 years	5
85 years and over	5

Mount Currie

Mount Currie is a small community 40 kilometers north-west of Whistler. Mount Currie has a population of 1,411 according to information that was provided at our meeting in Mount Currie. The area is the traditional territory of the Lil'wat Nation and their first language is Ucwalmicwts.

There are limited housing options for seniors, as currently there are only 6 units available for elders and people living with disabilities. There are no assisted living housing units so when elders need care that cannot be provided locally they may need to transition into residential or assisted living care outside of their community. Hilltop House in Squamish is often the first choice. Hilltop House accommodates the Elders by providing a shared living area in the residence to ensure they are able to maintain their cultural identity and needs.

Mount Currie Elders current population

- 185 elders 55+

Whistler

Whistler is an all season resort destination located 55 kilometers north of Squamish and was the host for the 2010 Winter Olympic Games.

In 2011, Whistler (District municipality) had a population of 9,824 permanent residents, representing a percentage change of 6.2% from 2006. This compares to the national average growth of 5.9%. On peak holiday weekends the population of Whistler can reach up to 55,000 including visitors.

Whistlers' seniors population is growing and according to census 2011 Whistler had 1,975 seniors 50+ and 495 seniors aged 65 and older.

The Mature Action Committee is very active in the community addressing seniors needs, issues and housing so that long-term residents will be able to age in place. There is also a Seniors Needs Action Planner (SNAP) who provides a variety of programs and services for seniors, reaching out to approximately 200 seniors living in the community.

Whistler Senior ages and populations

50 to 54 years	610
55 to 59 years	465
60 to 64 years	410
65 to 69 years	260
70 to 74 years	115
75 to 79 years	75
80 to 84 years	30
85 years and over	15

Did you know that there are more men than women over the age of 65 in Whistler?



2.2 Summary of the community assets

“Community assets include both stakeholders (a person, group, and organizations with investments in senior’s health and wellbeing) and services (non-medical and medical support services) and programs available for seniors that help them live longer in their own homes and remain engaged in the community.”

Better at Home, United Way of the Lower Mainland

An important principle of the Community Development process was ensuring that we gathered information directly from seniors, emphasizing that seniors’ care should be self- determined as much as possible.

In meeting with seniors and stakeholders and hearing their stories it was evident that Squamish, Pemberton, Whistler and Mount Currie have many unique and combined assets. Many strong relationships and connections have been established while others continue to be built amongst individuals, organizations and the communities.

For the list of identified community assets, see Appendix A



2.3 Seniors' needs related to non-medical home support services

Listed in order of priority are the needs related to the basket of services that were addressed at meetings and through interviews and surveys.

Squamish	Needs
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Light Housekeeping:

House cleaning assistance

Assistance with daily tasks than can be challenging with restricted mobility

Transportation:

Transportation services for city appointments that can ensure a way home as often busses are full or not running at needed times

More handyDART services

Volunteer rides for travelling around town

Services to greyhound were cut back so reduced pickup points

Grocery Shopping:

Updating seniors shopping brochure

More grocery delivery services that are affordable

Help with transportation to and from grocery store

Meal delivery

Simple House Repairs:

Affordable assistance with minor repairs around the home

Friendly visiting:

An advocate to attend appointments with seniors

Legal supports and helping fill out forms

Help with internet

More supports to isolated neighbourhoods such as Paradise Valley, Valleycliffe, Cheekye areas

Meal preparation

Walking pets with seniors

Company for walks

More volunteers

Light yard work:

Help with repairs around the yard

Affordable assistance with house repairs

Other services/needs outside the basket of support services:

Meals on wheels

Need a Liaison between seniors and medical system

Home support worker training

More funding – lack of resources

Restricted incomes are barriers to paying for services

Updating community resources on a regular basis

Updating of Seniors Handbook and putting it on line for user-friendly viewing

Whistler

Needs

Transportation:

Challenges in some neighbourhoods reaching bus stops as quite a distance and icy roads

More accessible bus stops in some neighbourhoods

Better bus service to the city

Grocery Shopping:

Discounts needed for grocery stores

Friendly Visiting:

Regular safety checks, or at other intervals

Computer help

Help with documents & forms

Other services/needs outside the basket of support services:

Housing for seniors – no assisted living units

Housing that is closer to the village for seniors

To re-establish the development project that was being planned near the tennis courts – seniors housing and a new seniors centre

Long-term care facilities

Garbage pickup and recycling

More funding

Transportation:

Need a handyDARTsystem

More regular bus services and schedules needed

Light housekeeping:

Help with household chores

Home cleaning assistance

Simple home repairs:

Minor home repairs

Friendly visiting:

*Helping seniors get out and about as staying inside all the time is depressing

Meal preparation assistance

Phone system to check in on seniors

Grocery shopping:

Help with grocery shopping

Light yard work:

Help with repairs around the yard

Snow shovelling:

Help with shoveling driveways

Other services/needs outside the basket of support services:

Food program

More seniors housing options – for couples, seniors living alone, more affordable housing for all seniors

More medical services

Community cooking kitchens

Having a main internet provider that all seniors could access – located in the Villa lounge/meeting room

When planning consider remote areas around Pemberton such as D'Arcy and Birken as seniors travel to Pemberton – no cell phone in those communities

Meals on wheels

More funding

Simple home repairs:

Homes equipped to meet needs – washrooms for example

*Winter proofing home

Pest control – contacts and affordable services

Snow shovelling:

In the winter difficult for some seniors to go out because of snow accumulations so need regular snow shoveling assistance

Light yard work:

Chopping wood

Chimney sweeping – preventing chimney fires

Assistance with clearing tree branches

Friendly visiting:

More services after hours and weekends

More services offered from the youth and children

Winter proofing home

Assistance with putting food away for the winter

Haircuts and manicures/pedicures

A trustworthy person to talk to

Meal planning support

Going with an elder to soup kitchen and food bank

Light housekeeping:

Cleanliness and healthy homes

House cleaning

Assistance with organizing and disregarding items in home

Grocery shopping:

Healthy food supports

Transportation:

More bus service as pickup and drop off destinations may only reach certain areas in the community a few times a day

Transportation for shopping or attending events

Better transportation options to ensure those that are not as mobile are able to get out on a regular basis especially during the winter months

Need taxi services

Other services/needs outside the basket of support services:

Adult day program

Family involvement

More help to keep Elders safe

Health people visiting homes
Home care support on weekends
Watching over individuals that may have dementia
Elders outreach worker
Health and education workshops
Indicator sheets to assist elders to know when they are moving from independent living to assisted living
More telephone services in homes as many people do not have phones
More funding



Preparing for a community meeting at the Mount Currie Health Centre

Other Input from the four community meetings and focus groups

- Housing characteristics – condition, affordability, proximity to services and supports, availability of different housing options in communities (independent living, assisted living, and long term care)
- Planning for accessible and useable transportation options
- Access to quality living arrangements – accommodating environments for seniors
- Planning for services after 9-5 - Weekend supports and services, evening supports and services
- More opportunities and planning for social supports for seniors in and outside the community

- Ensure staff and volunteers have good attitudes and respect diversity and culture
- Avoid duplication of services that are already available
- Support the development of more resource information for seniors:
Newsmagazines and newspapers have community sections that provide excellent resources – suggestion was the Silver Lining Section in the Pique Newsmagazine (Whistler)
- Refer affordable and preferably bonded service providers to deliver the support services from the Better at Home basket of services
- Consider seniors living in poverty and isolation

Worry is like a rocking chair – it gives you something to do but won't get you anywhere.
AUTHOR UNKNOWN

2.4 Suggested opportunities for service integration and coordination

- Better at Home working in collaboration with both medical and non-medical organizations and programs. This could provide further opportunities to enhance existing supports, develop added services and resources for seniors, share programming and training opportunities, and plan for a more comprehensive system of care for seniors.
- Better at Home assisting with the development of a descriptive resource guide for seniors living on the Sea to Sky Corridor. This could be developed as a booklet or as a calendar. This would offer a greater shared understanding of the programs and services available, what the services are, and who to contact in each of the communities, as well as highlight the current connected services within the Sea to Sky Corridor. *Throughout the engagement process it was clear that seniors weren't always aware of the support services that were available in the community and who to contact for information.*
- The Better at Home advisory committee should have good representation from many different sectors and seniors. This could result in further service integration and coordination in other planning priority areas for seniors.
- Another role for volunteers and/or service providers through Better at Home would be to organize friendly visiting kits that could contain medical and non-medical resource information such as brochures from other services and programs, health related fact sheets, calendars on upcoming events for seniors, and other items of interest. The kit could be developed in partnership with other organizations and travel with staff when delivering services.
- The Health Transportation Committee is an effort by several communities on the Sea to Sky Corridor to work on transportation priorities for all sectors of the community. Some key themes emerged from a recent survey completed by Margaret Forbes in May 2013 which include; a lack of resources, the logistics of

time and navigating transportation, financial concerns, and geography. Seniors that are impacted most are those with mobility challenges, health problems and restricted incomes. There are many opportunities for the Better at Home program and the Health Transportation Committee to work together to target the understood priorities around transportation for seniors, and inspire further action.

“Abundance is everywhere and change is made by a citizen having the power to have vision and to work with others to make the vision come true.”

John McKnight

COMMUNITY READINESS

3.1 Explanation of community readiness that reflects community consultations and meetings

Throughout the Community Development process it was demonstrated that the majority of seniors and stakeholders were very positive and interested in the opportunity to have the Better at Home basket of services in their own homes and communities.

A key organization was recommended as a potential lead on several occasions throughout the community process. This organization had also expressed an earlier interest and willingness to be the host agency. One other organization expressed interest as a potential lead organization and then declined the opportunity.

Two other organizations stepped forward as interested partners with a potential lead organization. The potential lead organization and two partner organizations were made aware of each other prior to the stakeholders meeting and were able to have the opportunity to discuss what a partnership might look like.

The community criteria helped guide the selection process at our final meeting. The three organizations made brief presentations to all the meeting participants and a discussion followed. The potential host organization and the two partnerships were agreed to be a good fit by all the participants. Sea to Sky Community Services Society will be our new Host Agency and work in partnership with Whistler Community Services Society and Mount Currie Health Centre to deliver Better at Home support services in Whistler, Mount Currie, Squamish and Pemberton.

3.2 Potential risks going forward

1. Lack of volunteers

Volunteers are an essential part of the Better at Home program. Potential challenges were raised about the limited pool of volunteers in the communities, providing compensation for volunteers particularly when transporting seniors to appointments outside of the communities, having consistency in the continuum of care and services from volunteers, and the training and monitoring of volunteers. *Stakeholders and seniors felt that local training organizations, students and youth, and the Universities were all opportunities to strengthen the volunteer base.*

2. Funding concerns

Many questions and concerns were raised about the limited funding amount that was being allocated to service 4 communities and the sustainability of funding after 2015.

There were also concerns raised about the ability to provide optimum services to the seniors in each community with the limited funding as a paid Coordinator will be hired, reducing funding further. *Selecting an organization with the experience and ability to effectively manage the program in 4 communities as well as having the capacity to leverage more funding was a factor when we examined the feedback and criteria.*

3. Embracing the unique needs of each community

Some stakeholders and seniors voiced that there should be flexibility in the design and delivery of services for each community, ensuring the unique needs of seniors be appropriately met. *The lead organization and partners that have been selected to deliver the program will collaborate and coordinate service priorities that will most effectively meet the needs of the seniors in each community.*

4. Winter Weather and geography

In the winter (November to March) the ever changing weather and temperatures and travel distances can pose a challenge to seniors needing to access services and supports particularly in the more Northern Communities of Whistler, Pemberton and Mount Currie. *The planning of service delivery and coordination in each of the communities will be a key factor to ensure disruptions are limited.*

5. Trustworthy, caring, reliable staff and volunteers

Ensuring all support services are delivered by well screened volunteers and service providers. *Develop clear screening, monitoring and check in protocols to protect seniors privacy, dignity and well-being.*

LOCAL BETTER AT HOME PROGRAM DETAILS

4.1 List of preferred services from the Better at Home basket of services that reflect community consultations and meetings

Top priorities in Squamish

*Light housekeeping
Transportation
Grocery shopping
Simple home repairs
Friendly visiting/light yard work/
Snow shoveling*

Top priorities in Pemberton

*Transportation
Light housekeeping
Simple home repairs
Friendly visiting
Grocery shopping
Light yard work/Snow shoveling*

Top priorities in Whistler

*Transportation
Snow shoveling
Light housekeeping
Simple home repairs
Grocery shopping/friendly visiting
Light yard work*

Top priorities in Mount Currie

*Simple home repairs/snow shovelling
Light yard work/ friendly visiting
Light housekeeping/grocery shopping
transportation to appointments*

4.2 Key lead organization criteria identified by the community

After reviewing all the criteria provided throughout the engagement process, the community developer categorized it all into eight key areas to help guide the selection of the Lead Organization.

CRITERIA PRESENTED AT THE KEY STAKEHOLDERS MEETING

1. Local knowledge of all four communities
2. Interested in and have a good understanding of seniors needs
3. Having the ability to prioritize, coordinate and assess services for seniors and work with other agencies – medical practitioners, community resources
4. Experience and a history of hiring, training, and managing volunteers and staffing
5. Having the ability to provide accountability to the program and the community
6. Is able to leverage more funding
7. Cultural knowledge/competence
8. Excellent communication skills

Key words when reflecting on criteria

- *FLEXIBILITY*
- *ADVOCACY*
- *FUNDING*
- *ETHICAL*
- *TRUSTWORTHY*
- *CARING/EMPATHY*
- *NON-JUDGEMENTAL*
- *SUSTAINABILITY*

4.3 Proposed lead organization

The proposed lead organization will be Sea to Sky Community Services Society with two other community partners. Sea to Sky Community Services Society is a CARF accredited, registered non-profit organization that began in 1978 as a local, grassroots society. They are well known and well respected in the communities and have a history of delivering and implementing high quality programs and services.

Over the years they have grown into a much larger organization with programs and services supporting children, youth, families and adults all along the Sea to Sky Corridor. Currently they offer 40 programs and employ 160 people. Their main administration office is located in Squamish, with other offices in both Whistler and Pemberton.

It was also determined that Sea to Sky Community Services Society will work in partnership with Whistler Community Services Society and Mount Currie Health Centre to coordinate and implement services.

Recommendations

5 Recommendations and next steps

It is recommended that Sea to Sky Community Services Society in partnership with Whistler Community Services Society and Mount Currie Health Centre start to prepare and plan how best to coordinate and implement services for seniors in their four communities. A review of the community key priorities from the basket of services will help guide their planning. Initial efforts can be focused on the delivery of one or two key service priorities.

Once the funding has been disbursed to the Lead Organization, in early 2014, the Better at Home Program will be able to begin providing and referring services.

Available training opportunities for organizations and/or Better at Home Coordinators will take place in November 2013.

In Summary

The four communities have shown a strong culture of cooperation and participation, motivation, and local and regional leadership, which will contribute to the success of the Better at Home program. Senior involvement will be very important. Seniors need to have a strong voice in all aspects of the decision making to ensure their needs are defined.

Appendices

Appendix A – List of Community Assets for Squamish, Whistler, Pemberton and Mount Currie

Squamish

Transportation

Taxi service – if HandyDART is full, local taxi will provide service for same fee
Volunteer drivers for cancer treatments
Neighbours and family driving seniors to appointments outside of the community
HandyDART services
Local public transit – 2 for 1 Tuesdays for seniors
Local public transit – extended local services from 6 days to 7 days a week effective September 2013

Light Housekeeping

Squamish Home Ltd.

Grocery Shopping

Shopping Flyer with helpful hints for seniors
Seniors discount brochure
Extra Foods – deliver pharmaceuticals
Nesters – grocery delivery
Sea to Sky Community Services – The Squamish Farmers' Market Coupon Program - coupon voucher for Farmers Market

Simple home repairs

Rona
Home Depot
Hire a Husband for a day business – helps with odd jobs at home

Seniors housing

Squamish Seniors Citizens Home Society - the Society was formed by a group of Squamish citizens who wanted to provide affordable accommodations for seniors.

The Cedars – 20 units – 4 one bedroom units reserved for couples and 16 bachelor suites

The Manor – 50 units – 14 one bedroom units reserved for couples and 36 bachelor suites

There are currently 75 tenants living independently in both The Cedars and The Manor units.

Eagle Grove Senior Living (55+)

Shannon Falls Assisted and Independent Living

Riverstones housing development through Sea to Sky Community Services – 84 unit housing development with a mix of units. 30 units are dedicated to seniors living independently, aged 55+. For individuals with mobility challenges, some units are designed with bathroom modifications (handheld showerhead with accessible handles, lower door handles, fold down shower seats, and grab bars).

Meals

New Hope cuisine – Salvation Army

Sea to Sky Community Services Society - Farmers Market coupon program provides cooking and skill building classes as well as coupons for fresh produce at the market to low income families and seniors in Squamish.

Squamish Helping Hands Society – hot meals daily at lunch and dinner. Everyone in the community is welcome. There are many seniors who attend the program as it helps them save some extra money to put towards their rent and other necessities. They also regularly send out food hampers to the Cedar and Manor Seniors housing complexes.

Squamish Food Bank

Christmas Food Hamper

Emergency Food Hampers – Helping Hands can provide a food hamper in emergency situations

Health and Wellness Services

Squamish General Hospital

Squamish Hospice Society

Walk-in medical clinics

Mental Health services – Healthy Brain Program Homeless Outreach Fall Prevention – VCH and District of Squamish partnership

Hilltop House – Residential Care - 71 complex care beds, 2 respite beds and private rooms as well as Activity rooms, a main TV lounge; hair salon, 6 dining areas, and an outdoor garden courtyard.

Vancouver Coastal Health

- Home care nursing
- Home Support services
- In-home rehabilitation care services
- Older Adult Outreach Program
- Case management
- Community pharmacist
- Seniors Supported Housing program – VCH program to support seniors to age in place
- Creative Connections Coordinator
- Creative connections group
- Physiotherapy and Occupational therapies
- Designated agency responsible for preventing abuse and neglect of elders and vulnerable adults
- Assisted Living for independent people who need a little extra help with meals and personal care
- Adult day program

Associations and Organizations

Religious Organizations

- Spiritual Assembly of the Baha'Is of Squamish
- Church of Jesus Christ of Latter Day Saints
- Church on 99
- Squamish Sikh Temple
- Squamish Baptist Church
- Squamish Community Church
- Squamish United Church
- St. John the Divine Anglican Church

- St. Josephs Church
 - The River Church
- Service Clubs/Associations
- Elks
 - Lions Club
 - Rotary Club of Squamish
 - Royal Canadian Legion

Services and Programs

Howe Sound Home Support

Hotspot Community Resource Centre

Connections program – helping seniors connect with technology

Squamish Helping Hands Society

Squamish Seniors Centre

Squamish Public Library – provides an outreach book service program to Shannon Falls Retirement Centre and the Squamish Seniors Centre which had 360 participants in 2012.

Sea to Sky Community Services Society

Squamish Encore Innovations Training programs for 54+

Brennan Park Recreation

Squamish Common Ground Welcome Centre

Squamish Volunteer Centre Society

Sea to Sky Transportation Committee

Creative Connections Committee

Squamish Health Care Foundation

Hilltop House – Adult day program (referral through VCH), Bingo and Crafts

South Asian Senior Women's Drop in Program

Squamish Elementary book buddy program

Red Cross Loan Equipment Services – Mondays, Wednesdays and Fridays from 9 – 12 pm Squamish

RCMP Victim Services – Home security checks

Squamish Nation Better at Home program

Seniors Wellness Fair

Clock Tower Café – located in Squamish Seniors Centre

Volunteers (companionship for palliative care clients)

Terri – Private business - does deliveries

Community Gardens

Adopt a Grandparent Program – Stawamus School

Soup and sandwich day at Seniors Centre – monthly

Squamish Seniors' Centre Society Website

Whistler

Transportation

Vehicle Transportation Business – private

Community transportation system that is wheelchair accessible and low riding

Helping Hands

Light Housekeeping

Private cleaning businesses

- Whistler Cleaning Company
- Gold Medal Cleaning

- Cambridge Cleaning Services
- Magic Clean

Whistler Churches and Religious Associations

Whistler Catholic Church
 Whistler Community Church
 Church on the Mountain

Health and Wellness services

Mental Health Services
 Walk in Clinics
 Whistler Health Care Centre
 Vancouver Coastal Health – Whistler Health Care Centre
 Home care nursing
 Long-term Care
 Designated agency responsible for preventing abuse and neglect of elders and vulnerable adults
 Visiting Nurse – for patients requiring palliative or rehabilitative supports

Community programs and services

Whistler Blackcomb Social Services Centre
 Whistler Community Services Society

- Food bank
- Re-Use-It, Re-Build-it Centre
- Welcome Week
- Helping Hands Volunteer Driver – volunteer drivers will assist with transport for appointments to Squamish and the city – by donation
- Seniors Needs Action Planner (SNAP) Coordinator – reaches out to approximately 200 seniors
 - Intergenerational program developed through New Horizons grant
 - Drop in program on Thursdays
 - Outreach for seniors
 - Walking Wednesdays program

 Sea to Sky Community Services Society
 Whistler Public Library

- Technology program
- Quest lecture series
- Games night – multigenerational
- Home delivery of library materials

 Squamish Lil'wat Cultural Centre
 Council of Senior Citizens Organizations
 Whistler Multi-cultural network
 Meadow Park Recreation Centre
 Senior Ski Team
 Whistler Health Care Foundation
 Community Foundation of Whistler
 Whistler Blackcomb Foundation

Seniors Housing

- Whistler Housing Authority
- Price-restricted units for seniors in the community, located in Cheakamus Crossing.
- New seniors housing units being developed in Rainbow

Associations/Clubs/Committees

- Rotary Club
- Club 50
- Lions Club
- Mature Action Committee

Olympic plaza - has nice big comfortable chairs set up in the village
Village Stroll - pedestrian traffic only

Other Resources

ACCESS WHISTLER – inclusive resource guide for seniors
Measuring Up Select Committee of Council
Monthly Community Resource meetings at the Whistler Health Centre
Pique Newsmagazine

Pemberton

Transportation

Pemberton Valley Lodge – has a van
Seniors helping other seniors in the community get around
Pemberton Taxi Services – has 2 buses and a van for local services
Community van available but need drivers with class 4
BC transit senior's discounts
Commuter bus service to Pemberton through Whistler transit

Grocery shopping

Sea to Sky Community Services Society – Pemberton Food Bank
The Food bank serves clients in and around the Pemberton area every other Monday.
Approximately 200 people are helped on those days.

Health and Wellness services

Mental health worker
Counselling services
Pemberton Health Unit
Vancouver Coastal Health (Pemberton)

- Home Care
- Home Nursing
- Community Care
- Supported Living Coordinator
- Community Connections Coordinator

Integrated Primary & Community Care Services being coordinated with other local rural communities – nurse practitioner will be hired, telehealth services operating in which telephones with screens located in the more remote communities are directly connected to the Pemberton Health Centre

Housing

Lions Villa Housing – 24 units with a shared lounge space for meetings and gathering, a senior's centre in an adjacent portable

Programs and Services

Pemberton Valley Seniors Society - Seniors potluck and meeting at the Pemberton Legion once a month

Guided seniors' fitness classes at the seniors' Centre behind the Lions' Villa.

Women's Institute

Pemberton Multicultural Network

Associations

- Royal Canadian Legion
- Rotary Club
- Lions Club

Community Volunteers

Pemberton Public Library

Pemberton Community Centre

Volunteer Fire Department – firewood delivery

Winds of Change Committee

One stop seniors phone line – VCH Connections Coordinator

Local Seniors Coordinator

Mount Currie

Transportation

Elder's Van – travels to Pemberton

Pemberton Taxi – pickup and drop off from Pemberton to Mount Currie various destinations with stops 7 times daily and operates 7 days a week

Local bus services may only happen twice daily on some of the routes as mentioned by seniors

Medical Transportation Coordinator – assists elders

Health and Wellness Services

Mount Currie Health Centre

Programs for people with mental and physical challenges

Elder's Coordinator

Health Nurse

Pemberton Doctors

Home Care Coordinator

Meals

Home care

Light Housekeeping

Home care

Snow shoveling

Snow shoveling supports in the community

Yard work

Yard work services available but can be expensive

Simple Home repairs

Some services but can be expensive

Other assets

Personal care supports

Future renovation upgrades to Elders homes

Pemberton 55+ club

Elder's Program – located at Ullus

Elder's Newsletter

Mount Currie newsletter – lists monthly programs

Appendix B– Media resources and copy of survey



United Way



United Way helping seniors
remain independent.

Better at Home is funded by the Government of British Columbia.

Better at Home Program



Information session

Monday, July 29th

1:00 – 3:00 pm

Location: Mount Currie Band Office

The Elders Room, Ullus

Jane Ballance, Community Developer, will provide information on the Better at Home program which supports seniors to live independently in their own homes and remain connected to their communities. Community input and feedback are important to help shape the program according to local needs. We look forward to your participation!



www.betterathome.ca

Together, we can give seniors a hand.



**Better
at Home**

United Way helping seniors remain independent

Open Community Forums

September 2013

We will share our findings on what we are learning from the community about local seniors' needs and priorities and further develop key criteria that will support the selection of a local lead organization to deliver the Better at Home program. We appreciate your feedback and input as it will help shape the program in each of our communities.

The number of participants may be limited due to space requirements

Tuesday, September 10th

Squamish Seniors Centre
1201 Village Green Way, Squamish
Times: 1:00 pm – 4:00 pm

Thursday, September 12th

Pemberton Community Centre
7390 Cottonwood Rd, Pemberton
Times: 1:00 pm – 4:00 pm

Friday, September 13th

Whistler Catholic Church
6299 Lorimer Road, Whistler
Times: 1:30 pm – 4:30 pm

Tuesday, September 17th

Mount Currie Health Centre
Black Bear Road, Mount Currie
Times: 1:00 pm – 4:00 pm

Contact Information: Jane Ballance, Community Developer

Phone: 604-908-7882 Email: jballance11@hotmail.com

www.betterathome.ca



United Way

Better at Home is funded by the Government of British Columbia.

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United Way

Better at Home is funded by the Government of British Columbia

Open Community Forums SEPTEMBER 2013

Debbie Sharp, United Way Field Coordinator and Jane Ballance, Community Developer for Better at Home will be co-facilitating Open Community Forums in Squamish, Whistler, Pemberton and Mount Currie this September.

The purpose of these Community Forums will be to share our findings on what we have learned from the community about local seniors' needs and priorities, identify non-medical support services, and further develop key criteria that will support the selection of a local lead organization to deliver the program. We appreciate your feedback and input as it will help shape the program in each of our communities.

We are looking forward to strong participation at the Community Forums. If you would like to attend a Better at Home Community Forum please call or email Jane by August 15th as the number of participants will be limited due to space requirements.

Contact information:

Jane Ballance,
Community Developer

Phone: 604-908-7882

Email: janenov11@hotmail.com

Open Community Forum Dates

SQUAMISH

September 10th
Seniors Centre
1201 Village Green Way
Times: 1:00 pm - 4:00 pm

WHISTLER

September 13th
Catholic Church
6299 Lorimer Road
Times: 1:30 pm - 4:30 pm

PEMBERTON

September 12th
Pemberton
Community Centre
7390 Cottonwood Road
Times: 1:00 pm - 4:00 pm

MOUNT CURRIE

September 17th
Mount Currie
Health Centre
Black Bear Road, Mount Currie
Times: 1:00 pm - 4:00 pm

United Way Better at Home Website:
www.betterathome.ca

**Better
at Home**



United Way

United Way helping seniors
remain independent.

There is a potential new program being introduced into Squamish/Whistler/Pemberton/Mt. Currie through a partnership with United Way and the Provincial Government of British Columbia called "Better at Home" (www.betterathome.ca). "Better at Home" will support seniors in Squamish/Whistler/Pemberton/Mt. Currie to live at home independently longer by receiving free or affordably priced non-medical support services.

Services could include help with transportation to appointments, light house cleaning, minor repairs, snow shovelling, grocery shopping, and friendly visiting.

Through interviews, surveys, focus groups and community meetings we will be gathering information from seniors and key stakeholders on the types of "Better at Home" services that would be needed in each of our communities. We also want to know the types of services and programs that are currently being provided for seniors in our communities.

There is also a community survey available that can be accessed by emailing janenov11@hotmail.com for an electronic version. The information gathered will be presented to the community early in September, which will also provide an additional opportunity for you to have input on "Better at Home".

For more information please contact:

Jane Ballance, Community Developer at Janenov11@hotmail.com.

Better at Home - 13171.indd 1

13-04-22 3:34 PM



United Way



United Way helping seniors remain independent.

Better at Home is funded by the Government of British Columbia.

Pemberton Community Development Survey

Squamish/Whistler/Pemberton/Mt Currie Community Development for potential Better at Home Program

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

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

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

Service

Provider

b. Are they accessible? _____

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

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

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

4. What criteria would be important for a strong lead organization to offer Better at Home services in Squamish/Whistler/Pemberton/Mt. Currie?

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

For more info email Jane Ballance, Community Developer at janenov11@hotmail.com

Sample online survey question – Whistler

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

Answer Choices	Responses
Light housekeeping	71.79% 28
Friendly visiting	61.54% 24
Grocery shopping	74.36% 29
Transportation to appointments	82.05% 32
Simple home repairs	66.67% 26
Snow shovelling	79.49% 31
Light yard work	61.54% 24

References

Evaluation of the Community Action for Seniors Independence (CASI Pilot Project Report) United Way website: www.betterathome.ca

Map of communities Website: www.lilwat.ca

Murray Alzheimer Research and Education Program (MAREP).
www.marep.uwaterloo.ca/Age-Friendly/Age-FriendlyCommunityInitiative.htm

Statistics Canada www.statscan.gc.ca

World Health Organization www.who.int

Other Sources:

Sea to Sky Health Transportation Study 2013

Seniors Health survey for Seniors

Towards an age-friendly community in the lower Mainland/Sea to sky Corridor

Seniors Transportation Access and Resources materials (STAR)

Best of Care Report: Getting it Right for Seniors in British Columbia

Winds of Change – Pemberton and Mount Currie Age-Friendly Communities Report

United Way of the Lower Mainland Seniors Vulnerability Report, 2011

District of Squamish Annual Report 2012

Brochures on specific services and programs, Resource Directories from Squamish, Whistler, Pemberton and Mount Currie