

Better at Home

Final Report on Community Consultations in the Hastings Sunrise Neighbourhood

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Better at Home Program Introduction

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

Hastings Sunrise has been identified as a potential Better at Home site. Ron Carten and Bob Krzyzewski were contracted as community developers to assess community readiness, identify seniors' assets, needs and priorities in regards to the basket of services, and help identify a potential lead organization best suited in the community to deliver the Better at Home program.

This report reflects the findings of the community developers and will be used by the lead organization to design an appropriate local Better at Home program that meets community needs.

Community Development Approach

In a community like Hastings Sunrise it is not hard to find a wealth of community assets, talents and resources that support community development initiatives like Better at Home. Our community development approach has borrowed heavily from asset based community development as a philosophy and a technique.

What this means in practice is the leveraging of relationships not only to set goals but to accomplish the various tasks involved in this project. Relationships have been central to our work because in the final analysis it is people who can determine what dream they want to see become reality and what means they will use to achieve those dreams.

In representing Better at Home we have striven to communicate our enthusiasm for this project to stakeholders in the neighbourhood. Once we have described to them the work that we are doing it turns out that there is no shortage of enthusiasm on the part of community residents and the many front line workers and managers who work with them to meet their needs and build community.

For example, in meeting workers at community centres and neighbourhood houses in Hastings Sunrise our vision of stronger more independent seniors was met with deep conversations about the community, its history and its outstanding stories, stories about seniors coming together, about sharing, about mentoring and about groups and individuals who believe in their community and in making healthy community a reality.

These conversations, these dialogues with people, became primary assets in the development of this project. Whether people complained about the cost of living or whether they praised the work of community centre staff, knowledge was being shared and that knowledge formed a basis for our community development.

We held several focus groups, some of them in languages other than English. Out of the relationships we were building individuals came forward to offer interpretation services, snacks and beverages, advice on recruitment for the groups and spaces where the focus groups could meet.

The individual seniors in our focus groups embodied a commitment to their peers and their community that arose out of their own strength and the strength of their communities. And surprising things were said. Not only expressions of needs and deficits in services in the community came up. Political critiques were articulated, deep analysis of how a system of home support could affect the larger community.

The community of seniors and service providers in Hastings Sunrise contained many surprises, but what was remarkable was the wealth of strengths and assets that the community contained within it.

Asset based community development thrives on the discovery of deep resources within each community. Hastings Sunrise did not disappoint us. Embedded in its multicultural heritage and its history of self help and initiative is a will to create lives, shared lives in community, that was inspiring to us as community developers.

Methods

Our community consultation took the form of a dual approach to data collection: the use of survey questionnaires (see Appendix B) and work in focus groups.

We raised awareness of the Better at Home program through the posting of informational documents in prominent places at some of the facilities in the Hastings Sunrise neighbourhood. Then, we met with seniors at events such as community dinners, describing to the seniors there the nature of our work in their neighbourhood and the Better at Home program, its services, its sliding scale for fees, our search for a lead agency and we answered numerous questions about the program.



Example of Better at Home multi-lingual informational material posted in the Hastings Sunrise neighbourhood

After these initial awareness-raising efforts we distributed questionnaires in English and traditional Chinese at several community facilities for completion by facility clients and collection by staff. The response to the questionnaires was moderate with 83 questionnaires being returned, those in Chinese being sent for translation. The variety of qualitative and quantitative data collected was quite varied but certain trends in the data did emerge. While we did not conduct a rigorous statistical analysis of the data, the number of surveys returned seems to provide an indication of the views of the larger community of seniors.

We held seven focus groups, three of them in Chinese with the aid of an interpreter, one in Spanish with interpreter, and three in English, one of which was a focus group with First Nations individuals. The focus groups ranged in number from four participants to fifteen and allowed us to collect thicker

descriptions of seniors needs and preferences with regard to the Better at Home program than the simple distribution of questionnaires. This was because seniors could interact with the community developers and understand the questions more accurately and provide us with more nuanced responses than simple completion of a questionnaire allows.

Our identification of the lead agency was begun through consultation with representatives from the various interested agencies in the neighbourhood. These representatives were provided with more detailed information of the Better at Home program from the point of view of service provider.

A preliminary stakeholders' meeting was held in early September to get an idea of how to proceed with the selection of the lead agency. Initially, it appeared that up to five agencies were interested in being selected as the lead agency; hence, the need for a preliminary meeting to be followed up by a second stakeholders' meeting for the finalization of the selection process.

As a result of the early selection of the lead agency, our active consultations culminated in a community meeting of seniors at the Frog Hollow Neighbourhood House. Our research and consultation findings were presented to the 21 participants present and the lead agency was introduced. While the selection of the lead agency came earlier than expected, the input from seniors at the community meeting remains important to the guidance of the lead agency in the implementation of the Better at Home program.



Community Profile

Geography

The Hastings Sunrise neighbourhood is located in the northeast corner of the municipality of Vancouver. It is bounded by Burrard Inlet on the north, Boundary Road on the east, East Broadway Street on the south and Nanaimo Street on the west. The rolling terrain of the neighbourhood occupies approximately 10.4 km². Major traffic routes intersect the neighbourhood, including the Highway 1, which spills onto the 2nd Narrows Bridge, both of which were built in the early 1960s. Other arterials include Boundary road on the neighbourhood's eastern border with Burnaby and Hastings Street, site of the major commercial district in the area. An industrial area is also located on the north shore of Hastings Sunrise, home to CPR railroad tracks, grain elevators and other primary industry buildings. The PNE grounds occupy a large section of land north of East Hastings between Renfrew Street and Highway 1.

History

Originally the area on the shoreline was called "Kah-nah-noot" by the local Aboriginal community (COV Planning Dept., 1985). In 1863 the first settler community on Burrard Inlet was established on the shores of Hastings Sunrise and was called New Brighton, leaving its name to the contemporary New Brighton park in the north east of the neighbourhood. In 1911, the neighbourhood, then called Hastings Townsite, joined the municipality of Vancouver. (HS Action Council, 1977) Following World War I a housing boom built numerous houses, some of which are still standing in the northern Burrardview and Hastings Townsite areas of the neighbourhood. After World War II another housing boom saw the development of southern parts of Hastings Sunrise with the construction of small single family dwellings intended for returning veterans. The 1960s saw further development marked by the building of Skeena Terrace in the Thunderbird area to the south and in the early seventies the Adanac Co-op housing facility was built in the Adanac/Charles St. area.

Hastings Sunrise, as in many neighbourhoods in Vancouver, has had a long history of immigration from overseas. First from northern Europe, then southern and Eastern Europe and lately from Central and South America and Asia. As with all of Canadian society, the social and ethnic fabric of Hastings Sunrise has been undergoing continuing change and that change is expected to sustain itself into the future.

Demographics

The population of the Hastings Sunrise neighbourhood numbers 33,130 individuals of diverse age, gender, ethnicity and living conditions. 16.2% of the population is 65 years of age or older. The absolute number of seniors in the neighbourhood stands at 5,350. The number of seniors 65 and over who are living alone is 950 or 19% of the total number of seniors. (City of Vancouver, 2013) This last figure has been criticized by local agency staff as a significant underestimate. In any case, the statistics indicate a need for a Better at Home program in Hastings Sunrise.

The number of seniors who are over the age of 80 totals 1,570 individuals. (City of Vancouver, 2013) This population of older seniors is more likely than younger seniors to need and to use some kind of home support service. (Turcotte, 2007) The senior's population as a whole is also aging in line with provincial trends that anticipate a faster rate of growth for seniors than for the rest of the population, giving even greater impetus to seniors' programs such as Better at Home. (Service BC, 2013)

Seniors' Participation

Seniors in the community participate in its life in many ways. Often seniors are called on by their extended families to take on child-minding roles. They may take on meal preparation activities for their families and even in the wider community. At neighbourhood houses and community centres in Hastings Sunrise seniors are involved in an extensive variety of volunteer activities including mentoring youth, providing resource referrals to other seniors and providing peer support, which can take the form of friendly visits to isolated peers and sharing in cultural activities. Going on group walks and sharing in crafts such as knitting or arts such as painting, drawing and music comprise other seniors' activities. Seniors sit on advisory committees that chart the course of services for their peers and the shape of programs at community facilities. And seniors participate in fitness activities together such as yoga, tai chi and swimming.

Gender

Women make up a larger proportion of the seniors' population than men. The number of senior women over the age of 80 years is 30% more than the number of men (City of Vancouver, 2013). Women seniors access services more than do men. For example, female seniors were two times more likely to get help with transportation or running errands than male seniors. (Turcotte, 2007) Further, the incomes of Canadian women seniors are lower than that of men by approximately \$2,000 per year. (Turcotte, 2007) Common reasons given for unmet home support needs among seniors have included not only a lack of availability of services but also, significantly, an inability to pay for those services. (Hoover, 2012) Again in particular for women seniors this is supportive of the

implementation of the Better at Home program, which is premised on a sliding scale for service fees allowing the program to reach those in need who report an inability to pay for services.

Ethnicity

Hastings Sunrise has long been known as a working class neighbourhood of single-family dwellings. (HS Action Council, 1977) It has also been home to successive waves of immigrants arriving in Vancouver. By 1971, Hastings Sunrise had a diverse population of immigrant communities including Italians (18.9%), East European (10.6%) and Chinese (10%). Since that time the ethnic mix of the neighbourhood has changed with the most significant ethnic group now being Chinese at 41% of the population, those with English as their mother tongue were the second largest ethnic community at 36%. (Community Vision, 2004) Smaller, but significant ethnic groups in the community include Italian, Vietnamese, Philipino and Spanish groups (Statistics Canada, 2011)

Housing & Income

The diverse ethnic mix in the neighbourhood suggests that many new immigrants have settled in Hastings Sunrise more recently. Seniors who are recently arrived are eligible for much smaller OAS payments and may not be receiving any CPP benefits either. The implication of this is that many recently immigrated seniors have very low incomes. (Kloppenborg, 2010) This is offset somewhat by the popularity of seniors living with their extended families in the Chinese community. (Interview with community service provider)

In the Hastings Sunrise neighbourhood, residents reported their concern that with rising housing costs housing is becoming unattainable for many in the community. Given this fear, the remaining disposable income for home support is also limited and creates a risk that seniors will not receive the services they need. (Hastings Sunrise Community Vision, 2004)

Of the 5,350 seniors in Hastings Sunrise more than 950 of them are living alone. Of the total number of seniors in the neighbourhood 12% are considered low income (City of Vancouver, 2013). This poverty is mitigated somewhat by seniors living with their children. Between 15% and 20% of seniors in Canada live with their children or grandchildren. In a strongly immigrant community like Hastings Sunrise, this number may be even greater.

Seniors living alone in Canada were 25% more likely to get domestic work help than seniors with spouses or seniors living with others. Further, seniors living alone were twice more likely to get help with transportation or running errands than seniors who don't live alone. (Turcotte, 2007) Isolated seniors represent a demographic deeply in need of support at home in order to remain independent as long as possible.

Roughly 25% of seniors in Canada are renters, but this proportion increases to 42% as seniors age into the over 85 years group. (Turcotte, 2007) Given the single family dwelling emphasis of housing in Hastings Sunrise this figure may be slightly inflated for this neighbourhood.

Hastings Sunrise, as compared with the rest of Vancouver, has a low proportion of seniors who live alone. (Seniors in the Lower Mainland Facts, 2013) This fits with the custom in immigrant families in Hastings Sunrise of extended families living together very frequently. (Interview with Seniors' program coordinator at Frog Hollow, 2013) The lower incomes found in the neighbourhood may also necessitate several generations of families sharing space and child rearing and housekeeping tasks.

Services

In anticipation of the community consultation we have conducted we found that Canadian seniors reported that housework (including home maintenance) was the most common form of home care with 18% of seniors surveyed reporting a resort to this form of help. Transportation was second at 15% and meal preparation was third at 10%. 4% of seniors reported at least one "unmet need for professional home care services". Common reasons for seniors' unmet needs included an inability to pay and lack of service availability. Overall, seniors living alone resorted to home care services 12% more than seniors who lived with someone else. Clearly, isolation is a factor contributing to the need for home support services. Likewise, lower income seniors in BC were more likely to use home support. Isolated and lower income seniors use home support services more than the general population of seniors. Seniors over 85 use significantly more home support services than younger seniors. (Hoover, 2012)

Summary of the community assets

The Hastings Sunrise neighbourhood would not be the thriving community that it is without its seniors. But in addition to its human capital the neighbourhood boasts a variety of assets valuable to those seniors.

Core to the public programs for seniors is the work of the two neighbourhood houses in the area, Frog Hollow Neighbourhood House, located at Renfrew Street and East 5th Avenue in the south central part of Hastings Sunrise and Kiwassa Neighbourhood House, located on Oxford Street near Nanaimo Street in the northwest sector of Hastings Sunrise. In addition to neighbourhood houses two community centres anchor the community in the north and south, the Hastings Community Centre at Hastings Street and Lillooet Street in the north central part of the Hastings Sunrise, and Thunderbird Community Centre located at Cassiar Street near East 7th Avenue, in the southeast corner of Hastings Sunrise.

These four facilities offer programs such as bus trips in the Lower Mainland and communal meals on a weekly basis. They offer opportunities for exercise and dance, yoga and arts and crafts, croquet and painting and board games. Health clinics and English as a Second Language training may also be accessed through these facilities.

The two community centres have fitness centres and the neighbourhood houses, Frog Hollow and Kiwassa, host innovative intergenerational mentoring and First Nations programming respectively. In addition, the Templeton Park Pool houses a full size swimming pool with lessons and fitness activities open to seniors.

While these different facilities offer numerous services, other resources in the community also cater to the needs of seniors. The local Hastings Branch of the Vancouver Public Library offers reading and research opportunities in a variety of languages. An important service of the Vancouver Public Library is its Outreach Branch. While located downtown, the Branch can be contacted from home to arrange for the home delivery of books, DVDs and other reading materials that the library loans out.

The Hastings Sunrise Community Policing Centre, located at 2620 East Hastings Street, is an important resource for seniors, offering them the opportunity to report crime, learn about security risks in their neighbourhood, receive a home security check after a break-in and participate in volunteer activities initiated at the Centre.

The neighbourhood is home to lawyers specializing in wills, powers of attorney and estate planning. Notaries public also notarize wills, real estate transfers and pension documents among other documents. Insurance brokers provide seniors' rates on home insurance and ICBC plans.

Located at the corner of Joyce Street and Crowley Drive, the Evergreen Community Health Centre is the Vancouver Coastal Health Centre serving the Hastings Sunrise community. It offers addictions counselling, an adult day centre and medical home support services such as help with discharge from hospital, personal care including bathing, hygiene, mobility lifts and transfers, end of life care and the prevention of health decline. The Evergreen Community Health Centre is an essential support for seniors' health and offers many more services not listed here and yet it was indicated in our focus groups that some seniors are not even aware of it.

Seniors may also not be aware that pharmacies in the neighbourhood such as London Drugs and the Nanaimo Pharmacy offer free home delivery of medications. Free home deliveries for groceries can be obtained from a number of grocers in the neighbourhood including Donald's Market, Como Market and

Green Earth Organics. For seniors facing mobility issues, as our consultations indicated, home delivery services can be invaluable.

Other programs and services not centred specifically in the Hastings Sunrise neighbourhood include Translink, the public transit service, Handy Dart, BC Vital Statistics, the Better Business Bureau, when seniors have complaints about a private enterprise, the BC Human Rights Commission, when seniors feel they have been unfairly discriminated against, and the immigrant agencies, MOSAIC, S.U.C.C.E.S.S. and Immigrant Services Society when the many new Canadians in Hastings Sunrise are facing challenges with settling into Canadian society.

With respect to housing, BC Housing and the Seniors Services Society are useful resources to contact when seniors face a housing crisis. And SAFER (Shelter Aid for Elderly Residents) is another non-local agency that has proven irreplaceable for seniors facing unmanageable rental costs.

Finally, Hastings Sunrise is home to the office of BC member of the Legislative Assembly, Shane Simpson. His office is located near the corner of Nanaimo and Hastings Streets and is open to seniors with a variety of concerns and questions about government and their community.

NOTE: For a more complete listing of assets, see Appendix A.

Seniors' needs (Community Consultation Data)

As our community consultations were largely based on the Better at Home survey template this report organizes the data according to the questionnaire format (found in the appendix to this report).

The data will be listed according to survey question and is divided between data collected in focus groups (which was most comprehensive and detailed), data collected from the distribution of survey questionnaires and, where data was collected, from discussions in the community meeting held to wrap up the community consultations in Hastings Sunrise. The data is generally listed in order of the priority attached to it by the seniors who were consulted. Priority was determined by the frequency of the particular response to a survey question.

What are the main issues to keep seniors living longer in their homes?

Focus Group Data

Main Issue	Description
1. Loneliness/Isolation	Loneliness was associated with lack of mobility and lack of opportunities for socialization in the community.
2. Mobility	Mobility was characterized in two ways. First as lack of mobility within the home leading to risk of injury and, second, as lack of mobility outside the home, associated with isolation and difficulty running errands, getting to appointments and difficulty shopping for groceries.
3. Memory loss/dementia	Memory loss was usually associated with the risk of injury from leaving the stove on. Dementia was associated with the need for more home support services.
4. Grocery shopping	
5. Transportation	Transportation problems were associated with poor bus service, Handy Dart unavailability and wait times, and problems getting to doctors' appointments.
6. Cleaning/housekeeping	Seniors felt they needed support in this service.
7. Cooking/nutrition	Someone to cook meals was desired by some seniors. As well, information about nutrition was seen as being helpful.
8. Language issues	Many non-English speakers felt the need for interpretation services in particular for visiting doctors and specialists. In addition, the need for home support workers who were fluently bilingual in English and Chinese was expressed.
9. Falls and risk of injury	Falls were associated with lack of mobility and health issues as well as with isolation, which left seniors to fend for themselves in taking care of domestic chores.

10. Other issues that arose included: safety and security, low income, neglect and abuse by volunteers, toenail clipping, no one to check in on seniors, hearing loss, good shoes, high blood pressure and the high cost of medications.	These items were mentioned only once each at some focus groups.
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Survey Questionnaire Data

Main Issue	Frequency
Services needed generally	9
Health	8
Care needed generally	7
Loneliness	7
Nutrition	6
Independence	4
Grocery shopping	4
Community Centre programs needed	3
Housekeeping	3
Mobility	3
Transportation	2
Library	2
Banking	2
Exercise	2
Mood/Mental health	2
Family	1
Food preparation	1
Yard work	1
Regular checking in with seniors	1

Discussion

Isolation and loneliness were cited more often and were more clearly identified than any other response to the “main issues” question. It was closely tied to “mobility” as a major issue. The connection between diminishing mobility outside the home and loneliness/isolation was frequently and explicitly made by seniors. Other factors relating to isolation include the aging and death of peers and the experience of being new to Canada and without the social connections that were once taken for granted in their country of origin. Weather was cited as an occasional barrier to connecting with community social programs, the implication being that transportation services were sometimes inadequate in overcoming snowy conditions or heavy rain. Dissatisfaction with transportation options was also evident in our consultations with seniors. While what exists – public transit, children driving grandparents and Handy Dart - was seen as helpful, something

more was needed to bridge the gap between the isolated senior and the community programs that address their needs. The programs of neighbourhood houses and community centres in Hastings Sunrise very effectively address the isolation and loneliness of seniors but the issue of isolation and loneliness remains as is made clear by its high ranking among the data collected.

While the connection between isolation and mobility was a primary datum in our consultations, mobility within the home, as seniors develop physical disability brought on by aging, was associated with the need for home support. Housekeeping, small home repairs and work in the yard (for people owning houses) as well as snow shovelling were all identified as being linked to increasing disability due to aging that impacts mobility not only in the community but within the home as well.

The risk of injury from falls was also associated with decreased mobility both within and outside the home. The need for regular check-ins with seniors on a daily basis was underlined as being desirable for many seniors. The risk of complications from fall injuries as well as the impact of an undiscovered death upon family members as well as upon the wishes of individual seniors also argued for regular check-ins with seniors.

Memory loss and dementia were likewise identified by seniors as issues that impacted their quality of life and safety. While no particular solutions to the risks associated with dementia were offered by seniors it is conceivable that more regular contact with others through friendly visiting offered by Better at Home might provide opportunities to alert individual seniors, their families and caregivers to the needs and risks seniors face from decreasing mental well-being.

Grocery shopping, transportation and housekeeping were identified by seniors without specific reference to the Better at Home basket of services. That is to say that our discussion with seniors and the questionnaire itself addressed “the main issues” generally before addressing choices from the basket of services in particular. Not only does this finding reinforce the appropriateness of items in the basket of services offered by Better at Home, it clearly ties in seniors’ identified issues and needs with that basket of services. That three primary services offered by Better at Home are mentioned by seniors without prompting and with great frequency indicates that Better at Home will be meeting senior’s high priority needs.

The need for assistance with cooking/nutrition however is not within the range of Better at Home services. But it was identified frequently by seniors as a high priority issue. The need for help cooking can be related to mobility, to the need for help grocery shopping and to the issue of increasing memory problems associated with aging and dementia. At present, this unmet need awaits programs that will address it. Community kitchens and meals offered at

community centres and neighbourhood houses partly address this need but it remains problematic for many seniors in the community.

Looking at seniors' issues through the lens of immigration and integration into Canadian society, the need for language interpretation services was also frequently mentioned. This was primarily in regard to medical visits to a general practitioner or specialist and naturally was of concern to seniors in the community who have trouble understanding English. There are other areas of life where language interpretation and translation can be beneficial such as in applications for government benefits, paying taxes and accessing other kinds of public services. However, seniors are served by a number of immigrant agencies that provide assistance in a variety of languages in the navigation of government services. It was mention of medical visits which stood out as an area that still lacks adequate support for seniors who do not speak English fluently.

What services and programs are currently offered that help seniors live longer in their homes – and who provides them? Are they accessible?

Focus Group Data

Service or Program	Service Provider	Accessibility
Bathing, making the bed, general home support, e.g. laundry	Vancouver Coastal Health	Fair to good. There were complaints that services were not frequent enough and that services were inadequate. Also, there were complaints that services were not available unless the recipient had been injured and received medical care.
Transportation to meals	Killarney Community Centre	Good.
Handy Dart	Translink	Fair to good. There were complaints that the application process is laborious, that wait times are long.
Seniors Bus Passes	Translink	
Taxi Vouchers	Translink	Limited number of vouchers per application, long distance to travel to pick up vouchers
Ambulance Services		

Health Insurance	Medical Services Plan	
Bus passes	Translink	
Library book home delivery	Vancouver Public Library, Outreach Department	Good.
Lawn cutting, window washing, house keeping	Department of Veterans' Affairs	Good
Bus driver	Beulah Gardens	Fair
Computer lessons, ESL, volunteering opportunities, arts & crafts, cultural activities	Kiwassa Neighbourhood House	Good
Low cost lunches, socializing, games	Thunderbird Community Centre	Fair. There were complaints that the hills in the area of the Community Centre made accessing these services difficult.
Thanksgiving and Christmas parties, affordable lunches/meals	Community Centres and Neighbourhood Houses	
Sewing, trips, apple and berry picking, socialization, dancing, lunches	Kiwassa Neighbourhood House	Excellent. Participants noted Kiwassa's welcoming and non-judgemental approach to serving its clients.
Intergenerational Mentoring Program	Frog Hollow Neighbourhood House	
Grocery shopping by phone and home delivery	Safeway	Good.
Transportation to appointments	S.U.C.C.E.S.S.	Fair. There were complaints about the cost of the service.
Transport van	Hastings Community Centre	Fair.
Speakers and workshops on health issues, e.g. diabetes.	Community Centres and Neighbourhood Houses	
<p>More comments about accessibility underlined the reality that low income makes services and medications too expensive. Also many services are not accessible at times due to weather conditions. Language barriers were also seen as creating barriers to the accessibility of services. It was also commented that some seniors are liable to get lost on their way thus making accessibility more difficult and risky.</p>		

Survey Questionnaire Data

Service or program	Service Provider	Accessibility	Frequency
Transportation	Translink, Handy Dart	Fair	9
Housekeeping		Good	8
Food prep and meals	Meals on Wheels, Community Centres		6
Nail clipping			4
Exercise opportunities	Community Centres	Good	3
Community Centres			3
Translation			2
Shopping			3
Advocacy	MOSAIC		2
Home support	Vancouver Coastal Health		4
English as a second language training			2
Socialization	Community Centres		1

Community Meeting Data

Service or program (accessibility as a datum was not collected)

- Handy Dart
- Meals on Wheels
- Community nurses
- Grocery delivery
- Pharmacy delivery
- Neighbourhood houses
- Community centres
- Food bank
- Churches
- For profit agencies such as nursing and housecleaning
- Community kitchens
- Cooking for diabetics workshop
- Group participation
- Health fairs

Discussion

Personal care services such as bathing and toenail clipping and ambulance services are the most medically oriented services mentioned and fall outside the purview of the Better at Home basket of services. There were concerns that personal care was not as frequent as it could be to meet seniors' needs.

Transportation services such as Translink's buses, Handy Dart, Beulah Gardens' bus driver and Hastings Community Centre's Wheels to Meals program were helpful, but Handy Dart was criticized as being a cumbersome service in that seniors' must book well in advance and found themselves waiting a long time to be picked up by Handy Dart. Translink's taxi voucher program was mentioned as being helpful, but one senior complained that she had to travel to the office on Kingsway to get her vouchers.

The Vancouver Public Library received praise for its Outreach program in which seniors can order books and DVDs by telephone and have them delivered on loan directly to their homes. Likewise, Safeway grocery was mentioned as having a grocery home delivery service that brought groceries directly to seniors' homes.

Community centres and neighbourhood houses were acknowledged as providing excellent opportunities for meals and socialization as well as outs-trips into the community. Frog Hollow Neighbourhood House, in particular, has started an intergenerational social program called the Wisdom exchange. It provides seniors with an opportunity to share their experience with younger people and benefit from the fresh perspectives of youth.

Language barriers arose as issues for seniors and translation services were mentioned as being a needed service. Both SUCCESS and MOSAIC were singled out as agencies that could help with language barriers many seniors face. Classes in English as a Second Language are offered in the community and many seniors seem to take advantage of such programs. Along with ESL, Kiwassa Neighbourhood House provides computer training to seniors.

Hastings Sunrise is home to a variety of workshops, classes, lectures and health clinics that can be accessed at the two community centres and the two neighbourhood houses in the neighbourhood.

List of preferred services from the Better at Home basket of services

In order of priority:

Light housekeeping ranked first and second in priority in five of seven focus groups and was seen as a priority partly due to the mobility issues of seniors and also because of seniors' frailty and risk of injury. It may also have been prioritized due to dissatisfaction with current housekeeping services being received in Hastings Sunrise.

Grocery shopping ranked first and second in priority in five of seven focus groups and was identified as a result primarily of mobility issues including difficulties accessing transportation.

Transportation to appointments ranked first or second in three of seven focus, again with mobility issues and transit difficulties as driving motivations for its prioritization. Weather was also indicated as a barrier to accessibility which help with transportation could alleviate.

Friendly visiting ranked third in priority in four of seven focus groups. Many focus group participants indicated that isolation and loneliness was one of the major issues of aging in Hastings Sunrise. There were concerns however about the age of volunteers who might visit. There was also the concern about the possibility of abuse. Background checks were affirmed as absolutely necessary for any home support program.

Simple home repairs ranked consistently as third, fourth or fifth in priority in our focus groups. Apart from the obvious convenience of this service it was felt by participants that the service would dispense with the need for seniors to take on repairs themselves, which might prove physically risky.

Light yard work was rated near the least important service that seniors needed. Some seniors who lived in their own houses indicated that the service would be valuable.

Snow shovelling was the last in priority for participants in our focus groups. Some participants suggested that neighbours often pitch in when snow covers sidewalks and driveways.

Survey Questionnaire Data

Home support service	Frequency
Light housekeeping	59
Transportation to appointments	54
Friendly visiting	53
Grocery shopping	51
Simple home repairs	43
Snow shovelling	42
Light yard work	38

Community Meeting Data

Home support service	Frequency
Transportation to appointments	14
Light housekeeping	12
Friendly visiting	9
Grocery shopping	5
Snow shovelling	3
Simple home repairs	2
Light yard work	0

Discussion

Of the seven services offered by Better at Home there was a clear division into two tiers of services. The two tiers indicated services that were a priority for seniors and services that, while desirable to many seniors, were rarely among the priorities for seniors when given the choice. These results were best exemplified by the voting of seniors in the community meeting held toward the end of our community consultations. Participants in the meeting were given three votes each to cast among the seven services. Results again defined two tiers of Better at Home services.

Evident from the tables and rankings above is the division of preference into a first tier including transportation to appointments, light housekeeping, grocery shopping and friendly visiting. These four services consistently ranked in the top four categories of the Better at Home basket of services with different services moving up or down among the top four depending on the modality of data collection used, but remaining consistently among the top four. Grocery shopping ranked fourth in basic voting exercises while in focus group discussion grocery shopping ranked second. Housekeeping ranked first in focus groups and questionnaire administration but ranked second in the community meeting. Transportation to appointments ranked first in the community meeting, second in the questionnaires and third in the focus groups. Friendly visiting never ranked

first or second but ranked third in survey questionnaires, third in the community meeting and fourth in focus groups.

The second tier of services includes simple home repairs, light yard work and snow shovelling. These services were quantitatively less significant in our data collection and qualitatively less significant in our discussions both with seniors and with service providers. One reason for this is that many seniors live in apartments and therefore do not need light yard work. Further, they live in apartment buildings where landlords or building managers take care of simple home repairs and snow shovelling. And finally, the climate in the Lower Mainland of BC where Hastings Sunrise is located is mild and it is rare that snow is a problem. So, the data collected seems to reinforce a common sense estimate of what services might be preferred based on housing demographics and climate.

What non-medical home support services outside of the Better at Home basket of services do you think are needed?

Focus Group Data

Service	Description
Pet care	Dog walking, washing pets, cat litter, etc.
Laundry services	
Medical alert remote signal	Some participants were interested in a remote device that they could use to signal a service that would check on them in the event of a medical emergency.
Help with banking and paying bills	There was some discussion about possible fraud.
Accompanied walks	Including pushing seniors who need wheelchairs to get around.
Sewing and mending	
Gymnasium	
Regular health condition check-ins	Many seniors wanted a service where volunteers would check up on them once or twice a day in case they have fallen.
Meal preparation	
Advocacy	Providing information about services and connecting seniors to needed services.
Opportunities for recreation	Such as singing, dancing, etc.

Survey Questionnaire Data

Service	Frequency
Housekeeping	5
Meals	3
Transportation	2
Translation	1
English as a second language training	1
Yard work	1
Regular check-ins on seniors	1
Hair cuts	1
Toe nail clipping	1
Group exercise and activity opportunities	1
Handling mail, bills, etc.	1
Grocery shopping	1

Discussion

While the data above include some medical services, the results are instructive in mapping out the needs of seniors in Hastings Sunrise.

These responses may however indicate in part some lack of awareness of services in the community such as a gymnasium for exercise, facilities that exist at both Thunderbird and Hastings Community Centres. Opportunities for recreation such as singing and dancing can be found at the two neighbourhood houses, Frog Hollow and Kiwassa. The outreach and awareness raising capability of local agencies may be enhanced by the work of the Better at Home lead agency in Hastings Sunrise.

Banking and paying bills are potential services fraught with risk for seniors who allow others to handle their money for them. Despite this risk, the services were listed by seniors who may be facing, or know other who are facing, issues such as dementia, mobility barriers and language barriers.

The need for services for pets is more important than some might think. Owing to the barriers seniors face relating to health and mobility as well as the loneliness and isolation they report, the servicing of pets would make a huge difference in the quality of life for seniors with pets or for those who might like pets but have decided they cannot manage them on their own.

Services to monitor health emergencies such as regular check-ins with seniors and remote medical alert alarms were mentioned frequently and while strictly speaking they are medical, they indicate the need seniors have for health security and their concern with unattended medical emergencies. Another health related service, toenail clipping, was cited in questionnaire and focus group

consultations. For seniors with diabetes such a service requires a specialist nurse or podiatrist to perform in some cases.

Language barriers are frequently cited among residents of Hastings Sunrise. In particular, interpretation services for medical appointments stands out as an unmet need for seniors in the neighbourhood.

Criteria for lead agency

What criteria would be important for a strong lead organization to offer Better at Home services?

Focus Group Data

Criteria	Description
Capacity for promotion of the program in the community	This means the ability to reach out to seniors in the community, to advertise, to get the word out.
Friendly, compassionate, welcoming toward seniors	These criteria referred to the organization's general attitude toward seniors as well as the attitudes of its volunteers towards the seniors they serve.
Responsibility and integrity	The lead agency should keep its promises to seniors about what it can do for them.
Astute hiring capacity	The lead agency should hire capable volunteers, not necessarily highly educated but with strong life experience. Hiring must be inclusive of all ethnic groups including Aboriginals.
Well-positioned to initiate the program	The lead agency should have a stable of volunteers, it should be well connected to seniors in the community.
Training capacity	The lead agency should have experienced trainers, should be able to train in the specific skills required of the volunteers performing each service, should train for crisis response among other things and should train for sensitivity to different cultures, e.g. understanding of appropriate eye contact.
Non-judgemental	The agency and its staff and volunteers must practice a non-judgemental approach to seniors of all kinds.

Understanding of the Better at Home program	The agency should understand fully the program and services it is expected to deliver.
English and foreign language capacity	The lead agency and its Better at Home volunteers should be fluently bilingual in English and the specific foreign language they need to work with seniors in.
Responsive	The lead agency needs to listen and be attentive to what seniors have to say. It should have feedback and monitoring procedures in place to ensure adequate and respectful service.
Needs assessment	The lead agency should be able to assess the needs of seniors it is serving.
Continuity of service	The agency should assign volunteers so that seniors are not dealing with someone new every week.
Organization	The lead agency should be well organized.
Location	The lead agency should be conveniently located.
Advocacy	The lead agency should have the capacity for advocacy on behalf of seniors.
Access	The lead agency should be easy to contact by telephone.

Survey Questionnaire Data

Criterion	Frequency
It should be SUCCESS	8
Low cost	5
Should provide help generally	4
Sincerity	5
Persistence	3
Providing services to older seniors	3
Parking and good location	2
Funded	1
Should have volunteers	1
Good communication	2
Friendly	3
Transportation needed	1
Caring	2

Capacity to reach out	2
Availability	1
Reliability of volunteers	1
Paid staff, not volunteers	1
No outsourcing of services	1
Patience	2
Honesty	1
Experienced	2
Mental Health	1

Community Meeting Data

- Accessibility
- Friendly
- Answers phone reliably
- Diversity of languages
- Trustworthy
- Outreach promotion
- Patience
- Empathy
- Caring workers
- Trained volunteers and paid staff
- Serve ethnic groups equally
- Cultural competence
- Promotion of services through community meetings, etc.
- Use community organizations to connect with seniors
- Organized and professional
- Standardized rates
- Ongoing training
- Regular monitoring of service providers
- Confidentiality
- Knowledge of community
- Capacity to make referrals

Discussion

Due to the details of the process of selection of lead agency these data were of secondary importance in the actual selection of the lead agency. They are of primary importance, however, in their potential to guide the lead agency in its responsiveness to the wishes of seniors in Hastings Sunrise and in its implementation of Better at Home in Hastings Sunrise.

As the concept of criteria for the lead agency is more abstract than the other questions relating to seniors needs and services for seniors, the author suggests that focus group data, whose generation involved more discussion, explanation and nuance than survey questionnaire data, is of a better quality than that found in the survey questionnaires. This is an arguable point, but the type of data collected through the two types of enquiry seems more differentiated than with other questions administered through our community consultations.

Some of the responses in the two sets of data above are related to quality of service. They are fairly straightforward in meaning although in some cases it is not clear, particularly in data from the questionnaire, whether the responses refer to qualities exemplified by the agency as an organization or whether the responses refer to qualities of service personnel. Data fitting this description include the following terms: non-judgemental, friendly, compassionate, welcoming, responsibility and integrity, sincerity, persistence, caring, reliability, patience, honesty, and experienced. Another frequent but vague response was that the lead agency should provide help generally. This last response relates to the agency as an organization but is more related to the agency's capacity and could be classed directly below.

Some responses distinctly relate to the capacity of the lead agency. It should have a capacity for promotion of the program in the seniors' community or it should be able to reach out to seniors. The lead agency should be well positioned to initiate the program. This response may refer to similar programs the lead agency has experience with or it may refer to the agency being strongly based in the neighbourhood. The lead agency should have a capacity for training. The lead agency should have a capacity to deliver services in a multitude of languages. Clearly these data relate to agency capacity as opposed to quality of service.

Other responses related to organizational procedures. Concerns over how hiring would be handled and whether hiring would be inclusive of all ethnic groups was expressed. The responsiveness of the Better at Home program through evaluation and feedback procedures was also a focus of concern.

Worthy of note is that the lead agency this report recommends, SUCCESS, was mentioned in eight responses on the questionnaires. While the naming of a lead agency is not a criterion strictly speaking, but rather the identification of an agency, these responses reflect the familiarity and comfort level of Chinese seniors with SUCCESS and speak to the agency's appropriateness in a community whose largest linguistic group is Chinese.

Opportunities for service integration/coordination

The question of how the lead agency would integrate into the Hastings Sunrise community arose in our stakeholders' meeting and was explored in individual follow-up meetings with representatives from community agencies and the lead agency.

One concern that arose was the perception that SUCCESS was an agency with little grounding in the Hastings Sunrise community. While SUCCESS has indicated that some of its clients come from Hastings Sunrise, SUCCESS does not have an office in the area.

One integration strategy suggested by SUCCESS was the booking of space on a weekly basis in several of the two neighbourhood houses or two community centres for meeting with participants in the Better at Home program. Consultations with seniors applying for Better at Home services, registration, and the provision of a one-on-one meeting opportunity within the neighbourhood by making use of existing facilities is a strong way for SUCCESS to establish a community presence.

Community agencies in Hastings Sunrise have for some time organized themselves in partnerships referred to as consortiums. These consortiums meet regularly in order for agencies to better share resources and collaborate in meeting the needs of residents in the neighbourhood.

Therefore, an important opportunity for integration and coordination of services is the establishment of regular consortium meetings between SUCCESS and the most prominent social agencies in Hastings Sunrise. Such meetings, suggested by both local agency representatives and SUCCESS, would provide an opportunity to discuss the strategies of the respective agencies in reaching out to and serving seniors in the neighbourhood.

None of the agencies involved including the lead agencies want to be seen as competing with one another for the participation of seniors or for a higher profile in the community. Thus, it is vital that a common strategy for serving seniors in the neighbourhood is arrived at.

Consortium meetings would provide SUCCESS with opportunities for leveraging the community connections of agencies already established in Hastings Sunrise in order to reach seniors and spread the availability of Better at Home as widely as possible.

Local agency representatives were firm in their wish that Better at Home succeed in Hastings Sunrise. They envisioned a collaborative working relationship with

SUCCESS, but it was underlined that there needs to be a concerted plan among all the interested agencies regarding the implementation of Better at Home by the lead agency.

Community Readiness

SUCCESS is a large social service agency with a forty-year history in service provision and 24 offices throughout the Lower Mainland of BC. The agency has already been selected as the lead agency for Better at Home in Surrey. Having gone through the start-up of one Better at Home program in Surrey, SUCCESS should be ready to go through a similar process in Hastings Sunrise.

Our community consultations found near universal interest and desire among seniors for the Better at Home services. However, SUCCESS does not have an office in Hastings Sunrise. Therefore, short of establishing an office in the neighbourhood, the utilization of community centre and neighbourhood house space for connecting with seniors in Hastings Sunrise seems to be called for. At this point in time, such space has not been secured but there is every indication that local agencies are ready and willing to cooperate.

The Better at Home program for Hastings Sunrise is slated to begin in January 2014. Provided there are early and substantive consultations between SUCCESS and local agencies, strategies for outreach and implementation of Better at Home, and a successful and well-publicized launch, the Better at Home program should proceed in a timely manner.

Potential Risks Going Forward

The question of how successful or unsuccessful the implementation of Better at Home will be in the Hastings Sunrise was a subtext to follow-up discussions with stakeholders.

Accountability came up in discussion with one agency representative. This concern is echoed in the feedback seniors provided in consultations. How will service quality and effectiveness be evaluated? How will seniors concerns as the program is implemented be heard?

The seniors' advisory committee, an essential element in the Better at Home program, should address concerns of accountability. But stakeholders also hoped that some external form of evaluation of the work of SUCCESS in the community, its responsiveness to seniors and its collaboration with and sensitivity to concerns of local agencies and their clientele be a part of the Better at Home process. One stakeholder suggested an arm's length evaluation at the end of two years of Better at Home in Hastings Sunrise. Another stakeholder

suggested that bi-monthly meetings would be a sufficient way to evaluate the work of the lead agency.

In the words of one stakeholder, Hastings Sunrise is a unique community that local agencies know well. SUCCESS has its roots in serving the Chinese community in the Lower Mainland and despite its presentation to stakeholders underlining its current multi-cultural mandate, concerns lingered that smaller ethnic groups such as Spanish-speaking, First Nations, Philipino and Vietnamese might be under-served. It is hoped that intensive consultation with local agencies will reinforce the awareness of the needs of these smaller communities in the implementation of Better at Home in Hastings Sunrise.

Other particular needs of the community include details such as the transportation needs of seniors in the Skeena Terrace development outside Thunderbird Community Centre. The area is known locally as difficult to traverse owing to the hills the development is built upon. It is detail such as this that an agency based outside Hastings Sunrise could easily overlook without a strong and close relationship with local agencies and their expertise.

Finally, many seniors face mobility barriers and health challenges such that they are rarely able to get outside their homes. Our consultations tried to reach this population by getting survey questionnaires delivered by home support nurses working out of the local Evergreen Community Health Centre. What will be the strategies of the lead agency to reach this population of seniors? A representative of SUCCESS expressed this same concern and acknowledged that reaching those who are not mobile will be a major challenge of Better at Home in Hastings Sunrise.

Proposed Lead Organization

As is already clear from the content of this report the community organizers endorse and propose SUCCESS as the lead agency for Better at Home in the Hastings Sunrise neighbourhood of Vancouver, B.C.

As our community consultations progressed some five different agencies expressed interest in being selected as the lead agency for Better at Home in Hastings Sunrise. A preliminary stakeholders' meeting was scheduled for September 9, 2013. It was preliminary as it was intended to bring competing stakeholders together to discuss possible collaboration or partnership, to evaluate their relative strengths and their appropriateness as a lead agency in Hastings Sunrise. This meeting was to be followed by a second stakeholders' meeting subsequent to the general Community Meeting held on September 16, 2013.



Better at Home Community Developer Ron Carten presenting the agenda at the September 16th community meeting.



Better at Home Hastings Sunrise meeting participants engaging in small group activities

However, as the date for the preliminary stakeholders' meeting approached it became clear that most of the interested agencies were either not prepared to take on the lead agency status at this time or had withdrawn for other reasons. By the September 9 meeting commencement it was clear that only one agency had sustained an interest and a willingness to apply for lead agency status. That agency was SUCCESS.

This report is proposing SUCCESS as the lead agency owing not merely to the fact that it was the sole agency willing to deliver Better at Home in Hastings Sunrise. Our community consultations could have come up empty-handed. In which case, some other method of identifying a lead agency or partnership to take the lead would have to have been chosen and swiftly acted upon. As Better at Home is slated to be initiated in Hastings Sunrise in January 2014, this option was not out of the question.

However, SUCCESS made a very strong presentation not only at the preliminary stakeholders' meeting but also in a prior meeting with the community developers. In addition, SUCCESS is a large agency with 24 offices in the Lower Mainland alone and others in other parts of B.C. Clearly, it has the resources necessary to be successful in the implementation of the program. Furthermore, SUCCESS was already a lead agency in Surrey. It had successfully launched the program in August of this year and had volunteers and staff trained and in place for that program. This provided the community developers with the confidence that SUCCESS could very adequately take on the role of lead agency for Better at Home in Hastings Sunrise.

Recommendations and Next Steps

Follow up discussion with stakeholders has provided helpful insights regarding the next steps to move toward implementation of Better at Home in Hastings Sunrise.

First and foremost, this report recommends a strongly collaborative model of implementation of Better at Home in Hastings Sunrise. This recommendation arises from the fact that SUCCESS does not currently have an office in the neighbourhood. It also arises because of concerns of local agencies that their expertise be put to good use by SUCCESS. The leveraging of community contacts and connections is an example of this. Local agencies' connection with the multi-cultural nature of Hastings Sunrise also argues for the need for close collaboration and information sharing with local agencies and SUCCESS.

Better at Home has built into its model the establishment of a seniors' advisory committee. While this committee may also host representatives of local agencies, a separate consortium of local interested agencies, led by SUCCESS, is strongly recommended. The urgency of convening this consortium prior to the launch of Better at Home is clear. The committee should meet monthly for the first phase of implementation of Better at Home. The first three months might be used to good effect with regard to monthly meetings. Following this phase, bi-monthly meetings of the consortium should be held in an ongoing fashion for the duration of the Better at Home program in Hastings Sunrise.

These meetings should try to establish working relationships among staff at local agencies and with SUCCESS. Moreover, SUCCESS should seek out some kind of regular feedback or informal evaluation of its achievements and the challenges it is facing.

Such consortiums are not new to Hastings Sunrise service providers. Consortiums are tools that have been used effectively in Hastings Sunrise to ensure a seamless provision of service that avoids duplication of services. Consortiums have worked to circumvent competition among local agencies, and to meet the needs of residents in the community. This model of collaboration promises to address many of the aspirations of local agencies and of SUCCESS itself for meeting the challenges of offering better at Home to seniors in the Hastings Sunrise neighbourhood.

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Appendices

A: Hastings Sunrise Seniors' Asset Map

Emergency Police/Fire/Ambulance

Ph. 911

Transportation

Translink

www.translink.ca

Ph. 604-953-3333

Connects seniors to the region through a sustainable transportation network consisting of:

Buses

Skytrain

Seabus

West Coast Express

Handydart – a regular fare disability supportive bus service. Ph. 604-575-6600

Taxi savers – Coupons that can be purchased. \$100 value for \$50 cost

HandyCard

Compass card – the Compass card is the new reloadable debit-type card for transit use that will replace bus tickets in the Fall.

BC Bus Pass Program – provides a universal bus pass for low-income seniors

Ph. 1-866-866-0800 or visit www.eia.gov.bc.ca/programs/bus-pass.html

Translink services feature reserved seats for seniors and personal scooters as well as wheelchair accessible loading ramps.

BC Driver's License

2750 Commercial Drive, Vancouver

Ph. 604-661-2255

Community Centres and Neighbourhood Houses

Thunderbird Community Centre

2311 Cassiar St., Vancouver

Ph. 604-713-1818

Healthy Hearts – cardiac prevention, rehabilitation and education.

Lawn Sports – Bocce, croquet, horseshoes and lawn darts.

Chinese Seniors' social – Tai Chi, seminars, workshops, potlucks, games, singing, dancing and outings
Social Dance Drop-in – no lessons but sharing knowledge of dances and dancing
Line Dancing
Acrylic Painting Open Studio
Social & Games Drop-in – board games, pool and table tennis.
Tea Time at Beulah Gardens – social gathering of seniors with coffee and snacks, speakers and seasonal special events.
Computer Skills class
Smart Phones & Tablets instruction class.
Seniors' Out Trips – summer program.
Skeena Terrace social, dinner events and bus trips – for Skeena Terrace residents only.
Thunderbird Fitness Centre – certified exercise instruction available.

Kiwassa Neighbourhood House

2425 Oxford St., Vancouver
Ph. 604-254-5401

Health and Wellness – Friday lunches, Dance and fitness activities, health clinics and workshops.
English as a Second Language – ESL classes and practice with other seniors.
Education – Workshops on seniors' topics, computer and internet classes, information, translation and referrals.
Social and Recreation programs – semi-monthly bus trips, arts and crafts classes, cards and games, special events and celebrations.
Leadership and Community – Seniors' advisory committee, volunteer opportunities, teddy bear making and quilt project, peer support and outreach.

Frog Hollow Neighbourhood House

2131 Renfrew St., Vancouver
Ph. 604-251-1225

Seniors field trips
Wisdom Exchange Seniors' Project – an intergenerational peer support program including a "Generating Citizenship" program.
Tai Chi classes
Food Security program
Lok Kwan Seniors Club
Kin Hon Seniors Group
Frog Hoppers Golden Age Group

Hastings Community Centre

3096 East Hastings St., Vancouver

Ph. 604-718-6222

Craft and Chat
Karaoke Pop
Social Dance Drop-in
Chinese Seniors Social
Wheels to Meals
Karaoke Opera
Mainstream English class
Stroke Recovery Club
Fitness Centre

Templeton Park & Pool

700 Templeton Drive, Vancouver
Ph. 604-718-6252

Swimming Pool
Swimming Lessons
Running and walking track
Templeton Park Stroke Recovery Support Group

Vancouver Public Library

Check with local and central branches.

Hastings Library
2674 East Hastings St. Vancouver
604-665-3959

Outreach Branch

302 – 345 Robson St., Vancouver
Ph. 604-331-4100

The Outreach Branch delivers books, audio books and DVDs to seniors who cannot get out of their homes easily.

Health

Evergreen Community Health Services

3425 Crowley Drive, Vancouver
Ph. 604-872-2511

Adult Addiction Counselling

Adult Day Programs – caregiver and family respite, health status monitoring, medication support and monitoring, targeted therapeutic activities and health education.

Home Support – personal care: hygiene, bathing, mobility lifts and transfers, medications, discharge from hospital, end of life care and prevention of health decline.

Ambulatory Home Care Nursing Clinics – nurses, nutritionists, rehabilitation therapists. Nurses do wound care, IV therapy, medication management, chronic disease management and catheter care.

Home Care – pain management, wound care, palliative care, home IV, mobility/endurance/strength training as well as assessments for home care.

Vancouver Chinese Diabetes Education Centre

Influenza Vaccinations

Nutrition/Dietician Services for adult and older adults.

Vancouver Home Hospice Palliative Care

BC Care Card

Medical Services Plan

Ph. 604-683-7151

Enquiries related to BC care card and MSP

Pharmacies

London Drugs

2585 East Hastings St., Vancouver

Ph. 604-448-4807

Free delivery of prescription medications but they must be paid for at the store or by credit card through the London Drugs outlet.

Nanaimo Pharmacy

1299 Nanaimo St., Vancouver

604-251-1289

Free delivery of prescription medications.

Legal/Political

Member of the Legislative Assembly

Shane Simpson

East Hastings St. Vancouver

Hastings Sunrise Community Policing Centre

2620 East Hastings St. Vancouver

Ph. 604-717-3584

Block Watch Community Safety Program

Community Clean-up volunteer program

Foot and Bike Patrol

Safety Education plus Seniors' Safety Presentations

Home checks for home security

Other volunteer opportunities

Better Business Bureau of Mainland BC

Suite 404, 788 Beatty St., Vancouver

Ph. 604-682-2711

Complaints about how you were treated by a business in Vancouver

BC Human Rights Commission

1202 – 510 West Hastings St., Vancouver

Ph. 604-689-8474

If you feel you have been discriminated against unfairly

Food Security

Greater Vancouver Food Bank Society

1150 Raymur Ave., Vancouver

Ph. 604-876-3601

Provides free food to supplement the diets of low income individuals.

Quest Food Exchange

2020 Dundas St., Vancouver

Ph. 604-602-0186 ext. 109

Not for profit grocery store

Donald's Market

2342 East Hastings St., Vancouver

Ph. 604-254-3014

Free grocery delivery with purchase over \$50

\$5 charge for delivery of purchase under \$50

T&T Market

100 – 2800 East 1st Ave., Vancouver

604-254-9668

No free delivery

Como Market

2431 East Hastings St., Vancouver

Ph. 604-255-1544

Free grocery delivery for purchases over \$30

Mei Lim Supermarket

2225 East Hastings St., Vancouver

Ph. 604-254-7688

No free delivery

Bianca Maria Italian Fine Foods

2469 East Hastings St., Vancouver
Ph. 604-253-9626

Green Earth Organics

1864 Triumph St., Vancouver
Ph. 604-708-2348
Free grocery delivery, but orders for groceries are usually done on the internet

Immigration and Settlement Services

MOSAIC

1720 Grant St. 2nd Floor, Vancouver
Ph. 604-254-9626

Multilingual organization dedicated to addressing issues affecting immigrants and refugees.

S.U.C.C.E.S.S.

28 West Pender St., Vancouver
Ph. 604-684-1628

Settlement, ESL training, employment, counselling, housing and volunteering.

Immigrant Services Society

530 Drake St., Vancouver
Ph. 604-684-7498

ESL training, employment, settlement, volunteering.

Legal

Vancouver Justice Access Centre

Self-help and Information Services
290 – 800 Hornby St., Vancouver

Books appointments at free legal advice clinic, information and referral on out of court options such as mediation

Lundries Law Offices

3 – 2597 East Hastings St., Vancouver
Ph. 604-257-3588

Powers of attorney, wills, ICBC claims, estate planning, estate administration service

East Village Insurance

2601 East Hastings St., Vancouver
Ph. 604-430-4343

Home insurance seniors' rate, ICBC seniors' rate, will visit homes for insurance assessments, accessible office

Shirley M. Manfron, Notary Public

3 – 2445 East Hastings St., Vancouver
Ph. 604-253-5241

Pension documents, wills, estate planning, real estate transfer, powers of attorney

BC Vital Statistics

Ph. 604-660-2421

Registration of births, marriages, deaths and changes of name. Provides legal documents for these events.

Housing**SAFER (Shelter Aid for Elderly Renters)**

Ph. 604-433-2218

Provides rental subsidies for low income seniors

Cooperative Housing Federation of BC

220 – 1651 Commercial Drive, Vancouver
Ph. 604-879-5111

Cooperative housing options with some subsidies for low-income individuals

BC Housing

Suite 101 – 4555 Kingsway, Burnaby
Ph. 604-433-2218

Housing options for seniors with low income

Seniors' Agencies**Seniors Services Society**

750 Carnarvon Street, New Westminster
Ph. 604-520-6621

Maintains a Seniors Housing Directory for BC. Helps with referrals for adapting homes to be wheelchair friendly, meal preparation, rent subsidies for seniors, wait lists for nursing homes, personal alarms and other seniors-related housing issues.

411 Seniors' Centre

333 Terminal Ave., # 704, Vancouver
Ph. 604-684-8171

Provides information and referral services on seniors benefits (CPP, OAS, GIS, disability pension, help completing applications, referrals to legal advocates, income tax preparation, health issues and government service referrals. 411's Seniors' Outreach Services brings these services to your home.

In addition, 411 Seniors' Centre provides activities and services such as community events, workshops on topics of interest, foot care clinic, computer training, movies, a Latin American group, a mahjong group, card games, a crafts café, yoga and trips in the community.

Seniors' Distress Line

Ph. 604-872-1234

For isolated seniors experiencing stress, loneliness and isolation, sadness or needing information about services in the community.

SeniorsBC.ca

An informational government website including subjects such as healthy aging, health and safety, housing, home and community care, transportation and financial and legal matters.

B: Survey

**Community Development
Survey**



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

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

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

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

Service

Provider

<i>Service</i>	<i>Provider</i>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

b. Are they accessible?

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

- | | | | |
|---------------------|--------------------------|--------------------------------|--------------------------|
| 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?

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

5. If you are interested in being considered for the Better at Home Advisory Committee, please provide your name and telephone number:

C: Documentation of media coverage

Ad in Vancouver Courier seniors' insert published on August 14 and September 11, 2013.



Together, we can give seniors a hand.

**Better
at Home**

United Way helping seniors remain independent.

PUBLIC INPUT

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

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Location: Frog Hollow Neighbourhood House (lunch provided)
2131 Renfrew Street at East 5th Avenue • Monday, September 16th 9:30am to 12:30pm

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