

January 2014

Better at Home for Victoria's West Shore



United Way



United Way helping seniors
remain independent.

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

Prepared by: Marcy Antonio, MPH

Cover Photo overlooks the Kinsmen Field House in Colwood, BC. On January 16, 2014 residents of the West Shore met here to discuss the *Better at Home* program for their community.

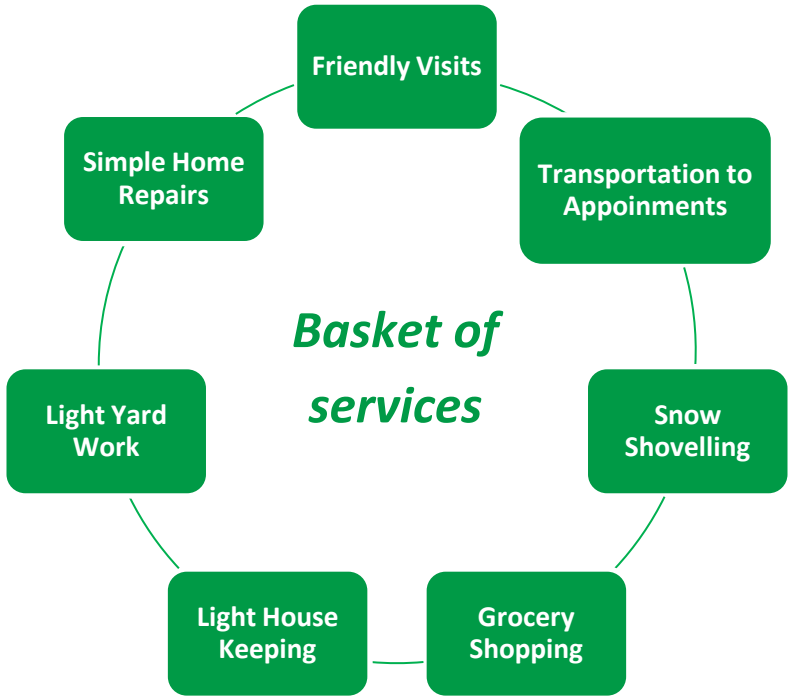
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1.Introduction

1.1.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*:



Victoria's West Shore (Colwood, Metchosin and Langford) has been identified as a potential *Better at Home* site. Marcy Antonio was contracted as community developer 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 developer and will be used by the lead organization to design an appropriate local *Better at Home* program that meets community needs.

1.2. Description of the Local Community Development Approach

The information for this project was gathered through a series of community and statistical reports, consultations and community meetings. Having the project occurring in the latter half of 2013 provided the opportunity to meet with seniors at different holiday events. Surveys were initially utilized, but it was found that richer information was gained through informal discussions.

- Individual Consultations - 41
- Community Events (Craft Fairs, Council Meetings, Luncheons and Wellness Fair)- 6
- Informal interviews with seniors - 47

The following reports were accessed in developing the community profile for the *Better at Home* program for the West Shore:

- Statistics Canada - Community Profiles 2006 and 2011
- Island Health's Community Health Facts 2013 - Western Communities and Sooke
- Westshore Magazine - Who owns the West Shore? (Blyth, 2013)
- Metchosin Age-Friendly Community Report to Council (2011)
- Healthy Public Policy: Community Development for Seniors in BC- Social Inclusivity through Transportation, Housing and Supportive Services Policy (Antonio, Barr & Cullen, 2012).

At the end of the process a Community Forum was held to summarize the findings. The event was held on January 16, 2014 at the Kinsmen Field House at the Juan de Fuca Centre. A Media Release was sent to the Metchosin Muse, Shaw TV, Seniors Living Magazine, Monday Magazine, Goldstream Gazette (Black Press) and Seniors 101. Posters and handouts were also distributed to local coffee shops, laundromats, libraries, fire departments, pharmacies, walk-in clinics and community bulletin boards.

Twenty-eight people attended the event. There were people from all the communities of the West Shore, with the highest attendance from residents of Metchosin. People in attendance included seniors and family members, a Councillor and representatives from non-profit associations and the private sector.

2. Community Profile

2.1. Describing the Senior Population of the West Shore

For this report, the West Shore is defined as the City of Colwood, City of Langford and the District of Metchosin. Early on in the process, it became apparent that the term 'The West Shore' has varying definitions and in speaking with residents, other communities that should be included in this definition are the City of View Royal, the District of Highlands, the Juan de Fuca Electoral Area, East Sooke and the Sc'ianew (Chenu) First nations community in Beecher Bay (see Figure 1). Beecher Bay and East Sooke, are frequently considered to be part of the Metchosin community, rather than Sooke. From the residences living in these communities, Sooke is viewed as its own distinct community, rather than being part of the West Shore. With this in mind, this report will primarily examine the three initial communities, but will tie in key points that may extend to the neighbouring communities.

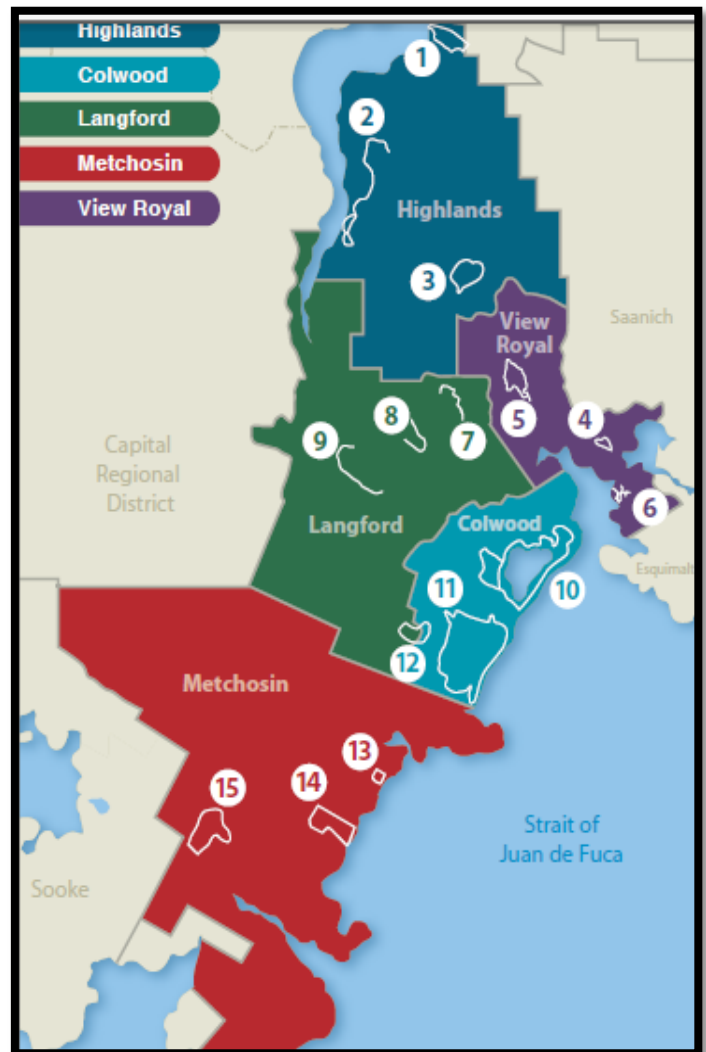


Figure 1: Map of the West Shore
(West Shore Parks and Recreation, 2013)

A recent Island Health report (2013) that examined the Western Communities and Sooke found the following:

- The region has a higher family income and a lower unemployment rate compared to the other Island Health regions.
- Currently, 4.9% of the population is over the age of 75 and this is expected to nearly triple over the next 20 years.

Detailed, current data for the Aboriginal communities were not found. However, some specific statistics of note are:

- 4.4% of the population identifies themselves as Aboriginal in the western communities and Sooke (Island Health, 2013).
- 48.2% of the Aboriginal population is over the age of 65 in the South Vancouver Island regions (BC Statistics, 2006) (See Appendix A for more details).
- In 2006, there was an increase in the number of Aboriginal people living off reserve for the South Vancouver Island region (Vancouver Island Health Authority, 2012). The consultations revealed similar findings, with added concerns that since the current rate is unknown it may be much higher and a further unknown is the number of elders living off reserve that could benefit from programs such as *Better at Home*.

The combined population of Colwood, Langford and Metchosin is approximately 50,000 (Statistics Canada, 2011). Detailed statistics of each community can be found in Appendix A. Over the past five years, one key trend in all three communities is that they are experiencing growth of their seniors populations¹, yet have varying degrees of growth of their overall populations (see Table 1). Below are some specific statistics of note for each community:

- The City of Langford is the fastest growing city in BC (at 30%) and has seen a slight decrease in its median age (37.5 in 2011), yet has the highest percentage of seniors living alone.

¹ For this report, seniors are defined as those over the age of 65.

- Metchosin has a relatively static population (at 0.2% growth) but is experiencing an increase in its median age (48.5 in 2011).
- Colwood's population has seen an overall growth of 10% and has a median age of 40.1.

To demonstrate the connection these statistics may have in delivering the *Better at Home* program to the West Shore, graphs have been included in the different relevant sections of this document.

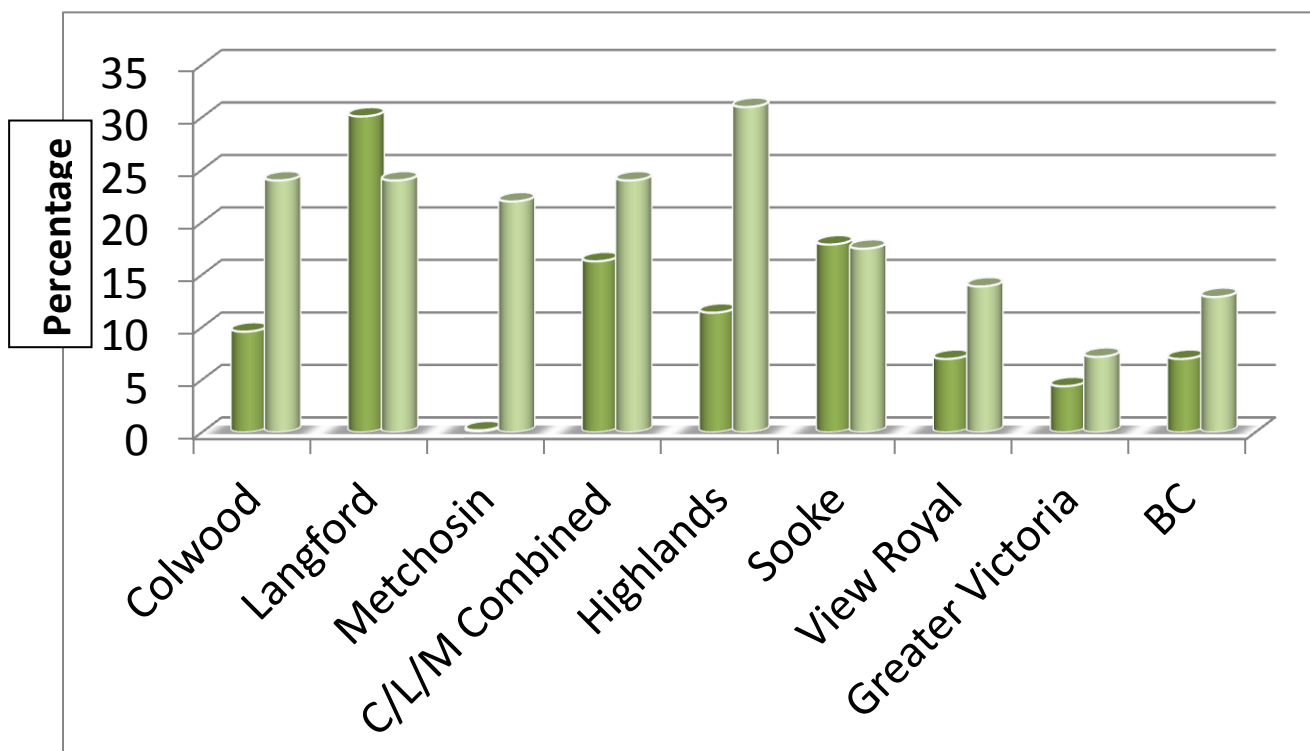


Table I: Growth of the Overall Population and Senior Population

The dark green bar indicates the percentage growth of the overall population and the light green bar indicates the percentage growth of the senior population. To provide a full comparison the bordering communities on the West Shore have also been included, along with Greater Victoria and BC. (Numbers were summarized from Statistics Canada Community Profiles, 2011).

Although based in Esquimalt, the CFB military base also deserves consideration for the West Shore. It is estimated that approximately 60% of those serving on the base live in Esquimalt and the West Shore. A recent trend has been more dependent parents living

with military families; this becomes of particular concern at times of deployment when there are limited supports to replace the care giving role.

2.2. Summary of the Community Assets

The community asset mapping revealed a range of agencies that are summarized on Table III. Following is a summary of some of the services that have specific relevance to developing *Better at Home* on the West Shore.

- **Metchosin Seniors' Information and Resource Centre (SIRC)** was established two years ago from an Age-Friendly UBCM Grant. It "supports seniors to age actively in their own homes and community" by assisting in locating assistance for yard work, odd jobs, driving, meals and more. Through a Federal Grant, SIRC also offers the "Geeks and Geezers" program, a service that links younger people in providing assistance to seniors on computers and internet use.
- **Pacific Centre Family Services Association** has been delivering high quality child, youth, adult and family based services since 1968. They have multiple community based locations in Langford, Colwood and Sooke and provide a range of services across the Capital Region District. These include working with men and women, addressing family violence, youth outreach and email counselling, family and couples counselling and counselling to address alcohol and other drug issues.
- **Juan de Fuca 55 Centre (JDF55)** celebrated its 25th anniversary in 2013. Recognized as the meeting place for seniors on the West Shore, JDF 55 has over 1500 members. JDF 55 provides a range of social activities within the Centre, including monthly afternoon teas, orchestra and a bus that takes members on social events throughout the Victoria region.
- **RCMP Keep in Touch (KIT)** program is offered through the RCMP and provides regular calls to check in on people who may be more socially isolated.
- **West Shore Parks and Recreation Society** is closely linked to JDF55 through the management of the building, while also being involved in other projects to create a more inclusive, accessible community. The User-Friendly Trails Initiative was a collaboration between West Shore Parks and Rec and the Capital Regional District and

the Intermunicipal Advisory Committee on Disability Issues (IACDI). Two grants enabled accessibility improvements to trails and the creation of an age-friendly guide to accessible trails.

- **Chamber of Commerce** of the West Shore represents both the private and non-profit sector. This unique combination of organizations allows for a holistic connection of services to people living on the West Shore.
- **West Shore Seniors Services** is a network of private businesses that support seniors living on the West Shore. Created two years ago, in October they held their second annual Seniors Wellness Fair to inform seniors of the variety services available.
- **Victoria-based organizations** provide a number of support services living on the West Shore. Some of the services are delivered and offered on the West Shore, but often it requires travelling into Victoria.
- **Beacon Community Services** is contracted through Island Health to provide the home support services to people living on the West Shore. Celebrating their 40th anniversary, they are recognized for providing various housing and activity supports to seniors living in Sidney and Victoria.
- **Goldstream Foodbank** provides a food bank services to the communities of Colwood, Langford, Metchosin, View Royal, Highlands and the Malahat. Over the past few years they have noted an increase both in the number of seniors accessing their program, and in the severity of those seniors' situations. They are a link to those individuals who may be more socially isolated and require the greatest assistance.
- **BC Transit and HandyDart** were the most common cited options for alternative options to driving. To create better comfort and familiarity BC Transit offers a training program that brings a bus to your nearest bus stop, so that seniors can practice accessing the service.

A similar training service is offered through HandyDart. HandyDart provides accessible public transit to those people with physical or cognitive disabilities. Seniors are picked up at their home and then dropped off to the door of their destination. The TaxiSaver program is also offered through HandyDart. This enables clients of HandyDart to access taxis at 50% subsidized rate.

- **The Division of Family Practice** has recently contracted a community developer to examine how current resources can best match with GP for Me. This joint initiative by the BC Provincial Government's and BC Medical Association's is aiming to assist people in finding a family physician and to support the relationship between patients and family doctors.
- The **Sooke Community Health Initiative** has a continuous community mapping project that identifies the current services available to people living in the Sooke region. To date, 185 services have been found - these include a mix of non-profit groups, club organizations and charities.

2.3.Seniors' Needs Related to Non-medical Home Support Services

2.3.1 Transportation

When considering the *basket of services*, the most common need cited was transportation to appointments. Many of the current health services and specialists are located outside of the West Shore. Victoria General is the nearest hospital, located in View Royal; however, many of the health supports services and specialists are at or near Royal Jubilee in Victoria. This requires travelling outside of the West Shore and if commuting by bus, having no direct route, can result in a day trip to access these services.

HandyDart was often cited as a great service, but has its limitations. Some of the homes have long, narrow driveways which may be inaccessible to HandyDart, particularly during the winter. Seniors with limited mobility could benefit from a transportation service that provided assistance getting into buildings and during appointments.

There were repeated concerns of the social isolation that may occur when a senior is no longer able to drive. As one extends into the more rural communities of the West Shore there is limited bus service. Beecher Bay was given as an example, where the nearest bus stop is located 4 kilometres away.

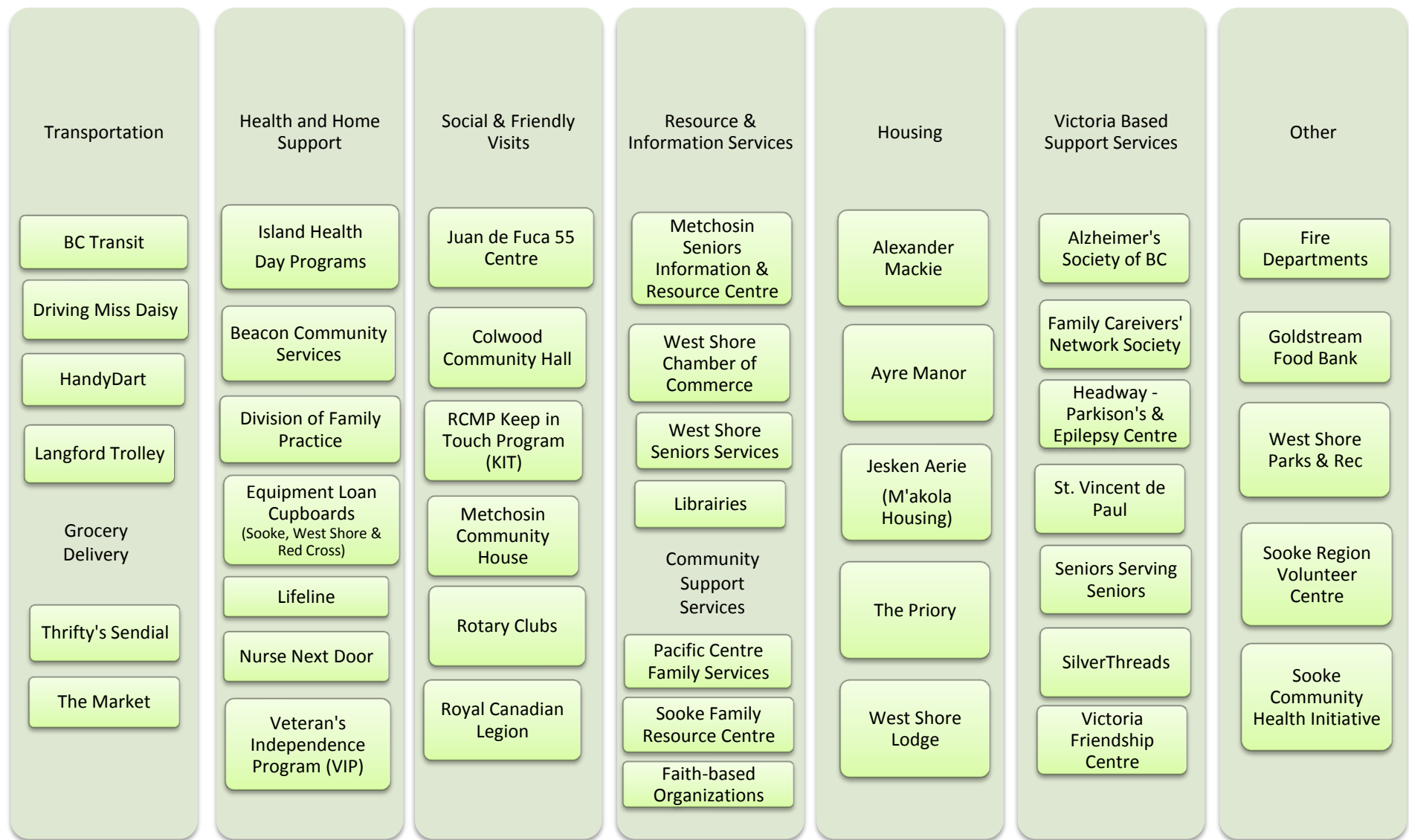


Table III: Community Resources for Victoria's West Shore

The above diagram indicates the range of services available to seniors living on the West Shore. It also includes some of the services that are offered in the neighbouring communities of Sooke and Victoria. For an overview of the Victoria and Saanich associations that may travel to the West Shore, please reference the specific Better at Home reports for these regions.

2.3.2 Housing

In order to encourage seniors on the West Shore to remain independent in their home, the third priority from the *basket of services* varied between friendly visits, simple home repairs, yard maintenance and house cleaning. The response was dependent on the community and the type of home where the senior resided - that is, whether the person lived in a rural or urban community or in condominium or single family home.

With the expansive growth of Langford, one area of concern has been the disappearance of more affordable housing options for those seniors on a limited income. To address this, since 2004 the City of Langford has offered the Affordable Housing Program. It requires developers to build one affordable home at 60% of market value for every 10 single-family lots (City of Langford, 2013).

It was found that seniors are choosing to move into Langford and Colwood due to more affordable housing costs compared to other areas in the Greater Victoria region. A recent housing development in Langford has experienced higher number of seniors moving into the neighbourhood than originally predicted. Many seniors in Colwood and Langford mentioned that they had recently moved from their Victoria home into a more manageable condominium complex. These same seniors mentioned that this has resulted in the loss of social supports that would have assisted them in completing small tasks around the home.

This contrasts to Metchosin and the Highlands, where many of the seniors are long time residents who expect to live their remaining years in the community. Many of the residents selected to live in these communities to have a more private, independent lifestyle. They may also be the ones who could benefit most from the *Better at Home* services, since they often live in homes with large yards and extensive drive-ways. In speaking with seniors in these communities, many commented how they had made their home more accessible prior to retirement, so that they could maintain their independence during all stages of their lives. People from the Highlands repeatedly voiced their concerns for those seniors who may live in homes on more rural, rocky, extensive acreages. This introduces its unique considerations for light home repair, including sewage and water maintenance and accessibility.

Table IV: Seniors who live in a Private Household

The above diagram indicates the number of seniors living in private households in the West Shore communities and compares these numbers to Greater Victoria and BC. Of particular note are the communities of Metchosin, View Royal and the Highlands at 99-100%.

Community	Number	Percentage
Colwood	2025	97.4
Langford	2825	93.3
Metchosin	745	100
C/L/M Combined	5595	95.6
Highlands	205	100
Sooke	1410	96.6
View Royal	1425	99
Greater Victoria	57940	90
BC	643410	93.4

When examining alternative home options for seniors, there are limited numbers of choices available. In Sooke and the Western Communities accommodations for residential care and assisted living is estimated at 301. When extending this to Saanich and Victoria, this number increases nearly tenfold to 2,871 (Island Health, 2013). Currently in the initial stages of development, having only one independent living residence on the West Shore, there are current discussions to add another in Langford. This speaks to the repeated concerns over viable care options for older couples; when one spouse's health deteriorates they often move to a care facility that is in Victoria or Saanich. This means that their partner will either have to travel long distances for visits or move out of the West Shore in order to be closer. The impact of providing West Shore seniors the supports to live independent in their community is summarized in the Metchosin Age-Friendly Community Report to Council (2011): it found that when seniors "leave the community, they take with them their purchasing power, their volunteering and their history, leaving the community poorer in the process... [and that] being forced to leave one's community can have significant impact on one's sense of belonging and, consequently, on one's health and life expectancy" (p.6).

2.3.3 Social Engagement

There were repeated concerns that those seniors on the West Shore without viable transportation options are at risk of becoming more socially isolated. A challenge throughout the project was finding those seniors who would benefit most from the *Better at Home* program, since they are also those that are at risk of being more socially isolated and, therefore, may not be aware of the program.

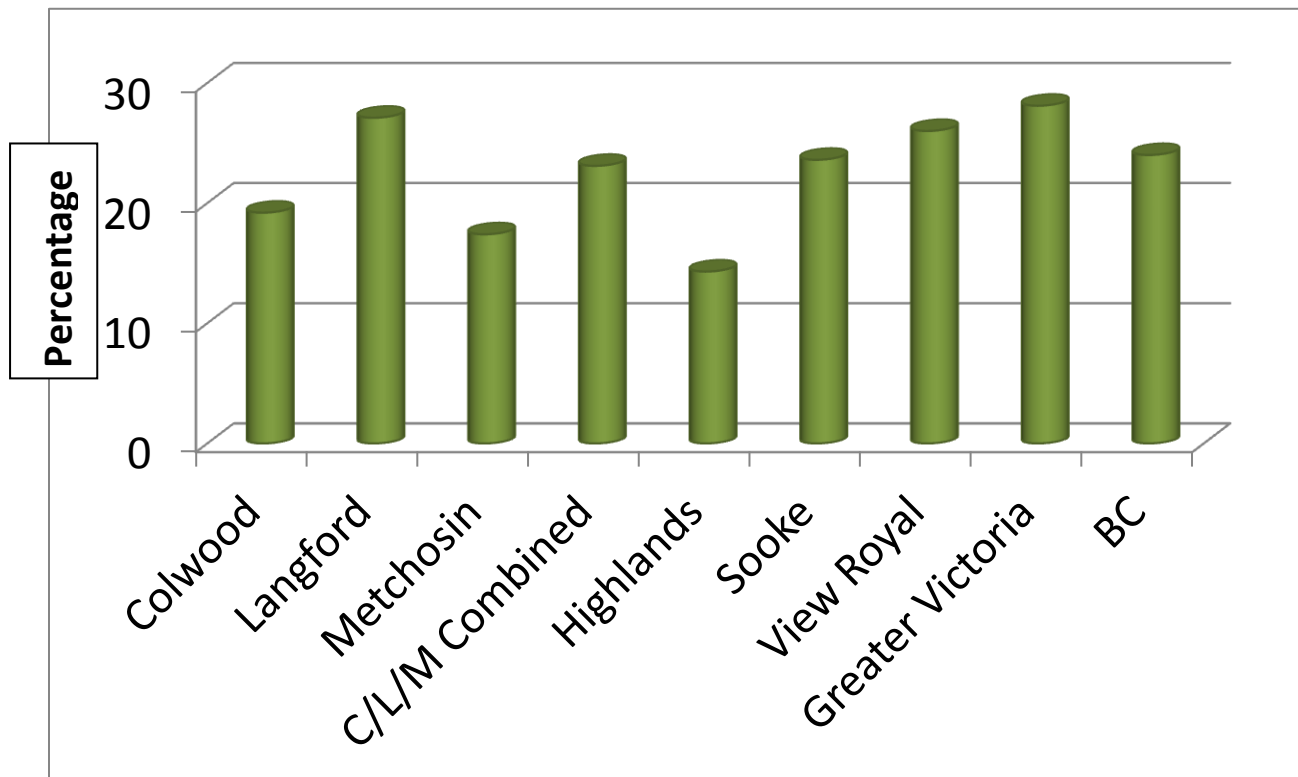


Table II: Percentage of the Number of Seniors Living Alone

The above diagram indicates the number of seniors living alone in the various communities of the West Shore and compares these numbers to Greater Victoria and BC. Out of the West Shore communities Langford demonstrates the highest percentage, and being the largest community, it also has the largest overall numbers of seniors living alone at 820. (Numbers were summarized from Statistics Canada Community Profiles, 2011).

People who live alone are at a greater risk of being socially isolated. When examining the different communities of the West Shore, it was found that Langford had the highest percentage of seniors living alone. This is even more significant, when considering

that Langford is also the community with the highest number of people over the age of 65 (see table 2).

For those individuals who serve the role of caregiving for their partner who may have early onset dementia, it was suggested that friendly visits extend beyond visits within the home, possibly to walking services. This would have the benefit of providing physical activity to the individual with dementia, while enabling the caregiver to have some respite in their own home. It was also stressed that the individual providing friendly visits will require an understanding of dementia and depression and display calm, subtle perseverance.

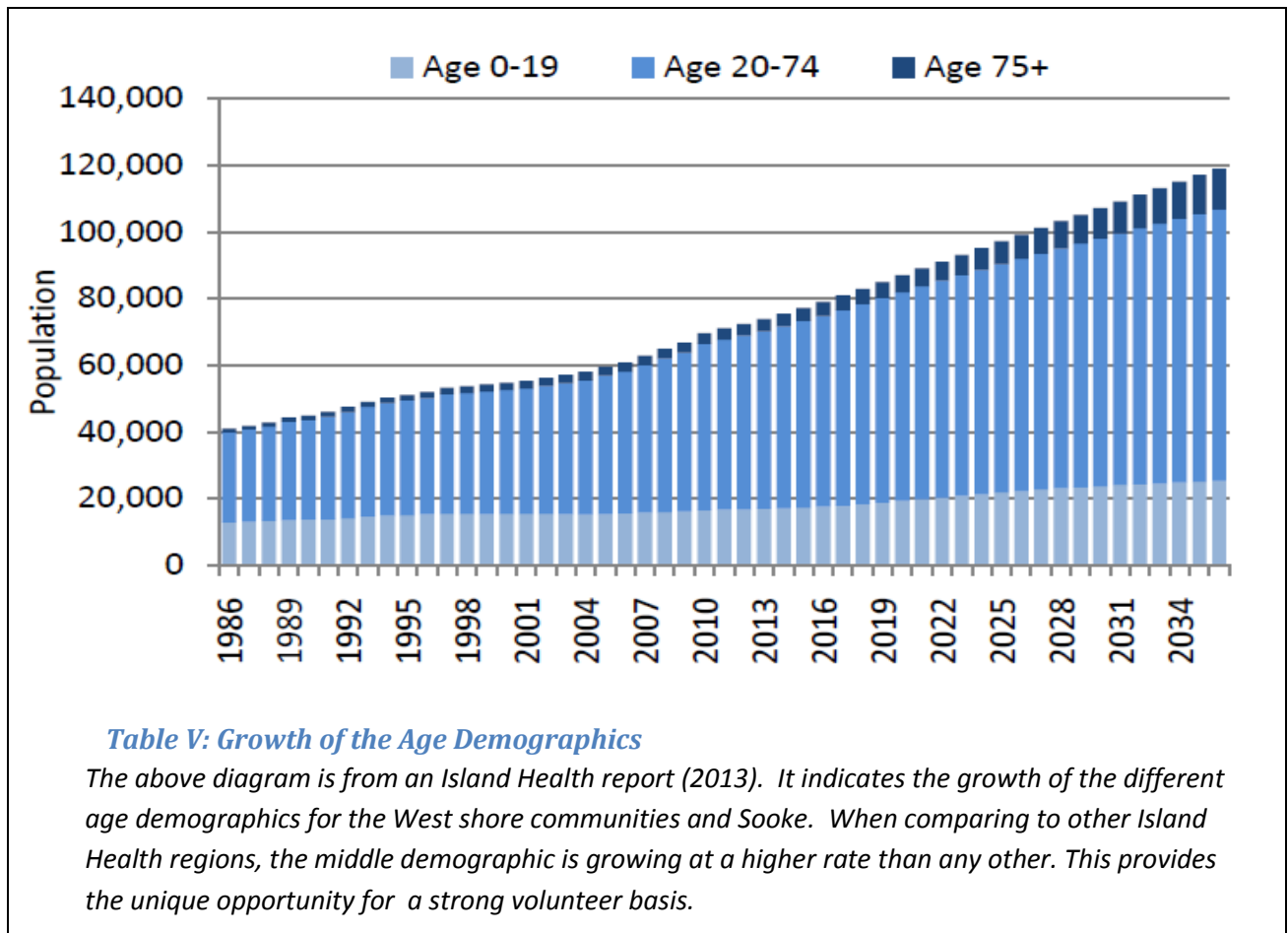
Dog walking was repeatedly suggested as an additional non-medical support service. Other requests that currently do not fall under the *basket of services* were wood chopping, meal preparation and personal grooming. The latter was specifically recommended for elderly women who may no longer be able to comb their hair and manicure their nails. This may lead them to feel self-conscious about their appearance and, therefore, make it less likely for them to engage with their community.

2.4.Suggested Opportunities for Service Integration/Coordination

A current gap identified through the consultations was a lack of a direct volunteer service agency is based on the West Shore. Such an association existed approximately ten years ago, but closed due to a lack of available funding. CFB Esquimalt is one possible source for volunteers, with many families looking to become more active within their new community.

Other than the social activity clubs, there are minimal non-medical supports that specifically focus on seniors in Langford and Colwood. Due to the relative younger population (see Appendix A for average age of each West Shore community) in both of these communities it was found that there has been strong investment in youth and family services. Upcoming development projects for the West Shore include two new high schools and the YMCA/YWCA.

The West Shore provides a rare example where the working demographic is growing at a similar rate (and greater rate in Langford) to the senior population. Many young families may not live close to grandparents, so lack social connectedness and relationships with elders in their community. This uniquely positions the *Better at Home* program for the West Shore to be developed with an intergenerational volunteer base, connecting youth, young parents and seniors.



Comparing the West Shore communities, there was a distinct difference in community cohesion. In the more rural communities of Metchosin (and the Highlands) seniors referenced their network of supports in relatives and friends; whereas, many seniors in Langford and Colwood reported being relatively new to the community and not living close to their children or prior social supports. When examining the business assets

of the West Shore for a Royal Roads Masters research project, Nussbaum found that there "was a noticeable lack of stakeholder groups. Where other regions are well-established network of community and neighbourhood associations that offer input on what's working well and what needs attention on a regular consistent basis" (Blyth, 2013, p. 41).

3. Community Readiness

3.1 Summary of Community Readiness

Throughout the consultations it was voiced that there was a lack of senior specific services on the West Shore and due to this gap there is a strong need for the *Better at Home* program. The lead organization that is selected will require an infrastructure that can link multiple communities and services together, while building upon a strong volunteer base.

3.2. Potential Risks Going Forward

3.2.1 Geography

With transportation being identified as the key service for the *Better at Home* program for the West Shore, a concern will be how to achieve a sustainable program with the cost of vehicle maintenance and gas. As many health support services are based in Victoria, travel distances can be quite extensive.

There is also the geographic separation and diversity between the three proposed communities. Langford and Colwood share boundaries, are urban-based and represent the highest percentage of the population. It will be critical to set up a program that represents the smaller, rural base of Metchosin that is geographically separated and may have different needs to the communities of Langford and Colwood.

There is also the challenge of defining the West Shore. Widening the boundaries to other neighbouring communities may stretch the resources of the program. The lead organization will need to determine what communities they can best serve with their current structure and resources.

3.2.2 Locating Those Most in Need

A challenge that is inherent in any program that is encouraging independence and social engagement is how to locate those that are most at risk. Throughout the project it

was easier to speak to seniors who are socially active, what was more difficult was to find seniors who may best benefit from the *Better at Home* program.

3.2.3 Volunteer Base

Given the limited number of non-profit associations on the West Shore, there are the concerns over sustainability of the program. It will require creative strategies in finding volunteers that may not be as accessible compared to other *Better at Home* communities in the Greater Victoria Area. This is further complicated by the limited community cohesion given the extreme growth of Langford and Colwood over the past five years. However, this growth also introduces an opportunity - people new to the area may be seeking to build their social network through volunteer opportunities. CFB Esquimalt would be a possible area to connect volunteers to seniors, as families new to a military base often look to volunteer within their new community to build social connectedness.

In the Greater Victoria Area, the age demographic that is most likely to volunteer is between the age of 18-25. Both Colwood and Langford have a young population that may be seeking volunteer opportunities, but may be currently unaware of agencies on the West Shore. However, this also introduces its unique challenges; many of the volunteers may have limited available hours, since they are raising a young family and/or commuting to Victoria for work.

4. Local Better at Home Program Details

4.1. List of Preferred Services

During the consultations and the community forum, transportation was overwhelmingly the highest priority from the *basket of services*. There was great variety in the second priority, as it varied depending upon where people lived and their individual experiences. In the Highlands, the most cited second priority was yard maintenance, whereas in Colwood, Langford and Metchosin, it varied between friendly visits and light home repair. At the community forum, grocery delivery services was selected as the second priority. Since the winter weather tends to be quite mild on the West Shore, snow shovelling was most frequently recognized as the lowest priority.

4.2.Key Lead Organization Criteria Identified by the Community

In speaking with the community as to what criteria they would like to see from a lead agency, there were three main categories identified: strong relationship builder, an understanding of the needs of seniors and ability to be collaborative and form strong partnerships.

4.2.1 Trusting Relationships

When considering the services overall, the need for supports that provided consistent, reliable services was repeatedly cited. It was also voiced that the seniors on the West Shore are very proud, having done many of these services on their own, they can find it very difficult to request support. For the lead organization this will require building a relationship of trust, familiarity and consistency. Seniors voiced that they would be more comfortable accessing the *Better at Home* program, if the specific service is delivered by the same person. This trust could be further built by having an agency with an accountable reputation and demonstrated accreditation.

4.2.2 Representative of Seniors on the West Shore

The lead agency also needs to have an understanding of seniors living on the West Shore. This includes recognizing the diverse needs of seniors living in both urban and rural settings, having an inclusive environment so that those seniors who are in the greatest need feel comfortable accessing the services. They will also need to balance resources equitably across all West Shore communities, so that the smaller communities do not get overlooked.

4.2.3 Collaborative

Given the gap of senior services on the West Shore, the lead agency is also in a prime position to be the link to establishing further supportive services for seniors. It will require the lead agency to be collaborative, connecting both non-profit agencies and the private sector. It will require an understanding of the range of associations that can support the *Better at Home* program that exist not only on the West Shore but also in Victoria and Saanich.

4.3. Proposed Lead Organization

At the key stakeholder meeting, three agencies expressed their interest in being involved in the *Better at Home* program for the West Shore - Beacon Community Services, Metchosin Seniors Information Resource Centre (SIRC) and Pacific Centre Family Services Association.

In 2013, Beacon Community Services received the highest level of accreditation for home support. Besides providing home support for the Island Health for the Capital Regional District, Beacon Community Services is also recognized for the SHOAL Activity Centre, Meals on Wheels and multiple thrift stores that help to fund essential community support programs and services. At the key stakeholder meeting Beacon Community Services was acknowledged as an agency with an established volunteer base, strong infrastructure and great depth of experience in working with seniors in the Greater Victoria Area. Beacon Community Services expressed interest in a partnership, or serving as the lead organization if an agency on the West Shore could not be identified.

Established two years ago, SIRC has been recognized for their strong foundation in establishing non-medical support services for seniors in Metchosin. SIRC acknowledged that they do not have the necessary infrastructure to be the lead agency for *Better at Home*, but would like to be involved in a partnership. Everyone agreed that SIRC has invaluable knowledge and thus, will be a key contributor in developing the *Better at Home* program for the West Shore. It was further recognized that it will be important not to duplicate services through the *Better at Home* program, but to support the services that have been so strongly demonstrated at SIRC.

The proposed lead agency for the *Better at Home* program for the West Shore is Pacific Centre Family Services Association. Founded in 1968, it provides counselling and social support to all ages. Pacific Centre Family Services Association was recognized as the non-profit association with a physical presence on the West Shore that would have the necessary infrastructure to deliver the *Better at Home* program. Its current focus on youth

and families, provides a unique opportunity to connect multiple generations together in delivering non-medical supports for seniors. Pacific Centre Family Services Association is also recognized for its strong partnerships in building community cohesion across the multiple communities of the West Shore.

5. Recommendations and Next Steps

Upon identifying Pacific Centre Family Services Association as the lead organization, there was consensus that establishing a sustainable *Better at Home* program will involve learning from the experiences of all three organizations. The next step in developing the *Better at Home* program for the West Shore will be to establish an Advisory Committee. It is recommended that both Beacon Community Services' and SIRC be part of this Advisory Committee due to their strong knowledge of seniors of the West Shore. Further agencies and individuals have been recommended that provide diverse representation for the West Shore. Pacific Centre will need to determine how to best support SIRC, so that services are sustained and enhanced, rather than duplicated.

The current limited support services for seniors on the West Shore, will require identifying how to deliver a sustainable program with limited resources. Having a limited volunteer base, may require more paid services, especially when considering the current transportation needs. When developing optimal transportation services for seniors for the West Shore, the five A's of transportation provide a good starting point: considerations include availability, accessibility, affordability, acceptability and adaptability (Cevallos, Skinner, Josline & Ivy, 2010). This will encompass transportation services that provide assistance for people with limited mobility, have flexible operating hours, are nearby and have minimal commute times.

The geographic range of the West Shore will also require Pacific Centre Family Services Association to determine how to define the West Shore. From the consultations most agreed that Sooke is its own distinct community and tends not to fall under the definition of the West Shore. Although the Highlands was not part of the initial proposal, it

is recommended that it be included in the *Better at Home* program for the West Shore. With View Royal sandwiched between three *Better at Home* communities, it is recommended that discussions occur between the three lead agencies to determine how best to meet the needs of seniors living in this community. Establishing partnerships across these geographic boundaries will ensure seniors can continue to remain active, independent and engaged citizens living within the West Shore.

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Appendix A: Statistics for the West Shore Communities

I. Comparison of Community Profiles from 2006 and 2011.

	2011 Pop'n	2006 Pop'n	Density*	% Growth	% Growth of Seniors	# Over the Age of 65	# Seniors in private households	% Seniors in private households	% of Seniors	Average Age	Seniors Living Alone	% of Seniors Living Alone
Colwood	16093	14687	911.2	9.6	24%	2080	2025	97.4	12.9	40.1	400	19.2
Langford	29228	22459	731.9	30.10%	24%	3025	2825	93.3	10.3	37.5	820	27.1
Metchosin	4803	4795	67.6	0.2	22%	745	745	100	15.5	48.5	130	17.4
C/L/M West Shore	50124	41941		16.3	24	5850	5595	95.6	11.7		1350	23.1
Sooke	11435	9699	201.6	17.9	17.5	1460	1410	96.6	12.8	40.8	345	23.6
Highlands	2120	1903	55.7	11.4	31%	210	210	100	9.9	44.7	30	14.3
View Royal	9381	8768	653.3	7	13.9	1440	1425	99	15.4	44.1	375	26
Overall West Shore	73060	62311		14.7	23.3	8955	8640	94.2	14		2100	23.5
Greater Victoria	344615	330088	495	4.4	7.2	63435	57940	90	18.4	44.2	17815	28.1
BC	4,400,057	4,113,487	4.8	7	12.9	688715	643410	93.4	15.7	41.9	165365	24

(Statistics Canada, 2012)

Note: 1) The numbers for Statistics Canada are rounded up to the nearest multiple of five. 2) There are limited numbers available on First Nation reserves, so the above statistics do not reflect the Sc'ianew (Chenuh) First Nations reserve. 3) There was a census boundary change in Sooke between 2006 and 2011.

II. Statistics on the Age Demographics for Victoria's West Shore

	0 to 64	65 to 74	Over 75	Overall	% Over 65	Over 65 2006	Over 65 2011	% Change
Colwood	14013	1255	825	16093	12.9	1590	2080	24%
Langford	26205	1705	1320	29230	10.3	2305	3025	24%
Metchosin	4168	510	235	4803	15.5	580	745	22%
C/L/M	44386	3470	2380	50126	11.7	4475	5850	24%
Highlands	1925	140	70	2120	9.9	145	210	31%
Sooke	9975	860	600	11435	17.4	1205	1460	17.5
View Royal	7941	815	625	9381	15.4	1240	1440	13.9
West Shore	64227	5285	3675	73082	14	6865	8960	23.4
Greater Victoria	281175	30990	32445	344615	18.4	58840	63445	7.2
BC	3,711,345	371615	317097	4,400,057	15.7	599800	688712	12.9

Note: There was a census boundary change in Sooke between 2006 and 2011. (Statistics Canada, 2012)

III. Percentage of Aboriginal Population over the Age of 65 for South Vancouver Island

	Percentage
Aboriginal, On Reserve	7.7
Aboriginal, Off Reserve	4.1
First Nations	4.5
Metis	4.7
Registered Indian	4.7
Non-Registered Indian	4.8
Non-Aboriginal	17.7
Overall	48.2

(BC Statistics, 2006)

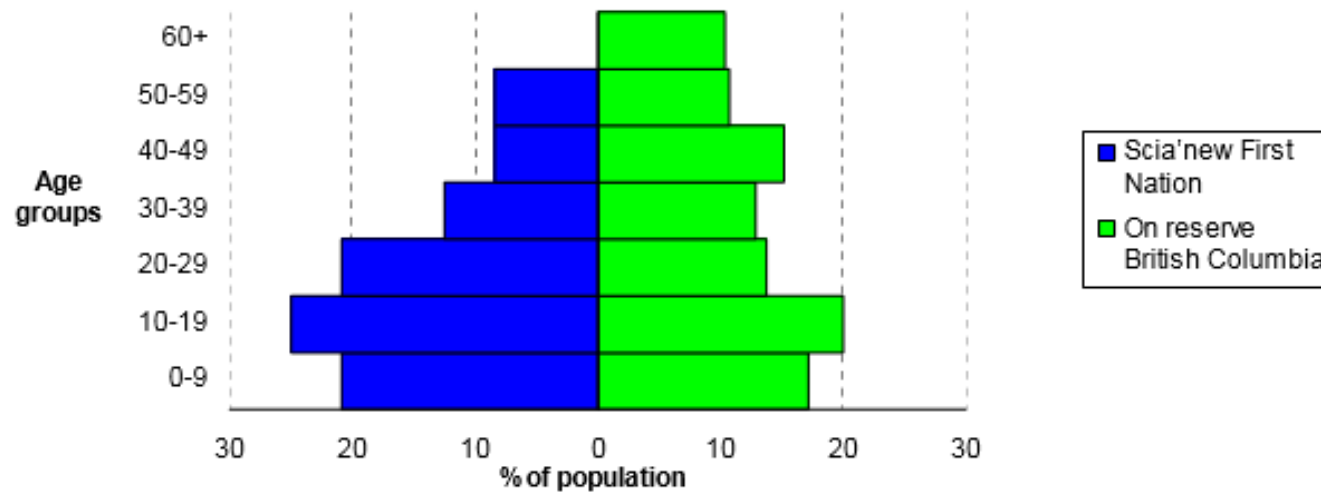
IV. Age Demographics for Scia'new First Nation (Beecher Bay)

Median age

In 2006, the median age for the Aboriginal population on Scia'new First Nation lands was 22.5 years compared to 29.2 years for the Aboriginal population on reserve in British Columbia. Median age is the age at which half the population is younger and half the population is older.

Age distribution

Chart 1 Age Pyramid, Aboriginal population on Scia'new First Nation lands and comparison area, 2006



Note: The bars show the percentage of the population in each age group.
Source: Statistics Canada, Census of Population 2006

(Chart is from Statistics Canada, 2006)

Appendix B: Community Forum Announcement



United Way

**Better
at Home**

United Way helping seniors
remain independent.

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

Public Input Open House

We would like input from seniors, family members and community agencies as to how we can best support seniors on the Westshore deal with challenges in 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!



Date and Time:

January 16, 2014
1pm till 3pm
(Refreshments will be provided).

Location:

Juan de Fuca Recreation Centre
Kinsmen Field House
1767 Island Highway, Colwood

To RSVP and for further information please contact:

Marcy Antonio 778-269-1089 or westshore_betterathome@shaw.ca

www.betterathome.ca

Appendix C: Media Release



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

MEDIA RELEASE

December 2, 2013

Seniors on Victoria's West Shore Stay Home Longer Thanks to New Service Program

Seniors on Victoria's West Shore will be able to remain longer in their homes thanks to a new support service program called *Better at Home* being provided by the United Way of the Lower Mainland and the province of BC.

The *Better at Home* program is being implemented in up to 68 communities across British Columbia, including 12 regions on Vancouver Island. It is a ground-breaking initiative that provides seniors with non-medical services such as housekeeping, grocery shopping, friendly visits, yard work, home repairs, snow removal and transportation to appointments.

In order for the program to roll out, United Way is hosting a public meeting on January 16th, 2014 from 1pm to 3pm at the Kinsmen Field House at the Juan de Fuca Recreation Centre in Colwood. The meeting will be to determine the community's interest in the service and to hear from non-profit organizations willing to step forward to lead the development and delivery of services. West Shore seniors and their family members are invited to attend and refreshments will be provided. Registration is required. Contact Marcy Antonio at 778-269-1089 or Westshore_BetteratHome@shaw.ca.

The local non-profit organization chosen to deliver the *Better at Home* program will create the operational structure to register seniors and offer the services, which will be delivered primarily by a network of volunteers. Fees for services will be based on an ability to pay and local market conditions, and in some cases will be offered free of charge.

As part of *Improving Care for BC Seniors: An Action Plan* that deals with the needs of seniors and an aging population in our province, the BC Government provided the United Way with \$20 million to establish *Better at Home*. The selection of potential communities was based on demographics, local conditions and consultations with provincial health authorities, regional United Ways and local agencies serving seniors. For more information please contact:

Marcy Antonio, Community Developer

Phone: 778-269-1089

Email: Westshore_BetteratHome@shaw.ca

www.betterathome.ca