



New Westminster Community Development Report

December 2012



United Way

betterathome.ca

New Westminster Better at Home Report prepared by
Mariam Larson, Gerontologist and
New Westminster Better at Home Community Developer

Mariam Larson Inc.
604-515-1718 | manage@mariamlarson.com

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Table of Contents

1. Introduction	p. 1
1.1 Better at Home Program	
1.2 New Westminster community development approach	
• Research	
• Stakeholder list	
• Promotion and engagement	
• Surveys	
• Interviews	
• Community/Stakeholder Meetings	
• Media coverage	
• Community development participation rates	
2. Community Profile	p. 6
2.1 New Westminster seniors' population	
2.2 New Westminster community assets	
2.3 Seniors' needs related to non-medical home support services	
2.4 Suggested opportunities for service integration/coordination	
3. Community Readiness	p. 10
3.1 Existing infrastructure, volunteer base, willingness	
3.2 Potential risks going forward	
4. New Westminster Better at Home Program Details	p. 11
4.1 Preferred services based on community consultations and identified needs	
• Seniors' non-medical home support needs based on survey data	
• Seniors' non-medical home support needs based on interviews and community meeting	
4.2 Proposed lead agency	
• Advisory committee members	
5. Recommendations and next steps	p. 13
6. Appendices	
A. References	p. 14
B. New Westminster Stakeholders and Community Assets	p. 15
C. Survey	p. 19
D. Poster	p. 20
E. Media coverage	p. 21
F. Community Development Participation	p. 23
G. Proposed Advisory Committee Members	p. 24

1. Introduction

1.1 Better at Home Program

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

New Westminster has been identified as a potential Better at Home site. Mariam Larson, Gerontologist, 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 New Westminster community development approach

Mariam Larson has lived in New Westminster since 1992. She is a gerontologist with expertise in developing and delivering projects to improve the lives of seniors and help build age-friendly communities. Since 2008, she has coordinated the Seniors Planning & Action Network | New Westminster 50+ (SPAN), a senior-led community planning table funded by United Way of the Lower Mainland and hosted by Seniors Services Society. She has coordinated Voices of Burnaby Seniors Task Force (VOBS) since 2009, and coordinated the launch of United Way's Seniors Regional Planning Table (SRPT) in 2011.

Consulting projects in New Westminster include:

- IMBY Fairs, information fairs for seniors to connect with service providers (2008 - 2012);
- Seniors Engagement Toolkit, a City publication to increase senior participation in community processes (2011);
- Wheelability Assessment Project, to improve accessibility features of the built environment (2009); and
- Agency Networking Events, a speed-dating-style networking event that increases service providers' connections with each other (2010 - 2012).

As a volunteer, Larson has co-chaired the Century House Emotional Health Services Community Resource Group since 1996 at New Westminister's seniors' centre.

Larson's relationships and experience with seniors' organizations and service providers in New Westminister provided the foundation of her approach to New Westminister Better at Home Community Development. Development components were: Research, stakeholder and community asset list, promotion and engagement, surveys, interviews, community/stakeholder meeting(s), and media coverage.

Research

To inform the community development process and expand her understanding of seniors and non-medical support services in New Westminister, Larson reviewed research and reports from several different sources (Appendix A: References). As project budget and timelines prohibited a full literature review, key resources included: City reports and demographic profiles based on 2006 and 2011 census data; United Way reports on vulnerable seniors; Fraser Health Authority reports; and Seniors Services Society client overview data.

Stakeholder list

Larson drafted a list of stakeholders and community assets, adding recommendations throughout the development process (Appendix B: New Westminister Stakeholders and Community Assets). This list was used to promote the Better at Home Program and engage seniors and service providers throughout the community development process. It includes:

- Associations and societies (Alzheimer's, arthritis, hard-of-hearing, heart health, immigrant services, mental health, osteoporosis, visual impairment and loss)
- Century House Association (approx. 1800 senior members)
- Century House Emotional Health Services Community Resource Group (senior peer counselors and Vital Connections)

- City of New Westminster: Parks, Culture and Recreation (Century House and Queensborough Community Centre), Planning, and the Seniors Advisory Committee
- COSCO: Council of Senior Citizens Organizations
- Diversity organizations (ISS of BC, MOSAIC, SD40 Multicultural and Settlement Services)
- Family Services of Greater Vancouver (Victims' Services)
- Fraser Health (Community Health, Falls and Injury Prevention, Home Health, Lifeline, Mental Health, Queen's Park Care Centre, Specialized Seniors Clinic)
- Fraserside Community Services
- Government representatives (MLA Dawn Black, MPs Peter Julian and Fin Donnelly)
- New Westminster Family Place Immigrant Grandparents' Program
- New Westminster Interagency Council
- Queensborough 50+ Social Club and Sapperton Pensioners Association (98 senior members and approx. 80 members, respectively)
- Regional organizations: Canadian Red Cross, churches, Community Response Network, Division of Family Practice, Douglas College Health Care Support Worker Program, faith groups, health sector unions, MVT HandyDART, Service Canada, Sikh Temple, University of Victoria Centre on Aging, Veterans Affairs
- Seniors' rental housing providers (Dunwood Place, Rotary Towers)
- Seniors Services Society (approx. 700 senior clients)
- SPAN (19 senior and 22 community and service provider members)
- Spirit of the Children Society Aboriginal Elders Group.

In addition to the not-for-profits/community organizations summarized above, the stakeholder list included for-profit service providers in: foods and grocery services, transportation, home repair, and home support—including one company that provides services specifically for the lesbian-gay-bisexual-transgendered (LGBT) community.

While the stakeholder list reflects the scope and interconnectedness of seniors and seniors' service providers in the community, it cannot be considered comprehensive due to the volume of services and service providers in the region. The online New West Directory of Services for Seniors hosted by Seniors Services Society (www.seniorsservicesociety.ca) and BC 211 (www.bc211.ca) provide more comprehensive listings.

Promotion and engagement

Larson focused community development promotion and engagement efforts on seniors who live independently in the community, not-for-profit and for-profit organizations that provide services to support seniors' living independently in their homes.

Using the stakeholder list, Larson distributed Better at Home brochures and information pieces and invited participation through in-person presentations, by email and/or telephone. All contacts were asked to distribute the Better at Home materials to seniors and service providers.

Surveys

Larson developed a short survey to support seniors' and stakeholders' participation in the community development process. Questions addressed existing and needed non-medical home support services and requested lead agency and advisory committee recommendations. Surveys could be submitted by email or mail (Appendix C: Survey).

Surveys and Better at Home information pieces were emailed or given to more than one hundred seniors and stakeholders. Recipients were asked to post and share materials with community seniors and service providers. Surveys, information pieces and presentation materials were also distributed to community/stakeholder meeting participants.

Interviews

One requirement of the Better at Home Community Development process was to conduct at least five interviews with key stakeholders. Larson developed an interview format that opened with a brief description of the Better at Home Program and provided an overview of community development timelines, processes and goals. To support consistency in information collection, she used the survey questions to conduct the interview.

Seniors and stakeholders representing a range of perspectives were invited by email and telephone to participate in an interview, which was conducted either in person or by telephone. While several people were unable to participate in an interview, most were able to submit a survey and/or attend the community/stakeholder meeting. (Interview participants are indicated in Appendix F: Community Development Participation.)

Community/Stakeholder Meetings

Another requirement of the Better at Home Community Development process was to host a Community Meeting and a Key Stakeholders Meeting. On October 18, Larson requested a venue to host both meetings on Tuesday November 27, beginning with the Community Meeting

(9:30 - 12:00), followed by the Key Stakeholders Meeting (12:30 - 3:00, including lunch). The venue contract was not finalized until November 19, which limited promotional opportunities.

On November 20, posters promoting the Community Meeting were distributed by email to all individual and organizational stakeholders (Appendix D: Poster). Posters for display were also delivered by hand to locations throughout the City, including: Century House, City Hall, Dunwood Place, First Presbyterian Church, MLA Dawn Black, New Westminster Family Place, New Westminster Public Library, Seniors Services Society, and Shiloh United Church.

Seniors and stakeholders were invited by email or phone to attend the Community Meeting and, if they chose, the Stakeholder Meeting. They were also asked to post and forward the poster and invitation to seniors and service providers in their distribution groups.

Though several people expressed interest in participating in a Stakeholder Meeting, only four people could attend on the afternoon of Nov. 27. Larson discussed options with the Better at Home Field Coordinator; they decided to incorporate Stakeholder Meeting information with the Community Meeting and changed the timeframe to 9:30 - 1:30. Larson emailed or spoke with all contacts about the change, and included an invitation to stay for lunch.

Media coverage

On November 23, Larson spoke with a reporter from the Burnaby Now/Royal City Record local newspaper group about options for Better at Home Program media coverage. The short lead-time precluded media promotion of the Community/Stakeholder Meeting. A descriptive article, "Better at Home: Help for seniors," was published on Wednesday, Nov. 28 in New Westminster and Burnaby print and online newspaper editions (Appendix E: Media coverage).

Community development participation rates

The New Westminster Community Development process successfully engaged seniors and a range of service providers from the community and the region (Appendix F: Community Development Participation). Participation through surveys, interviews and/or the Community/Stakeholder Meeting included:

- 99 people: 40 seniors, 50 not-for-profit and 9 for-profit service providers, including 33 community/stakeholder meeting participants (10 seniors, 23 service providers)
- 45 surveys: 22 seniors, 23 service providers
- 17 interviews: 9 seniors, 8 service providers.

2. Community Profile

2.1 New Westminster seniors' population

There are 8,474 New Westminster residents who are 65 years of age or older, making up 12.6% of New Westminster's total population. In the next 25 years, this population is projected to increase to 20,947, or 21.4% of the population (Seniors Engagement Toolkit, 2011 census data).

Demographic factors that will influence Better at Home Program demand and delivery include variations in the number of seniors living in different neighbourhoods. Individual factors that may influence service needs include living alone, health and activity limitations, education, language, and low income. This report will include basic data for program consideration. For more detailed data, please refer to the "Seniors Vulnerability Report" and companion report with New Westminster-specific data produced by the United Way of the Lower Mainland in 2011.

Neighbourhood variation

There is great variation in the concentration of seniors living in different neighbourhoods due to topography, amenities, transportation, housing types and affordability, and other factors.

Table 1: Seniors Population by Neighbourhood (Seniors Engagement Toolkit, 2011, p. 59)

Neighbourhood	# 65+	# 75+	# 85+
New Westminster Total	7,425	3,760	965
Uptown	1,855	1,120	335
Downtown	1,250	565	145
Brow of the Hill	790	390	120
Glenbrooke North	625	385	85
Glenbrooke South	570	255	45
Sapperton	450	225	65
Westend	425	200	55
Victory Heights	410	205	40
Queensborough	405	135	10
Queens Park	310	130	30
Connaught Heights	165	65	25
Kelvin	165	85	15
North Arm North	35	20	0
North Arm South	30	0	0

The Uptown neighbourhood has the greatest number and highest concentration of seniors (1,855, 24.2%), while Queensborough has the lowest concentration of seniors, at 7.4% (405 seniors). One service provider identified Downtown and Brow of the Hill neighbourhoods as

having a higher concentration of seniors using their support services than other neighbourhoods.

Other relevant demographic factors

Based on 2006 census data:

- 2,830 New Westminster seniors live alone
- 4,230 report health and activity limitations
- 2,590 are without a high school certificate, diploma or degree
- 2,195 have a mother tongue other than English or French
- 1,830 have low income (55 men; 1,275 women)

Overview data from approx. 700 senior clients of Seniors Services Society show:

- 693 live in a rental apartment (7 live in a house they own)
- 630 live alone and there are 56 couples
- 105 have an unmanaged substance abuse issue
- 35 live with a managed mental illness
- 14 live with a disabled adult child as their caregiver

2.2 New Westminster community assets

New Westminster seniors have access to a wide range of programs and services both within the City and from surrounding municipalities, including Burnaby, Coquitlam and Vancouver (Appendix B: New Westminster Stakeholders and Community Assets). The community development process revealed several factors that influence seniors' access to services.

- Limited funding for service delivery and promotion: Service providers have inconsistent capacity due to funding variables and cannot afford effective information and promotional campaigns.
- Fragmented service delivery: Services are provided by many different agencies based on many different—and changing—criteria; services available in one community may not be available in another, even within the same health authority.
- Community capacity and volunteer availability: Service need is increasing in conjunction with economic changes and a shrinking pool of volunteers.

- **Affordability:** All Better at Home services are currently available to New Westminster seniors from for-profit service providers—as long as cost is not a factor.

A key community asset is Century House, a senior centre providing a broad range of activities and programming for seniors’ social, physical, intellectual and emotional wellbeing. However, though membership is available at a low cost for people starting at age 50, the current membership of approximately 1,800 represents only 25% of New Westminster’s 65+ populations.

A key service provider asset is Seniors Services Society (SSS), a not-for-profit agency based in Downtown New Westminster. SSS offers a range of support services including: Low-cost social and dining outings, information and referral assistance, Meals-on-Wheels, medical transportation, support calls, tax clinic, and housing counseling and support.

A key health asset is the Royal Columbian Hospital, the major trauma centre for the Fraser Health Authority. Located in the Sapperton neighbourhood, it provides a full range of health services and draws health service providers to the area. Additional Fraser Health services based in New Westminster include a Specialized Seniors Clinic and Queen's Park Care Centre.

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

Community development participants identified common themes regarding seniors’ non-medical home support needs:

- Seniors represent a diverse population with complex needs that are in constant flux.
- Services must support independence, not create new or additional dependence.
- Non-medical and medical support needs are not mutually exclusive.

Participants recommended four features be integral to providing Better at Home services:

- **Social connectedness and relationship building:** Do housekeeping, repairs, shopping, etc. *with* senior clients as much as possible, vs. doing it *for* them.
- **Individualization and personalization:** A friendly visitor may be an outing companion one day, and stay-home crafting companion another day.
- **Safety for seniors and volunteers:** Both are at risk of exploitation and/or abuse.
- **Information, education and referral:** Providing relevant information and resources in a timely way may be the service most needed to support independence.

2.4 Suggested opportunities for service integration/coordination

Survey respondents, interview and community meeting participants said it would be unrealistic to expect volunteers to provide housekeeping services and anticipated a need to partner with for-profit service providers for delivery. A number of for-profit service providers expressed interest in partnering for program delivery, including those providing home support and nursing care, and transportation.

Not-for-profit organizations identified most frequently as prospective partners for service integration were Century House and Fraser Health based on their senior-specific programming and services.

As a City-owned facility, Century House provides programming, not actual services. However, their network with and connection to seniors, their pool of youth and senior volunteers, and staff expertise with program development and volunteer coordination were seen as important assets for successful implementation of Better at Home in New Westminster.

Participants recognized that non-medical and medical services must be delivered as part of a continuum to support seniors' independence. Fraser Health representatives at the community meeting agreed that their communication and coordination with the Better at Home lead agency would support successful service delivery.

Other prospective partners included Family Services of Greater Vancouver, Fraserside Community Services Society and the Salvation Army, in conjunction with their existing senior-specific services and programs.

3. Community Readiness

3.1 Existing infrastructure, volunteer base, willingness

New Westminster has a comprehensive and well-integrated infrastructure. As a relatively small community, residents, City staff, community agencies and service providers connect with each other in a number of ways. Many seniors and City staff participate in multiple groups, such as SPAN, the Seniors Advisory Committee, Century House and Queensborough 50+ Social Club. Community programming and events also bring people from across the seniors' sector together.

New Westminster has a strong volunteer tradition and base. Century House has a roster of 1800 volunteers, with 300 youth and 200 seniors volunteering actively during the year. Seniors Services Society has a roster of 100 volunteers.

Seniors and service providers participating in New Westminster Better at Home community development recognized the need for non-medical home support services that are included in the Better at Home program and voiced strong support for program development.

3.2 Potential risks going forward

Potential risks of going forward include concerns about:

- Sustainability of program funding and delivery
- Volunteers displacing paid employees
- Volunteer exploitation
- Liability and insurance risks for senior clients and volunteers
- Client intake processes
- Adequate volunteer training, particularly for providing services to seniors who may have a range of conditions or circumstances requiring skilled support.

Participants also noted seniors' needs will typically increase over time and that clear strategies must be in place for their receiving proper support from the health authority.

4. New Westminster Better at Home Program Details

4.1 Preferred services based on community consultations and identified needs

Seniors' non-medical home support needs based on survey data

When asked to identify key issues to keep New Westminster seniors living longer in their own homes, participants identified *adequacy, affordability and availability of services* ranging from home support to lawn maintenance.

When asked to identify existing services and service providers, *home care and support* was the most commonly identified existing service, followed by HandiDART, Meals-on-Wheels and general transportation services. *Seniors Services Society* was identified as an existing service provider most frequently (18 times), followed by Fraser Health (7 times).

Table 2: Service priorities, shows the number of senior (SR) and service provider (SP) responses when asked to choose which non-medical home support services from the Better at Home basket of services are needed in New Westminster. Though differences in the number of responses for each service are small, *light housekeeping was identified as the non-medical home support service most needed* to help New Westminster seniors live independently in their homes, followed by simple home repairs.

Table 2: Service priorities

Service	SR	SP	Total
Light housekeeping	19	21	40
Simple home repairs	18	20	38
Transportation	18	19	37
Friendly visiting	16	20	36
Grocery shopping	15	18	33
Yard work	16	17	33
Snow shoveling	13	16	29

Several respondents asked if laundry was included in light housekeeping services, noting that changing bed linens can be very difficult. Additional comments reinforced the importance of personalization and individualization, regardless of which service was being provided.

Transportation should support a range of destinations and purposes, such as visiting family or a friend in hospital or taking the client to buy a grandchild's gift. Friendly visiting should include simple conversation, doing crafts together at home, or going to a community event together.

When asked which non-medical home support services that are *not* included in the Better at Home basket of services but are needed in the community, responses included meal

preparation (4); other responses included caregiver support, information and referral, pet care, help completing forms, and help with home maintenance.

Seniors' non-medical home support needs based on interviews and community meeting

Responses from interviews and small group discussion during the community meeting echoed responses above and included more detailed suggestions of needed services such as: home safety and fall prevention; caregiver support and respite; legal and tax clinics; and help with budgeting, bills and other paperwork.

4.2 Proposed lead agency

The New Westminster Better at Home community development process resulted in identifying Seniors Services Society as the proposed lead agency by consensus. Reasons included:

- Being established in the community
- Their scope of experience providing services to seniors
- Existing staff, office and volunteer infrastructure
- Better at Home services would fit well with their existing housing and support services
- Ready access to the target population.

Community/stakeholder meeting participants suggested Seniors Services Society invite Family Services of Greater Vancouver and Fraserside Community Services as partners in preparing the application.

Advisory committee members

The community development process resulted in a list of eleven prospective advisory committee members, including seniors and a range of service providers (Appendix G). Prospects were very interested but requested clarification of roles, responsibilities and time requirements.

5. Recommendations and next steps

Community development participants recommended that Seniors Services Society apply for funding to provide Better at Home non-medical home support services. Participants also recommended they include Family Services of Greater Vancouver and Fraserside Community Services as application partners.

Kara-Leigh Jameson, Executive Director of Seniors Services Society (SSS) appreciated the confidence in their organization. However, she said the SSS Board was holding the last of five strategic planning meetings on Dec. 6, 2012, and that she would have to bring the recommendation to the Board for approval before proceeding.

If the SSS Board supported an application, Larson committed to providing any information or support needed to prepare the application to meet the December 12, 2012 submission deadline. Eirikka Brandson, Better at Home Field Coordinator, also committed to working with SSS to prepare the application.

Advisory committee candidates are to be contacted for the application process; the committee would be formed after the application process to ensure clarity about advisory responsibilities and processes.

Recommendations for program success included:

- Lead agency must clearly define client type, geographical boundaries, services and partnerships.
- Volunteers must be compensated for expenses and be protected from exploitation.
- Those who need services the most may live in conditions that are unsafe or uncomfortable for volunteers: cleanliness, smoking, bed bugs, etc. This must be addressed in volunteer training.
- Some seniors cannot live safely at home, even if they want to; others are moved to a facility before they are ready—and then deteriorate rapidly.
- Clients will never “graduate” out of need.

Appendix A: References

1. Chomick, Treena A. "Evaluation of the Community Action for Seniors Independence Initiative (CASI): Midterm Report on the Findings." October 31, 2011.
 - Note: The Better at Home Program is based on the Community Action for Senior Independence Initiative (CASI) conducted by United Way of the Lower Mainland. As the final CASI report was not released until November 30, 2012, Larson relied on data from this interim report.
2. British Columbia Psychogeriatric Association. *Meeting Seniors' Mental Health Care Needs in British Columbia, Chapter 7: Creating supportive environments*. March 2012, pp. 61 - 66. Retrieved Oct. 24, 2012 from www.fraserhealth.ca/media/Meeting-Seniors-MH-needs_2012.pdf
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4. Fraser Health Authority. "Briefing Note, October 22, 2012." Emailed to Better at Home Community Developers on Oct. 23, 2012.
5. Fraser Health Authority. *Population Health Profile 2010: New Westminster Local Health Authority*. Retrieved Oct. 24, 2012 from http://www.fraserhealth.ca/about_us/reports/population-health/
6. Fraser Health Authority. *Seniors' Health Profile 2010: A Look at the Health of Older Adults in Fraser Health, Nov. 16, 2010*. Retrieved Oct. 24, 2012 from http://www.fraserhealth.ca/about_us/reports/population-health/
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9. United Way of the Lower Mainland. *Moving Towards Age-Friendly Communities: New Westminster Seniors and Seniors Services*. 2009. Received January 2009 from United Way of the Lower Mainland.
10. United Way of the Lower Mainland. *United Way Seniors Vulnerability Report*. 2011.
11. United Way of the Lower Mainland. *United Way senior vulnerability report - Nov 2011. Community profile #1: Burnaby/New Westminster*. Retrieved Nov. 2011 from <http://www.uwlm.ca/2011-united-way-seniors-vulnerability-report-community-profiles-and-discussion-papers>

Appendix B: New Westminster Stakeholders and Community Assets

(Cannot be considered comprehensive.)

Seniors Organizations	Asset	Invited
Century House and Association	Senior centre offering a range of activities and programming for social, physical, intellectual and emotional wellbeing. Membership of 1800 seniors; with active volunteer pool of 300 youth and 200 seniors. <ul style="list-style-type: none"> • Senior Peer Counseling • Vital Connections free professional counseling 	Yes
COSCO: Council of Senior Citizen Organizations of BC	Umbrella organization for 75+ seniors' organizations and individual members.	Yes
Dunwood Place	Seniors' rental housing	Yes
Queensborough 50+ Social Club	98 senior members; do a range of social and community activities.	Yes
Rotary Towers	Seniors' rental housing	Yes
Sapperton Pensioners Assoc.	Approx. 80 senior members; offer a range of social and community activities.	Yes
Seniors Services Society	Wide range of information and support services, including Meals-on-Wheels, transportation to appointments, housing counseling, outreach, temporary housing, Directory of Services for Seniors, and more.	Yes
SPAN: Seniors Planning & Action Network 50+	Senior-led planning table; membership includes seniors and service providers.	Yes
Associations and Societies	Provide community-based education and support.	
Alzheimer's Society	Alzheimer's Disease	Yes
Arthritis Society	Arthritis	Yes
BC CEAS: Centre for Elder Advocacy and Support	Elder abuse	Yes
Canadian Hard of Hearing Association	Hearing loss	Yes
Canadian Mental Health Association	Mental health	Yes
Canadian Red Cross		Yes
CNIB	Visual impairment	Yes
Osteoporosis Canada	Osteoporosis	Yes
YMCA Health Heart Program	Heart health	Yes
Univ. of Victoria Centre on Aging	Managing chronic illness	Yes
City Departments		
New Westminster Public Library	Outreach Librarian	Yes
Planning	Senior Social Planner	Yes
Parks, Culture and Recreation	Manager, Youth and Senior Services Queensborough Senior Programs	Yes
Seniors Advisory Committee	City Councillor	Yes

Community Organizations		
Community Response Networks	Stopping adult abuse and neglect	Yes
Division of Family Practice	Community based family physicians	Yes
Douglas College: Health Care Support Worker Prog.	Program Coordinator	Yes
Family Services of Greater Vancouver	Manager - Victim Services Programs	Yes
Family Services of Greater Van.	Vital Connections Counsellor	Yes
Family Services of Greater Van.	Coordinator - Community Education and Development Services	Yes
Fraserside Community Services Society	Short stay shelter; Mobile Work Crew	Yes
Legion BC/Yukon Service Bureau		Yes
New Westminster Interagency Council	Members: Monarch Place Transition House, Elizabeth Fry Society	Yes
Diversity Organizations		
New Westminster Family Place	Immigrant Grandparents Program	Yes
Immigrant Services Society	Newcomer settlement, training, integration	Yes
MOSAIC	Immigrant and refugee settlement and integration	Yes
Multicultural and Settlement SD40	Settlement services	Yes
Spirit of the Children Society	Aboriginal society, with elders group and support	Yes
Faith Organizations		
Queens Avenue United Church		Yes
Shiloh-Sixth Avenue United Church	Visioning Minister Hospitality Project	Yes
Sikh Temple Sukhsagar	Community liaison	Yes
St. Barnabas' Anglican Church	Reverend	Yes
For Profit Service Providers		
Age-Rite Consulting	Eldercare consulting	Yes
Bayshore Home Health	Home care and support	Yes
Better Meals Inc.	Meal preparation and delivery	Yes
Comfort Keepers	Home care and support	Yes
Driving Miss Daisy	Transportation	Yes
Home Instead Senior Care	Home care and support	Yes
Home James	Transportation	Yes
Handyperson	Home repairs	Yes
MVT Canadian Bus Inc: HandyDART	Transportation	Yes
Nurse Next Door	Home care and support	Yes
Plum Living Home Health Care	Home care and support for LGBT	Yes
Thrifty Foods*	Sendial Program: Grocery shopping and free delivery	Yes
We Care Home Health Services	Home care and support	Yes

Government representatives		
MLA New Westminster		Yes
MP New Westminster-Coquitlam-Port Moody		Yes
MP Burnaby-New Westminster		Yes
NDP Candidate		Yes
Service Canada	OAS, CPP, etc.	Yes
Health Authority		
Fraser Health: Lifeline Program		Yes
Fraser Health: Mental Health	Geriatric Team	Yes
Fraser Health: New Westminster Home Health		Yes
Fraser Health: New Westminster Home Health	Intake Clinician	Yes
Fraser Health: New Westminster Home Health	Physiotherapist	Yes
Fraser Health: New Westminster Home Health	Manager	Yes
Fraser Health: Primary Health Care	Registered Dietitian	Yes
Fraser Health: Specialized Seniors Clinic	Client Coordinator	Yes
Fraser Health: Specialized Seniors Clinic	Clinical Social Worker	Yes
Queen's Park Care Centre	Day programs.	Yes
Royal Columbian Hospital	Major trauma hospital.	
Unions		
BC GEU (Local 803)	Local representative	Yes
UFCW1518 Healthcare Sector	Home support representative	Yes
Volunteer Organizations		
Community Volunteer Connections	Volunteer opportunities and education.	

Appendix C: Survey

**New Westminster Community
Development Survey**



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

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

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

Service *Provider*

<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 in New Westminster?

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

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

4. Who would be a strong lead agency in New Westminster to deliver services and why?

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

**Use back of the page for additional comments. For more info, call 604-515-1718.
Send to: manage@mariamlarson.com OR M. Larson, 323 E. Sixth Ave. New Westminster V3L 4H2**

Appendix D: Poster



New Westminster Community Presentation

Tuesday Nov. 27, 2012, 9:30 - 12:00

Centennial Lodge, Queen's Park

Better at Home is designed to provide non-medical home support services to help seniors remain independent in their own homes.

Learn about community development results and share your ideas for a Better at Home program in New Westminster.

Registration required: 604-515-1718 or admin@mariamlarson.com



9:30 - 10:15
10:15 - 11:00
11:00 - 12:00

Welcome and Overview
Community Development Results
Discussion and Next Steps

Refreshments will be provided.

Better at Home

BY JENNIFER MOREAU, THE RECORD NOVEMBER 30, 2012



The Better at Home program helps seniors with tasks around the home.

Photograph by: Contributed photo, BURNABY NOW

Help for seniors in the works

There's a new program in the works that will help New Westminister seniors still living at home with some tasks, like light housekeeping, yard work and transportation.

"One of the great strengths of the program is it's community based and community driven. New Westminister seniors and service providers can decide what works for them within the Better at Home structure," said Mariam Larson, a local gerontologist hired to develop the program in New Westminister.

Better At Home is a program funded by the B.C. Health Ministry and delivered by the United Way. It's designed to help low-income seniors get help with non-medical tasks. That could include friendly visits, help with groceries, minor home repairs, transportation, light yard work and housekeeping, depending on the needs of the community. Volunteers typically deliver the services, and seniors pay, based on their income. The fees go back into the program to support others who are using the services. The program is meant to help low-income seniors without taking business away from the private sector.

Help with bathing and medication is not offered, as those are taken care of by community health workers, and non-profit groups like Meals on Wheels in Burnaby and New Westminister deliver pre-

cooked meals.

"We know most seniors, if given the choice, would prefer to live independently as long as they can in their own homes, among friends and neighbours," said Michael McKnight, President and CEO of the United Way Lower Mainland.

So far, 18 sites have been named for the Better At Home program, including New Westminster, and the total should reach 60 over the next year. Larson, who also coordinates Voices of Burnaby Seniors, is hoping Burnaby will be named in the next round of participating communities.

On Tuesday, Nov. 27 United Way was scheduled to host a community presentation about the program in New Westminster, after The Record/NOW deadlines. At that meeting, Larson presented results from work she's done, finding out what local seniors need and identifying a possible agency to deliver the program in New Westminster. That agency can then apply for a maximum grant of \$100,000 per year to run the program.

Larson said the program should be up and running in spring of 2013.

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Appendix F: Community Development Participation

Group		SR	SP	Surv	Int	Nov 27
Age-Rite Consulting*	Certified Senior Advisor		1			1
Alzheimer's Society			1		1	
BC GEU (Local 803)	Local Executive		1			1
Better Meals Inc.*	Mgr. Operations, Client Relations		1			1
Canadian Red Cross	Regional Operations Manager		1	1		
Caregiver	Family Caregiver		1			1
City of New West: Century House	Program Coordinator		1			1
City of New West: Century House	Surveys mailed in	8	3	9		
City of New West: Planning	Senior Social Planner		1			1
City of New West: Queensborough	Seniors Recreation Leader		1			1
Comfort Keepers*			1			1
Community Meeting Participants			23	17		
Community Meeting Participants		10		2		
Community Response Networks	Regional Mentor		1			1
COSCO/SSS Board		1			1	1
COSCO		1				1
Dunwood Place Seniors Complex	Manager		1		1	
Family Services of Greater Vcr.	Vital Connections Counsellor		1		1	
Family Services of Greater Vcr.	Education and Development		1			1
Fraser Health: Home Health	Physiotherapist		1			1
Fraser Health: Home Health	Manager		1			1
Fraser Health: Seniors Clinic	Clinical Social Worker		1			1
Fraserside Community Services	Fraserdale Short Stay Program		1			1
Handyperson*	Home repairs; referral only		1			1
Home James*	Driving		1			1
MLA New Westminster	Constituency Assistant		1		1	
MVT Canadian Bus Inc: HandyDART	Consumer Advocacy Manager		1			1
NDP Candidate			1			1
New Westminster Family Place	Immigrant Grandparents Prog.	3	1	3	1	
New Westminster Family Place	Immigrant Grandparents Prog.	1				1
New Westminster Public Library	Outreach Librarian		1			
Nurse Next Door*			1	1	1	1
Plum Living Home Health Care*	CEO					1
Queensborough 50+ Social Club	Executive members	5		5	5	
Sapperton Pensioners Hall	Chairperson	1				1
Seniors Services Society	Executive Director		1	3	1	1
Seniors Services Society	Manager, Support Services		1		1	1
Seniors Services Society	Chairperson		1			1
Seniors Services Society	Phone surveys w/senior clients	4				
SPAN	Chairperson	1				1
SPAN	Past Chairperson	1				1
SPAN	Member	1		1		
Spirit of the Children Society	Elders programs	3		3	3	
UFCW1518 Healthcare Sector	Home Support Representative		1			1
Univ. of Victoria Centre on Aging	Self Management Prog. Coord.		1			1
We Care Home Health Services*	Location Director		1			1
We Care Home Health Services*	Manager, Human Relations		1			1
Total		40	59	45	17	33

* For-profit service providers