

## APPENDIX A: SUMMARY NOTES FROM THE MEETINGS

### *Community Meeting*

On June 26, 2013, 20 seniors and three service providers came together for an afternoon of information, discussion and planning. The agenda is below:

Noon	Registration, Light lunch available for participants as they come in
12:30	Welcome and introductions <i>Better at Home</i> project description
1:00	Community Development Findings <ul style="list-style-type: none"><li>○ Seniors' Snapshot</li><li>○ Assets and Needs identified</li></ul>
1:30	Small group reflections: <ol style="list-style-type: none"><li>1. What non-medical home support services from the <i>Better at Home</i> basket of services are the top priorities in our community?</li><li>2. What are some important criteria for a lead organization in our community?</li></ol>
2:30	Feedback from small group reflections
2:45	Next steps, wrap-up
3:00	Meeting ends

Following introductions of all participants, Debbie Sharp, Field Coordinator, provided an overview of the particulars of the Better at Home program. There was much interest from the group and the questions began immediately. Following this overview, the Community Developer shared highlights of the seniors' demographic "Snapshot" and summarized the service needs identified by seniors consulted during the engagement process. The Community Developer reviewed the community assets in Castlegar that help seniors to age independently at home. During this review, there was an opportunity for participants to add additional services that were not listed, or remove a couple of services that were no longer in operation. Following a short break, seniors were invited to join one of four small groups to answer two questions. Their responses are summarized here:

**1. What non-medical home support services from the *Better at Home* basket of services are the top priorities in our community?**

Group One: Transportation, housekeeping, home repair

Group Two: Transportation, snow shoveling, housekeeping

Group Three: Housekeeping, transportation, home repair

Group Four: Housekeeping, transportation, home repair

The group was facilitated to develop a list representing their overall consensus for priority services: Transportation, housekeeping, home repair, snow shoveling

**2. What are some important criteria for a lead organization in our community?**

- Understand seniors' issues
- Work for and with seniors already
- Senior friendly – no discrimination
- Wheel-chair accessible
- Someone that “just understands” / empathy
- Consistent hours of operation
- Emergency number for after hours
- Staff need to know their job very well / quality staff
- Process in place for feedback without fear
- Organization to be “an ear” / good listeners
- Have knowledge to be a referral source
- Agency needs to be very clear about the training requirements for volunteers
- Very detailed, clear volunteer recruitment and training / volunteer manual
- Capacity and knowledge / quality training
- Ability to recognize that there is an issue
- Organization skills / know who to refer people to / wide knowledge base
- Have information about the services easily known / public awareness
- Accessible phone to contact the service
- Organization that can support outreach services
- Well-established history of the agency / strong financial management / program management / history of good management / good governance
- Well-staffed
- Agency with a charitable federal number who can issue tax receipts for any donations to the program

### *Stakeholders' Meeting*

Eight service providers representing the following organizations came together on the morning of June 27, 2013:

- Alzheimer's Association
- Castlegar Hospice Society
- Home Health Services, Interior Health
- Elderly Mental Health Services, Interior Health
- Castlegar & District Community Services Society (x2)
- Private Nursing Service provider
- Social Work practicum student

The agenda for the Stakeholders' Meeting is provided here:

9:30	Introductions, overview of objectives for the morning
9:45	Better at Home Model and Implementation Process
10:00	Community Development Findings <ul style="list-style-type: none"><li>○ Top priority issues identified</li><li>○ Lead organization criteria identified</li></ul>
10:15	Coffee Break
10:45	Presentations by potential lead organizations
11:15	Group discussion: Best approach to matching identified community needs and lead organization criteria with our assets.  <i>What service delivery model would be best for the seniors in our community?</i>
11:45	Next Steps
Noon	Meeting ends

Following introductions and an overview of the morning's objectives, Debbie Sharp, Field Coordinator, provided an overview of the Better at Home program with particular emphasis on the process for determining a lead organization. There was much interest from the participants and support from service providers who feel there are important gaps that Better at Home will be able to fill. Following this overview, the Community Developer shared the priority Better at Home services identified during the community consultation process. There was support from

the participants that the priority services were in high demand in the community. The Community Developer reviewed the criteria gathered for a potential lead organization.

After a short break, participants heard from both agencies with an interest in being a potential lead organization for the Better at Home program. The short presentations were informative and helped to further expand understanding of the types of services that are available to Castlegar seniors. Given the community needs identified, the existing resources in Castlegar and the interest from two potential lead organizations, participants were facilitated to address the question *What service delivery model would be best for the seniors in our community?* Following some discussion and a meeting of the two Executive Directors of the potential lead organizations, participants were informed that a successful arrangement to partner in delivering the Better at Home program had been reached.

## APPENDIX B: CASTLEGAR COMMUNITY ASSETS

### *Services Helping Castlegar Seniors Maintain their Independence at Home*

CATEGORY	ASSET
ABORIGINAL SERVICES	Aboriginal Family Support Program, Castlegar Community Services Society
	Ktunaxa Nation
	Lower Columbia All First Nations
	Aboriginal Patient Navigator, Interior Health Authority
ADVOCACY, SAFETY & SUPPORT	Better Business Bureau
	Castlegar Victim Assistance Program
	Community Response Network (Castlegar Community Services Society)
	Seniors' Outreach & Support (Castlegar Community Services Society)
	West Kootenay Boundary Regional Crisis Line (Castlegar Community Services Society)
	Volunteer Income Tax Assistance (Castlegar Community Services Society)
	Blueberry Creek Community School Seniors' Group
AUDIOLOGY	Kootenay Hearing Aid and Audiology Clinic
	Connect Hearing
BC HOUSING	Riverview Court
	Pine Ridge Court
CULTURAL	Brilliant Cultural Centre
	Castlegar Heritage Society
EDUCATIONAL	Castlegar & District Public Library – Monthly service to Castlewood Village for adults who are homebound and/or without transportation
	Selkirk College (Adult Basic Education, reduced tuition for adults 65+)
	CBAL Seniors' Computer Classes
SOCIAL OPPORTUNITIES	Castlegar Seniors' Association Branch 46
	Castlegar Seniors' Centre
EMPLOYMENT	Ashland Training Centre
	Lower Columbia All First Nations Employment and Training
	Kootenay Career Development Society
FAITH-COMMUNITY	Castlegar Christian Fellowship, Kinnaird Park Community Church, Castlegar Anglican Church and others
FINANCIAL SUPPORT	Volunteer Income Tax Assistance
FOOD SERVICES	Castlegar Community Harvest Food Bank (Anglican Church)
	Community Harvest Hot Lunch Program (Anglican Church)
	Castlegar Meal Delivery (private business)
	Dinners at Home Program (Interior Health Authority)
	Meals on Wheels

FOOT CARE	Foot Care nurses through Interior Health and private nursing services.
GOVERNMENT	City of Castlegar
	Alex Atamanenko, MP
	Kristine Conroy, MLA
HEALTH SERVICES	Castlegar & District Health Watch
	Alzheimer West Kootenay Resource Centre
	Canadian Cancer Society
	Castlewood Village Geriatric Day Program (Mental Health, Interior Health)
	Stroke Recovery Association of BC
HOSPICE CARE	Castlegar Hospice Society
HOUSING	Castlewood Village Day Program
	Grand View Heights Housing Co-operative
	Rosewood Manor
	Cedar Manor (some seniors, but families too)
	Rota Villa
	Castlegar "Safe Home" for women/children (Castlegar Community Services Society)
LIVING WITH DISABILITY	Kootenay Society for Community Living
MEDIA	Castlegar Sun, CBC Radio, Mountain FM, The Bridge Radio
MEDICAL EQUIPMENT	Medi-Chair
	Red Cross Health Equipment Loan Program
MEDICAL SERVICES	Community Care Coordinator
	Home and Community Care
	Home Support Services
	Diabetes Education
	Long Term Care
	Elder Services Case Manager
	Castlegar Mental Health and Substance Use Services
	Castlegar Medical Clinic
	Castlegar Medical Associates
	Geriatric Assessment Team
	Home visits by some GPs
	Visiting podiatrist
	Occupational and physical therapies
	Social Workers, Interior Health Authority
	Seniors' Counseling services (Castlegar Comm Svcs Society)
	Castlegar and District Community Health Centre
NON-PROFIT	Castlegar & District Community Services Society
	Royal Canadian Legion

	Rotary Club
	Lions Club
OPTOMETRY SERVICES	Kootenay Optometry Clinic
PHARMACIES	Pharmasave
	Safeway Pharmacy
	Shoppers Drug Mart
	Paragon Pharmacy
PRIVATE HOME NURSING CARE	Spectrum Home and Family Care
	Neighborhood Nursing
PUBLIC COMPUTERS	Castlegar & District Public Library
	Robson Community School
RECREATION	Castlegar & District Recreation & Aquatic Centre
	Castle Bowl
	Castlegar & District Curling Club
	Little Bear Golf club
	Castlegar Golf Club
	Weekly cards, floor curling and darts at the Seniors' Centre
	Pioneer Arena
REPAIR & MAINTENANCE	Handy Hands for Seniors
RESPIRATORY	Independent Respiratory Services
SOCIAL OPPORTUNITIES	Castlegar Seniors' Association Branch 46
	Castlegar Seniors' Centre
	Castlewood Village monthly dance
	Adult Day Program, Castlewood Care Centre
TRANSPORTATION	Castlegar Regional Transit System
	Castlegar Taxi & Transportation Services
	HandyDART
	West Kootenay Volunteer Driver Program
	Greyhound Bus Station
	Castlegar Airport
	ICBC Driver Licensing Office

## APPENDIX C

### Media Coverage



**United Way**

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



United Way helping seniors  
remain independent.

#### MEDIA RELEASE / PUBLIC SERVICE ANNOUNCEMENT

June 14, 2013

#### **June 26<sup>th</sup> Community Meeting for Seniors: United Way brings Castlegar seniors together to talk about the Better at Home program**

Castlegar BC: A Community Meeting is being held Wednesday June 26<sup>th</sup> to give Castlegar seniors an opportunity to learn about *Better at Home*, an exciting new program being piloted throughout BC. The Better at Home program provides seniors with supports and services that allow them to remain in their own homes longer. The program is funded by the BC Government and managed by the United Way of the Lower Mainland (UWLM).

Better at Home program services are unique in each community in which they are offered. Development is led by a local non-profit and services are provided by local agencies. The basket of services offered is based on the needs of local seniors. All Better at Home program services are non-medical and supplemental to those provided by community health workers but generally include: grocery shopping, friendly visits, yard work, minor home repair, snow removal, light housework, and transportation. Castlegar is among 68 communities across BC selected to deliver Better at Home services by a local non-profit organization.

Seniors participating in the Community Meeting on June 26<sup>th</sup> will enjoy a complimentary lunch with friends and neighbours, hear a presentation on the Better at Home program, and share their ideas about seniors' needs. Questions for discussion include: 1) What home support services are priorities in our community, and; 2) What criteria should be used to choose a local non-profit agency to lead a Better at Home program. The Community Meeting will be held from Noon to 3 pm on Wednesday June 26<sup>th</sup> in the Community Forum Room of the Columbia Basin Trust Building, #101, 445 – 13<sup>th</sup> Avenue in Castlegar. For information about the meeting, please call Corrine Younie at 250-505-7465.

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**United Way**

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**Better  
at Home**

United Way helping seniors  
remain independent.



## **CONSULTATION**

### **CASTLEGAR SENIORS SERVICE PROVIDERS**

An opportunity to learn more about the

#### ***BETTER AT HOME PROGRAM***

Provide input about what services & delivery model  
would best support Castlegar seniors

The United Way of Lower Mainland invites you to a

#### **STAKEHOLDER MEETING**

Thursday, June 27<sup>th</sup>, 2013

9:30 to Noon

Community Forum Room

Columbia Basin Trust Building

#101, 445 – 13<sup>th</sup> Avenue Castlegar, BC

***Please RSVP / For Information:***

***Corrine at 250-505-7465/corrineyounie@gmail.com***

***For information about Better at Home: [www.betterathome.ca](http://www.betterathome.ca)***

## CASTLEGAR SENIORS

- ➔ Is it important to you to stay independent and active?
- ➔ To remain in your own home as long as possible?

Here is an opportunity to talk about  
the supports and services offered by the  
***BETTER AT HOME PROGRAM***



The United Way of Lower Mainland invites you to a

### Community Meeting

Wednesday, June 26<sup>th</sup>, 2013

Noon – 3 pm

Registration begins at 11:45

Community Forum Room

Columbia Basin Trust Building

#101, 445 – 13<sup>th</sup> Avenue Castlegar, BC

Light lunch provided

*Please RSVP / Information about the Community Meeting:  
Corrine at 250-505-7465 / corrineyounie@gmail.com*

***For information about Better at Home:***

***www.betterathome.ca***



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