

Better At Home - Final Report

North Shore, BC



For
**United Way of the Lower
Mainland**

*Prepared by Jessie Sutherland,
Finding Home™ Initiative
February 2013*

This report represents a summary of the community development activities for Better at Home on the North Shore, BC.

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The North Shore Community Development Process

Designed and Facilitated By

Jessie Sutherland, M.A in Dispute Resolution, is an adjunct professor at UBC in the School of Community and Regional Planning, the founder and director of the Finding Home™ Initiative and author of the book *Worldview Skills: Transforming Conflict From The Inside Out*. Jessie has over 20 years experience in cross-cultural values based problem solving and conflict resolution, dialogue processes, community development, and international affairs. In Canada, she has lived and worked in British Columbia, Quebec, and northern Indigenous communities. Worldwide, she has lived and worked in Europe, the Middle East, West Africa and South America. Jessie's work in these many communities taught her of the global and personal importance to foster a sense of belonging and values-based decision-making in a changing world.

In Collaboration With:

Lionsview Seniors' Planning Society for focus group and North Shore-wide public input session logistics, refreshments, and supported by:

- The Board of the Lionsview Seniors' Planning Society
- Seniors Action Table members – input, outreach for focus groups and public input meeting, Farsi focus group space, small group facilitation, one-to-one transportation
- Seniors Taking Action Advisory members – input, outreach
- Capilano Community Services Society – focus group space and transportation
- West Vancouver Seniors Activity Centre – focus group space and transportation for focus group and public input session,
- West Vancouver Special Services to Seniors Society / North Shore Volunteers for Seniors – outreach
- Parkgate Community Services Society – space
- North Vancouver City Library – space
- Silver Harbour Seniors Activity Centre – outreach
- The Summerhill – printing of posters and flyers, transportation for public input session
- North Shore Neighbourhood House and John Braithwaite Community Centre Seniors Advisory Committee - outreach
- City of North Vancouver & District of North Vancouver – printing of flyers
- Keep Well Society – North Shore Neighbourhood House & Silver Harbour Centre – outreach
- North Shore Restorative Justice Society – small group facilitation during public input meeting
- Daneshmand Magazine – distribution of press release to Farsi publications

- North Shore Services to Seniors Coalition Members – see appendix B for full list of members and their Board Members.

North Shore Neighbourhood House for hosting seniors from the Chinese community, providing space, food and organizing outreach and interpretation & translation.

North Shore Community Resources Society for reviewing the project lead's asset inventory and providing their asset inventory information related to the Better at Home Basket of Services.

With Gratitude

Successful community development processes are the result of the commitment and collaboration of many. Thanks to the many North Shore senior *volunteers*, service providers, interpreters & translators, table facilitators, greeters & hosts, volunteer drivers, business leaders and other professionals and residents for their dedication and passion in ensuring diverse North Shore seniors' voices are heard:

Jennifer Abbott, Khodarahm Bakhshandeh, Barb Brett, Bunny Brown, Tom Carney, Sue Chalmers, Joanne Cooper, Mohammed Eslami, Farideh Fard, Samira Fathee, Alan Furniss, Lara Gilbertson, Lorna Goodwin, Manijeh Habashi, Judith Harrington, Avissa Izadi, Clarie Kerruish, Mahin Khodabandeh, Raye Lee, Mary Lo, Glenys MacMillan, Annie Merrit, Tricia Millman, Majid Moshiri, Pat Newton, Jane Osborne, Faranak Poursina, Parvin Rabii, Ruth Sherwood, Su Townsend, Ildi Venczel, Lori Wall, Jill Williams, Eliza Wong

Thanks also to Christien Kaiij, Eirikka Brandson and Debbie Sharp from the United Way of the Lower Mainland for their support and willingness to try a community driven, values based community decision making model.

And to Marcy Cohen from the United Way of the Lower Mainland's Better at Home provincial advisory for assisting with synthesizing and reporting on the findings from the Public Input Meeting in the afternoon agencies meeting on January 25th 2013.

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:

- friendly visiting
- transportation to appointments
- snow shoveling
- light yard work
- simple home repairs
- grocery shopping
- light housekeeping

The North Shore has been identified as a potential Better at Home site. Jessie Sutherland 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 Local Community Development Approach

The community development approach used on the North Shore is a combination of asset based community development, participatory community engagement and collaborative values-based decision-making (also known as participatory democracy). The community engagement approach involved:



- 15 key stakeholder interviews
- 6 seniors focus groups (104 participants)
- 2 consultations on decision making process at North Shore Services to Seniors Coalition meetings (40 to 60 attendees)
- 1 Public input meeting (185 attendees)
- 1 Final Agencies meeting (40 attendees)

2. Community Profile

2.1 Description of local seniors' population

The North Shore consists of three municipalities and 2 First Nations communities. Given the United Way of the Lower Mainland's Better at Home Program has an Aboriginal Strategy that will support Squamish and Tsleil-Waututh First Nations, this report reflects the findings in District of West Vancouver, City of North Vancouver and the District of North Vancouver.

The following are the names of North Shore neighbourhoods: Ambleside, Blueridge, Canyon Heights, Central Lonsdale, Deep Cove, Delbrook, Dollarton, Dundarave, Edgemont/Pemberton, Grand Blvd., Horsehoe Bay – Bowen Island, Lower Capilano, Lower Lonsdale, Lynn Valley, Lynn Valley West, Lynnmour, Moodyville, Mosquito Creek, Norgate, Parkgate, Upper Capilano, Upper Lonsdale, Westlynn.

Neighbourhood hubs include: Edgemont village, Lynn Valley, Lonsdale (Lower, Central, and Upper), Parkgate, Lower Ambleside and Dundarave.

Seniors Action Tables (SATs) are located in: City of North Vancouver, District of North Vancouver – Lower Capilano and Seymour, West Vancouver. SATs are supported by Lionsview Seniors' Planning Society and hosted by a local service agency.

Senior Demographics On the North Shore (Based on 2011 Census data).

Total population on the North Shore: 175,302¹

Total seniors population on the North Shore (65 +): 30,726

Mother Tongues:

English: 140,910

Persian: 10,940

Chinese/Cantonese/ Mandarin: 7,390

Korean: 3,505

“North Shore has higher proportion of seniors over the age of 65 compared to Metro Vancouver.”

North Shore has higher proportion of seniors over the age of 65 compared to Metro Vancouver. 22% of the population of West Vancouver is 65+ / compared to 14.7% for Metro Vancouver.

The North Shore Seniors Serving Agencies

The North Shore is well organized (see list of stakeholder networks below), knowledgeable and collaborative. There have been several recent projects producing excellent reports analyzing and describing the North Shore seniors' population's assets and needs:

- Seniors Today Report (Phase 1 & 2) by Lionsview Seniors' Planning Society.
- Seniors in Communities: Mapping Project Analysis and Recommendations Projects (North Shore Community Resources Society) visit: <http://www.nscr.bc.ca/information/senior.html>
- “Seniors in the City” by the City of North Vancouver visit: <http://www.cnv.org//server.aspx?c=3&i=344>
- Seniors at Housing Risk Participatory Research Project (Hollyburn Family Services & Lionsview Seniors' Planning Society)
- Aging in an Aging Stock: Seniors in Market Rental Housing (Lionsview Seniors' Planning Society)
- Seniors Vulnerability Report: Aging with Dignity – Making it Happen for Everyone by the UWLM: http://www.uwlm.ca/sites/default/files/webfm/Reports%20and%20Resources/uw_2011_seniors_vulnerability_report_Low-Rez_final.pdf

2.2 Summary of Community Assets

2.2.1 List of Key Stakeholder Networks (Seniors)

Non-profit Networks²

- North Shore Services to Seniors Coalition
- Inter-Agency
- Violence Against Women In Relationships
- Homelessness Task Force
- Seniors Action Tables (Lionsview Seniors' Planning Society)
- Community Response Network

Business Networks

- Rotary Club
- Chamber of Commerce
- Neighbourhood Business Associations
- North Shore Seniors Service Providers (consists of 16 small businesses)



2.2.2. List of Community Assets Related to BH Basket of Services

For a comprehensive list of community assets to help keep seniors living independently in their own homes, please refer to The Green Book of North Shore Community Services published by the North Shore Community Resources Society pages 305 to 315. The following offers a summary of community assets related to Better at Home Basket of Services:

² See Appendix A for a list of agencies connected to each network

Transportation

- Seniors Go Bus, see page 311-312 of Green Book (North Vancouver: 604-980-2474; West Vancouver: 604-925-7280)
- HandyDART Bus, see page 329 of Green Book (604-575-6600)
- HandyCard, Translink Accessible Transit Program, lets you travel for a concession on HandyDart transit if you have a disability, see page 329 of the Green Book and page 43 of the Seniors Directory (778-452-2860)
- CNIB, legally blind can travel free on public transit, see Seniors Directory, page 43 (604-431-2121)
- Taxi Savers, see page 320 of the Green Book (778-452-2860)
- Seymour Access Bus (Fridays to Lynn Valley Centre) – 604-983-6354
- Translink Annual Bus Pass Program (disabled) - \$45
- Buses from community organizations, most trips are outings that vary from week to week (eg. NSNH/JBCC; Parkgate, West Vancouver Seniors Activity Centre, Silver Harbour, Capilano Community Services – Seniors Hub)
- Capilano Community Services – Hub Bus (Doris) – 604-988-7115
 - IGA on Esplanade – Tuesdays
 - Park Royal Shuttle (Lower Capilano) – Fridays
 - Thrifty Foods on Marine Drive (Lower Capilano) – Fridays
 - Capilano Mall (walk & shop) – Mondays & Wednesdays
- Annual Bus Pass through Ministry of Social Development for a reduced cost, see page 327 of the Green Book (1-866-866-0800)
- SPARC BC - Parking permit program for people with disabilities, see page 328 of the Green Book (604-718-7744)
- Translink, North Vancouver Transit (604-953-3333)
- West Vancouver Blue Bus (604-985-7777)
- Driving Miss Daisy, the North & West Vancouver franchise (604-767-4030)
- Better Environmentally Sound Transportation (604.669.2860)
- North Shore Neighbourhood House Medical Rides Program, a recent collaboration with Vancouver Coastal Health is under development.

Volunteer Drivers (see Seniors Directory page 45)

- Cancer Society, transportation to treatment appointments (604-904-2361)
- Capilano Community Services, accompanied transportation to medical appointments (604-988-7115)
- Special Services to Seniors, transportation to medical, dental or business appointments for frail West Vancouver seniors (604-925-7281)

Friendly Visiting

- North Shore Volunteers for Seniors (West and North Vancouver)
- Capilano Community Services Society (604-988-7115)
- (Note: North Shore Neighbourhood House provides seniors peer support which includes regular visits by trained volunteers: Seniors Services Society in West Vancouver provides telephone support)
- See Appendix A for a comprehensive list of Private Home support services that will be forthcoming in the updated Green Book produced by North Shore Community Resource Society

Grocery Shopping

- Lynn Valley Mall Shopping Program (see Transportation – Seymour Access Bus)
- Shopping with Doris (provides lunch and socializes) (see Transportation – Capilano Community Services – Hub Bus (Doris))
- North Vancouver Delivery : Queensdale Market (604-987-6644); Marketplace IGA (604-985-4431); Thrifty Foods Sendial Program (1-800-667-8280)
- North Shore Delivery: Stong's Express (604-630-3154); Dairyland Home Services (604-421-4663); Shopping 4 Neighbours (604-990-9026)
- West Vancouver Delivery: Marketplace IGA (604-913-3056)

Meals

Although the Better at Home Program does not offer meal preparation services, these meal options are helpful to know about:

- North Shore Meals on Wheels Society, see page 183 of the Green Book (604-922-3414)
- Twin Towers / Anavets (Lunch / evening meal programs)
- Private Meal Services:
 - Better Meals (604-299-1877)
 - Casaling Food Service (604-435-1994)
 - Critics Choice (604-980-8516)
 - Taste of Energy (604-202-8639)

Hot Meals in the Community

- Salvation Army Meal program, Eat Well Do Good Cuisine, includes free delivery (604-988-7225)
- North Shore Diners Club – Congregate Meals Program, VCH, see page 309 of the Green Book for a list of the 4 locations (604-904-6483)
- Lunch programs (Silver Harbour, North Shore Neighbourhood House / John Braithwaite Community Centre, North Shore Volunteers for Seniors,

North Lonsdale United Church, Parkgate Community Centre, St. Andrews United Church, West Vancouver Seniors Activity Centre)

Simple Home Repairs

- Senior Citizens repair services – low cost and minor repairs based in Burnaby (604-529-1100)

Snow Shoveling and / or Yard Work

- Seniors say it is hard to find contractors for just shoveling a walk. The States have “adopt a street program”; Richmond has volunteer “snow angels”.
- Private Companies (listed in the upcoming Green Book to be published in February 2013; Note these companies have not been vetted for quality assurance):
 - North Van Landscaping: 778-340-5296 Average driveway approximately \$40-15% discount for seniors
 - Jim’s Mowing: 604-310-5467
 - Bloomingfield’s Snow removal (Brian): 604-802-5272 \$40/hr per worker
 - West Coast Home Services: 604-984-4147 \$115 first hour, \$45-\$65/hour after that

Light Housekeeping

- Currently North Shore seniors can find cleaning services by looking at listings in the Yellow Pages for “House Cleaning” or in classified advertisements at the back of the North Shore News.

Other Assets Compiled During Stakeholder Interviews and Seniors Focus Groups

Community organizations that seniors attended and reported finding quality programs and services include: Libraries, Mount Seymour United Thrift Store, Seniors Hub, Silver Harbour, North Shore Multicultural Society, North Shore Family Services, Human Resources Service, North Shore Health Service, North Shore Neighbourhood House / John Braithwaite Community Centre, North Shore Community Resources Society, West Vancouver Seniors Activity Centre (keeping connected program, shuttle bus), Parkgate Community Services, North Shore Volunteers for Seniors, Community centres, recreation centres, churches, lunch programs and bus outings, Connect Programs

Private Companies mentioned in stakeholder interviews: HomeCare West, Daughter for a Day, Living Well and Royalty Home Health Care Services Inc.

Private companies attending the final public input meeting offering services related to Better at Home's basket of services:

1. Daughter For A Day
Elizabeth Shewchuk
www.daughterforaday.ca
Elizabeth@daughterforaday.ca / 778-990-8315
Offers all of the Better at Home Basket of Services: Transportation to Appointments, Housekeeping, Grocery Shopping, Friendly Visiting, Home Repair, Yard Work, Snow Shoveling (Handy Services)
2. Bayshore Home Health
Ian Hand
www.bayshore.ca / 778-772-8730
Offers all of the Better at Home Basket of Services: Transportation to Appointments, Housekeeping, Grocery Shopping, Friendly Visiting, Home Repair, Yard Work, Snow Shoveling
3. West Coast Care On Call
Anne Marie Denley
www.westcoastcareoncall.ca
AnneMarie@telus.net / 604.715.2613
Offers all of the Better at Home Basket of Services: Transportation to Appointments, Housekeeping, Grocery Shopping, Friendly Visiting, Home Repair, Yard Work, Snow Shoveling
4. Nurse Next Door
Elizabeth Rose
www.nursenextdoor.com
erose@nursenextdoornorthshore.com / 604.961.5533
Offers 4 services from the Better at Home Basket of Services: Transportation to Appointments, Housekeeping, Grocery Shopping, Friendly Visiting.
5. Proof of Care Health at Home
Tracy Sacre, RN
www.proofofcare.com
tracy@proofofcare.com / 604.986.2273
Offers 4 services from the Better at Home Basket of Services: Transportation to Appointments, Housekeeping, Grocery Shopping, Friendly Visiting.

6. Home Instead Senior Care
Aleksandra Sopow
www.homeinstead.com
Aleksandra.sopow@homeinstead.com / 604.724.4729
Offers all of the Better at Home Basket of Services: Transportation to Appointments, Housekeeping, Grocery Shopping, Friendly Visiting, Home Repair, Yard Work, Snow Shoveling

7. Hear at Home Mobile Clinic Ltd.
Jennifer Abbott
www.hearathome.com
Jennifer@hearathome.com / 778.840.7203
Does not offer services from the Better at Home basket of services but offers a mobile hearing clinic (testing, aids, follow up)

8. Premier Mobility and Health Products
Mark Senner
www.premiermobility.ca
mark@premiermobility.ca / 778.847.5558
Offers Home Repair and upgrading for mobility / safety

See Appendix B for additional community assets named by seniors and stakeholders as well as North Shore Community Resources Society listings of private companies offering Home Support Services in their upcoming edition of the Green Book.

2.3 Seniors needs related to non-medical home support services

Considerable work on the North Shore was already completed with regards to identifying seniors priority needs in creating an age-friendly community. For example the Seniors' Today project identified needs and organized Seniors Action Tables in four geographic regions on the North Shore. The local Better at Home program's community development process built on this work to determine seniors needs related to non-medical home support through 6 Focus group sessions (104 participants) and one public input meeting (185 participants).

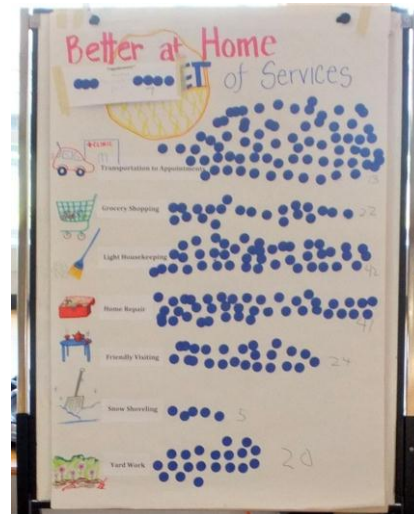
- 6 North Shore seniors Focus Groups were convened with North Shore seniors at:
- West Vancouver Seniors Activity Centre, SAT³ on November 16th 2012 (14 participants)
 - City of North Vancouver Library, SAT on December 11th 2012 (15

³ SAT is the acronym for Lionsview Seniors Planning Society Seniors Action Table. There are four SATs on the North Shore representing diverse geographic locations.

- participants)
 - Capilano Community Services, SAT on December 13th (15 participants)
 - Parkgate Community Centre, SAT on December 4th 2012 (12 participants)
 - Woodcroft (Seniors from the Iranian community) on December 18th 2012 (42 participants)
 - John Braithwaite Community Centre (NSNH Seniors from the Chinese community) on December 17th 2012 (6 participants)

During the Focus Groups, seniors prioritized services within the Better at Home basket of services options:

1. Transportation
2. Grocery Shopping
3. Housekeeping
4. Home repairs
5. Friendly Visiting
6. Yard work & snow shoveling



During the focus groups seniors were tasked to invite more seniors to the public input session where the final decisions would be made about prioritizing the Basket of Services for the North Shore. During the public input meeting, each senior received 2 dots and placed them next to the basket of services that were their priority.

The Public Input Meeting Results are:

Basket of Services	Votes
1. Transportation	73 dots
2. Light Housekeeping	42 dots
3. Home Repair	41 dots
4. Friendly Visiting	24 dots
5. Grocery Shopping	22 dots
6. Yard Work	20 dots
7. Snow Shoveling	5 dots

Priority Services Identified that are not in BH Basket of Services

- Some Farsi speaking seniors added an extra category “translators” and 7 dots were next to this category. The critical issue of non-English speaking seniors needing translation came up repeatedly in focus groups, during the public input meeting and with several follow up emails from the Chinese and Farsi speaking seniors’ communities.
- In focus groups and in the public input meeting, some seniors identified pet care as an essential service, particularly during times of illness or hospitalization.
- Meal preparation was an important service seniors identified as a gap in the Basket of Services provided.
- Recycling TVs and other large items was identified as a gap in the public input meeting.

While there is a slight difference between the priorities identified in the focus groups and the public input meeting, this may be because North Shore seniors would like transportation to include outings to social activities and shopping (see below for more details). Consequently grocery shopping votes may have been combined with transportation for some seniors.

Business Sector Identifies Loneliness as a Priority For Seniors

During the Public Input Meeting there was a small group discussion amongst business leaders who serve North Shore seniors through providing seniors care and support services. They identified loneliness, meal preparation, getting to appointments and home repairs as priorities they see with their clientele. They reported that loneliness and home repairs are the top 2 needs they observe with the seniors they serve. They also reported that many seniors are in denial that they need help.

“Business Sector identifies loneliness as a priority for seniors.”

Seniors identified the following burning issues connected to each Better at Home basket of services during the focus groups and public input meeting:

Burning Issue #1: INFORMATION & GUIDANCE

Examples:

1. Seniors don’t know what services, programs and contractors are available and who to trust. This is especially difficult for non-English speaking seniors.

Need: Seniors need to know about services and how to navigate the system in English, Farsi, Mandarin, Cantonese, Korean, and Tagalog. Need a list of services for the North Shore in all languages

Burning Issue #2: AVAILABILITY

Examples:

1. Timing of Transportation
 - Closures on weekends and holidays (shuttle buses).
 - Wait times with HandyDart.
2. Publicly run bus system in Parkgate is complex and challenging.

Need:

- More flexible transportation and individual schedules (not just where there are crowds and it is noisy, which can sometimes cause anxiety for those with hearing impairment).
- Transportation for social activities on week nights and weekends.
- Door to door service.

Burning Issue #3: AFFORDABILITY

Examples:

1. Home support service fees are too high.
2. Housing – rent increasing and not enough assisted living which impacts everything.

Need: Affordable, low cost services and housing options.



Burning Issue #4: RELIABILITY & SAFETY

Examples:

1. Overbilling & things going missing (housekeeping services). Number one fear is contractors will take advantage of seniors
2. Volunteers and contractors sometimes don't follow through.
3. Bullying in congregate housing.

Need:

- Honest housekeeping and safe, reliable home repairs that require criminal record checks and supervision.
- A system where if a volunteer or contractor cancels there is a back up replacement.

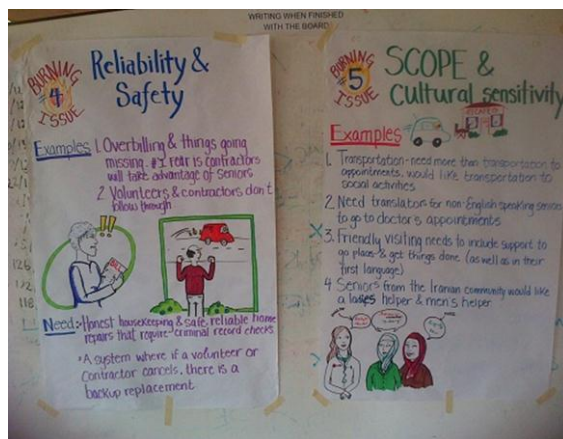
Burning Issue #5: SCOPE

Examples:

1. Transportation – need more than transportation to appointments, would like transportation to social activities.
2. Transportation to places outside the North Shore (eg. to daughter in Langley, to doctor's appointment in Vancouver, to board meeting in downtown Vancouver)
3. Transportation to provincial elections.
4. Friendly visiting needs to include support to go places and get things done (eg. bookstore) and in their first language.
5. Grocery shopping - need to see produce and labels so need help to go shopping.

Need:

- Increase scope of transportation to include social activities (including week nights, weekends and holidays).
- Extend transportation to include locations outside of the North Shore.
- Ensure transportation to provincial elects.
- Increase scope of Friendly Visiting to include going places and getting things done.
- Ensure friendly visiting is available in seniors' first language.
- Grocery Shopping needs to include making lists, carrying groceries and unpacking.



Burning Issue #6: CULTURAL ACCESSIBILITY

1. Seniors from the Iranian community would like ladies’ helper and men’s helper.
2. Need translators for non-English speaking seniors to go to doctor’s appointments.
3. Need Persian grocery delivery programs.

Need:

- Include translators in visits to doctor’s appointments for non-English speaking seniors.
- Ensure friendly visiting in seniors’ first language.
- Identify cultural needs – for example in the seniors from the Iranian community reported their home support needs are gender related and they would like a ladies helper for women and a men’s helper for men.
- Contract with Persian super markets to deliver groceries with special orders.

Burning Issue #7: SUSTAINABILITY

1. Seniors want the Better at Home program to be sustainable.

Need:

- During one focus group seniors identified the need for the lead agency to prioritize finding matching funds.

Seniors identified what they mean by each service and how it can work

Seniors identified what they mean by each service in the Better at Home Basket of Service options (see table below). In addition a suggestion at the Public Input Meeting was to liaise with Kitsilano Neighbourhood House regarding their Student Helpers Program (one could be created on the North Shore with students from Capilano University).

Transportation	<ul style="list-style-type: none"> - To medical appointments, social activities, including places outside the North Shore, during the week, on week-nights, weekends and holidays. - Door to door service as well as one on one drivers for individual needs. - Would like bus outings with groups of seniors. Bus picks up group of seniors (door to door) for outings. - Drivers who can translate for non-English speaking seniors. - Bilingual companions for non-English speaking seniors. - Extend Go Bus to more days of the week.
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	<ul style="list-style-type: none"> - Extend to outside of North Shore. - Ensure drivers for provincial elections. - Taxi tickets for a yearly amount. - Insurance for drivers (specific insurance was not indicated).
Grocery Shopping	<ul style="list-style-type: none"> - Need to see label to order, need to know produce will be fresh; prefer shopping ourselves, need help carrying basket & bags and getting groceries into our home and packed away. - Need bilingual and bi-cultural companion for non-English speaking seniors. - Need Persian grocery delivery program.
Light Housekeeping	<ul style="list-style-type: none"> - Dust, vacuum, clean bathroom, change linens & bedding, take garbage out, do laundry, water plants, clean windows, clean fridge & defrost, clean stove, clean floors, carpet cleaning, kitchen clean up, tidying, & lifting bedding. - Need honest housekeeping that does not overbill and where jewelry and other items don't go missing.
Home Repair	<ul style="list-style-type: none"> - Light bulbs, clean eve troughs, small fix its, replace washers, fix doors, replace windows, roof cleaning, cutters, 'ladder work', install hand holds and safety devices, furnace filters & heating system, dishwasher & appliances, replace battery in alarms, change washer on tap, electrical, furnace cleaning, changing blinds, change light bulbs. - Need affordable plumbing. - Worksafe for volunteers / insurance. - Liaise with South Granville Seniors Centre (604.732.0812) – they have a senior citizens' repair service (604.529.1100) made up of retired and semi-retired tradespeople. *** Need reliable, qualified and trustworthy people***
Friendly Visits	<ul style="list-style-type: none"> - Need support to go out and socialize, go for walks, accompany to seniors programs. - A friendly visitor should be an "assistant" to identify isolated seniors, men in particular, draw people out, bring a group together. - Need emotional support more than friendly visit (peer support). - Need availability to include evenings especially in winter. - Consider match suited to beliefs, values, and cultural needs

	<ul style="list-style-type: none"> - Ensure friendly visits do not prolong isolation. - Seniors need to get out. - Need friendly visiting in first language of the senior.
Yard Work	<ul style="list-style-type: none"> - Sweep drive, salting, watering, weeding, raking leaves, pruning, cutting lawn, get garbage to the road, clear storm waste & tree debris, gutters, big pruning, ladder work.
Snow Shoveling	<ul style="list-style-type: none"> - Home owners only.

Seniors Express Why These Services Are Important

“Transportation helps us remain social, helps us get out and enables us to shop in many stores. It keeps us independent; we can choose our own groceries.”

“Transportation helps us stay involved and free to do for ourselves what we need.”

“Cleaning is absolutely vital, it changes someone’s life.”

“Transportation helps us stay involved and free to do for ourselves what we need.”

“Shopping can be a social activity.”

“Seniors sell their homes because they do not have help with yard work.”

Seniors Identify Criteria For Choosing A Lead Organization

During focus groups, seniors were asked to identify the criteria necessary for choosing a lead organization to deliver the Better at Home Program on the North Shore. The criteria were summarized into two categories: Who the Lead Organization Is: and What the Lead Organization Does:

Who the Lead Organization Is:

Location

Serves North shore wide
 Accessible Location: Bus Access, good parking

Reputation / Profile

Everyone knows about organization

Well respected in community

Visible and well known - not just to English speakers
 Has good ratings / performance reviews / reputation
 Not For Profit

Capacity

Client Base - offers good services to seniors / Breadth of experience with seniors/
Understanding needs of community / Have respectful relationship with seniors
Established volunteer program already
Experience with public relations and getting word out
Good track record with funders (level of trust-other funders/need matching fund
Knowledge of the community & individual needs

How the Lead Organization works:

Client Friendly & Multicultural

Someone answers phone (not press #1, 2, etc.)
No more than 2 phone calls to get what you need
Multicultural - languages & approaches
Ethnically Viable – can deliver services across North Shore cultural communities
Non-discriminatory to non-English speakers.
Aware and sensitive to emotional and cultural differences
Familiar with Iranian culture, language and seniors needs
Operate minimum of 5 days / week
Ability to increase capacity in peer support, including services for multilingual communities
Reliable service providers
Understands what it means to be respectful to seniors (eg. if promise to do something, do it)
Honest / Patient / respectful to seniors
Hear and respect seniors voices
Involve seniors in running the organization

Collaborative

Works with local partnerships
Well linked to North Shore Community Resource Society – seniors' one stop
Reaching out, partnering with other organizations
Coordinate services, not duplicate

Innovative

Forward Thinking
Not stale
Short on bureaucracy
Open to change

*The Lead Organization must:
Understand what it means to be respectful to seniors.*

Trustworthy, Fair & Accountable

Good processes (paid or volunteer – has to be trustworthy)

Processes must be accountable. For example if a senior is referred somewhere there needs to be a process to check back to make sure the problem has been solved. Important rigorous process about bonding and criminal checks
Really good complaint process and client focused client feedback annually or bi-annually (confidential for seniors won't fear being blacklisted)

2.4 Suggested opportunities for service integration/coordination

Stakeholders were asked for their ideas for service integration and coordination:

- The Lead Organization coordinates assessment of what a senior needs and finds the best options and deals.
- Critical that Better at Home services do not duplicate current services on the North Shore.
- Make a matrix for transportation of what is already being offered on the North Shore and identify gaps to ensure a diversity in hours/routes /days.
- Have an evaluation of current transportation services on the North Shore whereby each agency identifies from the evaluations what they are able to improve. The areas they can't improve become what the Better at Home transportation service offers.
- Coordinate with the local Health Authority to avoid duplication and confusion.
- Include friendly visiting, information and referral, outreach and encouragement in each service (eg. transportation, grocery shopping, housecleaning, home repair, yard work, snow shoveling).

Seniors and Stakeholders Identified the Following Models that may be useful for the North Shore Better at Home Program:

- Veteran Affairs was identified by seniors as running an excellent home support program.
- Capilano Community Services was identified as a model for how to run a supportive transportation service (see recommended next steps).
- Snow angels in Richmond – neighbourhood volunteers.
- Adopt a Street (U.S).
- Neighbourhood based seniors watch program to look out for patters of self neglect and early intervention.
- Kitsilano Neighbourhood House's Student Helper Program.

During focus groups seniors emphasized the importance of their relationships with their local service provider. The relationship is important and do not want to become an anonymous senior. This speaks to the importance of service integration and coordination so seniors can maintain their relationships to neighbourhood service providers.

3. Community Readiness

3.1 Explanation of community readiness that reflects community consultations and meetings (ie. Existing infrastructure, volunteer base, willingness)

The North Shore is a well organized, knowledgeable and collaborative community who want to see the local Better at Home program be a success. There have been several recent community based research to identify needs and assets; notably the recent Seniors Today Project, Seniors in Community Project and Seniors at Housing Risk Participatory Research project. The North Shore is now ready to move into action. Better at Home provides that opportunity.

There is a large volunteer base on the North Shore and many of the services are already available with the associated infrastructures to make Better at Home a success.

“...the North Shore is willing, committed and has the infrastructure, networks, services and volunteer base to make it a success.”

See acknowledgement page of this report to get a sense of the enormous amount of collaboration for the community development process for this project. This is a clear indicator that the North Shore is willing, committed and has the infrastructure, networks, services and volunteer base to make it a success.

3.2 Potential Risks Going Forward

1. Sustainability – should there be no funding after 3 years, the Better at Home program would have raised expectation amongst seniors and agency providers, followed by great disappointment and loss.
2. Ensuring Elder Privacy, Respect & Safety - The Better at Home Basket Program offers greatly needed services to seniors. The program also opens the potential for problems with reliability, honesty, and trustworthiness of volunteers and contractors.
3. Relationship With Health Authorities - Lack of coordination with the Health Authorities and their home support program could result in many seniors feeling frustrated and lacking an understanding of the difference between the systems and the way in which to navigate and access their local Health Authority’s home care programs.
4. Diversity – Following the North Shore community development process seniors from the Iranian and Chinese communities have expressed great appreciation for being included and report an increased sense of belonging. Lack of supports and services to serve non-English speaking

seniors will lead to great disappointment following this successful engagement of seniors from the Chinese and Iranian North Shore communities.

5. Non-Profit – Business Collaboration – Established relationships between business and non-profit agencies on the North shore have the potential to limit innovative new collaborations. There are several small businesses on the North Shore who offer home support services and many have indicated a desire to work collaboratively with the lead agency. There is an opportunity to develop innovative non-profit – business collaboration and fair bidding processes.
6. Duplication of Services - Lack of coordination amongst North Shore transportation (and other) service providers could lead to duplication of services and competition over clients.

4. Local Better at Home Program Details

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

North Shore seniors prioritized the Basket of Services in the following order:

1. Transportation
2. Light Housekeeping
3. Home Repair
4. Friendly Visiting
5. Grocery Shopping
6. Yard Work
7. Snow Shoveling

The process for coming to this result, how seniors define each service and the Burning Issues Related each service are described earlier in this document.

4.2 Proposed Lead Agency

North Shore Community Resources Society will be the lead agency for the Better at Home Program on the North Shore. NSCRS proposes to work in partnership with North Shore Neighbourhood House and other partners to provide transportation services.

Identification of the Lead Organization involved coming to a consensus with seniors' serving non-profit agencies on a values based decision-making model proposed by the North Shore community developer (Jessie Sutherland). Seniors identified the criteria for a lead organization and prioritized the basket of services. Potential lead

organizations met to discuss who would make the best home for the Better at Home program based on seniors' priorities and criteria.

During the final agencies meeting, stakeholders discussed ways to ensure services are not duplicated on the North Shore. See earlier section of this report "Suggested services integration / coordination".

5. Recommendations and Next Steps

United Way of the Lower Mainland Recommended Next Steps

1. Develop Provincial Community Development Framework

The key strengths of the North Shore community development process were the broad community engagement efforts and the community driven values based decision-making process. Substantial amounts of time were dedicated to address issues as they arose. A provincial community development framework that was rooted in common values/processes would assist future community developers and included orientation and training would assist future community developers to stay consistent with issues that arise in the community.

2. Value People's Time

The current community development budget acts as a dis-incentive to do extensive community engagement work and engage more partners and volunteers. In the case of the North Shore, community agencies and volunteers contributed their skills and resources to make the Better at Home community development process a success. It would be helpful to develop ways to recognize and value community partners and volunteer time through recognition events and re-thinking the current community development budget framework. This requires further discussion and consideration.

3. Encourage Diversity

The current community development time-line and parameters provides a barrier for engaging non-English speaking seniors in the process. Assessing demographics, identifying focus group sites, partnering with interpreters and translators and conducting meaningful focus groups with non-English speaking seniors requires more time and resources than is allocated in the community development timeline and parameters. This requires further discussion and consideration.

4. Involve Health Authorities

Work out partnership in order to establish a relationship between Better at Home and local Home and Community Care staff to ensure more assistance with

information and systems navigation for seniors when they need it. (see Risks Moving Forward earlier in this report).

5. Ensure Trustworthy, Reliable and Honest Staff and Volunteers
In addition to criminal record checks, it will be essential to develop excellent screening, selection and supervising protocols. As well as checks and supervision ensuring strong values around respecting seniors' privacy and confidentiality. Establishing elder abuse prevention protocols and processes at the provincial level and in conjunction with local communities will go a long way in preventing these risks.
6. Build in Sustainability
To achieve long term sustainability, strong advocacy from the local communities is required. The Better at Home provincial advisory can work to ensure sustainability of BH program through building support for sustainability in the communities.
7. Identify Non-Profit – Business Innovations
Research innovative non-profit – business collaborations (including with social enterprises and co-ops) and share these with local BH Lead Organizations.

Lead Organization Recommended Next Steps

1. Avoid Duplication of Services
Decide on process to determine partnerships for the delivery of Better at Home transportation and other services. Ideas from final stakeholder meetings include: matrix of services already offered, evaluation of current services, gap identification, partnership agreements. To date the following agencies have offered to collaborate:
 - North Shore Neighbourhood House has offered to provide transportation for medical appointments, grocery shopping, socialization, and connections to programs and services using their one to one volunteer drivers for medical appointments and their bus for the other transportation related services.
 - As administrator of the Seniors Go Bus service, Silver Harbour has offered to evaluate their bus and to improve the top three areas identified. They are encouraging other transportation providers (e.g. shuttles, shopping/activity programs, rides programs) to do the same and they suggest the remaining issues be a gap that can be filled by Better at Home transportation for the North Shore.

- Capilano Community Services Society has offered to include seniors calling the Better at Home program for transportation in their area. Their catchment includes the Upper and Lower Areas of North Vancouver. Capilano Community Services Seniors Hub Program offers a variety of outreach programs for seniors. Day trips are scheduled weekly with grocery and mall transportation. One to one volunteer drivers will assist seniors with medical appointments (parking costs must be paid by senior). Please call for a list of our programs. Seniors are asked to register and will be added to the programs of their interest. There is no charge for programs but donations are greatly appreciated to keep the programs operating. Please contact Caprice Kolar caprice@capservices.ca or 604 988 7115 to register seniors.
 - West Vancouver Seniors Activity Centre is willing to work together to modify their shuttle bus route to make it more user friendly across the North Shore, within the budget in place. They do not want to duplicate service or compete with others. They suggest working together with the Go Bus and other service providers. They recommend bringing together the current providers of transportation to work together to improve transportation or seniors across the North Shore.
 - B.E.S.T. through the Seniors Transportation Access and Resources (STAR) initiative is interested in working with lead agencies to support transportation solutions for areas not covered by current seniors transportation buses. These solutions would involve BEST STAR provision of software, planning support and possible administration (if desired) to the lead agencies, who would provide the actual rides and services, in most cases.
2. Ensure Cultural Accessibility
Prioritize recruiting bi-cultural and bilingual volunteers, including interpreters and translators, for non-English speaking seniors.
 3. Ensure quality control
Create a complaint assessment and quality improvement process that empowers the clients and improves the service.
 4. Innovate with Business
Develop a fair bidding process for small businesses to sub contract some BH services will assist in achieving the goal of innovative non-profit – business collaboration.

5. Strengthen Relationship with Local Health Authority
Work with the United Way of the Lower Mainland and the local Health Authority home care program on how seniors can access and navigate their services and how both programs can work together to avoid gaps and duplication.
6. Work Toward Sustainability
Task North Shore Better at Home local advisory community to consider options for creative ways to ensure on-going sustainability.
7. Ensure Trustworthy, Reliable and Honest Staff and Volunteers
See recommendation for this topic under United Way of the Lower Mainland recommendations.
8. Integrate Services
Consider integrating friendly visiting and information & referral into every Better at Home service.

Seniors Recommended Next Steps

1. Continue to apply the values and criteria they chose to select a lead agency to assess the delivery of the Better at Home program on the North Shore. Find ways to be involved in the performance review, quality improvement, and assessment and evaluation process of the Better at Home program on the North Shore.

I encourage the United Way of the Lower Mainland, seniors, the Lead Organization and their partners to consider the value of this decision-making and community engagement model and how it can be applied to other areas.



APPENDICES

A. Summary Invitees and Attendees from consultations.

Key Stakeholder Interviews

Confidential

Focus Groups (104 participants in total)

- 4 Seniors Action Tables: West Vancouver, City of North Vancouver, District of North Vancouver (Lower Capilano and Seymour).
- Seniors from the Iranian community- Woodcroft.
- Seniors from the Chinese community – North Shore Neighbourhood House.

Public Input Meeting Attendees (185 participants in total) – see attached scanned registration sign in sheets.

- 52 Farsi speaking seniors
- 24 Cantonese & Mandarin speaking seniors
- 80 English speaking seniors (approximately)
- Representatives from the following 31 Agencies (public and private sectors): Lionsview Seniors Planning Society, Seniors Action Tables (4), North Shore Restorative Justice, Peer Support (NSNH), North Shore Community Resources Society, Silver Harbour, BCGEU, West Vancouver Victim Services, West Vancouver Kiwanis, Bayshore Home Health, North Shore Neighbourhood House, Proof of Care, Daughter for a Day, Seniors Voices, Westcoast Care, Special Services, West Vancouver, Vancouver Coastal Health, Blueridge Community Association, Seniors Support, West Vancouver Police Department, Hollyburn Family Services, Hear at Home Mobile, Prudential Sussex Rlty, North Vancouver Public Library, Home Instead Senior Care.

Public Input Consultation Invitees

- 104 participants from each focus group (tasked with outreach for public input meeting)

- Agency Networks (North Shore Services to Seniors Coalition, Inter-Agency, Violence Against Women in Relationships, Homelessness Task Force, CRN)
- Church Networks (bulletin inserts in United, Anglican, Presbyterian and Baptist denominations & poster distribution to churches connected to Seniors Today project)
- Keep Well Society Programs (9 locations)
- Seniors Centres
- Health Authority
- Business Networks (Rotary Club, Hear at Home, Churchill House, the Summerhill, Sunrise, Senior Living, Barb, Kirby (Seniors Advocate), Melinda Schultz (Seniors Advocate), Daughter for a Day, Handy, Granddaughter, Hollyburn House, Royalty Home Care, Bond Senior, Home Care, Inglewood Care Centre, Sepideh Sarrafarpour, Nurse Next Door, Canadian Hard of Hearing Association (NS Chapter), Canada Home Elevator, Living Well Homecare, Heirloom Films, Homecare West, Phyzzio Rehabilitation, We Care Home Care, Dr. Francis Valla, Driving Miss Daisy, Hollyburn House, Home Instead Home Care, Proof of Care Nursing, North Shore CARP chapter, Leanne Woodward (Realtor), Ralph Steibel (realtor), Caring Hand, Boomervine, Transitions, Mollie Nye House, Sustainable Health Supply)
- Article and ad in North Shore News
- Ad in Outlook
- Ad in Iranian publications: Daneshmand, Paivand, Danestaniha, Goonagoon, Shahrvand, and Farhangebc.
- Paper and flyer distribution included: seniors hand out flyers (focus group participants); over 800 printed and distributed extensively to senior residences and handed to individual seniors at community programs with a short presentation about BH)
- MLA office, Jane Thorthwaite emailed invitations to their constituents and to the other three MLA offices (Minister Ralph Sultan, Naomi Yamamoto, Joan McIntyre)
- North Shore Division of Family Practice (Margaret English)
- Libraries
- North Shore Disability Resource Centre
- BCGEU (Louse Hood)

Stakeholder Meeting Attendees

- 40 participants (see scanned sign in sheets)

Stakeholder Meeting Invitees

- All of the attendees at the Public input meeting
- Members of the non-profit and business sectors (see community assets for lists)
- Social planners from the three municipalities on the North Shore

Focus Group Attendees (Seniors)

District of West Vancouver, West Vancouver Seniors Activity Centre (14 participants)

City of North Vancouver, Library (15 participants)

District of North Vancouver (27 participants)

- Seymour, Parkgate Community Services (12 participants)
- Lower Capilano, Capilano Community Services (15 participants)
- Woodcroft, Farsi Speaking Seniors (42 participants)
- North Shore Neighbourhood House, Cantonese & Mandarin Speaking Seniors (6 participants)

B. List of Community Assets both stakeholders and relevant services for seniors

Stakeholder Networks

1. North Shore Services to Seniors Coalition
Alzheimer Society of BC, Capilano Community Services Seniors Hub, Churchill House, City of North Vancouver, District of North Vancouver, District of West Vancouver, Health & Home Care Society of B.C., Hear at Home, Inglewood Lodge, Iranian Seniors Society, Jewish Family Services, John Braithwaite Community Centre, Kiwanis Care Centre, Lionsview Seniors' Planning Society, LINKS, Living Well Home Care Services Inc., Lynn Valley Seniors Association /Molly Nye Centre, Margret Fulton Adult Day Care Centre North and West Vancouver., North Shore Adult Support Network, North Shore Caregivers Support Program, North Shore Community Resources Society, North Shore Keep Well, North Shore Lifeline, North Shore Meals on Wheels, North Shore Multicultural Society, North Shore Neighbourhood House, North Shore Peer Support, North Shore Restorative Justice, North Shore Stroke Recovery, North Shore Volunteers for Seniors, North Vancouver Recreation Commission, North Shore Nurse Next Door, Park Gate Community Services, Royalty Home Care Services, Seniors Connect, Seniors Special Services Society, Silver Harbour Centre, Strictly Prevention, The Summit, United Way of the Lower Mainland, Vancouver Coastal Health, West Vancouver Seniors Activity Centre, West Vancouver United Church
2. North Shore Adult Support Network Community (CRN) (contact person – Jane Osbourne)
WVPD & NV RCMP – General Duty and Victims / Crisis Intervention Services, VCH – Abuse & Neglect Responders / Older Adult Mental Health Team (VCH) & others, NS Disability Resource Center, NS Restorative Justice Society CMHA, Hollyburn Family Services, NSNH – Seniors Peer Support, NSCRS – Caregiver Support Program, NS Women's Centre, NS Volunteers for Seniors, Community Living BC, Inglewood Care Centre Social Worker, Royalty Home Care Services, Lionsview Seniors' Planning Society, NS Multicultural Society, CNV, DWV, DNV, St. Clare & St. Christopher's Churches, Living Well Home Care, Alzheimer's Society
3. Inter-Agency (contact person Elaine Smith, NSCRS)
ACCESS, Alano Club of the North Shore, Alzheimer Society, Ambelside Youth Centre, Avalon Recovery Society, AXCESS, BC Cancer Agency – LACE Campaign, BC CEAS, Big Brothers of Greater Vancouver, Big Sisters of BC Lower Mainland, Canadian Cancer Society, Canadian Mental Health Association, Capilano

- University, Capilano Community Services, Centre for Ability, Cerebral Palsy Association of BC, City of North Vancouver, Community Integration Services Society, Community Living BC, District of North Vancouver, Elizabeth Fry Society, Family Services of the North Shore, Greater Vancouver Community Services, Harvest Project, Highlands United Church, Hollyburn Family Services, Home Care West, Howe Sound Rehabilitation Society, Iranian Educators Society for Families, John Braithwaite Community Centre, Legacy North Shore, Lions Gate Health Care Research, Lionsview Senior's Planning Society, Living Systems, MLAs (Naomi Yamamoto, Jane Ann Thornthwaite, Ralph Sultan), Ministry of Children and Family, Mollie Nye House, Norvan Boys & Girls' Club, NS Connexions, North Shore Community Resources Society, North Shore Crisis Services, North Shore Disability Resource Centre, North Shore Family Justine, North Shore Grief Recovery Program, North Shore Multicultural Society, North Shore Neighbourhood House, North Shore Restorative Justine Society, North Shore Safety Council, North Shore Schizophrenia, North Shore Shelter (Lookout), North Shore Volunteers for Seniors, North Shore Women's Centre, North Vancouver Chamber of Commerce, North Vancouver Recreation Commission, North Shore City Library, Pacific Post Partum Support Services, Parkgate Community Services, RCMP, Salvation Army, Silver Harbour Seniors Activity Centre, Squamish Nation, St. Andrew's United Church, St. John Ambulance, Summerhill Retirement Residence, United Way of the Lower Mainland, Vancouver Community Nest, Vancouver Coastal Health, Vinge & Associates, Westcoast Family Centres Society, West Vancouver Family Place, West Vancouver Memorial Library, West Vancouver Police Department, West Vancouver Seniors' Centre, West Vancouver United Church, WorkBC North Shore Employment Services, YMCA.
4. North Shore Homelessness Task Force (contact person Penny Chester, DNV):
City of North Vancouver, District of North Vancouver, District of West Vancouver, Vancouver Coastal Health, Canadian Mental Health Association, North Shore Salvation Army, Lookout Emergency Aid Society, Hollyburn Family Services Society, Harvest Project, North Shore Crisis Services Society, North Shore Women's Centre, Community Housing Action Coalition, North Shore RCMP, Soroptimist International of North & West Vancouver, North Vancouver Recreation Commission, John Braithwaite Community Centre, North Shore Neighbourhood House, Regional Steering Committee on Homelessness, Lionsview Seniors' Planning Society, North Vancouver RCMP, The Ministry of Social Development North Vancouver office.
5. Violence Against Women In Relationships
North Shore Family Court and Youth Justice Committee, North Shore Crisis Services Society, Family Services of the North Shore, Hollyburn Family Services,

North Vancouver RCMP, North Vancouver Crisis Intervention, West Vancouver Police, West Vancouver Victim Services, North Shore/Squamish Community Corrections, Tseil-Waututh Nation, Squamish Nation, Vancouver and Lower Mainland Multicultural Family Support Services, Association of BC Community Response Networks, BC Ministry of Children and Family Development, North Shore Women's Centre, North Shore Multicultural Society, North Shore Community Resources, North Shore Disability Resource Centre, Elizabeth Fry Society, North Shore Family Justice Centre, North Shore Legal Aid, District of North Vancouver.

Additional Community Assets – identified by seniors:

During focus groups and in the final public consultation seniors identified the following additional community assets on the North Shore:

- Seniors centres
- Library personal delivery program and outreach service
- Elder College
- Volunteer opportunities
- Lunch and learning programs
- Entertainment programs, safety advice by firefighters,
- Thrift Stores
- Keep Well programs,
- Short trips around the though various agencies,
- Vancouver Coastal Health respite care
- Availability of disability parking
- Elderpost.ca – a “craigslist” for seniors – post info for seniors on the North Shore.
- Senior Peer Counselling (North Vancouver): 604.987.8138
- North Vancouver’s Newcomers Association: hmgrue@telus.net
- West Vancouver’s Newcomers Club
- Property Tax Deferral Program: 604.660.2421 / www.sbr.gov.bc.ca/individuals/property-taxes/property_tax_deferment/about.htm
- Lower Mainland Grief Recovery Society: 604.696.1060
- Eye Deal, Support Group for People with Low Vision: 604.922.7013
- Jewish Seniors Alliance of Greater Vancouver: 604.732.1555
- Life Labs (computer appointments are accepted) otherwise you must line up to get an appointment. Seniors who are not tech savvy need support to make appointments or shop on the internet.
- Salvation Army – food
- Nurses line

- Legal services through Silver Harbour
- North Shore Volunteer Bureau
- Massages by students from Massage schools

C. Private Home Support Services on the North Shore

To complement the asset inventory of privately owned home support services on the North Shore compiled during the Better at Home community development process, the North Shore Community Resource Society has provided the following list of privately run home support services that will appear in their upcoming revised Green Book of North Shore community agencies and services:

NSCRS notes that each private home care company uses its own criteria to set fee schedules and there are differences in how these charges are applied. Consultation with any agency will be required to reach a final cost estimate.

Service Provider	Services	Contact
Ace Personnel Domestic Services 521 W. 57 th Avenue Vancouver, BC V6P 1R8	Homemakers; companions; personal care and live-ins.	604 321 2778 www.acepersonnel.ca
All Nursing Home Health Services #200-4170 Still Creek Drive Burnaby, BC, V5C 6C6	Companion, Home Help, Personal Care; LPNs; RNs;Live-in.	604 488 9323 www.allnursing.ca
Angels at Home Support Services for Seniors	Personal Care; housekeeping; live- in Care Aids; RNs; LPNs.	604 732 5422 www.angelsathome.ca
Bayshore Home Health 1843 W.Broadway, Vancouver, BC, V6J 1Y5	Companion; transportation; Home Help; Personal Care Live-in; RNs & LPNs	604 984 8406 604 873 2545 www.bayshore.ca
BC Senior Services	Home support & Attendant Care; Emotional Care to seniors in care.	604 616 8401 www.bcseniorservices.ca
B – I - Well Family Doctor for Elders (Dr. Kathleen Bell-Irving)	Primary-care medicine for seniors at home. A team of physician, nurse & social worker for seniors who may be best cared for with in- home visits. Monthly fee	604 904 7507
Canadian In-Home Care Assistance 852 Seymour St., Van., V6B 3L6	Personal care, companionship, home support & live-in caregivers; dementia care; mani/ pedicures.	604 440 3331 www.canadianinhomecare.ca
Classic Lifecare 1550 – 1200 West 73 rd Avenue Vancouver, BC V6P 6G5	Home Help & Personal Care; Live- ins	604 926 3344 www.classiccaregivers.com

Comfort Keepers 1801 Welch Street, Unit 206 North Vancouver, BC V7P 1B7	24/7 call answer & free in-home assessments. Interactive care, companionship & personal care	604 998 8806 www.comfortkeepers.ca
Daughter for a Day	Companionship, meal prep; house-keeping; accompaniment to appointments, personal care, post surgery, over-night care	778 990 8315 www.daughterforaday.ca
Helping Hands 333 Brooksbank Avenue, North Vancouver, BC V7J 3V8	RNs, LPNs, certified Care Aides & live-in staff	604 781 4784
Hollyburn Family Services #210 - 255 West 1 st Street North Vancouver, BC V7M 3G8	Companions; Home Help and Personal Care	604 -987-8211 www.hollyburn.ca
Home Care Assistance 1861 Marine Drive West Vancouver, BC, V7V 1J7	Personal Care, transportation to doctors' appts., errands, meal prep., house cleaning, laundry, companionship	778-279-3634 www.HomeCareAssistance.com
Homecare West P.O.Box 91097 West Vancouver, BC, V7V 3N3	Home care assistants, companions, live-ins, housecleaning, errands, shopping etc.	778-279-3634 www.homecarewest.com
Home Sweet Home Care	Companionship; Home Help; Personal Care & 24 hr. Care	604 724 4811 (N.Shore) 604 883 2083 (Sunshine Coast) www.homesweethomecare.ca
Independent Quality Home Care #720 - 999 West Broadway Vancouver, BC V5Z 1K5	Companion; Home Help; Personal Care; Live-in Care	604 725 9014 www.ighomecare.com
Karp Home Care	In home care services: personal care, housekeeping, transportation & companionship.	604 420 7800 www.karphomecare.com
Lions Gate Integral Health Centre (Dr. Annette McCall) 503 – 145 E. 15 th St., NV, V7L 2P7	Family Physician and a team of health care professionals provide care for housebound individuals	604 985 8558 www.lionsgatehealth.ca
Living Well Home Care 1577 Pemberton Avenue North Vancouver, V7P 2S3	Home Support, Personal Care, Companionship & accompaniment on outings; specialized & live-in care: home modifications	604 904 2397 www.livingwellhomecare.ca
Loving Home Care Services #7 – 636 Clyde Avenue West Vancouver, V7P 1A1	Companion, Home Help, Rehabilitation, Nursing, Personal Care, Complex & Palliative care	Tel: 604 926 8403 Cell: 604 227-3749 www.lovinghomecareservices.ca

Nurse Next Door 901 West 3 rd Street North Vancouver, BC V7P 3P9	Companion, Personal Care, RNs, LPNs, Live-in caregivers; Transportation.	604 961 5533 www.nursenextdoor.com
P3 Wellness Ltd. 1000 – 355 Burrard Street Vancouver, V6C 2G8	Home support & companionship; homemaking; housekeeping; personal care; transportation.	604-681-6641 www.p3wellness.com
Plum Living Home Health Care Services 1502 Comox Street, Van, V6G 1P2	Provides <i>outstanding</i> and unprecedented enhanced living services.	604 789 8725 www.plumlivinghealth.com
Retire-At-Home #22 – 1089 W. Broadway Vancouver, V6H 1E5	Professionally managed Health Care in your home.	604 604 322 4663 www.retireathome.com
Proof of Care Health at Home 149-1233 Lynn Valley Rd North Vancouver V7J 0A1	Nursing, personal & companion care at home or in assisted living/long term care.	604 986 2273 www.proofofcare.com
Royal Duchess Elder Care/ Home Instead Senior Care #201 - 2232 Marine Drive West Vancouver, V7V 1K4	Companion Home Help Personal Care	604 210 6632 www.homeinstead.com
Royalty Home Health Care #701-140 E. 14 th Street North Vancouver, BC, V7L 2N3	Companion / Home Help & Personal care; Live-ins; Handyman for existing clients	604 986 6796 www.royaltyhomecare.ca
Safe Care Home Support	Personal care & professional nursing services; foot care; respite, companionship, homemaking & outdoor activities.	604 945 5005 www.safecarehomesupport.ca
Shylo Nursing & Home Healthcare Services Ltd. 1305 St. Georges Ave. North Vancouver, BC V7L 3J2	Companion, homemakers & personal care; live-ins; LPNs and RNs	604 985 6881 www.shylonursing.ca
Tender Helpers Home Care Ltd. Family Support Services	Personal/companion care; transport; meal assist; shopping; housekeeping; at home or hospital	604 312 0798 www.tenderhelpershomecare.com
Annie Varga North Vancouver	Acute care aid graduate - assist with personal care in the home.	Tel: 604 980 1100
We Care Home Health Services 301 – 145 West 15 th Street North Vancouver, BC V7M 1R9	Companion & Personal care; LPNs; RNs & Live-in care	604 980 6350 www.wecare.ca
Brigitte Zerkowitz (Languages: English, German, Spanish, Portuguese, Italian.)	Mature Certified Care Aide; personal care, companionship, transportation, shopping.	604 788 3937

D. Proposed Advisory Committee

During key stakeholder interviews and in seniors' focus group consultations, the following suggestions were made about a North Shore Better at Home Advisory Committee:

* Seniors recommend a democratic process to select advisory committee members.

1. Role of Advisory is to ensure
 - Broadest reach of Better at Home services
 - Seniors most in need of services are prioritized
 - Quality of services meets a good standard (consider having a client run complaints board)
 - Advocacy for public policy

2. Representation on the Advisory
 - Clients / Seniors (see #3 for details)
 - Vancouver Coastal Health to ensure clarity of roles
 - Geographic representation (West Vancouver, City of North Vancouver, District of North Vancouver)
 - North Shore Services to Seniors Coalition
 - Each seniors centre
 - Senior Citizens Special Services
 - Planner from each municipality
 - Community Response Network
 - Volunteers
 - Squamish First Nations
 - Medical profession
 - Transportation sector: translink, handydart
 - Key stakeholder agencies to ensure geographic coverage
 - Lionsview Seniors' Planning Society
 - Tradesperson
 - Grade 11 students from each geographic area (this will help educate them in civic responsibility and they will be able to contribute novel ideas)
 - Ethno-cultural representation
 - Social worker
 - Public Health
 - Geriatric skills
 - Front line workers
 - Accountant

- Interior designer specializing in seniors' issues (universal design)
- Retired social planner
- PR personnel
- Someone disabled or disabled aware
- Each agency currently delivering services to avoid duplication
- Multicultural
- Silver Harbour
- Salvation Army
- Veteran Affairs (learn from their cost analysis on why best for seniors to stay at home).
- A third party who is not delivering services
- Professionally diverse

3. Seniors on the Advisory

- Younger and older seniors
- Ethnically diverse
- Farsi speaking Iranian senior – bilingual and bicultural
- Asian
- Geographic representation
- Make meetings accessible for seniors to participate (transportation, daytime meetings)

4. Criteria to be on the Advisory

- Articulate
- Knowledgeable
- Practical
- Good behaviour (be on time, having enough knowledge to express it to others)
- Trustful
- Aware of seniors problems
- Sympathetic person
- Know law and regulation related to seniors
- Attractive characteristics
- Responsive
- Sensitive to seniors physical and emotional needs

5. Volunteers to be on the advisory:

The following seniors volunteered to be on an advisory. They were informed that there was no guarantee that they would be invited; however their names would be put forward to the lead agency:

- Val Sommerville and Rechenda Heaten (West Vancouver)
- Jean Poloso, Louise Pocklington, Lorna Goodwin, Jim Porter (Parkgate)
- Iara Gilbertson, Clarie Karush, Ildi Venczel (City of North Vancouver)
- Elysa Wong (can interpret), Grace Chen (North Shore Neighbourhood House, Chinese seniors group)
- Fariba Gorgjean, Farideh Shayesteh, Snira Fathee, Mahin Forosh (Woodcroft, Iranian seniors)

The following are suggestions of advisory members identified during key stakeholder interviews:

- Mahin Khodabendah, Farsi speaking interpreter and translator and expert in seniors issues
- Manejeh Habashi, Farsi speaking translator and seniors facilitator
- Leya Eguchi, Hollyburn Family Services
- Joni Vajda, West Vancouver Seniors Activity Centre
- Annewen Loverin, Silver Harbour
- Robin McGuinness, North Shore Neighbourhood House
- VCH representative – ask Amanda Brown to identify best person
- Erin Black, Population Health Lead, Vancouver Coastal Health, North Shore

E. Documentation of Media Coverage

North Shore News article:

<http://www.nsnews.com/news/program+takes+root+North+Shore/7845906/story.html>

North Shore & Outlook News ad:

Unfortunately we do not have the hard copy or links to these ads.

Iranian press:

- Daneshmand Magazine published a full page ad in their January 18th edition. See www.daneshmand.ca; please go to **Archive** section to see JAN 18th issue.
- Daneshmand asked the following Iranian press to also cover the public input meeting into their publications: Paivand, Danestaniha, Goonagoon, Shahrvand, and Farhangebc.