

# FINAL REPORT

*Better at Home*

## West End Community Consultation

November 2012 - February 2013

### APPENDICES

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## APPENDIX A. Focus Group Overview/ Semi-structured Guide

### 1. Opening/Introduction

- Good [morning/afternoon] and welcome. Thanks for taking the time to join our discussion about the Better at Home Project and Home Support Services in our West End Community. My name is Sherri Brown, and I will serve as the moderator for today's focus group discussion. Assisting me is Julia Lemieux and [volunteer]. Together, we form the research team for the *Better at Home* project. As a bit of information about me... (Then ask Julia and volunteer to introduce themselves)
- The purpose of today's discussion is to gather information from you about the home support services in our community, experiences with these services, and recommendations for strengthening the network of services, and your insights for selecting a lead agency to deliver the *Better at Home* program.

### 2. Discuss of guidelines and expectations for participants and the research Team

- First of all, I would like everyone to know that there are no right or wrong answers to the questions today. We expect that you may have differing points of view. Please feel free to share your perspective even if it differs from what others have said. If you want to follow up on something that someone has said, if you want to agree, disagree, or give an example, please feel free to do that. Please do not feel like you have to respond to me all the time. Feel free to have a conversation with one another about these questions. I am here to ask questions, listen, and ensure that everyone has a chance to share in today's discussion. We're interested in hearing from each of you.
- I would like to stress that we will do everything we can to ensure that everyone gets ample opportunity to talk and share his or her ideas and perspectives today. Therefore, I may guide the discussion by calling on people who haven't had a chance to share with the group. We just want to make sure we hear from all of you. Please feel free to get up, get more refreshments, or leave the room as you wish. Julia will be taking notes to help us remember what is said. We have nametags on today, but no names will be included in any reports.

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- Confidentiality – everything will be kept in this room, any statements that are made today will never be linked to a specific individual. You are also free to review, amend, or withdraw your participation. You may also like to know that no one but the individuals from the research team will share this information with anyone else, other than the funder. Any other data sharing will require the express written permission of the participants
- Review of information- Inform participants that they have the right, at any time, to review the information/data collected in this focus group and to amend or withdraw their participation if they elect to.
- Remind participants that if I interrupt them it's only to keep the group on track and to ensure that all participants will have the opportunity to speak if they choose to.

### **3. Group Introductions** – have everyone introduce themselves to the group

### **4. Opening Question(s)**

- What interests you about the Better at Home project?' and/or
- “What do you hope to learn or gain from participating today?”

### **5. Transition Questions**

- a. Experiences with home care services
  - i. Grocery Shopping, Housekeeping, Friendly visiting, Transportation to appointments, Yard work, Group support/activities with other seniors, home repairs, information/referral to other services, snow shoveling/leaves,
- b. Frequency of use?
- c. Which agencies? Public, private?
- d. How did you learn about these services?
- e. Can you share a positive/negative experience with one of the services?
- f. If you've never used a home care support service, do you receive assistance in any of these areas from family or friends? How frequently? Would you consider using these services?

- g. What barriers or other factors might prevent you from using these types of services?

## **6. Key Questions**

- What home support services do you believe are essential for helping seniors to remain healthy and supported in their communities? Are there certain services that you feel are most essential? Why?
- What is the situation for seniors in your community- what do you see as the burning issues to keep seniors longer in their own homes?
- What services and programs are currently offered to help seniors live longer in their homes? Who provides them? Are they accessible?
- What home support services are needed in your community?
- What kinds of criteria/factors do you feel are essential in selecting a Lead Agency? What qualities make for an effective Lead Agency in the West End?
- Do you have any insights into what organizations might be potential fits for a Lead Agency position to deliver these services? Why this organization?

## **7. Ending/Wrap-Up Questions**

- 8. Thank you and opportunity to discuss future opportunities (community meeting, discussion with moderator, etc) to provide feedback and/or future involvement**

## APPENDIX B. Summary notes from consultations (meetings, interviews, focus groups)

### B.1 Interviews with Stakeholders and Service Providers

#### Theme 1: Identifying priority home support services

##### *Stakeholders*

Priorities identified: 1. Transportation 2. Housekeeping

- Transportation noted as a major issue; lack of internal transportation within the West End community; discussion of shuttle bus as a possibility to help seniors access points of interest/meeting points.

##### *Service Providers*

Priorities identified: 1. Transportation 2. Housekeeping 3. Friendly Visiting

- Service providers typically offer a range of medical and non-medical home support services on a for-profit basis and nearly all providers interviewed or reviewed (via internet search/mapping exercise) offer certain home support services within the Better at Home mandate (grocery shopping, friendly visiting, housekeeping); however only a few offer transportation to appointments and none offered home repair services. Service providers indicated a willingness to make referrals where necessary.
- One service provider indicated that their clients are often challenged with obtaining transportation inside the community (getting to Barclay Manor, the community centre, other points of interest in Vancouver proper).
- There was a consensus among service providers that transportation constituted a key home support service- transportation to appointments and within the community itself to better connect seniors to services and social interaction opportunities. Service providers readily identified challenges with the current Handi-Dart system as well as the expense of taxis.

#### Theme 2: Lead Agency

##### *Stakeholders*

- When asked about local organizations that might serve as a potential lead agency for the Better at Home program, stakeholder's first response was WESN, and several of

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those interviewed could not identify a second potential lead agency. One stakeholder questioned if the Gordon Neighbourhood House was interested in the role.

## ***Service Providers***

- Several service providers identified the WESN as a logical choice for the Lead Agency- many of their clients were familiar with the organization even if they were not members (two interviewees mentioned the \$10 membership fee as potentially prohibitive)

## **Theme 3: Advocacy – Beyond the project**

### ***Stakeholders***

- Echoed multiple concerns and issues presented in focus groups (see Focus group notes)

### ***Service Providers***

- Only one (1) service provider- Dean Malone of Plum Living Health- indicated that they often act in an advocacy capacity- mentioned specifically issues around getting people out of hospitals and back into their homes and that otherwise people ‘fall through the cracks’ at St. Paul’s and may get unnecessarily shifted to a long-term care facility, etc.
- One service provider stressed that the West End needs a larger meeting place dedicated for seniors – an adult day centre- where seniors can meet and socialize, and obtain information, etc.

## **Theme 4: Information/Referral Issues and Concerns**

### ***Stakeholders***

- No mention

### ***Service Providers***

- Several service providers stressed how seniors often lack access to information about available non-profit and for-profit services – their clients may not know who to call to access services or obtain information.

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- Service providers indicated that they offer referrals to other services when asked by their clients or if a need is apparent (home repair, etc)

## **Theme 5: Key barriers to services access**

### ***Stakeholders***

- Financial barriers
- Physical limitations and mobility/transportation issues

### ***Service Providers***

- Financial barriers
- Information/referral barriers
- Isolation and homebound seniors

## **Theme 6: Questions around service providers**

### ***Stakeholders***

- Stakeholders had questions regarding which organizations had expressed interest in becoming the Lead Agency and what the role would entail
- Few stakeholders expressed interest in assuming a Lead Agency role with the exception of West End Seniors Network (Executive Director, Eric Kowalski).

### ***Service Providers***

- Service providers were very interested in learning how they could become a dedicated service provider under the Better at Home program in the West End community.
- All service providers expressed interest and capability in expanding their current client base to accommodate new clients under the Better at Home program.
- Service providers were willing and interested in submitting their service information package along with fee rates (attached to this report)

## **Additional Comments**

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## ***Stakeholders***

- One stakeholder and one service provider each was concerned about the influx of money vis-à-vis the Better at Home program and the implications for community services and programs already existing. There were serious concerns that such a large influx could be disruptive to existing programs and services.
- Multiple stakeholders voiced concerns around program sustainability beyond three years

## ***Service Providers***

- Service providers (all 4 organizations interviewed) indicated a willingness and interest in expanding their services to new clientele under the Better at Home program and have attached preliminary proposals with services information and corresponding fee rates.

## **B.2 Focus Groups**

### **Theme 1- Identifying priorities for home support services**

- FG1- Transportation, Grocery shopping, Companionship/Friendly visiting
- FG2- Housekeeping, Transportation, Grocery delivery
- FG3- Housekeeping, transportation.
- FG4- Information & Referral, Home repairs, Transportation
- FG5- (strong) Transportation, access issues (communication/language); 3<sup>rd</sup> – home repairs
- FG6-Transportation, housekeeping
- FG7- Housekeeping, transportation
- Transportation was identified as a primary or secondary key priority in all 7 focus groups
- Housekeeping listed as a top priority in 4 of the 7
- Groceries listed as a top priority in 2 of the 7 (seniors could anticipate a future need for grocery services but did not list it as a top priority for current needs).
- Home repairs and housekeeping in some ways were part of the idea of home maintenance; landlords and building management companies were largely assuming home repairs. Or, there was the other extreme, where seniors did not know their rights with respect to landlords' obligations under the Landlord Tenant Act- landlords who refused to attend to basic repairs, asked tenants to look after the repairs themselves, or put the onus of obligation on the tenant (in 1 case) to source out her own repair service and the landlord would reimburse her.

### **Transportation-**

- FG1- Current modes of transport- walkers, buses, scooters, would love to use Car 2 Go (particularly in rain); mentioned the BC Cancer Agency and its transportation service; participant suggests that agencies are often reluctant to have a driving service- insurance issues, need driving to appointments (including beauty appts); other community centres (roundhouse, Coal Harbour- not as accessible- too far to walk etc); Handi-Dart as too time consuming
- FG2- Getting on bus is a problem if you're feeling ill or injured; taxi savers program is good but cost is still prohibitive; cost of yearly bus pass is OK, challenges of booking

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Handi-Dart 2-3 days ahead of time; have to pay for companion fare on Handi-Dart (\$10/round trip) ; refers to Handi-Dart as a 'waste of time'; Have to apply for taxi-saver program and only available for disabled seniors;

- FG3- recommended shuttle bus day trips to assist isolated seniors and to also provide opportunities for interaction/friendship; many seniors in this community feel trapped by lack of transportation options and mobility challenges
- FG 4- Modes- bus tickets, skytrain, all agree that taxis are too expensive and do not use them, do not use Handi-Dart yet
- FG5- limited boundaries of Handi-Dart (for people living outside of the West End); asking about insurance for drivers who may potentially operate under the Better at Home project, concern with having someone who could communicate in sign language, use rides from fellow seniors who have car transportation, need rides to social events/Happy Hands Club, location of Happy Hands club – must rely on 1 or more buses to get there ; modes of transport- car, buses, skytrain; taxis are far too expensive; speaking for the deaf community at large, there are a LOT of transportation issues that prevent participation in social events and access to services
- FG6- use bus and skytrain primarily; they would like transportation to appointments, transportation is important because they don't know how to get to appointments, taxis are too expensive, challenges with coordinating Handi-Dart (call 3 days in advance; sometimes people don't remember); emphasis on expense of taxis, liked the ideas of a shorter time-frame for a transportation service (for appointments, social events, etc). People walk and rely on friends to help them get to appointments, etc
- FG7- Group referred to expense of public and private transportation; particularly as this group frequently used buses for very short distances (blocks); this group tends to walk a lot and/or rely primarily on public transportation. The group also referred to the serious challenges with using the Handi-Dart system (advance notice, long waiting periods, etc).The group discussed the challenges with public transit accessibility particularly for seniors with walkers, scooters, or reduced mobility- referred to rude bus drivers, cramped buses, small buses and the challenge of loading/off-loading. This group would love to see a shuttle bus service implemented in the West End to various points of interest including Denman Mall, the Joe Fortes Library, Community centres, Barclay Manor, St. Paul's Hospital, the Gathering Place, as well as day trips/outings to enhance quality of life and social interaction.

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## Housekeeping

- FG1- Seniors having trouble housekeeping; physical limitations to bending, etc. , expense of housekeeping service mentioned as a key barrier
- FG2- Housekeeping is biggest problem- have arthritis and cannot do cleaning; can't use a cleaner because it's expensive; can never clean windows because of physical limitations; cleaners will need to be familiar with our basic language (F); no problem with people coming in to clean as long as they are trustworthy; need help cleaning curtains, windows, problems with bed bugs, friends and kids may help with cleaning, ok with non-Farsi cleaner 'we'll find a way', need to be sensitive to cultural differences (walking on carpets- Persian- need to remove shoes);
- FG3- issues with hoarding and moving processes (how to clean/organize prior to moves); seniors need assistance with heavy/deep housekeeping, getting under furniture etc.
- FG4 – we all do our own cleaning; pride in independence around housekeeping
- FG5- we do our own housekeeping, 1 person talked about a family member's experience with housecleaner- trustworthiness, poor service
- FG6- may be a future need for housekeeping, proud to not need housekeeping service currently.
- FG7- One participant described a current unmet need for a housekeeping service, but all indicated that they could anticipate this need in a more immediate timeline than grocery shopping. The participants agreed that there are concerns around falls, pain and difficulty with cleaning, and other challenges with housekeeping. All were concerned that housecleaners: 1) do not provide a sufficient breadth of services to meet their needs, and 2) are trustworthy and subjected to accountability standards.

## Grocery Shopping

- FG1- Grocery shopping as very beneficial to staying at home; WESN has approximately 24-25 people per week assisting in the shopping program; having difficulty with grocery shopping- will use Safeway Delivery service for a small charge; weight of the groceries is an issue; use of Better Meals as a good service; mentions weekly lunches at Gordon House; some restaurants deliver and offer discounts for seniors;

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- FG2- the weight of the groceries can be difficult; tend to shop often to avoid these heavy loads; Safeway delivery service mentioned; do not often use Safeway delivery service because of cost; we have to manage our budgets and Safeway is expensive
- FG3- discussed WESN grocery shopping program and its role in enhancing senior's access to grocery delivery services in the West End. This program services a lot of seniors in the area. Particularly helpful for homebound seniors.
- FG4- we do our own grocery shopping but would pass along information for a grocery service; friends and family may also help with groceries
- FG5- People shop on their own; 1 person gets help from friend for larger items, no one uses grocery delivery services (i.e. WESN); people seemed interested in using a grocery service but there were lots of questions around how to access that given communication barriers
- FG6- often buy small quantities given the weight and difficulty of carrying items; don't often use Safeway service because of the minimum order \$ requirement; could anticipate using in the future
- FG7- all members of this group do their own grocery shopping, and several people had used Safeway delivery services in the past. None relied on grocery shopping home support services. Several anticipated a future need for support in this area. All focus group participants in this group agreed that groceries can be difficult, particularly with heavy items and the added expense that only the more expensive stores (Safeway and IGA Marketplace) offer delivery services. They voiced unanimous agreement that they do not appreciate being asked by grocery store staff to donate to the cause of the day, given their limited and fixed incomes.

## Home Repairs-

- FG1- concern around trustworthiness of service providers- mentioned a friend who had experienced a fraud situation with a contractor
- FG2- no use of home repairs currently; will call manager to perform repairs; one person mentioned that they are having difficulties with landlord in getting them to perform reasonable repairs (new paint needed, carpet is in disrepair and needs replacing); 2 participants lived in government housing; fan in bathroom does not work and landlord will not fix (says it's not fixable and to just live with the problem); landlord deductions for carpet cleaning etc when people move out but yet the landlord intends to replace the carpet anyway.

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- FG3- This is a huge problem among seniors – their homes fall into states of disrepair and they're unable to look after the minor repairs themselves and they also do not know who to call. Kay's Place has, in the past, offered referrals to contractors/tradespeople.
- FG4- asking about painting, carpet cleaning, talk about difference between minor home repairs and landlords' responsibilities
- FG5- they look in the phonebook for contractors, landlord takes care of repairs, or they do the repair themselves, mentioned benefit of someone who does home repairs but also does check-in's (food in fridge, place is clean, etc); everybody in this group said they would be happy to have a list of trustworthy/referred service providers; wanting to have access to trusted contractors/repair services
- FG6- person needed a plumber and landlord told tenant to arrange it themselves; referral service to home repair services/contractors would be very helpful; one person said that the landlord takes care of most of the repairs; someone also talked about the Senior repair program (Richmond- retired seniors who are tradesman/handyman who do work on a reasonable \$/hour basis)
- FG7- All live in rental or government housing buildings where most repairs are the responsibility of the management company.

## **Friendly visiting/companionship:**

- FG1- high percentage of seniors who live alone in the West End and do not have family in Vancouver, either; most seniors beyond 60 may have lost their support network; friends who have passed away, etc. A lot of older, fragile women. Home visits could include talking to the senior, looking around to assess what kinds of supports they may need (look in the fridge to see if there is food, etc). Mention of WESN friendly visiting program and telephone program and the peer support program; mentioned group walks and need for more social interaction; a lot of people living here with Alzheimer's who could benefit from a walk outside, etc. Participant mentioned mother's experience in hospital as a person with Alzheimer's – being tied to her bed- use of companion to accompany mother to appts or hospitals.
- FG2- concern about having interpreter for doctor's and hospital appts, family and friends are often very busy and unable to help seniors with their multiple needs including visiting.

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- FG3- Three bridges community centre cut the paid facilitator program called 'Celebrating our Lives' which was a way to connect with other seniors and offer support. Seniors have little access to counselors or friendly visitors other than via expensive private services or the WESN program. Seniors often need companionship to appointments. We have seen seniors simply wandering around the West End, seeking out social interaction through this mode. Even more difficult to reach homebound seniors. There is a pervasive problem of loneliness among seniors; and some seniors become paranoid in their homes; require more social interaction and companionship.
- FG4- no mention; have lots of family around
- FG5- mention family members who benefited from friendly visitors; friendly visitors to take seniors to appointments
- FG6- one person mentioned that she lives alone and would appreciate a friendly visitor/companion; one person talked about having appropriate training for the friendly visitors
- FG7- Strong consensus emerged among this group that emotional and social support was badly needed for seniors in the West End, particularly given the high proportion of single and isolated seniors. Most participants emphasized these supports in the form of having someone check in on them (telephone program) rather than an in-person friendly visitor, and new and enhanced social opportunities for engagement and interaction in the community. Similarly to other groups, these participants were hesitant about someone coming in their house and preferred a telephone program or assistive device (lifeline, etc). These participants stressed the need for more social opportunities and programming: dinners, social events, a 'telephone tree' to connect seniors to one another, support groups to address various issues including grief and loss, the aging process, newcomers to Vancouver, advocacy, and so on.

**Yard Work/Snowshovelling:** Due to the high proportion of renters (50/51); there is no demand for these services.

## **Theme 2: Lead Agency**

- FG1- discussion of WESN's shopping program and friendly visiting and peer support program; 200 volunteers at WESN; participants are all familiar with WESN and believe they are doing a good job with their current roster of services; mention of West End community centre and their exercise programs; 3 participants mentioned Gordon

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House and free lunches; mention of local church (Nelson/Burrard) and \$5 lunches; Kay's place mentioned as a referral site/centralized information source. Mentioned Gordon House as another place to obtain information. Inquiries about which organization will be selected. Joe Fortes library as a key hangout place for seniors. The Lead agency should be inclusive and address multiple linguistic and ethnic communities as well as income levels.

- FG2- do not use local agencies, but use Gordon House as a mean to convene with friends and community. Would like more opportunities to engage with other seniors from their community through more event programming. Be innovative and willing to forge new paths and programs
- FG3- Significant discussion of WESN and the roster of services it currently offers. This is a group of Peer Counsellors who currently volunteer with WESN and thus very familiar with the organization. Organization needs to have adequate financial and staffing and volunteer resources- WESN has these criteria- long-standing history in the community with a good base.
- FG4- No mention; not familiar with local non-profit organizations. Do not currently use local organizations but stress the need for a Lead agency to conduct extensive outreach to reach isolated, homebound and otherwise unengaged seniors.
- FG5- No mention; not familiar with local non-profit organizations. Rely strictly on WIDHH for Happy Hands Club due to communication challenges. Would like to see that a lead agency is willing to reach out to their linguistic community and develop approaches to serve the deaf and hard of hearing population. Be resourceful, forward thinking, proactive.
- FG6- WESN mentioned and discussed, but not at length. Lead agency needs to work to reach more seniors – and all groups of seniors in the community. Will need to have people who work very hard at doing this kind of outreach work. People who are caring and sensitive to these challenges.
- Observation: It's a challenging question to ask the community; people did not often KNOW the organizations that currently exist that might serve as a lead agency. They often mentioned key people at a specific agency (WESN) for whom they had respect and admiration, rather than the agency itself. Therefore, the Lead agency, for this group, has to be staffed with warm, giving, and open individuals who are focused on inclusiveness and outreach to the local community.

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- FG7- this group was members of WESN and therefore called upon WESN as their primary mode of community contact and event programming for seniors. The majority of the group, however, still felt anxious about attending WESN events and underlined their own unfamiliarity with the organization. Two members of the group who were long time members of WESN encouraged the other group members to join WESN programs, events, etc, as a way to overcome these anxieties. This group was also concerned that the Lead Agency take on an active outreach role in the community to disseminate information and enhance awareness around social event programming, information and resources for seniors, and advocacy around seniors' home support needs in the community. Lead agency must have enough financial and human resources capacity- mentioned that it needs to well staffed (with a good, capable, and proactive staff) and a large volunteer base. They want the lead agency to be more inviting and outreach-oriented and really work hard to promote the Better at Home program. Active role for the Lead Agency and not a passive recipient of 'clients'

## **Theme 3: Advocacy – Beyond the project**

- FG1- Mentioned cuts to seniors programs and services and confusion about why they occurred; concerns around abuse of seniors by landlords (illegal entry, etc); seniors have committed suicide as a result of loneliness and isolation; significant financial issues; need for more social interaction- group walks, etc; the Balancing Program was cut off – why?, cost of living high;
- FG2- issue with interpreters at doctor's offices (particularly specialist referrals who often do not speak Farsi); discussion of low income and financial issues; expense of Handi-Dart (when you bring a companion cost is added to that); expense of taxi saver program; expense of services, including medical (vision, etc); access to information about their rights as tenants.
- FG3- A lot of questions and concerns around past and current government cut to social programs and services and the role of the United Way in 'filling these gaps' after the government already retrenched these services. Questions around the choice of the United Way to develop and implement this program.
- FG4- No meeting place or lack of access to community meeting facilities; lack of language skills; challenges finding work; studying English as a second language

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- FG5- Video Relay Service being cut off; how do you get access to services through Better at Home with no phone; very visual culture – groceries you would need a list with the name of the item and a picture/photo of the item; use of a fax machine to place grocery orders or requests for other services; one of the most serious barriers for seniors is the communication access- have no way to communicate if they do not have the video relay service (which is being cut off January 31); video phone- mental health, isolation, alienation; needing interpreters and/or other deaf seniors to be the drivers, service providers, etc.
- FG6- lack of information on tenant rights and landlord obligations under the law; needs more awareness and information about their rights. Not exclusive to landlords, but across other service access areas as well.
- FG7- this group emphasized the need for public education and awareness around seniors' rights, roles, and issues in the community. For example, they stressed that the public, stakeholders, and service providers can be quite disrespectful, rude, and impatient with seniors. They recommended public campaigns and awareness strategies to promote dialogue and understanding.

## **Theme 4: Information/Referral Issues and Concerns**

- FG1 – need a communication device to get the word out to the community; lead agency will need to provide related contacts for services and community information – right now everything is so fragmented; the office at Denman Mall is a significant source of information and the WESN newsletter provides information; mentioned the need for information and referral to other services as key to remaining at home; important to provide referrals and references to seniors about what supports and services exist in the community; make connections between existing senior services (i.e. community centres, libraries, etc); ensure confidentiality for the clients who become part of Better at Home program.
- FG2- Not using any home support services right now but largely because if we have needs we have no idea where to go to obtain information/referrals; participants did not know their rights as tenants or landlords' obligations with respect to rent increases, repairs, etc. Not aware of WESN or other community-based services or providers.
- FG3- Emphasized access to information and referral as a key problem and barrier to services and participation in the community. Seniors need more information on service providers for both medical and non-medical services (mentioned lists of

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dentists who provide subsidized or discounted services), social opportunities, awareness and outreach to all seniors, but particularly homebound seniors; stressed the need for information/referral services in multiple languages

- FG4- Passing the information along to other people; people who came to focus group are the more able-bodied and engaged seniors so they would like to pass along Better at Home information to their friends and/or neighbours, etc. Asking about having access to a primary contact number- who to call to begin receiving services? Talking about how they meet each other by word of mouth. Also get information from the grocery stores (Euro Foods) and the Russian newspapers- Vancouver and Us and Vancouver Express (Russian papers); providing information in places where people actually congregate (grocery stores, newspapers, restaurants, on the street). Questions about language classes; where to go to receive free and/or inexpensive language classes (ESL). Participants indicated that they often rely on family to obtain information on services
- FG5- Interested in having a list of service providers that Better at Home has vetted as trustworthy/reliable.
- FG6- Interested in having a referral service for home repairs, etc, where seniors can obtain information/contact details on service providers.
- FG7- Information and referral are key priorities for the Lead Agency role. While Kay's place offers these services, participants suggested that this role is strengthened and outreach and awareness offered to better link seniors to these resources.
- Observation: Significant concern/discussion around providing information on Better at Home in other languages besides English. Interpretation and/or translation services will be necessary for accessing services for non-English speaking populations.

## **Theme 5: Key barriers to services access**

- Language and communication
- Financial – cost of services
- Lack of information/awareness of services (either non-profit or for-profit)

## **Theme 6: Questions around service providers**

- Significant willingness to have people/service providers come into their homes, however, they wanted to ensure that service providers were trustworthy and reliable.

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- Service providers, it was suggested, should wear a tag/identification system that identifies them as a Better at Home associated provider along with a photo ID.
- Trustworthiness? – Bonded, insured, and licensed?
- Will service providers be paid- people were concerned that service providers would be remunerated – people had volunteered all their lives so they think that service providers should be fairly compensated for their work.
- Cost of Better at Home program and the sliding scale.
- When the program will start?
- Will the program be permanent- concerns around sustainability of the program?
- Concerns around unionization of workers and if the program will displace unionized workers
- Concern around having service providers that speak their language

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## APPENDIX C. Community Assets

**1. List of Community Assets:** The following list of community assets have been identified both through the consultation process and in conjunction with staff from Gordon Neighbourhood House who have assembled web-based, hard and soft copy community asset guides. The list is organized by category, and detailed information on these local organizations and services is available in the guides.

Asset Category	Local organization and services in the West End/ Downtown Peninsula
<b>ADVOCACY, INFORMATION, and REFERRAL</b>	
<b>Information and Referral</b>	<ul style="list-style-type: none"> <li>• 411 Seniors Centre Society (newsletter, radio programming)</li> <li>• West End Seniors Network (newsletter, email listserv)</li> <li>• Kay's Place</li> <li>• BC 2-1-1</li> <li>• BC Health &amp; Seniors Info Line</li> <li>• Gordon Neighbourhood House Community Guides</li> <li>• Vancouver 3-1-1 (telephone information on city services)</li> </ul>
<b>Advocacy, Advice, and/or Representation</b>	<ul style="list-style-type: none"> <li>• 411 Seniors Centre Society</li> <li>• BC Centre for Elder Advocacy and Support</li> <li>• First United Church</li> <li>• Seniors Community Planning Table (Gordon Neighbourhood House)</li> <li>• St. Andrew's-Wesley Church (affordable housing advocacy, support for victims of domestic violence)</li> <li>• St. Paul's Anglican Church (welfare, housing, food access, immigration, legal issues, and other advocacy, advice, and support)</li> <li>• Gordon Neighbourhood House Legal Aid Services</li> <li>• West End Residents Association (WERA)</li> </ul>
<b>Volunteer Resource Management</b>	<ul style="list-style-type: none"> <li>• West End Seniors Network (large volunteer base and staff Manager of Volunteers Resources)</li> <li>• Three Bridges (VCH) Volunteer program</li> </ul>
<b>FOOD AND GROCERY</b>	
<b>Grocery shopping and meal</b>	<ul style="list-style-type: none"> <li>• Meals on Wheels</li> </ul>

# APPENDICES

<b>preparation/ delivery</b>	<ul style="list-style-type: none"> <li>• Better Meals</li> <li>• West End Seniors Network Grocery shopping program</li> <li>• Safeway and IGA Marketplace Grocery Delivery Service</li> </ul>
<b>Free or Low-Cost Meals</b>	<ul style="list-style-type: none"> <li>• St. Andrew's-Wesley Church</li> <li>• Central Presbyterian Church</li> <li>• Christ Church Cathedral</li> <li>• Holy Rosary Cathedral</li> <li>• Gordon Neighbourhood House</li> <li>• 411 Seniors Centre Society</li> <li>• Coast Foundation</li> <li>• Dusk Till' Dawn</li> <li>• Gathering Place</li> <li>• Positive Women's Network</li> <li>• New Continental Cafeteria</li> <li>• St. Paul's-Crest Club Cafeteria</li> </ul>
<b>ELECTED AND PUBLIC OFFICIALS</b>	
<b>City</b>	<ul style="list-style-type: none"> <li>• City Councillor (Tim Stevenson)</li> <li>• Mayor of Vancouver (Gregor Robertson)</li> </ul>
<b>Province</b>	<ul style="list-style-type: none"> <li>• Provincial MLA (Spencer Chandra Herbert)</li> </ul>
<b>Federal</b>	<ul style="list-style-type: none"> <li>• Federal MP (Hon. Hedy Fry)</li> </ul>
<b>EMPLOYMENT AND FINANCIAL SERVICES</b>	
<b>Employment programs</b>	<ul style="list-style-type: none"> <li>• YMCA Experience Works (55+ program)</li> <li>• YMCA New Ventures Network</li> <li>• Work BC Employment Services Center, City Center</li> <li>• Gordon Neighbourhood House Adult Employment Program</li> </ul>
<b>Personal Financial Advisory</b>	<ul style="list-style-type: none"> <li>• 411 Seniors Centre Society (income tax and will preparation)</li> <li>• Gordon Neighbourhood House Income Tax Services</li> </ul>
<b>HEALTH SERVICES</b>	
<b>Primary Health Care</b>	<ul style="list-style-type: none"> <li>• Vancouver Coastal Health, Three Bridges Community Clinic</li> <li>• Vancouver Native Health Clinic</li> <li>• 811- Health advice</li> </ul>
<b>Mental Health and Addictions</b>	<ul style="list-style-type: none"> <li>• Vancouver Coastal Health, Three Bridges Community Clinic</li> <li>• West End Mental Health Team</li> </ul>
<b>Wellness programs</b>	<ul style="list-style-type: none"> <li>• Friends For Life (Diamond Centre for Living)- wellness workshops, therapeutic body work, counseling</li> </ul>

# APPENDICES

	<ul style="list-style-type: none"> <li>• 411 Seniors Centre Society (blood pressure and podiatrist clinics)</li> <li>• Dr. Peter Centre West End (day health program)</li> </ul>
<b>Prescription Delivery</b>	<ul style="list-style-type: none"> <li>• Shoppers Drug Mart and many independent pharmacies</li> </ul>
<b>HOUSING AND SHELTER</b>	
<b>Housing Advisory and Advocacy</b>	<ul style="list-style-type: none"> <li>• BC Housing</li> <li>• Renters at Risk</li> <li>• Tenant Resource and Advisory Centre (TRAC)</li> <li>• Seniors Housing Action Group (Gordon Neighbourhood House)</li> </ul>
<b>Housing Search</b>	<ul style="list-style-type: none"> <li>• Women in Search of Housing Society (WISHS)</li> <li>• BC Women's Housing Coalition</li> </ul>
<b>Affordable Housing and Rent Support</b>	<ul style="list-style-type: none"> <li>• Affordable Housing- apply to BC Housing Registry</li> <li>• Co-ops- Search Co-operative Housing Federation of BC</li> <li>• Entre Nous Femmes Housing Society</li> <li>• Shelter Aid for Elderly Residents</li> </ul>
<b>Shelter Services</b>	<ul style="list-style-type: none"> <li>• Aboriginal Shelter</li> <li>• First Baptist Church</li> <li>• Lookout Downtown</li> <li>• New Fountain</li> <li>• Salvation Army Belkin House</li> <li>• Triage</li> </ul>
<b>MULTICULTURAL and INCLUSION SERVICES</b>	
<b>Immigration and Newcomer Services</b>	<ul style="list-style-type: none"> <li>• Immigrant Services Society of British Columbia</li> <li>• Inland Refugee Society</li> <li>• Progressive Intercultural Community</li> <li>• Settlement Orientation Services (SOS)</li> <li>• S.U.C.C.E.S.S</li> <li>• Vancouver Public Library (Central Branch) Skilled Immigrant Info Centre (4th floor)</li> <li>• YMCA Connections</li> </ul>
<b>First Nations</b>	<ul style="list-style-type: none"> <li>• First Nations Organizations (440 West Hastings)</li> <li>• Pacific Association of First Nations Women</li> <li>• Vancouver Native Health Clinic</li> </ul>
<b>English as a Second Language and/or English Literacy Courses</b>	<ul style="list-style-type: none"> <li>• Vancouver Community College</li> <li>• Central Presbyterian Church</li> <li>• Gathering Place Education Centre</li> </ul>

# APPENDICES

	<ul style="list-style-type: none"> <li>• Gordon Neighbourhood House (Conversational Class)</li> <li>• Immigrant Services Society of BC Language College</li> <li>• Roberts Education Centre</li> </ul>
<b>LGBTQ Services</b>	<ul style="list-style-type: none"> <li>• Qmunity</li> <li>• Gay and Lesbian Business Association</li> <li>• Three Bridges (VCH) Pride Health Services</li> </ul>
<b>SOCIAL AND RECREATIONAL</b>	
<b>Libraries</b>	<ul style="list-style-type: none"> <li>• Jbe Fortes Library (located in West End Community Centre)</li> <li>• Central Branch Library</li> </ul>
<b>Fitness, Arts &amp; Culture, and Recreation Programming</b>	<ul style="list-style-type: none"> <li>• West End Community Centre</li> <li>• Coal Harbour Community Centre</li> <li>• Roundhouse Community Centre</li> <li>• Gathering Place Education Centre</li> <li>• Gordon Neighbourhood House Tai Chi Chuan</li> <li>• Stanley Park Ecology Centre (walking tours)</li> <li>• Vancouver Aquatic Centre</li> <li>• Vancouver Art Gallery</li> </ul>
<b>Day Trips and Outings</b>	<ul style="list-style-type: none"> <li>• Gordon Neighbourhood House</li> <li>• West End Seniors Network</li> <li>• 411 Seniors Centre Society</li> </ul>
<b>Social Support Groups, Drop-in and/or counselling</b>	<ul style="list-style-type: none"> <li>• Gordon Neighbourhood House (Seniors drop-in lounge and various support groups)</li> <li>• West End Seniors Network Peer Counselling Program</li> <li>• Christ Church Cathedral (Men's Group Breakfast)</li> <li>• Friends For Life (Diamond Centre for Living)</li> <li>• Positive Women's Network</li> <li>• 411 Seniors Centre Society (drop-in programs)</li> </ul>
<b>Friendly Visiting and Companionship</b>	<ul style="list-style-type: none"> <li>• West End Seniors Network (Life Unlimited Program &amp; telephone program)</li> </ul>
<b>TRANSPORTATION</b>	
<b>Public Services</b>	<ul style="list-style-type: none"> <li>• Handi-Dart</li> <li>• Translink</li> </ul>
<b>Non-Profit</b>	<ul style="list-style-type: none"> <li>• Canadian Cancer Society Driver Services</li> <li>• Gordon Neighbourhood House Day Trips (Bus)</li> </ul>
<b>Private</b>	<ul style="list-style-type: none"> <li>• Taxi Saver Program (50% discount on a \$100 purchase)</li> <li>• See private service providers listed in Appendix C.</li> </ul>

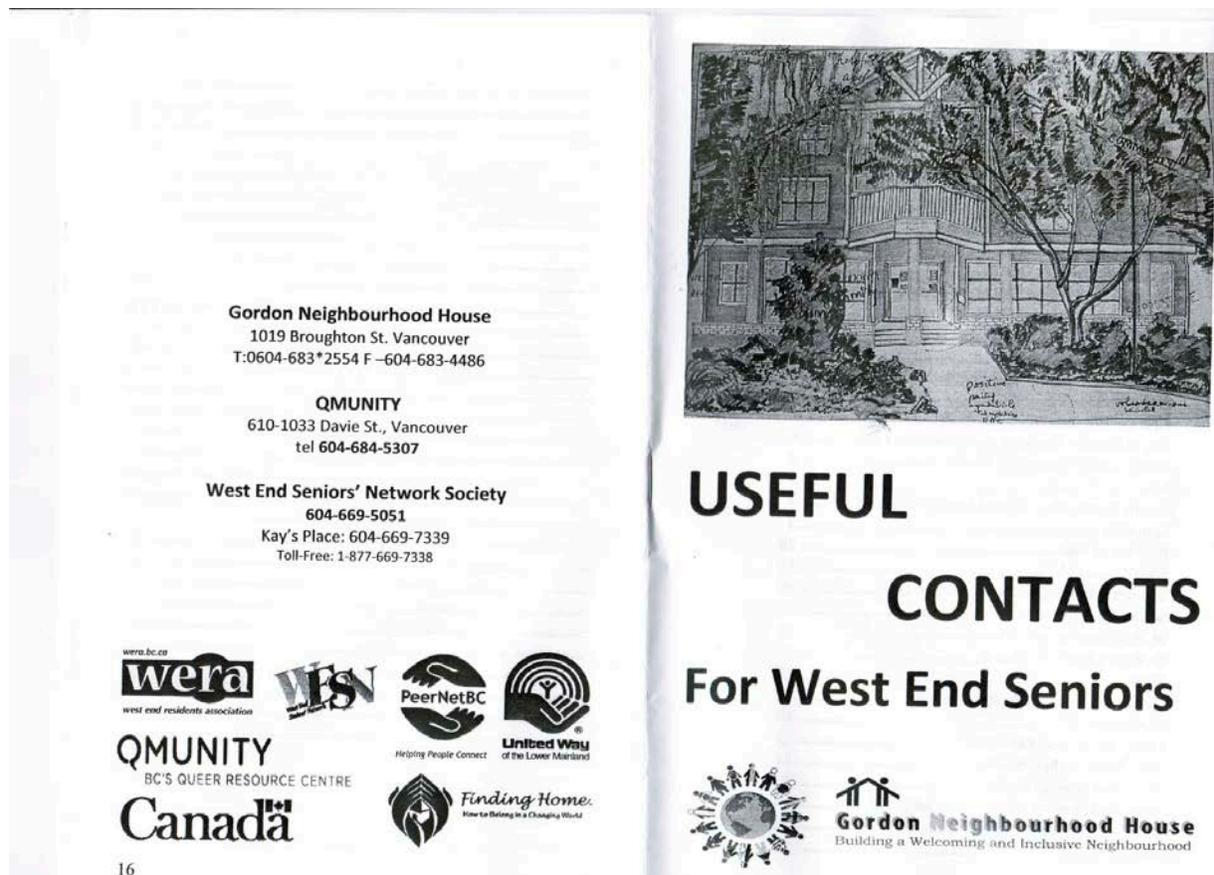
# APPENDICES

## 2. Web-Based Community Asset Guide:

[http://www.communitywalk.com/gordon\\_house\\_guidebook\\_map/1558119](http://www.communitywalk.com/gordon_house_guidebook_map/1558119)

## 3. Hardcopy and Softcopy Community Asset Guides

\*The short and long-versions of the guides are available in hard copy at Gordon Neighbourhood House and as a softcopy (electronically) through Ana Maria Bustamante, Community Development Coordinator at: [ana\\_maria@gordonhouse.org](mailto:ana_maria@gordonhouse.org).



# APPENDICES

## APPENDIX C, continued:

### Private Home Support Service Providers for the West End

Provider	Contact	Contact Details	Services provided from the 'Better at Home' basket of services	Rate info.
<i>Bayshore Health</i>	<b>Ian Hand</b>	<a href="mailto:ihand@bayshore.ca">ihand@bayshore.ca</a> Tel: 778-772-8730	<ul style="list-style-type: none"> <li>• Housekeeping</li> <li>• Transportation</li> <li>• Friendly Visiting</li> <li>• Accompaniment to appointments</li> </ul>	<ul style="list-style-type: none"> <li>• \$25/hour (companionship)</li> <li>• \$26/hour (all other services)</li> </ul>
<i>Comfort Keepers</i>	<b>Heather Martin</b>	<a href="mailto:heathermartin@comfortkeepers.ca">heathermartin@comfortkeepers.ca</a> Tel: 604-689-8609	<ul style="list-style-type: none"> <li>• Housekeeping</li> <li>• Transportation</li> <li>• Friendly Visiting</li> <li>• Grocery shopping</li> <li>• Accompaniment to appointments</li> </ul>	<ul style="list-style-type: none"> <li>• \$21/hour- two hour minimum</li> <li>• Transportation extra charge of \$0.60/km</li> <li>• Care share program offered to split two hours among clients in same building.</li> </ul>
<i>Plum Living Health</i>	<b>Dean Malone</b>	<a href="mailto:dmalone@plumlivinghealth.com">dmalone@plumlivinghealth.com</a> Tel: 604.789.8725	<ul style="list-style-type: none"> <li>• Housekeeping</li> <li>• Transportation</li> <li>• Friendly Visiting</li> <li>• Accompaniment to appointments</li> <li>• Grocery shopping</li> </ul>	<ul style="list-style-type: none"> <li>• \$25-29/hour</li> <li>• Two-hour minimum may be flexible depending on needs, etc.</li> </ul>
<i>Loving Home Care Vancouver</i>	<b>Irene Fitzpatrick</b>	<a href="mailto:info@lovinghomecarevancouver.com">info@lovinghomecarevancouver.com</a> Tel: 604-946-8203	<ul style="list-style-type: none"> <li>• Housekeeping</li> <li>• Transportation</li> <li>• Friendly Visiting</li> <li>• Accompaniment to appointments</li> <li>• Grocery shopping</li> </ul>	<ul style="list-style-type: none"> <li>• \$27/ one hour</li> <li>• \$23/hr for 2+ hrs</li> <li>• Transportation extra charge of \$0.75/km</li> </ul>

### APPENDIX D. Proposed Advisory Committee members

# APPENDICES

The proposed list of possible Advisory Committee members has been assembled based on discussions throughout the consultation with all participants, including seniors, stakeholders, and service providers. Recruitment and representation from each of the following groups is advised in assembling the West End Better at Home Advisory Committee

- Seniors- Minimum of three seniors, with representation from English and non-English speaking population, and LGQBT population.
- Representatives from West End, Coal Harbour, and/or Roundhouse Community Centres
- Representative from Vancouver Coastal Health (Ms. Lycia Rodrigues- Seniors' Community Developer has indicated interest)
- Representatives from one or more service providers (Dean Malone could be approached as both a resident of the West End and a service provider)
- Representative from the Red Cross (Contact: Christopher Libby)
- Representative from Social Policy Group at City of Vancouver
- Representative from 411 Seniors Society
- Representatives from Gordon Neighbourhood House and Jewish Family Services Agency

# APPENDICES

## APPENDIX E Documentation of Media Coverage

ITEM No.	DATE	PURPOSE	MEDIA STRATEGY/RESULTS
1.	November 28-December 5, 2012	Disseminate information and create awareness on the community meeting for the West End Better at Home Consultation (December 5, 2012)	Place item no. 1 (poster- attached) at over 20 sites throughout the community, including Community Centre, coffee shops, Joe Fortes library, local stakeholder organizations, and other local points of interest in the community.
2.	January 22- January 29, 2013	Press release and/or email notice to local newspapers to increase interest in and awareness of the <i>Better at Home</i> final community and stakeholders' meetings	Press release to the Georgia Straight, <i>timeout</i> notice to the Georgia Straight, notice/release to Vancouver Courier, West Ender, and Metro News. Two notices sent to all recipients on January 22 and January 29, 2013.
3.	January 22- February 7, 2013	Create awareness and outreach for the final community meeting held on February 8, 2013	Event poster distributed to stakeholders who participated in the consultation process with a request to distribute to mailing lists, membership, etc.

# APPENDICES

## ITEM No. 1



**Together, we can give seniors a hand.**

**Better  
at Home**

United Way helping seniors remain independent.

**PUBLIC INPUT OPEN HOUSE**

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



**Come on December 5<sup>th</sup>, 2012 and lend your voice to the conversation about senior services in the West End**

**[www.betterathome.ca](http://www.betterathome.ca)**

**1:00-2:00 PM**

**Room 1**

**Gordon Neighbourhood House**

# APPENDICES

## **ITEM No. 2**

Hello [Vancouver Courier Editors],

I am writing to let you know of an important announcement for seniors in the West End Community. Over the past 2 months, the Better at Home program has been conducting a community consultation, seeking the insights and perspectives of local older adults residents and community stakeholders in Vancouver's West End community so that the United Way can create and implement a program that specifically tailors to the needs of the community. The consultation is a community-driven process where we collect viewpoints on existing and needed home support services for seniors. The consultation has been led by myself, Dr. Sherri Brown, and I am an independent research consultant and a lecturer at Simon Fraser University. **On Friday, February 8 from 10AM-12PM at Central Presbyterian Church (1155 Thurlow Street)** we will present our findings to the local West End Community. Furthermore, later in the day we will select and recommend a local non-profit organization that will be charged with the task of acting as the Lead Agency, which will be funded by the United Way for a period of 3 years. We are inviting all community members and media to attend this event to learn about the needs and expansion of home support services in the community for seniors.

We are hoping that your newspaper will run an article and/or announcement on this very important program. Recently, the North Shore completed their consultation of the Better at Home program and the NS News ran the following article. <http://www.nsnews.com/program+takes+root+North+Shore/7845906/story.html> We are kindly requesting your assistance in 'spreading the word' about both the upcoming meeting AND the Better at Home program. I've enclosed a few details on the program, but I would encourage you to contact me for more information (604-789-8676). Many thanks,

Best,  
Sherri Brown

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***Dr. Sherri A. Brown (PhD)***

Research Consultant to Gordon Neighbourhood House &  
the Better at Home Community Consultation

Tel: 604-789-8676

Email: [sabrownresearch@gmail.com](mailto:sabrownresearch@gmail.com)

## **An Overview of the Program [www.betterathome.ca](http://www.betterathome.ca)**

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 Government of British Columbia funds the program, United Way of the Lower Mainland manages it, and local non-profit organizations provide the services. The services include:

### **Community-based services**

Volunteers and paid staff from local non-profit organizations provide Better at Home services. By helping seniors remain at home longer, they support a diverse, inclusive and vibrant community for everyone.

### **A range of non-medical home support services**

Better at Home services vary from community to community. They are designed to complement existing services and are based on the unique needs of local seniors.

Examples include:

- Friendly visiting
- Transportation
- Light yard work
- Minor home repairs
- Light housekeeping
- Grocery shopping
- Snow shovelling

## ITEM No. 3

### COMMUNITY MEETING- ALL ARE INVITED TO ATTEND!



**Who:** All seniors (55+), local stakeholders, and home support service providers

**When:** Friday, February 8 from 10 AM-12PM.

**Where:** Central Presbyterian Church Gymnasium, 1155 Thurlow Street, Vancouver (Thurlow & Pendrell)

**What:** Presentation of the findings from the "Better at Home" Community Consultation and discussion of next steps for the Better at Home program. The 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.

Lunch will be served.