

## **Appendix A - Summary Notes from Consultation Process**

## Questions for Stakeholder Interviews

These are the interview questions used to interview eleven key stakeholders across the community. Most of these interviews were conducted in person and some were conducted by telephone. All interview results were transcribed and analyzed for converging and diverging themes. A summary of the results appears in the final report.

1. What supports/services are you providing seniors now?
2. What gaps and assets do you notice?
3. What groups most need the most attention and why?
4. In your opinion, what demographic group is in greatest need of the services proposed by Better at Home?
5. What priority would you place on the Better at Home services?
6. What areas do you serve in Langley – on map with dots.
7. What other service providers/groups/people should I be talking to?
8. Do you think there is a demographic that is underserved (who and why?)
9. Is your agency able to host a service providers meeting or seniors meetings?
10. What time of day/dates is best for this?
11. Is there anything else I should know?

The following interviewees participated in this process:

Organization or Affiliation
Meals on Wheels
Township of Langley
Developer, The Maples
Langley Senior’s Community Action Table
Senior
Stepping Stones
Community Response Network and B Cared For
House Calls Health & Wellness
Sto:Lo Elders Lodge
Langley Senior Resources Society
Langley Community Services Society
Langley Senior Resources Society
COSCO Representative
Senior
Sources Community Resources Society

These groups provided important information, connections, communication and other information that added to the interview results.

<b>Organization</b>
<b>Stepping Stones</b>
<b>City of Langley</b>
<b>Fraser Health</b>
<b>Fraser Health</b>
<b>Parish of St. George</b>
<b>Aldergrove Neighbourhood House</b>
<b>Brookwood Seniors Centre</b>
<b>Arthritis Society</b>
<b>City of Langley</b>
<b>Canadian Cancer Society</b>

## Focus Group-Summary Report One

November 20, 2012

Langley Senior Resources Society

Attended by 28 seniors and professionals.

What services and programs do you currently access in the community? What barriers are experienced?

Programs and Services Accessed	Presenting Barriers (if noted)
<b>Lifeline services</b>	Cost can be a barrier to some
<b>Meals on Wheels/Food and Friends</b>	Experiencing funding difficulties, some people believe a prescription is needed to access the service. Food and Friends is in fewer places and costs may go up.
<b>Driving Services</b>	LSRS was providing this and they do some of this again.
<b>HandyDART Services</b>	Unreliable, does not work well for appointments when the end time is unknown, can be gone ¾ of the day depending upon the schedule.
<b>Shop by Phone (some grocery stores offer this service)</b>	Minimum order is required, Safeway only delivers on Thursday, Delivery charges may apply, Bi-Lo delivery
<b>Lawn cutting services</b>	Often don't arrive when requested
<b>Gold Card Catering-Charges \$5 per meal</b>	May be too costly for some.
<b>Taxi Saver (provides half price taxis if \$100 purchase is made)</b>	Affordability
<b>Legion services</b>	Available for veterans only
<b>Healthy Living Bag –available through LSRS and City of Langley. Provides fresh produce, can be delivered, \$5/month</b>	
<b>Travel Smart -TransLink</b>	Hard to access skytrains if elevators are inoperable, HandyDART and transit access don't work well even with pre-planning (infrequent bus service)
<b>Prescription delivery</b>	Affordability, Fixed income is a large barrier for many supports and services
<b>Home Support no longer provides household supports</b>	
<b>Phone buddy system</b>	Some use this informally, others through LSRS

What are the most pressing needs that will facilitate seniors staying independents as long as possible?

### 3 Themes

#### Social Connections:

Loneliness – lack of connections/visits

Check-in and/or a buddy system (especially for those living alone)

#### Help around the house:

Vacuuming becomes hard to do

Housecleaning

Reliable gardening help

Meal preparation

#### Transportation:

Transportation and transportation connections

Seating and covers at bus stops

Lessons on how to access skytrain and get help if needed

Accessibility of skytrain stations (inoperable elevator)

Who would be the best lead agency to provide Better at Home services and why?

- Canadian Cancer Society has a driver's program for cancer treatment – they may need more drivers or could this service be used by others?
- HandyDART- service to geographical areas of Langley should be more efficient.
- Food and Friends- address price increases and fewer locations.
- Bus/Translink linkages could be more effective.
- Volunteer Driving program- need for appointments/family visits-also important to establish relationships with driver. (may be need to address licensing and insurance)
- Langley Township should support senior's services-esp. snow shovelling on City property and inaccessible intersections.
- Langley Seniors Resource Society needs sustainable funding and is a big lifeline for people, links for volunteers and we donate as well.

Prioritize Better at Home Services: people were given a number one and number two choice indicated by different colours.

1. Transportation – 11 #1 votes and 9 #2 votes
2. Housekeeping – 9 #1 votes and 2 #2 votes
3. Friendly visiting – 6 #1 votes and 2 #2 votes
4. Home Repair-0 #1 votes and 3 #2 votes
5. Yard work – 0-#1 votes and 2 #2 votes
6. Grocery shopping- 0 -#1 votes and 1 #2 vote

## Focus Group-Summary Report Two

November 19, 2012

Attended by 18 seniors.

What services and programs do you currently access in the community? What barriers are experienced?

Programs and Services Accessed	Presenting Barriers (if noted)
<b>Prescription Delivery</b>	Cost and delivery can be a barrier.
<b>HandyDART</b>	Very unreliable and hard to arrange for medical appointments in particular.
<b>Driver Services through CCS</b>	Very reliable but high turnover in volunteers.
<b>Shop at Home</b>	Some stores do this, some do not.
<b>Regular Transit services</b>	Difficult schedules and waits, no shelters.
<b>Meals on Wheels</b>	Not always available on days needed.
<b>Brookwood Seniors Centre</b>	
<b>Walnut Grove Community Centre</b>	Affordability

What are the most pressing needs that will facilitate seniors staying independents as long as possible?

### 3 Themes

#### Transportation

- Lack of shelter at bus stops and poor service in terms of times especially on weekends.
- Unreliable especially for medical appointments

#### Housekeeping Help:

- Cutting and preparing meals can get difficult
- Support for healthy eating (avoiding tea and toast)
- Vacuuming and changing bed linens

#### Grocery Shopping/Friendly Visiting:

- Important to have food delivery services if you can't get out
- Can be really important for caregivers if partner is ill
- Some stores charge high fees for this service

Who would be the best lead agency to provide Better at Home services and why?

- HandyDART- service to outlying geographical areas is really poor and often unreliable.
- Canadian Cancer Society has a great driver's program for cancer treatment- they need more regular drivers as they can turnover quickly.
- Bus/Translink linkages could be better especially on weekends.
- Some volunteer driving programs exist and some are fee for service (can be expensive to access) Driving Miss Daisy for instance.

- Some intersections are not curb friendly and are difficult for walkers and scooters to navigate.
- LSRS is a good resource but only for Langley central area.

Prioritize Better at Home Services: people were given a number one and number two choice indicated by different colours.

1. Transportation – 12 #1 votes and 4 #2 votes
2. Housekeeping – 3 #1 votes and 1 #2 votes
3. Grocery shopping-3 #1 votes and 4 #2 vote
4. Friendly visiting – 0 #1 votes and 7 #2 votes
5. Home Repair-0 #1 votes and 2 #2 votes
6. Yard work – 0 #1 votes and 0 #2 votes

## **Langley Better at Home - Community Meeting Summary Notes**

10 am -12:30 pm

Douglas Recreation Centre

20550 Douglas Crescent

Langley, BC

### ***Better at Home Project Description***

Presentation sent to participants from United Way of the Lower Mainland.

### **Community Development Findings-Assets and Needs**

Presentation attached from Deirdre Goudriaan, Team Play Consulting Inc.

### ***What services engage and support seniors in Langley?***

Small Group Feedback noted below:

#### 1. Langley City Seniors Recreation and Resource

- Outreach
- Bathing program
- Healthy living Bag
- Shuttle bus for shopping
- Driver's program
- Volunteer Training Program

#### 2. Food Services: Meals on Wheels –Food delivery and Food and Friends program

- Food Bank – soup, Aldergrove, Langley
- Gateway of Hope-Community meal daily
- Saint Jo's – soup kitchen Tuesdays
- St. Dunstan's –Garden to Table
- Southgate and Brookwood Baptist – Friday dinner once a month
- Churches food bank
- Gold Card Catering

#### 3. Friendly visiting by the Faith Community/Church based supports

#### 4. City of Langley

- Food and Friends
- Healthy Living Bag
- Seniors Programming

#### 5. OAP-Aldergrove

#### 6. Township of Langley – 55+ and City of Langley-Parks and Recreation

#### 7. Service Clubs

#### 8. Fraser Health



- Home health
  - Mental health
  - Home support
9. Stepping Stones
    - Mental health supports and advocacy
  10. HandyDART/Driving Miss Daisy
  11. Lions Housing
  - 12 Alzheimer's Society
    - Support for caregivers and those with the disease
  13. Langley Hospice- a range of bereavement/support/information services for Langley residents, as well as volunteer opportunities on site and at a thrift store.
  14. Grocery Delivery by IGA, Safeway and Price Smart
  15. Heart and Stroke Foundation
  16. Arthritis Society
  17. Private Home Support Agencies
    - Companion
    - Meal preparation
    - Nursing
    - Light housekeeping
    - Transportation
    - Home Care agencies
  18. Langley Seniors Centre
    - Recreation and fitness
    - Education
    - Meals
    - Fellowship
    - Outings
    - Outreach
    - Transportation
    - Buddy Calls
    - Advocacy
    - Tax Clinic
    - Housing Information
    - Grocery Shopping shuttle bus
  19. Libraries
  20. Museums
  21. Malls-Walking Clubs
  22. Volunteer Opportunities
  23. Healthier Communities Partnership
  24. Low Income Housing – high percentage of need
  25. Community Response Network
  26. Private Care Residences
  27. Senior Life Choices

- 28. Brookwood Seniors Centre
- 29. Small local business
- 30. Langley Arts Council
- 31. LSCAT
- 32. United Way
- 33. Starting Point
- 34. Socials
- 35. Fire Services –supports senior’s related fundraisers

***Feedback on top three priorities for Better at Home***

	Home Repair	Grocery Shopping	Housekeeping	Yard Work	Transportation	Friendly Visiting
1 <sup>st</sup> Priority	0	0	1	0	19	2
2 <sup>nd</sup> Priority	0	5	8	0	2	6
3 <sup>rd</sup> Priority	3	8	6	3	0	2

**#1 Priority –Transportation**

**# 2- Housekeeping**

**#3-Friendly Visiting**

**#4-Grocery Shopping**

***Key Criteria for Agency Selection***

1. Capacity including financial, human resources, ability to provide range of services, volunteers training and recruitment (oversight and management), scheduling, matching and training of clients and contractors, outreach skills to clients and other service providers.
2. Knowledge of the client group/Access to seniors
3. Recognition of Diversity and Language needs
4. Collaboration between agencies
5. Established reputable position in community
6. Flexibility/Adaptable over time
7. Listening Skills
8. Collaboration with health care agencies (continuum of services)-Integrated Health Network, Doctor-referrals
9. Promotional skills (Referrals, outreach, match referral with service delivery)

10. Physical infrastructure/location
11. Need foundation-volunteers and coordination
12. Connecting to First Nations
13. Connections to faith based supports
14. Address safety of clients in home

### ***Potential Lead Agency***

- Langley Seniors Centre – Must engage other stakeholders
- Develop Advisory Committee –BC Nurses Association, First Nations, House Call orgs, Employment programs
- Address geographic isolation of Aldergrove

### ***Overall Better at Home should consider:***

- Recommendation to include Social Return on Investment and cost benefits analysis in calculations for the program to make the case for continued funding
- Need for long term funding
- It would be detrimental to seniors to give services and then have them taken away if funding is lost.

### ***Follow up meeting of stakeholders to choose lead agency and collaborators:***

December 4, 2012 from 1-3 pm at Douglas Recreation Centre in Langley, BC  
Please RSVP Deirdre at [Deirdre@teampayconsulting.com](mailto:Deirdre@teampayconsulting.com) if you are planning to attend.

## Better at Home Service Provider Meeting Summary

December 4, 2012

1-3 pm

Douglas Recreation Centre

Meeting called by Deirdre Goudriaan, Community Developer and United Way

Regrets:

Langley Community Services Society

Confirmed Attendees:

LSRS

Fraser Health

B Cared For

Comfort Keepers

House Calls Health & Wellness

LSRS

Sources Community Resources Society

Seniors Life Choices

Sto:Lo Elder's Lodge

BC Nurse's Union

CARP

### Intention for Session

Langley Senior Resources Society will be the lead agency in Langley for Better at Home. They are the agency best positioned to provide services to seniors and they have indicated an interest in addressing the identified needs through links with collaborative partners. The purpose of this meeting is to decide on a collaborative strategy with other interested community partners to meet the needs of seniors in Langley. The primary presenting needs (based on the basket of services *Better at Home* provides) in Langley are:

1. Transportation
2. Grocery Shopping
3. Friendly Visiting (identified in consultation process) and Housekeeping

### Group Norms

- Listening respectfully and non-judgmentally
- No ideas are a bad idea
- No sidebar conversations
- Think about the client!
- Address your self-care needs as required
- Note sidebars in parking lot (for further exploration)
- Respect decisions made here

- Think about the community
- Give it our best shot

### **Review of Granting Criteria and Budget**

United Way reviews the grant application and also offered coaching and feedback for LSRS in preparing the grant application. The deadline is December 12, 2012 so the turnaround time is tight but can be accomplished.

### **Using a Collaborative Approach what would the ideal outcome look like for the community?**

The Advisory Group should include representatives from different groups in the community but should not duplicate existing groups. Ideas for representatives on the advisory included representation from:

- Faith based groups
- Aldergrove
- Seniors
- Community Response Network
- CARP
- City and Township
- PosAbilities
- Langley Community Services Society
- First Nations
- Fraser Health

The group agreed that LSCAT should be offered a presentation on Better at Home regarding the advisory role to determine who may be interested from that group first and then the remaining seats would be filled by recruitment afterwards.

Langley is so geographically diverse and as a result the group spent time looking at the unique needs of underserved communities like Aldergrove and Fernridge but also underserved groups in the community. Ideas included:

- Outreach through Ambassadors at the seniors centre
- Faith based connections
- Seniors Centre and OAP group
- Outreach through CARP
- Manufactured Homes Associations (to reach people in mobile home parks)
- Use of Volunteers who attend the training program through LSRS
- Karen Refugee seniors (mostly in Central Langley)
- First Nations Providers – Sto:Lo, Kwantlen, APIC, Xyolhmeylh

Note: Due to the unique and underserved nature of the Aboriginal Bands in the area and the need to be culturally sensitive with programming and relationship development, it is recommended that the group pursue other Aboriginal connections and will also recommend a dedicated Aboriginal strategy be put into place through the United Way. This does not mean these connections should not be pursued through LSRS.

### **What skills and competencies do the partners around the table bring to the program?**

Housekeeping and meal preparation- House Calls

Management Information System – Comfort Keepers

Volunteer Training Program- LSRS would like all volunteers/staff to receive this training

Development of a volunteer bureau – Langley Together (nonprofit chamber group) may be pursuing this and Sources can support this work along with LSRS.

### **Criteria from Community Meeting**

15. Capacity including financial, human resources, ability to provide range of services, volunteers training and recruitment (oversight and management), scheduling, matching and training of clients and contractors, outreach skills to clients and other service providers.
16. Knowledge of the client group/Access to seniors
17. Recognition of diversity and language needs
18. Collaboration between agencies
19. Established reputable position in community
20. Flexibility/Adaptable over time
21. Listening Skills
22. Collaboration with health care agencies (continuum of services)-Integrated Health Network, Doctor –referrals (Work within a continuum of supports to lessen gaps for seniors)
23. Promotional skills (Referrals, outreach, match referral with service delivery)
24. Physical infrastructure/location
25. Need foundation-volunteers and coordination
26. Connections to First Nations
27. Connections to faith based supports
28. Address safety of clients in home

### **Ranking the Criteria from the Community Meeting**

The group was asked to rate the three most important priorities from the list of criteria developed at the community meeting. Evaluation and sustainability were added to the list. This did arise at the community meeting but was not on the list of criteria. The following priorities were identified:

1. Evaluation and Sustainability
2. Capacity and Knowledge of the Client were combined
3. Client Safety
4. Collaboration and Continuum of Services were combined

*Evaluation and Sustainability was not further explored due to the time limitations and the fact it was not on the community criteria list however it does not diminish its importance.*

## Collaborative Solutions

The group was asked to participate in a written brainstorming exercise where they came up with ideas and then added to the ideas of others.

### Capacity and Knowledge of the Client

- Detailed intake and assessment forms
- Education of staff, volunteers and service providers (listening, safety, disability) (mentioned twice)
- Partner with organizations that deliver programs and services to leverage resources and review new statistics and research
- Know the client through a thorough application process including intake and information management system
- Offer education and workshops for seniors often so eventually seniors can educate seniors
- Community engagement/collaboration of community organizations i.e. Roundtable
- Audited management and volunteer screening

Themes:

Thorough screening and information systems

Staying current

Volunteer Management

Communication

Outcomes:

1. LSRS will have regular communication with BC Nurse's Association, Healthier Communities Partnership and LSCAT.
2. LSRS, Langley Together, City of Langley and Sources will work together to explore volunteer management in the community including use of VolWeb. **Coordinate a follow up meeting of these partners to explore this in more detail.**
3. Life Choices would like to play a role with informing seniors of the services – **Submit a proposal to LSRS by December 7, 2012 or coordinate a meeting with LSRS.**

### Client Safety

- Standardized protocol for volunteers, employees requiring a criminal record check, vulnerable person's check, WorkSafe, liability insurances, personal reference check from someone who has known the person for more than 2 years etc. to ensure clients are kept safe.
- Diligent volunteer, employee management and screening and acceptance checklist.
- Ongoing safety assessments and protocols.
- Background checks as part of a comprehensive primary safety scan (for employees and volunteers).
- Outreach and walkabouts- home visits for client satisfaction, suggestions for improvement and safety.
- Client safety and education- continuous conversation with client, family, service provider and volunteers

Themes and Outcomes:

1. Comfort Keepers can assist with appropriateness, matching and consistency of volunteer/employee management.
2. Development of a common criteria and referral form amongst agencies- LSRS to spearhead this.
3. B Cared For, House Calls and Comfort Keepers indicated interest in home visits and follow up and exploring potential synergies. **Please prepare and submit a proposal for LSRS by December 7, 2012.**

### **Collaboration and Continuum of Services**

- Collaboration and open communication
- Long term planning and continuous services/program
- Work with existing tables and communicate effectively by generating a one page newsheet to leverage other opportunities in the community (such as faith community links)
- Communicate with multi-disciplinary teams in the community to access potential clients
- Database of collaborators, monthly meetings of advisory committee
- Stay connected and aware of services offered and regularly update information- think outside the box and include other age groups – be inclusive.

Themes and Outcomes:

Table of Collaborators /Multi-disciplinary - through LSCAT/ Healthier Communities Partnership

Stay connected and be inclusive (other age groups)/

Newsfeed-Connect to BC Nurses, Fraser Health and LSCAT.

Long term planning –Adjust to changing needs of seniors

### **Closing and Follow Up**

All invited participants and agencies who would like to take a role as a collaborative partner should outline what services and supports could be provided in writing to LSRS by December 7, 2012.



## **Appendix B - Asset Mapping Report**



‘Better at Home’

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**“An answer is always the part of the road that is behind you. Only questions point to the future.”**

Gaarder, J. (Pioneers of Change Associates, 2006)

## Acknowledgements

Community development processes such as this one are only successful through the cooperation of the many seniors, service providers and families that had input into this report. Thank you for the time and energy you invested in meetings, telephone calls, access to information, and support for delivering the survey and of course the next steps in the process. Your efforts are deeply appreciated.

Deirdre Goudriaan

## Introduction

This community profile and asset mapping process for Langley City and Township is part of the community development process commissioned by the United Way of the Lower Mainland for the ‘Better at Home’ program. This community profile includes research, data and documentation on the needs of seniors as well as an asset mapping process. The terrain explores human, cultural and systemic assets across the community and includes a cursory look at the experiences of seniors, families and professionals that support seniors. This will build throughout the course of the project. The profile helps provide direction to determine support needs provided by the “Better at Home” program.

## The Terrain: The Langley’s (The Township and City of Langley)

### Population Demographics

The Langley’s include the City and Township of Langley. Together, these two municipalities are known as Langley to residents and are home to approximately “104,177” people. (Statistics Canada, 2011). Technically the two communities are different municipalities however, because of their close proximity the local governments of both communities work closely together and

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*Langley (City and Township) have a total population of 25,081 seniors. The number of seniors in Fraser Region is expected to grow by 57 percent by 2020.*

*(Statistics Canada, 2011).*

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citizens refer to the entire area as Langley. Across “Fraser region as a whole seniors (aged 65 plus) account for 14.1 percent of the total population and this number is expected to increase to 15.6 percent by 2016 and to 57 percent by 2020.” (Fraser Health, 2011).

Langley City and Township has a “total population of 25,081 seniors” according to the 2011 census. (Statistics Canada, 2011).

Approximately “55 percent of seniors across Fraser Region are females and 45 percent are males.” (Fraser Health, 2011). According to Fraser Health (2011) approximately three percent of people in the Langley’s have Aboriginal ancestry. The Langley area is home to two distinct bands of First Nations people – Kwantlen and Katzie First Nation. Additionally, “16.6 percent of people in Langley identify as newcomers or immigrants.” (Fraser Health, 2011) Korean and Mandarin are the most dominant non-English languages.

### The Township of Langley

The Township of Langley is located in South Fraser region south of the Fraser River. The Township is 45 kilometres east of Vancouver, BC in the agricultural center of the Fraser Valley. The Trans-Canada Highway intersects the municipality from north to south. The northern municipal boundary is the Fraser River; the southern boundary is the United States border.

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*This is important to understand as the geography presents significant service barriers as well as transportation issues for the entire community and seniors specifically.*

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Aldergrove (a neighbourhood in the Township) is the eastern neighbour to the City of Abbotsford. The western boundary is 196 Street (and borders the City of Langley); the eastern boundary is 276 Street.

Approximately three-quarters of the Township is agricultural land. Geographically the Township of Langley has distinct districts or neighbourhoods (Brookwood/Fernridge, Aldergrove, Walnut Grove, and Willoughby) and they are separated by great distances. This is important to understand as the geography presents significant service barriers as well as transportation issues for the entire community and seniors specifically.

According to 2011 census data, the Township of Langley population was “104,177.” (Statistics Canada, 2011) and there were “9,379 seniors aged 65 and over.” (Statistics Canada, 2011). The age distribution appears below:

## Age distribution of seniors in the Township of Langley (Statistics Canada, 2011)

Township of Langley	Total	Men	Women
65 to 69 years	4,620	2,260	2,365
70 to 74 years	3,155	1,530	1,625
75 to 79 years	2,445	1,160	1,280
80 to 84 years	1,890	785	1,105
85 years and over	1,770	610	1,160

### Neighbourhood Distribution

A recent age friendly profile compiled by the Township of Langley indicated these neighbourhood based demographics. Each of these neighbourhoods has distinct transportation and service access strengths and challenges. The Aldergrove area does not have a senior's centre, recreation centre or any central gathering place for seniors. Brookwood/Fernridge is served through the Brookwood Senior's Centre and many seniors from many areas attend Langley Seniors Resource Society (they provide fee for service transportation). The Willoughby residents often access the seniors centre in Langley and may also use the recreation centre.

It is reasonable to state that transportation is a huge challenge (given the geography) and much more difficult for seniors. Transportation access was mentioned in every conversation (thus far) with seniors, service providers and families.

Brookwood/Fernridge: Approximately 1,510 older citizens.
Aldergrove: 495 citizens over the age of 65, most within the 65 to 74 age range.
Walnut Grove: 2,720 citizens over the age of 65, the vast majority between the ages of 65 to 84.
Willoughby: 1,100 residents aged 65 or more.

(Township of Langley, 2010)

### Immigrant and Newcomers

The Township of Langley like most areas across the Fraser Region has had increases in the numbers of newcomers and immigrants. The top two visible minorities are Chinese and Korean people.

Aboriginal people make up 2.6 percent of the population in the Township however it is widely known that the data from the First Nations bands is likely underreported and inaccurate.

Visible Minorities	Total Numbers	Percentage of Population
Chinese	2,355	25.4
Korean	1,900	20.5
South Asian	1,445	15.6
Filipino	580	6.3
Southeast Asian	895	9.6

Source: 2006 Census, Statistics Canada

A map of the Township is included in Appendix A.

**The City of Langley**

The City of Langley is in South Fraser region and lies south of the Fraser River and borders on the City of Surrey and the Township of Langley. The City of Langley is relatively small, 10 square kilometres, and contains six established residential neighbourhoods, as well as parkland areas. The population of the City of Langley is currently “estimated at 27,085.” (Statistics Canada, City of Langley and Metro Vancouver, 2011). Much of the planned growth for the City of Langley will focus on densification of these neighbourhoods.

The neighbourhood areas are:

- Douglas Neighbourhood
- Simonds Neighbourhood
- Blacklock Neighbourhood
- Uplands Neighbourhood
- Alice Brown Neighbourhood
- Nickomekl Neighbourhood

The City of Langley also has “2,152 unattached individuals, this number includes seniors, with a low income.” (City of Langley, 2009) These seniors may also account for the higher percentage of low income households in Langley according to the report.

**Age distribution of seniors in the City of Langley (Statistic Canada, 2011)**

A recent report on active aging in Langley (City of Langley, 2010) noted that the over 85 population is the fastest growing cohort of seniors. Special attention to this age cohort may assist these residents to help them remain active and independent.

City of Langley	Total	Males	Females
<b>65 to 69 years</b>	1,115	530	590
<b>70 to 74 years</b>	825	370	455
<b>75 to 79 years</b>	660	265	395
<b>80 to 84 years</b>	805	240	565
<b>85 years and over</b>	835	255	580

### Visible Minorities

According to the 2006 Census (Statistics Canada) noted that Chinese and Korean are also the most predominant visible minorities in The City of Langley followed by Filipino residents. The Aboriginal population represents “3.6 percent of the total population” of Langley residents. (Statistics Canada, 2006).

Visible Minorities	Total Numbers	Percentage of Population
Chinese	5 45	21.3
Korean	4 80	18.8
Filipino	3 60	14.1
Latin American	2 55	10.0
Black	2 55	10.0

## Supporting seniors in Langley

### Access to Healthy Food

In terms of vulnerability for seniors in Langley, access to healthy, nutritious food is one of the major factors that impacts seniors health (consumption of fruits and vegetables in particular) and “less than half of all seniors in Langley do not consume the recommended 5-10 servings per day.” (Fraser Health, 2010).



## Seniors Living Alone HandyDART

The number of older adults living alone is also rising steadily in these communities. Women are more likely to live alone than men are, and that likelihood increases with age according to the 2006 Census (Statistics Canada, 2006). In part this is due to women's longer life expectancy. In Langley, "28.3 percent of seniors live alone." (Fraser Health, 2010). "In 2006, the proportion of seniors aged 75+ living alone was 53 percent in the City of Langley." (United Way, 2011). Many "older adults over 80 who live on their own or with other non-family members are especially vulnerable," to social isolation among other things. (Langley, 2007) With the supports that "Better at Home" proposes they may be able to live in their homes longer.

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Researchers have noted that seniors living alone are at increased risk of social isolation

and are more likely to suffer a fall. Compared to those living with others, seniors living alone were found to have reduced health status and increased health risk behaviours. (Kharicha, K., Iliffe, S., Harari, D., Swift, C., Gillmann, G., & Stuck, A. E. (2007)).

## Social Connectedness

Social connections are important. Socially isolated seniors are more likely to suffer poor physical or mental health than are seniors with active social lives. "Over 60% of seniors in the Fraser region (Fraser Health, 2011) reported high levels of social support." The majority of seniors living in Fraser region reported having a "somewhat strong to very strong sense of community belonging." (Fraser Health, 2011) However, 6.8 percent of seniors over age 65 in the Langley area suffer from dementia as well. (Ministry of Health, PHC Dementia Registry as of November 2009.) Dementia may also influence the number and quality of social connections for this group as well.

## Economic Security

Economic security allows for more disposable income, greater access to services and supports and a higher standard of living. At the community level, this support greater access to health, education, transportation, and recreation expenses. According to Statistics Canada, 2006 approximately "7.3 percent of seniors in Langley are considered low income." In 2010, 1.6 percent of seniors in Langley received the Guaranteed Income Supplement (BC Statistics Agency. (Socio-Economic Profiles, 2010)

### Accessible transportation and built environments

According to the Township of Langley Age Friendly Report in 2010 and anecdotal data gathered from interviewee's accessible and affordable transportation options are the most important service (thus far) that could be provided through the 'Better at Home' program. Given the geographic realities of the community and the lack of public transit development that has occurred south of the Fraser River it is not surprising that the Langley Seniors Table has highlighted this area as its number one priority as well.

### Integrated Health Network Development

Langley is in the process of implementing its first integrated health network through Fraser Health. Integrated Health Networks are a way of addressing chronic health conditions and ensuring complex conditions are effectively managed and that people are connected to physicians. The number of seniors using the program was unfortunately unavailable in time for this reporting period.

### Asset Mapping in Langley

Asset-based approaches to health promotion and community development imply a focus on potentials much more than on problems. In general, a move to asset-based community development over the last couple of decades has meant more of a focus on, and mobilization of, a broad range of assets that exist in a community rather on its needs, problems and deficiencies.

This supports community development processes to go one step further by expanding the assets that we are aware of, and then can grow. We can focus on systemic, cultural (how the neighbourhood works) as well as supporting the development of assets and potential in people (seniors, families and professionals that support seniors).

To compile the asset map we reviewed the literature to assess strengths of seniors, spoke to numerous professionals and seniors themselves. This document intends to provide a snapshot of current and historical activities in the community.

### Priorities for Township of Langley Seniors

The Township of Langley completed an age friendly community process in 2010 that included seniors and professionals. Some of the results from this process are helpful in identifying priority areas

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that align within the 'Better at Home' mandate.

1. "Transportation and accessibility" were one of the most important issues for seniors in the Township. The second overarching theme that fits with the mandate of 'Better at Home' is to "enhance well-being through social connectedness." (Township of Langley, 2010)

This study also identified the following neighbourhood themes that align with the mandate of 'Better at Home' (transportation and friendly visiting to reduce social isolation):

### **"Brookwood Neighbourhood**

- Traveling to physician appointments in Vancouver (specialists) is very challenging as there are no current transportation resources to support this (HandyDART does not provide this service).
- Outreach to seniors who may be unaware of services
- Increased awareness or communication about links to services (Grocery delivery service phone in orders- some stores have it, some do not)
- Social integration (Community Schools-use of schools for/by community, Program to link teens with seniors, More local events (neighbourhood Focus) Block Parties)

### **Aldergrove Neighbourhood**

Addressing mobility, transportation and social interaction were the top priorities.

### **Walnut Grove Neighbourhood**

- More social activities and social programs
- Seniors 'outreach' (through community halls)

### **Willoughby Neighbourhood**

- Transportation: A shuttle service to Langley Seniors Centre – many state they are members, also to physician appointments.
- HandyDART -some thought it worked well others didn't know what HandyDART was.
- Social Isolation- Seniors reported there was often no support in the evenings, no programming, coffee or tea available in their area." (Township of Langley, 2010)

## Priorities for City of Langley Seniors

In 2009, the City of Langley completed an age friendly community report and the following themes align with 'Better at Home' services:

- Improve transportation options to increase participation of seniors.
- Provide services and supports within the City of Langley recreation services that align with transportation availability to match up with classes and activities at Timm's Centre, Douglas Park Recreation Centre and the Langley Seniors' Resource Centre.

## Other Community Assets

### Langley Seniors Resource Society

Langley Senior Resource Society (LSRS) is a membership based organization that has existed since 1980 ([www.langleyseiorscentre.com](http://www.langleyseiorscentre.com)) and provides a variety of services and seniors groups. There is also a recreation centre for seniors and an adult day centre (serving 120 clients). The Society's recreation arm has approximately 1,000 members and participate in the programs many activity areas. LSRS provides outreach through their Ambassador's Program to approximately 400 seniors. They informally provide information and referral services to connect seniors with other community services and supports as well. (I.e. Fraser Health services, physicians etc.). The annual fee for membership is \$50.00 and some of the services provided are offered on a fee for service basis and this is potentially a barrier to low income seniors. The hours of operation of the program are Monday to Friday 9-4 pm and Saturdays from 9-2 pm.

LSRS provides some in-reach activities (immigrant seniors came to the centre) that have historically included immigrant and newcomer seniors but this is not the group of seniors they typically serve. The assets they describe in the community and within their organization include:

- Huge volunteer capacity
- The development of new businesses to support seniors (who have the means to pay for services provided).
- Seniors bring numerous talents and are highly skilled.
- Recruitment of younger seniors is also an asset.

The importance of addressing transportation, social isolation and providing supports for low income seniors is a priority. Women who are both under and over the age of 65 who live in poverty are not being served effectively in the community and for seniors over 80; families are often unable to continue to provide care.

The top priorities identified included:

1. Affordable transportation
2. Support for grocery shopping and housekeeping
3. Friendly visits – supports for addressing more social inclusion
4. Minor home repairs

Currently the Langley Seniors Centre has a one on one volunteer driver program, although it is not always cost effective for seniors as it is a user pay system. There are also private transportation services in Langley. LSRS is working to create a seniors only shuttle bus. LSRC has a proposal into the Enabling Accessibility Fund for a “Connect Bus” and is working on a business plan to submit a funding application.

The program would cost approximately \$105,000 for basic costs (purchase of the vehicle and driver time) Initial operations are to focus on providing service three days per week in Walnut Grove, Fort Langley, Brookwood/Fernridge and Aldergrove. Murrayville would be included so seniors could have access to the doctors’ offices in the hospital area. Prior surveys of seniors have indicated that seniors would like to go to LSRC, Willowbrook Mall, and Downtown Langley.

Transportation is a key component of ‘Better at Home’ supports so if there is a way to integrate these activities with ‘Better at Home’ services that would enhance planned services (assuming LSRC receives this funding).

### **Langley Seniors Community Action Table**

Langley Seniors Community Action Table funded by the United Way of the Lower Mainland functions as a connection point in the community for seniors and works to address seniors’ needs and issues. Meetings occur approximately once every two months with approximately 18-22 seniors involved in the action table. The group has also published a magazine called “Living 60 Plus” focused on getting information to the larger community about senior’s supports and services.

Based on conversations and relationships at the Langley Seniors Community Action Table (LSCAT) many seniors outside the City of Langley boundaries appear to be fiercely independent and self-sustaining. This may be the case because there has historically been a lack of supports and services including a lack of transportation in the area. Seniors have had to find other ways to get their needs met and have turned to neighbours, family and others for this support.

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*The community especially in rural areas is very neighbour oriented (caring for each other) – there is a possibility that seniors could support other seniors to meet the needs of immediate neighbourhoods through the planned ‘Better at Home’ services.*

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Many seniors in the Township of Langley still live on large lots of land/on farms and some live in mobile homes. A group of seniors indicated they would appreciate support to complete yard work/gardens/house maintenance etc. Some seniors have low incomes and some are more financially secure and could afford to pay for these services. Some are caregiving for an ill partner and may need supports for this reason.

The community especially in rural areas is very neighbour oriented (caring for each other) – there is a possibility that seniors could support other seniors to meet the needs of immediate neighbourhoods through the planned ‘Better at Home’ services. There is a desire to create a continuum of supports and consistency across the community. There is also an opportunity to build on relationships and trust that has already developed in neighbourhoods. Numerous seniors are busy and actively involved in a wide variety of activities across the community.

The need for a seniors focused transportation plan and providing transportation oriented services is the number one priority for the LSCAT. The other beneficial services would include housekeeping (especially for those with pets), friendly visiting, and support with yard work- including help with vegetable and flower gardens.

**Brookwood Seniors Centre** (<http://www.brookwood.ca/>)

Many of the seniors who attend the seniors centre are very independent. However a number of people have identified transportation (especially to and from medical appointments when the wait time is often unknown) and a support mechanism that advocates for the needs of seniors. Brookwood Seniors Centre noted that they want to get their website connected to other community websites via links and are exploring options in the community. There is also the need for a central resource directory of transportation options that are available in the community. It may be possible to include seniors as supports to one another in this community as well.

**Meals on Wheels** (<http://langleymealsonwheels.com/>)

Meals on Wheels have been an active part of supporting seniors through the Langley Meals on Wheels Services Society. The society has expanded in both numbers and programs over the years and supplies Langley City and all Langley Township communities. The Gateway of Hope and Jackman Manor in Aldergrove provide food.

In addition to providing meals they also operate a dining program throughout the area called “Food and Friends. “ This program complements the Meals on Wheels services. To encourage social connections the society encourages seniors and qualifying individuals who are physically

able, to come to a central location and enjoy a meal together instead of eating alone. There are seven Food and Friends programs located in the Langley's. Locations of the Food and Friends program are listed [here](#).

Informally, the group is also a source for information and referral and help many people who cannot leave their homes establish other connections.

**Healthier Communities Partnership** (<http://www.langley.ca/partnershiphome.aspx>)

The Langley Healthier Community Partnership acts as a catalyst to engage participants, encourage collaboration, and share resources through enhanced communication and the creation of partnerships. The Langley Healthier Community Partnership Steering Council is co-chaired by the Township of Langley and City of Langley Mayors and Fraser Health and is made up of numerous community leaders who are committed to creating a healthy Langley. Several members of this group provided input into the results of this report.

## **Summary**

In summary, the report points to the specific demographic needs of the senior's community in Langley. Although this report was compiled before contact could be made with a large number of seniors, every effort was made to contact as many seniors and the major service providers. These links will deepen through the next steps in the process.

The assets include:

#### Seniors

- Self-reliance and fierce independence for many seniors.
- A skilled group of volunteers and potentially an unused source of connections could be leveraged to provide supports to other seniors who need supports.
- Many seniors can afford to purchase at least some services and supports
- A neighbourhood orientation of caring for one another
- Some positive spaces for establishing connections (Brookwood, LSCAT, LSRS, Meals on Wheels)
- Participation in developing solutions (especially transportation)

#### Professionals

- A desire to address challenges for seniors
- A desire to address the needs of low income seniors and those who desire social inclusion
- An active plan to address some of the transportation issues that the geography of the community leads to
- A desire to work collaboratively on senior focused projects
- Support for the Better at Home program
- A dearth of information on the local needs (demographic and otherwise) in the community.



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**Appendix C - Proposed Advisory Committee Members in  
Langley**

During the community and service provider meetings the group brainstormed a list of representatives for the Better at Home advisory committee. The group believed that this committee should not duplicate community efforts and where possible synergies in community efforts could be leveraged. In that vein, the group agreed that LSCAT should be offered a presentation on the advisory committee role of *'Better at Home'* to determine who may be interested from that group first and then the remaining seats would be filled by recruitment in the community afterwards.

Possible representatives on the advisory committee included:

- Faith based groups
- Aldergrove
- Seniors
- Community Response Network
- CARP
- City and Township
- PosAbilities
- Langley Community Services Society
- First Nations
- Fraser Health

## **Appendix D - Documentation of media coverage**

## Media Sources

These media sources were contacted in order to publicize and promote involvement in the ' *Better at Home*' community development process. A combination of press releases and event announcements went to each of these sources.

- Langley Advance
- Langley Times
- SNAP Langley – Posted to Events section and a reporter attended the community meeting on November 27, 2012. The article will appear in December 2012.
- Aldergrove Star
- We invited the MLA's-The representative from MLA Mary Polak's constituency office attended the community meeting.
- BCGEU and Division of Family Practice were invited and were unable to attend the community meeting.
- BC Nurse's Union attended the community and service provider meetings.
- Country 107.1 and JR FM Radio Stations
- Facebook – Township of Langley

## Press Release

### Seniors face challenges daily

As community developer for the United Way's "Better at Home" program, I have the task of estimating how many Langley seniors are isolated and or vulnerable. The majority of older adults wish to live independently as long as possible but as the risk of physical and cognitive decline increases with age, the risk of vulnerability also increases.

According to the 2011 Census, "Langley City and Township has a "total population of 25,081 seniors." (Statistics Canada, 2011). "In 2006, the proportion of seniors aged 75+ living alone was 53 percent in the City of Langley." (United Way, 2011). We are living longer and the number of residents over the age of 80 is increasing and projected to grow. As we age, other risk factors increase such as social isolation as we lose our friends and loved ones. Geographic distances (for outlying areas like Aldergrove and Walnut Grove) diminish access to suitable transportation. This is a particular concern for seniors in Langley since community connections decrease the likelihood of elder abuse, neglect or self-neglect. The vast majority of seniors are socially active, healthy and capable but there are others who struggle with day to day tasks that the agile take for granted.

Furthermore, life circumstances can very quickly change the picture for any individual and can lead to a significant loss in quality of life. How many seniors do we have in this community who could successfully maintain their independence with a little bit of practical support? Langley has an opportunity to launch the new '*Better at Home*' program with the help of the United Way to provide non-medical home support services such as light housekeeping, grocery shopping, transportation to appointments, simple home repairs, friendly visiting, light yard work, snow shoveling. In order for this to happen, we need the support and the will of the community to identify priorities and make this program a reality.

If you, or someone you know needs this kind of support, please add your voice. I encourage all seniors and stakeholders to attend the community meeting on Nov. 26, 2012 from 10:00 a.m. - 12:30 p.m. at the Douglas Recreation Centre (20550 Douglas Crescent). We will present the findings of this project along with an opportunity to provide input. Refreshments will be provided.

To register for the Langley Better at Home Community Meeting or provide input to this project, please call Deirdre Goudriaan at 77.891.8948 or email [deirdre@teamplyconsulting.com](mailto:deirdre@teamplyconsulting.com). For more information see [www.betterathome.ca](http://www.betterathome.ca)