

FINAL

Better at Home

Vancouver South Community Consultation

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APPENDIX

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APPENDIX A:

Appendix A:

- **Proposed Advisory Committee members**
- **Focus Group Overview/Semi-structured Guide**
- **Survey Questionnaire tool**

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Proposed Advisory Committee members

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 Vancouver South community Better at Home Advisory Committee

- Seniors- Minimum of four to six seniors, with representation from Punjabi, Chinese, English, Tagalog, and other predominant ethno-linguistic populations indicated in the consultation report
- Representatives from each of the three local community centres (Champlain Heights, Killarney, and Sunset)
- Representative from Vancouver Coastal Health (South Community Health Centre)
- Representative from the Red Cross (Contact: Christopher Libby)
- Representative from Social Policy Group at City of Vancouver
- Representative from 411 Seniors Society
- Representatives from PICS and SVNH

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 Vancouver South community 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

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- 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 Vancouver South community?
- 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**



United Way helping seniors
remain independent.

VANCOUVER SOUTH COMMUNITY CONSULTATION SURVEY

We appreciate you taking the time to fill out our survey so that we can best meet the needs of Seniors in Vancouver South.

1. Please let us know if you belong to one or more of the following groups:

- A senior (55+) living in Vancouver South
- A volunteer working with Seniors in Vancouver South
- An employee working at a public (govt) organization with Seniors in Vancouver South
- An employee working at a non-profit organization with Seniors in Vancouver South
- An employee working at a private organization with Seniors in Vancouver South
- A caregiver (family or friend) for a Senior living in Vancouver South

Other (please specify)

2. Are you male or female?

- Male
- Female

3. If you are a Senior (55+) in what year were you born? (enter 4-digit birth year; for example, 1976)

4. If you are a Senior (55+), how many people currently live in your household? If you are not a senior, please proceed to the next question.

5. If you are a Senior, in which type of housing do you currently live (house, condo, apartment, townhouse, Senior's living facility, etc)? If you are not a Senior, please proceed to the next question.

6. The Better at Home program may include ANY of the following services. **Please RANK (from 1-6)** which services would most benefit you or your family members or clients to help you/your family members live independently in their homes.

	Transportation
	Minor Home Repair Services
	Friendly visiting/Companionship
	Yardwork/Snow Shovelling
	Grocery Shopping
	House Cleaning

7. The Better at Home program in Vancouver South needs to select a Lead Agency in the community to deliver the program. What factors/criteria are important to you for selecting a lead agency? Please **check the TOP 3 criteria** for you/your clients.

- Language Capacity (deliver services in multiple languages)
- Is currently delivering my priority services (see Question)
- Has ample meeting space
- A friendly/warm coordinator to contact for information
- Has a large volunteer base
- Is wheelchair accessible
- Is located on an accessible bus/transportation route

Any other criteria that are important to you? _____

8. Do you have any suggestions for specific potential lead agency organizations that you feel could be capable and suitable to serve as a Lead Agency for the Better at Home program in Vancouver South?

9. What are some of the major challenges you feel are facing Seniors in Vancouver South in remaining at home and living healthily and independently?

10. Please provide your email OR phone below if you would like to receive updates on the Better at Home consultation process. Thank you!
