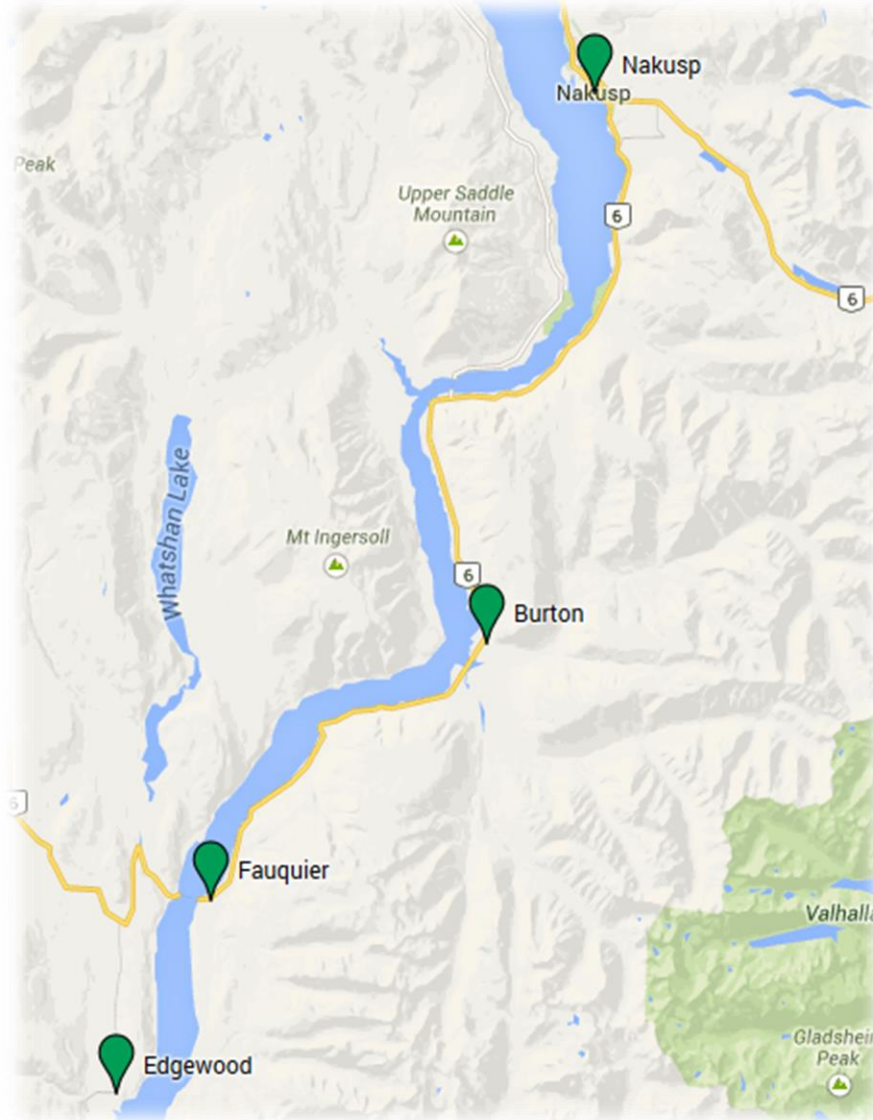


Arrow Lakes Better at Home Rural and Remote Pilot Project



Stakeholder and Community Meetings Report February 2015



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

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1 Introduction

1.1. Better at Home

Better at Home is a program that helps seniors with simple day-to-day tasks so that they can continue to live independently in their own homes and remain connected to their communities. The program is funded by the Government of British Columbia and managed by the United Way of the Lower Mainland. The Better at Home program is designed to address the specific needs of local seniors, allowing communities to assess their local strengths, identify gaps in services for seniors, and design Better at Home to enhance local capacities to bridge these non-medical seniors support service gaps.

The range of Better at Home services available varies from community to community, depending on the specific needs of local seniors. Services are delivered by a mix of volunteers, contractors, and paid staff, which depends on the capacity and human resource availability in local communities. Examples of Better at Home services include:

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

There are currently Better at Home programs offering services in over 60 programs across British Columbia. There are currently twelve programs in the Interior:

- Cranbrook
- Creston Valley
- Castlegar
- Shuswap
- North Okanagan
- Central Okanagan
- Penticton
- South Okanagan
- Kamloops
- Ashcroft/Cache Creek
- Logan Lake
- Williams Lake

A full list of current Better at Home programs can be found online at <http://betterathome.ca/map>. Those with limited access to the Internet are welcome to call the Better at Home Provincial Office on 604-268-1312 to enquire about program and availability around the province.

1.2. Better at Home Rural and Remote Pilot Project

In April 2014, United Way of the Lower Mainland received additional funding, some of which was used to undertake the Rural and Remote Pilot Project. The pilot project will test new approaches for delivering Better at Home services in hard-to-serve rural and remote BC communities and inform Better at Home's efforts to effectively serve seniors in these areas.

The project will run in five rural and remote communities, which may devise five different ways to deliver Better at Home services. As part of the pilot project, United Way will support the development of locally appropriate approaches that may differ from the current approach in various ways—financial, governance, services, delivery, management, and staffing— but will remain in line with Better at Home core principles.

The selection process for the rural and remote pilot programs was evidence-informed, consultative, and responsive, in line with the guiding principles of Better at Home. Following extensive consultation with regional experts and stakeholders, site selection criteria were developed, which included but were not limited to the following:

- Numbers of seniors in community
- Non-medical home support needs
- Number of challenges to overcome (remoteness, small size, winter travel)
- Isolation factors
- Lack of other services/transportation infrastructure
- Outlying areas to work with
- Community readiness
- Community capacity

The criteria provided a guideline to the kinds of communities which regional experts considered ideal for participation in the Better at Home Rural and Remote Pilot Project. Communities selected met a number of the criteria to varying degrees while also presenting variation between the pilot communities in an attempt to maximize learning potential for Better at Home.

Invermere, Pender Island, and the Villages of Nakusp, Fraser Lake, and Valemount, were the five communities chosen to help Better at Home understand how best to deliver services to seniors living in rural and remote communities in B.C. Following a local stakeholder engagement process in each community, local pilot Better at Home programs will be funded from April 2015.¹

¹ At the time of writing this report, there were only five pilot communities. A sixth has since been added: the Village of Granisle.

1.3. Arrow Lakes Better at Home Pilot Project

Nakusp was identified as a potential Better at Home Rural and Remote Pilot Project community as described in the previous section. Early engagement with key stakeholders in Nakusp encouraged the Better at Home Provincial Office to ensure that neighbouring communities were involved in the process as the interest, needs, and capacity would likely be present and help to ensure a successful program.

Rural and remote pilot programs may face very different challenges and local contexts than communities with more urban-based Better at Home programs. For this reason, the pilot Better at Home programs may come up with very different services and service delivery approaches than Better at Home programs to date. The focus for rural programs, as for all Better at Home programs, is supporting seniors to remain at home and connected to communities. How this will look in Arrow Lakes is as yet undecided. The approach will be locally appropriate, community-based, grounded in local capacities to safely provide services, and focused on the non-medical needs of seniors. The Better at Home Provincial Office will provide resources, connections, and support to the pilot programs as they design and implement their local approach.

1.4. Description of the Local Engagement Approach

An initial community-stakeholder meeting was held in Nakusp on 16th February with key contacts and community members. The meeting was intended to inform key stakeholders and interested community members about the Better at Home pilot program, gauge initial interest in participation and collaboration, and assess seniors support assets and needs in the community. Approximately 35 people attended the meeting, which was held at the Nakusp Senior Citizens Recreation Centre from 12:30p.m. through 3:00p.m. There were representatives from the Health Authority, local non-profits, local government, seniors groups, as well as private service providers. In addition to representatives from Nakusp, there was also strong representation from the communities of Burton, Fauquier, and Edgewood.

The agenda, as seen in the flipchart image at right, was as follows:

1. Introductions
2. Better at Home program overview
3. Local seniors supports
4. Non-medical support needs
5. Local approach
6. Next steps

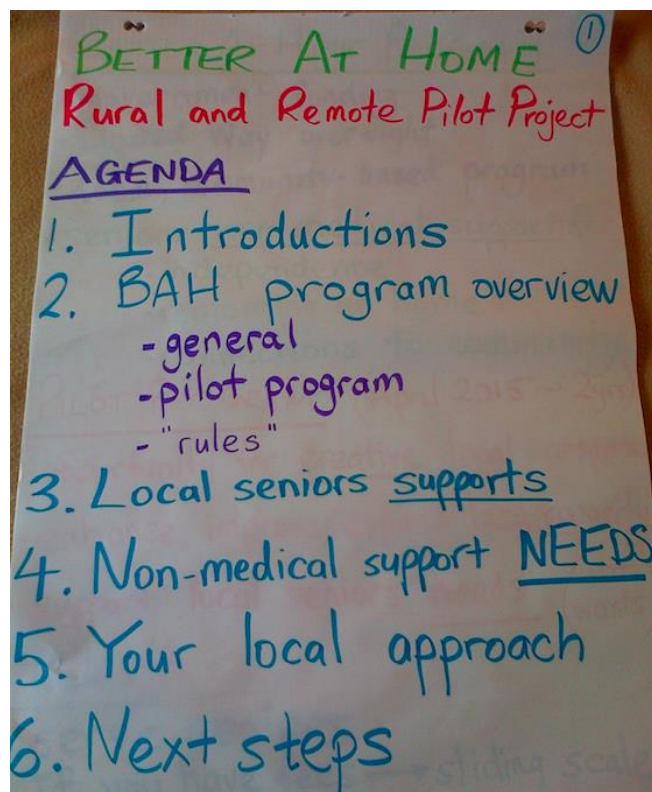
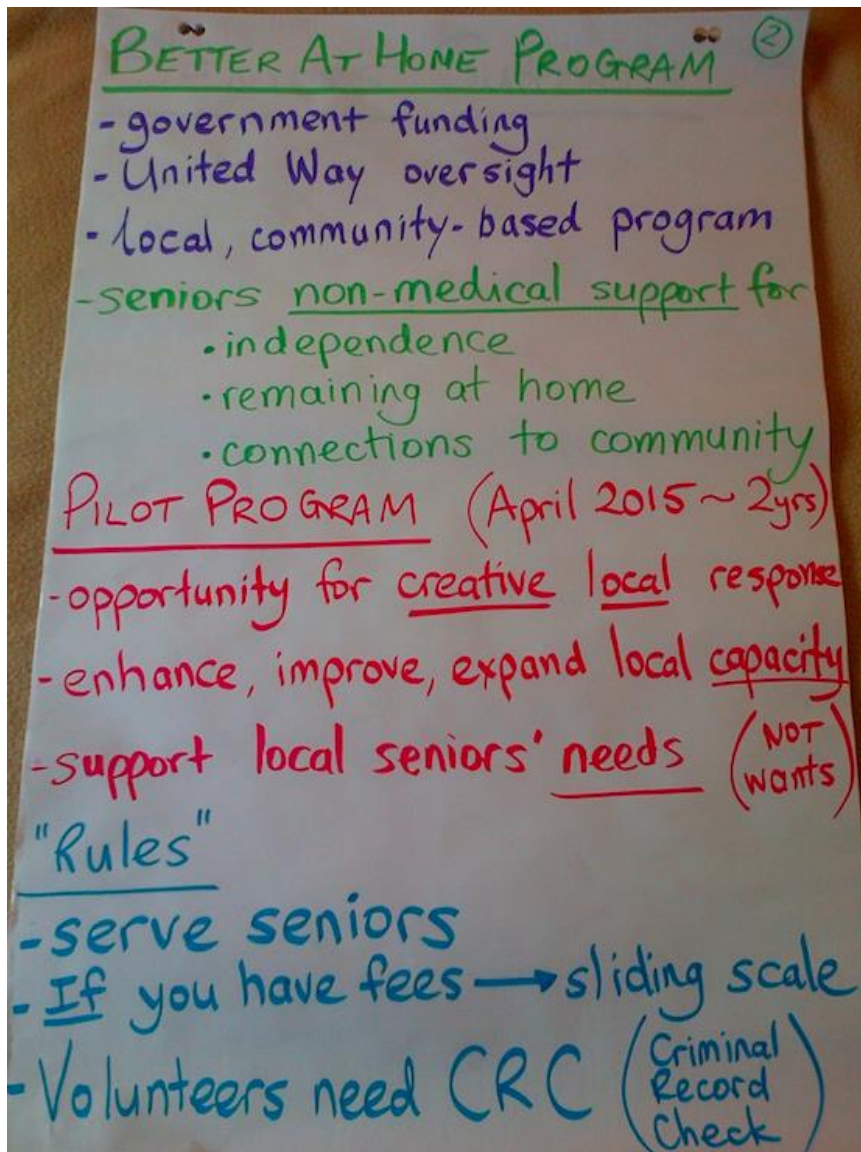


Figure 1: Nakusp Senior Citizens Recreation Centre (meeting venue)



Figure 2: Better at Home Program Overview



BETTER AT HOME PROGRAM (2)

- government funding
- United Way oversight
- local, community-based program
- seniors non-medical support for
 - independence
 - remaining at home
 - connections to community

PILOT PROGRAM (April 2015 ~ 2yrs)

- opportunity for creative local response
- enhance, improve, expand local capacity
- support local seniors' needs (NOT wants)

"Rules"

- serve seniors
- If you have fees → sliding scale
- Volunteers need CRC (Criminal Record Check)

As shown in Figure 2, the Better at Home program was discussed in general as well as with particular reference to the Rural and Remote Pilot Project. The Better at Home program is funded by the Government of BC, with funding coming specifically through the Ministry of Health. The United Way of the Lower Mainland manages the program throughout BC, and works with the local United Way in Vernon (North Okanagan Columbia Shuswap) to understand the local situation on the ground. United Way supports Better at Home in community, which is designed as a local, community-led, community-based program. The program is usually run through a local non-profit organization, but can also be operated through a local government or First Nations band.

Better at Home aims to support seniors' independence and ability to remain at home and connected to community as long as possible.

As Arrow Lakes is part of a pilot program, the community is encouraged to be creative in terms of the approach to filling local seniors' support needs. In addition, it is important to consider the opportunities and limits of local capacity when designing attempts to create, enhance and expand support. Better at Home should be used to enhance existing capacities, strengthen partnerships within the community, and fill gaps in existing services. It is important that Better at Home does not duplicate services or threaten any existing service providers (public, not-for-profit, or private). For example, if Better at Home provides housekeeping services, these should be charged out to seniors in accordance with local market rates so as not to undermine existing businesses.

Some key points noted were:

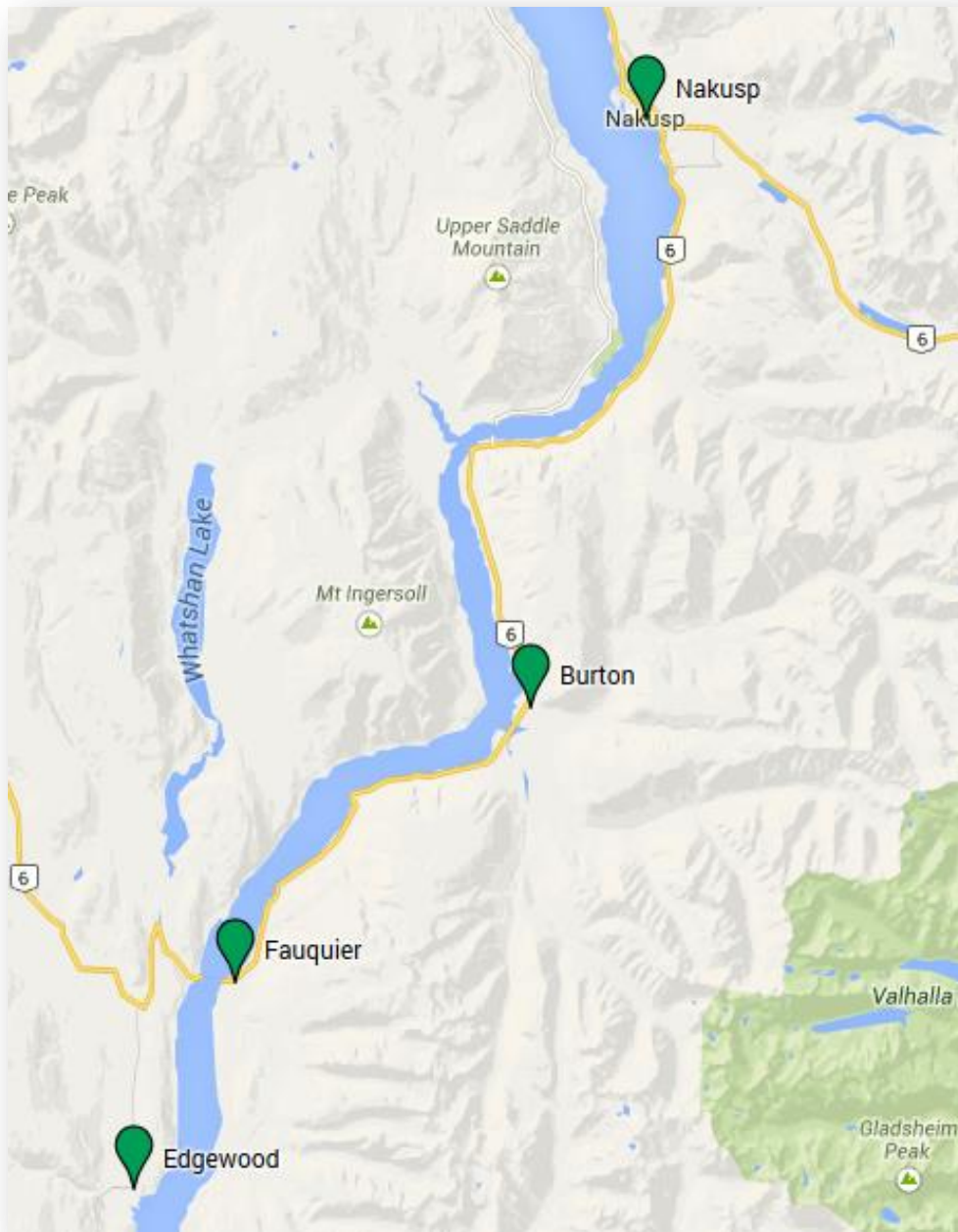
- the Better at Home program must serve seniors
- if fees are charged for Better at Home services, they should be on a sliding scale to ensure low-income seniors are not facing financial barriers to service access²
- volunteers must have a Criminal Record Checks

Funding for Better at Home Rural and Remote Pilot Programs is anticipated to begin in April 2015, with funds being disbursed quarterly throughout the year.

² The Better at Home Provincial Office does not require proof that programs are verifying clients' income levels. This process is up to programs to decide.

2. Community Profiles

Figure 3: Map of Arrow Lakes



Nakusp is a 31-minute, 36-km drive from Burton, which lies to the south. From Burton it is a further 17 minutes or 21 kilometers to Fauquier. Edgewood lies a further 42 minutes (or 16 km) south of Fauquier, across the lake by ferry. From Nakusp to Edgewood, it takes an estimated 1.5 hours to do the 72-km journey and can take longer, depending on the timing of the Needles-Fauquier inland ferry.

2.1 Demographics of Local Seniors Populations

2.1.1 Nakusp

According to Statistics Canada's most recent census, there were 1,574 people living in Nakusp in 2011. At that time, there were 390 people aged 65 and over (25% of the population).

2.1.2 Burton

According to Statistics Canada's 2011 census, there were 115 people living in Burton, 40 of whom were 65+ (34%).

2.1.3 Fauquier

According to Statistics Canada's 2011 census, there were 170 people living in Fauquier, 50 of whom were 65+ (29%).

2.1.4 Edgewood

As of to Statistics Canada's most recent census, there were 142 people living in Edgewood in 2011. At that time, there were 35 people aged 65 and over (25% of the population).

In 2011, the above communities were home to 515 seniors. From experience in urban Better at Home programs, not all seniors will ask for or need Better at Home services. Similarly not all of your clients will need services all the time—for many this will be a temporary measure or an occasional supplement to existing supports. Similarly, only a portion of those needing services will require subsidies. It is important to build these assumptions into the program and budget planning.

As reported in the [Better at Home annual report](#) (March 2014), Better at Home service users tend to be:

- seniors living alone
- senior women
- between 75 and 84 years of age

NOTE: Better at Home does not define 'senior'. Local programs define the criteria for senior in their local context (in some communities it is 65+, in others it is lower).

3. Summary of the Community Assets for Seniors

The stakeholder group spent time mapping seniors support assets in Nakusp, Burton, Fauquier, and Edgewood. This was a brief overview of key assets and was designed to remind stakeholders that Better at Home should not duplicating existing services.

Instead, Better at Home should be used to bring partners together within the seniors sector, enhance existing supports and fill in necessary seniors non-medical service gaps.

Figure 4 shows the flipchart and group notes taken during the February 16th 2015 stakeholder meeting asset mapping exercise. A summary listing can be found on the following pages.³

Figure 4: Seniors Support Assets in Nakusp, Burton, Fauquier, and Edgewood



³ Any inaccuracies are entirely the responsibility of the author. The details are subject to revision, clarification, addition, and improvement by the Working Group.

All communities

- Home Support
- BC Transit
 - o In-town and out-of-town Monday-Friday 8am-5pm (wheelchair lift equipped)
 - o Bus to Nelson on Tuesdays and Thursdays
 - o Bus to Silverton on Wednesdays
 - o Bus to Edgewood on Fridays: [schedule](#)
 - o Bus to Nakusp Hot Springs on Mondays
 - o NOTE: while there is no regular service on weekends or statutory holidays, the bus is available for charter service by arrangement
- Arrow Lakes Hospital bus (Minto bus?)
 - o Transportation to medical appointments
 - o Wednesdays: Nakusp-Okanagan (Vernon/Kelowna)
 - Departs Arrow Lakes hospital 7am and arrives in Vernon 10:30am
 - Departs Vernon mid-afternoon and arrives in Nakusp at 6pm
 - This service is available to all Nakusp area residents requiring medical, dental, chiropractic and related medical services in Vernon and Kelowna. Individuals without medical appointments may travel, based on seat availability. ([Source](#))
- Food Bank
 - o Access to the Food Bank varies for communities outside of Nakusp
- Churches
- Support of neighbours
- Arrow Lakes Medical Aid Society
- Arrow and Slocan Lakes Community Services (ASLCS)
- Mental Health
- Private home support providers
- Arrow Lakes Hospital (key asset and resource for the area)
- CBAL (Community Basin Alliance for Literacy)
- Service clubs (Rotary, Lions, the Legion)
- Seniors groups
- Libraries (in various forms in each community)

Burton

- active Seniors Association
 - o provides some meals
 - o recreational activities
- two supportive churches
- Home Care
- Learning Centre

- Community Hall
- Active recreation and exercise group (including seniors' exercise classes)
- Pharmacy delivery
- Lifeline

Fauquier

- Pharmacy delivery once a week
- Learning Centre
- Seniors Club once a month
- Use the clinic in Edgewood
- Have a doctor coming in once a week
- Community centre
- School

Edgewood

- Lifeline
- A clinic
 - o Blood draws
- Doctor comes once a week
- Pharmacy delivery on Wednesday
- Seniors group
- School building (KG-grade 7)
- Very active Legion
- Food bank deliveries from Nakusp (come through on the bus if needed)

Nakusp

Housing

- Rotary Villa (Arrowtarians)—subsidised housing
- Assisted living
- Seniors housing

Medical

- Arrow Lakes Hospital
 - o Hospital volunteer driver program
 - o Respite care
 - o Complex care
 - o Palliative care
 - o Homecare nurses
- Physicians complete housecalls when needed
- BC Ambulance

Recreation

- Seniors exercise programs
- Seniors hall
- Seniors Association

Other services/assets

- Meals on Wheels
- NACFOR (Nakusp and Area Community Forest): does a firewood program with communities—perhaps an interesting potential partner for Better at Home
- Hospice society
- Selkirk College (adult education programs)
- One taxi
- Frozen meals (Better Meals?)
- Recreation programs
- Support groups
- Social day-care drop-in
- Supportive churches
- Seniors' advocate
- Specialist doctors come to town
- Income tax volunteer program
- Church congregations
- The library does deliveries
- Service BC

In addition to the above-mentioned services and community assets available for seniors (and in many cases other community members), the group also mentioned the good work of friends, neighbours, other informal supports, as well as seniors themselves and the youth as key assets in communities.

4. Summary of Seniors' Non-Medical Support Needs (gaps/areas to enhance)

Following the active discussion around existing assets, the group turned to examining existing gaps or needs for seniors non-medical support. While a number of services were identified, some participants expressed the need to survey seniors to learn more about what they thought would help them remain at home and connected to community.

The top service need that was identified was clearly **transportation**. While there is a BC Transit bus and community bus, the group felt strongly that these did not meet all the needs of the seniors in the community.

The next set of services that emerged centred on **household support**:

- Help outside the home
 - o firewood chopping, delivery, stacking, bringing into the home, etc.
 - o snow removal
 - o lawn care
 - o pruners

- Help inside the home
 - o cleaning
 - o animal support (including walking pets and helping with pets)
 - o minor home repair: plumbers, electricians, roofers

Finally, it was noted that there are a number of isolated and vulnerable seniors who need support to connect to the community, be it through support to get to group activities or through one-on-one **friendly visiting/connections**.

A general lack of information on events and options for seniors services was also mentioned. However, the Nakusp and Arrow Lakes Directory covers any business or organization in the Arrow Lakes, including very small groups and self-employed individuals. The web address is: www.nakuspdirectory.com and it includes a directory listing, seniors section (<http://nakuspdirectory.com/nakusp-directory/dir-cat/senior/>) and events calendar. There is also a community notice board in Nakusp and information transmitted by word of mouth.

Some participants suggested that Better at Home could help to facilitate the easy availability of information by creating a 'one-stop-shop' of knowledge about seniors services available in the Arrow Lakes area. This would prevent seniors and others looking for resources from having to connect with multiple providers. Information access is a constant challenge in many communities: how to get information to people when (or just before) they need it. Many Better at Home programs do a great deal of information provision and outreach regarding their own programs, but to-date, they have not been able to provide information as a key Better at Home service. If this is seen as an important need within Arrow Lakes, it could be considered as a service, at least in the first year, within the pilot program.

It should be noted that an [Age-Friendly Report](#) was completed for the Village of Nakusp in March 2010. While this information is almost five years old, a number of recommendations are probably still valid. The document should be re-examined by the Working Group.

At that time key requests that relate to Better at Home included:

- easily accessible, affordable public transportation
 - o to out-of-town medical facilities (especially in the Okanagan)
 - o in-town transportation to grocery store, clinics, and the hospital
- community home support services
 - o affordable services to help seniors around the homes (e.g. snow removal, lawn care, garbage disposal, grocery delivery, cleaning and maintenance, and information on local opportunities)

Some key suggestions that emerged from the 2010 Age-Friendly Report included

- having young volunteers recruited and trained to drive elders around
- training students to help with housekeeping and other home support work; this gives young people work experience as well as connect youth to seniors in inter-generational activities
- charging reasonable fees for these activities
- creating a directory of people that offer these kinds of services, noting the charges for services

Recent community engagement processes by the Columbia Basin Trust in Nakusp, Burton, and Fauquier noted the following needs for seniors services:

- ❖ Nakusp:
 - o diversity of affordable housing options for seniors
 - o social/recreational programs
- ❖ Burton:
 - o home care services for seniors so they can stay in their homes
 - o transportation programs
 - o diversity of affordable housing options for seniors
- ❖ Edgewood
 - o home care services for seniors to stay at home
 - o diversity of affordable housing options for seniors

When deciding which services should be offered within Better at Home, programs are encouraged to focus on supports that are vital to keep seniors independent in their own homes and connected to community. It is also important to design the program to be as flexible as possible in order to be able to respond to emerging seniors' needs.

Figure 5: Seniors Non-medical Support Needs (gaps/areas to be enhanced)



5. Community Readiness

Interactions with members of the communities, both in-person and long-distance, in addition to numerous needs assessments and community meetings demonstrate that these communities are interested in and have the capacity to pursue the next stage of pilot program engagement. The next stage will involve setting up a Working Group, creating appropriate partnerships, and formulating the details of a pilot Better at Home program to support seniors in the communities.

6. Potential Risks

As with many small communities, the volunteer base is small and tends to be the same people repeatedly donating time and energy to community initiatives. Any Better at Home approach designed by these communities should keep volunteer capacity in mind in order not to overly rely on this group of people who are already over-extended in many ways. A mix of different volunteers, contractors, and paid staff may be a solution to avoiding overly burdening the volunteers. This is an issue to be examined by the Working Group.

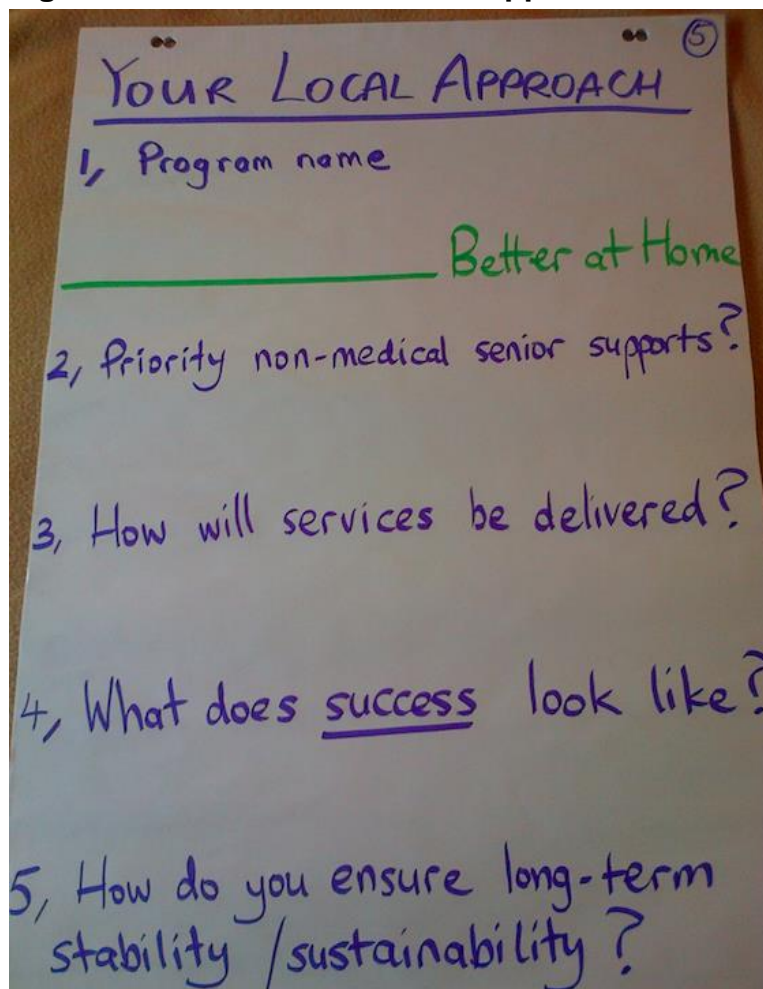
7. Local Better at Home Pilot Program Approach and Details

A Working Group will be formed out of the initial stakeholder group. Local community strengths and assets will be examined alongside seniors non-medical support needs. Based on this, a Better at Home approach will be designed to enhance local capacities and collaboration in order to provide seniors non-medical supports in a locally appropriate way, with an eye towards long-term sustainability.

A follow-up stakeholder meeting was held at the Nakusp Seniors Recreation Centre on Wednesday 18th February, 2015. During this meeting the Working Group discussed program details as outlined in Figure 6, namely the program name and service delivery geography, the priority services to be provided within the Better at Home pilot program, and how these services may be delivered in the Arrow Lakes area.

Service delivery decisions are ultimately up to the Lead Organization, which will be supported by the Working Group. The decisions will depend on the availability of volunteers, contractors, and staff in local communities, as well as the capacity of the Lead Organization to coordinate the services. The Working Group should examine options that support and build on existing infrastructure. Existing contractors, service groups, volunteers, etc. should be brought into discussions around their capacity and willingness to partner in Better at Home.

Figure 6: Local Better at Home Approach



7.1 Program name

At the Working Group on Wednesday 18th February, it was decided that the program name would be **Arrow Lakes Better at Home**. The program plans to provide services in the communities of Nakusp, Burton, Fauquier, and Edgewood. Arrow Park lies between Nakusp and Burton and is part of the planned service area.

7.2 Non-medical services to be provided

Based on initial discussions during the Monday 16th February meeting, and the follow-up meeting of the Working Group on Wednesday 18th February, it was decided that priority would be placed on the following services:

- **Transportation**
 - Local transportation in and around the Arrow Lakes communities is anticipated to be a key service within this Better at Home program.
 - Grocery Shopping: this was discussed as a need and may or may not fall within Better at Home transportation services. It may be possible to discuss options with Overwaitea grocery store regarding delivery, shop-by-phone, central pick-up/deliver, etc.
 - While long-distance transportation is seen as a key need for seniors in Arrow Lakes, there will be wider discussions with stakeholders in the area to form partnerships and discuss options for providing this service. Better at Home is not the ideal model for long-distance transportation and while it might form a very minor part of the solution, this issue requires bigger conversations and other resources.

- **Household support**
 - Help outside the home
 - snow removal
 - yard work

NOTE: firewood will not be considered as a Better at Home service at this time due to liability and other issues. It is possible that there could be a connection formed with NACFOR to ensure seniors that need firewood are getting it.

 - Help inside the home
 - cleaning
 - animal support (including walking pets and helping with pets)
 - minor home repair: plumbers, electricians, roofers

- food support (while the Better at Home approach does not suit regular meal preparation and delivery—for reasons that include the overuse of volunteers for daily service, as well as food safety and nutrition considerations—there may be ways to help seniors get to occasional group lunch or dinner gatherings)

NOTE: household support services will be flexible and aim to respond to needs

- **Social support**

- Friendly visits in one-on-one and group settings
- Telephone check-in tree

Information was identified as a key need in the Arrow Lakes area. It is unclear whether this will be a key part of Better at Home or something that is provided elsewhere. There is a 55+ service directory in town, and the proposed telephone check-in tree will help to keep seniors connected to a certain extent. However, the need for a systems navigator and/or central information Hub person/organization was identified. The Working Group will decide if this is a key Better at Home service or if there are other more pressing priorities to help keep seniors independent at home and connected to community.

7.3 How will services be provided?

Service provision will depend on the availability of volunteers, staff, and/or contractors in each of the Arrow Lakes communities. Regarding transportation, the mode of service provision will depend on the wider conversations around transportation in the region and is expected to involve finding solutions based on a mix of:

- improving existing services (including existing, under-used buses; taxis, etc.)
- improving coordination between existing services
- discussing the purchase/donation of a new, smaller, accessible van
- adding new transportation options (e.g. volunteer drivers, subsidizing taxis, etc.)
- considering ideas such as giving a 'roving' cell phone to volunteer drivers so they are able to schedule their own pick-ups and drop-offs

Options will be discussed by key stakeholders regarding transportation solutions. This may include Interior Health, the Arrow Lakes Medical Aid Society, Arrow and Slokan Lakes Community Services, and the Columbia Basin Trust.

Considering support services in and around the home, the Working Group discussed the need for considering insurance as well as finding the right balance between volunteers, contractors, and staffing. In terms of service delivery, the Working Group agreed that local service providers would need to be engaged in each local area in

order to efficiently and effectively deliver local services. Similarly, it was discussed that one option might be to have a few hours of staffing in each Arrow Lakes community so that key local person could mobilize volunteers, connect with other service providers, do local intakes, and galvanize the local community around seniors support needs and service provision.

The Lead Organization for Arrow Lakes Better at Home is expected to be Arrow and Slocan Lakes Community Services, which is considering options for topping up existing staffing within the organization. The organization currently employs dispatchers that do intake and coordination of services, so Better at Home would tap into a similar skill set.

The Working Group reiterated the need to be flexible with program design and delivery because it is unclear how many services will be needed and the best way to deliver them.

Fees: the Working Group decided that fees on a sliding scale will be a key part of the Arrow Lakes Better at Home model. This will help to generate some revenue to enhance and expand the program, and improve some sustainability options. It also helps potential clients to see the service as just that, rather than as charity. Fees will be on a sliding scale so that they do not present a service access barrier for low-income seniors.

Age criteria: the Working Group decided that seniors 65 and above would be eligible for Better at Home services and that the local program would be able to make exceptions to that age criteria rule.

The Working Group discussed the formation of an Advisory Committee to support the Arrow Lakes Better at Home program in the long term. In addition, there was talk of a wider community meeting to do outreach and promote the program.

7.4 What does success look like?

The February 18th 2015 stakeholder meeting discussed what success would look like for the Arrow Lakes Better at Home program. Participants described success as:

Indicators: seniors

- people being able to stay home longer
- people not moving out of community
- seniors say they have been helped
- there is a better awareness of what is available in terms of services and options

Indicators: volunteers

- There is a list of volunteers waiting to get involved; people are not feeling burnt out or pressured but instead are feeling recognized and energized and rewarded

Indicators: community-level

- the community is able to take care of seniors
- the community develops a sustainable network of services
- Better at Home is making a contribution to employment in a small way
- there is a collaborative approach between communities
- there is positive buy-in in the community and an attitude of “Yes we can” (support seniors to stay at home)
- we can talk to seniors and give them one place to go for a functional service and information on how to stay at home if they choose to do so (instead of them having to talk to multiple people all over the place)
- Better at Home connects and integrates with community clubs and other local community resources

7.5 How will you ensure long-term stability and sustainability?

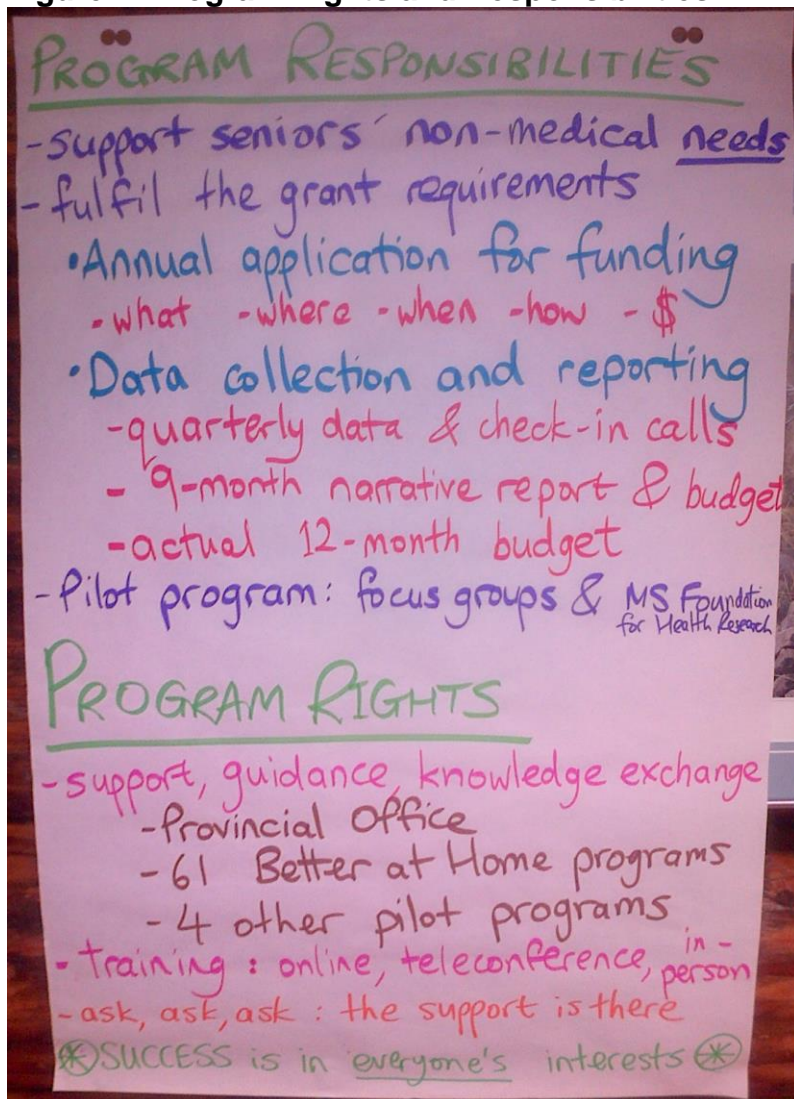
Finally, the Working Group discussed how Arrow Lakes Better at Home program would create an approach that would be stable and sustainable in the long run. In addition to not damaging existing supports, and instead enhancing them, the group noted that stability and sustainability would be achieved by:

- Ensuring a high-capacity organization takes a central role (Arrow and Slocan Lakes Community Services)
- Instituting a fee schedule
- Creating age criteria (65+ with ability to make exceptions)
- The creation of partnerships
 - Bringing collaborative communities
 - Talking with ALMAS – Arrow Lakes Medical Aid Society
 - Working with Interior Health and other key partners (e.g. North Kootenay Sport and Recreation Council)
- Bringing a lot of assets to the table
- Developing a realistic implementation timeline
- Creating a successful Working Group/Advisory Committee to support ASLCS
- Ensuring there are groups in each community that are responsible for what is going on in that community and feeding it back (using local hubs)
- Looking at ways to get supplemental funding (e.g. CBT Community Initiative Fund—application due in March—and Social Grants—application due in the Fall)

8. Local Better at Home Program Rights and Responsibilities

During the Working Group session on February 18th, 2015, there were discussions of specific program rights and responsibilities associated with participation in the Better at Home Rural and Remote Pilot Project. Figure 7 (below) outlines the key points.

Figure 7: Program Rights and Responsibilities



Better at Home programs are required to

- apply for funding annually
- submit client and service data quarterly
- complete quarterly telephone check-ins
- complete a nine-month budget and narrative report
- complete a 12-month actual budget

Pilot programs will participate in focus group evaluation sessions to monitor progress and success, and will receive provincial office support. Programs also participate in a community of learning with other Better at Home programs (exchanging knowledge and support), and ongoing training. Funding for Better at Home Rural and Remote Pilot Programs is anticipated to begin in April 2015, with funds being disbursed quarterly throughout the year.

As Arrow Lakes Better at Home will be part of the Rural and Remote Pilot Project, there will be extra monitoring, evaluation, and learning opportunities to examine levels of success for the program in a rural context. This will likely involve focus group reflection meetings at annual intervals. The Michael Smith Foundation for Health Research is also engaging in a study of Better at Home's cost effectiveness and impact on quality of life for seniors in the province. Better at Home programs and their clients will have the opportunity to participate in this research.

In addition to a range of responsibilities, pilot programs—including Arrow Lakes Better at Home—are connected to a wide network of support, guidance, and knowledge exchange. This involves other Better at Home programs, including other pilot programs that will receive funding from April 2015. There is also training offered through the Better at Home Provincial Office, and support offered online, by phone, during teleconferences, and in person. Better at Home programs are supported with information and guidance to maximise chances of successfully supporting seniors' independence, improving their opportunities for remaining safely at home, and enhancing seniors' connection to communities.

9. Next Steps

Following the February 18th 2015 Working Group meeting, Arrow and Slocan Lakes Community Services will reach out to stakeholders that have not yet been involved in the process (e.g. ALMAS). The Working Group will then discuss further details of how the Better at Home program can best support seniors to remain independent and connected to community in Arrow lakes. The Working Group will design, in discussion with local seniors, what services will be provided, where, when, how, and by who, within Better at Home. To a large extent, the program approach has been largely created (see above), and while more discussion is needed, local costs and a budget, as well as an annual work plan will be created. This will form the basis for the funding application, due to the United Way of the Lower Mainland in early March.

In order to receive funding by April 1st, the application, work plan, and budget need to be finalized in early March. United Way's Better at Home Provincial Office (represented by Debbie Sharp) will be corresponding with and supporting ASLCS and the Working Group during this process.

References

Affirming Workplace Solutions, *Village of Nakusp Age-Friendly Report*, 22 March 2010.

Columbia Basin Trust, *Our Trust Our Future Community Workshop Summary: Burton*, October 2014.

Columbia Basin Trust, *Our Trust Our Future Community Workshop Summary: Edgewood*, October 2014.

Columbia Basin Trust, *Our Trust Our Future Community Workshop Summary: Nakusp*, October 2014.

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These are initial steps towards creating and sustaining locally appropriate, long-term supports for seniors in Arrow Lakes. The Better at Home Provincial Office looks forward to supporting the process as we move towards funding this exciting process from April 2015, and learning innovative rural strategies for supporting seniors in the months to come.

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