

# Cowichan Tribes

## *Better at Home*

### Community Development Report

November 2013



TS'EWULTUN HEALTH CENTRE

By Transformation: Social and Economic Development

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United Way helping seniors remain independent.

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



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## Acknowledgements:

Thank you to the Cowichan community for generously hosting this project. The community engagement process in Cowichan depended on the involvement of many stakeholders and members of the community, who generously offered their time to complete surveys, and participate in interviews. We are extremely grateful to all those who took part.

We would especially like to thank several organizations/programs that provided space, facilitated our connection to community members, and offered support throughout the process. This includes:

- Cowichan Tribes health managers
- Ts'ewultun Health
- Cowichan Elders Program

Successful community development processes are the result of the commitment and collaboration of many. Thank you to the elder volunteers, service providers, drivers as well as Judith Gohn and Jennifer Jones for their dedication and passion in ensuring Cowichan elders' voices are heard.

Thank you,

*Carol Anne Hilton*

*Transformation*

## 1.0 Introduction

Better at Home is a program to help seniors live in their own homes by providing simple non- medical support services

Better at Home is a program that helps elders with simple day-to-day tasks so that they can continue to live independently in their own homes and remain connected to their communities.

The program is funded by the Government of British Columbia and managed by the United Way of the Lower Mainland, with services delivered by a local non-profit organization.

The Better at Home program is designed to address the specific needs of local seniors, allowing communities to choose from a basket of services as

follows:

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

Cowichan has been identified as a Better at Home site. Transformation was contracted as community developer to assess community readiness, identify seniors' assets, needs and priorities in regards to the basket of services, and help identify Cowichan Tribes needs as a lead organization to deliver the Better at Home program.

This report reflects the findings of the community developer and will be used by the lead organization to design an appropriate local Better at Home program that meets community needs.

## **2.0 Better at Home Services**

Better at Home services are non-medical in nature. They are supplemental to existing services, for example those services provided by community health workers, such as personal hygiene assistance and help with medical needs or physical mobility. Services vary from community to community and are based on the assets and unique needs of local seniors identified during the community engagement process. Services are chosen from the following basket:

The Better at Home program is designed to address the specific needs of local seniors, allowing communities to choose from a basket of services as follows:



### 3.0 Process:

The community engagement process for Better at Home in Cowichan has resulted in both a qualitative and quantitative outlined that aims to provide a snapshot of Cowichan seniors; a community profile, outline community assets for seniors, and provide a summary priorities for service provision from the Better at Home basket. The process was carried out to recommend the effective local implementation of the program in Cowichan Tribes.

The community engagement process gathered stakeholders' views in relation to Better at Home. This process involved finding out about a community's needs but also scoping the community's resources or assets that can be potentially harnessed for community development into the future.

The following steps were taken:

- 1.0 Compiling a neighborhood profile that outlines the senior population group
- 2.0 Mapping existing senior-centered and senior-identified assets in the area to determine ~~services that match or complement the~~ Better at

Home basket of services

- 3.0 Identifying regional non-profit providers of senior-centered services and volunteer **centers providing similar services as** Better at Home, as well as Cowichan stakeholders such as politicians, health care and housing providers, senior champions and allies, etc.
- 4.0 Distributing a survey through Cowichan Elders programs
- 5.0 Holding one focus group sessions with seniors
- 6.0 Inviting stakeholders, media and potential lead agencies to attend a Community Meeting to discuss the Better at Home program and its potential impact in Cowichan
- 7.0 Identify potential stakeholders for participation as an Advisory **Group** Members once the Better at Home program is established in Cowichan.

The Cowichan engagement process was intended to gather input on two specific goals:

1. Identify which of the basket of services are most wanted in Cowichan
2. Identify qualities of a lead agency to deliver the Better at Home program (how **services be provided**)

The approach taken in this engagement process was to draw from community-based research methods to target specific elders populations and to obtain input across the geography of Cowichan tribes to develop a profile for program delivery. The tools used to do this included: surveys, group discussions, interviews, and a community meeting.

A survey was designed to be completed in person to ensure any questions can be answered immediately and address unintended expectations that can arise when completing a survey. The survey built the foundation for a profile of Cowichan Elders that outlined both health, home and service needs. In order to establish which categories are most important, and the validity of the Better at Home basket of services, the survey conducted allowed input from seniors and stakeholders regarding their ideas and opinions about issues they faced, and services they were currently using or providing as well as further services they felt were needed in the community.

## 4.0 Community Profile

The Cowichan Region is made up of 373,000 hectares of forest, mountains, smaller islands, coastline, rivers, lakes, farmland, villages, towns and one city. Located on Vancouver Island between Victoria to the south and Nanaimo to the north, the Cowichan Region is located in traditional territories of the Coast Salish Nations dating back thousands of years.

Cowichan people originate from the collective Cowichan Tribes which is comprised of seven traditional villages: Kw'amutsun, Qwum'yiqun', Hwulqwselu, S'amuna', L'uml'umuluts, Hinupsum and Ti'ulpalus.

Surrounding First Nations in this region include: Ditidaht, Halalt, Lake Cowichan, Chemainus, Lyackson, Penelakut, Malahat and Stz'uminus. The surrounding region has a large First Nations population of this region.

Archaeological evidence dates our existence as long ago as 4,500 years, but our historical memory says that we have been here since time immemorial. Our cultural practices and traditions have been carried on for generations, and are still woven into our culture today.

Cowichan Tribes boasts a large elders population, estimated to be around 600 in total and growing.

With over 4,400+ members, Cowichan Tribes is the largest single First Nation Band in British Columbia. About half of the members live on the Reserve. Cowichan has a relatively young population. The total reserve area is currently 2400 hectares (~5900 acres) made up of nine Reserves. Core Traditional Territory is approximately 375,000 hectares (900,000 acres).

Cowichan has delegated responsibilities for a variety of member services including Children & Families, Education, Health, Housing, Membership, and Social Development. Cowichan Tribes is governed by an elected Chief and 12 elected Councilors within the framework of the Indian Act. Cowichan is part of the Hul'qumi'num Treaty Group and is in Stage 4 (Agreement in Principle) of the Treaty Process (<http://www.hulquminum.bc.ca/>).

## 4.0 Community Assets

The following list outlines some of the key service delivery areas within the Cowichan region that elders can access some services related to the Basket of Services.

- Cowichan Elders Care program
- Ts'ewultun Education programs- Diabetes, Medical staff, Lifestyles worker, Dietician, and Personal Care Workers, Homemakers, Elders Kitchen,
- Cowichan Community Response Network
- Independent Living Housing
- Lifeline usage
- Transportation- Elders bus
- Elders Day Program
- Swim Program
- Elders Activities- lunches, conferences, cultural activities
- Grocery Delivery services
- Cowichan Senior Activity Center
- Meal Delivery Services – Meals on Wheels
- Friendship Center
- Pharmacies- delivery program
- Handy Dart

## **6.0 Local Needs From the Better at Home 'Basket of Services'**

All services within the basket were checked off as wanted on the surveys. See Appendices A. The list also included Harvesting Traditional Medicines and Harvesting/ Preserving Traditional Foods. Although almost everyone said all were important, the priority of services varied throughout the region and depended on the participants' level of family support.

In prioritizing the list of services, friendly visiting, light housekeeping, yard work, minor home repairs and grocery shopping and Preparing/Preserving Traditional foods were identified most often.

## 8.0 Consultation Notes

Elders participating in survey and community meetings responses:

Category	Responses
Core Responses:	
Age	55- 88
Male/Female	55% F 45% M responses
Special Health/Medical Needs	Mobility and strength issues
Physical Activity	Walking, swimming
Hobby	Reading, cultural activities
Driving	Very few still drove, had access to vehicle- mostly used Handy Dart or Elders Bus
License	Very few had a license or still drove and relied on transportation services of family/friends
Own/use a vehicle	No – very few
How do you travel?	Family, bus, handy dart, Cowichan elders bus
Mobility- Scooter, Walker, Cane	Very common for participants to have walking issues
Are you able to travel when you need?	Somewhat – timeliness was an issue due to remoteness of housing in the villages
Living Situation	Isolation from living alone- some expressed checking in on them to ensure they have everything they need is important
Housing	Independent living- now is an option for the elders
Home needs	Stairs are difficult to climb
Communication	Access to phone was seen as important for living at home. Access to other communication such as computer or email was seen as important to accessing support services
Basket Of Services	Friendly visiting, Light housekeeping, Yard work, Minor home repairs Grocery shopping Preparing/Preserving Traditional foods were identified most often support services

## 9.0 Lead Organization Characteristics

Cowichan Tribes was not competing with other interested organizations because a larger 'off reserve' Better at Homes project was conducted and managed by Pam Acorn.

A large volunteer base has been identified by Cowichan Tribes and the next level of readiness includes accessing and organizing them to support the delivering of the basket of services.

Cowichan Tribes is a well -organized, knowledgeable and collaborative community who is invested in seeing the local Better at Home programs be a success. Cowichan Tribes is ready to move into action and the Better at Home program provides that opportunity.

## 10.0 Potential Risks

The following potential risks were jointly identified by the focus group meeting participants and health managers.

1. Sustainability – in the case for funding duration after 3 years, the Better at Home program can raise expectation amongst elders and agency providers, followed by great disappointment and loss of direction or support.
2. Isolation- there is many elders who identified living by themselves or a distance from services. Accessibility could be an issue for service delivery.
3. Ensuring Elder Privacy, Respect & Safety - The Better at Home Basket Program offers greatly needed services to elders. The program also opens the potential for problems with reliability, and trustworthiness of volunteers and contractors. Elders identified screening as an important part of the process.
4. Relationship With Cowichan Tribes and local Health Authorities - Lack of coordination with the Health Authorities and available home support program could result in elders feeling frustrated and having a lacking of understanding in the difference between the systems and the way to navigate and access their local Health Authority's home care programs.

5. Non-Profit – Business Collaboration – Established relationships between businesses and non-profit agencies have the potential to limit innovative new collaborations. There are several small businesses that offer home support services and indicate a desire to work collaboratively with Cowichan. There is an opportunity to develop innovative non-profit – business collaboration for home support processes.
6. Duplication of Services - Lack of coordination amongst Duncan and Cowichan service providers could lead to duplication of services and competition over clients.

### **11.0 Suggested Opportunities for Service Integration, Coordination and Program Design For The Lead Organization**

The following key areas have been identified as areas to focus on to better integrate services and support the Better at Home program design:

1. The service of Better at Home does not duplicate current services of Cowichan Tribes or other agencies. It is important to decide on process to determine suitable partnerships for the delivery of Better at Home transportation and other services.
2. Role of advisory and constitution- developing an Advisory Committee was seen as an important aspect of the success of the next steps for Better At Home. Elders identified wanting input into the structure and delivery of this.
3. Integrate housing needs with Better at Home. Some safety concerns such as covered entrances were seen as key in supporting elders. Identifying senior housing needs is important ( covered entrances, switchback ramps, extended roof) to identify senior home needs. A simple question to elders- what do you need for senior housing- can give insight into elders housing needs
4. Seniors with disabilities can fall through the cracks- finding a way identifying these elders is important. Can Better At Home incorporate the ones who fall through the cracks of the Basket of Services delivery model

5. Identifying a process to ensure the appropriate person is a volunteer and is a good match to work with an elder is important. Not only criminal record check but also character suitability was deemed important.

## Appendices A: Survey



## *Cowichan Elders Questionnaire*

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

September/October 2013

The purpose of this survey is to understand from Cowichan elders what non- medical services or assistance to you think would help you live at home longer and continue to participate in community events

- **NAME:** \_\_\_\_\_
- **AGE:** \_\_\_\_\_
- **BAND:** \_\_\_\_\_
- **On/Off reserve**\_\_\_\_\_
- **M/F:** \_\_\_\_\_
- **SPECIAL HEALTH/MEDICAL NEEDS?**  
\_\_\_\_\_
- **SPECIAL NURSING NEEDS?**  
\_\_\_\_\_
- **OTHER SPECIAL NEEDS?**  
\_\_\_\_\_

- **ARE YOU PHYSICALLY ACTIVE? YES \_\_\_ NO \_\_\_ WALK? \_\_\_ EXERCISE? \_\_\_ SWIM? \_\_\_ OTHER \_\_\_ HOW OFTEN?**
  - **DO YOU HAVE A HOBBY? = READING? \_\_\_ SEWING? \_\_\_ KNITTING? \_\_\_ OTHER \_\_\_\_\_**
  - **DO YOU DRIVE? \_\_\_ HAVE A CURRENT LICENCE? \_\_\_ HAVE AN OPERATIONAL VEHICLE? \_\_\_\_\_**
  - **HOW DO YOU TRAVEL LOCALLY? FAMILY \_\_\_ FRIEND \_\_\_ TRANSIT \_\_\_ OTHER? \_\_\_\_\_**
  - **DO YOU NEED A MOBILITY SCOOTER TO GET AROUND? \_\_\_\_\_ WALKER? \_\_\_ CANE? \_**
  - **ARE YOU ABLE TO TRAVEL WHEN YOU NEED?**
  - **LIVING IN OWN HOME? \_\_\_\_\_ ALONE? \_\_\_ WITH SPOUSE? \_\_\_ WITH FAMILY? \_\_\_\_\_**
  - **LIVING IN RENTAL? \_\_\_\_\_ ALONE? \_\_\_ WITH SPOUSE? \_\_\_ WITH FAMILY? \_\_\_\_\_**
- 

- Living with family? \_\_\_\_\_
- Do you have any special housing needs?  
\_\_\_\_\_
- Do you have homemaker services? How often?  
\_\_\_\_\_
- **Home:** Single Level \_\_\_\_\_ Split level \_\_\_\_\_ Tri Level \_\_\_\_\_
- Security alarm \_\_\_\_\_ Fire alarm \_\_\_\_\_
- Covered entrance? \_\_\_\_\_ Rails \_\_\_\_\_  
Stairs \_\_\_\_\_
- Driveway access \_\_\_\_\_ Maintained \_\_\_\_\_

- Heating? Wood\_\_\_\_\_ Electric\_\_\_\_\_ Oil\_\_\_\_\_ Pellet\_\_\_\_\_ Other\_\_\_\_\_
- Landline?\_\_\_\_\_ Cellphone\_\_\_\_\_ Lifeline\_\_\_\_\_
- Computer? \_\_\_\_\_ Email\_\_\_\_\_ Facebook\_\_\_\_\_
- Do you need translation assistance?

***LIVING AT HOME:* Please circle what non-medical services or assistance would help you to live at home longer and continue to participate in community functions.**

- Housekeeping
- Grocery shopping
- Bill payments
- Shovelling
- Friendly Visiting
- Meal Preparation
- Wood Chopping
- Yard work
- Minor home repairs
- Healing Touch
- Harvesting Medicines
- Harvesting/Preparing/Preserving of Salmon and other traditional foods
- Transportation to appointments, social and cultural events
- Translation or interpretation services with doctors and specialists

- Other \_\_\_\_\_

*Thank you for taking this survey! Please leave surveys at Health Center front desk if filling out at home. Please contact Carol Anne at 250 508 1778 by phone or by email at [cawaaknis@shaw.ca](mailto:cawaaknis@shaw.ca) for further questions.*

## Appendice B

