

Healthy
Aging

by United Way



Better
at Home

United Way helping seniors
remain independent.

Community Consultation & Stakeholder Meeting

Golden, BC

November 24th, 2020 via Zoom – 9:30 Mtn

Overview:

“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, with services delivered by a local non-profit organization.”

The **Golden** region has been identified as potential **Better at Home** site. The United Way of Lower Mainland, United Way of East Kootenay, and United Way of Southern Interior assessed community readiness, identified seniors’ assets, needs and priorities in regard to the potential delivery of the **Better at Home** program.

This report reflects the Community Input and Stakeholder Meeting held on November 24th, 2020 at 9:30 AM Mtn time (via Zoom) and will be shared with invited guests and used by the lead organization to design an appropriate local **Better at Home** program that meets community needs.

The meeting attendees included members of the public and representatives from key stakeholders from the entire region. It was attended by 25 individuals including 2 representatives from the United Way Lower Mainland, 1 from the United Way East Kootenay and 3 Host Agency Executive Directors and 3 Better at Home Program Coordinator/ Managers from the nearby regions. Invitations were sent to approximately 30 stakeholders including key members of seniors’ population in preparation for the community meeting. Attendees were community members and representatives from various local organizations and businesses from the Golden region and included key stakeholders and local government.

The United Way Lower Mainland would like humbly acknowledge that we live, work and play as a guest on the beautiful, traditional, ancestral, and unceded lands of the Indigenous Peoples of this place we now call British Columbia. We honour the Elders for their stewardship of this place and peoples of these nations.

Facilitators:

Jessica Kleissen, Regional Community Developer (RCD), Interior British Columbia, United Way Lower Mainland,

Cathy Holmes, Provincial Community Planner, Better at Home, United Way Lower Mainland

Support Facilitators:

Nancy Reid, ED and Laurie Harris, BH Coordinator

Cranbrook BH Community Connections

Janet Senft-McLean, ED, Heather O’Brien, BH Manager

Shuswap Regional BH program

Eagle Valley Community Services

Pat Cope, ED, Jennifer Lindal

Family Dynamix Columbia Valley, BH Program

Special thanks to **Donna Fields, ED United Way of East Kootenays**

Jessica Kleissen acknowledged territorial lands of the First Nations Communities and our use of their land for this meeting. After a bit of housekeeping we welcomed participants. A short video highlighting the Better at Home Program was presented to the callers.

Introduction to Healthy Aging by United Way

To better support older adults to be socially connected, live healthy lifestyles, and maintain independence, United Way's Healthy Aging strategy aims to help British Columbia's seniors stay at home and in their communities longer. Working towards a vision of a healthy, caring, inclusive community for all members. Healthy Aging by United Way embraces a holistic setting where older adults have unrestricted access to community programs and services so that they can age in place. Together with community agencies, local, provincial, and federal governments, and a diverse set of vested partners and donors, the Healthy Aging Team delivers programs including **Better at Home**, *Active Aging*, *Social Prescribing*, *Therapeutic Activation Programs for Seniors*, *Family Friends and Caregivers Support*, *Safe Seniors*, *Strong Communities* and Community and Sector Development initiatives, such as Healthy Aging CORE and Project Impact.

This work is based on three **Healthy Aging Pillars** – priorities that were identified through extensive research, community consultations and recommendations, and learnings uncovered through 12 Better at Home Communities of Practice (COPs) facilitated across the province:

Increase physical activity: Physical immobility and lack of leisure activity are related to social isolation and loneliness. One of the Healthy Aging Strategy goals is to increase physicality to help older adults remain socially connected and active as they age.

Reduce social isolation: The Healthy Aging Strategy aims to keep seniors mentally engaged in their communities, therefore reducing feelings of social isolation and social frailty.

Maintain and enhance independence: Through provincial investments that maintain and enhance seniors' independence, the Healthy Aging Strategy strengthens United Way's commitment to providing home and community services that encourage self-determination.

Raising the Profile Project (RPP)

The RPP was launched in 2016, and was created to increase support and recognition of the role of community-based seniors' services in promoting health and fostering resilience in seniors in BC.

A significant component of the RPP was the development of a provincial network, the goal of which is to understand and build on the capacity of community-based seniors' services to meet the growing needs of an aging population. The network consists of executive directors and managers from municipal and non-profit organizations around BC, seniors who are volunteer leaders in the community-based senior services sector, as well as provincial organizations and others that support the work of the sector.

While **Better at Home** was not created from the RPP project the overall needs of individuals staying in their homes for longer periods of time revealed that complex needs arise as older adults age in place. In noting these changes, **Better at Home** has been able to support, educate and even influence many strategies in the sector.

Healthy Aging CORE

Healthy Aging Collaborative On-line Resources and Education is a platform to connect community-based senior services organizations and allied agencies and individuals in British Columbia. CORE is designed to provide up-to-date information, resources, and training opportunities and to make it easier to communicate, coordinate, and collaborate in order to help build capacity, strengthen the network, and develop a collective and cohesive voice among volunteers, staff, and others who support healthy aging initiatives.

The knowledge hub was created for Community Based Seniors' Services organizations and allied agencies and individuals in British Columbia. This portal features training, resources such as tool kits, guides, highlighted community programs, and CBSS Leadership Council's Provincial Working Groups discussion groups. **Better at Home** continues to be an integral part of the steering of the sector.

www.healthagingCORE.ca

Community-Based Seniors Services sector (CBSS)

The CBSS sector is broad and diverse bringing together key stakeholders, including seniors themselves from across the province in a central forum; Between April 2019 and July 2019, 12 regional consultations showcased Healthy Aging CORE, recommendations from the Provincial Summit on Aging, and guidance from the CBSS Leadership Council.

Community based organizations provide seniors with access to a range of low-barrier programs in seven core areas: 1) nutritional supports, 2) health and wellness programs, 3) physical activity, 4) education, recreation, and creative arts, 5) information, referral, and personal advocacy, 6) transportation, 7) affordable housing.

These programs and services are offered through a range of municipal and non-profit agencies including: senior centres; community centres; neighbourhood houses; community coalitions; ethnocultural organizations; and multi-service non-profit societies.

Better at Home Expansion Sites

Over the past few years, there has been considerable interest in expanding the **Better at Home (BH)** program to more communities in BC. Based on a reviews of community population, data and needs assessments of prospective communities, in 2020, BH will expand to serve up to six (6) new program sites in British Columbia.

Golden was identified as a potential **Better at Home** site.

The meeting on November 24th, 2020 could not have happened without the dedication behind the scenes of the following people from:

Connie Barlow, Executive Director, Golden Community Resource Society, Town Counsellor

Lynne Romano, GCRS and Leadership Counsel, CBSS United Way

**Mickey Ballas, Community Response Network, Caregivers, Senior Centre Site Society President GCRS
Community Navigator**

All participants were thanked for their participation and support throughout the meeting.

Attendees:

Ron Oszust, Mayor of Golden and Community Paramedic

Connie Barlow, Executive Director of GCRS and Town Councillor

Mickey Ballas, Community Response Network, Caregivers, Senior Centre Site Society President and
Community Navigator GCRS

Carol Caldwell, Age Friendly Community

Marija Spehar, Community Soup Program Recipient & Senior

Doug Newberry, Community Response Network Regional Director

Pat Cope, Executive Director Family Dynamics

Jennifer Lyndale, Family Dynamics Services in Invermere and Better at Home program Columbia Valley

Lisa Marcus Home and Community Care LPN Outreach

Barbara Hooper, Senior Centre Without Walls Learning Program

Kelly Mason, Metis Association

Jan Rodman, bc211 Volunteer and Previously Age Friendly Table Coordinator

Jill Dewtie, Community Co-op

Chris Hambruck, Town of Golden Counsellor and Rotarian and Age Friendly Committee

Ann Yunger, Retired RN and Age Friendly Community

Lesley Drown, Past Senior Board of Director

Janet McLean and Heather O'Brien from the Shuswap Better at Home Programs

Nancy Read and Laura Harris from the Cranbrook Better at Home Programs

Donna Fields United Way East Kootenays

Charlene (last name unknown) For a child, Senior who also works with Social media for the local hockey team

Maggie Field, Community Paramedic

Lynne Romano, GCRS and Leadership Counsel, WG's, CBSS United Way

Jessica Kleissen, Regional Community Developer (RCD), Interior British Columbia, United Way Lower Mainland

The intent of the community meeting on November 24th, 2020 was:

- Support isolated areas as soon as possible in order to help support seniors in Golden;
- That all seniors who need supports have access to bc211 and COVID19 emergency supports as well as **Better at Home** supports to community;
- Recommendation for **Better at Home** services in identified communities;
- Readiness in each community to pursue expansion in the region and determine community need and appetite which was confirmed by those in attendance.

The agenda for the meeting via Zoom was to come together as a community, through structured conversations, to identify senior's needs and priorities with regards to **Better at Home** services, as well as help identify a potential lead organization in the community best suited to deliver the Better at Home program.

Community Assets Golden

A community asset is something that has value that is part of a community. Includes skills, networks, current initiatives, programs, policies, structures, or other resources that can be leveraged to improve the community's sustainability:

Golden Royal Canadian Legion

Golden Senior Citizens Branch

Interior Health / Home and Community Care

Volunteer's in Golden

RCMP/Community Outreach Program

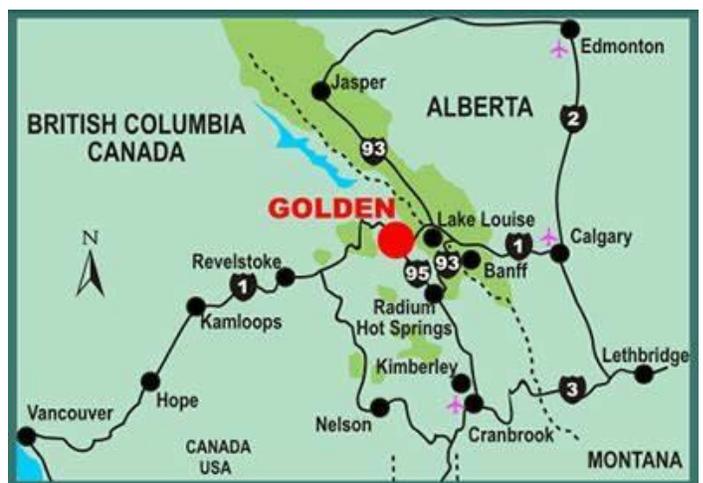
Golden Food Bank

Rotary Club

BCCRN

Division of Family Practice/ Rural & Remote

BCEHS Community Paramedics



Community Profile Statistics

- According to the 2016 Census, the population of Golden 3708
 - 580 persons are 65 years and older (Golden City Limits)
 - 90 are over the age of 85
- According to Interior Health –Local Health Area of Golden
- Population is **6850** with 13,347 Area Square kilometers
- **Population growth to 2023 shows that adults 65+ will make up 32%
48% will be 75+ and 12% will be 85+**
- **360** identify as Aboriginal
- The average cost of a home in Golden is **\$499,000 – \$750,000** and there are very few homes for sale. While there is some seniors housing in the community, vacancy is limited
- Golden is an Age Friendly Community
- Sitting in the Canadian Rockies, it is surrounded by: Yoho, Glacier, Banff, Jasper, Kootenay and Mount Revelstoke.

What does Better at Home do?

The Better at Home program helps seniors live in their own homes by providing nonmedical support services delivered by local lead organizations, which may be a non-profit organization; using a mix of paid workers, private contractors and volunteers. **Better at Home** programs are guided by local Advisory Committees and each program will have a paid Program Coordinator. In our 7th year of service delivery, we are thrilled to continue supporting existing programs, and welcome new ones, as they ensure that seniors live well, remain independent, and are active contributors to their communities.

The **Better at Home** program is designed to address the specific needs of local regions, allowing communities to choose from the following basket of services:

- friendly visiting
- transportation to appointments
- snow shoveling
- light yard work
- simple home repairs
- grocery shopping
- light housekeeping

Presentation and Reflections - *What are the needs of Seniors in the Golden Region?*

Golden Community Resource Society - Connie Barlow, Executive Director of GCRC

As the Executive Director of GCRS, I continue to be thankful that the enthusiasm and vision with which our Society began in 1984 has not only been maintained but continues to flourish. Our strong organizational structure, the stability of our leadership and the commitment of our talented staff has strengthened our collective dedication to our purpose.

Although our mission has remained constant over the years, the programs and services we provide have evolved as the needs of our community have changed. We have learned much about what needs to be done and how to do it.

We appreciate that municipal, provincial and federal government funding has provided the foundation for long term sustainability but we continually face the challenge of finding ways to raise additional funds in an unpredictable economy. We gratefully acknowledge the local organizations who offer granting opportunities that allow us to expand our boundaries and consider all that is possible.

The establishment and continual growth of our local non-profit sector has fostered important, exciting and relevant collaborations with community partners who willingly share their time, resources and guidance. Together we make great things happen in our community.

We are proud of the work we do and are pleased to share it with you.

Golden Community Resources Society (GCRS) has four main goals:

- 1) To evaluate and coordinate existing social services
- 2) To identify and implement needed social services
- 3) To provide opportunity for citizen participation and some control of provision of social services
- 4) To construct, hold, manage, provide and/or maintain affordable housing for low- and moderate-income persons

Throughout the years the Society was instrumental in the initiation or developmental support of many programs and services including:

- mental health services
- a lay counselling groups
- alternate school programs
- a social planning council
- a day care society
- children's programs
- family programs
- parent groups
- a volunteer bureau
- a women's resource centre

- drug and alcohol services
- handicapped services
- a foodbank
- a Christmas hamper campaign
- a directory of groups and services
- infant development services
- speech and language services
- youth centre
- stay in school coordinator
- employment services
- displaced worker programs

Many of these programs continue to thrive under the GCRS 'umbrella' and a number of them have been incorporated into other agencies or were supported in the development of autonomous societies to carry out their specific mandates. GCRS continues to be an integral, collaborative partner in Golden's non-profit community.

Our funders include:

- Columbia Basin Trust
- New horizons
- UBCM
- United Way – Emergency COVID-19
- Community Response Network
- Columbia Valley Credit Union
- Golden Community Foundation
- CBT Community Initiative funding
- Government Provincial and Federal

Community Partnerships are vital to the success of programs in Golden. GCRC partnerships include:

Golden Seniors Society
 Food bank
 Community Response Network
 Columbia Valley Credit Union
 Youth Network
 Golden Secondary
 Early Years Centre
 International student program
 Interact Rotary
 Invermere Seniors Center
 Family Dynamics
 Age Friendly
 David Perez

Metis Association
Interior Health
Durand, Mountain View, Abbeyfield, Purcell View

Seniors Programming at GCRS Include:

Funded by various and many funders GCRS has successfully;

- Trained more than 100 volunteers to assist and connect with seniors
- The senior navigator continues to see more than 100 seniors monthly connecting them to services and assisting them to navigate through systems. This number has hugely increased during COVID
- Provided peer to peer support and training connecting seniors in new ways
- Provided outings to seniors
- Arranged volunteers for simple home maintenance
- 211 response
- In partnership with the CRN provided soup to 85+ seniors weekly since the start of the pandemic
- This started with a phone tree and quickly became so much more offering additional food, books, puzzles and music to the isolated seniors in the community

What Better at Homes means for Golden

- Seniors who are isolated will have more opportunities for friendly visits
- Seniors will have assistance to shop
- Transportation will be available for getting to appointments
- Light housekeeping and meal preparation
- Connections to service providers will continue
- Funding will be steady and not require proposals for new services
 - Fee for service will allow all seniors to benefit
 - Services will be tailored by seniors
 - Caregivers will have support and reduced stress



Feedback & Questions from Meeting Participants

Responses:

- Transportation and housing are very important in their community.
- Area A is of concern. They are outside of Golden and is wondering how the agency would support Area A. The response was that the agency sees it as one community. The service should be equal and available across community. Looking at need and would like to think it would be suitable to use the Age Friendly table to help identify these needs. Identifying access and getting the word out in Area A would be important. Bc211 is relatively new and there will be some effort put into that and should be as well known as 911. IF someone was to phone currently, they wouldn't be able to get the services if they are in rural community.
- Appreciation of the friendship of the program, the soup program, and was grateful that Lynne provided such great service to pick up her groceries and fruit. Somethings like gardening she can't do herself anymore and would like to be more connected to the community. Very grateful for the supports and looking forward to BH coming to Golden.
- As a senior, a single woman over the age of 65 she wants to stay home and looks forward to her soup on Thursdays. She volunteers at the senior's centre and wants to make things interesting for seniors. She wants to stay in her home. *"A lot of people don't want to ask for help, however; having health issues make it difficult to do some things. Handy-person services and snow shoveling would be helpful."* She plans, and manages for the most part, and is concerned that snow shovelling, handy-person services and insurance concerns are issues in implementing the program. She is looking forward to BH coming and welcomes the program as a consumer and potentially a volunteer. *"Asking for help is always hard but sometimes people need to be able to do that."*
- *"I am fairly new as a nurse in community. One thing noticeable over the last 10 years has been the effects of social isolation."* More frequent hospital visits during this time. Light yard work, social connections, friendly visits are a huge need in this community especially during COVID 19. More people are falling, and declining at

a quicker rate and this may be relieved with social interaction. *“It would be nice to see some help with some home stuff, cupboards washed, clean the fan, simple needs. Social connection effects all parts of health.”*

- Better at home in Invermere under Family Dynamix notes that pretty much everything that has been touched on can be done through the BH program. People want to be thought about, cared about and noted the pleasure that volunteers and what they also get out of the interactions. BH is a program that should be in every community because of the benefits it has and she likes the idea of it being under a *“bigger umbrella”* due to the collaboration process as the referrals come easier. Cross connections can pair well and Golden already has so much going on for their seniors that the program will allow unconnected seniors to be a part of community and be supported. *“Don’t expect everything all at once. Take one step at a time and know there is someone from the United Way and Core to support your program throughout the process.”*
- The next contributor sits on the advisory board in town and had worked many years in the clinic. Transportation has been huge and getting people outside of areas, but timing the bus was difficult -which is no longer available had made things difficult. Social isolation has been hard and bc211 has been challenging. Since COVID 19, *Seniors Without Walls* has been a great connection for locals. *“Barb has done one meeting already, with 6 people in one household and 3 in another and it has made a huge a difference in sharing information.”* Food sustainability is of great concern in Golden. With BH, people can do their own shopping and remain independent. *“BH will be great for the whole town not just the seniors.”*
- Area A concerns remain high and the participant came to the meeting because she, *“wishes to get up to speed on the program”*. Services as a priority include transportation, shopping and friendly visiting. She came because she wants to be engaged into the community.
- As a community paramedic she came in to find out what all of it was all about and she manages some of the chronic care. She feels *“it is so great – my heart is getting bigger and bigger – the volunteers, Micki, Lynne, Carol and the awesomeness of their community.”* She wholeheartedly welcomes BH to Golden.
- The sector of the community that hasn’t been discussed is the caregiver role. The responsibility of caring for our loved ones isn’t easy and the caregiver piece is important. Respite is so important for our caregivers and BH can give some of the caregivers a bit of respite and that would really help.
- The Facebook page with daily updates and tools have been really helpful for seniors. The speaker was in training with the youth network, and an interesting discussion took place with *“a depth of feelings that was surprising. They asked, ‘What do you fear most’ and the realization was the worry over access of vulnerable seniors to get services...and we have been able to help, but the opportunity to do that in future may be challenging?”* Providing care in future is so important. There is a great sense of gratitude that BH is coming to Golden and the importance of core funding.
- Pleased to be invited as it can be hard to stay in the loop when you live in Area A. Small acreage and *“staying home hits so many checkboxes”* at home. Very valuable to be a community member and get up to speed. *“Lynne’s constant and consistent posts helping to funnel information has been very helpful.”*
- Transportation continues to be a concern as do home supports. Excited to see movement from the United Way and BH moving along. Any time of social structure, infrastructure is of benefit.” *One of the biggest things interior health can do for people in long term care, stuck and can’t get out, is support them. We should never get into that situation in the first place. More dollars should be invested in staying in your own home. Whether it means personal care help, renovation funds, support from clubs in the community have been of great help. In order to physically be able to stay home, it can be hugely expensive, and more supports from the Province would be of benefit. Keeping more resources in the home would be helpful.”*

Better at Home would be a welcome addition to current community supports in Golden and callers clearly supported GCRC stating that they would work well with the available community resources and have the experience to facilitate a strong program in the area.

What are some important criteria for a lead organization in community?

- Connection to service groups in all communities in the Golden Region
- Track Record for managing Grants and sourcing alternative funding to support programs
- The ability to distribute resources
- Able to manage the demands and expectations of the clients
- Ability to gather In Kind supports
- Have people “on the ground” in the region
- Possess long term sustainability
- Have the capacity and foresight for growth
- Promote Success
- Long standing in the community
- Cooperative and Collaborative
- Evolve and fluid

Prevention oriented: Better at Home programs are built on the primary assumption that preservation of independence, dignity and health, and the delay of functional decline are worthwhile investments.

Seniors planning for and with seniors. Seniors are engaged in the planning and governance of the local programs.

Senior centered. The local programs are designed to respond to the needs, priorities and changing circumstances of seniors.

Community driven: Within the Better at Home framework, local programs are built by the community for the community and will involve coordination of services from various organizations and partners.

Evidence informed: Local programs are built on the learning and evidence developed through the CASI evaluation, through ongoing monitoring, evaluation and learning, and on the desire to seek continuous improvements through additional learning and research.

Independence focused: Better at Home fosters self-sufficiency and independence by: offering services that assist clients to live independently; helping to promote health literacy and support self-care; promoting social inclusion, and; enabling community connectedness.

Simple and understandable: Services incorporate clear and accessible information, ease of access, and the least amount of official procedure needed to maintain standards of safety, privacy and quality.

Based on need: Local programs respond to seniors’ needs for service and ability to contribute to the cost of providing those services.

Integrated: Local programs are developed in partnership with seniors and other key stakeholders and will be integrated where feasible and, by design, complementary to other services and supports.

A non-governmental program: Better at Home is managed by UWLM and identified as a non-profit sector program funded by government, which does not replace existing governmental programs or services.

Better at Home Program Highlights:

Better at Home is a program that helps seniors with simple day-to-day tasks so that they can continue to live independently in their own homes and remain connected to their communities. The Government of British Columbia funds the program, United Way of the Lower Mainland manages it, and local non-profit organizations provide the services.

Its unique ‘seniors planning for seniors’ approach means older adults contribute to the design, operation and evaluation of their local program.

Older adults who receive Better at Home services may pay a fee based on their income. Some services may be free. These fees-for-service are fed back into the local program in order to serve more seniors.

Although each program is unique and serves based on the community, there are also commonalities among 75 Better at Home programs:

- Service fees are established on an income-based sliding scale which ensures that services are free for low income seniors, and market rate for seniors with an income above the BC average.
- All volunteers providing services directly to seniors must have a criminal record check.
- Programs submit regular reports to the provincial office to monitor performance and progress.

- Program Coordinators engage in a Community of Practice which includes sharing, learning activities, discussing best practices on an online portal, and meet annually for training opportunities and participation in collective dialogue. These activities help develop the capacity of each local program to best serve and support the older adults in BC. Better at Home Across the Province.

From April 2019 – March 2020
Service Distribution

 **13 %**
Transportation

 **47 %**
Light Housekeeping

 **16 %**
Friendly
Visiting

 **2 %**
Snow
Shoveling

 **4 %**
Light Yard
Work

 **6 %**
Grocery
Shopping

 **12 %**
Other
Services

 **0 %**
Minor Home
Repairs

From April 2019 – March 2020

11,935 Active Participants

3,832 New Program Participants

38% of all services were delivered by Volunteers

*69 out of 70 programs reporting

Better at Home Interior of British Columbia



- **\$2.7 Million Dollars** invested
- **19 BH** programs and **14 HA** Programs
- **2,233** seniors received at least one service
- **770** new seniors enrolled
- **1712** are female
- **1566** live alone
- **621** are 85+
- **393** volunteers provided services

**Data provided is based on BH programs 2018-2019 reporting.*

Better at Interior BC

Better at Home programs have been established in the Interior of BC since 2012 initially under the CASI project.

Currently, **Better at Home** in the Interior can be found in: Arrow Lakes, Ashcroft/Cache Creek, Boundary, Castlegar, Central Okanagan, Columbia Valley, Cranbrook, Creston Valley, Kamloops, Logan Lake, Lower Columbia, North Thompson, Peachland, Penticton, Shuswap, Southern Okanagan, and Williams Lake.

While there are 19 formal programs, there are several smaller communities served in the region. Some follow a regional model and cover more than one community with communications and supports which work together to support seniors who may reside in remote areas that have few services. Throughout the Interior, several First Nations communities both on and off reserve receive services. Close relationships with First Nations Health Authorities have proven invaluable. The **Better at Home** programs listed will be of tremendous support moving forward and can provide advice on program development.

Learning, reflective practice, and knowledge-sharing are central to **Better at Home**, particularly to support program development and quality improvement. Together these programs participate in on two **Community of Practice** (COP) sessions formally meet two to three times per year serving all Interior Regions of British Columbia; however, with COVID-19 they meet more regularly as the needs of community change and evolve. Host organizations also connect via the **Better at Home HUB** (found on CORE). Several times per year agencies come together for learning opportunities and to support each other's program growth or to consult on best practices as program challenges occasionally arise. **Better at Home** Programs are constantly evolving and pivoting to meet the needs of the community.

Regional models defined include:

Type 1:

- 1 Host Umbrella + formal agreements with 2 or more Community Based Senior Services (CBSS) agencies in different communities served.
- This may be determined by population size and distance factors, differences in services from basket desired by differing communities

Type 2:

- 1 Host, employs several coordinators in different communities.

Type 3:

- 1 Host Agency, 1 Coordinator responsible for a large geographic region with distinct communities with different local governments - We currently have many BH Programs of this type.

Because the program is established using a *community development approach* each program is unique to the communities it serves. **Each program must meet the basic grant criteria** and beyond that can offer some or all of the services from the basket using a mix of paid staff, contractors, and volunteers.

To get a feel for the scope of the work **Better at Home** Program Coordinators are invited to present a brief synopsis of how the program operates in their unique community and to highlight some of the wisdom learned through delivering services in their area.

Guest Better at Home speakers offered the following insight:

Nancy Reid, ED and Laurie Harris, BH Coordinator Cranbrook BH Community Connections

Cranbrook BH offers similar services to those found in BH Basket of services as described in the presentation.

At this time, they don't do minor repairs. When getting started there were some barriers in housekeeping, engagement with community and challenges with the networking piece and being able to connect with community in the way that had originally hoped. It is important to have people on staff with soft people skills because they are such an important strength. Laurie (the BH Coordinator) has been instrumental in getting food and innovations in community. It seems that any one she asks to help with something needed for community she is able to easily get including chef services and meal prep for seniors during COVID 19. It is important to hire the right skill set. Being the ED only since March in Cranbrook and meant that they needed to review the program and revisited the operations and they did some re-evaluation to the program particularly around wages. It is important to always look at your your service delivery ensuring that you are serving the most seniors as possible and giving the most *"bang for the buck"*. Social Connections are so important. Offering services to community outside of BH helps all of community. *Angel Tree* in the community began last year, and will happen again this year and it Laurie knows the community so it has been really great to network and gain support for seniors and for all of the community. In reflection, community's that have BH were able to respond to the pandemic so much better than communities that didn't. Jessica is awesome, Pat in Invermere is also a great source. BH isn't a one size fits all program and working with other organizations, networking and coming up with practical solutions help support the program.

Janet Senft-McLean, ED, Heather O'Brien, BH Manager Shuswap Regional BH program, Eagle Valley Community Services

Eagle Valley has a slightly different model, and they cover a vast territory. As an overview of the agency they are located in Sicamous and they are Eagle Valley Support Society – offering across many communities an extremely broad service. They were chosen because they already had a comprehensive BH type program in existence and the transition to BH made sense for the communities in the region. The program now services a little over 20 different communities including Chase and Enderby. They are unique as they have coordinators in different regions. They are set up with an eye to what already exists in each of the communities they serve. Some communities are volunteer run while others are contractor driven. Over and over, in the 8 years they found that in the communities that choose an agency that has a dominant senior focus, these organizations seem to have challenges in a broader service delivery. A huge benefit of having multi service agency is that it broadens the program and connects to other supports including those for mental health, transportation and/or other essential services that can help seniors best. It is the broad connections that matter.

Housekeeping is most requested. They were serving 180 seniors and others coming will come on board on with SSSC. Heather and 4 outreach Coordinators work in community and are connected to the older adults. It is easier to build the program when you are strongly connected to the communities themselves. *"It does look different in communities, some receive snow removal others don't, housekeeping staff vs contractors seems to work best for them, volunteers for phone check in's and some friendly visiting over summer."* Transportation normally is in high demand but is currently limited. Many seniors, through SSSC are helping with the shopping and seniors appreciate this service. Meal delivery in some communities is provided through the hub and spoke model. Some minor home repair, light bulbs, batteries in smoke alarms etc., have helped seniors through the BH program.

Pat Cope, ED, Jennifer Lindal, BH Coordinator Family Dynamix Columbia Valley, BH Program

"We were really excited when we were in discussion with the program coming to the Columbia Valley and we knew that seniors would benefit from it and we have seen that." There have been challenges including getting people together to have a conversation about the needs of the community, and getting people on board to get the program actually working in community was a challenge in the beginning. It was quite a struggle, but with COVID 19 it changed. The challenges in Golden during the pandemic would be greater

had they not had the ability to set up prior to COVID. *“Our thoughts would be that it would be so smooth for people to call bc211 and that people would go there, but it didn’t happen. I don’t think it is only because of the challenges of delivering to the East Kootenays. I think we are an independent community. The saying “No hope beyond Hope” is real as there is a sense of disconnect east of hope. I think there is a culture. People are more comfortable picking up the phone and talking to their own community.* “The silver linings include the collaboration between our programs and between community and IHA has been incredible. We have seen the connections with the First Nations community and the shift in our demographics. We are serving a broader population. An increased health challenge to those being referred to the program is also noticeable. We are seeing more illness, and mostly those with Cancer who are closer to needing end support.

Transportation is rudimentary at best and any special services are a trip to Cranbrook. Thankfully the schedule changed to get be people to Cranbrook, but now there is a reluctance to ride the bus so transportation services have significantly increased in our program. We have backed off on that a little bit but we have continued to offer transportation with protocol in place.

Flexibility has been our most important learning. *“The need to ride the wave is really important.”*

If there is any way they can help or support Golden, they are more than willing to always be there to give you a hand. The connection to Jessica has been really wonderful. She has been invaluable and the United Way offers incredible support.

Pandemic Emergency Response

Safe Seniors Strong Communities (SSSC) COVID-19 Response

Emergency COVID-19 Response Plan in partnership with United Way and bc211 Funded by the Ministry of Health

- Easy access to services through bc211, now province-wide
 - Seniors connected to local community volunteers, friends, neighbors
 - Added supports and expanded services specific to COVID-19 needs
 - Expansion of United Way’s Better at Home Services
 - Funding of community agencies and programs through United Way
- As of October 20th, 2020 over 370,139 - SSSC services have been provided to Seniors in British Columbia

Seniors (65+) No cost for Service Delivery

Living in community

Urgent non-medical needs resulting from COVID-19

Living independently without publicly funded services and/or have no other way to get support services

Wellness checks /Virtual Friendly Visits

Grocery shopping/delivery

Meal prep (pre-made drop-offs and support in home)

Prescription pick-up/drop-off

Better at Home - Identifying a Lead Organization

We have designed a different approach to the selection of the Lead Organization for delivering the **Better at Home** program. Instead of a competitive process where the funder selects which agency will receive the grant, each community will go through a community engagement process. In this process, stakeholders – seniors in particular – have a chance to shape the program according to local needs and help select the Lead Organization that is the best fit with the program they envision.

This approach encourages partnerships and collaboration, results in better service delivery for the seniors, and empowers communities to make their own decisions.

In order to qualify to hold the **Better at Home** program, the lead organization must:

1. Be a non-profit, charitable organization,
2. Employ a program coordinator,
3. Complete a BH application form, including the following:
 - a. Governance structures, financial statements
 - b. A description of geographical boundaries for service delivery
 - c. A list of Better at Home services that your program will offer
4. Provide two (2) completed budgets;
 - ✦ UWLM Program Funds budget,
 - ✦ and a Total Program Funds budget.
5. Provide any other documentation considered key by the community or by UWLM to support approval of the implementation plan and application.

BH Program Must Meet the Following Grant Criteria

- Participants should be older residents, sometimes defined as 60 or 65 years of age or over
- Participants served must be residents of the identified service area
- A paid program coordinator
- The organization that receives and is accountable for the funds must be a non-profit and charitable organization.
- Provide in-kind support and seek additional funding as needed e.g., donated office space, equipment)
- The program must comply with evaluation requirements (data collection, reporting, participation in Community of Practice).
- That a *Better at Home Advisory Committee* be established to support, guide, and to help the integration of the program into community and be responsive to seniors for the first two years.
- Establish strategies to maximize reach / impact of the program, volunteers, and in-kind support.
- Undertake outreach, marketing and public awareness to reach older adults.
- Provide Volunteer training and support.

Better at Home Implementation Process



Suggested Timeline for Implementation of Proposed for Golden

An ideal timeline was suggested for the **Golden BH** program be:

- Mid November a Lead Organization be identified for Golden
- Mid November, 2020 the Lead organizations to fulfill and meet all application and grant criteria
- A signed Letter of Agreement for dispersal of funds be for Mid to End November 2020
- A Program Coordinator be employed in time to participate in the Provincial Better at Home Communities online COP's by December 2020
- At least one BH service be delivered to seniors no later than February 1, 2021

Recommendations from Provincial Community Planner, Better at Home

It became very clear that the members of the Golden Community, the local United Ways of East Kootenay's and key stakeholders in the meeting clearly supported **Golden Community Resource Society** as the host agency for Golden and the surrounding community.

The community is very tightly knit and there were a number of participants who supported Lynne Romano's work in the community and in the CBSS sector, as well as Mickey Ballas's contributions to seniors programming in the community both within the GCRC frame and through other important connections in the community. The organization has clear goals and the support from the community along with a strong CBSS advisory table already in place to help direct the program.

Almost all of the participants spoke about their priorities from the basket of services which leaned towards transportation, snow shovelling and grocery shopping. **Golden Community Resource Society** has numerous intergenerational programs and therefore has a depth in the community allowing for a

strong crossover supporting a variety of needs in the senior population of Golden and the surrounding communities. During COVID-19, GCRC currently a spoke agency can easily pivot to meet the demands of the pandemic.

Why GCRC?

Established Infrastructure in Golden

- Physical office and staff already in Golden
- Established relationships in community
- Administrative systems in place

Host Existing Better at Home Programs

- Coordinator mentorship opportunities with Kamloops and Ashcroft BAH programs
- Program and service familiarity
- Existing relationships with UWLM and provincial BAH sites

GCRC Head Office Operations and Management Capacity

- BAH Fits the Vision, Mission and Values of GCRC
- Reporting experience (financial and program)
- Established billing and administrative processes
- Supervision and links to other GCRC seniors programming

Leadership in Golden includes:

- Solid non-profit with strong ties to the community
- History of community engagement and consultation
- Committed Board Members with a wide range of relevant experience
- Membership reflects the region's communities
- Extensive community engagement in defining regional requirements and solutions
- Providing significant input to evolving needs of seniors and close relationships with health authorities
- Committed to sustainable and secure operating policies
- History of accountability in reporting to funders
- Accomplished fundraisers and program developers
- Independent Board that represents the community
- Support from all corners of the region
- Strong and growing network of contacts locally and beyond
- Significant track record of service to the community
- Relevant experience operating flourishing BH programs in the interior

Next Steps

Findings of this report will be reviewed and discussed and an application will be sent to the successful host agency candidate. An application will then be sent to the successful candidate and supports for the new program will commence.

The Provincial Community Planner and the Regional Community Developer will work with the perspective agency to support the application process. Once the LOA has been approved and is in place our team will work with the agency to train, support and facilitate a successful launch of the **Better at Home** program in the community.

Thank you!

The day would not have been possible without the support of everyone who assisted in putting the meeting together. From the Zoom meeting itself to the information gathering, this dialogue was created by the community of **Golden** and we are grateful for the opportunity to bring the **Better at Home Program** in your region.

Thank you **Kahir Lalji**, Provincial Director, Population Health for your vision and encouragement to expand **Better at Home** to more communities in the Province of BC through meaningful initiatives for older adults in our communities.

Many thanks to **Jessica Kleissen**, RCD Interior BC, United Way Lower Mainland for her co-facilitation and insight into the region. Special thanks to the team of **Healthy Aging by United Way, Population Health UWLM** including, **Bobbi Symes**, Assistant Director, Population Health, **Jean Rikhof**, Administrative Assistant, Population Health, **Camille J Hannah**, Provincial Coordinator, Population Health, **Isaac Shr**, Provincial Coordinator, Grants & Data, and everyone on the Healthy Aging team who assists in the facilitation of new programs in the Province of British Columbia.

Finally, thanks to each of you for attending the day with the desire to co-create a shared future that invests in our older adults to live independently in their own homes and remain connected to their communities. Thanks also for demonstrating humility, courage, grace and leadership to explore differences and uncover what could be the greatest asset and outcome of the session; in particular trusting the facilitation process and being supportive of working with complex challenges presented in our communities.

We look forward to the next steps.

Further feedback, comments or questions can be directed to:

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