

Healthy  
Aging  
by United Way



Better  
*at* Home



United Way helping seniors  
remain independent.

**Community Consultation & Stakeholder Meeting**  
Quadra & Cortes Islands  
September 10<sup>th</sup> 2020, Via Zoom  
1:00-4:00 PM

## 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 Quadra and Cortes Islands have been identified as potential Better at Home sites. The United Way of Central and Northern Vancouver Island and the United Way of Lower Mainland 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 September 10<sup>th</sup> (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 was held virtually inviting the public and representatives from key stakeholders from the entire region and was attended by approximately 19 individuals and 4 representatives from the United Way. Attendees included community members and representatives from various community organizations and businesses from the Quadra and Cortes Island region including one Better at Home Program from Campbell River on Vancouver Island.

*The United Way Lower Mainland and United Way Central Northern Vancouver Island would like to acknowledge the traditional territories of the Coast Salish Peoples, We Wai Kai, Kwiakah, Homalco, and Klahoose First Nations, with the office of the Klahoose First Nation located on the islands of Cortes and Quadra. This area is also the traditional territory of the Sliammon people.*

### **Facilitators:**

**Cathy Holmes**, Provincial Community Planner, Better at Home, **Terry Harrison**, RCD Vancouver and the Gulf Islands - **United Way Lower Mainland**

Kristi **Schwanicke**, Community Impact Officer (North Island), **Tiana Martin**, Administration - **United Way Central Northern Vancouver Island**.

### **Support Guests:**

**Mary Catherine Williams** – Volunteer Campbell River – Better at Home

After a bit of housekeeping and a formal welcome from Terry Harrison, Kristi Schwanicke and Cathy Holmes, Kristi welcomed and acknowledged the First Nations Communities and our use of their land for this meeting. Terry introduced her role as the Regional Community Developer for Vancouver and the Gulf Islands.

Special thanks to **Heather Kent** (SAC coordinator) for her telephone support assisting seniors on Quadra Island to participate in the Zoom Community Meeting.

A brief introduction by the participants and their roles in community commenced. Upon completion, a video discussing 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](http://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.

Quadra and Cortez Islands were identified as a potential Better at Home site.

The meeting on September 10<sup>th</sup>, 2020 could not have happened without the dedication behind the scenes of the following people from:

### **Quadra Island and Quadra Circle.**

**Maureen McDowell** (President)

**Mary McIntosh** (vice-president)

**Ann Graves** (Board member)

**Carol Woolsey** (Board member)

Planning committee Senior Activity Centre:

**Heather Kent** (SAC coordinator)

**Jude McCormick** (SMART facilitator volunteer)

**Cortes Island:**

**Bernice McGowan** – Cortes Community Health Association

**Carina Bockner** – Cortes Island Seniors Society, Seniors Helping Seniors Program

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

***Attendees:***

1. Ann G Rayves
2. Ann Graham
3. Barbara Sinden
4. Bernice McGowan
5. Betty Doak
6. Carina Verhaeve
7. Carol Woolsey
8. Darryl Rose
9. Erica Benson
10. Heather Kent
11. Jodie Duncan
12. Jude McCormick
13. Lois Norman
14. Marian Yole
15. Mary Catherine Williams
16. Mary McIntosh
17. Maureen McDowell
18. Michelle Crosby
19. Rosie Steeves
20. Sally Dewres
21. Sheela Elmit
22. Sherry Peterson

The intent of the community meeting on September 10<sup>th</sup>, 2020 was:

- Support isolated areas as soon as possible in order to help support seniors on Quadra and Cortes Islands
- That all seniors who need supports have access to bc211 and COVID19 emergency supports as well as Better at Home supports to community;
- Recommend for Better at Home services in these two 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 September 10<sup>th</sup>, 2020 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 Quadra Island

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:

- Island Health /First Nations Health Authority
- BC OAP Quadra Branch
- Quadra Island Emergency Program/ Community Paramedic
- Jim Abram, Area C Director, Strathcona Regional District
- Quadra Island Recreation Society
- Quadra Island Health Society/Nurse Practitioner
- Quadra Island Seniors Circle Society
- Division of Family Practice
- Campbell River Volunteer Society Better at Home
- Courtney/Comox/Denman Hornby Better at Home



- **According to the 2016 Census, the population of Quadra Island is 2430**
- **The land area of Quadra Island is 310 square kilometres (120 square miles and the population density is 207 persons per square kilometer. Average lot cost \$ 375,000. Homes range from \$280 -575,000+**
- **In 2016, 440 seniors over the age of 65 (18.11%) lived independently in their own homes**

- **695 persons are 65 years and older.**
- **35 are over the age of 85**

## Community Assets Cortes Island

A community asset, or community resource, is anything that can be used to improve the quality of community life. Includes networks, people, current initiatives, programs, services, policies, structures, or other resources that can be leveraged to improve the community's sustainability.

- Cortes Island – Seniors Helping Seniors Society
- Cortes Seniors Housing Society
- Island Health
- Cortes Community Health Association
- First Nations Health Authority
- United Way Central Vancouver Island
- United Way Lower Mainland



- **According to the 2016 Census, the population of Cortes Island is 1035**
- **In 2016, 200 seniors over the age of 65 (19.32%) lived independently in their own homes**

- **290 persons are 65 years and older.**
- **15 are over the age of 85**

Those in attendance also wanted to clearly point out that resources that were found on Cortes were supported by their community, and many of the services that Better at Home offers are services currently delivered by the agencies on the island. The wish list of adding Meals on Wheels and potentially other services was a highlight of need for their community; however, Better at Home does not provide funding specific for this service. During COVID19, many agencies who hold Better at Home funding have had to pivot to meet the needs of their community. While Meals on Wheels is not typically part of their funding, conversation ensued to determine if during COVID19 as a response to the need of seniors, funding could be made available from the core Better at

Home dollars. The United Way response was that we would work with community to assist during COVID 19 and that a discussion regarding Meals on Wheels to support *temporarily* may be an option and certainly would be part of further discussions during the pandemic.

Further, concerns included queries regarding the intensity of administration, reporting, billing and overall management of the program. Collectively, between both islands. the notation that many of the service providers, community assets and supports were managed by volunteers by both Quadra Circle on Quadra and Cortes Island Seniors Society, and specifically their Seniors Helping Seniors program on Cortes. One of the concerns was in regards to overlapping services currently provided by the health authority on Cortes and the concern around paid supports as volunteers are harder to come by, particularly during Covid19. Cortes Community Health Association was also concerned about the skill level attached to working with older adults in their homes as volunteers are not always the correct fit for the need of individual seniors.

***What we know about Cortes and Quadra Islands according to their Communities:***

- ***There is a high density of senior population on Quadra Island – On Cortes, while a smaller population, distinct needs for older adults are apparent.***
- ***Quadra Island is currently engaged in bringing seniors housing to their community.***
- ***Cortes Island is also currently engaged in bringing seniors housing to their community. There are a number of low-income seniors on Cortes Island.***
- ***During Covid19 there is a concern regarding providing traditional Better at Home services. Housekeeping is currently being provided by Island Health on both islands.***
- ***Seniors on Quadra Island remain very engaged to community due to the programming that currently exists at Quadra Circle including activities and food supports that are available for purchase by seniors in their area.***
- ***Cortes has a very engaged support team through their Seniors Helping Seniors initiatives and their Community Health Association.***
- ***Cortes Island has a much smaller population density and the needs of the region are different than those on Quadra Island.***
- ***On both islands foundational funding would help support existing programming for seniors and would allow expansion serving seniors not connected to medical supports.***
- ***Better at Home would be a welcome addition to current community supports for both islands.***
- ***Volunteers currently support both Quadra Circle and Cortes Island Seniors Society.***

**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 7<sup>th</sup> 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 Cortes and Quadra Region?***

**Quadra Circle** prepared a power point presentation that clearly identified their successes on the island and their positioning within community to support Better at Home. The presentation was done by Executive Director, Maureen McDowell.

Community-Based Seniors' Services like Quadra Circle play an essential role in supporting seniors' independence, resilience and social connectedness. We support the National Framework on Aging core principles:

λ Dignity – being treated with respect, regardless of the situation, giving a sense of self-esteem

λ Independence – being in control of one's life

λ Participation – being involved, staying active & taking part

λ Fairness – having needs considered equally with others

λ Security – adequate income in a safe, supportive environment

Partnerships for referrals and updates of seniors needing support service including Quadra Island Health Society, Quadra Island Medical Clinic, BC Emergency Health Care Services, Community Paramedicine, and Quadra Island Seniors Housing Society.

The lion's share of attendees on the virtual call held on September 10<sup>th</sup>, 2020 were supporters of Quadra Circle as the potential host agency for Better at Home. Several key members of their community shared their accolades and support for Quadra Circle to be the most suitable agency to host the Better at Home program on Quadra Island.

**Cortes Island Seniors Society, Seniors Helping Seniors and Cortes Community Health Association** did not prepare formal presentations or slide decks; however, they discussed the highlights of the programming offered through there agencies and expressed their interest in learning more about the commitments and requirements of hosting the program to take back to their perspective Boards for discussion.

The first presentation from Cortes came from **Bernice McGowen, Cortes Community Health Association**

The Cortes Community Health Association (CCHA) is a charitable organization that is governed by a Bord of Volunteer Directors elected by the membership. The CCHA owns and operates the Cortes Health Center as well as providing a variety of community programs.

The Mission of **the Cortes Community Health Association** is to provide resources in a Cortes Health Centre for the benefit of all residents and visitors to Cortes Island.

- To manage the finances of the Cortes Community Health Association so that the centre will be self-sustaining.
- To secure the services of health practitioners who are appropriately trained and able to meet the medical needs of the community.
- To act as liaison between the community, Ministry of Health and other branches of health care delivery, health education, and administration in the Province of British Columbia.
- To act as advocate for the community in obtaining the best possible health care.
- To promote programs to improve health in the community and to conduct fund raising to support the community

**The Cortes Community Health Association** currently provides services similar to Better at Home. These services include housekeeping and friendly visits. In addition, no fees are charged for services to participants. Bernice shared concerns regarding charging seniors for services and expressed the administrative component may be a deterrent in proceeding with the application process. She expressed her reason for attending was to gather information to determine if the Health Association would be positioned to take on the role of host agency. She would consult with her board and get back to UWLM with their decision.

The second presentation was delivered by **Carina Verhoeven (Bockner) Cortes Island Seniors Services, Seniors Helping Seniors**, Coordinator

**Cortes Island Senior Services** - Seniors Association and Health Association shared the conversation noting they were attending to gather information for their perspective agencies. Carina noted that board members from Seniors Association on Cortes communicated are currently invested in doing affordable housing construction and is their current focus. Carina described some of the activities of their **Seniors Helping Seniors** initiative.

There are variations of the services offered, similar to Better at Home and offering varying degrees on Cortes, and since COVID 19 the community has seen a change in the needs of older adults. In addition, there is also a lack of volunteers and perhaps the funding from Better at Home could improve this situation. Better and Home would be able to better support these organizations with foundational funding. Cortes island does offer some nutritional supports but would like to further expand this need, particularly if there is a resurgence of COVID 19 in the fall. Many seniors in their community are still isolating; however, Seniors Helping Seniors reaches out to members of the community via companion visits.

The Seniors Helping Seniors Program currently facilitates several components of those found in the Better at Home Program. Carina also shared the following highlights:

**The Cortes Island Seniors Society (CISS)** is a registered non-profit, charitable society that is active in community affairs. The CISS coordinates social events, community gatherings, monthly meetings, and other activities for its members. Their website shows that the Society also constructed and manages a Seniors Village of six cottages with gardens located on Beasley Road in Manson's Landing.

One of the Society's initiatives is the Seniors Helping Seniors project. Volunteers of this project provide company, transportation and practical assistance to Cortes Island seniors. Their dedicated volunteers do whatever they can to support seniors on the island.

Similar to Cortes Community Health Association, Cortes Island Seniors Society supports several of the Better at Home current basket of services noting that the needs of the community are changing and there is a need for nutritional supports for older adults particularly during COVID 19. She shared that the community works closely together to support seniors and they had a wish list to support seniors further. Like Cortes Community Health Association, her mission was to explore the potential of bring Better at Home to their agency. One of their concerns was sustainable funding and the challenge of supporting seniors if the administration component were too labour intense. She reflected on the needs of Cortes which included transportation and nutritional supports.

*Note: Update to September 10<sup>th</sup>, 2020*

*On September 16<sup>th</sup>, 2020, UWLM was advised that Cortes Island Senior Services - Executive Director, Carolyn Howson would like to pursue the application process as the lead agency for Cortes Island. In consultation with Cortes Island Senior Services, Cortes Community Health Association has stepped back from the pursuit as host agency but would support Cortes Island Senior Services moving forward.*

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

- Connection to service groups in all communities in the Cortes and Quadra Island Region
- Track Record for managing Grants
- 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

### **Better at Home Stakeholder Meeting**

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.

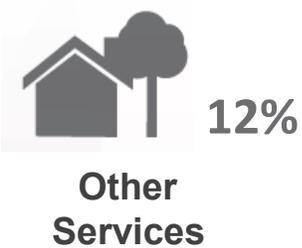
Although each program is unique and serves based on the community, there are also commonalities among 75 Better at Home programs:

- 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.

\*69 out of 70 programs reporting

**From April 2019 – March 2020**

**Service Distribution**



**From April 2019 – March 2020**

**11,935** Active Participants

**3,832** New Program Participants

**38%** of all services were delivered by Volunteers

## Better at Home on the Vancouver and the Gulf Islands



- ✓ \$1,805,250 invested
- ✓ 15 programs
- ✓ 2,471 seniors received at least one service
- ✓ 785 new seniors enrolled
- ✓ 75% are female
- ✓ 64% live alone
- ✓ 32% are 85+
- ✓ 806 volunteers engaged

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

### **Better at Home on Vancouver Island**

Better at Home programs have been established on Vancouver and the Gulf Islands since 2012 initially under the CASI project. Currently Vancouver and Gulf Island programs are located in: Victoria, Southern Gulf Islands, Salt Spring Island, Saanich Peninsula, Port Alberni, Oceanside, North Island, Nanaimo, Galiano Island, Esquimalt, Cowichan First Nations, Cowichan Region, Comox Valley, Campbell River and West Shore. These programs often serve several communities. While there are 17 programs, there are almost double the communities served in the region. Throughout the Islands, several First Nations communities both on and off Reserve receive services. Close relationships with First Nations Health Authorities have proven invaluable. In addition, many “bedroom communities” are also part of the jurisdiction of Island

Host Agency ranges. Port Hardy, Courtney, Campbell River, Denman Island, Hornby Island, are regionally available to assist Quadra Island and Cortes as mentors for successful Better at Home programs.

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 sessions two to three times per year serving South and North Regions of Vancouver and the Gulf Islands. They also connect via the HUB several times per year for learning opportunities and to support each other's program growth and to consult on best practices as program challenges occasionally arise. **Better at Home** Programs are constantly evolving to meet the needs of the community.

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 the 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 were 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.

Our impromptu Guest **Better at Home** Speaker offered the following insight:

***Mary Catherine Williams – Campbell River Volunteer Society***

- Noted that each region is different and it is important to figure out that what may work in a larger region, may not work the same way in a smaller region
- Recommended that potential sites consider contacting existing Better at Home sites to find out about how their experiences have impacted both their community and to get first hand how administering the program works from a practical perspective
- Explained how her experiences in assisting originally with the COVID19 response with Campbell River Family Services and subsequently their transition to taking on the Better at Home Program in the area
- Reminded the group that better at Home has been a great addition to the services available for older adults in Campbell River and in the Province overall.

**Safe Seniors Strong Communities – Covid19 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 September 10<sup>th</sup>, 2020 **302,700** - 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

## 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 Quadra and Cortes Islands Better at Home

An ideal timeline was suggested for the Quadra and Cortes B@H program be:

- ✓ Mid- late September a Lead organization be identified for both Cortes and Quadra Islands
- ✓ September 2020, the Lead organizations to fulfill and meet all application and grant criteria
- A signed Letter of Agreement for dispersal of funds be for October 1, 2020.
- A Program Coordinator be employed in time to participate in the Provincial Better at Home Communities online COP's by November 2020
- That at least one BH service be delivered to seniors no later than January 1, 2021.

One potential lead organization was identified as potential lead agencies during the planning call. **Quadra Circle** was unanimously supported by the participants of the call from Quadra Island.

On Cortes Island, two potential leads presented their ideas Cortes Community Health Association and Cortes Island Seniors Services. As described, both discussed their organizations and the current services they provide on their island. Cortes expressed that they currently, between the two agencies, fulfil many of the deliverables of the Better at Home Program.

Both presenters from Cortes shared their concerns for administration, reporting, support services for seniors, annual reporting and monthly/weekly time concerns in reporting to the United Way. UWLM team shared their experiences with the presenters and tried to affirm their concerns by sharing the current dynamics of the program and the augmentation of reporting to reflect the needs of community, particularly during Covid19.

At the end of the meeting, the presenters on September 10<sup>th</sup> from Cortes Island explained that they were not in a position to make a decision that day, but would take back the information to their perspective boards to determine if they would like to make application for funding in September. Please refer to the findings above under the heading: *Presentation and Reflections - What are the needs of Seniors in the Cortes and Quadra Region?*

All organizations were sent Better at Home materials to inform their decision to present including:

- Better at Home 2019/2020 Application
- Better at Home 2018 Annual Reporting Template
- A list of program criteria a lead organization must meet

Although agencies were encouraged to collaborate from the onset of the community consultations, only one organization elected to present: Sooke Region Communities Health Network (SRCHN)

~See Appendix for presentation slides.

## **Recommendations from Provincial Community Planner, Better at Home**

After careful deliberation and conversations with the community, colleagues from the United Way of Central Northern Vancouver Island, the Regional Community Developer Vancouver and the Gulf Islands, and the data available, the recommendation is to proceed with the application processes for **Quadra Circle on Quadra Island** and **Cortes Island Seniors Society on Cortes Island**. Both agencies seem well equipped, ready to support the initiative and are able to carry out the deliverables of the Better at Home Program goals.

### ***Why these agencies?***

- Active Volunteer Centre at Quadra Circle and at Cortes Island Seniors Society – both are able to recruit the volunteers and support their communities collaborating with their perspective community partners and supports
- Regional resources available through websites and online presence on both islands
- Solid non-profit with strong ties to the community
- History of community engagement and consultation
- Documented quality needs assessments
- 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
- On Quadra Island, Quadra Circle is the Current holder of United Way Grant – Active Aging

In addition:

- 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
- Willingness and ability to take advantage of Better at Home for our residents across the region

## Next Steps

No final decision was made at the Community Input and Stakeholder Meeting on September 10<sup>th</sup> for a host agency on Cortes Island, however on Cortes Island, on September 16<sup>th</sup> only one of the two potential hosts came forward as a candidate to host. Next an invitation from the United Way of the Lower Mainland to proceed with the application process and fulfill the requirements of the UWLM Better at Home Proposal. Further conversation for both Islands to continue with a recommendation for a host agency to apply by mid September. It is the desire of UWLM to fulfill these roles and distribute funding to both islands as early as October 1, 2020.

## 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 meeting was created by the community of Quadra and Cortes Islands and we are most grateful for the opportunity to discuss the Better at Home Program in your area!

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

Special thanks to **Terry Harrison**, RCD Vancouver and the Gulf Islands United Way Lower Mainland, **Kristi Schwanicke**, Community Impact Officer United Way Central Vancouver Island (North Island), **Tiana Martin**, Administration (UWCNVI). Special thanks to the team of 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 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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