



**United Way British Columbia's Healthy Aging Program**

**Community Consultation & Stakeholder Meeting  
Pender Harbour BC**

**October 27th, 2022**

**Cathy Holmes, Provincial Community Planner,  
Better at Home Expansion**

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## 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 British Columbia (UWBC), with services delivered by a local non-profit organization. UWBC is collaboratively working with communities in BC’s North, Lower Mainland and Central & North Vancouver Island.”*

The Pender Harbour region has been identified as potential **Better at Home** site. The United Way British Columbia assessed community readiness, identified seniors’ assets, needs and priorities regarding the potential delivery of the **Better at Home** program.

This report reflects the Community Input and Stakeholder Meeting held on **October 27th, 2022, at 11:00 AM** at the **Pender Harbour Community Hall - 12905 Madeira Park Rd** and will be used by the lead organization to design an appropriate local **Better at Home** program that meets community needs. This report focuses on the **October 27th, 2022**, meeting where participants shared their interest in hosting Better at Home in their community. This document will also be found at [www.healthvagingcore.bc.ca](http://www.healthvagingcore.bc.ca).

The meeting attendees included members of the public and representatives from key stakeholders from the entire region. It was attended by 49 individuals including 2 representatives from the United Way British Columbia (UWBC). Invitations were sent to stakeholders including the local First Nations Bands and key members of each location in preparation for the community meeting. Attendees were community members and representatives from various local organizations and businesses from Pender Harbour and the surrounding region and included key stakeholders, the local health authority and older adults who reside on the Sunshine Coast.

*United Way British Columbia would like to 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:

**Cathy Holmes**, Provincial Community Planner, Better at Home, United Way British Columbia  
**Dr. Beverly Pitman** Senior Community Regional Developer Fraser Valley, Metro Vancouver, Sea to Sky Corridor & the Sunshine Coast

## Special Thanks:

**Marlene Cymbalist** – Pender Harbour Community Hall

**Sue Elliott** – Co-Chair Resource Centre/ Seniors Planning Table member

**Susann Richter** – Pender Harbour Health Unit

**Kim Harris** – Pender Harbour Health Unit

After a bit of housekeeping, we welcomed participants.

## Introduction to United Way British Columbia's Healthy Aging program

To better support older adults to be socially connected, live healthy lifestyles, and maintain independence, United Way British Columbia's (UWBC) Healthy Aging program's 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. UWBC's Healthy Aging program 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*, *Men Shed's*, *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 program's Strategic goals is to increase physicality to help older adults remain socially connected and active as they age.

*Reduce social isolation:* The UWBC's 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 UWBC's 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.

**Healthy Aging Core Canada** was launched in the Spring of 2021 and Programs and Initiatives profiled on *Healthy Aging CORE* provide examples of the important work being done by local, provincial, and national organizations and the value of these programs and initiatives in promoting health and well-being and fostering resilience for seniors.

The knowledge hub was created for **Community Based Seniors' Services** (CBSS) 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.

For more information visit and/or join Healthy Aging Core at [www.healthagingCORE.ca](http://www.healthagingCORE.ca). Once there, we invite you to scroll to Healthy Aging Core BC and sign up for Core BC and explore information training and funding opportunities from the province and the opportunity to network with Better at Home communities.

### Community-Based Seniors Services sector (CBSS)

The key stakeholders of the province's broad and diverse CBSS sector, including seniors themselves, form an extensive network that is connected through Healthy Aging CORE (Collaborative Online Resources and Education). Besides this provincial knowledge hub, the sector shares information, knowledge, expertise, and experience through learning events, Provincial Working Groups, Regional and Provincial Consultations, Communities of Practice, and the Biannual Provincial Summit on Aging. Between September 2020 and May 2021, eight virtual Regional Consultations and one Provincial Consultation were held. The Provincial Summit on Aging, held in the spring of 2022 showcased the findings of the last 3 years of findings during the previous Regional Consultations. Dates for 2022-23 Regional Consultations can be found at [www.healthagingcore.bc.ca](http://www.healthagingcore.bc.ca)

These community engagement mechanisms are guided by the CBSS Leadership Council, and play an important role in informing their work, as well as keeping the CBSS sector informed about new resources, programs, and research relevant to the sector.

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.

### 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 2021, BH will expand to serve up to six (6) new program sites in British Columbia. **Pender Harbour** was identified as a potential Better at Home site.

The meeting on **October 27th, 2022** could not have happened without the dedication behind the scenes of the following people from:

**Marlene Cymbalist** – Pender Harbour Community Hall  
**Sue Elliott** – Co-Chair Resource Centre/ Seniors Planning Table member  
**Susann Richter** – Pender Harbour Health Center  
**Kim Harris** – Pender Harbour Health Unit  
**Cindy Schroeder** – Lunch/Cook

**Patty Gaudet** – Volunteer Support  
**Paula Vicors** – Volunteer Support

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

### **Pender Harbour Community:**

Pender Harbour is located on the traditional territory of the shíshálh (Sechelt) Nation. Currently the population of Pender Harbour is fewer than 3,000 people. If you want to visit a true water-centric community, Pender Harbour encapsulates the finest balance of rural and remote living while being accessible to urban communities nearby.

Located north of Sechelt along Highway 101, Pender Harbour is the name of a harbour and also the larger area around the harbour, which is surrounded by small communities such as Madeira Park (Salalus), Kleindale, and Garden Bay. These small communities form a horseshoe around the ocean coastline and are interspersed with freshwater lakes. There are plenty of outdoor adventures to be had in and around Pender Harbour, and like many parts of the Sunshine Coast, the area is also home to a substantial artist population which makes it a great place to find live music, galleries, and artist studios. Many of the artists are older adults who have lived in this region for decades and they have watched their community grow and develop into a community rich in diversity and culture.

Before the first Europeans discovered the area, a vibrant population of First Nations equaled or doubled its current number of inhabitants. Sex'wamin, the Shishalh winter settlement centred on Garden Bay, was likely one of the largest on the British Columbia coast. It is estimated that over 5,000 First Nations people lived in longhouses on the shore near where the Garden Bay Hotel now sits. The Shishalh vacated Pender Harbour and relocated to summer villages up the inlets of Jervis, Salmon, and Narrow. Theirs was the opposite of current migration patterns, which see Pender Harbour's population swell in the summer and thin during the winter.

### **The intent of the community meeting on October 27th, 2022 at 11:00 AM was:**

- Support isolated areas as soon as possible in order to help support seniors in the Pender Harbour region
- That all seniors who need supports have access to services from a **Better at Home** program or other Healthy Aging grant streams including access to bc211
- Recommendation for potential host agency to offer **Better at Home** services in identified communities as identified and supported by local community
- 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 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 Pender Harbour

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 (*This is not an exhaustive list*):

Pender Harbour Health Center  
Sunshine Coast Resource Center  
April Tools – Pender Harbour Living Heritage Society  
Harbour Gallery  
Pender Harbour Blues Society  
Pender Harbour Choir (PHMS)  
Pender Harbour Fall Faire  
Pender Harbour Music Society (PHMS)  
Pender Harbour Chamber Music Festival  
Pender Harbour Jazz Festival  
Pender Harbour Pipe Band  
Egmont and District Volunteer Fire Department  
Pender Harbour Community Policing  
Pender Harbour Fire Protection District  
BC Ambulance Service Station & Community Paramedic  
Sunshine Coast Regional District  
Bargain Barn Thrift Store  
Earth Fair Store  
GRIPS Recycling Society  
Pender Harbour Power and Sail Squadron  
Pender Harbour Seniors Housing Society  
Pender Harbour Seniors Initiative  
Lions Club Egmont  
Lions Club Pender Harbour  
Municipal Retirees  
Pender Harbour and Area Residents Association  
Pender Harbour & Egmont Chamber of Commerce  
Pender Harbour Community Improvement Foundation  
Rotary Club of Pender Harbour  
Sunshine Coast Health Care Auxiliary - Pender Harbour Branch  
Royal Canadian Legion – Pender Harbour #112

## First Nations Communities

The Pender Harbour First Nation (FNFN) The Sechelt or shíshálh Nation, are Northern Coast Salish who occupied the Sunshine Coast north of Vancouver, from Gower Point near Gibsons to Saltery Bay in Jervis Inlet. At contact with Europeans, they occupied some 80 scattered seasonal village sites.

The swiya of the shíshálh people lies between Queens Reach in Jervis Inlet and Howe Sound on the south coast of British Columbia. Historically there were four main settlements at kalpilin (Pender Harbour), ts'unay (Deserted Bay), xenichen (Jervis Inlet) and tewankw near Porpoise Bay.

The Sechelt gathered during the Nov–Mar period at one composite winter village on the shores of Pender Harbour, where they formed one of the largest pre-contact First Nation communities on the

coast. They estimate the original population at more than 20,000; other estimates range between 5,000 and 8,000.

### Community Demographics Pender Harbour

According to the 2021 Census, the population of communities in the Pender Harbour was unclear as they did not define Pender Harbour specifically, rather by area. For the purpose of this report, we will use the information found in the 2016 Census data. In 2016 the population of Pender Harbour was 1187 full-time residents, but increases to approximately 3000 seasonally. The overall status of seniors and those below the poverty line remained consistent with the previous Census data.

- 440 persons are 65 years and older
- 45 over the age of 85
- 15% lived below the poverty line

The average rent in Pender Harbour for a one-bedroom apartment in the city centre was approximately \$1200 - 2250 per month if inventory can be found, and utilities cost around \$225.12 per month. Other costs are inline with the national average; however, transportation is limited in this region. Further, rental housing is very limited while vacation rentals are available for about \$170.00 - \$225.00 per night.

### 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 10<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

Pender Harbour has a tight knit group of community advocates who look after each other and work in collaboration to support community members across the region. In their desire to stay engaged in their community, they work together in partnership with various community assets to ensure that the seniors who live in their region are a priority.

There are not many local non-profit agencies in Pender Harbour, but there is a very active seniors' group. Several members of this volunteer group were present at the meeting and they shared some of their local



initiatives and highlighted their strengths in community. During the community meeting, the most inspiring facet was the overall interest in the happenings of their community and the participants were not only engaged in the conversation, but they shared some of their unique challenges to living in this region which are uniquely different than in many communities. In particular, there was much discussion around transportation, the windy roads that in winter can be difficult to navigate, and the independence of this community. The citizens of Pender Harbour are proud advocates and the attendees are very active in supporting each other to age in place.

### Feedback & Questions from Meeting Participants

After a bit of housekeeping, the meeting began with an overview of Better at Home and the United Way British Columbia's Healthy Aging program's contributions to the region. Beverly Pitman, Senior Regional Community Developer (RCD), and Cathy Holmes, Provincial Community Planner Better at Home, led the community conversation and invited community members to share their concerns regarding the supports currently available in community and the development of a potential program in the Pender Harbour region.

Beverly Pitman spoke to the community about the Healthy Aging programs offered by UWBC and shared information about Men's Sheds and Emergency Response grants. She also discussed some of the logistics regarding the setting up of a Better at Home program sharing highlights of hosting a BH Program.

A further conversation regarding inclusion, safety, diversity and equity ensued from the lens of a program. It was expressed by the facilitators the importance of ensuring cultural safety and support through the development of the program.

The topic of the sliding scale and an explanation of how participants pay for services arose. In answer to the question, it was explained that many of the services are performed by volunteers and those that are billed are based on the senior's ability to pay. It was shared that many of the seniors, particularly those that are receiving the GIS (Guaranteed Income Supplement) are eligible for subsidies. While there are those that do not qualify for subsidy the participation of these seniors allows the revenue to be put back into the program to support additional participants.

It was also noted that Pender Harbour previously was supported by Sechelt as part of their catchment area. The Sunshine Coast Community Services Society continues to host Better at Home in much of the Sunshine Coast area including Sechelt. There were a number of variables to access the program in Pender Harbour, including geography that changed the service delivery in the area. Pender Harbour has been on a Better at Home waitlist for several years and the community made it very clear that they preferred to have local representation of Better at Home than to be 'attached' to an existing program.

### Notes from the October 27th, 2022 United Way BC Better at Home Community Meeting

*Special thanks to Susann Richter's for the below notes from the meeting:*

- *How can BH build on what we have? Build on the Health Center and the volunteers that are known about.*
- *Integration of the existing Better at Home in Sechelt and other existing BH Programs.*

- An important distinction between Better at Home and the Health Authority – Better at Home is a non-medical support which may include housekeeping and friendly visiting. Home and Community Care is medical supports.
- Programs were lost when Pender Harbour didn't have access to BH. SCCSS did not have enough funding to continue offering the level of service needed in the area. Local input is most important – Knowing the people is important – Confidentiality is important for the success of any program.
- How will BH help to monitor isolated seniors? Program Coordinator reports, Community of Practice and collaboration on how you can “draw people into the program?” Friendly Visiting was previously the most important service. A discussion around a Community of Practice and an Advisory Committee and their importance in development took place.

One participant asked ‘When you visit homes, do you look at improvements needed in order for people to safely age in place and do you make recommendations to homeowners? Specifically, regarding things like tripping hazards?’ A discussion around the importance of confidentiality and the scope of the program ensued. Referrals to community agencies, Home and Community Care, and other home supports has become an offshoot of the program coordinators knowledge and this expertise differs from agency to agency. It has been beneficial to belong to Communities of Practice, Healthy Aging CORE and the Better at Home Group to navigate best practices. Advisory Councils could decide that minor house repairs will be supported by local handymen who volunteer. Use due diligence on vetting the program.

- A discussion regarding Advisory Councils for new programs as well as working collaboratively with resources available in community and the importance of having a Regional Community Planner to support the programs and offer advice was well received.
- Will Better at Home look at emergency type issues? The question referenced the importance of coordinating with First Responders for social isolation, emergency planning, and preparedness grant? A discussion regarding a new emergent response plan continued. Bev Pitman highlighted the new grant stream and noted that community could apply for this grant to support Pender Harbour. Grant information can be found at [www.healthyagingcore.ca](http://www.healthyagingcore.ca).
- The community highlighted that Meal Prep is a gap and they wondered how they could connect with the local food bank and meal programs. There was a discussion regarding food delivery and prepared food. Further was the discussion of BH Program potentially taking seniors to the food bank as a support to the community. Outreach healthy meals for seniors has been a focus for this community and they have an organization in place: Pender Harbour Outreach Healthy Meal Program which offers home cooked meals for \$10 per meal. Since 2016 they have supported 29 older adults and 20,000 meals. They utilize volunteer drivers to support this program and all of the meals are made at their local Legion. Could BH continue to support this program? Both Bev and Cathy spoke to this noting that there will be an upcoming Food Security grant for hosts of BH agencies that could potentially create an opportunity. Community members were encouraged to join Healthy Aging CORE for further information.

### Community Conversations:

The community met on October 27<sup>th</sup> 2022 to discuss the logistics of Better at Home being hosted by **Pender Harbour Health Center** as the Lead agency for Better at Home in Pender Harbour. As noted above the conversation was robust and inclusive. After lunch, a further discussion regarding emergent

needs in their community, including seniors housing and members of the community continued to highlight community gaps. These notes reflect the second half of the community conversation:

- *The first point was the reminder that Pender Harbour is not Pender Island. Often, when people speak of this area there is an assumption of a connection. They identify as a very different community.*
- *Community clearly stated that they did not want to reinvent the wheel and wanted to work on building what they currently have in place.*
- *When COVID19 occurred, Pender Harbour Health Center stepped up, and the 'Health Center' became the Hub for community connection and care.*
- *The integration of community and the generosity of volunteers, health care workers and community members were well received.*
- *Some of the BH basket of services are piloted in their community and they wondered how Pender Harbour Health Center was different than previous supports from Better at Home.*
  - \* Note Better at Home services were previously offered in this community by Sunshine Coast Community Services Society. Due to a variety of factors, service was reduced drastically in the area and is currently not supporting the current needs of the community. Several years ago, Pender Harbour requested an independent Better at Home Program. A discussion regarding Advisory Committee's, Communities of Practice and stewardship from community was essential to supporting a program that is tailored to the needs of Pender Harbour and northern communities including Egmont.*
- *A discussion around the existing transportation including the local bus was an example of challenges Pender Harbour experiences due to their geography among other concerns.*
- *The importance of a coordinator to support the program and to ensure due diligence regarding offerings was discussed.*
- *Transportation, Friendly Visiting, and Seniors Coordination was high on the list for Better at Home.*
- *A discussion regarding what the difference is between Home and Community Care supporting older adults and Better at Home? The definition between Better at Home as a non-medical service program vs a medical program and the important distinction between the two models.*
- *A discussion around housing and the challenges that Pender Harbour experiences as a result of the property development and the community by-laws which prevent public expansion of needed housing supports.*
- *A discussion regarding the new Premier's roles and how he potentially could help this community in future along with understanding the complexities of building in this community. Highlights of the conversation include: a lack of land available which is not privately held, CMHC and BC Housing being programmatically driven, and the process as being long and complex taking at minimum 4.5 years for approvals if all of the other parameters are in place. One community member spoke to these issues expressing the importance of educating oneself to the process and the importance of working alongside a regional district.*
- *Further comments included the need of an affordability study, appropriate coordination, the ability to work across boards and the importance of follow through despite challenges.*
- *The conversation returned to transportation and the impediments of private and public transportation. Bev spoke about the advisory group dedicated to a provincial lens as it relates to transportation in rural communities as well as gaps in urban settings.*
- *One community member stated that the "more people that gather, the more movement there will be" in regards the regional and economic barriers of the entire Sunshine Coast.*

- *It was proposed that a universal program be implemented in the Pender Harbour region to include seniors in Egmont, Maderia Park, Kleindale, and Earls Cove as part of their catchment. Further discussions regarding catchment will follow during the application process.*

## October 27th, 2022, Participants:

In attendance:

Patti Gaudet - Patty Gaulet, Volunteer  
 Jennifer Parks, Community Member  
 Margaret Deacon, Community Member  
 Irene Boyd - Irene Boyle, Community Member  
 Marlene Cymbalist, Harbourside Friendship and Pender Harbour Seniors Initiative  
 Bev McDonald - Bev MacDonald, Community Member  
 Pia Sillem - Pir Sillien, Community Member  
 Joanne Deagle, Community Member  
 Irda Sherman - Iris Shirman, Community Member  
 Paula Vickers - Paula Victhers, Community Member  
 Pat Palmer, Community Member  
 Peggy Terry - Community Member  
 Nancy Howell - Nancy Howel, Community Member  
 Terry Reid, Community Member  
 Marjory Mackay - Marjory McKay, Community Member  
 Josephine Mayne  
 Kym Harris - Kim Harris, Pender Harbour Health Center  
 Ileana McBain - Diana McBain, Bargain Barn Thrift Store  
 Shannon Reid - Shannon Reed, Community Member  
 Donna Brown, Community Member  
 Linda Curtiss - Linda Curtis, Pender Harbour Seniors Healthy Meals  
 Alain Catteau - Alain Cutteau, Community Member  
 Shendra Haney - Shendra Honey, Community Member  
 Solveigh Harrison - Silvg Harrison, Community Member  
 Sue Elliott, SCRC and Seniors Planning Table  
 Dale Jackson, Community Member  
 Janet Thomas, Bargain Barn Thrift Shop  
 Leoni Farrquhar - Leani Farrauham, Community Member  
 Doug Elliott, Community Member  
 Brian Everett, Community Member  
 Analise Sorg - Ansalise Sorg, Pender Harbour Chamber of Commerce  
 Anita Presewerch, Community Member  
 Elaine Lane - Elain Rain, Community Member  
 Janet MacIntosh, Community Member  
 Connie Jordison, Coast Reporter  
 Melia Fredrickson, Community Member  
 Harry Dorset - Harry Dorat, Community Member  
 Anky Dorset - Andi Dorset, Pender Harbour Healthy Meals  
 Patti Soos - Patti Sort, Pender Harbour Community School  
 Cheyenne Howitt - Cheyanne Hewitt, Pender Harbour Community School  
 Michael Alsop - Micheal Alsop, Community Member  
 Mary-Beth Alsop - Mary Alsop, Community Member

SR Dahl - Community Member  
Vicki Dobyn, Sunshine Coast Community Centre  
Susann Richter, Pender Harbour Health Centre  
Liz Summerfield, MP  
Beverly Pitman, Senior Regional Community Developer UWBC  
Cathy Holmes, Provincial Community Planner, Better at Home UWBC

### Presentation from Pender Harbour Community Health Care

Susann Richter presented an overview of Pender Harbour Community Health Center. During the conversation, Susann outlined the programs and services available at the Pender Harbour Community Health Care Centre. Below are the highlights of the programming available in this region of the Sunshine Coast:



**Vision** A community in which seniors support each other and feel supported by others, have easy access to transportation, and can participate in a variety of ongoing programs and services which allow them to live in their own homes or other accommodations of their choice without feeling isolated.

**Mission** Improve the quality of life of seniors from Middlepoint to Egmont, many of whom, are living in social isolation, by creating easily accessible programs, resources, and building better connections within the community.

**Seniors Resource Directory** This project was supported by a grant from the BC Ministry of Health under the 2012 Age-Friendly Community Projects Program administered by the Union of British Columbia Municipalities. Special thanks to the Working Group who assisted Marg Penney and Francine Lucas in compiling this document for the District of Sechelt.

- PHCH is a non-profit society governed by community members, and completely dedicated to the health and wellness needs of our Pender Harbour neighbours. We are proud to work within the Vancouver Coastal Health network, and in partnership with our friends at Sechelt Hospital and Gibson's Medical Clinic.
- PHCH has a number of programs but also serves to navigate programs to support older adults.
- The agency has an in-house Community Coordinator/Navigator who can refer to older adults.

- This is a HUB for health care including Home and Community Care, Nursing, Public Health Nursing, Palliative Care Support, Dentists, Chiropractor, Lab Services, Foot Care, Ambulatory Services, Mental Health, Registered Massage Therapist as a variety of other supports including:
  - Adult Day Care Program - 604-740-2823
  - Diabetes Education and Monitoring - 604-873-2764
  - Chronic Disease Management - 604-883-2764
  - Youth Clinic - 604-883-2764
  - Women's Wellness
  - Harbourside Friendships - 604-883-2764
  - Seniors Initiative - 604-883-2764
  - Caregiver and Memory Support
  - Alcoholics Anonymous
  - Wheelchair Accessible Van - 604-883-2764
- Community gardens improve the users' health through increased fresh vegetable consumption and by providing a venue for exercise. Community gardens break down isolation through creating a social community and also bring gardeners closer in touch with their source of food.
- The Pender Harbour Seniors Initiative is a program supported by the Pender Harbour Health Center and funded by the VCH SMART Fund with the purpose of improving the quality of life of seniors from Middle Point to Egmont, many whom are living in isolation, by creating programs and resources, which they can easily and comfortably access.
- With guidance from an Advisory Committee, Coordinator, *Marlene Cymbalist* has organized numerous activities which are enthusiastically received by participants.



- They've enjoyed yoga, tai chi, carpet bowling, lunch club outings, a walking group, bus trips, boat tours and so much more. Pender Harbour Seniors Initiative also supports Harbourside Friendships, a social group which meets on Thursdays at the Pender Harbour Community Hall for diverse activities, guest speakers, and music, as well as lunch. Harbourside Friendships is the Pender Harbour Health Centre's longest running program thanks to the continued financial support of the Pender Harbour Health Centre Auxiliary.

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

- Connection to service groups throughout communities in the Pender Harbour
- 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 UWBC 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** 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 British Columbia 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 85 **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.

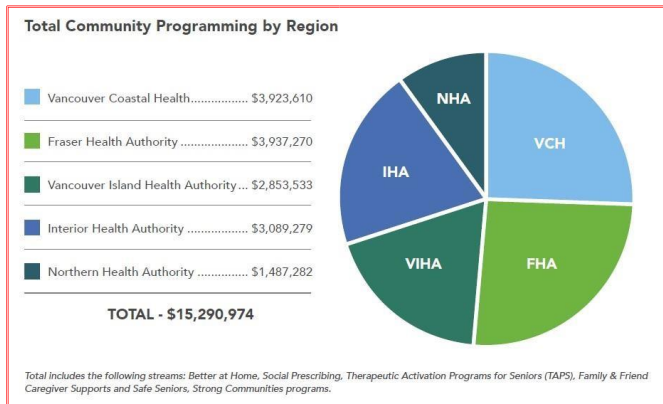
## Better at Home Programs and the West Coast

**Better at Home** programs have been established on the West Coast of BC since 2012 initially under the CASI project. **Better at Home** continues to grow throughout the province serving thousands of older adults to age in place.

Better at Home became the vessel for emergency response during COVID19. Hub agencies were created in 2020 as a response to COVID19 and were instrumental in supporting and sharing resources throughout BC. In addition, they supported the efforts of **Safe Seniors Strong Communities (SSSC)** using a Hub and Spoke model to ensure that most communities in the province would be served during the pandemic.

For the remainder of 2022 and into 2023, Hub agencies will continue to be utilized to support the overall program development in the region and will continue to be instrumental in Communities of Practice and as a knowledge resource for UWBC programs in the region.





## West Coast British Columbia - Pender Harbour Better at Home



There is 13 formal programs near Pender Harbour including an active Better at Home in Sechelt. There are several smaller communities served on the West Coast. 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 West Coast, 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 who formally meet two to three times per year serving all West

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Coast Programs in British Columbia; however, with COVID-19 they met more regularly as the needs of community changed and evolved. Host organizations also connect via the **Better at Home Working Group** (found on Healthy Aging 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.

Local Better at Home agencies can be of great value to new programs. It is encouraged to new programs reach out to the local representation and Regional Community Developer for guidance.

The Senior Regional Community Developer (RCD) in the West is Dr. Beverly Pitman. Her email address is [BeverlyP@uwbc.ca](mailto:BeverlyP@uwbc.ca)

## **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.

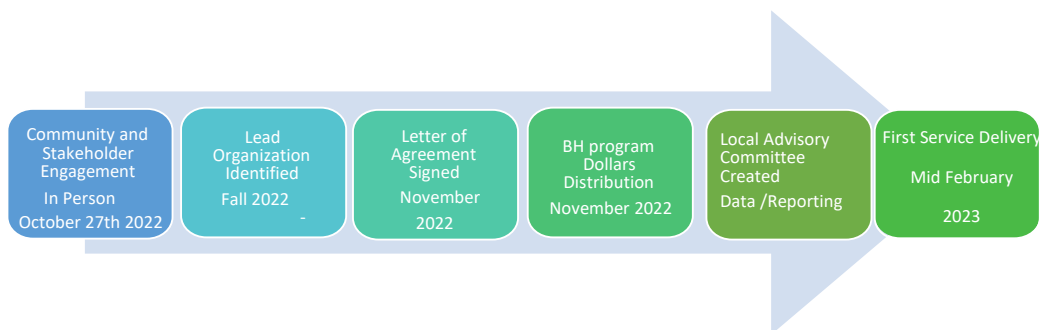
This approach encourages partnerships and collaboration, results in better service delivery for the seniors, and empowers communities to make their own decisions.

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 Completed Budget which will include:
  - UWBC Program Funds budget,
  - and a Total Program Funds budget.
- 5. Provide any other documentation considered key by the community or by UWBC 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, etc.,
- 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

The implementation of Better at Home begins with the community meeting and stakeholder engagement process executed on October 27th, 2022. After the lead organization has been determined, an invitation to apply for the funding is released along with the permissions required to support the data management of all Better at Home programs. UWBC uses the platform iUnite for both application management and

reporting. At the time of invitation, members of the UWBC team will assist in the setting up and permissions required to support the program.

Organizations will also be invited to participate in the Healthy Aging Core platform, located at [www.healthyagingcore.ca](http://www.healthyagingcore.ca) and encouraged to join on the BC Healthy Aging site the Better at Home group.

### Timeline for Implementation of Proposed for Pender Harbour:

It is the hope that approval of the recommendations henceforth would be available by mid November and the application process pursuant to that timeline. Upon review of the application by the RCD and the Provincial Community Planner, the release of **pro-rated funds** would be available in **Quarter 3 (October of 2022 and distributed by Mid-End of November 2022)**.

### Recommendations from Regional Community Developer & Provincial Community Planner, Better at Home

During the community conversation, it became evident that the community was supportive of working together with local agencies and surrounding communities to develop a program unique to the region while leveraging the expertise of **Pender Harbour Health Center** to manage the administrative, management strategy and community wide collaborations for the Better at Home Program.

It is the recommendation of the Regional Community Developer and the Provincial Community Planner that the best fit for Better at Home in Pender Harbour is held with **Pender Harbour Health Center** noting that relationships with agencies throughout the Pender Harbour and other stakeholders may form lasting partnerships as the program develops. An advisory council will be created to help support and direct the program and it will be made up of local area stakeholders, key leadership and members of the community. Further, Pender Harbour Health Center will be invited to participate in a Community of Practice where all Better at Home coordinators in the region have an opportunity to share best practices, fellowship and find solutions for complex concerns which may arise in community.

### Why Pender Harbour Health Center?

First and foremost, at the end of the community meeting participants were in favour of **Pender Harbour Health Center** to become the host agency to serve the catchment area previously described. The support for this organization is a testament to the success of their community presence and it is the opinion of the Provincial Community Planner and the Senior Regional Community Developer that the contract be forged with **Pender Harbour Health Center**.

Further reasons to support this recommendation include the following:

- 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 including First Nations Health Authority

- 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

### Next Steps

Findings of this report will be reviewed and discussed, and an application will be sent to the successful host agency candidate.

The Provincial Community Planner and the Senior Regional Community Developer will work with the perspective agency to support the application process.

The Provincial Community Planner will contact the UWBC Representative for feedback and support for this expansion conversation.

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 meeting itself to the information gathering, this dialogue was created by the community of Pender Harbour, and we are grateful for the opportunity to bring the Better at Home Program in your region. **Marlene Cymbalist** Pender Harbour Community Hall, **Sue Elliott** Co-Chair Resource Centre/ Seniors Planning Table member, **Susann Richter** Pender Harbour Health Center, and **Kim Harris** – Pender Harbour Health Unit.

Thank you, **Kahir Lalji**, Provincial Director, Government Relations & Programs 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 **Beverly Pitman**, Senior Regional Community Developer, United Way British Columbia for her co-facilitation and insight into the region. Special thanks to the team of **UWBC's** Healthy Aging Program, including **Bobbi Symes**, Assistant Director, Population Health, **Jessamine Liu**, Administrative Assistant, Population Health, **Camille J Hannah**, Provincial Coordinator, Population Health, **Jean Rikhof**, 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 participating during the entire community engagement process and particularly on October 27th, 2022 with the desire to co-create a shared future that invests in 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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