



United Way



United Way helping seniors
remain independent.

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

Richmond Community Report

Community Development and Lead Organization
Selection process in Richmond, BC

Foreword

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. Richmond was identified as one of the first potential Better at Home sites.

Funding for two Better at Home programs was allocated to Richmond. This allocation was based on the number of seniors living in Richmond and on the assumption that these seniors live in neighbourhoods dispersed around the municipality.

As is the standard approach with all new Better at Home sites, a local community developer was hired and a community engagement process was executed in Richmond. Through this process, seniors' priorities in regards to services were identified and two organizations were identified as potential "lead organizations". Both organizations are recognized as capable of delivering the Better at Home program.

The community engagement process and additional consultation also revealed that almost all the seniors in Richmond live in the center of the community, and so it was determined that they would be best served with one (larger) Better at Home program, rather than two smaller programs serving seniors in different neighbourhoods.

The two potential lead organizations were strongly encouraged by Better at Home provincial office to work in partnership to deliver Better at Home, however when efforts to establish this partnership were unsuccessful, a facilitator was contracted to re-engage with key community stakeholders and assist them with selecting one lead organization.

This document contains two reports: one on the lead organization selection process and one on the community engagement process for Richmond.

We thank Louise Young for her outreach and community engagement work at the beginning, and Jessie Sutherland who stepped in to help solve a difficult situation and supported the community in their selection of a lead organization. And of course we extend a huge "thank you" to all those who have supported the development of Better at Home in Richmond, especially Queenie Choo from S.U.C.C.E.S.S. and Elizabeth Specht from Volunteer Richmond, for their commitment to supporting seniors.

We learned a lot from all of you and your input allowed us to make process improvements for future sites.

Christien Kaaij

Provincial Project Manager, Better at Home

Better At Home - Final Report

Lead Organization Decision Making Process
Richmond, BC



Finding Home[™]
How to Belong in a Changing World

For
United Way of the Lower
Mainland

Prepared by Jessie Sutherland,
Finding Home™ Initiative
May 2013

This report represents a summary of the community consultation and collaborative decision making process for Better at Home in Richmond, BC.

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Acknowledgments

Designed and Facilitated By

Jessie Sutherland, M.A in Dispute Resolution, is an adjunct professor at UBC in the School of Community and Regional Planning, the founder and director of the Finding Home™ Initiative and author of the book *Worldview Skills: Transforming Conflict From The Inside Out*. Jessie has over 20 years experience in cross-cultural values based problem solving, community engagement, dialogue processes and community development. For more information visit www.findinghome.ca or email jessie@findinghome.ca.

In Collaboration With:

Successful community engagement and collaborative decision-making processes are the result of the commitment and collaboration of many. Thanks for the commitment and thoughtful input to the diverse representatives from the following organizations who either provided feedback and / or participated in the values based peer review process to select a lead agency to deliver the Richmond Better at Home program:

Alzheimer's Society (Laura Feldman and Krista Frazee)
Canadian Mental Health Richmond (Dave MacDonald)
CHIMO Crisis Centre (Lisa Westermark)
City of Richmond, Social Policy (John Foster, Lesley Sherlock, Alan Hill)
Kehila Society of Richmond (Kay Ableson)
Minoru Seniors Activity Centre & Richmond Seniors Services (Eva Busich-Veloso)
Richmond 55+ers Filipino Club (Marilou Panlilio-Yodogawa)
Richmond Addictions Services (Rick Dubras and Francine Gosselin)
Richmond Chinese Community Society (Henry Beh)
Richmond Society for Community Living (Janice Barr)
Richmond Family Place Society (Kim Winchell)
Richmond Multicultural Community Services (Parm Grewal)
Richmond Seniors Network (Sandra Gebhart, Louise Young, Mohinder Grewal)
SUCCESS (Queenie Choo, Chris Brodie and Francis Li)
Tonari Gumi Society (Shihori Scott-Moncrieff and Kelvin Higo)
Touchstone Family Association (Michael McCoy and Judy Valsonis)
Vancouver Coastal Health (Petra Pardy and Belinda Boyd)
Volunteer Richmond Information Services (Elizabeth Specht and Lawrie Portigal)

Thanks also to Christien Kaaij, Jody Olsson, Debbie Sharp and Camille J Hannah from the United Way of the Lower Mainland for their support with this community driven, values based community decision making model.

1. Introduction

1.1 Better At Home Program Introduction

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 Better at Home program is designed to address the specific needs of local seniors, 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

The City of Richmond has been identified as a potential Better at Home site. This report reflects the findings from the community engagement and collaborative decision making process and can be used by the lead organization to design an appropriate local Better at Home program that meets community needs.

1.2 Summary of Prior Community Development Work

Louise Young led a community development process for the Better at Home program in the City of Richmond that involved:

- 8 focus groups (104 participants)
- 7 presentations to community groups
- 198 seniors completed surveys
- 26 key stakeholder interviews
- 1 public input meeting (61 attendees)
- 1 stakeholder meeting (57 attendees)

The results of this work included:

- Identification of qualities for a Better at Home lead organization.
- Prioritizing the Better at Home Basket of Services (Top 2 priorities: Transportation and Light Housekeeping).

- Identification of 2 potential lead organizations: Richmond Volunteer Information Services and SUCCESS.

At the end of this community development process a final decision regarding the Lead Organization for the Better at Home Program in the City of Richmond was not made, leading to some community confusion, frustration and conflict.

2. Moving Forward - Project Lead Decision Making Process

Jessie Sutherland was contracted to facilitate a collaborative decision-making process to identify the Lead Organization for Richmond's Better at Home program. This involved the following steps:

- Identify and facilitate key stakeholders interviews to get their perspective on the process to date, ideas for moving forward, input on a decision making process, identifying additional potential lead organizations, and identifying potential peer reviewers.
- Host a teleconference with focus group organizers to receive their perspectives and those of the seniors'; and update them on the current process.
- Designing and facilitating a collaborative decision making process.
- Write a final report.

2.1 Key Stakeholders

The following are key stakeholders that were interviewed as part of the collaborative decision-making process input and design:

Agencies and Networks:

Alzheimer's Society

Laura Feldman, First Link Coordinator

Krista Frazee, Support and Education Coordinator

Canadian Mental Health Richmond

David MacDonald, Executive Director

CHIMO Crisis Centre

Lisa Westermark, Executive Director

City of Richmond

John Foster, Manager Community Social Development

Leslie Sherlock, Social Planner

Allan Hill, Cultural Diversity Coordinator

Community Response Network

Barb Kirby, Coordinator and Mentor

Kehila Society of Richmond

Kay Ableson, Executive Director

Minoru Seniors Activity Centre

Richmond Seniors Services

Eva Busich-Veloso, Community Facilities Coordinator

Richmond 55+ers Filipino Club

Marilou Panlilio-Yodogawa, Facilitator Seniors Filipina Group in Richmond

Richmond Addictions Services

Rick Dubras, Executive Director

Francine Gosselin, Counsellor

Richmond Community Living

Janice Barr, Executive Director

Richmond Chinese Community Society

Henry Beh, Executive Director

Richmond Family Place Society

Kim Winchell, Executive Director

Richmond Multicultural Services

Parm Grewal, Executive Director

Richmond Seniors Network

Sandra Gebhart, Chair

Louise Young, Coordinator

Mohinder Grewal, Member

SUCCESS

Queenie Choo, Executive Director

Chris Brodie, Chair

Tonari Gumi Society (Japanese Community Volunteers)

Shihori Scott-Moncrieff, Community Services Worker

Kelvin Higo, Nikei Alliance Group facilitator

Touchstone Family Association

Michael McCoy, Executive Director
Judy Valsonis, Director of Operations

Vancouver Coastal Health

Petra Pardy, Manager, Richmond's Community Care Network
Belinda Boyd, Leader Community Engagement

Volunteer Richmond Information Services

Elizabeth Specht, Executive Director
Lawrie Portigal, Chair

Seniors and Focus Group Coordinators/Facilitators:

Seniors are a key stakeholder in the Better at Home program and were consulted during 8 focus groups in the previous consultation process. To get their input in the Lead Organization decision-making process, 2 teleconferences were held with focus group coordinators and some seniors' leaders. The following people were invited to attend:

1. Corisande Percival, Richmond Seniors Advisory Committee
2. Hans Havas, President of West Richmond Community Society, chair of the transportation committee
3. Olive Basset, Richmond Seniors Advisory Committee
4. Jennifer Larsen, Richmond Community Services Advisory member
5. Kathleen Holmes, Minoru Seniors Activity Centre member and chair of the Richmond Seniors Advisory Committee
6. Sek Cheung, Health Advisory Committee
7. Francis Li, SUCCESS
8. Aileen Cormack, Richmond Seniors Network
9. Kanwarjit Sandhu, Richmond Multicultural Services

Note: only 2 invitees attended teleconferences.

2.2 Key Stakeholder Interview Findings¹

Stakeholders shared their perspective on the current problem/challenge and their view of the root causes. These diverse perspectives were summarized and submitted to the United Way of the Lower Mainland's Better at Home Team. These findings were further synthesized into specific recommendations for the United Way of the

¹ See Appendix I for Key Stakeholder Interview Questions.

Lower Mainland's Better at Home program.

The following is a compilation of stakeholder comments about what a successful outcome would look like as well as values and principles important to them in moving forward. This does not reflect a consensus but simply compiles ideas shared during interviews.

What A Successful Outcome Looks Like:

- Having a resolution regarding selection of lead agency with money flowing, benefiting Richmond families with culturally sensitive services.
- Services in place offered by best possible provider.
- Supporting seniors to be where they want to be, healthy and engaged.
- Work together, not be divided (not fragmented around cultural lines).
- Services meet the needs of the community.
- A lead organization clearly focused on goals and priorities.
- Some consensus over decision using a transparent and fair process.
- Selection of a lead organization where there is clarity about who does what and how to work together, ultimately providing good service delivery.
- A program that meets the needs of **ALL** seniors in Richmond.
- A situation where local seniors have a clear and well defined role in setting direction, monitoring and evaluating the project. Setting strategic direction of the project.

Principles Moving Forward:

- The primacy of relationships.
- Make effort to build and maintain relationships of trust.
- Ensure a sense of belonging for all cultures.
- Support local agencies.
- Ensure no conflict of interest.
- Ensure your organizations mission aligns with service delivery (as "who are we supposed to be serving?").

Values Moving Forward:

- Transparency
- Integrity
- Collaboration
- Honesty
- Fairness
- Respect
- Generosity
- Open-Minded
- Reconciliation

Decision Making Model

Stakeholder interviews indicated a consensus for moving forward with a values-based peer review decision-making process used in the North Shore community development process, but adapted to the City of Richmond's context. Stakeholders said this values based peer review decision-making process is transparent, results oriented, collaborative, and process could be useful to all agencies interested in being the Lead Organization.

3. Collaborative Decision-Making Process Design

The decision-making approach used in Richmond is a combination of asset based community development, community engagement and collaborative values-based decision-making (also known as participatory democracy). The process design includes the following elements:

Lead Organization Criteria

During the previous community consultation process seniors and service providers identified the top priorities from Better at Home Basket of Services (transportation and light housekeeping) as well as the qualities of a lead organization. We turned this into a peer review form². In addition, an asset inventory of these two services in the City of Richmond were sent to the two lead agencies candidates.

Peer Reviewer Criteria

There was a thoughtful and passionate discussion amongst many stakeholders about the criteria for selecting peer reviewers. Eventually, a consensus was reached and the following criteria were developed in consultation with key stakeholders for selecting peer reviewers:

- 1 peer review per seniors serving agency³
- No conflict of interest (no peer reviewer can have an agreement with a potential lead agency to receive Better at Home funding)

Peer Review Meeting

On May 7th 2013, the peer review decision-making meeting was held at Richmond's Cultural Centre where SUCCESS and Volunteer Richmond Information Services presented their case for being the Better at Home Lead Organization in the City of Richmond.⁴

² See Appendix II for the peer review form and lead organization criteria description

³ See Appendix III for peer reviewer list

⁴ See Appendix IV for Peer Review Meeting Agenda

3.1 Outcome

Volunteer Richmond Information Services (VRIS) is the proposed lead organization for the Better at Home Program in the City of Richmond. VRIS proposes to work in partnership with local organizations to provide transportation services and light housekeeping, embedding a friendly visiting component into their transportation services.

Note: Stakeholders agreed peer review detailed results were to be given to each agency confidentially.

4. Recommendations and Next Steps

Lead Organization Recommended Next Steps

The following is a summary of recommendations, some specific to Richmond, others generic for any Better at Home program.

1. Ensure Cultural Accessibility
Prioritize recruiting bi-cultural and bilingual volunteers, including interpreters and translators, for non-English speaking seniors. Develop outreach plan to reach immigrant and refugee seniors. Plan for increasing cross-cultural competencies to foster interculturalism.
2. Avoid Duplication of Services
Decide on process to determine partnerships for the delivery of Better at Home transportation, light housekeeping, and friendly visiting.
Ideas to consider: matrix of services already offered, evaluation of current services, gap identification, partnership agreements.
3. Ensure quality control
Create a complaint assessment and quality improvement process that empowers the clients and improves the service.
4. Foster Collaboration
In addition to partnership agreements (see avoid duplication of services above), explore how various advisory groups, networks and non funded agencies can provide guidance or feedback to the Richmond Better at Home program.
5. Strengthen Relationship with Local Health Authority
Work with the United Way of the Lower Mainland and the local Health Authority home care program on how seniors can access and navigate their services and how both programs can work together to avoid gaps and duplication.

7. Ensure Trustworthy, Reliable and Honest Staff and Volunteers
See recommendation for this topic under United Way of the Lower Mainland recommendations.

Seniors Recommended Next Steps

Continue to apply the values and criteria they chose to select a lead agency to assess the delivery of the Better at Home program in the City of Richmond. Find ways to be involved in the performance review, quality improvement, and assessment and evaluation process of the Better at Home program in the City of Richmond.

APPENDIX I: Key Stakeholder Interview Questions

1. What is your perspective on the problem?
2. What is your assessment of the root cause of the problem?
3. What would a successful outcome look like?
4. What are values and principles you see as important in moving forward?
5. Discussion of Lead Organization decision-making processes.
6. Review list of stakeholders and list of potential peer reviewers
7. What are your ideas on how you can help move things forward?

APPENDIX II: Peer Review Form

Peer Review (see following pages for description of criteria)

Agency name:

Please rate each Criteria from 1 -5; 1 being lowest, 5 being really great

Note: Top priority services identified in Richmond are Transportation & Light Housekeeping

Criteria

1. Who the organization is
Location _____
Reputation _____
Capacity _____

2. How the organization works
Client Friendly & Multicultural _____
Collaborative _____
Trustworthy & Fair _____
Dedicated _____

Comments:

This organizations strengths are:

My concerns about this organization are:

Lead Organization Criteria Description

Who The Lead Organization Is:

Location

- Has a Richmond presence.
- Has stable facilities in which to operate from.

Reputation

- Not For Profit organization in good standing.
- Well respected and well known.
- Responsive to demographics of Richmond.
- Accountable, transparent and compassionate.
- Good track record.

Capacity

- Has structure and administrative resources to develop and deliver the BH services.
- Has the financial infrastructure to be able to successfully deliver the program.
- Has experience delivering Better at Home priority services.
- Able to engage with the broader community.
- Ability to deliver services in multiple languages.
- Has strong volunteer program and the ability to recruit, screen train and supervise volunteers, including dementia training.
- Working history with the United Way and experience with the required reporting.
- Experience with Ministry of Health and issues related to seniors needs.
- Ability to build, develop and maintain capacity.
- Financially stable, able to budget with auditing and monitoring capacity.
- Has established volunteer program in place (established volunteer management policy and procedures; volunteer training program in place and has experience in recruiting, training, deploying and supervising volunteers).
- Experience in delivering volunteer based services to seniors.
- Ability to handle influx of requests of service.

How The Organization Works

Client Friendly & Multicultural

- Ease of access for and knowledge of target population, including cultural and language needs.
- Responsive to demographics of Richmond.
- Ability to identify “hidden” needs and outreach to “hidden” communities.
- Delivers service in multiple languages.
- Staff and volunteers are able to communicate in English and other languages.
- Empathy for all cultures.
- Serves all cultures.

Collaborative & Knowledgeable

Strong community connections.

Ability to build partnerships and liaise with other service providers.

Knowledgeable of community services, people, programs, organizations, and resources in Richmond.

Trustworthy, Fair and Flexible

Knowledge regarding liability, insurance, and criminal record checks related to services, volunteers and clients.

Values on paper and actions are congruent.

Flexible and able to change direction if a particular program does not work.

Dedicated

Sustainable and long term commitment.

Active in and gives back to the community.

APPENDIX III: Peer Reviewer List

CHIMO Crisis Centre

Lisa Westermark, Executive Director

Kehila Society of Richmond

Kay Ableson, Executive Director

Richmond Addictions Services

Rick Dubras, ED

Richmond Chinese Community Society

Henry Beh, Executive Director

Richmond Community Living

Janice Barr, Executive Director

Richmond Family Place Society

Kim Winchell, Executive Director

Richmond Multicultural Services

Parm Grewal, Executive Director

Touchstone Family Association

Michael McCoy, Executive Director

APPENDIX IV: Peer Review Meeting Agenda

1. Welcome & Introduction
 2. Overview of Process
 3. Presentation from first potential lead organization
 - a. Q & A
 - b. Discussion (Potential lead agency leaves the room)
 - c. Peer Review of first presentation
 4. Presentation from second potential lead organization
 - a. Q&A
 - b. Discussion (Potential lead agency leaves the room)
 - c. Peer Review
- Coffee Break (Adding up peer review submissions)
5. Announcement
 6. Closing

**Together, we can give
seniors a hand.**



**Better
at Home**

United Way helping seniors remain independent.

BETTER AT HOME – RICHMOND

COMMUNITY DEVELOPMENT

FINAL REPORT

Louise Young

February 4, 2013

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1. Introduction

1.1 Better at Home Program

Older adults are a growing and important segment of our community. Their active participation enriches all our lives. To insure that our older citizens continue to play an active role they often require support to remain independent in their homes. The United Way of the Lower Mainland will be supporting seniors in up to 60 communities in British Columbia, including Richmond, to age in place with dignity by providing Better at Home services funded with money provided by the BC government.

The Better at Home basket of services will support older adults to age in place by helping them deal with simple day-to-day non-medical, non-personal care tasks. Some services will be offered at no charge, but others may have a fee for service determined on a sliding scale based on ability to pay. The program is designed to be adaptable to the characteristics of a community and the needs of the local senior's population. The basket of services in the Better at Home program are:



- Transportation
- Light Housekeeping
- Light Yard Work
- Simple Home Maintenance
- Friendly Visiting
- Grocery Shopping
- Snow Shovelling

1.2 Community Development Approach

Existing programs and services (assets) available to seniors were identified from both the profit and non-profit sectors. More emphasis being on the not for profit. Telephone and face-to-face interviews were conducted with service providers. Recent research initiatives undertaken by the Richmond Seniors Network, City of Richmond, Vancouver Coastal Health, Minoru Seniors Society, Richmond Addictions Services, Tonari Gumi Association and Canada 2011 Census were reviewed and taken into consideration when identifying the existing community assets and gaps in service for older adults in Richmond.

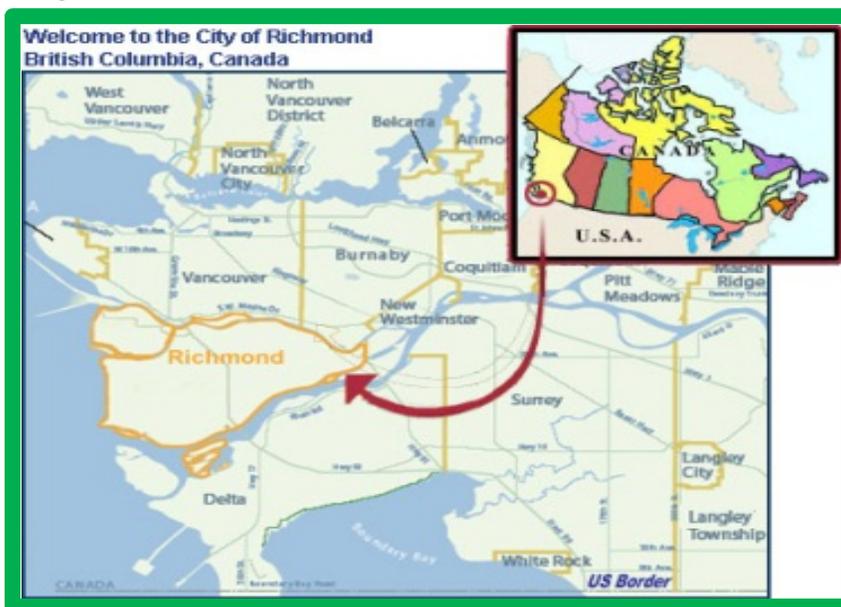
Non-medical needs were identified through interviews with 26 individual service providers; a series of 9 focus groups, 8 presentations to senior's organizations and 1 community meeting. A survey was administered to all interviewees except those done by telephone, participants in the focus groups and those attending the presentations. 198 surveys were compiled and returned, 184 by seniors and 14 by service providers. 2 English presentations included translation, 1 in Cantonese and the other in Punjabi. 5 of the focus groups were with immigrant seniors lead by individuals who spoke the required language, Cantonese, Mandarin, Punjabi and Tagalog. The seniors from the ethnic communities were thrilled to be included in the process and ask for their input.

61 people attended the community consultation meeting convened on January 17, 2013 at Richmond City Hall. There was a mixture of older adults, service providers and politicians including representation from the major cultural groups. An email blast notice was sent out and public notice was put in the local newspapers. The findings of the Community Developer were reviewed and the participants identified and prioritized the non-medical Better at Home basket of services needed in Richmond as well as identified the qualities that the Lead Agency should possess.

The research undertaken by the Community Developer and the outcomes of the Community Consultation meeting were presented to a meeting of Key Stakeholders, January 24, 2013 at Richmond City Hall. 57 stakeholders attended, a balance of seniors and service providers. Two potential Lead Agencies, S.U.C.C.E.S.S. and Volunteer Richmond Information Services, made excellent presentations, however, a clear choice did not emerge as both agencies have the capacity to deliver the services. It was left that Better at Home will work with them both to determine how the selection should be made .

2. Community Profile

2.1 City of Richmond



The City of Richmond is a culturally diverse and unique island city in Metro-Vancouver, British Columbia made up of a series of diked islands at the mouth of the Fraser River. Geographically it is 129,666 square kilometers, is on average 1 meter above sea level with a temperate climate, an average annual rainfall of 1112.6 mm, and little snow. The population, reported in the 2011 Canada Census, is approximately 190,500 with 60% immigrants from Asian countries.

Richmond has experienced rapid growth and change transforming it from a rural community to a city with a balance of urban, sub-urban and rural areas. There are 90 parks, a series of recreational and cultural facilities, both public and privately owned, including a senior's centre, programming for seniors at local community centres, a hospital and a number of assisted living and residential care facilities. Access to transportation consists of an international airport, a road system connected to other municipalities by freeways, bridges and a tunnel, public transit including buses, Canada Line rapid transit and access to HandyDART. Richmond has a vibrant arts and cultural community, over 100 faith based organizations and a strong cooperative social services network.

2.2 Profile of Older Adults in Richmond

2.2.1 Canada Census 2011

- 26,015 residents are over 65, 13% of the populations
- 14,220 female
- 11,795 male
- 6,770 are over 80
- 15,725 mother tongue is not an official language of Canada, over 57%
- Major language groups of older adults are Chinese, Punjabi/Hindi, and Tagalog
 - 9,380 mother tongue is a Chinese language, over 36% of those over 65 and over 59% of those with a mother tongue not an official language
 - 1,145 mother tongue is Punjabi or Hindi, just over 4% of the population over 65
 - 780 mother tongue is Tagalog, just under 3% of the population over 65
- The largest concentration of 5,670 live in the City Centre, almost 22%



- Life expectancy is highest in Canada at 84.9 years
- 40% age 65-74 live alone
- Less than 10% 75 and older live alone
- 25% live below the poverty line

2.2.2 United Way of the Lower Mainland Report Towards an Age Friendly Community

- 25% of older adults have low-income, 3rd highest in Metro-Vancouver
- 8.5% of the seniors population are receiving the maximum GSI, the largest percentage in Metro-Vancouver
- 20% live alone with income below the poverty line
- 4.3% of services in Richmond are seniors focused

2.3 Summary of Community Assets

197 separate not for profit and for profit services in 17 categories were identified as being available to help seniors in Richmond remain independent in their homes. This did not include planning services or programs such as the Richmond Seniors Network, Richmond Seniors Advisory Committee or Social Planning. Time did not allow the opportunity to interview all so a select short list was compiled. A full list of programs and service is available in the appendix 1

In some cases more than one individual participated in the interview. Some interviews were in person and some by telephone. The programs and services interviewed are:

1. Always There for You
2. Alzheimer's Society
3. Canadian Mental Health Association, Richmond
4. City of Richmond
 - Social Planning
 - Seniors Services

- Snow Angles
- 5. Comfort Keepers
- 6. Jewish Family Services
- 7. Nurse Next Door
- 8. Richmond Centre for Disability
- 9. Richmond Society for Community Living
- 10. Richmond Seniors Network
- 11. S.U.C.C.E.S.S.
- 12. Vancouver Coastal Health
 - Community Engagement Leader
 - Continuing Health Services Integration Council
 - Geriatric Transition Nurse Coordinator
 - Integrated Primary & Community Care
 - Mental Health Wellness Team
- 13. Volunteer Richmond Information Services

Through Volunteer Richmond Information Services a Seniors Directory of government and not-for-profit services and programs has been available in English for many years as has information and referral. Richmond Multicultural Community Services and S.U.C.C.E.S.S. provide immigrant settlement and other services including information on services and programs available to older adults. Information on support services is given to seniors when they are discharged from the Richmond Hospital by the Geriatric Transition Nurses. The local community centres, Minoru Place Seniors Activity Centre and Richmond Chinese Community Services are also distribution centres for information. Family physicians in Richmond are now starting to use a comprehensive Seniors Resource and Support List of support services and programs available in the community that doctors can refer their senior patients to that was developed by Vancouver Coastal Health. However, through the community development process it became evident there is still a disconnect between the programs and services that support seniors and the target population's knowledge about them or how to access them. Some of this

is due to language and how the large number of seniors from ethnic communities access information. Most information is provided in English only and today what was once printed and distributed in booklets or pamphlets is now on a website instead. The majority of seniors regardless of language, but especially the more elderly, are not computer literate so do not seek information from the internet. Through the community development process it was discovered that the majority of older adults get their information from friends, family, or the newspaper.



2.4 Non-Medical Home Support Needs

The research undertaken by the Community Developer confirmed the needs of Richmond seniors as identified in the Minoru Senior's Society 2011 study, Hidden Voices of Richmond Immigrant Seniors, the Richmond Seniors Network 2010 and 2011 Seniors Forum Reports and the Seniors Transportation Access and Resources Richmond Seniors Network Seniors Transportation Needs Analysis.

7 presentations and 8 focus groups were conducted that included over 200 seniors. A survey was distributed to all seniors at these sessions to provide a voice for them in the determination of what the services from the Better at Home basket of services should be. 198 surveys were completed and returned. 184 from seniors and 14 from services providers.

When service providers were interviewed they were asked to identify what non-medical services they thought were needed to support their clients staying at home longer. Only those spoken to in person completed the survey.

During discussion with groups of seniors other issues rose as important factors in helping to keep seniors in their homes longer. They included affordable housing, access to information, health care, meal preparation and personal care.

The results of the survey in priority order for the Better at Home basket of services were:

1. Transportation
2. Light Housekeeping
3. Simple Home Maintenance
4. Companionship
5. Light Yard Work
6. Grocery Shopping
7. Snow Shovelling

Summary of results appendix 2 (b)

The participants at the Community Consultation meeting were also asked to prioritize the Better at Home basket of services. Prioritized as:

1. Transportation
2. Light Housekeeping
3. Companionship
4. Simple Home Maintenance
5. Grocery Shopping
6. Light Yard Work
7. Snow Shovelling

In all reports, studies and through the community consultation process transportation was identified as the most pressing non-medical need for older adults in Richmond. Companionship was more significant in the Asian community. There are existing grocery shopping and snow removal programs.

3. Community Readiness

3.1 Community Consultation

Community consultation consisted of:

- 26 interviews with service providers
- 7 Presentations to community groups
- 8 Focus groups with seniors including ethnic seniors
- Survey – 198 completed and returned
- Community Consultation Meeting – January 17, 2013
- Key Stakeholders Meeting – January 24, 2013



Information that emerged through the community information gathering process clearly shows that seniors in the community of Richmond are in need of the services from the Better at Home basket of services and that they could be initiated very quickly.

However, Richmond does not have a homogeneous seniors' population. More than half the older adults have language and cultural barriers and there is a significant number that also have financial limitations creating a very complex seniors population. These circumstances need to be considered as an integral component at the heart of, not only how the services are developed and delivered, but also who is developing and delivering them to what segment of the seniors' population.

During the research process on existing programs and services 2 potential Lead Agencies emerged that comply with the Better at Home funding eligibility criteria. Both are well established in Richmond with existing programs and services to seniors, the infrastructure needed to deliver the services, ability to build partnerships with other organizations to put the services in place and possess the qualities identified at the Community Consultation meeting held at Richmond City Hall, January 17, 2013.

At the Community Consultation meeting the participants were asked to identify the qualities that a Lead Agency should possess. 33 qualities were identified that fell into 4 broad categories:

- Extensive knowledge of Richmond and well-connected in the community
- Well known in Richmond with a good reputation
- Structure to support the delivery of the services
- Staffing (paid & volunteer).

Detailed list of identified qualities of a Lead Agency appendix 3

S.U.C.C.E.S.S. and Volunteer Richmond Information Services made very strong excellent presentations at the January 24, 2013 Key Stakeholders meeting held at Richmond City Hall. However, no one Lead Agency emerged.

Power Point presentations appendix 4(c) & 4(d)

3.2 Potential Risks

Through the community development process it became abundantly clear that the older adult population in Richmond is heavily weighted with seniors that have significant language and cultural barriers that have a major impact on their ability to access information and support services. To meet the needs of this segment of the target population a Lead Agency providing the Better at Home services must have the resources and ability to:

- Market services in languages other than English.
- Recruit service delivery personal, volunteers & paid, that are culturally knowledgeable and have the language skills to communicate with the seniors receiving the services.
- Have office and administrative staff that are culturally knowledgeable with the



language skills to communicate with the services deliverers and the clients.

The potential risks going forward are:

1. The sustainability of the program may be jeopardized because funding is currently only available for 3 years.
2. The demand or service may overwhelm the ability of the Lead Agency to address the requests if program is not rolled out with well planned development, assessment, and communications strategies.
3. The basket of services offered by the Lead Agency could be in competition with existing services if the Lead Agency does not negotiate reasonable partnerships with those organizations already offering these services.
4. There may not be enough appropriately trained volunteers and/or paid service deliverers with the necessary language skills to deliver the services to those requiring them.
5. Enough people may not choose to volunteer to perform some services and those services may have to be contracted to individuals or other service providers.
6. The cost of contracting services may prevent or limit the development of some needed services.
7. Because some services will be offered on a sliding fee for service scale and the funds available to operate the service are limited, there may be some seniors who cannot afford fees and there are not enough program funds available to provide the service to them.
8. Potential clients may not access the services because what they perceive to be good screening, monitoring, and supervisory policies and procedures not being in place or not adhered too.
9. Due to the complexity of the very diverse senior's population more than one Lead Agency may be required to offer the Better at Home services, as it is unlikely that one agency can develop a program that will adequately put services in place to address the needs of the senior's community as a whole.

4. Lead Agency

The community development process to support the establishment of a Better at Home program and the readiness of the community to move forward confirmed other studies and initiatives that had been undertaken in Richmond regarding the needs of the older adult population. Two strong significant well-established organizations that are equally capable of developing and delivering the services were quickly identified, albeit their strengths lay in different capacities. Unfortunately the process that Better at Home required to be followed to determine which agency should be the Lead Agency was not successful and a single Lead Agency did not emerge.

5. Conclusion

When asked during focus group discussion where they got information or would access services and programs they needed the majority of seniors from ethnic communities stated they would look to S.U.C.C.E.S.S or Richmond Multicultural Community Services. The majority of them said they were not aware of Volunteer Richmond Information Services or the services and programs they offered to seniors and would not think to access services through them. The mainstream English speaking seniors, however, did know that programs and services for seniors were offered through Volunteer Richmond Information Services and would expect to access services through that organization. When asked if they would access services through S.U.C.C.E.S.S. they said that they consider S.U.C.C.E.S.S. as a non-English speaking service provider, so would not consider accessing services through them. The majority of seniors get their information from family or friends and in the ethnic communities they made little distinguish between family and friends and service providers. More distinction was made by the English-speaking seniors during focus group discussion. Concern was expressed by immigrant seniors in regards to services being provided to them in their mother tongue, this included the Tagalog speaking seniors. Therefore, to best serve the older adult population of Richmond with the Better at Home basket of services, there is a need for two Lead Agencies working

in cooperation with each other. One, Volunteer Richmond Information Services, offering the services needed to the general English speaking community and the other S.U.C.C.E.S.S. to the non-English speaking. The English speaking seniors will not think to access services from S.U.C.C.E.S.S. and the non-English speaking will look for services where they are comfortable and know they can be communicated in their mother tongue, so will not think to access services from Volunteer Richmond Information Services. This poses a major question, which of these two organizations should be give the first opportunity to establish a Better at Home program in Richmond and which one to get subsequent funding which we know will be available in the not too distant future? Better at Home will have to decide which of the strengths they think will be in the best interest of the seniors needing the services.

There is the potential for all the services in the Better at Home basket of services to be offered to seniors in Richmond. Some services are already being delivered and the organizations offering those services should be consulted with and possibly incorporated into the service delivery as partners. A number of community organizations were identified as willing to be partners with either or both Lead Agencies.

- City of Richmond – Snow Angles for snow removal
- Society for Community Living – Handi-Crew for housekeeping, home maintenance & yard work
- Jewish Family Services – Home Support for housekeeping
- Canadian Mental Health, Richmond – for volunteers and contract workers
- Richmond Centre for Disability – for volunteers and contract workers

Both S.U.C.C.E.S.S. and Volunteer Richmond Information Services have strong volunteer management systems in place including policies, recruitment, orientation, training, supervision and monitoring.

Volunteer Richmond Information Services Strengths

- Has experience previously operated a Volunteer Driver and Friendly Visitor programs for seniors.
- Already operates a volunteer based Seniors Grocery Shopping program.

- Has been developing a new Volunteer Driver program that is ready to be launched, only waiting for funding.
- Is in the process of developing a new Friendly Visitor program expected to be ready to launch once funding is available.
- Has a strong history of senior support programming.

S.U.C.C.E.S.S. Strengths

- Has more significant administrative and fiscal structure and resources that would support long-term sustainability for the delivery of services.
- Is better known to and has access to the large non-English speaking target population requiring the services.
- Has more access to the volunteer base with the language skills and cultural understanding needed to deliver the services to the large non-English speak target population for the services.
- Has a strong history of seniors support programming.

6. Recommendations

6.1 Lead Agency

1. Plan for two Lead Agencies offering the Better at Home program and make that decision now even though there is only funding available for one at this time.
2. Offer the initial program to Volunteer Richmond Information Services or to S.U.C.C.E.S.S., the second program to the other advising them now when funding will be available.
 - The development of parallel programs will better serve the needs of Richmond's very complex and diverse older adult population and be housed in organizations that seniors are familiar with and comfortable knowing the languages they can expect to have access too.
 - Offer Volunteer Richmond Information Services the program to serve the mainstream English-speaking seniors and S.U.C.C.E.S.S non-

English speaking but with the larger number of potential clients.

3. Volunteer Richmond Information Services already houses a Grocery Shopping program, is ready to launch a new Volunteer Driver Program, and is developing a new Friendly Visitor Program. Therefore, if the objective is to have some, if not all the Better at Home basket of services components operational as soon as possible then Volunteer Richmond Information Services is in the best position to get these programs functional quickly.
4. S.U.C.C.E.S.S has a stronger administrative infrastructure, fiscal resources and better access to more volunteers and staff with the necessary language skills to deliver the services to the largest segment of the target population. Therefore, if the main objective is to house the program with an organization that has better capacity for long-term sustainability and a stable program delivery system that includes individuals with the necessary language skills to not only deliver the program but to build it then S.U.C.C.E.S.S. is in the best position to be the Lead Agency when looking at the demographics of those over 65 in Richmond.

6.2 Process

1. The survey was the most useful tool in gathering information, however, when asking seniors, especially those that are immigrants, there was a need to explain things question-by- question taking up to 45 minutes. When planning such endeavours in the future 45 minutes needs to be factored into the focus group or presentation.
2. The use of boxes to check off answers were better than asking questions that required respondents to write an answer. Often the questions that required them to write an answer was left blank or appropriate answers were not provided.
3. Most seniors could not answer when asked what organization had the capacity to be the Lead Agency. They did not feel they knew enough about community

organizations to offer an opinion. This should not be asked of seniors, it should be more what qualifications that a Lead Agency should possess.

4. The recruitment of Advisory Committee members should not be part of the community development process, but if it is:
 - There should be terms of reference for individuals to consider before being asked to volunteer to sit on an Advisory Committee. There should be some basic guidelines from Better at Home for potential Lead Agency and Advisory Committee members to consider and follow.
 - The selection process for members to sit on the Advisory Committee should be determined before individuals are asked.

5. The discussion at the Community Consultation meeting was very productive, however, the Key Stakeholders meeting was a disappointment and many left feeling they had wasted their time or that they were being asked to do the job that is normally done by funders. Concern was also expressed that the process was competitive and confrontational causing a divide within the community that previously did not exist.
 - The Lead Agency selection process was flawed because both presenting agencies were equally capable of delivering the services and in such a case a different process should have been instituted.
 - There was no understanding of the selection making process that was being used, and no one was able to explain how a Lead Agency would “emerge” . The selection process needs to be clear and understood by everyone participating in the process from the beginning to the end and if it isn't then the process should be altered so that it is clearly understood.
 - The alternate plan that the Community Developer suggested, if a Lead Agency did not “emerge”, should have been allowed to take place.
 - Eventually having both agencies house Better at Home programs will mitigate the damage done in the community by the selection process.

7. Next Steps

Better at Home will meet with both potential Lead Agencies, S.U.C.C.E.S.S. and Volunteer Richmond Information Services, to determine which will be the initial Lead Agency.

Following the Key Stakeholders meeting an announcement was made by Better at Home that Richmond will get a second Better at Home site. However, it is not clear when that will happen or if the program will be awarded to a second Lead Agency.

8. Appendices

- Appendix 1- List of Community Assets
- Appendix 2 - (a) Survey Questionnaire & (b) Results Summary
- Appendix 3 - Qualities of a Lead Agency
- Appendix 4 - Power Point Presentations
 - 4 (a) - Better at Home Community Meeting January 17, 2013
 - 4 (b) - Better at Home Key Stakeholders Meeting January 24, 2013
 - 4 (c) - S.U.C.C.E.S.S.
 - 4 (d) - Volunteer Richmond Information Services
- Appendix 5 - Potential Advisory Committee Members
- Appendix 6 -Promotional Materials
 - Meeting Posters, Notices & Invitations
 - Newspaper Advertisements
 - Chinese insert for Brochure
- Agendas
 - Focus Groups
 - Presentations
 - Community Meeting January 17, 2013
 - Stakeholders Meeting January 24, 2013
- List of Focus & Presentation Groups
 - Focus Groups
 - Presentations

Appendix 1 List of Existing Support Services

1. Caregivers Supports (5)
 - a. Family Respite Centre – overnight respite care
 - b. Kinsmen Adult Day Centre – Adult daycare
 - c. Volunteer Richmond Information Services Caregivers Education & Support Group – Education & support
 - d. Minoru Caregivers Support Group - Caregiver support
 - e. Richmond Caregivers Drop-in Support Group - Caregiver support

2. Community Meals (5)
 - a. Bethel Church – Wednesday dinner
 - b. Gilmore Church – Thursday dinner
 - c. Minoru Place Activity Centre – Cafeteria \$6, lunch Monday-Saturday, dinner Friday
 - d. Saint Albans Church – Tuesday dinner
 - e. Salvation Army – Thursday lunch

3. Counselling (3)
 - a. CHIMO – crisis services
 - b. Richmond Hospice Association – End of life & bereavement education & support
 - c. Volunteer Richmond Information Services – Peer Counselling

4. Dental Services – Low Cost (14)
 - a. CDI College of Business, Technology & Health Care – cleaning, fluoride & sealants
 - b. Denturist Association of BC - Information
 - c. Douglas College - cleaning, fluoride & sealants
 - d. Eastside Walk-in Dental Clinic – basic pain relief & basic restorative work
 - e. Mid Main Community Health Centre – 10% reduction in fees
 - f. Mobile Dental Hygiene – assessment & cleaning
 - g. Reach Clinic – 10% reduction in fees
 - h. Strathcona Community Dental Clinic – 20% reduction in fees, Cantonese/Mandarin/French & German spoken
 - i. UBC Dental Clinic – 30% reduction in fees, waitlist & screening
 - j. UBC Emergency Clinic – fillings, extractions, drainage of abscess
 - k. Vancouver College of Dental Hygiene – cleaning, fluoride, sealants & preventive services
 - l. Vancouver Community College - cleaning, fluoride, sealants, preventive & denturist services
 - m. Vancouver General Hospital Health Science Clinic – 10% off basic treatment, translation available
 - n. West Coast College – cleaning, fluoride & sealants

5. Food & Grocery Shopping (12)
 - a. Better Meals – home cooked, frozen & delivered
 - b. Chinese Meals on Wheels (SUCCESS) – Hot Chinese meals delivered – Monday – Friday
 - c. Dairyland – delivery dairy, bread, cereal, meat, frozen pasta
 - d. Gold Card Catering – home cooked, frozen & delivered

 - e. Japanese Meals on Wheels (Tonari Gumi) – Hot boxed lunch – Tuesdays only

- f. Kosher Meals on Wheels (Jewish Family Services) – Hot Kosher meals delivered – Monday-Friday
 - g. Meals on Wheels (Health & Homecare Society) – Hot meals delivered, Monday – Friday
 - h. Minoru Place Shopping Bus – scheduled pick up times & points
 - i. Richmond Food Bank – food for low-income
 - j. Small Potatoes Urban Delivery – on-line grocery shopping with delivery
 - k. Stongs – on-line grocery shopping with delivery
 - l. Volunteer Richmond Information Services – Group shopping, shop by phone, & individual shopping
6. Health Support Programs – list is not exhaustive (27+)
- a. ALS Society of BC – Information, education & Support
 - b. Alzheimer Society – Information, education, support, FirstLink, Help line, ID bracelets & caregiver support
 - c. Arthritis Answer Line - information
 - d. BC Cancer Agency – support & counseling
 - e. Canadian Cancer Society – Information & resources
 - f. Canadian Diabetes Association – Information & education
 - g. Canadian Hemochromatosis Society – information & education
 - h. Canadian Mental Health Association, Richmond – information, resources & support
 - i. Chronic Disease Self Management Program – information & education
 - j. Continence Clinic – Continence management
 - k. Customized Medic Alert – Engraved ID
 - l. Healthlink-BC – 811 - Information
 - m. Joy Chua RN CFCS – Foot Care
 - n. Hear At Home – mobile hearing clinic
 - o. Heart & Stroke Foundation of BC & Yukon – Information & education
 - p. Instep Food Care Mobile Service – Foot Care
 - q. Mary Lydiatt RN CFCS – Foot Care
 - r. Multiple Sclerosis Society of Canada - Information, resources & support
 - s. Lend An Ear –Refurbished hearing devices
 - t. Osteoporosis – Information & education
 - u. Parkinson Society – Information & education
 - v. Poison Control Centre n- Information
 - w. Richmond Addiction Services – Information, education & support
 - x. Rosewood Manor Outreach – Wellness information & support
 - y. Tobacco Cession, QuitNow – Information & support
 - z. Western Institute for the Deaf – low cost hearing clinic
 - aa. Stroke Recovery – Wellness, information & support
7. Housekeeping & Home Maintenance (9)
- a. A Clean Break – Housekeeping & laundry
 - b. Easy Clean – laundry, including pick-up & delivery
 - c. I Bell Cleaning – Housekeeping, laundry, moving in or out cleaning
 - d. Hani-Crew (Richmond Society for Community Living – simple yard & home maintenance
 - e. Maids Home Service – Housekeeping & laundry
 - f. Molly Maid – Housekeeping laundry
 - g. Quality Cleaning Service – laundry, including pick-up & delivery

- h. Senior Citizens Repair Service – small repairs & renovations, plumbing, carpentry, electrical, painting
 - i. Snow Angels – snow removal
8. Housing (5)
- a. BC Housing – Affordable housing options
 - b. Cooperative Housing Federation – Information on Coop housing
 - c. Seniors Housing Information Program (SHIP) – Information on housing & housing services for seniors
 - d. Shelter Aide for Elderly Renters (SAFER) – Rental aide for seniors with low-moderate income
 - e. Richmond Rental Connect – connects low-income seniors with affordable housing
9. Income Resources (9)
- a. Financial Assistance for Seniors – Benefits Finder information of Government of Canada
 - b. Freecycle Richmond – free giving and getting of stuff
 - c. Health Insurance BC – Information on Medical insurance & Fair Pharmacare
 - d. Ministry of Social Development – those under 65 who require income assistance
 - e. Minoru Seniors Centre Income Tax Clinic – March & April for seniors with income of \$25,000 or less
 - f. Richmond Shares – matching usable unwanted items with those who need them free of charge
 - g. Service Canada – information on government pensions and benefit programs
 - h. Veterans Affairs Canada – information on services & benefits to Canadian veterans
 - i. Volunteer Richmond Information Services – assistance with completing income tax forms
10. Medical Equipment & Supplies in Richmond (20)
- a. A-1 Wheelchairs – Equipment rental
 - b. Advanced Mobility – New & rental equipment
 - c. Bowers Medical Supply – Medical equipment rental
 - d. Elder Post – New & used medical equipment
 - e. HeathLinc – Medical equipment rental, grab bar & medical equipment installation
 - f. Lancaster Medical; - Medical equipment
 - g. Laurel Prescriptions – Equipment rental
 - h. MacDonald's Prescription – Equipment rental
 - i. MotionSpecialties –Medical Equipment
 - j. McQue Drugs – Medical equipment
 - k. Pharmacies – Basic medical equipment
 - l. Red Cross Equipment Loan – Medical equipment loan up to 3 months, referral required
 - m. Regency - Medical equipment
 - n. Rolando's Safety Equipment & Installation – Medical equipment
 - o. Save-on-Foods – Limited medical equipment
 - p. Save on Scooters – New & used scooters
 - q. Self Care Home Health – Rental, new & used equipment
 - r. Seniors Network Equipment – Used medical equipment
 - s. Shoppers Home Health – Equipment rental
 - t. The Foam Shop – Customizes cut foam

11. Nanny Services & Support (10)

- a. Able Nannies & Caregivers – Live in & live out; full & part-time
- b. Care Solutions Inc.- Live in & live out; full & part-time
- c. Diamond Geriatrics – Information resources
- d. Diamond Personnel - Live in & live out; full time only
- e. Elder Post – Information resources, new & used equipment
- f. International Nannies & Home Care Ltd. - Live in & live out; mostly full time
- g. Nanny Services - Information resources
- h. Opti-mum Childcare & Nannies Inc. – Information resources
- i. Paragon Personnel - Live in & live out; full & part-time
- j. Vancouver Nanny Agency - Live in & live out; full time only

12. Personal Alert Systems (3)

- a. Alarm Force – Personal safety monitoring devices
- b. LifeLine – Personal safety monitoring devices
- c. St. John's Ambulance – Personal safety monitoring devices

13. Private Home Support Services (11)

- a. Angels There for You – Personal care, housekeeping, nursing, companionship, driving
- b. Bayshore Healthcare - Personal care, housekeeping, nursing, companionship, driving
- c. Care Counts - Personal care, housekeeping, nursing, companionship, driving
- d. Classic Lifecare - Personal care, housekeeping, nursing (LPN), companionship, driving
- e. Comfort Keepers - Personal care, housekeeping, nursing, companionship, driving, meal preparation
- f. Drake Meddox Health Solutions - Personal care, housekeeping, companionship, driving
- g. Home Instead Seniors Care - Personal care, housekeeping, companionship, driving
- h. Jewish Family Services Home Support - Personal care, housekeeping, companionship,
- i. KARP Home Care - Personal care, housekeeping, nursing, companionship, driving
- j. Nurse Next Door - Personal care, housekeeping, nursing, companionship, driving
- k. We Care Home Health - Personal care, housekeeping, nursing, companionship, driving

14. Social & Recreational Services (23+) – only includes those with facilities, list is not exhaustive

- a. Cambie Community Centre – Wellness & recreation
- b. City Centre Community Centre – Wellness & recreation
- c. Hamilton Community Centre – Wellness & recreation
- d. Happy Hands Club – Social & recreational support
- e. Golf courses – Green Acres, Mylora, Country Meadows, plus private clubs
- f. Kehila Society – Social & recreational support
- g. Minoru Aquatic Centre - Wellness & recreation
- h. Minoru Place Seniors Activity Centre - Wellness & recreation
- i. Richmond Arenas - Wellness & recreation
- j. Richmond Chinese Community Society - Wellness & recreation
- k. Richmond Lawn Bowling Club - Wellness & recreation
- l. Richmond Curling Club - Wellness & recreation
- m. Richmond Fitness Association - Wellness & recreation
- n. Richmond Olympic Oval - Wellness & recreation
- o. Sea Island Community Centre - Wellness & recreation
- p. South Arm Community Centre - Wellness & recreation
- q. Steveston Community Centre - Wellness & recreation
- r. Steveston Japanese Canadian Cultural Centre – Recreation

- s. Thompson Community Centre - Wellness & recreation
- t. West Richmond Community Centre - Wellness & recreation
- u. Watermania - Wellness & recreation

15. Social Services – list is not exhaustive (26+)

- a. Access Justice Centre Canada – pro bono legal assistance
- b. Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA) – knowledge support and resources
- c. BC 211 - Information
- d. BC Centre for Elder Advocacy & Support (BC CEAS) Information Line – Information & service regarding elder abuse
- e. CHIMO Crisis Services
- f. CNIB – Canadian Institute for the Blind
- g. Disabilities Resource Network of BC – Information & resources
- h. Family Services of Greater Vancouver – support & equipment for visually impaired
- i. Law Students Legal Advice Program (LSLAP) – free legal advice support
- j. Lawyer Referral Service – Free legal consultation
- k. Legal Services Society – Information & legal aid
- l. Medical Interpreting services for American Sign Language (ASL) – interpreters for the deaf
- m. My Voice – Information on advanced care planning
- n. Nidus Personal Planning Resource Centre & Nidus Registry – Information regarding Representation Agreements
- o. PAL – Physical Activity Line – Physical activity information & resources
- p. Public Guardian & Trustee of BC – information & support
- q. Richmond Centre for Disability – Information & advocacy
- r. Richmond Hospice Association – end of life & bereavement support
- s. Richmond Multicultural Community Services – settlement services, information & support
- t. Richmond Poverty Response Committee – Information & advocacy
- u. Richmond Society for Community Living – Information & support
- v. Richmond Women’s Resource Centre – Information & support
- w. Seniors BC – Information & resources
- x. Society of Nortary Publics of BC –Legal services
- y. S.U.C.C.E.S.S.- ESL training, settlement support, counseling, translation services
- z. Volunteer Richmond Information Services – Information & Referral, peer support

16. Transportation (7)

- a. Driving Miss Daisy – Private transportation with accompaniment
- b. Handicap Parking Stickers – Allows parking in Handicap parking spots
- c. HandyCard – Reduced rates for people with disabilities or cognitive impairment
- d. HandyDART – transportation for people with disabilities
- e. SN Transport Ltd. – Private transportation including bed-to-bed
- f. TaxiSavers – Reduced rates for taxi service, must qualify for HandyDART
- g. Ministry of Social Development – Bus passes

17. Vancouver Coastal Health Services (8)

- a. Garrett Wellness Centre – Wellness Programs
- b. OsteoArthritis Service Integration System (OASIS) – Assessment, referral & education

- c. Re-Act – Information to recognize & report abuse & neglect
- d. Richmond Home & Community Care – Case Management, Home Support & personal Care
- e. Richmond Hospital – Acute health care & other health service
- f. Richmond Older Adult Mental Health Outreach – In home assessment for psychiatric or behavioural issues, dementia
- g. Richmond Mental Health Services – Central intake for mental health services in community
- h. Richmond Public Health
 - i. Falls Prevention – Education & falls prevention assessment
 - ii. Immunization

Richmond Community Development Survey



Please help us identify and plan services for older adults in Richmond by completing the following anonymous questionnaire and handing it in.

1. What are the 3 first digits in your postal code? (please check one)

V6W V6X V6Y V7A V7B V7C V7E Other: (please specify)

2. How do you or older adults you know normally get to activities outside of your home? (please check all that apply to you)

Self Drive Family Drive Friends Drive Public Transportation
Taxi HandyDART Walk/Bike Private Driving Service

3. Do you use TaxiSaver Coupons? Yes No

If No No need Don't know about it Don't know how to apply

Other (please specify) _____

4. What limit(s) your ability or that of older adults you know to do things outside of their home? (please check all that apply)

Cost Personal mobility Issues
Language & or culture Personal health Issues
No one to go with Family responsibilities
Lack of transportation Lack of information
Other (please specify) _____

5. If there is a language barrier how do you and/or other older adults you know communicate?

Please specify: _____

6. What support services in Richmond do you know of that helps older adults to live longer at home?

Please specify _____

7. Where do you and other older adults you know get information regarding programs and services they need?
(please check all that apply)

Newspaper
TV
Radio
Family
Friends

Place of worship
Promotional material
Recreational/social centres
Service providers
Internet

Other (please specify) _____

8. Which of the following services do you or older adults you know need but do not get?

Grocery shopping
Transportation
Basic housekeeping

Basic yard work
Basic home maintenance
Other (please specify) _____

Companionship
Snow removal

9. What community organization(s) in Richmond would be capable of delivering non-medical services to older adults and why? _____

10. Complete if you are interested in being considered for the Better at Home Advisory Committee:

NAME; _____ PHONE

NUMBER: _____

EMAIL: _____

Comments, Concerns,

Suggestions: _____

Are you a service provider

Yes

No

If you have further comments please attach a separate piece of paper with them.

The information you have shared is confidential.

Thank you for helping us understand the needs of Richmond's older adults.

For more information contact:

Louise Young: Phone Number: 604-271-8512 Email: betterathome.louise@shaw.ca

Richmond

Community Development Survey

SUMMARY 2012-13



To assist identify and plan services for older adults in Richmond, BC.

1. What are the 3 first digits in your postal code? (please check one)

V6W 14 V6X 22 V6Y 56 V7A 35 V7B 4 V7C 28 V7E 25 Other: 14

2. How do you normally get to activities outside of your home? (all that apply)

Self Drive 87 Family Drive 64 Friends Drive 45 Public Transportation 82
 Taxi 15 HandyDART 24 Walk/Bike 26 Private Driving Service 2

3. Do you use TaxiSaver Coupons? Yes 22 No 170

If No No need 88 Don't know about it 69 Don't know how to apply 33

Other (please specify) - Have applied 1

4. What limite(s) your ability or that of older adults you know to do things outside of their home? (all that apply)

Cost	95	Personal mobility Issues	67
Language & or culture	74	Personal health Issues	78
No one to go with	46	Family reponsibilities	52
Lack of transportation	89	Lack of information	88

Other (please specify)

- survey done by RASS of seniors showed 23% felt transportatin was a barrier

- no problem 2

5. If there is a language barrier how do you and/or other older adults you know communicate?

Please specify:

Gesturing/ body or sign languaged including use of objects	11
By writing and/or drawing	2
Occasional use of single word	1

Tell him/her I don't understand English	1
Call family and/or friends, and/or others, including children, to help translating	43
Look for English speaking Chinese on site	3
Look for Chinese speaking staff or customers	1
Contact SUCCESS	3
Leave	1
Yes – information regarding services	2
English or Yiddish	1
Paid interpreters	4
Provincial Lanaguage Services	2
52% of older adults are Asian	1
With difficulty	1
English & smile a lot	3
Try	9
I Don't	3
Say "no English"	1
Not so much	2
Directory checking	1
Just try hard to be understood	1
Filipino Language	1
Mixed Filipino & English language	1
Don't know/none/no/N/A	13
Did not answer	90

6. What support services in Richomond do you know of that helps older adults to live longer at home? (asked to specify)

S.U.C.C.E.S.S.	18	Minoru Seniors Centre	13	Community Centres	9
Volunteer Rmd.	6	Info. & Referral	3	Vol. Rmd. Peer Support	2
Shopping	8	Caregiver Support	3	Seniors Guide	3
Home Support	9	Continuing Care	8	Private support services	11

HandyDART	6	Home services	7	Transportation	6
Meals on Wheels	4	Library	4	Light clean up/housework	4
Places of worship	4	Cooking	3	Falls Prevention Team	3
Yard work	3	811 Phone Line	3	RASS Outreach Conselling	2
Food Bank	2	Community Meals	2	Richmond Multicurltural Services	2
Snow Removal	2	TaxiSaver	2	Phone Store for grocery delivery	2
Garrett Wellness Centre	2	Exercise Classes	2	Renovation update for seniors	2
Visitation/Companionship	2	Health/Hospital	2	Health & Homecare Society	1
Caregivers/family	2	Sr. Health Clinics	1	Chronic Disease Nurses	1
Wellness Connections	1	Medication Services	1	Meal Management programs	1
Respite Services	1	Home repairs	1	Richmond Mental Health Team	1
Nurse Line	1	Alzhiemers Society	1	Bounce Back Program	1
Adult Day Care	1	Seniors Care Centre	1	Call 911 for emergencies	1
City Services	1	Home First	1	Home Based Treatment Program	1
Service Groups	1	Rosewood Towers	1	Life Line	1
Actute Home Based Treatment Program	1		Community Organizations (not specified)		7
No need	2	Don't Know/None	43	Did not answer	82

7. Where do you and other older adults you know get information regarding programs and services they need? (all that apply)

Newspaper	107	Place of worship	51
TV	89	Promotional material	50
Radio	53	Recreational/social centres	101
Family	70	Service providers	46
Friends	118	Internet	43

Other (please specify)

workshops and forums	2	Seniors Dirctory	1	Minoru Sr. Centre	1	City of Richmond	1		
Jewish Indepenent	1	Self	1	Family Doctor	1	RMCS	3	S.U.C.C.E.S.S.	1

9. Which of the following services do you or older adults you know need but do not get? (all that apply)

Grocery shopping	60	Basic yard work	72	Companionship	74
Transportation	120	Basic home maintenance	86	Snow removal	61
Basic housekeeping	98				

Other (please specify) :

Discounts for dental & eye care	1				
Social/recreation	23	Escort to appointments	2	Management of home maintenance jobs & odd jobs	2
Laundry	2	Night time support	1	Help filling in forms (example: Advanced Care Planning)	1
Medication pick-up	1	Advocacy	1	More support programs & services for seniors	2
Friendly visitor	1	Medication pick-up	1	Better accountability of staff	1
Fixing & building fences	1	Support when walking	1	Help with computer repair & maintenance	1
Food Prep	1	Other shopping needs besides groceries, drug store, recycling, clothing			1

9. What community organization in Richmond would be capable of deliver non-medical services to older adults? (asked to specify)

Did not answer	149	Don't Know	19
Volunteer Richmond Information Services	11	S.U.C.C.E.S.S	4
Minoru Seniors Centre	3	Rotary Clubs/Legions/Service Organizations	3
Faith Communities	3	Continuing Health Services	3
Richmond East Community Centre	2	Volunteers	2
Pharmacy	2	Grocery	2
Private Agncies	2	HSS Veterons	1
RCCS	1	Life Line	1
Home Support Services	1	South Arm Community Centre	1
Richmond Parks & Rec.	1	CHIMO	
Volunteer Richmond & SUCCESS together	1		
Need to be more knowledgable about Richmond organizations that could qualify	1		

10. Complete if you are interested in being considered for the Better at Home Advisory Committee:

See appendix 5

Comments, Concerns, Suggestion:

3 Too few buses, wait too long, too expensive

3 Add Mandarin speaking staff to services already offered especially HandyDART

3 Translation help when speaking with service providers especially health care professionals

3 For certain areas or in bad weather more assistance & consideration is needed with transportation

2 More information is required

2 Better at Home program will help

2 Oral basic use English classes at community centres & community organizations

1 Housekeeping assistance would be helpful

1 Lack of language skills is one of the biggest problems for seniors

1 Information provided in my language

1 Computer classes in my language

1 - 74 seniors interviewed in 2012 & 23% indicated transportation was a barrier(service provider)

1 Community & group associations for seniors would help

1 Services available should be promoted in more effective ways

1 - I trust that we would be seen as important partners and beneficiaries of this new program and connected to the Community Action Ambassador's program (Service Provider)

1 Would you have to satisfy some sort of criteria to qualify for this program?

1 Will this service be offered on an as needed basis without having to wait for an extended period of time

1 Will this service be on a one-on-one basis?

1 Will all volunteers be security checked?

1 Reach isolated seniors with a flyer delivered by Canada Post

1 Hand held devices (cell phones) information technology are all serious challenges for many of us because understanding & physical challenges

1 Is this an ongoing program or is there a time limite the funds will be provided for?

1 What kind of qualifications will we need?

1 What will happen to the program after 3 years?

1 How will the program intereact with current home support medical services?

1 What is the refraral & assessment process? Who will assess applicants?

1- I would like to know about the new organization & services, I would like to have some transportation.

1 We need help for the services.

1 Other service needs & concerns, housing, dental, cost of medication, long wait list for specialist services, & language services

1 Lowering of house rentals for seniors

1 Rental finanical assistance

SUMMARY OF QUALITIES LEAD AGENCY SHOULD POSSESS FROM JANUARY 17, 2013

1. Extensive knowledge of Richmond

1. Able to engage with the broader community
2. Knowledgeable of community services, people, programs services, organizations, resources available, cultural and language needs
3. Strong community connections
4. Active in and give back to the community

2. Well known in Richmond with a good reputation

5. Responsive to demographics of Richmond
6. Accountable
7. Transparent
8. Compassionate
9. Good track record

3. Structure to support delivery of service

10. Incorporated as a non-profit social service agency
11. Has the ability to deliver the Better at Home services
12. Sustainable with a long term commitment
13. Financially stable , able to budget with auditing and monitoring capacity
14. Has a Richmond presence already
15. Experience with delivering priority identified needs
16. Willingness to work collaboratively with the ability to build, develop and maintain partnerships
17. Ability to liaise with other senior's service providers
18. Ability to identify "hidden" needs
19. Knowledge & accountability regarding liability, insurance etc. in relationship to services, volunteers & clients; criminal record checks etc. with the ability to address the issue of liability of volunteers
20. Ability to build, develop, and maintain capacity
21. Flexible able to change direction if a particular program doesn't work
22. Ease of access for and knowledge of target population
23. Has stable facilities to operate from
24. Working history with the United Way and experience with the required reporting
25. Experience with Ministry of Health issues related to seniors needs

4. Staffing (paid & volunteer)

26. Balanced representation of staff & volunteers
27. Has experience serving multicultural targeted clients
28. Able to deliver service in multiple languages
 - Staff and volunteers able to communicate in English and other languages
 - Empathy for all cultures
29. Ability to handle influx of requests for service
30. Appropriately trained dedicated staff & resources
31. Strong Communication skills, ability to do good marketing
32. Have a volunteer program in place
 - Established policy & procedures for volunteer management
 - Experienced in recruiting, training and deploy and supervise of volunteers – have training program in place
 - Experience delivering volunteer based services to seniors

Appendix 4 (a)



**COMMUNITY CONSULTATION
JANUARY 17, 2013
RICHMOND, BC**

Community Development Findings Update:

Overview To Date:

- Community Profile Information Collection
-
- Identification of Existing Programs & Services (Assets)
- Identification of Service Needs & Lead Agency



Profile of Richmond's Older Adults 65+:

Older Adult Population:

- 26,015
- 6,770 age 80+
- 9,535 English Speaking
- 15,725 Mother Tongue not English or French
 - 9,380 Mother Tongue a Chinese Language
 - 1,145 Mother Tongue Punjabi or Hindi
 - 780 Mother Tongue Tagalog
- Largest Concentration Live in City Centre, 5,670
- Life Expectancy is Highest in Lower Mainland
- Age 65-74 Over 40% Live Alone
- Age 75-84 Less Than 10% Live Alone



Source 2006-2011 Census & United Way Seniors Vulnerability Report



Existing Programs & Services for Older Adults in Richmond:

Identification of Existing Programs & Services (Assets)

- Interviews & Presentations with 15 Service Providers
 - Social Service
 - Health
 - Recreation & Culture
 - Seniors Community Groups
 - Faith Organizations
 - Private Service Providers



Research on Non-Medical Needs Process:

7 Focus Groups Completed – 2 To Be Completed

7 Presentations Completed – 1 To Be Completed

Survey Distributed & Completed At All Sessions Including Interviews With Service Providers

Reports relating to seniors & their needs from Richmond Seniors Network, Vancouver Coastal Health, City of Richmond, United Way of the Lower Mainland, Richmond Addiction Services.



Preliminary Survey Findings:

158 surveys completed - 145 by seniors; 13 by Service Providers

Barriers to Accessing Services:

158 surveys – 145 seniors; 13 Service Providers

Top 5 identified barriers to accessing services:

1. Cost
2. Information
3. Transportation
4. Health Issues
5. Language & Culture



Preliminary Survey Findings:

Knowledge About Accessing Non-Medical Services:

- 68 Left Blank
- 42 Had no knowledge
- 20 Named Volunteer Richmond Information Services
- 18 Named S.U.C.C.E.S.S.
- 10 Named Minoru Place Seniors Centre
- 8 Said Private Support Services
- 6 Said Community Centres
- Some Health Care Services & a variety of others where identified but by fewer than 6 respondents



Preliminary Survey Findings Basket of Better at Home Services:

Non-Medical Service in order of identified Need # of Respondents

- | | |
|---------------------------------|-----|
| 1. Transportation | 108 |
| 2. Basic House Keeping | 78 |
| 3. Basic Light Home Maintenance | 64 |
| 4. Companionship | 61 |
| 5. Basic Light Yard Work | 56 |
| 6. Grocery Shopping | 45 |
| 7. Snow Removal | 45 |



Preliminary Survey Findings Lead Agency:

128 of the Respondents Did Not Answer or Said They Didn't Know.
12 - Indicated Volunteer Richmond Information Services
5 - Indicated S.U.C.C.S.S.
The remaining organizations do not fit the criteria or were identified by 2 or less

3 Potential Lead Agencies emerged

Presentations to the KEY STAKEHOLDERS MEETING
THURSDAY, January 24, 2013, 12:45 pm – 4:00 pm
Richmond City Hall, room 2.004



SUMMARY OF OTHER FINDINGS:

1. A communications strategy including languages other than English will be required to address the disconnect between services & the target audience
2. The services that are provided need to be provided in English & other languages
3. Individuals providing the direct services to seniors need to be properly trained including dementia training
4. Seniors are concerned about personal & property security which will have to be addressed



SUMMARY OF OTHER FINDINGS:

1. A communications strategy including languages other than English will be required to address the disconnect between services & the target audience
2. The services that are provided need to be provided in English & other languages
3. Individuals providing the direct services to seniors need to be properly trained including dementia training
4. Seniors are concerned about personal & property security which will have to be addressed



CONCLUSION:

5. Potential Lead Agency Better at Home Advisory Committee members have been identified, but no investigation as to their role and responsibilities has been undertaken. There are 17 seniors and 4 service providers who have indicated they would be interested.



Presented By Louise Young, January 17th, 2013





WELCOME
TO THE BETTER AT HOME
RICHMOND
KEY STAKEHOLDERS MEETING
JANUARY 24, 2013

Community Development Findings Overview:

Process:

Community Profile Information Collection

Identification of Existing Programs & Services (Assets)

Identification of Service Needs & Potential Lead Agency

Community Consultation with Seniors and Service Providers

- Focus Groups
- Presentations
- Interviews
- Community Consultation Meetings



Profile of Richmond's Older Adults 65+:

Older Adult Population:

- 26,015
- 6,770 age 80+
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- 15,725 Mother Tongue not English or French
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- Largest Concentration Live in City Centre, 5,670
- Life Expectancy is Highest in Lower Mainland
- Age 65-74 Over 40% Live Alone
- Age 75-84 Less Than 10% Live Alone



Source 2006-2011 Census & United Way Seniors Vulnerability Report



FINDINGS

Where Do Seniors Access Services:

The majority of seniors do not know what non-medical services & programs are available to them in the community or where to find out about them

Best Known service providers:

Volunteer Richmond Information Services
S.U.C.C.E.S.S
Minoru Seniors Centre
Community Centres



FINDINGS

Basket of Better at Home Services:



Top 5 non-medical services identified in priority order:

Survey

1. Transportation
2. Light Housekeeping
3. Light Home Maintenance
4. Companionship
5. Light Yard Work

January 17 Meeting

1. Transportation
2. Light Housekeeping
3. Companionship
4. Light Home Maintenance
5. Grocery Shopping



FINDINGS

Lead Agency:

The majority of seniors did not know who should be the Lead Agency

The majority of service providers did identify who could be the Lead Agency

A number of potential partnering agencies willing to provide specific services emerged

2 potential Lead Agencies were identified

- Volunteer Richmond Information Services
- S.U.C.C.S.S.



FINDINGS

10 Major Qualities of a Lead Agency:

1. Must be a non-profit organization in good standing
2. Have the structure & administrative resources to develop & deliver the Better at Home services
3. Able to deliver services in multiple languages
4. Have the ability to build partnerships with other service providers
5. Already have a strong volunteer program & the ability to recruit, screen, train, & supervise volunteers, including dementia training
6. Able to dedicate properly trained staff to the program
7. Have the ability to develop a communications strategy including languages other than English, to address the disconnect between services & the target audience
8. Must have extensive knowledge of Richmond
9. Must have a high profile in Richmond
10. Services should be easily accessible to seniors from all language groups



FINDINGS

Better At Home Advisory Committee:

Individuals have volunteered for the Lead Agency to consider

Role will be to assist the Lead Agency by providing

- a seniors voice to help guide the program
- feed back on the effectiveness of services being provided
- suggestions on improvements to services
- assistance with strategic planning



If interested in being considered please provide name & contact information on sheet at registration desk this information will be shared with the Lead Agency



CONCLUSION:

1. Some of the services in the Basket of Services are already offered by a variety of service providers that should be invited to participate as partners in a way that strengthens and expands the services to seniors.
2. Seniors transportation is the most significant non-medical need of seniors from all sectors within Richmond that requires program development followed by housekeeping, friendly visiting, home maintenance, grocery shopping & yard work.
3. Language & culture are significant factors that need to be considered as part of the program development process.
4. The Lead Agency needs to have the ability to deliver the services with volunteer and paid staff in multiple languages to provide services to the large non-English speaking seniors population.
5. The Lead Agency must have sustainability with resources to deliver the services.





THANK-YOU

Presented By Louise Young, January 24th, 2013





S.U.C.C.E.S.S.

Queenie Choo
C.E.O.
Date: January 24, 2013



Better at Home



Goal:
To support
seniors to live in
their homes &
stayed
connected



S.U.C.C.E.S.S.'s Vision

An innovative change agent
for an integrated society
in the spirit of
multiculturalism



About S.U.C.C.E.S.S.

- 40 years of service history with 24 offices throughout the Lower Mainland, 400+ staff , budget: \$34M
- Settlement services & Language
- Seniors Care , Assisted Livings, Adult Day Centre
- Housing for low income seniors
- Meals on Wheels
- Training Academy – Dementia care
- Home Support Services
- Volunteer Services
- Help Lines
- Fully accredited for all our programs



We believe in....

- Listening and then acting...
- Responsive to changing needs in community
- Responsive to seniors' needs
- Flexible in service delivery
- Partnerships with local organizations
- Valuing volunteer contributions



S.U.C.C.E.S.S. Attributes

- Fully Accredited
- Strong Quality Structure & Processes
- Capacity for Data Collection, Repository & Analysis
- Corporate Financial Support
- Experienced in Marketing/Public Relations
- Share Learning (CoP) & Evaluation
- Commitment to Community Partnerships

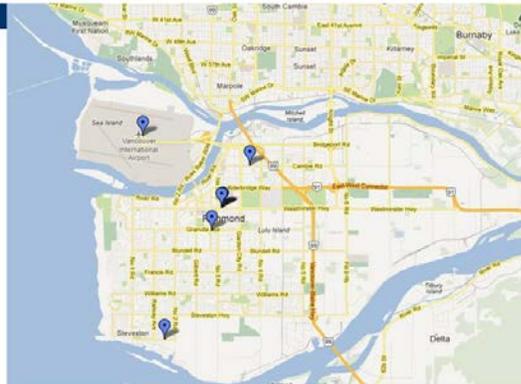


SENIORS IN THE COMMUNITY

Seniors Profile in Richmond		
Total Population over 65	Seniors Living Alone	Common Languages
26,005	4,700	Cantonese Mandarin Filipino English



Local Offices in Richmond



SENIORS IN THE COMMUNITY

Basket of Services Needed:

- Transportation
- Basic housekeeping
- Basic light home maintenance
- Companionship
- Basic light yard work
- Grocery shopping
- Snow removal



Partnership Model



Potential Partnerships

Seniors Needs	Potential Partnerships
Transportation	Volunteer Richmond Information Services Multi-cultural Helping House Society
Basic Housekeeping	Jewish Family Service Agency Canada Inc.
Basic Light Home Maintenance	Richmond Handy Crew
Companionship	SUCCESS trained volunteers Multi-cultural Helping House Society
Basic Light Yard Work	Canada Inc.
Grocery Shopping	Jewish Family Service Agency Volunteer Richmond Information Services
Snow Removal	Snow Angel Program City of Richmond



Implementation Process

Seniors living at home longer

Better at Home Program Delivery

- Advisory Committee formed
- Paid coordinator hired
- Volunteers/staff recruited
- Services provided according to identified needs, building on assets



S.U.C.C.E.S.S. Capacity & Services

- Strong Corporate Support & Infrastructure
- Settlement, Language and Community services
- Counselling services
- Employment services
- Seniors Multi-level Care Home
- Assisted Living service
- Adult Day Care service



S.U.C.C.E.S.S. Capacity & Services

- Language Bank
- Robust Volunteer Development Program
- Home Care Assistant Training
- Help Line (emotional support) service
- Membership groups
- Housing services for low-income seniors



S.U.C.C.E.S.S. Capacity & Services

- **Settlement & Integration Program**
- Richmond Multicultural Community Services (RMCS)
- Immigrant Services Society of BC;
- Richmond Public Library;
- East Richmond Community Association;
- Richmond Food Bank.
- **Vulnerable Immigrant Population Program**
- Immigrant Services Society of BC;
- DeltAssist Community Society.



Additional Partnerships

Comprehensive community connection, e.g. member of Richmond Seniors Network, member of Richmond Seniors Outreach Committee and Richmond Seniors Advisory Committee

Community Action Ambassadors Project

- Richmond Addiction Services;
- Progressive Immigrant Community Society (PICS);
- Volunteer Richmond & Information referrals;
- Vancouver Coastal Health Authority

Chinese Help Lines

- Vancouver Coastal Health Authority;
- Kirin Seafood Restaurant



Committee Involvement

- Richmond School District SWIS Advisory Committee;
- Richmond Welcoming Community Advisory Committee;
- Richmond Seniors Network, Ethnic Seniors Outreach Committee;
- Richmond Settlement and Integration Program Co-ordinating Committee;
- Richmond Information and Referral Co-ordinating Committee;



VOLUNTEERS

- 2,000 committed volunteers are all willing to involve in community services.
- 50 well trained Help Line Service volunteers are ready to provide friendly visit/emotional support services
- 50 Language Bank volunteers are ready to provide translation and interpretation services.
- 50 Women's Group members involve in meals on wheel service



VOLUNTEERS

- English speaking is expected
- 20 well trained volunteer can provide form filling and filing tax return services
- 20 volunteers with good knowledge and skills can teach the seniors to use current communication devices, e.g. computer, iPhone, iPad, tablet, etc.
- 30 volunteers with experience in light healthy exercise can accompany seniors to do exercise and park walk.



Builds stronger, more connected, intergenerational communities....**Better at Home**

Thank you

Volunteer Richmond Information Services

Bringing people and services together through community
information and volunteerism.



**Volunteer
Richmond** Information
Services



United Way
Lower Mainland
Change starts here.



Our Organization

- A registered charity serving Richmond for 41 years
- Multi-ethnic and multi-lingual staff and volunteers
- Leader in volunteer management
 - Recruited, screened, and managed over 1,000 volunteers for the Richmond O Zone during the 2010 Winter Olympics
 - Currently working with 375 volunteers
 - Offer a certified Volunteer Management Training Series

Volunteer Richmond's Community Partners and Collaborators



In 2005, Volunteer Richmond established the Circle of Support initiative to strengthen our partnerships in the community. Eight organizations are now counted among our Circle of Friends - all of whom not only support the volunteer spirit but also embrace it throughout their organizations and areas of influence.

OPACITY DESIGN GROUP

the richmond
REVIEW

RICHMONDCENTRE



Milan & Maureen Ilich Foundation



Key Programs





Seniors Community Support Services

- Providing services to Richmond seniors for 30 years, with the goal of:

Helping seniors stay independent longer



- Our staff and volunteers represent Richmond's cultural diversity, speaking:
 - English
 - Cantonese
 - Mandarin
 - Punjabi
 - Urdu
 - Farsi
 - Hindi
 - Karachi
 - Japanese
 - Spanish
 - French
- We provide meaningful volunteer opportunities for volunteers with a wide range of abilities
- Our seniors clients are as diverse as our volunteers, varying in:
 - Cultural background
 - Income
 - Gender
 - Ability
 - Mobility

Our Seniors Programs



For 20 years we have operated volunteer grocery shopping programs in partnership with Vancouver Coastal Health.

- Shop-by-Phone
- Group Shopping
- Individual and Personal Shopping

Key Stat:

60,500 grocery orders shopped

Volunteer Shopping



Trained volunteers help seniors find community services and apply for government programs.

- Richmond Seniors Directory
- Summer WHAM

Seniors Information & Referral



Volunteers are trained to listen and help clients cope with the changes that come with the senior years.

Senior Peer Counselling



Supporting caregivers who provide care at home, in the community, or in a care facility to an adult who is elderly, chronically ill, or living with a disability.

Caregivers Education and Support Program



Recruit, screen, train and manage senior volunteers who will liaise with seniors in the community around mental health and addiction services.

Community Action Ambassadors (New!)



Our "Volunteers for Seniors" programs were offered in partnership with Vancouver Coastal Health.

- Volunteer Visiting Program, for nearly 20 years
- Volunteer Telephone Contact Program, for 12 years
- Door-to-Door Transportation to medical appointments
- Social programs – dinner clubs and lunch groups

Volunteers for Seniors



Our Vision for Better at Home

- Seniors receive the support they need to remain independent for as long as possible
- Richmond works collaboratively and efficiently to create strong community supports for seniors
- Better at Home funding is leveraged to provide sustainable ongoing programs in Richmond



With Better at Home funding, we will build on our integrated model of Seniors Community Support Services, giving seniors the support they need to remain independent.

- Continue providing current services...
 - Seniors Information & Referral
 - Senior Peer Counselling
 - Caregivers Education and Support
 - New Community Action Ambassadors Program



- Expand Volunteer Shopping to a wider clientele
 - Volunteer Richmond has operated Volunteer Shopping for 20 years, for Vancouver Coastal Health
 - Staff and volunteers have extensive experience with the needs and challenges of this client group
 - Infrastructure is in place
 - Policies and procedures are in place

- Re-introduce a Transportation Program
 - Door-to-Door transportation, ideally using volunteer drivers
 - Consistently identified as a major service gap
 - Does not duplicate other services (e.g. handyDART)
 - Build on the experience of having operated a transportation service in the past
 - Volunteer recruitment, screening, training and management expertise
 - Policies and procedures
 - Risk management
 - Broaden previous program's clientele / services
 - Better at Home funding is more broadly based
 - Will require a new business plan, new intake protocols, revised policies and risk management procedures

- Re-introduce Volunteer Visiting and Telephone Programs
 - Social supports are critical to reducing isolation and promoting well-being
 - Build on experience
 - Volunteer Richmond operated a friendly visiting program for many years
 - Volunteer recruitment, screening, training and management expertise
 - Policies and procedures
 - Risk management
 - Complement current programs and expertise
 - A natural fit with Seniors I & R, Senior Peer Counselling and Community Action Ambassadors
 - Volunteer Richmond provides training to volunteers on seniors' issues and the services available



Collaboration and Partnerships

- In all of our programs, we collaborate with other local organizations
- We promote all Richmond organizations' community services to clients and the public
- There are possibilities for contracting out specific Better at Home services to other organizations



Planning for Sustainability





A Summary

- As Lead Agency, Volunteer Richmond offers:
 - 30 years' experience providing support to seniors in the community
 - Specialized knowledge of seniors' issues and needs
 - Leadership in volunteer management
 - Diverse and culturally aware staff and volunteers
 - Organizational capacity
 - Ability to leverage additional funding
 - Strong community partnerships
 - An engaged volunteer base



**Volunteer
Richmond**) Information
Services

**Because we're here...seniors stay
independent longer.**

Appendix 6 – Sample posters & notices

Do you know a senior who may need help at home?

We'd like input from seniors, family members and community agencies from the Filipino community on how we can best support and determine services for seniors who face challenges coping with daily living chores, getting to appointments, or would benefit from a friendly visit so that the services most needed are developed through the Better at Home program in Richmond.



Together, we can give seniors a hand.

You are invited to attend a community consultation session with Filipino seniors, caregivers and family members
Saturday, January 19, 2013

Place: Minoru Seniors Centre
7660 Minoru Gate, Richmond, BC
Time: 11 am

For more information:
Telephone: 604-271-8512
Email: betterathome.louise@shaw.ca

Better at Home
United Way helping seniors remain independent.



United Way

www.betterathome.ca

Do you know a senior who may need help at home?

We'd like input from seniors, family members and community agencies on how we can best support seniors who face challenges coping with daily living chores, getting to appointments, or would benefit from a friendly visit. Help determine the priorities for non-medical services that will help keep seniors in their homes longer and the organization to develop the services.



Together, we can give seniors a hand.

You are invited to attend a **COMMUNITY CONSULTATION**.
THURSDAY, January 17, 2013
Richmond City Hall
Room 2.004, 6911 No. 3 Rd
Time 9:15 Check-in & coffee to noon
Pre-registration by January 15, 2013

Second stage follow-up meeting

STAKEHOLDERS MEETING
THURSDAY, January 24, 2013
Richmond City Hall
Room 2.004, 6911 No. 3 Rd
Time 12:45 Check-in & coffee to 4 pm
Pre-registration by January 22, 2013

To Pre-registration
Telephone: 604-271-8512
Email: betterathome.louise@shaw.ca

Better at Home
United Way helping seniors remain independent.

www.betterathome.ca



United Way

Also used as an invitation & for an email blast

Do you know a senior who may need help at home?

We'd like input from seniors, family members and community agencies on how we can best support seniors who face challenges coping with daily living chores, getting to appointments, or would benefit from a friendly visit. Help determine the priorities for non-medical services that will help keep seniors in their homes longer.



You are invited to attend a community consultation meeting.
THURSDAY, January 17, 2013

Richmond City Hall
Room 2.004, 6911 No. 3 Rd
9:15am Check-in & Coffee - 12:00pm

Pre-registration required by
January 15, 2014
Telephone: 604-271-8512
Email: betterathome.louise@shaw.ca



www.betterathome.ca

Do you know a senior who may need help at home?

We'd like input from seniors, family members caregivers, and community organizations to review community development findings and select a lead agency to be responsible for the delivery of non-medical services to help keep seniors in their homes longer.



You are invited to attend a community Key Stakeholders meeting.
THURSDAY, January 24, 2013

Richmond City Hall
Room 2.004, 6911 No. 3 Rd
12:45 pm Check-in & Coffee - 4:00 pm

Pre-registration required by
January 22, 2014
Telephone: 604-271-8512
Email: betterathome.louise@shaw.ca



www.betterathome.ca

我們向長者伸出援手。

「家中安享」(Better at Home) 是一個新的項目，旨在協助年長者保持生活獨立。

重視不斷增長的需求

長者群體常常需要協助，以保持在家中生活獨立，並繼續在社區中扮演積極的角色。

「家中安享」項目將幫助長者處理簡單的日常事務，從而有利於他們繼續獨立生活並與社區保持緊密聯繫。

提供一系列非醫療服務

「家中安享」項目所提供的服務會依據不同社區的需求而設置，部分項目包括：

- 家訪
- 買菜
- 做家務
- 房屋修繕
- 鏟雪
- 預約接送
- 庭院雜事

「家中安享」服務所收取的費用將根據一個基於支付能力的滑動區間來決定，有些會免費提供。

以社區為基礎的服務理念

提供「家中安享」服務的人員—受薪員工和來自本地非盈利組織的義工，將服務於他們自己所屬的社區；通過幫助所在社區的長者，維持一個多元化、有包容性和有活力的鄰里環境。

聯合公益金 (The United Way) 的角色

低陸平原聯合公益金 (United Way of the Lower Mainland) 支持年長者長而不卑，通過卑詩省政府的資金支持，幫助在全省多至60個社區推行「家中安享」項目。這是低陸平原聯合公益金支持老年人保持獨立、防止社會孤立的具體行動之一。卑詩省聯合公益金組織會竭盡所能，使老年社區更加美好。

FOCUS GROUP AGENDA

2 HOURS

1. Welcome & Introduction
2. Overview of Better at Home
3. Purpose of meeting
4. Survey
5. Open discussion on non-medical services need in Richmond to keep seniors independent at home longer
6. Next Steps
7. Conclusion

PRESENTATION AGENDA

1 HOUR

1. Overview of Better at Home – distribution of survey
2. Role of Community Developer & process
3. Needs Assessment
4. Lead Agency selection
5. Questions & Answers
6. Next Steps
7. Community & Stakeholders meeting announcements

COMMUNITY CONSULTATION MEETING JANUARY 17, 2013 –

2.5 HOURS

1. 9:15 Registration with coffee
2. 9:30 Welcome & Introductions
3. 9:40 Better at Home project description
4. 9:50 Community Development Findings
5. 10:20 Q&A for project description & findings -
6. 10:30 Small Group Reflections – move into groups of 8-10 at tables with flip charts
7. 11:15 Feedback from Small Group Reflections
8. 12:00 Next Steps – Wrap-up
9. 12:15 Meeting Ends

KEY STAKEHOLDERS MEETING JANUARY 24, 2013

3 HOURS

1. 1:00 Welcome & Introductions
2. 1:15 Better at Home Community Development Overview
3. 1:30 Better at Home Governance Model & Implementation Process
4. 1:45 Presentations
5. 2:45 Discussion & Identification of Lead Agency
6. 3:45 Next Steps & Wrap-up
7. 4:00 Meeting Ends

Appendix 8 List of Focus & Presentation Groups

Focus Groups

- BC Muslim Association
- Richmond Multicultural Community Services – Filipino Seniors
- Richmond Multicultural Community Services – Mandarin Seniors
- Richmond Multicultural Community Services – South Asian Laides
- S.U.C.C.E.S.S – Cantonese Seniors
- S.U.C.C.E.S.S. – Mandarin Seniors
- S.U.C.C.E.S.S. – Maple Mandarin Seniors
- West Richmond Community Centre Seniors

Presentation Groups

- Kehela Society
- Multicultural Helping House Society – Richmond Filipino Seniors
- Richmond Community Services Advisory Committee
- Richmond Seniors Advisory Committee
- Richmond Seniors Network
- Rosewood Manor Outreach Services
- South Arm Community Centre Seniors