

Planning for a Community where Seniors Flourish

**Seniors Engagement Session
October 17, 2019**



Christien Kaaij and Nola Poirier, alof*i* Consultancy
November 19, 2019

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1. Introduction and Background

A 2016 study *Aging in Powell River* highlighted many factors in the region increase seniors' vulnerability and hinder a senior's ability to age in place and access services. As of 2016, 27% of the population of Powell River¹ was 65 and over, compared to 18% for the province as a whole. With an aging population comes a responsibility to assess, plan, and think about how we can better support seniors in our community by becoming more age-friendly.

As part of Powell River's measures to making the community more age-friendly, a Seniors Community Council was formed in 2018. On October 17, 2019 The Seniors Community Council hosted a Seniors Engagement Session as a way to hear from Powell River seniors about their experiences in the community. Especially, they wanted to find out what are their concerns and needs, and to hear their ideas for solutions. The results of this discussion will help guide the Seniors Community Council as they identify their priority work areas for 2020.

This document provides a brief report of the engagement event.

2. Outline of the event

127 seniors participated in the event, including 16 facilitators (see appendix 1 for an overview of staff, consultants and facilitators). The event started by holding a short training for all the facilitators before the other participants arrived. Facilitators were asked to read aloud the background information from the handout (see Appendix 2). Each of them would then facilitate their table's discussion on the three topics, and then would capture on sticky notes the five key things their group determined were most important for each topic area. During the discussions, one table at a time would be called to receive their lunch, and they could continue their discussions while they ate.

When nearly all of the registered participants had arrived, Melissa Furlotte, Acting Health and Fitness Coordinator made a few announcements after which Christien Kaaij explained the event and handed the discussion over to the table facilitators.

¹ "Powell River" encompasses the City of Powell River, Tla'amin Nation and Powell River Regional District.

3. Table Talks

There were 16 tables, almost all of them had eight people at each one, including the facilitator. The facilitators first read aloud the background information from the notes to help all participants understand why the event was taking place, what age-friendly communities are, and how the community has arrived at this point in its efforts to improve Powell River's age-friendliness.

Each table then discussed the development of the Seniors Community Council and introduced the council's priority areas: *Consultation and Advocacy*, *Effective Information Services for Seniors*, and *Complete Streets*. The facilitators read out the list of all Community Council has accomplished so far.

After approximately 30 minutes, the facilitators opened the first of the three table discussions. The first discussion topic was: **What is going well for Seniors in the community?**

After having a table discussion, each facilitator worked with their group to determine the top five ideas on the topic. The facilitator then wrote these ideas down, one per sticky. These were collected and put on the wall where Christien and Nola sorted them into meaningful categories. (A full overview of all the ideas for this discussion is provided in Appendix 3).

The second table discussion topic was: **Concerns and Needs of Seniors.**

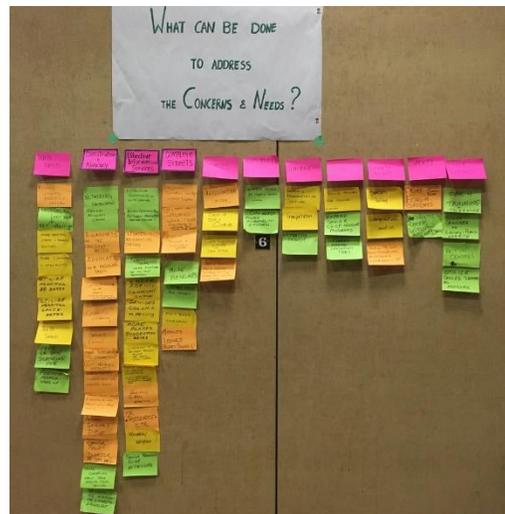
Once again, the table had a discussion on the topic, then each facilitator captured the group's top five ideas on stickies. These were put on the wall and Christien and Nola sorted them into categories. (A full overview of all the ideas for this discussion is provided in Appendix 4).



For the final table discussion, the group was asked to build from what's working in order to determine **What can Be done?**

Each table put their top five ideas onto sticky notes, one per sticky, and these were stuck on the wall and sorted into categories. (A full overview of all the ideas for this discussion is in Appendix 5).

Some of the tables finished quickly, while others wanted to use the full amount of time allotted. Because some groups were waiting, Christien gave a report back in progress to share the headings and some of the ideas from the first two discussions. She also shared that all the information would be put into a report.



4. Results

The three areas the Seniors Community Council had selected as their initial priority areas remain important to members of the wider senior community: *Consultation and Advocacy*, *Effective Information Services for Seniors*, and *Complete Streets*. Most of the issues raised during the session fall into one of those three categories. In addition to those three, other issues that came up fell mostly into two other categories, with many related to *Activities and Community-Building*, and a smaller number to *Senior Services*.

The tables in this section show a summary of the points made for each area and present the side-by-side what's going well, what are the concerns and needs, and ideas for what to do.

Consultation and Advocacy

Many of the needs of seniors in Powell River are big – care beds, better transportation options, more doctors, etc. – and are things that the Seniors Community Council cannot change directly. However, the council can hear from the community about their specific needs and concerns and then advocate for some of these changes.

| | What's working | What are Seniors' Concerns and Needs | What Can We Do About It? |
|----------------------|--|--|---|
| Accessibility | <ul style="list-style-type: none"> • Orange paint on curbs • The doors & gym at the Complex, • Safe Streets | <ul style="list-style-type: none"> • Accessible doors, fixtures (toilets), and buildings, especially the Complex • Cleared sidewalks • Getting on/off sidewalks and curbs • Need handrails (Mac Cameron theatre) | <ul style="list-style-type: none"> • The City needs higher accessibility standards |
| Affordability | <ul style="list-style-type: none"> • Retail, theatre and other discounts | <ul style="list-style-type: none"> • Cross the board rates for seniors • Gas prices | |
| Advocacy | <ul style="list-style-type: none"> • The Seniors Community Council | | <ul style="list-style-type: none"> • Need a Seniors Advocacy Centre; |

| | | | |
|--------------------|---|---|---|
| | | | <ul style="list-style-type: none"> • Awareness of seniors concerns and needs • A seniors' issue director at City Hall; • Advocate on regular basis, get Council to listen; • More cooperation & communication between City Hall and the District |
| Care Beds | <ul style="list-style-type: none"> • 177 well-equipped long-term care beds | <ul style="list-style-type: none"> • Lack of long-term care beds • Lack of hospice beds • Care facilities through VGH • Next steps after home | |
| Health Care | <ul style="list-style-type: none"> • All the stay-at-home programs (incl. Better at Home) • Doctors who make house calls • Having a Community Paramedic Health Care • Red Cross cupboard • The hospital • Medical services improvements | <ul style="list-style-type: none"> • Better access to health care – services, specialists • More home support (esp. when there is no family) • More doctors • Out of town medical support • Faster service at Emergency • Lack of medical services (specialists, space, nurses, hospice) • No therapeutic pool at hospital | <ul style="list-style-type: none"> • Urgently need hospice – fundraise to expedite development • More hospitals, doctors, specialists, and equipment; • Better system for fast-tracking seniors at Emergency/Urgent care; • Spend hospital budget better; • Free drug dispensing |
| Housing | <ul style="list-style-type: none"> • There's some affordable housing | <ul style="list-style-type: none"> • More and more affordable assisted housing | <ul style="list-style-type: none"> • Have more seniors co-op housing |

| | | | |
|-----------------------|---|--|--|
| | | <ul style="list-style-type: none"> • What does it take to qualify for Kiwanis? | <ul style="list-style-type: none"> • Build more housing with services for seniors • Clarify the definitions of housing types |
| Transportation | <ul style="list-style-type: none"> • Good transportation overall, • Good transit - includes service to Complex, • Bus shelters | <ul style="list-style-type: none"> • More and more affordable transportation for out of city limits • More access to Handy Dart • Transport in/out of town (Vancouver etc.) • More bus stops and seating | <ul style="list-style-type: none"> • Increase transportation options • Expand area for transit • Lobby transit |

Activities and Community-building

Activities and Community-building is not one of the issues that the council had previously identified as a priority. Nearly all of the changes called for under this category could be made at the local level.

While the Seniors Community Council hadn't selected this as priority work area, participants at the Council's Seniors Engagement event commented that the engagement event was a great way to get together. By giving people a discussion topic that was meaningful to all of them, it brought people and ideas together and was a great, social activity.

| | What's Working? | What are Seniors' Concerns & Needs? | What Can Be Done? |
|---------------------------------------|--|--|--|
| Activities | | <ul style="list-style-type: none"> • Need organized tours or events • More action-oriented activities (i.e. travel groups) • Need a Drop-in Centre • Need fishing pier • Encourage participants in seniors' games | <ul style="list-style-type: none"> • Form a seniors' choir • More participation in daytime activities • Have entertainment at seniors' meetings |
| Arts, Culture, Library | <ul style="list-style-type: none"> • Community programming • The Library • Variety of entertainments • Elder College • Choirs | | |
| Community Building | <ul style="list-style-type: none"> • Teenagers love & respect seniors • Thoughtful neighbours and citizens • Caring businesses | | <ul style="list-style-type: none"> • Have opportunities for intergeneration connections |
| Isolation | | <ul style="list-style-type: none"> • Lonely, isolated & shut-in seniors • Need community outreach and connections | <ul style="list-style-type: none"> • Seniors Council could mobilize volunteers to visit isolated seniors and those without a local support system |
| Opportunities for Volunteering | <ul style="list-style-type: none"> • There are lots of opportunities | <ul style="list-style-type: none"> • Volunteers aging out, need more | |

| | | | |
|---------------------------|--|---|---|
| Outdoor Recreation | <ul style="list-style-type: none"> • Trails (some accessible) • Benches • Sea wall • Lots of options | <ul style="list-style-type: none"> • Trail around Inland Lake needs maintaining, and upgrading for people with mobility issues | |
| Programs @ Complex | <ul style="list-style-type: none"> • Seniors Together • Seniors exercise programs • The Complex facility | <ul style="list-style-type: none"> • Need snooker tables • Pool temperature is too cold | |
| Safety | <ul style="list-style-type: none"> • Safe place to live | <ul style="list-style-type: none"> • Neighbourhood Watch • Crime rate reduction • Senior safety | <ul style="list-style-type: none"> • Cameras • More lighting • Block watch • RCMP to provide safety information |
| Seniors Centre | <ul style="list-style-type: none"> • Seniors Centre support groups & programs | | |



Effective Information for Seniors

The results of the table discussions show that *Effective information Services* is a good choice as one of the priority areas for the Seniors Community Council. Participants offered many ideas for ways to improve information dissemination both for and about seniors.

| | What's Working? | What are the Concerns and Needs of Seniors | What Can Be Done? |
|--|---|--|---|
| Communications Between Agencies | | | <ul style="list-style-type: none"> • Better communication between organizations serving seniors |
| General Information | | <ul style="list-style-type: none"> • Need public education on ageism | |
| Senior Outreach | <ul style="list-style-type: none"> • Lots of information available | <ul style="list-style-type: none"> • Need more printed materials, not online • Information and system navigation • Need ways for people to find out about services, such as Pharm-medical who visit homes to offer medical help | <ul style="list-style-type: none"> • Have a Research Centre where seniors can share knowledge with the next generation • Put suggestion boxes in more places • Need ways to share updates and information including more advertising for public meetings • Extend the Seniors Resource Guide • Have a seniors column in PR Living • Have a Resource Centre for seniors • Have a directory of tradespeople who can still work |
| Urgent Communication Systems | | | <ul style="list-style-type: none"> • Have people on-call for urgent situations (i.e. snow shovelling) |

Complete Streets

Complete Streets, one of the other priority areas of the Seniors Community Council, showed up as an area where many seniors had needs and concerns. Many of the suggestions in this category could be developed or advocated for at the local level.

| | What's Working? | What are the Concerns and Needs of Seniors? | What Can Be Done? |
|---------------------------------|-----------------|--|--|
| Sidewalks, streets, and parking | | <ul style="list-style-type: none"> • Sidewalk safety and scooters • Unsafe placement of sandwich boards • Lack of sidewalks • Upgrade sidewalks and curbs • Need parking at Willingdon for people with mobility issues • Keep pavement in good shape | <ul style="list-style-type: none"> • Upgrade Complex bridge, install lighting • Put in ramps and automatic doors • More benches • Fix and build sidewalks • Address mobility issues e.g. audio signals) |
| Facilities | | <ul style="list-style-type: none"> • Need rest stops | |
| Education | | <ul style="list-style-type: none"> • Need a course for new scooter drivers and scooter safety improvement | |

Services for Seniors

Participant input also fell into the category of *Services for Seniors*. While there are fewer concerns and ideas here than in other areas, that does not necessarily reflect the importance of those that were raised. Many of the services suggested are specific and potentially attainable without government support.

| | What's Working? | What are the Concerns and Needs of Seniors? | What Can Be Done? |
|----------|--|--|---|
| Services | <ul style="list-style-type: none"> • Free home delivery of groceries, meals, and medication | <ul style="list-style-type: none"> • Trades and other supports won't travel outside City limits • Need Wheels for Wellness | <ul style="list-style-type: none"> • Offer tech training and tolerance of seniors • Use skilled seniors as advisors, including for the library • Have pet centres where seniors can visit with animals |



5. Facilitator Debrief

In a facilitator's debrief at the end of the event, the group highlighted some of the main findings that are captured in the chapters above. Some additional ideas were added. Below is a summary of these key findings. Appendix 6 provides a full overview of the debrief.

Some additional key findings:

- People were appreciated about the event and about all the work the Seniors Community Council has achieved.
- The acoustics of the room made it difficult to read the slides out loud at the table. It was recommended to use microphone and go over the slides as a large group.
- Having the slides in hand, was useful, but the font of the slides needs to be larger.
- Lastly, it was pointed out that "seniors" are a diverse group, both in ability as in interest. This should be taken into consideration.
- Participants would like the opportunity to see the results and read the report
- Participants would like the opportunity to set priorities

6. Next Steps

The following next steps are recommended:

- Melissa to make the report publicly available.
- Melissa to send the report to everyone who registered for the event.
- Seniors Community Council to set priorities and develop an action plan, based on the event.
- Senior Community Council to present the report, priorities and action plan at a Seniors Together Luncheon.

Appendix 1: List of Staff, Consultants and Facilitators

Staff:

- Melissa Furlotte, Acting Health and Fitness Coordinator
- Christien Kaaij, Alofi!i Consultancy (Facilitator)
- Nola Poirier, Alofi!i Consultancy (Note taker)

Facilitators:

- | | |
|------------------|-------------------|
| ▪ Meriko Kubota | ▪ Ron Koros |
| ▪ Sarah Blum | ▪ Terry Hollo |
| ▪ Linda Belanger | ▪ Diana Yenssen |
| ▪ Pam Kenny | ▪ Kimberley Young |
| ▪ Barb Cooper | ▪ Jodi Mackenzie |
| ▪ Doreen Hopkins | ▪ Carmen Kuczma |
| ▪ Jim Palm | ▪ Nora Koros |
| ▪ Ray Boogards | ▪ Lilla Tipton |

Appendix 2: Presentation Slides

Planning for A Community Where Seniors Flourish

Seniors Engagement Session
October 17, 2019
Christien Kaaji and Nola Poirier, alof*i* Consultancy, christien@alofi.ca, 604.314.6461

1

Agenda

```

    graph LR
      A[Background  
11:00] --> B[Table Discussion]
      B --> C[Working Lunch  
12:00  
Notes will be called]
      C --> D[Table Discussion]
      D --> E[Next Steps  
2:30]
  
```

2

Why are we doing this?

Powell River region by age 2016

Figure 9: Age distribution in Powell River region.

| Age Group | Powell River Region (%) | BC (%) |
|-------------|-------------------------|--------|
| 0-19 years | 19% | - |
| 19-64 years | 54% | - |
| 65+ years | 27% | 27% |
| 65+ years | - | 18% |

35% by 2025*

3

Age Friendly Communities

Physical Environment

- Housing
- Outdoor Space and Buildings
- Transportation

Programs and Services

- Civic Participation and Employment
- Community Support and Health Services
- Social Participation
- Respect and Social Inclusion
- Communication and Information

4

Benefits of Age Friendly Communities

| Group | Benefit |
|------------|--|
| Seniors | Age actively; remain independent and involved; |
| Businesses | Retain senior customer; support older workers |
| All | Safer, barrier-free environment |
| | Increased participation seniors |

5

How we got here

- 2016: Aging in Powell River – research
- 2017: Powell River Regional Social Planning Program
- Fall 2017: Seniors & Community partners engagement
- Winter 2017: Age Friendly Community Plan
- Summer 2018: Seniors Community Council Established
- Fall 2018: Seniors Community Council Strategic Directions & Action Plan

6

Seniors Community Council

Our Vision:
what we strive for

A Community where Seniors Flourish

Our Mission:
what we will do

**Empower and advocate for seniors
by being a collaborative and effective voice**

Our Values:
how we will do our work

| | | |
|---|---|---|
| Accountable Committed to the betterment of seniors. | Empowering Supporting seniors to help themselves. | Respectful Sensitive to the needs of all seniors. |
|---|---|---|

Our Priority Areas
our focus for 2019 and 2020

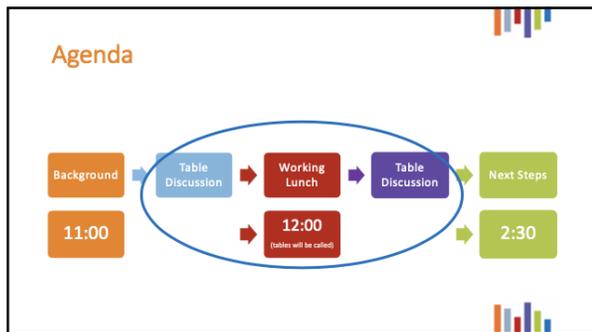
| | | |
|---|---|---|
| Consultation & Advocacy Senior issues are known and advocated for | Effective Information Services for Seniors Seniors are informed | Complete Streets Seniors can move around safely |
|---|---|---|

7

Plans and Accomplishments

- **Consultation & Advocacy: Senior issues are known and Advocated for:**
 - Advocate for issues identified by seniors (ongoing)
 - Host bi-annual community meeting(s) to identify seniors needs (ongoing)
 - Suggestion boxes (ongoing)
 - Ensure seniors are represented at key (regional) committees (ongoing)
 - Involved with Community Response Network (in progress)
- **Effective information services for seniors: Seniors are Informed**
 - Publish and Distribute seniors resource guide (complete)
 - Find sustainable funding for guide (in progress)
 - Established web presence (complete)
 - Additional activity's: Seniors Fair
- **Complete Streets: Seniors can move around Safely**
 - Bus shelters and benches (3 locations identified – One shelter in development)
 - Improving safety of seniors using scooters & powered wheelchairs (in progress)
 - Working on goals of a safer street for seniors (in progress)

8



9

Table discussion (start at approximately 11:30)

What is going well for seniors in our Community?

Write your top 5 ideas down on a sticky

| | | |
|------------------------|-----------------------------|---------------------------|
| ONE IDEA PER STICKY | 3-5 KEY WORDS PER STICKY | IN CAPITALS - IN FELTS |
|------------------------|-----------------------------|---------------------------|

10

Table discussion (start at approximately 12:00)

What are some **concerns & needs** of seniors in our Community?

Write your top 5 ideas down on a sticky

| | | |
|------------------------|-----------------------------|---------------------------|
| ONE IDEA PER STICKY | 3-5 KEY WORDS PER STICKY | IN CAPITALS - IN FELTS |
|------------------------|-----------------------------|---------------------------|

11

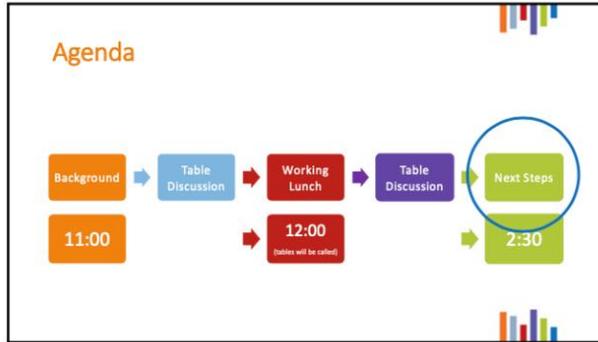
Table discussion (start at approximately 1:15)

Building on what is going well, **what can be done** to address the concerns & needs?

Write your top 5 ideas down on a sticky

| | | |
|------------------------|-----------------------------|---------------------------|
| ONE IDEA PER STICKY | 3-5 KEY WORDS PER STICKY | IN CAPITALS - IN FELTS |
|------------------------|-----------------------------|---------------------------|

12



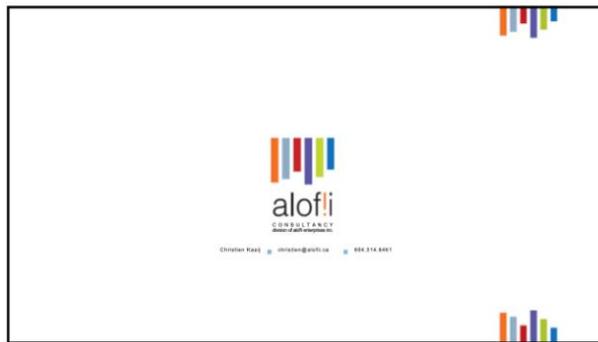
13

Next Steps (start at approximately 2:00)

- Collective review of **what is going well, concerns & needs and ideas.**
- Seniors Community Council will:
 - Review ideas
 - Establish a plan for 2020-2021
 - Continue to:
 - Empower and advocate for seniors
by being a collaborative and effective voice.

(Christine/SCC members: you might want to consider adding "If you would like to become involved in the Seniors Community Council, please contact...")

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Appendix 3: What is Going Well in Our Community?

| Consultation and Advocacy | | | | | |
|---------------------------|---------------------------------------|---|---------------------------|---|--|
| Housing | Accessibility | Senior Discounts | Seniors Community Council | Health Care | Transportation |
| Affordable Housing | Orange paint on curbs | Patricia Theatre provides discounts for Seniors | Seniors Community Council | Some doctors will make home visits | Bus Shelter |
| | Safe streets | Senior Discounts | Seniors Community Council | Community paramedic | Good transit – includes service to complex |
| | The doors at the complex | Retail Seniors Discounts | Seniors Council | Stay-at-home programs (Home Support, Better at Home, Community paramedic) | Transportation overall |
| | Rec Complex especially new doors, gym | | | Better at Home service to Elders | |
| | | | | Better at Home program | |
| | | | | Red Cross cupboard | |
| | | | | 177 well-equipped long-term beds | |
| | | | | Hospital | |
| | | | | Medical services improvement | |

| Activities and Community-building | | | | | | |
|--|--------------------------|--|------------------------------|---|---------------------------------------|-------------------------------------|
| Seniors Centre | Arts, Culture, Library | Programs at Complex | Seniors Together | Outdoor Recreation | Opportunities for Volunteering | Good Community |
| Seniors Centre & services | Community programming | Seniors-friendly exercise @ Complex | Seniors Together | Good outdoor recreation | Volunteer opportunities | Safe place to live |
| Many support groups | Variety of entertainment | City of Powell River programs : Complete Streets -Seniors Together -Rec Programs | Seniors Together | Trails & seats | Opportunities to be active and social | Kind, thoughtful citizens |
| Cranberry Seniors Centre programs are good | Excellent library | Senior exercise programs at the Complex | Seniors Together - excellent | Sea walk | Volunteer opportunities | Teenagers love + respect seniors |
| Cranberry Seniors Centre | Arts, music | Rec Complex programs | Seniors Together | Good walking areas – trails, beaches, seawall | Ability to volunteer | Neighbours/ community |
| Seniors Centre | Music, Culture, Choirs | Public facilities | Seniors get-together | Trails for walking | | Strong friendships , social network |
| | Elder College | Complex great for seniors | Seniors Together | Physical environ- | | Small town, |

| | | | | | | |
|--|--|--|---|----------------------------------|--|---|
| | | | | ment (weather) | | helpful people |
| | | | Seniors Together Info and Social | Accessi- ble trails (some) | | Right size community , welcoming |
| | | | Seniors get- together monthly | Lots of recreation | | Caring businesses |
| | | | | | | Overall environ- ment |

| |
|--|
| Effective Information for Seniors |
| Information |
| Lots of info |
| Lots of information available |

| |
|--|
| Services for Seniors |
| Home Delivery |
| Home delivery of products – groceries, meals, medication |
| Free grocery delivery, pharmacy |
| Retail delivery services |

Appendix 4: Concerns and Needs of Seniors

| Consultation and Advocacy | | | | | |
|-------------------------------------|--|---|---|--|-----------------------------------|
| Health Care | Accessibility | Care Beds | Housing | Transportation | Affordability |
| Health Care services | Building accessible doors etc. | Lack of Hospice beds | Eligibility for Kiwanis? What it takes? | No annual bus pass for south of town | Gas prices |
| Access to health care | Handicapped accessibility to buildings | Next steps from home | More affordable assisted housing | Not enough bus service for south of town. (only 2x/week now) | Cross the board rates for seniors |
| More Home Support | Inaccessibility – doors, dangerous to get on/off sidewalks | Lack of long-term care beds | Affordable & supportive housing | Handy Dart bus? | Affordability |
| Help when there is no family | Accessibility Complex | Care facilities through VGH, more doctors | Expensive seniors housing | Transportation to Vancouver | |
| Out of town medical support | Cleared sidewalks (icy) | | Affordable & accessible housing | | |
| Therapeutic pool closed at hospital | Handrails (MC Theatre) | | | Transit not accessible. Handy Dart 80% subscription, not in Regional Dist. | |

| | | | | | |
|---|--|--|--|--|--|
| "Living at home" help – basic to extended | | | | Rural, Handy Dart, Bus, walkability | |
| Emergency room needs improvement on time | | | | More Bus Stops | |
| Availability of care, accessibility, cost, hospice | | | | Cost and lack of transportation | |
| Lack of family doctors | | | | Handy Dart program improved | |
| More effective health care services | | | | BC Transit in/out of town, ferry connections | |
| Lack of health services (nurses, specialists, space @ hospital) | | | | Senior-friendly bus to Vancouver | |
| Access to specialist | | | | Transport | |
| Stay in your own home program | | | | Seating bus stops | |

| Activities and Community Building | | |
|---|---|----------------------|
| Activities | Isolation | Safety |
| Organized tours or events | Isolated seniors | Senior safety |
| More action-oriented activities (i.e. travel groups) | Community connection – housing, isolation | Neighbourhood Watch |
| Need snooker tables at Complex | Shut-ins, lonely | Crime rate reduction |
| Drop-in area at the mall. Spruce up area by lottery sales | Outreach to combat loneliness | |
| Facilitators, drop-in centre | | |
| Need fishing pier | | |
| Pool temperature is too cold | | |
| Encourage participants in seniors' games | | |

| Effective Information Services |
|---|
| Information |
| More printed materials, not on-line |
| Information and system navigation |
| Paramedicine ² not well-known. How to get in touch? (i.e. they visit homes to test blood pressure) |

| Complete Streets | | | |
|--|---|------------------------------|--------------------------------|
| Sidewalks | Streets & Parking | Facilities | Education |
| Sidewalk safety scooters | Need handicapped parking @ Willingdon Beach | City facilities – rest stops | Course for new scooter drivers |
| Sidewalk bike lanes and scooters | Improved streets esp. for pedestrians | | Scooter safety improvement |
| Unsafe placement of sandwich boards | Bad driveways and cut-outs | | |
| Help with lack of sidewalks and quality of sidewalks | Pavement issues | | |
| Sidewalks/curbs/door upgrades for better accessibility | | | |

² The original comment referred to Pharm-medical. It is assumed that the comment referred to Paramedicine.

| Other |
|---|
| Additional Concerns and Needs |
| Trades and other supports will not travel outside city limits |
| Handyman person resource (use a retired handyman who can be hired to help others) |
| Education on ageism |
| Meal delivery |
| Volunteers – aging out, need more |
| Wheels for Wellness |

Appendix 5: What Can Be Done to Address the Concerns & Needs?

| Consultation and Advocacy | | | | |
|---|---|---|---|---------------------------------|
| Health Care | Consultation & Advocacy | Accessibility | Housing | Transportation |
| Urgently need hospice house | Networking (like this session) | Higher toilets at public venues (i.e. in Complex) | Build housing for seniors (with services) | Increase transportation options |
| Fast-tracked triage @ hospital (to ER, urgent care) | Seniors Advocacy Centre | City needs higher accessibility standards | Expand seniors co-op housing programs | Transportation |
| More hospital staff & doctors | Awareness of concerns and needs | | Clarify housing definitions types | Lobbying transit |
| More equipment & specialists | Advocate on a regular basis | | | |
| Use hospital money better | Consultations with public | | | |
| Use hospital space better | Council is listening | | | |
| Health services | Seniors Council | | | |
| Free senior drug dispensing | More communication/c operation btw City Council and Regional District | | | |
| Fundraise to accelerate hospice creation | Seniors Council | | | |
| | Seniors Council advocate for medical care and affordable housing | | | |
| | Annual Seniors input | | | |

| | | | | |
|--|---|--|--|--|
| | A “Seniors Issue Director” at City Hall | | | |
| | More concern about drug addicts than seniors | | | |
| | Need an “Americans for Disabilities” equivalent | | | |

| Activities and Community-building | | | |
|--|---|------------------------------------|--|
| Activities | Isolation | Safety | Community-Building |
| Participation (daytime) | Seniors Council needs to mobilize volunteers to set up telephone tree and visits to isolated people | RCMP to provide safety information | Community building |
| Form a seniors’ choir | | Cameras, lighting, Block Watch | Intergenerational connections |
| Entertainment events @ seniors’ meetings | | | Check on the well-being of people who do not have a support system in PR |

| Effective Information Services | |
|---|--|
| Senior Outreach | Communication Between Agencies |
| Effective communication with seniors | Better communication between organizations serving seniors |
| Updates and information sharing | Inter-agency communication |
| Research Centre – using knowledge for the Next Generation | |
| Seniors column in PR Living | |
| Suggestion boxes in more places | |
| Directory of retired tradespeople who can still work | |
| Advertising for public meetings | |
| Senior Resource Centre | |
| Information/navigation | |
| Senior resource guide extended | |

| Complete Streets |
|---|
| Infrastructure |
| Upgrade Complex bridge, install lights |
| Trail around Inland Lake needs maintaining and upgrade for handicapped people |
| Put in ramps and automatic doors |
| More benches |
| Expanded area for transit |
| Fix and build sidewalks |
| Mobility issues (audio signals) |

| Services for Seniors |
|---|
| Services |
| Tech training and tolerance |
| Senior advisor to library – public website |
| Pet Centres (where seniors can visit animals) |
| Use skilled seniors as advisors |

Appendix 6: Facilitators debrief

To close the day, Christien led a debriefing session for the facilitators. Four of them were unable to stay, but the majority attended. She said that they would walk through the agenda one topic at a time to discuss it.

She first thanked the facilitators for being so willing to help and for being present with their groups and helping them express so many ideas.

Background material

Christien asked the group to report back on the background material for the presentation. Was it a sufficient amount? How did the group respond?

- Reading it out loud was difficult as many people couldn't hear. Maybe it would be better for the background if there was one person at the front with the mic, because it turned out that the mic was easy to hear.
- Font on the handouts, particularly the second page was too small for participants to read along. Would be better with one page for each PowerPoint slide.
- It was good to have the papers (slides) in your hands, but better with a bigger font
- Some facilitators said they had questions they couldn't answer. People asking where to find things, and for website addresses. Making information available at the session would be helpful to all participants.
- People were appreciative of the background information and were excited by how much the Seniors Council has done.
- Many people thought the events was a Seniors Together luncheon. They didn't know there was going to be facilitation.
- Groups contained a people who are very connected to each other and local events, and others who don't know many people or don't know about local opportunities. Would be good to have information here on site of the session, so they have it when they leave. (Pamphlets about the Seniors Together luncheon and other resources)
- Have more advertising and better web access for the event (difficult to find information about the Seniors Together luncheon and about this event online).
- Starting with the graph and information about the population of seniors growing was a happy thing for attendees. Made them feel important and feel their power. (One participant said, "If we had this many in the election, we'd have a majority.").

What's Going Well for Seniors— Christien asked the facilitators to report on what stood out in their group when they discussed “What's Going Well”

Transportation

- Some thought it was good, and some did not.

Activities

- There are lots of ways to be engaged. People feel comfortable in community (even people who were newer to town). There are a lot of cultural events.
- Activities available to seniors through churches, the Rec Complex, community groups.

Diverse Demographic

- 65+ is a massive demographic. In that group, there are people who feel too young to be at a “seniors” event, and there are those who are a different life place and perhaps don't use computers etc. – Christien noted that this is good for the Seniors Council to keep in mind – that “seniors” refers to so many diverse people.
- There are “senior-seniors” and “other seniors”. To some Seniors Together seems like it will be too “old” to come to, but then people come, and it is great.
- There are young seniors, middle seniors, old seniors. A big difference between all. Can't take for granted those differences – whether they use computers or not, and the kinds of activities they want, etc.

Information-Gathering and Community-Building

- The event was good in terms of information gathering, and also for networking and making connections.
- People said how great this was to be in a room with so many seniors and talk about the community – and to socialize. They also said that they learned a lot. The conversation made it so people had something to do together. Having a joint topic to discuss made it easier for people who didn't know many or any others to participate.
- It was nice how the tables were so mixed so there was a range of ages. Older people remind younger ones what they need to be planning for when they get older.

Facilitation Comments

- Many people who've been in the community longer had trouble getting to what's going well. Had to discuss issues at first, then come around later to what's going well.

- One person was saying that moving here was a mistake and when other people were raving about how good things were, that person felt more isolated at that time. Maybe framing the opening of the issues differently. Starting with “What’s Great” might not be the best baseline to start with because the group of seniors is divided between new and isolated, and those who are connected and come to many events. – Christien replied that there are different philosophies in opening events. One thought is that starting with something good brings a certain energy to the discussion.

What are Seniors’ Concerns and Needs— Christien asked the facilitators to report on what stood out in this discussion:

Transportation

- There was an older man looking after a son who needs help. But the Handy Dart is by subscription, you can’t book special trips, it’s very hard for this man to get around and help son. For Handy Dart you have to go in to fill out forms, so also hard if people can’t get there to set it up in the first place. The service won’t go to ferries and won’t connect to transportation when you get off the ferry.
- There is a lack of alternatives. If even one thing goes wrong (license gone, death, accident) then people don’t have other options.
- People in the Regional District are not eligible for season passes. And now bus service south of town is only twice a week.
- Transportation is tied to health, because you have to go to the island etc. for health care, but you have to have a ride, drive yourself, or pay a lot of money. People get stuck and many people have to move out of town.
- Could convert a City bus to a Handy Dart. Don’t need it to have all the services, but more services for seniors and those with mobility issues than the regular bus offers.

Health Care

- There are real issues around health care. People need extended care.
- With home and community care, the helpers don’t have enough time with each person. They “dine and dash.” There is no social aspect. The service is too quick to enhance peoples’ lives.
- One woman wanted to move into Kiwanis. She was over 80 and walked with a cane, but she wasn’t eligible because they felt she had too much help at home.
- Many people are ready for next step to leave home, but there is no place to go. Where can they go? What are next steps?
- When people don’t have family where do they go?

- We need subsidized affordable housing. There is so much housing being built, but who can afford it? Who is it for? Where are the rentals? What information about the community are they using as measurement for what they're building?
- What happens when one member of couple goes to care and 80% of the couple's money goes to that? How does the other one afford to stay at home? — One person responded that you have to get divorced. — Another shared there is apparently a new bill that will help out with this coming through the Legislature soon.
- There is some stigmatization at Emergency. Some seniors feel the hospital staff prioritize overdoses, not seniors and their health needs. This feeling has been compounded by a recent local story of a senior who went to hospital and was sent home and then died.

Accessibility

- Sandwich boards are an issue. You can't safely go on sidewalk. Also, the ones as you leave the Complex and turn left, people with any kind of mobility issues can't see if cars are coming.

Christien then asked the facilitators to report back one what came up in their groups during the final Table discussion

What can be done to Address the Concerns and Needs?

- Raise public awareness of seniors' concerns and needs
- Advocate for seniors needs

Information

- Easy access to up to date information was an issue across nearly all groups.
- If they aren't on computers and don't get the PR Peak, they don't know what's going on. How to disseminate the information so people get it?
- The Shopper (Wednesday edition of the Peak) has a "what's going" on section. As well, they have one in PR Living, but it doesn't come out often enough.
- At Seniors Together have a short announcement of upcoming events and activities.

People didn't know about the Seniors Resource Guide

- Where are the suggestion boxes?

Intergenerational Connections

- Great to get kids and Elders together
- There used to be a program in Powell River where seniors went to an after-school program. Martin Rossander loved it. He was surprised to find that young people wanted to talk to Elders.
- Not losing sight of what's been built to date. How to keep it funded and sustained and going.
- Grandparents for hire. They have a lot to offer young families. And there are a lot of young families moving here.
- There was an intergenerational camp at Ocean View years ago. Kids 9 – 12 and seniors. But it didn't have funding to continue. A facilitator came to Seniors Together, but there didn't seem to be interest at that time. Maybe should try again.

Housing

- Biggest barrier to staying home is upkeep. Many seniors need help with that.
- In Canada, we don't have same focus as the US with their Americans with Disabilities Act. We need something like that. Funding here is so entrenched at federal level. Federal money goes to provinces, but we need funding to come directly from the Federal Government to communities as well. Much like how schools/ school districts are funded by numbers of students, we need that for seniors.

Skills to offer

- Seniors want to help and have skills. They don't just need people to help them. Need a resource guide where seniors with skills could be hired. They can consult, can volunteer, can help. Want to know where they can be useful.

Resources

- Need a Seniors Resource Centre. One-stop shop (like CRC but focussed on seniors) Have a drop-in place for seniors. This idea came up in many groups.
- Want a pet centre for isolated seniors. A nice place with dogs and other pets around so seniors can visit with them. If they can't care for them or afford them, then they can still visit them. (Like the Cat Café in Vancouver). – Someone responded that there are play facilities at the SPCA, and St John's ambulance therapy dogs will do events.

Process

Finally, Christien asked for feedback on the process of the event.

Space and Set up

- Spread out tables more, it was hard to move through them, not enough space.
- Would be good to have a space with better acoustics.
- Use the microphone
- Could do a next event at the Seniors Centre. It can seat 200. Has parking.

Lunch

- For some seniors, it was hard to fetch their lunch. Until lunchtime, not everyone knew there was coffee/tea etc., because they couldn't see it.
- The table-by-table eating was well planned. There was no line and it didn't get crowded.

Format

- Tables reported that some people were more shy or reluctant to share their thoughts. So, the facilitators concentrated on getting feedback from each person. They then summarized all ideas to get it down to the five offerings for the stickies. That way everyone had said something.
- Many tables made name cards and that worked well for bringing the group together.
- Would have liked to have a session on one topic (i.e. transportation, health care, etc.) just one topic, but in this same format -- what's working, what's needed, what to do.
- Maybe could have a drop-in coffee house with a "topic of the month."

What Next?

- The information sharing was great. And identifying the needs of seniors in the community, but all of them wanted to know how they could get to see results. Also, it could be that ten tables mention something, but it might not really be the most important item. It's important to have a discussion afterward with the results.
- Participants want to make sure the information is put to use, that action is taken.

Christien reflected back what she'd heard about Next Steps

- participants want to be informed of the results
- See there's action taken, and
- They want a chance to help prioritize actions



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