
Seniors' Housing & Support Initiative



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2013 Age-friendly Community Planning & Project Grants FINAL REPORT FORM

Please complete and return this form **within 30 days of the completion of your project and no later than January 31, 2014**. Please type directly in this form or print and complete. Use additional space or pages wherever required. Thank you in advance for your cooperation.

Questions? Contact Local Government Program Services at (250) 356-5134 or lgps@ubcm.ca.

Project Information

Local Government: District of Sooke

Date of Report: December 31st, 2013

Report made by: Marlene Barry

Position: Contractor

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1. PROJECT TITLE

Sooke Seniors Volunteer Connections

Project start and end dates: Start: March 5th, 2013 End: December 31st, 2013

2. TYPE OF ACTIVITY

- Age-friendly Project
- Age-friendly Community Planning

3. FOCUS AREA(S) - Which Age-friendly components were incorporated into your plan or project?

- Outdoor spaces & buildings
- Transportation
- Housing
- Respect & inclusion
- Social participation
- Communication & information
- Civic participation & employment
- Community support & health services

4. BRIEF SUMMARY OF ACTIVITIES - Please provide a summary of the activities that were undertaken including main accomplishments, best practices and lessons learned.

ENGAGING SENIORS:

March - April/13 - Work with Sooke Senior Drop-in Centre to develop a Visioning Document around their research and dreams for an official home.

Best Practices - Demonstrate value to the work they have already done; keep it light and fun; keep the participants involved in the process and the end result;

Lessons Learned - While it is best to have the participants keeping as much control and responsibility as possible, not all seniors have the computer or writing skills necessary to create the end result.

April 27/13 - Youth Seniors Connections Forum held at the 2nd Annual Volunteer Fair

Best Practices - help coordinate community organizations; provide refreshments; show appreciation for participants time and efforts

Lessons Learned - choosing a time that will work for both seniors and youth is challenging; youth-driven projects have more chance of successfully engaging youth; time is needed to develop relationships; have photo release forms at the event for youth to take home and return so pictures can be used and a system to follow up, is desirable

May 5/13 - Age-Friendly Booth at the annual Sooke Rotary Spring Fair and Auction

Best Practices - Have the booth 'manned' at all times. Actively engage people of all ages so they can share with family members.

Lessons Learned - 2 or 3 people are needed to manage a booth effectively.

August - Dec. - assist with the organization of the Barney Bentall Grand Cariboo Oprey Concert as a fundraiser for the Sooke Food Bank Society. Concert was held November 17 to an almost sold out audience with over \$11,100.00 being raised.

Best Practices: Collaboration reduced the burden on any one group; when the event is a fundraiser for one group, look for possibilities where another organization can benefit as well; collaboration & partnerships help everyone.

Lessons Learned - Clarity about organizing responsibilities will be improved.

August - Dec. - interviewed 34 seniors about services available, gaps and needs. As appropriate make connections for volunteer opportunities and services as needed.

Best Practices - Allow plenty of response time for the interviews (half to one and a half hours); computer follow-up is sometimes (not always) possible; providing light refreshments (tea/coffee and a cookie) can help the interviewee feel at ease and appreciated; even if you think you know the answer to a question, ask it.

Lessons Learned - interview time varies considerably; follow up time can also take more than anticipated; be prepared to learn more than you thought you were looking for!

RECRUIT & TRAIN YOUTH TO ASSIST SENIORS with their computer skills:

3 Youth-Senior connections were made.

Best Practices: Conduct a thorough interview of each senior about their computer skill level and areas of interest prior to introducing to the youth. Explain confidentiality and safety issues to each participant separately and together; Have Youth-Senior groups meet in a public place;

Lessons Learned: Despite the help of counsellors at two schools, email and Facebook, it was challenging to find youth with the interest and the time to undertake something like this.

Check with managers/owners of public spaces (library, coffee shops, etc. to ensure there are

no barriers to volunteer engagement in these spaces. We had to work with the local library to address management and union concerns before being able to use this space.

ESTABLISH A PLACE for Seniors to connect with Volunteer Opportunities:

After exploring options a rental agreement was negotiated and a part time Volunteer Centre Office was established in the Sooke Child, Youth & Family Centre, 2145 Townsend Road, Sooke. A one year rental agreement was signed in order to provide stability and security to the project.

Best Practices: Explore all options even if they don't seem 'doable' at first glance; look for space this is fully accessible; being open part time for set hours is a great way to start;

Lessons Learned: Setting up a long-term, established space where equipment does not have to be set up and taken down each day provides better stability, efficiency, and security; while comparing sharing space with the Senior Drop-in Centre at their temporary location seemed a great fit on first glance, it provided no stability, required daily set-up and take-down (and storage of supplies), provide no option for confidential conversations and security of information. For almost the same cost, space at the Sooke Youth, Child & Family Centre provides our own part-time space, part-time receptionist, locked filing cabinets, locked cupboards, desk, tables, chairs, internet, custodial services, and public presence.

5. PROGRAM GOALS & OBJECTIVES - Please outline the original goals and objectives, and provide an assessment of how well these were achieved.

Seniors Volunteer Connections focused on 3 primary goals:

1. To better engage seniors groups and local seniors in volunteer activities: Accomplishments - improved communication and rapport built with Senior's based agencies; Seniors Visioning process (Attachment #1); developed contact list of both 'seniors' and 'youth' focused organizations; networking and sharing in organizing fund raiser for Food Bank (Attachment #2); developing position description for BC Pensioners Org.; 2nd Annual Volunteer/Non-Profit Fair (Attachment #3& 4); conducted 34 interviews to gain my insight into the strengths and challenges facing seniors as volunteers and service users (Attachment #5 & 6);
2. To have a place for seniors to access volunteer information face-to-face: Accomplishments - assisted with negotiating details for temporary location for Senior Drop-in Centre (Attachment #19 & 20); established a fully accessible Volunteer Centre; removed barriers to volunteers engaging at local library;
3. And to support seniors and youth to learn together about volunteer opportunities and resources in the community: Accomplishments - Youth-Seniors Connections Forum (See Attachment #5); Youth-Seniors Connections for training on the community based website www.sookeregionresources.com and general computer skills; Remove barriers to volunteers engaging in our local library.

The aim of this project was to link seniors with a variety of health, recreation and volunteer opportunities, and encourage a "reach and teach" across the generations. Accomplishment: in addition to the above, Seniors Serving Seniors Guide updated with Sooke Region specific information (Attachment#7); Seniors Serving Seniors guide more widely distributed as a resource for service providers; Primary Health Care Initiative (Attachment #8); Direct volunteer services exploration.

From the perspective of the sponsoring agency and key stakeholders, the project was highly successful and went beyond its intended goals. The designation of the Sooke Region Community Health Initiative as the official Age-Friendly Committee for the District of Sooke brings recognition to the work already being done by that group and provides a stable basis for the work to continue and expand (Attachment #9). Finding a home for one at risk senior was

the result of the information obtained through two of the seniors interviews. The Coordinator acted as a 'Senior Navigator' bringing the need and the opportunity together. The interviews also outlined the need for 'Direct Volunteer Services' in our communities as in neighbouring municipalities. Connections have been made to learn from our neighbours and this will be used to inform and engage decision makers in developing these services in the Sooke Region.

Funding support for this project enabled the District of Sooke to implement actions identified by the Age Friendly report of 2008. Accomplishments: establishing fully accessible Volunteer Centre; developed comprehensive list of seniors' discounts, now available through and updated by the Volunteer Centre; Primary Health Care initiative; finding a temporary location for the Senior Drop-in Centre (Attachement #10); developing a Visioning Document; District Mayor & Council have dedicated funds to advance this project; designation of Sooke Region Community Health Initiative as the Age-Friendly Committee.

6. LIST OF KEY PROJECT DATES, PRODUCTS AND EVENTS

Feb-April 2013 - work with Sooke Senior Drop-In Centre to develop a Visioning Document in order to get their ideas on paper and have something to work with others from. Present document to Mayor & Council

April 2013 - 2nd Annual Volunteer/Non-Profit Fair in conjunction with a Youth-Seniors Connections Forum

May 5, 2013 - set up and manage information booth at the Rotary Club of Sooke annual Spring Auction & Fair

May - July 2013 - reviewed Seniors Serving Seniors Guide for gaps in information for Sooke Region. Submitted a 5 page report of possible services for inclusion, after connecting with each one of the agencies to ensure they wished to be included and the information was accurate. The updated guide will be published in early 2014.

June 6, 2013 - submit application to New Horizons for a grant to upgrade the Sooke Community Hall to provide accessibility ramps and improved bathroom facilities for the benefit of the 7 seniors based non-profit organizations that use the space, together with their members/clients, and the rest of the community. Results will be advertised in early 2014.

July 10&17, 2013: Plan and conduct strategic planning sessions for Sooke Region Volunteer Centre.

August - December 2013 - Conduct one-on-one interviews of 34 seniors to assess awareness of services, identify gaps and provide follow up information. Through this process we made a connection to provide a home for a senior male, expanded upon the list of senior's discounts in local businesses, as well as other senior services provide, provide information for seniors to make volunteer connections, started a list of seniors interested in being part of an on-call volunteer database.

August - December 2013 - arrange Youth-Senior Connections to assist with computer skills at a level suited to each participant

October 3&4, 2013 - Attended Volunteer Futures Conference in Richmond to gain knowledge around various aspects of non-profit development, with specific workshops on youth and seniors. This information was shared with the over 180 non-profit groups in the region

October 15th, 2013 - order in Council to make Sooke Region Community Health Initiative (CHI) the official Age-Friendly Committee

November 2013 - developed a Facebook page 'Sooke Region Volunteers' in order to connect with a broader demographic. If we are not using social media, by all accounts, we are not connecting with the under 30 crowd, although some seniors use this method as well.

November 1st, 2013 - opened the Sooke Region Volunteer Centre at 2145 Townsend Road, Sooke, Tuesdays & Thursdays 12:30 - 4:30 to have a place and a telephone number so people not using computers have a place and way to engage.

November 30th, 2013 - Primary Health Care Forum - to look at what we have, gaps in service and obtain community input on creative ways to improve upon and support what we have. Greater than 50% of participants were seniors.

7. LIST OF PARTNERS - Please list all project partners, including roles of each.

District of Sooke - host & information support

Sooke Senior Drop-in Centre - we assisted to find a new temporary location, created listings on the community website so more people could make connections, developed a Visioning Document to start the conversation with the community on finding a long term home for the Drop-in Centre,

Edward Milne Community School Society - partnered to find youth to connection with seniors, also to host a concert as a fund raiser for the Sooke Food Bank,

Sooke Youth Council - in looking for Youth-Seniors Connections,

BC Pensions & Seniors Association (formerly OAP) - helped develop a position description for President, created listings on community website for better connections,

Metchosin Senior's Resource and Info Centre - sharing of information, networking,

Integrated Health Network - sharing information & networking, referring seniors for interviews,

Sooke Community Health Initiative - oversight and guidance,

Habourside Senior's Cohousing Society - information sharing, established a relationship for developing volunteer opportunities for this group,

Sooke Family Resources Centre - photocopying, equipment loaned, sponsored space prior to establishing our own,

Sooke Chamber of Commerce - information sharing, networking,

Ayre Manor/Sooke Elderly Citizens Housing Society - information sharing, networking, provide space and lunch for seniors organization representatives to meet

Sooke Seniors Activity Society - created listing on community website for better connections,

Sooke Hospice - information sharing, networking,

Sooke Contact Assistance Society (Loan Cupboard) - information sharing, networking,

SEAPARC - information sharing, networking,

Vancouver Island Regional Library (Sooke Branch) - information sharing, networking, also worked through management and union issues to allow volunteers to meet in this safe and central location (Youth-Seniors Connections)

Sooke Bike Club - information sharing, networking,

West Shore Senior's Group - information sharing, networking,

Volunteer Victoria - membership, information sharing, networking, broad support,

Rotary Club of Sooke - information sharing, networking,

Victoria Foundation - information sharing, networking,

Volunteer Cowichan - workshops, information sharing, networking,

Victoria Direct Volunteer Services - information sharing, networking, exploring options on how to develop this program for our region

Sooke Food Bank - we supported bring a concert to Sooke which raised over \$11,100.00 for the Food Bank,

Sooke Harbour Players, Edward Milne Community School Theatre Committee, Journey Middle School String Band - collaboration to organize the fundraising concert for the Sooke Food Bank. We anticipate this to become an annual event.

West Shore Better at Home Program - exploring options to expand coverage area or create a separate contract to bring this program to the Sooke Region,

8. MEASUREMENTS USED TO ASSESS OUTCOMES - What tools were used to evaluate the project? How will this information be used?

34 interviews were conducted - the results are converted to anonymous data and will be shared with the community, service providers and governing bodies

Interviewees were provided with an evaluation form which was submitted to a third party for review - follow up will be conducted as necessary - anonymous results are included in this report.

Youth-Senior Connections participants were provide with an evaluation form - follow up will be conducted as necessary - only one person provided a written evaluation. For one set the experience was rewarding on both sides, for one set it was not. However, both people wish to continue the program with someone else and provided insightful input in how to improve the process.

Information was gathered from organizations providing 'Direct Volunteer Services' in neighbouring municipalities. This will be used to inform and engage decision makers in developing these services in the Sooke Region

The Seniors Serving Seniors guide is now more widely distributed to service providers giving them with new resource information. By making an effective connection with the group that produces this guide, it will more accurately represent the services available in the Sooke Region and will benefit service providers and the seniors that need them.

While establishing an official Age-Friendly Committee for the District of Sooke was not clearly outlined in our proposal, the opportunity presented itself. Working with the Chair of the Mayor's Advisory Panel on Community & Social Issues, we persued this opportunity, Mayor & Council approved an Order in Council and we are now working out the details (Attachment #15 & 16). This work will provide a clear venue and process for seniors issues to be brought forward to decision makers.

9. IMPACT ON LOCAL GOVERNMENT - Please list any policies, practices, plans or local government documents that were developed or amended as a result of the project.

1. District of Sooke Strategic Plan - STRATEGIC PRIORITY #3: Economic Revitalization amended to include (Attachment#11):

Support the development of an inclusive social and health network through partnerships and alliances

Support ongoing work for a Seniors/Youth centre and recognition as an BC Age-Friendly Community

Locate site for Senior's Centre (RFP)

Possible land acquisition Council made the following resolution on October 15th, 2013:

2. MOVED and seconded to designate the Sooke Region Community Health Initiative (CHI) as the official Age Friendly Committee for Sooke.

CARRIED UNANIMOUSLY

3. The formation of an official Age-Friendly Committee will provide an improved avenue of communication; ensure the health and social wellbeing of the community continues to be monitored and brought forward in a positive way; and provide support for the Sooke Region Community Health Initiative (CHI) to continue to advocate for continuity of services.

10. EXPLANATION OF HOW OUTCOMES WILL BE SUSTAINED (e.g. confirmation of additional funding, commitment by local government or other organizations, etc.)

Funding from this grant provided a stable foundation to run an office for the Sooke Region Volunteer Centre for 14 months. Funding not only covered rent (inclusive of internet, telephone, custodial, part time reception, & maintenance) it also covered office equipment and supplies.

An application is currently in to the United Way for two years of funding at \$50,000.00 per year.

Sooke Region Community Health Initiative (CHI) is currently working on a service agreement with the District of Sooke to support the Age-Friendly Committee work, as well as the other social initiatives managed by CHI, of which the Volunteer Centre is one. This will provide base support and allow us to leverage when applying for additional funding and support.

CHI members are in conversation with Island Health and the South Island Division of Family Practice on how to provide support to these community driven projects which focus on the broader aspects of community health.

The Sooke Region Volunteer Centre committee is exploring options to create a social enterprise to substantially support its continued success.

11. ADDITIONAL COMMENTS - Please use this space to add any additional comments.

Four key priorities show themselves from the work done over the course of 2013:

- 1. Limited resources for Primary Health Care
- 2. Transportation Issues
- 3. Lack of a stable home for the Senior Drop-in Centre.
- 4. The need for Direct Volunteer Services in our region.

12. SHARING TOOLS & RESOURCES - All final reports will be shared with the Ministry of Health. In order to help other local governments learn from your experience, are you willing to:

- Write a short article about your project for the UBCM newsletter?
- Present your project at UBCM's Convention or other event?
- Share this final report on the UBCM website or with other local governments or organizations interested in age-friendly communities?

13. ADDITIONAL INFORMATION (please attach):

Required

- Financial summary indicating total net expenditure, how UBCM funds were expended and indicating that UBCM funds were spent on eligible items

Optional

- Photos of the project
- Media clippings
- Other reports or documents

14. SIGNATURES – Final reports are required to be signed by the local government applicant. Please note all final report materials will be shared with the Province.

Signature

Name and Title

Please e-mail the completed final report form and required attachments as a Word or PDF document to Local Government Program Services at lgps@ubcm.ca.

All attachments should also be e-mailed as Word or PDF files, and digital photos should be e-mailed as JPEG files. Please complete and return this form and attachments within 30 days of project completion and no later than January 31, 2014. Thank you.

AGE-FRIENDLY BC - For more information on Age-friendly BC or the recognition program, please refer to Appendix 1 of the Program & Application Guide or contact:

Rosemary Lawrence, Age-friendly British Columbia Coordinator
E-mail: AgeFriendlyBC@gov.bc.ca Phone: 250-387-4493