

KASLO'S 2013/2014 AGE-FRIENDLY COMMUNITY PROJECT

UBCM SENIORS' HOUSING AND SUPPORT INITIATIVE

FINAL REPORT PREPARED FOR THE VILLAGE OF KASLO

BY

NORTH KOOTENAY LAKE COMMUNITY SERVICES SOCIETY

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TABLE OF CONTENTS

List of Tables	4
Summary: Age-friendly Community for Kaslo Seniors - Priorities	5
Introduction: Kaslo Age-Friendly Community Project	9
What is an age-friendly community?.....	9
UBCM Seniors’ Housing and Support Initiative: 2013 Age-Friendly Community Project	10
Summary of Project Activities, Goal and objectives	10
Resource Guides	11
Community Partners.....	11
Impact on Local Government	11
Local Voices – Processes and Findings.....	12
Project Evaluation.....	15
Organizations working collaboratively to address the needs of seniors:	15
Utilization of services – From the perspective of the service providers:.....	15
Utilization of, and satisfaction with, services – From the perspective of Seniors:	16
Community Support & Health Services	17
Age-friendly assets.....	17
Age-friendly needs.....	17
Transportation	18
Age-friendly assets.....	18
Age-friendly needs.....	18
Communication & Information.....	19
Age-friendly assets.....	19
Age-friendly needs.....	19
Outdoor Spaces & Buildings	20
Age-friendly assets.....	20
Age-friendly needs.....	20

Housing.....	21
Age-friendly assets.....	21
Age-friendly needs.....	21
Social Participation	22
Age-friendly assets.....	22
Age-friendly needs.....	22
Respect & Social Inclusion	23
Age-friendly assets.....	23
Age-friendly needs.....	23
Employment Volunteer Opportunities	24
Age-friendly assets.....	24
Age-friendly needs.....	24
Appendix 1. Project Activities and Events	25
Appendix 2. Interview Results	31
Appendix 3. Results from Focus Group Meeting with Key Stakeholders and Service Providers	65
Appendix 4. Results from Community Conversations at Kaslo’s Saturday Market	67
Appendix 5. Results from survey of service providers regarding service utilization	69
Appendix 6. Results from survey of seniors regarding service utilization and satisfaction.....	77

LIST OF TABLES

Table 1. Priorities and recommended actions for increasing the age-friendliness of Kaslo.....	5
Table 2. Achievement of key project activities	10
Table 3. Priorities, connections and recommended actions for increasing the age-friendliness of Kaslo	12
Table 4. Priority area synthesis – Interview survey results	32

SUMMARY: AGE-FRIENDLY COMMUNITY FOR KASLO SENIORS - PRIORITIES

Funded by a UBCM Age-friendly Community Grant, in partnership with North Kootenay Lake Community Services Society (NKLCCS) and the Kaslo & District Senior Citizens Association, the Village of Kaslo embarked on a project to: *increase the level, quality and array of services available to seniors to support a healthy, happy aging process in Kaslo and Area D.*

The first objectives of this project were to:

- Coordinate and consolidate information about available and needed age-friendly components in our community, including transportation, housing, social participation opportunities, and community support and health services;
- Encourage new services where a need for improved age-friendly services has been identified.

After extensive consultation on the 8 components of the World Health Organization’s Age-Friendly Community Framework, with seniors, community members and service providers, 3 key areas were identified as needing immediate attention for creating a more senior-friendly Kaslo:

1. Community Support & Health Services;
2. Transportation; and
3. Communication & Information.

Two other areas of the age-friendly framework, although not as urgent a priority, were also identified as needing improvement:

4. Outdoor Spaces & Public Facilities; and
5. Respect & Social Inclusion.

These priorities and recommended actions to address them (see Table 1) were determined by service providers, seniors and other key stakeholders through interviews, focus group discussions, and community discussions at Kaslo’s Saturday market.

TABLE 1. PRIORITIES AND RECOMMENDED ACTIONS FOR INCREASING THE AGE-FRIENDLINESS OF KASLO

COMMUNITY SUPPORT & HEALTH SERVICES			
PRIORITY	IDENTIFIED GAP, BARRIER, OR UTILIZATION ISSUE	RECOMMENDED ACTIONS	LEAD AGENCY(S)
1	<ul style="list-style-type: none"> • Advocate /specialized services for low income/vulnerable seniors, e.g., one person to call for help 	<ul style="list-style-type: none"> •A volunteer be recruited & trained to be Kaslo’s Senior’s Advocate. •Seek funding for training and support 	<ul style="list-style-type: none"> •NKLCCS: support funding application •Kaslo Seniors Association: recruitment, advisor

PRIORITY	IDENTIFIED GAP, BARRIER, OR UTILIZATION ISSUE	RECOMMENDED ACTIONS	LEAD AGENCY(S)
2	<ul style="list-style-type: none"> Personal accompaniment to medical appointments Shopping assistance & delivery services 	<ul style="list-style-type: none"> Recruit Volunteer coordinator Seek funding for training and support Establish volunteer program 	<ul style="list-style-type: none"> NKLCSS: support funding application Kaslo Seniors Association: recruitment, advisor
3	<ul style="list-style-type: none"> Phone Check-Ins/Visits /Buddy Neighbourhood Watch type programs in all communities 	<ul style="list-style-type: none"> Organized by Volunteer coordinator Establish volunteer program 	<ul style="list-style-type: none"> RCMP: advisor, resources, training Kaslo Seniors Association: recruitment, advisor

TRANSPORTATION

PRIORITY	IDENTIFIED GAP, BARRIER, OR UTILIZATION ISSUE	RECOMMENDED ACTION	LEAD AGENCY
1	<ul style="list-style-type: none"> Transportation to in and out of town medical appointments (including Trail & Kelowna) 	<ul style="list-style-type: none"> Enhancement of West Kootenay Volunteer Driver program Seniors Coordinator connects seniors with information transportation; volunteering as a driver, etc. Participation in regional "Moving Together" transportation project 	<ul style="list-style-type: none"> CDCSS's West Kootenay Volunteer Driver Program: program administration Kaslo Seniors Association: program promotion and driver recruitment NKLCSS: participation in regional "Moving Together" project
2	<ul style="list-style-type: none"> Senior specific driver and motorized (electric) vehicle training/refresher courses 	<ul style="list-style-type: none"> Safety workshop for electrical vehicle use. 	<ul style="list-style-type: none"> RCMP: training NKLCSS: funding and coordination Kaslo Seniors Association: promotion and advisor
3	<ul style="list-style-type: none"> Transit schedules & routes that consider seniors' physical strength and endurance (especially at night and in winter) 	<ul style="list-style-type: none"> Seniors Coordinator participate in regional "Moving Together" transportation project 	<ul style="list-style-type: none"> NKLCSS: funding for Srs Coordinator's participation in regional "Moving Together" project Village of Kaslo: advisor

COMMUNICATION & INFORMATION

PRIORITY	IDENTIFIED GAP, BARRIER, OR UTILIZATION ISSUE	RECOMMENDED ACTION	LEAD AGENCY
1	<ul style="list-style-type: none"> Seniors Coordinator to help coordinate and promote services and to assist seniors with accessing services 	<ul style="list-style-type: none"> Recruit Seniors coordinator Seek funding for training and support Establish coordination program 	<ul style="list-style-type: none"> NKLCSS: funding, administration Kaslo Seniors Association: advisor, promotion, space
2	<ul style="list-style-type: none"> Support accessing key websites and information sources 	<ul style="list-style-type: none"> Seniors Coordinator (see above) 	<ul style="list-style-type: none"> NKLCSS: funding, administration Kaslo Seniors Association: advisor, promotion, space

OUTDOOR SPACES AND PUBLIC FACILITIES

PRIORITY	IDENTIFIED GAP, BARRIER, OR UTILIZATION ISSUE	RECOMMENDED ACTION	LEAD AGENCY
1	<ul style="list-style-type: none"> accessible public washrooms with handrails etc. 	<ul style="list-style-type: none"> Provide age-friendly accessible public washroom on Front Street. 	<ul style="list-style-type: none"> Village of Kaslo Chamber of Commerce
2	<ul style="list-style-type: none"> public benches 	<ul style="list-style-type: none"> Provide additional public benches on Front Street 	<ul style="list-style-type: none"> Village of Kaslo Chamber of Commerce
3	<ul style="list-style-type: none"> accessible public buildings 	<ul style="list-style-type: none"> Encourage businesses to create age-friendly access to their buildings. 	<ul style="list-style-type: none"> Chamber of Commerce Village of Kaslo

RESPECT & SOCIAL INCLUSION

PRIORITY	IDENTIFIED GAP, BARRIER, OR UTILIZATION ISSUE	RECOMMENDED ACTION	LEAD AGENCY
1	<ul style="list-style-type: none"> recognizing volunteers 	<ul style="list-style-type: none"> Regular (e.g., monthly) acknowledgement of individual and group volunteers. 	<ul style="list-style-type: none"> Chamber of Commerce Village of Kaslo

As part of the research on existing local, regional, provincial and federal services, available resource guides were reviewed for information on services for seniors. The most comprehensive and current guide is the “Closing the Gap in Seniors Care” guide, created and maintained by Trail FAIR. We cross-referenced this guide with the others, updating it to accurately include all the pertinent information and submitted corrections to Trail Fair, which is maintaining the guide on their website (available at www.trailfair.ca/seniors)

The other objectives of this project were to:

- Share information and provide education and communication about existing and new services with seniors; and
- Provide seniors with service coordination where needed.

Through the course of this project, the Seniors Coordinator met with service providers, stakeholders and seniors individually and in groups providing consultations and presentations on a variety of topics (see Appendix 1). Consequently over 800 seniors were provided with information and support accessing services, either individually or through the 16 group meetings.

INTRODUCTION: KASLO AGE-FRIENDLY COMMUNITY PROJECT

WHAT IS AN AGE-FRIENDLY COMMUNITY?

“In an age-friendly British Columbia, older people are supported to live active, socially engaged, independent lives.” Government of BC¹

“The eight key features of an age-friendly community are:

1. **Housing** that is affordable, located near services and transportation, well-built, well-designed, safe and secure
2. **Transportation** that is accessible and affordable
3. **Community support and health services** that are tailored to seniors’ needs
4. **Outdoor spaces and public buildings** that are pleasant, clean, secure and physically accessible
5. **Social participation** opportunities in leisure, social, cultural and spiritual activities with people of all ages and cultures
6. **Inclusion** and respect of seniors in **civic life**.
7. **Volunteerism and employment** opportunities that accommodate older people’s interests and abilities
8. **Communication and information** that is age-friendly”²

In an age-friendly city, policies, services, settings and structures support and enable people to age actively by:

- *recognizing the wide range of capacities and resources among older people;*
- *anticipating and responding flexibly to ageing-related needs and preferences;*
- *respecting their decisions and lifestyle choices;*
- *protecting those who are most vulnerable;*
- and*
- *promoting their inclusion in and contribution to all areas of community life.*

The World Health Organization³

¹ Government of BC. (n.d.). *Seniors Related Initiatives. Age-friendly BC*. Retrieved at <http://www2.gov.bc.ca/gov/topic.page?id=89CBC67AB21B4EB995A4A94246BD6D8A>

² Murphy, J.M. (2011). *Creating an Age-Friendly Community: Assessing Needs and Priorities*. Nelson, BC: Osprey Community Foundation Project. Retrieved at: <http://ospreycommunityfoundation.ca/docs/CaringForSeniorsReport2011Final.pdf>

³ The World Health Organization. (2007). *Global age-friendly cities: a guide*. Geneva: WHO Press. Retrieved at: http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf

UBCM SENIORS' HOUSING AND SUPPORT INITIATIVE: 2013 AGE-FRIENDLY COMMUNITY PROJECT

SUMMARY OF PROJECT ACTIVITIES, GOAL AND OBJECTIVES

Seniors Coordinator, Elizabeth Brandrick, was hired February 20, 2013 to support the project goal:

To increase the level, quality and array of services available to seniors to support a healthy, happy aging process in Kaslo and Area D

The project objectives set to meet the stated goal were:

- Coordinate and consolidate information about available and needed age-friendly components in our community, including transportation, housing, social participation opportunities, and community support and health services;
- Share information and provide education and communication about existing and new services with seniors;
- Provide seniors with service coordination where needed;
- Encourage new services where a need for improved age-friendly services has been identified.

The intended outcomes of the project include:

- Coordinated services for seniors
- Increased use of existing services by seniors over time
- Increased satisfaction of seniors using services and supports

TABLE 2. ACHIEVEMENT OF KEY PROJECT ACTIVITIES

KEY PROJECT ACTIVITIES	ACHIEVED	NOTES
Review and research existing services locally, provincially and federally	✓	Updated Trail Fair Directory
Provide seniors and community members with regular opportunities for 1-1 and/or group consultations e.g. meetings/appointments	✓	1-1 consultations and group meetings
Provide seniors/community members with information and referral services	✓	800 consultations provided (group & individual)
Provide links to services and opportunities	✓	1-1 consultations with seniors Mondays 9-12 at NKLCS, and presentations at 16 group meetings.
Conduct community outreach	✓	Nelson Age Friendly Meetings

Identify service gaps and priorities for extended services/projects	✓	Interviewed key leaders in the community with the “Priority Area Synthesis”, shared results and held a Priority setting session with same people, and shared results at the Sat. Market, & Seniors’ Meetings.
Conduct satisfaction surveys and service utilization evaluations	✓	41 seniors completed satisfaction survey 18 service providers completed utilization survey

Resource Guides

As part of the research on existing local, regional, provincial and federal services, the following resource guides were reviewed for information on services for seniors.

- Closing the Gaps in Seniors Care, Resources Guide, Trail Fair. November 2012. Available at: www.trailfair.ca/seniors
- Kaslo Community Groups Directory. December 31, 2012
- Kaslo Area Business, Resources & Services Guide
- BC Seniors’ Guide, 10th Edition, 2012.

The most comprehensive and current guide is the “Closing the Gap in Seniors Care” guide. We have cross referenced this guide with the others to make it sure it accurately includes all the pertinent information. Corrections to the “Closing the Gap in Seniors Care” guide (updated February 2014) were submitted to Trail Fair, which is maintaining the guide on their website. The Kaslo Area Businesses, Resources and Services Guide is very out of date and, because its information is included in the Trail Fair guide, we did not update this guide as well.

Community Partners

North Kootenay Lake Community Services Society; Kaslo & District Seniors Association; Kaslo Community Response Network; Kaslo and Area Hospice Society; the Nelson Age Friendly Community Advisory Committee; and senior representatives of community partners and seniors groups served as advisors and provided information to the coordinator that helped set priorities for the coordinator's work.

Impact on Local Government

This final report, identifying existing services, their use, and priorities for seniors' services and programs, was created for and shared with local government.

LOCAL VOICES – PROCESSES AND FINDINGS

Over 60 Kaslo service providers, seniors and other key stakeholders were engaged in the priority setting process through interviews (see Appendix 2), focus group discussions (see Appendix 3), and community discussions at Kaslo’s Saturday market (see Appendix 4). These community members reviewed and discussed the 8 components of the World Health Organization’s Age-Friendly Community Framework and identified the gaps, barriers and opportunities for each. The following sections report on the assets and needs in each of the 8 areas. Although all the components of the age-friendly framework are important and need attention, to focus our efforts, community members prioritized three initial areas and two secondary areas, for the Kaslo community to address:

TABLE 3. PRIORITIES, CONNECTIONS AND RECOMMENDED ACTIONS FOR INCREASING THE AGE-FRIENDLINESS OF KASLO

COMMUNITY SUPPORT & HEALTH SERVICES				
PRIORITY	IDENTIFIED GAP, BARRIER, OR UTILIZATION ISSUE	PRIORITY AREA CONNECTIONS	RECOMMENDED ACTIONS	LEAD AGENCY(S)
1	<ul style="list-style-type: none"> • Advocate /specialized services for low income/vulnerable seniors, e.g., one person to call for help 	Linked to Communication & Information	<ul style="list-style-type: none"> • A volunteer be recruited & trained to be Kaslo’s Senior’s Advocate. Seek funding for training and support 	<ul style="list-style-type: none"> • NKLCSS: support funding application • Kaslo Seniors Association: recruitment, advisor
2	<ul style="list-style-type: none"> • Personal accompaniment to medical appointments • Shopping assistance & delivery services 	Linked to Transportation Linked to Respect & Social Inclusion	<ul style="list-style-type: none"> • Recruit Volunteer coordinator • Seek funding for training and support • Establish volunteer program 	<ul style="list-style-type: none"> • NKLCSS: support funding application • Kaslo Seniors Association: recruitment, advisor
3	<ul style="list-style-type: none"> • Phone Check-Ins/Visits /Buddy • Neighbourhood Watch type programs in all communities 	Linked to Communication & Information Linked to Respect & Social Inclusion	<ul style="list-style-type: none"> • Organized by Volunteer Coordinator • Establish volunteer program 	<ul style="list-style-type: none"> • RCMP: advisor, resources, training • Kaslo Seniors Association: recruitment, advisor

TRANSPORTATION

PRIORITY	IDENTIFIED GAP, BARRIER, OR UTILIZATION ISSUE	PRIORITY AREA CONNECTIONS	RECOMMENDED ACTION	LEAD AGENCY
	<ul style="list-style-type: none"> •Transportation to in and out of town medical appointments (including Trail & Kelowna) 	Linked to Communication & Information	<ul style="list-style-type: none"> •Enhancement of West Kootenay Volunteer Driver program •Seniors Coordinator connects seniors with information transportation; volunteering as a driver, etc. •Participation in regional “Moving Together” transportation project 	<ul style="list-style-type: none"> •CDCSS’s West Kootenay Volunteer Driver Program: program administration •Kaslo Seniors Association: program promotion and driver recruitment •NKLCCS: participation in regional “Moving Together” project
2	<ul style="list-style-type: none"> •Senior specific driver and scooter/motorized vehicle training/refreshers courses 	Linked to Community Support & Health	Safety workshop for electrical vehicle use.	<ul style="list-style-type: none"> •RCMP: training •NKLCCS: funding and coordination •Kaslo Seniors Association: promotion and advisor
3	<ul style="list-style-type: none"> •Transit schedules & routes that consider seniors’ physical strength and endurance (especially at night and in winter) 	Linked to Community Support & Health Linked to Nelson Age-Friendly Transit “Moving Together” Project (2014)	Seniors Coordinator participate in regional “Moving Together” transportation project	<ul style="list-style-type: none"> •NKLCCS: funding for Srs Coordinator’s participation in regional “Moving Together” project •Village of Kaslo: advisor

COMMUNICATION & INFORMATION

PRIORITY	IDENTIFIED GAP, BARRIER, OR UTILIZATION ISSUE	PRIORITY AREA CONNECTIONS	RECOMMENDED ACTION	LEAD AGENCY
1	<ul style="list-style-type: none"> •Seniors Coordinator and Advocate to help coordinate and promote services and to assist seniors with accessing services 	Linked to Community Support & Health Linked to Transportation	<ul style="list-style-type: none"> • Recruit Seniors coordinator •Seek funding for training and support 	<ul style="list-style-type: none"> •NKLCCS: funding, administration •Kaslo Seniors Association: advisor, promotion, space

PRIORITY	IDENTIFIED GAP, BARRIER, OR UTILIZATION ISSUE	PRIORITY AREA CONNECTIONS	RECOMMENDED ACTION	LEAD AGENCY
			<ul style="list-style-type: none"> Establish coordination program 	
2	<ul style="list-style-type: none"> Coordinator/Advocate to support accessing key websites and information sources 	Linked to Community Support & Health	Seniors Coordinator (see above)	<ul style="list-style-type: none"> NKLCSS: funding, administration Kaslo Seniors Association: advisor, promotion, space

OUTDOOR SPACES AND PUBLIC FACILITIES

PRIORITY	IDENTIFIED GAP, BARRIER, OR UTILIZATION ISSUE	PRIORITY AREA CONNECTIONS	RECOMMENDED ACTION	LEAD AGENCY
1	<ul style="list-style-type: none"> accessible public washrooms with handrails etc. 	Linked to Respect & Social Inclusion Linked to Civic Participation	<ul style="list-style-type: none"> Provide age-friendly accessible public washroom on Front Street. 	<ul style="list-style-type: none"> Village of Kaslo Chamber of Commerce
2	<ul style="list-style-type: none"> public benches 	Linked to Respect & Social Inclusion	<ul style="list-style-type: none"> Provide additional public benches on Front Street 	<ul style="list-style-type: none"> Village of Kaslo Chamber of Commerce
3	<ul style="list-style-type: none"> accessible public buildings 	Linked to Respect & Social Inclusion Linked to Civic Participation	<ul style="list-style-type: none"> Encourage businesses to create age-friendly access to their buildings. 	<ul style="list-style-type: none"> Chamber of Commerce Village of Kaslo

RESPECT & SOCIAL INCLUSION

PRIORITY	IDENTIFIED GAP, BARRIER, OR UTILIZATION ISSUE	PRIORITY AREA CONNECTIONS	RECOMMENDED ACTION	LEAD AGENCY
1	<ul style="list-style-type: none"> recognizing volunteers 	<ul style="list-style-type: none"> Linked to Communication & Information Linked to Civic Participation 	<ul style="list-style-type: none"> Regular (e.g., monthly) acknowledgement of individual and group volunteers. 	<ul style="list-style-type: none"> Chamber of Commerce Village of Kaslo

Project Evaluation

Throughout the course of this project, one hope was that, with increased awareness and information and coordination of services, seniors would access services they had not been previously aware of. To achieve this objective, the Seniors Coordinator's time was focused on coordinating and connecting services and on providing seniors with information and assistance accessing services.

During this 3-month extension, the Seniors Coordinator also completed the seniors' satisfaction and service utilization evaluations. The evaluation included three components:

- tracking that organizations are working collaboratively to address the needs of seniors
- tracking the use of services and supports by seniors
- evaluating the level of satisfaction of seniors using services and supports

ORGANIZATIONS WORKING COLLABORATIVELY TO ADDRESS THE NEEDS OF SENIORS:

While it would be premature to claim that collaboration among service providers increased as a result of this project, it can be determined that, as a result of the Senior Coordinator's work, service providers and organizations are more aware of other services available in the community. For example, the Kaslo Seniors Association and its members had meetings (organized by the Seniors Coordinator), with the West Kootenay Volunteer Driver Program Coordinator. Subsequently, the Seniors Association has tried to help recruit volunteers for this program. Similarly, the Kaslo RCMP has met with the Seniors Association and its members and the two organizations would like to work together to provide road safety education for seniors using electric wheelchairs and scooters.

Utilization of services – From the perspective of the service providers:

Service providers were asked about the rate of utilization of their respective services by seniors in Kaslo and whether they noticed a change in utilization over the past year.

Services that had seen an increase in demand over the past year, included:

- Kaslo Area RCMP
- Nelson & District Seniors' Coordinating Society
- Kaslo Seniors Coordinator
- Kaslo Food Cupboard
- Legion Monthly Food Hamper
- West Kootenay Volunteer Driver Program (coordinated by Castlegar & District Community Services)
- Kaslo Community Response Network

- North Kootenay Lake Community Services Society

Services that were rated as being used often, with no observed change in demand, included:

- Victorian Community Health Centre Day program
- Respite services (at home or through short stays at the Victorian Community Health Centre)
- Victorian Community Health Centre Home & Community Care Long Term Care Case Manager
- Victorian Community Health Centre Home Support Services
- Kaslo Seniors' Association
- Hospice Society of North Kootenay Lake
- Helping Hands fund (Kaslo)

(See Appendix 5 for more information and details)

Utilization of, and satisfaction with, services – From the perspective of Seniors:

The services that seniors (n=41) most frequently reported to have used or accessed (satisfaction with service in brackets) included:

- Kaslo Seniors' Association 79% (100% satisfied)
- Kaslo Area RCMP 36% (88% satisfied/somewhat satisfied)
- Victorian Community Health Centre Home Support Services 33% (81% satisfied/somewhat satisfied)
- Kaslo Seniors Coordinator 32% (100% satisfied)
- Victorian Community Health Centre Home & Community Care Long Term Care Case Manager 28% (100% satisfied/somewhat satisfied)
- Respite services (at home or through short stays at the Victorian Community Health Centre) 26% (100% satisfied/somewhat satisfied)
- Day program at Victorian Community Health Centre (Tues & Thurs 10am - 2pm) 24% (100% satisfied/somewhat satisfied)
- North Kootenay Lake Community Services Society 23% (90% satisfied/somewhat satisfied)
- Hospice Society of North Kootenay Lake 14% (100% satisfied)
- Kaslo Food Cupboard 10% (100% satisfied)
- Lifeline 10% (80% satisfied/somewhat satisfied)
- Kootenay Transit Services 10% (80% satisfied)

(See Appendix 6 for more information and details)

Seniors were not surveyed directly regarding the availability and accessibility to emergency health care; nonetheless, the provision of local emergency services was a predominant concern.

COMMUNITY SUPPORT & HEALTH SERVICES

AGE-FRIENDLY ASSETS

- Baths available at the Kaslo hospital for a fee.
- Lifeline help system
- Grocery and drug store delivery program in place.
- Seniors' fitness and exercise programs (yoga, exercise classes, carpet bowling curling, and golf)
- Mobile health services (mammograms and flu shot clinics)
- Residential care is available at the Kaslo hospital
- Red Cross health equipment loan program (three month rentals available)
- Community Response Network (support and advice)
- Preventative health is the focus of several stores (Cornucopia, Drug Store, and Sunnyside)
- Alzheimer and hospice support (local courses have been offered recently)

AGE-FRIENDLY NEEDS

- More Home Health Care needs to be met.
- Private home support costs are a barrier.
- A coordinator is needed to match clients and their needs.
- Phone check-ins/Visits/ Buddy/Neighbourhood Watch
- Personal accompaniment to appointments
- Shopping assistance
- Limited emergency care beginning January 6, 2014
- Seniors' Advocate needed
- Specialized services for low income seniors

TRANSPORTATION

AGE-FRIENDLY ASSETS

- Transit service to Balfour and Nelson available on Tuesday and Thursdays
- Local bus on Friday mornings from surrounding areas into Kaslo in the am. & return at noon, book 24 hrs in advance.
- DriveAble now allows seniors to have driver's testing done in Nelson rather than Kelowna
- JVH students assist some seniors with snow removal
- Local drivers assist those needing rides within and outside the community
- Rides with the Castlegar and District Community Services Society (CDCSS) Volunteer Driver Program (cost is \$0.41/km.) (Subsidies are available if requested).

AGE-FRIENDLY NEEDS

- Transportation to local and out of town medical appointments (including Trail and Kelowna)
- Senior specific driver and scooter/motorized vehicle training/refresher courses
- Local approved and trained Volunteer Drivers (CDCSS is working on this)
- Coordination of volunteer drivers with trainer.
- Transit schedules and routes that consider seniors' physical strength and endurance (night/winter).
- Monday, Wednesday, Friday, Saturday, and Sunday transit service to Balfour/Nelson.
- Evening transit service to Balfour/Nelson.
- More handicapped parking spaces downtown
- Taxi service within our local area.
- A senior specific driver training refresher course.
- Regular sidewalk clearing on the hill to the hospital, and outside the Village Hall and Kemball Building.
- Easy to understand bus schedules, booking information, and the volunteer driver program.
- A saved space marked for Front Street parking to facilitate easy offloading of wheelchairs.
- A direct bus route without transfers to Trail appointments

COMMUNICATION & INFORMATION

AGE-FRIENDLY ASSETS

- Kaslo Community websites available (North Kootenay Lake Community Services, Village of Kaslo, Chamber of Commerce, Hospital Auxiliary, Library, Kaslo.com, Go & Do & ...)
- Pennywise publication contains a wealth of current information

AGE-FRIENDLY NEEDS

- Seniors' Coordinator
- Seniors' Advocate
- Knowledge about available services and programs.
- A Kaslo Centralized Seniors' Resource Centre Website
- Support accessing key websites and information sources
- Bulletin board centrally located at the post office
- Computer and internet access at more locations

OUTDOOR SPACES & BUILDINGS

AGE-FRIENDLY ASSETS

- Public Washrooms at the campground
- Phone ahead Kerbside service from the Village Office for mobility challenged individuals
- Handicapped access to parts of the Kaslo Trailblazers Trails

AGE-FRIENDLY NEEDS

- Accessibility to as many public buildings as possible
- Benches on the west side of Front Street near the grocery store, drug store, Credit Union, and especially at the Post Office
- Conversational seating area of benches, tables (chess/checkers/dominos) at the Front Street Park
- Public washrooms (handicapped friendly) at the Front Street Park across from the Credit Union.
- Public washrooms - with handrails installed in local washrooms to facilitate ease of use.
- Safe and accessible access to more trails and paths for scooters, wheelchairs, and walkers.
- Wheelchair friendly pathways in the Front Street Park, and Vimy Park

HOUSING

AGE-FRIENDLY ASSETS

- Abbey Manor – independent living with a security speaker system in place. Ecosave upgrades were installed free of charge at A.M.
- Long Term Care – The Victorian Community Health Centre provides this service
- Local Hospice care is available at the Victorian Community Health Centre, or at home
- Hospice office space is available at the hospital, and at the office in the Kemball Building.

AGE-FRIENDLY NEEDS

- Assisted living housing (people leave the community for this service)
- Supported living housing (people leave the community for this service)
- Long Term Complex Care Beds
- Affordable wheelchair-friendly housing
- Sensible rental housing at reasonable rental rates
- Services are relatively close to housing, but winter travel by foot or scooters is often difficult.
- Assistance with home repairs, maintenance and yard work (shovelling). A referral list of reliable, affordable, trustworthy, service providers would be helpful.

SOCIAL PARTICIPATION

AGE-FRIENDLY ASSETS

- Access to Ainsworth and Nelson swimming pools on Tuesdays and Thursdays by B.C. Transit
- Exercise, core strength, and yoga classes, carpet bowling, curling, golf, walking and running groups are available
- Study groups, church and extended care worship, speakers, concerts, art/quilt & car shows, speakers, readings, card playing, performance, theatre, and dance are available. Many of the fine arts: music, art, dance, and drama, take place locally.
- Social events such as Friday Senior Coffee Times, Legion Dinners, & Seniors' monthly dinner meeting are numerous
- Columbia Basin Alliance for Literacy and Selkirk College offered computer classes in 2013.
- Private art, music, choir, and ensemble classes are available from a variety of teachers
- A seniors' writing group meets weekly
- RCMP will pop in for informal visits with housebound seniors if requested
- Hospice can arrange volunteer visits for those clients whose caregivers need respite time
- Transportation to many of the social events in the village happens informally

AGE-FRIENDLY NEEDS

- An official outreach program for access to events and activities
- An organized transportation program for access to events and activities
- Buddy pairings between young and older seniors for daily check-ins

RESPECT & SOCIAL INCLUSION

AGE-FRIENDLY ASSETS

- Hospice support available for those needing care
- RCMP will do outreach to isolated seniors
- Informal outreach happens often in our area
- Seniors are involved, and play key roles, in many organizations
- Seniors are encouraged to be part of boards and attend village council meetings
- Many seniors are self motivated with the drive to continue with lifelong learning.
- Jubilee medals were awarded to some community members this year

AGE-FRIENDLY NEEDS

- Volunteer Buddy Program pairing young and older seniors for daily check-ins
- More recognition of volunteers, perhaps on a bi-weekly or monthly time frame rather than one Citizen of the Year annually
- Outreach and transportation to events needed to include more seniors in social interaction
- Volunteer buddies needed to accompany handicapped individuals on river trails

EMPLOYMENT VOLUNTEER OPPORTUNITIES

AGE-FRIENDLY ASSETS

- Many volunteer opportunities available
- Mentoring for volunteer positions happens informally between past and present Presidents of groups
- Groups usually pay travel expenses for delegates to ease attendance at yearly district meetings and or training sessions

AGE-FRIENDLY NEEDS

- Limited employment opportunities in our area, and transportation would be a problem
- A 'Welcome Wagon' for newcomers to the community. Kaslo Community Groups Directory, and Seniors' Resource Books could be distributed through such a contact
- A Seniors' Coordinator to recruit and pair volunteers with the groups needing their services
- Escorts for handicapped transportation of individuals on local walks
- Volunteer Appreciation events to increase awareness of groups needing volunteers.
- A Volunteer Coordinator

APPENDIX 1. PROJECT ACTIVITIES AND EVENTS

FEBRUARY

Elizabeth Brandrick hired as the Senior's Coordinator.

Began gathering available applicable Senior's Research Resources.

Reading Age-Friendly resources and office orientation.

MARCH

Weekly meetings with NKLCSS Executive Director.

Mar. 6, Wed. am. 2013 attended the 'Age-Friendly- Nelson Community - Advisory Committee' Meeting in Nelson met contact person Corrine Younie – Age friendly Community Coordinator.

Mar. 6, Wed pm. Visited the Senior's Resource Centre in Nelson.

Requested, obtained, and read the Priority Area Synthesis for the following: Community Support and Health Services, Housing and Supply Services, Transportation, Social Participation Opportunities, Outdoor Spaces and Public Facilities, Respect and Social Inclusion, Communication and Information, and Participation and Civic Participation and Employment Opportunities.

Adjusted the Priority Area Synthesis information to a useable survey format.

Began compiling a list of key contacts regarding the needs of Local Seniors for survey and feedback.

Began a draft copy of a year plan for this 'Age Friendly Senior's Program' with anticipated time allotments.

Begin compiling a summary list of the following three resource guides which were numbered as follows:

#1 (Provincial) B.C. Senior's Guide 10th edition, #2 (Regional) Closing the Gaps in Seniors' Care – Resources Guide To Public and Private Services for NKL Seniors November, 2012, #3 (Local) Kaslo Area Businesses, Resources and Services List.

Compile survey and questions to use at interviews, and way to record data. Draft introduction for project and Seniors Coordinator.

APRIL

Attended Elder Abuse Presentation, and met with Nelson CRNs and learned about legal issues affecting seniors.

Weekly meeting with NKLCSS Executive Director

Began conducting interviews with key people in the community regarding the needs of Seniors:

Connected Communities Coalition - C.C.; CRN – E.S.; Seniors Association - M.J., M.S; RDCK – A.W.

Participated in Safe and Effective use of Technology workshop

MAY

Weekly meetings with NKLCSS Executive Director

Participated in Nelson Age Friendly Community Advisory committee meeting: participated in priority setting exercise and learned about mapping of priority areas (Community support &

health services; transportation; communication & information); participated in survey pilot test

Continued conducting interviews with key people in the community regarding the needs of Seniors: Nelson Seniors Resource Centre – M.; Housing – Stafford Brandrick; CDCSS; Mary Linn, President of Legion; Vol. Srs. Coord – E. W.; Village of Kaslo – R. S.

Attended Kaslo Hospital Auxiliary meeting and informed them about the Seniors Age Friendly project

Attended Seniors Branch regular meeting

Conducting interviews with key people in the community regarding the needs of Seniors.

Conducting interviews with key people in the community regarding the needs of Seniors.

Interviewed: CDCSS, Mary Linn, President of Legion, Vol. Srs. Coord – Effie W., Village of Kaslo – Rae S.

IH – Public Health nurse Danielle Newson, or Ronda Addison, Home Support coordinator – refused interview

Continue: entering information (e.g., start draft report) gained from the key contacts into the formal interview document

Continued typing up summary list of changes in information provided in the #2 (Regional) Closing the Gaps in Seniors' Care – Resources Guide To Public and Private Services for NKL Seniors November, 2012,

#3 (Local) Kaslo Area Businesses, Resources and Services List - is very out of date. We won't update #3 but we will cross reference to make sure we have all the pertinent information included in #2.

JUNE

Weekly meetings with NKLCSS Executive Director

Began the formal priority setting survey process with community seniors and groups who serve seniors in the community, recorded information gained.

Continued to survey service providers listed in guide books with regards to whether they identify any gaps in services, whether their services are being utilized, and if not, if there are any barriers.

JULY

Weekly meetings with NKLCSS Executive Director

Continued the assessment process from the Senior's Survey Documents.

Began compiling key information to be inserted in a formal report which will try to answer the following questions: Who is vulnerable? What services can be provided to keep seniors in our community? Why do Seniors leave our community? What would make our community more attractive and comfortable for them in the future?

AUGUST

Continued Planning the priority setting meeting for September 11th.

-The goals of the meeting are the prioritizing of the needs of seniors in the community, the identifying of barriers and gaps to service, and the need for services that will benefit and impact the most people to keep Kaslo and area an age friendly community.

-Approximately 15/20 people will attend this Age Friendly priority setting gathering.

- Researched information for the Kaslo Senior Group about the Kaslo Facebook Volunteer Site, the Volunteer Driver's Program, and Scooter Safety.
- Met with RCMP. They are interested in scooter safety, information, and rules of the road event.

Meet with ED – 9 am – 10:30

SEPTEMBER

- Meeting with seniors at noon monthly meeting on Sept. 3/13
- Attended Nelson Senior Coordinator's Advisory Committee Meeting in Nelson
- Attended Nelson Senior Coordinator's Advisory Committee Meeting in Nelson on the morning of Wednesday September the 4th.
- Priority setting meeting on September the 11/13
- Plan Saturday Market
- Sept. 14/13 Kaslo Saturday Market Age Friendly display
- Presented project information at NKLCCS AGM.
- Presentation to Chamber of Commerce

OCTOBER

- Meeting with seniors at noon monthly meeting
- Attended Nelson Senior Coordinator's Advisory Committee Meeting in Nelson

NOVEMBER

- Meeting with seniors at noon monthly meeting
- Attended Nelson Senior Coordinator's Advisory Committee Meeting in Nelson

DECEMBER

- Office hours Monday 9:00 – 12:00 at NKLCCS meeting with seniors 1-1 and connecting them to available services.
- Writing of final project reports and evaluation for this 2013 year's project.
- Shared 'Kaslo's 2013 Senior-Friendly Community Project – UBCM Seniors' Housing and Support Initiative Interim Report' with the Village Council.
- Met with Seniors at their Friday morning drop-in
- Guest speaker at the Seniors at the Seniors' Christmas party
- Attended Nelson Senior Coordinator's Advisory Committee Meeting in Nelson
- connected a senior to free R.C.M.P. assistance for a winter wood supply
- connected a senior to suggested activities for a handicapped parent newly arrived in the community

JANUARY

- Office hours Monday 9:00 – 12:00 at NKLCCS meeting with seniors 1-1 and connecting them to available services.
- Spoke at the Seniors' monthly meeting sharing information about the need for Health Insurance when travelling out of the country.
- Meetings with NKLCCS Executive Director
- Attended the Senior's Friday morning coffee drop-ins
- Corresponded with Elaine Smith, C.R.N., and Judy Soroke the Volunteer Driver contact in Castlegar

Home visit with a senior and her children directing them to available services when her husband was hospitalized

Attended Kaslo Sustainability Study Session (ICSP) with the Village Council and Joan Chess from Prince George, discussing the draft strategy for completing the document feedback from organizations and community residents.

FEBRUARY

Office hours Monday 9:00 – 12:00 at NKLCSS meeting with seniors 1-1 and connecting them to available services.

Meetings with NKLCSS Executive Director

Presentation to Kaslo Chamber of Commerce

Spoke at the Seniors' monthly meeting. I researched the process for presenting a \$500.00 scholarship from the Seniors to a deserving grade 12 student, and reported back to the Seniors at their monthly meeting.

Prepared draft letter of support for safety upgrades at the Heritage Hall connected to St. Andrew's church

Researched information about Senior's Advocate training

Appointment at Michelle Mungall's Office with Lori; sharing information about senior needs and services in Kaslo and area.

Interviewed and surveyed seniors at their coffee time about their use of available services

Attended the Legion bi-monthly dinner and interviewed some of the attendees

MARCH

Office hours Monday 9:00 – 12:00 at NKLCSS meeting with seniors 1-1 and connecting them to available services.

Writing of final project reports and evaluation for this 2013 year's project.

Met with Seniors at their Friday morning drop-in, sharing requested information with seniors

Conducted interviews with individuals and members of a variety of groups in the community about their use of available services, also collected their suggestions. Some of the groups interviewed were the Seniors' monthly dinner meeting and AGM group, Seniors' Coffee times, Knitters, Shrove Tuesday Pancake Supper attendees

Attended Nelson Senior Coordinator's Advisory Committee Meeting in Nelson

Phoned key service providers for survey and input on the perceived use of the services they offer

Booked delegation on March 25, 2014 to present the final report to the Village Council.

SUMMARY OF SENIOR COORDINATOR'S MEETINGS AND CONSULTATIONS

<u>Date:</u>	<u># of participants:</u>	<u>Topic:</u>
Mar. 6/13	15	Priority Setting
Mar. 6/13	1	Met with Senior's Resource Centre Nelson
Apr. 2/13	30	Elder Abuse presentation by Nelson's CRN's at Senior's Hall
Apr. 30/13	12	Safe and Effective use of Technology workshop
May.1/13	10	Nelson Age Friendly Advisory Priority Setting Meeting
May 2013	1-1	Ongoing interviews with key people in the community
May 6/13	12	Hospital Auxiliary Informed about Seniors Age Friendly project
May 7/13	25	Senior's Monthly Meeting informed about Age Friendly Project.
June 4/13	31	Senior's Monthly Mtg. Informed about vol. in the community.
June 5/13	11	Nelson Age Friendly Advisory Meeting
July 3/13	10	Nelson Age Friendly Advisory Meeting
August 1/13	1-1	R.C.M.P. Interview and sharing of Senior Needs
Sept 3/13	25	Senior's Group shared info abt. Kaslo Facebook Vol. Site Volunteer Driver's Program, and Scooter Safety
Sept 4/13	11	Nelson Age Friendly Advisory Meeting
Sept 9/13	12	Hospital Aux. Priority Setting discussion
Sept 11/13	11	Sr. Hall Priority Setting with surveyed Key People
Sept 14/13	41	Saturday Market Kaslo
Sept 26/13	25	AGM for NKLCSS Gave a summary report of Sr. Coord. Project
Oct 8/13	31	Surveyed seniors for Joan Chess's Sustainability Study
Oct 9/13	20	Nelson Age Friendly Advisory Meeting
Oct 22 & 23	20	Castlegar Senior Leader Organizations workshop
Nov 5/13	31	Sr's monthly meeting Shared Priority Setting Session Info.
Dec 2/13	26	Hosp. Aux. Informed about 1-1 consultation service at NKLCSS
Dec 3/13	9	Interim final rpt pres. to Village Senior-Friendly Comm. Project

Dec 8/13	63	Spoke to the Sr's at their Christmas Party rpt. similar to AGM rpt
Dec 11/13	11	Nelson Sr. Coordinator's Advisory Committee Meeting in Nelson
Jan/14	1-1	Mon.9-12 at NKLCSS connections to services
Jan 7/14	36	Reported to Seniors at monthly meeting on insurance needs
January 2014	30	Answered questions of seniors as they arose
January 3/14	1-3	Met with family, directed toward necessary services
Jan 27/14	6	Shared data with Joan Chess and Village / sustainability study
Jan 28/14	1-2	Open House with Joan Chess connected to Housing Group Data
Feb/14	1-1	Mon. 9-12 at NKLCSS connecting seniors to services
Feb 3/14	9	Hospital Auxiliary -Reported on services available
Feb 4/14	31	Shared information on JVH grade 12 scholarship award
Feb 5/14	14	Shared Seniors suggestions for community improvements.
Feb 12/14	12	Nelson Senior Advisory Meeting
Feb 24/14	1-1	Spoke to Lori at Michelle Mungall's Office abt. available services
Feb 28/14	21	Surveyed Seniors about their use of services for year-end report
March 2014	1-1	Mon. 9-12 at NKLCSS connecting seniors to services
Mar 1/14	16	Legion Supper surveyed seniors about their use of services.
Mar 5/14	15	Nelson Senior Advisory Meeting
Mar 3/14	21	Hospital Aux. Summarized Services and information available
Mar 4/14	31	Senior's monthly meeting surveyed and summary of services

- Total of group plus 1-1 connections equaled approximately 800 people. Without the (1-1) meetings and connections the total would be approximately 746 people.

- Conducted interviews with individuals and members of a variety of groups in the community about services available, and their use of those services.

APPENDIX 2. INTERVIEW RESULTS

Legend:

The following resource guides were reviewed for information on services. Throughout the document these 4 guides are referenced by their number (i.e., 1, 2, 3, or 4), followed by the page number the information can be found on (e.g., contact information for Home Support can be found in guide 1, page 23, noted as #1:23. More information can also be found in guide 2, on pages 7 and 11, noted as #2:7, 11).

#1. Kaslo Area Business, Resources & Services Guide

#2. Closing the Gaps in Seniors Care, Resources Guide, Trail Fair. November 2012. Available at: www.trailfair.ca/seniors

#3. BC Seniors' Guide, 10th Edition, 2012.

#4. Kaslo Community Groups Directory. December 31, 2012

Those interviewed were:

- a) Rae Sawyer, Kaslo Village Administrator
- b) Molly Semenoff, Clarice Caywood, Mariette McElroy, & Hazel Calder, Senior Citizen Branch members
- c) Stafford Brandrick, Board Chairperson of the Kaslo Shelter Society
- d) Aimée Watson, Food Security Coordinator
- e) Mary Linn, Provincial (SCSR Provincial Government Office & the President of the Local Chapter of the Legion
- f) Corporal Shaun Begg, RCMP Kaslo
- g) Kate O'Keefe, Health Coalition
- h) Chelsea Van Koughnett, Executive Director of Hospice & Kaslo's Alzheimer Volunteer Coordinator
- i) Effie Woloshyn, Senior's Advocate
- j) V.H.K.A.S. - Hospital Auxiliary members (June meeting)
- k) Elizabeth Scarlett, Physiotherapist

TABLE 4. PRIORITY AREA SYNTHESIS – INTERVIEW SURVEY RESULTS

#1 COMMUNITY SUPPORT & HEALTH SERVICES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION? e.g. the service falls under <u>Community Support & Health Services</u> but the barrier to accessing that service is a <u>Transportation issue</u>
1a) Home health care	Baths – only once weekly at VHK	# 1 (23 & 29) #2 (10) Primary Health 250 353 2291 #1 (17) Home Support ph.# 250-353-2744 #2 (10) Private Services provided – user pays Spectrum Home and Family Care and We Care Home Health Services #2 (10)	No	Cost is a barrier	One bath can be scheduled each week at the hospital. The cost is \$45.00 each bath. More Home Health Care needs to be provided. The Minister of Health has cut down on homecare. There should be more use of Nurse Practitioners.	Lack of Communication and Information could be a barrier to accessing services.
1b) Housekeeping, laundry	no	IH (#1:21) (#2:7) Private (#2:11)	Yes	Cost is the barrier. The barrier is finding the right person to work for you.	The cost of private home support is a barrier	
1c) Cooking/Meal service	½ gap - Meals on Wheels – #1 (21) cancelled. Home Support workers have limited time to cook healthy fresh food for clients. Clients pay for the food service	Dinners at Home Frozen Meals (#2:3) are available for purchase from Lori Seacotte. Legion Auxiliary provides cooked meals twice a month on Saturday evenings for \$10.00	unknown	Barrier could be the cost of paying for the time needed for food prep by home health care workers. Cost could be a barrier.	Workers are frustrated because they can't meet the needs of the seniors. Fresh cooked meals used to be delivered by volunteers; but this program no longer is in operation. The 'Meals on Wheels' program is needed.	

#1 COMMUNITY SUPPORT & HEALTH SERVICES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION? e.g. the service falls under <u>Community Support & Health Services</u> but the barrier to accessing that service is a <u>Transportation issue</u>
1d) Shopping assistance & delivery services	½ gap	#1 (21)- home support #2 (3) – Front St. Market will deliver groceries, as will Cornucopia, and the Drug Store.		COST? There's a small fee for grocery delivery	There is no program in place for assistance with grocery shopping. Assistance has to be arranged privately. The local grocery store, Cornucopia, and the drug store will deliver to a person's home if that service is required. 40 food hampers are prepared each month for distribution by the Legion. Grocery delivery cost is reasonable	
1e) Phone Check-Ins/Visits	Gap Friendly visitors program not formally established.	The service is provided by NKLCSS through Lifeline. #1 (21) #2 (9)	Lifeline service is underutilized –few clients at this time	The cost of Lifeline could be a barrier.	-Phone Check-ins happen informally, by friends, and family. -More advertising, and demos of Lifeline equipment was suggested. -Advertise at exercise classes, church, legion, let senior's children know the service is available, contact specific people. -Lifeline provides security for the client and peace of mind for their family.	The barrier is likely information/knowledge about the program

#1 COMMUNITY SUPPORT & HEALTH SERVICES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION? e.g. the service falls under <u>Community Support & Health Services</u> but the barrier to accessing that service is a <u>Transportation</u> issue
1f) Neighbourhood Watch type programs in all communities	Gap	Not offered at present.			-The need could be met by informal pairing of at risk seniors with neighbours.	
1g) Personal accompaniment to medical appointments	Gap – we have no local volunteers	CDCSS West Kootenay Volunteer Driver program (#2, p. 16) Central Office is at Castlegar. Contact person is Judy – phone 1-877-394-2990.	It is a gap in service.	Confidentiality and transportation are issues	Informal accompaniment. ~~~~~ ~ Qualified drivers with good insurance coverage, a reliable vehicle, and a criminal record check are needed in our area. Volunteers can phone Judy -Judy Soroke said financial assistance is available if it is needed. Cost is \$0.41/km Ambulance service can be used for medical appointments.	Drivers will come from Nelson or Castlegar; but it would be costly to pay the mileage.
1h) One-stop health/wellness services	gap	Primary Health (250 353 2291) Hospital Care not Kaslo; (Nelson or further away...)	No it is a gap		-Not all services are provided at the Primary Health Centre. -Medical trips to Nelson, Trail, Kelowna and the coast are required at times. -limited emergency care	

#1 COMMUNITY SUPPORT & HEALTH SERVICES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION? e.g. the service falls under <u>Community Support & Health Services</u> but the barrier to accessing that service is a <u>Transportation</u> issue
1i) Integrated care teams, set & monitor care plans	No	Continuing Care Case Manager (#2:7)		The barrier is that Nelson, Castlegar, and Trail used to do health care here; but no longer.	Sept. there will be a focus group meeting with IHA & others. Ambulance, Mayor, Representative from the Region, Molly, Jane, NKLCSS, and Heather Gates.	Transportation to centers where integrated care is available are time consuming and costly.
1j) Dental care	No	Dr. Holly Stamer has a local practice	Holly has a busy practice.	Offered one free dental care day for those in financial need a few months ago		Patients may need transportation to their appointment
1k) Eye care	Yes in Kaslo	#1 (20) (Nelson) The service is not provided here any longer.	No	Transportation to the optometrist in Nelson is necessary	Service not offered in Kaslo. It was convenient in the past to have appointments available here in Kaslo.	SB The service is available in Nelson making transportation an issue
1l) Foot care	No	1 Phone Primary Health at 250 353 2291 to book appointments with Geraldine Buchanan #2 (4)			This service is available at Primary Health. Home visits are available in some instances.	
1m) Mobile health services/clinics	No	Primary Health 250 353 2291 Mammograms, & Flu Shot Clinics	No	No	The mammogram, and flu shot clinics are well attended. -A lab clinic at the north end of the lake would be convenient for the residents living there considering the lab	

#1 COMMUNITY SUPPORT & HEALTH SERVICES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION? e.g. the service falls under Community Support & Health Services but the barrier to accessing that service is a Transportation issue
					technician Deb Borsos lives there too.	
1n) Respite services/caregiver support	No	#2 (2) Primary Health 250 353 2291	no	The barrier would be if no space was available at the time you required support.	Respite care and support is provided locally at extended care. Hospice volunteers also offer respite care (a few hours or overnight vigils). Concern that a hospice patient still is in her room with a roommate at extended care. ~~~~~	
1o) Hospice care (in-home)	No gap	Contact Chelsea Van Koughnett Executive Director 250 353 2299 hospice@kaslo.org	Hospice care is becoming known in Kaslo, and is being used mostly by residents at the hospital.	Communication could be a barrier. The community is being educated about access to hospice care. A grief workshop is being planned for Kaslo.	This service can now be arranged in Kaslo through Chelsea Van Koughnett	
1p) Specialized gerontology services	Yes – specialist care not available Residential care is available for seniors.	#2 (2) Adult Day Care and Respite Residential Care: 24/7 #2 (10) Complex Care 250 353 2211 or Care Case Manager 250 353 2744	No	Cost and transportation can be barriers.	Specialists in gerontology service are not available at Kelowna.	Specialists are seen in Nelson and Trail so transportation and cost become issues.

#1 COMMUNITY SUPPORT & HEALTH SERVICES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION? e.g. the service falls under <u>Community Support & Health Services</u> but the barrier to accessing that service is a <u>Transportation</u> issue
1q) Identified health specialists or specialty services	Gap	#2 (6-7)	no	Medical specialist services are not available in Kaslo (for example cardiologists).	For visits to medical specialists we travel to where they are located – for example (Kelowna). Some specialty services are provided here, herbalist, acupuncture, massage, homeopathy, physiotherapy, and chiropractor care. Ten visits annually are covered by MSP for those who qualify for assistance. -Pharmacy care is available	The barrier is transportation
1r) Identification & assessment of isolated/at-risk seniors PLUS Follow up to ensure they are utilizing services	yes	#1 (21) – continuing care case manager will follow up once senior is identified #2		There is no formal program identifying at-risk individuals.	Where can people go to be assessed to find out if they can still manage on their own? An occupational therapist? It is difficult to fall through the cracks in a small community where people are more aware if you are in need)	
1s) Affordable health care aids & equipment	No gap	Red Cross Health Equipment Loan Program 3 mos. By appointment. Contact Molly Seminoff. 250 353 2673	Service is utilized.	Use of equipment is by donation! It is affordable.	The hospital will order special health care aids for patients at cost. E. Scarlett has people try out a variety of health	Transportation is always an issue if you are injured.

#1 COMMUNITY SUPPORT & HEALTH SERVICES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION? e.g. the service falls under <u>Community Support & Health Services</u> but the barrier to accessing that service is a <u>Transportation issue</u>
					care aids to find the one that is best suited for them. In some cases she has advised where rails and other equipment should be mounted	Ability to pay is taken into consideration for equipment loans.
1t) Advocate /specialized services for low income seniors	Yes	A new Kaslo Senior Advocate is needed. Nelson Advocacy Centre is the closest access now at 250 352 5777			We have no Senior's Advocate in the community at this time. People have to step up and ask for help.	
1u) Elder abuse training for public safety & health/emergency services staff	No	(CRN) Community Response Network. Contact: Elaine Smith kaslocrn@yahoo.ca 250 353 7666	Elaine Smith is available on Thursday mornings from 8:00am. To 9:00am at the Senior Hall. People are welcome to pick up available literature and ask questions and receive information.		Molly Seminoff and Clarice Caywood have attended many workshops on Elder Abuse. CRN directs people to care from the best sources.	Communication can be a barrier if people aren't aware of CRN services.

#1 COMMUNITY SUPPORT & HEALTH SERVICES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION? e.g. the service falls under <u>Community Support & Health Services</u> but the barrier to accessing that service is a <u>Transportation</u> issue
1v) Education/info about preventative health (healthy foods, vitamins)	No	#1 (20) Dietician 250 353 2291 #1 (21) Public Health Nurse Danielle Newson 250 353 - 2291	Weight program being conducted by Dr. Frowse, and Georgie Humphries. Walking, running , senior exercise groups, and yoga Classes. -Cholesterol lowering classes have also been conducted at Primary Health.	Doctor/Nurse articles could appear weekly in the Pennywise	Health Matters articles are now being published in 'The Penny Wise' with excellent preventative Health articles. ~~~~~ Pharmacy, Cornucopia, and Sunny Side all focus on preventative health. Food Safe Program. Healthy eating group/program through Primary Health.	Communication could be larger print, double spaced, and concise. (Brief) **contact Kate O'Keefe who used to write "Health Matters" articles.*** ~~~~~
1w) Chronic disease/pain management workshops	yes	#1 (28) #2 (13) #3 (50)			Contact Jean Brown	Lack of communication and information about available services creates a barrier to service.
1x) Financial education	Yes	Contact your Bank Manager or a Financial Consultant	No educational classes are offered but need to be arranged through Selkirk College, or separate groups such as the Senior's, church groups, Hospital Auxiliary...	Alzheimer (dementia) courses offered through Selkirk, and at the Senior's Hall.	CHIP Program (Canadian Home Improvement Program)	

#1 COMMUNITY SUPPORT & HEALTH SERVICES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION? e.g. the service falls under <u>Community Support & Health Services</u> but the barrier to accessing that service is a <u>Transportation issue</u>
1y) Food Security	No	#4 (2) Kaslo Food cupboard Aimee Watson 250 353 7120 office@nklcss.org or www.nklcss.org Food Bank @ Royal Can. Legion Br.74 250 353 2261 Mary Linn	Food Hub has two identifiable seniors who use the service. 40 Food hampers are prepared for distribution each month by the Legion.	Ashamed to use the services of the Food Hub/Aimee, or the Legion/Food Bank is a barrier.	Aimee at the Food Bank, and the Legion distributes food to those in need. Cornucopia and Sunnyside put bulk orders in together thus reducing costs. Local merchants need our support – question raised “Are the Food Bank and Food Cupboard taking away business from local merchants?”	Transportation could be a foreseeable issue, funding, and publicity
1z) Lifeline	No	#1 (21) NKLSS				

#2 HOUSING SUPPLY & SERVICES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION?
2a) Affordable, accessible small single family homes	Yes	None in Kaslo	No – It is a gap	Some affordable housing is available in rural areas. (RS) Available housing is either substandard or is available at overinflated costs.	Could seniors be given transportation on school buses that go by that are empty? Low income housing is not wheelchair friendly.	No
2b) Assisted living housing	Yes	None in Kaslo	No – It is a gap	Service is not available in the Kaslo area	Assisted living units are needed. ~~~~~ Meals are not available at any independent living housing.	No
2c) Supported living housing	yes	Not available in Kaslo	It is a gap.	Service is not available	People move elsewhere where they can receive this care.	
2d) Long term care facilities	No	The Victorian Community Health Centre of Kaslo ph.# 250-353-2211	No there is a full quota of residents, and a waiting list.	Barrier is demand (outweighs supply or residential spaces).	Demand exceeds supply of service	No
2e) Hospice care	No	Hospice Services for Kaslo. Ph. # 250-353-2299. Contact Chelsea VanKoughnett #1 (17)	Not a gap	no	Becoming more utilized now that the service is being locally managed rather than under the umbrella of Nelson. ~~~~~ Office in the Kemball Building is	Lack of communication and Information could be a barrier to receiving this service.

#2 HOUSING SUPPLY & SERVICES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION?
					difficult to access for handicapped individuals but there is space being shared at the Victorian Comm. Health Centre which is handicapped accessible. *Wishes for a hospice facility.	
2f) Housing that is safe and secure	No	Kaslo and District Senior Citizen's Shelter Society- Abbey Manor – Contact Stafford Brandrick 250-353-2159	No – (Full Tenancy)	There can be a wait list to get an apartment	Abbey Manor has a security speaker system in place for access to individual suites.	No
2g) Housing located near services	Not a gap	Abbey Manor is close to the downtown centre.	na	Transportation can be a barrier to some locations.	Village size makes services relatively close. Winter is difficult even for those with scooters. Public Transportation is limited to Local Bus Service on Friday mornings.	
2h) Housing located near transportation	There is only Fri. morning bus pick-up on demand	West Kootenay Transit 1-877-843- 2877	Transportation is a gap.	Service is only offered one morning a week on demand.	Ideally there would be transportation service at least six days a week with protected bus	

#2 HOUSING SUPPLY & SERVICES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION?
					shelters near all senior's facilities.	
2i) Assistance with yard work/snow removal	Yes – no regular service	Veterans have this work paid for through the Royal Canadian Legion – other residents in town user pays. JVH students at times assist seniors with chores such as raking, stacking wood, and shoveling. RCMP	It isn't underutilized if the seniors can afford to pay.	Barriers are financial.		Not being well enough to arrange these services can be a barrier.
2j) Assistance with home repairs and maintenance	Yes	Veterans have this work paid for through the Royal Canadian Legion. -For others it is user pay.	Gap in service. Users pay.	To know which handyperson to phone for help when it is needed, and also finances.	Knowing which handyperson to phone for help when it is needed, and also finances.	Service is under housing; but lack of communication and information could prevent access to helpful service
2k) Long-term rental/affordable sales of home adaptive equipment	yes					
2l) Assistance installing home adaptations	yes	.	No	Individuals pay for adaptations to their dwelling places		
2m) Assistance installing health care aids and equipment	No	#2(9) Home Adaptations for Independence 1-	Contact local hardware stores, or Eliz. Scarlett for advice.	Installations have to be paid for by the individuals	Volunteer qualified handy men in the	Barriers are expense, and

#2 HOUSING SUPPLY & SERVICES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION?
		800-407-7757 ext. 7055 Elizabeth Scarlett physiotherapist for advice about installation of tub rails etc. Correct height measurement for Red Cross equipment.			community would be an asset.	communication, (who to contact)?
2n) Assistance installing Ecosave energy upgrades	Yes	Fortis has done some installations of Ecosave upgrades	Sometimes upgrades are installed free of charge by Fortis. For ex. At Abbey Manor in May/13	Knowing who to phone and cost would be the barriers.	In private homes you would have to find someone to help with upgrade installations.	
2o) Referral service to reliable, affordable, trustworthy service providers for above services	Yes there is a gap in having a referral service available.	Gap	Gap	No referral service	Referral service would be convenient.	

#3 TRANSPORTATION Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION?
3a) Transportation for social participation (not just medical or business appointments)	Partly	West Kootenay Transit	Not underutilized – Once a week Friday pick-up by bus to town for Senior’s Coffee time or shopping/banking etc.	\$95.00/hr. is the barrier	This year for the 1 st time the seniors car pooled to a Meadow Creek Senior’s Dinner even though they have the bus nearby because of the cost	
3b) Affordable taxi service	Gap	Not available	A gap in service.	Service is not available’	It is felt that licensing & insurance are complicated and expensive.	
3c) Barrier-free HandyDART	Gap	Not available in Kaslo.	A gap.	Not available		
3d) Driver assessment program	Yes – no available locally	#3 (74-75) Office of the Superintendent of Motor Vehicles. Dial 1-800-663-7867 ask to be transferred to 250-387-7747	At regular intervals beginning at age 80, drivers are assessed. If a reliable report is received concerning a person’s driving ability they are assessed.	Some people have had to go to Kelowna for this assessment, and have to use a computer for their test. Not all seniors are comfortable using computers.	The barrier could be the cost of going to Kelowna for a driver assessment, or to Nelson. Perhaps the testing should be done locally?	Available in Nelson; but not locally. Transportation to appointments is an issue.
3e) Transportation to out of town medical appointments (including Trail & Kelowna)	Yes	Central Kootenay Transit is now called West Kootenay Transit. ph.# 1-877-843-2877 Kaslo-Balfour-Nelson-Castlegar-Trail. #2(16) West Kootenay Volunteer Drivers Program Contact Judy Soroke //////////	Underutilized so the program collapsed in Kaslo. An individual was giving people rides to appointments.	There are no volunteer drivers in Kaslo and area at this time. Volunteer drivers should increase their coverage to 3-5million liability coverage. School buses travel from rural areas to Kaslo each day. Senior’s could be given rides to medical services in Kaslo.	School bus service is not shared with community members and is a barrier at this time. Bus service is only available on Tues. ad Thurs. to Nelson & If health is an issue the transfers at Balfour, Nelson, & Castlegar to get to a Trail appointment may not be very comfortable.	.

#3 TRANSPORTATION Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION?
				-Cost, trust, and pride are barriers to phoning for a ride.	Time consumption for the elderly an issue. Washroom facilities an issue for some	
3f) Evening & weekend service transit service between Kaslo and Nelson	yes					
3g) Transportation for seniors' events and trips	This is not a gap, groups can arrange for bus use.	West Kootenay Transit	Yes it is underutilized	Expensive	Cost is \$95.00/hr. Very costly to rent the bus. A group would pay for the driver's time while they were at the event and for the return journey. If your license is not renewed transportation becomes difficult.	
3i) Front door stops at key locations	Yes	Friday morning pick- ups if you prearrange with West Kootenay Transit	Gap in service. Need for the service on a more frequent basis.	The barrier is frequency	More handicapped parking spaces required downtown to let handicapped people off near their destination	
3j) Snow removal on sidewalks near transit stops	Gap if you are booking a Friday morning bus pick-up.	Residents are responsible for snow removal or cost thereof	no	Cost of paying for plowing after a snowfall.	In the winter at times sidewalks in front of the Kemball Building and Village Hall are sheer ice. (People have fallen and broken hips.) JVH Students at times shovel senior's driveways and sidewalks, rake lawns, and stack wood as part	

#3 TRANSPORTATION Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION?
					of their community volunteerism.	
3k) Senior specific driver training/refreshers	Gap	This service is not offered in Kaslo	Not applicable	n/a	This service is not offered in Kaslo	n/a
3l) Subsidized or sponsored trips with the Volunteer Driver program	Yes subsidies are available if needed	#2(16) West Kootenay Volunteer Driver's Program based in Castlegar. Contact Judy Soroke ph.#'s 250- 304-2990, & toll free - 1-877-304-2990 judy.soroke@cdcss.ca	yes	Volunteer drivers from our area at this time would cut the cost of the gas mileage in half	\$0.41/km is expensive if the driver comes from Nelson to Kaslo to pick up a client, then drives them to Trail to an appointment, back to Kaslo, and then drives back to Nelson again.	The service falls under transportation but the barrier to accessing the service is communication and information.
3m) Coordination and training of volunteer drivers	No	See the information in the space directly above this box	It is underutilized because we don't have volunteer drivers here at this time.	The barrier is that we need to find volunteer drivers for Judy Soroke to coordinate and train.	Judy Soroke will meet with a group of concerned community members this fall to share information about the Volunteer Driver's Program.	This transportation issue has the barrier of lack of information and volunteers at this time.
3n) Physical assistance to use public transit (e.g. help getting on and off bus, help with walkers)	No	#2 (16) West Kootenay Transit at 1-877- 843-2877	Underutilized because of the limited service which may not be convenient for seniors making appointments in Nelson and Trail.	The bus needs a saved space for main street parking to facilitate easy offloading of wheelchairs for those using the service	Kaslo drivers are helpful if they notice someone needing assistance.	At busy times the bus can't find a place to park on main street for the exit of handicapped passengers.
3o) Transit schedules & routes that consider seniors' physical strength and endurance (especially at night and in winter)	Gap	West Kootenay Transit	It might be used more if it ran 5/7 days a week?	Many transfers to get to Trail are difficult for unwell seniors. Washroom accessibility is important.	People could leave a legacy from their estate to be used for community transportation.	

#4 SOCIAL PARTICIPATION OPPORTUNITIES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION ?
4a) Seniors' fitness programs, both general and specialized (e.g. swimming, aqua-size, yoga)	No	A variety of groups offer these programs: Elizabeth Scarlett, PT, or Krista Dietz lead twice weekly exercise, Curling Club – seniors curling Golf course Legion - carpet bowling, Ad hoc walking groups, provide socialization and exercise.	No	A swimming pool is the barrier to year round swimming programs. St. Andrew's Hall is not yet wheelchair accessible. No available transportation to activities is a barrier.		Transportation is the barrier to easy access to the Ainsworth and Nelson pools.
4b) Technology courses (e.g. computer training)	No	This winter CBAL and Selkirk College offered computer courses	No	Cost and transportation can be barriers	Courses were much appreciated.	Transportation to courses could be a barrier.
4c) Art & music therapy	No	NKLCSS (art), and a variety of individuals offer these services	No	No	Susan Clancy offered an art course at the Senior's Hall this past winter. Private art, music, choir, and ensemble classes are also available from a variety of individuals.	Communication & information would be the barrier to accessing this service.
4d) Varied other social participation opportunities, affordable and accessible	No	A great variety of groups and individuals offer these services.	No	Communication and Information helps people's awareness of available activities e.g. The Kaslo Community Groups Directory	Debra Barrett led a writing group again this year, and a second book of short stories/poetry was published, and launched officially at a special opening event at the public library.	Social Participation requires transportation depending on the location of the event you are attending.

#4 SOCIAL PARTICIPATION OPPORTUNITIES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION?
4e) Social participation activities include leisure, social, cultural and spiritual activities	No	A variety of sources	No	Transportation is always an issue for those without vehicles	Study groups, church and extended care worship, speakers, concerts, art shows, speakers, readings, performance, theatre, dance, Many of the fine arts strands music, art, dance, and drama take place locally.	Transportation required depending on your location and physical ability.
4f) Intergenerational programming (connecting youth and seniors)	Part	The school has some intergenerational connection through study, and presentations	No	No	More of these pairings could be arranged and would be appreciated	
4g) Community outreach programs to help seniors access events, activities, etc.	Gap	Not offered	No	Transportation is the barrier.	There isn't an official outreach program set up for access to events and activities, although there are many events to attend. Events and activities can be supported if they are hospice related.	n/a
4h) Activities in schools, places of worship	No	Concerts, services, and special programs take place at the school, churches, and the Langham.			Many people informally give rides to friends and seniors who would like to attend special local events	Transportation to the school is required by some residents depending on their location and fitness ability.
4i) Food-related activities (e.g. coffee/tea get together)	No	Senior's Coffee Senior's Lunch Legion Sat. night supper Church dinners and coffee gatherings	No	Mobility and transportation can be barriers	Many people will happily give rides to seniors needing a lift to attend events.	Social events are numerous, transportation is an issue

#4 SOCIAL PARTICIPATION OPPORTUNITIES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION?
4j) Non-physical recreation/indoor activities	No	Library, Langham, Selkirk College, Senior's Hall, Cribbage at the Legion, Bridge at Abbey Manor.	Some non physical activities are well attended.	Building access. Could be an issue.	Many activities are intergenerational and are available if people have the inclination to be involved in them. Cribbage, Bridge, art, computer courses, book & speakers.	Transportation can prevent some people from attending activities; but other will give rides if asked.
4k) Courses, crafts, hobbies	No	Informal groups gather for courses, crafts, and hobbies	No	Barriers would be building access, and transportation.	Kathy Freeman assembled a booklet with listings of 82 community groups available for those who are interested.	Social Participation Opportunities are available; but an issue could be transportation.
4l) Activities that recognize changing seniors interests, needs, availability, etc.	No	No specific organization for a variety of activities and interests	No	Barriers are time, spaces accessibility for the handicapped.	Costs for people on fixed incomes can prevent participation in favorite activities.	The barrier would be transportation for some.
4m) Activities offered at convenient, accessible locations near public transit	yes	Limited transit		Limited transit service		
4n) "Buddy" program that provides transportation and personal assistance	yes	None	No	Program is not in place	Perhaps the under 65's could pair up informally with the over 65's for transportation to events.	Social activities require transportation for some participants.
4o) Home visitor program for seniors confined to home, including in-home recreational activities	Yes	none	No	Program is not in place	'Books on Wheels' through the Library is one informal contact with housebound seniors. ~~~~~ -RCMP officer Shaun said that he and fellow	The program would need to be established, and volunteers screened and signed up.

#4 SOCIAL PARTICIPATION OPPORTUNITIES Issue/Service	<i>Does this issue represent a GAP in service?</i>	<i>What, if any AGENCY or INSTITUTION offers that service/these services</i>	<i>Is this an issue of UNDERUTILIZATION rather than a gap in services?</i>	<i>Is the issue here that there are BARRIERS to accessing this service/meeting this need?</i>	<i>Comments</i>	<i>Is there a PRIORITY AREA CONNECTION?</i>
					officers would be willing to pop in for a visit with any shut-ins if we let them know. Visits happen informally in the village at this time. Hospice will arrange volunteer visits for those clients whose caregivers need respite time.	

#5 OUTDOOR SPACES & PUBLIC FACILITIES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION?
5a) Accessible, convenient public washrooms	Yes	The public washrooms at the campground are convenient; but are too far away from the downtown core for ease of access. Washrooms in the space beside the Hotel would be convenient.	No	Yes	Washrooms at the Moyie down a level and accessed from the beach. Not wheelchair friendly. Washrooms at the hotel are only available when they are open, and users feel the need to buy a beverage for the courtesy of using their facilities.	Public washrooms could be built at the open market space across from the Credit Union.
5b) Public benches in key locations	yes	The Village, and by the donations of a variety organizations.	No	Limited benches available More needed on the west side of the main street, and outside the drugstore, and the post office.	Benches are used, and all ages can benefit from the installation of more of them.	No
5c) Safe & physically accessible outdoor spaces	Some gaps	The Village	No	No	It is a desire that the Front Street Park have more benches / tables for dominoes/chess – a conversation seating area would be great. Some of the trails are wheelchair friendly! Rough lawns and grass are awkward to navigate for some people.	Barrier would be mobility.
5d) Safe & physically accessible public buildings	No	No	No	Yes	It is difficult to change historic buildings to make them wheel-chair accessible.	Accessibility to public buildings is of prime importance to us all.

#5 OUTDOOR SPACES & PUBLIC FACILITIES Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION?
					St. Andrew's Church/Hall is working toward the installation of a ramp for ease of access. At the Kemball building forms are kindly brought out to the vehicles of people suffering from mobility issues so they don't have to navigate the stairs. This is also done for ease of voting in elections.	
5e) Safe & accessible trails and paths for walking/hiking	No	Kaslo Trailblazers have trails that extended care residents are able to be taken on. Trails are well kept up, awareness of possible wildlife encounters is important.	No	Transportation to the Trail heads is an issue, and a volunteer buddy would be ideal.	These trails are used happily by people of all ages. The barrier is organizing a driver for transporting extended care residents to the trailhead, in their IHA bus, and having willing volunteers to take residents for a walk. A former senior program no longer runs called 'Tea on the Trails'	
5f) Safe & accessible trails and paths for scooters/wheel chairs/walkers	No	Rails to Trails, and The Village care for pathways, and trails.	No	Volunteer partners are needed/ volunteer coordinator.	The paths and trails are used by handicapped individuals when accompanied by a buddy	Respect and Social Inclusion would be the area to arrange for volunteer partners.

#6 RESPECT & SOCIAL INCLUSION Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION?
6a)Respectful accommodation of seniors' needs	No	Hospice support for those needing hospice care.	No		Seniors need to be vocal about their needs. If people are made aware of a problem they are often willing to help.	No
6b)Outreach to isolated seniors	Gap	Many groups and individuals do this informally. Hospice can reach out to isolated hospice clients.	No	Barrier is knowing who needs assistance.	Our community is great at reaching out to those in need; but more outreach is always needed. ~~~~~ RCMP offered to be part of this outreach. Our former local cable TV. was very convenient for communication. Perhaps the Kaslo website serves the same purpose.	Communication and information is essential.
6c)Meaningful consultation/inclusion of seniors in community initiatives	No	The many organizations with senior members in the Village including hospice.	No	No	Seniors are involved in many organizations and play a key role.	No
6d)Engagement in decision making	No	Boards and Village Council	No	No	Seniors can be as involved as they wish to be, and can be encouraged to be involved.	Transportation perhaps; but rides are usually available
6e)Events/awards that recognize seniors' contributions and achievements	Partial Gap	Various groups and organizations	No	No	Citizen of the Year has become a life-time achievement award. ~~~~~ More recognition on a smaller scale especially for volunteers.	No

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					~~~~~ Jubilee Medals were awarded to some community members this year.	
6f)Seniors' peer support program	Gap	Under 65's could buddy up with an over 65 senior.	No Peer Support Program in Kaslo & Area.		No one is in place to provide this need.	
6g)Volunteer visitor program	Gap	none	No	Service is not offered	Visits happen informally. No formal volunteer visitor program here at this time.	Non structured

#7 COMMUNICATION & INFORMATION Issue/Service	Does this issue represent a GAP in service?	What, if any AGENCY or INSTITUTION offers that service/these services	Is this an issue of UNDERUTILIZATION rather than a gap in services?	Is the issue here that there are BARRIERS to accessing this service/meeting this need?	Comments	Is there a PRIORITY AREA CONNECTION?
7a)Post information & events on bulletin boards in areas frequented by seniors.	No/yes	Penny Wise provides this service, and the local website. (Google Kaslo for photos and information about Kaslo.	Not a gap; but more information in many ways is helpful.	Transportation is a barrier for those wanting to read the community notice board outside the grocery store.	<p>- If groceries are delivered to house bound individuals they won't see the local bulletin board. ~~~~~</p> <p>- The word *free* grabs our attention, as well as notices pinned up at an angle (we want to straighten them up). ~~~~~</p> <p>- A centrally located bulletin board near the Post Office would be helpful. ////////// Messages by phone the best, posters, computers, word of mouth are 2nd best.</p>	Transportation in a barrier to social events and the store where we hear, and read important information .
7b)Publicize information & events in local newspapers, church bulletins, cable/community access TV, community radio	No	A variety of groups share information by email, phone, word of mouth, Penny Wise, and posters	No	-Computer access is beneficial for receiving community mass emails. - Vision and Hearing disabilities make it difficult to be on top of community activities.	- The Penny Wise is very helpful for community information. -Kaslo website has a great deal of information available.	The cost of glasses and hearing aids could prevent a person with disabilities from keeping in touch with the community, and world around them.
7c)Publicize information & events by telephone and word of mouth (not just websites and e-mail)	No	A variety of groups offer these services	No	Barriers are difficulty hearing.	Groups such as the Hospital auxiliary have a phone, and an email contact who share important messages with the group.	A barrier could be Health Aids, for this area of Communication and information



#7 COMMUNICATION & INFORMATION Issue/Service	Does this issue represent a <b>GAP</b> in service?	What, if any <b>AGENCY</b> or <b>INSTITUTION</b> offers that service/these services	Is this an issue of <b>UNDERUTILIZATION</b> rather than a gap in services?	Is the issue here that there are <b>BARRIERS</b> to accessing this service/meeting this need?	Comments	Is there a <b>PRIORITY AREA CONNECTION?</b>
7d)Computer and internet access for seniors	No/Yes	The library offers these services free. Selkirk College access is by paying semester enrollment fee.	The service is used when the library is open to the public.	Times that these spaces are open, and transportation can be barrier. Cost of enrollment at Selkirk for computer access.	When the library is closed there is only paid access for computer use at the bakery . Not all people own a computer. ~~~~~ Many Seniors don't have computers, smart phones, I pad touch, and other devices. Some seniors are not confident with computer use.	Transportation to the library when it is open could be an issue for some seniors.
7e)Computer training and support	No	Selkirk College, and CBAL	More utilization could be encouraged	Barriers would be transportation to classes	Selkirk College teaches computer classes during the day and evening at many convenient times. CBAL under Barb Szuta's leadership offered a computer class this past winter.	
7f)Seniors' volunteer resource centre	Gap	Nelson is our closest Senior Resource Centre	It is a gap	No	The centre in Nelson runs in conjunction with managing home help bookings, and scheduling, as well as assisting those in need with income tax preparation. People are connected with information about many needs and resources.	Transportation to Nelson would be helpful
7g)Seniors Advocate	Gap	None at this time. This is a very important position. It needs to be a	Not offered here	The barrier to accessing this service is contacting the closest Senior's	Effie Woloshyn our Senior's Advocate and her husband have recently moved away	The barrier to accessing this service now is transportation.

#7 COMMUNICATION & INFORMATION Issue/Service	<i>Does this issue represent a GAP in service?</i>	<i>What, if any AGENCY or INSTITUTION offers that service/these services</i>	<i>Is this an issue of UNDERUTILIZATION rather than a gap in services?</i>	<i>Is the issue here that there are BARRIERS to accessing this service/meeting this need?</i>	<i>Comments</i>	<i>Is there a PRIORITY AREA CONNECTION?</i>
		person that the Seniors trust.		Advocate and getting their support.	from Kaslo. This now creates a gap in that service.	
7h)Central website linking key sites and information sources	Gap	n/a	n/a	n/a	A Kaslo Senior's Resource Centre website could be established by a Senior's consultant. A centralized information site would be most convenient.	n/a
7i)Key web resources should be easy to access/navigate	Gap	The Senior's resource Centre in Nelson can guide people in the right direction by giving them the web addresses they need.	Underutilized	The Barriers are that not all the seniors have computers, or are comfortable researching on them.	Web resources are becoming more accessible all the time. The three resource book guides could be posted on one online site, and linked to a Kaslo Senior's Website. Computer access is essential to using web resources.	The barriers to accessing web information would be Communication, and lists of web addresses for pertinent sites.

#8 CIVIC PARTICIPATION & EMPLOYMENT OPPORTUNITIES Issue/Service	<i>Does this issue represent a GAP in service?</i>	<i>What, if any AGENCY or INSTITUTION offers that service/these services</i>	<i>Is this an issue of UNDERUTILIZATION rather than a gap in services?</i>	<i>Is the issue here that there are BARRIERS to accessing this service/meeting this need?</i>	<i>Comments</i>	<i>Is there a PRIORITY AREA CONNECTION</i>
8a)Employment and other services that recognize changing income/employment challenges of aging population	Gap	Challenging question – Selkirk College	no	Limitations of Seniors because of age, wellness, and transportation.	Not many employment opportunities for seniors, jobs not in abundance.	n/a
8b)Employment opportunities that recognize and accommodate seniors’ physical needs, health challenges, etc.	Gap	n/a	It is a gap.	Economics – lack of employment	Few employment opportunities for handicapped seniors here.	If employment were available handiDART transportation would be a definite barrier.
8c)Employment skills training for older workers	No	Selkirk College	Underutilized	Barriers are cost, scheduling conflicts, and desire.	Selkirk College class expenses are reasonable in price but more seniors participate in other activities and volunteerism.	Transportation to classes could be an issue as well as cost?
8d)Strategy to address challenges resulting from increased age for pension eligibility	gap	Question unclear. No program to address challenges facing seniors having to wait a longer time for their pensions to begin	No program in place at this time in Kaslo		Not a large population over age 60 working. It can be a challenge physically to work until pension benefits begin. Many people move here after they retire.	n/a
8e) Volunteer opportunities for seniors that are accessible and accommodate their needs.	No	Rampant! Many opportunities are available for volunteering.	No	Multitudes of opportunities for volunteerism	A Welcome Wagon would be helpful. Kaslo Community Groups Directory and Senior’s Resource books could be	Refer to the “Kaslo Community Groups Directory” prepared by Kathy Freeman @ ph.# 250 353 2675.

#8 CIVIC PARTICIPATION & EMPLOYMENT OPPORTUNITIES Issue/Service	<i>Does this issue represent a GAP in service?</i>	<i>What, if any AGENCY or INSTITUTION offers that service/these services</i>	<i>Is this an issue of UNDERUTILIZATION rather than a gap in services?</i>	<i>Is the issue here that there are BARRIERS to accessing this service/meeting this need?</i>	<i>Comments</i>	<i>Is there a PRIORITY AREA CONNECTION</i>
					distributed through such a contact. -More seniors could be volunteers for Hospice.	
8f) Volunteer opportunities that are fulfilling and meaningful	No	82 organizations have been identified in the Kaslo Community	Many people participate as volunteers in our community.	Those unable to drive or without vehicles may need rides to their volunteering destination.	Matching volunteers with the group needing assistance most suited to their skills can be a challenge.  A paid position might be required to match volunteers and people/organizations	Transportation could be a barrier. Communicating the need for volunteers sometimes difficult.
8g) Mentoring opportunities for seniors	No	Through school and youth centre the possibilities are there for mentoring.	Mentoring between seniors could be arranged more formally.	The barrier could be the organizing of volunteers and those they can mentor.	Mentoring can be done on line if seniors are computer literate. Mentoring is very valuable. A mentoring program between adults and youth is available. Mentoring between seniors happens informally within many groups, (for example past presidents can mentor newly appointed presidents).	Communication and information would be necessary in some situations to pair mentors, and those they can mentor.
8h) Centralized service to coordinate placement of senior volunteers with organizations	Gap	Newcomers have approached R.S. at her office for information about volunteer opportunities, where their	It is a gap in our area.	There is no official centralized service for Volunteer Coordination in Kaslo.	We need a volunteer coordinator. A registration would be helpful – with interests and hobbies, former occupations listed to help	Lack of formal communication and information is the barriers for volunteers. Volunteers can refer to the “Kaslo Community

#8 CIVIC PARTICIPATION & EMPLOYMENT OPPORTUNITIES Issue/Service	<i>Does this issue represent a GAP in service?</i>	<i>What, if any AGENCY or INSTITUTION offers that service/these services</i>	<i>Is this an issue of UNDERUTILIZATION rather than a gap in services?</i>	<i>Is the issue here that there are BARRIERS to accessing this service/meeting this need?</i>	<i>Comments</i>	<i>Is there a PRIORITY AREA CONNECTION</i>
		skills can be used, (by which groups)			with pairing volunteers with organizations for newcomers. A centralized service would be most helpful and a bonus to assist with the matching of volunteers.	Groups Directory” prepared by Kathy Freeman @ ph.# 250 353 2675 to find groups that match their interests.
8i)Recognition/ appreciation of the contributions of senior volunteers	Gap	Volunteer appreciation celebration needed. Information about all volunteer opportunities could be available at the celebration.			A volunteer party could celebrate our seniors especially as well as all community volunteers. Some organizations recognize their volunteers with awards. E.g. NKLCSS award Heart of the Community Awards. ~~~~~ Criticism rather than praise is often heaped on councilors.	
8j)Recognition of the civic contributions of seniors	Gap	Recognition of seniors on council needed.	Recognition of senior Civic Participants does not occur at this time.	Recognition is needed. Seniors that are volunteers have great input to offer.	A volunteer Appreciation Day could be established for Senior volunteers, and Civic participants.	Good communication and information is needed to make people aware of the need for recognition of volunteers.
8k) Opportunities for seniors to provide volunteer services to other seniors.	gap	A program could be set up to coordinate senior volunteers within the community (a centralized Senior’s Advocate / information)	This service is not organized at this time on a widespread basis.	Encourage new comers to attend Senior Coffee gatherings on Friday mornings. Recognition of volunteers is important.	Opportunities for volunteering are available; but there would be more participation if there was a volunteer coordinator. Seniors volunteer on	The barrier is Communication and Information’. There are willing volunteers not aware of the needed volunteers.

#8 CIVIC PARTICIPATION & EMPLOYMENT OPPORTUNITIES Issue/Service	Does this issue represent a <b>GAP</b> in service?	What, if any <b>AGENCY</b> or <b>INSTITUTION</b> offers that service/these services	Is this an issue of <b>UNDERUTILIZATION</b> rather than a gap in services?	Is the issue here that there are <b>BARRIERS</b> to accessing this service/meeting this need?	Comments	Is there a <b>PRIORITY AREA</b> <b>CONNECTION</b>
					many committees and have been volunteering for hospital gardening, escorting hospital residents to weekly lunches, and senior coffee hours, and taking residents at the hospital for walks.	
8l) Financial support for low-income volunteers (e.g. reimbursement for travel, honoraria, gift certificates for volunteer appreciation)	*** Gap	Reimbursement is advantageous.	It is a gap in service with some groups	Expense of participating is a barrier for some seniors.	Some groups do reimburse their members for travel expenses when they take a car load of members to an event, or conference. Sometimes the participants contribute to the expense of the gas.	Respect and Social Inclusion would come into play here. Meeting the expenses of all volunteers for transportation for example puts all members on an equal footing.
8m) Opportunities for seniors to be politically active, including participation in local council, etc.)	½ gap	Leadership roles by elected councilors, some are seniors.	Not underutilized	Barriers could be access to the buildings where the civic meetings take place.	-Seniors are best suited to run for office, less to lose, and more time to devote to the position. -Not very many opportunities available.	The service falls under civic participation and the barrier could be Health Problems restricting access, or participation .
8n) Access to lifelong learning opportunities	*** No	Great access through Selkirk for continuing education. Internet access available at Selkirk and the library.	Underutilized.		The opportunities are available. CBAL computer course. ~~~~~ Art at the Senior Hall. ~~~~~ Selkirk day and evening classes. ~~~~~	Transportation and information about available programs can restrict accessibility to learning opportunities.

<b>#8 CIVIC PARTICIPATION &amp; EMPLOYMENT OPPORTUNITIES Issue/Service</b>	<i>Does this issue represent a <b>GAP</b> in service?</i>	<i>What, if any <b>AGENCY</b> or <b>INSTITUTION</b> offers that service/these services</i>	<i>Is this an issue of <b>UNDERUTILIZATION</b> rather than a gap in services?</i>	<i>Is the issue here that there are <b>BARRIERS</b> to accessing this service/meeting this need?</i>	<i>Comments</i>	<i>Is there a <b>PRIORITY AREA CONNECTION</b></i>
					Selkirk and the Sr. Hall are wheelchair friendly.  Self motivation is always necessary for the drive to continue with lifelong learning.	

## COMMENTS:

1. An 'Economic Barrier' is that jobs in the community are not in abundance.
2. The location of the town bulletin board was mentioned. It was suggested that there should be a community bulletin board near the Post Office.
3. We need a 'Welcome Wagon'.
4. A senior consultant or coordinator would be helpful in the community; Seniors' Advocate is needed.
5. RCMP is interested in:
  - a. the Volunteer Driver's Program,
  - b. the suggestion of a Scooter Safe Driving course.
  - c. the RCMP could use a senior's coordinator at times when they are dealing with a senior who is being difficult.
  - d. the RCMP have wood available for any seniors in the community we know of that are in need of wood for the winter, and can't manage or afford to get their own.
  - e. RCMP is happy to pop in to visit any senior shut-ins that we know of. (This could be an informal 'Home Visit Program').
6. Through the school there are students available who could stack wood, rake leaves, & shovel snow, for seniors.
7. Tony Frary is the service officer for the Kaslo Legion who co-ordinates needs of veterans, and connects them with assistance for needs such as maintenance and yard work.
8. Funding is needed for Search and Rescue Training, as well as training for a Senior's Advocate.



## APPENDIX 3. RESULTS FROM FOCUS GROUP MEETING WITH KEY STAKEHOLDERS AND SERVICE PROVIDERS

### **Priority Setting Meeting to Create an Age Friendly Community for Seniors in Kaslo**

10:30 am to 1:00 pm; September 11, 2013 - Seniors' Hall - Kaslo, B.C.

**Participants:** Janice Murphy (Executive Director NKLCSS), Mara Wolfe (senior), Mariette McElroy (Senior Rep.), Honora Cooper (President of the Hospital Auxiliary), Molly Semenoff (Senior's President), Suzan Clancy (Counselor), Chelsea Van Konghnett (Hospice Director), Jane Ballantyne (NKLCSS Finance Manager & Hospice Treasurer), Clarice Caywood (Retired Nurse, & Senior Rep.), Stafford Brandrick (Chairperson of the Kaslo Shelter Society Board), and Elizabeth Brandrick (Senior's Coordinator).

**Regrets:** Elaine Smith (Community Response Network), Mary Linn (Provincial Office & Legion President), The Rev. Mary Johnson (retired nurse, and minister), Neil Smith (Chief Administrative Officer, Kaslo), Hazel Calder (Senior Rep.), Dan Miles (Principal JVH. School), Ward Taylor (Pharmacist), Mary Stickle (Connected Communities).

Participants reviewed the interview survey results and then discussed and agreed upon the criteria to be used for choosing the top three priority areas.

#### CRITERIA:

- Issues are numerous
- Issues are urgent
- Issues are interconnected
- Issues are not currently being met by existing services
- Issues could easily be integrated into existing service/organization
- Addressing issues would have widest impact
- Issues reach the most vulnerable seniors
- Issues address prevention
- Consider affordability/cost of addressing issue
- Consider feasibility of addressing issue

Two groups were formed and discussion took place and three categories of top priority were selected. Two or three priority issues within each of the three chosen categories were also identified. We came back to the large group and each group shared their choices.

Both groups chose the same three top priority categories and there was some overlap in the issues within the categories that the group felt were possible to address in our community and area, thereby helping to create a more age-friendly community for our Seniors.

#### **#1 - Community Support & Health Services:**

- Shopping assistance & delivery services.

- 'Phone Check-Ins'/'Visits'/'BuddyProgram'.
- 'Neighbourhood Watch' programs in all communities.
- Personal accompaniment to medical appointments.
- 'Senior Advocate' / 'Specialized services for 'low income' seniors'.

## **#2 - Transportation:**

- Transportation to out of town medical appointments including Trail & Kelowna.
- Senior specific driver and scooter/motorized vehicle training/refresher courses.
- Subsidized or sponsored trips with the Volunteer Driver Program.
- Transit schedules & routes that consider seniors' physical strength and endurance, (especially at night and in the wintertime).

## **#37 - Communication and Information:**

- Senior's Coordinator and Advocate
- Support accessing key websites and information sources.

## Other important topics the group did not want to lose sight of included:

- Referral service to reliable, affordable, trustworthy service providers for above mentioned services.
- Intergenerational programming (connecting youth and seniors).
- Seniors Coordinator and Advocate (re-emphasized), this person could connect volunteers with Senior's in need.

## Additional Reflections & Suggestions:

- V.H.K.A.S. could fund lunches (Honora Cooper - President)
- Outreach to isolated seniors, and volunteer visitor program, - RCMP would like to participate in this.
- Weekly honouring of community volunteers including seniors as well as youth in the Pennywise or on line.
- Work on issues together so we can accomplish more for our seniors.
- Community members would like a contact in Trail for help planning medical appointments in Trail
- A Cancer support group is needed.
- Scooter Training is needed
- Transit Schedule Route, (resource inventor for Kaslo)
- Senior's Advocate is needed
- Senior's Coordinator is needed
- Communication Plan is needed

## APPENDIX 4. RESULTS FROM COMMUNITY CONVERSATIONS AT KASLO'S SATURDAY MARKET

On Saturday, September 14, 2013, the Seniors Coordinator set up a display table at the Kaslo Saturday Market, displaying information on the project, pamphlets and magnets about the Volunteer Driver's Program, and the BC Seniors' Guide. Two flip charts were used for information display, and for recording suggestions for an Age-Friendly Community.

- 41 people visited the display.
- 8 people expressed an interest in attending a Volunteer Driver's Information Meeting.
- 1 person would like to be a 'Buddy' who does Phone Check-Ins, & Visits Seniors.

Being at the Market provided an opportunity to share the three priority areas identified at the Priority Setting Meeting held three days earlier, on September the 11, 2013, at the Kaslo Senior's Hall. The three priority areas and important subtopics that the focus group identified as needing to work on first to help to create an age-friendly Kaslo for Seniors were:

### **Community Support & Health Services:**

- Shopping assistance & delivery services.
- 'Phone Check-Ins'/'Visits'/'Buddy Program'.
- 'Neighbourhood Watch' programs in all communities.
- Personal accompaniment to medical appointments.
- 'Senior Advocate' / 'Specialized services for 'low income' seniors'.

### **Transportation:**

- Transportation to out of town medical appointments including Trail & Kelowna.
- Senior specific driver and scooter/motorized vehicle training/refresher courses.
- Subsidized or sponsored trips with the Volunteer Driver Program.
- Transit schedules & routes that consider seniors' physical strength and endurance, (especially at night and in the wintertime).

### **Communication and Information:**

- Senior's Coordinator and Advocate
- Support accessing key websites and information sources.

### **Suggestions visitors added to our flip chart poster included:**

- Handrails in the cafe and restaurant washrooms.
- Senior Advocate for Kaslo & Area
- Access to buildings for example City Hall.
- Sidewalks are not just a Senior problem especially in the winter.
- An elevator is needed at City Hall
- Pet care, house care, and plant watering are needed when a senior has to be away for medical care, etc...

- Volunteers for alternative health choices = a support system.
- Twenty-four hour emergency care for Kaslo residents is very important to make our area Age Friendly/ People Friendly.
- A focus on preventative Health is very important.
- Honour our seniors, volunteers, and city councillors.
- More public accessible washrooms.
- Public washrooms near the Saturday Market space, (the campground public washrooms are too far away from downtown).
- More benches on both sides of Front Street please.

### **Kaslo Seniors Coordinator Pilot Project Service Provider Survey**

Service providers were asked about the rate of utilization of their respective services by seniors in Kaslo and whether they noticed a change in utilization over the past year.

Services that had seen an increase in demand over the past year, included:

- #5 - Kaslo Area RCMP
- #11 - Nelson & District Seniors' Coordinating Society
- #12 - Kaslo Seniors Coordinator
- #7 - Kaslo Food Cupboard
- #8 - Legion Monthly Food Hamper
- #15 - West Kootenay Volunteer Driver Program (coordinated by Castlegar & District Community Services)
- #20 - Kaslo Community Response Network
- #22 - North Kootenay Lake Community Services Society

Services that were rated as being used often, with no observed change in demand, included:

- #1 - Victorian Community Health Centre Day program
- #2 - Respite services (at home or through short stays at the Victorian Community Health Centre)
- #3 - Victorian Community Health Centre Home & Community Care Long Term Care Case Manager
- #4 - Victorian Community Health Centre Home Support Services
- #10 - Kaslo Seniors' Association
- #9 - Hospice Society of North Kootenay Lake
- #18 - Helping Hands fund (Kaslo)

The following service providers were asked about the rate of utilization of their respective services by seniors in Kaslo.

Program	Contacts
<b>HEALTH CARE SERVICES: LOCAL</b>	
Day program at Victorian Community Health Centre (Tues & Thurs 10am - 2pm)	Long Term Care Case Manager, Rhonda Addison 250-353-2744
Respite services (at home or through short stays at the Victorian Community Health Centre)	Long Term Care Case Manager, Rhonda Addison 250-353-2744
Victorian Community Health Centre Home & Community Care Long Term Care Case Manager	Long Term Care Case Manager, Rhonda Addison 250-353-2744
Victorian Community Health Centre Home Support Services	Long Term Care Case Manager, Rhonda Addison 250-353-2744
<b>HOME SAFETY</b>	
Kaslo Area RCMP	Corporal Sean Begg, 250-353-2225
Home Adaptations for Independence (HAFI - BC Housing program)	1-800-407-7757 ext. 7055
<b>FOOD &amp; MEAL SERVICES</b>	
Kaslo Food Cupboard	Betty Gutierrez, 250-353-7120
Legion Monthly Food Hamper	Dianna Cosnett, 250-353-7433
<b>HOSPICE</b>	
Hospice Society of North Kootenay Lake	Chelsea Van Koughnett, 250-353-2299

Program	Contacts
<b>SENIOR CITIZEN ASSOCIATIONS &amp; GROUPS</b>	
Kaslo Seniors' Association	Molly Seminoff, 250-353-2673
Nelson & District Seniors' Coordinating Society	250-352-6008
Kaslo Seniors Coordinator	Elizabeth Brandrick, 250-353-2159
<b>TRANSPORTATION</b>	
HandyDART	1-877-843-2877 Ext 4 (referred to 250-352-0621)
Kootenay Transit Services	1-877-843-2877 (referred to 250-352-0621)
West Kootenay Volunteer Driver Program	Castlegar & District Community Services, Judy Soroke 1-877-304-2990
Travel Assistance Program (TAP) (provincial program)	See guide 1-877-843-2877
DriveAble Driver Assessment program (Nelson)	1-877-843-2877 or (Nelson City Hall Bruce Coil)
Helping Hands fund (Kaslo)	Elizabeth Scarlett, 250-353-2742
<b>CRISIS &amp; EMERGENCIES</b>	
Kaslo Safe Home	Suzan Clancy, Safe Home Coordinator, 250-353-7691
Kaslo Community Response Network	Elaine Smith, Coordinator 250-353-7666
Lifeline	NKLCSS, Heather Hamilton, 250-353-7691

Program	Contacts
North Kootenay Lake Community Services Society	Executive Director Janice Murphy, 250-353-7691

Service providers were asked about the rate of utilization of their respective services by seniors in Kaslo and whether they noticed a change in utilization over the past year:

	How would you rate the utilization of your services by seniors:				Over the past year, how has the utilization, or demand, of your service changed:		
	Used often	Used occasionally	Used sporadically	Not used	Increased	Decreased	No Change
<b>HEALTH CARE SERVICES: LOCAL</b>							
#1 - Day program at Victorian Community Health Centre (Tues & Thurs 10am - 2pm)	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
#2 - Respite services (at home or through short stays at the Victorian Community Health Centre)	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
#3 - Victorian Community Health Centre Home & Community Care Long Term Care Case Manager	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
#4 - Victorian Community Health Centre Home Support Services	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
<b>HOME SAFETY</b>							
#5 - Kaslo Area RCMP	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>



	How would you rate the utilization of your services by seniors:				Over the past year, how has the utilization, or demand, of your service changed:		
	Used often	Used occasionally	Used sporadically	Not used	Increased	Decreased	No Change
#6 - Home Adaptations for Independence (HAFI - BC Housing program)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>FOOD &amp; MEAL SERVICES</b>							
#7 - Kaslo Food Cupboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
#8 - Legion Monthly Food Hamper	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>HOSPICE</b>							
#9 - Hospice Society of North Kootenay Lake	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>SENIOR CITIZEN ASSOCIATIONS &amp; GROUPS</b>							
#10 - Kaslo Seniors' Association	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
#11 - Nelson & District Seniors' Coordinating Society	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
#12 - Kaslo Seniors Coordinator	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TRANSPORTATION</b>							
#13 - HandyDART	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
#14 - Kootenay Transit Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
#15 - West Kootenay Volunteer Driver Program (coordinated by Castlegar & District Community Services)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	How would you rate the utilization of your services by seniors:				Over the past year, how has the utilization, or demand, of your service changed:		
	Used often	Used occasionally	Used sporadically	Not used	Increased	Decreased	No Change
#16 - Travel Assistance Program (TAP) (provincial program)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
#17 - DriveAble Driver Assessment program (Nelson)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
#18 - Helping Hands fund (Kaslo)	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
<b>CRISIS &amp; EMERGENCIES</b>							
#19 - Kaslo Safe Home Program	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
#20 - Kaslo Community Response Network	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
#21 - Lifeline	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
#22 - North Kootenay Lake Community Services Society	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

#1 – #4 - At the Victorian Community Health Centre there is steady use of these services and if there were more rooms available they would also be filled.

#5 – Increased service use of the R.C.M.P. especially for fraud cases where seniors are being taken advantage of, and recently more mental health issues.

#6 – They are appreciative of the sharing of information about their program with seniors. \$20,000 is the lifetime limit of available funding for home adaptations. Applications must be submitted and approved before work begins.

#7 – Food Cupboard: 30 food hampers distributed Christmas 2012, and 45 hampers distributed for Christmas 2013. Open 10:00 – 1:00 on Tuesdays. In April the food cupboard anticipates opening later one day a week from 5:00 – 7:00pm to accommodate those who work during the day.

#8 – Legion prepares 40 Monthly Food Hampers, and the contact person is Dianna Cosnett.

#9 – More seniors on average access Hospice services than other age groups. Compared to previous years the use of services has remained constant. Public awareness has increased due to advertising and word of mouth so it is possible that there will be a greater demand for this service.

#10 – The Senior's Coffee times Friday mornings from 9:30 – 11:30 are usually well attended as well as the monthly lunch/meeting on the first Tuesday of every month except July and August. New members have joined; but some have moved or passed away so the enrolment remains at approximately 95 members.

#11 – Nelson Seniors – Income Tax preparations from Kaslo and area are prepared there often – very busy – many calls – and also for Home Help, and many referral information requests. Income Tax preparation is taking place in Kaslo at the Senior's Hall for all ages of low income people by Lynda Beddows.

#12 – Kaslo's Senior Coordinator attends many meetings and community events touching base with many seniors. Consultations and directing of people to services has increased the last few months following the time of surveying key people in the community, and the sharing of the results.

#13 – * No answer - Handy Dart 1 877 843 2877 ext #4

#14 –* No response - Kootenay Transit Services 1 877 843 2877

#15 – Volunteer Drivers are needed from our area, as there is a need becoming evident for transportation to medical appointment in key centres.

#16 – *No response - Travel Assistance Program (TAP)

#17 – * No response - 1-855-387-7747 phone Service B.C. they will connect me to Drive Able information and Travel Assistance Program (TAP)

#18 – People of low income contact Elizabeth Scarlett to apply for transportation and accommodation support from the ‘Helping Hands’ fund when they are travelling to medical appointments in other centres or are staying for treatment. Their request for funds is on a trust basis. Fewer requests have been received in the last couple of months; but sometimes there are as many as three in one week. The demand varies.

#19 – Kaslo’s Safe Home Program includes safety planning.

#20 – Ages 55+ are included in this category and their demand for C.R.N. services has increased.

#21 - Four current clients, (the number of ‘Lifeline’ clients has decreased).

#22 - NKLCSS Seniors regularly receive counselling.

## APPENDIX 6. RESULTS FROM SURVEY OF SENIORS REGARDING SERVICE UTILIZATION AND SATISFACTION

The services that seniors (n=41) most frequently reported to have used or accessed (satisfaction with service in brackets):

#10 - Kaslo Seniors' Association	79% (100% satisfied)
#5 -Kaslo Area RCMP	36% (88% satisfied/somewhat satisfied)
#4 - Victorian Community Health Centre Home Support Services	33% (81% satisfied/somewhat satisfied)
#12 - Kaslo Seniors Coordinator	32% (100% satisfied)
#3 - Victorian Community Health Centre Home & Community Care Long Term Care Case Manager	28% (100% satisfied/somewhat satisfied)
#2 - Respite services (at home or through short stays at the Victorian Community Health Centre)	26% (100% satisfied/somewhat satisfied)
#1 - Day program at Victorian Community Health Centre (Tues & Thurs 10am - 2pm)	24% (100% satisfied/somewhat satisfied)
#22 - North Kootenay Lake Community Services Society	23% (90% satisfied/somewhat satisfied)
#9 - Hospice Society of North Kootenay Lake	14% (100% satisfied)
#7 - Kaslo Food Cupboard	10% (100% satisfied)
#21 - Lifeline	10% (80% satisfied/somewhat satisfied)
#14 - Kootenay Transit Services	10% (80% satisfied)
#13 - HandyDART	8% (80% satisfied)
#18 - Helping Hands fund (Kaslo)	8% (100% satisfied)
#8 - Legion Monthly Food Hamper	5% (100% satisfied)
#20 -Kaslo Community Response Network	5%
#11 - Nelson & District Seniors' Coordinating Society	3% (100% satisfied)

## Comments

- Advertising of programs and services may boost program participation. Quality of home support services should be audited for quality of care and work. Suggest targeting younger people and students where feasible and applicable to become involved in various programs. To make younger people aware of what is available via NKLCCS
- I would like there to be emergency services at all times, and permanent doctors. There could be more information available to tell people of these services.
- I was interested to see how many services are available! Perhaps better advertising so more people could know what was there for us. Keep up the good work.
- Have not used services (yet!) – so glad that they are available.
- While I have not personally used some of these services, my Mother has (for my Father), and we were more than satisfied with the service. I think every one of these services is so necessary! We are so lucky to have them and if we could just get the Doctor/Nurse situation resolved, Kaslo would be the absolute PERFECT place to live.
- Just moved here, glad to know so many services available.
- All services listed are necessary to the community. As I get older I am happy that these services are available. 24/7 Emergency service at hospital necessary to attract economic activity and keep the major events in Kaslo that generate revenue to the community. [Note: respondent mentioned that the Food Cupboard was definitely necessary; but they hadn't had to access this service.]
- Need rides to appointments to Nelson and Trail.
- Our community is very fortunate to have the quality and quantity of services for our seniors.
- We, the seniors of Kaslo have a great Seniors' Center. Actually the majority of volunteers in our community are seniors, the most active being older ladies. Our mayor frequently drops in to keep us up to date, and encourages sharing of opinions.
- My only complaint: My wife spent some time in the Kaslo Hospital, they decided that she could be released. I picked her up and it was snowing. When we arrived at home, she fell into the snow, and I couldn't get her up. She was not strong enough to stand. I had to run to the neighbor to get assistance. No one was available so I had to drag her into the garage where it was dry. After getting some help, we were able to get her into the house. Immediately went back to the hospital and told them she should not have been released, and I asked if we could return her to the Kaslo Hospital. They said "No" The room

was filled? They arranged to send her to Nakusp, which meant I had to drive every day for a visit. She stayed there for several weeks. “Not a good experience”.

- I am aware of a number of these services and do my best to support those I am aware of.
- While I personally have not used many of these services I may need them in the future and see the need for them as vital to maintaining seniors in our community. Consistent Core Funding is critical!

**Responses from survey of seniors regarding service utilization and satisfaction with services (n=41)**

	Have you used or accessed the following			Please indicate your satisfaction with the following services, programs or organizations					% Satisfied or Somewhat Satisfied among those with opinion
	Yes	No	N/A	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	No Opinion	
<b>HEALTH CARE SERVICES: LOCAL</b>									
#1 - Day program at Victorian Community Health Centre (Tues & Thurs 10am - 2pm)	24%	55%	21%	0%	0%	6%	30%	64%	100% (n=12)
#2 - Respite services (at home or through short stays at the Victorian Community Health Centre)	26%	59%	15%	0%	0%	3%	33%	64%	100% (n=12)
#3 - Victorian Community Health Centre Home & Community Care Long Term Care Case Manager	28%	55%	18%	0%	0%	6%	29%	65%	100% (n=12)
#4 - Victorian Community Health Centre Home Support Services	33%	55%	12%	3%	6%	6%	31%	56%	81% (n=16)
<b>HOME SAFETY</b>									
#5 -Kaslo Area RCMP	36%	62%	3%	3%	3%	11%	27%	57%	88% (n=16)
#6 - Home Adaptations for Independence (HAFI - BC Housing program)	0%	81%	19%	0%	0%	0%	0%	100%	
<b>FOOD &amp; MEAL SERVICES</b>									

	Have you used or accessed the following			Please indicate your satisfaction with the following services, programs or organizations					% Satisfied or Somewhat Satisfied among those with opinion
	Yes	No	N/A	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	No Opinion	
#7 - Kaslo Food Cupboard	10%	80%	10%	0%	0%	0%	13%	88%	100% (n=4)
#8 - Legion Monthly Food Hamper	5%	79%	15%	0%	0%	0%	12%	88%	100% (n=4)
<b>HOSPICE</b>									
#9 - Hospice Society of North Kootenay Lake	14%	72%	14%	0%	0%	0%	22%	78%	100% (n=7)
<b>SENIOR CITIZEN ASSOCIATIONS &amp; GROUPS</b>									
#10 - Kaslo Seniors' Association	79%	19%	2%	0%	0%	0%	77%	23%	100% (n=30)
#11 - Nelson & District Seniors' Coordinating Society	3%	78%	19%	0%	0%	0%	7%	93%	100% (n=2)
#12 - Kaslo Seniors Coordinator	32%	56%	12%	0%	0%	0%	35%	65%	100% (n=11)
<b>TRANSPORTATION</b>									
#13 - HandyDART	8%	80%	13%	0%	3%	0%	13%	84%	80% (n=5)
#14 - Kootenay Transit Services	10%	80%	10%	0%	3%	0%	12%	85%	80% (n=5)
#15 -West Kootenay Volunteer Driver Program (coordinated by Castlegar & District Community Services)	0%	76%	24%	0%	0%	0%	0%	100%	
#16 - Travel Assistance Program (TAP) (provincial program)	0%	82%	18%	0%	0%	0%	0%	100%	
#17 - DriveAble Driver Assessment program (Nelson)	0%	79%	21%	0%	0%	0%	0%	100%	
#18 - Helping Hands fund (Kaslo)	8%	73%	19%	0%	0%	0%	13%	88%	100% (n=4)



	Have you used or accessed the following			Please indicate your satisfaction with the following services, programs or organizations					% Satisfied or Somewhat Satisfied among those with opinion
	Yes	No	N/A	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	No Opinion	
<b>CRISIS &amp; EMERGENCIES</b>									
#19 -Kaslo Safe Home Program	0%	76%	24%	0%	0%	0%	0%	100%	
#20 -Kaslo Community Response Network	5%	74%	21%	0%	0%	0%	0%	100%	
#21 - Lifeline	10%	70%	20%	0%	3%	3%	9%	86%	80% (n=5)
#22 - North Kootenay Lake Community Services Society	23%	59%	18%	3%	0%	6%	20%	71%	90% (n=10)