



van Hemert & Co.

Consolidated Notes

Topic: Service Providers

1. Issues & trends

Social participation

- Isolation: social connections can be addressed by the library
- Collective Impact initiative, Elder Care Foundation, addressing isolation: two big issues/barriers: lack of awareness of what is available and transportation.

Communication & information

- Learning to use new media, nearly all government services and information is now online.

General/ cross-cutting

- Accessible programs within their community, which requires leadership.
- Poverty is an issue: very little disposable income for folks who live in subsidized housing. 'Not even enough money for a movie or for decent food.'
- Who and how do we help to address social isolation?

Built environment

- Personal safety—folks afraid of many things: crime, trip hazards
- Long crossing signal waits prevent people from making trips to certain places, and they stay home
- Visibility and accessibility important for those providing support and for the senior's social networking
- A built environment where incidental engagement occurs naturally promotes social interaction
- Pharmacists are community based and folks should have their own pharmacist. Local pharmacists will do a home visit and assessment. This speaks to locally based services.
- Inequity increasing because folks who can't afford it go to the 'big box,' cheaper places, but lose out on the local healthier and socially richer experience
- Grocery stores now charged fee for food waste and they are increasing their donations

- Need complete community¹, however, they can be inequitable because they are so expensive
- Universal design, Johnston Street example from Beacon
- Bathroom design most important design element, very important for young and for old
- Ergonomics and safety

Social participation

- Many who live in subsidized housing are using the food banks. While this may hurt dignity, it provides a social opportunity
- Rainbow Food Bank a good place

2. Policy options

- 'Complete community' with the requirement for affordable housing
- Who pays for affordable?
- Tax breaks for smaller, local businesses

3. Service options

- Seniors Helping Seniors, mostly a place where you can seek information
- Both formal and informal
- Education about and access to BC Pharmacare program which provides prescription medication, subsidized based on income
- Shop local discounts

4. Structural options

None noted

5. Priorities

- Complete, inclusive community
- Affordable housing
- Addressing poverty
- Universal design for all buildings
- Address the isolating barriers that create fear of going out, including signal crossing times, the lack of benches and public washrooms (how well presented and maintained). These barriers also negatively impact ability to receive services.

¹A 'complete community' is typically described as a place where it is possible to live, work and enjoy daily life within walking distance or a short transit ride from home.

Topic: Caregivers

Issues & trends

Communication

- Using phone trees and computers can be very difficult

Housing

- Address isolation with housing style. Esquimalt has just started the process of reviewing and updates to the OCP.

Support services

- Assessments for folks who need care-giving. Some people have no plan for aging and how it may affect friends and family. Folks may refuse help or take the next step to an assisted living facility.
- 'Bureaucratic off-loading.' When a loving family member steps in, the system tends to walk away from providing services.
- Caregiving staff, for example from Beacon, are not adequately trained or knowledgeable
- Help for the healthy needed
- Quality of support is very important
- Not merely an unqualified person, or a silly activity

General/ cross cutting

- The 'right to live at risk' creates a tension with family members who are advising moving on to the next level of care yet may be enabling it by protecting the person from harm.
- Caregivers are the first line of defence and may have no back up system in dealing with their people. Ambulance or Beacon will call, for example, and the issue is left in your hands.
- 'Fragmented family model' gives us fragmented responses, yet the culture expects you to turn around on that and 'become the family farm.'
- Risk levels: when considered acceptable it may not actually be and a crisis is inevitable
- Adult children living at home longer and returning

Health care

- Preventative health care.
 - Role of family doctor who knows the person's living situation and can advise.
 - Physician assisted suicide
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6. Policy options

- Housing: garden suite very important for a caregiver and the aging individual. 'Everyone gets some of what they need, but not everything.'
- Adaptable housing and public buildings. Make all suites aging in place ready. Tax break or other incentive for the construction.

7. Service options

- Local ombudsman to help caregivers
- Supports for caregivers: financial, resources, mental health counselling, information about where to go for services, mechanical equipment
- Lobby higher levels of government to address issues such as caregiving, and supports through vehicles such as Union of BC Municipalities (UBCM)

8. Structural options

- Adaptability of housing

9. Priorities

- Local ombudsman for caregivers
 - Flexibility and adaptability of housing
 - Quality support for caregivers
 - Ending the spiral of increasing isolation
 - Consistent quality care (community support)
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Topic: 55 to 80 Age Group

1. Issues & trends

Outdoor spaces, buildings and land use

- Accessibility to buildings for handicapped
 - Pedestrian environment: not enough places to relax along travelling routes
 - Lack of public facilities (washrooms) in Esquimalt
 - Lighting: inadequate street lighting, e.g. Dunsmuir, need to look at this for future development so that enough lighting is present for safety
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- All crossings should have flashing signals in order to be consistent
- Street parking times—one hour parking may not be enough for an elderly person
- 'Elderly' sign for cars so they can have extra time in their parking space on or off street
- Educate people about signalling desire to cross the street with a raised hand, can use signage of 'look and point'
- Timing issue of not enough delay for pedestrian activated signals
- For new development require embedded signals in roadway for pedestrian crossings
- Eliminate obstructions in sidewalks
- Need for more sidewalks
- Crosswalk crossing times inadequate and that makes one fearful and also embarrassed for imposing upon the driver

Health care

- More affordable health care needed

Mobility & public transportation

- Trolley/local bus service for places that don't have good bus service
- The hill or 'hump' creates a barrier for getting around

General/ cross-cutting

- Community needs to take responsibility for itself

Social participation

- Great activities going on that appeal to a younger group, but need something for an older generation such as an 'Alice in Wonderland Party' like the Tea Party in Oak Bay.
- Is the Rec Centre adequately targeting the oldest group? Advantage of a seniors centre is that they know what they need.
- We need to plan so that there is enough capacity for meaningful and affordable social and recreation activities.
- Make better use of the Recreation Centre kitchen for snacks and meals

Communication

- Need appropriate communication
- Challenge for people who don't use the Internet

Housing

- Aging apartment buildings
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- Concern that older rental buildings will be torn down for condos—retain areas zoned for senior friendly apartments
- Need for a greater number of affordable market rate rental units
- Private homes—can there be municipal assistance such as a tax break to make home modifications to help in aging?
- What services can be offered to help offset home maintenance and supports? Is this the local government's responsibility? Need something to 'catch the difference' for people who need it between fully able and those not able at all.

2. Policy options

- Review extended on street parking duration for older adults
- Review crossing signal times for pedestrians so as to accommodate slower moving folks
- Review and consider standards for resting places and public washroom locations
- Review option for local trolley service to augment other forms of transit
- Consider safe environment policy to address matters such as lighting. Facilitator note: an example is a set of principles under Crime Prevention through Environmental Design (CPTED).

3. Service options

None noted

4. Structural options

- Parking spaces reserved for elderly who are not handicapped
- More washrooms and resting places, particularly along trails
- Complete sidewalk system and remove obstructions and hazards
- Install more street lighting as needed for safety
- Review pedestrian crossings for consistent signal treatments

5. Priorities

- Housing that is affordable and comfortable with the necessary amenities
 - Safe and convenient pedestrian environment—crossings, supporting amenities such as washrooms and benches
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Topic: 80+ Age Group

1. Issues & trends

General /cross-cutting

- As you get older, stay active physically and mentally
- Seniors need to make sure they utilize the opportunities that are there

Outdoor space, buildings, land use

- Adequate meeting space for volunteer community organizations and non-profits
- The older the group, the more important for folks to get together
- Bemoan fact that the coffee shop at the Recreation Centre is closed—need a place to hang out with-out need to pay to stay (more coffee), perhaps in one of the parks. Perhaps a lunch wagon would serve this function.
- Poor access for wheelchairs to Saxe Pointe and McCauley Point
- Paving the walkways needed: Macaulay Point Park—DND land, would require cooperation between Municipality and base commander
- Important to have pet-friendly areas (there is one in Macaulay Point and Gorge Park)
- Safe cycling facilities for older population
- Some trails not suitable for cyclists and walkers, need more width
- Scooters on Craigflower go on the road, even against traffic, due in part to the fact that hydro poles are obstructions in the sidewalk
- Sidewalk geometry across driveways a problem —too uneven, e.g. Lampson Street

Mobility & public transit

- Ability to get to places when driver's license is revoked:
 - volunteer drivers, pals, HandyDART
 - Thrifty's and Country Grocer delivers

Information & communication

- How do seniors stay in touch with the Municipality—and elsewhere—if they don't have access to the Internet

Social participation

- Odd Fellows, like the Masonic lodge are important. Dino is part of Lodge no. 2, founded 1864. now up to 100 members after decline at 35 members
 - Rotary provides opportunity to get together for service and also to be socially connected
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2. Policy options

- Review and adopt cycling infrastructure policy and standards for an older population

3. Service option

None noted

4. Structural options

- Create a non-profit or public meeting space for older adults
- Widen selected priority trails to better accommodate users
- Remove obstacles in sidewalks and where feasible make sidewalks level
- Pave walkways, including those on DND land

5. Priorities

- Keep seniors active physically and mentally
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