

Resources for Seniors in Powell River

LIVING

The Best We Can

Prepared by Mary Morgan

February 2020

WHY A LIST OF RESOURCES FOR SENIORS IN POWELL RIVER?

Becoming, and being, a senior in Canada comes with challenges as we adjust to reduced income levels and increased health issues. Affordable housing is sparse and home care is more difficult to access because of cutbacks which has reduced personnel.

This list of public, private and non-profit services and resources was compiled with the interest of assisting Hospice Volunteers working with people who are dying. Many families do not know of the resources available in times when a loved one is passing, at a time when the family is rallying to support their loved one. How do you keep up with household chores, working, childcare, taking our loved ones to medical appointments, while all the time grieving the change in the health status of a loved one? What became clear was the many gaps in services for seniors who are aging in place, hence the project expanded to include services for seniors aging at home and those near end of life.

On Census Day in 2016, Canadians aged 65 and older represented 16.9% of the population, up from 13.0% in 2001. It is important to note that the mandatory long census was cancelled in 2010 and reinstated in 2016. The six years with no data to make policies and design programs for the increasing aging population in Canada is one factor affecting the insufficient programs and funding allocated towards senior care to enable 'aging in place' with dignity for all seniors across this country. This research indicates that those of us seniors who are economically marginalized are not able to live with dignity while aging at home.

Compiling this list was a mini adventure as it was like unearthing State Secrets for heaven's sake. Conversations with staff in the public, private and non-profit sectors serving seniors conveyed frustration at the minimal resources at hand for the growing need of seniors. The hospital has become a 'warehouse' for seniors who are in beds lining the hallways as they wait for assessments for community health services that will enable them to get home. Sometimes this takes months, which compromises the health of the senior seeking assistance. Often the length of the wait time to get an assessment causes such deterioration in health, that seniors are then forced to go into long-term care where beds are non-existent.

Aging in place means having access to services and the health and social supports you need to live safely and independently in your home or your community for as long as you wish or are able.

Information is power. This list gives seniors the opportunity to plan according to what services exist, not what should exist. Please share widely with seniors, caregivers and service providers working with seniors.

The next step is for us to organize into neighborhood hubs where we provide supports to each other while living at home for the non-medical supports and purchase services from private sector providers collectively to reduce the cost to individuals.

February 2020

Mary Morgan, Powell River

Table of Contents

Why a list of resources for seniors in Powell River?	i
Economic Assistance	1
Danielle’s Helping Hand Fund	1
Guaranteed Income Supplement (GIS)	1
PharmaCare.....	1
End of Life	2
Palliative Care Benefits	2
Do Not Resuscitate Order	2
Medical Assistance in Dying (MAID)	2
Powell River Hospice Society.....	3
Counselors/Therapists - Grieving and Bereavement.....	3
Funeral Services.....	4
Memorial Society of British Columbia	4
End of Life Doulas	4
Support Groups - Bereavement and Grief.....	5
Food Security - Meals	5
Cranberry Senior’s Centre.....	5
Powell River Food Bank	6
The Convenient Chef.....	6
The Powell River Good Food Box	6
Quality Foods	6
United Church Pasta Dinners	7
Westview Baptist Church Dinner	7
Home Care & Home Support Services	7
Home Support -Non-Profit	7
Better at Home – United Way.....	7
Powell River Kiwanis Lifeline.....	8
Home Support (Non-medical Services)– Private Sector	8
General Home Support Services.....	8
Foot Care Services.....	10
Home Modifications	10
House Cleaning & Yard Work.....	10
Home Care – Medical Supports - Private	10
In-home Blood and Medical Services	10
Legal Support	10
Powell River Law Advocate	10
Leisure & Recreation	11
Cranberry Seniors Centre.....	11
Powell River Library - Books on Wheels	11
Powell River Library - Books by Mail	12
Powell River Recreational Complex	12
Rental Housing Assistance	12
Shelter Aid For Elderly Renters (SAFER).....	12
Lifecycle Housing	13

Tax Return Assistance.....	13
Transportation Assistance	13
Stepping Out.....	13
Handy Dart	13
Bus Pass Program.....	14
The Travel Assistance Program (TAP).....	14
BC Ferries TAP Service Provisions	15
Pacific Coastal Airlines Medical Fare (This is the Pacific Coastal TAP Service).....	15
Hope Air.....	15
Angel Flight.....	16
The Wheels for Wellness.....	17
Freemasons of British Columbia	17
Vancouver Coastal Health Community and Health Services	17
Types of Care	17
Home Care Nursing	17
Case Management.....	17
Home Support by Care Aides	17
Palliative Care	18
Steps to Access Community Health Care Services	18
Step 1: Contact Powell River Community Health	18
Step 2: Conduct an assessment for home & community care services	18
Step 3: Develop a care plan for home & community care services	20
Cost of VCH Home Support Services.....	21
Types of Community & Home Care Support	22
Respite Services for Primary Caregivers.....	22
In-Home Respite for Primary Caregiver WITHOUT Other Services	22
Residential Respite	22
Adult Day Program	22
Vancouver Coastal Health (VCH) Residential Care.....	23
How to Access Residential Care	23
Assisted Living.....	24
Kiwanis Garden Manor Assisted Living –VCH (Vancouver Coastal Health).....	25
Extended Residential Care Facilities.....	25
Evergreen Extended Care Unit.....	26
Willingdon Creek Village Assisted Living	26
Private Assisted Living Facilities	26
Dale Manor	26
Black Forest Residential Care Home.....	27
Low Income Housing Option for Seniors.....	27
Kiwanis Village Seniors Apartments	27
Additional Useful Links	28
References.....	29

ECONOMIC ASSISTANCE

Danielle's Helping Hand Fund

United Way & 7th Day Adventist Church

- Provides a one-time supplemental fund to help Powell River residents in emergency situations (for instance much needed dental work (including dentures), prescription eyewear, medication, medical care and associated travel costs, counseling as well as the basics of life, food and warmth.
- Community members can fill out an application form found online or in-person at Seventh-Day Adventist Church.
- All applications must be dropped off at Seventh-Day Adventist Church only.

Seventh-Day Adventist Church

4880 Manson Avenue

Powell River, BC V8A 3N7

Phone: (604) 485-7106

Guaranteed Income Supplement (GIS)

The Guaranteed Income Supplement (GIS) provides a monthly non-taxable benefit to Old Age Security (OAS) pension recipients who have a low income and are living in Canada.

You qualify for the GIS if you meet all of the following conditions:

- you are receiving an Old Age Security pension; and
- your annual income (or in the case of a couple, your combined income) is lower than the maximum annual threshold. (The threshold is \$24,552 for 2019)

Using your income information from your federal Income Tax and Benefit Return, your eligibility for the GIS is reviewed every year. If you still qualify, your benefit will be automatically renewed. In July, you will receive a letter telling you:

- that your benefit will be renewed;
- that your benefit will be stopped; or
- that your income information is required.

For more information, [see this link on the GIS](#)

PharmaCare

Fair PharmaCare helps B.C. families pay for [eligible](#) prescription drugs, some medical supplies and devices, and eligible pharmacy services. PharmaCare is income-based; the less a family earns, the more help they get.

You can register online, by [phone](#), or by [mailing in a paper form](#). If you register online or by phone, your coverage will begin immediately. You only need to register once. If you registered previously and no longer have coverage, please [contact Health Insurance BC](#).

PharmaCare checks your income every year to ensure your coverage is correct. To maintain your Fair PharmaCare coverage, you must file a tax return every year.

See the information sheets below for information on coverage levels.

- [Regular Fair PharmaCare Assistance \(PDF\)](#)
- [Coverage for those born in or before 1939 \(PDF\)](#)

END OF LIFE

End of life requires assistance, even when you die at home. This section presents the services available here in Powell River to make end of life easier for the individual dying and the family and loved ones.

Palliative Care Benefits

How to register?

- Your physician or nurse practitioner must certify that you meet the criteria for coverage and complete a BC Palliative Care Benefits Registration form.
- Your physician or nurse practitioner faxes this form to:
 - Health Insurance BC (for PharmaCare drug coverage)
 - The Home and Community Care office of your local health authority (to initiate an assessment of needed medical supplies and equipment).

When does coverage begin?

- Drug coverage begins as soon as PharmaCare processes the registration (within 24 hours). You can then fill prescriptions at any pharmacy in British Columbia.
- Medical supply and equipment coverage begins as soon as a member of the home and community care team of your local health authority has assessed your needs.
- The home and community care team contacts you when your registration for BC Palliative Care Benefits has been processed.

More Information: [Link to BC Palliative Care Benefits Guide](#)

Do Not Resuscitate Order

Do Not Resuscitate (DNR), is a legal order in British Columbia to withhold cardiopulmonary resuscitation (CPR) or advanced cardiac life support (ACLS).

Some people who are approaching the natural end of their lives or suffering from a life-limiting or life-threatening illness, may want to record their wish to not have cardiopulmonary resuscitation (CPR) or other emergency medical procedures provided by first responders or other health care providers if their heart or lungs suddenly stop.

Printable DNR form here: <https://www2.gov.bc.ca/assets/gov/health/forms/302fil.pdf>

It is advised to put the order on their fridge so it can be easily seen.

Medical Assistance in Dying (MAID)

Medical assistance in dying occurs when an authorized doctor or nurse practitioner provides or administers medication that intentionally brings about a person's death, at that person's request. This procedure is only available to eligible patients.

In order to be eligible to receive medical assistance in dying, **a person must meet all of the following criteria:**

- Be eligible for health services publicly funded by a government in Canada, such as being registered or eligible for B.C.'s Medical Services Plan;
- Be at least 18 years of age and capable of making decisions about their health;
- Have made a voluntary request for medical assistance in dying that, in particular, was not made as a result of external pressure;
- Have given informed consent to receive medical assistance in dying after being informed of the means that are available to relieve their suffering, including palliative care; and
- Have a grievous and irremediable medical condition, which means:

- they have a serious and incurable illness, disease or disability;
- they are in an advanced state of decline that cannot be reversed;
- that illness, disease or disability or that state of decline causes them enduring physical or psychological suffering that is intolerable to them and cannot be relieved under conditions that they consider acceptable; and
- their natural death has become reasonably foreseeable, taking into account all of their medical circumstances, without a prognosis necessarily having been made as to the specific length of time they have remaining.

[General Information Fact Sheet on Medical Assistance in Dying \(MAID\)](#)

As of 2019, there is no doctor in Powell River that will administer MAID. If you opt for MAID, a Doctor will come in from Comox. You can contact VCH to discuss this option after having read the General Information Fact Sheet on MAID. They are very supportive and non-judgmental and they will explain the process of how to access MAID.

Phone: 1 (844) 550-5556

Email: assisteddying@vch.ca

[Powell River Hospice Society](#)

PR Hospice Society provides social, emotional and spiritual support to individuals at the end of their life in the form of the following services:

- Visiting in private homes, hospital or care facilities
- Companionship, reading, letter writing, etc.
- Relief of caregivers for short periods of time
- Spiritual, emotional and social support
- Simply being with the dying person and/or their loved ones during the death journey, grief & bereavement

Phone: 604-223-7309

[Counselors/Therapists - Grieving and Bereavement](#)

For children, youth and adults

[Erica Dolson Counseling Services](#)

Counselling for grief, depression, anxiety, and wellness. Online and phone counselling available. Sliding scale.

4536 Willingdon Marine Ave., Powell River, BC V8A 3Z1

Sliding scale available with enquiry

[Cranberry Seniors Centre Grief Counselor](#)

Nancy Openshaw, a Cranberry Seniors Association member who is a retired minister, is a qualified Grief Counselor offering her services at no charge.

Phone: 604-485-9978. Confidentiality is always respected.

[Dr. Susan LaCombe, Registered Psychologist](#)

Offers grief and loss counseling to Seniors

Address: 4536 Willingdon Avenue, Suite 101

Phone: (604) 789-7227

Website: www.myshrink.ca

Eve Stocker, MA, Registered Clinical Counsellor & Registered Art Therapist
Works with children, youth and adults.
604-223-1254
Sliding Scale Fee: \$70-\$90 per hour

Quyn Lê, Registered Clinical Counselor
Offers grief and loss Counseling
Phone: 604-223-7112
Website: <https://www.quynle.com/>

Funeral Services

Stubberfield's Funeral Home

Burial, cremation and memorial services that honor all traditions and cultural needs.
Address: 7221 Duncan Avenue
Phone: 604-485-4112
Website: www.stubberfieldfh.com

Memorial Society of British Columbia

A well-established society with over 60 years of experience and over 240,000 members. With membership you can get a substantial decrease in prices for funerals and cremation. They also assist your executor and family at end of life along with the following other benefits:

- To inform and thereby protect you from predatory marketing and sales practices.
- To receive preferred pricing on burial / cremation services available only to Society members through our contracted funeral services providers. (*The Memorial Society of BC has a contract with Stubberfield's.*)
- To be supported in the planning and recording of your end of life wishes.
- To reduce unnecessary stress at the time of death.

Membership Cost: A lifetime membership is only a one-time fee of \$50.
For more details and resources see <https://memorialsocietybc.org/>

End of Life Doulas

A death doula is a person who assists in the dying process, much like a midwife or doula does with the birthing process. They offer the following services:

- Creating a plan with the person who is dying to identify their goals, needs and wishes for their final months
- Planning and supporting bedside vigils during the last days and hours of life
- Create and facilitate customized rituals before and after death

End of Life Doula Name	Phone	Contact
Full Circle End of Life Care - Clare Mervyn	604-483-9544	https://www.fullcirclecare.ca/
Peaceful Passage - Heather McLeod	604-578-0303	summerexcellence@yahoo.ca
Hayley Luaifoa	604-414-7147	Hayleycreasey@hotmail.com

Support Groups - Bereavement and Grief

Bereavement Support Group

Self-help bereavement group comprised of patients who have suffered the death of a child.

Contact name: Shannon Stevens

Phone : (604) 483-3108

The Grief Education & Support Group

- A nonjudgmental space for adults who are grieving the death of a loved one to come together for support & fellowship.
- This group offers free information and confidential discussion through support from trained volunteers.

Organized and operated by Powell River Hospice Society

To register, call: 604.223.7309

Caregivers Support Circle

- An 8-week caregiver's group to connect people who are providing care to their loved ones in Powell River. An opportunity for caregivers to share experiences, gain support and take time for themselves.
- Participation is free.
- Volunteer respite may be available.

For more information, call 604-223-7309

Hosted by Powell River Hospice Society

FOOD SECURITY - MEALS

Cranberry Senior's Centre

Phone: 604-414-9456

Email: seniorcitizens_pr@shaw.ca

WebPage: <http://www.powellriverseniors.ca/>

Soup and Sandwich Lunch every second Tuesday of the month

All lunches begin at noon -- Doors open at 11:30 am.

Ticket cost: \$5.00 at the door

Dinners Every Last Friday Of The Month

January – May and September – November > No dinners in December, June, July or August

Members: \$15 and Non-members: \$20 (Yearly membership is \$20.00)

Get your tickets at the Sweet Shoppe in the Mall or with Ruby from the Seniors Centre 604-485-6223

Frozen meals from Cranberry Seniors Centre

Dinners available to all seniors in the Powell River district.

Eligibility:

- Seniors living alone, or living together and wanting a healthy, affordable meal
- Seniors looking for a change of pace from their regular meal, a desire to have something different cooked by someone else, or just a meal in a hurry after a busy day.

- Seniors who do not like to cook, or want to cook all the time, or for those that cannot cook for themselves
- It is also for those that provide meals for their parents who can no longer cook for themselves.

Cost: As of Spring 2019, meals are priced from \$3 to \$6. Dinners are priced at cost so prices do fluctuate as the cost of ingredients change. No profit goes to the Association.

Call Gene at 604 485 5894 Wednesday, Thursday, or Friday and arrange to pick up meals for you or your parents.

Powell River Food Bank

- Provides food hampers for free to those who need them in the Powell River area.
- Hours: Tuesday, Wednesday and Thursday, from 10 am to 2 pm.

Location: 6812 D Alberni St, Powell River, behind and downstairs from Ecosentials, on Alberni St, just up from Marine

The Convenient Chef

Senior's Meal Program – 5 meals for \$50

Order and pre-pay by Sunday for Wednesday's free delivery or pick-up (within city limits).

Open weekdays 10am-6pm

Address: 5830 Ash Avenue, Powell River (Next to Townsite Brewing)

Phone: 604.483.9944 or 604.414.5376

Email: convenientchef.pr@gmail.com

Website: www.convenientchef.ca

The Powell River Good Food Box

Basic staple items such as carrots, potatoes, onions, bananas, and apples are included every time. Then items like leafy greens, peppers, cucumbers, broccoli, green beans or oranges are added until the best value is reached. Each Good Food Box comes with a newsletter that provides new recipes, interesting fruit and vegetable facts and food security community news. Elderly and small households can partner and share with neighbours and friends. It's a great incentive to cook together too!

- Cost: \$15.00 each box (*price for 2019*)
- Orders are expected the last week of the month up until the first Friday of the new month.
- Purchase orders in the Family Place in the mall next to Save-On-Foods
- Good Food Box distribution is always on the second Wednesday of each month to be picked up at the pick-up point designated on your receipt. Pick-up points can be arranged near your home if transportation is an issue.
- Call or text 604-223-3265 or leave a message at 604-485-8213
- Coordinator Annabelle Tully-Barr

Quality Foods

Deli Meal Options

Order 24 hours in advance

Cost of meal + \$9.99 delivery cost

Phone: 604-485-5481

United Church Pasta Dinners

When: every Monday Evening October through May

Time: 4:30 – 6:30 PM

Where: 6932 Crofton St, Powell River @ Crofton and Michigan

Cost: \$3/person, \$7/family, Free for those in need

Westview Baptist Church Dinner

When: 3rd Friday of each month

Time: 5:00 – 7:00 PM

3676 Joyce Avenue between Penticton and Quesnel

Free for everyone, although donations are appreciated.

HOME CARE & HOME SUPPORT SERVICES

Home Support Services are direct care *non-medical services* provided by community health workers to clients who require personal assistance with activities of daily living, such as:

- Mobility
- Nutrition
- Lifts and transfers
- Personal Care (bathing and dressing)
- Grooming and toileting.

Home Care Services, are an aspect of home support services. Nurses and/or other licensed health care professionals provide these *medical services* allowing aging in place with the medical care you need. Many of these services are subsidized, although due to constraints on public resources, more private companies are emerging to fill the gap.

- Palliative care medications – tablets, injections, IV's
- Wound dressing
- Blood Pressure and Glucose Monitoring
- Blood Collection
- Physical therapy,
- Occupational therapy
- Speech therapy

HOME SUPPORT -NON-PROFIT

Better at Home – United Way

Supporting the non-medical needs of older adults in Powell River to enable them to stay at home and continue to be active in the community by providing the following services:

- Transportation to appointments and shopping
- Friendly visiting
- Light housekeeping
- Minor home repairs
- Wood stacking
- Light yard work

Eligibility:

- Seniors over age 65, living in the Powell River and Texada Island

- Eligibility is based on a senior's need for services, regardless of income and/or living situation.
- Referrals can be made by health care professionals, family members, friends/neighbors or self-referrals

Costs:

- Fees are based on your income
- The fees-for-service are fed back into the program in order to serve more seniors
- Some services may be free

For information and/or to set up an appointment for a home visit contact:

Phone: (604) 485-4008

Email: betteathome@pr.ca

Address: Inclusion Powell River, #201 - 4675 Marine Avenue

Powell River Kiwanis Lifeline

In the event of a fall or emergency, medical help is available at the push of a button. This enables seniors to live at home giving peace of mind to everyone.

- Easy to install
- Necklace or wristband
- No long term-contracts

Cost: \$30/month

Phone: 604-485-0499

Email: prkiwanislifeline@shaw.ca

HOME SUPPORT (NON-MEDICAL SERVICES) – PRIVATE SECTOR

General Home Support Services

Anne Walter

- Daytime/overnight home support (laundry, light housecleaning, meal preparation)
- Outings
- Shopping
- Hair Cuts

Fees: \$25/hour

Phone: 604-483-6479

Arleigh Hambleton

- Meal preparation
- Personal Care (bathing & dressing)
- Transportation for errands, appointments, outings
- Foot care & Reflexology
- Massage

Cost: \$25/Hour

604-483-9277

At Your Side (Owner Karen Ogilvie)

- Personal Care (bathing & dressing)
- Medication oversight
- Outings
- Certified Community Health Worker

Fees: \$20/hour for Personal Care; \$15/hour for doing errands and outings
604-485-4410

Brook's Home Help

Brooke Robinson

- Meal preparation
- Light housekeeping
- Personal Care (bathing & dressing)
- Outings – errands, appointments, shopping, walks, visits

Fees: Sliding Scale depending on location, mobility, and what is requested

Phone: 604-414-3728

brobinson_08@hotmail.com

Care & Compassion Homecare

Jeanette Leclerc

- Personal Care (Bathing & Dressing)
- Wheelchair Transfers
- Companionship
- Appointments
- Meals
- Light housekeeping

Fees: \$20/hour

250-702-7606 (based in Powell River)

jeanetteleclerc76@gmail.com

Cheryl-Lynn Lefebvre

Makes plan with family to meet needs. Services offered includes:

- Cooking
- Driving
- Errands
- Shopping

Fee: \$25/hour

Phone: 604-223-3556

Connect Care

Christine Gagnon

- Personal Care (bathing & dressing)
- Meal preparation
- Light Housekeeping
- Transportation to appointments & errands
- Fees: \$25/hour in town; South of town \$35

Telephone: 604-485-4722

Home Health Care Network Services

- Personal care, Post operative care, Palliative care
- Companionship
- Cooking
- Transportation
- Shopping
- Foot Care
- Housekeeping

Cost: \$32/hour plus GST 5%
Certified Care Aids

Phone: 604-740-1993

<https://homehealthcarenetwork.ca/our-services/home-healthcare/>

Hummingbird Home Care

Giovanna Zammit

Registered with BC Registry of Home Care Workers

Services provided:

- Case management
- Medication management & reminders
- Attending medical appointments
- Post operative assistance
- Well-being check-ins
- Advocacy

Costs:

Daily (Monday to Friday) - \$450/month

Once weekly - \$250

Monthly - \$100

Hourly - \$25

Service Area: Powell River, qathet regional district including Texada Island.

Phone: 604-344-0309

Email: giovannazammit@gmail.com

Independent Lifestyles Homecare

- Errands
- Appointments
- Shopping
- Meal preparation
- Personal care (bathing and dressing)
- Medication oversight
- Companionship

Fees: \$32.50/hour

Telephone: 604.485.7715

powellriver@independentlifestyles.ca

<https://independentlifestyles.ca/>

Laurie McNeill

Services customized to client's needs

- Grocery shopping
- Help with housework
- Outings
- Companionship
- Errands
- Meal prep
- Laundry
- Respite for care givers

\$25/hour + mileage for outings

604-578-0064

Lilia Cardosa Gould

- Shopping
- Errands
- Appointments
- Cooking
- Light housekeeping (dishes, vacuuming)
- Companionship
- Laundry,
- Meal prep

Cost: \$25/hour

604-414-8743

New Dawn Personal Living Services

Dawn Almond

Home management which includes these services: light housekeeping pet care, grocery shopping

604-414-5682

Fee: \$25, sliding scale is available for low income

Powell River Home Care Services

- Medication oversight
- Personal dressing and bathing
- Light housekeeping in relation to personal care (laundry dishes)
- Meal prep
- Escort with handy dart or taxi
- Foot Care

Fees: Under 15 hours – 30.70

Over 15 hours weekly – 29.95

Michelle McIntosh RN, 604-485-2566

Robin Morrison

- Light housekeeping- laundry, clean up kitchen
- Foot care
- Transportation/appointments and errands and shopping

Cell: 604-483-6759 or 604-487-4482

\$20/hour

Susan McCluskey

Care Aide-home support

- Medication oversight
- Personal dressing and bathing
- Light housekeeping in relation to personal care (laundry, dishes)
- Meal prep
- Appointments/transportation

Fees: \$20/hour

Phone: 604-414-7120

Foot Care Services

Cathy MacDonald Senior Services

Foot Care

Cost: \$25/hour

Phone: 604-483-9454

Kelli's Hands - Aesthetician

- Mobile service
- Pedicure and reflexology
- Trim and file finger nails

Cost: \$40 for pedicure, reflexology \$30

Phone: 604-414-5709

Powell River Foot Care Services

Susan Lemna, Podologist

Mobile Service

\$40 – cash or cheque at end of session

604-223-7632

Home Modifications

Home modifications in bathrooms with specialty equipment for those who are physically challenged.

Stephen Cantryn

<https://www.tilebystephencantryn.com/>

604-485-2015

[*Home Adaptations for Independence \(HAFI\)*](#)

[*Grants for making changes in the bathroom to enable people to at home.*](#) Fill in and send in by November to receive money for job.

House Cleaning & Yard Work

Colony Services

- Yard and lawn maintenance
- Housecleaning

Base Line price \$30/hour – Assessment will determine the final cost for instance if the yard is extremely overgrown

604-223-8101

Doug Boes

colonyservices2012@outlook.com

Toffy Express Services

Housekeeping- dusting, vacuuming

Provide own cleaning supplies

\$25/hour

604-483-3980

HOME CARE – MEDICAL SUPPORTS - PRIVATE

In-home Blood and Medical Services

Milne Medical Professional in-home Blood and Medical Services

Services & Fees

- Blood Collection \$50 per visit
- Injections- \$30 per visit
- Medication assistance- \$30 per visit
- Wound care \$40 flat fee for 1 hour; \$40 an hour there after.
- Blood pressure and glucose monitoring \$30 per visit
- Nursing companion care \$40 per hour

Services provided by licensed and insured professional nursing staff

Phone: 604-414-3332

Website: www.milnemedical.ca

LEGAL SUPPORT

Powell River Law Advocate

If you are a Senior citizen or infirmed and low income and need legal advice and assistance, the Poverty Law Advocate will help you with the following services:

It is important to note that Community Home Care or Palliative Home Care DOES NOT provide the service of blood collection and taking it to the lab at the hospital. If you are really sick, you will have to get yourself to the hospital to do your blood work.

- Help filling out forms and applying for an appeal with:
 - Income assistance benefits
 - Disability benefits
 - Medical benefits
 - Diet allowance
 - Determining eligibility
 - Tenancy
 - WCB
 - Housing
 - Human Rights
 - Debt and collection
 - Employment law
 - Canada Pension Plan

Contact the Powell River Advocate, Joyce Percey, at 604 485-6148 during office hours, 9 a.m. to 4.30 p.m. to make an appointment.
207 - 4801 Joyce Ave

LEISURE & RECREATION

Cranberry Seniors Centre

Senior Citizens Association of BC #49 Powell River

6792 Cranberry Street, Powell River

Phone: 604-414-9456

Email: prseniors49@shaw.ca

Phone: 604-414-9456

Webpage: <http://www.powellriverseniors.ca/activities.htm>

The Association offers weekly social activities for Seniors. The table below illustrates the activities. These do change so contact the Seniors Center by phone, email or check their website to see what is current.

ACTIVITIES	Monday	Tuesday	Wednesday	Thursday	Friday
Bridge					1-4:00 PM
Canasta			1-4:00 PM		
Card games/Crib	7-9:00 PM				
Carpet Bowling	1-3:00 PM		1-3:00 PM		1-3:00 PM
Choir		10:30-noon			
Gym Circuit	1-3:00 PM		10-1:00 PM		1:30-3:30 PM
Computer/iPad/iPhone Assistance		By Appointment with Marie. Call 604-223-9855			
Elly Quilters				9-4:00 PM	
Thursday Quilters				9:30-3:00 PM	
Seniors' Auxiliary				9:30-noon	
Seniors in Training					10-noon
Tai Chi		3:15-5:00 PM			

Powell River Library - Books on Wheels

- Delivers books to Powell River residents in private homes or public facilities who are unable to go to the Library due to illness or infirmity.
- Library staff chooses items from the Library's collection of regular print books, large print books, audio books, magazines, DVDs and CDs to meet individual's book genre preferences and needs.

- Volunteers deliver a Library bag of materials once a month and pick up the old bag of library materials
- No need to worry about due dates.

To sign up call Joanne at the Library (604-485-4796), email her (jtobie@prpl.ca), or have someone pick up a form from the Library Service Desk.

Powell River Library - Books by Mail

- Available for anyone who is sick, has a disability or who just can't get to the Library easily can register with us to receive books through the mail.
- This service is available to any resident of the qathet Regional District or the Tla'amin Nation.

To register call the Library at 604-485-4796 or email mmerlino@prpl.ca.

Powell River Recreational Complex

- Recreation Access Pass Financial Assistance Program
- Access to basic recreation programs and services at the Powell River Recreation Complex.
- These include drop in programs and all public swimming and skating events. (skate rentals not included).
- Upon qualifying, a Recreation Pass, loaded with 52 free admissions will be provided to each eligible member of the household. Only one pass will be issued per year to each eligible person.

Eligibility

- Live in Powell River or qathet Regional District
- Receive social assistance through the Ministry of Children and Family services or; Meet the Stats Canada Low Income Measurement Guidelines - those with incomes less than \$22,133 for a single person; \$31,301 for a couple

Phone: 604-485-2891

Email: parksrec@powellriver.ca

Website: <http://powellriverprc.ca/memberships/financial-assistance-program/>

RENTAL HOUSING ASSISTANCE

Shelter Aid For Elderly Renters (SAFER)

- Helps make rents affordable for BC seniors with low to moderate incomes.
- SAFER provides monthly cash payments to subsidize rents for eligible BC residents who are age 60 or over and are renting apartments in the private market, including singles, couples and people sharing a unit.

Eligibility is based on meeting all of the following conditions:

- You are age 60 or older.
- You have lived in British Columbia for the full 12 months immediately preceding your application and are BC permanent residents
- You and your spouse (with whom you are living) meet the citizenship requirements:

Each member of the household must be one of the following:

- Canadian citizens not under sponsorship

- Individuals lawfully admitted into Canada for permanent residence and not under sponsorship
- Individuals who have applied for refugee status
- Individuals for whom private sponsorship has broken down
- You pay more than 30% of your gross (before tax) monthly household income towards the rent for your home, including the cost of pad rental for a manufactured home (trailer) that you own and occupy.

Visit their website for more information: <https://www.bchousing.org/housing-assistance/rental-assistance-financial-aid-for-home-modifications/shelter-aid-for-elderly-renters>

Lifecycle Housing

Non-profit housing for seniors, families, and people with disabilities. Rents are income-based and a waitlist is maintained. Complex is located on Ontario Street in Westview. 604-485-6006

TAX RETURN ASSISTANCE

Tax returns done for low-income residents at the Community Resource Centre
 Address: 4752 Joyce Avenue, Powell River BC V8A 3B6
 Phone (604) 485-0992
 Email info@prcrc.org

TRANSPORTATION ASSISTANCE

Stepping Out

- Appointments – i.e. medical, hair salon, notary, professional services, etc.
- Activities – i.e. walking, farmers market, shopping for food, gifts or clothes, visit friend, library, rec center, etc.
- Light errands if you are housebound

Rates:

- \$20 hour within the city limits which is from Wildwood to Myrtle Point south of town.
- Anything beyond city limits is \$25 hour and there is a 2 hour minimum
- First time clients receive a 25% discount on the first hour.

Phone: 604-414-4732 to make a appointment.

Handy Dart

- Provides accessible door-to-door transportation service to persons with disabilities and mobility issues who are unable to use conventional transit.
- Service is available throughout the Powell River region by phoning for a scheduled stop. Wheelchair lift available.
- Cost is the same as bus fare.
- Attendants travel for free.
- Registration for the service is required with referral from your doctor
- Booking by phone at least one day in advance is required.
- Office Hours (for Making Reservations): Monday to Friday: 8:00 A.M. to 4:00 P.M.

Hours that Handy Dart is available for registered users:

- Monday to Friday: 8:00 A.M. to 4:00 P.M.
- No service on Saturday, Sunday and statutory holidays.

Contact Info:

Telephone Number: (604) 483-2008

Fax Number: (604) 483-7710

E-mail: prhandydart@shaw.ca

Bus Pass Program

A low-cost annual pass for provincial transit systems is available to qualified, low-income seniors and ministry clients with persons with disabilities designation, providing unlimited access on any scheduled BC Transit Bus.

To get a reduced-cost pass, you must meet one of these criteria:

- 60 years or older and the spouse of a person with the Person with Disabilities designation and are receiving disability assistance from the Province of British Columbia
- 60 years or older and receiving income assistance from the Province of British Columbia
- 60 years or older, living on a First Nations reserve and getting assistance from the band office
- 65 years or older and would qualify for the Guaranteed Income Supplement (GIS) but does not meet the Canadian 10-year residency rule
- Receiving Old Age Security (OAS) and the GIS
- Receiving the federal spousal Allowance
- Receiving the federal Allowance for the Survivor

Cost

- There is an administrative fee of \$45 per year for the bus pass. The pass is valid from January 1– December 31 of the calendar year.
- The administration fee is not reduced if you apply partway through the year and is non-refundable.

To apply for the pass, call: 1 866 866-0800, Monday to Friday between 9 am – 4 pm. When prompted:

- Press option 2
- Press option 2
- Press option 1

Fill in the online request form at <https://myselfserve.gov.bc.ca/BusPass>

Email the form to SDSIBUSPA@gov.bc.ca

If you're having trouble with the online request form, email or phone them.

The Travel Assistance Program (TAP)

- Helps alleviate some of the transportation costs for eligible B.C. residents who must travel within the province for non-emergency medical specialist services not available in their own community.
- BC Ferries and Pacific Coastal Airlines participate in this program.

- TAP pink forms are available from your doctor's office for medical appointments requiring travel by ferry (in some instances by plane).

BC Ferries TAP Service Provisions

- A full discount for patient, escort (if approved by referring physician) and regular passenger car fare (those traveling in over height and extra length vehicles, including recreational vehicles and trailers, are required to pay the difference between regular and assessed fare for their vehicle).
- TAP BC Ferry Participants must return to their home community via the same BC Ferries route that they used to attend the specialist appointment or specialty medical service.

Pacific Coastal Airlines Medical Fare (This is the Pacific Coastal TAP Service)

- Available for any customer who is travelling for medical purposes with a properly completed Travel Assistance Program (TAP) form
- Cost is approximately a 30 per cent discount off regular full fare
- Tickets can be purchased any time before scheduled flight departure with immediate credit card payment.
- Fares are fully refundable with no change or cancellation fees.

Requirements:

- Prior to making a reservation with us, you must:
- have your doctor fill out a Travel Assistance Program (TAP) form
- have your doctor sign the TAP form
- include an MSP authorization number issued by MSP
- Once you have completed the above steps, call our Customer Service Centre toll free at 1.800.663.2872, or in the lower mainland 604.273.8666.

Terms and Conditions:

- A maximum of one (1) escort is allowed to travel with the authorized passenger at the same medical fare.
- The escort must travel on the same flights.
- The original TAP form, not a copy, must be submitted at check-in. No exceptions.
- Pacific Coastal Airlines recognizes that, due to last minute or weekend travel, getting authorization from the BC Medical Service Plan (MSP) is not possible as they are only open during the week. In this case an official and dated letter from your doctor on letterhead (notes on a prescription pad are not acceptable) will be accepted. The form must clarify where and when you need to travel, dates, and whether an escort (maximum of one) is required. The doctor's name, signature, and contact information must be clear. The original form is required at check-in.

Hope Air

Hope Air is the only registered, national charity that provides free flights to people who cannot afford the cost of an airline ticket to get to medical expertise or specialized technologies that usually only exist in larger urban centres. This service is available for those who have appointments in centers not accessible by BC ferries or Pacific Coastal Airlines, which may be out of province.

To be eligible for a free flight, you must:

- Have financial need
- Have a confirmed healthcare appointment that is covered by your provincial health care plan
- Be medically cleared by your physician to fly on a commercial plane
- All individuals 18 years old and under must have an escort accompany them, whose flight is also provided for free
- 19 years and older may obtain a free flight for an escort to accompany them only when it is deemed medically necessary by their physician
- Home air can only provide free travel for one approved escort per patient

Information to make a travel request

- Date and time of confirmed appointment at a medical facility
- Referring doctor's contact information
- Contact information of the doctor you are travelling to see for your appointment
- Government-issued photo ID for all travellers (Patient and escort if applicable)
- Dates you need to depart and return for your appointment
- Information on the incomes of all members of your household to determine your eligibility. This includes income from employment, federal and provincial assistance, and income from other sources. You are not required to submit documentation when you make your travel request, however, once a travel request is made Hope Air may ask you to provide documentation of your household income for eligibility verification

Phone: 1-877-346-4673

Website: <https://hopeair.ca/>

To make a travel Request

Visit <https://hopeair.ca/> and click on the Yellow Button that says Travel Request.

Fill out the online form to determine eligibility for one patient for one trip to a specialist medical appointment(s). A travel request may be submitted for a flight (nationwide).

Angel Flight

Provides free air transport for adults and children with cancer, or other non-communicable diseases, whose medical conditions make it difficult or impossible to travel by conventional means, to and from hospitals, clinics, doctor's offices and other medical facilities on the lower mainland and points on Vancouver Island for treatments and tests.

- Passengers must be fully mobile and able to climb into the plane unassisted
- Passengers must not have any communicable diseases or health issues that would make flying a risk
- Children must be accompanied by a responsible adult
- There is NO medical assistance on board.

Angel Flight is an entirely voluntary organization with no paid employees and needs advance notice to take time away from work to operate Angel Flights. As such the more notice that we can be given improves the chances of Angel Flight being able to provide services.

Steps to use this service:

1. Request a Flight, phone Darlene Orr @ 778.677.8920
2. Fill in form found online <http://angelflight.ca/> Before a flight can be booked, the forms below must be completed and the waiver must be signed by all

adult passengers and your physician indicating that you are safe to fly in an unpressurized plane.

3. Flight Arranged and confirmed

Phone: 1 250 818-0288

Email angel@angelflight.ca

Webpage: <http://www.angelflight.ca/>

The Wheels for Wellness

- Provides transportation for Powell River residents to attend non-emergency medical appointments at the Campbell River Hospital on Vancouver Island.
- They will pick up Powell River residents at the Little River ferry terminal, for the 9:15 arrival Tuesdays and Thursdays only, for transportation to the Campbell River hospital and return for the 3:15 sailing.
- Wheels for Wellness requires advanced notice in order to book a driver and vehicle. Two weeks is normal, but short notice may be attainable in most circumstances.

Website: <http://www.wheelsforwellness.com/>

Email at info@wheelsforwellness.com

Phone: 1 250-338-0196.

Freemasons of British Columbia

- Provide rides for people with cancer who have no other means of transportation.
- They will arrange to pick up patients from the airport, ferry terminal or bus depot and take them to the Cancer Lodge or other accommodation near the Cancer clinic, at no cost to the patient.
- Those wishing information on transportation to the various treatment centers should call one of the following telephone numbers:
 - Greater Vancouver: 1-800-663-2524
 - Comox Valley: 1 250-338-5454

VANCOUVER COASTAL HEALTH COMMUNITY AND HEALTH SERVICES

Types of Care

Home Care Nursing

- Nursing care for patients who are home bound
- Wound care, catheter/ostomy care, injections, medication management & administration.

Case Management

- Home Support, Adult Day Program, Respite for care givers-in own house or facility, residential facility wait listing and assisted living wait listing

Home Support by Care Aides

- Provision of personal care, hands on help
- Duties of care aides include:
 - Simple housekeeping tasks (doing dishes, cleaning counter)
 - Re-heat meals in a microwave (with only 15-20 minutes per visit, there is not enough time to make a meal from scratch. BC Ministry of Health, 2007, p. 5).

- Assisting clients with bathing, showering, grooming, and other personal hygiene tasks
- VCH provides person-specific training based on the needs of the individual which can include some nursing functions, such as:
 - Administration of medications
 - Administration of eye and ear drops
 - Catheter care
 - Skin care

Palliative Care

- If you have cancer, you are eligible to receive palliative care through the provincial Home and Community Care Program
- Palliative Care provides home care through Community Home Care, a palliative Doctor who provides medication for pain and suffering, and Palliative Care Nursing

STEPS TO ACCESS COMMUNITY HEALTH CARE SERVICES

Step 1: Contact Powell River Community Health

Referrals for service can be made by a health care professional (such as a nurse, doctor, etc.), by a family member, a friend, or by the individual needing service.

- If you or a family member is in the hospital, speak with your doctor about what you feel the needs when you, or the patient, go home
- If you or a family member is at home, call or visit the:
 - Powell River Community Health desk
 - Powell River Community Health
 - 3rd Floor 5000 Joyce Street. (Hospital)
 - Phone: 604-485-3310

Eligibility for Community Health Services

- To be eligible for home support services (same as Community Health Services), the individual must need assistance with personal care (bathing, dressing, grooming, toileting, eating, administration of medications, special exercises). *When someone is assessed for home support services, if they can stand up while holding on to their wheelchair, they will be deemed capable of doing their own personal care. Beware of this when you are getting your assessment. Also IF there is a family member or someone who is living in the house, and working at home, home support services will not be deemed necessary, only very minimal support will be provided.*
- When making the call, you will be asked questions such as: “What is going on at home? Who is helping you? What is your need?”
 - *VCH home care services are intended to augment what family, friends and community are doing*

Step 2: Conduct an assessment for home & community care services

a) Receptionist will do initial assessment on phone or with the person making the referral at the receptionist desk.

- Because of confidentiality and privacy, the receptionist will only ask about basic medical and non-medical needs

- The receptionist will assess the following to see if the individual is eligible to start the official assessment process:
 - Living in British Columbia and be a BC resident
 - Have lived in British Columbia for at least three months.
 - Be a Canadian citizen or have permanent resident status
 - Be 19 years of age or older.
 - Need care after being released from the hospital at home
 - Be unable to function independently because of chronic, health-related problems or have been diagnosed by a doctor with an end-stage illness
 - Services required fall into these parameters
 - Personal care supports – bathing, dressing, grooming, toileting, eating, administration of medications, special exercises, heating up of food for light meal
 - Respite and support for the primary caregiver
- If the need is something that Community Health does not provide (for instance lawn care or home maintenance), then a package will be provided with services that are available in Powell River.
- If needs can be met by Community Health Services, the referral is forwarded to the Home and Community Care Liaison Nurse

Timelines

- It can take two to four weeks for the Home and Community Care Liaison Nurse, MariAnn, to return your initial call regarding service and two to four additional weeks, after it is determined you are eligible for service, for a case manager to contact you. *Hence be prepared for a minimum of 2 months to have a case manager contact you to set up your care plan.*
- DON'T WAIT FOR A CRISIS! ... BE PROACTIVE!
 - If your situation is becoming more critical, contact MariAnn and let her know your need is more urgent
 - If you are struggling and need immediate help, you will need to rely on private care in the interim

b) Determining eligibility for home and community care services.

- Nurse identifies the urgency of the need and how it can be met by:
 - Looking into the data system to see where the patient is at in the system
 - Will speak with the client to get more detailed information on where the patient/client is at with their medical and non-medical needs.
- Key proponent of this discussion is to discover what the family and client have in place to date.
 - *To this end, you should have recorded the personal care tasks you and others do for the individual – exactly what you (or they) do, how long it takes to complete these support tasks, the dates and times of the support. (This is a good practice as should you need to access residential care in the future, you also will need to demonstrate how all formal and informal supports have been “maxed-out”)*
 - Explore when family members work and when they are free
 - What chores each family member or friend or community member on the care team can do- drive to appointments, prepare food, run errands, do laundry, etc.

- **Prior to receiving services, the referred individual will be expected to have utilized informal supports (family, friends, neighbors). Applicants will be obliged to do this even if an individual has a very weak social network**
- Gaps in care are identified that the family and friends are not filling (for instance if everyone is working all day and no one is around to give medications)
- Financial assessment conducted - most recent income tax return or notice of assessment is reviewed.
- Plan emerges in identifying what is needed, what needs can be met and where the gaps are
- Referrals are prioritized based on greatest need and risk
- **The doctor will be asked to send a medical summary to the home care team.**
- Chart is sent to a Case Manager with a priority level attached.
- Case Manager books an appointment with client/family. Proposed Assessment is completed and Care Plan developed.

Currently there is an unmet need for non-medical needs of seniors and shut-ins – driving to appointments, doing errands, house cleaning, meal preparation, picking up medication, etc. If family or friends cannot fill this need, individuals will be expected to pay private health support providers for these services. *See list of Private Home Care Support Providers on Pages 10-13 in this document.*

Step 3: Develop a care plan for home & community care services

1. Connecting with Your Assigned Case Manager

- It may take up to two months from your initial call to be contacted by your assigned Case Manager
- The Case Manager first receives information about the client and records from the doctor, then calls to make an appointment with you to meet and assess the current situation
 - *It is important to note that when you apply for service, you are inviting VCH into your personal lives ... including all aspects of your private life, financial circumstances, and so on*
- Prepare for this meeting. Ensure you can explain to the Case Manager everything you have tried, and how you have utilized informal supports and other resources. VCH home care services are intended to augment what the family is doing
 - To this end, it is important to record the personal care tasks you and others do for the individual – exactly what you (or they) do, how long it takes to complete these support tasks, the dates and times of the support. (This is a good practice as should you need to access residential care in the future, you also will need to

What you should have present, for a home and community care assessment:

- List of medication /prescriptions
- Veterans Affairs number
- Your most recent income tax return or notice of assessment.
- Name and address of a close relative or friend
- Any advanced care plan documents (representation agreement/living will)
- Record of personal care tasks you and others do for the individual seeking

- demonstrate how all formal and informal supports have been “maxed-out”)
- Be as clear as possible about what kinds of support you think you need and how often you need them
- Prepare a rough budget if you can; have your tax information ready if you have not already shared it earlier in the process
- The Case Manager conducts an MDS (Minimum Data Set)¹ assessment, and using this 12 page assessment tool, medical records, and your information, prepares a Care Plan along **with patient**.

2. Implementing Home Support via the Care Plan

- The schedule of home care services is determined by the Care Plan
- Home care aides provide service via a “task list”; if they complete their tasks in a timely way, they generally leave to go to the next client’s residence sooner than is listed on the care plan.
- Typically one hour of services equals 50 minutes of service, to allow for breaks and travel time between homes. *In many cases, Care Workers are allowed 15 minutes with each client. (BC Ministry of Health, 2007. P.5), hence the care plan will be prepared with this in mind.*
- Every client has a Communication Binder that stays at the home
 - The book contains a diagnosis, summary of the individual’s needs, risk assessment and the Care Plan
 - Task list with any special instructions for specific tasks. It is important to let nurses and home support workers know if there are special instructions you would like included.
- Home care aides will report significant information that could trigger a review of the care plan and type or duration of service to the LPN
- It is the caregiver’s responsibility to inform the LPN and/or the Case Manager as to how the plan is working or not working, so the plan can be adjusted to maximize service
 - LPN’s are available 7 days a week – they are the direct link to the home care aides and in-home care
- Home care aides do not provide medical or emergency care; you will need to access your doctor or the hospital emergency room for urgent care

Cost of VCH Home Support Services

- Home support services from VCH are cost shared between the health authority and the individual or family receiving care
- You will be asked to share income tax information; the charge for service is determined via income testing; the combined incomes of both individuals (individual needing care and spouse) are considered
- Typically, if the combined income is \$30,000, the cost per day will be approximately \$30.00. If the combined income is \$20,000, the cost per day will be approximately \$20.00 (and so on)
- If the individual requiring care receives GIS (Guaranteed Income Supplement), there is no cost

¹ The **Minimum Data Set** (MDS) is a standardized assessment tool that measures health status in nursing home residents. MDS assessments are completed at least every few months (or more often, depending on circumstances).

TYPES OF COMMUNITY & HOME CARE SUPPORT

Respite Services for Primary Caregivers

In-Home Respite for Primary Caregiver WITHOUT Other Services

- In-home respite for the primary caregiver is available through VCH and/or available privately
- You do not have to be receiving home support services to have respite service approved for the primary caregiver
- Service is available from VCH up to a 4 hour block each week, though scheduling can be tricky to accommodate staff shift times (shifts end at 1:30, 2:00, 3:00, 3:30 pm)
- Respite can be on-going
- Home support provides service between 7AM and 10PM.
- There is no over-night respite in the home available through VCH; however, you may be able to purchase this privately

Residential Respite

- Individuals who are eligible for home support services (a MDS assessment has been conducted) can receive up to 30 calendar days per year of care in a residential facility to provide respite for their primary caregiver
- You will need to provide income tax information if you have not already done so
- The cost is \$37.10 per day at present and may increase yearly.
- Book well in advance as there are just 2 respite rooms in Powell River, one at Willingdon Creek Village and one at Evergreen Extended Care

Adult Day Program

1) Accessing the Adult Day Program and Program Costs

- Contact your Case Manager and ask that your family member be put on the waitlist (there is always a waitlist)
- The person can attend the Adult Day Program without receiving other home support services
- You will be asked to provide demographic and tax information if you have not already done so, as this is a subsidized program
- The cost is \$ 7.00 per day (a “day” is 4 hours) to cover a hot meal, nutritional snack and the program offered.
- HandiDart transportation services are also available at \$ 2.00 each way. *The individual has to be registered for this service in order to access it.*

2) Program Specifics

- A wide variety of activities are offered- some examples of programs:
 - Fitness program
 - Bingo, cards and board games
 - Gardening
 - Music and entertainment
 - Parties and teas
 - Reminiscing and discussion groups

- Pet visits
- Active games, i.e. shuffleboard
- The program runs three days a week – Tuesday, Wednesday, Thursday, 4 hours per day between the hours of 10:00 AM and 3:00 PM
- Program staff have access to the MDS assessment
- Ideally, the individual attending the program will be independent in eating, mobility, transferring and toileting; assistance is given where and when needed by program staff

Contact for the Adult Day Program in Powell River:

Vancouver Coastal Health
 Residential Care
 Willingdon Creek Village
 4980 Kiwanis Avenue
 Phone: 604 485 9868 Ext 4805

VANCOUVER COASTAL HEALTH (VCH) RESIDENTIAL CARE

How to Access Residential Care

1) Referrals for Residential Care

- Typically, the individual requiring residential care has a care plan and is receiving in-home services. *Essentially one has to be in the Community and Health Services System to be referred to a residential system.*
- Requests for residential placement are made to the Case Manager

2) Eligibility

- Case Manager will first look at the care plan, and see where and why it is “failing”, and try to shore up gaps using formal and informal supports and services
 - All services must be “maxed out” – i.e.: the caregiver has been accessing respite, Better At Home program, friends and family help, etc.
 - *Home support hours, respite hours, use of HandyDart & ambulance, day programs- whether private or public- are all monetized. When the usage cost of all these services combined are higher than the cost to reside in an assisted living facility, the individual will be put on the Willingdon Creek Village or Evergreen Extended Care Facilities list, depending on their needs.*
- All forms of supports and services are counted – not just VCH Home Support Services; again, that is why it is important to track all types and times of supports – family, friends, private care, etc.
- Case Manager will re-assess using the MDS and screening tool to determine if residential placement is required
- If there is a “no” determination, this can be discussed with the Case Manager, with the ability to provide clinical judgment to the Priority Access team in Vancouver, for reconsideration.

3) Priority Access

- If it is decided that the individual qualifies for residential care, the case is sent to Vancouver to be reviewed by the Priority Access Team, located at Lion's Gate Hospital
- Decisions are made objectively/electronically
- Admission to residential care facilities is determined by greatest need, not necessarily by the position on the waitlist
- Individuals are placed on the waitlist only if they are eligible for admission immediately; there is no waitlist that one can be listed on to plan ahead and/or secure an unpredictable future

4) Cost

- Costs are not determined by assets, but by annual taxable income
- Tax information for the individual receiving service is used to determine cost, not the combined household income
- Cost is approx. 80% of the individual's income after taxes
- There is a min. and max. rate set each year.
- For some couples it may be difficult to pay the fee plus expenses for the person living in the primary residence. By demonstrating financial hardship, it is possible to have rate reduction
- It is a good idea to involve your accountant in determining assets/income levels
 - Investments can greatly affect how much you are expected to pay towards your care
 - You may want to divest yourself of investments and ensure RRIF and/or RRSP payments don't negatively impact annual income
- If your financial position changes, you can ask for a review

5) Crisis – Emergency Placement

- In cases of extreme need, which is substantiated by appropriate health care professionals, the process described above is slightly different.
- Typically, the individual is placed in the hospital; their information is sent to the Priority Access Team and flagged as needing a bed ASAP and not necessarily in Powell River.
- The individual remains in the hospital until a bed in a regional facility is located.
- *This can take several months.*

Assisted Living

If you need help with meals, housekeeping and personal care, particularly if you are living alone or feeling isolated, assisted living services may be an option for you.

Assisted living is a housing plus health services option if you are still relatively independent but need a little extra help. There is list of eligibility criteria and a wait listing process that the Case Manager can discuss with you.

- This service is for seniors and people living with physical disabilities. You must:
 - Be eligible to receive Home and Community Care services
 - Be able to direct your own care and make decisions.
 - Be able to live independently but require help with daily activities.
 - Be able to communicate and be understood by others.
 - Not behave in ways that place the safety of others at risk.

- Be able to take direction in an emergency and use the emergency response system.
- Not be managing well in your home with the available services.

Cost

- 70% of after tax income, which covers the cost of food and accommodation with a set minimum and maximum amount.
- Couples living together pay up to 70% of their combined after tax income.
- Pre-established rates for clients on income assistance and disability benefits.
- Other costs not included in the resident contribution – cable, telephone, internet, household and toiletry supplies, medications, personal care supplies and insurance costs.

Kiwanis Garden Manor Assisted Living –VCH (Vancouver Coastal Health)

4923 Kiwanis Avenue, Powell River, BC V8A 5H5,

Phone: 604-485-5210

- Subsidized by VCH. Must meet eligibility criteria to be waitlisted.
- To be considered for eligibility, the client must be independent with transfers and mobility, able to direct their own care, and call for help in an emergency. Also, clients must be receiving help in the home with meals, housekeeping and personal care.
- Monthly rent is approx. 70% of after tax income.
- Applications to move to Kiwanis Assisted Living are made via the Case Manager
- The waitlist for placement is managed locally
- Services:
 - Rental accommodation in a private 1 bedroom suite
 - Two meals per day plus two snacks
 - Weekly light housekeeping and laundering of flat linens
 - Personal care services assessed by the VCH Case Manager
 - Medication management assistance
 - 24 hours on-site emergency response system
 - Leisure, social and recreation programs

Extended Residential Care Facilities

Available for patients who:

- Have complex care needs
- Can no longer remain safely in their own home
- Require 24 hour nursing care in a supervised and secure environment

What services are provided?

- 24-hour professional nursing and personal care
- Accommodation in a safe and secure environment
- Meals
- Medication management
- Laundry
- Recreational activity programs

Facilities Placement:

- The Priority Access Team analyzes the case and individuals are rated as Low, Medium, or High need, and placed on the waitlist accordingly. It is important to note that beds are not available readily and there is a waiting period.

- As much as possible, people living in Powell River will be placed in a Powell River residence
 - If the need for service is urgent, individuals may be placed anywhere in the Vancouver Coastal Health Authority region which includes the Sunshine Coast and the Lower Mainland
 - Typically, families are called and told when a bed becomes available anywhere in the region
 - Families can decline placement outside of Powell River and wait for a bed to become available locally.
 - If an individual is placed outside of Powell River, it is possible to be transferred back. *However, given the nature of the Priority Access policy and the great need for placement throughout the region, this may take a long time.*
- A person cannot be placed in care without their consent unless they are deemed not competent to make that decision or not able to give consent in which case the decision is confirmed by a doctor
- There are two extended care facilities in Powell River: Evergreen Extended Care and Willingdon Creek Village which provide extended and/or multi-level care

Evergreen Extended Care Unit

- 75 bed Complex Care unit
- 6 private; 4 semi-private and 15 multi-person rooms.
- Availability is based on need.
- Due the lay-out of the building and their staffing model, Evergreen unit is not able to take care of people who as a result of their dementia exhibit wandering and / or aggressive behavior.
- Because publicly subsidized Residential Care is a limited resource, a priority system is in place so that those who most urgently need this service are placed first.

Willingdon Creek Village Assisted Living

- 102 bed facility with all private rooms with en suite shower
- Organized into six-17 bed units
- Each unit has its own common areas and outdoor space.
- A large multipurpose room available for family functions and recreational activities.
- 1 unit dedicated to Special Care for the treatment of people who suffer from severe dementia, although Willingdon Creek Village cannot provide care for people who as a result of their dementia are unpredictable in their aggressive behavior.

PRIVATE ASSISTED LIVING FACILITIES

Dale Manor

5402/5404 Dale Ave., Powell River, BC. V8A 3W3

Phone: (604) 414-9460

- 8 beds, can take couples
- Rooms for Seniors whether single or a couple

- Meals & snacks
- Laundry service for all linens; support with personal laundry if needed
- Activities & social interaction
- Residents must be able to express their wishes so as to be understood by personal assistance staff or by a spouse living with them who can communicate with staff on their behalf, and are able to make the range of decisions that will allow them to function safely in the supportive semi-independent environment provided by an assisted living residence.

Fees: \$3500/month

Black Forest Residential Care Home

Colleen and Tom Zeman
4000 Saturna Avenue
Powell River, BC V8A

An adult Family Care Home for seniors who do not want to fully forfeit their independence. Provides an opportunity for individuals to receive necessary daily care and supervision while living in a supportive, caring home.

- For seniors who cannot live alone, and yet don't need extended home
- 3 beds – private room with ensuite bathroom and walk in closet
- Single person or a couple
- Family atmosphere
- Meals & snacks
- Laundry service for all linens; support with personal laundry if needed
- Activities & social interaction
- All cleaning
- All meals
- Oversight overnight
- Medication oversight
- Shower assist
- Respite for caregivers
- English/German/Russian & Czech languages spoken

Fees: Daily/Weekly/Monthly rates and by contract.

- Rates are dependent on care needs and based on operating costs for the building
- No dementia or Alzheimer's

Phone: 604-485-6646

Cell: 604-223-0083

LOW INCOME HOUSING OPTION FOR SENIORS

Kiwanis Village Seniors Apartments

4943 Kiwanis Avenue, Powell River
Tel: 604-485-5210

- Subsidized housing for seniors
- For adults 55 years and older
- 43 apartments comprising of 10 one bedroom suites and 33 studio apartments

- All residents initially begin in a studio apartment, and if they want a 1 bedroom they get on the list to move into a one bedroom as it comes up. All residents who live in a one-bedroom apartment start in a studio apartment.
- Rental rates for those who do not require a subsidy are \$542.00 per month including heat and hydro for studios and \$636.00 for one-bedroom apartments including heat and hydro.
- Market rental rates are subject to change anytime
- Formula for assessing subsidized monthly rental rates =
 - (30% of net income) + $\frac{1\% \text{ of the balance of assets}}{12}$

12

ADDITIONAL USEFUL LINKS

For Everything that is Community Health (FETCH) in Powell River

- <http://powellriver.fetchbc.ca/>

Government of BC Home Support website:

- <http://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/home-support>

Government of BC Long-Term Residential Care website:

- <http://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/long-term-residential-care>

Office of the Seniors Advocate British Columbia

Great resources and reports that reveal systemic issues in attending to Seniors in BC.

- <https://www.seniorsadvocatebc.ca/>

Public or Private Services (Govt BC website):

- <http://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/publicly-subsidized-or-private-pay-services>

VCH Considerations about Care Manual:

- <file:///C:/Users/Malerie%20Meeker/Downloads/VCH%20Care%20Considerations.pdf>

Information on VCH Residential Care Manual:

- <https://www.vch.ca/media/Residential%20Care%20--20Information%20on%20Residential%20Care.pdf>

Home Adaptations for Independence (HAFI)

Grants for making changes in the bathroom to enable people to at home

- <https://www.bchousing.org/housing-assistance/HAFI>

REFERENCES

BC Government 2007, *Conversations on Health Part II – Home Care and Support*, Ministry of Health. Available from:
https://www.health.gov.bc.ca/library/publications/year/2007/conversation_on_health/PartII/PartII_HomeCareSupport.pdf