

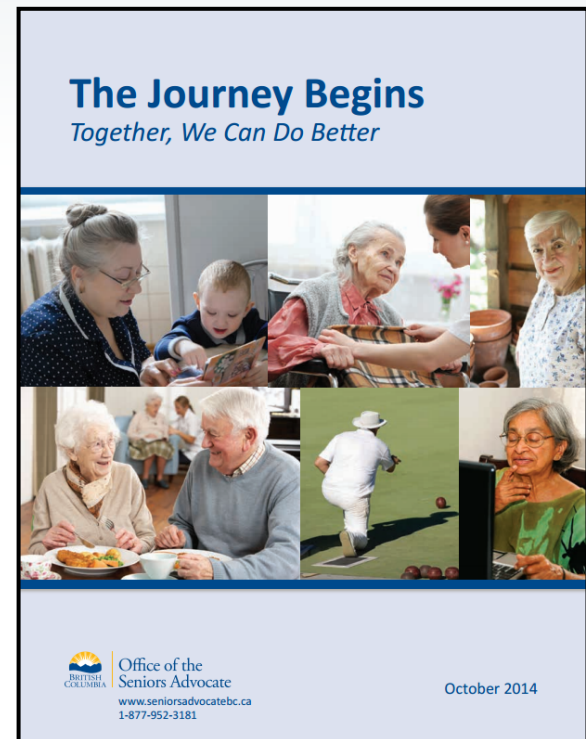


Office of the Seniors Advocate

Isobel Mackenzie, BC Seniors Advocate

Canadian Centre For Policy Alternatives -
System Change for Seniors Care Conference

February 2015



Legislative Mandate & Scope



Monitor
Analyze
Recommend
Inform
Report

Health care
Personal support
Housing
Transportation
Income support



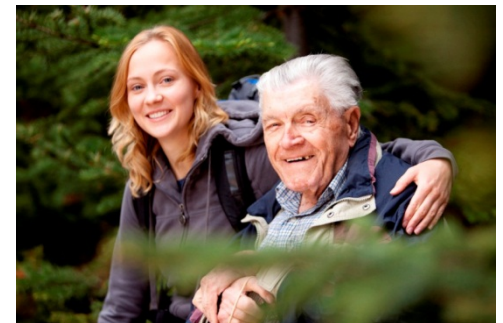
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Activities To Date

- **Consulted with Seniors and Stakeholders**
- **Opened and staffed office**
- **Defined core functions**
- **Issued public update**
- **Launched first systemic review**
- **Announced BC wide surveys: Residential care, Home support, handyDART**
- **Appointed Council of Advisors**



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Core Functions of The OSA

- 1. Monitoring Key Services To Seniors**
- 2. Outreach & Engagement**
- 3. Information & Referral**
- 4. Recommendations & Reports**
 - To Government
 - To the Public



1. Monitoring Key Services To Seniors

Standardized Indicators for:

- Wait times for Residential Care
 - Wait times for transfer to a preferred facility
- Home Support Services
 - Respite shifts; overnight care; personal care.
- BC Housing: SAFER & Subsidized Housing
 - Waiting times, refusal rates & reasons; Subsidy rates by geography versus market rates.



Standardized Indicators for:

- Income levels of seniors and income support programs
- Abuse & Neglect (rates, reports & resolutions)
- Training for care aides in residential care & home support
- Dementia Care:
 - First Link



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2. Outreach & Engagement

A continual and ongoing function of the office with Seniors through various activities:

- Town Hall style meetings
- Surveys
- Council of Advisors
- Task Specific Expert Panels
- Feedback from an interactive website
- Social Media: Twitter & Facebook



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3. Information & Referral

1-877-952-3181 answered by real people

- No automated messages to navigate
- Staff are informed about seniors programs and services
- Questions and referrals are tracked to determine themes, issues and gaps

Website

- A work in progress
- Aiming to be user friendly and provide practical information from the consumer's perspective



4. Recommendations & Reports

Provide to the Government & Service Providers recommendations & reports on a wide range of issues affecting seniors touching on:

- Health services
- Transportation
- Housing
- Personal services
- Income supports



Issues Identified to Date From Consultations & Survey

Housing

- Affordable, accessible, appropriate

Transportation

- Within communities
- To medical services in rural and remote areas

Income

- Sufficient to meet current and future needs, including health care and drug costs



- **Concerns about quality, availability, and scope of community health services**
- **Lack of awareness of programs**
- **Unique challenges of seniors living outside the Lower Mainland or Southern Vancouver Island**



- **Lower income seniors are more likely to live alone versus higher income seniors**
 - <\$30,000 – 69% live alone
 - \$30,000 - \$60,000 – 38% live alone
 - >\$60,000 – 27% live alone
- **Lower income seniors are less likely to drive (3% vs. 12%)**
- **Lower income seniors are less likely to have extended health benefit plans (35% vs. 62%)**



Beginning Consultation With Seniors & The People Who Care For Them

Survey Results

- Of the seniors on incomes under \$30,000:
 - 42% are unaware of SAFER
 - 67% are unaware of HAFI
 - 23% are unaware of GIS
 - 60% are unaware of Premium Assistance for MSP
- 36% of low income seniors believe they may need to move because they will be unable to afford to stay where they are



The Journey Continues...

- Housing
- Transportation
- Drug costs
- Benefits for low income seniors
- Emergency department experiences for seniors
- Acute care experiences
- Rehab services
- Quality of residential care
- Results from the province-wide surveys on home support, residential care and handyDART
- Sufficiency and quality of



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The Destination



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Contact

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