

# Seniors Mapping and Planning Report



**Seniors Community Mapping  
and Collaborative Planning Initiative  
Community Social Development  
City of Grande Prairie  
2014**

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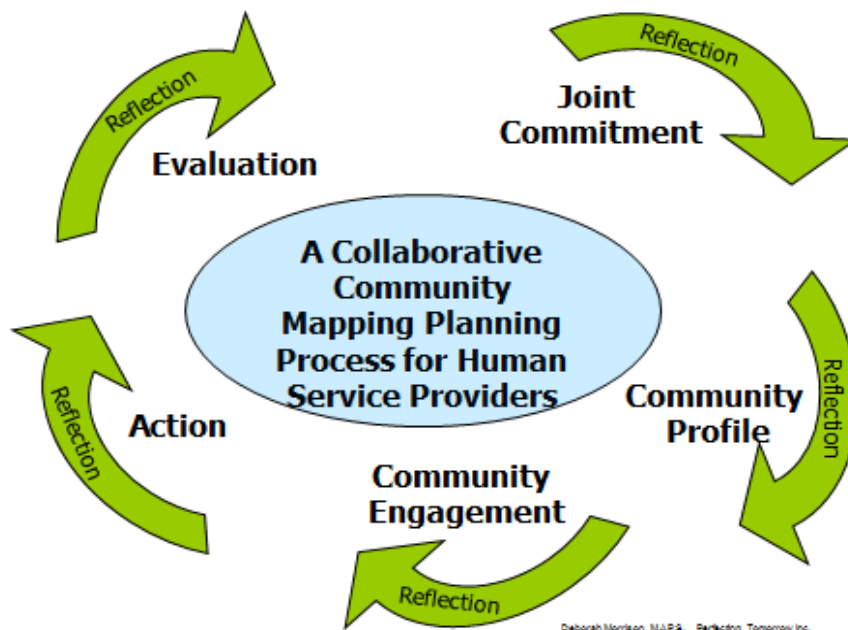
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# Executive Summary and Recommendations

## Introduction of Community Mapping and Planning

In March 2013, as part of Community Social Developments' social mapping initiative, members of the Seniors Interagency received a presentation regarding community mapping and were invited to participate in a community mapping and collaborative planning initiative for seniors. Interested members were invited to attend the inaugural meeting of the Seniors Community Mapping and Collaborative Planning Committee March 28<sup>th</sup>. A five phase process was outlined and members agreed it would guide the process. A decision to map both the City and County was made.

### Community Mapping and Collaborative Planning Model



## Trends and Issues Identified

During the process the following trends and issues were identified:

- Generally, people are living longer and living more productive lives.
- The population of seniors in the City of Grande Prairie is higher centrally, with the exception of the neighbourhoods/communities which have seniors multiple housing units available.
- Of the seniors receiving service from the program partners;
  - Women are 2 to 3 times more likely than men to be receiving service.
  - There are far more single, divorced or widowed individuals than those married or living common-law. Those that are single are more likely to be women.
  - Many seniors are separated beyond control. That is, they are not able to live together due to different levels of care needed and lack of couples friendly care options.
- More seniors are able to maintain independent living due to home support provided. The majority of service requested by seniors is basic home support which includes housekeeping.

## Recommendations for Action

ACTION	Expected Outcomes
<b>Housing options</b> <ul style="list-style-type: none"><li>• Increase availability of seniors housing units</li><li>• Expand types of housing units available i.e. young seniors, couples with differing care needs</li></ul>	<ul style="list-style-type: none"><li>• Seniors have safe affordable housing</li><li>• Couples are able to live together till end of life where possible</li><li>• Seniors have an improved sense of belonging</li><li>• Seniors have improved quality of life</li></ul>
<b>Support “aging in place”</b> <ul style="list-style-type: none"><li>• Continue to provide home care</li><li>• Continue to provide housekeeping</li><li>• Continue to provide meals</li><li>• Expand outdoor assistance to seniors i.e. yard work</li><li>• Provide respite care for caregivers</li><li>• Expand home care service to include errands and banking services for seniors, add time for friendly visiting</li><li>• Create volunteer friendly</li></ul>	<ul style="list-style-type: none"><li>• Seniors are able to stay in their own home as long as possible</li><li>• Seniors enjoy good nutrition</li><li>• Seniors are better able to meet their own needs</li><li>• Less isolation and loneliness among seniors</li></ul>

<p>visitor/transportation program. Suggestion: work with faith communities to develop</p> <ul style="list-style-type: none"> <li>• Offer educational workshops to seniors and their families regarding loss, transitions and depression</li> <li>• Offer language support in newcomer homes- one to one</li> </ul>	<ul style="list-style-type: none"> <li>• Seniors have improved quality of life</li> </ul>
<p><b>Transportation</b></p> <ul style="list-style-type: none"> <li>• Increase availability of Handi bus vehicles and drivers to better meet need</li> <li>• Consider seniors bus for special events</li> </ul>	<ul style="list-style-type: none"> <li>• Improved access to safe affordable transportation for seniors</li> <li>• Seniors are better able to meet their own needs</li> <li>• Seniors are able to participate in community</li> <li>• Seniors are less isolated</li> </ul>

### Intended Audience of this Report

This report is intended for use by the following people:

- Human service providers working with seniors
- Municipal staff involved in the design and delivery of services to seniors
- Seniors who participated in the process as well as those who are interested in the results



# Seniors Mapping and Planning Report

## Joint Commitment

Members representing eight human services providers joined the Mapping and Collaborative Planning Committee (see Appendix 1 for membership). A Terms of Reference was created (see Appendix 2).

Strategies identified:

- To create and maintain a community mapping profile of seniors related information for the City of Grande Prairie and area.
- To provide leadership in identifying gaps in services and supports, and in identifying strategies to respond to those gaps.
- To be proactive in human service planning, not reactive.
- To build on community strengths.
- To be innovative in designing new strategies.

A brochure was created to inform service providers and seniors about the mapping process (see Appendix 3).

## Community Profile

The Community Mapping Profile created consisted of demographic maps, resource maps and program information maps (see Appendix 4).

During the collection and mapping of this information the Mapping Committee members discussed trends and issues. Notes were taken to record the valuable insights during the community profile building phase, including:

- People are living longer and living more productive lives
- The population of seniors in the City of Grande Prairie is higher centrally, with the exception of the neighbourhoods/communities which have seniors multiple housing units available
- Of the seniors receiving service from the program partners;
  - Women are 2 to 3 times more likely than men to be receiving service
  - There are far more single, divorced or widowed individuals than those married or living common-law. Those that are single are more likely to be women
  - Many seniors are separated beyond control. That is, they are not able to live together due to different levels of care needed and lack of couples friendly care options
- More seniors are able to maintain independent living due to home support provided. This is based on the fact that the majority of service requested by seniors is basic home support which includes housekeeping and self-report by seniors interviewed.

## Community Engagement

The following events were held during the community engagement phase and the results from each phase are included:

1. **317 seniors** were **surveyed** (see Survey Questions Appendix 5).
2. **2 Focus Groups** were held with seniors; one at the Golden Age Club with 12 participants and one at Dieppe Manor with 28 participants (see Focus Group Questions Appendix 6).
3. Conversations with **key informants** who are engaged with seniors

### Survey Results

- The survey was administered to **317 seniors** in a variety of settings.
- Of those who indicated their **gender** 212 were females and 78 were males.
- Of those who indicated their **age**, 12 were between the ages of 60 and 64, 28 were between the ages of 65 – 74, and the remaining 182 were 75 and over.
- 71 responses were collected from seniors living in “assisted living” housing, 47 in “independent living” housing, and 95 responses were collected in social/recreational settings.
- 45 responses were received from seniors attending public events or on the website,
- 59 responses were received from Home Support clients of the City of Grande Prairie.

Regarding services and supports; the results were consistent among all populations surveyed in a **social service setting**.

- The top 5 services and supports **used most** by seniors were:
  - Homecare
  - Housekeeping
  - Transportation
  - Housing
  - Meals
- The top 5 services and supports they reported they **would use if needed** were:
  - Homecare
  - Transportation
  - Housekeeping
  - Housing
  - Meals

Among the population who responded to the survey at **social/recreational settings**

- The top 4 services and supports used most by seniors were:
  - Form filling
  - Homecare
  - Housekeeping
  - Housing
- The top 5 services and supports they would use if needed were:
  - Form filling
  - Transportation
  - Homecare
  - Meals
  - Recreation

Of the seniors who responded to the **survey on the web**, depression support was ranked 4th<sup>th</sup> as a service one **would use** if needed.

The majority of the survey respondents reported that they were able to **contribute** to family, friends, neighbours and their communities in the following ways;

- Provide transportation
- Support children
- Volunteering
- Caregiving



When asked “Where do you go when you need **help**”, the answers were also consistent, with the top 3 being:

- Family
- Doctor
- Seniors Outreach

**Unsolicited Comments shared after survey completion by seniors:**

**Housing**

“I am separated because my husband had a blood clot and damage to his brain in 1998, which caused him to get confused. He is a resident of the Care Centre in Grande Prairie”.

“I think we should have a Lodge for couples like Wild Rose Manor but with nursing help on staff so couples can continue to live together and not be separated after so many years of marriage”.

“Life would be very uncomfortable for me without the benefits of home care and home support groups”.

“My husband is suffering from Dementia. We are involuntarily separated beyond control”.

**Transportation**

The City of Grande Prairie should look into the future for a time when the new hospital goes into service. The ambulance may be held up 7 minutes by a train. 108 Ave or 116 Ave should have an overpass”.

**Unsolicited Comments shared after survey completion by staff attending seniors:**

- “Seniors are coming into Lodges older (late 70’s, early 80’s) due to home support which allows them to live in their own homes longer.”



## Focus Group Results

### Housing

- All participants were in 100% agreement that there is not enough housing available for seniors in Grande Prairie.
- The high cost of living makes it hard for seniors, many cannot afford housing.
- Location of housing, proximity to amenities is very important for seniors.
- Many couples are separated due to illness, facilities are non-existent for couples with different care needs.
- Many seniors going into Lodges are older-the Lodges are becoming more like nursing homes.
- Options for young seniors are needed, baby boomers are coming up.
- Seniors living alone in all age living situations can be dangerous. Seniors are vulnerable and sometimes targeted for crimes.
- The wait is too long to get into seniors housing units, many wait years.
- Residents of Dieppe Manor are very satisfied with their housing, it is affordable and in a great location. Many opportunities for socialization exist. It is suitable for couples and singles. Many waited for years to get into the Manor.

## Transportation

- Some seniors use public transit. If stop is close and if a seniors knows the routes it is good.
- Transit bus stops are often not sheltered and no seats available while waiting.
- Many seniors do not feel safe walking. Lack of sidewalks is one reason.
- Hand-bus service is helpful. However, many seniors feel it is unreliable due to the fact that they wait for long periods for the bus to show up. Need more buses.
- Taxis are too expensive for many seniors, and many seniors feel unsafe with the drivers.
- Many seniors would like to visit the hospital but lack of parking and cost of parking are big issues.
- A specific senior's transit route would be great. The seniors recreation centre, library and shopping are destinations seniors desire. Also, it would be good to have a special bus to special events at Evergreen Park such as the rodeo or horse races.

## Loneliness/Depression

- There is not enough awareness and understanding of loneliness and depression.
- Many seniors don't know where to go to get help.
- Need workshops on depression and loneliness and what to do.
- Loneliness and depression can arise due to losses such as loss of spouse, loss of family and friends due to death, loss of community due to moving, loss of health or loss of job due to retirement. Being confined in winter is also a challenge.
- Loneliness makes other issues seem harder.
- Many seniors miss their families. Family members are busy with their own lives. Family forgets about you, sometimes they don't live close. Seniors don't want to be a nuisance to family members.
- Church services are important in seniors housing facilities.
- It is important for seniors to get out and socialize.
- Young people need to prepare for retirement, financially and socially. That would help with loneliness and depression.



## **Conversations with Key Informants**

### **Centre for Newcomers**

The Executive Director was interviewed and gave the following perspective.

- The biggest challenge facing newcomer seniors is isolation, due to the language barrier. They cannot use transportation; go to medical appointments or grocery shop due to the language barrier.
- Seniors are not comfortable in an institutional or formal setting.
- Seniors, who are most often sponsored by their families, have no income. Their families are responsible for their needs. Families are often working multiple jobs to make ends meet.
- Support to newcomer seniors is more effective when given in their home.
- The largest immigrant population in Grande Prairie at this time is Filipino.

### **Faith Communities**

13 faith communities were contacted and 10 responded to a request for an interview. Faith leaders were asked “How are seniors’ needs met within your faith community”?

- All faith communities have what is called “a life group” or some kind of organized small group of families that functions as carers of one another. Seniors are a part of these groups and are usually taken care of by their group.
- Many faith leaders mentioned they have a low number of seniors attending services since services are provided at seniors housing locations.
- For the elderly living in their own homes, they rely on family and friends to take them to services.
- If a specific need arises for an individual senior all communities reported that the need is simply identified to the congregation and a volunteer will step forward to assist.
- Faith leaders are prepared to help meet the needs of seniors, within or outside of their congregation.

## Learnings

In the interest of sharing our experience and learnings from the Seniors Mapping Initiative, we offer the following observations on the phases of our Collaborative Community Mapping and Planning Process.

### **Joint Commitment**

- Finding common ground is a requirement to joint commitment.
- Identifying common outcomes related to the population being served is the best way to find common ground.
- Joint commitment can be difficult when different organizations and systems have confidentiality and/or data collection requirements that must be adhered to.
- The size of the organization matters. Some partners have minimal staff and are unable to attend meetings outside of the office regularly.

### **Creating a Community Profile**

- This process usually takes more than a year.
- Statistics are often not available in the desired specificity. Decisions need to be made about the closest approximation.
- Community members and participants need to do the work of identifying community-based resources. Most members do this work off of the sides of their desk.

## **Community Engagement**

- New information and perspectives often arise during the community engagement process which must be added to the profile.
- Although it is difficult to get all perspectives we must strive for a broad spectrum of views.
- Going to people is far better than expecting them to come to you.

## **Action Planning**

- Although an Action Plan is written with the best intentions, new resources (both human and financial) may be needed to carry out the plan.
- In a time of fiscal restraint and cutbacks in social services some partners may feel that they are at their capacity already and unable to undertake new initiatives.

## **Evaluation**

- It is easy to get carried away with evaluating the outcomes achieved and forget to evaluate the success of the partnership.
- Many partners do not value spending time on relationship building, they feel too busy.
- Funders often do not support relationship-building activity.

## **Appendix 1**

### **Seniors Community Mapping and Collaborative Planning Initiative Composition:**

Brenda Adams, City of Grande Prairie – Community Social Development

Sherry Dennis – Seniors Outreach

Julie Rogers – Grande Spirit Foundation

Ray Biggs – Alberta Health Services

Yvonne Dickson – Alberta Council on Aging

Theresa Chauvin – Canadian Cancer Society

Debbie Muennich – Primary Care Network

Molly Weleski – County of Grande Prairie No 1

Deborah Morrison, Perfecting Tomorrow Inc. – Consultant

## **Appendix 2**

### **Senior Services Community Mapping and Collaborative Planning Committee**

#### **Terms of Reference, March 28, 2013**

##### **Goals:**

- To identify, strengths, gaps and trends related to seniors.
- To plan collaboratively to meet identified needs, fill gaps and utilize the strengths of our community.
- To better serve the unique needs of seniors collaboratively based on foundational values.

##### **Membership**

- The Committee is made up of service providers interested in collaborative planning for senior services. Members must be prepared to represent their organization with regards to decision-making.

##### **Strategies**

- To create and maintain a community mapping profile of seniors related information for the City of Grande Prairie and area.
- To provide leadership in identifying gaps in services and supports, and in identifying strategies to respond to those gaps.
- To be proactive in human service planning, not reactive.
- To build on community strengths.
- To be innovative in designing new strategies.

##### **Expected Outcomes**

- Participants are more informed about the situation related to seniors in Grande Prairie and area.
- A more collaborative approach is being used to meet the needs of seniors in Grande Prairie.
- Seniors are better served and supported in the City of Grande Prairie.

##### **Role of Committee Members**

- Regular attendance at meetings.
- Participation in providing information or collecting information for maps.
- Participate in and/or facilitate community engagement activities related to the maps.
- Take leadership in developing a comprehensive approach to meeting the needs of seniors in Grande Prairie and area.
- Keep discussion at committee table confidential.



## Appendix 3

### Seniors Mapping Brochure

#### EXPECTED OUTCOMES

- Participants are more informed about the situation related to seniors in our area.
- A more collaborative approach is being used to meet the needs of seniors in our area.
- Seniors are better served and supported.



resourceful spirit  
**GRANDE**  
prairie  
growing opportunity

#### SENIORS MAPPING

10030-102 Avenue (Old Fire hall)  
Grande Prairie, AB  
T8V 2Z7

Phone: 780-538-0374  
Fax: 780-830-5025  
E-mail: badams@cityofgp.com

Photos courtesy of  
<http://10000peopleforneworleans.org/wp/?p=630>  
[http://countrycourtcare.co/contact-us/about-](http://countrycourtcare.co/contact-us/about-us)  
is  
<http://inhomecareidaho.com/2011/06/seniors-more-vulnerable-to-fire/>  
<http://10000peopleforneworleans.org/wp/?p=630>  
Microsoft Word

#### SENIORS MAPPING

SENIOR SERVICES  
COMMUNITY  
MAPPING AND  
COLLABORATIVE  
PLANNING  
COMMITTEE



#### COMMUNITY

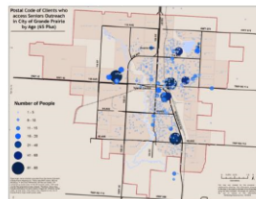


Community Mapping is a process of identifying pertinent information to service providers delivering services to a given population, in this case seniors, and mapping that information so it is easily understood. Some information is available through Census Canada and some information is provided by the service providers and the seniors themselves. Once all of the information is collected a "community profile" is created, the service providers analyze it and use it for collaborative planning purposes.

This initiative is being undertaken by Community Social Development as part of their overall community mapping initiative. Working with our consultant team, our department aims to build collaborative work on youth, newcomer and senior issues. Our hope is that you, or a representative from your organization will join us in the community work.

#### GOALS

- To identify, strengths, gaps and trends related to seniors
- To plan collaboratively to meet identified needs, fill gaps and utilize the strengths of our community.
- To better serve the unique needs of seniors collaboratively based on foundational values.



#### MEMBERSHIP

- The Committee is made up of service providers interested in collaborative planning for senior services. Members must be prepared to represent their organization with regards to decisions

#### STRATEGIES

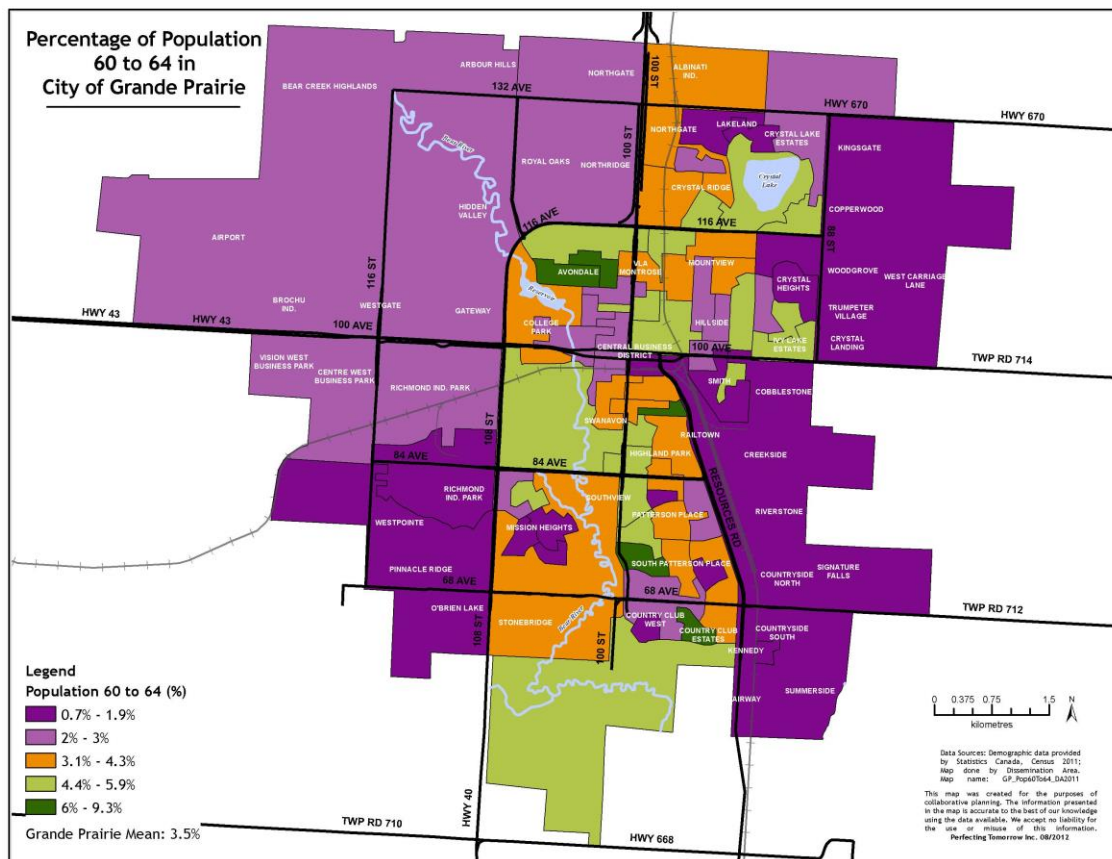
- To create and maintain a community mapping profile of seniors related information for the City of Grande Prairie and area.
- To provide leadership in identifying gaps in services and supports, and in identifying strategies to respond to those gaps
- To be proactive in human service planning, not reactive
- To build on community strengths
- To be innovative in designing new strategies

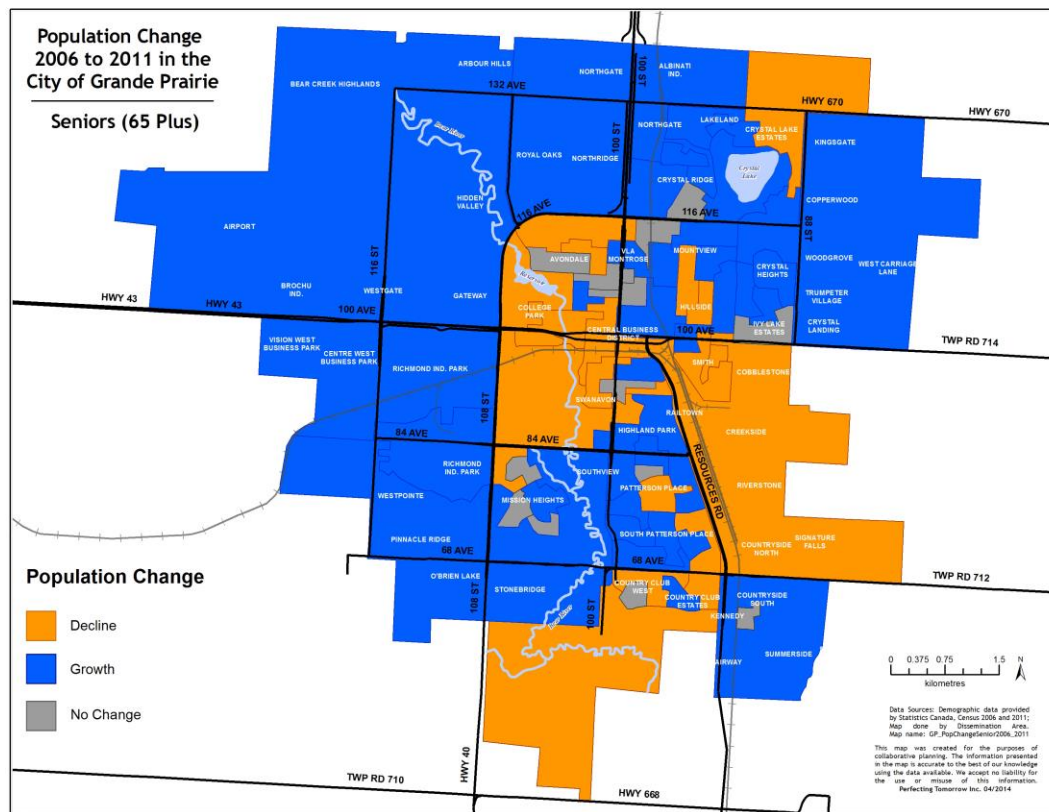
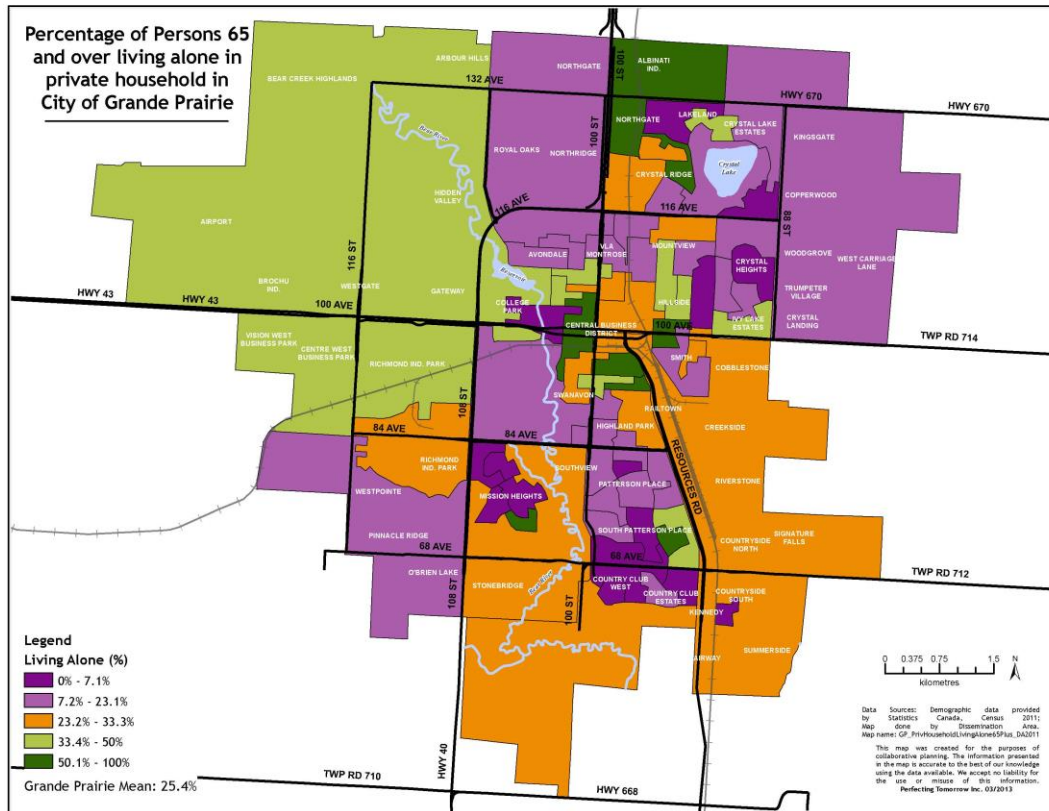
## Appendix 4

### Seniors Mapping Index and Sample Maps

**Demographic – City of Grande Prairie federal census 2011 population / census 2011 socio-economic**

- population maps in 4 year cohorts between the ages of 55 to 85 plus



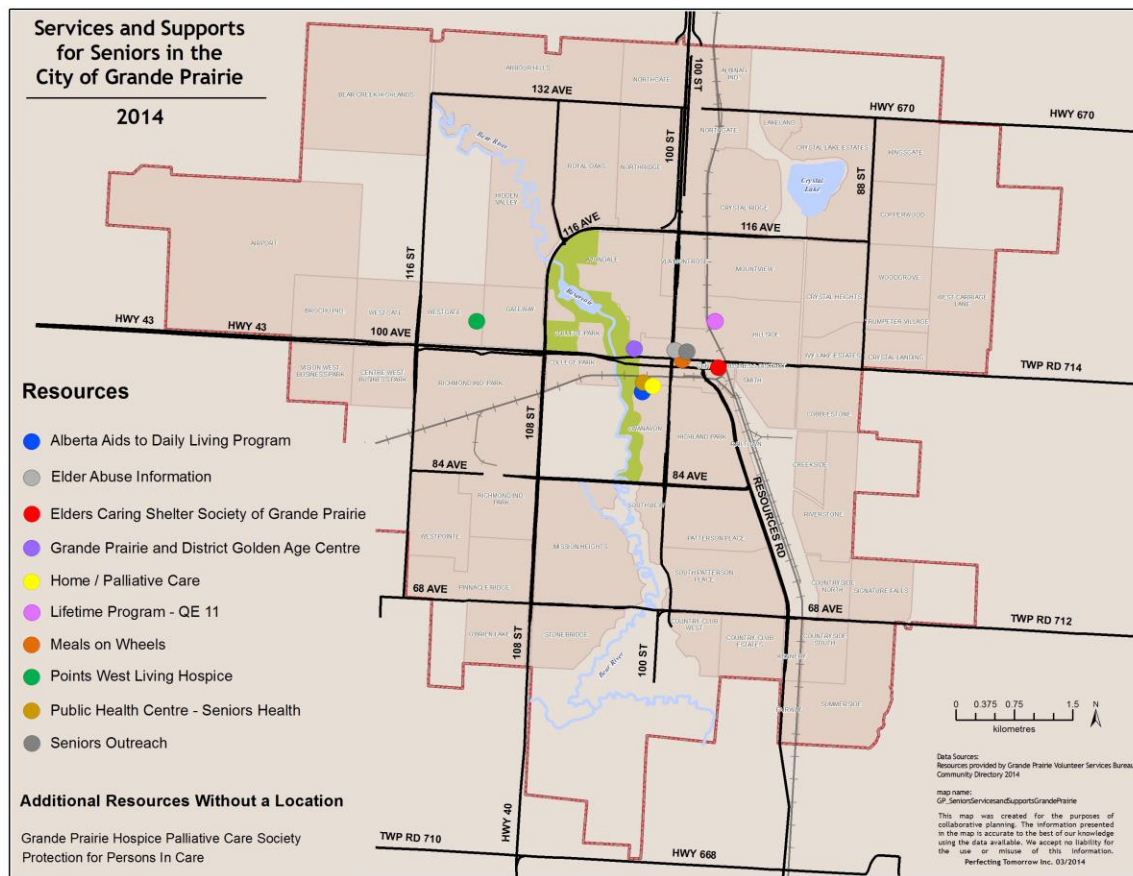


## Demographic – County of Grande Prairie federal census 2011 population

- population maps in 4 year cohorts between the ages of 55 to 85 plus

## Resources – City of Grande Prairie

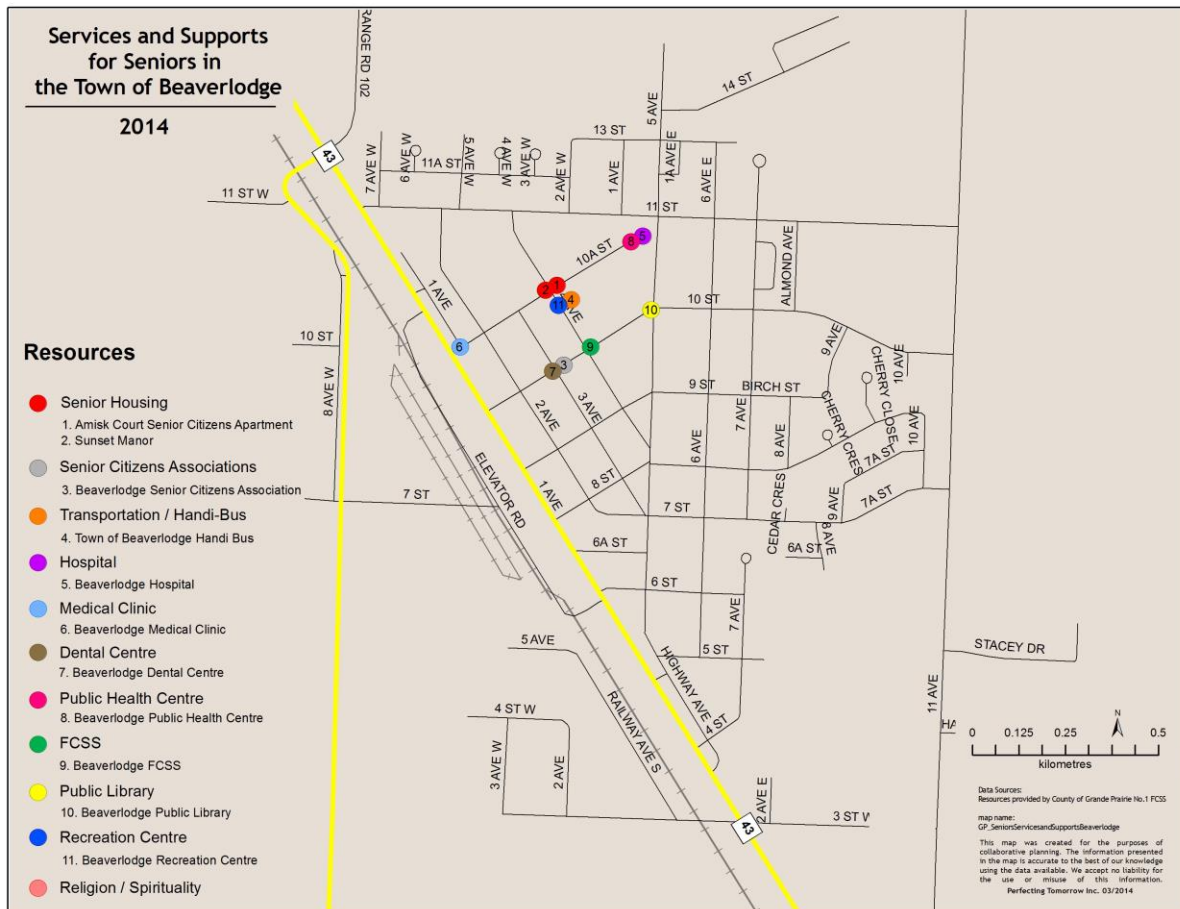
- maps of services and support for seniors as well as seniors housing





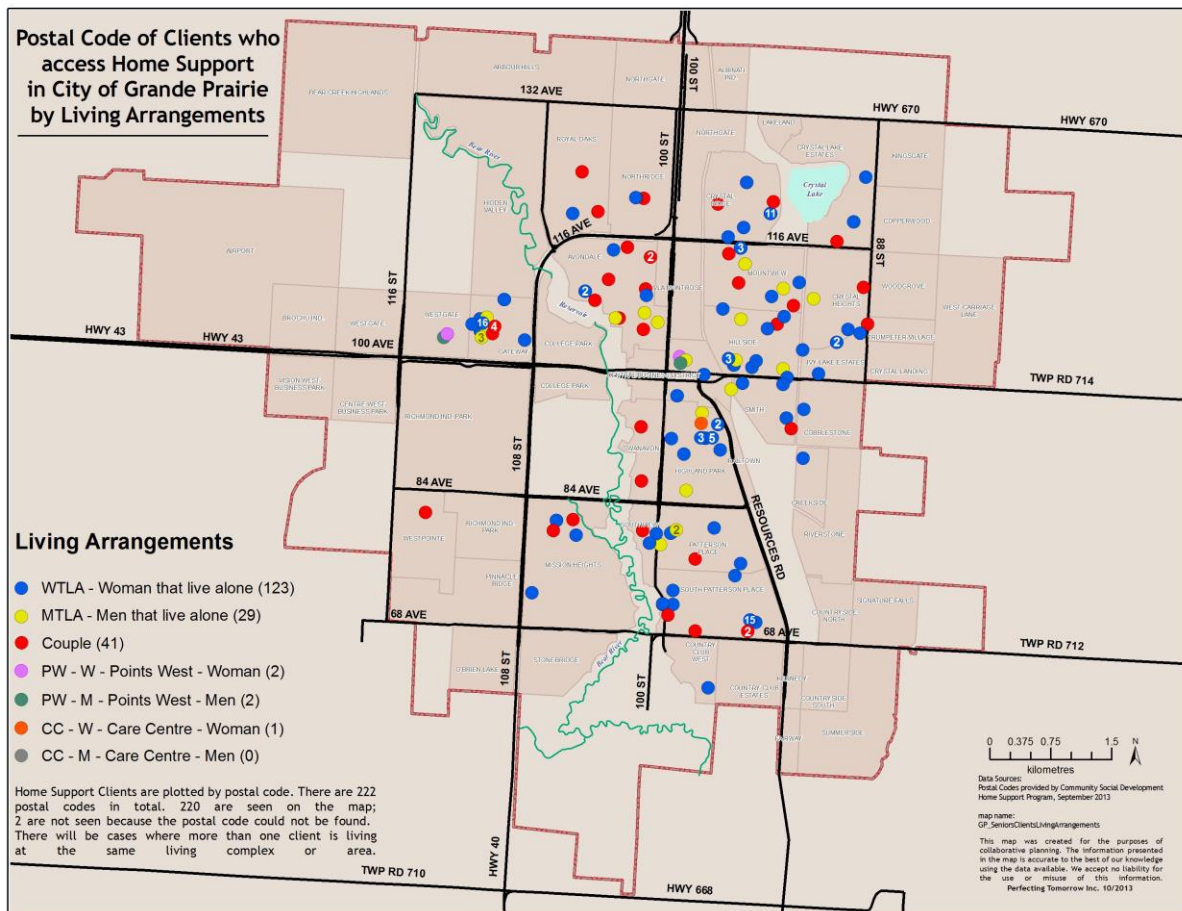
**Resources – County of Grande Prairie**

- maps of services and support for seniors - for Beaverlodge, Wembley, Hythe, Clairmont, and Sexsmith



## Program Data – City of Grande Prairie

- maps of Seniors Home Support clients by age, type of service, marital status, gender and living arrangements

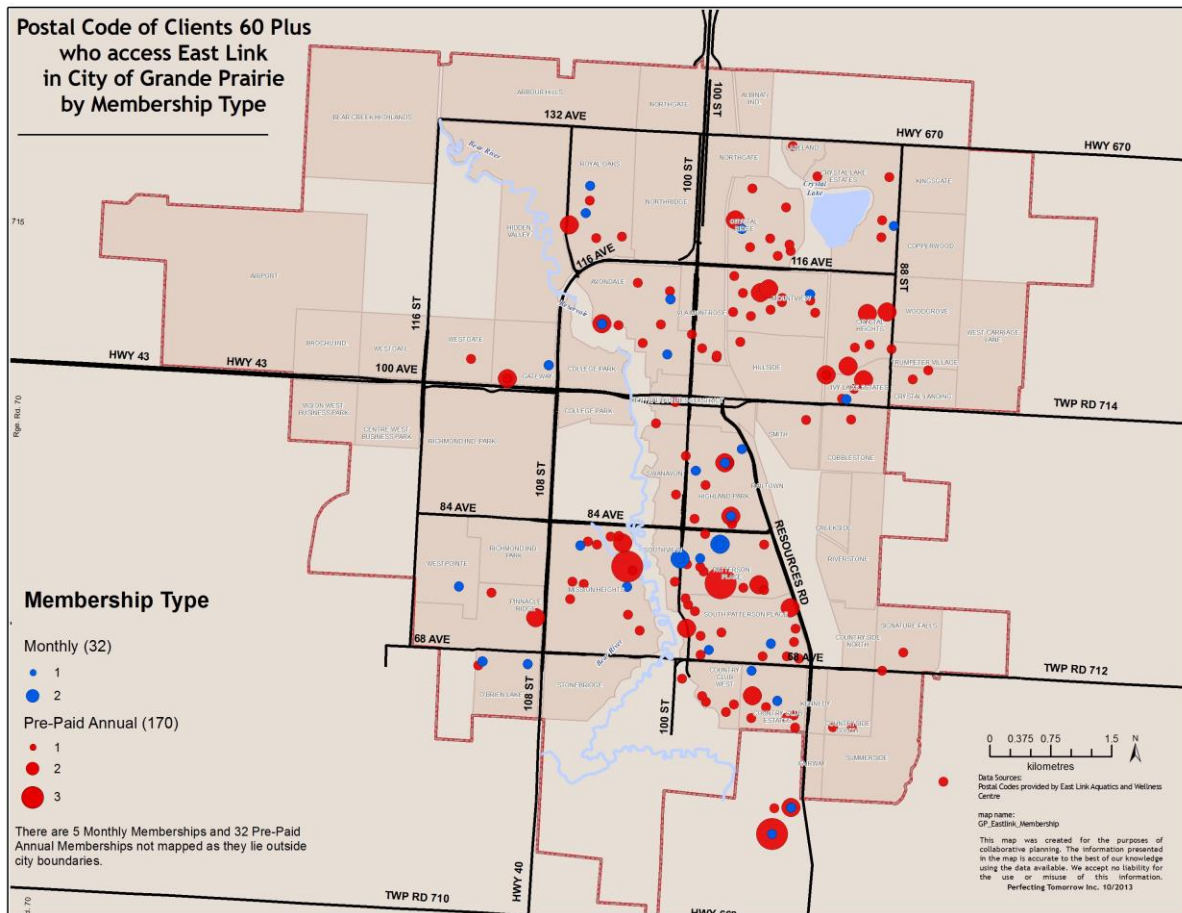


## Program Data – County of Grande Prairie No. 1

- maps and charts of seniors home support clients by age, type of service, marital status, gender and living arrangements for the county, as well as for Beaverlodge, Wembley, Hythe, and a few charts for Clairmont

## Program Data – East Link

- maps of East Link clients 60 plus by membership type



## Program Data – Grande Spirit Foundation Housing

- map of residents of Grande Spirit Foundation Housing and chart of Grande Spirit Foundation Bus use

## Program Data – Points West & The Garden

- charts of ages of Points West residents; and type of housing and living arrangements of residents of The Gardens

**Program Data – Seniors Outreach**

- maps of Seniors Outreach clients by age, gender, marital status and service type - for the City and County

**Program Data – Swan City 55 + Club (Golden Age Centre)**

- maps of Swan City club members by age in 4 year cohorts between the ages of 55 to 85 plus



## Appendix 5

### Seniors Survey

#### Introduction

The Seniors Mapping Committee is part of a group of service providers trying to identify senior's current needs and strengths. We will use this information to understand what seniors need and the important role that seniors play in our community.

**1. Please check the services/supports you've used.**

<input type="checkbox"/> homecare	<input type="checkbox"/> recreation
<input type="checkbox"/> housekeeping	<input type="checkbox"/> meals
<input type="checkbox"/> transportation	<input type="checkbox"/> housing
<input type="checkbox"/> depression support	<input type="checkbox"/> social
<input type="checkbox"/> loneliness support	<input type="checkbox"/> respite care
<input type="checkbox"/> medical illness	<input type="checkbox"/> financial info
<input type="checkbox"/> bereavement	<input type="checkbox"/> form filling i.e.
<input type="checkbox"/> information	<input type="checkbox"/> CPP, housing
<input type="checkbox"/> other	

**Please check the services/supports you'd use if you needed them.**

<input type="checkbox"/> homecare	<input type="checkbox"/> recreation
<input type="checkbox"/> housekeeping	<input type="checkbox"/> meals
<input type="checkbox"/> transportation	<input type="checkbox"/> housing
<input type="checkbox"/> depression support	<input type="checkbox"/> social
<input type="checkbox"/> loneliness support	<input type="checkbox"/> respite care
<input type="checkbox"/> medical illness	<input type="checkbox"/> financial info
<input type="checkbox"/> bereavement	<input type="checkbox"/> form filling i.e.
<input type="checkbox"/> information	<input type="checkbox"/> CPP, housing
<input type="checkbox"/> other	

**2. Please check the ways you contribute to your family, friends, neighbours and your community.**

<input type="checkbox"/> Provide transportation	<input type="checkbox"/> Supporting children	<input type="checkbox"/> Care giving
<input type="checkbox"/> Babysitting	<input type="checkbox"/> Volunteering	<input type="checkbox"/> Other

**3. Where do you go when you need help? Please check all that apply.**

<input type="checkbox"/> Family	<input type="checkbox"/> Friends	<input type="checkbox"/> Church
<input type="checkbox"/> Neighbours	<input type="checkbox"/> Doctor	<input type="checkbox"/> Seniors Outreach
<input type="checkbox"/> Home Care	<input type="checkbox"/> Service groups i.e.	<input type="checkbox"/> Govt Programs
(medical care/personal care)	Elks, Legion	
<input type="checkbox"/> Home Support (housekeeping)	<input type="checkbox"/> Other _____	

**Tell us a little about yourself. We don't need your name.**

Age \_\_\_\_ Male/Female \_\_\_\_

Do you live in the City or County of Grande Prairie \_\_\_\_\_

Living Arrangements: ☐ married ☐ divorced ☐ common law ☐ single  
☐ Widow ☐ separated ☐ separated beyond control

Type of Housing: ☐ own home ☐ rental suite ☐ designated supportive living  
☐ Seniors lodge

## Appendix 6

### Focus Group Questions

#### 1. Housing:

Thinking about yourself, your family and friends. Are you/they living in suitable housing?

The factors that come to mind when we talk about suitable housing are:

- Suitable living arrangements
- cost
- location
- a home you can take care of

#### 2. Transportation:

Many seniors who answered our survey mentioned transportation as a concern for them. We'd like to speak to you about the nature of those concerns. What is the nature of those concerns?

##### **Prompts:**

What type of transportation do you use?

What works and doesn't work?

Taxi

Bus

Private car

Seniors Transportation service (i.e. Home Support, Private Transportation service)

#### 3. Loneliness/Depression:

Many of the seniors we surveyed talked about experiencing loneliness and/or depression. We would like to understand more about the nature of the loneliness and understand more of the type of depression experienced.

What would you say is the major cause of loneliness?

When people talk about depression, do they mean a sad mood or a depression diagnosed by the doctor?