



EAST SOOKE SENIORS SURVEY

JUNE 2019

East Sooke Neighbourhoods Association

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ACKNOWLEDGEMENTS

The East Sooke Neighbourhoods Association would like to thank the East Sooke residents who took the time to complete this survey and identify their interest in having specific services offered in our community.

Special thanks go to Dave at East Sooke Grocer and General Store and the East Sooke Community Hall Committee for support with survey distribution and collection.

We would also like to acknowledge the contribution of the CRD Juan de Fuca Electoral Area which provided funding for our work through its Grant-in-Aid program. Our appreciation is extended in particular to Director Mike Hicks for his support and interest in the Association.

SECTION 1: INTRODUCTION

The East Sooke Neighbourhoods Association (ESNA) was incorporated in December 2013 under the Province of BC Society Act. After some initial work on its structure, purpose and by-laws and some changes to its membership, ESNA now consists of 4 volunteer Directors who work cooperatively to assess and respond to the needs and interests of East Sooke residents.

The three main objectives of ESNA are summarized below:

1. To promote positive neighbourhoods and community spirit in East Sooke by organizing and supporting relevant initiatives.
2. To help maintain and enhance East Sooke's unique character and the quality of life it affords to its residents.
3. To maintain a community website that provides information about community services that can be accessed by East Sooke residents, which has the potential to be expanded based on community need and interest.

ESNA is supported by a contribution from the Juan De Fuca Electoral Area Grant-in-Aid program. This contribution assisted ESNA to establish the East Sooke Services website (<http://eastsooke.ca>) which provides information on health, volunteer, emergency and other services that can be accessed by local residents. The Grant-in-Aid funding also allowed ESNA to survey the local community. In the spring of 2015, ESNA conducted a needs assessment that examined the following 6 areas: 1) health and safety; (2) recreation and social programs; (3) education; (4) child care/children's programs; (5) youth programs; and (6) seniors' programs. The 123 households who participated in the survey identified improved road safety as East Sooke's number one priority. Since that time, road safety has been the focus of ESNA activities and a number of initiatives have been completed.

The second highest area of need that was identified in the May 2015 needs survey was the need for improved access to community-based health care services. Almost two thirds (66.6%) of the respondents indicated that there was a high or moderate need for people in East Sooke to have improved access to health care services, including home-based health care services. Although not addressed in the May 2015 survey, some residents subsequently expressed interest in getting a volunteer driver program established in East Sooke that could take seniors to doctors' and other appointments. In order to learn more about the need for health care services and explore the need for a volunteer driver program, ESNA launched the East Sooke Seniors Survey in March 2019. Survey questionnaires were made available online and in two locations in the community, and advertisements encouraging people to participate were posted throughout East Sooke. The survey questionnaire is included in Appendix 1.

Twenty-nine people completed the East Sooke Seniors Survey, which was a lower response than ESNA had anticipated. However, the results still highlight some key areas of interest to

residents of East Sooke. This report presents the results, a discussion of the findings, and recommendations derived from the East Sooke Seniors Survey data.

SECTION 2: RESULTS OF THE SURVEY

Demographic: Age of Respondents

Although we wanted to include the needs and expectations of people of any age, of the 29 people who completed the survey, only one person was younger than 55 years of age. A decision was made to combine the responses from the one younger resident with those of the other 28 residents for reporting purposes.

General Need for Services for Seniors

Twenty-two (76%) of the 29 respondents indicated that, in general, there is a need for services for seniors in East Sooke.

Services and Resources of Interest

Sixteen questions explored respondents' interest in having specific services and resources developed in the community. For each service area, respondents were asked if they would like to see the service developed in East Sooke, and whether or not they would personally use the service or resource. The responses to the first 13 questions were ordered in terms of the frequency with which the respondents expressed interest in having the service or resource developed. Table 1 summarizes these results.

Table 1: Services and Resources for Development and/or Use

Service or Resource	I'd like to see this developed in East Sooke		I would use this service or resource	
	Number	%	Number	%
N=29				
1. A call round service, to make sure seniors living in their home are safe.	18	62	2	7
2. Yard maintenance services.	17	59	11	38
3. Housekeeping services.	17	59	10	34
4. Recreational programs specifically for seniors.	16	55	11	38
5. More structured opportunities for socializing.	15	52	12	41
6. A drop-in resource information centre for seniors.	14	48	9	31
7. Respite care or help with your spouse/partner.	12	41	2	7
8. More or regular health promotion programs for seniors.	11	38	9	31
9. Personal care services, such as help with dressing and bathing.	10	34	4	14
10. Supportive seniors housing	10	34	2	7
11. Home delivered meals	9	31	3	10
12. Home modification services.	9	31	3	10
13. More frequent opportunities to share meals.	8	28	4	14

The discrepancy between the interest in having a service or resource developed in East Sooke, and the willingness to use a service or resource, is readily apparent in Table 1. It is not possible to explain this discrepancy. Respondents may have indicated a high interest in having a service or resource developed in the community and have said they would not use a service or resource because they did not need it at the moment. They may have had an interest in having this service or resource available for them to use in the future. They may also have known other seniors who needed the service immediately, or who were likely to need the service in the future.

Services and resources that half the respondents thought should be developed, and that one third or more said they would use are listed below in Table 2. These might be areas for development in East Sooke and will be discussed in Section 3.

Table 2: Possible Areas for Development

Service or Resource	I'd like to see this developed in East Sooke		I would use this service or resource	
	Number	%	Number	%
N=29				
1. Yard maintenance services.	17	59	11	38
2. Housekeeping services.	17	59	10	34
3. Recreational programs specifically for seniors.	16	55	11	38
4. More structured opportunities for socializing.	15	52	12	41

Transportation Services

One of the reasons for conducting the survey was to explore the need for improved transportation services for seniors in the community. The survey explored the need for extended bus services, HandyDART bus services and transportation services staffed by volunteer drivers. Respondents were also asked if they would be willing to be a volunteer driver themselves.

At the present time BC Transit provides bus service to East Sooke using Route 64, which departs from 17 Mile House towards Gillespie Road between 6 am and 6:30 pm Monday to Friday. Route 64 circles back towards the Gillespie and Sooke Road intersection at Llanilar Road in East Sooke, leaving 7.1 kilometers of East Sooke Road beyond the end of the bus line. Twenty (69%) of the 29 respondents said they would like to have bus services extended beyond the areas that are currently served by BC Transit and 12 (41%) said they would take the bus if it was extended beyond these areas. When asked how frequently they would take the bus under these circumstances, 16 (57%) said they would take it occasionally, 3 (11%) said they would take weekly and 2 (7%) said they would take it monthly.

HandyDART is an accessible, door-to-door shared transit service for people with disabilities that is available in many parts of Greater Victoria but is not available in East Sooke. Sixteen (55%) of the respondents would like to see HandyDART offered to East Sooke residents, and 5 (17%) said they would use this service. Twenty-nine percent (29%) of the respondents who said they would use the service said they would use HandyDART occasionally, and not weekly or monthly.

Volunteer driver programs for seniors are offered in Metchosin and Sooke, but are not offered in East Sooke. Ten (34%) of the respondents indicated that a volunteer driver program should be developed in East Sooke, and 3 (10%) of these people said that they would use this service if it was developed. One additional resident (3%) said he/she would use any volunteer driver service that was available. When asked how often they would use a driving program, 7 (64%) of the 11 people who wanted and/or would use a volunteer driver program said they would use it occasionally. The most frequent reason for using a volunteer driver was to go to a doctor's appointment (7 or 64%; N=11), get to the ferry or airport (4 or 36%; N=11), do personal errands

(4 or 36%; N=11) and go grocery shopping (3 or 27%; N=11). All 7 of the respondents who said they would use a volunteer driver occasionally said they would be willing and able to reimburse the driver for gas.

Willingness to be a Volunteer Driver

In addition to examining the need for services and resources, the survey asked respondents if they would be willing to be a volunteer driver for seniors. Six (21%) of the 29 residents responded “yes” to this question, indicating their interest in providing this service.

SECTION 3: DISCUSSION AND RECOMMENDATIONS

Several areas of interest and potential need emerged from the East Sooke Seniors Survey. First, there appears to be a perception that seniors would benefit from access to a call round service that would help ensure their safety in their homes. The Keep in Touch (KIT) program run through the West Shore RCMP Detachment’s Community Policing Section offers a program to various elderly clients within the West Shore area that helps to ensure they can live safely and independently in their homes. Using volunteers with RCMP oversight, KIT registrants are telephoned Monday to Saturday in the mornings to ensure they are safe. It is possible that this type of service, perhaps offered through the Sooke RCMP detachment and staffed by East Sooke volunteers, could operate on a small scale in the East Sooke community. Other models could be explored by ESNA or other interested community members. As part of any program development in East Sooke, it would be important to identify a few seniors who would be willing to register for the program initially to ensure there would uptake of these services.

There is both interest and willingness to use yard maintenance and housekeeping services in East Sooke. This comes as no surprise to ESNA. Reasonably priced yard and housekeeping services that exist now appear to be well utilized and in short supply. It might be useful to develop a roster of existing service providers and determine their availability. If their services are used to their capacity, it may be helpful to encourage other individuals and companies providing these services to consider extending their base to East Sooke, or encourage existing providers to expand their businesses.

Langford, Colwood and Metchosin benefit from funding from the Government of British Columbia and management support from the United Way for the Better at Home program that supports seniors to remain independent in their homes. Better at Home uses both volunteers and professionals to help seniors with simple day to day tasks including light housekeeping. They also offer clients transportation to appointments. In East Sooke’s adjacent community of Metchosin, Better at Home is delivered out of the Seniors Information and Resource Centre (SIRC). There were some initial discussions with SIRC about their ability to serve East Sooke clients, but these were abandoned. There may be a need to pursue this affiliation to determine if the Better at Home services could be extended to our community for those few clients who are in need of these services.

East Sooke respondents reported an interest, and willingness to participate, in recreational programs specifically designed for seniors. There are several programs offered at the East Sooke Community Hall for residents, but none are specifically designed for seniors. SEAPARC offers a 50+ Strength and Mobility program that is well attended. Courses like this may be of interest to East Sooke residents if they were offered in their community. Courses that also address health promotion issues, such as the Falls Prevention program, should continue to be offered in the community based on the results of the East Sooke Seniors Survey.

Respondents identified interest and willingness to participate in more structured opportunities for socializing. Currently there is a lunch for seniors held once a month at the East Sooke Community Hall. Since there appeared to be limited interest by survey respondents in adding another opportunity to share a meal to the community offerings, it may be useful to explore what seniors might like to do in the way of “structured opportunities for socializing”.

Although few in number, some respondents expressed interest in personal care services, such as help with dressing and bathing; home delivered meals; respite care or help with a spouse or partner; and home modification assistance. Some of these services are provided by Island Health, but East Sooke residents may not be aware of these services or may not know how to access them. ESNA has a website called East Sooke Services that could be used to inform seniors of what is available. ESNA could also acquire information from Island Health and make it available to East Sooke residents who are in need of home care services or who may know others who need these services.

A main purpose of the Seniors Survey was to review the transportation needs of people living in East Sooke and explore the need for a volunteer driver program. Regular BC Transit services to East Sooke are limited to weekdays and are not available to people living on or adjacent to over 7 kilometers of the main East Sooke road system. HandyDART, which transports disabled people to and from appointments is not offered at all in the community. There was interest in having both regular and HandyDART but services available, and the people who wanted these services available most frequently reported that they would use these services occasionally.

The 5 people who indicated they would use HandyDART occasionally are a special case, in that the services offered by HandyDART could not be easily replicated by a volunteer driver program due to the need for lifts and specialized aids. It may be useful to ask these people to come forward, and help ESNA more clearly formulate a request for HandyDART services if it is warranted.

One third of the respondents had interest in the development of an East Sooke volunteer driver program for seniors, and 3 of them said they would use it. One other person said they would use any volunteer driver program if it was available. Six of the 29 survey respondents expressed interest in being a driver for this a volunteer driver program. Although the numbers are small, it might be worthwhile to gather these people together to see if there is sufficient interest in developing a volunteer driver program on a pilot basis to test its feasibility and uptake. The pilot could operate for a 6 month term, and the effort could be monitored to determine if the program should be continued or expanded.

Appendix 1

East Sooke Seniors Survey

Before you start the survey, please let us know:

Would you be willing to be a volunteer driver for seniors? YES NO

If YES, please provide us with your contact information by emailing the East Sooke Neighbourhoods Association at esna@eastsooke.ca.

All the information you provide below will be anonymous.

1. Are you 55 years of age or older? (please circle) YES NO

2. In general, is there a need for services for seniors in East Sooke? YES NO

Please place a check under Box A if you would like to see a particular service developed in East Sooke and please place a check under Box B if you would use the service now or in the next few years, if it was available.

Service or Resource	Box A I'd like to see this developed in East Sooke.	Box B I would use this service or resource.
3. More structured opportunities for socializing		
4. More frequent opportunities to share meals		
5. Home delivered meals		
6. A drop-in resource/information centre for seniors		
7. Recreational programs specifically for seniors		
8. More or regular health promotion programs for seniors		
9. Yard maintenance services		
10. Housekeeping services		
11. Personal care services, such as help with dressing, bathing, etc.		
12. Home modification services		
13. Respite care or help with your spouse/partner		
14. A call round service, to make sure seniors living alone are safe.		
Please flip this page over and complete page 2...		

Service or Resource	Box A I'd like to see this developed in East Sooke.	Box B I would use this service or resource.
15. Supportive seniors housing (ie modified low cost housing with services)		
16. Extended bus services to areas beyond those that are currently serviced		
17. HandyDART bus service		
18. Transportation service, staffed by volunteer drivers		

19. Are there other resources or programs that you would use if they were available that were not mentioned above? Please let us know what these are:

How frequently would you use the following:

	Never	Daily	Weekly	Monthly	Occasionally
20. Regular bus if extended to other parts of East Sooke					
21. HandyDART					
22. Volunteer driver					

If you indicated you would use a **volunteer driver**, please answer the following questions. If you do not think you would use a volunteer driver, you have now finished the survey.

If you would use the services of a **volunteer driver**, what would you use this service for?

- | | | |
|------------------------------------|-----|----|
| 23. Doctor/medical appointments | YES | NO |
| 24. Grocery shopping | YES | NO |
| 25. Personal errands | YES | NO |
| 26. To get to the ferry or airport | YES | NO |
| 27. Other (please specify) _____ | | |

28. Would you be willing to reimburse the driver for gas? YES NO

THANK YOU FOR COMPLETING THIS SURVEY.