



# Voices of Burnaby Seniors

A Survey of Burnaby Citizens 55 Years and Older

December 2007



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## A Survey of Burnaby Citizens 55 Years and Older **REPORT**

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**Burnaby Community Connections and Meals on Wheels**  
**Bonsor, Cameron, Confederation and Edmonds Seniors Societies**  
**Burnaby Hospice Society**  
**Citizen Support Services**  
**Burnaby Public Library** – Home Library Service  
**Network of Burnaby Seniors (NOBS)**  
**Burnaby Falls Prevention Society**  
**Burnaby Association for Community Inclusion**  
**New Vista Society**

The Committee is grateful for the endorsement and support of the City of Burnaby throughout the project.

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The Voices of Burnaby Seniors Project was made possible through a grant from the federal government's New Horizons for Seniors Program.



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# VOICES OF BURNABY SENIORS STEERING COMMITTEE MEMBERS

The following people have dedicated many hours to the Voices of Burnaby Seniors Project:

**Gloria Kravac**, Chairperson  
**Carole Kaye**, Vice-Chairperson  
**Anita Bordon**, Treasurer  
**Elsie Dean**, Secretary  
**Margaret Manifold**, Project Coordinator  
**Blake Armstrong**, New Vista Society  
**Pietro Calendino**, Councillor, City of Burnaby  
**Patricia Cardarelli**, Confederation Seniors Society  
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**Helen Radomski**, West Burnaby United Church  
**Wendell Ratcliffe**, Network of Burnaby Seniors, Burnaby Falls Prevention Society  
**Janet Ritchey**, Burnaby Public Library, Home Library Service  
**Sarah Slack**, City of Burnaby, Planning Department  
**Trudi Shaw**, All Saints Anglican Church, South Burnaby United Church  
**Sue Spencer**, Burnaby Meals on Wheels  
**Anne Waller**, City of Burnaby, Citizen Support Services  
**Valentina Wojna**, Fraser Health, Burnaby Preventive Services



**BACK ROW:** Pietro Calendino, Wendell Ratcliffe, Judi Carroll, Valentina Wojna, Carole Kaye, Anne Waller, Margie Manifold, Blake Armstrong  
**FRONT ROW:** Peggy Poon, Helen Radomski, Brenda Felker, Pat Cardarelli, Anita Bordon, Gloria Kravac, Jane Lee, Margaret Ma





# EXECUTIVE SUMMARY

## Voices of Burnaby Seniors

### A Survey of Burnaby Citizens 55 Years and Older

Burnaby's population is aging. Is our community ready to meet the needs of our oldest residents? What will seniors need to remain healthy, independent and connected members of our community?

To answer these questions, the Voices of Burnaby Seniors Project (a committee of Burnaby seniors and representatives from agencies serving seniors ) conducted an extensive survey of Burnaby residents age 55 and older in May and June 2007. Survey respondents were asked about their housing, transportation, health and support service needs.

The purpose of the survey was to find what is working well and where measures need to be taken to ensure all residents enjoy good quality of life and independence as they age. The survey also served to raise awareness amongst respondents of many important health, housing and community considerations and various options for the future.

The results of the survey will be used to guide the development of a community-based action plan by Burnaby seniors and community agencies to address the needs and desires of Burnaby's seniors.

## The Survey

The Voices of Burnaby Seniors (VOBS) project used a survey tool designed by Canada Mortgage and Housing Corporation (CMHC) called "Planning Housing and Support Services for Seniors." The questionnaire contained 64 questions. Forty-four additional questions were developed by the VOBS steering committee and added to the original survey.

The VOBS project surveyed a broad sample of Burnaby residents age 55 and older. Efforts were made to reach both active and isolated seniors during the survey campaign from mid May to the end of June 2007. VOBS decided that while people in the 55 to 64 age group were not "seniors," it was nevertheless important to hear from them to ensure their concerns for the future were addressed.



Approximately 1085 questionnaires were distributed. Of those, 659 were completed returned by the end of July 2007. A good response rate was achieved in all four of Burnaby's geographic quadrants.

### **Demographic Characteristics of Survey Respondents**

- 23% of respondents were age 55 to 64; 37% were 65 to 74 years old; 28% were 75 to 84 years old; and 12% were 85 and older.
- The average age of respondents was 72
- 76% of survey respondents were females
- 42% of respondents were married, 19% were separated or divorced, 32% were widowed and 8% were never married
- 64% of respondents were born in Canada
- 77% spoke English only at home
- 28% of respondents worked in professional fields during their working years
- 53% had completed some form of post secondary education
- 69% considered themselves to be in good health

### **Present Housing Situation of Respondents**

- On average, survey respondents have lived in Burnaby for 26 years, and have lived in their current homes for 20 years
- 49% of respondents live in apartments or multi-unit complexes, 37% live in single family detached houses
- 72% own their homes
- 68% of senior women age 75 and older live alone compared to 38% of senior men age 75 and older
- 85% of single family homeowners say their homes would sell for \$500,000 or more
- 88% of homeowners have no mortgages
- 71% of respondents who rent are considered to be in core housing need, that is, spending 30% or more of household income on shelter costs
- senior women who live alone and rent are struggling with their housing costs
- 23% of renters had not heard about the provincial government's Shelter Allowance for Elderly Renters (SAFER)
- 23% of respondents have difficulty with stairs in their home, 19% lack adequate storage



space and 16% have problems with windows

- 27% of home owners have modified their homes to make them more accessible
- Only 3% of owners have received financial assistance from government sources (e.g. Residential Rehabilitation Assistance Program) to repair their homes and/or make them more physically accessible

### **Support Services**

- Activities of daily living causing the most difficulty for respondents are doing chores around the house, going up and down stairs, and seeing, even when wearing glasses
- Areas where respondents expressed the most need for outside help are help with minor repairs, help with heavy cleaning and help with snow removal
- The majority of those needing outside help say they would pay for it
- Spouses or family members provide most support services
- Friends and neighbours play an important role in making regular visits or phone calls, helping to drive seniors places and helping with snow removal
- 29% of respondents say they would use an emergency response button system if available and 51% say they would consider getting the service
- 60% of respondents say they attend a seniors' centre or participate in a seniors' program at their local community centre.

### **Transportation**

- One third of respondents say they occasionally have difficulty getting to where they need to go when they want to go, 6% say they have difficulty fairly often or very often
- Of those who have difficulty, 37% say they do not like asking people for rides, 18% say they do not have a regular driver available and 43% provided other responses including difficulty driving at night, problems with bus schedules and frequency of service, and physical disabilities that make using transit difficult
- 25% of respondents do not have a driver in the household
- One third of respondents walk or use public transit to get to their destinations in good weather; in bad weather, fewer respondents go out
- Accessibility concerns with public transit include drivers not waiting for seniors to get seated on the bus, insufficient room for walkers or other mobility aids, too many steps to get on/off buses, lack of handholds on buses and concerns with other passengers taking seats reserved for people with disabilities and seniors.



## Housing Preferences and Planning Considerations

- 21% of respondents say they have plans to move from their present homes
- The highest percentage of those planning to move are in the 55 to 64 age group
- Of those planning to move, 81% want to remain in or close to Burnaby
- Over 75% of single family home dwellers age 65 and older have no plans to move from their present homes
- In terms of options to help owners remain in their homes, respondents preferred revenue generating options (e.g. adding a suite, sharing their home) over financial schemes such as reverse mortgages
- As an alternative to remaining in their current home, respondents preferred housing that was age-specific, offered privacy and/or on-site services
- Respondents expressed a general need for more affordable rental and purchased housing for seniors in Burnaby

## Health and Health Services

- Among 568 respondents, the most common health conditions are high blood pressure, arthritis and osteoporosis
- 93% of respondents had visited a family doctor in the past year
- 13% are on a waiting list for medical services
- Only 7% had used the BC NurseLine, a free telephone service available in 130 languages
- 86% engage in moderate physical activity
- 20% use mobility aids such as canes, walkers or wheelchairs
- 14% had fallen and injured themselves seriously enough to need medical attention in the past year
- 12% say they have no one they could call on at any hour of the day or night should there be an emergency

## Social Connections

- 57% of respondents say none of their family members live in their neighbourhood
- 43% attend a place of worship
- Volunteering is the most common activity respondents participate in outside the home; 62% of respondents volunteer
- Of the respondents who do not take part in activities outside the home, 42% live alone



- 82% of respondents are satisfied with their social life – of those, 72% rate their health as good to excellent
- Activities with the highest percentage of people who are satisfied with their social life include organized hobbies, continuing education, volunteering and sporting activities
- 26% of respondents provide care for a relative or friend
- Over half of respondents say they use a computer

### **Neighbourhood Safety**

- Over 90% of respondents feel safe and secure in their homes during the day and night
- 75% of respondents said they feel safe and secure in Burnaby at night

### **End of Life – Hospice Palliative Care**

- Respondents age 65 and older would look to their children for support if they were diagnosed with a palliative illness
- 58% of respondents say they would plan to die at home if given adequate support
- Besides emotional support, men say they would be most concerned with cooking and house keeping if they lost a loved one they depend on; in contrast, women would be most concerned with financial matters (e.g. dealing with pension plans)

### **Legal Services**

- 57% of respondents say they have prepared legal documentation in case they were unable to speak for themselves
- 86% say they have a will

### **Satisfaction with Circumstances**

- 60% of respondents say they are very satisfied with their circumstances
- 61% of women are very satisfied compared to 55% of men
- 82% of those with household incomes of \$60,000 or more are very satisfied compared to 50% of those with household incomes less than \$25,000



## Conclusion and Preliminary Recommendations

The survey results show a predominantly active and healthy group of Burnaby residents age 55 and older. Many survey respondents are managing well with their current housing and activities of daily living. The majority of respondents are actively engaged in community life and are making important contributions to society.

The difficulties expressed by respondents will become more prevalent as our population ages. To ensure that Burnaby is as age-friendly as possible, future planning efforts should consider including initiatives to:

- raise awareness of shelter assistance programs and other housing assistance options for seniors who rent their homes;
- expand the range of rental and purchased affordable housing for seniors and explore housing options that will allow seniors to remain physically and financially independent;
- ensure housing is or can be adapted to meet the changing needs of seniors;
- ensure the built environment and transit system are accessible for people who use mobility aids;
- address the support service needs of seniors, particularly those involving home maintenance and repairs; and
- promote and support the active engagement of seniors in community life



# Introduction

Burnaby's population is aging. Is our community ready to meet the needs of our oldest residents? What will seniors need to remain healthy, independent and connected members of our community? Will there be sufficient affordable and appropriate housing, supportive community services, and transportation options to promote independence and social connections to the community? What can our community do to make sure it is as age-friendly as possible?

To answer these questions, the Voices of Burnaby Seniors Project (a committee of Burnaby seniors and representatives from agencies serving seniors<sup>1</sup>) conducted an extensive survey of Burnaby residents age 55 and older in May and June 2007. This report presents the findings of the survey. Survey respondents were asked about their housing, transportation, and health and support service needs. The purpose of the survey was to find what is working well and where actions need to be taken to make sure all residents enjoy good quality of life and independence as they age. The intent of this report is to guide the development of a community-based action plan by Burnaby seniors and community agencies to address needs and desires of Burnaby's seniors.

## Background

In June 2006, Burnaby seniors were invited to dialogue sessions hosted by the City of Burnaby. The purpose of the dialogues was to gain a preliminary understanding of what Burnaby seniors need to remain healthy, independent, and connected members of the community. Over 100 seniors attended. Participants discussed housing, transportation services, social and recreational opportunities and health care services. Many insights were gained into what was working well in Burnaby and where there were areas of concern. Participants also voiced a need to dig deeper into the issues and hear from more seniors. As a result, a group of seniors formed a committee dedicated to pursuing a more comprehensive needs assessment of Burnaby seniors.

As a first step, the committee applied for funding from the federal government's New Horizons for Seniors Program. New Horizons provides funding for community-based projects that encourage seniors to contribute to their communities through social participation and active

1.

The Voices of Seniors steering committee is comprised of over 30 members representing: Network of Burnaby Seniors (NOBS), Retired Teachers' Association, Burnaby Community Connections and Meals on Wheels, Bonsor, Cameron, Confederation and Edmonds Seniors Societies, Burnaby Association for Community Inclusion, Burnaby Hospice Society, Citizen Support Services, Burnaby Falls Prevention, New Vista Society, Fraser Health staff and City staff from Citizen Support Services, Burnaby Home Library Services and the Planning Department.



living. Through the Burnaby Seniors' Interagency Society, a Burnaby-based non-profit society, a grant application was made to New Horizons in July 2006. In December 2006 the committee was awarded \$25,000.

In January 2007, the committee officially named itself the Voices of Burnaby Seniors. The steering committee was comprised of over 30 members, representing a wide range of seniors-related groups including:

- Network of Burnaby Seniors (NOBS);
- Bonsor, Cameron, Confederation and Edmonds Seniors Societies;
- Burnaby Community Connections and Meals on Wheels;
- Burnaby Association for Community Inclusion;
- Burnaby Hospice Society;
- Citizen Support Services;
- Burnaby Falls Prevention Society;
- New Vista Society;
- Fraser Health, Burnaby Preventive Services
- Burnaby Public Library, Home Library Service
- City of Burnaby (staff from Citizen Support Services and the Planning Department).

Mrs. Gloria Kravac, a volunteer with Burnaby's Citizen Support Services, chaired the committee.

The goal of the Voices of Burnaby Seniors project was to survey at least 400 Burnaby residents age 55 and older about their current and future housing, services and health care needs. In particular, Voices of Burnaby Seniors wanted to find out:

- how well Burnaby seniors are housed;
- what types of housing seniors will require or desire in the future;
- what the health, transportation and support service needs are of Burnaby seniors; and
- what gaps in services exist or may develop in the future.

In April 2007, members of the steering committee made a presentation to Burnaby City Council seeking its endorsement and support for the project. The City generously provided use of City facilities and assistance with photocopying and graphic design. The survey campaign ran from mid May to the end of June 2007. Through the efforts of many senior volunteers and in-kind support from community agencies, the committee exceeded its goal. By mid July, 659 completed surveys had been received.



## Survey Instrument

The Voices of Burnaby Seniors (VOBS) project used a survey tool designed by Canada Mortgage and Housing Corporation (CMHC) called "Planning Housing and Support Services for Seniors." The survey questionnaire contained 64 questions. Computer software that accompanied the survey allowed for up to 60 additional questions to be included in the questionnaire.

A sub-committee was struck to review the survey questions. The sub-committee adapted and updated the language used in the questionnaire to make it more applicable to Burnaby residents. It also reviewed other questions of interest to the group and added 44 additional questions to the questionnaire.

Once a final draft of the questionnaire was completed, five seniors participated in a pilot test of the questionnaire. The questionnaire was further refined based on their feedback.

The questionnaire contained twelve sections:

1. Current Housing and Living Arrangements
2. Feelings about Various Housing Options
3. Transportation Needs
4. Personal Care and Daily Living Activities
5. Support Services
6. Future Housing Plans and Needs
7. Demographic Information
8. Health Services
9. Social Connections
10. Neighbourhood Safety
11. End of Life – Hospice/Palliative Care
12. Legal Services

## Volunteer Training

Before embarking on the survey campaign, the Voices of Burnaby Seniors Project held two volunteer training sessions. As part of the training, each volunteer was required to answer the questionnaire. Volunteers became familiar with the questionnaire and were then able to inform other seniors what it was about and offer any help, if needed.



## Population surveyed

Since a complete listing of Burnaby seniors was not available, it was determined early in the project that a truly random sample of Burnaby seniors was not feasible. Instead, the VOBS project chose to survey a broad sample of Burnaby residents age 55 and older with a goal of achieving a minimum of 400 completed questionnaires.

Efforts were made to survey both active and isolated seniors during the survey campaign from mid May to the end of June 2007. Voices of Burnaby Seniors decided that while people in the 55 to 64 age group were not “seniors,” it was nevertheless important to hear from them to ensure their concerns for the future were addressed. A survey “launch” event was held at Bonsor Seniors Centre on May 17. Burnaby residents age 55 and older were invited to attend the event, visit displays about services available in the community and complete a questionnaire. About 80 people attended the event.

Questionnaires were also made available for pick-up and drop-off at the information desks of Burnaby’s four public libraries and the registration desks of the City’s four seniors’ centres. Burnaby Public Library’s Home Library Service, the City’s Citizen Support Services, Burnaby Meals on Wheels and Fraser Health’s Continuing Care program were used to reach isolated seniors. Those living in residential care were not surveyed since the survey instrument was not designed for that population.

News articles about the survey appeared in both local newspapers, the newsletter of the Member of Parliament for Burnaby-Douglas and the City’s Information Burnaby newsletter which is delivered to every Burnaby household. In addition, senior volunteers hosted survey distribution events at seniors’ centres and attended a number of community events to distribute surveys. Seniors with connections to Burnaby’s large multicultural population (notably the Chinese, Punjabi and Hindi speaking population) helped to distribute the survey to seniors from different ethnic backgrounds. Survey distribution events were also held at two non-profit housing developments for seniors.

The questionnaire took about 45 minutes to complete. Each survey was numbered. To ensure a good response rate, those taking a survey were asked to provide their name and phone number so that volunteers could follow up with them if they did not return their surveys. Most respondents completed the surveys at home and dropped them off in sealed envelopes at seniors’ centres or libraries. At one event, a Chinese speaking committee member interpreted the survey questions and volunteers helped Chinese speaking seniors fill in the survey. About ten other respondents received assistance filling in the survey from volunteers with the project.

The questionnaire also served as an educational and awareness raising tool. At the end of the questionnaire, respondents were given the opportunity to provide further comments. Many respondents noted that the questionnaire made them think about issues they had not considered and made them aware of various options for the future. Examples of respondents’ comments about the questionnaire are provided in Appendix A.



## Limitations

As noted above, it was not possible to obtain a truly random sample of Burnaby seniors. Although efforts were made to reach isolated seniors, many survey respondents were contacted through seniors' centres or other community facilities and are likely representative of a more active group of seniors. The length of the questionnaire and level of literacy required to understand the questions may also have affected the survey sample. Lastly, although the information obtained through the survey was kept strictly confidential, some potential respondents did not respond due to concerns with the system used to track the questionnaires. A recommendation for future surveys of this nature would be not to record people's names and their questionnaire number. Instead, volunteers could simply follow up with a reminder phone call to all those who had taken a questionnaire.

The survey sample is broad with representation from many aspects of the community (e.g. geographic areas, age groups, ethnic groups, owners/renters). However, since the sampling was not truly random, statistical significance analysis has not been performed.

## Response Rate

Approximately 1085 questionnaires were distributed. Of those, 659 were returned by the end of July 2007. Another ten questionnaires were received after the results were tallied.

Survey respondents did not always answer every question. Therefore, the results for each question do not always reflect the total number of respondents.

Only Burnaby residents were allowed to complete the questionnaire. Of the 659 respondents, 619 provided their postal code. The following table shows the geographic distribution of survey respondents in relation to the general population age 55 and older by Burnaby's four quadrants:

QUADRANT	SURVEY		2001 CENSUS	
	NO. OF RESPONDENTS	PERCENT	BURNABY POPULATION AGE 55+ BY QUADRANT	PERCENT
Northwest	144	23	8,220	20
Northeast	100	16	8,125	20
Southeast	134	22	8,590	21
Southwest	241	39	15,995	39
<b>Total</b>	<b>619</b>	<b>100</b>	<b>40,930</b>	<b>100</b>

According to the 2001 Census, respondents were marginally over represented in the northwest quadrant and slightly under represented in the northeast quadrant.



## Demographic Characteristics

The following section provides a profile of survey respondents. Where possible, the survey sample is compared to the general Burnaby population. In some questions, 2001 Census information is used because some of the variables from the 2006 Census were not yet available at the time of printing.

### Age of Respondents

In 2006, seniors (those aged 65 and older) represented 14% of the Burnaby population. By 2021, the proportion of seniors is projected to increase to 20 percent of Burnaby's population. To ensure the future relevance of the results, the Voices of Burnaby Seniors project surveyed Burnaby residents age 55 and older. The following table shows the age distribution of survey respondents in relation to Burnaby's population age 55 and older in 2006.

AGE GROUP	SURVEY		2006 CENSUS	
	NO. OF RESPONDENTS	PERCENT	BURNABY POPULATION AGE 55+	PERCENT
55-59	56	9	12,845	26
60-64	88	14	9,010	18
65-69	110	17	7,760	16
70-74	129	20	6,745	13
75-79	95	15	5,655	11
80-84	86	13	4,190	8
85 and over	76	12	3,790	8
<b>Total</b>	<b>640</b>	<b>100</b>	<b>49,995</b>	<b>100</b>

Twenty-three percent of survey respondents were 55 to 64 years old, 37% were 65 to 74 years old, 28% were 75 to 84 years old and 12% were 85 and older. In relation to the general population, survey respondents age 55 to 64 are under represented, while those 70 and older are over represented. This result is not surprising as efforts to distribute the questionnaires were focussed on seniors' events and venues. Despite differing proportions in relation to the general population, each age group has been well represented in the survey. The average age of respondents was 72.

In the following sections of this report, some survey results, where appropriate, will be cross tabulated with age to provide further insight into responses.

### Age of Spouses

Two hundred and sixty-eight respondents indicated that they had a spouse. Of the spouses, 69 percent were 65 years and over, while almost a third (32%) were 75 years and over. The average age of spouses was 69.



## Gender

According to the 2006 Census, females represent 54 percent of the Burnaby population age 55 and older. In contrast, 76 percent of survey respondents were females. The higher female response rate may be due to more women filling out the questionnaire in households with both a husband and wife. Although males are under represented, their views pertaining to households may be voiced indirectly through their spouses.

The table below shows the gender of respondents by age group.

AGE GROUP	SURVEY		2006 CENSUS	
	NO. OF RESPONDENTS	PERCENT	BURNABY POPULATION AGE 55+	PERCENT
55-59	56	9	12,845	26
60-64	88	14	9,010	18
65-69	110	17	7,760	16
70-74	129	20	6,745	13
75-79	95	15	5,655	11
80-84	86	13	4,190	8
85 and over	76	12	3,790	8
Total	640	100	49,995	100

## Marital Status

Among respondents, 271 (42%) indicated they were married or living common-law, 121 (19%) were separated or divorced and 204 (32%) were widowed. Eight percent (49 respondents) said they had never married. In the table below, survey responses are compared with 2006 Census information for the Burnaby population age 15 and over. Not surprisingly, since the survey was targeted at an older population, widows comprise a higher proportion of the survey sample than they do in the general population.

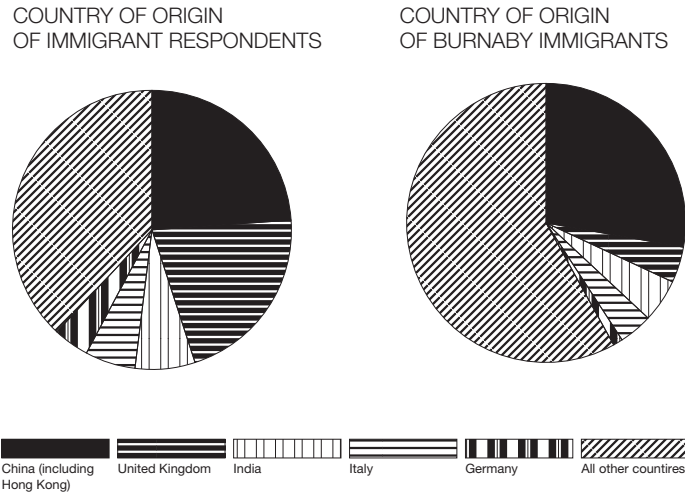
MARITAL STATUS	SURVEY		2006 CENSUS	
	NO. OF RESPONDENTS	PERCENT	BURNABY POPULATION 15+	PERCENT
married or common-law	271	42	43,835	49
separated or divorced	121	19	9,570	11
widowed	204	32	8,140	9
never married	49	8	27,935	31
Total	645	100	89,475	100

Among female respondents, 34% were married, 36% were widowed, and 30% were separated/divorced or never married. Among male respondents, 67% were married, 15% were widowed and 18% were separated/divorced or never married.



## Place of Birth

According to the 2001 Census, 43% of Burnaby residents age 55 and over were born in Canada and 57% were immigrants. In comparison, 64% of survey respondents were born in Canada, and 36% were born outside the country. The higher proportion of non-immigrant survey respondents may be attributed to the knowledge of English required to complete the questionnaire (also reflected in the “Home Language” results below).



Source: 2001 Census

Respondents were also asked the place of birth of their spouse, if they had one. Fifty-five percent of spouses were born in Canada while 45% were immigrants. Of the immigrant spouses of survey respondents, 26% were from China (including Hong Kong), 16% were from Italy, 13% from the United Kingdom, 7% from India, 4% from Germany and the remaining 44% from other countries.

## Home Language

As shown in the table below, a higher proportion (77%) of survey respondents speak English only at home compared to the general Burnaby population age 55 and over (64%).

HOME LANGUAGE	SURVEY		2001 CENSUS	
	NO. OF RESPONDENTS	PERCENT	BURNABY POPULATION	PERCENT
English	494	77	26,160	64
English and another language	110	17	1,140	3
Another language only	38	6	13,515	33
Total	642	100	40,815	100



## Employment Status

At the time of the survey, the majority (87%) of respondents were not doing any paid work, 8% were working part-time and 5% were working full-time.

All of the respondents who were working full-time were between the ages of 55 and 69. Interestingly, of the 49 respondents who were working part-time, 50% were between the ages of 65 and 79.

DO YOU PRESENTLY DO ANY PAID WORK?	NO. OF RESPONDENTS	PERCENT
No	529	87
Yes, but only part-time	49	8
Yes, full time	32	5
<b>Total</b>	<b>610</b>	<b>100</b>

Five percent of respondents (29) reported that they were looking for paid employment at the time of the survey.

## Respondents' Work

Respondents were also asked to specify what kind of work they did for most of their adult life. Homemaker was included in the list of occupations as well as categories of employment outside the home. The highest percentage of respondents (28%) worked in professional fields, followed by those working in clerical occupations (22%). Homemaking was the third most common occupation (18%).

TYPE OF WORK	NO. OF RESPONDENTS	PERCENT
Homemaker	112	18
Professional (e.g. architect, engineer, teacher, nurse, chemist)	177	28
Managerial	43	7
Clerical (e.g. secretary, clerk, receptionist, typist, bank teller)	138	22
Sales (e.g. cashier, insurance, real estate)	27	4
Service Industry (e.g. waitress, barber, domestic work, caterer)	20	3
Protective Service (e.g. police, armed forces, firefighter)	5	1
White Collar (e.g. computer operator, cartographer, library assistant, photographer, insurance claims adjuster, bookkeeper)	42	7
Trades (e.g. carpenter, ship builder, mechanic, electrician, plumber, stone mason)	42	7
Primary sector (e.g. farmer, fisherman, miner, logger)	14	2
Other (e.g. janitor, general labourer, bus driver, letter carrier, gas station attendant)	9	1
<b>Total</b>	<b>629</b>	<b>100</b>



## Respondents' Education

The majority of respondents (53%) had completed some form of post secondary education, while 24% had high school graduation.

EDUCATION	NO. OF RESPONDENTS	PERCENT
No formal education	7	1
Elementary school only	42	7
Some high school	97	15
High school graduation	157	24
Technical school	47	7
Some college or university	126	20
College or university diploma or degree	164	26
<b>Total</b>	<b>640</b>	<b>100</b>

In relation to the 2001 Census, respondents had higher education levels than the general population age 55 and older (e.g., 53% of respondents had some form of post secondary training compared to only 26% of the general population).

EDUCATION LEVEL	SURVEY		2001 CENSUS	
	NO. OF RESPONDENTS	PERCENT	POPULATION AGE 55+	PERCENT
Less than High school graduation	146	23	23,215	57
High school graduation	157	25	7,065	17
Post Secondary Training	337	53	10,585	26
<b>Total</b>	<b>640</b>	<b>100</b>	<b>40,865</b>	<b>100</b>

## Health of Respondents and Spouses

Respondents were asked to rate their overall health and that of their spouse, if they had one. Sixty-nine percent of respondents considered themselves to be in good to excellent health, 26% were in fair health and 6% considered themselves to be in poor to very poor health.

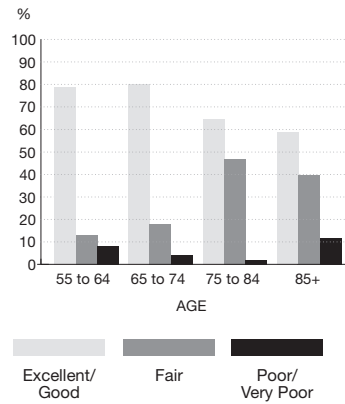
Respondents tended to rate their spouses' health slightly lower. Sixty-three percent of spouses were considered in good to excellent health, 26% were rated in fair health while 9% were considered in poor to very poor health.

In terms of age and gender, men age 55 to 74 tended to rate themselves in better health than women of the same age. Both males and females age 75 and over felt less positive about their health.

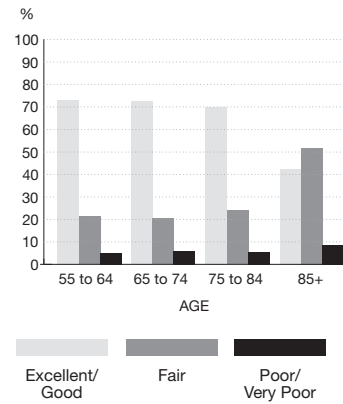


## Self-Rated Health by Age and Gender

### SELF-RATED HEALTH MALES



### SELF-RATED HEALTH FEMALES



## Household Income

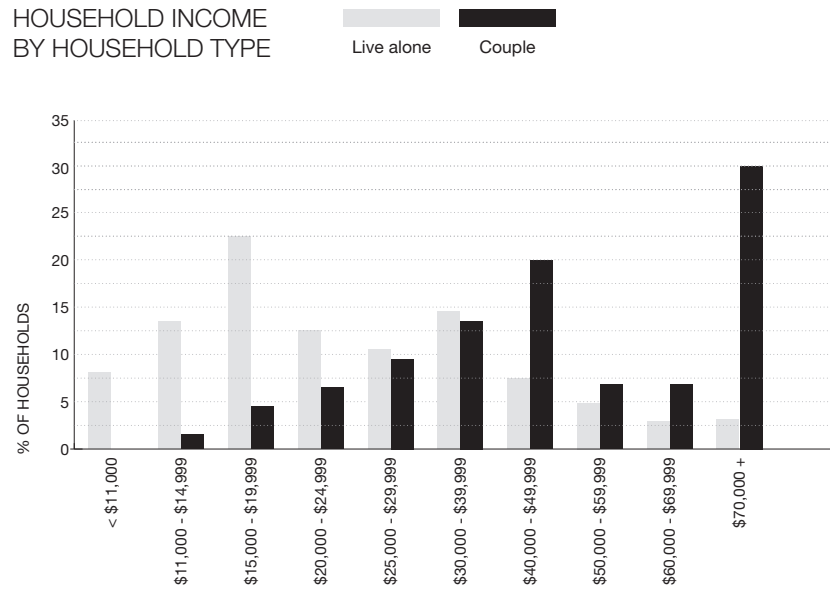
Respondents were asked to indicate their household's total net income (after taxes) in the previous year. Over one quarter of respondents had household incomes of less than \$20,000.

HOUSEHOLD INCOME	NO. OF RESPONDENTS	PERCENT
< \$11,000	31	5
\$11,000 to \$14,999	52	9
\$15,000 to \$19,999	76	13
\$20,000 to \$24,999	65	11
\$25,000 to \$29,999	57	10
\$30,000 to \$39,999	75	13
\$40,000 to \$49,999	79	14
\$50,000 to \$59,999	40	7
\$60,000 to \$69,999	28	5
\$70,000 or more	80	14
<b>Total</b>	<b>583</b>	<b>100</b>

No. of respondents = 583



As shown in bar graph below, respondents who lived alone had lower incomes than those who live with a spouse.



## Present Housing Situation of Respondents

Housing is essential to the health and well-being of seniors. Appropriate housing can mean the difference between independence and dependence. Affordable housing allows people to remain in the community where they have made important community ties. Housing that accommodates people's changing needs as they age contributes to independence and quality of life (Kochera, et al. 2005). The following section looks at what type of housing survey respondents occupy, how long they have lived in it and whether it is safe, secure and affordable.

### Years in Burnaby

Respondents were first asked how long they had lived in Burnaby. On average, respondents have lived in the city for 26 years.

YEARS IN BURNABY	NO. OF RESPONDENTS	PERCENT
Less than a year or no response	77	12
1 to 5 years	43	7
6 to 10 years	49	7
11 to 15 years	69	11
More than 15 years	421	64
<b>Total</b>	<b>659</b>	<b>100</b>

### Years in Present Home

Respondents were then asked how long they have lived in their present home. On average, respondents have lived in their current homes for 20 years. The results from years in Burnaby and years in present home would indicate that many respondents have continued to live in Burnaby, even after moving to a different home within the city.

YEARS IN PRESENT HOME	NO. OF RESPONDENTS	PERCENT
Less than a year	0	0
1 to 5 years	109	17
6 to 10 years	91	14
11 to 15 years	107	17
More than 15 years	335	52
<b>Total</b>	<b>642</b>	<b>100%</b>



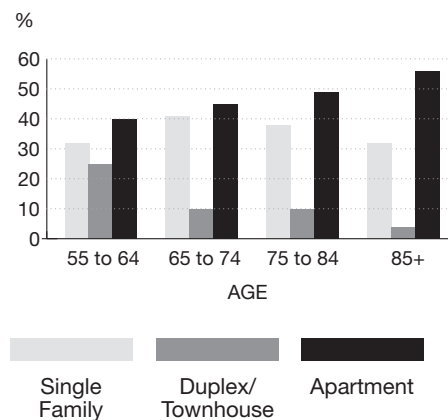
## Type of Housing

Respondents were asked to indicate the type of housing in which they currently live. Almost half (49%) of respondents live in an apartment building or multi-unit complex, 37% live in single family detached houses (including suites within houses) and 13% live in a semi-detached (duplex) or townhouse unit. As shown below, survey respondents occupied similar types of housing as the general Burnaby population in 2006.

TYPE OF HOUSING	SURVEY		2006 CENSUS	
	NO. OF RESPONDENTS	PERCENT	BURNABY – DWELLING TYPE AS PERCENT OF TOTAL UNITS	PERCENT
Single-family detached house (including suites within houses)	242	38	41	64
Semi-detached, duplex, townhouse	82	13	13	3
Apartment building or multi-unit complex	317	49	46	33
<b>Total</b>	<b>641</b>	<b>100</b>	<b>100</b>	<b>100</b>

The following graph shows the type of housing respondents occupy by age group. As age increases, the percentage of respondents occupying apartments increases. Of note, 32% of respondents age 85 or older continue to live in single family homes.

### TYPE OF HOUSING BY AGE



## Apartment Dwellers

Respondents who live in apartments were asked what floor they live on. Of 291 respondents, 128 (44%) live on the fifth floor or higher.

## Tenure

Respondents were asked if they rented or owned their home. Owners included respondents who own their home and property, those who own a condominium or strata title and those whose family owns the home. Renters included those who rent and those who have a share in a co-operative.

A slightly higher proportion of survey respondents (72%) owned their homes than did all Burnaby households in 2006 (69%). This result is consistent with the length of time respondents have lived in Burnaby. It is likely that many respondents entered the housing market early on in their years in Burnaby. Of the 148 male respondents, 74% owned their homes compared to 72% of the 458 female respondents.

As shown below, there is a notable drop in the rate of homeownership for those respondents age 85 and over.

AGE GROUP	OWNERS		RENTERS	
	#	% IN AGE GROUP WHO OWN	#	% IN AGE GROUP WHO RENT
55-64	109	77	32	33
65-74	166	73	62	27
75-84	129	74	45	26
85 and older	41	60	27	40

## Living Situation

The living arrangement of seniors is an important determinant of health and well-being. Older seniors who live alone may become socially isolated and at risk for different health issues (Ministry of Health, 2004).

Respondents were asked who lives with them in their home. Forty-five percent of respondents indicated they live alone and 55% said they live with one or more persons. In contrast, Census results show that one person households represented 27% of all Burnaby households in 2006.

Of the older senior women, age 75 and older, 68% lived alone compared to 49% of senior women age 65 to 74. The higher incidence of widowhood among older senior women may account for this difference.

A much smaller proportion of senior men lived alone. Thirty-eight percent of older senior men, age 75 and older, lived alone while 32% of senior men age 65 to 74 lived alone.



The table below shows the number of respondents who live alone by age and gender.

<b>LIVE ALONE</b>	<b>MALES #</b>	<b>FEMALES #</b>
55-64	6	34
65-74	18	85
75-84	14	78
85 and older	9	46
Total	47	243
<b>Total</b>	<b>642</b>	<b>100%</b>

### **Building Population**

Apartment dwellers were asked if their building or complex was for seniors only or for younger age groups as well. The majority of the 291 respondents (56%) live in housing for people of all ages including families with children while 20% live in buildings for seniors only.

<b>SENIORS ONLY BUILDING?</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENT</b>
Built for seniors only	59	20
Not purposely built for seniors, but mostly seniors in it	45	15
Only adults live there	25	9
People of all ages there including families with children	162	56
<b>Total</b>	<b>291</b>	<b>100</b>
Total	642	100%

### **Estimated Sale Value of Homes**

Respondents who owned their homes were asked to estimate the current market value of their homes. Homeowners' estimates are consistent with Metro Vancouver's expensive real estate market. Forty-nine percent of respondents estimated that their homes would sell for \$500,000 or more. Of the 215 respondents who owned single family dwellings, 85% said that their homes would sell for \$500,000 or more. Of the 134 respondents who owned an apartment in a condominium building, only 3% said their condo would sell for over \$500,000 while 84% estimated the value of their condos between \$200,000 and \$450,000.

### **Housing Affordability**

According to CMHC, households are in core need if they are spending 30% or more of household income on shelter costs. Respondents were asked what proportion of their household income was spent on total housing costs (utilities, rent, mortgage, property taxes,



maintenance and condominium fees). Of the 537 respondents to this question, 224 (42%) were considered to be in core need, that is, spending 30% or more household income on housing costs. Of the 224 respondents in core need, 133 said they spent between 30 and 39 percent and 91 said they spent 40 percent or more of their household income on housing.

Issues of affordability are more apparent when the results are viewed by tenure. Seventy-one percent of renters spent 30% or more of their household income on housing costs compared to only 29% of owners who spent 30% or more of their income on housing. This result is consistent with results showing ownership and length of tenure. On average, owners have lived in their homes for 24 years and 88% of owners had no mortgage payments. For homeowners who entered the market early and paid off their mortgage over the years, present housing costs are more manageable. However, for homeowners with lower household incomes, housing costs are still challenging. Eighty-four homeowners (23% of all owners) had household incomes of less than \$25,000. Of these owners, 55% spent over 30% of their income on housing costs.

The picture is different for renters. On average, renters have lived in their current homes for 10 years. The average amount spent on rent and utilities was \$752 a month. The majority (53%) of renters had household incomes of less than \$20,000. In addition, survey results show that 76 % of renters were women and 71% of renters lived alone. Based on these percentages, it would appear that, in particular, senior women who live alone and rent are struggling with their housing costs.

Respondents were also asked if they had any difficulty finding enough money to pay for housing costs. Twenty-five percent of renters said they had difficulty compared to 19% of owners. Fewer respondents indicated they had difficulty finding enough money to pay for housing than would be expected based on number of respondents in core need. However, since the survey did not ask about other expenses (e.g. food, clothing, prescriptions, etc.), it is not possible to determine what other expenses respondents have, and what they may be going without in order to meet their housing costs.

## **Housing Assistance**

Based on the Seniors Housing Directory, produced by the Seniors Housing Information Program, there are 2,093 units of seniors' non-market housing in Burnaby. Non-market housing is operated by BC Housing, a provincial government agency, or by non-profit societies. To be eligible for non-market housing, a person must be 55 or older and meet income criteria. The rent in non-market housing is geared to income. People who qualify for this type of housing usually pay between 25 and 30 percent of their household income on rent.

Of the survey respondents who rent, 43 percent (69 respondents) indicated they were living in housing where the rent was geared to income (i.e. subsidized housing). Of those living in subsidized housing, 21% had difficulty meeting their housing costs compared to 29% of renters who were not living in subsidized housing.



Renters were also asked if they or their landlords received a shelter allowance (e.g. from the provincial government's Shelter Allowance for Elderly Renters [SAFER] program). SAFER provides monthly cash supplements to eligible seniors so they can find housing in the private market (BC Government, 2005). Of the 160 respondents to this question, 48 (30%) said they received a shelter allowance. The remaining 112 respondents were then asked if they were aware of such programs in BC. Of these respondents, 26 (23%) said they were not aware of SAFER - an important finding in terms of future initiatives to raise awareness of existing housing assistance programs.

### Age and Condition of Houses and Buildings

Respondents reported that 64% of their homes were built between 1971 and present while 6% reported they had homes that were built before 1946.

AGE OF HOME	NO. OF RESPONDENTS	PERCENT
Before 1946	39	6
1946 to 1960	115	18
1961 to 1970	80	13
1971 to 1980	189	30
1981 to 1990	127	20
1991 or later	87	14
<b>Total</b>	<b>637</b>	<b>100</b>

Owners were asked if their homes were in need of repairs other than desirable remodelling, additions, conversions or energy improvements. In general, homeowners reported that their housing was in good condition. Of 425 owners, only 42 (10%) indicated that their homes were in need of major repairs (to correct, for example, corroded pipes, damaged electrical wiring, sagging floors, bulging walls, leaking roofs) while 81 owners (19%) indicated that minor repairs were needed (to correct, for example, small cracks in interior walls and ceilings, broken light fixtures, leaking sinks, broken window panes). According to the 2006 Census, 8% of homes in Burnaby were in need of major repairs.

HOME IN NEED OF REPAIR?	NO. OF RESPONDENTS	PERCENT
No, only regular maintenance is needed	302	71
Yes, but only minor repairs needed	81	19
Yes, major repairs needed	42	10
<b>Total</b>	<b>425</b>	<b>100</b>

Of the 42 homes in need of major repair, 22 (62%) were built between 1971 and 1990. In contrast, only 3 homes (7%) that were built before 1946 were in need of major repairs.



## Design Problems

Various aspects of house design can affect seniors' ability to remain at home independently. All respondents were asked to consider various areas of their homes (e.g., stairs, bathrooms, windows) and indicate whether they had any difficulties with them. As shown below, the areas of people's home that respondents have the most problems with are stairs (151 respondents), storage space (120 respondents) and windows (102 respondents).

### Do you have any problems with...?

AREA OF DIFFICULTY	NO. OF RESPONDENTS	NO. OF RESPONDENTS INDICATING A PROBLEM	PERCENT INDICATING A PROBLEM
Stairs or steps	646	151	23
Kitchen	642	86	13
Bathroom(s)	646	84	13
Bedroom(s)	641	36	6
Storage space	645	120	19
Windows	648	102	16
Entrance of Home	650	50	8
Other Problems	637	74	12

Some of the most commonly given reasons for difficulty with various areas of the home are provided below.

#### Stairs:

- problems with arthritis, knees and hips
- concerns about falling
- too many stairs and the location of bathrooms/laundry room within the house
- for apartment dwellers, concerns about the number of stairs when the elevator is not working (44% of respondents who live in apartment buildings live on the fifth floor or higher)
- inability to use stairs due to the mobility aids (e.g. walkers, wheelchairs) used by some respondents.

*All bedrooms are on the third floor up from the entry. There is no bathroom on the main floor. We have to go up or down one flight of stairs to use the toilet.*

*I have a bad hip, but problems are avoided as long as the elevator is in order.*

*I use a walker everyday.*



### **Kitchens:**

- kitchen too small/inadequate cupboard space
- cupboards are too high/need stool to reach cupboards, concerns about falling
- kitchen is old and needs to be updated.

*I use a step stool to reach high cupboards. I once broke my arm using an ordinary chair.*

*I can't get down to low cupboards etc. Some high items are too heavy for me to take down.*

*The fridge and stove are directly opposite each other. I must twist to the side to remove food from the oven.*

### **Bathrooms:**

- getting into and out of the bathtub and on and off the toilet
- old plumbing and fixtures
- need to climb up or down a flight of stairs to reach bathroom

### **Bedrooms:**

- too small/not enough closet space
- concerns about cold and noise from outside
- need for railing or pole to help get out of bed

*It's small. It's suitable for a single bed but I have a double so it's cramped, but I'm glad to have a bedroom!*

*I'm bothered by noise from Kingsway.*

*I need a support bar to assist me getting in/out of bed.*

### **Storage Space:**

- not enough
- hard to get into (crawling or reaching required)
- storage located in the basement of the building

*There's not enough of it!*

*I need someone to accompany me to my storage locker in the basement to help me with lights, heavy doors and keys to the locker.*

*Our storage is in the crawl space. It's inaccessible for my husband and difficult for me with my knees.*



### Windows:

- single pane – problems with drafts and cold
- difficult to clean
- difficulty opening and closing
- in need of repair, problems with leaks and condensation

*As this is an old house, the windows need to be double glazed to keep the cold out especially during winter.*

*I'm unable to clean some because they are too high and a ladder is required.*

*The windows are old and cracking. The landlord is too slow in replacing or making repairs.*

### Entrance:

- stairs at entrance
- difficulty opening doors (too heavy), especially if using a mobility aid
- security of doors (poor lighting and signage, locks not secure)

*It is difficult to open the door when you use a walker.*

*The steps are too steep. There's a danger of missing a step when descending.*

A range of other problems were identified concerning the design of homes. These included concerns about stairs, noise from neighbours, need for renovations and repairs, laundry facilities outside of dwelling unit and small entrances.

*On December 15 and 16, 2006 we were without power. There was no elevator service for almost three days. Very serious! I was not able to carry groceries up 20 floors.*

*The building is not senior friendly and other homes are hard to find for low income people. I live in a big old apartment that I can't afford to fix up or move from!*



## Modifications to Existing Home

Of 423 home owners, 116 (27%) indicated they had modified their home in some way to make it safer and more accessible. The most common modifications made were installing grab bars in bathroom (95 respondents), adding hand railings to stairs (46 respondents) and modifying bathtub or installing shower (39 respondents).

Homeowners who had not modified their homes were asked if they had considered any modifications. Eighty-two respondents (20%) said they had considered modifications. Similar to modifications that some respondents had already made, the most common modifications being considered were installing grab bars in bathroom (45 respondents) and modifying bathtub or installing shower (23 respondents). Nineteen respondents said they were considering installing a ramp or stair lift in their home.

Homeowners were asked if they had received financial assistance from government sources (e.g. Residential Rehabilitation Assistance Program [RRAP]) to repair their homes or make them more physically accessible. Of 418 respondents, only 11 respondents (3%) had received financial assistance. Of those who had not received financial assistance (401 respondents), only 169 (42%) had heard of financial assistance programs such as RRAP.

It should be noted that until recently the property value threshold for eligibility for RRAP was \$300,000 in the Lower Mainland. Since 78% of respondents had homes worth more than \$300,000, they would not have been eligible for RRAP. The threshold has now been increased to \$525,000 which has expanded eligibility (City of Burnaby, 2007).



## SUPPORT SERVICES

Support services range from assistance with personal care to home maintenance and repairs. Access to appropriate services can mean the difference between staying put and moving to where services are available. In Burnaby, a number of support services are available that are delivered by government, private, non-governmental and volunteer-run agencies. Some services involve fees while others are delivered for a nominal fee or free of charge. Appendix B provides a listing of available support services in Burnaby.

### Activities of Daily Living

An important measure of seniors' health and quality of life is the ability to perform activities of daily living. As people get older, they may require outside help or adaptations in their homes to assist with various activities.

Respondents were asked to rate how difficult activities of daily living were by indicating whether activities were no problem, a minor problem, a fairly serious problem or a very serious problem. In general, the majority of respondents stated that they had no problems with the activities. Responses from those indicating a problem follow.

DO YOU HAVE ANY PROBLEM WITH...??	# OF RESP.	MINOR PROBLEM#	%	FAIRLY SERIOUS#	%	VERY SERIOUS#	%
Seeing (even when wearing glasses)	630	157	25	23	4	16	3
Hearing (even when wearing a hearing aid)	619	154	25	22	4	10	2
Going up or down stairs	631	188	30	47	8	28	4
Getting into or out of bed	613	75	12	6	1	2	0.3
Getting on or off the toilet	616	61	10	8	1	3	0.5
Taking a bath or shower	622	96	15	13	2	10	2
Doing chores around the house (e.g. washing floors, vacuuming, laundry)	626	182	29	47	8	34	5
Moving about the house	614	64	10	9	2	4	1
Getting around outside the house	622	94	15	21	3	10	2

The most common activities causing fairly serious or very serious problems for some respondents were: doing chores around the house (e.g. washing floors, vacuuming, laundry) (81 respondents); going up and down stairs (75 respondents); and seeing even when wearing glasses (39 respondents).



As people age, minor problems may lead to more serious problems. Identifying minor problems now could have implications for the design of new housing. The most common minor problems cited by respondents were going up and down stairs (188 respondents), doing chores around the house (182 respondents) and seeing and hearing (157 and 154 respondents, respectively).

### Help With Care and Support Services

In the following section, respondents were asked if they were receiving outside help with various care and support services.

ARE YOU RECEIVING/DO YOU HAVE ...?	YES #	NO #	NO, BUT NEED OUTSIDE HELP #
Help with grocery shopping	115	515	2
Help with cooking	94	533	2
Hot meals delivered to your door	23	600	3
Help with heavy cleaning	205	421	60
Help with laundry	78	557	8
Someone to run errands for you	112	521	4
Help taking a bath or shower	34	601	2
Someone to visit or phone you regularly	315	328	17
Help with minor repairs around your home	261	361	69
Help with yardwork and outside maintenance	199	361	21
Help with snow removal	167	397	36
Nursing care in your home	37	579	9
Someone to drive you places	231	393	19

The areas where respondents expressed the most need for outside help were with minor repairs, heavy cleaning, snow removal, outside yard work and maintenance and someone to drive them places. Of those needing help, the majority said they would pay for the service (93% would pay for help with minor repairs, 78% would pay for heavy cleaning, 73% would pay for snow removal, 86% would pay for yard work, and 84% would pay for someone to drive them places).

Respondents who received help with various activities were asked to identify who helped them – a spouse or family member, a friend or neighbour, an agency or someone else. As indicated below, spouses or family members were most likely to provide assistance with many of the support services. Agencies or someone else were used the most for heavy cleaning, yard work and minor repairs. Friends and neighbours played an important role in making regular phone calls or visits, helping to drive places, and helping with snow removal.



SERVICE	# OF RESPONDENTS WHO RECEIVE SERVICE	PROVIDER			
		SPOUSE/FAMILY	FRIEND/NEIGHBOUR	AGENCY	SOMEONE ELSE
Help with grocery shopping	115	89	19	4	8
Help with cooking	94	68	7	12	8
Hot meals delivered to your door	23	4	2	10	7
Help with heavy cleaning	205	75	21	46	71
Help with laundry	78	47	3	12	16
Someone to run errands for you	112	88	19	0	7
Help taking a bath or shower	34	11	2	17	3
Someone to visit or phone you regularly	315	256	132	7	15
Help with minor repairs around your home	261	133	41	32	72
Help with yardwork and outside maintenance	199	71	11	51	69
Help with snow removal	167	72	41	27	27
Nursing care in your home	37	20	2	11	5
Someone to drive you places	231	178	57	9	10

Of the services received above, respondents were most likely to pay for heavy cleaning (112 respondents), yard work (109 respondents) and delivery of hot meals (13 of the 23 respondents who receive this service).

### Emergency Response Services

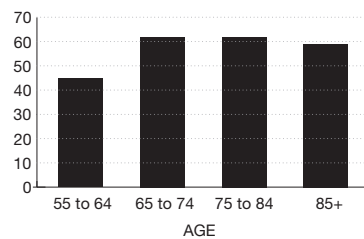
The questionnaire informed respondents that some agencies and non-profit organizations offer emergency response system services. These organizations provide a push button that a person wears around the neck that can be pushed in case of an emergency to call for help. Respondents were asked if they have an emergency response button. Of the 635 respondents to this question, 30 respondents (5%) have push buttons. Of 570 respondents without buttons, a large majority expressed interest in the service - 29% (165 respondents) said they would use an emergency button service if available and 51% (288 respondents) said they might consider getting the service.

### Seniors Centres



Respondents were asked if they currently attend a seniors' centre or participate in a seniors' program in their local community centre. Of 646 respondents, 385 (60%) said yes. Those who said no were then asked if they would attend if one were opened in their neighbourhood. Of 207 respondents, 129 (62%) said no.

ATTENDANCE AT SENIORS' CENTRES BY AGE



### Other Services

In addition to the services listed above, respondents were asked if there were any other services that would make their lives happier, more secure or enable them to remain in their current home. Sixty-eight respondents provided answers. Once again, the most common service desired by respondents was help with housecleaning (28 respondents) with five of those specifically mentioning help with window washing. Other desired services included help with transportation, health monitoring programs and handyman services.



# TRANSPORTATION

An essential element of independence is the ability to go places at the time you want to go. Transportation, including accessible and affordable public transit, is a key factor influencing the independence and quality of life of seniors. Transportation options, especially for non-drivers, allow people to remain connected to goods, services and social opportunities in their community (Kochera, et al, 2005).

Most respondents (61%) said they had no difficulty getting to where they need to go when they wanted to go. Thirty-three percent said they occasionally had difficulty and 6% said they had difficulty fairly often or very often.

Of 207 respondents who said they had difficulty, 37% said they did not like asking for a ride, 18% said they did not have a regular driver available and 43% provided other responses. Of those stating other reasons, the most common difficulty respondents had was driving in bad weather and driving at night (22 respondents), followed by problems with bus schedules and frequency of service (16), physical disabilities (14), problems with HandiDART service (9), dependency on others to drive (8) and problems with too much traffic and not enough parking (8).

In terms of age, older respondents were more likely to have difficulty getting around. Fifty-four percent of those 80 and over had difficulty compared to 33% of those age 65 to 79, and 36% of those age 55 to 64.

## Households with Drivers

Respondents were asked if anyone in their households drive. Of 643 respondents, 75% indicated that they had a driver in the household. Respondents were then asked if they drive themselves now. Of 646 respondents, only 65% indicated they drive now which would indicate that in some respondents' households, someone else (e.g. a spouse) does the driving. Of those who drive, 98 respondents indicated that they have problems driving. The most common problem for these respondents was driving at night.

Of the respondents with spouses, 210 (77%) said that their spouse drives a car. Of the spouses who drive, 41 had problems driving. Similar to respondents themselves, the most common problem for spouses was driving at night.



## Location of Services

Respondents were asked where they normally go for a variety of needs or services. As indicated below, the majority of respondents mainly stay in Burnaby. Going to medical/dental services (18%) and places of worship (14%) were the most common reasons for going outside of Burnaby. Of the respondents going outside of Burnaby, the majority were travelling to the neighbouring municipalities of Vancouver and New Westminster.

### Where do you go for the following?

	# OF RESP.	ONLY IN BURNABY		MOSTLY IN BURNABY		ELSEWHERE		NEVER GO	
		#	%	#	%	#	%	#	%
Medical/dental	636	293	46	225	35	115	18	3	.5
Library	590	415	70	126	21	12	2	37	6
Drug store	634	432	68	170	27	29	5	3	.5
Grocery store	636	362	57	246	39	25	4	3	.5
Seniors centre	572	369	65	104	18	12	2	87	15
Bank	635	428	67	160	25	44	7	3	.5
Place of worship	528	215	41	79	15	76	14	158	30

## Modes of Transportation

Respondents were also asked how they get to their destinations. While driving themselves or being driven by the spouse was the most common mode of transportation for most respondents, a full third or more of respondents were walking or travelling by regular bus to their destinations (except to places of worship) in good weather.

### In good weather, how do you get to the following places?

	# OF RESP.	WALK	DRIVE MYSELF	SPOUSE DRIVES	OTHERS DRIVE	TAXI	REGULAR BUS	HANDI DART
		%	%	%	%	%	%	%
Medical/dental	638	18	51	6	6	2	15	3
Library	556	38	46	3	3	0.5	8	1
Drug store	628	33	48	5	6	1	8	0.5
Grocery store	637	27	51	6	6	1	7	1
Seniors Centre	501	32	45	5	5	1	10	2
Bank	636	30	47	5	6	2	9	0
Place of worship	383	19	48	9	13	1	10	0.5



In bad weather, as shown below, the percentage of respondents who walk to their destinations decreases, while use of all the other forms of transportation, except HandiDART, increases.

**In bad weather, how do you get to the following places?**

	# OF RESP.	WALK	DRIVE MYSELF	SPOUSE DRIVES	OTHERS DRIVE	TAXI	REGULAR BUS	HANDI DART
		%	%	%	%	%	%	%
Medical/ dental	633	10	51	7	8	3	17	3
Library	542	23	52	6	6	2	12	1
Drug store	622	21	50	7	7	2	12	0.5
Grocery store	629	17	52	8	9	2	11	1
Seniors Centre	483	19	49	8	7	1	14	3
Bank	618	19	50	7	8	2	13	1
Place of worship	359	10	49	11	15	1	13	1

**Improvements in Transportation**

Respondents were asked what improvements in transportation would help seniors in Burnaby get around. They were asked to check all applicable improvements. The most common improvement chosen by 470 respondents was door-to-door transportation service for seniors (52%), followed by more frequent service from existing bus system (50%).

IMPROVEMENTS	NO. OF RESPONDENTS	PERCENT
Regular bus service weekends	158	34
Regular bus service to larger centres	110	23
Regular bus service around town	136	29
Door-to-door transportation service for seniors	243	52
More frequent service from existing bus system	236	50
Other	78	17

No. of respondents = 470



Seventy-eight respondents suggested other improvements including: improved scheduling and direct bus trips to major destinations (e.g. from malls to seniors' centres); improved accessibility of the public transit system for people who use mobility aids (e.g. walkers and wheelchairs); improved HandiDART services (e.g. make it easier to travel between cities), lower bus fares; improved security around Skytrain Stations; and bus driver training (e.g. ensure seniors are sitting down before bus moves).

*We need buses that go from north to south  
Burnaby without transfer*

*We need small buses to drive through  
neighbourhoods the way they do in England*

Respondents were also asked what transportation challenges they faced if they use public transit. The most common challenge among the 411 respondents was frequency of public transit (53%), followed by safety concerns (41%) and time (34%). Cost was a challenge for 23%.

Twenty-seven percent of respondents had challenges with physical barriers (e.g. uneven sidewalks, inaccessible bus stops). However, in addition to those checking physical barriers, accessibility concerns were listed by 29 respondents under the "other" category. Accessibility issues included: drivers not waiting for seniors to get seated on the bus, not having room for walkers or other mobility aids, too many steps to get on/off buses, lack of handholds on buses; and concerns with other passengers taking seats reserved for people with disabilities and seniors.

Other challenges listed under the "other" category included challenges with bus connections, not enough parking around bus stops and Skytrain Stations and concerns with the pedestrian environment (need for sidewalks, bad car drivers, distance between bus stops, need for shelter at bus stops).

The most common challenges of respondents age 55 to 64 and 65 to 74 were frequency of public transit and safety concerns. Of those 75 and over, the most common challenges were frequency of public transit, followed by physical barriers. As seen below, over half of survey respondents in each age group indicated they use public transit.

	% IN AGE GROUP WHO USE PUBLIC TRANSIT	CHALLENGES					
		Traffic	Frequency	Safety	Time	Cost	Physical Barriers
55-64	66	11	54	48	43	34	25
65-74	65	15	55	50	35	21	19
75-84	56	16	52	25	27	16	29
85 +	59	20	49	29	24	20	47



With new buses, seniors and people with disabilities face the back of the bus and go flying when the bus stops. There are no bars to help pull yourself up when you get on.

Make it mandatory for bus drivers to wait till we sit down before taking off and make sure not to leave until people have both feet on the sidewalk.

Crowded buses and Skytrain, waiting in the rain at bus stops, no seats at bus stops



# HOUSING PREFERENCES AND PLANNING CONSIDERATIONS

An important feature of an age-friendly community is a range of housing options to accommodate the changing needs of older residents (WHO, 2007). Having sufficient appropriate and affordable housing provides residents the choice to stay in the community where they have made social ties and important informal support networks (Kochera, et al., 2005). **Appendix C** lists the range of housing options available for seniors in Burnaby.

The following section looks at when and if respondents are planning to move and their housing preferences in the future.

## Planning to Move

Of 622 respondents, 133 (21%) said they had plans to move from their present homes. Of those planning to move, 90 (70%) said they would be moving in 5 years or less. As shown below, the highest percentage of respondents with plans to move were in the 55 to 64 age group.

	YES		NO	
	#	%	#	%
PLANS TO MOVE?				
55-64	47	34	93	66
65-74	46	20	182	80
75-84	25	15	145	85
85+	11	15	60	85

Of 128 respondents who said they are planning to move, the most common reasons for wanting to move were decline in health of self or spouse (52%), home too large (42%) and physical difficulty maintaining home/yard (40%). Most (81%) would like to remain in the area when they move – 54% specifically said they would like to remain in Burnaby while 27% intend to move somewhere in the area surrounding Burnaby.

Respondents who were planning to move were asked for their reasons for choosing locations. Proximity to family and/or friends was the most common reason (56%), followed by ease of access to shopping, banks and library (33%), more or better recreational facilities (24%) and climate and natural environment (24%).

The table below shows single family home dwellers (217 respondents) by age and their plans to move. The 55 to 64 age group had the highest percentage of those who said they had plans to move. Interestingly, a large majority in the older age groups said they were not moving – an important result in terms of planning for support services.



PLANS TO MOVE?		YES		NO	
	# OF SINGLE FAMILY HOME DWELLERS	#	%	#	%
55-64	47	19	40	28	60
65-74	91	20	22	71	78
75-84	56	8	14	48	86
85+	23	4	17	19	83

### Accommodation Choice of Those Planning to Move

Those who were planning to move were also asked what type of accommodation they would be seeking. Respondents could indicate all choices that were applicable. Respondents expressed interest in downsizing and living with older adults. The most common response was senior/adult oriented housing (45%), followed by apartment (44%) and supportive housing or assisted living (31%).

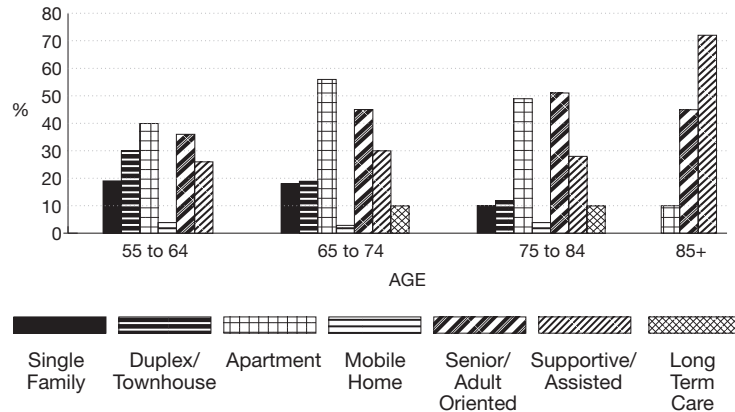
WHAT TYPE OF HOUSING WILL YOU BE SEEKING?	NO. OF RESPONDENTS	PERCENT
Single-family detached house	18	14
Semi-detached, duplex, townhouse	25	20
Apartment	56	44
Mobile home	4	3
Senior/adult oriented housing	57	45
Supportive housing or assisted living	40	31
Long-term care	6	5
Other	7	6

No. of Respondents = 128



In terms of age, those under age 85 who were planning to move were most interested in apartments and senior/adult oriented housing. Those 85 and older who were planning to move were most interested in supportive housing/assisted living, followed by senior/adult oriented housing.

### WHAT TYPE OF HOUSING WILL YOU BE SEEKING?



### Future Housing Location – All Respondents

All respondents were asked if they found that they could no longer maintain their home and had to move, where they would prefer retirement housing or a care facility be located. Respondents expressed a strong desire to remain in the Burnaby area. Of 630 respondents, 68% stated expressly that they would like to remain in Burnaby while 24% said they would like to remain in the area.

The main reasons for staying in the area was familiarity with the location (77%), proximity to relatives or friends (63%) and proximity to support services or care facilities (43%).

Of 548 respondents who preferred to remain in the area, the majority (58%) stated they would prefer their retirement housing or care facility be located in a commercial centre, while only 35% preferred it to be in a residential part of Burnaby. Of the 7% of respondents who gave other answers, most preferred locations near support services and public transit.

### Owners Feelings about Various Housing Arrangements

The questionnaire gave brief descriptions of various housing arrangements (see Appendix D for descriptions). Owners were asked their opinion of a range of options that would enable them to say in their homes for as long as they want. As noted below, the majority of owners did not find any of the options appealing. Of the minority who said yes or maybe to the housing options, the most appealing were adding a suite (31% said yes or maybe) and deferring taxes (31% said yes or maybe).



The least appealing were the reverse mortgage and sale-leaseback/lifehold estate options (87% and 83% respectively said no).

HOUSING OPTIONS	NO. OF RESPONDENTS	YES %	MAYBE %	NO %
Is homesharing* something you would seriously consider?	431	4	23	73
Would you seriously consider adding a suite to rent out?	410	16	15	69
Is a reverse mortgage** something you would seriously consider?	424	3	10	87
Is a sale-leaseback or life hold estate something you would seriously consider?	422	1	16	83
Is deferring your taxes something you would seriously consider?	430	9	22	69

\* Owners were first asked if they had heard about homesharing. Of 423 respondents, only 44% said they had heard of it.

\*\* Owners were first asked if they had heard of a reverse mortgage. Of 424 respondents, 91% said they had heard of it.

Among owners of single family homes (where adding a suite is most feasible), 25% said yes and 22% said maybe to adding a suite.

As seen below, many were opposed to options they thought would reduce the equity in their homes or compromise their children's inheritance.

## HOMESHARING

### Is homesharing something you would seriously consider?

#### Yes and Maybe (54 comments)

- help with chores and maintenance
- company a good idea for both social and safety aspects
- additional income would help
- already sharing a home with family members
- a possibility if health and other circumstances change
- concerns about compatibility of housemate

#### No (156 comments)

- privacy concerns (a concern for 33% of respondents who said no)
- wish to remain independent as long as possible
- compatibility of housemate, especially if housemate is a stranger
- not enough space in present home
- possibly in the future
- not interested



## ADDING A SUITE

**Another option for homeowners is to put in a private suite (e.g. a basement suite) that can be rented out. Would you seriously consider this option?**

**Yes and Maybe** (58 comments)

- help with housing costs
- security and companionship
- already have one
- concerns with legality of suites
- concerns with cost of constructing a suite

**No** (143 comments)

- privacy concerns
- not physically possible
- planning to move to a smaller home
- concerns with compatibility and responsibility of having a tenant
- not interested, no financial need

## REVERSE MORTGAGE

**Is a reverse mortgage something you would seriously consider?**

**Yes and Maybe** (22 comments)

- only if necessary, if desperate for money

**No** (163 comments)

- bad idea, “rip-off,” destroys equity in home and interest is compounded (44% of respondents who said no)
- plan to pass home on to children
- no financial need
- do not know enough about reverse mortgages

## SALE-LEASEBACK OR LIFEHOLD ESTATE

**Is a sale-leaseback of life hold estate something you would seriously consider?**

**Yes and Maybe** (32 comments)

- only if necessary
- need to know more about it
- only if children become the owners

**No** (126 comments)

- plan to pass home on to children
- concern that value of land would increase and would lose value of their investment
- plan to downsize
- concern about how new owner would maintain home and what rights they would have as tenants
- too complicated, do not know enough about scheme



## DEFERRING TAXES

### Is deferring your taxes something you would seriously consider?

#### Yes and Maybe (59 comments)

- help with housing costs
- less complicated than other schemes
- already defer taxes
- only if necessary

#### No (110 comments)

- do not want to leave any debt for family
- not necessary at this time
- prefer to “pay as you go”

## Alternate Housing Choices

As an alternative to remaining in their current homes, all respondents were asked their opinions on a range of alternate housing choices. (Definitions of alternatives are listed in Appendix D) The most appealing housing alternatives were retirement housing, supportive housing and assisted living and sheltered housing. In general, respondents favoured housing that was age specific, offered privacy and/or offered on-site services.

HOUSING ALTERNATIVE	NO. OF RESPONDENTS	% WHO SAID YES	% WHO SAID MAYBE	% WHO SAID NO
Smaller house	431	4	23	73
(answered by owners only)	422	11	15	75
Co-operative Housing (answered by owners and renters only)	423	8	22	70
Retirement Housing	614	33	42	26
Sheltered Housing	616	32	41	27
Supportive Housing/Assisted Living	635	34	41	25
Live-In Housekeeper	630	13	27	60
Shared Housekeeper				
(Abbeyfield)	618	15	31	54
Garden Suite	626	22	23	55
Mobile Home	634	5	18	77

Respondents could provide comments to explain their answers. Common themes are listed below.



## SMALLER HOUSE

Is buying a smaller single family detached house something you would seriously consider?

**Yes and Maybe** (59 comments)

- I don't need as much space as I have now
- would like house with no stairs – all one level
- concern about yard work and repairs
- concern whether financially prudent given high land values

**No** (152 comments)

- current home is already small
- have already downsized to a condominium
- concern about maintenance
- cannot afford this option
- don't want to move

## CO-OP HOUSING

Is buying shares and moving into a co-op something you would seriously consider?

**Yes** (63 comments)

- would help with housing costs
- sense of ownership and community
- less maintenance
- concern with compatibility of co-op members

**No** (109 comments)

- concern with decision-making process involved in a co-op
- too complicated
- prefer strata ownership
- prefer where I am now, this type of move would be too much

## RETIREMENT HOUSING

Would you seriously consider purchasing or renting a unit in retirement housing?

**Yes and Maybe** (171 comments)

- if health makes it necessary, I would like to have the support and assistance
- like the social aspect – not alone, with people of similar age
- depends on design, location and cost
- maintenance is someone else's responsibility
- would like security

**No** (71 comments)

- prefer to stay where I am
- concern about cost



- plan to go into a care facility
- prefer other housing options (smaller house, co-op, apartment, live-in help, building with varied ages)

## **SHELTERED HOUSING**

### **Would you seriously consider sheltered housing?**

#### **Yes and Maybe** (192 comments)

- security – someone there in case of emergency, peace of mind
- privacy and independence
- social – chance to meet other people
- concern about costs

#### **No** (52 comments)

- want to remain in my current home until I die
- prefer to live near a variety of age groups

## **SUPPORTIVE HOUSING/ASSISTED LIVING**

### **Would you seriously consider supportive housing or assisted living?**

#### **Yes and Maybe** (268 comments)

- when and if I need support
- more secure
- don't want to be a burden on my children
- depends on cost

#### **No** (66 comments)

- too young, not needed at this time
- prefer independence
- too expensive

## **LIVE-IN HOUSEKEEPER**

### **Would you seriously consider hiring a live-in housekeeper?**

#### **Yes and Maybe** (123 comments)

- would allow me to stay in my home
- would provide companionship, I would feel less isolated
- need help around the home

#### **No** (161 comments)

- too expensive, couldn't afford live-in housekeeper
- don't have enough room in my home
- concern with having a stranger in the home – concern that housekeeper be trustworthy
- prefer privacy and independence
- prefer to bring someone in to do housekeeping (but not live-in)



## SHARED HOUSEKEEPER/ABBEYFIELD

Would you seriously consider sharing a housekeeper with some other seniors in a large house (e.g., an Abbeyfield House)?

**Yes and Maybe** (114 comments)

- social aspect - chance to be with others
- would like to do this with a group of friends
- depends on cost
- concern about getting along with others

**No** (97 comments)

- prefer privacy and independence
- concern about getting along with others – personality conflicts
- don't know enough about Abbeyfield Houses

## GARDEN SUITE

Is a garden suite a form of house you would seriously consider, if this option were available?

**Yes and Maybe** (109 comments)

- good idea – allows one to be independent and close to family
- would provide support of family when needed
- depends on my family – would they agree to have me
- concern about cost
- like the idea but don't have family here

**No** (140 comments)

- don't have any children here to live with – want to stay in Burnaby
- don't want to be that close to my children
- don't want to be a burden on my children
- my children don't have big enough yards to do this – children can't afford a home here

## MOBILE HOME

Would you consider purchasing a mobile home in a planned retirement community?

**Yes and Maybe** (66 comments)

- would like community activities and lifestyle
- affordable
- depends on location
- cost – concerns about pad rentals, security of tenure

**No** (77 comments)

- don't appeal to me
- concern about security
- concerns about cost and security of tenure
- too small, not enough privacy



- require maintenance
- prefer to be with mixed ages
- not possible in Burnaby

### Preferred Mix of Ages in Housing

Respondents were asked if costs were the same, what mix of ages they would prefer in their future housing. The majority (73%) stated that they would prefer to live with older adults. Only 26% said they would prefer to live with people of all ages, including families.

IF COSTS WERE THE SAME, WOULD YOU RATHER LIVE IN A HOUSING DEVELOPMENT OR BUILDING...	NO. OF RESPONDENTS	PERCENT
For seniors only	156	25
For seniors and middle-aged adults	300	48
For people of all ages, including families	164	26
<b>Total</b>	<b>620</b>	<b>100%</b>

### Affordable Housing

Of 537 respondents, 42% (224 respondents) said they spend 30% or more of their household income on housing costs. These respondents were asked if they would seriously consider renting a unit in a subsidized seniors' apartment building, if they qualified for housing assistance. Of 181 respondents to the question, 107 (59%) said yes or maybe to renting a subsidized seniors' apartment.

WOULD YOU SERIOUSLY CONSIDER RENTING A SUBSIDIZED SENIORS' APARTMENT?	NO. OF RESPONDENTS	PERCENT
Yes	66	36
Maybe	41	23
No	74	41
<b>Total</b>	<b>181</b>	<b>100%</b>

Respondents could also provide comments:

#### Yes and Maybe (42 comments)

- I already live in a subsidized unit
- It would help with housing costs
- Depends on my income
- If type of accommodation and location are suitable

#### No (18 comments)

- I like my current home
- I own my home and don't want to rent



Those spending 30% or more of household income on housing costs were also asked if they would seriously consider receiving a shelter allowance, if they qualified. Of 158 respondents who answered the question, 93 (59%) said yes or maybe to receiving a shelter allowance (e.g. SAFER). (It should be noted that only renters are eligible for SAFER.)

WOULD YOU SERIOUSLY CONSIDERING RECEIVING A SHELTER ALLOWANCE?	NO. OF RESPONDENTS	PERCENT
Yes	57	36
Maybe	36	23
No	65	41
Total	158	100%

Comments provided by respondents included:

**Yes and Maybe** (42 comments)

- I already receive a shelter allowance
- It would lower my housing costs and help me stay where I am

**No** (18 comments)

- I don't qualify because I don't rent
- I already have subsidized housing
- I don't want to rent

### Improvements to Housing for Seniors

Respondents were asked to suggest other ideas to improve housing for seniors. Two hundred and seventy-three respondents provided suggestions. The most common themes included:

- more affordable housing for seniors including more affordable rental housing as well as more affordable seniors housing that could be purchased;
- more seniors housing to meet a range of needs – many suggested “campuses of care” that would allow one to remain in the same development as needs change;
- more accessible housing, that is, housing without stairs, with wider entrances to accommodate wheelchairs or scooters, hand rails and non-slip floors;
- seniors housing located near amenities (e.g. seniors centres), commercial centres (e.g. shopping, doctors, banks) and public transit; and
- lower property taxes to help cut down on housing costs.



# HEALTH AND HEALTH SERVICES

Health and support services are vital to maintaining health and independence in the community. Many of the concerns raised by seniors, caregivers and service providers relate to availability of good quality, appropriate and accessible care (WHO, 2007).

The following section looks at respondents’ use of various health services and their activities to maintain good health.

## Health Conditions

Respondents were asked if, in the past five years, they had been hospitalized or their doctor had talked to them about a number of conditions. There were 568 respondents to the question. Respondents could indicate all conditions that applied. The most common conditions included high blood pressure (57%), arthritis (41%), osteoporosis (33%), heart condition (27%), diabetes (21%) and vision loss (21%).

CONDITIONS	NO. OF RESPONDENTS	PERCENT
High blood pressure	324	57
Heart condition	155	27
Stroke	51	9
Diabetes	119	21
Cancer	67	12
Arthritis	235	41
Respiratory condition	94	17
Osteoporosis	189	33
A weight concern	93	16
Depression	69	12
Hearing loss	104	18
Vision loss	119	21
Other	88	15



Across age groups, high blood pressure and arthritis remain the most common conditions, but the third and fourth most common conditions vary. As age increases, the percentage of respondents affected by health conditions increases.

<b>55-64 YEAR OLDS</b>	<b>NO. OF RESPONDENTS</b>	<b>%</b>
High blood pressure	54	46
Arthritis	45	38
Osteoporosis	29	25
Weight concern	29	25

Total responding = 118

<b>65-74 YEAR OLDS</b>	<b>NO. OF RESPONDENTS</b>	<b>%</b>
High blood pressure	116	57
Arthritis	86	42
Osteoporosis	66	32
Diabetes	54	26

Total responding = 204

<b>75-84 YEAR OLDS</b>	<b>NO. OF RESPONDENTS</b>	<b>%</b>
High blood pressure	105	63
Arthritis	67	40
Osteoporosis	66	40
Heart conditions	60	36

Total responding = 166

<b>85 AND OLDER</b>	<b>NO. OF RESPONDENTS</b>	<b>%</b>
High blood pressure	44	66
Arthritis	34	51
Vision Loss	31	46
Hearing Loss	25	37

Total responding = 67

Among 431 women responding to the question, the most common conditions were high blood pressure (57%), arthritis (45%), osteoporosis (40%) and heart condition (26%). Among 119 men responding to the question, the most common conditions were high blood pressure (55%), heart condition (34%), arthritis (31%), diabetes (24%) and hearing loss (24%).



## Use of Health Care Services

Respondents were asked what health care services they had used in the past twelve months. Among the 640 respondents to this question, the most common services were general practitioner (family doctor) (93%), dentist (69%) and pharmacist (67%).

SERVICES	NO. OF RESPONDENTS	PERCENT
General practitioner (family doctor)	594	93
Walk-in clinic	187	29
Emergency room at hospital	161	25
Rehabilitation services (physio, massage)	125	20
Chiropractor	83	13
Occupational therapist	26	4
Naturopath	21	3
Pharmacist	428	67
Dentist	444	69
BC NurseLine	47	7
Other	62	10

The emergency department at the hospital was used by 156 respondents. In terms of age, a notable percentage increase occurs with those 85 and older.

AGE	NO. OF RESPONDENTS	NO. WHO VISITED EMERGENCY ROOM	PERCENTAGE OF AGE GROUP WHO VISITED EMERGENCY ROOM
55-64	140	32	23
65-74	233	43	18
75-84	178	51	29
85 and older	74	30	41

The BC NurseLine is a readily accessible, free source of information available in 130 languages. Only 7% of respondents indicated they had used it.

## Waiting Lists

Respondents were asked if they were on a waiting list for any medical services. Of 591 respondents to the question, 516 (87%) said they were not waiting for any services. Of those who were waiting for services, the most common services respondents were waiting for were to see a specialist (41%), medical treatment (e.g. surgery, chemotherapy) (28%), and dental care (23%).



## Physical Activity

Respondents were asked if they engage in moderate physical activity (that is, physical activity that causes a slight but noticeable increase in breathing and heart rate, e.g. walking, cycling, dancing, active gardening, housework). Respondents were generally physically active. Out of 617 respondents, 531 (86%) said they engage in moderate physical activity. They were then asked about frequency. Out of 561 respondents, 205 (37%) said they participated in a physical activity two to three times a week, 170 (30%) said every day, 159 (28%) said four to five times a week, and 27 (5%) once per week.

The frequency of physical activity was high across the age groups.

AGE GROUP	NO. OF RESPONDENTS IN AGE GROUP	# WHO ENGAGE IN PHYSICAL ACTIVITY 4 TO 5 TIMES A WEEK OR EVERY DAY	PERCENTAGE IN AGE GROUP
55-64	133	82	62
65-74	209	127	61
75-84	154	82	53
85 +	57	34	60

Seventy-seven respondents provided reasons why they did not engage in moderate physical activity. The most common reasons given were medical condition, too tired, too busy and laziness.

## Meals During the Day

Respondents were asked if they ate two or more complete meals each day. Of 649 respondents, 47 respondents (7%) said they did not. Nine percent of male respondents did not eat two meals a day and 7% of female respondents did not eat two meals a day.

The highest percentages of those not eating two meals a day occurred in households with the lowest incomes.

HOUSEHOLD INCOME	# OF RESPONDENTS	# WHO DID NOT EAT TWO COMPLETE MEALS A DAY	% OF THOSE IN INCOME BRACKET
<\$11,000	29	7	24
\$11,000 – 14,999	52	8	15
\$15,000 – 19,999	76	7	9
\$20,000 – 24,999	65	3	5
\$25,000 – 29,999	57	4	7
\$30,000 – 39,999	74	6	8
\$40,000 – 49,999	79	3	4
\$50,000 – 59,999	40	3	8
\$60,000 – 69,999	27	1	4
\$70,000 or more	79	4	5

No. of respondents = 578



## Mobility Aids

Twenty percent of the survey population indicated they used a device or piece of equipment for mobility. Of 132 respondents, the most commonly used item was a cane (101 respondents), followed by a walker (59 respondents). Nine of the respondents used a wheelchair.

## Falls

Respondents were asked if over the past twelve months, they had fallen and injured themselves seriously enough to need medical attention. Ninety respondents (14%) out of 622 said they had fallen one time or more. Those age 85 and older had the highest incidence of falls.

AGE GROUP	# OF RESPONDENTS	FALLEN ONE TIME OR MORE IN LAST YEAR	PERCENTAGE OF AGE GROUP
55 to 64	142	17	12
65 to 74	227	22	10
75 to 84	169	24	14
85 and older	70	22	29
\$25,000 – 29,999	57	4	7

Of 88 respondents who had fallen one or more times, 52 lived in an apartment, 24 lived in a single family home, 6 lived in a duplex or townhouse, 2 lived in a suite and 4 lived in other types of accommodation. Of the 88 respondents who had fallen, 39 (44%) indicated earlier in the survey they had problems with stairs or steps in their home.

## Someone to Call in an Emergency

Respondents were asked if there was someone they could call on at any hour of the day or night should there be an emergency. Of 646 respondents, the majority (88%) had someone to call. Seventy-six respondents (12%) indicated that they did not have someone to call. Of those without anyone to call, 42 were living alone.



## SOCIAL CONNECTIONS

“Successful aging is more than simple a matter of health or disability. Successful aging comprises what people actually do and their satisfaction with life.” (Kochera, A. et al., 2005). A key ingredient in healthy aging is active engagement with life (Ibid). The following section looks at what people do to maintain their social connections and their satisfaction with their circumstances.

### Social Connections in the Neighbourhood

Respondents were asked how many of their friends or acquaintances live in their neighbourhoods. Ninety percent said that some to nearly all their friends lived in their neighbourhood while 10% said they had no friends or acquaintances in the neighbourhood.

Respondents were then asked how many of their family members live in their neighbourhood. Fifty-seven percent said that none of their family members were in their neighbourhood, while 33% said some family members were close by.

### Place of Worship

Forty-three percent of respondents said that they attend a place of worship. Those age 55 to 64 had the highest incidence of attendance at a place of worship

AGE	# OF RESPONDENTS	# WHO ATTEND A PLACE OF WORSHIP	PERCENTAGE OF AGE GROUP
55-64	142	67	47
65-74	234	99	42
75-84	173	73	42
85 and older	69	27	39
\$25,000 – 29,999	57	4	7



## Activities Outside the Home

Respondents were asked to indicate the types of activities they take part in outside the home. Volunteering was the most common response.

ACTIVITIES	NO. OF RESPONDENTS	PERCENT
Volunteering	333	53
Activities run by seniors' centres	280	44
Community-based dining out programs	65	10
Continuing education (night school)	73	12
Sporting activities	119	19
Organized hobby or recreational group	127	20
Other	135	21
I don't take part in any activities	80	13

No. of Respondents = 630

Other activities other than those listed above were noted by 135 respondents including: physical fitness activities (walking, hiking, fishing); socializing with friends (playing cards, going out for dinner); attending cultural and educational events (theatre, symphony, seminars); and participating in church activities.

Of 78 respondents who said they did not take part in activities outside the home, 18 were between the ages of 55 and 64, 20 were between 65 and 74, 26 were between 75 and 84 and 14 were 85 and older. Forty-two percent (33 respondents) of those who did not take part in outside activities live alone.

## How Often Do You Leave Your Home

The majority of respondents (82%) leave their homes at least four to six times per week. Only five respondents said they never leave their homes, while fourteen said they leave their home less than once per week. There is a notable decrease in how often respondents leave their homes as age increases.

AGE GROUP	% WHO LEAVE THEIR HOMES AT LEAST 4 TO 6 TIMES A WEEK
55-64	95
65-74	84
75-84	78
85 and older	59
Sporting activities	119



## Satisfaction with Social Life

Of 639 respondents, 569 (89%) were satisfied with their social life. Of those who were satisfied, 72% also rated their health as good to excellent. In comparison, only 49% of the respondents who were not satisfied with their social life rated their health as good to excellent.

The table below shows satisfaction with social life in relation to those who take part in activities outside the home. The activities with the highest percentages of people satisfied with their social life include organized hobby or recreational group, continuing education, volunteering, sporting activities and other activities outside the home. Only 82% of those who take part in community-based dining out programs are satisfied with their social life. Similarly, only 80% of those who do not take part in activities outside the home said they were satisfied with their social life.

ACTIVITIES	NO. OF RESPONDENTS	# SATISFIED WITH SOCIAL LIFE	PERCENTAGE FOR ACTIVITY
Volunteering	326	299	92
Activities run by seniors' centres	276	247	89
Community-based dining out programs	62	51	82
Continuing education (night school)	72	67	93
Sporting activities	119	110	92
Organized hobby or recreational group	125	119	95
Other	132	122	92
I don't take part in any activities	76	61	80

## Care For Others

Many seniors provide different kinds of support to people who need care including assistance with personal care, running errands, making regular visits and taking care of young children.

Of 603 respondents, 154 (26%) provide care for a relative or friend. Of those providing care, the most common recipients of the care were friend/neighbour (35%), spouse/partner (21%), parent(s) (20%) and grandchild(ren) (19%).

Sixty percent of those providing care spend between one to five hours a week doing it.

HOURS PER WEEK PROVIDING CARE FOR OTHERS	NO. OF RESPONDENTS	PERCENT
1 to 5 hours	93	60
6 to 10 hours	24	15
11 to 20 hours	19	12
More than 20 hours	19	12
Total	155	100

The majority of those providing care for others (80%) said they get enough time off from this responsibility, while 22% said they sometimes do and 6% said no, they don't get enough time off. Of those who provide care for others, 92% said they were satisfied with their social life.



## Sources of Information

Respondents were asked what resources they use to get information about the community. The most common resources were newspapers, radio and TV.

SOURCES OF INFORMATION	NO. OF RESPONDENTS	PERCENT
Family/friends	368	58
Library	247	39
Doctor, nurse	128	20
Seniors' centres	337	53
Place of worship	136	21
Newspaper	487	77
Radio, TV	427	68
Phone book	192	30
Internet	222	35
Seniors' information line	46	7
MP or MLA	81	13

No. of Respondents = 631

## Use of Computers

Over half (345) of the survey respondents said they use computers, 317 said they use email and 304 said they use the internet.

## Volunteering

"Volunteering has the potential to raise self-esteem, increase contact with others, reinforce a person's sense of control, give enhanced meaning to a person's life, stimulate cognitive activity, and generate a flow of positive emotions." (Kochera, et al., 2005).

Out of 612 respondents, 377 (62%) said they volunteer their time. Respondents listed a wide range of agencies and places where they volunteer including

- church (53 respondents)
- Confederation Seniors Centre (28)
- Burnaby's Citizen Support Services (21)
- Bonsor Seniors' Centre (15)
- Cameron Seniors' Centre (13)
- New Vista Society (10)
- Edmonds Seniors' Centre (10)
- Burnaby Hospice Society (9)
- Burnaby General Hospital (7)



Of 370 respondents who said they volunteer their time, 338 (91%) said they were satisfied with their social life.

Respondents were asked if they do not volunteer, would they like to volunteer in the future. Of 302 respondents, 61 (20%) said yes and 123 (41%) said possibly. Among those age 55 to 64 who said they do not volunteer, 62 out of 77 (81%) said yes or possibly to volunteering in the future.

## NEIGHBOURHOOD SAFETY

Respondents were asked if they felt safe and secure in their homes, their neighbourhood and Burnaby during the day and night. During the day, 99% of respondents felt safe in their homes, 95% felt safe in their neighbourhood and 93% felt safe in Burnaby.

Feelings of safety and security decreased at night. Ninety-four percent felt safe in their homes at night, and only 75% felt safe and secure in their neighbourhoods and Burnaby at night.

### Do you feel safe and secure...

	DURING THE DAY		AT NIGHT	
	# OF RESPONDENTS	# AND % WHO SAID YES	# OF RESPONDENTS	# AND % WHO SAID YES
At home?	642	634 (99%)	636	599 (94%)
In your neighbourhood?	638	604 (95%)	631	471 (75%)
In Burnaby?	644	598 (93%)	626	469 (75%)

As seen below, feelings of safety and security did not vary amongst different age groups except for a higher percentage of those 85 and older who felt safe and secure at night in Burnaby (83%) compared to the other age groups. As noted above, those 85 and older do not leave their homes as frequently as younger age groups, and when they do, they are likely accompanied by others. These factors could explain the difference in feelings of safety and security.

### Do you feel safe and secure...

	55-64%	65-74%	75-84%	85 AND OLDER %
During the day in your home?	100	98	99	97
During the day in your neighbourhood?	96	94	96	94
During the day in Burnaby?	94	93	94	93
At night in your home?	96	94	95	93
At night in your neighbourhood?	75	73	78	76
At night in Burnaby	72	73	77	83



# END OF LIFE – HOSPICE PALLIATIVE CARE

Palliative care is a special kind of health care for individuals and families who are living with a life-threatening illness that is usually at an advanced stage. The goal of palliative care is comfort and dignity for the person living with the illness as well as the best quality of life for both this person and his or her family (Canadian Hospice Palliative Care Association).

In the following section, respondents were asked to reflect on quality of life issues in the last stages of their lives or the lives of loved ones.

## Main Support Persons

Respondents were asked who their main support person(s) would be if they were diagnosed with a palliative illness. Respondents were asked to consider their emotional, practical and spiritual support and indicate all applicable people. There were 639 respondents. The most common responses were children (71%), friends (53%) and spouse or partner (40%). Volunteers (e.g. Burnaby Hospice Society) are the choice of support for 138 respondents (22%).

Support persons vary amongst the age groups. Respondents age 65 and older would look most frequently to their children for support. Not surprisingly, as age increases and people begin to lose their spouses, there is a decrease in the number of those who indicate their spouse/partner as a main support person. In general, those 85 and older have fewer people who would support them if they were diagnosed with a palliative illness.

### Who would be your main support person(s)?

	55-64 %	65-74 %	75-84 %	85 AND OLDER %
Children	55	75	81	69
Spouse/Partner	58	42	35	15
Friends	59	60	48	32
Volunteers	29	24	19	10
I don't know	10	11	9	11

Respondents were then asked what activities of daily living and other activities their main support person(s) would help them with if they were diagnosed with a terminal illness. The most frequently given responses were shopping (69%), medical/lab appointments (67%) and emotional support (67%).



## Die at Home

Respondents were asked if they would want to die at home if they had a palliative illness. Of 627 respondents, 318 (51%) said they hadn't thought about it, 187 (30%) said yes, and 122 (19%) said no.

In terms of age, the highest incidence of those who wanted to die at home was among those 85 and older (43%).

### Would you want to die at home?

	55-64 %	65-74 %	75-84 %	85 AND OLDER %
Yes	33	24	30	43
No	18	24	16	14
Haven't thought about it	48	52	54	42

Respondents were then asked if given adequate support, would they plan to die at home.

The notion of support at home increased respondents' inclination to die at home. Of 541 respondents, 312 (58%) said they would plan to die at home. In terms of age, those age 65 to 74 were the only group where less than half (47%) would plan to die at home if given adequate support.

### Given adequate support, would you plan to die at home?

	55-64 %	65-74 %	75-84 %	85 AND OLDER %
Yes	69	47	62	65

## Coping with Death

Respondents were asked if they were concerned about how their loved ones would cope if they died before them. Of the 577 respondents, the majority (63%) said they were not concerned. Those who expressed concern were then asked what they thought their loved ones' concerns would be. Respondents were most concerned about their loved ones' emotional support (66%), followed by concerns with funeral arrangements (46%), legal concerns (41%) and financial assistance (e.g. dealing with pension plans, mortgage payments).

Respondents were then asked if they were concerned about how they themselves would cope if they lost someone they depend on. In this case, more respondents expressed concern – 51% said they had concerns about how they would cope. Of 293 respondents who had concerns, the most common were emotional support (71%), funeral arrangements (40%), financial assistance (40%), and transportation (29%).

In terms of both questions, level of concern and types of concern vary by gender. All respondents had concerns about emotional support and funeral arrangements for both their



loved ones and themselves, but men were more concerned with how they would cope with cooking and housekeeping and housing arrangements while women were more concerned with how they would cope with financial assistance and transportation. Men thought that their loved ones would have concerns with financial assistance and legal matters while women said that their loved ones would have concerns with legal matters and cooking and housekeeping.

	<b>MALE RESPONDENTS</b>	<b>FEMALE RESPONDENTS</b>
Are you concerned about how your loved ones would cope if you died before them?	Yes = 46%	Yes = 34%
Concerns you think your loved ones would have	Emotional support Funeral arrangements Financial Assistance Legal	Emotional support Funeral arrangements Legal Cooking and Housekeeping
Are you concerned about how you would cope with the loss of someone you depend on?	Yes = 53%	Yes = 49%
Your concerns	Emotional support Cooking and Housekeeping Funeral arrangements Housing Arrangements	Emotional support Financial Assistance Funeral Arrangements Transportation



## LEGAL SERVICES

Respondents were asked if they had used legal services in the past five years. Of 610 respondents, fewer than half (41%) said they had. Of 268 respondents who said they had required legal services, 70% had used lawyers and 46% used notaries public. Six percent had used legal aid.

### Representation

Respondents were asked if they had prepared legal documentation regarding their health and/or financial care in case they were unable to speak for themselves. Of 609 respondents, 349 (57%) said they had. Of 359 respondents who indicated what types of arrangements they made, the most common arrangement by far was power of attorney (79%).

TYPE OF ARRANGEMENT (CHECK ALL THAT APPLY)	NO. OF RESPONDENTS	PERCENT
Power of Attorney	281	79
Enduring Power of Attorney	97	27
Representation Agreement	41	12
Representation Agreement Registered with Nidus eRegistry	15	4
Living will	138	39
Advance Directives	38	11
Other	20	6

No. of Respondents = 359

### Wills

Of 633 respondents, 542 (86%) said they had a will. As age increases, the proportion of respondents having a will increases.

#### Do you have a will?

	55 TO 64	65 TO 74	75 TO 84	85 AND OLDER
Yes	75%	84%	93%	96%

### Elder Abuse

Respondents were asked if they had asked for help if they or an older adult they knew had experienced physical, sexual or financial abuse. Of 544 respondents, the majority (62%) said the question did not apply. Thirty-three percent said they had not asked for help and only 23 respondents (4%) said they had. Those who had asked for help were asked who they contacted. The most common contacts were police (11 respondents), a friend or neighbour (9 respondents) and Fraser Health (6 respondents).



## SATISFACTION WITH CIRCUMSTANCES

As a last question, respondents were asked to take into consideration all aspects of their lives that were covered in the questionnaire and indicate how satisfied they were with their circumstances. In general respondents were quite positive. Of 638 respondents, 382 (60%) said they were very satisfied and 227 (36%) said they were somewhat satisfied. Only 29 respondents (5%) said they were somewhat or very dissatisfied with their circumstances.

Sixty-one percent of women were very satisfied with their circumstances compared to 55% of men.

In terms of income, 82% of those with household incomes of \$60,000 or more were very satisfied with their circumstances compared to 50% of those with household incomes of less than \$25,000.

HOUSEHOLD INCOME	NO. OF RESPONDENTS	VERY SATISFIED %	SOMEWHAT SATISFIED %	SOMEWHAT OR VERY DISSATISFIED %
< \$25,000	218	50	44	6
\$25,000 - \$59,999	248	61	35	4
\$60,000 or more	107	82	17	1

Those age 75 to 84 had the highest percentage (67%) who were very satisfied with their circumstances while those 85 and older had the highest percentage (6%) who were somewhat or very dissatisfied with their circumstances.

	NO. OF RESPONDENTS	VERY SATISFIED %	SOMEWHAT SATISFIED %	SOMEWHAT OR VERY DISSATISFIED %
55 to 64	141	58	38	4
65 to 74	232	57	38	5
75 to 84	179	67	31	2
85 and older	72	60	33	6



## CONCLUSION AND PRELIMINARY RECOMMENDATIONS

The survey results show a predominantly active and healthy group of Burnaby residents age 55 and older. Many survey respondents are managing well with their current housing and activities of daily living. The majority of respondents are actively engaged in community life and are making important contributions to society.

The difficulties expressed by respondents will become more prevalent as our population ages. To ensure that Burnaby is as age-friendly as possible, future planning efforts should consider including initiatives to:

- raise awareness of shelter assistance programs and other housing assistance options for seniors who rent their homes;
- expand the range of rental and purchased affordable housing for seniors and explore housing options that will allow seniors to remain physically and financially independent;
- ensure housing is or can be adapted to meet the changing needs of seniors;
- ensure the built environment and transit system are accessible for people who use mobility aids;
- address the support service needs of seniors, particularly those involving home maintenance and repairs; and
- promote and support the active engagement of seniors in community life.



# APPENDIX A

## Respondents' Comments about the Questionnaire

- An excellent survey. I suggest more detail on transportation (public, bicycle) and euthanasia.
- Thanks to everyone
- Excellent job! Very comprehensive.
- Great idea to see needs but also for us to focus our actions and planning. Great way to educate ourselves for planning.
- I think we would have had a better response to this survey had there been more advertising. Only one or two of the many fellow seniors I spoke to were aware that a survey was being conducted. Both my wife and I feel it is an excellent idea to have this survey.
- An excellent survey – when and where will we find out the results?
- A shorter survey would be better. Short rather than long questions would be easier to answer. Using arrows to indicate which question to go to next is excellent. The first question should be "Are you completing this survey by yourself or with the assistance of someone else?" because it took me almost 1 ¼ hours to complete the survey and I am fluent in English. Thank you for your attention to the needs of the seniors in Burnaby. I wish the province as a whole would follow your example.
- This is a very useful survey, particularly for those in need of care
- I'm not sure what you get out of my answers as in a lot of cases haven't needed anything yet, but I will someday.
- Too many personal questions.
- Some of the questions do not apply to everyone even if it says "everyone answers." Questions should be more carefully planned.
- Thank you for giving me this opportunity to respond to your questionnaire. I hope it will help other seniors in the future. I realize how fortunate I am, even though I must make plans for my own future.
- Some questions are not necessary.
- Thank you for this survey. You put a lot of energy into this to make my/a senior's life easier, you've covered all areas of needs.
- Appreciate this opportunity. I have divulged more accurate information here than on any other survey and I recognize the significance of this effort in my own community. Thank you very much.



- Survey seems to cover every aspect of one's life.
- I have thought much more about my future and what I'd do under certain circumstances, e.g. loss of spouse. It's been quite an education. A very comprehensive, well-thought out survey.
- Very happy in my home now, but who knows what the future will bring? But a good survey as to what the future will look like.
- I enjoyed doing this survey.
- Hope everyone has been as truthful as we have been!!! Including any government personnel.
- I look forward to seeing the results.
- Some questions not answered, especially the financial ones. That should never be asked of anyone. It's personal.
- A well thought out survey.
- Felt I wasn't senior enough for many of the questions.
- A valuable document and a great idea. Good luck with your survey.
- Very helpful.
- Your estimate of 45 minutes is a little conservative. Just adding up utility bills takes longer than that! It took me 2 ½ hours but then I'm not as quick as I used to be. This survey is a good thing though. It has made me think about some of the options. Thanks.
- I found the questionnaire educational re: types of housing and legal documents to consider. Hopefully, with information from this questionnaire my concerns as noted will be met.
- Survey seemed to be geared towards lower income seniors – those with moderate incomes also need housing and medical and recreation choices in their own community.
- Most thought-provoking survey. Will be most disappointed if there is not resulting report and ACTION!
- A good idea.
- Thank you and hopefully this survey would be practical in planning services for Burnaby.
- Good survey.
- Appreciate Burnaby's care and concern for seniors, but as a resident of [supportive living facility], very little of this survey is applicable.
- Thank you for the depth of the questions asked. This survey has been an eye-opener to me – to make arrangements for future care,
- This questionnaire has made me more aware of my present and future circumstances. I also realize that my sister should not live alone and may need a great deal of help in the next few years.
- I have answered to my ability at the present.



- I don't think my answers will help you much. I am one of the lucky seniors with no problems. When I get old I may have some different answers for you. Keep smiling.
- Seems a lot of questions which I can't answer.
- It was a very important thing to have put out to the seniors.
- No comment. So far so good.
- The survey aims to study the facilities and services available to seniors to make them comfortable. Being here in Canada on a temporary resident visa to be with my family, I see the efforts taken to make the seniors' lives independent and to add quality to their day to day life. This is great. The seniors in their late life are made to feel wanted and cared for and not neglected.
- I was told this survey would be anonymous. I had to sign for it, with a number beside my name. The survey has a number on front. Very misleading.
- I found good advice in the questions. Maybe helps me to fill in the blanks in my life.
- Interesting survey. Could be tailored to condo/suite owners more than it is.
- I hope that you've asked the right questions, that the answers will assist you in your efforts to provide for the needs of seniors.
- Some questions were repeated. Why?
- Very interesting -- not seen before. I learnt a lot of things. Many thanks.
- Too long, too much work, too probing, too nosy, too snoopy. NOYB (none of your business).
- Thought-provoking. Where will we see the results of this project? Thank you.
- Thanks for your cooperation. May God help you all to keep it up. Thanks a million.
- Thanks for making this survey for Burnaby citizens available to Burnaby seniors. I hope some of my remarks are useful.
- Thanks for putting this together. I trust the final tally will give a useful, comprehensive view of our group needs
- I hope you succeed with responses to your questionnaire. Very in-depth survey which provides me with many ideas and hopefully this input is beneficial to our seniors' needs
- Hope I am not too late in submitting this information. Certainly given me food for thought.
- This survey really made me think about a lot of things. Someone or some committee did a really fine job of putting it together!
- I feel this is a good survey but that it may not be widely enough distributed among younger seniors (c. 55 – 65) who are just starting to consider the issues asked about but are still living alone and not involved in places where the survey is handed out, rather than having to get it. How about delivering it to homes where seniors live, based on census data?



- What a thorough survey!! Congratulations to the author. I hope some good comes from it AND SOON i.e. more assisted living (subsidized) accommodation for seniors.
- What is the real reason for this survey? Is it for the benefit of those who would benefit financially with the use of this information collectively, aka business statistics?
- I would have preferred to complete this survey on-line. It could save a lot of paper plus related costs. The on-line portion of the survey could be in addition to the paper survey for those of us using computers.
- Much of this survey doesn't apply to me because I'm healthy and able-bodied and my spouse is considerably younger than I. I hope my answers don't mess up your stats.
- I found this questionnaire far too long and asked too many personal questions. I also don't feel it is totally confidential as there is a number on the envelope and my name was requested when given the envelope. I felt really important issues weren't covered such as our health care system which is rapidly going on a downward spiral, closing down of care facilities and letting go of care aides, etc. Also the removal of certain benefits by the government. Is anything going to be there when I need it?



# APPENDIX B

## Support Services in Burnaby

The Burnaby Senior Citizens' Telephone Book contains information about programs, benefits, agencies and services that are available to seniors who live in the Burnaby area. It provides information about many of the organizations listed in this appendix and it is available from Citizens Support Services (604-294-7980).

### COMMUNITY SUPPORT SERVICES

#### Adult Day Care

Fellburn Care Centre	604-412-6510	<a href="http://www.fraserhealth.ca">www.fraserhealth.ca</a>
New Vista Day Program	604-521-7764	<a href="http://www.newvista.bc.ca">www.newvista.bc.ca</a>

#### Alzheimer's Community Services

Alzheimer's Society of BC	604-681-6530	<a href="http://www.alzheimerbc.org">www.alzheimerbc.org</a>
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#### Education and Recreation

Community Centred College for the Retired	604-517-8732	<a href="http://www.cccrburnaby.org">www.cccrburnaby.org</a>
Burnaby School District Adult and Continuing Education	604-664-8888	<a href="http://www.burnabyce.com">www.burnabyce.com</a>
Simon Fraser University Continuing Studies	604-291-5212	<a href="mailto:www.senior@sfu.ca">www.senior@sfu.ca</a>
Parks, Recreation and Cultural Services, City of Burnaby		<a href="http://www.burnaby.ca">www.burnaby.ca</a>
-Shadbolt Centre for Arts	604-291-6864	
-Burnaby Art Gallery	604-205-7332	
-Bonsor Seniors Centre	604-439-5510	
-Cameron Seniors Centre	604-421-5225	
-Confederation Seniors Centre	604-294-1936	
-Eastburn Community Centre	604-525-5361	
-Edmonds Community Centre	604-525-1671	
-Willingdon Heights Community Centre	604-299-1446	

#### Elder Abuse

BC Coalition to Eliminate Abuse of Seniors	604 437-1940	<a href="http://www.bcceas.ca">www.bcceas.ca</a>
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#### Emergency Response

Fraser North Life Line of Fraser Health	604-517-8617	<a href="http://www.fraserhealth.ca">www.fraserhealth.ca</a>
Medic Alert Canada	1-880-668-1507	<a href="http://www.medicalert.ca">www.medicalert.ca</a>

#### Handyman/Home Repair and Maintenance

Senior Citizens' Repair Service	604-291-1133	
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### Home Adaptations

Residential Rehabilitation Assistance Program (RRAP)	604-731-5733	www.cmhc-schl.gc.ca
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### Home Delivery Services

Citizens Support Services Shop by Phone Grocery Program	604-294-7980	www.burnaby.ca
Burnaby Home Library Service –see Library Service		
Dairyland Home Service	1-800-667-1228	www.morethanmilk.ca

### Homemaker Service

Fraser Health Home Support	604-918-7447	www.fraserhealth.ca
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### Information and Referral

Burnaby Community Connections	604-299-5778	www.burnabycommunityconnections.com
Burnaby Senior Citizens Telephone Book (Citizen Support Services)	604-294-7980	www.volunteers@burnaby.ca

### Library Service

Burnaby Public Library Home Library Service	604-436-5423	www.bpl.bc.ca
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### Meal Delivery

Burnaby Meals on Wheels	604-299-5778 ext. 23	www.mealsonwheels burnaby.com
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### Representation

Representation Agreement Resource Centre	604-408-7414	
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### Seniors Counselling

Burnaby Seniors Outreach Services Society	604-291-2258	www.bsoss.org
Family Services of Greater Vancouver	604-525-9144	www.fsgv.ca

### Seniors Service Organizations and Advocacy Groups

BC Old Age Pensioners Organization	1-250-546-1939	llesieg1@telus.net
Council of Senior Citizens (COSCO)	604-594-5023	www.coscobc.ca
Network of Burnaby Seniors (NOBS)	604-294-5834	nobsseniors@shaw.ca

### Technical Aids/Equipment Loan

Canadian Red Cross Society	604-522-7092	www.redcross.ca
South Vancouver Seniors' Network and Equipment Registry	604-324-3670	www.vcn.bc.ca/svsn/er.html

### Telephone Outreach

Burnaby Citizens Support Services "Phone Buddy" program	604-294-7980	www.burnaby.ca
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### Transportation

Bus Passes	604-682-0391	www.translink.bc.ca/Transportation_Services
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HandyDART Service	604-524-3655	www.gvcss.bc.ca/handydart_simonfraser.cfm
Taxi Saver and HandyCard Program	604-453-4634	www.translink.bc.ca/Transportation_Services

#### **Volunteer Driver Service**

Burnaby Community Connections	604-299-5778	www.burnabycommunityconnections.com
Citizen Support Services Volunteer Drivers	604-294-7980	www.burnaby.ca

#### **Wheels to Meal**

Citizens Support Services "Lunch Bunch"	604-294-7980	www.burnaby.ca
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#### **Visiting Service**

Citizens Support Services Volunteer Visitor Program	604-294-7980	www.burnaby.ca
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#### **Widow Support**

Burnaby Seniors Outreach Services Society	604-291-2258	www.bsoss.org
Widowed Spouses Allowance (Federal Program)	1-800-277-9914	www.servicecanada.gc.ca

### **HEALTH CARE SERVICES**

#### **Dietetics or Nutrition**

Dial-a-Dietician	604-732-9191	www.dialadietician.org
Burnaby Hospital Healthy Heart Program	604-412-6440	www.fraserhealth.ca

#### **Health Promotion and Fitness**

BC NurseLine	604-215-4700	www.bchealthguide.org
Burnaby Parks and Recreation "Leisure Guide"		www.burnaby.ca
Bonsor Seniors Centre Health Alert	604-439-1456	
Bonsor Swimming Program	604-439-1860	
Burnaby Fall Prevention Society	604-525-5298	www.fraserhealth.ca
Burnaby Hospital Healthy Heart Program	604-412-6440	www.fraserhealth.ca
CG Brown Memorial Pool	604-299-9374	
Cameron Seniors Centre Health Focus	604-415-3555	
Confederation Centre Health Drop-in	604-294-1936	
Edmonds Senior Centre Health Watch	604-525-1671	
Eileen Dailly Pool	604-298-7946	
Seniors Well-Aware Program	604-524-8994	www.swapbc.ca
YMCA Healthy Heart Program	604-521-5801	www.vanymca.org

#### **Home Health Care** (Case Management, Home Care Nurses, Physio and Occupational Therapy, Long Term Care)

Fraser Health	604-918-7447	www.fraserhealth.ca
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# APPENDIX C

## Seniors Housing in Burnaby

The following information is derived from the Seniors Housing Directory prepared by the Seniors Housing Information Program. The directory is available online at [www.seniorshousing.bc.ca](http://www.seniorshousing.bc.ca).

### Non-Profit Seniors Housing

	ADDRESS	UNIT TYPE					TOTAL UNITS
		STUDIO APT	1BDRM APT	2BDRM APT	WHEEL-CHAIR UNIT	TOWN-HOUSE	
Gustav Vasa Place	7250 Halifax St.		80		2		82
Hastings Village	485 MacDonald Ave.		4	28		11	43
Salishan	9219 Salish Court	144	43		2		189
Stratford Gardens	6005-6059 Pandora St.	103	24				127
Swedish Canadian Manor	1800 Duthie Ave.	42	21				63
Carl Mortensen Manor	4035 Norland Ave.		49				49
Chelsea Terrace Bldg A	5895 Kincaid St.	65	8		4		77
Chelsea Terrace Bldg B	5897 Kincaid St.	62					62
Chelsea Terrace Bldg C	5899 Kincaid St.	64					64
Concordia Court	5550 Beresford St.		42			58	100
Dania Lodge	4215 Norland Ave.		12				12
Douglas Drummond Manor	6077 Kingsway	27	77	5			109
Douglas Manor	7530 Rosewood St.		48		3		51
Ernie Winch Tower	7216 Mary Ave.	146	28				174
Fair Haven United Church Homes	4351 Rumble St.		55		55		110
Grace McInnis Place	7531 Rosewood St.		23		1		24
Hall Towers	7272 & 7264 Kingsway	220	111		12		343
J.S. Woodworth Court	8277 11th Ave.		4	36			40
Kingsway Court	5560 Inman Ave.	107	10				117
Margaret Bacchus Manor	7122 Mary Ave.		39				39
New Sakura-So	6677 Southoaks Cres.		32		2		34
New Vista Place	7210 Mary Ave.	146	28				174
<b>Total</b>							<b>2083</b>



### Assisted Living\* and Supportive Housing\*\*

ASSISTED LIVING - PUBLIC	ADDRESS	STUDIO	1 BDRM	2 BDRM	TOTAL	COST
Seton Villa	3755 McGill St.	28			28	70% of net income
Courtyard Terrace	3730 Burke St.		40		40	70% of net income
Dania Manor	4155 Norland Ave.	42			42	70% of net income
Nikkei Home	6680 Southoaks Cres.	3	56		59	70% of net income
ASSISTED LIVING - PRIVATE	ADDRESS	STUDIO	1 BDRM	2 BDRM	TOTAL	COST
Seton Villa	3755 McGill St.		48		48	\$1309-1910/mo.
Courtyard Terrace	3730 Burke St.		7		7	\$2800-\$3400/mo.
Dania Manor	4155 Norland Ave.		8		8	\$1800-2600/mo.
SUPPORTIVE HOUSING	ADDRESS	STUDIO	1 BDRM	2 BDRM	TOTAL	COST
Abbeyfield St. Margaret	1010 Sperling Ave.	20			20	\$1400/mo.
Amica at Rideau Manor	1850 Rosser Ave.	16	124		140	\$1695-2395/mo.
Seton Villa	3755 McGill St.	105	36		141	\$1182-1721/mo.
Canada Way Lodge	7197 Canada Way	52	80	1	133	\$1580-2665/mo.
The Mulberry	7155 Kingsway	26	93	26	145	\$1790-3390/mo.

\*Assisted Living is housing with a range of support services, including assistance with personal activities such as grooming, bathing or taking medications. Assisted Living also provides meals, housekeeping services, laundry services, social and recreational opportunities and 24 hour emergency response systems. All Assisted Living buildings are required to register with the Assisted Living Registrar.

### Assisted Living - Private

For privately funded Assisted Living you may apply directly to the facility. The cost ranges from \$1,400 - \$6,000 a month. Some private Assisted Living residences may have subsidized units available. To access subsidized units your local health Unit must refer you.

**Publicly funded Assisted Living** may fall under the Independent Living BC program. For more information on this program contact BC Housing or contact Fraser Health. To access this housing your local health unit must refer you. For an assessment contact the health unit in your community. The cost for most public Assisted Living is 70% of monthly income. Some Assisted Living residences may be private with some subsidized units available.



**\*\*Supportive Housing** is housing with a combination of onsite support services including at a minimum: a private living space with a lockable door; monitoring and emergency response; at least one meal a day; housekeeping, laundry and recreational opportunities. Nursing and other health related services are delivered by the local health authority or privately as they would be to other individuals living independently in the community, not through the facility itself. Supportive housing is usually not subsidized. Options include studios, one bedroom and two bedroom suites, usually with kitchenettes. Meals are provided in a main dining room. Other services such as laundry and maid service are included or may be purchased. They often have a built in security system and may provide social/recreational activities for residents. If eligible, a SAFER subsidy (call 604-433-2218) may be applied to the room portion of the monthly rent.

### Residential Care

RESIDENTIAL CARE - PUBLIC	ADDRESS	PROVIDER	COST	TOTAL BEDS
Fellburn Care Centre	6050 Hastings St.	Fraser Health	Income based	109
Canada Way Care Centre	7195 Canada Way	Age Care	Income based	55
Carlton Gardens	4125 Canada Way	CPAC Ltd	Income based	73
Dania Home	4279 Norland Ave.	Dania Society	Income based	73
Fair Haven United Church Homes	7557 Sussex Ave.	Fair Haven United Church Homes	Income based	125
Finnish Manor	3460 Kalyk Ave.	Finnish Canadian Rest Home Assoc.	Income based	60
George Derby Centre	7550 Cumberland St.	Fraser Health	Income based	300
New Vista Care Home	7550 Rosewood St.	New Vista Society	Income based	236
Normanna Rest Home	7979 12th Ave.	Fraser Health	Income based	100
St. Michael's Centre	7451 Sussex Ave.	Fraser Health	Income based	168
Willingdon Park	4435 Grange St.	Fraser Health	Income based	95
Total Public Beds				1394
Residential Care - Private				
<b>Canada Way Care Centre</b>	<b>7195 Canada Way</b>	<b>Age Care</b>	<b>\$3800/mo.</b>	<b>51</b>
<b>Carlton Gardens</b>	<b>4125 Canada Way</b>	<b>CPAC Ltd</b>	<b>\$125-150/day</b>	<b>76</b>
Total Private Beds				127



# APPENDIX D

## Housing Arrangements and Choices – Terms Used in Questionnaire

**Homesharing** is an arrangement where two or more unrelated people live together in a dwelling. Each person has a private space while sharing common areas such as a bathroom, kitchen, living and dining room. In most cases, one person owns the home and the other pays rent or provides some services to the homeowner such as cooking, housekeeping or yard maintenance in exchange for free or reduced rent.

**Reverse Mortgage** - Under a reverse mortgage plan, a senior homeowner would take out a mortgage on the home. The plan guarantees the homeowner a monthly income for a fixed period of time (usually 10 to 15 years) or, in some plans, for life. The mortgage and interest don't have to be repaid until the term expires, the owner dies or the home is sold. A reverse mortgage is a rising debt loan because the interest is added to the original loan and the debt grows larger. The homeowner (or estate) pays interest on the accumulating interest (i.e. compound interest).

**Sale-leaseback/Lifehold Estate** - Another option is to sell some of the equity in the home while retaining occupancy rights. There are two basic ways of doing this. Owners can sell their home to an investor, who immediately leases it back to the seller for life. The seller then becomes a renter in the home. This is called sale-leaseback. The other way of doing it is called a life hold estate. In this case an owner sells the home to an investor but title to the property doesn't transfer until the owner dies.

**Deferring Property Taxes** - Some seniors and persons with disabilities in B.C. are able to defer their property taxes until they die or the property is sold, at which time the taxes plus interest are due.

**Co-operative Housing** – Purchasing shares in co-operative housing is an option. Members of a co-op share in both the ownership and the management of the housing developments they live in. After initially buying shares, they make monthly payments which cover part of the building's mortgage, interest, taxes and operating costs. This gives them the right to occupy a specific dwelling unit. When they leave, their shares are bought back by the co-op.

**Retirement Housing** – As an alternative to staying in your present home, you could purchase or rent a unit in retirement housing. This is a housing development built for seniors, not a nursing home.

**Sheltered Housing** – Sheltered housing is a type of seniors housing that consists of self-contained apartments or small one-storey homes that are clustered in projects of 20 to 50 units. A key feature is that each unit is linked to the project manager by an alarm system.



**Supportive Housing** is housing with a combination of onsite support services including, at a minimum: a private living space; monitoring and emergency response; at least one meal a day; housekeeping, laundry services; and recreational opportunities.

**Assisted Living** is housing with a range of support services, including assistance with personal activities such as grooming, bathing and taking medications. Assisted Living also provides meals, housekeeping services, laundry services, social and recreational opportunities and 24 hour emergency response systems.

**Live-In Housekeeping** - Some people who need help maintaining their home hire a live-in housekeeper.

**Sharing a Housekeeper** - Some people (usually 7 to 10) move into a large house, such as an Abbeyfield House, where they each have their own private room and share one or more meals a day and the services of a housekeeper in a family atmosphere. The house is acquired and operated by a non-profit society but the residents share in the operation of the house.

**Garden suites** are small self-contained houses that are placed on the same lot as the home of close family members. They are designed for seniors who want to live close to their children while maintaining their independence and privacy. Most suites have one bedroom, a living room, a kitchen and a bathroom, as well as storage and laundry facilities. The suites are not intended as permanent additions to the lots. They are usually factory-built and can be quickly erected and easily moved when no longer needed.



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