

**Fort St. John and Area Seniors' Needs Project**  
**Interview Themes Report**

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Prince George  
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## **Availability**

Copies of all reports associated with the Fort St. John and Area Seniors' Needs Study are available in a number of locations. In Fort St. John, copies have been deposited with the City and with the public library. Copies have also been deposited with the District of Taylor and the Peace River Regional District. At the University of Northern British Columbia, copies have been deposited at the Weller Library or can be accessed on the Community Development Institute website:

<http://www.unbc.ca/cdi/research.html>

## **Project Reports**

- Methodology Report
- Population Background and Trends
- Survey Report
- Theme Report

## **Contact Information**

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# Fort St. John and Area Seniors' Needs Project Interview Themes Report

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## 1.0 Project Description

The purpose of the Fort St. John and Area Seniors' Needs Project is to examine housing and support service needs for seniors in the greater Fort St. John area. The work was carried out by a research team from UNBC with the goal of providing local leaders with information relevant to decision-making over community planning and infrastructure investments. The project was carried out in the summer and fall of 2006.

**Table 1.1      Timeline**

<b>May 2006</b>	<ul style="list-style-type: none"> <li>• Project application developed</li> <li>• Funding confirmed</li> <li>• Project Contribution Agreement confirmed</li> <li>• UNBC Research Ethics Board process completed</li> <li>• Local meeting with research team</li> </ul>
<b>June 2005</b>	<ul style="list-style-type: none"> <li>• Review with Community Advisory Group</li> <li>• Initiate review of local population data and preparation of population change report</li> <li>• Organize interviews and focus groups for assessment of seniors' needs</li> <li>• Conduct key informant interviews</li> <li>• Conduct focus groups</li> <li>• Mail out household survey</li> </ul>
<b>July – August 2006</b>	<ul style="list-style-type: none"> <li>• Complete population change report</li> <li>• Analysis of interview and focus group data</li> <li>• Analysis of household survey</li> </ul>
<b>September 2006</b>	<ul style="list-style-type: none"> <li>• Complete interview and focus group analysis</li> <li>• Complete survey analysis</li> </ul>
<b>October – November 2006</b>	<ul style="list-style-type: none"> <li>• Complete draft project reports</li> <li>• Review of draft project reports with Community Advisory Group</li> </ul>
<b>December 2006</b>	<ul style="list-style-type: none"> <li>• Final reports completed and distributed</li> </ul>

## **2.0 Interview Theme Notes**

### **SECTION A: Background Information Questions**

The first set of questions asked you how long people had lived in the area and about the benefits or drawbacks of retiring in the community. In general, the interview respondents were quite young – people who had moved for work opportunities. Those who were likely leaving were doing so for the climate, while those planning to stay were doing so because of family and friendship ties.

When asked about the advantages of retiring in the area, common responses were around the themes of friends and family, familiarity in the community, small town living, and the opportunities of getting out into the rural areas and spaces around them.

When asked about the drawbacks or disadvantages of retiring in the area, interview respondents noted the cost of living, especially groceries, gas, and heating. Housing affordability was also an issue. People talked about how rent was quite high and house prices had increased. People noted that if you owned your own home, you would think that you would be in a good situation, but there was nothing to downsize to. This led to discussions about the need for independent units that were small and affordable. As with other northern communities, climate and distances to retail or health services were also noted.

### **SECTION B: Housing**

This section of the interviews asked about housing, specifically seniors' housing, in the Fort St. John, Taylor, and Charlie Lake area. The unanimous feeling was that the current housing situation does not meet the needs of older residents. People reported worries about room re-allocations in Heritage Manor or in the North Peace Care Centre (Care Home) if people were hospitalized, relocations out of the community, and lack of assistance finding seniors housing. There were suggestions that this created situations where people tried to cope too long on their own or refused to go into the hospital

In terms of existing housing, respondents liked the facilities that were available and there were not many design concerns. Some of the few noted problems included broken elevators and maintenance of kitchen appliances. There was a need identified for units of varying sizes. Rather than design issues, there was a general feeling that there was just not enough housing at any level (independent living, assisted living, and long term care) and there were not enough staff in existing facilities to provide the services required at the different care levels. There were also concerns about the lack of fit between what people needed and what available housing was provided. People were also concerned about those who occupied acute care beds in the hospital were taking up space that could be used for acute care patients in the hospital. There was also concern about seniors being mixed with patients who had Alzheimer's, dementia, MS, and ALS.

Respondents felt that seniors' housing was generally well-located within the community and well located with respect to services like the Seniors' Hall. There was some concern that new shopping areas were too far from seniors' housing. Also, people spoke about how residents loved the rural lifestyle and that new housing should take into consideration the need for outdoor areas, gardens and views of the countryside. Finally, there were a number of comments received about high housing costs for seniors.

When asked about the types of housing needed in the area, people talked a good deal about independent living. In terms of designs, people suggested one level wheelchair friendly units so that people could get together and socialize. Such should also be large enough so that families could visit. This way people could still feel independent, yet feel a part of the community. The cost of construction, and the general housing deficit in the area, led many to suggest that it might be impossible for the private sector to build something affordable for seniors at this time. There was considerable support for the work of the Palliative Care Society, and respondents felt that a hospice house was also much needed. People also wanted to see more respite care beds made available.

There was also support for creating seniors' housing for First Nations and Métis elders in the area. As an interim measure, respondents supported increasing the cultural and language services in existing facilities. In a general sense, respondents also showed great support for seniors housing when it was community funded and operated locally. They felt this was more responsive to local needs and local desires.

Most respondents identified that there was a need for housing with increasing levels of care. Drawing upon examples from other communities, respondents referred to multi-level care facilities where a senior could enter as independent living and then move within the facility to increasing care as needed.

Specific discussion of housing in Taylor focused upon the need to provide more services (home care nursing, home support, meals on wheels) so that people could live longer in their own homes and in their own community. Such could also be combined with transportation services to Fort St. John for higher level medical or service needs. If their community was not large enough for a care home, then people argued that there was space available for independent living type units.

Interviews in Charlie Lake focused upon the role of the Charlie Lake Housing Society and the proposal to create seniors' housing and supports for independent living. The lack of water and sewer services has limited these efforts to date, but the goal of providing independent living support so that people could live longer in their own homes and their own community mirrored that noted in Taylor.

When asked about how to move seniors' housing issues forward, interview respondents noted the key responsibilities of the provincial and federal governments. It was also noted that the municipal government had a role to play in planning for services as well. Most felt that the local voluntary sector was already at its limits and could not be expected to

build or maintain such units. There was, however, a role for the voluntary sector / service groups to raise money for the facilities. There were also suggestions that the church could be more involved with caring for seniors on both a one-on-one and community basis through many of their current operations and activities.

## **SECTION C: Health Care**

In general, there was concern about the way the health care system was responding to the needs of seniors in the Fort St. John, Taylor, and Charlie Lake area. In particular, respondents were worried about the 911 dispatch system working out of places like Kamloops where people may not be familiar with local rural roads and routes.

There was understanding that health services needed to be divided between Dawson Creek and Fort St. John and that for the most part, people didn't seem to mind having to travel to one or the other for special treatments. This was felt to be much better than traveling out of the region to Prince George, Vancouver, or Edmonton. Residents were generally happy with the medical staff and specialists. They were also very happy with the local pharmacies who went out of their way to help people. There were also suggestions that many seniors did not know about all of the available services and that more should be done to publicize them.

Perhaps the most overarching theme in the health discussions was that people wanted a central place where they could go for information; and that the information be accurate and coordinated. In terms of specific information, people really wanted somewhere they could go to find out how to get their relatives into the housing / health care system. They wanted to know what is provided at each of the levels and how you go about accessing these options. They wanted information that was senior-friendly (large print) and also in one place where people could go and find out about all of the programs. People wanted a human presence they could speak with to find out about all of their options.

Other health care needs included more doctors and nurses, as well as specialists like gerontologists. Respondents were appreciative of the specialists who did come up to the area, but requests were made for more frequent visits and a broader range of specialists. People also identified home support workers, home care nurse, and HandyDART as being critical health care needs.

Out-of-town medical travel was also an issue. This included the costs of travel, accommodation for spouse/family, finding accommodations that are close to the hospital, etc.. Respondents were appreciative of the support that was available from The Darren Almond Fund, the Salvation Army, the Elks, and the Legion.

## **SECTION D - 1: Social / Support Services**

Respondents were very supportive of the current seniors' services in the area. The efforts of the people delivering those services were recognized as the key to their quality and availability. Respondents noted how the presence of the services gave seniors more mobility, independence, and kept them involved in the community. Concern was expressed about home care cutbacks, and there were some comments about changes to the food used by the Meals on Wheels service. More volunteers were needed for Meals on Wheels so that services could be expanded to Taylor or Charlie Lake, and there was some more general concern about the highly-paid resource sector workforce drawing workers away from social services in general. People were also concerned about the outsourcing of food, laundry, and other services because of the loss of local jobs and the increased quality that could be achieved if the production was done locally.

Following the earlier theme of organizing information so that people could make better informed decisions, respondents suggested a regular section in the Alaska Highway News and Taylor Times newsletter would help to publicize available seniors' services and activities, as would reinstatement of the local talk radio program with its call-in show that seniors could listen to.

There was some frustration expressed about the provincial help and nurse help phone systems, and with printed materials where the font sizes were too small for seniors to read. Literacy was also a concern. While websites were being favored by governments looking to save money, many felt that seniors weren't savvy with this new technology and preferred to still get their information from a person. In this case, doctor's offices were brought up as a convenient location for information to be disseminated to seniors.

In terms of new / additional services for seniors, interview respondents identified the need for home care nurses, affordable housekeeping services, and/or home maintenance services. Some identified cooking support and shopping assistance, snow shoveling assistance, as well as demands for 'handyman' repair services.

Comments about retail services included concerns about a general lack of variety, a lack of affordable places to buy clothing, that many people go to Grande Prairie to shop, and that many stores were not designed with walkers or wheelchairs in mind. There was strong support for the Fort St. John Pharmacy and Wellness Centre, as well as for the Red Cross Loan. However, people still noted the need for a local medical supply store.

In terms of recreation and leisure, indoor walking programs and similar exercise programs that could operate through the winter months were noted as being needed, as were programs in the daytime, since older residents may not wish to go out as often at night. This last point was a concern because many of the places that might be used for seniors activities, such as schools, were not available until the evening. There was also strong support for the Library and the Cultural Centre in Fort St. John.

## **SECTION D - 2: Social / Support Service Providers**

The interviewed service producers were asked a number of questions about how their services were delivered. Most groups operated with formal or informal local partnerships. Some groups were associated with the Northern Health Authority and identified regional partnerships. Some groups had a core of volunteers, while others seemed to be having trouble attracting volunteers which was limiting the effectiveness of service provision. The hectic work schedules being generated by the current economic boom was worsening the common challenge of volunteer burnout. Several groups noted that once all the paperwork was completed, little time remained for actually doing the work or the volunteering.

Among the challenges facing these service organizations in delivering local services was a lack of funding in their community. Some saw the increased role of local partnerships in the government's funding programs as a way of reducing the funds they intended to disperse. It was noted that such government control of funding meant that they were indirectly controlling the services that were being provided. People also noted increasing difficulties getting bingo / gaming / raffle licenses to help with local service fundraising. Other challenges included the difficulty of finding appropriately trained labour (especially in the health sector), and that it was too expensive to bring trainers to the region to develop the current skills of employees / volunteers. Despite these challenges, many of the service providers felt that the communities really did care about their seniors, and that there were many people who volunteered and that the business community is willing to help out.

## **SECTION E: Transportation**

When asked if the current types of transportation options in the Fort St. John, Taylor, and Charlie Lake area met the needs of seniors, there was support in the interviews for the HandyDART system. Interviewees also noted that the service needed to be better publicized, needed to provide information on how people could use it, and that the hours of operation, days of operation, and areas they serviced needed to be expanded.

With respect to regular transit, most of the interviewees commented that the conventional system was never used at its capacity. The bus system catered to the needs of students trying to get to campus and back, but was not designed for assisting older residents with getting to church or to social activities in the evening (dinner, movie, etc...). There were also calls for Sunday operations, and routes connecting with Taylor and Charlie Lake. It was also noted that the current busses had a large step at the door, and that this was difficult for seniors. Low-floor buses would help alleviate this barrier. Taxis could also play a greater role, however the fleet would need to be upgraded with wheelchair accessible vehicles.

As a result, seniors either had to drive or depend upon family/friends for travel within the community.

In the case where seniors needed to travel out of town for health or other services, people noted the challenges with fragmented services (some in Dawson Creek and some in Fort St. John). The new NHA bus service was brought up frequently, but there were concerns about seating design and comfort for people who were sick or undergoing medical treatments. It was suggested that increased travel subsidies would be beneficial, and that the mode of transportation should be suited to the situation or need of the patient (i.e. if bus would work okay, but if bus would not be appropriate then the NHA should fly them). There were also concerns about costs and logistics when patients wanted family to come with them. As well, it was noted that when someone was air-transported out, no return transportation was arranged.

With respect to sidewalks, in Fort St. John there were many concerns about the lack of sidewalks, their maintenance and winter snow/gravel clearance, and difficulty with wheelchair ramps and walkers. The slope of sidewalks was frequently mentioned, especially with regard to slipperiness when they were covered with ice. In Taylor, comments suggested that the available sidewalks were generally well maintained but not especially wheelchair friendly.

In terms of roads and road maintenance, it was noted that there had been great improvements made in the past two years with paving. People were still concerned with general maintenance, potholes, and gravel streets within town limits. In the winter, people were generally happy with the highway snow clearance and with snow clearing on school bus routes. More responsive snow clearance was noted as a need in Fort St. John.

## **SECTION F: Physical Environment**

When asked about any physical barriers that may limit seniors from moving / walking around the community, those interviewed commented upon the role that winter cold and long walking distances play. In terms of winter, people were worried about inconsistencies in how local businesses cleared sidewalks. Distance was a key reason that people highlighted the need to cluster seniors housing and services to enhance accessibility. People did note that the automatic door situation was improving, but that the Post Office and some doctors' offices still needed work. Most of the government buildings and the financial institutions were now easily accessible with ramps, etc.. The new Medical Clinic should have better accessibility. In terms of sidewalks, the need for more, and the need for wheelchair/walker accessibility was often brought up. People also noted the increasing use of elevators as a positive change.

One additional note was raised about crosswalks. In this case, concerns included a lack of lighting, the need for more enforcement to ensure that traffic stops for pedestrians, increased use of flashing warning lights, and longer running crosswalk lights to allow older people enough time to cross the roads.

## **SECTION G: Social Environment**

When asked about key community groups or clubs that were available for seniors, common responses in the interviews were the Seniors' Hall, the BC Seniors Games, the Peace Lutheran Apartments drop-in centre, and some activities put on by the churches.

In terms of the types of recreation or leisure programs available for seniors, interview responses focused upon how most recreation and leisure opportunities were available through the Seniors' Hall (like carpet bowling, floor curling, ping-pong, billiards, cards, bingos, dancing, etc). Interviewees were also positive about seniors' aquafit programs, curling, and golf.

When asked about the types of social / recreational activities or programs that should be provided to help seniors maintain their health and independence, interview responses focused upon the need for exercise/activity rooms in all seniors' housing, and that the Seniors' Hall should be expanded. There was a keen awareness of the need for indoor recreation activities that allowed year-round access – especially indoor walking space. People also wanted to see an expansion of library services, including training programs for seniors for Internet and computers. In terms of social events, there was great support for the annual seniors' Christmas dinner and hope that this would continue.

A recurring challenge involved volunteers. In some cases, services could not be provided due to a lack of volunteers. In others, there were seniors who wanted to donate their time and energy and did not know how to get involved or where the greatest need for their help/expertise was. As a result, there was a loud call for a paid volunteer coordinator who could link different organizations and people. Such a position could help with innovative solutions to these longstanding problems. One area where a volunteer coordinator could have an immediate effect was with coordinating a visiting program in care facilities as well as in people's homes. This could involve other seniors, students, and may even include organizations like the SPCA, with seniors volunteering to walk small dogs. There needed to be a body in the community that could make these linkages and connections and make it easier for people to participate.

In terms of help for older residents with the basic activities of daily living, there was support in the interviews for help with grocery shopping. Stores that offered grocery delivery were praised. There was also support for providing assistance with house cleaning, yard work (including snow clearing), and property maintenance. Initiatives to coordinate a 'house-sitting service' for when people left town, where someone would come and take care of your house, pets, etc. in your absence, was a service that was identified as a need.

## **SECTION H: Quality of Life and Cost of Living**

A number of questions were asked about the factors that contributed to the quality of life of seniors living in the Fort St. John, Taylor, and Charlie Lake area. Respondents felt that family, friends, and social networks were key ingredients. The Seniors' Hall in Fort St. John was brought up as a space where seniors could be involved with and participate in the community. Other places such as the Co-op (formerly), the Salvation Army, and some retail stores and restaurants were also noted as places where seniors could go for a coffee and to socialize. The lack of needed services (including in health care) and the isolation imposed by winter weather were seen as challenges.

Concern was also noted in the interviews about the cost of living for older residents. Some commented that the cost of goods and services in the community are correlated with the wages that people were earning, with the cost reflecting the high incomes earned in the oil and gas industry. Such costs affected seniors who were on limited incomes with pensions. In particular, people commented on the high housing prices for both purchase and rental, as well as the shortage of housing options. For seniors, this affected their ability to change housing as they aged. For homeowners, the high costs of home maintenance and 'handyman' services will affect their ability to maintain their homes. For older renters, again this could have a significant impact of those with limited incomes. People did note the SAFER program (a provincial housing subsidy for seniors) and the benefits it brought to older renters living on low incomes. On a more positive side, many praised the discounts received by seniors in the community with retail and recreation costs.

Other cost of living issues centred on health care and home heating. For health, people noted the cost of leaving the community for health care, while others noted the costs of prescriptions or other health aides. There was support for the Pharmacare program and the assistance it lent to reducing drug costs. Many people commented that the cost of heating had increased in these northern communities. Some were frustrated by the fact that oil was being taken from the ground locally, yet they were paying some of the highest gas prices.

## **SECTION I: Informal and Formal Care Networks**

During the interviews, there was an opportunity to ask the older respondents about informal and formal care networks available to seniors in the Fort St. John, Taylor, and Charlie Lake area. When asked, all of those interviewed had family or friends in the area who could provide a support network when help was needed. When asked about the organizations that were available to provide assistance to seniors who did not have family or friends in the area, a number of such organizations were identified. However, there was concern that people may not be able to access these organizations because their programs were already operating at over capacity. The organizations identified included home care nursing, the Northern Health Unit, some community-based volunteer groups,

adult day care programs, and Meals-On-Wheels. It was noted that cleaning services were available in town, but that they were expensive and not affordable for many seniors.

By way of a final note under this topic, one recurring theme in the interviews centred upon the need to find ways for seniors to stay in their own homes longer. There is considerable support in the health related literature that supports this direction as one that helps seniors live longer, healthier, and happier lives. However, this outcome is only positive if it is supported by a range of available local services. Without home maintenance, seniors may not be in a safe or healthy environment; without transportation or visiting programs, they may become isolated and disconnected from the community; without activities that exercise the mind and body they may grow frail or infirm. Where seniors' housing is provided, it too must be organized in such a way as to encourage seniors to be a part of a community.

## **Appendices**

### **Interview Tables**

**Keyed to section and question numbers**

## Section A: Background Information

**Table A1** How long have you lived in the area?

In years	% of interviewees
0-10 (8)	25.0
11-20 (3)	9.4
21-30 (4)	12.5
31-40 (5)	15.6
41-50 (2)	6.3
51-60 (2)	6.3
61+ (8)	25.0

n=32

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table A2** Are you retired?

In years	% of interviewees
Yes (12)	38.7
No (18)	58.1
Semi-retired (1)	3.2

n=31

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table A3** How long ago did you retire?

In years	% of interviewees
0-5 years (2)	20.0
6-10 years (1)	10.0
11-15 years (2)	20.0
16-20 years (3)	30.0
21-25 years (1)	10.0
26+ (1)	10.0

n=10

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table A4** Are you planning on retiring in the area?

	<i>% of interviewees</i>
Yes (9)	45.0
No (7)	35.0
Not Sure (4)	20.0

n=20

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table A5** If NO, where are you going to retire?

	<i>% of interviewees</i>
Okanagan (2)	33.3
Southern Interior (1)	16.7
Alberta (1)	16.7
Don't Know (2)	33.3

n=6

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table A6** If NO, what are your reasons for retiring elsewhere?

	<i>% of interviewees</i>
Climate (3)	60.0
Family (2)	40.0

n=5

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table A7**      **If you are NOT SURE, why?**

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	<i>% of interviewees</i>
Have made housing investment in Fort St. John (1)	33.3
Potential career change (2)	66.7

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n=3

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table A8**      **In what sector is / was your main employment in your community?**

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	<i>% of interviewees</i>
Health care (10)	27.0
Management (6)	16.2
Agriculture (2)	5.4
Homemaker (2)	5.4
Public administration (2)	5.4
Social sciences (2)	5.4
Social services (2)	5.4
Support services (1)	2.7
Transportation (2)	5.4
Administration and support (1)	2.7
Art, culture and recreation / management (1)	2.7
Forestry / manufacturing (1)	2.7
Real estate (1)	2.7
Religious services (1)	2.7
Sales and services (1)	2.7
Self employed (1)	2.7
Social assistance (1)	2.7

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n=37

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table A9** What do you think are the advantages to retiring in the area?

In years	% of interviewees
Social networks (22)	33.3
Small town living (12)	18.2
Climate (6)	9.1
Environment (5)	7.6
Cost of living (affordable) (4)	6.1
Financial assets are here (4)	6.1
Availability of services (general) (3)	4.5
Established within the community (2)	3.0
Recreation and leisure (2)	3.0
Economic opportunities (1)	1.5
Health care services are good (1)	1.5
Health care facilities are good (1)	1.5
HandyDART (1)	1.5
Regional growth (1)	1.5
Social groups / clubs (1)	1.5

n=66

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table A10** What are the drawbacks or disadvantages to retiring in the area?

	% of interviewees
Climate (10)	16.7
Cost of living too expensive (7)	11.7
Lack of affordable housing (7)	11.7
Lack of health care services (6)	10.0
Distance to health services too long (3)	5.0
Lack of health care specialists (3)	5.0
Lack of services (general) (3)	5.0
Lack of social networks (3)	5.0
Regional growth (3)	5.0
Expense of out-of-town travel (general) (2)	3.3
Expense of health related travel (2)	3.3
Geographic isolation (2)	3.3
Poor road maintenance (2)	3.3
Socioeconomic stresses on the community due to growth (2)	3.3
Environment (1)	1.7
Lack of government investment (1)	1.7
Lack of retail services (1)	1.7
Lack of recreation services (general) (1)	1.7
Need grocery delivery service (1)	1.7

n=60

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

## Section B: Housing

**Table B1 Does the current housing situation meet the needs of seniors?**

	<i>% of interviewees</i>
<b>Availability of Housing (31)</b>	<b>44.9</b>
Lack of seniors' housing (11)	15.9
Lack of assisted living (5)	7.2
Increasing seniors' housing (4)	5.7
Lack of intermediate care (4)	5.7
People sent between communities for care (2)	2.8
Lack of beds (General) (1)	1.4
Lack of beds (Hospital) (1)	1.4
Lack of beds (Respite) (1)	1.4
Lack of long term care (1)	1.4
Lack of seniors' apartments (1)	1.4
<b>Financial Barriers (17)</b>	<b>24.0</b>
Lack of affordable/subsidized housing (5)	7.2
High cost of housing (4)	5.7
Lack of seniors' housing (Taylor) (4)	5.7
Lack of government assistance (2)	2.8
Lack of culturally appropriate housing (1)	1.4
Lack of long term care (1)	1.4
<b>Waiting Lists for Housing (8)</b>	<b>8.5</b>
Long waiting period for senior's housing (4)	5.7
Wait list (Peace Lutheran Apartments) (2)	2.8
<b>Operations (3)</b>	<b>4.3</b>
Poor maintenance (2)	2.8
Restructuring of senior's housing (1) <sup>1</sup>	1.4
<b>Recommendations (3)</b>	<b>4.3</b>
Assisted living accommodation (3)	4.3
<b>Design (2)</b>	<b>2.8</b>
Poor design features (2)	2.8
<b>Location (1)</b>	<b>1.4</b>
Poor location (1)	1.4
<b>Other (4)</b>	<b>5.7</b>
Demographic changes (aging population concerns) (4) <sup>2 3</sup>	5.7

n=69

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

<sup>1</sup> "Heritage Manor is not functioning at a "true" assisted living level"

<sup>2</sup> There will be an increasing demand for seniors' housing because there are more people retiring and seniors are moving back

<sup>3</sup> Barriers to new development (labour/contractor shortage)

**Table B2**      **If you require seniors' housing, are you on a waiting list?**

	<i>% of interviewees</i>
Yes (3)	10.3
Not applicable (26)	89.7

n=29

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B3**      **If you require seniors' housing, which facility are you waiting for?**

	<i>% of interviewees</i>
Peace Lutheran Apartments (2)	6.8
North Peace Care Home (1)	3.5
Not applicable (26)	89.7

n=29

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B4**      **If you require seniors' housing, how long have you been waiting?**

	<i>% of interviewees</i>
Names on waitlist but not ready to move in yet (2)	6.9
Four years (1)	3.4
Not applicable (26)	89.7

n=29

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B5**      **If you require seniors' housing, what level of care will you need?**

	<i>% of interviewees</i>
Independent care (2)	6.9
None (1)	3.4
Not applicable (26)	89.7

n=29

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B6**      **If you are already in seniors' housing, what level of care is provided?**

	<i>% of interviewees</i>
Care assistance (2)	42.8
Cleaning services (2)	42.8
Assisted living only (1)	14.2
Meal provision (one per day) (1)	14.2
Nursing care (1)	14.2

n=7

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B7 Do you think the design, location and availability of housing is supportive of seniors' independence? - Design**

	<i>% of interviewees</i>
<b>Negative (42)</b>	<b>65.6</b>
Buildings are old (Peace Lutheran Apartments) (8)	12.5
Poor design (general) (7)	10.9
Not wheelchair accessible (Peace Lutheran Apartments) (5)	7.8
Stairs/Multiple level construction (5)	7.8
Need maintenance (4)	6.2
Lack of supports, rails, or lift systems (Heritage Manor) (2)	3.1
Suites are too big (Heritage Manor) (2)	3.1
Suites are too small (Sunset) (2)	3.1
Building too small (Heritage Manor) (1)	1.5
Multi-level care within one building (Peace Lutheran Apartments, North Peace Care Home) (1)	1.5
Lack automatic doors (1)	1.5
Lack elevators (1)	1.5
Lack of green space (1)	1.5
Lack of suite-style living (1)	1.5
Not enough windows (Peace Lutheran Apartments) (1)	1.5
Poorly designed curbs (1)	1.5
Poor water pressure (1)	1.5
<b>Positive (20)</b>	<b>31.3</b>
Well designed (general) (7)	10.9
Elevators/lifts (Heritage Manor, Peace Lutheran Apartments) (3)	4.7
Wheelchair equipped (3)	4.7
New facilities (Heritage Manor) (2)	3.1
Central meeting area/common room (Heritage Manor) (1)	1.5
Green space (1)	1.5
Independent cooking area (Heritage Manor) (1)	1.5
Single-level construction (1)	1.5
Suite-style living (1)	1.5

n=64

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B8 Do you think the design, location and availability of housing is supportive of seniors' independence? - Location**

	<i>% of interviewees</i>
<b>Positive (38)</b>	<b>80.8</b>
Close to central facilities (11)	23.4
Location is good (General) (8)	17.0
Close to other seniors' facilities (5)	10.6
Location is good (Heritage Manor) (4)	8.5
Location is good (Peace Lutheran Apartments) (3)	6.3
Close to hospital/health unit (3)	6.3
On a transportation/HandyDART route (2)	4.2
Central location (Taylor) (1)	2.1
Close to activities (volunteer, recreation) (1)	2.1
<b>Negative (8)</b>	<b>17.0</b>
Location is poor (2)	4.2
Location is poor (Heritage Manor, Peace Lutheran Apartments) (1)	2.1
Needs to be closer to central facilities (1)	2.1
Needs to be closer to healthcare facilities (1)	2.1
Safety is a concern (1)	2.1
Seniors' facilities too scattered (1)	2.1
Too far from decentralized shopping facilities (Wal-Mart) (1)	2.1
<b>Recommendations for seniors' housing locations (1)</b>	<b>2.1</b>
Link intermediate care / long term care by an underground system (1)	2.1

n=47

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B9 Do you think the design, location and availability of housing is supportive of seniors' independence? – Availability**

	<i>% of interviewees</i>
<b>Limited Availability (35)</b>	<b>67.3</b>
Lack of seniors' housing (16)	30.7
Lack of Long-Term Care (6)	11.5
Influx of new residents to community creating shortage (3)	5.7
Lack of seniors' housing (Taylor) (3)	5.7
Lack of Assisted Living (2)	3.8
Couples are split up (1)	1.9
Overdependence on hospital (1)	1.9
Require medical assessment (Heritage Manor) (1)	1.9
Residents forced to buy or build homes (Taylor) (1)	1.9
<b>Wait Lists (17)</b>	<b>32.6</b>
Long waiting periods for housing facilities (general) (9)	17.3
Long wait list (Peace Lutheran Apartments) (4)	7.7
Long wait list (Heritage Manor) (2)	3.8
Long wait list (North Peace Care Centre) (1)	1.9
Long wait list (independent units) (1)	1.9

n=52

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B10 Do you think the design, location and availability of housing is supportive of seniors' independence? - Cost**

	<i>% of interviewees</i>
<b>Limited Affordable Housing Options (23)</b>	<b>69.7</b>
Housing costs are high (general) (15)	42.8
Housing costs are high (rent) (3)	8.5
Housing requires early financial planning and savings (2)	5.7
Home ownership eliminates monthly living costs for seniors (1)	2.8
Housing costs are high (Heritage Manor) (1)	2.8
Independent units expensive (1)	2.8
Peace Lutheran Apartments not subsidized (1)	2.8
Subsidized Housing is available for rental only (1)	2.8
<b>Affordable Housing Options (10)</b>	<b>28.5</b>
Satisfied with housing costs (3)	8.5
Subsidized housing costs reasonable (3)	8.5
Subsidized housing costs reasonable (Heritage Manor) (2)	5.7
Subsidized housing costs reasonable (North Peace Care Home) (1)	2.8
Subsidized assisted living is available (1)	2.8

n=35

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B11 Do you think the design, location and availability of housing is supportive of seniors' independence? - Other**

	<i>% of interviewees</i>
Demographic changes (1)	14.2
Difficult for people to leave their homes (1)	14.2
Difficult to know when to apply (general) (1)	14.2
Difficult to know when to apply (Peace Lutheran Apartments) (1)	14.2
Housing not culturally appropriate (1)	14.2
People not housed appropriately (1)	14.2
Social events (1)	14.2
n=7	

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B12 What types of housing do you think is needed for seniors to maintain their independence?**

	<i>% of interviewees</i>
Independent living (general) (8)	13.5
Apartment-style independent living complex (5)	8.4
Gated community (5)	8.4
Need housing with maintenance, housekeeping and meal services (5)	8.4
Garage/parking available (4)	6.8
Housing should be single level or have elevators (4)	6.8
Housing should be wheelchair accessible (4)	6.8
Basement for storage (3)	5.0
Need more housing for independent living (Taylor) (3)	5.0
Need more like the Peace Lutheran Apartments (3)	5.0
Housing should be age-specific (55+) (2)	3.3
Independent living (rentable) (2)	3.3
Need housing with communal activities and meals area (2)	3.3
Need more like Heritage Manor (2)	3.3
Housing should have patio access (2)	3.3
Abbeyfield housing project will provide independent living (1)	1.6
Duplex housing (1)	1.6
Housing should be located near shopping and services (1)	1.6
Housing should have wide bathrooms (1)	1.6
Need facilities with elevators (1)	1.6
n=59	

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B13**      **What types of housing do you think is needed for seniors - assisted living?**

---

	<b>% of interviewees</b>
Need more assisted living housing units (14)	37.8
Need more assisted living services (i.e. in-house meals, maintenance, housekeeping, nursing care) (6)	16.2
Need assisted living (Taylor) (3)	8.1
Expansion of existing assisted living housing units (2)	5.5
Demographic changes due to retirement in the area (1)	2.7
Need assisted living (Charlie Lake) (1)	2.7
Need gated assisted living facility (1)	2.7
Need larger assisted living building (1)	2.7
Need more affordable assisted living housing units (1)	2.7
Need more assisted living that is wheelchair accessible (1)	2.7
Need more like Heritage Manor (1)	2.7
Need more staff (Heritage Manor) (1)	2.7
Need multi-level care facility (1)	2.7
Option should be available to rent or buy assisted living units (1)	2.7
People requiring these services should go to Fort St. John (1)	2.7
Satisfied with current situation (1)	2.7

n=37

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Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B14**      **What types of housing do you think is needed for seniors - intermediate living facilities?**

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	<b>% of interviewees</b>
Need intermediate living housing units/facilities (9)	45.0
Need specialized medical care within intermediate care facilities (4)	20.0
Need multi-level care facility (3)	15.0
Current overdependence on hospital for basic care (1)	5.0
Intermediate care is the same level of care as assisted living (1)	5.0
Need more like Heritage Manor (1)	5.0
Need units where spouses can stay together (1)	5.0

n=20

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Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B15** What types of housing do you think is needed for seniors - long term care facilities?

	<b>% of interviewees</b>
Need more long term care beds (9)	37.5
Need more long term care facilities (7)	29.1
Need more long term care facilities (Taylor) (2)	8.3
People sent out of town for long-term care services (2)	8.3
Beds used by patients from out of town (1)	4.1
People should go to Fort St. John for this (1)	4.1
Planned expansion of current long term care facilities (1)	4.1
Satisfied with current situation (1)	4.1

n=24

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B16** What types of housing do you think is needed for seniors - respite care facilities?

	<b>% of interviewees</b>
Need more beds for respite care (14)	38.8
Satisfied with current situation (5)	13.8
Long wait lists (3)	8.3
Dependence on caregivers or families leads to exhaustion (3)	8.3
Need more staff for respite care (3)	8.3
Need more beds for respite care (Taylor) (3)	8.3
Barriers to accessing respite care exist (1) <sup>4</sup>	2.7
Dependence on families for respite care (1)	2.7
People should go to Fort St. John for this (1)	2.7
Planned expansion of respite care facilities (1)	2.7
Time limit on length of stay in respite care (1)	2.7

n=36

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

<sup>4</sup> Seniors must be assessed to qualify for this service. Seniors cannot book for themselves, services must be requested by family

**Table B17**      **What types of housing do you think is needed for seniors - palliative care facilities?**

	<i>% of interviewees</i>
Need more palliative care beds (13)	56.5
Satisfied with current situation (4)	17.3
Need hospice house (3)	13.0
Need more palliative care staff (2)	8.6
People should go to Fort St. John for this (1)	4.3

n=23

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B18**      **What other types of housing features do you think is needed for seniors?**

	<i>% of interviewees</i>
Need aboriginal housing (2)	40.0
Housing may not be needed due to future demographic and industry changes (2)	40.0
Housing needed for local seniors exclusively (1)	20.0

n=5

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B19**      **What types of housing do you think the regional centre of Fort St. John needs to have to meet the needs of seniors from the region - to maintain their independence?**

	<i>% of interviewees</i>
Need more housing to maintain seniors' independence (2)	25.0
Abbeyfield housing project good (1)	12.5
Gated community (1)	12.5
Ground level duplexes or four-plexes with yards, driveways, common areas (1)	12.5
More of existing facilities and services (1)	12.5
Don't know (2)	25.0

n=8

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B20**      **What types of housing do you think the regional centre of Fort St. John needs to have to meet the needs of seniors from the region - assisted living?**

	<i>% of interviewees</i>
Need more assisted living housing units (6)	54.5
Need more assisted living services (2)	18.2
Competition for workers due to high wage in other industries (1)	9.1
Need more assisted living staff (1)	9.1
Don't know (1)	9.1

n=11

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B21**      **What types of housing do you think the regional centre of Fort St. John needs to have to meet the needs of seniors from the region - intermediate living facilities?**

	<i>% of interviewees</i>
Need intermediate living housing units (3)	60.0
People should go to Fort St. John for this (1)	20.0
Don't know (1)	20.0

n=5

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B22**      **What types of housing do you think the regional centre of Fort St. John needs to have to meet the needs of seniors from the region - long term care facilities?**

	<i>% of interviewees</i>
Need more long term care beds (5)	55.5
Heavy dependence on families and caregivers (1)	11.1
Need more extended care (1)	11.1
Need more long term care facilities (1)	11.1
Need to separate elderly patients from other patients (1)	11.1

n=9

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B23**      **What types of housing do you think the regional centre of Fort St. John needs to have to meet the needs of seniors from the region - respite care facilities?**

	<i>% of interviewees</i>
Need more respite care (4)	40.0
Need more beds for respite care (2)	20.0
Adult day care program needs to expand (1)	10.0
Home-based respite care needed (Taylor) (1)	10.0
Need more respite care staff (1)	10.0
Satisfied with current situation (1)	10.0

n=10

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B24**      **What types of housing do you think the regional centre of Fort St. John needs to have to meet the needs of seniors from the region - palliative care facilities?**

	<i>% of interviewees</i>
Need more palliative care (5)	41.6
Need more palliative care beds (3)	25.0
Need hospice house (2)	16.6
Need more palliative care volunteers (1)	8.3
Satisfied with current situation (1)	8.3

n=12

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B25**      **What other types of housing do you think the regional centre of Fort St. John needs to have to meet the needs of seniors from the region?**

	<i>% of interviewees</i>
Need multi-level care facility (Taylor) (2)	40.0
Need multi-level care facility (1)	20.0
Need multi-level care facility (Cecil Lake) (1)	20.0
People should go to Fort St. John for seniors' housing (Taylor) (1)	20.0

n=5

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table B26 Who should be responsible for building and maintaining seniors' housing?**

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	<i>% of interviewees</i>
<b>Government (87)</b>	<b>65.9</b>
Provincial Government (40)	30.3
Federal government (23)	17.4
Municipal government (Fort St. John) (20)	15.2
Northern Health Authority should be involved (2)	1.5
Federal government (through Canada Mortgage and Housing Corporation) (1)	0.8
Peace River Regional District (1)	0.8
<b>Private funding (24)</b>	<b>18.2</b>
Private companies (15)	11.4
Private funding inappropriate or impractical (7)	5.3
Privately funded strata housing with outside administration (2)	1.5
<b>Voluntary sector (15)</b>	<b>11.4</b>
Churches (8)	6.1
Community or service club housing projects (7)	5.3
Non-profit organizations (1)	0.8
<b>Residents of housing (5)</b>	<b>3.8</b>
Should only contribute if financially able (5)	3.8
<b>Other (1)</b>	<b>0.8</b>
Aboriginal partnership with communities (1)	0.8

n=132

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Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

## Section C: Health Care

**Table C1 In general, how well do you think the health care system responds to the needs of seniors in the Fort St. John, Taylor, and Charlie Lake area?**

	<i>% of interviewees</i>
<b>Quality of Services (22)</b>	<b>36.1</b>
Long wait times at clinic (6)	9.8
Quality of health care received is good (6)	9.8
Long wait times in emergency room (2)	3.3
Quality of health care received is poor (2)	3.3
Concerned that doctors will withdraw services (1)	1.6
Don't use health care services (1)	1.6
Good acute care (1)	1.6
Long wait times (general) (1)	1.6
Long wait times to see specialist (1)	1.6
Satisfied with doctors (1)	1.6
<b>Availability of Services (18)</b>	<b>29.5</b>
Required to travel for health services (9)	14.8
Lack of doctors (4)	6.6
Lack of housing is affecting poor health outcomes (2)	3.3
Lack of specialists (2)	3.3
Lack of services (general) (1)	1.6
<b>Financial Barriers (7)</b>	<b>11.5</b>
Expense of medical travel (2)	3.3
High cost of medications (2)	3.3
Lack of funding (2)	3.3
Need affordable physiotherapy locally (1)	1.6
<b>Infrastructure (5)</b>	<b>8.2</b>
Lack of long term care beds (4)	6.6
Lack of acute care beds (1)	1.6
<b>Human Resources (4)</b>	<b>6.6</b>
Lack of human resources (healthcare staff in general) (3)	4.9
Lack of staff (1)	1.6
<b>Operations (2)</b>	<b>3.3</b>
General health care management unsatisfactory (2) <sup>5</sup>	3.3
<b>Recommendations (2)</b>	<b>3.3</b>
Need educational seminars for seniors (1)	1.6
Need volunteer organization (1)	1.6
<b>Other (1)</b>	<b>1.6</b>
Changing demographics (1)	1.6

n=61

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

<sup>5</sup> The working relationship between the Northern Health Authority and the Peace River Regional District is very unsatisfactory; it is impersonal and distant

**Table C2      What do you think are the most useful health care services now provided to seniors in the Fort St. John, Taylor, and Charlie Lake area?**

	<i>% of interviewees</i>
<b>Support Services (23)</b>	<b>40.4</b>
Assisted living services / programs (15)	26.3
Community health (Meals on Wheels, HandyDART) (7)	12.3
Red Cross cupboard (1)	1.8
<b>General Health Services (15)</b>	<b>26.3</b>
Good doctors (4)	7.0
Health services (general) (4)	7.0
Health care professionals good (general) (2)	3.5
Dietitian (1)	1.8
Foot care clinic (1)	1.8
Palliative care (1)	1.8
Pharmacy services (1)	1.8
Prescription services (subsidized) (1)	1.8
<b>Infrastructure/equipment (10)</b>	<b>17.5</b>
Health services (hospital) (2)	3.5
Health care facilities (2)	3.5
Equipment (2)	3.5
Walk-in clinics (2)	3.5
Chemotherapy in Dawson Creek (1)	1.8
Recreation facilities (1)	1.8
<b>Specialized Health Services (8)</b>	<b>14.0</b>
Visiting specialists (5)	8.8
Diabetic clinic (1)	1.8
Local specialists/specialty services (1)	1.8
Psychiatric ward in Dawson Creek (1)	1.8
<b>Operations (1)</b>	<b>1.8</b>
General health care management in region (1)	1.8

n=57

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table C3      What do you think are the critical health care service needs for seniors in the Fort St. John, Taylor, and Charlie Lake area?**

	<i>% of interviewees</i>
<b>Infrastructure/equipment (19)</b>	<b>27.9</b>
Health care facilities (10)	14.7
More needed equipment (4)	5.9
Lack of appropriate housing for seniors (assisted living) (2)	2.9
Medical Clinic in Taylor (2)	2.9
Need multi-level care housing (1)	1.5
<b>Specialized Health Services (14)</b>	<b>20.6</b>
Specialists (12)	17.6
Obstetrician (1)	1.5
Pediatrician (1)	1.5
<b>Support Services (11)</b>	<b>16.2</b>
Additional support services (6)	8.8
Assisted living services / programs (2)	2.9
Community health support services (2)	2.9
Rely on family support (1)	1.5
<b>Financial Support (6)</b>	<b>8.8</b>
Expense of medical travel (2)	2.9
Affordability of aids (1)	1.5
Expense of medications (1)	1.5
Lack of funding in health care (1)	1.5
User shouldn't have to pay for ambulance (1)	1.5
<b>General Health Services (6)</b>	<b>8.8</b>
Dental care (general) (2)	2.9
Lack of services outside of Fort St. John (Taylor) (2)	2.9
Need better access to services (2)	2.9
<b>Operations (4)</b>	<b>5.9</b>
General health care management (3)	4.4
Shorter wait lists (1)	1.5
<b>Transportation (3)</b>	<b>4.4</b>
Mountains pose a physical barrier to medical travel (1)	1.5
Need better transportation to access services (1)	1.5
Travel for health services (1)	1.5
<b>Human Resources (2)</b>	<b>2.9</b>
More health care staff (2)	2.9
<b>Other (3)</b>	<b>4.4</b>
North Peace Care Home needs an aboriginal language interpreter (1)	1.5
Continuity of care is lacking (1)	1.5
Medical insurance not valid out-of-province (1)	1.5

n=68

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table C4 Does anyone in your household require special health services?**

	<i>% of interviewees</i>
Yes (9)	31.0
No (20)	69.0
n= 29	

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table C5 If yes, what types of services are needed?**

	<i>% of interviewees</i>
Eye Specialist (3)	27.3
Knee surgery (2)	18.2
Bone Marrow Transplant (1)	9.1
Cancer specialists / surgeons (1)	9.1
Diagnostic services (1)	9.1
Hearing specialist (1)	9.1
Pain control (1)	9.1
Services for fetal alcohol syndrome and detachment disorder (1)	9.1
n=11	

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table C6 How long did it take for this health condition to be diagnosed?**

	<i>% of interviewees</i>
Diagnosis currently pending (3)	27.3
Short diagnosis time (2)	18.2
One month (1)	9.1
Two months (1)	9.1
Six months (2)	18.2
Ten months (1)	9.1
Five Years (1)	9.1
n=11	

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

**Table C7** Are there other health care issues related to seniors that you would like to raise?

	<i>% of interviewees</i>
<b>Support Services (7)</b>	<b>35.0</b>
Seniors can be isolated; Need social networks and activities (4)	20.0
Need community response network (1)	5.0
Need government sponsored home improvement program (i.e. installing rail assists, etc.) (1)	5.0
Need prevention programs (1)	5.0
<b>Operations (6)</b>	<b>30.0</b>
General health care management needs improvement (2)	10.0
Long wait times at eye appointments (1)	5.0
Management / supervision of medications (1)	5.0
Need physician involvement in the North Peace Care Centre (1)	5.0
Need to separate elderly patients from Alzheimer's patients (1)	5.0
<b>Infrastructure (2)</b>	<b>10.0</b>
Community access issues and infrastructure (1)	5.0
Taylor is getting a medical clinic (1)	5.0
<b>General Health Services (1)</b>	<b>5.0</b>
Need better access to health services (1)	5.0
<b>Human Resources (1)</b>	<b>5.0</b>
Need health care staff (1)	5.0
<b>Specialized Health Services (1)</b>	<b>5.0</b>
Need surgeons locally (1)	5.0
<b>Transportation (1)</b>	<b>5.0</b>
Travel for health services (international) (1)	5.0
<b>Other (1)</b>	<b>5.0</b>
Need seniors' handbook (for local services) (1)	5.0

n=20

Source: Fort St. John, Taylor and Charlie Lake area Seniors' Needs Study.

## Section D: Social / Support Services

**Table D1** Key organizations that provide social / support services for seniors

	<i>% of respondents</i>
Meals on Wheels	10.3
HandyDart	7.1
Home Support	7.1
Peace Lutheran Church	6.3
Salvation Army	5.6
Seniors' Hall	5.6
Cancer Support Group	4.8
Alzheimer Support Group	4.0
Daycare Program	4.0
Northern Health Authority Health Group	4.0
Palliative Care Society	4.0
Care Home Auxiliary	3.2
Métis Society	3.2
Church Group	2.4
Friendship Centre	2.4
Parkinson's Support Group	2.4
Women's Resource Centre	2.4
Association for Community Living	1.6
Darren Almond Fund	1.6
Multiple Sclerosis Support Group	1.6
North Peace Community Resource Centre	1.6
SAFER Assistance/Housing	1.6
Seniors' Support Group	1.6
Baptist Church Lunch Program	0.8
Bridge Club	0.8
Curling Group	0.8
Diabetes Clinic	0.8
Dietician	0.8
Golf Group	0.8
Heart and Stroke Association	0.8
Lifeline	0.8
Mental Health Drop in Centre	0.8
Ministerial Association	0.8
North Peace Seniors' Housing Society	0.8
Public Works	0.8
Save Our Northern Seniors	0.8
Senior Citizens Association	0.8
Swimming Group	0.8

n=126

Source: Fort St. John and Area Seniors' Needs Study

**Table D2**      **What are the strengths of current seniors' services?**

---

	<i>% of respondents</i>
<b>Availability of Services</b>	<b>49.0</b>
Service availability	16.3
Increased service availability – general	12.2
Accessibility of services	8.2
Increased service availability – social support	6.1
Increased service availability – assisted living	4.1
Increased service availability – housing	2.0
<b>Human Resources</b>	<b>20.4</b>
Support staff	14.3
Better/more support staff	2.0
Volunteers	2.0
Quality of members	2.0
<b>Operations</b>	<b>24.5</b>
Increased government involvement	8.2
More participation in programs	6.1
Quality of services	6.1
Involvement of church groups	2.0
Community involvement	2.0
<b>Benefits</b>	<b>6.1</b>
Gives seniors independence	2.0
Gives seniors mobility	2.0
Provides break for caregiver	2.0

n=49

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Source: Fort St. John and Area Seniors Needs Study

**Table D3 What are the weaknesses of current seniors' services?**

	<i>% of respondents</i>
<b>Limited Service Provision</b>	<b>43.8</b>
Service availability – general	10.9
Decreased service availability – home support	9.4
Decreased quality of services	4.7
Decreased service availability – general	3.1
Decreased service availability – health	3.1
Service availability – social support services	3.1
Decreased service availability – home maintenance	1.6
Decreased service availability – Meals on Wheels	1.6
Service availability – First Nations services	1.6
Service availability – Meals on Wheels	1.6
Service availability – recreation	1.6
Service availability – visitation programs	1.6
<b>Human Resources</b>	<b>14.1</b>
Lack of support staff	7.8
Lack of volunteers	3.1
Lack of specialists	1.6
Greater reliance on volunteers	1.6
<b>Infrastructure</b>	<b>14.1</b>
Service availability – health care facilities	7.8
Service availability – housing	6.3
<b>Financial Barriers</b>	<b>10.9</b>
Lack of government support	4.7
Lack of financial support – travel	3.1
Increased cost of housing	1.6
Lack of financial support – housing	1.6
<b>Use of Services</b>	<b>6.3</b>
Accessibility of services	3.1
Wait times	3.1
<b>Quality of Services Provided</b>	<b>4.7</b>
Increased wait times for housing	1.6
Lack of continuity of care	1.6
Poor quality of services	1.6
<b>Communication Barriers</b>	<b>1.6</b>
Lack of awareness of services	1.6
<b>Demographics</b>	<b>3.1</b>
Increased senior population	3.1
<b>Transportation</b>	<b>1.6</b>
Lack of services outside regional centre	1.6

n=64

Source: Fort St. John and Area Seniors Needs Study

**Table D4 Do you think people are aware of seniors' programs and services?**

	<i>% of respondents</i>
Yes	50.0
No	35.7
Don't know	14.3

n= 28

Source: Fort St. John and Area Seniors Needs Study

**Table D5 How should seniors' program/service information be provided?**

	<i>% of respondents</i>
<b>Printed Materials</b>	<b>34.5</b>
Newspaper articles	11.9
Brochures	10.1
Flyers	5.1
Provide printed materials to support services	2.5
Posters	1.6
Resource manual / quick reference guide for services	1.6
Seniors' newsletter	1.6
<b>Technology</b>	<b>22.1</b>
Radio	8.5
Television – general	5.1
Websites	5.1
E-mail	2.5
Emergency line by pushing a button	0.8
<b>Formal Forms of Communication</b>	<b>26.6</b>
Information at the doctor's office or health unit	5.9
'Central Community Services Office' should be established	2.5
Mailouts	2.5
Promotion of seniors programs by municipal offices	2.5
Public functions and events	2.5
Seniors' advocacy representative	2.5
Seniors' telephone hotline (non-emergent)	2.5
Information should be made available to churches	1.6
Public presentations	1.6
Welcome Wagon package for new seniors	1.6
Promote programs where seniors meet	0.8
<b>Informal Forms of Communication</b>	<b>16.8</b>
Word of mouth	13.5
Family	1.6
Friends	0.8
Telephone calls	0.8

n= 118

Source: Fort St. John and Area Seniors Needs Study

**Table D6**      **What new / additional seniors' services do you think are needed?**

	<b>% of respondents</b>
<b>Social Support</b>	<b>32.0</b>
More home support	7.6
Cooking support for seniors	7.6
House cleaning services	6.1
Expand hours of operation for home support	3.0
Expand public health nurse services	2.3
More social support programs – general	2.3
Expand time home support workers spend w/seniors	1.5
Need more trustworthy private caregivers	0.8
New facility for adult daycare	0.8
<b>Recreation and Leisure</b>	<b>25.2</b>
Recreation programs for seniors – general	8.4
Indoor recreation programs	4.6
Visiting programs	4.6
Fitness classes for people of different stages in life	2.3
Social programs for seniors – general	2.3
Improve wheelchair accessibility	1.5
More informal meeting spaces	1.5
<b>Information (Library, health resources)</b>	<b>13.8</b>
More information services – general	4.6
Development of an information centre	3.8
Library in Taylor	2.3
Increased educational programs (technology, Elder Abuse training)	1.5
More information services – financial assistance inquiries	0.8
Library in Charlie Lake	0.8
<b>Retail</b>	<b>13.7</b>
More retail in Fort St. John (general)	5.3
Grocery delivery service	4.6
Grocery delivery service (Taylor)	1.5
Shopping programs	1.5
More affordability of existing retail services	0.8
<b>Support Groups</b>	<b>8.3</b>
More support groups – general	3.0
More support groups – caregivers	1.5
Psychological barriers to joining support groups exist	1.5
Increased/improved meeting spaces for support groups	0.8
More support groups – mental health	0.8
Central coordinator for support groups	0.8
<b>Other</b>	<b>2.3</b>
Financial assistance for health aids (glasses, hearing aids)	0.8
Improvement of transportation services (bus schedule visibility)	0.8
More parking at physician's clinic	0.8
<b>Don't know</b>	<b>3.0</b>
n= 130	

Source: Terrace and Area Seniors Needs Study

**Table D7**      **How are the services provided by your organization delivered?**

---

	<i>% of respondents</i>
Volunteers	19.4
Local partnerships	10.7
Government funding	8.7
Host workshops	7.8
Donations	6.8
Partnerships with provincial agencies	5.8
Fundraising	4.9
Membership fees	4.9
Receive referrals	3.9
Scheduled appointments	3.9
Scheduled appointments	3.9
Bingo funding	2.9
Grants	2.9
Regular meetings	2.9
Drop-in	1.9
Employed staff	1.9
Internal workshops	1.9
Application process	1.0
Event calendar	1.0
Information booths	1.0
Presentations	1.0
Reduced services	1.0
Regional partnerships	1.0
Revenue from services provided	1.0
Tax funding	1.0
Other	1.0

n=103

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Source: Fort St. John and Area Seniors Needs Study

**Table D8      How does your organization promote / advertise programs and services provided for seniors?**

	% of respondents
<b>Printed Materials</b>	<b>39.4</b>
Newspaper	19.7
Mail box pamphlets	4.2
Newsletter	4.2
Posters	4.2
Pamphlets	2.8
Flyers	1.4
Monthly calendar	1.4
Printed packages	1.4
<b>Informal Methods</b>	<b>21.1</b>
Word of mouth	8.5
Community bulletins	4.2
Charlie Lake Store	1.4
Church bulletin	1.4
Notes on tables	1.4
Personal communication	1.4
Personal invitation	1.4
Telephone	1.4
<b>Formal Methods</b>	<b>11.3</b>
Referrals	4.2
Trade fair / shows	4.2
Information booth (mall)	1.4
Meetings	1.4
<b>Technology</b>	<b>22.5</b>
Radio	12.7
Television	5.6
Website	2.8
E-mail	1.4
<b>Other</b>	<b>5.6</b>
Funding agencies advertise for us	1.4
No advertising / promotion of programs	4.2

n=71

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Source: Fort St. John Senior Needs Assessment 2006.

**Table D9      What are the challenges your organization sees to providing services to seniors?**

	% of respondents
<b>Human Resource Challenges</b>	<b>42.3</b>
Volunteer burnout	9.0
Lack of volunteers	7.2
Difficult to recruit volunteers	6.3
Competition for workers	5.4
Difficult to find trained staff	5.4
Lack of drivers (Meals on Wheels)	1.8
Lack of staff	1.8
Declining membership	0.9
Difficult to find trained volunteers	0.9
High injury rate	0.9
Lack of expertise	0.9
Lack of new members	0.9
No volunteer organization / coordinator	0.9
<b>Financial Barriers</b>	<b>27.9</b>
Lack of funding	9.9
Economies of scale - fewer resources	6.3
Government cutbacks	1.8
Lost government funding	1.8
Bingo was cancelled	0.9
Challenge in allotting funding	0.9
Debt	0.9
Limited funding and more responsibilities	0.9
Low wages in service sector	0.9
Must have partnerships to get funding	0.9
Regulations limit raffle tickets sold	0.9
Seniors have limited resources to access services	0.9
<b>Cultural Barriers</b>	<b>9.0</b>
Cultural needs for aboriginals in residential care	1.8
Lack of services for aboriginals	1.8
Need interpreter for aboriginal clients	1.8
Cultural differences between aboriginal / non-aboriginal	0.9
Difficulty getting band workers here	0.9
No assisted living in aboriginal communities	0.9
<b>Political Barriers</b>	<b>8.1</b>
Change in government mandate	2.7
Government control over funding	0.9
Government control over services	2.7
Government does not recognize need in the north	0.9
Lack of venues for public participation	0.9

Con't ...

<b>Attitudinal Barriers</b>	<b>2.7</b>
Clients demand more personal care with limited resources	0.9
Death / dying are taboo subjects	0.9
Racism	0.9
<b>Partnerships and Networking</b>	<b>2.7</b>
Hard to prove partnerships	0.9
Limited partnerships	0.9
Limited partnerships with aboriginal groups due to land claim issues	0.9
<b>Space and Design</b>	<b>1.8</b>
Lack of space	0.9
Limited room for Care Home expansion	0.9
<b>Other</b>	<b>5.4</b>
Changes to admission into facilities	0.9
Demand for construction services is high	0.9
Geographic isolation	0.9
Lack of sewer and water	0.9
Limited transportation to regional events	0.9
Physiotherapy is only accessible with referral through adult day care program	0.9

n=111

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Source: Fort St. John Senior Needs Assessment 2006.

## Section E: Transportation

**Table E1 Do the current transportation options meet the needs of seniors?**

	<b>% of respondents</b>
Yes	32.0
No	44.0
Don't Know	24.0

n= 25

Source: Fort St. John and Area Seniors Needs Study

**Table E2 Comments on transportation options**

	<b>% of respondents</b>
<b>Options</b>	<b>59.0</b>
Have HandyDART service	30.0
Have local transit system	5.3
People have personal vehicles	4.4
Taxis are available	8.8
Family / Friends provide transportation	5.3
NHA is starting service	1.7
North Peace Care Home bus	3.5
<b>Limited Service</b>	<b>38.7</b>
Limited Availability/ HandyDART busy	12.4
No bus/HandyDART service evenings/weekends / holidays	5.3
Need to expand HandyDART days/times to Taylor & Charlie Lake	5.3
Mobility impaired / wheelchair access buses needed	4.5
Limited service on bus/HandyDART routes	2.6
North Peace Care Home bus needs upgrade	2.6
Rural bus service needed	2.6
Bus has infrequent service	1.7
Need to organize volunteer drives	1.7

n = 113

Source: Terrace and Area Seniors Needs Study

**Table E3**      **What types of transportation should be provided for seniors?**

	<i>% of respondents</i>
Satisfied with current situation	7.8
Increase HandyDART operating hours	9.3
Expand HandyDART (general)	7.8
Expand HandyDART to rural areas	4.7
Add HandyDART service: weekends/holidays	4.6
Expand who is eligible to use HandyDART	4.6
Add another HandyDART	3.1
Expand HandyDART to Taylor & Charlie Lake	3.1
Expand HandyDART service area	1.5
HandyDART service to seniors' homes	1.5
Inter-Municipal bus service	9.3
Increase bus operating hours	6.2
Rural bus service	6.2
Add bus service: weekends/holidays	3.1
Increase transit wheelchair accessibility	3.1
Expand frequency of bus service	1.5
Bus service to Charlie Lake	1.5
Low-floor buses needed	1.5
Transit needs more funding	1.5
Have volunteer drivers	6.2
Replace North Peace Care Home bus	4.6
Have taxis that are wheelchair accessible	1.5
Need senior friendly vehicles	1.5
Don't know	3.1

n= 64

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Source: Fort St. John and Area Seniors Needs Study

**Table E4** When seniors need to travel out-of-town for health or other services, what types of transportation should be provided?

	<i>% of respondents</i>
Satisfied with current situation	1.9
Expand medical evacuations	8.7
Medical air fares	8.7
More frequent flight service	5.8
Difficult booking airline tickets	1.3
Northern Health Authority will be starting service	7.8
Increase comfort on Northern Health Authority bus	2.9
Need affordable accommodations	5.8
High cost of travel	4.8
Assistance with travel costs	2.9
Assistance with return travel costs	1.9
Long distance to travel to large center	7.7
Accompaniment needed for travel	4.8
Rural service	2.9
Bus	1.9
Tax break insufficient	6.8
Cost coverage for Alberta transfers	5.8
Cost coverage for companions driving Alberta transfers	5.8
Enhance the Darren Almond Fund	3.9
Farm families may not have medical coverage for extra travel	1.9
First Nation / Metis organizations try to help for travel, accommodation, meals	1.9
Transportation as recommended by a physician	1.0
Lack of information from physician	1.0
Need prompt service	1.0

n= 103

Source: Fort St. John and Area Seniors Needs Study

**Table E5** In your opinion, are the sidewalks well maintained?

	<i>% of interviewees</i>
Excellent	3.5
Good	25.0
Fair	50.0
Poor	14.3
Very Poor	7.1

n= 28

Source: Fort St. John and Area Seniors Needs Study

**Table E6**      **What are the sidewalk concerns?**

---

	<i>% of respondents</i>
Icy/ Poor winter maintenance	15.2
Businesses need to maintain sidewalks	6.7
Lack general maintenance	5.0
Slow maintenance	5.0
Houses need to maintain sidewalks	3.3
Lack of sidewalks	11.8
Residential areas lack sidewalks	6.7
Lack of sidewalks out of downtown	3.3
Need drain ramps	8.4
'Walker' friendly maintenance	6.7
Cracks / potholes need to be fixed	6.7
Sidewalks are well maintained	5.0
Control lights for crosswalks	5.0
Lack crosswalks	1.6
No concerns	8.4

n= 59

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Source: Fort St. John and Area Seniors Needs Study

**Table E7**      **In your opinion, are the roads well maintained?**

---

	<i>% of interviewees</i>
Excellent	3.5
Good	14.2
Fair	50.0
Poor	17.8
Very Poor	17.8

n= 28

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Source: Fort St. John and Area Seniors Needs Study

**Table E8**      **What are the road conditions or maintenance concerns?**

---

	<i>% of interviewees</i>
Potholes	26.6
Road paving	20.0
Dusty ground roads	8.8
Damage by heavy truck traffic	6.6
Frost heaves	4.4
Need better maintenance	8.8
Roads are improving	8.8
Need better line painting	4.4
People pay when their cars are damaged	4.4
Poor downtown roads	4.4
Need improvement of main highway	2.2

n= 45

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Source: Terrace and Area Seniors Needs Study

**Table E9**      **In your opinion, are the roads well maintained during the winter?**

---

	<i>% of interviewees</i>
Excellent	13.7
Good	37.9
Fair	34.4
Poor	10.3
Very Poor	3.4

n= 28

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Source: Fort St. John and Area Seniors Needs Study

**Table E10**      **What are the winter road conditions or maintenance concerns?**

---

	<i>% of interviewees</i>
Snow removal is good	20.8
Improvement of rural snow removal needed	8.3
Improvement of snow removal needed	4.2
Charlie Lake roads need better maintenance	12.5
Taylor winter maintenance is good	12.5
Business sidewalks need better maintenance	8.3
Winter maintenance is good	8.3
School bus routes	4.2
Ice on roads	8.3
Need to clean up loose gravel	8.3
Ice on sidewalks	4.2

n= 24

---

Source: Terrace and Area Seniors Needs Study

## Section F: Physical Environment

**Table F1 Physical barriers that prohibit seniors from moving/ walking around town**

	<i>% of interviewees</i>
<b>Sidewalks</b>	<b>27.5</b>
Icy sidewalks	7.7
Sidewalks (General)	5.2
Sidewalks difficult for wheelchairs	4.5
Lack sidewalks out of downtown	3.2
Maintenance	3.2
Difficult for walkers	2.5
Lack of sidewalks	1.2
<b>Snowclearing</b>	<b>15.2</b>
Sidewalk	5.7
Snowclearing (General)	3.8
Road maintenance	3.2
Roads	1.9
<b>Improved Areas</b>	<b>10.8</b>
Ramps	5.1
Sidewalk Curbs	3.2
Button/ Automatic Doors	2.5
<b>Weather</b>	<b>10.8</b>
<b>Doorways/Access</b>	<b>9.2</b>
Lack automatic doors	5.7
Doorways/Access (General)	1.2
Doors are too heavy	1.2
Lack of wheelchair access at stores	1.2
<b>Stairs/Ramps</b>	<b>8.2</b>
Ramps are too bumpy	3.8
Stairs/ Ramps (General)	2.5
Lack ramps downtown	1.2
<b>Distance</b>	<b>7.5</b>
Town too spread out	3.8
Stores too spread out	2.5
Distance (General)	1.2
<b>Transportation</b>	<b>6.8</b>
Lights at crosswalks	2.5
More bus service	1.2
Time at crosswalks	1.2
'Elderly friendly' taxis needed	0.6
More HandyDART service	0.6
Speed of traffic	0.6
<b>Other</b>	<b>1.8</b>
More seating needed at Cultural Centre	1.2
Public washrooms	0.6
<b>Don't know</b>	<b>3.8</b>
n= 156	

Source: Fort St. John and Area Seniors Needs Study

**Table F2 Recommendations to allow seniors to improve senior mobility**

	<i>% of interviewees</i>
<b>Accessibility / Transportation</b>	<b>28.0</b>
Increase wheelchair ramps	14.0
Canopies over entrances	7.0
Expand public transit	4.0
Store assistance	2.0
Distribute foot and cane ‘grippers’	1.0
<b>Elevators</b>	<b>25.2</b>
Elevators (General)	15.1
Elevators (medical clinic)	10.1
<b>Sidewalks / paths</b>	<b>23.1</b>
Too cracked for scooters or wheelchairs	10.1
Sidewalks/ paths general	9.0
Enforce care of sidewalks by businesses	4.0
<b>Snow and ice clearing</b>	<b>23.1</b>
Sidewalks	13.1
Parking lots	6.0
Roads (rural and away from downtown)	4.0

n= 99

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Source: Fort St. John and Area Seniors Needs Study

**Table F3 Who should be responsible for paying for these changes?**

	<i>% of interviewees</i>
Municipal government	38.8
Owner of building / private sector	41.6
Federal government	8.3
Provincial government	11.1

n= 36

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Source: Fort St. John and Area Seniors Needs Study

**Table F4 Are there enough handicap / seniors’ parking spaces in town?**

	<i>% of interviewees</i>
Yes	63.0
No	29.6
Not sure	7.4

n= 27

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Source: Fort St. John and Area Seniors Needs Study

## Section G: Social Environment

**Table G1** Community groups or clubs that are available for seniors

	% of respondents
<b>Senior's Hall</b>	<b>20.4</b>
<b>Volunteer Organizations</b>	<b>15.7</b>
Seniors' Association	2.8
Seniors' Housing Society	2.8
Alzheimer's support group	0.9
Arthritis support group	0.9
Cancer support group	0.9
Fort St. John Assc. for Community Living	0.9
Heart and Stroke support group	0.9
Historical Society	0.9
Meals on Wheels	0.9
Palliative Care Society	0.9
Salvation Army	0.9
Save Our Northern Seniors	0.9
Volunteer groups - general	0.9
<b>Churches</b>	<b>11.1</b>
Churches - general	6.5
Peace Lutheran drop-in	3.7
Taylor Community Church	0.9
<b>Sports</b>	<b>9.3</b>
Golf	1.9
Aquafit	0.9
Carpet bowling	0.9
Curling	0.9
Floor curling	0.9
Hockey games	0.9
Senior Games	0.9
Swimming	0.9
Table tennis	0.9
<b>Games / Card Groups</b>	<b>8.3</b>
Cards	2.8
Bingo	1.9
Bridge	1.9
Billiards	0.9
Shuffleboard	0.9
<b>Service Clubs</b>	<b>7.4</b>
Royal Canadian Legion	5.6
Service clubs - general	0.9
Kinsmen	0.9

Con't ....

<b>Housing Groups</b>	<b>5.6</b>
Seniors' Housing - common areas	1.9
Apartments - drop-in centres	0.9
Care Home activity coordinator	0.9
Care Home	0.9
Heritage Manor social group	0.9
<b>Annual Events</b>	<b>3.7</b>
Fall fair	1.9
Rodeo	0.9
Senior Christmas dinner	0.9
<b>Arts and Education</b>	<b>3.7</b>
Museum	1.9
Movie theatre	0.9
Plays / musicals	0.9
<b>Dances</b>	<b>3.7</b>
Dances	1.9
Line dancing	0.9
Peace Lutheran dances	0.9
<b>Ethnic Groups</b>	<b>3.7</b>
Cultural Centre	0.9
Friendship Society	0.9
Metis Society	0.9
Mennonites	0.9
<b>Clubs</b>	<b>1.9</b>
Community gardens - Taylor	0.9
Gardening club	0.9
<b>Other</b>	<b>5.6</b>
Community Service Director – Taylor	1.9
General community support	0.9
Long-term seniors have strong connection	0.9
Newspaper - Senior Activity Guide	0.9
Taylor 50 <sup>th</sup> Anniversary Committee	0.9

n=108

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Source: Fort St. John Senior Needs Assessment 2006.

**Table G2**      **What types of recreation or leisure programs are available for seniors?**

	% of respondents
<b>Sports (Indoor)</b>	<b>41.2</b>
Swimming	7.4
Curling	6.6
Aquafit	5.9
Carpet bowling	5.1
Floor curling	2.9
Table tennis	2.9
Bowling	2.2
Swimming - Taylor	2.2
Hockey	1.5
Skating rink	1.5
Badminton	1.5
Curling - Taylor	0.7
Ping pong	0.7
<b>Games / Cards</b>	<b>13.2</b>
Cards	5.9
Billiards	2.9
Crib night	1.5
Shuffleboard	1.5
Bridge	0.7
Karaoke	0.7
<b>Recreation Facilities</b>	<b>11.8</b>
Seniors' Hall	7.4
Peace Lutheran drop-in	1.5
Apartments - recreation facilities	0.7
Apartments - common rooms	0.7
Legion	0.7
North Peace Housing Soc. activity room	0.7
<b>Sports (Outdoor)</b>	<b>8.8</b>
Seniors' golf	5.9
Archery	0.7
Horseshoe team	0.7
Seniors' slo pitch	0.7
Taylor golf course	0.7
<b>Dance / Fitness Classes</b>	<b>8.1</b>
Dances	3.7
Curves	0.7
Latin dancing	0.7
Line dancing	0.7
Tai Chi	0.7
Sister gym	0.7
Square dancing	0.7

Con't ...

<b>Annual Events</b>	<b>4.4</b>
BC Senior Games	2.2
Christmas dinner	1.5
Fall fair	0.7
<b>Arts / Education</b>	<b>3.7</b>
Plays / musicals	1.5
Language classes	0.7
Movie theatre	0.7
Museum	0.7
<b>Bingo</b>	<b>3.7</b>
<b>Restaurants / Teas</b>	<b>3.7</b>
Lunches	2.9
Heritage Manor teas	0.7
<b>Outdoor Recreation</b>	<b>1.5</b>
Centennial Park	0.7
Charlie Lake	0.7
<b>Walking</b>	<b>1.5</b>
Heart Smart Walking Club	1.5
<b>Care / Housing Based Recreation</b>	<b>0.7</b>
Adult day care programs	0.7
<b>Other</b>	<b>1.5</b>
Buffalo farm tours	0.7
Nothing for seniors	0.7

n=136

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Source: Fort St. John Senior Needs Assessment 2006.

**Table G3 Social / recreational activities / programs needed to help seniors maintain their health and independence**

	% of respondents
<b>Home Support</b>	<b>30.1</b>
House cleaning (subsidized)	13.9
Yard work	12.7
Home maintenance program	1.7
Cooking support for seniors	1.2
Handicraft clubs (repairs)	0.6
<b>Delivery of goods and services</b>	<b>14.5</b>
Delivery of goods and services – general	5.8
Grocery delivery service	5.2
Grocery delivery service - Taylor	2.3
Delivery of goods / services - Charlie Lake	0.6
Discounts for grocery delivery for seniors	0.6
<b>Shopping</b>	<b>11.6</b>
Volunteers to help with shopping	11.0
More retail services	0.6
<b>Visiting</b>	<b>10.4</b>
<b>Recreation</b>	<b>8.1</b>
Exercise programs (general)	2.3
Programs for seniors with limited mobility	1.2
Aquafit	0.6
Exercise programs - winter	0.6
Horseshoes	0.6
Indoor walking programs	0.6
Indoor walking track	0.6
Lawn bowling	0.6
Low impact exercise classes (i.e. Tai Chi)	0.6
More recreation programs - general	0.6
<b>Social events</b>	<b>9.2</b>
Volunteer organization for social activities	2.3
More social activities	2.3
Activities that get seniors out of their home	1.2
Day field trips	1.2
Dances	0.6
More clubs - general	0.6
More outdoor annual events	0.6
Potluck dinner	0.6
<b>Library</b>	<b>5.8</b>
Library senior programs	2.3
Library - Taylor	1.2
Reading programs for seniors	1.2
Library outreach programs	0.6
Library outreach programs - rural areas	0.6

Con't ...

<b>Arts / Education</b>	<b>3.5</b>
Computer courses for seniors	1.2
Diet programs	0.6
Education classes - general	0.6
Falls prevention program	0.6
Wellness education programs	0.6
<b>Volunteer groups</b>	<b>3.5</b>
Volunteers - general	2.3
Volunteer drivers	1.2
<b>Transportation</b>	<b>1.2</b>
Bus provided by Peace Lutheran Apartment	0.6
Transportation programs to attend events	0.6
<b>Expansion of Existing Programs</b>	<b>0.6</b>
Expansion of Seniors' Hall	0.6
<b>Food Programs</b>	<b>0.6</b>
Community elders dinner	0.6
<b>Other</b>	<b>1.2</b>
Increased church involvement	0.6
Municipal gov't funding - senior activities	0.6

n=173

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Source: Fort St. John Senior Needs Assessment 2006.

**Table G4      Other social or recreational issues related to seniors**

	% of respondents
Home support doesn't clean houses anymore	20.0
Difficult to reach isolated seniors	6.7
Difficult to recruit volunteers	6.7
Home support no longer helps with yard work	6.7
Lack of awareness of programs / services	6.7
Lack of municipal funding for senior activities	6.7
More benches needed for seniors to rest	6.7
Need culturally appropriate housing for aboriginals	6.7
Need more facilities for meetings - Taylor	6.7
Need programs for independent seniors	6.7
Need programs for seniors living with relatives	6.7
Parks lack bathroom facilities	6.7
Recreation facilities should be more senior friendly	6.7

n=15

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Source: Fort St. John Senior Needs Assessment 2006.

## Section H: Quality of Life and Cost of Living

**Table H1** What factors do you think contribute to the quality of life of seniors?

	% of respondents
<b>Social Networks</b>	<b>25.0</b>
Family	14.3
Social networks - general	7.1
Friends	3.6
<b>Small Town Living</b>	<b>23.2</b>
Small town living - general	8.9
Friendly people	7.1
Northern living experience	1.8
Community support	3.6
Pioneer spirit	1.8
<b>Availability of Services</b>	<b>14.3</b>
Availability of services - general	3.6
Lots of retail services	1.8
Support groups	1.8
Churches	1.8
Library	1.8
Health services	3.6
<b>Environmental Assets</b>	<b>10.7</b>
No pollution	5.4
Wildlife	1.8
Beautiful scenery	3.6
<b>Climate</b>	<b>5.4</b>
Climate - general	3.6
Summer	1.8
<b>Recreation</b>	<b>5.4</b>
Seniors' Hall	1.8
Centennial Park	1.8
Golf	1.8
<b>Social Activities</b>	<b>5.4</b>
Involvement in the community	5.4
<b>Transportation</b>	<b>5.4</b>
Trucks are routed around the city	1.8
Wheelchair parking	1.8
Seniors have lots of mobility	1.8
<b>Economy</b>	<b>3.6</b>
High paying jobs	1.8
Prosperous region	1.8
<b>Safety</b>	<b>1.8</b>
Lifeline emergency line	1.8

n=56

Source: Fort St. John Senior Needs Assessment 2006.

**Table H2      What factors do you think detract from the quality of life of seniors?**

	% of respondents
<b>Climate</b>	<b>17.5</b>
Climate - general	3.5
Frost heaves	1.8
Cold winters	5.3
Ice	3.5
Icy sidewalks	1.8
Snow	1.8
<b>Health Care</b>	<b>12.3</b>
Waiting time - doctors	1.8
Waiting time - walk-in clinic	1.8
Lack of health care services	1.8
Lack of health care beds	1.8
Lack of specialists	1.8
Lack of doctors	1.8
Waiting time - emergency room	1.8
<b>Crime</b>	<b>7.0</b>
Drugs	3.5
Break and enters	1.8
Theft	1.8
<b>Housing</b>	<b>7.0</b>
Lack of seniors' housing	5.3
Lack of complex care	1.8
<b>Social Problems</b>	<b>7.0</b>
Society treats seniors poorly	1.8
Lack of involvement in the community	1.8
Alcohol problems	1.8
Transient community	1.8
<b>Cost of living</b>	<b>5.3</b>
High cost of living	3.5
High cost to build houses	1.8
<b>Economy</b>	<b>5.3</b>
Regional growth	5.3
<b>Isolation</b>	<b>5.3</b>
Being isolated in the winter	1.8
Isolation of seniors	3.5
<b>Services</b>	<b>5.3</b>
Threat of losing services	1.8
Lack of services - general	3.5
Con't ...	

<b>Transportation</b>	<b>5.3</b>
Poor road maintenance	1.8
Limited transportation service – winter	3.5
<b>Environmental Attributes</b>	<b>3.5</b>
Landslides	1.8
Steep hills	1.8
<b>Government</b>	<b>3.5</b>
Lack of provincial government support	1.8
Lack of government funded programs	1.8
<b>Social Networks</b>	<b>3.5</b>
Lack of friends	1.8
Lack of social networks	1.8
<b>Support Services</b>	<b>3.5</b>
Lack of supports	1.8
Lack of volunteers	1.8
<b>Don't know</b>	<b>1.8</b>
<b>Nothing</b>	<b>3.5</b>
<b>Recommendations</b>	<b>3.5</b>
Need a community association for seniors	1.8
Need supervision of medication	1.8

n=57

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Source: Fort St. John Senior Needs Assessment 2006.

**Table H3**      **Comments about creating a safe environment for seniors**

	% of respondents
<b>Safety Concerns</b>	<b>20.9</b>
Co-op used to be a meeting space for seniors	7.0
Difficult to get into the Cultural Centre	2.3
Friendship Centre lunch not available (summer)	2.3
Limited seating at the Cultural Centre	2.3
Seniors' Hall is cliquy	2.3
Seniors' Hall needs more space	2.3
Sense of safety changes as town grows	2.3
<b>Safe Qualities</b>	<b>60.5</b>
Seniors' Hall	14.0
Churches	4.7
Curling rink - Taylor	4.7
Golf course - Taylor	4.7
Legion	4.7
Lots of seniors who are in good shape	4.7
Art Space	2.3
Centennial Park	2.3
Elder room at the Friendship Centre	2.3
Feel safe at home	2.3
Friendship Centre (lunch on Fridays)	2.3
McDonalds (Wal-Mart)	2.3
Parks - general	2.3
Peace Lutheran Apartment activities	2.3
Swimming pool	2.3
Swimming pool - Taylor	2.3
<b>Recommendations</b>	<b>18.6</b>
More needed for seniors with limited mobility	7.0
More space is needed for seniors	9.3
Need a central information place	2.3

n=43

Source: Fort St. John Senior Needs Assessment 2006.

**Table H4          Comments on seniors' opportunities to be involved / participate**

	% of respondents
<b>Opportunities to Participate</b>	<b>80.0</b>
Depends on individual personality	31.4
Volunteer programs	11.4
Most clubs for all ages	5.7
Seniors' Hall	5.7
BC Senior Games	2.9
Churches	2.9
Community Services - Taylor	2.9
Lots of advertising of opportunities (Taylor Times)	2.9
Mostly seniors involved (ltd youth involvement)	2.9
People are accepting of newcomers	2.9
People are friendly and welcoming	2.9
Senior Citizens' Association	2.9
Welcome Wagon - Taylor	2.9
<b>Problems with Participation</b>	<b>14.3</b>
Limited awareness of opportunities to be involved	5.7
Limited opportunities for seniors with ltd mobility	2.9
People are cliquey	2.9
Seniors feel they are a nuisance to coordinators	2.9
<b>Recommendations</b>	<b>5.7</b>
More opportunities are needed	2.9
Need an activity coordinator for seniors	2.9

n=35

Source: Fort St. John Senior Needs Assessment 2006.

**Table H5 Cost of living issues for older residents?**

	% of respondents
<b>Heating / Electricity / Gas</b>	<b>26.5</b>
High heating costs	11.0
High costs - gas (vehicle)	7.4
High utility costs	4.4
High natural gas costs	2.2
High costs for electricity	1.5
<b>Home Maintenance</b>	<b>19.9</b>
High costs for home maintenance	12.5
High costs for house cleaning	2.9
High costs - electrician / painters / plumber	2.1
High costs due to commercial activity demands	0.7
High costs for trades	0.7
High costs for yard work	0.7
<b>Health Care</b>	<b>14.7</b>
High costs - prescriptions	5.1
High costs - out-of-town medical travel	4.4
High health care costs	1.5
High costs - private physiotherapy	0.7
High costs - physiotherapy	0.7
High costs - out-of-town accommodation (medical)	0.7
High dispensing fees	0.7
Some drugs not covered by Pharmacare	0.7
<b>Groceries</b>	<b>11.8</b>
High grocery costs	11.0
Seniors can't buy in bulk	0.7
<b>Recreation</b>	<b>5.1</b>
Recreation costs have increased	2.9
Limited recreation options for low income	1.5
Curling has no senior rate	0.7
<b>Assisted Living</b>	<b>4.4</b>
High costs for assisted living - general	2.2
High costs for Meals on Wheels	1.5
High costs for home care	0.7
<b>Retail Services</b>	<b>4.4</b>
High costs for retail services	4.4
<b>Other</b>	<b>13.2</b>
High housing prices	6.6
High rent prices	4.4
High transportation costs (out-of-town)	1.5
Need subsidized home maintenance program	0.7

n=136

Source: Fort St. John Senior Needs Assessment 2006.

**Table H6** Does the cost of living affect seniors' quality of life?

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	% of respondents
Yes	78.6
No	17.9
Don't know	3.6

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n=28

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Source: Fort St. John Senior Needs Assessment 2006.

**Table H7** Comments on the ways cost of living affects seniors

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	% of respondents
Limited income	66.7
Increased cost of living	11.1
High housing costs	11.1
High rental costs	3.7
Oil / gas economy reduces seniors buying power	3.7
SAFER / BC Housing penalizes seniors with savings	3.7

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n=27

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Source: Fort St. John Senior Needs Assessment 2006.