

# Monitoring Seniors' Services 2015



OFFICE OF THE  
**SENIORS** ADVOCATE

[www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca)  
1-877-952-3181

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January 2016

This report marks the beginning of what will become a yearly report to the public on the status of a number of key services that support B.C. seniors as they age. While some information is being reported for the first time, much of the information in this report is currently available to the public but it is found in a variety of places. The purpose of the *Monitoring Seniors' Services* report is to bring all the information together in one place and allow seniors, service providers and policy makers to see the larger picture. As much as possible, we have tried to compare the year 2014/15 with previous years. For some areas, previous years' data were either not available or they were not comparable, and 2014/15 will form the baseline measurement. For the purposes of this report, we have tried to focus on key services within the Seniors Advocate's legislated services: health care, personal care, transportation, housing and income support.

The health and well-being of seniors depends on a number of factors. Access to health care, support with the activities of daily living, appropriate housing, adequate transportation, protection from abuse and neglect and a sufficient income to meet basic needs such as food, shelter and medicines are key. Through this report we can see that across this spectrum there are a number of supports offered and many needs are being met, however, for some seniors there are needs that appear to be unmet, and there is room for us to do better. To illustrate, highlights of this report include:

- 96% of seniors report having a regular physician
- At any one time approximately 50,000 British Columbians are living with a diagnosis of Alzheimer's or another dementia, leaving four out of five seniors aged 85 and over with no diagnosis of dementia
- The population over the age of 75 has increased by 4% in the past year but the number of home support hours is trending down in three out of five health authorities, while the number of clients has increased in four out of five
- The number of clients over the age of 75 receiving professional home care services such as nursing, physiotherapy or occupational therapy has increased 5.1% in the past year
- At any one time there are 27,421 British Columbians living in residential care
- The number of residential care beds has increased 3.5% since 2012, while the percentage of seniors placed in residential care within 30 days of assessment has decreased from 67% to 63% in the past year
- 75% reported residential care beds are in single rooms
- There were 336 incidents of seniors missing or wandering from residential care facilities in 2014/15. All were found, with no fatalities occurring
- There were between 425 and 550 reported cases of resident on resident aggression that resulted in some harm to the resident in licensed care
- The increase to Old Age Security (OAS) and Guaranteed Income Security (GIS) was 1.1%
- Since 2005, the Shelter Aid for Elderly Renters (SAFER) maximum rent that qualifies for a subsidy has increased 9% while rents increased by 34%

## INTRODUCTION

- Since 2013, property tax/municipal charges increased by 4.2% and hydro increased by 15%
- The BC Senior's Supplement, an additional \$49.30 per month for seniors receiving GIS, has not increased in almost 30 years
- The total number of HandyDART rides decreased by 1% over the previous year
- 51,926 (1.9%) of regular HandyDART ride requests went unfulfilled in 2014
- In 2014/15, the Public Guardian and Trustee received 1,486 referrals regarding financial abuse, neglect, and self-neglect
- The cases of the Public Guardian and Trustee assuming Committee of Estate or Committee of Person continue to show a decrease
- Elder abuse was reported in 1,286 calls to the Seniors Abuse and Information Line in 2014, of which 15% reported abuse that had been going on for five or more years

These are just a few of the highlights contained in this report. It is important when reading data and information to keep numbers in context and to acknowledge that slight shifts from year to year do not necessarily signal a trend, although they may signal a need to look deeper into the possible reasons for increases and decreases.

With this in mind, this report raises some issues that my office will be examining further and discussing with service providers. These issues include:

- The apparent reduction in home support hours and the decreased use of HandyDart within the context of an increasing population and greater desire by both the government and seniors to shift from institutional care to living in the community
- The increased number of complaints in residential care and high number of facilities (18%) who appear to have had no inspection in the past year
- The growing gap between rent increases and the Shelter Aid for Elderly Renters (SAFER)
- The reduced number of new applicants for property tax deferral
- The growing costs for low and moderate income seniors for PharmaCare and MSP

In addition to these and other issues my office will be placing a priority at looking at the number of incidents of resident on resident aggression through a specific systemic review that will commence before the end of January 2016.

The compilation of this report reflects the efforts of a significant number of people. While the initiative was led by staff in the Office of the Seniors Advocate, service providers, health authorities, ministries and agencies of government all contributed their time to gathering and reporting the information. My thanks and gratitude to all those who were involved in bringing this report together.

Sincerely,



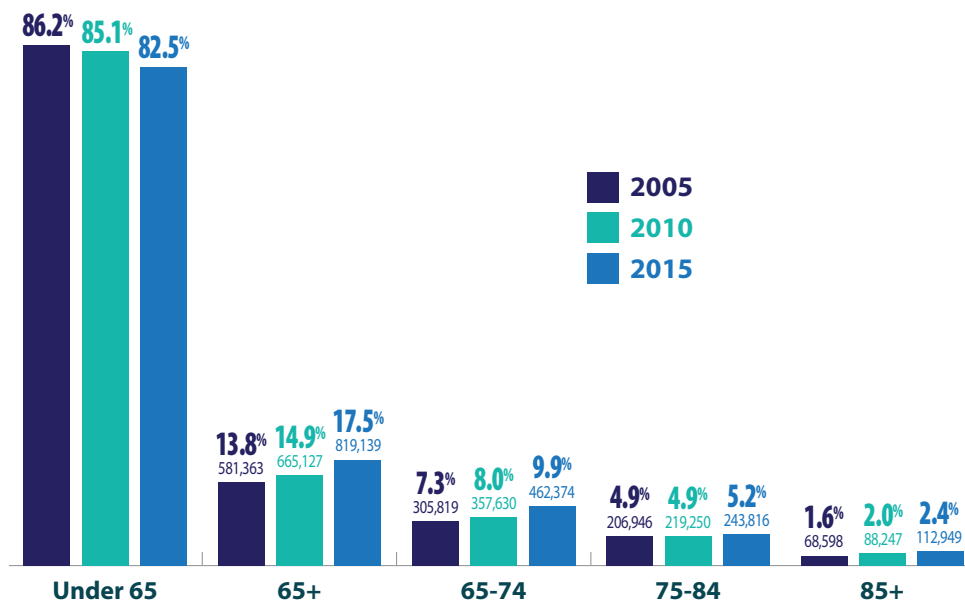
Isobel Mackenzie  
**Seniors Advocate**  
**Province of British Columbia**



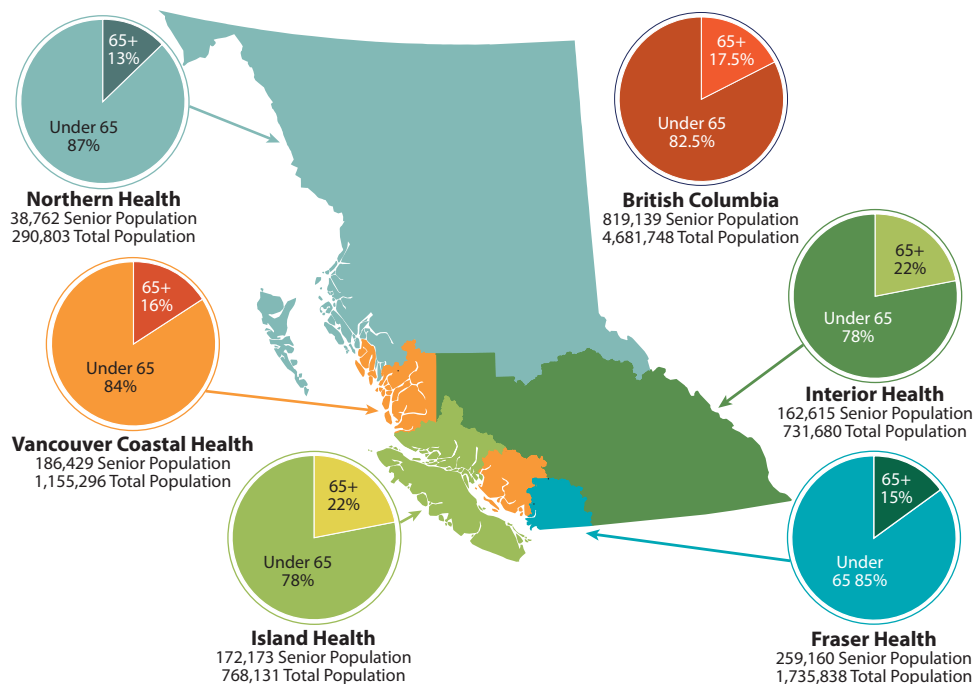
# B.C. Seniors' Population

There are 820,000 seniors in B.C., or 17.5% of the province's population. Since 2014, the number of British Columbians aged 65 and over increased by 4.4% compared to a 0.4% increase in the number of people under 65.

Since 2005, the proportion of B.C. residents aged 65 and over has increased by 3.7%, with the largest increase occurring in the 65-74 age cohort.



The geographic distribution of seniors shows a slightly lower concentration in Northern Health.



# Health Care

Health care services are increasingly important as we age. This section focuses on some of the key health care services that impact seniors.

## Seniors with Regular Doctors

General Practitioners (GPs), also known as family doctors, are a key point of access to health care in B.C.

There are two ways of measuring the percentage of B.C. seniors who have a regular GP. The first is through a Statistics Canada survey of 130,000 Canadian households that asks about the householders' *perceptions* of whether they have a regular doctor. The second is to examine patient records to determine if a patient has had a certain number of visits with the same GP or GP practice in a specified period.

In 2014, 96% of seniors surveyed said they *considered* themselves to have a regular doctor. This number has remained fairly constant over the last five years.

	2010	2011	2012	2013	2014
IHA	92.5%	94.8%	95.1%	97.2%	95.7%
FHA	94.6%	95.9%	97.0%	95.1%	97.1%
VCHA	95.7%	94.5%	96.2%	95.0%	96.5%
VIHA	93.9%	95.3%	97.2%	96.4%	94.6%
NHA	96.6%	92.8%	93.0%	93.4%	91.3%
B.C.	94.4%	95.1%	96.3%	95.7%	95.9%

Source: 1

In 2013/14, 92% of seniors were *recorded* through health records as being attached to a GP or GP practice.

The difference between the total B.C. population 65+ and the number 65+ who sought care suggests that about 9% of British Columbians 65+ did not seek physician care at all in the year and are therefore not included in these data.

2013/14	Attached to a GP
IHA	93.7%
FHA	91.9%
VCHA	91.7%
VIHA	94.6%
NHA	93.1%
B.C.	91.6%

Source: 2

## Dementia

As of 2013/14, 50,747 British Columbians were reported to be living with a form of dementia. Of these, 91% were aged 65 and over, and 44% were 85+. Put another way, 95% of seniors and 80% of seniors aged 85 and over do not have a diagnosed dementia.

Source: 2

### First Link

First Link is an early intervention service designed to connect individuals and families affected by Alzheimer's disease or another dementia with services and support as soon as possible after diagnosis. The program is operated by the Alzheimer Society of BC in 82 communities. First Link receives referrals from healthcare professionals and family members as well as self-referrals and follows up with individuals three to four weeks after their initial diagnosis of dementia. For those who choose to use the service, First Link will provide them with an information package, connect them to Alzheimer Society resources such as support groups and education programs, and provide referrals to other community and healthcare services.

Active Clients	
IHA	3,043
FHA	3,563
VCHA	2,428
VIHA	1,601
NHA	471
B.C.*	11,106

\*Formal referrals were only available to the North and Central Okanagan area of Interior Health until Fall 2015.

Source: 3

As of August 2015, 11,106 active clients were registered with First Link. In 2014, 65% of First Link referrals were self-referrals.

## Home Care – Home Support

Home support provides clients with specific help with daily personal care activities such as bathing, dressing or toileting. Case managers assess potential home support clients to determine the services and hours they may qualify for. Home support is part of the Home and Community Care Program and is delivered by community health workers paid for by the health authority. Clients may pay a co-payment amount based on income. Home support generally does not include help with grocery shopping, driving to appointments, laundry, or cleaning.



## Clients

In 2014/15, a total number of 41,223 clients were registered for publicly subsidized home support services. The number of clients increased in four health authorities and decreased in one. The total number of home support clients in B.C. increased by 2% over 2013/14, while the population aged 75 and over increased by 4%.

	2012/13	2013/14	2014/15	Change in Last Year	Population Change 65+	Population Change 75+
IHA	7,990	8,361	8,797	↑ 5%	↑ 4%	↑ 3%
FHA	11,326	12,225	12,919	↑ 6%	↑ 5%	↑ 4%
VCHA	9,306	9,272	8,833	↓ 5%	↑ 4%	↑ 3%
VIHA	8,817	9,190	9,230	↑ <1%	↑ 4%	↑ 3%
NHA	1,551	1,545	1,598	↑ 3%	↑ 5%	↑ 4%
B.C.	38,837	40,426	41,223	↑ 2%	↑ 4%	↑ 4%

Clients that received home support in more than one health authority in the same year are counted in each health authority's total, but only once at the B.C. level. Columns therefore cannot be summed. All home support numbers include Choice in Supports for Independent Living (CSIL) clients and clients receiving short-term home support.

Source: 4

## Hours

The total number of home support hours delivered to all clients receiving service in 2014/15 was 11,067,925, an increase of 1%. The number of hours delivered increased in two health authorities and decreased in three.

	2012/13	2013/14	2014/15	Change in Last Year	Population Change 65+	Population Change 75+
IHA	1,754,639	1,888,484	1,988,380	↑ 5%	↑ 4%	↑ 3%
FHA	3,099,525	3,533,533	3,777,765	↑ 7%	↑ 5%	↑ 4%
VCHA	2,419,744	2,362,248	2,277,731	↓ 4%	↑ 4%	↑ 3%
VIHA	2,702,168	2,805,741	2,675,009	↓ 5%	↑ 4%	↑ 3%
NHA	386,542	391,563	349,041	↓ 11%	↑ 5%	↑ 4%
B.C.	10,362,619	10,981,658	11,067,925	↑ 1%	↑ 4%	↑ 4%

Source: 4

In 2014/15, the average hours delivered per client per year was 268, or 5.1 hours per week. This represents a provincial average decrease of 1% from 2013/14.

	2012/13	2013/14	2014/15	% Change	% Pop. Change 65+	% Pop. Change 75+
IHA	220	226	226	0%	↑ 4%	↑ 3%
FHA	274	289	292	↑ 1%	↑ 5%	↑ 4%
VCHA	260	255	258	↑ 1%	↑ 4%	↑ 3%
VIHA	306	305	290	↓ 5%	↑ 4%	↑ 3%
NHA	249	253	218	↓ 14%	↑ 5%	↑ 4%
B.C.	267	272	268	↓ 1%	↑ 4%	↑ 4%

Source: 4

The client population consuming the majority of the home support hours delivered are long-term home support clients. Long-term clients receive ongoing home support, while short-term clients tend to receive support for a specific need such as follow-up for discharge from hospital.

Client Type	2013/14	2014/15	Change
Long-term	87% (9,554,042 hours)	89% (9,850,453 hours)	↑ 2%
Short-term	13% (1,427,616 hours)	11% (1,217,472 hours)	↓ 2%

Source: 5

## Home Care – Professional Services

Home care professional services include nursing (registered nurse), physical therapy (PT), occupational therapy (OT), nutritional services (registered dietitian), and social work (registered social worker). These services are provided on a short-term basis only, to address health issues post-discharge from hospital or an episodic illness or injury. Unlike home support, there is no client co-payment for professional services.

### Clients

In 2014/15, a total of 85,251 clients received professional home care services in B.C., an increase of 3% over 2013/14. The number of clients increased in three health authorities and decreased in two.

	2012/13	2013/14	2014/15	Change in Last Year	Population Change 65+	Population Change 75+
IHA	21,690	22,204	24,431	↑ 10%	↑ 4%	↑ 3%
FHA	19,977	20,652	20,762	↑ 1%	↑ 5%	↑ 4%
VCHA	18,031	18,312	19,001	↑ 4%	↑ 4%	↑ 3%
VIHA	17,866	17,946	17,811	↓ 1%	↑ 4%	↑ 3%
NHA	3,653	3,882	3,673	↓ 5%	↑ 5%	↑ 4%
B.C.	80,791	82,607	85,251	↑ 3%	↑ 4%	↑ 4%

Clients that received professional services from more than one health authority in the same year are counted in each health authority's total, but only once at the B.C. level. Columns therefore cannot be summed.

Source: 4

Unlike home support where 90% of clients are aged 65 or over and the average client age is 80, only 70% of home care professional services clients are aged 65 and over, and this number reduces to 50% at age 75 and over.

## Visits

In 2014/15, a total of 1,090,111 visits were made to clients receiving home care services in B.C., an increase of 5% over 2013/14. The number of visits increased in four out of five health authorities.

	2012/13	2013/14	2014/15	Change in Last Year	Population Change 65+	Population Change 75+
IHA	264,278	257,948	289,396	↑ 12%	↑ 4%	↑ 3%
FHA	244,039	247,465	249,826	↑ 1%	↑ 5%	↑ 4%
VCHA	226,534	224,576	237,996	↑ 6%	↑ 4%	↑ 3%
VIHA	252,293	253,401	254,545	↑ <1%	↑ 4%	↑ 3%
NHA	55,983	58,992	58,348	↓ 1%	↑ 5%	↑ 4%
B.C.	1,043,127	1,042,382	1,090,111	↑ 5%	↑ 4%	↑ 4%

Source: 4

## Home Care – Complaints

When clients have complained about their care to their health authority and are unsatisfied with the response they received, they may escalate their complaint to the health authority's *Patient Care Quality Office* (PCQO).

At this time, PCQO complaints data for home care cannot be separated into home support and professional services related complaints. The following table includes all complaints from the home care sector.

In 2014/15, 463 complaints about home care were made to PCQOs in B.C.

	2013/14	2014/15	Change
IHA	49	45	↓ 8%
FHA	195	217	↑ 11%
VCHA	46	65	↑ 41%
VIHA	122	123	↑ 1%
NHA	19	13	↓ 32%
B.C.	431	463	↑ 7%

Source: 6

In 2014/15, the top six complaint categories captured 50% of total complaints about home care in B.C.

Complaint	% of Complaints
Access Complaint: Care program or service denied	13%
Communication Complaint: Inadequate or incorrect information	9%
Care Complaint: Inappropriate type or level of care*	9%
Care Complaint: Care program or service not available	8%
Care Complaint: Care program or service delayed	6%
Coordination Complaint: Lack of caregiver continuity	5%
All Other Complaints	50%
Percentage of total complaints	100%

\*The degree to which kinds/levels of care provided reflect the expectations of patients, clients, residents and/or their families (e.g. aggressive intervention in palliative cases, not enough intervention, care managed medically rather than surgically, etc.)

Source: 6

## Complaint Resolution

Complaints not able to be resolved at the point of service may be formally lodged with the health authority Patient Care Quality Office (PCQO) for investigation and response. If the complainant is not satisfied with the response by the PCQO, the complainant may request a review of the PCQO's handling by the Patient Care Quality Review Board. Of the 464 complaints received by health authorities about home support and professional services in 2014/15, 23 (4.9%) were referred to the Patient Care Quality Review Board for review.

## Assisted Living

Assisted living is a housing option that provides seniors with enhanced supports to maintain their independence. Assisted living residences are regulated rather than licensed as is the case for residential care facilities. In B.C., three versions of assisted living exist: subsidized registered assisted living, private pay registered assisted living, and private assisted living (non-registered). Registered assisted living is regulated under the *Community Care and Assisted Living Act*, which allows facilities to provide residents up to two out of six prescribed services – typically assistance with activities of daily living (e.g. dressing) and administration of medication. Private non-registered assisted living residences are different in that residents make their own arrangements for any personal/nursing care needs and these are not limited to two of the six prescribed services. As residents living in assisted living are deemed competent, assisted living residences are not secure – residents may come and go freely.

## Residences

In 2015, there were 142 subsidized registered assisted living residences in B.C., with a total of 4,430 units.

Subsidized Registered Assisted Living Units	2012	2013	2014	2015	Change since 2012 (%)
IHA	925	922	922	931	↑ 0.6%
FHA	1,350	1,395	1,395	1,393	↑ 3.2%
VCHA	838	830	809	798	↓ 4.8%
VIHA	986	1,036	1,021	1,018	↑ 3.2%
NHA	290	289	290	290	0%
<b>B.C.</b>	<b>4,389</b>	<b>4,472</b>	<b>4,437</b>	<b>4,430</b>	<b>↑ 0.9%</b>

Source: 7

In 2015, there were 3,247 units of private registered assisted living in B.C., a 25% increase from 2012.

Private Registered Assisted Living Units	2012	2013	2014	2015	Change since 2012 (%)
IHA	964	1,070	953	1,009	↑ 4.7%
FHA	854	1,023	1,071	1,110	↑ 30.0%
VCHA	385	455	462	483	↑ 25.5%
VIHA	361	492	563	621	↑ 72.0%
NHA	33	23	23	24	↓ 27.3%
<b>B.C.</b>	<b>2,597</b>	<b>3,063</b>	<b>3,072</b>	<b>3,247</b>	<b>↑ 25.0%</b>

Source: 8

In 2015, there were 16,636 private assisted living (non-registered) units in B.C.

Private Assisted Living (Non-Registered)	2012	2013	2014	2015	Change since 2012 (%)
<b>Units</b>	<b>15,369</b>	<b>15,610</b>	<b>16,609</b>	<b>16,636</b>	<b>↑ 8%</b>
<b>Vacancy Rate</b>	<b>12.6%</b>	<b>11.4%</b>	<b>10.9%</b>	<b>9.1%</b>	<b>↓ 3.5%</b>

\*Drawn from information on standard seniors' housing spaces (i.e. the resident receives less than 1.5 hours of care per day).

Source: 9

## Waitlist

In Fraser Health, Interior Health, and Vancouver Coastal Health, individuals may only be placed on one assisted living residence waitlist, however, they may choose which residence to apply to. In Island Health and Northern Health, individuals may place themselves on waitlists for multiple assisted living residences. While there is availability in some Island Health residences, seniors may choose to wait for a unit in their preferred residence.

As of December 15, 2015, 943 individuals were on the waitlist for a subsidized registered assisted living unit in B.C.

Individuals on Waitlist	
IHA	237
FHA	251
VCHA	188
VIHA	122
NHA	145
B.C.	943

Source: 10

## Cost

In subsidized registered assisted living, residents pay a set monthly rate of 70% of their net income up to maximum market rate for the respective community. Whether registered or not, private assisted living costs can range significantly.

The table below shows the proportion of private non-registered assisted living units by rental price range. In 2015, 60.5% of private non-registered assisted living units cost \$2,500 or more per month.

Private Assisted Living (Non-Registered)	2012	2013	2014	2015	Change since 2012
<\$1,500	7.7%	7.0%	6.6%	7.8%	↑ 0.1%
\$1,500 - \$1,999	14.5%	12.1%	12.0%	10.7%	↓ 3.8%
\$2,000 - \$2,499	22.2%	24.8%	21.3%	20.9%	↓ 1.3%
\$2,500+	55.5%	56.1%	60.1%	60.5%	↑ 5.0%

Source: 9



## Complaints

The Assisted Living Registrar (ALR) ensures that both private and subsidized registered assisted living residences comply with the *Community Care and Assisted Living Act* and regulations. In 2015, the Registrar received a total of 73 complaints. In these 73 complaints, complainants raised 183 issues, with the largest complaint categories being Internal Complaint Policy and Resident Abuse, Neglect & Self-Neglect. Complaints to the ALR are not tracked in the same format as complaints under residential care licensing, which indicate the number of complaints that have been substantiated.

	2012	2013	2014	2015
<b>Total Complaints</b>	<b>48</b>	<b>30</b>	<b>58</b>	<b>73</b>
<b>Issues Raised in these Complaints</b>				
Tenancy	3	5	0	0
Possible Unregistered AL	7	3	7	11
External Complaint Policy	0	0	0	4
Internal Complaint Policy	1	2	13	18
Monitoring of Food Intake & Therapeutic Diets	0	0	2	1
Management of Cash	4	1	0	0
Delivery of Medication Services	9	4	8	8
Activities of Daily Living	3	5	1	2
Personal Services Plans	2	1	7	6
Exit Plans	1	3	11	11
Entry	9	5	8	6
Delegated Tasks	2	2	4	3
Staff Qualifications and Ongoing Training	5	3	7	3
Staffing Levels	4	3	7	7
Management	8	14	18	12
Social & Recreational Opportunities	1	1	5	4
24-Hour Emergency Response	4	1	1	7
Meals Services	10	8	10	14
Housekeeping Services	3	5	4	5
Laundry Services	1	3	1	2
Resident Abuse, Neglect & Self-Neglect	9	7	14	18
Infection Outbreaks	1	1	2	2
Accidents, Deaths & Medications Emergencies	3	0	3	11
Emergency Preparedness & Fire Safety	5	1	6	3
Security	0	3	11	9
Building Maintenance	2	5	8	10
Environment	7	3	2	6
Other	5	11	0	0
<b>Total Issues</b>	<b>104</b>	<b>100</b>	<b>160</b>	<b>183</b>

These numbers represent all complaints and initial issues raised, and do not include whether or not the complaint was substantiated.

Source: 8

## Site Inspections

Inspections and investigations are conducted by the ALR on an as-needed basis. An inspection can be triggered by a health and safety complaint, the need to determine whether a residence is operating as assisted living without being registered, or to determine if a residence wishing to register meets the requirements to do so.

In 2015, the ALR conducted 22 site inspections, of which 7 were to follow up on a health and safety complaint.

Type of Inspection	2013	2014	2015
Health and Safety Complaint	9	5	7
Possible Unregistered Residence	1	1	4
Prior to Registering a Residence	1	6	11
<b>Total</b>	<b>11</b>	<b>12</b>	<b>22</b>

Source: 8

## Incident Reporting

Registered assisted living residences are required to report to the ALR on specific serious incidents where the health or safety of a resident may have been at risk.

In 2015, a total of 235 serious incidents were reported by registered assisted living residences in B.C. The number of incidents reported has increased in part due to the increase of 168 units of registered assisted living.

	2012	2013	2014	2015
IHA	25	40	46	67
FHA	12	30	44	61
VCHA	12	10	21	36
VIHA	19	22	31	63
NHA	2	3	5	8
<b>B.C.</b>	<b>70</b>	<b>105</b>	<b>147</b>	<b>235</b>

Source: 8

The tables below show the breakdown of these serious incidents by type of incident.

### Resident to Staff Aggression

	2012	2013	2014	2015
IHA	0	0	3	0
FHA	0	0	0	0
VCHA	1	0	0	2
VIHA	0	0	0	1
NHA	0	0	1	0
<b>B.C.</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>3</b>

### Resident to Resident Aggression

	2012	2013	2014	2015
IHA	0	2	5	1
FHA	0	0	5	0
VCHA	1	0	1	3
VIHA	0	1	1	2
NHA	0	0	0	0
<b>B.C.</b>	<b>1</b>	<b>3</b>	<b>12</b>	<b>6</b>

## Police Incident

	2012	2013	2014	2015
IHA	0	2	3	5
FHA	0	5	5	6
VCHA	0	0	0	2
VIHA	0	2	1	5
NHA	0	0	0	0
<b>B.C.</b>	<b>0</b>	<b>9</b>	<b>9</b>	<b>18</b>

## Unexpected Death

	2012	2013	2014	2015
IHA	12	9	13	18
FHA	8	9	14	17
VCHA	7	6	6	6
VIHA	8	5	7	8
NHA	1	2	2	2
<b>B.C.</b>	<b>36</b>	<b>31</b>	<b>42</b>	<b>51</b>

## Missing/Wandering

	2012	2013	2014	2015
IHA	0	2	5	3
FHA	0	4	8	15
VCHA	0	0	3	2
VIHA	1	2	1	1
NHA	0	0	0	2
<b>B.C.</b>	<b>1</b>	<b>8</b>	<b>17</b>	<b>23</b>

## Abuse or Neglect

	2012	2013	2014	2015
IHA	0	1	2	2
FHA	0	0	0	2
VCHA	1	0	3	0
VIHA	0	2	0	7
NHA	0	1	0	0
<b>B.C.</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>11</b>

## Falls

	2012	2013	2014	2015
IHA	4	6	10	25
FHA	0	1	5	11
VCHA	0	1	6	10
VIHA	3	3	2	25
NHA	0	0	1	4
<b>B.C.</b>	<b>7</b>	<b>11</b>	<b>24</b>	<b>75</b>

## Fire/Flood/Gas Leak

	2012	2013	2014	2015
IHA	1	4	2	5
FHA	1	1	0	4
VCHA	0	0	1	4
VIHA	0	1	1	3
NHA	1	0	0	0
<b>B.C.</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>16</b>

## Attempted Suicide

	2012	2013	2014	2015
IHA	4	6	2	5
FHA	3	4	5	3
VCHA	1	1	0	2
VIHA	2	0	6	5
NHA	0	0	0	0
<b>B.C.</b>	<b>10</b>	<b>11</b>	<b>13</b>	<b>15</b>

## Disease Outbreak

	2012	2013	2014	2015
IHA	3	3	0	2
FHA	0	1	2	1
VCHA	0	1	1	2
VIHA	0	5	7	3
NHA	0	0	0	0
<b>B.C.</b>	<b>3</b>	<b>10</b>	<b>10</b>	<b>8</b>

## Residential Care Facilities

Residential care facilities offer seniors 24-hour professional supervision and care in a safe and secure environment. Approximately 3.7% of B.C. seniors live in residential care. The data presented in this section cover residential care facilities that receive public funding, including those that are owned and operated by health authorities and those that are operated by private for profit and private not for profit organizations.

### Beds

As of September 30, 2015 there were 27,421 publicly funded residential care beds in B.C. Across the province, the number of beds has increased 3.5% since 2012.

	2012	2013	2014	2015	Change since 2012	75+ Pop. Change since 2012
IHA	5,332	5,589	5,690	5,686	↑ 6.6%	↑ 9%
FHA	7,871	7,997	8,294	8,275	↑ 5.1%	↑ 12%
VCHA	6,800	6,815	6,854	6,856	↑ 0.8%	↑ 10%
VIHA	5,385	5,376	5,379	5,425	↑ 0.7%	↑ 8%
NHA	1,118	1,144	1,153	1,179	↑ 5.5%	↑ 12%
<b>B.C.</b>	<b>26,506</b>	<b>26,921</b>	<b>27,370</b>	<b>27,421</b>	<b>↑ 3.5%</b>	<b>↑ 10%</b>

Source: 7

As of publication, room configuration is available for about 26,067 of the total 27,421 beds. Of these known beds, 19,611, or 75%, are in dedicated single occupancy rooms.

	Single Rooms	Double Rooms	Multi-person Rooms (3-5 people)
IHA	4,685	230	132
FHA	5,649	576	184
VCHA	4,203	796	205
VIHA	4,045	359	283
NHA	1,029	37	16
<b>B.C.</b>	<b>19,611</b>	<b>1,998</b>	<b>820</b>

Source: 11

## Admissions

In 2014/15, 9,060 seniors were admitted to residential care facilities.\* This represents an increase of 6.8% over 2013/14.

	2013/14	2014/15	% Change
IHA	2,060	2,060	0%
FHA	2,397	2,741	↑ 14.4%
VCHA	1,915	1,898	↓ 0.9%
VIHA	1,786	2,000	↑ 12.0%
NHA	322	361	↑ 12.1%
<b>B.C.</b>	<b>8,480</b>	<b>9,060</b>	<b>↑ 6.8%</b>

\*Does not include brain injury, group homes, hospice, family care homes, or short-term residential care.

Source: 12

In 2013/14, 67% of seniors waiting for residential care were admitted to a facility within the target window of 30 days, with 50% of seniors waiting 15 days or less.

2013/14	Admitted Within 30 Days	Average # of Days	Median # of Days
IHA	73%	29	13
FHA	62%	38	21
VCHA	80%	25	9
VIHA	60%	41	18
NHA	27%	122	96
<b>B.C.</b>	<b>67%</b>	<b>36</b>	<b>15</b>

Source: 12

In 2014/15, 63% of seniors waiting for residential care were admitted to a facility within the target 30-day window, a 4% decrease from 2013/14.

2014/15	Admitted within 30 Days		Average # of Days	Median # of Days
	2014/15	Change since 2013/14		
IHA	63%	↓ 10%	38	18
FHA	57%	↓ 5%	43	25
VCHA	79%	↓ 1%	28	8
VIHA	62%	↑ 2%	42	17
NHA	35%	↑ 8%	87	63
<b>B.C.</b>	<b>63%</b>	<b>↓ 4%</b>	<b>41</b>	<b>18</b>

Source: 12

## Preferred Bed Access

Individuals placed into residential care are offered the First Appropriate Bed, which may not be at the facility they want. When this happens, residents can ask to transfer to a bed at their preferred facility. The table below illustrates the rate at which the first placement is to the individual's preferred location and the percentage of residents who must transfer to the preferred location from their initial placement.

2013/14	Clients achieving Preferred Bed at time of Initial Placement	Clients achieving Preferred Bed after Initial Placement
IHA	45%	22%
FHA	30%	4%
VCHA	23%	22%
VIHA	24%	21%
NHA	Not Available	Not Available

Source: 10

## Complaints

Complaints about care and services received in residential care are initially made through each health authority's Patient Care Quality Office. Each complaint is added to a province-wide database using standard categories and coding practices.

Across B.C. in 2014/15, 621 complaints about residential care were received, up 5.8% from 2013/14.

	2013/14	2014/15	% Change
IHA	132	105	↓ 20.5%
FHA	210	248	↑ 18.1%
VCHA	75	97	↑ 29.3%
VIHA	155	147	↓ 5.2%
NHA	15	24	↑ 60.0%
B.C.	587	621	↑ 5.8%

Source: 6



In 2014/15, the top complaint category, at 12%, was for inappropriate type or level of care.

Complaint Type	2014/15
Care: Inappropriate type or level of care*	12%
Communication: Inadequate or incorrect information	6%
Attitude or Conduct: Uncaring behaviour or attitudes	6%
Care: Delayed or disruptive care or service	6%
Financial: Billing issue – room charges	6%
Accommodation: Dissatisfied with placement	4%
Care: Medication-related issues	3%
Care: Incorrect application of process or procedure	2%
Access: Care program or service not available	2%
Safety: Personal safety or security issue	2%
Environment: Food services not to standards	2%
All other complaints	49%
Percentage of total complaints	100%

\*The degree to which kinds/levels of care provided reflect the expectations of patients, clients, residents and /or their families (e.g. aggressive intervention in palliative cases, not enough intervention, care managed medically rather than surgically, etc.)

Source: 6

## Complaint Resolution

Ideally, complainants' concerns are resolved at the health authority PCQO level. However, where this is not possible, the complainant may request that the Patient Care Quality Review Board review the PCQO's handling of their complaint. Of the total 621 complaints received by health authorities about residential care in 2014/15, 27 (4.3%) were referred to the Review Board for review.

## Annual Inspections

Residential care facilities governed by the *Community Care and Assisted Living Act* or the *Hospital Act* are monitored through regular inspections. Ideally, these inspections should be conducted on at least an annual basis, however, there is no mandatory inspection frequency.

As of December 2015 review, 82% of B.C.'s residential care facilities had a reported inspection within the last year.

	Sites	Inspection Within Last Year
IHA	82	89%
FHA	92	92%
VCHA	69	72%
VIHA	63	89%
NHA	27	33%
B.C.	333	82%

Source: 13

Of the most recent inspection reported for each facility, including inspections that occurred more than a year ago, 96% were routine or follow up inspections.

	Sites	Routine and Follow Up Inspections	Complaint Inspections
IHA	82	100%	0%
FHA	92	89%	11%
VCHA	69	100%	0%
VIHA	63	97%	3%
NHA	27	100%	0%
B.C.	333	96%	4%

Source: 13

## Facilities Licensing – Complaints

Residential care licensing offices in each health authority also receive complaints about facilities. They conduct investigations to determine whether the complaint is substantiated and to identify any licensing violations.

In 2014/15, licensing offices received 438 complaints about residential care facilities, of which 41% found licensing violations during inspection.

	2013/14		2014/15		Changes in Violations Found
	Complaints Received	Licensing Violations Found	Complaints Received	Licensing Violations Found	
IHA	152	25	141	34	↑ 36%
FHA	62	10	67	19	↑ 90%
VCHA	79	28	30	12	↓ 57%
VIHA	157	85	199	115	↑ 35%
NHA	3	1	1	0	↓ 100%
<b>B.C.</b>	<b>453</b>	<b>149</b>	<b>438</b>	<b>180</b>	<b>↑ 21%</b>

Source: 10

After a complaint has been received, a licensing officer will conduct a comprehensive review of the facility. At this time, the officer will identify which, if any, regulations have been found to be violated. Violations may or may not be related to the original issue identified in the complaint. For example, a complaint about staffing could lead to a licensing officer conducting a review of the facility and finding unrelated violations in the policy and reporting categories.

The majority of licensing regulation issues identified were associated with the Care & Supervision category of the regulations.

	Care & Supervision	Staffing	Records & Reporting	Policy & Procedure	All Other
IHA	50.0%	17.6%	0%	5.9%	26.5%
FHA	25.4%	25.4%	8.5%	8.5%	32.2%
VCHA	33.3%	8.3%	0%	16.7%	41.4%
VIHA	48.9%	19.2%	13.2%	11.0%	7.7%
NHA	0%	0%	0%	0%	0%
<b>B.C.</b>	<b>44.1%</b>	<b>19.8%</b>	<b>10.5%</b>	<b>10.2%</b>	<b>15.4%</b>

\*Facility licensing regulations and definitions are available in detail at [http://www.bclaws.ca/Recon/document/ID/freeside/96\\_2009](http://www.bclaws.ca/Recon/document/ID/freeside/96_2009)  
Licensing regulation categories are defined in Appendix A.

Source: 10

## Facilities Licensing – Reportable Incidents

Licensed residential facilities are required to report incidents as defined under the Residential Care Regulation. Licensing officers respond to these reports in order to confirm the incident and do any inspection or follow up necessary. The following is a selection of the reportable incidents for publicly funded facilities licensed under the *Community Care and Assisted Living Act*.

### Abuse or Neglect \*

In 2014/15, there were 121 reported incidents of financial, physical, emotional and/or sexual abuse in B.C. residential care facilities.

	2013/14	2014/15
IHA	62	52
FHA	34	22
VCHA	8	6
VIHA	33	31
NHA	4	10
<b>B.C.</b>	<b>141</b>	<b>121</b>

\*Includes neglect and abuse from any source such as staff, visitors or other residents. Neglect does not include self-neglect.

Source: 10

### Disease Outbreak \*

In 2014/15, there were 122 reported incidents of disease outbreak in residential care facilities in B.C.

	2013/14	2014/15
IHA	41	46
FHA	34	37
VCHA	14	6
VIHA	17	23
NHA	1	10
<b>B.C.</b>	<b>107</b>	<b>122</b>

\*Examples are Influenza or Norwalk outbreaks.

Source: 10

### Falls with Injury \*

Across B.C. in 2014/15, there were 2,367 reported incidents of a resident falling and being injured or an adverse event occurring.

	2013/14	2014/15
IHA	566	628
FHA	667	653
VCHA	523	440
VIHA	467	568
NHA	58	78
<b>B.C.</b>	<b>2,281</b>	<b>2,367</b>

\*An "injury" requires an intervention by a physician or transport to hospital, with or without admission to hospital.

Source: 10

### Missing or Wandering Person

Across B.C. in 2014/15, there were 336 reported incidents of a resident going missing or wandering.

	2013/14	2014/15
IHA	67	69
FHA	61	79
VCHA	104	108
VIHA	92	70
NHA	9	10
<b>B.C.</b>	<b>333</b>	<b>336</b>

Source: 10

Of the 336 residents who went missing or wandering from residential care facilities in 2014/15, 87.5% were found unharmed. The remaining 12.5% were found with 6% requiring medical attention. There were no deaths.

2014/15	Incidents	Found Unharmed	Found: Medical Attention Sought	Deceased	Not Found
IHA	69	57 (83%)	5 (7%)	0	0
FHA	79	64 (81%)	2 (3%)	0	0
VCH	108	100 (93%)	5 (5%)	0	0
VIHA	70	64 (91%)	6 (9%)	0	0
NHA	10	9 (90%)	1 (10%)	0	0
<b>B.C.</b>	<b>336</b>	<b>294 (88%)</b>	<b>19 (6%)</b>	<b>0</b>	<b>0</b>

Source: 10

## Resident on Resident Aggression

Data collection related to resident on resident aggression in residential care is currently challenging due to the use of different reporting and regulatory systems within the province. Data for this report were collected from two reporting frameworks to capture incidents of resident on resident aggression.

There are 229 publicly funded residential care facilities that report under the *Community Care and Assisted Living Act* (CCALA). Fifty-four of these facilities are owned and operated by the health authorities and may also report through the Patient Safety Learning System. As of December 1, 2013, the CCALA was amended to establish a new category of reportable incidents for aggression between persons in care that result in a degree of harm that requires first aid, emergency care by a medical practitioner or a nurse practitioner, or a trip to the hospital. In 2014/15, there were 213 incidents of this kind reported by facilities governed by the CCALA.

## HEALTH CARE

There are 68 facilities that are owned and operated by health authorities that are governed by the *Hospital Act* as well as four facilities operated by Providence Health Care. These facilities can voluntarily report through the Patient Safety Learning System (PSLS), which is overseen by the Provincial Health Services Authority. Through this system, facilities report cases of physical aggression toward clients. It does not distinguish if the aggressor was a fellow resident, staff member, or visitor. As of 2014/15, health authorities reported to the PSLS a total of 1,076 cases of physical aggression, of which it is estimated 26% caused some degree of harm.

For the purposes of this report, the Office of the Seniors Advocate has chosen to deem as comparable the CCALA incidents of resident on resident aggression causing harm and the incidents of physical aggression reported in the PSLS system that also resulted in some degree of harm. Using the overall average, we also assumed that 26% of cases reported in each health authority through the PSLS resulted in some harm.

In 2014/15, 280 incidents of physical aggression towards a resident resulting in some degree of harm were reported through the PSLS process.

There are 30 private or not for profit residential care facilities governed by the *Hospital Act* that at this point do not have access to the PSLS and therefore data are not available at this time for these facilities. There are three residential care facilities in B.C. that are governed by both the *Hospital Act* and the CCALA because they have both CCALA and Hospital Act Beds.

### Incidents Reported under the CCALA

2014/15	
IHA	21
FHA	66
VCHA	54
VIHA	37
NHA	35
B.C.	213

Source: 10

### Incidents Reported under the PSLS

2014/15	
IHA	103
FHA	51
VCHA	42
VIHA	47
NHA	37
B.C.	280

Source: 14

Given the lack of data from 30 facilities and the possible double reporting of 54 facilities, the OSA estimates the number of incidents of resident on resident aggression in 2014/15 to be between 425 and 550.

## Use of Antipsychotics Without a Diagnosis of Psychosis

In 2014/15, 32.9% of residents were administered an antipsychotic drug compared to 34.3% in 2013/14, a decrease of 1.4%. This compares to the national average of 28.6% in 2014/15 and 31.4% in 2013/14, a 2.8% decrease.

The rate of antipsychotic use for those B.C. residents without a diagnosis of psychosis decreased from 32.4% in 2013/14 to 30.1% in 2014/15. This 2.3% provincial decrease compares to a 3.2% decrease from 30.3% in 2013/14 to 27.1% in 2014/15 nationally.

Residents Given Antipsychotics	B.C.		Canada*	
	Residents <i>Without</i> a Diagnosis of Psychosis	Total Residents With or Without a Diagnosis	Residents <i>Without</i> a Diagnosis of Psychosis	Total Residents With or Without a Diagnosis
2013/14	32.4%	34.3%	30.3%	31.4%
2014/15	30.1%	32.9%	27.1%	28.6%

\*Includes data reported by B.C., Alberta, Saskatchewan, Winnipeg, Ontario, Nova Scotia, Yukon, and Newfoundland and Labrador.

Source: 15



# Housing

Seniors in B.C. live in a range of housing types, from detached homes where they live in complete independence to residential care, where they receive 24-hour care. The focus of this section is on the 93% (762,400) of seniors who are living independently, 80% (609,920) of whom are homeowners and 20% (152,480) of whom rent. Twenty-six per cent of seniors live alone, and this increases to 46% for those 85 and over. A snapshot of rental costs and vacancy rates, as well as data on subsidy programs available to assist seniors who are living independently are provided.

How B.C. seniors live:

	2015 Projection	% of Seniors' Population
Single Detached House	418,200	51%
Other Houses (Townhouse, Duplex, Semi-detached house, or Manufactured home)	165,900	20%
Apartment/Condominium	178,300	22%
Non-Registered Assisted Living	16,636 (actual)	2%
Registered Assisted Living	7,679 (actual)	1%
Residential Care	30,000	4%

Source: 16

## Renting in B.C.

On average, 20% of seniors are renters. The distribution of senior renters varies greatly across the province. For example, in Metro Vancouver 23% of residents aged 65 and over are renters – both the largest number and highest proportion – while in Parksville it is 9% and in Kelowna it is 15%. As well as the variability in the distribution of renters across the province, there is a wide range in the average costs of renting, for example \$660 for a one-bedroom apartment in Prince George and \$1,062 in Vancouver.

Vacancy rates vary throughout the province, with a provincial average vacancy rate of 1.6% in 2015.

	2013	2014	2015	Change since 2014
Abbotsford-Chilliwack	5.4%	3.9%	3.4%	↓ 0.5%
Kelowna	3.5%	1.5%	1.8%	↑ 0.3%
Nelson	3.4%	2.3%	2.4%	↑ 0.1%
Terrace	N/A	0.8%	4.8%	↑ 4.0%
Vancouver	2.8%	1.7%	1.2%	↓ 0.5%
Victoria	3.7%	2.7%	1.0%	↓ 1.7%
B.C.	3.3%	2.2%	1.6%	↓ 0.6%

Source: 9

## Shelter Aid for Elderly Renters (SAFER)

SAFER provides a subsidy directly to those aged 60 or older who live in a private market rental unit and are on a moderate or low income. The average income of single SAFER recipients in the province is \$1,515 a month, or \$18,180 per year.

As of April 2015, the average cost of a one-bedroom apartment in B.C. was \$971. Over the last 10 years, average B.C. market rent has increased by 34% while the SAFER maximum rent has increased by 9%.

	2014	2015	SAFER Maximum Rent	Change in Market Rent 2014-2015	Change in SAFER Maximum Rent since 2005*	Change in Market Rent since 2005
Abbotsford-Chilliwack	\$676	\$699	\$667	↑ 3.4%	↑ 9%	↑ 24%
Kelowna	\$774	\$802	\$667	↑ 3.6%	↑ 9%	↑ 31%
Nelson	\$653	\$679	\$667	↑ 4.0%	↑ 9%	↑ 35%
Terrace	\$605	\$656	\$667	↑ 8.4%	↑ 9%	↑ 56%
Vancouver	\$1,039	\$1,062	\$765	↑ 2.2%	↑ 9%	↑ 35%
Victoria	\$840	\$856	\$667	↑ 1.9%	↑ 9%	↑ 30%
B.C.	\$952	\$971	—	↑ 2.0%	↑ 9%	↑ 34%

\*SAFER maximum rents were increased in April 2014, the first increase since 2005.

Source: 9 and 17

## Recipients

As of October 1, 2015, the total number of SAFER recipients in B.C. was 18,696, of which 17,087 (91%) were aged 65 and over. There was an 8% increase in the number of SAFER recipients from October 2014 to October 2015.

	October 2014		October 2015		
	#	%	#	%	Change
IHA	3,290	19%	3,431	18%	↑ 141 (4%)
FHA	5,887	34%	6,301	34%	↑ 414 (7%)
VCHA	4,502	26%	4,869	26%	↑ 367 (8%)
VIHA	3,116	18%	3,462	19%	↑ 346 (11%)
NHA	519	3%	631	3%	↑ 112 (22%)
B.C.	17,314	100%	18,696	100%	↑ 1,382 (8%)

Source: 17

## Subsidy Amounts

The current minimum subsidy amount is \$25, the average is \$176.70, and median is \$169.94.

The average subsidy has increased 17% over the past two years.

October 1, 2015	
Minimum subsidy	\$25
Average subsidy	\$176.70
Median subsidy	\$169.94

Source: 17

	March 31, 2013	March 31, 2014	October 1, 2015
Average subsidy	\$150.59	\$151.08	\$176.70

Source: 17

In 2014/15, SAFER provided \$41 million in subsidies. An additional \$1 million is budgeted for 2015/16.

	2012/13	2013/14	2014/15	2015/16 (budgeted)	Increase from 2012/13 to 2014/15
SAFER Subsidies Provided (millions)	\$32	\$32	\$41	\$42	↑ 28%

Source: 17

## Applications

The average application processing time for new applicants and re-additions between April 1, 2015 and September 30, 2015 was 7.6 weeks. Seniors approved for SAFER receive the subsidy retroactively from the date of their application.

Seniors must reapply to receive SAFER every year. In 2014/15, 20% of those receiving SAFER were receiving it for the first time.

2014/15	
New applicants	20%
Re-additions*	
Re-applicants	80%

\* Re-additions are people who were already known to the system as they had either received benefits in the past at some point, or had applied previously and were not eligible.

Current recipients applying for continued SAFER benefits are classified as re-applicants.

Source: 17

## Seniors' Subsidized Housing

Seniors' Subsidized Housing (SSH) is funded by BC Housing and serves British Columbians aged 55 and over, or who have a disability. Accommodation is in buildings that are either owned and operated by BC Housing or by a not-for-profit organization that is funded by BC Housing. Housing is apartment-style living, and usually consists of a one-bedroom unit in a building often with a common room where tenants can gather for programs and activities. In units that are strictly rent-geared-to income, tenants pay 30% of their gross income toward the cost of their housing.

### Recipients

The number of subsidized units in B.C. decreased 1% since 2013/14.

Units	2013/14	2014/15	Change since 2013/14
IHA	4,985	5,078	↑ 1.9%
FHA	9,380	9,205	↓ 1.9%
VCHA	12,246	12,386	↑ 1.1%
VIHA	5,571	5,289	↓ 5.1%
NHA	1,372	1,266	↓ 7.7%
B.C.	33,554	33,224	↓ 1.0%

Source: 17

In 2014/15, 672 individuals received a SSH unit. This represents 13% of those waiting for a unit.

2014/15	# Housed	% of Those Waiting
IHA	123	21%
FHA	173	12%
VCHA	244	10%
VIHA	85	11%
NHA	47	20%
B.C.	672	13%

Source: 17

### Seniors Waiting for SSH

Seniors in B.C. can apply for subsidized housing in multiple cities and run by different organizations. BC Housing maintains a Housing Registry of people approved for subsidized housing and waiting to be offered a unit. The organizations receiving BC Housing funding may use The Housing Registry, or they may maintain their own database. Those waiting for a unit are prioritized based on need and unit requirements, and/or date of application. Data presented below reflect the seniors in The Housing Registry who are waiting to receive a subsidized housing unit. Data are not available for seniors waiting for a SSH unit operated by an organization not using The Housing Registry.

## HOUSING

As of March 31, 2015, the **total number** of people 55+ on the waitlist for a SSH unit was 4,675, a 7.4% increase from the previous year. Of those waiting, 2,087 (45%) were aged 65 and over.

Waitlist	March 31, 2014	March 31, 2015	Change since March 31, 2014
IHA	391	455	↑ 16.4%
FHA	1,255	1,253	↓ 0.2%
VCHA	1,967	2,097	↑ 6.6%
VIHA	593	684	↑ 15.3%
NHA	133	184	↑ 38.3%
B.C.	4,352	4,675	↑ 7.4%

Source: 17

As of March 31, 2015, the average length of time those waiting to receive a subsidized unit had been waiting was 2.3 years, up from 2.2 years in 2014.

March 31, 2015 Wait Time Snapshot		
	Average (Years)	Median (Years)
IHA	1.4	1.0
FHA	2.3	1.5
VCHA	2.5	1.8
VIHA	2.2	1.3
NHA	1.3	0.8
B.C.	2.3	1.5

Source: 17

## Homeowners

Approximately 80% of seniors in B.C. own their own home, and an estimated 78% have no mortgage. Average home values can vary widely from under \$300,000 to over \$1 million depending on where in the province the senior lives. Homeowners face similar costs for maintaining their home if the home's value reflects the average value for that community. At least 30% of senior homeowners have an annual income of \$24,000 or less.

## Homeownership Costs

Property taxes, municipal charges and hydro are increasing.

	2013	2014	2015
Property tax and municipal charges*	\$3,205.62	\$3,266.30 (↑ 1.9%)	\$3,341.37 (↑ 2.3%)
Hydro	↑ 1.44%	↑ 9%	↑ 6%

\*Estimated by averaging the property taxes and municipal charges for a representative house in over 160 communities across the province.

Source: 18 and 19

## Property Tax Deferment

B.C.'s Property Tax Deferment regular program allows homeowners 55 and older, surviving spouses and persons with disabilities to defer paying their property

taxes for a low simple interest charge (currently 0.85%) that accrues until they withdraw from the program voluntarily, upon ownership transfer, or upon death. As of the end of August 2015, the total cumulative amount of property tax deferred under the regular program was \$733 million, up from \$621 million in April 2015.

In 2014, 4,796 homeowners started deferring their property taxes. An estimated additional 6,000 homeowners are maintaining deferment accounts opened in previous years but are not deferring the current year's taxes.

In B.C., the median assessed value of the homes for which property taxes have been deferred under the regular program was \$603,000.

	2013	2014	Change
New Users	5,375	4,796	↓ 11%

Source: 20

2015 Tax Year		Assessed Value of Home	Amount Deferred in 2014/15 Fiscal Year	Cumulative Amount Deferred
Vancouver	Average	\$1,567,162	\$6,165	\$30,958
	Median	\$1,501,000	\$5,677	\$20,044
B.C.	Average	\$636,293	\$3,601	\$19,342
	Median	\$603,000	\$2,868	\$12,193

Source: 20

In B.C., the median annual interest on deferred 2014/15 property taxes was \$28.68.

		Amount Deferred in 2014/15 Fiscal Year	2014/15 Annual Interest (1.0%)	Projected 2015/16 Interest (0.85%)
Vancouver	Average	\$6,165	\$61.65	\$52.40
	Median	\$5,677	\$56.77	\$48.25
B.C.	Average	\$3,601	\$36.01	\$30.61
	Median	\$2,868	\$28.68	\$24.38

Source: 20

In 2014, \$122.6 million was deferred under the regular program, of which \$15.2 million was new.

	2012/13	2013/14
New Amount Deferred	\$16,545,697	\$15,243,705
Total Amount Deferred	\$115,759,263	\$122,558,548

Source: 20

In 2014/15, \$55.3 million in property taxes deferred under the regular program was repaid to the province.

	2012/13	2013/14	2014/15
Deferred Property Taxes Repaid (millions)	\$39.7	\$45.2	\$55.3

Source: 20

# Transportation

Public transportation in the province is divided between two service providers: TransLink, which serves the urban geography of Metro Vancouver, and BC Transit, which serves the rest of the province. Public transportation options for seniors in B.C. vary widely based on geography. Urban centres tend to have the highest service levels in terms of operating hours, frequency and routes. Many communities have a regular bus system, some have HandyDART services and taxi savers, and other more rural areas depend on infrequent special trips provided by a larger nearby town.

## Service by Community

HandyDART and conventional public transit service levels vary widely between communities. The tables in Appendices C and D summarize service levels by community.

## HandyDART

HandyDART is a shared ride service for passengers with physical or cognitive disabilities who are unable to use conventional public transit without assistance. HandyDART offers door-to-door service, providing assistance with boarding and exiting the bus, as well as with reaching the door of the destination safely. Seniors must apply for HandyDART and the application process varies by community. Some require physician approval while others do not.

## Clients

Combined, TransLink and BC Transit served 60,801 active HandyDART clients in 2014. The large majority of users are 65 or older: 73% in TransLink and 73% in BC Transit's Victoria system.

The total number of active TransLink HandyDART clients decreased 5.6% from 2013 to 2014.

TransLink	2013	2014	Change in Clients 2013 to 2014
All Ages	25,133	23,735	↓ 5.6%
65+	18,347	17,327	↓ 5.6%

Source: 21

In 2014, the total number of active BC Transit HandyDART clients was 37,066, with the large majority residing in urban areas. Data were not available for other years.

BC Transit	2014
Urban	34,679
Semi Urban	2,387
Rural	Unknown
Total	37,066

Source: 21

The number of new clients registering for HandyDART service decreased 17% from 14,986 in 2011 to 12,389 in 2014.

	2011	2012	2013	2014
<b>TransLink</b>	8,665	8,808	7,748	6,924
<b>BC Transit</b>	6,321	5,926	5,498	5,465
<b>B.C.</b>	14,986	14,734	13,246	12,389

Source: 21

## Ride Requests

The total number of HandyDART rides requested in B.C. in 2014 was 2,757,462. Of these, 56% were made in TransLink's service area.

	2010	2011	2012	2013	2014	Change since 2013
<b>TransLink</b>	1,556,277	1,634,110	1,646,820	1,616,702	1,551,451	↓ 4%
<b>BC Transit</b>	—	1,232,853	1,225,305	1,220,802	1,206,011	↑ 1%
<b>B.C.</b>	—	2,866,963	2,872,125	2,837,504	2,757,462	↓ 3%

Source: 21

## Regular Rides Provided

The total number of HandyDART rides provided in B.C. in 2014 was 2,354,000. Of these, 50.3% were delivered to clients in BC Transit's service area.

	2010	2011	2012	2013	2014	Change since 2013
<b>TransLink</b>	1,146,638	1,211,492	1,208,917	1,181,371	1,168,861	↓ 1%
<b>BC Transit</b>	—	1,210,264	1,206,414	1,203,665	1,185,139	↓ 2%
<b>B.C.</b>	—	2,421,756	2,415,331	2,385,036	2,354,000	↓ 1%

Source: 21

## Unfulfilled Ride Requests

In 2014, 1.9%, or 51,926, of HandyDART regular and standby ride requests were unfulfilled in B.C. Of these, 60% were in TransLink's service area.

	2010	2011	2012	2013	2014	Change since 2013
<b>TransLink</b>	1.3% (20,662)	1.7% (28,410)	3.1% (51,205)	3.7% (59,242)	2.0% (31,054)	↓ 48%
<b>BC Transit</b>	—	1.5% (22,589)	1.5% (18,891)	1.0% (17,137)	1.2% (20,872)	↑ 22%
<b>B.C.</b>	—	1.8% (50,999)	2.4% (70,096)	2.7% (76,379)	1.9% (51,926)	↓ 32%

Source: 21



## TransLink Standby Rides

TransLink accepts regular ride requests up until noon the day before the requested ride date, when the drivers' schedule is finalized. Any ride requests received after that point are considered "standby" requests and will be accommodated if they can be fit into the schedule. Separate standby requests must be made for each direction of a roundtrip journey, and securing one trip does not guarantee the return trip will also be accommodated.

In 2014, TransLink received 26,876 standby requests and fulfilled 44.6%.

TransLink Standby Requests	2010	2011	2012	2013	2014
Requests	30,738	33,829	32,016	30,303	26,876
Cancelled by Customer	5,294	1,827	1,213	811	700
Fulfilled	18,240	21,788	17,228	12,660	11,984
Unaccommodated	7,207	10,222	13,515	16,824	14,185

Source: 21

The three main reasons why rides go unaccommodated are: service is not available; contact cannot be made with the customer following the initial request; and customers may decline the offer of a standby ride in one direction if the return direction cannot also be accommodated.

BC Transit does not divert and track standby rides as TransLink does. Any unfulfilled BC Transit rides, regardless of when they were requested, are captured in the previous section.

## Rides Delivered On Time

The target window to pick up a client varies by location, with the most common being a 30 minute target window (i.e. pick up occurs within 15 minutes before or after the scheduled pick up time).

In 2014, 89.2% of TransLink HandyDART rides were delivered on time.

	2010	2011	2012	2013	2014
TransLink	91.1% (1,061,204)	89.6% (1,105,019)	88.8% (1,088,817)	88.7% (1,194,031)	89.2% (1,053,314)

Source: 21

The collection of on-time ride delivery data is too fragmented across BC Transit regions to be reported.

## Taxi Saver Program

Registered HandyDART clients may also choose to hold a HandyCard (TransLink) or handyPASS (BC Transit). HandyCard and handyPASS holders may choose to purchase discounted taxi vouchers through the Taxi Saver Program if it is offered in their community. Depending on their location, clients can purchase up to \$80-\$100 in taxi vouchers per month at a 50% discount. Clients can use taxi vouchers to book and pay for rides directly with their preferred taxi company. In TransLink communities, HandyCards also allow individuals with permanent physical, sensory or cognitive disability to travel on conventional transit at concession fare prices.

In 2014, 14.1% of TransLink HandyCard holders purchased taxi vouchers.

TransLink	2013	2014
Voucher Requests	57,534	49,253
Total Value of Vouchers Provided	\$1,441,950	\$1,229,475
HandyCard Holders Who Use Taxi Saver	10.8% (7,392)	14.1% (7,700)

Source: 21

Across B.C. in 2014, handyPASS clients made 30,940 requests for taxi saver vouchers and received vouchers valuing a total of \$1.27 million.

BC Transit	2013	2014
Voucher Requests	31,681	30,940
Total Value of Vouchers Provided	\$1,265,893	\$1,265,103
handyPASS Holders Who Use Taxi Saver	—	—

Source: 21

## Complaints

Both TransLink and BC Transit have processes in place for the receiving and resolving of complaints with the HandyDART services they provide. The majority of the complaints are resolved at the point of service, but in the event that a solution cannot be found, a process for further escalating the complaint is available.

In 2014, TransLink received 1,529 complaints, of which 33 were escalated for resolution.

TransLink	2010	2011	2012	2013	2014
Complaints Received	1,294	1,394	1,397	1,386	1,529
Service Complaints	545	542	569	740	906
Operator Complaints	749	852	828	646	623
Complaints Closed Within 5 Days	74.0%	71.0%	67.6%	77.1%	92.4%
Complaints Escalated	11	6	13	48	33

Source: 21

## TRANSPORTATION

In 2014/15, 194 complaints were made to regional transit companies servicing the BC Transit area. Of these, two were escalated to BC Transit for resolution.

<b>Complaints Handled by Regional Transit Companies under BC Transit</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Central Fraser Valley	0	5	6
Alberni-Clayoquot	0	1	0
Campbell River	28	27	7
Cranbrook	0	0	0
Chilliwack	7	0	0
Kamloops	5	7	10
Kelowna	135	33	43
Kitimat	0	0	0
Kootenay Boundary	0	0	0
Nanaimo	11	10	8
Penticton	16	0	0
Prince George	11	37	23
Prince Rupert	18	25	6
Vernon	2	4	3
Comox Valley	0	0	0
Cowichan	0	0	3
Fort St. John	0	1	1
Summerland	0	2	0
Squamish	0	1	0
Sunshine Coast	0	2	0
Terrace	0	0	0
Williams Lake	1	0	2
Victoria	69	96	82
<b>Total</b>	<b>303</b>	<b>251</b>	<b>194</b>
<b>Complaints Escalated to BC Transit</b>	<b>2</b>	<b>3</b>	<b>2</b>

Source: 21

## BC Bus Pass Program

The BC Bus Pass Program offers subsidized annual bus passes to low income seniors and individuals receiving disability assistance from the province. Seniors pay an annual \$45 administrative fee. The program allows users to ride on regular public transit busses but does not include HandyDART. To be eligible, seniors must either be receiving the Federal Guaranteed Income Supplement (GIS), the Federal Allowance, or the Allowance for the Survivor, or be 65 or over and qualify for GIS in all but the 10 year Canadian residency requirement. The Bus Pass Program is administered by the Ministry of Social Development and Social Innovation and the passes are valid in communities served by TransLink or BC Transit.

The number of Bus Pass Program users has increased each year since 2010. In 2014, there was a total of 95,827 people in B.C. using the subsidized bus pass program, of which 60,472, or 63%, were seniors.

65+	2010	2011	2012	2013	2014	Change since 2010
TransLink	42,706	44,748	47,255	49,671	52,223	↑ 22.3%
BC Transit	7,280	7,512	8,885	8,122	8,249	↑ 13.3%
B.C.	49,986	52,260	56,140	57,793	60,472	↑ 21.0%
Under 65	2010	2011	2012	2013	2014	
TransLink	21,070	22,014	23,081	23,255	24,312	↑ 15.4%
BC Transit	10,575	10,772	11,219	11,003	11,043	↑ 4.4%
B.C.	31,645	32,786	34,300	34,258	35,355	↑ 11.7%
B.C. total for all ages	81,631	85,046	90,440	92,051	95,827	↑ 17.4%

Source: 22

The proportion of Bus Pass users who are aged 65 or over has increased by about 2% since 2010.

65+	2010	2011	2012	2013	2014
TransLink	67.0%	67.0%	67.2%	68.1%	68.2%
BC Transit	40.8%	41.1%	44.2%	42.5%	42.8%
B.C.	61.2%	61.4%	62.1%	62.8%	63.1%

Source: 22

## Active Drivers

In 2014, 594,000 seniors – or 76% of all seniors – were maintaining active driver's licences. Of these seniors, 96,000 (16%) were aged 80 or over and therefore required to undergo mandatory medical exams.

	2012	2013	2014	Change from 2013 to 2014
65-69	208,000	221,000	233,000	↑ 5.4%
70-74	142,000	151,000	159,000	↑ 5.3%
75-79	99,000	103,000	106,000	↑ 2.9%
80-84	58,000	60,000	61,000	↑ 1.7%
85+	31,000	33,000	35,000	↑ 6.1%
65+	538,000	568,000	594,000	↑ 4.6%

Source: 23

In 2014, RoadSafetyBC evaluated the fitness to drive of over 148,000 drivers through the Driver Medical Examination Report (DMER). Approximately 1% – or 1,500 – of all those evaluated were referred for a DriveABLE cognitive assessment. Approximately 33%, or 48,840, of all those evaluated through the DMER were aged 80 or over.

The DMER, not to be confused with the DriveABLE assessment, is a regular review to identify any possible driver fitness issues that may require further follow-up or special assessment. For those aged 80 and over, the DMER must be completed every two years. The cost of the DMER is determined by the driver's individual physician and is not covered by MSP. The Doctors of BC fee guide suggests physicians charge \$193 for completion of a DMER.

Driver's licences must be renewed with ICBC every five years. The ICBC renewal cost is \$75 for those under 65 and \$17 for those 65 and over. In 2014, 800 drivers aged 80 and over voluntarily surrendered their licence.

# Income Support

B.C. seniors receive income support through federal government Old Age Security (OAS) and the Guaranteed Income Supplement (GIS) as well as the B.C. Senior's Supplement.

## The Cost of Living in B.C.

Changes in the cost of living can be estimated by considering the national Consumer Price Index (CPI). The CPI is an indicator of changes in consumer prices experienced by Canadians. The CPI is calculated by looking at the cost of a fixed basket of goods and services and comparing the changes in cost over time. The CPI is also used in determining the maximum allowable rent increase, and income supports such as the OAS, GIS and CPP.

The most recent year to year comparison of the CPI is November 2014 to November 2015. During this one year period of time, the CPI rose 1.4%.

## Federal and Provincial Income Supports

Income supports provide financial assistance to low or moderate income seniors. The main national supports include the Old Age Security (OAS) pension and the Guaranteed Income Supplement (GIS). OAS is a monthly payment available to most seniors who meet the Canadian legal status and residence requirements, regardless of whether the senior ever worked or is still working. GIS is a monthly benefit for seniors receiving OAS who are on a low income – \$17,280 or less.

OAS, GIS and the Canada Pension Plan (CPP) are indexed to the CPI, meaning they are adjusted on a regular basis if there is an increase in the cost of living as measured by the CPI. OAS is taxable while the GIS is non-taxable. All numbers provided in this section are based on a single senior living alone.

In October to December 2015, low income single seniors received \$1,392.08 a month in federal and provincial income supports, an increase of about 1.1% from October to December 2014.

	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Change from 2014 to 2015
<b>OAS</b>	\$550.99	\$563.74	\$569.95	↑ 1.1%
<b>GIS</b>	\$747.11	\$764.40	\$772.83	↑ 1.1%
<b>B.C. Senior's Supplement</b>	\$49.30	\$49.30	\$49.30	0%
<b>Total</b>	\$1,347.40	\$1,377.44	\$1,392.08	↑ 1.1%

Source: 24 and 25

The BC Senior's Supplement is a monthly top-up to the federal OAS/GIS or federal Allowance payments. It remained the same in 2015 as it was in 1987: \$49.30 per month. Over 2002-2004, the Senior's Supplement was gradually reduced to zero. In 2005, the supplement was reinstated to the full \$49.30, and the amount has not changed since.

The total number of seniors receiving the Supplement fluctuates monthly based on the status and reported OAS/GIS income received from the federal government. In December 2015, 54,183 seniors received the Supplement.

	December 2013	December 2014	December 2015	Change since 2013
<b>Seniors Receiving B.C. Senior's Supplement</b>	52,745	53,342	54,183	↑ 2.7%

Source: 22

Most provinces and territories in Canada offer seniors a financial benefit similar to the BC Senior's Supplement, although it may be offered monthly, quarterly, annually, or as an income tax refund. The table below shows the calculated amount of each benefit per month.

Province	Monthly Amount
<b>Alberta Seniors Benefit</b>	\$280 maximum
<b>Manitoba 55 PLUS Program</b>	\$53.93 maximum
<b>Ontario GAINS</b>	\$2.50 – \$83.00
<b>New Brunswick Low-Income Seniors' Benefit</b>	\$33.33
<b>Nova Scotia</b>	\$50 - \$10,000 (refund of provincial income tax)
<b>Newfoundland and Labrador Seniors' Benefit</b>	\$88.25 maximum
<b>Yukon Seniors Income Supplement</b>	\$247.53 maximum
<b>NWT Senior Citizen Supplementary Benefit</b>	\$160
<b>Nunavut Senior Citizen Supplementary Benefit</b>	\$175
<b>BC Senior's Supplement</b>	\$49.30

Source: 25

In 2015, the maximum CPP payment amount was \$1,065.00.

CPP Payment	2013	2014	2015	Change from 2014 to 2015
<b>Maximum Payment</b>	\$1,012.50	\$1,038.33	\$1,065.00	↑ 2.6%
<b>Average Payment to All Beneficiaries</b>	\$527.56	\$535.96	Not Yet Available	—

Source: 24

In 2015, the average payment for *new* beneficiaries was \$640.23.

## MSP Premium Assistance

B.C. residents pay Medical Services Plan (MSP) premiums on a monthly basis. In 2015, the full premium amount was \$72, with stepped subsidies known as Premium Assistance beginning for those on an annual income of \$30,000 or less.

	Premium	\$ Increase from Previous Year	% Increase from Previous Year
2013	\$66.50	\$2.50	4.0%
2014	\$69.20	\$2.70	4.1%
2015	\$72.00	\$2.80	4.1%
2016	\$75.00	\$3.00	4.2%

Source: 26

Premium Assistance begins at a 29% subsidy and increases to a 100% subsidy for those on an income of \$22,000 or less.

Net Income	Premium	Premium Assistance
Up to \$22,000	\$0	100%
\$22,001 to \$24,000	\$12.80	82%
\$24,001 to \$26,000	\$25.60	64%
\$26,001 to \$28,000	\$38.40	47%
\$28,001 to \$30,000	\$51.20	29%
Over \$30,000	\$72.00	0%

Source: 26

In 2014, 267,667 seniors received some level of premium assistance, an increase of 4.8% over 2012.

	2012	2013	2014
Seniors Receiving Premium Assistance	255,320	260,750	267,667

Source: 26

Seniors enrolled in MSP through the Ministry of Social Development and Social Innovation because they are in receipt of support such as disability, welfare or employment assistance do not pay MSP premiums. Likewise, seniors served by the First Nations Health Authority (FNHA) do not pay MSP premiums, rather the FNHA pays a yearly flat fee.

In 2014, 21,376 seniors did not pay MSP premiums.

	2012	2013	2014
Seniors Enrolled in MSP Through SDSI	19,471	20,377	21,376

Source: 26

## Supplementary Benefits

Seniors receiving MSP premium assistance are eligible for a limited amount of coverage for a set of supplementary benefits. MSP will contribute \$23 per visit for a combined annual limit of 10 visits per calendar year for the following services: physical therapy, non-surgical podiatry, chiropractic, massage therapy and acupuncture. MSP will also cover \$46.17 toward one full eye exam per year.

## Drug Coverage

B.C. provides universal drug coverage under its Fair PharmaCare program. This program ensures that B.C. residents, including seniors, do not pay more than 4% of their net income on eligible drug costs. Fair PharmaCare assistance levels are income-tested and set out deductibles, the maximum a family will pay in a year, and the portion that PharmaCare will pay. Fair PharmaCare is scaled to smaller steps in net income than MSP.

Fair PharmaCare rates have not changed since 2003, when the portion PharmaCare pays was reduced from 75% to 70% as the program was expanded to cover families in addition to seniors. Seniors who were already receiving or about to receive Fair PharmaCare at the time – those born in 1939 or earlier – were grandfathered in, and continue to receive 5% more in assistance, known as Enhanced Assistance.

A Fair PharmaCare review was initiated in 2010 but no changes in the assistance levels or structure were implemented at the time.

Families pay 100% of the costs of their prescriptions until they reach their deductible. Deductibles generally range from 0% to 3% of a family's net income. After the deductible is met, PharmaCare will help pay a percentage of prescription costs until the family maximum is met. After that point, PharmaCare will pay 100% of any eligible prescription costs for the rest of the year.

Select Fair PharmaCare assistance levels for families with at least one spouse born in 1939 or earlier are shown below. Family deductibles begin at the \$33,000 income level.

Example Family Net Income	Family Deductible	Portion PharmaCare pays after deductible is met	Family Maximum PharmaCare covers 100% of the costs for the rest of the year after the maximum is met
\$0 – \$3,000	\$0	75%	\$25
\$22,000.01 – \$26,000	\$0	75%	\$300
\$30,000.01 – \$33,000	\$0	75%	\$400
\$33,000.01 – \$37,500	\$350	75%	\$700
\$42,500.01 – \$47,500	\$450	75%	\$900
\$50,000.01 – \$52,500	\$1,000	75%	\$1,500
\$67,500.01 – \$72,500	\$1,400	75%	\$2,100
\$87,500.01 – \$92,500	\$1,800	75%	\$2,700
\$97,500.01 – \$106,2500	\$2,000	75%	\$3,000
\$118,750.01 – \$131,250	\$2,500	75%	\$3,750
Over \$475,000	\$10,000	100%	—

Source: 26



## INCOME SUPPORT

Select Fair PharmaCare assistance levels for all other families are shown below.

Example Family Net Income	Family Deductible	Portion PharmaCare pays after deductible is met	Family Maximum PharmaCare covers 100% of the costs for the rest of the year after the maximum is met
\$0 – \$1,875	\$0	70%	\$25
\$6,250.01 – \$8,750	\$0	70%	\$150
\$13,750.01 – \$15,000	\$0	70%	\$300
\$15,000.01 – \$16,250	\$300	70%	\$450
\$18,750.01 – \$21,250	\$400	70%	\$600
\$21,250.01 – \$23,750	\$450	70%	\$675
\$28,750.01 – \$30,000	\$600	70%	\$900
\$30,000.01 – \$31,667	\$900	70%	\$1,200
\$41,667.01 – \$45,000	\$1,300	70%	\$1,750
\$51,667.01 – \$55,000	\$1,600	70%	\$2,150
\$95,833.01 – \$108,333	\$3,000	70%	\$4,000

Source: 26

## Dispensing Fees

For every prescription dispensed, pharmacies charge a dispensing fee. PharmaCare will reimburse up to a maximum \$10 dispensing fee. If the pharmacy charges more than \$10, the customer will be responsible for paying the difference.\*

Select Pharmacies**	Dispensing Fee	Amount Above PharmaCare Maximum
Rexall	\$12.99	\$2.99
Estevan Pharmacy (Independent)	\$12.75	\$2.75
Pharmasave	\$12.00	\$2.00
Shoppers Drug Mart	\$11.60	\$1.60
Thrifty Foods	\$10.60	\$0.60
Walmart	\$10.00	\$0
Save-On-Food & Drugs	\$10.00	\$0
London Drugs	\$9.60	-\$0.40
Costco	\$4.49	-\$5.51

\* A pharmacy cannot charge more than the maximum dispensing fee if the individual is receiving full (100%) PharmaCare coverage, and the drug/product is eligible for full PharmaCare reimbursement.

\*\* Dispensing fees may vary between pharmacy chain locations. The numbers above are for select locations in the Victoria area. To look up the dispensing fee at a pharmacy near you, visit <http://www.pharmacycompass.ca/>

Source: 27

PharmaCare does not reimburse pharmacies for blister packing medications. Whether or not a pharmacy charges clients an additional fee for blister packing medications is discretionary. There may still be an additional cost to the client as blister packs tend to include smaller quantities (for example, a 14-day pack rather than a bottle with 30 pills) and so clients and/or PharmaCare may end up paying dispensing fees more frequently.

# Elder Abuse

**E**lder abuse is any action by someone in a relationship of trust that results in harm or distress to an older person. Neglect is a lack of action by that person in a relationship of trust with the same result. Self-neglect can be another form of harm or distress resulting from a senior's inability to provide for their own essential needs. Elder abuse can include physical, psychological or financial abuse.

It is difficult to establish the number of seniors in B.C. who experience abuse, neglect, or self-neglect as there is no central registry of reported incidents, and many seniors and/or families turn to multiple organizations to seek support. In the interim, the Office of the Seniors Advocate has identified this as a gap and is currently working with government, service providers and seniors groups to establish standardized data collection and reporting. This section includes numbers of incidents of elder abuse reported by some of the agencies most involved in preventing abuse and supporting seniors who experience it.

## Public Guardian and Trustee

The Public Guardian and Trustee (PGT) protects the interests of British Columbians who lack legal capacity to protect their own interests. The PGT supports individuals who require decision making assistance and protection in their legal, financial, personal and health care interests. The PGT may be appointed to manage a person's financial and legal affairs generally as Committee of Estate (COE) or may act as a temporary substitute decision maker (TSDM) for health care decisions. In some cases the PGT may be appointed Committee of Person (COP) for personal and health care decisions. A TSDM differs from a COP in that a TSDM can only make decisions regarding health care, while a COP can make decisions in areas such as personal care, health care, access, and placement. Before either COE or COP are explored, all other decision making options such as Power of Attorney, Representation Agreements, and Pension Trusteeship are considered.

In 2014/15, the PGT supported 2,754 COEs and 41 COPs for B.C. seniors, a decrease of 9% and 2% from 2013/14 respectively.

	2012/13	2013/14	2014/15
COE	3,095	3,023	2,754
COP	46	42	41

\*These data do not include PGT clients under the age of 65, nor less restrictive authorities that the PGT has been exploring in recent years such as Pension Trusteeship.

Source: 28

## ELDER ABUSE

The PGT also responds to allegations and investigates cases of financial abuse, neglect, and self-neglect. Referrals that are screened out indicate referrals that did not proceed to investigation for a variety of reasons, but not necessarily because financial abuse was not occurring. For example, a referral would not proceed to investigation if a family member willing and able to support the vulnerable adult was identified. Referrals proceed to investigation and are not screened out when they meet legislative criteria.

In 2014/15, the PGT received 1,486 referrals. Seventy individuals had more than one referral.

Type of Referral	#	%
Referrals Not Proceeding to Investigation	508	34%
Referrals Proceeding to Investigation	978	66%
<b>Total Referrals</b>	<b>1,486</b>	<b>100%</b>

Source: 28

Of the referrals made to the PGT, 79% of those that proceeded to investigation involved individuals aged 65 and over.

Type of Referral	Referrals Not Proceeding to Investigation	Referrals Proceeding to Investigation
Open Investigations as of September 2015	11	227
Average Age of Client	69	75
Under 65	36%	20%
Unknown Age	6%	1%
<b>Total 65+</b>	<b>58%</b>	<b>79%</b>
65-75	17%	21%
75-85	20%	31%
85+	21%	27%
Female	56%	54%
Male	43%	46%
Unknown Gender	1%	—
<b>Total Referrals</b>	<b>508</b>	<b>978</b>

Source: 28

## Seniors Abuse and Information Line

The Seniors Abuse and Information Line (SAIL) is operated by the BC Centre for Elder Advocacy and Support (BCCEAS), a non-profit organization dedicated to protecting the legal rights of older adults, raising public awareness of elder abuse, increasing seniors' access to justice, and providing supportive programs to seniors who have been abused. The SAIL line is a safe place for older adults, and those who care about them, to talk to someone about situations where they feel they are being abused or mistreated, or to receive information about elder abuse prevention.

In 2014, the total number of calls received related to abuse was 1,286.

Degree of Harm Reported	%
No Harm	22.4% (288)
Minor Harm	16.1% (207)
Moderate Harm	29.6% (385)
Severe Harm	18.3% (235)
Cannot Determine	13.3% (171)
<b>Total Calls</b>	<b>1,286</b>

Source: 29

In 2014, 15.9% of calls involved abuse that had been occurring for longer than five years.

Duration of Harm	%
Very Recent (under 3 months)	28.7% (369)
4-6 months	11.6% (149)
6-12 months	18.7% (241)
1-2 years	15.3% (197)
2-5 years	9.7% (125)
5+ years	15.9% (205)
<b>Total</b>	<b>1,286</b>

Source: 29

More than one type of harm or abuse may be occurring at the same time, and the percentages below indicate the proportion of time the harm or abuse type is noted, not the number of calls received.

Type of Harm / Abuse	%
Emotional Abuse	17.3%
Psychological Abuse	7.8%
Financial Abuse	25.6%
Medication Related Abuse	1.1%
Neglect	35.9%
Physical Abuse	2.3%
Self Neglect	2.0%
Sexual Abuse	0.7%
Violation of Rights	4.8%
All other categories	2.5%

Source: 29

## 211 Helpline

211 is a non-profit help line operated by bc211 that connects callers with information and referrals regarding community, government and social services in B.C. The service is based in Vancouver and serves about 60% of the province. In 2013 and 2014, individuals aged 55 and over accounted for 5% of all calls to bc211 (including to their other help lines).

In 2013 and 2014, bc211 received a total of 550 calls about abuse from individuals aged 55 and over. Of these calls, 383, or 70%, were related to abuse that they were experiencing, while the remaining 30% of calls were about abuse of their family and friends. Callers can report more than one type of abuse. In 2013 and 2014, the 550 calls received involved 787 reported incidents of abuse.

Type of Abuse	Incidents Reported	% of Calls
Elder	252	46%
Domestic Violence	150	27%
Emotional	114	21%
Financial	109	20%
Physical	62	11%
Child	26	5%
Sexual	23	4%
Historical	15	3%
Animal	3	1%
Unspecified	33	6%

Source: 30

# Summary

This report has been compiled from a variety of sources. The data is either for the period of 2014/15 covering the period April 1, 2014 to March 30, 2015 or for the calendar year of either 2014 or 2015. All data sources are footnoted either in the report or in the appendix on data sources.

Where comparative year over year data were available, they have been used in this report and where unavailable this report will provide the baseline for future years.

Many individuals at all levels of government and with many different service providers participated in the creation of this report and the Office of the Seniors Advocate (OSA) thanks them for their contributions.

The OSA will be using the data in this report to help inform their work in the year ahead. Issues with home support, residential care, transportation, resident on resident aggression and low income will be the subjects of specific reports. Through this monitoring process we will build a solid foundation upon which we can continually measure, through objective data sources, the achievements of local, provincial and federal governments along with service providers in delivering high quality services and support to BC seniors and their families.

# Appendix A

## Regulation Categories for Residential Care Facilities under the CCALA

<b>Licensing – Major Requirements</b>
• Continuing duty to inform
• Notice of change of operation
• Liability insurance
• Investigation or inspection
<b>Licensing – Facility Requirements</b>
• General Physical Requirements
• Directional assistance
• Accessibility
• Windows
• Temperature and lighting
• Water temperature
• Telephones
• Monitoring, signalling and communication
• Emergency equipment
• Equipment and furnishings
• Maintenance
• Rooms and common areas
• Smoking
• Weapons
<b>Licensing – Bedrooms</b>
• Bedroom occupancy
• Physical requirements of bedrooms
• Bedroom floor space
• Bedroom windows
• Bedroom furnishings
<b>Licensing – Bathroom Facilities</b>
• Physical requirements of bathrooms
• Bathrooms in facilities other than long term care facilities
• Bathrooms in long term care facilities
<b>Licensing – Common Areas and Work Areas</b>
• Dining areas
• Lounges and recreation facilities
• Designated work areas
• Outside activity areas

<b>Licensing – Staffing Requirements</b>
<b>Division 1 – General Staffing Requirements</b>
• Character and skill requirements
• Additional criminal record checks
• Continuing health of employees
• Continuing monitoring of employees
<b>Division 2 – Coverage and Necessary Staff</b>
• Management and supervisory staff
• Staffing coverage
• Food services employees
• Employee responsible for activities
<b>Part 5 – Operations</b>
<b>Division 1 – Admission and Continuing Accommodation</b>
• Prohibited service
• Admission screening
• Advice on admission
• Other requirements on admission
• Continuing accommodation
<b>Division 2 – General Care Requirements</b>
• Emergency preparations
• Harmful actions not permitted
• Privacy
• General health and hygiene
• Program of activities
• Identification of persons in care off-site
• Access to persons in care
• Release or removal of persons in care
• Family and resident council
• Dispute resolution
• Self-monitoring of community care facility
<b>Division 3 – Nutrition</b>
• Menu planning
• Food preparation and service
• Food service schedule
• Participation by persons in care
• Individual nutrition needs
• Eating aids and supplements



<b>Division 4 – Medication</b>
• Medication safety and advisory committee
• Packaging and storage of medication
• Administration of medication
• Return of medication to pharmacy
<b>Division 5 – Use of Restraints</b>
• Restrictions on use of restraints
• Reassessment
<b>Division 6 – Matters That Must Be Reported</b>
• Notification of illness or injury
• Reportable incidents
<b>Part 6 – Records</b>
<b>Division 1 – Records for Each Person in Care</b>
• Records for each person in care
• Records respecting money and valuables of persons in care
• Short term care plan on admission
• Care plan needed if more than 30 day stay
• Implementation of care plans
• Nutrition plan
<b>Division 2 – Additional Records</b>
• Policies and procedures
• Repayment agreements
• Records respecting employees
• Food services record
• Record of minor and reportable incidents
• Record of complaints and compliance
• Financial records and audits
<b>Division 3 – General Requirements Respecting Records</b>
• Currency and availability of records
• How long records must be kept
• Confidentiality
<b>Part 7 – Transitional</b>
• Transitioned facilities
• Unacceptable threat to health or safety
• Transition – Criminal record check

# Appendix B

Classification of communities served by BC Transit HandyDART

	Data Reported	Geography Type
Campbell River	Yes	Semi Urban
Central Fraser Valley	Yes	Urban
Chilliwack	Yes	Urban
Clearwater	No	Not Assigned
Comox Valley	Yes	Semi Urban
Cowichan Valley	Yes	Semi Urban
Cranbrook	Yes	Semi Urban
Creston Valley	No	Not Assigned
Fort St. John	Yes	Semi Urban
Kamloops	Yes	Urban
Kelowna	Yes	Urban
Kitimat	Yes	Rural
Port Hardy	No	Not Assigned
Port McNeill	No	Not Assigned
Nanaimo	Yes	Urban
Penticton & Okanagan-Similkameen	Yes	Semi Urban
Port Alberni	Yes	Semi urban
Powell River	No	Not Assigned
Prince George	Yes	Urban
Prince Rupert	Yes	Semi Urban
Quesnel	No	Not Assigned
Shuswap	No	Not Assigned
South Okanagan	No	Not Assigned
Squamish	Yes	Semi Urban
Sunshine Coast	Yes	Rural
Terrace	Yes	Semi Urban
Vernon	Yes	Semi Urban
Victoria	Yes	Urban
West Kootenay	No	Not Assigned
Williams Lake	Yes	Semi Urban

# Appendix C

The table below summarizes HandyDART service by community.

	Days per week	Usual weekday hours	Different weekend hours	Cut off for booking ride (business days)	Single ride rate (1 zone)	Pre-paid ride rate	TaxiSaver program
Campbell River	6	7am – 5pm	✓	2	\$2.50	\$2.50	✓
Central Fraser Valley	6	7:45am – 4:45pm	✓	2	\$2.25	X	✓
Chilliwack	6	7:45am – 4:45pm	✓	2	\$2.25	X	✓
Clearwater	5	8am – 4:30pm	X	1	\$2.50	\$2.25	X
Comox Valley	5	8am – 4:30pm	X	2	\$2.00	\$1.80	✓
Cowichan Valley	6	7am – 6pm	✓	2-3	\$2.00	\$1.80	X
Cranbrook	5	7am – 5pm	X	3-4	\$3.00	X	✓
Creston Valley	5	7:15am – 3:15pm	X	1	\$1.50	X	X
Fort St. John	6	7:45am – 5pm	✓	2-3	\$2.00	X	X
Kamloops	7	7am – 11pm	✓	2	\$2.00	X	✓
Kelowna	6	9:15am – 8pm	✓	1	\$2.25	\$2.25	✓
Kitimat	6	7am – 7:30pm	✓	1	\$2.75/3.75	X	X
Metro Vancouver (TransLink)	7	6:30am – 12:30am	✓	1	2.75	\$2.10	✓
Port Hardy	5	Varies	X	2	\$1.25	\$1.05	X *
Port McNeill	5	Varies	X	2	\$1.25	\$1.05	X *
Nanaimo	7	7:30am – 5pm	✓	2	X	\$3.50	✓
Penticton & Okanagan-Similkameen	5	7am – 5pm	X	1-2	\$2.00	X	✓
Port Alberni	6	8am – 4pm	✓	5	\$2.00	X	X
Powell River	6	8am – 5pm	✓		\$2.00	X	X
Prince George	7	7am – 6pm	✓	2	\$2.25	X	✓
Prince Rupert	5	8:45am – 4pm	X	1	\$1.50	X	✓
Quesnel	5	8am – 4pm	X	3	\$3.00	X	X
Shuswap	5	8am – 4pm	X	2	\$1.75	\$1.75	X
South Okanagan	4	7am – 5:30pm	X	1	Varies	X	X
Squamish	5	7am – 4pm	X	1	\$1.75	X	X
Sunshine Coast	6	8am – 4:15pm	✓	1	\$2.25	\$2.00	X

	Days per week	Usual weekday hours	Different weekend hours	Cut off for booking ride (business days)	Single ride rate (1 zone)	Pre-paid ride rate	TaxiSaver program
<b>Terrace</b>	6	8:45am – 4:10pm	✓	1	\$2.00	\$1.80	X
<b>Vernon</b>	6	8am – 4:30pm	✓	3	\$1.75	X	X
<b>Victoria</b>	7	7am – 12am	✓	10	\$2.50	\$2.25	✓
<b>West Kootenay</b>	5	Varies	X	4-5	Varies	X	X
<b>Williams Lake</b>	6	8am – 5pm	✓	3	\$1.75	X	✓

\*Volunteer Transportation Network, funded and by donation. Fixed HandyDART stops, with pockets of time for directed stops.

# Appendix D

The following table provides a summary of public transportation services by community. Where possible, the range of weekday hours has been estimated; some routes may run outside of these hours.

Public Transit Systems & Communities Served	Days per week	Usual weekday hours	Seniors' single ride rate (1 zone)	Seniors' booklet rate	Seniors' monthly bus pass rate (1 zone)	Seniors' day pass
<b>100 MILE HOUSE</b>						
100 Mile House	5	7:30am – 5:30pm	\$1.25	\$11.25	\$28.00	X
103 Mile House / 108 Mile Ranch	5	7:30am – 5:30pm	\$1.75	\$15.75	\$28.00	X
Lac La Hache	1	Thu By Request	\$2.50	X	X	X
<b>AGASSIZ-HARRISON</b>						
Agassiz	6	6:30am – 10:30pm	\$1.50	\$13.50	\$35.00	X
Harrison Hot Springs	6	6:30am – 9:45pm	\$1.50	\$13.50	\$35.00	X
<b>ASCHCROFT-CLINTON</b>						
Ashcroft	5	8am – 6pm	\$2.00	X	X	X
Cache Creek	2	9:20am	\$2.00	X	X	X
Clinton	3	9am	\$2.00	X	X	X
Savona	2	10:50am	\$2.00	X	X	X
<b>BELLA COOLA VALLEY</b>						
Bella Coola	6	7:30am – 6:30pm	\$2.50	\$22.50	\$60.00	X
Burnt Bridge		By request	\$2.50	X	X	X
Firvale		By request	\$2.50	X	X	X
Glacier View	6	7:30am – 6:30pm	\$2.50	\$22.50	\$60.00	X
Hagensborg	6	7:30am – 6:30pm	\$2.50	\$22.50	\$60.00	X
<b>BOUNDARY</b>						
Boundary	5	8:30am – 3:30pm	\$1.50	X	X	X
Eholt	X	X	X	X	X	X
Grand Forks	1	1 weekly trip	\$1.50	X	X	X
Greenwood	1	1 weekly trip	\$1.50	X	X	X
<b>CAMPBELL RIVER</b>						
Campbell River	7	6:30am – 10pm	\$1.75	\$15.75	\$42.00	\$4.00
Oyster River	7	6:30am – 10pm	\$1.75	\$15.75	\$42.00	\$4.00

Public Transit Systems & Communities Served	Days per week	Usual weekday hours	Seniors' single ride rate (1 zone)	Seniors' booklet rate	Seniors' monthly bus pass rate (1 zone)	Seniors' day pass
<b>CENTRAL FRASER VALLEY</b>						
Abbotsford	7	5:30am – 10pm	\$1.75	\$15.75	\$38.00	\$4.00
Aldergrove	7	6am – 7pm	\$1.75	\$15.75	\$38.00	\$4.00
Hatzic	6	7:30am – 5:45pm	\$1.75	\$15.75	\$38.00	\$4.00
Mission	7	6am – 7pm	\$1.75	\$15.75	\$38.00	\$4.00
<b>CHILLIWACK</b>						
Chilliwack	7	7:40am – 9:20pm	\$1.75	\$15.75	\$38.00	\$4.00
Cultus Lake		Summer only	\$1.75			
Greendale	1	Saturday 9:30am	\$1.75	\$15.75	\$38.00	\$4.00
Promontory	7	7am – 11:20pm	\$1.75	\$15.75	\$38.00	\$4.00
Yarrow	1	Saturday 9:20am	\$1.75			
<b>CLEARWATER</b>						
Barriere	3	9:45am	\$5.00	X	X	X
Birch Island	5	12:38pm	\$2.50	\$22.50	X	X
Blackpool		By request	\$1.50	\$13.50	X	X
Clearwater	5	12pm	\$2.00	\$18.00	X	X
Vavenby	5	12:52pm	\$2.50	\$22.50	X	X
<b>COLUMBIA VALLEY</b>						
Akisqunuk Village		By request	\$2.00	\$15.00	\$42.00	X
Canal Flats	5	7:30am – 5:30pm	\$2.00	\$15.00	\$42.00	X
Edgewater	5	9:30am – 3:30pm	\$2.00	\$15.00	\$42.00	X
Fairmont Hot Springs	5	8am – 5pm	\$2.00	\$15.00	\$42.00	X
Invermere	5	8:30am – 4:30pm	\$2.00	\$15.00	\$42.00	X
Radium Hot Springs	5	9am – 3pm	\$2.00	\$15.00	\$42.00	X
Windermere		By request				
<b>COMOX VALLEY</b>						
Black Creek	6	6:30am – 6:30pm	\$1.75	\$15.75	\$42.00	\$4.00
Buckley Bay	7	8:24am – 10:05pm	\$1.75	\$15.75	\$42.00	\$4.00
Comox	7	6:20am – 10pm	\$1.75	\$15.75	\$42.00	\$4.00
Courtenay	7	6:52am – 7:55pm	\$1.75	\$15.75	\$42.00	\$4.00
Cumberland	7	6:30am – 10:30pm	\$1.75	\$15.75	\$42.00	\$4.00
Merville	6	6:35am – 6:37pm	\$1.75	\$15.75	\$42.00	\$4.00
Fanny Bay	7	8:20am – 9:45pm	\$1.75	\$15.75	\$42.00	\$4.00
Oyster River	6	6:41am – 6:15pm	\$1.75	\$15.75	\$42.00	\$4.00
Royston	7	8am – 10:20pm	\$1.75	\$15.75	\$42.00	\$4.00
Union Bay	7	8:30am – 10:10pm	\$1.75	\$15.75	\$42.00	\$4.00

Public Transit Systems & Communities Served	Days per week	Usual weekday hours	Seniors' single ride rate (1 zone)	Seniors' booklet rate	Seniors' monthly bus pass rate (1 zone)	Seniors' day pass
<b>COWICHAN VALLEY</b>						
Chemainus	7	10am – 11:15pm	\$2.00	\$15.00	\$36.00	\$4.00
Cobble Hill	7	7am – 11:30pm	\$2.00	\$15.00	\$36.00	\$4.00
Cowichan Bay	7	8:05am – 8:10pm	\$2.00	\$15.00	\$36.00	\$4.00
Crofton	7	9:50am – 11:20pm	\$2.00	\$15.00	\$36.00	\$4.00
Duncan	7	7:50am – 8pm	\$2.00	\$15.00	\$36.00	\$4.00
Honeymoon Bay	7	6am – 9:30pm	\$2.00	\$15.00	\$36.00	\$4.00
Ladysmith	7	6:50am – 6:10pm	\$2.00	\$15.00	\$36.00	\$4.00
Lake Cowichan	7	6:40am – 10:15pm	\$2.00	\$15.00	\$36.00	\$4.00
Maple Bay	7	7:45am – 8:20pm	\$2.00	\$15.00	\$36.00	\$4.00
Mill Bay	7	7:30am – 10:55pm	\$2.00	\$15.00	\$36.00	\$4.00
Shawnigan	7	7:15am – 11:10pm	\$2.00	\$15.00	\$36.00	\$4.00
Youbou	7	6:10am – 9:30pm	\$2.00	\$15.00	\$36.00	\$4.00
<b>CRANBROOK</b>						
Cranbrook	7	7:15am – 8:40pm	\$2.00	\$17.00	\$35.00	\$3.25
<b>CRESTON VALLEY</b>						
Creston	5	8:50am – 3pm	\$1.00	X	X	X
Erickson	5	10am – 2pm	\$1.00	X	X	X
Grouse Mountain	2	9:10am – 3:55pm	\$1.00	X	X	X
Kitchener	2	8:50am – 4:10pm	\$1.00	X	X	X
West Creston	2	8:50am – 3pm	\$1.00	X	X	X
Wynndel	4	9am – 3pm	\$1.00	X	X	X
<b>DAWSON CREEK</b>	6	8:50am – 6:45pm	\$1.50	\$13.50	\$40.00	X
<b>ELK VALLEY</b>						
Elkford	2	8am – 5pm	\$2.50	X	X	X
Fernie	2	9am – 4pm	\$2.50	X	X	X
Sparwood	2	8:30am – 4:30pm	\$2.50	X	X	X
<b>FORT ST. JOHN</b>						
Fort St. John	6	6:40am – 10:30pm	\$1.75	\$15.75	\$35.00	X
Taylor / Charlie Lake	5	8:15am return 3pm	\$4.00	X	X	X
<b>HAZELTONS</b>						
Gitsegukla	3	11:50am – 4:50pm	\$1.50	\$12.00	\$15.00	X
Glen Vowell		By request	\$1.50	\$12.00	\$15.00	X
Hagwilget	3	9:50am – 3:50pm	\$1.50	\$12.00	\$15.00	X
Hazelton	3	10am – 4pm	\$1.50	\$12.00	\$15.00	X
Kispiox	3	10:25am – 4:25pm	\$1.50	\$12.00	\$15.00	X

Public Transit Systems & Communities Served	Days per week	Usual weekday hours	Seniors' single ride rate (1 zone)	Seniors' booklet rate	Seniors' monthly bus pass rate (1 zone)	Seniors' day pass
Moracetown	4	10:40am – 5:40pm	\$1.50	\$12.00	\$15.00	X
New Hazelton	3	12:13pm – 6:10pm	\$1.50	\$12.00	\$15.00	X
South Hazelton	3	12:10pm – 6:05pm	\$1.50	\$12.00	\$15.00	X
Two Mile		By Request	\$1.50	\$12.00	\$15.00	X
<b>KAMLOOPS</b>						
Aberdeen	7	6:13am – 10:57pm	\$2.00	\$15.50	\$34.00	\$5.00
Barnhartvale	7	6:40am – 6:10pm	\$2.00	\$15.50	\$34.00	\$5.00
Batchelor Heights	7	6:45am – 6:32pm	\$2.00	\$15.50	\$34.00	\$5.00
Brocklehurst	7	6:12am – 9:54pm	\$2.00	\$15.50	\$34.00	\$5.00
Chase	1	Fri 8:30am – 2:45pm	\$5.00	X	X	X
Dallas	7	7:45am – 10:15pm	\$2.00	\$15.50	\$34.00	\$5.00
Juniper Ridge	7	6:45am – 8:24pm	\$2.00	\$15.50	\$34.00	\$5.00
Kamloops	7	7am – 11:30pm	\$2.00	\$15.50	\$34.00	\$5.00
Lillooet	1	Tue 8am – 4pm	\$5.00	X	X	X
Lytton	1	Thu 9am – 4pm	\$5.00	X	X	X
North Shore / Southgate	5	7:20am – 7pm	\$2.00	\$15.50	\$34.00	\$5.00
Westsyde / Oak Hills	7	6:20am – 11:30pm	\$2.00	\$15.50	\$34.00	\$5.00
Rayleigh	7	7:25am – 7:15pm	\$2.00	\$15.50	\$34.00	\$5.00
Sahali	7	6:34am – 11:18pm	\$2.00	\$15.50	\$34.00	\$5.00
Savona	1	Thu 10:45am – 4pm	\$2.00	\$15.50	\$34.00	\$5.00
Valleyview / Rosehill	7	9:10am – 10:30pm	\$2.00	\$15.50	\$34.00	\$5.00
<b>KELOWNA</b>						
Black Mountain	7	6:52am – 7:45pm	\$2.50	\$20.25	\$45.00	\$6.50
Crawford / Lower Mission	7	6am – 9:45pm	\$2.50	\$20.25	\$45.00	\$6.50
Lake Country	7	6am – 1am	\$2.50	\$20.25	\$45.00	\$6.50
Lakeview Heights	7	6:30am – 9pm	\$2.50	\$20.25	\$45.00	\$6.50
Gallaher's Canyon	7	7am – 8:20pm	\$2.50	\$20.25	\$45.00	\$6.50
Kelowna	7	6am – 12:30am	\$2.50	\$20.25	\$45.00	\$6.50
Oyama	5	9:30am – 8:30pm	\$2.50	\$20.25	\$45.00	\$6.50
Peachland	7	6:50am – 9:45pm	\$2.50	\$20.25	\$45.00	\$6.50
Quail Ridge	5	7:05am – 6:05pm	\$2.50	\$20.25	\$45.00	\$6.50
Upper Mission	7	6am – 10:45pm	\$2.50	\$20.25	\$45.00	\$6.50
West Kelowna	7	6:55am – 9:30pm	\$2.50	\$20.25	\$45.00	\$6.50
Westbank	7	5:55am – 10:00pm	\$2.50	\$20.25	\$45.00	\$6.50
Winfield	7	6am – 1:30am	\$2.50	\$20.25	\$45.00	\$6.50



Public Transit Systems & Communities Served	Days per week	Usual weekday hours	Seniors' single ride rate (1 zone)	Seniors' booklet rate	Seniors' monthly bus pass rate (1 zone)	Seniors' day pass
<b>KIMBERLEY</b>						
Kimberley	4	8:30am – 3:45pm	\$3.00	X	X	X
Marysville		By Request	\$3.00	X	X	X
Wycliffe		By Request	\$3.00	X	X	X
<b>KITIMAT</b>	7	7am – 9:25pm	\$1.75	\$15.75	\$33.00	X
<b>MERRITT</b>						
Logan Lake	1	8am – 3pm	\$5.00	X	X	X
Lower Nicola	6	7:15am – 5:15pm	\$1.25	\$11.25	\$34.00	X
Merritt	6	6:30am – 8:30pm	\$1.25	\$11.25	\$34.00	X
<b>METRO VANCOUVER (TransLink)</b>	7	Some routes 24 hrs	\$1.75	\$1.75	\$52.00	\$7.50
<b>MOUNT WADDINGTON</b>						
Coal Harbour	5	9am – 4:30pm	\$2.50	\$21.00	\$36.50	X
Fort Rupert / Storey's Beach	5	6:45am – 5:07pm	\$2.50	\$21.00	\$36.50	X
Hyde Creek / Woss	1	7:35am – 5:30pm	\$3.75	31.50	\$36.50	X
Port Hardy	6	7:30am – 6:05pm	\$2.50	\$21.00	\$36.50	X
Port McNeill	6	7:15am – 6:10pm	\$2.50	\$21.00	\$36.50	X
<b>NANAIMO</b>						
Bowser	1	10:25am – 3:40pm	\$2.25	X	X	X
Deep Bay	1	10:10am – 3:05pm	\$2.25	X	X	X
Lantzville	7	6:55am – 6:50pm	\$2.25	\$20.25	\$41.00	\$5.50
Nanaimo	7	6:30am – 11pm	\$2.25	\$20.25	\$41.00	\$5.50
Nanoose / Qualicum Beach	7	6:20am – 9pm	\$2.25	\$20.25	\$41.00	\$5.50
Parksville	6	6:20am – 9:30pm	\$2.25	\$20.25	\$41.00	\$5.50
<b>PEMBERTON VALLEY</b>						
Mt. Currie	7	6am – 7:30pm	\$2.50	\$22.00	\$65.00	X
Pemberton Valley	7	5:55am – 6:45pm	\$2.50	\$22.00	\$65.00	X
Xit'Olacw	7	6:25am – 7:20pm	\$2.50	\$22.00	\$65.00	X
<b>PENTICTON AND OKANAGAN-SIMILKAMEEN</b>						
Naramata	6	7:20am – 4:40pm	\$1.75	\$12.50	\$32.00	\$3.50
Okanagan Falls	5	7am – 5:40pm	\$1.75	\$12.50	\$32.00	\$3.50
Penticton	6	7am – 10pm	\$1.75	\$12.50	\$32.00	\$3.50
<b>PORT ALBERNI</b>	6	6:25am – 6:20pm	\$2.00	\$13.50	\$25.00	\$4.25
<b>PORT EDWARD</b>	6	7am – 10pm	\$1.50	\$13.50	\$40.00	\$3.75

Public Transit Systems & Communities Served	Days per week	Usual weekday hours	Seniors' single ride rate (1 zone)	Seniors' booklet rate	Seniors' monthly bus pass rate (1 zone)	Seniors' day pass
<b>POWELL RIVER</b>						
Lund	2	11am – 4pm	\$2.50	\$20.25	X	X
Saltery Bay		By Request	\$2.50	X	X	X
Texada / Shelter Point / Vanada	1	8am – 2:50pm	\$6.00	X	X	X
Sliammon/Powell River	7	7:50am – 10:30pm	\$2.00	\$15.25	\$34.00	\$4.00
<b>PRINCE GEORGE</b>	7	6:45am – 11pm	\$2.00	\$18.00	\$48.00	\$5.25
<b>PRINCE RUPERT</b>	6	7am – 9:30pm	\$1.50	\$13.50	\$40.00	\$3.75
<b>PRINCETON</b>						
Princeton-Penticton	3	8am – 1:30pm	\$4.00	X	X	X
Hedley-Penticton	3	8:30am – 1:30pm	\$3.50	X	X	X
Keremeos-Penticton	3	9am – 1:30pm	\$3.00	X	X	X
<b>QUESNEL</b>						
Nazjo	1	7am – 7pm	N/C	X	X	X
Quesnel	6	7am – 6:30pm	\$1.50	\$13.50	\$25.00	\$3.00
Wells	1	8:15am – 6:30pm	\$5.00	X	X	X
<b>REVELSTOKE</b>	6	7:46am – 5:52pm	\$1.75	\$15.75	\$37.50	X
<b>SALT SPRING ISLAND</b>						
Fernwood Dock	7	10:45am – 4:30pm	\$2.25	\$20.25	\$40.00	\$5.00
Fulford	7	6am – 9:30pm	\$2.25	\$20.25	\$40.00	\$5.00
Ganges Village	7	10:15am – 4:40pm	\$2.25	\$20.25	\$40.00	\$5.00
Long Harbour	7	1:30pm – 3:00pm	\$2.25	\$20.25	\$40.00	\$5.00
Vesuvius	7	12:35pm – 5:25pm	\$2.25	\$20.25	\$40.00	\$5.00
<b>SHUSWAP</b>						
Blind Bay	5	10:50am – 4:40pm	\$2.25	X	X	X
Canoe	6	7:40am – 5:40pm	\$1.25	\$11.25	\$36.0	\$3.00
Deep Creek	1	9am – 2pm	\$3.25	X	X	X
Eagle Bay	5	8:55am – 3pm	\$1.25	\$11.25	\$36.0	\$3.00
Salmon Arm	6	7am – 6pm	\$1.25	\$11.25	\$36.0	\$3.00
Shuswap	6	7am – 6pm	\$1.25	\$11.25	\$36.0	\$3.00
Sorrento	5	10:30am – 4:50pm	\$2.25	X	X	X
<b>SKEENA</b>						
Gitaus	5	6:40am – 5:25pm	\$3.75	\$34.00	\$50.00	X
Kitamaat Village	5	10am – 7pm	\$1.75	\$15.75	\$33.00	X
Kitsumkalum	6	8:30am – 4:50pm	\$1.75	\$15.75	\$33.00	X
New Remo	5	8:20am – 5pm	\$1.75	\$15.75	\$33.00	X
Skeena	5	8am – 3:30pm	\$1.75	\$15.75	\$33.00	X

Public Transit Systems & Communities Served	Days per week	Usual weekday hours	Seniors' single ride rate (1 zone)	Seniors' booklet rate	Seniors' monthly bus pass rate (1 zone)	Seniors' day pass
<b>SMITHERS / Telkwa</b>	6	8:15am – 5pm	\$2.00	\$17.00	\$45.00	X
<b>SOUTH OKANAGAN</b>						
Oliver	3	8am – 5pm	\$2.75	X	X	X
Osoyoos	4	7am – 5:30pm	\$1.75	X	X	X
<b>SQUAMISH</b>						
Brackendale	7	7:25am – 11pm	\$1.50	\$12.00	\$20.00	\$2.75
Garibaldi Highlands	7	7:30am – 10:45pm	\$1.50	\$12.00	\$20.00	\$2.75
Tantalus	5	6:50am – 5:30pm	\$1.50	\$12.00	\$20.00	\$2.75
Valleycliffe	7	6:45am – 10pm	\$1.50	\$12.00	\$20.00	\$2.75
<b>SUMMERLAND / Trout Creek</b>	5	7:15am – 5:10pm	\$2.00	\$18.00	\$50.00	\$5.00
<b>SUNSHINE COAST</b>						
Gibsons	7	6:15am – 10pm	\$1.75	\$15.00	\$38.00	\$4.00
Gower Point	7	6:20am – 9:55pm	\$1.75	\$15.00	\$38.00	\$4.00
Halfmoon Bay	7	6:40am – 11:20pm	\$1.75	\$15.00	\$38.00	\$4.00
Roberts Creek	7	6:45am – 9:30pm	\$1.75	\$15.00	\$38.00	\$4.00
Sechelt	7	7am – 9pm	\$1.75	\$15.00	\$38.00	\$4.00
<b>TERRACE</b>	6	7am – 11pm	\$1.75	\$15.75	\$33.00	X
<b>VERNON</b>						
Armstrong	6	8:15am – 5pm	\$1.75	\$14.00	\$35.00	\$4.50
Coldstream	7	6:40am – 7pm	\$1.75	\$14.00	\$35.00	\$4.50
Enderby	6	8:40am – 4:30pm	\$1.75	\$14.00	\$35.00	\$4.50
Lumby	5	6:30am – 6:20pm	\$1.75	\$14.00	\$35.00	\$4.50
Vernon	7	6:25am – 7:20pm	\$1.75	\$14.00	\$35.00	\$4.50
<b>VICTORIA</b>						
Brentwood Bay	7	6:50am – 7pm	\$2.50	\$15.00	\$45.00	\$5.00
Colwood	7	6:10am – 8:40pm	\$2.50	\$15.00	\$45.00	\$5.00
Esquimalt	7	5:50am – 11:50pm	\$2.50	\$15.00	\$45.00	\$5.00
Langford	7	5:45am – 12:45am	\$2.50	\$15.00	\$45.00	\$5.00
Metchosin	7	6am – 10pm	\$2.50	\$15.00	\$45.00	\$5.00
Oak Bay	7	6am – 11:30pm	\$2.50	\$15.00	\$45.00	\$5.00
Royal Oak	7	6:15am – 11:30pm	\$2.50	\$15.00	\$45.00	\$5.00
Saanich	7	5:50am – 12:15am	\$2.50	\$15.00	\$45.00	\$5.00
Saanichton	7	6am – 12:30am	\$2.50	\$15.00	\$45.00	\$5.00
Sidney	7	5:45am – 11pm	\$2.50	\$15.00	\$45.00	\$5.00
Sooke	7	5:40am – 12:30am	\$2.50	\$15.00	\$45.00	\$5.00

Public Transit Systems & Communities Served	Days per week	Usual weekday hours	Seniors' single ride rate (1 zone)	Seniors' booklet rate	Seniors' monthly bus pass rate (1 zone)	Seniors' day pass
Victoria	7	6am – 12:15am	\$2.50	\$15.00	\$45.00	\$5.00
View Royal	7	6:35am – 12:15am	\$2.50	\$15.00	\$45.00	\$5.00
<b>WEST KOOTENAY</b>						
Ainsworth Hot Springs	4	8:50am – 6:15pm	\$2.00	\$15.75	\$35.00	X
Argenta	5	7:30am – 8:45pm	\$2.00	\$15.75	\$35.00	X
Balfour Ferry	4	9:05am – 6pm	\$2.00	\$15.75	\$35.00	X
Blewett	5	8:15am – 4pm	\$2.00	\$15.75	\$35.00	X
Castlegar	6	7am – 6:40pm	\$2.00	\$15.75	\$35.00	X
Edgewood	1	9:25am – 1:50pm	\$2.00	\$15.75	\$35.00	X
Fruitvale	6	6:08am – 9:01pm	\$2.00	\$15.75	\$35.00	X
Kaslo	4	8:30am – 6:35pm	\$2.00	\$15.75	\$35.00	X
Nakusp	2	8:50am – 6:20pm	\$2.00	\$15.75	\$35.00	X
Nakusp Hot Spring	1	1:15pm – 3:15pm	\$2.00	\$15.75	\$35.00	X
New Denver	2	8:45am – 5:40pm	\$2.00	\$15.75	\$35.00	X
Passmore	2	9:45am – 4:40pm	\$2.00	\$15.75	\$35.00	X
Rossland	6	6:20am – 9:45pm	\$2.00	\$15.75	\$35.00	X
Salmo	2	8:20am – 12:45pm	\$2.00	\$15.75	\$35.00	X
Silverton	2	8:50am – 5:35pm	\$2.00	\$15.75	\$35.00	X
Slocan	2	9:15am – 5:10pm	\$2.00	\$15.75	\$35.00	X
Summit Lake	2	8:15am – 6:10pm	\$2.00	\$15.75	\$35.00	X
Trail	6	8:30am – 5pm	\$2.00	\$15.75	\$35.00	X
Winlaw	2	9:35am – 4:50pm	\$2.00	\$15.75	\$35.00	X
<b>WHISTLER</b>	7	6am – 12:20am	\$2.50	\$18.00	\$52.00	\$7.00
<b>WILLIAMS LAKE</b>	6	7:15am – 6:45pm	\$1.75	\$13.5	\$36.00	X

# Data Sources

- 1 Statistics Canada. Table 105-0501 - Health indicator profile, annual estimates, by age group and sex, Canada, provinces, territories, health regions (2013 boundaries) and peer groups, occasional
- 2 Ministry of Health: Health System Matrix 6.1
- 3 Direct request to the Alzheimer Society of BC
- 4 Ministry of Health: Home and Community Care Annual Report of Volumes and Rates (pre-release)
- 5 Ministry of Health: Home and Community Care Minimum Reporting Requirements
- 6 Direct request to the Patient Safety Learning System
- 7 Ministry of Health: Rpt 03 – Facilities Report – Detailed
- 8 Direct request to the Assisted Living Registrar
- 9 Canada Mortgage and Housing Corporation
- 10 Direct request to health authorities
- 11 Direct request to residential care facilities, facilities' websites
- 12 Ministry of Health: Report 2015\_0539 Residential Care Admissions
- 13 December 2015 review of health authority licensing inspection websites
- 14 Office of the Seniors Advocate estimate based on information provided by the Patient Safety Learning System
- 15 Canadian Institute for Health Information - Continuing Care Reporting System eReports
- 16 2015 estimates based on Canada Mortgage and Housing Corporation: Occupied Housing Stock by Structure Type and Tenure, British Columbia, 1991–2011 (dwelling units)
- 17 Direct request to BC Housing
- 18 Ministry of Community, Sport and Cultural Development: Schedule 704 – Taxes and Charges on a Representative House
- 19 BC Hydro website
- 20 Direct request to Ministry of Finance
- 21 Direct request to TransLink and BC Transit
- 22 Direct request to the Ministry of Social Development & Social Innovation
- 23 ICBC Quick Statistics, further data provided by RoadSafetyBC
- 24 Government of Canada website

- 25 Province and Territory websites
- 26 Direct request to the Ministry of Health, Ministry of Health website
- 27 Direct request to pharmacies
- 28 Direct request to the Public Guardian and Trustee
- 29 Direct request to the BC Centre for Elder Advocacy and Support
- 30 Direct request to bc211

Email: [info@seniorsadvocatebc.ca](mailto:info@seniorsadvocatebc.ca)

By phone:

Toll-free 1-877-952-3181

In Victoria: 250-952-3181

Open Monday to Friday, 8:30-4:30

Translation services available in more than 180 languages.

By fax: 250-952-2970

By Mail:

Office of the Seniors Advocate  
1st Floor, 1515 Blanshard Street  
PO Box 9651 STN PROV GOVT  
Victoria BC V8W 9P4

Twitter: [@SrsAdvocateBC](https://twitter.com/SrsAdvocateBC)



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