

Monitoring Seniors' Services

2016



OFFICE OF THE
SENIORS ADVOCATE

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December 2016

This report marks the second year the Office of the Seniors Advocate has released its findings in relation to our legislated function of monitoring seniors' services in the province. This is a key part of the work we do and offers us the ability to track over time trends in various areas from residential care wait times and home support hours to seniors' housing and transportation services. While this information is available from a variety of sources, our intent is that this report enables both the public and service providers to have an opportunity to see the overall picture of seniors' service delivery in a single resource.

Since our office began in 2014, we have seen variations in service levels both in terms of year over year performance, and when we compare services relative to different areas of the province. This year, there is no question there is good news. The majority of seniors have family physicians, most seniors over 85 do not have dementia, and those who do suffer from this illness are increasingly making connections with services that can provide support. Another highlight is that seniors are increasingly making use of the provincial tax deferment program, a key program that enables low-income seniors to remain living independently.

At the same time, there are obvious areas where we can do better. Wait times for residential care are getting longer, the number of home support clients has increased, but the hours of service are trending downward overall. The number of seniors waiting for subsidized housing is increasing while the Shelter Aid for Elderly Renters (SAFER) rent subsidy continues to be insufficient, particularly in large urban centres of the province. These are among the service areas in this report where we need to look more closely at how seniors could be better served.

The data contained within this report will help guide the work of my office as we move forward into 2017. We are currently examining home support, residential care and transportation services for seniors and will be releasing public reports and surveys on these issues in the new year with the goal that this work will collectively improve the lives of seniors in B.C.

The information in this report would not be possible without the contributions of many people across health authorities, government ministries and many service organizations who contributed significant time to ensuring we have been able to capture the most fulsome and accurate data possible. To all of you, my staff and I give our sincerest thanks.

Sincerely,

Isobel Mackenzie
Seniors Advocate
Province of British Columbia

Highlights of Monitoring Seniors' Services Report

Health Care

- 92% of seniors report having a regular physician.
- At the end of 2014/15, approximately 52,000 British Columbians were living with a diagnosis of Alzheimer's or another dementia; four out of five seniors aged 85 and over do not have a diagnosis of dementia.
- As of March 31, 2016, 12,672 active clients were registered with First Link, representing a 14% increase over the previous point-in-time measurement in August 2015.
- In 2015/16, on a provincial level, the average home support hours delivered per year per client decreased by approximately 2% from the previous year, while the number of clients increased by 2%.
- Average and median wait times for residential care grew longer in three of five regional health authorities. The proportion of residents admitted to residential care within the target window of 30 days decreased from 64% in 2014/15 to 57% in 2015/16, a decrease of 11%.
- In 2015/16, 8,549 seniors were admitted to residential care facilities. This represents a decrease of 6% since 2014/15.
- The number of residential care beds has increased 3.5% since 2012, while the number of seniors aged 85 and older has increased 21% over the same time period.
- 74% of reported residential care beds are in single occupancy rooms.
- 16% of residential care facilities had no reported inspection in the last year.

Housing

- Since 2005, the Shelter Aid for Elderly Renters (SAFER) maximum rent that qualifies for a subsidy has increased 9%, while rents have increased by 34%. There was an 8% increase in the number of individuals on SAFER (91% are 65 and older).
- The number of Seniors' Subsidized Housing units stayed relatively flat, while the number of people 55 and older waiting for a unit increased by 11%. The median and average wait times decreased slightly, but are still 1.3 years and 2.2 years, respectively.
- There was an increase of 16% in new users of the property tax deferment program.
- Since 2013, property tax/municipal charges increased by a cumulative 7% and hydro increased by 20%.

Transportation

- In the past year, TransLink's unfilled HandyDART ride requests have decreased by 40%, while BC Transit's unfilled HandyDART ride requests have increased by 13%.
- 41,960 of regular HandyDART ride requests went unfilled in 2015, representing less than 2% of all ride requests.
- HandyDart complaints were down by 13% for TransLink, and up slightly (3%) for BC Transit.
- Between 2012 and 2014, there was a 10% increase in seniors with active driver's licences in British Columbia. The greatest increase in active drivers was observed in the 85 and older age group at 13%.
- In 2015, RoadSafetyBC opened 157,000 driver fitness cases, the majority of which involved a Driver Medical Examination Report (DMER) and of whom 40% (approximately 63,000 drivers) were aged 80 or older. Approximately 1,000 drivers of all ages were subsequently referred for a DriveABLE cognitive assessment.
- In 2015, 900 drivers aged 80 and over voluntarily surrendered their licences.

Income Supports

- The maximum payment for CPP increased by nearly 3% over last year.
- The Seniors Supplement, a monthly top-up provided by the provincial government to low-income seniors remains at \$49.30, which, in 2016, is the same as it was in 1987.
- As of January 1, single seniors with an income of up to \$45,000 or senior couples with an income of up to \$51,000 may be eligible for some level of MSP Premium Assistance based on allowable deductions. In 2015, 271,242 seniors received some level of Premium Assistance.

Elder Abuse

- The Public Guardian and Trustee responds to allegations and investigates cases of financial abuse, neglect, and self-neglect. Referrals increased slightly over last year by 7%.
- The 211 Helpline received 243 calls, of which 70% pertained to abuse that the caller was experiencing.

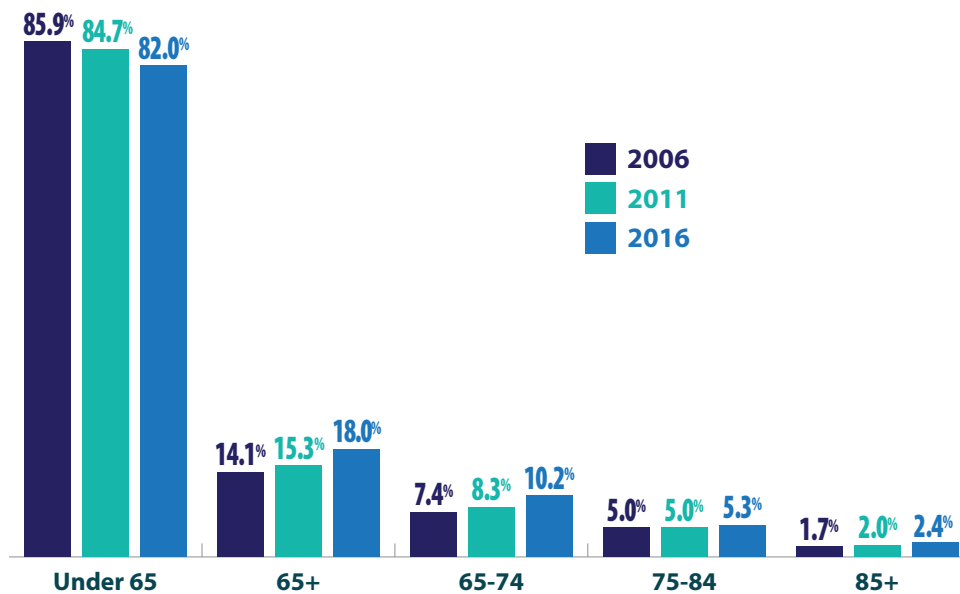
Table of Acronyms

ALR	Assisted Living Registrar	NHA	Northern Health Authority
BCCEAS	BC Centre for Elder Advocacy and Support	OAS	Old Age Security
CCALA	<i>Community Care and Assisted Living Act</i>	OSA	Office of the Seniors Advocate
COE	Committee of Estate	OT	Occupational therapy
COP	Committee of Person	PCQO	Patient Care Quality Office
CPI	Consumer Price Index	PCQRB	Patient Care Quality Review Board
CPP	Canada Pension Plan	PGT	Public Guardian and Trustee
CSIL	Choice in Supports for Independent Living	PSLS	Patient Safety Learning System
DMER	Driver Medical Examination Report	PT	Physical therapy
FHA	Fraser Health Authority	SAFER	Shelter Aid for Elderly Renters
FNHA	First Nations Health Authority	SAIL	Seniors Abuse and Information Line
GIS	Guaranteed Income Supplement	SDSI	Ministry of Social Development and Social Innovation
GP	General practitioner (family doctor)	SSH	Seniors' Subsidized Housing
IHA	Interior Health Authority	TSDM	Temporary substitute decision maker
MBM	Market Basket Measure	VCHA	Vancouver Coastal Health Authority
MSP	Medical Services Plan	VIHA	Island Health Authority (formerly Vancouver Island Health Authority)

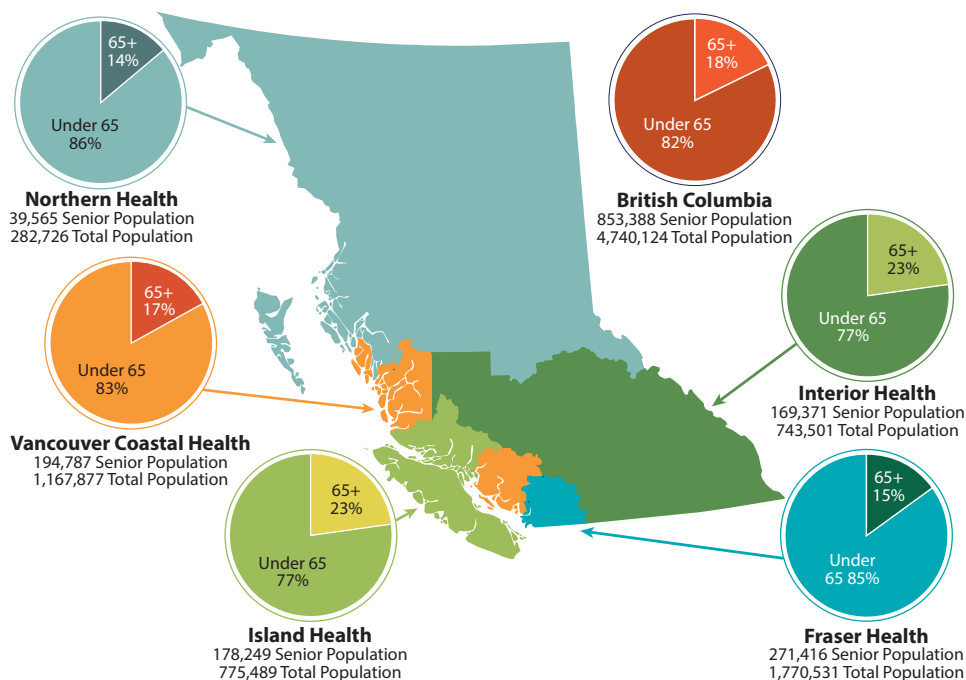
B.C. Seniors Population

There are approximately 853,000 seniors living in B.C., 18% of the province's population. Since 2015 the total population of British Columbia grew by 1.2% (56,985 people). Within this time frame the population of people aged 65 and over grew by 4.3%.

Since 2006, the proportion of B.C. residents aged 65 and over has increased by 28%, with the largest increase observed in the 65 to 74 age cohort.



The figure below shows that the proportion of seniors varies across the province, ranging from 14% in Northern Health Authority to 23% in Interior and Vancouver Island Health Authority.



Health Care

Health care services are increasingly important as we age. In B.C., seniors are generally healthy and independent as they age; only 10% of seniors (88,900) are frail and require residential care, palliative care, or supports for daily living. 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 British Columbia. One way of measuring the percentage of B.C. seniors who have a regular GP 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 2014/15, 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 aged 65 and older and the number of residents aged 65 and older who sought care suggests that about 8% of British Columbians aged 65 and older were either not attached to a single GP or GP practice or did not seek a physician's care at all in the year.

Health Authority	2013/14	2014/15
IHA	93.7%	93.0%
FHA	91.9%	92.1%
VCHA	91.7%	91.4%
VIHA	94.6%	93.8%
NHA	93.1%	92.1%
B.C.	91.6%	92.3%

Source: 1

Dementia

The number of B.C. seniors with dementia has increased, but the rate of dementia has remained constant. At the end of the 2014/15 fiscal year, 52,239 British Columbians were reported to be living with a form of dementia, an increase of 1,492 over 2013/14. Of these, 91% were aged 65 and older and 44% were aged 85 and older. When looking at the seniors' population overall, 94% of seniors 65 and older and 80% of seniors aged 85 and older did not have diagnosed dementia, with these proportions remaining constant over the previous year.

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. This program is operated by the Alzheimer Society of BC and serves over 101 communities across the province. 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.

As of March 31, 2016, 12,672 active clients were registered with First Link, representing a 14% increase over the previous point-in-time measurement in August 2015. In 2015/16, 3,864 individuals were referred to First Link, of whom one-half (50%) were self-referrals.

Health Authority	Active Clients		% Change During Period
	August 2015	March 2016	
IHA*	3,043	1,839	↓ 39.6%
FHA	3,563	2,994	↓ 16.0%
VCHA	2,428	4,054	↑ 67.0%
VIHA	1,601	3,253	↑ 103.2%
NHA	471	532	↑ 13.0%
B.C.*	11,106	12,672	↑ 14.1%

* Formal referrals are only available to the North and Central Okanagan area of Interior Health at present, but will become available to the entire health authority during 2016/17.

Source: 2

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 for which they may qualify. 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 2015/16, a total of 42,170 clients were registered for publicly subsidized home support services. The number of clients increased in three health authorities and decreased in two. The total number of home support clients in B.C. increased by 2% over the previous year, while the population aged 80 and over increased by 3%.

Health Authority	2012/13	2013/14	2014/15	2015/16	% Change in Last Year	% Population Change 65+ (2014 – 15)	% Population Change 80+ (2014 – 15)
IHA	7,990	8,361	8,797	9,291	↑ 5.6%	↑ 3.5%	↑ 2.4%
FHA	11,326	12,225	12,934	13,682	↑ 5.8%	↑ 4.3%	↑ 4.3%
VCHA	9,342	9,318	8,937	8,674	↓ 2.9%	↑ 4.9%	↑ 3.3%
VIHA	8,817	9,190	9,230	8,987	↓ 2.6%	↑ 3.8%	↑ 1.1%
NHA	1,551	1,545	1,598	1,696	↑ 6.1%	↑ 3.6%	↑ 3.1%
B.C.*	38,873	40,472	41,341	42,170	↑ 2.0%	↑ 4.1%	↑ 2.9%

* 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: 3

Hours

The total number of home support hours delivered to all clients receiving service in 2015/16 was 11,089,553, a decrease of 0.1% over the previous fiscal year. The number of hours delivered increased in three health authorities and decreased in two.

Health Authority	2012/13	2013/14	2014/15	2015/16	% Change in Last Year
IHA	1,754,639	1,888,484	1,988,380	2,177,947	↑ 9.5%
FHA	3,099,525	3,533,533	3,766,283	3,790,602	↑ 0.6%
VCHA	2,442,076	2,387,180	2,320,491	2,215,584	↓ 4.5%
VIHA	2,702,168	2,805,741	2,675,009	2,547,351	↓ 4.8%
NHA	386,542	391,563	349,041	358,070	↑ 2.6%
B.C.	10,384,951	11,006,501	11,099,203	11,089,553	↓ 0.1%

Source: 3

In 2015/16, the average hours delivered per client per year was 263, or 5 hours per week. This represents a provincial decrease of 2% from 2014/15. Average hours did, however, increase in one health authority.

Health Authority	2012/13	2013/14	2014/15	2015/16	% Change in Last Year
IHA	220	226	226	234	↑ 3.5%
FHA	274	289	291	277	↓ 4.8%
VCHA	261	256	260	255	↓ 1.9%
VIHA	306	305	290	283	↓ 2.4%
NHA	249	253	218	211	↓ 3.2%
B.C.	267	272	268	263	↓ 1.9%

Source: 3

Most home support hours are delivered under long-term home support, with short-term service making up a smaller, although growing, proportion of total home support hours. Long-term service is intended for clients with ongoing need, while short-term service is intended for clients with a time-limited need, such as immediately following hospital discharge.

Client Type	2013/14		2014/15		2015/16		% Change in Last Year
	# hours	%	# hours	%	# hours	%	
Long-term	10,244,137	93.1%	10,309,753	92.9%	10,261,214	92.5%	↓ 0.5%
Short-term	762,365	6.9%	789,450	7.1%	828,339	7.5%	↑ 4.9%

Source: 3

Both long-term and short-term client counts are growing faster than the service hours delivered under both classifications. The sum of long-term and short-term clients exceeds that of total unique home support clients because some clients receive both types of service during the year.

Client Type	2013/14 # clients	2014/15 # clients	2015/16 # clients	% Change in Last Year
Long-term	30,155	30,281	30,363	↑ 0.3%
Short-term	14,740	15,961	17,066	↑ 6.9%

Source: 3

Home Care – Professional Services

Home care professional services include nursing (registered nurse), physical therapy (PT), occupational therapy (OT), nutritional (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 2015/16, a total of 87,289 clients received professional home care services in B.C., an increase of 2.3% over 2014/15. The number of clients increased in all but one health authority.

Health Authority	2012/13	2013/14	2014/15	2015/16	% Change in Last Year	% Population Change 65+ (2014/15)	% Population Change 80+ (2014/15)
IHA	21,690	22,204	24,431	26,063	↑ 6.7%	↑ 3.5%	↑ 2.4%
FHA	19,977	20,652	20,786	21,245	↑ 2.2%	↑ 4.3%	↑ 4.3%
VCHA	18,056	18,349	19,051	19,087	↑ 0.2%	↑ 4.9%	↑ 3.3%
VIHA	17,866	17,946	17,811	17,823	↑ 0.1%	↑ 3.8%	↑ 1.1%
NHA	3,653	3,882	3,673	3,508	↓ 4.5%	↑ 3.6%	↑ 3.1%
B.C.*	80,815	82,643	85,324	87,289	↑ 2.3%	↑ 4.1%	↑ 2.9%

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

Source: 3

Unlike home support, where 88% of clients are aged 65 and older, only 70% of home care professional services clients are aged 65 and older, and this number reduces to 50% at age 75 and older. In contrast, 73% of home support clients are aged 75 and older.

Visits

In 2015/16, a total of 1,111,123 visits were made to clients receiving professional home care services in B.C., an increase of 2% over 2014/15. The number of visits increased in four out of five regional health authorities.

Health Authority	2012/13	2013/14	2014/15	2015/16	% Change in Last Year
IHA	264,278	257,948	289,396	295,890	↑ 2.2%
FHA	244,039	247,465	249,939	259,523	↑ 3.8%
VCHA	226,792	224,961	238,524	241,558	↑ 1.3%
VIHA	252,293	253,401	254,545	266,463	↑ 4.7%
NHA	55,983	58,992	58,348	47,689	↓ 18.3%
B.C.	1,043,385	1,042,767	1,090,752	1,111,123	↑ 1.9%

Source: 3

Home Care – Complaints

When clients have lodged a complaint about their care with their health authority and are unsatisfied with the response they received, they may escalate their complaint to their 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.

During the 2015/16 fiscal year, 430 complaints about home care were made to PCQOs in British Columbia. The change in the number of complaints between 2014/15 and 2015/16 is presented in the table below.

Health Authority	2013/14	2014/15	2015/16	% Change in Last Year
IHA	49	45	44	↓ 2.2%
FHA	195	217	173	↓ 20.3%
VCHA	46	65	79	↑ 21.5%
VIHA	122	123	122	↓ 0.8%
NHA	19	13	12	↓ 7.7%
B.C.	431	463	430	↓ 7.1%

Source: 4

In 2015/16, the top six complaint categories captured 51% of total complaints about home care in B.C.

Complaint Type	% of Complaints
Care Complaint: Inappropriate type or level of care*	10.9%
Accessibility: Care program or service denied	10.9%
Coordination: Lack of caregiver continuity	9.3%
Care Complaint: Care program or service delayed	7.4%
Communication: Relatives or carers not informed	6.0%
Care Complaint: Delayed or disruptive care or service	5.8%
All Other Complaints	49.5%
Percentage of total complaints	100.0%

* 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)

Source: 4

Complaint Resolution

Complaints not able to be resolved at the point of service may be formally lodged with the health authority 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 of the complaint by the Patient Care Quality Review Board (PCQRB). Of the 430 complaints received by health authorities about home support and professional services in 2015/16, only three (0.7%) were referred to the PCQRB for review. This represents a decrease from 2014/15, in which 5% of complaints were escalated to the PCQRB.

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 licenced, 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 (CCALA)*, 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. Legislative changes to the *CCALA* have been approved that will eliminate the restriction to two prescribed services. Regulations are currently under review and implementation is anticipated in 2017. As residents living in assisted living are deemed competent, assisted living residences are not secure; residents may therefore come and go freely.

Residences

In B.C., 139 subsidized registered assisted living buildings are distributed across the five regional health authorities. As of March 23, 2016, there were 4,408 subsidized registered assisted living units in B.C.

Subsidized Registered Assisted Living Units	2012	2013	2014	2015	2016	% Change in Last Year
IHA	925	922	922	931	922	↓ 1.0%
FHA	1,350	1,395	1,395	1,393	1,393	—
VCHA	838	830	809	798	808	↑ 1.3%
VIHA	986	1,036	1,021	1,018	997	↓ 2.1%
NHA	290	289	290	290	288	↓ 0.7%
B.C.	4,389	4,472	4,437	4,430	4,408	↓ 0.5%

Source: 6

As of March 23, 2016, there were 3,350 units of private registered assisted living in B.C., a 29% increase from 2012. While the number of subsidized assisted living units has remained relatively constant over time, the number of private assisted living units has experienced a net increase in four of the five regional health authorities since 2012. Island Health has seen a 72% growth in private assisted living units since 2012.

Private Registered Assisted Living Units	2012	2013	2014	2015	2016	% Change in Last Year
IHA	964	1,070	953	1,009	1,016	↑ 0.7%
FHA	854	1,023	1,071	1,110	1,192	↑ 7.4%
VCHA	385	455	462	483	497	↑ 2.9%
VIHA	361	492	563	621	621	—
NHA	33	23	23	24	24	—
B.C.	2,597	3,063	3,072	3,247	3,350	↑ 3.2%

Source: 6

As of June 2016, there were 17,985 private assisted living (non-registered) units in British Columbia. While the number of private assisted living units has increased by 17% over the past five years, the vacancy rate has decreased by one-half (50%) over the same time period. The vacancy rate for private (non-registered) units, though steadily decreasing, remains substantially greater than the province's overall rental vacancy rate (1.8%).

Private Assisted Living (Non-Registered)*	2012	2013	2014	2015	2016	% Change in Last Year
Units	15,369	15,610	16,609	16,636	17,985	↑ 8.1%
Vacancy Rate	12.6%	11.4%	10.9%	9.1%	6.3%	↓ 30.8%

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

Source: 7

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 to which residence to apply. 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 March 31, 2016, 918 individuals were on the waitlist for a subsidized registered assisted living unit in British Columbia.

Health Authority	Individuals on Waitlist
IHA	212
FHA	208
VCHA	205
VIHA	127
NHA	166
B.C.	918

Source: 8

Cost

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

The table below shows the proportion of private non-registered assisted living units by rental price range. In 2016, 63% of private non-registered assisted living units cost \$2,500 or more per month.

Private Assisted Living (Non-Registered)	2012	2013	2014	2015	2016	% Change in Last Year
<\$1,500	7.7%	7.0%	6.6%	7.8%	6.9%	↓ 11.5%
\$1,500 - \$1,999	14.5%	12.1%	12.0%	10.7%	10.1%	↓ 5.6%
\$2,000 - \$2,499	22.2%	24.8%	21.3%	20.9%	20.1%	↓ 3.8%
\$2,500+*	55.5%	56.1%	60.1%	60.5%	62.8%	↑ 3.8%

*Breakdown of rental prices above \$2,500 is not available.

Source: 7

Complaints

The Assisted Living Registrar (ALR) ensures that both private and subsidized registered assisted living residences comply with the CCALE and its associated regulations. In 2015, the ALR received a total of 73 complaints. In these 73 complaints, complainants raised 183 issues, with the most frequently cited challenges pertaining to 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.

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

Source: 6

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 seven (32%) were to follow up on a health and safety complaint, while one-half (50%) of inspections were conducted prior to registering a residence.

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
Total	11	12	22

Source: 6

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 British Columbia.

Health Authority	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.C.	70	105	147	235

Source: 6

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

Resident to Staff Aggression

Health Authority	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.C.	1	0	4	3

Source: 6

Resident to Resident Aggression

Health Authority	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.C.	1	3	12	6

Source: 6

Police Incident

Health Authority	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.C.	0	9	9	18

Source: 6

Unexpected Death

Health Authority	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.C.	36	31	42	51

Source: 6

Missing/Wandering

Health Authority	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.C.	1	8	17	23

Source: 6

Disease Outbreak

Health Authority	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.C.	3	10	10	8

Source: 6

Abuse or Neglect

Health Authority	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.C.	1	4	5	11

Source: 6

Falls

Health Authority	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.C.	7	11	24	75

Source: 6

Fire/Flood/Gas Leak

Health Authority	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.C.	3	6	4	16

Source: 6

Attempted Suicide

Health Authority	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.C.	10	11	13	15

Source: 6

Residential Care Facilities

Residential care facilities offer seniors 24-hour professional supervision and care in a safe and secure environment. Approximately 4% 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 March 31, 2016, there were 27,423 publicly funded residential care beds in British Columbia; both health authority-owned and contracted beds are included in this figure. Across the province, the number of residential care beds has not changed appreciably since 2015.

Health Authority*	2013	2014	2015	2016	% Change in Last Year	% Population Change 55+ (2014 – 15)
IHA	5,589	5,708	5,688	5,695	↑ 0.1%	↑ 4.0%
FHA	7,997	8,174	8,265	8,275	↑ 0.1%	↑ 5.9%
VCHA	6,815	6,822	6,852	6,840	↓ 0.2%	↑ 4.1%
VIHA	5,376	5,381	5,451	5,434	↓ 0.3%	↑ 1.9%
NHA	1,144	1,153	1,170	1,179	↑ 0.8%	↑ 5.9%
B.C.	26,921	27,328	27,426	27,423	—	↑ 4.2%

* Totals are as of March 31st of each year.

Source: 5

As of June 2016 (Q1 of 2015/16), the median length of stay in residential care was 500 days, representing a 7% increase over the end of the first quarter of 2015/16.

Health Authority	Median Length of Stay Q1 2015 (days)	Average Length of Stay Q1 2015 (days)	Median Length of Stay Q1 2016 (days)	Average Length of Stay Q1 2016 (days)	% Change in Last Year (median)	% Change in Last Year (average)
IHA	385	697	464	710	↑ 20.5%	↑ 1.9%
FHA	521	904	494	831	↓ 5.2%	↓ 8.1%
VCHA	565	1,006	483	868	↓ 14.5%	↓ 14.5%
VIHA	399	735	518	850	↑ 29.8%	↑ 15.6%
NHA	799	1,030	780	1,063	↓ 2.4%	↓ 3.2%
B.C.	469	836	500	821	↑ 6.6%	↓ 1.8%

Source: 12

As of publication, room configuration is available for 27,041 beds. Of these known beds, 20,129, or 74%, are in dedicated single occupancy rooms.

Health Authority	Single Rooms	Double Rooms	Multi-person Rooms (3-5 residents)
IHA	4,616	229	138
FHA	6,294	739	192
VCHA	4,093	647	316
VIHA	4,093	343	314
NHA	1,033	34	16
B.C.	20,129	1,992	976

Source: 9

Admissions

In 2015/16, 8,549 seniors were admitted to residential care facilities.* This represents a decrease of 6% since 2014/15. Northern Health Authority experienced a greater per cent decrease than the rest of the province.

Health Authority	2014/15	2015/16	% Change in Last Year
IHA	2,061	2,020	↓ 2.0%
FHA	2,741	2,512	↓ 8.4%
VCHA	1,909	1,842	↓ 3.5%
VIHA	2,014	1,873	↓ 7.0%
NHA	384	302	↓ 21.4%
B.C.	9,109	8,549	↓ 6.1%

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

Source: 10

Across the province, approximately one-quarter (26%) of residents living in residential care in 2014/15 were admitted to residential care during that same fiscal year.

Health Authority	% of Residents Admitted During 2014/15
IHA	28.4%
FHA	26.6%
VCHA	23.4%
VIHA	27.8%
NHA	25.2%
B.C.	26.4%

Source: 1

HEALTH CARE

In 2014/15, nearly two-thirds (64%) of seniors waiting for residential care were admitted to a facility within the target window of 30 days, with one-half (50%) of seniors waiting 17 days or less. In 2015/16, the proportion of seniors waiting for residential care and who were admitted to a facility within the target window of 30 days decreased to 57%. Average and median wait times grew longer in three of the five regional health authorities. Notably, Vancouver Coastal Health's already short wait times became even shorter. Northern Health also demonstrated improvements in wait times.

Health Authority	Admitted within 30 Days			Average # of Days		Median # of Days	
	2014/15	2015/16	% Change in Last Year*	2014/15	2015/16	2014/15	2015/16
IHA	63%	58%	↓ 7.9%	38	45	18	22
FHA	57%	52%	↓ 8.8%	43	49	25	29
VCHA	80%	83%	↑ 3.7%	27	23	7	7
VIHA	62%	40%	↓ 35.5%	42	62	17	42
NHA	36%	44%	↑ 22.2%	85	69	57	39
B.C.	64%	57%	↓ 10.9%	40	46	17	23

* Per cent change in proportions, not counts, is calculated here.

Source: 10

Preferred Bed Access

Individuals placed into residential care are offered the First Appropriate Bed (FAB), 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.

Health Authority	Clients Achieving Preferred Bed at Time of Initial Placement		Clients Achieving Preferred Bed After Initial Placement	
	2014/15	2015/16	2014/15	2015/16
IHA	58.4%	56.0%	34.9%	36.7%
FHA	31.2%	28.5%	7.2%	6.8%
VCHA	21.7%	17.6%	30.6%	30.6%
VIHA	27.5%	30.4%	22.8%	16.5%
NHA	98.3%	98.5%	1.7%	1.5%

Source: 8

Waitlists

Seniors may wait in hospital or in their own home in the community to transfer into a residential care facility. The table below depicts waitlist lengths in early and mid-2016. There has been a 19% decrease in people waiting for placement in residential care from the winter of 2016 to the subsequent fall.

Health Authority	As of January 2016			As of August/September 2016		
	Community	Hospital	Total	Community	Hospital	Total
IHA	459	79	538	507	101	608
FHA	626	125	751	306	65	371
VCHA	369	40	409	103	57	160
VIHA	208	148	356	268	135	435
NHA	101	115	216	184	72	256
B.C.	1,763	507	2,270	1,368	430	1,830

Source: 8

Complaints

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

Across B.C. in 2015/16, 709 complaints about residential care were received, up 14% over the last year. Increases in complaints were observed in three of the five regional health authorities. Vancouver Coastal Health Authority experienced the greatest increase in complaints over the last year, a 41% increase.

Health Authority	2013/14	2014/15	2015/16	% Change in Last Year
IHA	132	105	124	↑ 18.1%
FHA	210	248	231	↓ 6.9%
VCHA	75	97	137	↑ 41.2%
VIHA	155	147	198	↑ 34.7%
NHA	15	24	19	↓ 20.8%
B.C.	587	621	709	↑ 14.2%

Source: 4

HEALTH CARE

Complaints can also be examined as a rate per 1,000 residential care days.

Health Authority	2014/15	2015/16	% Change in Last Year
IHA	5.1	6.0	↑ 17.0%
FHA	8.2	7.4	↓ 9.9%
VCHA	4.0	5.6	↑ 41.0%
VIHA	7.1	9.4	↑ 32.3%
NHA	5.8	4.5	↓ 22.5%
B.C.	6.2	7.0	↑ 12.2%

In 2015/16, the top complaint category, at 18%, was for inappropriate type or level of care. The top 10 complaint categories comprise over one-half (55%) of total complaints lodged.

Complaint Type	2015/16
Care: Inappropriate type or level of care*	18.1%
Accommodation: Dissatisfied with placement	5.8%
Care: Delayed or disruptive care or service	5.1%
Communication: Relatives or carers not informed	4.9%
Communication: Inadequate or incorrect information	4.7%
Care: Medication-related issues	4.5%
Safety: Personal safety or security issue	3.1%
Attitude and conduct: Uncaring behaviour or attitudes	3.0%
Care: Inadequate assessment	2.8%
Accessibility: Care program or service delayed	2.7%
All other complaints	45.4%
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).

Source: 4

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 PCQRB review the PCQO's handling of their complaint. Of the total 709 complaints received by health authorities about residential care in 2015/16, four (0.6%) were referred to the PCQRB for review.

Annual Inspections

Residential care facilities governed by the *CCALA* 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 2016, 84% of B.C.'s residential care facilities had a reported inspection within the last year.

Health Authority	2015*		2016*	
	Sites	Per cent Inspection Within the Last Year	Sites	Per cent Inspection Within the Last Year
IHA	82	89%	80	85.0%
FHA**	92	92%	85	92.9%
VCHA	69	72%	58	81.0%
VIHA	63	89%	69	92.8%
NHA	27	33%	24	33.3%
B.C.	333	82%	316	84.2%

* For both 2015 and 2016, the last year represents the calendar year.

**Residential contracts and services staff respond to complaints and conduct inspections in FHA *Hospital Act* facilities.

Source: 11

The last inspection that happened within the past calendar year (as of December 2016) are categorized by the nature of the inspection (routine, follow-up and complaint) in the table below. Most inspections (97%) were routine or follow-up.

Health Authority	Routine Inspections	Follow-Up Inspections	Complaint Inspections	Total
IHA	68	0	0	68
FHA	49	29	1	79
VCHA	42	5	0	47
VIHA	16	41	7	64
NHA	4	4	0	8
B.C.	179	79	8	266

Source: 11

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. All regional health authorities, with the exception of Island Health, tracked the same types of data for facilities governed by the *CCALA* and the *Hospital Act*.

HEALTH CARE

In 2015/16, licensing offices received 554 complaints about residential care facilities, of which 36% resulted in licensing violations during inspection. While in 2013/14 and 2014/15 only data from CCALA facilities were reported, 2015/16 includes data from *Hospital Act* facilities as well.

While previous years are shown, year-over-year comparisons would not be appropriate due to this difference.

	2013/14		2014/15		2015/16	
Health Authority	Complaints Received	Licensing Violations Found*	Complaints Received	Licensing Violations Found	Complaints Received	Licensing Violations Found
IHA	152	25	141	34	127	60
FHA	62	10	67	19	80	26
VCHA	79	28	30	12	49	41
VIHA**	157	85	199	115	293	110
NHA***	3	1	1	0	5	0
B.C.	453	149	438	180	554	237

* More than one violation may result from a given complaint.

** Does not include *Hospital Act* facilities.

*** At the time of publication, one complaint was still under investigation. It is therefore not yet known whether a licensing violation will or will not result.

Source: 8

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 violations recorded in 2015/16 were associated with the Care & Supervision category of the regulations. The top three categories remained unchanged since 2014/15, with Physical Facility, Equipment & Furnishings replacing Policy & Procedure in the 2015/16 fiscal year.

Health Authority*	Care & Supervision	Records & Reporting	Staffing	Physical Facility, Equipment & Furnishings	All Others
IHA	17.9%	17.0%	10.2%	15.7%	39.2%
FHA	43.9%	22.7%	8.3%	4.5%	20.5%
VCHA	54.1%	0.0%	2.7%	24.3%	18.9%
VIHA**	46.8%	13.8%	21.2%	4.4%	13.8%
NHA***	—	—	—	—	—
B.C.	29.7%	16.4%	12.1%	11.9%	29.9%

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

** Does not include private *Hospital Act* facilities.

***Zero licensing violations were recorded in NHA; therefore, no proportion is indicated above for NHA.

Source: 8

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 to perform any inspection or follow-up necessary. The following is a selection of the reportable incidents for publicly funded facilities. All regional health authorities, with the exception of Island Health, tracked the same types of data for facilities governed by the *Hospital Act* as they track for facilities governed by the *CCALA*. This is the first year for which these data were available for *Hospital Act* facilities. Reportable incidents for *Hospital Act* facilities were not available prior to 2015/16; an increase in reportable incidents over the previous year may be attributed to this.

Abuse or Neglect

In 2015/16, there were 168 reported incidents of financial, physical, emotional, and/or sexual abuse or neglect* in B.C. residential care facilities.

Health Authority	2013/14	2014/15	2015/16
IHA	62	52	83
FHA	34	22	45
VCHA	8	6	8
VIHA**	33	31	19
NHA	4	10	13
B.C.	141	121	168

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

** Includes only CCALA facilities.

Source: 8

Falls with Injury

Across B.C. in 2015/16, there were 3,046 reported incidents of a resident falling and being injured* or an adverse event occurring as an outcome.

Health Authority	2013/14	2014/15	2015/16
IHA	566	628	806
FHA	667	653	852
VCHA	523	440	719
VIHA**	467	568	557
NHA	58	78	112
B.C.	2,281	2,367	3,046

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

** Includes only CCALA facilities.

Source: 8

Disease Outbreak

In 2015/16, there were 155 reported incidents of disease outbreak* in residential care facilities in B.C.

Health Authority	2013/14	2014/15	2015/16
IHA	41	46	55
FHA	34	37	50
VCHA	14	6	19
VIHA**	17	23	23
NHA	1	10	8
B.C.	107	122	155

* Examples are influenza or norovirus outbreaks.

** Includes only CCALA facilities.

Source: 8

Resident to Resident Aggression

In 2015/16, there were 418 reported incidents of resident to resident aggression in residential care facilities.

Health Authority	2014/15*	2015/16
IHA	124	60
FHA	117	74
VCHA	96	120
VIHA**	84	131
NHA	72	33
B.C.	493	418

* Due to potentially different collection methods, the previous year may not be completely comparable.

** Excludes contracted *Hospital Act* facilities.

Source: 8

Missing or Wandering Person

Across B.C. in 2015/16, there were 451 reported incidents of a resident going missing or wandering.

Health Authority	2013/14	2014/15	2015/16
IHA	67	69	152
FHA	61	79	82
VCHA	104	108	105
VIHA*	92	70	94
NHA	9	10	18
B.C.	333	336	451

* Includes only CCALA facilities.

Source: 8

Of the 451 residents confirmed reported missing or wandering from residential care facilities in 2015/16, 97% were found unharmed. The remaining 3% were found requiring medical attention. There were no deaths.

Health Authority	Incidents	Found Unharmed	Found: Medical Attention Sought	Deceased
IHA	152	147	5	0
FHA	82	80	2	0
VCH	105	103	2	0
VIHA*	94	90	3	0
NHA	18	18	0	0
B.C.	451	438	12	0

* Includes only CCALA facilities.

Source: 8

Use of Antipsychotics Without a Diagnosis of Psychosis

In 2015/16, 28.5% of residents were administered an antipsychotic drug compared to 31.1% in 2014/15, a decrease of 2.6%. This compares to the national proportion of 24.6% in 2015/16 and 27.5% in 2014/15, a 2.9% decrease.

The rate of antipsychotic use for those B.C. residents *without* a diagnosis of psychosis decreased from 31.2% in 2014/15 to 28% in 2015/16. This 3.2% provincial decrease compares to the 3.6% decrease at the national level, from 27.5% in 2014/15 to 23.9% in 2015/16.

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	33.2%	32.5%	30.2%	30.0%
2014/15	31.2%	31.1%	27.5%	27.5%
2015/16	28.0%	28.5%	23.9%	24.6%

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

Source: 12

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% of seniors who are living independently, 80% of whom are homeowners and 20% of whom rent. Twenty-six per cent (26%) of seniors live alone, a proportion that increases to 46% for those 85 and older. 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:

Housing Type	2016 Projection	% of Seniors' Population
Single Detached House	436,300	51%
Other Houses (Townhouse, Duplex, Semi-detached house, or Manufactured home)	173,100	20%
Apartment/Condominium	186,000	22%
Non-Registered Assisted Living	17,500	2%
Registered Assisted Living	8,000	1%
Residential Care	30,000	4%

Source: 13

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 older 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 \$667 for a one-bedroom apartment in Prince George and \$1,080 in Vancouver.

HOUSING

Vacancy rates vary throughout the province, with a provincial average vacancy rate of 1.1% in 2015. The vacancy rates reported below are for one-bedroom apartments.

Community	2013	2014	2015*	Change since 2014
Abbotsford-Chilliwack	5.4%	3.9%	0.7%	↓ 3.2%
Kelowna	3.5%	1.5%	0.6%	↓ 0.9%
Nelson	3.4%	2.3%	0.0%	↓ 2.3%
Terrace	N/A	0.8%	1.8%	↑ 1.0%
Vancouver	2.8%	1.7%	0.8%	↓ 0.9%
Victoria	3.7%	2.7%	0.7%	↓ 2.0%
B.C.	3.3%	2.2%	1.1%	↓ 1.1%

* As published October 2016 .

Source: 7

The most dramatic fluctuations over the past year are observable in B.C.'s more rural areas. Nelson's vacancy rate for one-bedroom apartment dropped to 0.0% from 3.4% two years ago. In contrast, the vacancy rate in Terrace more than doubled, increasing to 1.8%.

Shelter Aid for Elderly Renters

Shelter Aid for Elderly Renters (SAFER) provides a subsidy directly to those aged 60 or older who live in a private market rental unit and have a moderate or low income. The average income of single SAFER recipients in the province is \$1,544.49 per month, or \$18,533.88 per year; 95% of SAFER recipients are single.

As of October 2015, the average cost of a one-bedroom apartment in B.C. was \$987. Over the last 10 years, average B.C. market rent has increased by 34%, while the SAFER maximum rent has increased by 9%.

Community	2014	2015	SAFER Maximum Rent	% Change in Market Rent in Last Year	% Change in SAFER Maximum Rent since 2005*	% Change in Market Rent since 2005
Abbotsford-Chilliwack	\$676	\$712	\$667	↑ 5.3%	↑ 9%	↑ 27%
Kelowna	\$774	\$799	\$667	↑ 3.2%	↑ 9%	↑ 30%
Nelson	\$653	\$684	\$667	↑ 4.7%	↑ 9%	↑ 36%
Terrace	\$605	\$695	\$667	↑ 14.9%	↑ 9%	↑ 56%
Vancouver	\$1,062	\$1,079	\$765	↑ 1.6%	↑ 9%	↑ 35%
Victoria	\$840	\$867	\$667	↑ 3.2%	↑ 9%	↑ 32%
B.C.	\$952	\$987	—	↑ 3.7%	↑ 9%	↑ 34%

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

Source: 7 and 14

Recipients

As of March 31, 2016, the total number of SAFER recipients in B.C. was 20,241, of whom 18,512 (91%) were aged 65 and older. There was an 8.3% increase in the number of SAFER recipients between October 2015 and March 2016.

Health Authority	October 2014		October 2015		March 2016		% Change (Oct 15 – Mar 16)
	#	%	#	%	#	%	
IHA	3,290	19.0%	3,431	18.4%	3,692	18.2%	↑ 7.6%
FHA	5,887	34.0%	6,301	33.7%	6,814	33.7%	↑ 8.1%
VCHA	4,502	26.0%	4,869	26.0%	5,222	25.8%	↑ 7.2%
VIHA	3,116	18.0%	3,462	18.5%	3,829	18.9%	↑ 10.6%
NHA	519	3.0%	631	3.4%	684	3.4%	↑ 8.4%
B.C.	17,314	100.0%	18,696	100.0%	20,241	100.0%	↑ 8.3%

Source: 14

The growth in SAFER recipients is faster than the growth in the eligible population. In 2011, there were over 60,000 renting households aged 60 and older under \$30,000 annual income, many of whom would qualify for some level of SAFER, therefore some potentially eligible seniors are not using SAFER.

	2014	2015	2016
SAFER recipients	17,314	18,696	20,241
60+ pop.	1,086,286	1,126,082	1,169,801
SAFER recipients per 1,000 60+	15.9	16.6	17.3

Subsidy Amounts

The current minimum subsidy amount is \$25.00, with an average of \$175.05 and median of \$168.81.

Subsidy Amount	March 31, 2016
Minimum subsidy	\$25.00
Average subsidy	\$175.05
Median subsidy	\$168.81

Source: 14

The average subsidy has increased by approximately 16% over the past two years.

	March 31, 2013	March 31, 2014	October 1, 2015	March 31, 2016
Average subsidy	\$150.59	\$151.08	\$176.70	\$175.05

Source: 14

In 2015/16, SAFER provided \$43 million in subsidies. This represents a 5% increase in subsidy budget over the past fiscal year. An additional \$6 million is budgeted for 2016/17.

	2012/13	2013/14	2014/15	2015/16	2016/17 (budgeted)	% Change (2014/15 - 2015/16)
SAFER Subsidies Provided (millions)	\$32	\$32	\$41	\$43	\$49	↑ 4.9%

Source: 14

Applications

The average application processing time for new applicants or previous applicants who are not current recipients between April 1, 2015 and March 31, 2016 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 2015/16, 20% of those receiving a SAFER subsidy were receiving it for the first time. This is the same proportion of new SAFER subsidy recipients that were noted in the previous fiscal year (2014/15).

	2015/16
New applicants	20.0%
Re-additions*	
Re-applicants**	80.0%

* Re-additions are applicants who were already known to the system, as they had either received benefits in the past at some point or had applied previously for SAFER and were ineligible for it.

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

Source: 14

Seniors' Subsidized Housing

Seniors' Subsidized Housing (SSH) is funded by BC Housing and serves British Columbians aged 55 and older, 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 in receipt of BC Housing funding. 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 reported in B.C. decreased by 1.4% since 2014/15.

Health Authority	2013/14	2014/15	2015/16	% Change in Last Year	% Change (2013/14 – 2015/16)
IHA	4,985	5,078	5,100	↑ 0.4%	↑ 2.3%
FHA	9,380	9,205	9,172	↓ 0.4%	↓ 2.2%
VCHA	12,246	12,386	12,074	↓ 2.5%	↓ 1.4%
VIHA	5,571	5,289	5,134	↓ 2.9%	↓ 7.8%
NHA	1,372	1,266	1,266	—	↓ 7.7%
B.C.	33,554	33,224	32,746	↓ 1.4%	↓ 2.4%

Source: 14

In 2015/16, 601 individuals received a SSH unit. This represents 10% of those waiting for a unit. As of March 31, 2016, the average length of time those waiting to receive a subsidized unit had been waiting was 2.2 years, down slightly from 2.3 years in 2015.

Health Authority	2014/15				2015/16			
	# Housed	% of Those Waiting	March 2015 Wait Time Snapshot		# Housed	% of Those Waiting	March 2016 Wait Time Snapshot	
			Average (Years)	Median (Years)			Average (Years)	Median (Years)
IHA	123	21%	1.4	1.0	121	18%	1.3	0.8
FHA	173	12%	2.3	1.5	135	8%	2.3	1.4
VCHA	244	10%	2.5	1.8	213	9%	2.5	1.6
VIHA	85	11%	2.2	1.3	100	11%	2.0	1.2
NHA	47	20%	1.3	0.8	32	15%	1.5	1.0
B.C.	672	13%	2.3	1.5	601	10%	2.2	1.3

Source: 14

Seniors Waiting for SSH

Seniors in B.C. can apply for subsidized housing in multiple cities and for housing 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 by 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.

As of March 31, 2016, the total number of people aged 55 and older approved for SSH and waiting for a unit to become available was 5,180, a nearly 11% increase from the previous year. Of those waiting in 2016, 2,325 (45%) were aged 65 and older.

Health Authority	March 31, 2014	March 31, 2015	March 31, 2016	% Change in Last Year
IHA	391	455	537	↑ 18.0%
FHA	1,255	1,253	1,483	↑ 18.4%
VCHA	1,967	2,097	2,179	↑ 3.9%
VIHA	593	684	798	↑ 16.7%
NHA	133	184	183	↓ 0.5%
B.C.	4,352	4,675	5,180	↑ 10.8%

Source: 14

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. Almost one-third (31%) of senior households have an annual household income of \$30,000 or less.

Homeownership Costs

Property taxes, municipal charges and hydro have, overall, increased. The table below depicts the estimated incremental increases in the costs of homeownership over the past four calendar years.

Costs	2013		2014		2015		2016	
	#	% Change	#	% Change	#	% Change	#	% Change
Property tax and municipal charges*	\$3,205.62	—	\$3,266.30	↑ 1.9%	\$3,341.37	↑ 2.3%	\$3,438.26	↑ 2.9%
Hydro	—	↑ 1.4%	—	↑ 9.0%	—	↑ 6.0%	—	↑ 4.0%

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

Source: 15 and 16

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 0.70%) that accrues until they withdraw from the program voluntarily, upon ownership transfer, or upon death.

As of October 31, 2016, the total cumulative amount of property tax deferred was \$815.3 million, up from \$733 million in August 2015.

In 2015/16, 5,544 homeowners started deferring their property taxes, a nearly 16% increase over the past year. An estimated additional 3,820 homeowners are maintaining deferment accounts opened in previous years but are not deferring the current year's taxes.

	2014/15	2015/16	% Change in Last Year
New Users	4,796	5,544	↑ 15.6%

Source: 17

In B.C., the median assessed value of the homes for which property taxes have been deferred under the regular program was \$620,600, up from \$603,000.

2016 Tax Year	Assessed Value of Home	Amount Deferred in 2015/16 Fiscal Year	Cumulative Amount Deferred
Vancouver	Average	\$1,713,647	\$6,160
	Median	\$1,510,850	\$5,671
B.C.	Average	\$829,354	\$3,617
	Median	\$620,600	\$2,876

Source: 17

In B.C., the median annual interest on deferred 2016 property taxes was \$24.45, with interest projected to decrease slightly in the subsequent tax year to \$20.10.

2016 Tax Year	Amount Deferred in 2015/16 Fiscal Year	2015/16 Annual Interest (0.85%)	Projected 2016/17 Interest (0.70%)*
Vancouver	Average	\$6,160	\$52.36
	Median	\$5,671	\$48.20
B.C.	Average	\$3,617	\$30.74
	Median	\$2,876	\$24.45

*The interest rate is set at 0.70% until March 31, 2017. These projected values may vary slightly once the new interest rate is implemented on April 1, 2017.

Source: 17

HOUSING

In the 2015/16 fiscal year, \$132.6 million was deferred under the regular program, of which nearly \$18 million was new. This represents a nearly 18% increase in the total amount deferred on residential properties over the past year.

Deferrals	2013/14	2014/15	2015/16	% Change in Last Year
New Amount Deferred	\$16,545,697	\$15,243,705	\$17,963,969	↑ 17.8%
Total Amount Deferred	\$115,759,263	\$122,558,548	\$132,622,664	↑ 8.2%

Source: 17

In 2015/16, \$73.5 million in property taxes deferred under the regular program was repaid to the province. Deferred property taxes repaid have increased substantially: 33% over the past year and 85% since the 2012/13 fiscal year.

Deferrals	2012/13	2013/14	2014/15	2015/16	% Change in Last Year
Deferred Property Taxes Repaid (millions)	\$39.7	\$45.2	\$55.3	\$73.5	↑ 32.9%

Source: 17

Transportation

Public transportation in the province is administered by 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 HandyDART clients require physician approval or a mobility assessment with a contracted occupational therapist to use the service.

Clients

Combined, TransLink and BC Transit served 59,445 active HandyDART clients in 2015. The large majority of users are 65 or older, nearly 74% in the TransLink system. Whereas in 2014, the most recent available snapshot, 73% of HandyDART passengers in BC Transit's Victoria system were aged 65 or older.

The total number of active* TransLink HandyDART clients decreased by about 3% in the past year and over 8% since 2013.

TransLink	2013	2014	2015	% Change in Last Year
All Ages	25,133	23,735	23,087	↓ 2.7%
65+	18,347	17,327	17,010	↓ 1.8%

* TransLink defines "active clients" as those who have either taken a HandyDART trip in the last year or who have newly registered in the last year. This is a point-in-time measure.

Source: 18

TRANSPORTATION

As of August 31, 2016, the total number of active* BC Transit HandyDART clients was 36,358, with the large majority residing in urban areas.

BC Transit	As of August 31, 2016
Urban	29,398
Semi Urban	5,766
Rural	1,194
Total	36,358

*BC Transit defines "active clients" as those who have either taken a HandyDART trip in the last 18 months or who have newly registered in the last 18 months. This is a point-in-time measure.

Source: 18

The number of new clients registering for HandyDART service increased 7% in the past year, yet decreased about 11% since 2012.

Transit Service	2012	2013	2014	2015	% Change in Last Year
TransLink	8,808	7,748	6,924	7,477	↑ 8.0%
BC Transit*	6,025	5,605	5,473	5,796	↑ 5.9%
B.C.	14,833	13,353	12,397	13,273	↑ 7.1%

* Fiscal year data have been adjusted to align with calendar year reporting.

Source: 18

Ride Requests

The total number of HandyDART rides requested in B.C. in 2015 was 2,745,218. Of these, approximately 57% were made within TransLink's service area.

Transit Service	2012	2013	2014	2015	% Change in Last Year
TransLink	1,646,820	1,616,702	1,551,451	1,556,074	↑ 0.3%
BC Transit*	1,227,192	1,221,928	1,209,709	1,189,144	↓ 1.7%
B.C.	2,874,012	2,838,630	2,761,160	2,745,218	↓ 0.6%

* Fiscal year data have been adjusted to align with calendar year reporting.

Source: 18

Regular Rides Provided

The total number of HandyDART rides provided in B.C. in 2015 was 2,371,213. Of these, nearly 51% were delivered to clients in TransLink's service area.

Transit Service	2012	2013	2014	2015	% Change in Last Year
TransLink	1,208,917	1,181,371	1,168,861	1,204,788	↑ 3.1%
BC Transit*	1,207,377	1,204,352	1,189,771	1,166,425	↓ 2.0%
B.C.	2,416,294	2,385,723	2,358,632	2,371,213	↑ 0.5%

* Fiscal year data have been adjusted to align with calendar year reporting.

Source: 18

Unfilled Ride Requests

In 2015, less than 2%, or 41,960, of HandyDART regular and standby ride requests were unfilled in British Columbia. Of these unfilled requests, 54% were in BC Transit's service area.

Transit Service	2012		2013		2014		2015		% Change in Last Year**
	#	%	#	%	#	%	#	%	
TransLink	51,205	3.1%	59,242	3.7%	31,054	2.0%	19,241	1.2%	↓40.0%
BC Transit*	19,816	1.6%	17,576	1.4%	19,938	1.6%	22,719	1.8%	↑12.5%
B.C.	71,021	2.5%	76,818	2.7%	50,992	1.8%	41,960	1.5%	↓16.7%

* Fiscal year data have been adjusted to align with calendar year reporting.

** Per cent change in proportions, not counts, is calculated here.

Source: 18

TransLink Standby Rides

TransLink accepts regular ride requests up until noon the day before the requested ride date, when the drivers' schedules are 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 2015, TransLink received 27,532 standby requests, of which 45% were fulfilled. The same proportion of standby requests were fulfilled in 2014.

TransLink Standby Requests	2010	2011	2012	2013	2014	2015	% Change in Last Year
Requests	30,738	33,829	32,016	30,303	26,876	27,532	↑ 2.4%
Cancelled by Customer	5,294	1,827	1,213	811	700	831	↑ 18.7%
Fulfilled	18,240	21,788	17,228	12,660	11,984	12,453	↑ 3.9%
Unaccommodated	7,207	10,222	13,515	16,824	14,185	14,248	↑ 0.4%

Source: 18

TRANSPORTATION

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 unfilled 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 2015, approximately 90% of TransLink HandyDART rides were delivered on time, representing a 2% increase over 2014.

	2011		2012		2013		2014		2015	
	#	%	#	%	#	%	#	%	#	%
TransLink	1,105,019	89.6%	1,088,817	88.8%	1,194,031	88.7%	1,053,314	89.2%	1,078,285	89.5%

Source: 18

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. An attendant who accompanies and assists the HandyCard or HandyPASS holder travels free on conventional transit.

In 2015, approximately 28% of TransLink HandyCard holders purchased taxi vouchers.

TransLink	2013		2014		2015	
Voucher Requests	57,534		49,253		43,678	
Total Value of Vouchers Provided	\$1,441,950		\$1,229,475		\$1,091,150	
HandyCard Holders Who Use Taxi Saver*	10.8%	7,392	14.1%	7,700	27.5%	7,552
Average \$ Amount Provided per Voucher Request	\$25.06		\$24.96		\$24.98	

*This percentage is higher in 2015 than in previous years due to updating of the HandyCard database. As a consequence, the number of HandyCard holders has been reduced by the number of expired HandyCard holders.

Source: 18

Across B.C. in 2015, handyPASS clients made 37,727 requests for taxi saver vouchers and received vouchers valuing a total of \$1.51 million.

BC Transit*	2013	2014	2015
Voucher Requests	32,105	31,320	37,727
Total Value of Vouchers Provided	\$1,274,928	\$1,258,551	\$1,511,788
handyPASS Holders Who Use Taxi Saver	—	—	—
Average \$ Amount Provided per Voucher Request	\$39.71	\$40.18	\$40.07

*Fiscal year data have been adjusted to align with calendar year reporting.

Source: 18

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 2015, TransLink received 1,337 complaints, of which only 16 were escalated for resolution.

TransLink	2010	2011	2012	2013	2014	2015
Complaints Received	1,294	1,394	1,397	1,386	1,529	1,337
Service Complaints	545	542	569	740	906	876
Operator Complaints	749	852	828	646	623	461
Complaints Closed Within 5 Days	74.0%	71.0%	67.6%	77.1%	92.4%	92.1%
Complaints Escalated	11	6	13	48	33	16

Source: 18

TRANSPORTATION

In 2015/16, 200 complaints were made to regional transit companies servicing the BC Transit area. Of these, none required escalation to BC Transit for resolution.

Complaints Handled by Regional Transit Companies under BC Transit	2012/13	2013/14	2014/15	2015/16
Alberni-Clayoquot	0	1	0	0
Campbell River	28	27	7	34
Central Fraser Valley	0	5	6	0
Chilliwack	7	0	0	0
Comox Valley	0	0	0	2
Cowichan	0	0	3	12
Cranbrook	0	0	0	0
Fort St. John	0	1	1	0
Kamloops	5	7	10	3
Kelowna	135	33	43	38
Kitimat	0	0	0	0
Kootenay Boundary	0	0	0	0
Nanaimo	11	10	8	3
Penticton	16	0	0	0
Prince George	11	37	23	3
Prince Rupert	18	25	6	2
Quesnel	—	—	—	8
Squamish	0	1	0	17
South Okanagan (Osoyoos)	—	—	—	2
Summerland	0	2	0	0
Sunshine Coast	0	2	0	0
Terrace	0	0	0	0
Vernon	2	4	3	0
Victoria	69	96	82	76
Williams Lake	1	0	2	0
B.C. Total	303	251	194	200
Complaints Escalated to BC Transit	2	3	2	0

Source: 18

BC Bus Pass Program

The BC Bus Pass Program offers subsidized annual bus passes to low income seniors. 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.

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. Between 2012 and 2014, there was a 10% increase in seniors with active driver's licences in British Columbia. The greatest increase in active drivers was observed in the 85 and older age group: 13%.

Ages	2012	2013	2014	% Change in Last Year
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: 20

In 2015, RoadSafetyBC opened 157,000 driver fitness cases, the majority of which involved a Driver Medical Examination Report (DMER) and of whom 40% (approximately 63,000 drivers) were aged 80 or older. Approximately 1,000 drivers of all ages were subsequently referred for a DriveABLE cognitive assessment.

TRANSPORTATION

The DMER, not to be confused with the DriveABLE cognitive assessment, is a regular review to identify any possible driver fitness issues that may require further follow-up or special assessment. There are currently two types of DMERs: blue forms which are sent to drivers of any age with known or suspected medical conditions, and yellow forms which are sent to drivers when they turn 80 and every two years thereafter, applicants for class 1 to 4 licences, applicants requiring medical clearance prior to obtaining a licence, and individuals seeking reinstatement following a medical probation. Forms are accompanied by a letter with information regarding why the individual is receiving the DMER form, instructions to take the form to their doctor, and information regarding voluntarily surrendering their licence in exchange for a BCID.

The cost of the DMER is determined by the driver's individual physician and is not covered by Medical Services Plan (MSP). The Doctors of BC fee guide suggests that physicians charge \$193 for completion of a DMER. RoadSafetyBC reimburses physicians \$75 for completion of the blue form on the patient's behalf; they do not reimburse for completion of the yellow form.

Driver's licences must be renewed with ICBC every five years. The ICBC renewal cost is \$75 for those younger than 65 and \$17 for those aged 65 and older. In 2015, 900 drivers aged 80 and older voluntarily surrendered their licences.

Income Support

B.C. seniors receive income support through federal government Old Age Security (OAS) and the GIS, as well as through 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 Canada Pension Plan (CPP).

The most recent year to year comparison of the CPI is October 2015 to October 2016. During this one year time period, the CPI rose 1.5%.

Federal and Provincial Income Supports

Income supports provide financial assistance to low or moderate income seniors. The main national supports include the OAS pension and the 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 have a low income. A single senior whose annual income (excluding OAS) is below \$17,544 is eligible to receive some amount of GIS. Approximately 238,000 seniors are currently in receipt of GIS.

OAS, GIS, and the CPP are indexed to the CPI, meaning they are adjusted on a regular basis if there is a change in the cost of living as measured by the CPI. OAS is taxable, while the GIS is not subject to taxation. All numbers provided in this section are based on a single senior living alone.

Between October and December 2016, low income single seniors received \$1,491.92 per month in federal and provincial income supports, an increase of about 7% from the same quarter of 2015.

Income Support	Oct - Dec 2013	Oct - Dec 2014	Oct - Dec 2015	Oct - Dec 2016	% Change in Last Year
OAS	\$550.99	\$563.74	\$569.95	\$578.53	↑ 1.5%
GIS	\$747.11	\$764.40	\$772.83	\$864.09	↑ 11.8%
B.C. Senior's Supplement	\$49.30	\$49.30	\$49.30	\$49.30	—
Total	\$1,347.40	\$1,377.44	\$1,392.08	\$1,491.92	↑ 7.2%

Source: 21 and 22

INCOME SUPPORT

The B.C. Senior's Supplement is a monthly top-up to the federal OAS, GIS, or federal Allowance payments. The Supplement is paid to very low income seniors who are receiving GIS but earn less than \$1,200 annually from sources other than OAS, GIS, and Allowance (i.e., their total combined income is less than \$17,923). The maximum payment of \$49.30 is the same in 2016 as it was in 1987. Between 2002 and 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 Senior's Supplement.

	December 2013	December 2014	December 2015	% Change in Last Year	% Population Change 65+ (2014 – 15)
Seniors Receiving B.C. Senior's Supplement	52,745	53,342	54,183	↑ 1.6%	↑ 4.1%

Source: 22

Most provinces and territories in Canada offer seniors a financial benefit similar to the B.C. 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/Territory	Program Name	Monthly Amount
Alberta	Alberta Seniors Benefit	\$280 maximum
Manitoba	55 PLUS Program	\$53.93 maximum
New Brunswick	New Brunswick Low-Income Seniors' Benefit	\$33.33
Newfoundland and Labrador	Newfoundland and Labrador Seniors' Benefit	\$109.42 maximum
Northwest Territories	NWT Senior Citizen Supplementary Benefit	\$160
Nova Scotia	Seniors Provincial Income Tax Refund	\$50 - \$10,000*
Nunavut	Senior Citizen Supplementary Benefit	\$175
Ontario	Ontario Guaranteed Annual Income System	\$2.50 – \$83.00
Yukon	Yukon Seniors Income Supplement	\$247.53 maximum
British Columbia	B.C. Senior's Supplement	\$49.30

* Refund of provincial income tax.

Source: 22

In 2016, the maximum monthly CPP payment amount was \$1,092.50. To receive the maximum CPP benefit upon retirement, an individual must contribute into CPP for at least 39 years, or 83% of the 47-year period between the ages of 18 and 65. In addition, they must also have earned the Yearly Maximum Pensionable Earnings in the 39 years of employment in which they contributed into CPP. If both of these criteria are not met, the individual will not be eligible to receive the maximum CPP benefit. Both CPP and OAS can be deferred up to age 70 to increase the benefit amount. Each month of OAS deferral increases the payment by 0.6%, to a maximum of 36% after five years. Each month of CPP deferral increases the payment by 0.7%, to a maximum of 42% after five years.

CPP Payment	2013	2014	2015	2016	% Change in Last Year
Maximum Payment	\$1,012.50	\$1,038.33	\$1,065.00	\$1,092.50	↑ 2.6%
Average Payment to All Beneficiaries	\$527.56	\$535.96	\$543.05	Not Yet Available	—

Source: 21

In July 2016, the average monthly payment for new beneficiaries was \$642.45, a \$2.22 increase over 2015.

MSP Premium Assistance

B.C. residents pay MSP premiums on a monthly basis. In 2016, the full premium amount was \$75.00 for single seniors and \$136.00 for couples, with stepped subsidies known as Premium Assistance beginning for those on an annual gross income of \$33,000 or less. Over the last four calendar years, MSP premiums have increased annually at a rate of approximately 4% per year. Though initially slated for an additional 4% increase in 2017 (\$3.00), 2017 MSP premiums will continue at the 2016 amount.

	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%
2017	\$75.00	\$0.00	0.0%

Source: 23

INCOME SUPPORT

For a single adult in 2016, premium assistance begins at an approximately 32% subsidy and increases to a 100% subsidy for those on a gross income of \$25,000 or less. Premium assistance levels are calculated based on an individual's or couple's adjusted net income. Residents can claim a \$3,000 deduction for each family member aged 65 or older. In addition, \$3,000 can be claimed for each person having a disability; as well, income received from a Registered Disability Savings Plan can be claimed. A further \$3,000 can be claimed for married or common-law status.

For illustrative purposes, premiums detailed below are for single seniors without a disability and no dependents living at home.

Gross After Tax Income*	2016 – Single Senior	
	Premium	Premium Assistance
Up to \$25,000	\$0.00	100.0%
\$25,001 - \$27,000	\$12.80	82.9%
\$27,001 - \$29,000	\$25.60	65.9%
\$29,001 - \$31,000	\$38.40	48.8%
\$31,001 - \$33,000	\$51.20	31.7%
Over \$33,000	\$75.00	0.0%

* The income ranges in the table include a \$3,000 allowable deductible for seniors.

Source: 23

As of January 1, single seniors with an income of up to \$45,000 or senior couples with an income of up to \$51,000 may be eligible for some level of Premium Assistance. Seniors with higher incomes may still qualify for Premium Assistance based on additional allowable deductions.

For illustrative purposes, premiums detailed below are for single seniors without a disability and no dependents living at home.

Gross After Tax Income*	2017 – Single Senior	
	Premium	Premium Assistance
Up to \$27,000	\$0.00	100.0%
\$27,001 - \$29,000	\$11.00	85.3%
\$29,001 - \$31,000	\$23.00	69.3%
\$31,001 - \$33,000	\$35.00	53.3%
\$33,001 - \$37,000	\$46.00	38.7%
\$37,001 - \$41,000	\$56.00	25.3%
\$41,001 - \$45,000	\$65.00	13.3%
Over \$45,000	\$75.00	0.0%

* The income ranges in the table include a \$3,000 allowable deductible for seniors.

Source: 23

Seniors enrolled in MSP through the Ministry of Social Development and Social Innovation (SDSI) 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 2015, 271,242 seniors received some level of premium assistance, while 23,888 seniors did not pay MSP premiums due to enrollment through SDSI.

	2012		2013		2014		2015	
	#		#	% Change	#	% Change	#	% Change
Seniors Receiving Premium Assistance or Enrolled in MSP Through SDSI	274,791		281,127	↑ 2.3%	289,043	↑ 2.8%	295,130	↑ 2.1%

Source: 23

Supplementary Benefits

Seniors receiving MSP premium assistance are eligible for a limited amount of coverage for a set of supplementary benefits. MSP will contribute \$23.00 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 \$46.38 toward one full eye exam by an optometrist per year for all seniors.

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 one year, and the portion that PharmaCare will pay. Fair PharmaCare is scaled to smaller steps in net income than MSP Premium Assistance.

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.

INCOME SUPPORT

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 – \$106,250	\$2,000	75%	\$3,000
\$118,750.01 – \$131,250	\$2,500	75%	\$3,750
Over \$475,000	\$10,000	100%	—

Source: 24

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: 24

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	\$0.00
Save-On-Food & Drugs	\$10.00	\$0.00
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 given pharmacy, visit <http://www.pharmacycompass.ca/>.

Source: 24

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 (e.g., a 14-day blister pack in lieu of a bottle with 30 pills) and so clients and/or PharmaCare may end up paying dispensing fees more frequently.

Elder Abuse

Elder 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. 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 is explored, all other decision making options such as Power of Attorney, Representation Agreements, and Pension Trusteeship are considered.

In 2015/16 the PGT supported 2,583 COEs for B.C. seniors, representing a decrease of 6% over the previous year. In contrast, COPs have increased by 17% to a total of 48 in the same time period.

Instrument	2012/13	2013/14	2014/15	2015/16
COE	3,095	3,023	2,754	2,583
COP	46	42	41	48

* 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: 25

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 abuse or neglect 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 2015/16, the PGT received 1,590 referrals. Ninety-one (91) individuals had more than one referral.

Type of Referrals	2014/15		2015/16	
	#	%	#	%
Referrals Not Proceeding to Investigation	508	34%	587	37%
Referrals Proceeding to Investigation	978	66%	1,003	63%
Total Referrals	1,486	100%	1,590	100%

Source: 25

Of the referrals made to the PGT, 78% of those that proceeded to investigation involved individuals aged 65 and older.

Type of Referral	2014/15		2015/16	
	Referrals Not Proceeding to Investigation	Referrals Proceeding to Investigation	Referrals Not Proceeding to Investigation	Referrals Proceeding to Investigation
Open Investigations as of September 2016	11	227	18	250
Average Age of Client	69	75	74	76
Under 65	36%	20%	29%	21%
Unknown Age	6%	1%	5%	1%
Total 65+	58%	79%	66%	78%
65-75	17%	21%	15%	20%
75-85	20%	31%	23%	28%
85+	21%	27%	28%	30%
Female	56%	54%	51%	51%
Male	43%	46%	49%	49%
Unknown Gender	1%	—	1%	—
Total Referrals	508	978	587	1,003

Source: 25

Seniors Abuse and Information Line

The Seniors Abuse and Information Line (SAIL) is operated by the BC Centre for Elder Advocacy and Support (BCEAS), 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 2015, the total number of calls received related to abuse was 1,463, representing 42% of all calls. The remaining 2,025 cases are attributed to non-abuse matters (48%) and requests for general information (10%). In nearly one-half (47%) of all calls pertaining to abuse, the degree of harm rendered could not be determined.

Degree of Harm Reported	2014		2015	
	%	#	%	#
No Harm	22.4%	288	6.1%	89
Minor Harm	16.1%	207	6.1%	89
Moderate Harm	29.6%	385	25.6%	375
Severe Harm	18.3%	235	15.3%	224
Cannot Determine	13.3%	171	46.9%	686
Total Calls	100.0%	1,286	100.0%	1,463

Source: 26

In 2015, nearly one-third (30%) of abuse-related calls pertaining to abuse had been occurring for longer than five years.

Duration of Harm	2014		2015	
	%	#	%	#
Very Recent (under 3 months)	28.7%	369	18.7%	274
4-6 months	11.6%	149	12.0%	176
6-12 months	18.7%	241	15.2%	222
1-2 years	15.3%	197	15.4%	225
2-5 years	9.7%	125	9.0%	132
5+ years	15.9%	205	29.7%	434
Total	100.0%	1,286	100.0%	1,463

* Three (3) months or less.

Source: 26

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. Neglect is the most frequently reported type of harm, accounting for one-third (34%) of harm reported.

Type of Harm / Abuse	2014 %	2015 %
	%	%
Emotional Abuse	17.3%	10.1%
Psychological Abuse	7.8%	6.9%
Financial Abuse	25.6%	28.9%
Medication Related Abuse	1.1%	0.8%
Neglect	35.9%	34.2%
Physical Abuse	2.3%	3.4%
Self Neglect	2.0%	3.2%
Sexual Abuse	0.7%	0.2%
Violation of Rights	4.8%	7.6%
All other categories	2.5%	4.7%

Source: 26

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 British Columbia. The service is based in Vancouver and serves about 60% of the province. In 2015/16, individuals aged 55 and older reported 106 cases of elder abuse to bc211 (including to their other associated help lines). Elder abuse is the most frequently reported type of abuse by this age group.

ELDER ABUSE

In 2015/16, bc211 received a total of 243 calls about abuse from individuals aged 55 and older. Of these calls, 171 (70%) were related to abuse that the caller was experiencing, while an additional 23% of calls were about abuse of their family and friends. Callers can report more than one type of abuse. In 2015/16, the 243 calls received involved 349 reported incidents of abuse.

Type of Abuse	2015	
	Incidents Reported	% of Calls*
Elder	106	44%
Domestic Violence	79	33%
Emotional	48	20%
Financial	35	14%
Physical	35	1%
Unspecified	18	7%
Child	12	5%
Historical	9	4%
Sexual	6	3%
Animal	1	—

*One caller can report more than one type of abuse; column will therefore not sum to 100.0%.

Source: 27

Summary

This report has been compiled from a variety of sources. The data are either for the period of 2015/16 covering the period April 1, 2015 to March 31, 2016 or for the calendar year of 2015. 2014 data may be included where noted. 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.

Many individuals at all levels of government and many different service providers participated in the creation of this report and the 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. 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 B.C. seniors and their families.

Appendix A

Regulation Categories for Residential Care Facilities under the CCALA

Licensing – Major Requirements
• Continuing duty to inform
• Notice of change of operation
• Liability insurance
• Investigation or inspection
Licensing – Facility Requirements
• 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
Licensing – Bedrooms
• Bedroom occupancy
• Physical requirements of bedrooms
• Bedroom floor space
• Bedroom windows
• Bedroom furnishings
Licensing – Bathroom Facilities
• Physical requirements of bathrooms
• Bathrooms in facilities other than long term care facilities
• Bathrooms in long term care facilities
Licensing – Common Areas and Work Areas
• Dining areas
• Lounges and recreation facilities
• Designated work areas
• Outside activity areas

Licensing – Staffing Requirements
Division 1 – General Staffing Requirements
• Character and skill requirements
• Additional criminal record checks
• Continuing health of employees
• Continuing monitoring of employees
Division 2 – Coverage and Necessary Staff
• Management and supervisory staff
• Staffing coverage
• Food services employees
• Employee responsible for activities
Part 5 – Operations
Division 1 – Admission and Continuing Accommodation
• Prohibited service
• Admission screening
• Advice on admission
• Other requirements on admission
• Continuing accommodation
Division 2 – General Care Requirements
• 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
Division 3 – Nutrition
• Menu planning
• Food preparation and service
• Food service schedule
• Participation by persons in care
• Individual nutrition needs
• Eating aids and supplements

Division 4 – Medication
• Medication safety and advisory committee
• Packaging and storage of medication
• Administration of medication
• Return of medication to pharmacy
Division 5 – Use of Restraints
• Restrictions on use of restraints
• Reassessment
Division 6 – Matters That Must Be Reported
• Notification of illness or injury
• Reportable incidents
Part 6 – Records
Division 1 – Records for Each Person in Care
• 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
Division 2 – Additional Records
• 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
Division 3 – General Requirements Respecting Records
• Currency and availability of records
• How long records must be kept
• Confidentiality
Part 7 – Transitional
• Transitioned facilities
• Unacceptable threat to health or safety
• Transition – Criminal record check

Appendix B

Classification of communities served by BC Transit HandyDART

Community	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.

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	7:30am – 5:00pm	✓	1	\$2.50	\$2.50	✓
Central Fraser Valley	6	7:45am – 4:45pm	✓	1	\$2.25	X	✓
Chilliwack	6	7:45am – 4:45pm	✓	1	\$2.00	X	✓
Clearwater	5	8:00am – 4:30pm	X	1	\$1.50	\$1.35	X
Comox Valley	5	8:00am – 4:30pm	X	1	\$2.00	\$1.80	✓
Cowichan Valley	6	7:00am – 6:00pm	✓	1	\$2.00	\$2.00	X
Cranbrook	5	7:00am – 5:00pm	X	1	\$3.00	X	✓
Creston Valley	5	7:15am – 3:15pm	X	1	\$1.50	X	X
Fort St. John	6	7:45am – 5:00pm	✓	1	\$2.00	X	X
Kamloops	7	7:00am – 11:00pm	✓	1	\$2.00	X	✓
Kelowna	6	9:15am – 8:00pm	✓	1	\$2.50	\$2.25	✓
Kitimat	7	7:00am – 7:30pm	X	0 - 1	\$2.75	X	X
Metro Vancouver (TransLink)	7	6:30am – 11:30pm	X	1	\$2.75	\$2.10	✓
Port Hardy	5	9:41am – 9:56am and 3:25pm – 3:40pm	X	1	\$1.25	\$1.05	X*
Port McNeill	5	11:25am – 11:40am and 2:25pm – 2:40pm	X	1	\$1.25	\$1.05	X*
Nanaimo	7	7:30am – 5:00pm	✓	1	X	\$3.50	✓
Penticton & Okanagan-Similkameen	5	7:00am – 5:00pm	X	1	\$2.00	X	✓
Port Alberni	6	8:00am – 4:00pm	✓	3	\$2.00	X	X
Powell River	6	8:00am – 5:00pm	✓	1	\$2.00	X	X
Prince George	7	7:00am – 6:00pm	✓	1	\$2.25	X	✓
Prince Rupert	5	8:45am – 4:00pm	X	1	\$1.50	X	✓
Quesnel	5	8:00am – 4:00pm	X	0 - 1	\$3.00	\$3.00	X
Shuswap	5	8:00am – 4:00pm	X	3	\$1.75	\$1.75	X
South Okanagan	4	7:00am – 5:30pm	X	1	Varies	X	X

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
Squamish	5	7:00am – 4:00pm	X	1	\$2.00	X	X
Sunshine Coast	6	8:00am – 4:15pm	✓	1	\$2.00	\$1.80	X
Terrace	6	8:45am – 4:10pm	✓	1	\$2.00	\$1.80	X
Vernon	6	8:00am – 4:30pm	✓	5	\$1.75	X	X
Victoria	7	7:00am – 10:00pm	✓	1	\$2.50	\$2.25	✓
West Kootenay	5	Varies	X	1	\$1.25 - \$2.50	X	X
Williams Lake	6	8:00am – 5:00pm	✓	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
100 MILE HOUSE						
100 Mile House	5	8:00am – 4:00pm	\$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	5	By Request Only	\$2.50	X	X	X
AGASSIZ-HARRISON						
Agassiz	7	7:00am – 10:30pm	\$1.50	\$13.50	\$35.00	X
Harrison Hot Springs	7	7:00am – 10:30pm	\$1.50	\$13.50	\$35.00	X
ASHCROFT-CLINTON						
Ashcroft	3	9:00am – 4:15pm	\$2.00	X	X	X
Cache Creek	3	9:00am – 4:15pm	\$2.00	X	X	X
Clinton	3	9:00am – 4:15pm	\$2.00	X	X	X
Savona	3	9:00am – 4:15pm	\$2.00	X	X	X
BELLA COOLA VALLEY						
Bella Coola	6	7:30am – 6:30pm (By Request Only)	\$2.50	\$22.50	\$60.00	X
Burnt Bridge	6	7:30am – 6:30pm (By Request Only)	\$2.50	\$22.50	\$60.00	X
Firvale	6	7:30am – 6:30pm (By Request Only)	\$2.50	\$22.50	\$60.00	X
Glacier View	7	7:30am – 6:30pm (By Request Only)	\$2.50	\$22.50	\$60.00	X
Hagensborg	7	7:30am – 6:30pm (By Request Only)	\$2.50	\$22.50	\$60.00	X
BOUNDARY						
Boundary	5	8:30am – 3:30pm	\$1.50	X	\$24.00	X
Eholt	1	Friday: 9:10am – 1:30pm	\$1.75	X	\$24.00	X
Grand Forks	1	Friday: 9:10am – 1:30pm	\$1.75	X	\$24.00	X
Greenwood	1	Friday: 9:10am – 1:30pm	\$1.75	X	\$24.00	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
CAMPBELL RIVER						
Campbell River	7	6:15am – 10:45pm	\$1.75	\$15.75	\$42.00	\$4.00
Oyster River	7	6:15am – 10:20pm	\$1.75	\$15.75	\$42.00	\$4.00
CENTRAL FRASER VALLEY						
Abbotsford	7	5:20am – 11:10pm	\$1.75	\$15.75	\$38.00	\$4.00
Aldergrove	7	6:30am – 7:40pm	\$1.75	\$15.75	\$38.00	\$4.00
Hatzic	6	7:30am – 6:00pm	\$1.75	\$15.75	\$38.00	\$4.00
Mission	7	5:50am – 11:10pm	\$1.75	\$15.75	\$38.00	\$4.00
CHILLIWACK						
Chilliwack	7	6:30am – 11:45pm	\$1.75	\$15.75	\$35.00	\$4.00
Cultus Lake	7	Summer Only: 10:15am – 6:20pm	\$1.75	\$15.75	\$35.00	\$4.00
Greendale	1	Saturday: 9:30am – 5:35pm	\$1.75	\$15.75	\$35.00	\$4.00
Promontory	7	7:00am – 11:20pm	\$1.75	\$15.75	\$35.00	\$4.00
Yarrow	1	Saturday: 9:00am – 5:45pm	\$1.75	\$15.75	\$35.00	\$4.00
CLEARWATER						
Barriere	2	9:45am – 3:45pm	\$5.00	X	X	X
Birch Island	5	8:40am – 3:30pm	\$2.50	\$22.50	X	X
Blackpool	5	9:00am – 4:20pm	\$1.50	\$13.50	X	X
Clearwater	5	8:40am – 4:15pm	\$2.00	\$18.00	X	X
Vavenby	5	8:00am – 4:10pm	\$2.50	\$22.50	X	X
COLUMBIA VALLEY						
Akisqunuk Village		By Request	\$2.00	\$15.00	\$42.00	X
Canal Flats	5	7:15am – 1:15pm	\$2.00	\$15.00	\$42.00	X
Edgewater	5	8:45am – 4:15pm	\$2.00	\$15.00	\$42.00	X
Fairmont Hot Springs	5	7:30am – 1:40pm	\$2.00	\$15.00	\$42.00	X
Invermere	5	8:00am – 4:30pm	\$2.00	\$15.00	\$42.00	X
Radium Hot Springs	5	8:30am – 4:00pm	\$2.00	\$15.00	\$42.00	X
Windermere	5	8:00am – 2:00pm	\$2.00	\$15.00	\$42.00	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
COMOX VALLEY						
Black Creek	6	6:30am – 6:00pm	\$1.75	\$15.75	\$42.00	\$4.00
Buckley Bay	7	8:07am – 9:40pm	\$1.75	\$15.75	\$42.00	\$4.00
Comox	7	6:10am – 10:15pm	\$1.75	\$15.75	\$42.00	\$4.00
Courtenay	7	6:10am – 10:50pm	\$1.75	\$15.75	\$42.00	\$4.00
Cumberland	7	6:10am – 11:00pm	\$1.75	\$15.75	\$42.00	\$4.00
Merville	6	6:20am – 6:00pm	\$1.75	\$15.75	\$42.00	\$4.00
Fanny Bay	7	8:15am – 9:50pm	\$1.75	\$15.75	\$42.00	\$4.00
Oyster River	6	6:30am – 6:15pm	\$1.75	\$15.75	\$42.00	\$4.00
Royston	7	7:55am – 10:20pm	\$1.75	\$15.75	\$42.00	\$4.00
Union Bay	7	8:00am – 10:12pm	\$1.75	\$15.75	\$42.00	\$4.00
COWICHAN VALLEY						
Chemainus	7	6:53am – 11:14pm	\$2.00	\$15.00	\$36.00	\$4.00
Cobble Hill	7	7:00am – 11:30pm	\$2.00	\$15.00	\$36.00	\$4.00
Cowichan Bay	7	8:08am – 10:17pm	\$2.00	\$15.00	\$36.00	\$4.00
Crofton	7	6:53am – 11:20pm	\$2.00	\$15.00	\$36.00	\$4.00
Duncan	7	6:00am – 11:40pm	\$2.00	\$15.00	\$36.00	\$4.00
Honeymoon Bay	7	6:06am – 9:31pm	\$2.00	\$15.00	\$36.00	\$4.00
Ladysmith	7	7:00am – 6:36pm	\$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	8:03am – 8:20pm	\$2.00	\$15.00	\$36.00	\$4.00
Mill Bay	7	6:12am – 10:44pm	\$2.00	\$15.00	\$36.00	\$4.00
Shawnigan	7	6:01am – 6:18pm	\$2.00	\$15.00	\$36.00	\$4.00
Youbou	7	6:10am – 9:35pm	\$2.00	\$15.00	\$36.00	\$4.00
CRANBROOK	7	7:15am – 9:00pm	\$2.00	\$17.00	\$35.00	\$3.25
CRESTON VALLEY						
Creston	5	8:30am – 4:50pm	\$1.00	X	X	X
Erickson	5	10:00am – 2:00pm	\$1.00	X	X	X
Grouse Mountain	2	9:30am – 3:54pm	\$1.00	X	X	X
Kitchener	2	8:50am – 4:11pm	\$1.00	X	X	X
West Creston	2	8:50am – 5:14pm (By Request Only)	\$1.00	X	X	X
Wynndel	4	9:04am – 5:04pm	\$1.00	X	X	X
DAWSON CREEK	6	6:40am – 7:54pm	\$1.50	\$13.50	\$40.00	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
ELK VALLEY						
Elkford	2	7:00am – 6:55pm	\$2.50	\$15.00	\$42.00X	X
Fernie	2	8:30am – 5:20pm	\$2.50	\$15.00	\$42.00X	X
Sparwood	2	7:40am – 6:15pm	\$2.50	\$15.00	\$42.00X	X
FORT ST. JOHN						
Fort St. John	6	6:05am – 7:23pm	\$1.75	\$15.75	\$35.00	X
Taylor / Charlie Lake	5	8:15am return 3:00pm	\$4.00	X	X	X
HAZELTONS						
Gitsegukla	3	11:50am – 5:45pm	\$1.50	\$12.00	\$15.00	X
Glen Vowell	2	8:24am – 6:59pm	\$1.50	\$12.00	\$15.00	X
Hagwilget	3	9:48am – 3:48pm	\$1.50	\$12.00	\$15.00	X
Hazelton	3	10:01am – 4:01pm	\$1.50	\$12.00	\$15.00	X
Kispiox	3	8:15am – 6:50pm	\$1.50	\$12.00	\$15.00	X
Moricietown	2	9:18am – 4:33pm	\$1.50	\$12.00	\$15.00	X
New Hazelton	3	11:20am – 5:20pm	\$1.50	\$12.00	\$15.00	X
South Hazelton	3	11:24am – 5:24pm	\$1.50	\$12.00	\$15.00	X
Two Mile	3	9:48am – 3:48pm	\$1.50	\$12.00	\$15.00	X
KAMLOOPS						
Aberdeen	7	6:42am – 11:12pm	\$2.00	\$15.50	\$34.00	\$5.00
Barnhartvale	7	6:39am – 9:47pm	\$2.00	\$15.50	\$34.00	\$5.00
Batchelor Heights	7	6:45am – 7:27pm	\$2.00	\$15.50	\$34.00	\$5.00
Brocklehurst	7	6:00am – 11:02pm	\$2.00	\$15.50	\$34.00	\$5.00
Chase	1	Fri: 8:30am – 3:45pm	\$5.00	X	X	X
Dallas	7	6:36am – 9:50pm	\$2.00	\$15.50	\$34.00	\$5.00
Juniper Ridge	7	6:40am – 8:14pm	\$2.00	\$15.50	\$34.00	\$5.00
Kamloops	7	6:11am – 11:53pm	\$2.00	\$15.50	\$34.00	\$5.00
Lillooet	1	Thu: 8:00am – 7:30pm	\$5.00	X	X	X
Lytton	1	Thu: 9:00am – 6:30pm	\$5.00	X	X	X
North Shore / Southgate	7	6:07am – 11:02pm	\$2.00	\$15.50	\$34.00	\$5.00
Westsyde / Oak Hills	7	6:20am – 11:02pm	\$2.00	\$15.50	\$34.00	\$5.00
Rayleigh	7	7:07am – 7:19pm	\$2.00	\$15.50	\$34.00	\$5.00
Sahali	7	6:25am – 11:53pm	\$2.00	\$15.50	\$34.00	\$5.00
Savona	1	Thu: 10:45am – 4:45pm	\$2.00	\$15.50	\$34.00	\$5.00
Valleyview / Rosehill	7	7:35am – 8:02pm	\$2.00	\$15.50	\$34.00	\$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
KELOWNA						
Black Mountain	7	6:52am – 8:24pm	\$2.50	\$20.25	\$45.00	\$6.50
Crawford / Lower Mission	7	5:52am – 10:56pm	\$2.50	\$20.25	\$45.00	\$6.50
Lake Country	7	5:40am – 1:31am	\$2.50	\$20.25	\$45.00	\$6.50
Lakeview Heights	7	7:11am – 7:12pm	\$2.50	\$20.25	\$45.00	\$6.50
Gallaher's Canyon	7	7:15am – 8:21pm	\$2.50	\$20.25	\$45.00	\$6.50
Kelowna	7	6:08am – 12:36am	\$2.50	\$20.25	\$45.00	\$6.50
Oyama	5	7:25am – 8:29pm	\$2.50	\$20.25	\$45.00	\$6.50
Peachland	7	6:53am – 10:34pm	\$2.50	\$20.25	\$45.00	\$6.50
Quail Ridge	5	5:31am – 6:12pm	\$2.50	\$20.25	\$45.00	\$6.50
Upper Mission	7	6:14am – 10:18pm	\$2.50	\$20.25	\$45.00	\$6.50
West Kelowna	7	6:02am – 10:18pm	\$2.50	\$20.25	\$45.00	\$6.50
Westbank	7	5:54am – 12:55am	\$2.50	\$20.25	\$45.00	\$6.50
Winfield	7	5:40am – 1:12am	\$2.50	\$20.25	\$45.00	\$6.50
KIMBERLEY						
Kimberley	4	8:30am – 3:45pm	\$3.00	\$27.00	X	X
Marysville		By Request Only	\$3.00	\$27.00	X	X
Wycliffe		By Request Only	\$3.00	\$27.00	X	X
KITIMAT	7	6:20am – 10:00pm	\$2.00	\$18.00	\$44.00	X
MERRITT						
Logan Lake	1	Thu: 8:00am – 3:00pm	\$5.00	X	X	X
Lower Nicola	6	7:30am – 5:30pm	\$1.25	\$11.25	\$34.00	X
Merritt	6	6:15am – 9:26pm	\$1.25	\$11.25	\$34.00	X
METRO VANCOUVER (TransLink)	7	Some routes operate 24 hours	\$1.75	\$1.75	\$52.00	\$7.50
MOUNT WADDINGTON						
Coal Harbour	5	8:40am – 4:23pm	\$2.50	\$21.00	\$36.50	X
Fort Rupert / Storey's Beach	5	7:00am – 5:07pm	\$2.50	\$21.00	\$36.50	X
Hyde Creek / Woss	1	Sat: 7:35am – 5:32pm	\$3.75	31.50	\$36.50	X
Port Hardy	6	7:30am – 6:04pm	\$2.50	\$21.00	\$36.50	X
Port McNeill	6	7:16am – 6:08pm	\$3.75	\$31.50	\$36.50	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
NANAIMO						
Bowser	1	9:53am – 4:47pm	\$2.25	\$20.25	\$41.00	\$5.50
Deep Bay	1	10:00am – 4:30pm	\$2.25	\$20.25	\$41.00	\$5.50
Lantzville	7	6:57am – 6:50pm	\$2.25	\$20.25	\$41.00	\$5.50
Nanaimo	7	6:15am – 12:05am	\$2.25	\$20.25	\$41.00	\$5.50
Nanoose / Qualicum Beach	7	7:16am – 9:51pm	\$2.25	\$20.25	\$41.00	\$5.50
Parksville	6	6:45am – 10:01pm	\$2.25	\$20.25	\$41.00	\$5.50
PEMBERTON VALLEY						
Mt. Currie	7	6:09am – 6:57pm	\$2.00	\$18.00	\$50.00	X
Pemberton Valley	7	5:57am – 6:45pm	\$2.00	\$18.00	\$50.00	X
Xit'Olacw	7	6:24am – 7:18pm	\$2.00	\$18.00	\$50.00	X
PENTICTON AND OKANAGAN-SIMILKAMEEN						
Naramata	6	6:55am – 5:40pm	\$1.75	\$12.50	\$32.00	\$3.50
Okanagan Falls	5	7:09am – 5:52pm	\$1.75	\$12.50	\$32.00	\$3.50
Penticton	6	6:41am – 9:48pm	\$1.75	\$12.50	\$32.00	\$3.50
PORT ALBERNI	7	6:25am – 7:37pm	\$2.00	\$13.50	\$25.00	\$4.25
PORT EDWARD	7	7:35am – 10:50pm	\$1.50	\$13.50	\$40.00	\$3.75
POWELL RIVER						
Lund	2	10:05am – 5:32pm	\$2.50	\$20.25	X	X
Saltery Bay	4	By Request	\$2.50	\$20.25	X	X
Texada / Shelter Point / Vanada	1	Thu: 7:35am – 6:05pm	\$6.00	X	X	X
Sliammon / Powell River	7	7:00am – 11:09pm	\$2.00	\$15.25	\$34.00	\$4.00
PRINCE GEORGE	7	6:43am – 2:32am	\$2.00	\$18.00	\$48.00	\$5.25
PRINCE RUPERT	6	7:13am – 10:05pm	\$1.50	\$13.50	\$40.00	\$3.75
PRINCETON						
Princeton-Penticton	3	8:00am – 3:00pm	\$4.00	X	X	X
Hedley-Penticton	3	8:30am – 2:30pm	\$3.00	X	X	X
Keremeos-Penticton	3	8:50am – 2:00pm	\$3.00	X	X	X
QUESNEL						
Nazjo	1	7:00am – 7:00pm	N/C	X	X	X
Quesnel	6	7:00am – 6:45pm	\$1.50	\$13.50	\$25.00	\$3.00
Wells	1	7:00am – 6:30pm	\$5.00	X	X	X
REVELSTOKE	6	7:15am – 5:52pm	\$1.75	\$15.75	\$37.50	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
SALT SPRING ISLAND						
Fernwood Dock	7	10:45am – 4:42pm	\$2.25	\$20.25	\$40.00	\$5.00
Fulford	7	5:46am – 9:49pm	\$2.25	\$20.25	\$40.00	\$5.00
Ganges Village	7	5:40am – 10:43pm	\$2.25	\$20.25	\$40.00	\$5.00
Long Harbour	7	9:50pm – 2:55pm	\$2.25	\$20.25	\$40.00	\$5.00
Vesuvius	7	12:31pm – 5:12pm	\$2.25	\$20.25	\$40.00	\$5.00
SHUSWAP						
Blind Bay	1	Thu: 9:17am – 2:41pm	\$2.25	X	X	X
Canoe	6	7:37am – 5:37pm	\$1.25	\$11.25	\$36.0	\$3.00
Deep Creek	1	Wed: 8:38am – 2:31pm	\$3.25	X	X	X
Eagle Bay	1	Thu: 8:55am – 3:03pm	\$1.25	\$11.25	\$36.0	\$3.00
Salmon Arm	2	Wed/Thu: 8:15am – 5:20pm	\$1.25	\$11.25	\$36.0	\$3.00
Shuswap	6	7:00am – 6:32pm	\$1.25	\$11.25	\$36.0	\$3.00
Sorrento	1	Thu: 10:30am – 4:50pm	\$2.25	X	X	X
SKEENA						
Gitaus	5	6:47am – 5:22pm	\$3.75	\$34.00	\$50.00	X
Kitamaat Village	5	6:15am – 7:20pm	\$1.75	\$15.75	\$33.00	X
Kitsumkalum	5	8:05am – 7:20pm	\$1.75	\$15.75	\$33.00	X
New Remo	5	8:18am – 4:59pm	\$1.75	\$15.75	\$33.00	X
Skeena	5	7:55am – 5:15pm	\$1.75	\$15.75	\$33.00	X
SMITHERS / Telkwa	6	8:15am – 5:11pm	\$2.25	\$20.00	\$50.00	X
SOUTH OKANAGAN						
Oliver	4	7:55am – 5:05pm	\$2.75	X	X	X
Osoyoos	4	7:00am – 5:30pm	\$1.75	X	X	X
SQUAMISH						
Brackendale	7	6:15am – 10:59pm	\$1.50	\$12.00	\$20.00	\$2.75
Garibaldi Highlands	7	7:24am – 10:41pm	\$1.50	\$12.00	\$20.00	\$2.75
Tantalus	5	6:51am – 6:26pm	\$1.50	\$12.00	\$20.00	\$2.75
Valleycliffe	7	6:37am – 9:51pm	\$1.50	\$12.00	\$20.00	\$2.75
SUMMERLAND / Trout Creek	5	7:15am – 5:57pm	\$2.00	\$18.00	\$50.00	\$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
SUNSHINE COAST						
Gibsons	7	5:44am – 11:49pm	\$2:00	\$18.00	\$42.00	\$5.00
Gower Point	7	5:40am – 11:58pm	\$2:00	\$18.00	\$42.00	\$5.00
Halfmoon Bay	7	6:30am – 11:55pm	\$2:00	\$18.00	\$42.00	\$5.00
Roberts Creek	7	5:20am – 12:19am	\$2:00	\$18.00	\$42.00	\$5.00
Sechelt	7	7:02am – 8:47pm	\$2:00	\$18.00	\$42.00	\$5.00
TERRACE	6	6:15am – 11:11pm	\$2:00	\$18.00	\$42.00	\$5.00
VERNON						
Armstrong	6	6:30am – 6:27pm	\$1.75	\$14.00	\$35.00	\$4.50
Coldstream	7	6:36am – 7:04pm	\$1.75	\$14.00	\$35.00	\$4.50
Enderby	6	6:15am – 6:46pm	\$1.75	\$14.00	\$35.00	\$4.50
Lumby	5	6:35am – 6:23pm	\$1.75	\$14.00	\$35.00	\$4.50
Vernon	7	6:05am – 9:46pm	\$1.75	\$14.00	\$35.00	\$4.50
VICTORIA						
Brentwood Bay	7	6:45am – 9:47pm	\$2.50	\$22.50	\$45.00	\$5.00
Colwood	7	6:25am – 11:44pm	\$2.50	\$22.50	\$45.00	\$5.00
Esquimalt	7	5:38am – 1:56am	\$2.50	\$22.50	\$45.00	\$5.00
Langford	7	5:38am – 2:38am	\$2.50	\$22.50	\$45.00	\$5.00
Metchosin	7	6:07am – 9:15pm	\$2.50	\$22.50	\$45.00	\$5.00
Oak Bay	7	5:58am – 1:41am	\$2.50	\$22.50	\$45.00	\$5.00
Royal Oak	7	5:57am – 2:06pm	\$2.50	\$22.50	\$45.00	\$5.00
Saanich	7	5:19am – 12:40am	\$2.50	\$22.50	\$45.00	\$5.00
Saanichton	7	5:41am – 12:17am	\$2.50	\$22.50	\$45.00	\$5.00
Sidney	7	5:42am – 12:26am	\$2.50	\$22.50	\$45.00	\$5.00
Sooke	7	5:52am – 12:54am	\$2.50	\$22.50	\$45.00	\$5.00
Victoria	7	6:00am – 2:09am	\$2.50	\$22.50	\$45.00	\$5.00
View Royal	7	6:00am – 2:09am	\$2.50	\$22.50	\$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
WEST KOOTENAY						
Ainsworth Hot Springs	2	Tue/Thu: 8:50am – 6:15pm	\$2.00	\$15.75	\$35.00	X
Argenta	1	Thu: 8:00am – 7:30pm	\$2.00	\$15.75	\$35.00	X
Balfour Ferry	5	6:56am – 9:35pm	\$2.00	\$15.75	\$35.00	X
Blewett	5	8:15am – 4:25pm	\$2.00	\$15.75	\$35.00	X
Castlegar	5	6:39am – 7:10pm	\$2.00	\$15.75	\$35.00	X
Edgewood	1	Fri: 9:20am – 3:25pm	\$2.00	\$15.75	\$35.00	X
Fruitvale	5	5:55am – 7:32pm	\$2.00	\$15.75	\$35.00	X
Kaslo	2	Thu/Fri: 6:45am – 11:45pm	\$2.00	\$15.75	\$35.00	X
Nakusp	4	8:05am – 6:20pm	\$2.00	\$15.75	\$35.00	X
Nakusp Hot Spring	1	Mon: 1:35pm – 3:55pm	\$2.00	\$15.75	\$35.00	X
New Denver	3	8:45am – 5:40pm	\$2.00	\$15.75	\$35.00	X
Passmore	5	5:20am – 7:36pm	\$2.00	\$15.75	\$35.00	X
Rossland	6	6:20am – 10:07pm	\$2.00	\$15.75	\$35.00	X
Salmo	2	Tue/Thu: 8:00am – 1:40pm	\$2.00	\$15.75	\$35.00	X
Silverton	2	Tue/Thu: 8:50am – 5:35pm	\$2.00	\$15.75	\$35.00	X
Slocan	5	5:55am – 7:01pm	\$2.00	\$15.75	\$35.00	X
Summit Lake	3	8:15am – 6:10pm	\$2.00	\$15.75	\$35.00	X
Trail	6	6:00am – 9:45pm	\$2.00	\$15.75	\$35.00	X
Winlaw	6	5:30am – 7:24pm	\$2.00	\$15.75	\$35.00	X
WHISTLER	7	5:15am – 3:33am	\$2.50	\$18.00	\$52.00	\$7.00
WILLIAMS LAKE	6	7:15am – 6:45pm	\$1.75	\$13.50	\$36.00	X

Data Sources

- 1 Ministry of Health: Health System Matrix 7
- 2 Direct request to the Alzheimer Society of BC
- 3 Ministry of Health: Home and Community Care Annual Report of Volumes and Rates (pre-release)
- 4 Direct request to the Patient Safety Learning System
- 5 Ministry of Health: Facilities Report – Detailed
- 6 Direct request to the Assisted Living Registrar
- 7 Canada Mortgage and Housing Corporation
- 8 Direct request to health authorities
- 9 Direct request to residential care facilities, facilities' websites
- 10 Ministry of Health: Report 2016_0008 Residential Care Admissions
- 11 December 2016 review of health authority licensing inspection websites
- 12 Canadian Institute for Health Information - Continuing Care Reporting System eReports
- 13 2015 estimates based on Canada Mortgage and Housing Corporation: Occupied Housing Stock by Structure Type and Tenure, British Columbia, 1991–2011 (dwelling units)
- 14 Direct request to BC Housing
- 15 Ministry of Community, Sport and Cultural Development: Schedule 704 – Taxes and Charges on a Representative House
- 16 BC Hydro website
- 17 Direct request to Ministry of Finance
- 18 Direct request to TransLink and BC Transit
- 19 Direct request to the Ministry of Social Development & Social Innovation
- 20 ICBC Quick Statistics, further data provided by RoadSafetyBC
- 21 Government of Canada website
- 22 Province and Territory websites
- 23 Direct request to the Ministry of Health, Ministry of Health website
- 24 Direct request to pharmacies
- 25 Direct request to the Public Guardian and Trustee
- 26 Direct request to the BC Centre for Elder Advocacy and Support
- 27 Direct request to bc211

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