

Welcome

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- Note: the webinar has a 30 second delay. The teleconference is in real time.
- We recommend you choose to listen to the presentation through one technology.
- You can ask questions either through the webinar by keying in your question, or over the telephone through the conference line.
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We will begin shortly.



OFFICE OF THE
SENIORS ADVOCATE
BRITISH COLUMBIA

Monitoring Seniors Services 2019

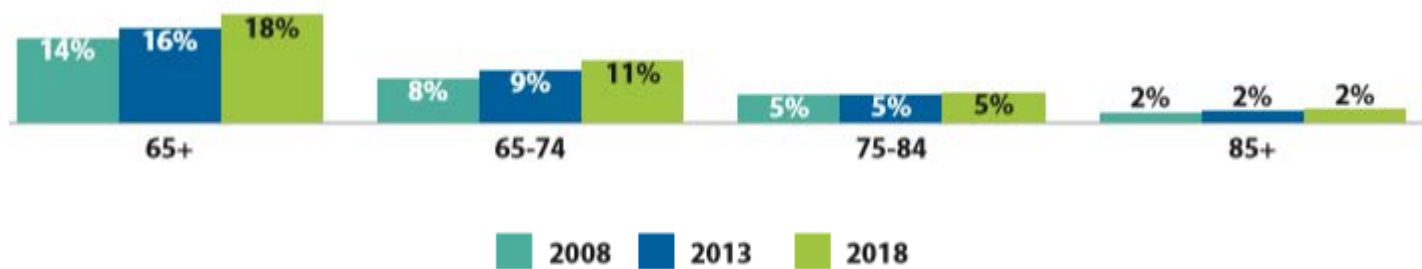
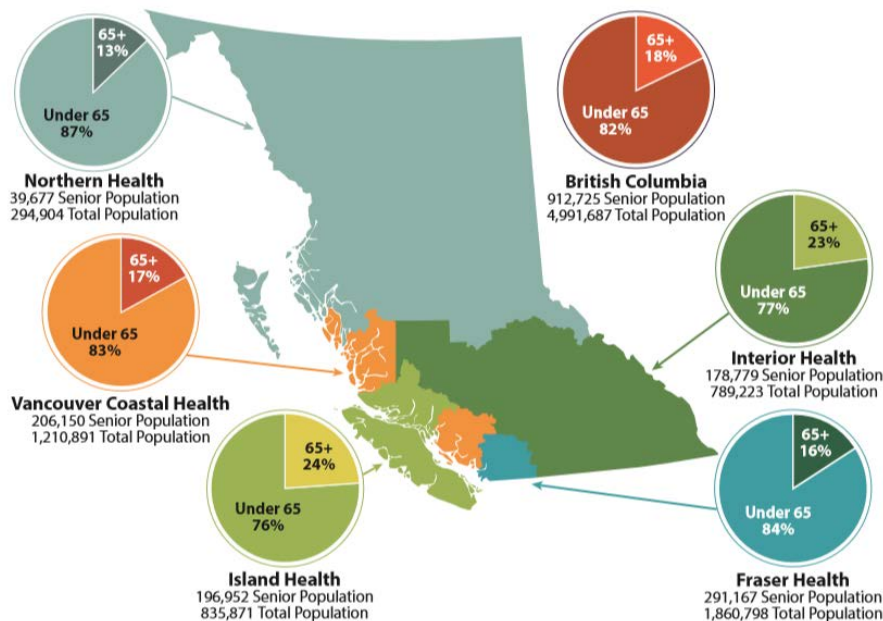


OFFICE OF THE
SENIORS ADVOCATE

B.C. Seniors Demographics

Population

- ◆ In 2018, there were **912,725 seniors** in B.C.
- ◆ The **seniors population** grew by 4% in 2018 and seniors now represent 18% of the population compared to 14% in 2008.
- ◆ From 2008-2018 the proportion of the population 75-84 and 85 plus has remained relatively stable at 5% and 2% respectively.
- ◆ The distribution of seniors is not proportionate throughout the province. The percentage of seniors ranges from a high of 24% on Vancouver Island to a low of 13% in Northern Health.



Healthcare Highlights

General

- ◆ The **seniors population** is generally healthy.
- ◆ 19% are living with **high complexity chronic conditions**, and only 6% are diagnosed with **dementia**.
- ◆ This has remained relatively stable over the last five years.

Flu shot

- ◆ 37% of all seniors received the **publicly funded flu vaccine**; an increase from 34% vaccinated in 2017/18.
- ◆ **Vaccination rates for seniors** ranged from a low of 26% in Vancouver Coastal to a high of 49% in Interior Health.
- ◆ 87% of **seniors residing in long-term care** and 74% of the staff received the publicly funded flu vaccine. This is a minor increase for residents and minor decrease for staff.
- ◆ 69% of **home support clients** were vaccinated.
- ◆ Overall, an estimated 15-20% of the population received the **public flu vaccine**.



Healthcare Highlights

Hospitalizations

- ◆ 26% of **emergency department visits** and 44% of hospitalizations were for seniors. This has been slowly increasing over the past five years.

Home support and care hours

- ◆ **Home support** clients increased 1.7%, however this is due solely to **short-term home support clients** who increased 5%, while **long term home support clients** saw a minor decrease of less than 1%. The target population of 80 plus grew by just over 3% during this time.
- ◆ Average **hours of care delivered** decreased 1.4% to 198 hours per client per year – the lowest in three years. However, this was driven by a decrease in the **average hours for short-term clients** which decreased 2% while long-term saw a minor increase of less than 1%.
- ◆ **Home care complaints** increased 17% and has been increasing steadily since 2015/16.
- ◆ There was a 10% increase in **adult day program** clients and a 1.5% decrease in the **wait list**.



Healthcare Highlights

Assisted living

- ◆ **Subsidized registered assisted living units** and the **number of clients** living in those units decreased by 1%. This is a decrease for the second consecutive year. Currently, the waitlist for subsidized assisted living represents 20% of the total available units.
- ◆ There were 877 reportable incidents in **assisted living**, a 60% increase over last year; 75% of these were falls.

Long-term care

- ◆ **Long-term care beds** have increased only 2% from 2015 to 2019 while the population aged 85 or older grew 13%.
- ◆ The **waitlist** for clients still waiting for admission at the end of 2018/19 grew by 28% but is less than what it was at the end of 2014/15.
- ◆ On March 31, 2019, there were 1,780 on the **wait list**, compared to 1,379 the year before; although, in 2015 there were 1,798 on the waitlist.
- ◆ The **standard of admission** within 30 days was met for 67% of admissions in 2018/19; this was down from last year (70%) but up from 2014/15 (64%).
- ◆ There were 18,007 reportable **incidents** in long-term care, a 3% increase over last year.



Healthcare Highlights

Human health resources and active registrants

- ◆ In 2018/19, the number of **active registrants** increased for all professions listed, except for **registered nurses** which had a very slight decrease.
- ◆ **Licensed practical nurses** (16%) and **care aides** (7%) increased the most this past year.

Number of Active Registrants in Selected Health Care Occupations in B.C., 2014/15-2018/19

Occupation	2014/15	2015/16	2016/17	2017/18	2018/19	% Change in Last Year
Physicians	11,574	11,841	12,187	12,594	12,960	2.9%
General/Family Practitioners	5,942	6,042	6,251	6,458	6,616	2.4%
Specialists	5,632	5,799	5,936	6,136	6,344	3.4%
Nurses	50,448	49,093	50,420	51,129	52,728	3.1%
Registered Nurses*	37,386	36,741	38,000	38,975	38,726	-0.6%
Nurse Practitioners*	325	365	426	485	525	8.2%
Licensed Practical Nurses	12,737	11,987	11,994	11,669	13,477	15.5%
Care Aides & Community Health Workers	n/a	n/a	n/a	31,337	33,506	6.9%
Physiotherapists	3,640	3,733	3,880	4,000	4,192	4.8%
Occupational Therapists	2,189	2,304	2,393	2,469	2,547	3.2%

Note: * Registered Nurses and Nurse Practitioners are reported as of the last day of February each year except 2018/19 which is at Dec 31, 2018.

Source: (30)(31)(32)(33)(34)



Healthcare Highlights

Job vacancies

- ◆ **Difficult to fill vacancies (DTFV)** are defined as job vacancies that are unfilled for 90 days from the initial posting date and are advertised externally.
- ◆ Similar to the overall vacancy rates, **care aides** (0.24%) and **licensed practical nurses** (0.29%) had the lowest DTFV rates and **nurse practitioners** (5.29%) and **physiotherapists** (3.66%) had the highest DTFV rates.

Job Vacancy Rates, 2014-2018

Occupation	2014	2015	2016	2017	2018	
Registered Nurses	Average quarterly DTFV	172	238	309	339	318
	Vacancy rate - DTFV	0.69%	0.93%	1.14%	1.22%	1.13%
	Vacancy rate - All	2.96%	3.64%	3.78%	3.60%	3.70%
Nurse Practitioners	Average quarterly DTFV	27	30	19	13	23
	Vacancy rate - DTFV	10.15%	9.76%	5.41%	3.45%	5.29%
	Vacancy rate - All	17.59%	13.32%	10.81%	7.26%	11.18%
Licensed Practical Nurses	Average quarterly DTFV	2	5	5	12	15
	Vacancy rate - DTFV	0.05%	0.12%	0.10%	0.25%	0.29%
	Vacancy rate - All	1.10%	1.28%	0.92%	1.10%	1.55%
Care Aides	Average quarterly DTFV	3	6	5	8	16
	Vacancy rate - DTFV	0.05%	0.09%	0.07%	0.12%	0.24%
	Vacancy rate - All	1.31%	1.51%	1.17%	1.37%	2.01%
Community Health Workers	Average quarterly DTFV	6	3	5	7	13
	Vacancy rate - DTFV	0.27%	0.11%	0.20%	0.30%	0.53%
	Vacancy rate - All	0.72%	0.63%	0.72%	1.25%	2.42%
Physiotherapists	Average quarterly DTFV	24	14	21	27	45
	Vacancy rate - DTFV	2.04%	1.17%	1.77%	2.26%	3.66%
	Vacancy rate - All	4.19%	3.74%	4.69%	5.11%	7.90%
Occupational Therapists	Average quarterly DTFV	8	4	5	5	16
	Vacancy rate - DTFV	0.65%	0.36%	0.41%	0.42%	1.27%
	Vacancy rate - All	2.51%	2.94%	2.30%	3.07%	4.89%

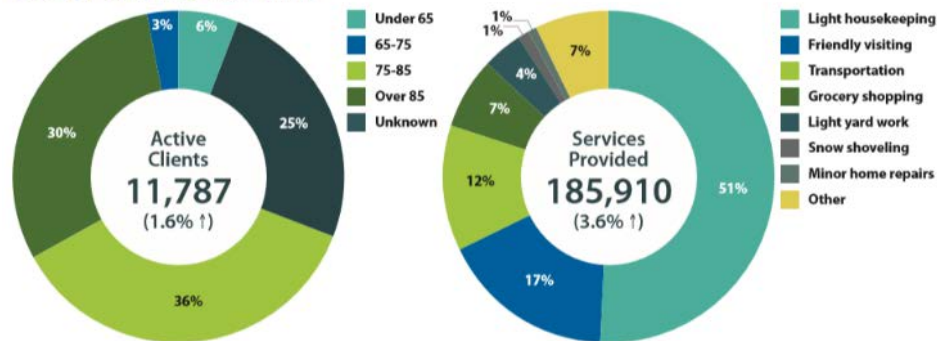
Source: (35)



Personal Supports Highlights

- ◆ **First Link®** dementia support served 11,567 unique clients in 105 communities. This was a slight increase over 2017/18. There were over 5,000 new clients in each of the last two years.
- ◆ The **Better at Home** program supported 11,787 active clients who received 185,910 services. This was an increase over 2017/18. However, the number of **new clients** has been declining for three years.
- ◆ The **New Horizons for Seniors Program** approved 265 new community-based projects in B.C. with total funding of \$4.9 million. This is a slight increase over 2017/18.

Better at Home Program, 2018/19



Housing Highlights

Seniors and independent living

- ◆ 93% of seniors, and 72% of those aged 85 or older, **live independently** in private dwellings.
- ◆ Only 6% of seniors live in **assisted living** or **long-term care**.
- ◆ 81% of seniors are **owners** and 19% are **renters**. (incl. man. homes)
- ◆ 402,261 seniors claimed the **Home Owner Grant for Seniors**.

Seniors by housing type

- ◆ Single detached house **49%**
- ◆ Apartment/condominium **22%**
- ◆ Other **22%**
- ◆ Non-registered assisted living units **2%**
- ◆ Registered assisted living units **1%**
- ◆ Residential care beds **3%**



Housing Highlights

Property tax deferment program

- ◆ **B.C.'s Property Tax Deferment** program allows eligible homeowners 55 and older, surviving spouses, and persons with disabilities to defer paying their property taxes.
- ◆ The **property tax deferment program** is growing each year, but in 2018/19 there were fewer new users for the first time in many years.
- ◆ There were 63,581 **open accounts**, an 11% increase from last year and a 52% increase from 2014/15.
- ◆ Currently, 63,581 seniors are **deferring** over \$237 million, a 14% increase over the previous year.
- ◆ Of the \$237 million, approximately \$37 million were **newly deferred**.



Housing Highlights

Shelter Aid for Elderly Renters (SAFER)

- ◆ **SAFER** provides a subsidy directly to B.C. renters aged 60 or older who have a low to moderate income and pay more than 30% of gross monthly income towards rent.
- ◆ There were 24,233 **SAFER recipients**, a 6% increase than the previous year, while the target population aged 60 or older grew by just over 3%.
- ◆ 94% of **SAFER recipients** are single. The average income of a SAFER recipient is \$19,068. The average monthly rent for senior using SAFER is \$997.
- ◆ The **average subsidy** for SAFER is \$215. The average subsidy provided to SAFER recipients increased 14% over the last year and increased 21% over the past five years.
- ◆ There were 4,458 **new SAFER recipients**; new recipients have been increasing each year for the last five years.
- ◆ A **total of \$60 million** was spent on SAFER in 2018/19. This is a 13% increase over 2017/18.

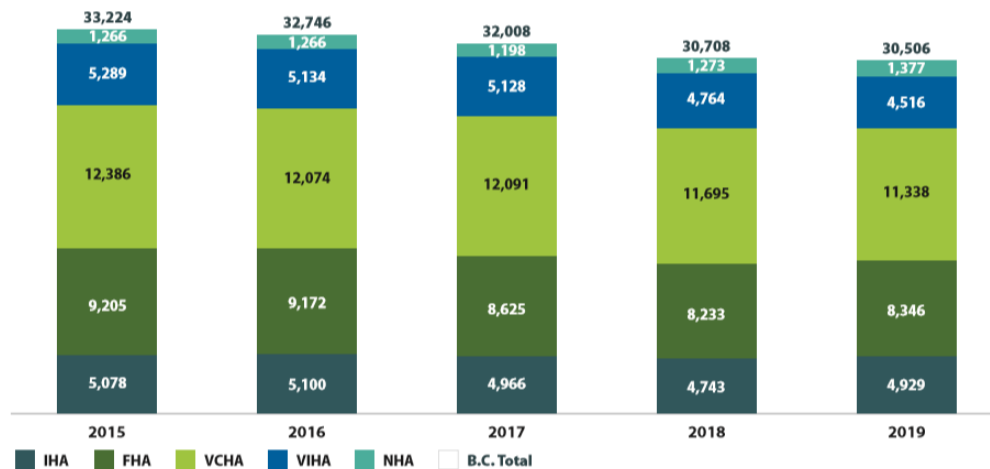


Housing Highlights

Seniors' subsidized housing

- There are a total of 30,506 seniors subsidized housing (SSH) units. This number has steadily declined since 2015.
- In 2018/19, SSH decreased 1% while there was a 14% increase in the number of applicants waiting at the end of the year.
- The **median wait time** for these applicants at March 31, 2019 was 1.5 years, the same as last year.

Number of Seniors Subsidized Housing Units, March 31, 2015-2019



Transportation Highlights

Seniors on the road

- ◆ In 2018, 78% (714,300) of seniors in B.C. maintained an **active driver's licence**. This is a 4% increase over the previous year, which is consistent with the population growth.
- ◆ There were 72,000 **driver fitness cases** opened in 2018 for those aged 80 or older.
- ◆ It is estimated that just over 90% of **driver fitness cases** successfully completed the **Driver's Medical Examination Report (DMER)**.
- ◆ 5,249 cases were referred for an **Enhanced Road Assessment (ERA)**, newly introduced in March 2018.



Transportation Highlights

HandyDART

- ◆ The number of **active HandyDART clients** increased less than 1% to 45,576 compared to last year.
- ◆ **Active clients with TransLink** increased 5% in 2018 and a further 4% in 2019 while the number of **active clients with BC Transit** decreased 12% and 4% over these same two years.
- ◆ In 2018, there were just under 2.6 million **ride requests** (excluding client cancellations), a 4% decrease over 2017; 98% were rides provided and 2% were unfilled.

Bus passes

- ◆ 61,290 seniors received the **annual BC Bus Pass**. This is an increase of 4% over the previous year, which is consistent with the population growth.

BC Bus Program, 2016-2018

	2016	2017	2018	% Change In last year
Seniors receiving a bus pass	58,620	58,981	61,290	4%
Persons with disability receiving a bus pass	37,030	38,150	41,111	8%

Source: (61)



Income Highlights

Cost of living

- ◆ The **cost of living in B.C.** rose 2.7% in 2018 compared to 2.3% across Canada.

Sources of income

- ◆ **CPP** increased 1.8% to a maximum benefit of \$1,154.58 per month.
- ◆ **OAS** increased 2.1% to a maximum of \$613 per month or \$7,362 per annum. 859,000 B.C. seniors, or 94% of seniors, receive OAS.
- ◆ **GIS** increased 2.1% to a maximum of \$916 per month or \$10,997 per annum. Approximately 264,000 B.C. seniors received GIS; a 3.9% increase that is consistent with the increase in the population aged 65 or older.
- ◆ **BC Seniors Supplement** remains unchanged for the past 32 years at \$49.30/month or \$592 per annum.



Income Highlights

MSP

- ◆ As of January 2020, **MSP premiums** will be eliminated to be replaced by the new **Health Employer Tax**.

Fair PharmaCare

- ◆ Families with at least one spouse born in 1939 or earlier do not pay more than 3% of their net income on eligible drug costs.
- ◆ **Fair PharmaCare rates** changed in 2019. Families with very low incomes no longer pay a deductible or co-payment.
- ◆ **Enhanced coverage** for seniors born in 1939 or earlier did not change for those with an income above \$14,000.
- ◆ **Regular coverage for those born in 1940 or later** do not have a deductible for families earning up to \$30,000 and the deductible is reduced for families with incomes between \$30,000 and \$45,000.



Elder Abuse

Elder abuse

- ◆ The **Seniors Abuse and Information Line (SAIL)** received 4,372 calls in 2018; 31% were related to abuse, 47% to non-abuse matters and 23% were for general information. **Calls related to abuse** declined 13% in 2018.
- ◆ The **bc211 Helpline** received 408 calls about elder abuse in 2018/19, an increase of 36% over 2017/18.
- ◆ **Designated agencies** responded to 1,626 suspected cases of abuse in 2018; 81% were for seniors aged 65 or older.
- ◆ The **Public Guardian and Trustee** received 1,787 referrals in 2018/19; 44% proceeded to investigation, 46% did not proceed to investigation and 10% were general inquiries.

Missing persons cases

- ◆ There were 1,028 **missing persons cases for seniors** aged 65 or older, 7% of all missing persons cases, opened with the RCMP E Division in 2018.
- ◆ The number of **missing seniors** has been steadily increasing since 2014 (2% since 2017 and 15% since 2014) but seems to be relative to the population growth.



Thank You

Contact

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