



OFFICE OF THE  
**SENIORS ADVOCATE**  
BRITISH COLUMBIA

BRITISH COLUMBIA  
Long-Term Care Facilities  
Quick Facts Directory

2020

SUMMARY REPORT

Monitoring  
Seniors Services



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2020

# Monitoring Seniors Services 2020 & Long-Term Facilities Quick Facts Directory 2020 Summary Report

Webinar  
December 10, 2020



OFFICE OF THE  
**SENIORS ADVOCATE**

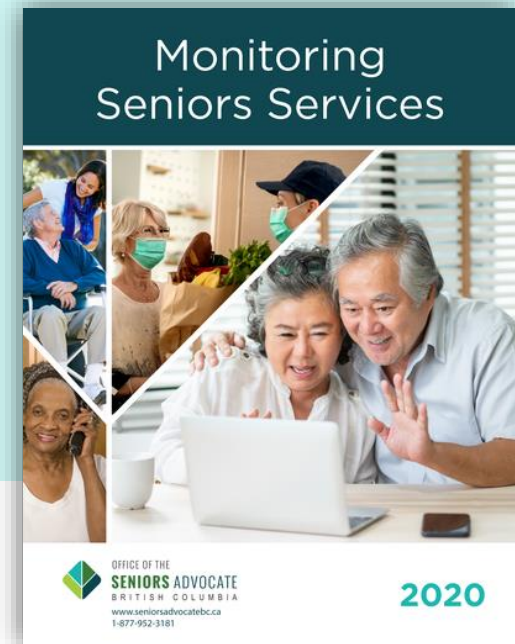
# Monitoring Seniors Services Report

## Overview

- The *Monitoring Seniors Services Report*, established in 2015, highlights where seniors' needs are being met and where improvements are needed. Our office monitors five key areas:
  - Health care
  - Housing
  - Transportation
  - Income supports
  - Personal supports

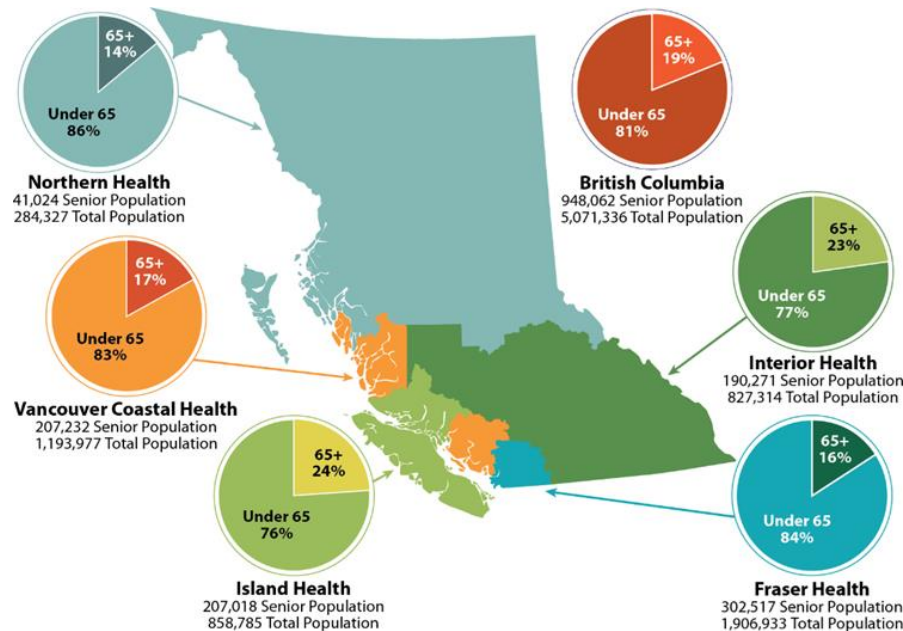
## Timeline

- Data from April 1, 2019 to March 31, 2020



# Demographics

## BC Seniors Population 2019



- **948,062** seniors in BC, a **4% population** ↑ from 2018. In the last 10 years, the proportion of the population aged 65+ has grown **27%**, but the proportion of the population aged 75-84 and 85+ has remained stable at **5%** and **2%** respectively.
- The percentage of seniors ranges from a high of **24%** in Vancouver Island Health to a low of **14%** in Northern Health.



# Health Care Highlights

## General

- The seniors population is generally healthy:
  - **41%** of seniors aged 65-84 either have no health conditions or live with low complexity chronic conditions.
  - **3%** of this population is diagnosed with dementia.
  - Both measures have remained relatively stable over the last five years.

## Flu

- **37%** of seniors received flu vaccines at local pharmacies, a **3% ↑** from 2018/19. Vaccination rates ranged from **29%** in Vancouver Coastal Health to **42%** in Interior Health.
- **66%** of seniors receiving home care services were vaccinated in the last two years.
- **85%** of long-term care residents and **69%** of staff were vaccinated, a **↓ (2%)** for residents and a **↓ (5%)** for staff.



# Health Care Highlights

## Hospitalizations

- In 2018/19, **27%** of emergency department visits and **45%** of hospitalizations were seniors. This is a **3% ↑** for emergency departments and **5% ↑** for hospitalizations.

## Alternative Level of Care (ALC)

- Overall, ALC days **↑ 12%** in 2019/20. The magnitude of the increases was not uniform across all health authorities.

Health Authority	2015/16	2016/17	2017/18	2018/19	2019/20	% Change in Last Year
IHA	93,180	95,049	89,018	94,494	103,167	9.2%
FHA	156,455	159,494	141,224	144,969	165,147	13.9%
VCHA	51,464	55,684	50,931	56,308	59,766	6.1%
VIHA	88,496	88,009	85,956	104,385	107,233	2.7%
NHA	30,569	39,700	38,527	45,419	64,744	42.5%
PHSA	437	320	263	232	254	9.5%
<b>B.C.</b>	<b>420,601</b>	<b>438,256</b>	<b>405,919</b>	<b>445,807</b>	<b>500,311</b>	<b>12.2%</b>





# Health Care Highlights

## Long-term Care

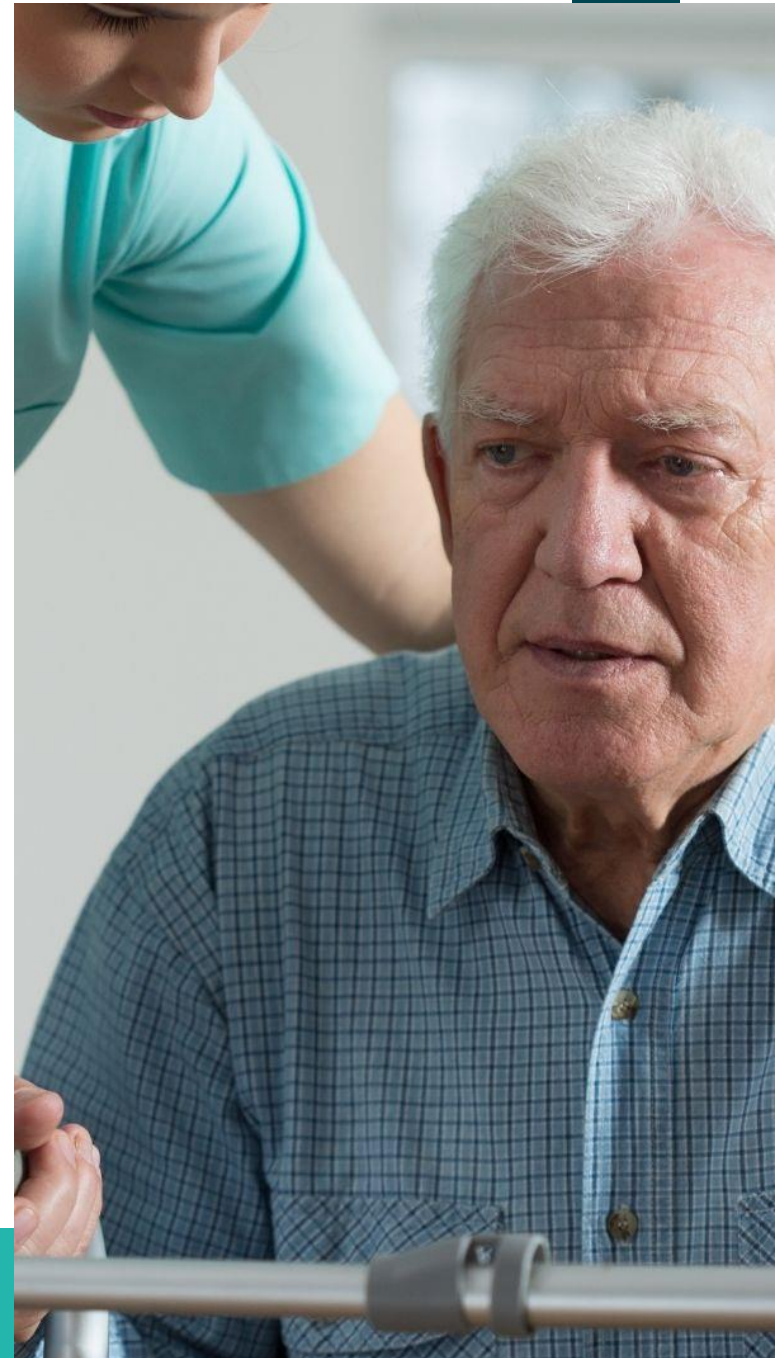
- **27,505** publicly funded beds, **less than 1% ↑** over last year: **3% ↑** over the last 5 years.
- Between 2016 & 2020, rate of beds per 1,000 age 75+ was **67**, an **11% ↓** and age 85+ was **224**, a **9% ↓**.
- A variety of measures show increased wait times:
  - Number on waitlist **↑ 27% (2,259)**
  - Avg. time on waitlist **↑ 3% (133 days)**
  - Admitted within 30 days **↓ 11%**
  - Avg. wait time for clients admitted **↑ 37% (52 days)**



# Health Care Highlights

## Long-term Care

- **89%** of rooms are single occupancy (76% of beds).
- Falls with injury continues 5-year trend of **↓ 1%** in the last year and **21%** in last 5 years.
- 83% of LTC homes received an inspection, **↓** from **89%**.
- **↑ of 5%** in licensing infractions per 1,000 beds.
- Substantiated complaints to licensing **↑ 17%**, but complaints to Patient Care Quality Office **↓ 12%**.



# Health Care Highlights

## Quick Facts Directory

- **50%** facilities met **3.36** as of April 1, 2019, **67% ↑** over the previous year.
- **100%** of O&O and **22%** of contracted met **3.36**.
- Most demographics and care characteristics remain unchanged:
  - Average age: **84**
  - **29%** have severe cognitive impairment
  - **31%** totally physically dependent
- Median LOS **↑ 9%** (485 days; range 444-799).
- Food costs **↑ 3.3%** (\$9.16 in O&O and \$8.02 in contracted).
- Per diem rates **↑ 4.6%** (\$199.79-\$299.36).





# Health Care Highlights

## Home and Community Care

- Clients receiving home support **↑ 4.2%**, and hours delivered **↑ 4.7%**.
- Mostly driven by short-term hours and clients.
- Adult day care clients **↑ 11.5%** and days **↑ 13.7%**.
- Number of clients on ADP waitlist **↓ 21%**.
- Continued decrease in subsidized assisted living (**3% ↓** current total **4,262** units).



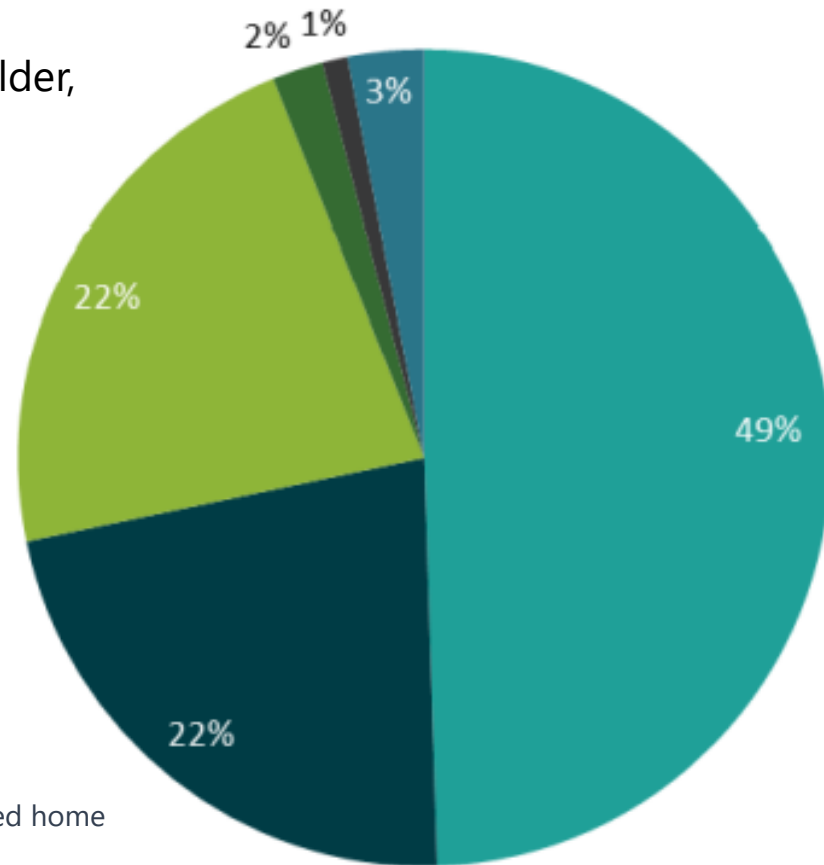
# Housing Highlights

## Seniors and Independent Living

- **94%** 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.

## Seniors Housing Type

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



\*Other includes townhouse, duplex, semi-detached house or manufactured home



# Housing Highlights

- **10% ↑** Property Tax Deferral: **68% ↑** over past five years.
- **3% ↑** in SAFER clients:
  - SAFER subsidy cap unchanged
    - Zone 1 (eg. Vancouver): \$803
    - Zone 2 (eg. Kelowna): \$767
    - Zone 3 (eg. Port Alberni): \$734
  - Average monthly rent for SAFER recipients was **\$1,036 (↑ 4%)**
  - Average monthly income of SAFER recipients \$1,636 per month
  - Average SAFER subsidy is \$207 (**↓ 4%** over last year)
- **3% ↑** in SSH units, first increase after a four year decline (31,300).
- **11% ↑** in SSH applicants.
- Median wait time has increased 1.7 years (**↑** of 13% over last year).



# Transportation Highlights

## Seniors on the road

- **75,300** driver fitness cases opened in 2019, a **10% ↑** over the year before. **4,322 (6%)** of cases referred for Enhanced Road Assessment (ERA), an **18% ↓**.
- **65,463** seniors received a BC Bus Pass, a **7% ↑** over the previous year.
- Overall HandyDART clients **↑ 1%** to **46,019**. This represents a **2% ↑** in TransLink clients and **1% ↓** BC Transit clients.
- In 2019, **2.3 million** ride requests for HandyDART, **11% ↓** over 2018.





# Income Highlights

## Cost of living

- B.C.'s inflation was higher than national average **2.3% versus 1.9%**.

## Income

- OAS **↑ 0.1%**; the new maximum is **\$614.14** (approximately **\$835** if deferred).
- GIS **↑ 0.1%**; the new maximum is **\$917.29**.
- CPP **↑ 2%**; the new maximum is **\$1,175.83**. (approximately **\$1,670** if deferred).

## PharmaCare

- Seniors or their 3<sup>rd</sup> party insurer paid **67%** of the total PharmaCare drug costs for seniors (**\$897** million paid by seniors/insurers; government paid **\$432** million).
- **44%** of pharmacies charged a dispensing fee in excess of **\$10** reimbursed rate (**9** million prescriptions for **501,567** seniors).



# Elder Abuse

## Elder Abuse

- The Seniors Abuse and Information Line (SAIL) received **5,558** calls in 2019: **28%** of calls related to seniors abuse, **↑ 17%** from 2018.
- The bc211 Helpline received **347** calls about elder abuse in 2019/20, a **15% ↓** since 2018/19.
- **2,138** suspected cases of abuse reported to designated agencies in 2019; **83%** of cases involved seniors 65+.
- The Public Guardian and Trustee received **1,723** referrals in 2019/20; a **4% ↓**, in 2018/19, **46%** proceeded to investigation.



# Elder Abuse

## RCMP Reports 2019

- **1,672** seniors were victims of violent offences.
- **19,000** seniors were complainants of a property offence.

## VPD Reports 2019

- Cases of physical abuse against seniors were **234**, **↑ 28%**.
- Senior victims of financial abuse were **267**, an **↑ 6%**.

## Missing Person Cases

- RCMP received **1,078** reports of missing seniors. Reports have been increasing over last 5 years.
- **351** reports were received by VPD. Reports **↓ 4%** in 2018/19 and **↓ 14%** in 2019/20.





# Personal Supports Highlights

## Programs and Services

- New Horizons for Seniors approved **283** new B.C. community-based projects with **\$5.3** million federal funding, a **↑ 7%** over 2018/19.
- Better at Home had **4% ↑** of new clients in 2019/20. Services received **↑** by almost **3%**.
- First Link® served **18%** more clients in 2019/20.
- The Office of the Seniors Advocate contacts **↑ 13%** over the last two years.





