



OFFICE OF THE  
**SENIORS** ADVOCATE  
BRITISH COLUMBIA



# Monitoring Seniors Services 2021 Report Supplementary DATA TABLES





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# B.C. DEMOGRAPHICS

## DATA TABLES

### POPULATION DEMOGRAPHICS

#### 0.1.1 POPULATION BY SENIORS AGE GROUPS

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
65-69	287,977	292,312	297,871	305,841	314,021	9.0%	2.7%
70-74	201,641	219,439	234,301	247,437	262,197	30.0%	6.0%
75-79	142,980	149,144	157,393	166,451	174,377	22.0%	4.8%
80-84	103,914	105,779	108,107	111,294	115,218	10.9%	3.5%
85+	109,117	111,949	115,076	117,966	121,123	11.0%	2.7%
65+	845,629	878,623	912,748	948,989	986,936	16.7%	4.0%

POPULATION DEMOGRAPHICS

0.1.2 POPULATION BY HEALTH AUTHORITY

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
0-64	601,702	609,333	617,382	621,435	623,204	3.6%	0.3%
65+	167,156	172,565	179,009	185,879	193,897	3.6%	4.3%
ALL AGES	768,858	781,898	796,391	807,314	817,101	6.3%	1.2%
<b>FHA</b>							
0-64	1,530,826	1,555,305	1,581,503	1,605,980	1,619,364	5.8%	0.8%
65+	269,439	280,410	291,343	302,838	316,131	17.3%	4.4%
ALL AGES	1,800,265	1,835,715	1,872,846	1,908,818	1,935,495	7.5%	1.4%
<b>VCHA</b>							
0-64	994,194	998,544	1,005,217	1,016,225	1,017,871	2.4%	0.2%
65+	189,927	197,789	205,048	213,113	219,794	15.7%	3.1%
ALL AGES	1,184,121	1,196,333	1,210,265	1,229,338	1,237,665	4.5%	0.7%
<b>VIHA</b>							
0-64	631,169	633,252	638,573	643,123	645,415	2.3%	0.4%
65+	182,376	188,327	195,970	203,920	211,904	16.2%	3.9%
ALL AGES	813,545	821,579	834,543	847,043	857,319	5.4%	1.2%
<b>NHA</b>							
0-64	255,730	254,327	255,053	255,203	254,922	-0.3%	-0.1%
65+	36,731	39,532	41,378	43,239	45,210	23.1%	4.6%
ALL AGES	292,461	293,859	296,431	298,442	300,132	2.6%	0.6%
<b>B.C.</b>							
0-64	4,013,621	4,050,761	4,097,728	4,141,966	4,160,776	3.7%	0.5%
65+	845,629	878,623	912,748	948,989	986,936	16.7%	4.0%
ALL AGES	4,859,250	4,929,384	5,010,476	5,090,955	5,147,712	5.9%	1.1%

# HEALTH CARE DATA TABLES

## 1.1 LIVING WITH ILLNESS

### 1.1.1 LIVING WITH ILLNESS

	2016/17	2017/18	2018/19	2019/20	2020/21	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
<b>DEMENTIA</b>							
<b>PERCENTAGE OF POPULATION DIAGNOSED WITH DEMENTIA</b>							
0-64	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%
65+	5.8%	5.7%	5.6%	5.6%	5.5%	-0.2%	-0.1%
<b>POPULATION SEGMENTS</b>							
<b>NON-USERS OF HEALTH CARE AND HEALTHY POPULATION</b>							
0-64	59.9%	59.8%	59.9%	60.0%	60.2%	0.1%	0.2%
65+	12.5%	12.6%	12.7%	12.6%	12.8%	0.1%	0.2%
<b>LOW COMPLEXITY CHRONIC CONDITIONS</b>							
0-64	24.5%	24.5%	24.4%	24.3%	24.3%	-0.2%	0.0%
65+	29.4%	29.4%	29.3%	29.1%	29.1%	-0.2%	0.0%
<b>MEDIUM COMPLEXITY CHRONIC CONDITIONS</b>							
0-64	4.6%	4.6%	4.6%	4.6%	4.5%	0.0%	0.0%
65+	28.8%	28.8%	28.9%	28.8%	28.7%	-0.1%	0.0%
<b>HIGH COMPLEXITY CHRONIC CONDITIONS</b>							
0-64	1.4%	1.4%	1.5%	1.5%	1.5%	0.1%	0.0%
65+	19.2%	19.2%	19.2%	19.4%	19.4%	0.1%	0.0%
<b>FRAIL IN LONG-TERM CARE AND END OF LIFE</b>							
0-64	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%
65+	4.0%	3.9%	3.8%	3.7%	3.6%	-0.3%	-0.1%
<b>OTHER</b>							
0-64	9.4%	9.5%	9.5%	9.5%	9.4%	0.1%	-0.2%
65+	6.1%	6.1%	6.2%	6.4%	6.4%	0.3%	0.0%

SOURCE(S): Health System Matrix.

Health Sector Information, Analysis and Reporting. (Extracted: December 3, 2021)

## 1.2 IMMUNIZATION

### 1.2.1 PERCENT OF POPULATION VACCINATED FOR INFLUENZA AT PHARMACIES

	2016/17	2017/18	2018/19	2019/20	2020/21	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
<b>IHA</b>							
0-64	N/A	10.8%	11.8%	12.3%	16.4%	N/A	4.1%
65+	N/A	40.3%	42.3%	42.6%	53.1%	N/A	10.5%
ALL AGES	N/A	17.3%	18.6%	19.3%	25.1%	N/A	5.8%
<b>FHA</b>							
0-64	N/A	8.6%	8.9%	10.2%	15.1%	N/A	4.9%
65+	N/A	32.2%	33.1%	36.4%	43.5%	N/A	7.1%
ALL AGES	N/A	12.2%	12.7%	14.4%	19.7%	N/A	5.4%
<b>VCHA</b>							
0-64	N/A	9.5%	9.6%	11.3%	16.6%	N/A	5.2%
65+	N/A	24.6%	25.5%	27.9%	35.6%	N/A	7.7%
ALL AGES	N/A	12.0%	12.3%	14.2%	19.9%	N/A	5.7%
<b>VIHA</b>							
0-64	N/A	10.6%	11.1%	11.9%	14.8%	N/A	3.0%
65+	N/A	38.6%	39.1%	41.9%	47.3%	N/A	5.4%
ALL AGES	N/A	17.0%	17.7%	19.1%	22.9%	N/A	3.8%
<b>NHA</b>							
0-64	N/A	5.8%	6.1%	6.6%	8.6%	N/A	1.9%
65+	N/A	27.9%	28.1%	29.2%	34.7%	N/A	5.5%
ALL AGES	N/A	8.8%	9.1%	9.9%	12.5%	N/A	2.6%
<b>B.C.</b>							
0-64	N/A	9.3%	9.7%	10.9%	15.2%	N/A	4.4%
65+	N/A	33.3%	34.2%	36.5%	44.0%	N/A	7.5%
ALL AGES	N/A	13.5%	14.2%	15.6%	20.7%	N/A	5.1%

SOURCE(S): Ministry of Health. Publicly Funded Influenza Vaccines in BC, Community and Cross Sector Pharmaceutical Analytics. Health Sector Information Analysis and Reporting. [Report dates: June 17, 2020, August 26, 2020, and October 6, 2021]. BCStats. British Columbia - Population Estimates 2020. [Online] [Cited: October 15, 2021]

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.2 IMMUNIZATION

#### 1.2.2 PERCENT OF POPULATION VACCINATED FOR INFLUENZA AT PHYSICIAN OFFICES

	2016/17	2017/18	2018/19	2019/20	2020/21	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
<b>IHA</b>							
0-64	n/a	n/a	n/a	n/a	1.7%	n/a	n/a
65+	n/a	n/a	n/a	n/a	5.4%	n/a	n/a
ALL AGES	n/a	n/a	n/a	n/a	2.6%	n/a	n/a
<b>FHA</b>							
0-64	n/a	n/a	n/a	n/a	4.2%	n/a	n/a
65+	n/a	n/a	n/a	n/a	10.7%	n/a	n/a
ALL AGES	n/a	n/a	n/a	n/a	5.2%	n/a	n/a
<b>VCHA</b>							
0-64	n/a	n/a	n/a	n/a	6.4%	n/a	n/a
65+	n/a	n/a	n/a	n/a	15.9%	n/a	n/a
ALL AGES	n/a	n/a	n/a	n/a	8.1%	n/a	n/a
<b>VIHA</b>							
0-64	n/a	n/a	n/a	n/a	2.2%	n/a	n/a
65+	n/a	n/a	n/a	n/a	7.9%	n/a	n/a
ALL AGES	n/a	n/a	n/a	n/a	3.6%	n/a	n/a
<b>NHA</b>							
0-64	n/a	n/a	n/a	n/a	0.9%	n/a	n/a
65+	n/a	n/a	n/a	n/a	4.8%	n/a	n/a
ALL AGES	n/a	n/a	n/a	n/a	1.5%	n/a	n/a
<b>B.C.</b>							
0-64	n/a	n/a	n/a	n/a	3.8%	n/a	n/a
65+	n/a	n/a	n/a	n/a	10.0%	n/a	n/a
ALL AGES	n/a	n/a	n/a	n/a	5.0%	n/a	n/a

NOTE(S): In 2020/21 new fee items were introduced as an incentive to increase vaccination rates in B.C. Physicians can now claim influenza vaccinations using these new fee item codes. In prior years, vaccination performed in physicians' offices were only claimed if they were stand alone procedures. If patients attended the office for any other reason and also received the influenza vaccine, the physician could not claim the vaccination as an additional fee item. Therefore, data prior to 2020/21 is incomplete and cannot be reported from the Medical Services Plan database.

SOURCE(S): Ministry of Health. FFS and Encounter Data for Immunization Fee Items.  
Health Sector Information, Analysis and Reporting. [Report Date: August 17, 2021].

## 1.2 IMMUNIZATION

### 1.2.3 INFLUENZA IMMUNIZATION COVERAGE OF HOME CARE CLIENTS

	2016/17	2017/18	2018/19	2019/20	2020/21	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
IHA	70.1%	54.7%	42.0%	64.1%	65.2%	-4.9%	1.1%
FHA	66.9%	65.9%	44.3%	66.6%	73.2%	6.3%	6.6%
VCHA	52.1%	65.1%	65.0%	67.2%	58.6%	6.6%	-8.6%
VIHA	69.6%	70.0%	69.6%	48.3%	68.0%	-1.6%	19.7%
NHA	65.2%	66.9%	51.8%	55.0%	57.0%	-8.2%	2.0%
UNKNOWN	60.7%	37.6%	38.0%	69.6%	59.9%	-0.8%	-9.8%
<b>B.C.</b>	<b>65.0%</b>	<b>64.0%</b>	<b>56.7%</b>	<b>63.6%</b>	<b>67.1%</b>	<b>2.1%</b>	<b>3.5%</b>

NOTE(S): Each year of reporting represents home care clients that have been vaccinated within the last two years. NHA data may be incomplete and may be undercounted.

SOURCE(S): Ministry of Health. Home Care Reporting System.  
Health Sector Information, Analysis and Reporting. [Extracted by OSA: November 30, 2021].

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.2 IMMUNIZATION

#### 1.2.4 INFLUENZA IMMUNIZATION COVERAGE IN LONG-TERM CARE HOMES

	2016/17	2017/18	2018/19	2019/20	2020/21	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
<b>IHA</b>							
RESIDENTS	82.0%	80.0%	80.0%	81.0%	84.5%	2.5%	3.5%
STAFF	71.0%	72.0%	66.0%	64.2%	58.0%	-13.0%	-6.2%
<b>FHA</b>							
RESIDENTS	88.0%	87.0%	89.0%	88.0%	90.0%	2.0%	2.0%
STAFF	76.0%	79.0%	79.0%	71.0%	68.8%	-7.2%	-2.2%
<b>VCHA</b>							
RESIDENTS	92.0%	91.0%	88.0%	89.6%	91.6%	-0.4%	2.0%
STAFF	82.0%	81.0%	79.0%	72.6%	63.8%	-18.2%	-8.8%
<b>VIHA</b>							
RESIDENTS	87.0%	88.0%	88.0%	87.0%	88.7%	1.7%	1.7%
STAFF	68.0%	71.0%	71.0%	69.4%	62.8%	-5.2%	-6.6%
<b>NHA</b>							
RESIDENTS	87.0%	83.0%	87.0%	86.0%	86.5%	-0.5%	0.5%
STAFF	69.0%	72.0%	73.0%	70.7%	51.6%	-17.4%	-19.1%
<b>B.C.</b>							
RESIDENTS	87.0%	86.0%	87.0%	85.4%	88.6%	1.6%	3.2%
STAFF	74.0%	76.0%	74.0%	69.2%	63.4%	-10.6%	-5.8%

SOURCE(S): BC Centre for Disease Control. Influenza Immunizations in Long-Term Care Facilities. Communicable Diseases and Immunization Services. [Extracted by OSA: November 30, 2021].

## 1.2 IMMUNIZATION

### 1.2.5 COVID-19 IMMUNIZATION COVERAGE IN THE COMMUNITY

	2017	2018	2019	2020	2021 (Dec 31)	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
<b>IHA</b>							
5-64	n/a	n/a	n/a	n/a	75.2%	n/a	n/a
65+	n/a	n/a	n/a	n/a	87.3%	n/a	n/a
ALL AGES	n/a	n/a	n/a	n/a	78.5%	n/a	n/a
<b>FHA</b>							
5-64	n/a	n/a	n/a	n/a	83.5%	n/a	n/a
65+	n/a	n/a	n/a	n/a	87.2%	n/a	n/a
ALL AGES	n/a	n/a	n/a	n/a	84.2%	n/a	n/a
<b>VCHA</b>							
5-64	n/a	n/a	n/a	n/a	84.5%	n/a	n/a
65+	n/a	n/a	n/a	n/a	86.0%	n/a	n/a
ALL AGES	n/a	n/a	n/a	n/a	84.5%	n/a	n/a
<b>VIHA</b>							
5-64	n/a	n/a	n/a	n/a	82.4%	n/a	n/a
65+	n/a	n/a	n/a	n/a	91.1%	n/a	n/a
ALL AGES	n/a	n/a	n/a	n/a	94.9%	n/a	n/a
<b>NHA</b>							
5-64	n/a	n/a	n/a	n/a	70.6%	n/a	n/a
65+	n/a	n/a	n/a	n/a	84.5%	n/a	n/a
ALL AGES	n/a	n/a	n/a	n/a	73.3%	n/a	n/a
<b>B.C.</b>							
5-64	n/a	n/a	n/a	n/a	81.5%	n/a	n/a
65+	n/a	n/a	n/a	n/a	87.9%	n/a	n/a
ALL AGES	n/a	n/a	n/a	n/a	82.9%	n/a	n/a

SOURCE(S): BC Centre for Disease Control. COVID-19 Vaccination Census.  
Communicable Diseases and Immunization Services. [Extracted by OSA: February 1, 2022].  
Ministry of Health. Client Roster, HealthIdeas. Health Information, Analysis and Reporting. [Extracted by OSA: February 1, 2022].

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.2 IMMUNIZATION

#### 1.2.6 COVID-19 IMMUNIZATION COVERAGE FOR RESIDENTS IN LONG-TERM CARE HOMES

	2016/17	2017/18	2018/19	2019/20	2020/21	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
IHA	n/a	n/a	n/a	n/a	94%	n/a	n/a
FHA	n/a	n/a	n/a	n/a	96%	n/a	n/a
VCHA	n/a	n/a	n/a	n/a	96%	n/a	n/a
VIHA	n/a	n/a	n/a	n/a	96%	n/a	n/a
NHA	n/a	n/a	n/a	n/a	94%	n/a	n/a
B.C.	n/a	n/a	n/a	n/a	96%	n/a	n/a

SOURCE(S): BC Centre for Disease Control.  
COVID-19 Vaccination Census.Communicable Diseases and Immunization Services. [Extracted by OSA: November 4, 2021].

### 1.3 HOSPITAL CARE

#### 1.3.1 HOSPITAL CARE IN B.C. BY AGE GROUP

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>HOSPITALIZATIONS</b>							
<b>0-64</b>	511,799	511,339	519,341	512,479	483,540	-5.5%	-5.6%
<b>65+</b>	392,119	399,133	420,364	425,742	396,152	1.0%	-7.0%
<b>ALL AGES</b>	903,918	910,472	939,705	938,221	879,692	-2.7%	-6.2%
<b>INPATIENT HOSPITALIZATIONS</b>							
<b>0-64</b>	263,073	264,414	262,395	258,732	247,713	-5.8%	-4.3%
<b>65+</b>	187,689	190,386	196,127	197,596	184,672	-1.6%	-6.5%
<b>ALL AGES</b>	450,762	454,800	458,522	456,328	432,385	-4.1%	-5.2%
<b>DAY SURGERY</b>							
<b>0-64</b>	248,726	246,925	256,946	253,747	235,827	-5.2%	-7.1%
<b>65+</b>	204,430	208,747	224,237	228,146	211,480	3.4%	-7.3%
<b>ALL AGES</b>	453,156	455,672	481,183	481,893	447,307	-1.3%	-7.2%
<b>INPATIENT AVERAGE LENGTH OF STAY (DAYS)</b>							
<b>0-64</b>	4.9	4.9	4.9	4.9	4.7	-3.2%	-3.4%
<b>65+</b>	8.2	8.1	8.0	7.9	7.8	-5.4%	-1.9%
<b>ALL AGES</b>	6.3	6.2	6.2	6.2	6.0	-3.9%	-2.9%
<b>EMERGENCY DEPARTMENT VISITS</b>							
<b>0-64</b>	1,608,051	1,643,649	1,642,930	1,635,217	1,365,214	-15.1%	-16.5%
<b>65+</b>	544,443	555,481	571,750	580,957	529,049	-2.8%	-8.9%
<b>ALL AGES</b>	2,152,494	2,199,130	2,214,680	2,216,174	1,894,263	-12.0%	-14.5%

Note: Hospitalization data includes hospital records coded as acute care, rehab, and day surgery. Data has been adjusted to remove still births, abortions, cadaver donors, and clients without a valid BC personal health number or local health authority.

SOURCE(S): Ministry of Health. Discharge Abstract Database (DAD). [Extracted: December 3, 2021].

Ministry of Health. National Ambulatory Care Reporting System (NACRS). [Extracted: December 1, 2021].

Ministry of Health. Medical Services Plan (MSP). [Extracted: December 1, 2021].

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.3 HOSPITAL CARE

#### 1.3.2 ALTERNATE LEVEL OF CARE (ALC) IN B.C. BY AGE GROUP

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>ALC CASES</b>							
<b>0-64</b>	4,143	4,215	4,203	4,274	3,473	-16.2%	-18.7%
<b>65+</b>	16,676	16,762	16,915	17,866	15,707	-5.8%	-12.1%
<b>ALL AGES</b>	20,819	20,977	21,118	22,140	19,180	-7.9%	-13.4%
<b>ALC DAYS</b>							
<b>0-64</b>	79,509	80,358	83,286	89,656	64,980	-18.3%	-27.5%
<b>65+</b>	358,712	325,500	362,465	410,643	296,333	-17.4%	-27.8%
<b>ALL AGES</b>	438,221	405,858	445,751	500,299	361,313	-17.6%	-27.8%
<b>AVERAGE LENGTH OF STAY (DAYS) IN ALC</b>							
<b>0-64</b>	19.2	19.1	19.8	21.0	18.7	-2.5%	-10.8%
<b>65+</b>	21.5	19.4	21.4	23.0	18.9	-12.3%	-17.9%
<b>ALL AGES</b>	21.0	19.3	21.1	22.6	18.8	-10.5%	-16.6%

SOURCE(S): Ministry of Health. ALC Case Rate, ALC Days Rate and Average Length of ALC stays.  
Health Sector Information, Analysis and Reporting. [Report Date: July 21, 2021].

### 1.3 HOSPITAL CARE

#### 1.3.3 ALTERNATE LEVEL OF CARE (ALC) CASES AS A PERCENT OF TOTAL INPATIENT CASES BY AGE GROUP

	2016/17	2017/18	2018/19	2019/20	2020/21	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
<b>0-64</b>	1.8%	1.8%	1.8%	1.9%	1.6%	-0.2%	-0.3%
<b>65+</b>	9.2%	9.2%	9.0%	9.3%	8.9%	-0.3%	-0.5%
<b>ALL AGES</b>	5.1%	5.1%	5.1%	5.3%	4.9%	-0.2%	-0.4%

SOURCE(S): Ministry of Health. ALC Case Rate, ALC Days Rate and Average Length of ALC stays.  
Health Sector Information, Analysis and Reporting. [Report Date: July 21, 2021].

### 1.3 HOSPITAL CARE

#### 1.3.4 ALTERNATE LEVEL OF CARE (ALC) DAYS BY HEALTH AUTHORITY AND AGE GROUP

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>	95,047	89,016	94,494	103,167	69,392	-27.0%	-32.7%
<b>0-64</b>	15,545	16,643	17,059	17,240	13,182	-15.2%	-23.5%
<b>65+</b>	79,502	72,373	77,435	85,927	56,210	-29.3%	-34.6%
<b>FHA</b>	159,465	141,170	144,930	165,136	118,563	-25.6%	-28.2%
<b>0-64</b>	35,022	31,017	29,697	34,117	21,634	-38.2%	-36.6%
<b>65+</b>	124,443	110,153	115,233	131,019	96,929	-22.1%	-26.0%
<b>VCHA</b>	55,684	50,931	56,308	59,766	49,567	-11.0%	-17.1%
<b>0-64</b>	13,822	16,103	16,862	17,664	14,092	2.0%	-20.2%
<b>65+</b>	41,862	34,828	39,446	42,102	35,475	-15.3%	-15.7%
<b>VIHA</b>	88,005	85,951	104,372	107,232	82,680	-6.1%	-22.9%
<b>0-64</b>	10,918	10,700	12,736	12,109	10,459	-4.2%	-13.6%
<b>65+</b>	77,087	75,251	91,636	95,123	72,221	-6.3%	-24.1%
<b>NHA</b>	39,700	38,527	45,415	64,744	40,923	3.1%	-36.8%
<b>0-64</b>	3,882	5,632	6,700	8,272	5,425	39.7%	-34.4%
<b>65+</b>	35,818	32,895	38,715	56,472	35,498	-0.9%	-37.1%
<b>PROVINCIAL HEALTH SERVICES</b>	320	263	232	254	188	-41.3%	-26.0%
<b>0-64</b>	320	263	232	254	188	-41.3%	-26.0%
<b>65+</b>	0	0	0	0	0	n/a	n/a
<b>B.C.</b>	<b>438,221</b>	<b>405,858</b>	<b>445,751</b>	<b>500,299</b>	<b>361,313</b>	<b>-17.6%</b>	<b>-27.8%</b>
<b>0-64</b>	79,509	80,358	83,286	89,656	64,980	-18.3%	-27.5%
<b>65+</b>	358,712	325,500	362,465	410,643	296,333	-17.4%	-27.8%

SOURCE(S): Ministry of Health. ALC Case Rate, ALC Days Rate and Average Length of ALC stays.  
Health Sector Information, Analysis and Reporting. [Report Date: July 21, 2021].

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.3 HOSPITAL CARE

#### 1.3.5 ALC DAYS AS A PERCENT OF TOTAL INPATIENT DAYS BY HEALTH AUTHORITY AND AGE GROUP

	2016/17	2017/18	2018/19	2019/20	2020/21	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
<b>IHA</b>	17.9%	17.2%	18.1%	19.0%	15.1%	-2.8%	-4.0%
0-64	7.9%	8.4%	8.5%	8.7%	7.3%	-0.5%	-1.4%
65+	23.9%	22.6%	24.0%	25.0%	20.0%	-3.9%	-5.0%
<b>FHA</b>	15.5%	14.1%	14.4%	16.0%	12.9%	-2.6%	-3.1%
0-64	9.0%	8.0%	7.7%	8.9%	6.2%	-2.8%	-2.7%
65+	19.6%	18.0%	18.5%	20.2%	17.1%	-2.5%	-3.1%
<b>VCHA</b>	7.4%	6.9%	7.7%	8.0%	7.5%	0.1%	-0.5%
0-64	4.1%	4.8%	5.1%	5.2%	4.7%	0.6%	-0.5%
65+	10.1%	8.8%	9.8%	10.3%	9.8%	-0.3%	-0.5%
<b>VIHA</b>	14.6%	14.1%	16.0%	15.9%	14.1%	-0.5%	-1.9%
0-64	5.4%	5.1%	5.9%	5.5%	5.4%	0.0%	-0.1%
65+	19.1%	18.7%	21.0%	21.0%	18.3%	-0.8%	-2.7%
<b>NHA</b>	20.5%	19.3%	22.1%	29.2%	22.8%	2.4%	-6.3%
0-64	4.6%	6.2%	7.2%	9.2%	7.0%	2.4%	-2.2%
65+	32.8%	30.2%	34.3%	42.8%	34.9%	2.1%	-8.0%
<b>B.C.</b>	<b>13.7%</b>	<b>12.9%</b>	<b>13.9%</b>	<b>15.2%</b>	<b>12.6%</b>	<b>-1.2%</b>	<b>-2.6%</b>
0-64	6.1%	6.2%	6.4%	6.8%	5.5%	-0.6%	-1.3%
65+	18.9%	17.7%	19.1%	20.7%	17.4%	-1.5%	-3.3%

SOURCE(S): Ministry of Health. ALC Case Rate, ALC Days Rate and Average Length of ALC stays.  
Health Sector Information, Analysis and Reporting. [Report Date: July 21, 2021].

### 1.3 HOSPITAL CARE

#### 1.3.6 AVERAGE LENGTH OF STAY IN ALC (DAYS) BY HEALTH AUTHORITY AND AGE GROUP

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>	15.3	12.9	12.9	13.0	11.0	-28.2%	-15.5%
0-64	13.9	13.5	12.6	12.1	11.7	-15.4%	-2.7%
65+	15.7	12.8	13.0	13.3	10.9	-30.7%	-18.1%
<b>FHA</b>	18.6	18.0	19.4	21.0	16.4	-11.5%	-21.7%
0-64	21.0	21.1	23.4	25.7	19.7	-6.4%	-23.4%
65+	18.0	17.2	18.6	20.0	15.9	-11.8%	-20.8%
<b>VCHA</b>	16.9	14.5	15.3	16.3	15.3	-9.4%	-5.8%
0-64	14.9	14.4	14.5	16.1	15.2	2.1%	-5.7%
65+	17.7	14.6	15.6	16.3	15.4	-13.2%	-5.9%
<b>VIHA</b>	41.4	41.4	53.3	56.1	44.8	8.3%	-20.1%
0-64	38.6	42.5	46.1	43.6	45.1	16.9%	3.5%
65+	41.8	41.3	54.4	58.2	44.7	7.0%	-23.1%
<b>NHA</b>	69.0	63.9	68.0	86.0	70.0	1.3%	-18.6%
0-64	40.0	55.8	56.3	67.3	60.3	50.6%	-10.4%
65+	74.9	65.5	70.5	89.6	71.7	-4.3%	-20.0%
<b>B.C.</b>	<b>21.0</b>	<b>19.3</b>	<b>21.1</b>	<b>22.6</b>	<b>18.8</b>	<b>-10.5%</b>	<b>-16.6%</b>
0-64	19.2	19.1	19.8	21.0	18.7	-2.5%	-10.8%
65+	21.5	19.4	21.4	23.0	18.9	-12.3%	-17.9%

SOURCE(S): Ministry of Health. ALC Case Rate, ALC Days Rate and Average Length of ALC stays.  
Health Sector Information, Analysis and Reporting. [Report Date: July 21, 2021].

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.4 HOME CARE

#### 1.4.1 ASSESSED CLIENT CONTRIBUTION PER DAY FOR HOME SUPPORT

	2017	2018	2019	2020	2021	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
NO CLIENT CONTRIBUTION	67.9%	68.6%	67.3%	67.5%	65.7%	-2.2%	-1.7%
CLIENT CONTRIBUTION	32.1%	31.4%	32.7%	32.5%	34.3%	2.2%	1.7%
QUARTILE 1	<\$22.32	<\$22.68	<\$23.55	<\$24.95	<\$25.90	n/a	n/a
QUARTILE 2	\$22.32 - \$33.08	\$22.68 - \$33.69	\$23.55 - \$35.22	\$24.95 - \$37.10	\$25.90 - \$38.86	n/a	n/a
QUARTILE 3	\$33.09 - \$50.08	\$33.70 - \$50.48	\$35.23 - \$53.81	\$37.11 - \$55.59	\$38.87 - \$58.86	n/a	n/a
QUARTILE 4	>\$50.08	>\$50.48	>\$53.81	>\$55.59	>\$58.86	n/a	n/a

NOTE(S): Includes long-term home support and CSIL.

SOURCE(S): Ministry of Health.  
Home Support, Assisted Living and Long-Term Care Co-Payments. (Report Date: 28 September 2021).

## 1.4 HOME CARE

### 1.4.2 HOME SUPPORT CLIENTS AND HOURS

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
NUMBER OF CLIENTS	9,468	9,479	9,538	9,753	9,191	-2.9%	-5.8%
NUMBER OF HOURS	2,163,594	2,142,715	2,133,010	2,090,071	2,049,591	-5.3%	-1.9%
AVERAGE HOURS PER CLIENT	229	226	224	214	223	-2.4%	4.1%
<b>FHA</b>							
NUMBER OF CLIENTS	14,789	14,837	15,330	15,979	14,985	1.3%	-6.2%
NUMBER OF HOURS	4,078,964	4,271,083	4,205,754	4,276,570	3,844,373	-5.8%	-10.1%
AVERAGE HOURS PER CLIENT	276	288	274	268	257	-7.0%	-4.1%
<b>VCHA</b>							
NUMBER OF CLIENTS	10,148	10,083	10,020	10,673	10,398	2.5%	-2.6%
NUMBER OF HOURS	2,670,429	2,660,492	2,665,417	2,944,085	2,920,508	9.4%	-0.8%
AVERAGE HOURS PER CLIENT	263	264	266	276	281	6.7%	1.8%
<b>VIHA</b>							
NUMBER OF CLIENTS	9,667	9,403	9,398	9,771	9,665	0.0%	-1.1%
NUMBER OF HOURS	2,759,433	2,590,429	2,539,858	2,679,499	2,799,806	1.5%	4.5%
AVERAGE HOURS PER CLIENT	285	275	270	274	290	1.5%	5.6%
<b>NHA</b>							
NUMBER OF CLIENTS	n/a	2,575	2,774	2,684	3,203	n/a	19.3%
NUMBER OF HOURS	n/a	397,422	407,891	412,696	468,647	n/a	13.6%
AVERAGE HOURS PER CLIENT	n/a	154	147	154	146	n/a	-4.8%
<b>B.C.</b>							
NUMBER OF CLIENTS	n/a	46,377	47,060	48,860	47,442	n/a	-2.9%
NUMBER OF HOURS	n/a	12,062,141	11,951,930	12,402,921	12,082,925	n/a	-2.6%
AVERAGE HOURS PER CLIENT	n/a	260	254	254	255	n/a	0.3%

NOTE(S): Includes long-term, short-term and CSIL clients. Clients may receive service in more than one health authority. Client counts are unique within each health authority but B.C. totals are the sum of these and are therefore not unique client counts.

SOURCE(S): Ministry of Health. HCC Annual Client Counts, Service Volumes and Rates. (Report Date: 21 October 2021).

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.4 HOME CARE

#### 1.4.3 HOME SUPPORT BY SERVICE TYPE

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
LONG-TERM HOME SUPPORT							
NUMBER OF CLIENTS	n/a	31,742	31,566	32,524	31,208	n/a	-4.0%
NUMBER OF HOURS	n/a	8,129,728	8,121,427	8,459,908	8,209,928	n/a	-3.0%
AVERAGE HOURS PER CLIENT	n/a	256	257	260	263	n/a	1.1%
SHORT-TERM HOME SUPPORT							
NUMBER OF CLIENTS	n/a	19,599	20,582	22,083	22,069	n/a	-0.1%
NUMBER OF HOURS	n/a	947,151	970,556	1,136,093	1,221,744	n/a	7.5%
AVERAGE HOURS PER CLIENT	n/a	48	47	51	55	n/a	7.6%
CSIL							
NUMBER OF CLIENTS	n/a	1,048	994	974	929	n/a	-4.6%
NUMBER OF HOURS	n/a	2,985,262	2,859,947	2,806,920	2,651,253	n/a	-5.5%
AVERAGE HOURS PER CLIENT	n/a	2,849	2,877	2,882	2,854	n/a	-1.0%

NOTE(S): Clients may receive more than one type of service. Client counts are unique within each service type.

SOURCE(S): Ministry of Health. HCC Annual Client Counts, Service Volumes and Rates.  
(Report Date: 21 October 2021).

# 1.4 HOME CARE

## 1.4.4 COMMUNITY BASED PROFESSIONAL SERVICES CLIENTS AND VISITS

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
NUMBER OF CLIENTS	31,654	31,648	31,812	31,452	30,408	-3.9%	-3.3%
NUMBER OF VISITS	355,044	355,029	353,364	356,814	370,910	4.5%	4.0%
AVERAGE VISITS PER CLIENT	11	11	11	11	12	8.7%	7.5%
<b>FHA</b>							
NUMBER OF CLIENTS	30,400	31,114	31,414	32,883	34,915	14.9%	6.2%
NUMBER OF VISITS	347,964	367,239	364,998	403,647	438,697	26.1%	8.7%
AVERAGE VISITS PER CLIENT	11	12	12	12	13	9.8%	2.4%
<b>VCHA</b>							
NUMBER OF CLIENTS	23,492	23,904	23,670	24,518	24,996	6.4%	1.9%
NUMBER OF VISITS	283,954	280,670	286,397	305,272	345,096	21.5%	13.0%
AVERAGE VISITS PER CLIENT	12	12	12	12	14	14.2%	10.9%
<b>VIHA</b>							
NUMBER OF CLIENTS	23,463	25,378	26,784	28,559	28,728	22.4%	0.6%
NUMBER OF VISITS	325,583	367,993	392,012	436,589	462,773	42.1%	6.0%
AVERAGE VISITS PER CLIENT	14	15	15	15	16	16.1%	5.4%
<b>NHA</b>							
NUMBER OF CLIENTS	n/a	7,697	9,361	11,741	13,754	n/a	17.1%
NUMBER OF VISITS	n/a	75,743	84,592	95,695	101,188	n/a	5.7%
AVERAGE VISITS PER CLIENT	n/a	10	9	8	7	n/a	-9.7%
<b>B.C.</b>							
NUMBER OF CLIENTS	n/a	119,741	123,041	129,153	132,801	n/a	2.8%
NUMBER OF VISITS	n/a	1,446,674	1,481,363	1,598,017	1,718,664	n/a	7.5%
AVERAGE VISITS PER CLIENT	n/a	12	12	12	13	n/a	4.6%

NOTE(S): Includes case management, community nursing services, community rehab services and clinical social work clients. Clients may receive service in more than one health authority. Client counts are unique within each health authority but B.C. totals are the sum of these and are therefore not unique client counts. Data is not available for NHA in 2016/17 and six sites in NHA did not report in all other years.

SOURCE(S): Ministry of Health. HCC Annual Client Counts, Service Volumes and Rates. (Report Date: 21 October 2021).

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.4 HOME CARE

#### 1.4.5 HOME CARE COMPLAINTS RECEIVED BY THE PATIENT CARE QUALITY OFFICE

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
IHA	58	99	178	134	99	70.7%	-26.1%
FHA	189	285	356	309	355	87.8%	14.9%
VCHA	139	117	80	73	93	-33.1%	27.4%
VIHA	129	187	185	150	139	7.8%	-7.3%
NHA	16	11	17	32	25	56.3%	-21.9%
<b>B.C.</b>	<b>531</b>	<b>699</b>	<b>816</b>	<b>698</b>	<b>711</b>	<b>33.9%</b>	<b>1.9%</b>

SOURCE(S): Patient Care Quality Office.

Complaints in Home and Community Care and Long-Term Care. (Received: 23 August 2021).

#### 1.4 HOME CARE

##### 1.4.6 HOME CARE COMPLAINTS RECEIVED BY THE PATIENT CARE QUALITY OFFICE BY TYPE

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
ACCESSIBILITY	143	185	178	130	158	10.5%	21.5%
ACCOMMODATION	4	17	7	14	10	150.0%	-28.6%
ADMINISTRATIVE FAIRNESS	17	24	24	16	30	76.5%	87.5%
ATTITUDE AND CONDUCT	62	62	81	79	78	25.8%	-1.3%
CARE	162	210	261	232	181	11.7%	-22.0%
CHALLENGING PATIENT/FAMILY BEHAVIOUR	0	2	1	1	1	n/a	0.0%
COMMUNICATION	76	72	88	109	117	53.9%	7.3%
CONFIDENTIALITY OR PRIVACY	3	4	4	3	3	0.0%	0.0%
COORDINATION	28	61	96	63	76	171.4%	20.6%
DISCHARGE ARRANGEMENTS	5	13	5	8	4	-20.0%	-50.0%
ENVIRONMENTAL	9	6	5	4	10	11.1%	150.0%
FINANCIAL	16	29	26	23	19	18.8%	-17.4%
RESIDENTS BILL OF RIGHTS	0	0	0	1	1	n/a	0.0%
SAFETY	6	14	10	11	23	283.3%	109.1%
UNKNOWN	0	0	30	4	0	n/a	-100.0%
<b>B.C. TOTAL</b>	<b>531</b>	<b>699</b>	<b>816</b>	<b>698</b>	<b>711</b>	<b>33.9%</b>	<b>1.9%</b>

SOURCE(S): Patient Care Quality Office.  
Complaints in Home and Community Care and Long-Term Care. (Received: 23 August 2021).

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.5 ADULT DAY PROGRAMS AND RESPITE CARE

#### 1.5.1 ADULT DAY PROGRAMS CLIENTS AND DAYS

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
NUMBER OF CLIENTS	1,648	1,637	1,638	1,678	356	-78.4%	-78.8%
NUMBER OF PROGRAM DAYS	63,520	60,309	63,695	63,819	2,398	-96.2%	-96.2%
AVERAGE DAYS PER CLIENT	39	37	39	38	7	-82.5%	-82.3%
<b>FHA</b>							
NUMBER OF CLIENTS	1,646	1,726	1,958	2,050	48	-97.1%	-97.7%
NUMBER OF PROGRAM DAYS	60,534	65,490	69,473	74,312	110	-99.8%	-99.9%
AVERAGE DAYS PER CLIENT	37	38	35	36	2	-93.8%	-93.7%
<b>VCHA</b>							
NUMBER OF CLIENTS	1,184	1,309	1,389	1,620	27	-97.7%	-98.3%
NUMBER OF PROGRAM DAYS	54,288	50,959	58,101	76,168	269	-99.5%	-99.6%
AVERAGE DAYS PER CLIENT	46	39	42	47	10	-78.3%	-78.8%
<b>VIHA</b>							
NUMBER OF CLIENTS	1,323	1,298	1,500	1,822	554	-58.1%	-69.6%
NUMBER OF PROGRAM DAYS	51,151	48,858	52,773	64,760	9,933	-80.6%	-84.7%
AVERAGE DAYS PER CLIENT	39	38	35	36	18	-53.6%	-49.6%
<b>NHA</b>							
NUMBER OF CLIENTS	n/a	360	376	331	30	n/a	-90.9%
NUMBER OF PROGRAM DAYS	n/a	11,369	11,541	13,102	284	n/a	-97.8%
AVERAGE DAYS PER CLIENT	n/a	32	31	40	9	n/a	-76.1%
<b>B.C.</b>							
NUMBER OF CLIENTS	n/a	6,330	6,861	7,501	1,015	n/a	-86.5%
NUMBER OF PROGRAM DAYS	n/a	236,985	255,583	292,161	12,994	n/a	-95.6%
AVERAGE DAYS PER CLIENT	n/a	37	37	39	13	n/a	-67.1%

SOURCE(S): Ministry of Health.

HCC Annual Client Counts, Service Volumes and Rates. (Report Date: 21 October 2021).

## 1.5 ADULT DAY PROGRAMS AND RESPITE CARE

### 1.5.2 WAIT TIMES FOR ADULT DAY PROGRAMS, AT MARCH 31

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
NUMBER OF ADPS	36	35	35	35	29	-19.4%	-17.1%
NUMBER OF CLIENTS WAITING	197	134	170	155	217	10.2%	40.0%
AVERAGE WAIT TIME	79	62	69	74	259	227.8%	248.6%
<b>FHA</b>							
NUMBER OF ADPS	17	18	18	18	18	5.9%	0.0%
NUMBER OF CLIENTS WAITING	471	524	310	374	553	17.4%	47.9%
AVERAGE WAIT TIME	111	112	123	128	n/a	n/a	n/a
<b>VCHA</b>							
NUMBER OF ADPS	8	17	21	22	19	137.5%	-13.6%
NUMBER OF CLIENTS WAITING	201	367	495	329	n/a	n/a	n/a
AVERAGE WAIT TIME	142	64	79	59	n/a	n/a	n/a
<b>VIHA</b>							
NUMBER OF ADPS	21	20	24	32	31	47.6%	-3.1%
NUMBER OF CLIENTS WAITING	365	489	511	318	292	-20.0%	-8.2%
AVERAGE WAIT TIME	108	85	161	98	92	-14.8%	-6.1%
<b>NHA</b>							
NUMBER OF ADPS	n/a	5	5	3	5	n/a	66.7%
NUMBER OF CLIENTS WAITING	11	12	17	13	20	81.8%	53.8%
AVERAGE WAIT TIME	64	42	45	97	n/a	n/a	n/a
<b>B.C.</b>							
NUMBER OF ADPS	n/a	95	103	110	102	n/a	-7.3%
NUMBER OF CLIENTS WAITING	1,245	1,526	1,503	1,189	n/a	n/a	n/a
AVERAGE WAIT TIME	110	87	114	94	n/a	n/a	n/a

NOTE(S): Clients may receive service in more than one health authority. Client counts are unique within each health authority but B.C. totals are the sum of these and are therefore not unique client counts. Although NHA has 17 ADPs, wait time data was only received for 5 programs in 2021. The B.C. average is a calculated weighted average.

SOURCE(S): Source: Health Authorities. Home and Community Care Services - ADP, LTC and AL. Home and Community Care Program Areas. (Received: 29 May 2021 to 9 June 2021)

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.5 ADULT DAY PROGRAMS AND RESPITE CARE

#### 1.5.3 OVERNIGHT RESPITE CARE BEDS, AT MARCH 31

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
IHA	62	60	58	56	58	-6.5%	3.6%
FHA	43	43	45	63	61	41.9%	-3.2%
VCHA	27	29	40	44	44	63.0%	0.0%
VIHA	38	38	50	50	50	31.6%	0.0%
NHA	34	33	34	35	29	-14.7%	-17.1%
<b>B.C.</b>	<b>204</b>	<b>203</b>	<b>227</b>	<b>248</b>	<b>242</b>	<b>18.6%</b>	<b>-2.4%</b>

SOURCE(S): Ministry of Health.  
HCC Beds Inventory. (Received: 15 June 2021)

### 1.6 ASSISTED LIVING

#### 1.6.1 ASSISTED LIVING RESIDENCES AND UNITS, AT MARCH 31

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
SUBSIDIZED REGISTERED ASSISTED LIVING RESIDENCES	n/a	138	137	133	136	n/a	2.3%
SUBSIDIZED UNITS	4,485	4,411	4,372	4,262	4,347	-3.1%	2.0%
PRIVATE UNITS	n/a	1,324	1,302	1,297	1,319	n/a	1.7%
PRIVATE REGISTERED ASSISTED LIVING RESIDENCES	n/a	82	76	73	69	n/a	-5.5%
PRIVATE UNITS	3,582	3,848	2,573	2,585	2,645	-26.2%	2.3%
PRIVATE NON-REGISTERED ASSISTED LIVING RESIDENCES	n/a	n/a	n/a	n/a	n/a	n/a	n/a
PRIVATE UNITS	17,089	18,978	19,248	18,892	20,656	20.9%	9.3%

NOTE(S): Data reporting was corrected in the Assisted Living Registry in 2018. Previous years of data are not comparable.

SOURCE(S): Ministry of Health. Assisted Living Services.  
Assisted Living Registrar. (Received: 11 June 2021)

Canada Mortgage and Housing Corporation.  
Seniors Housing Market - British Columbia. (Cited 5 Jan 2022) URL: <https://www03.cmhc-schl.gc.ca/hmip-pimh/en#Profile/59/2/British%20Columbia>

## 1.6 ASSISTED LIVING

### 1.6.2 VACANCY RATE OF STANDARD SPACES IN PRIVATE NON-REGISTERED ASSISTED LIVING

	2017	2018	2019	2020	2021	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
VACANCY RATE	4.5%	3.0%	4.2%	5.1%	12.5%	8.0%	7.4%

SOURCE(S): Canada Mortgage and Housing Corporation.

Seniors Housing Market - British Columbia. (Cited 5 Jan 2022) URL: <https://www03.cmhc-schl.gc.ca/hmip-pimh/en#Profile/59/2/British%20Columbia>

## 1.6 ASSISTED LIVING

### 1.6.3 MONTHLY RATES (PER PERSON) FOR CLIENT CONTRIBUTIONS IN SUBSIDIZED ASSISTED LIVING

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
MINIMUM							
SINGLES	\$931.50	\$1,000.80	\$1,018.90	\$1,041.40	\$1,060.30	13.8%	1.8%
COUPLES SHARING A ROOM	\$750.90	\$762.20	\$776.00	\$793.20	\$807.50	7.5%	1.8%
MAXIMUM*	n/a	n/a	n/a	n/a	n/a	n/a	n/a

NOTE(S): \*The maximum rate is a combination of the market rate for housing and hospitality services within the community and the actual costs of personal care services. This rate is determined by each care home.

SOURCE(S): Ministry of Health.

Assisted Living. [Cited: January 10, 2022.]

<https://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/assisted-living>.

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.6 ASSISTED LIVING

#### 1.6.4 ASSESSED CLIENT CONTRIBUTIONS IN SUBSIDIZED ASSISTED LIVING

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
AVERAGE CO-PAYMENT AMOUNT	\$1,253.96	\$1,274.22	\$1,291.68	\$1,329.72	\$1,357.73	8.3%	2.1%
MEDIAN CO-PAYMENT AMOUNT	\$1,148.35	\$1,157.62	\$1,165.15	\$1,198.28	\$1,220.97	6.3%	1.9%
CLIENTS PAYING MAXIMUM RATE	27	25	11	37	13	-51.9%	-64.9%
<b>FHA</b>							
AVERAGE CO-PAYMENT AMOUNT	\$1,388.88	\$1,452.02	\$1,507.42	\$1,544.38	\$1,499.90	8.0%	-2.9%
MEDIAN CO-PAYMENT AMOUNT	\$1,219.16	\$1,224.39	\$1,242.91	\$1,269.39	\$1,289.57	5.8%	1.6%
CLIENTS PAYING MAXIMUM RATE	13	13	10	9	<5	N/A	N/A
<b>VCHA</b>							
AVERAGE CO-PAYMENT AMOUNT	\$1,310.49	\$1,320.78	\$1,395.00	\$1,403.59	\$1,371.52	4.7%	-2.3%
MEDIAN CO-PAYMENT AMOUNT	\$1,105.04	\$1,127.93	\$1,156.28	\$1,188.77	\$1,195.04	8.1%	0.5%
CLIENTS PAYING MAXIMUM RATE	8	10	15	13	18	125.0%	38.5%
<b>VIHA</b>							
AVERAGE CO-PAYMENT AMOUNT	\$1,342.00	\$1,371.28	\$1,413.83	\$1,417.90	\$1,423.25	6.1%	0.4%
MEDIAN CO-PAYMENT AMOUNT	\$1,218.05	\$1,205.63	\$1,236.90	\$1,252.50	\$1,270.32	4.3%	1.4%
CLIENTS PAYING MAXIMUM RATE	123	5	12	20	13	-89.4%	-35.0%
<b>NHA</b>							
AVERAGE CO-PAYMENT AMOUNT	\$1,514.46	\$1,508.75	\$1,537.17	\$1,478.06	\$1,542.20	1.8%	4.3%
MEDIAN CO-PAYMENT AMOUNT	\$1,253.75	\$1,265.83	\$1,308.15	\$1,314.74	\$1,314.89	4.9%	0.0%
CLIENTS PAYING MAXIMUM RATE	<5	5	7	6	5	N/A	-16.7%
<b>B.C.</b>							
AVERAGE CO-PAYMENT AMOUNT	\$1,344.13	\$1,376.02	\$1,422.14	\$1,441.23	\$1,431.82	6.5%	-0.7%
MEDIAN CO-PAYMENT AMOUNT	\$1,186.26	\$1,192.45	\$1,214.20	\$1,237.48	\$1,252.18	5.6%	1.2%
CLIENTS PAYING MAXIMUM RATE	173	58	55	85	51	-70.5%	-40.0%

NOTE(5): The maximum client contribution rate is determined by individual service providers and are not available from the Ministry of Health. Therefore, clients assessed at the maximum rate are not included resulting in an underestimation of the average and median rates. SOURCE(S): Ministry of Health.

Home Support, Assisted Living and Long-Term Care Co-Payments. (Report Date: 28 September 2021) Health Authorities.

Home and Community Care Services - ADP, LTC and AL. Home and Community Care Program Areas. (Received: 29 May 2021 to 9 June 2021)

## 1.6 ASSISTED LIVING

### 1.6.5 DISTRIBUTION OF RENTAL RATES FOR PRIVATE NON-REGISTERED ASSISTED LIVING

	2017	2018	2019	2020	2021	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
UNDER \$1,500	6.0%	6.8%	5.9%	4.8%	4.7%	-1.3%	-0.1%
\$1,500-\$1,999	8.8%	9.7%	7.3%	6.8%	5.6%	-3.2%	-1.2%
\$2,000-\$2,499	20.5%	16.4%	12.3%	12.2%	10.0%	-10.5%	-2.2%
OVER \$2,500	64.6%	67.1%	74.5%	76.1%	79.7%	15.1%	3.6%

SOURCE(S):

Canada Mortgage and Housing Corporation. Seniors Housing Market - British Columbia. (Cited: 5 Jan 2022)

URL: <https://www03.cmhc-schl.gc.ca/hmip-pimh/en#Profile/59/2/British%20Columbia>

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.6 ASSISTED LIVING

#### 1.6.6 CLIENTS AND PERSONAL CARE HOURS IN SUBSIDIZED ASSISTED LIVING

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
CLIENTS	1,225	1,249	1,196	1,180	1,147	-6.4%	-2.8%
CARE HOURS	435,179	435,867	424,304	358,181	373,614	-14.1%	4.3%
AVERAGE CARE HOURS PER CLIENT	355	349	355	304	326	-8.3%	7.3%
<b>FHA</b>							
CLIENTS	1,772	1,699	1,716	1,706	1,617	-8.7%	-5.2%
CARE HOURS	544,672	555,827	554,079	598,366	602,076	10.5%	0.6%
AVERAGE CARE HOURS PER CLIENT	307	327	323	351	372	21.1%	6.2%
<b>VCHA</b>							
CLIENTS	1,054	1,031	1,040	999	950	-9.9%	-4.9%
CARE HOURS	169,565	177,714	188,263	191,119	172,061	1.5%	-10.0%
AVERAGE CARE HOURS PER CLIENT	161	172	181	191	181	12.6%	-5.3%
<b>VIHA</b>							
CLIENTS	1,207	1,207	1,185	1,133	1,116	-7.5%	-1.5%
CARE HOURS	411,580	412,966	421,311	434,904	444,338	8.0%	2.2%
AVERAGE CARE HOURS PER CLIENT	341	342	356	384	398	16.8%	3.7%
<b>NHA</b>							
CLIENTS	n/a	361	361	356	320	n/a	-10.1%
CARE HOURS	n/a	111,065	112,723	108,610	110,500	n/a	1.7%
AVERAGE CARE HOURS PER CLIENT	n/a	308	312	305	345	n/a	13.2%
<b>B.C.</b>							
CLIENTS	n/a	5,547	5,498	5,374	5,150	n/a	-4.2%
CARE HOURS	n/a	1,693,439	1,700,680	1,691,180	1,702,589	n/a	0.7%
AVERAGE CARE HOURS PER CLIENT	n/a	305	309	315	331	n/a	5.1%

NOTE(5): Clients may receive service in more than one health authority. Client counts are unique within each health authority but B.C. totals are the sum of these and are therefore not unique client counts.

SOURCE(5): Ministry of Health. HCC Annual Client Counts, Service Volumes and Rates. (Report Date: 21 October 2021).

## 1.6 ASSISTED LIVING

### 1.6.7 WAITLIST FOR SUBSIDIZED REGISTERED ASSISTED LIVING, AT MARCH 31

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
IHA	201	191	223	231	167	-16.9%	-27.7%
FHA	144	131	148	116	57	-60.4%	-50.9%
VCHA	135	183	142	138	88	-34.8%	-36.2%
VIHA	81	77	40	107	52	-35.8%	-51.4%
NHA	189	222	317	328	343	81.5%	4.6%
<b>B.C.</b>	<b>750</b>	<b>804</b>	<b>870</b>	<b>920</b>	<b>707</b>	<b>-5.7%</b>	<b>-23.2%</b>

SOURCE(S): Health Authorities. Home and Community Care Services - ADP, LTC and AL. Home and Community Care Program Areas.  
(Received: 29 May 2021 to 9 June 2021)

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.6 ASSISTED LIVING

#### 1.6.8 REPORTABLE INCIDENTS IN REGISTERED ASSISTED LIVING

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
ABUSE OR NEGLECT	5	12	10	7	13	160.0%	85.7%
AGGRESSION	13	18	10	31	144	1007.7%	364.5%
ATTEMPTED SUICIDE	15	5	11	10	18	20.0%	80.0%
DISEASE OUTBREAK	13	10	26	28	32	146.2%	14.3%
FALLS	282	325	798	1,108	1,456	416.3%	31.4%
FIRE/FLOOD/GAS LEAK	15	22	13	18	7	-53.3%	-61.1%
MEDICATION ERROR/ OVERDOSE	5	5	13	18	61	1120.0%	238.9%
MISSING/WANDERING	30	35	37	49	59	96.7%	20.4%
INJURY	0	0	0	9	64	n/a	611.1%
POLICE INCIDENT/CALL	16	21	32	35	21	31.3%	-40.0%
UNEXPECTED DEATH	58	69	67	95	124	113.8%	30.5%
UNEXPECTED ILLNESS	0	0	0	265	1,420	n/a	435.8%
OTHER	70	28	34	116	32	-54.3%	-72.4%
<b>TOTAL</b>	<b>522</b>	<b>550</b>	<b>1,051</b>	<b>1,789</b>	<b>3,451</b>	<b>561.1%</b>	<b>92.9%</b>

SOURCE(S): Ministry of Health. Reportable Incidents Breakdown 2016-2021. Assisted Living Registrar. (Received: 11 June 2021)

## 1.6 ASSISTED LIVING

### 1.6.9 FALLS IN REGISTERED ASSISTED LIVING

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
FALLS	65	85	130	269	465	615.4%	72.9%
REGISTERED ASSISTED LIVING UNITS	n/a	2,535	2,075	2,070	2,054	n/a	-0.8%
FALLS PER 100 UNITS	n/a	3	6	13	23	n/a	74.2%
<b>FHA</b>							
FALLS	34	59	303	346	374	1000.0%	8.1%
REGISTERED ASSISTED LIVING UNITS	n/a	3,217	2,685	2,684	2,681	n/a	-0.1%
FALLS PER 100 UNITS	n/a	2	11	13	14	n/a	8.2%
<b>VCHA</b>							
FALLS	19	46	136	159	178	836.8%	11.9%
REGISTERED ASSISTED LIVING UNITS	n/a	1,659	1,462	1,484	1,524	n/a	2.7%
FALLS PER 100 UNITS	n/a	3	9	11	12	n/a	9.0%
<b>VIHA</b>							
FALLS	162	133	212	300	368	127.2%	22.7%
REGISTERED ASSISTED LIVING UNITS	n/a	1,868	1,719	1,593	1,739	n/a	9.2%
FALLS PER 100 UNITS	n/a	7	12	19	21	n/a	12.4%
<b>NHA</b>							
FALLS	2	2	17	34	71	3450.0%	108.8%
REGISTERED ASSISTED LIVING UNITS	n/a	304	306	313	313	n/a	0.0%
FALLS PER 100 UNITS	n/a	1	6	11	23	n/a	108.8%
<b>B.C.</b>							
FALLS	282	325	798	1,108	1,456	416.3%	31.4%
REGISTERED ASSISTED LIVING UNITS	n/a	9,583	8,247	8,144	8,311	n/a	2.1%
FALLS PER 100 UNITS	n/a	3	10	14	18	n/a	28.8%

SOURCE(S): Ministry of Health. Reportable Incidents Breakdown 2016-2021. Assisted Living Registrar. (Received: 11 June 2021)  
Ministry of Health. Assisted Living Services. Assisted Living Registrar. (Received: 11 June 2021)

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.6 ASSISTED LIVING

#### 1.6.10 COMPLAINTS ABOUT REGISTERED ASSISTED LIVING

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
COMPLAINTS	15	7	12	22	21	40.0%	-4.5%
ISSUES INVESTIGATED	41	27	40	79	69	68.3%	-12.7%
<b>FHA</b>							
COMPLAINTS	16	10	17	14	12	-25.0%	-14.3%
ISSUES INVESTIGATED	31	17	71	40	44	41.9%	10.0%
<b>VCHA</b>							
COMPLAINTS	8	5	5	6	9	12.5%	50.0%
ISSUES INVESTIGATED	26	13	12	15	36	38.5%	140.0%
<b>VIHA</b>							
COMPLAINTS	13	11	13	11	10	-23.1%	-9.1%
ISSUES INVESTIGATED	27	29	25	32	19	-29.6%	-40.6%
<b>NHA</b>							
COMPLAINTS	1	4	4	4	4	300.0%	0.0%
ISSUES INVESTIGATED	3	14	23	21	16	433.3%	-23.8%
<b>B.C.</b>							
COMPLAINTS	53	37	51	57	56	5.7%	-1.8%
ISSUES INVESTIGATED	128	100	171	187	184	43.8%	-1.6%

SOURCE(S): Ministry of Health. Complaint Analysis. Assisted Living Registrar. (Received: 11 June 2021))

## 1.6 ASSISTED LIVING

### 1.6.11 SITE INSPECTIONS FOR REGISTERED ASSISTED LIVING BY TYPE

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
APPLICATION FOR REGISTRATION	6	5	2	6	1	-83.3%	-83.3%
APPLICATION FOR REGISTRATION FOLLOW-UP	0	1	1	1	3	n/a	200.0%
COMPLAINT	7	2	5	14	12	71.4%	-14.3%
COMPLAINT FOLLOW-UP	9	4	7	6	8	-11.1%	33.3%
EDUCATION	1	0	1	2	16	1500.0%	700.0%
FULL REVIEW	0	0	1	0	0	n/a	n/a
HEALTH & SAFETY ISSUE	0	0	2	6	0	n/a	-100.0%
OTHER	2	0	1	6	3	50.0%	-50.0%
POSSIBLE UNREGISTERED	0	1	7	11	9	n/a	-18.2%
ROUTINE SITE INSPECTION/VISIT	8	5	9	24	17	112.5%	-29.2%
<b>TOTAL INSPECTIONS</b>	<b>33</b>	<b>18</b>	<b>36</b>	<b>76</b>	<b>69</b>	<b>109.1%</b>	<b>-9.2%</b>

SOURCE(S): Ministry of Health. Assisted Living Services. Assisted Living Registrar. (Received: 11 June 2021)

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.7 LONG-TERM CARE

#### 1.7.1 DEMOGRAPHICS FOR PUBLICLY SUBSIDIZED LONG-TERM HOMES, AT MARCH 31

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
FACILITIES	76	76	76	79	79	3.9%	0.0%
BEDS	5,850	5,838	5,925	6,179	6,204	6.1%	0.4%
PUBLICLY FUNDED BEDS	5,628	5,599	5,710	5,953	5,950	5.7%	-0.1%
PRIVATE PAY BEDS	222	239	215	226	254	14.4%	12.4%
<b>FHA</b>							
FACILITIES	79	79	79	80	81	2.5%	1.3%
BEDS	9,366	9,320	9,321	9,458	9,478	1.2%	0.2%
PUBLICLY FUNDED BEDS	8,453	8,376	8,426	8,482	8,576	1.5%	1.1%
PRIVATE PAY BEDS	913	944	895	976	902	-1.2%	-7.6%
<b>VCHA</b>							
FACILITIES	55	55	55	55	56	1.8%	1.8%
BEDS	6,599	6,566	6,529	6,538	6,834	3.6%	4.5%
PUBLICLY FUNDED BEDS	6,489	6,454	6,424	6,405	6,699	3.2%	4.6%
PRIVATE PAY BEDS	110	112	105	133	135	22.7%	1.5%
<b>VIHA</b>							
FACILITIES	59	59	59	58	57	-3.4%	-1.7%
BEDS	5,608	5,644	5,673	5,717	5,753	2.6%	0.6%
PUBLICLY FUNDED BEDS	5,404	5,426	5,481	5,510	5,556	2.8%	0.8%
PRIVATE PAY BEDS	204	218	192	207	197	-3.4%	-4.8%
<b>NHA</b>							
FACILITIES	24	24	24	24	24	0.0%	0.0%
BEDS	1,180	1,187	1,187	1,165	1,161	-1.6%	-0.3%
PUBLICLY FUNDED BEDS	1,168	1,173	1,173	1,155	1,150	-1.5%	-0.4%
PRIVATE PAY BEDS	12	14	14	10	11	-8.3%	10.0%
<b>B.C.</b>							
FACILITIES	293	293	293	296	297	1.4%	0.3%
BEDS	28,603	28,555	28,635	29,057	29,430	2.9%	1.3%
PUBLICLY FUNDED BEDS	27,142	27,028	27,214	27,505	27,931	2.9%	1.5%
PRIVATE PAY BEDS	1,461	1,527	1,421	1,552	1,499	2.6%	-3.4%

NOTE(S): This data includes only publicly subsidized care homes that focus on care for seniors which are included in the Long-Term Care Directory. This includes publicly subsidized and private pay long-term care beds, and short-term care beds such as convalescent, end-of-life and respite beds. Care homes that provide specialized care such as acquired brain injury, AIDS or mental health are excluded.

SOURCE(S): Office of the Seniors Advocate. 2021 Long-Term Care Directory.

## 1.7 LONG-TERM CARE

### 1.7.2 ROOM AND BED CONFIGURATION IN PUBLICLY SUBSIDIZED LONG-TERM CARE, AT MARCH 31

	2017	2018	2019	2020	2021	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
<b>IHA</b>							
SINGLE OCCUPANCY ROOMS	92.7%	92.8%	92.9%	93.5%	93.6%	0.8%	0.1%
DOUBLE OCCUPANCY ROOMS	4.5%	4.5%	4.5%	4.1%	4.0%	-0.5%	-0.1%
MULTI-BED ROOMS	2.7%	2.7%	2.7%	2.4%	2.4%	-0.3%	0.0%
<b>FHA</b>							
SINGLE OCCUPANCY ROOMS	87.4%	87.9%	89.3%	89.9%	89.9%	2.4%	0.0%
DOUBLE OCCUPANCY ROOMS	10.0%	9.6%	8.2%	7.4%	7.5%	-2.4%	0.1%
MULTI-BED ROOMS	2.6%	2.5%	2.5%	2.6%	2.6%	0.0%	0.0%
<b>VCHA</b>							
SINGLE OCCUPANCY ROOMS	81.0%	81.0%	80.8%	81.4%	83.0%	2.0%	1.5%
DOUBLE OCCUPANCY ROOMS	12.8%	12.8%	13.0%	12.2%	11.0%	-1.8%	-1.2%
MULTI-BED ROOMS	6.2%	6.2%	6.2%	6.4%	6.1%	-0.2%	-0.3%
<b>VIHA</b>							
SINGLE OCCUPANCY ROOMS	86.2%	86.7%	86.7%	88.9%	91.1%	4.9%	2.2%
DOUBLE OCCUPANCY ROOMS	7.2%	6.8%	6.8%	6.6%	4.7%	-2.4%	-1.9%
MULTI-BED ROOMS	6.6%	6.5%	6.5%	4.5%	4.2%	-2.4%	-0.3%
<b>NHA</b>							
SINGLE OCCUPANCY ROOMS	95.4%	95.4%	95.4%	95.4%	95.2%	-0.2%	-0.2%
DOUBLE OCCUPANCY ROOMS	3.2%	3.2%	3.2%	3.2%	3.3%	0.2%	0.2%
MULTI-BED ROOMS	1.5%	1.5%	1.5%	1.4%	1.4%	0.0%	0.0%
<b>B.C.</b>							
SINGLE OCCUPANCY ROOMS	87.3%	87.6%	88.0%	89.0%	89.7%	2.4%	0.7%
DOUBLE OCCUPANCY ROOMS	8.5%	8.3%	7.9%	7.3%	6.8%	-1.8%	-0.6%
MULTI-BED ROOMS	4.2%	4.1%	4.1%	3.7%	3.5%	-0.6%	-0.1%

NOTE(S): This data includes only publicly subsidized care homes that focus on care for seniors which are included in the Long-Term Care Directory. This includes publicly subsidized and private pay long-term care beds, and short-term care beds such as convalescent, end-of-life and respite beds. Care homes that provide specialized care such as acquired brain injury, AIDS or mental health are excluded.

SOURCE(S): Office of the Seniors Advocate. 2021 Long-Term Care Directory.

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.7 LONG-TERM CARE

#### 1.7.3 PERCENT OF LONG-TERM CARE RESIDENTS IN SINGLE OCCUPANCY ROOMS

	2016/17	2017/18	2018/19	2019/20	2020/21	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
RESIDENTS IN SINGLE OCCUPANCY ROOMS	72%	72%	73%	76%	77%	5.0%	1.0%

NOTE(S): This data includes only publicly subsidized care homes that focus on care for seniors which are included in the Long-Term Care Directory. This includes publicly subsidized and private pay long-term care beds, and short-term care beds such as convalescent, end-of-life and respite beds. Care homes that provide specialized care such as acquired brain injury, AIDS or mental health are excluded.

SOURCE(S): Office of the Seniors Advocate. 2021 Long-Term Care Directory.

### 1.7 LONG-TERM CARE

#### 1.7.4 MONTHLY RATES (PER PERSON) FOR CLIENT CONTRIBUTIONS IN LONG-TERM CARE

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
MINIMUM							
SINGLES	\$1,104.70	\$1,130.60	\$1,162.80	\$1,189.70	\$1,204.90	9.1%	1.3%
COUPLES SHARING A ROOM	\$763.90	\$783.50	\$808.15	\$828.63	\$840.16	10.0%	1.4%
MAXIMUM	\$3,240.00	\$3,278.80	\$3,377.10	\$3,444.60	\$3,448.00	6.4%	0.1%

SOURCE(S): Ministry of Health. Long-Term Care Services. (Extracted: 7 May 2021).

URL: <https://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/long-term-care-services>

## 1.7 LONG-TERM CARE

### 1.7.5 ASSESSED CLIENT CONTRIBUTIONS IN LONG-TERM CARE

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
AVERAGE	\$1,758.90	\$1,795.72	\$1,839.51	\$1,900.56	\$1,849.81	5.2%	-2.7%
MEDIAN	\$1,473.23	\$1,482.06	\$1,504.70	\$1,549.06	\$1,556.40	5.6%	0.5%
CLIENTS PAYING MAXIMUM RATE	321	336	393	419	377	17.4%	-10.0%
<b>FHA</b>							
AVERAGE	\$1,736.29	\$1,748.65	\$1,808.55	\$1,873.26	\$1,844.01	6.2%	-1.6%
MEDIAN	\$1,447.46	\$1,437.26	\$1,477.83	\$1,530.70	\$1,545.73	6.8%	1.0%
CLIENTS PAYING MAXIMUM RATE	564	502	566	613	585	3.7%	-4.6%
<b>VCHA</b>							
AVERAGE	\$1,715.30	\$1,745.45	\$1,795.94	\$1,832.86	\$1,810.93	5.6%	-1.2%
MEDIAN	\$1,342.43	\$1,345.73	\$1,369.43	\$1,393.60	\$1,409.66	5.0%	1.2%
CLIENTS PAYING MAXIMUM RATE	691	647	631	701	608	-12.0%	-13.3%
<b>VIHA</b>							
AVERAGE	\$1,896.40	\$1,906.45	\$1,958.32	\$1,989.76	\$1,950.69	2.9%	-2.0%
MEDIAN	\$1,604.60	\$1,594.60	\$1,624.73	\$1,666.20	\$1,647.33	2.7%	-1.1%
CLIENTS PAYING MAXIMUM RATE	548	501	362	423	530	-3.3%	25.3%
<b>NHA</b>							
AVERAGE	\$1,730.62	\$1,724.60	\$1,767.97	\$1,814.34	\$1,792.17	3.6%	-1.2%
MEDIAN	\$1,434.20	\$1,416.03	\$1,420.67	\$1,456.77	\$1,494.17	4.2%	2.6%
CLIENTS PAYING MAXIMUM RATE	74	64	71	139	107	44.6%	-23.0%
<b>B.C.</b>							
AVERAGE	\$1,767.58	\$1,788.06	\$1,839.85	\$1,889.82	\$1,856.55	5.0%	-1.8%
MEDIAN	\$1,458.00	\$1,454.46	\$1,483.66	\$1,524.77	\$1,536.13	5.4%	0.7%
CLIENTS PAYING MAXIMUM RATE	2,198	2,050	2,023	2,295	2,207	0.4%	-3.8%

SOURCE(S): Ministry of Health. Home Support, Assisted Living and Long-Term Care Co-Payments. (Report Date: 28 September 2021)

Health Authorities. Home and Community Care Services - ADP, LTC and AL. Home and Community Care Program Areas.

(Received: 29 May 2021 to 9 June 2021)

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.7 LONG-TERM CARE

#### 1.7.6 CLIENTS AND DAYS IN LONG-TERM CARE

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
CLIENTS	10,306	10,428	10,447	10,626	10,109	-1.9%	-4.9%
DAYS	2,047,935	2,086,549	2,101,041	2,125,566	2,117,473	3.4%	-0.4%
AVERAGE LENGTH OF STAY (DAYS)	706	721	664	765	763	8.0%	-0.3%
MEDIAN LENGTH OF STAY (DAYS)	402	375	341	445	448	11.4%	0.8%
<b>FHA</b>							
CLIENTS	12,647	12,395	12,506	12,418	11,847	-6.3%	-4.6%
DAYS	3,120,607	3,090,760	3,070,155	3,086,795	2,993,442	-4.1%	-3.0%
AVERAGE LENGTH OF STAY (DAYS)	823	826	820	834	911	10.7%	9.3%
MEDIAN LENGTH OF STAY (DAYS)	484	456	468	455	597	23.3%	31.2%
<b>VCHA</b>							
CLIENTS	9,035	8,995	9,012	9,086	8,187	-9.4%	-9.9%
DAYS	2,427,348	2,416,559	2,416,140	2,415,412	1,999,792	-17.6%	-17.2%
AVERAGE LENGTH OF STAY (DAYS)	914	984	999	1,038	1,132	23.8%	9.1%
MEDIAN LENGTH OF STAY (DAYS)	523	570	562	634	702	34.2%	10.7%
<b>VIHA</b>							
CLIENTS	8,145	8,142	8,068	8,063	7,311	-10.2%	-9.3%
DAYS	1,949,645	1,960,948	1,967,312	1,980,843	1,925,973	-1.2%	-2.8%
AVERAGE LENGTH OF STAY (DAYS)	727	761	829	760	774	6.4%	1.8%
MEDIAN LENGTH OF STAY (DAYS)	424	423	436	459	471	11.0%	2.5%
<b>NHA</b>							
CLIENTS	1,701	1,676	1,602	1,597	1,535	-9.8%	-3.9%
DAYS	408,392	409,908	401,552	401,582	398,097	-2.5%	-0.9%
AVERAGE LENGTH OF STAY (DAYS)	1,088	1,039	1,066	1,029	1,024	-5.9%	-0.5%
MEDIAN LENGTH OF STAY (DAYS)	782	841	902	743	779	-0.4%	4.8%
<b>B.C.</b>							
CLIENTS	41,834	41,636	41,635	41,790	38,989	-6.8%	-6.7%
DAYS	9,953,927	9,964,724	9,956,200	10,010,198	9,434,777	-5.2%	-5.7%
AVERAGE LENGTH OF STAY (DAYS)	798	822	828	845	900	12.7%	6.5%
MEDIAN LENGTH OF STAY (DAYS)	460	452	446	485	555	20.7%	14.4%

NOTE(S): Clients may receive service in more than one health authority. Client counts are unique within each health authority but B.C. totals are the sum of these and are therefore not unique client counts. Average and median length of stay are based on the facilities included in the OSA Long-Term Care Directory.

SOURCE(S): Clients and days: Ministry of Health. HCC Annual Client Counts, Service Volumes and Rates. (Report Date: 21 October 2021).

Average and median length of stay: Office of the Seniors Advocate. Long-Term Care Directory. (File Date: 2021)

## 1.7 LONG-TERM CARE

### 1.7.7 WAITLIST FOR PLACEMENT INTO LONG-TERM CARE, AT MARCH 31

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
CLIENTS WAITING	476	480	530	338	624	31.1%	84.6%
AVERAGE WAIT TIME (DAYS)	n/a	134	148	97	141	n/a	45.4%
MEDIAN WAIT TIME (DAYS)	n/a	55	80	63	79	n/a	25.4%
MAXIMUM WAIT TIME (DAYS)	n/a	1,196	1,369	637	876	n/a	37.5%
<b>FHA</b>							
CLIENTS WAITING	150	99	256	521	549	266.0%	5.4%
AVERAGE WAIT TIME (DAYS)	n/a	41	46	101	190	n/a	88.6%
MEDIAN WAIT TIME (DAYS)	n/a	22	62	68	144	n/a	112.9%
MAXIMUM WAIT TIME (DAYS)	n/a	632	837	610	809	n/a	32.5%
<b>VCHA</b>							
CLIENTS WAITING	110	92	130	183	150	36.4%	-18.0%
AVERAGE WAIT TIME (DAYS)	n/a	50	36	49	63	n/a	27.6%
MEDIAN WAIT TIME (DAYS)	n/a	14	19	13	33	n/a	153.8%
MAXIMUM WAIT TIME (DAYS)	n/a	1,041	494	706	394	n/a	-44.2%
<b>VIHA</b>							
CLIENTS WAITING	335	446	527	825	754	125.1%	-8.6%
AVERAGE WAIT TIME (DAYS)	n/a	99	111	136	140	n/a	2.9%
MEDIAN WAIT TIME (DAYS)	n/a	63	66	110	98	n/a	-10.9%
MAXIMUM WAIT TIME (DAYS)	n/a	648	615	820	879	n/a	7.2%
<b>NHA</b>							
CLIENTS WAITING	220	262	337	392	377	71.4%	-3.8%
AVERAGE WAIT TIME (DAYS)	n/a	282	224	242	344	n/a	42.1%
MEDIAN WAIT TIME (DAYS)	n/a	147	191	183	281	n/a	53.6%
MAXIMUM WAIT TIME (DAYS)	n/a	2,627	1,247	1,330	1,665	n/a	25.2%
<b>B.C.</b>							
CLIENTS WAITING	1,291	1,379	1,780	2,259	2,454	90.1%	8.6%
AVERAGE WAIT TIME (DAYS)	n/a	139	129	133	178	n/a	33.4%
MEDIAN WAIT TIME (DAYS)	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MAXIMUM WAIT TIME (DAYS)	n/a	2,627	1,369	1,330	1,665	n/a	25.2%

NOTE(S): The B.C. average wait time is a calculated weighted average.

SOURCE(S): Health Authorities. Home and Community Care Services - ADP, LTC and AL. Home and Community Care Program Areas.  
(Received: 29 May 2021 to 9 June 2021)

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.7 LONG-TERM CARE

#### 1.7.8 CLIENT ADMISSIONS INTO LONG-TERM CARE

	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4	% CHANGE IN 5 QUARTERS	% CHANGE IN LAST QUARTER
<b>IHA</b>							
FROM COMMUNITY	333	322	323	305	321	-3.6%	5.2%
FROM HOSPITAL	285	218	179	227	225	-21.1%	-0.9%
TOTAL ADMISSIONS	618	540	502	532	546	-11.7%	2.6%
<b>FHA*</b>							
FROM COMMUNITY	242	193	237	140	412	70.2%	194.3%
FROM HOSPITAL	475	403	387	359	466	-1.9%	29.8%
TOTAL ADMISSIONS	727	601	624	503	892	22.7%	77.3%
<b>VCHA</b>							
FROM COMMUNITY	193	122	179	173	219	13.5%	26.6%
FROM HOSPITAL	342	285	252	204	297	-13.2%	45.6%
TOTAL ADMISSIONS	535	407	431	377	516	-3.6%	36.9%
<b>VIHA</b>							
FROM COMMUNITY	300	233	249	362	325	8.3%	-10.2%
FROM HOSPITAL	233	194	198	202	194	-16.7%	-4.0%
TOTAL ADMISSIONS	533	427	447	564	519	-2.6%	-8.0%
<b>NHA</b>							
FROM COMMUNITY	14	7	12	20	20	42.9%	0.0%
FROM HOSPITAL	30	30	12	8	28	-6.7%	250.0%
TOTAL ADMISSIONS	44	37	24	28	48	9.1%	71.4%
<b>B.C.</b>							
FROM COMMUNITY	1,082	877	1,000	1,000	1,297	19.9%	29.7%
FROM HOSPITAL	1,365	1,130	1,028	1,000	1,210	-11.4%	21.0%
TOTAL ADMISSIONS	2,447	2,012	2,028	2,004	2,521	2.6%	25.8%

NOTE(S): \*FHA cannot confirm if clients admitted into LTC from outside the FHA were admitted from a community or a hospital. As a result, the sum of FHA clients admitted from community and hospital will not match total admissions.

SOURCE(S): Ministry of Health. LTC Access Monitoring Indicators. Health Sector Analysis Information and Reporting. (Received: 1 October 2021)

## 1.7 LONG-TERM CARE

### 1.7.9 AVERAGE WAIT TIMES (DAYS) FOR CLIENTS ADMITTED INTO LONG-TERM CARE

	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4	% CHANGE IN 5 QUARTERS	% CHANGE IN LAST QUARTER
<b>IHA</b>							
FROM COMMUNITY	68	53	86	103	91	33.8%	-11.7%
FROM HOSPITAL	22	12	21	32	19	-13.6%	-40.6%
FROM HOSPITAL - PREVIOUSLY WAITING IN COMMUNITY	73	74	83	80	118	61.6%	47.5%
<b>FHA</b>							
FROM COMMUNITY	57	80	72	69	75	32.3%	8.4%
FROM HOSPITAL	23	12	12	12	10	-57.0%	-19.7%
FROM HOSPITAL - PREVIOUSLY WAITING IN COMMUNITY	67	65	96	55	94	39.2%	71.8%
<b>VCHA</b>							
FROM COMMUNITY	27	31	21	28	28	3.7%	1.1%
FROM HOSPITAL	16	16	15	17	14	-11.3%	-17.1%
FROM HOSPITAL - PREVIOUSLY WAITING IN COMMUNITY	42	64	45	52	31	-26.2%	-40.4%
<b>VIHA</b>							
FROM COMMUNITY	136	145	170	189	159	16.9%	-15.9%
FROM HOSPITAL	95	95	65	64	72	-24.2%	12.5%
FROM HOSPITAL - PREVIOUSLY WAITING IN COMMUNITY	127	160	150	137	145	14.2%	5.8%
<b>NHA</b>							
FROM COMMUNITY	219	134	177	173	174	-20.5%	0.4%
FROM HOSPITAL	186	141	141	177	176	-5.5%	-0.9%
FROM HOSPITAL - PREVIOUSLY WAITING IN COMMUNITY	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>B.C.</b>							
ADMITTED FROM COMMUNITY	86	84	96	120	96	12.2%	-19.8%
ADMITTED FROM HOSPITAL	35	32	25	30	27	-22.6%	-11.6%
FROM HOSPITAL - PREVIOUSLY WAITING IN COMMUNITY	93	102	107	90	104	12.6%	15.9%

Note: This is a new indicator introduced following the changes to the Home and Community Care Policy relating to long-term care access in 2019. Data was reported on a quarterly basis rather than annually.

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.7 LONG-TERM CARE

#### 1.7.10 CLIENTS IN INTERIM CARE HOME AWAITING TRANSFER TO A PREFERRED CARE HOME, AT MARCH 31

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
CLIENTS WAITING	n/a	n/a	n/a	19	11	n/a	-42.1%
AVERAGE WAIT TIME (DAYS)	n/a	n/a	n/a	126	278	n/a	120.6%
MEDIAN WAIT TIME (DAYS)	n/a	n/a	n/a	98	278	n/a	183.7%
MAXIMUM WAIT TIME (DAYS)	n/a	n/a	n/a	459	516	n/a	12.4%
<b>FHA</b>							
CLIENTS WAITING	n/a	n/a	n/a	529	n/a	n/a	n/a
AVERAGE WAIT TIME (DAYS)	n/a	n/a	n/a	101	n/a	n/a	n/a
MEDIAN WAIT TIME (DAYS)	n/a	n/a	n/a	72	n/a	n/a	n/a
MAXIMUM WAIT TIME (DAYS)	n/a	n/a	n/a	1,315	n/a	n/a	n/a
<b>VCHA</b>							
CLIENTS WAITING	n/a	n/a	n/a	1,122	697	n/a	-37.9%
AVERAGE WAIT TIME (DAYS)	n/a	n/a	n/a	215	341	n/a	58.1%
MEDIAN WAIT TIME (DAYS)	n/a	n/a	n/a	161	286	n/a	77.6%
MAXIMUM WAIT TIME (DAYS)	n/a	n/a	n/a	1,842	1,610	n/a	-12.6%
<b>VIHA</b>							
CLIENTS WAITING	n/a	n/a	n/a	1,432	1,164	n/a	-18.7%
AVERAGE WAIT TIME (DAYS)	n/a	n/a	n/a	783	947	n/a	20.9%
MEDIAN WAIT TIME (DAYS)	n/a	n/a	n/a	691	931	n/a	34.7%
MAXIMUM WAIT TIME (DAYS)	n/a	n/a	n/a	2,849	3,214	n/a	12.8%
<b>NHA*</b>							
CLIENTS WAITING	n/a	n/a	n/a	15	87	n/a	480.0%
AVERAGE WAIT TIME (DAYS)	n/a	n/a	n/a	705	288	n/a	-59.1%
MEDIAN WAIT TIME (DAYS)	n/a	n/a	n/a	717	328	n/a	-54.3%
MAXIMUM WAIT TIME (DAYS)	n/a	n/a	n/a	1,302	1,378	n/a	5.8%
<b>B.C.</b>							
CLIENTS WAITING	n/a	n/a	n/a	3,117	1,959	n/a	-37.2%
AVERAGE WAIT TIME (DAYS)	n/a	n/a	n/a	459	698	n/a	52.3%
MEDIAN WAIT TIME (DAYS)	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MAXIMUM WAIT TIME (DAYS)	n/a	n/a	n/a	2,849	3,214	n/a	12.8%

NOTE(5): \*NHA - Information about clients in interim care homes is only available for Prince George. The B.C. average wait time is a calculated weighted average.

SOURCE(S): Health Authorities. Home and Community Care Services - ADP, LTC and AL. Home and Community Care Program Areas.

(Received: 29 May 2021 to 9 June 2021)

## 1.7 LONG-TERM CARE

### 1.7.11 AVERAGE WAIT TIMES (DAYS) FOR CLIENTS ADMITTED TO PREFERRED LONG-TERM CARE HOME

	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4	% CHANGE IN 5 QUARTERS	% CHANGE IN LAST QUARTER
<b>IHA</b>							
FROM COMMUNITY	80	57	92	112	101	26.3%	-9.8%
FROM INTERIM CARE HOME	105	49	191	175	202	92.4%	15.4%
<b>FHA*</b>							
FROM COMMUNITY	77	95	87	86	87	12.3%	1.4%
FROM INTERIM CARE HOME	91	39	148	86	160	76.7%	85.5%
<b>VCHA</b>							
FROM COMMUNITY	38	41	22	35	28	-26.3%	-20.0%
FROM INTERIM CARE HOME	104	150	152	162	300	188.5%	85.2%
<b>VIHA</b>							
FROM COMMUNITY	153	169	204	228	191	24.8%	-16.2%
FROM INTERIM CARE HOME	205	402	340	270	127	-38.0%	-53.0%
<b>NHA</b>							
FROM COMMUNITY	203	146	154	244	189	-6.9%	-22.5%
FROM INTERIM CARE HOME	391	n/a	204	49	32	-91.8%	-34.7%
<b>B.C.</b>							
FROM COMMUNITY	100	96	109	145	107	7.1%	-26.5%
FROM INTERIM CARE HOME	128	114	217	178	171	33.3%	-4.0%

SOURCE(S): Ministry of Health. LTC Access Monitoring Indicators. Health Sector Analysis Information and Reporting. (Received: 1 October 2021)

## 1.7 LONG-TERM CARE

### 1.7.12 PERCENT OF RESIDENTS IN LONG-TERM CARE TAKING ANTIPSYCHOTICS

	2016/17	2017/18	2018/19	2019/20	2020/21	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
<b>BRITISH COLUMBIA</b>							
WITHOUT A DIAGNOSIS OF PSYCHOSIS	25.9%	25.3%	24.7%	24.7%	26.5%	0.6%	1.8%
WITH OR WITHOUT A DIAGNOSIS OF PSYCHOSIS	29.7%	30.1%	30.1%	30.8%	33.4%	3.7%	2.6%
<b>CANADA</b>							
WITHOUT A DIAGNOSIS OF PSYCHOSIS	21.8%	21.2%	20.6%	20.2%	21.3%	-0.5%	1.1%
WITH OR WITHOUT A DIAGNOSIS OF PSYCHOSIS	25.8%	26.1%	26.1%	26.6%	29.2%	3.4%	2.6%

NOTE(S): Data reflects facilities with publicly funded/subsidized beds. Results for Newfoundland and Labrador, Ontario, Alberta, British Columbia and Yukon reflect full coverage in that province/territory. Results for the remaining provinces/territories are based on partial coverage (i.e., only certain facilities and/or regional health authorities submitted data to CCRS).

SOURCE(S): Source: Canadian Institute for Health Information. Quick Stats.  
Profile of Residents in Residential and Hospital-Based Continuing Care, 2020-2021. (Cited: 18 October, 2021)

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.7 LONG-TERM CARE

#### 1.7.13 REPORTABLE INCIDENTS IN LONG-TERM CARE BY TYPE

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>TOTAL REPORTABLE INCIDENTS</b>	n/a	17,424	17,339	17,909	13,565	n/a	-24.3%
UNEXPECTED ILLNESS	n/a	5,341	5,480	5,555	3,401	n/a	-38.8%
EXPECTED DEATH	n/a	6,780	7,088	7,087	6,488	n/a	-8.5%
UNEXPECTED DEATH	n/a	127	204	166	159	n/a	-4.2%
DISEASE OUTBREAK	n/a	271	185	169	214	n/a	26.6%
AGGRESSIVE BEHAVIOUR	n/a	1,125	1,049	1,075	956	n/a	-11.1%
ATTEMPTED SUICIDE	n/a	16	27	22	15	n/a	-31.8%
ABUSE / NEGLECT	n/a	166	239	220	143	n/a	-35.0%
FALLS WITH INJURY	n/a	2,393	2,450	2,416	1,610	n/a	-33.4%
FOOD OR OTHER POISONING	n/a	14	14	9	14	n/a	55.6%
MEDICATION ERROR	n/a	35	31	42	39	n/a	-7.1%
MISSING OR WANDERING PERSON	n/a	427	446	361	153	n/a	-57.6%
OTHER - CLINICAL	n/a	168	183	195	126	n/a	-35.4%
OTHER - INJURY	n/a	432	462	439	278	n/a	-36.7%
OTHER - SERVICE DELIVERY	n/a	129	149	168	75	n/a	-55.4%

NOTE(S): Data is not available for Hospital Act facilities in VIHA and therefore only includes facilities licensed under the Community Care and Assisted Living Act (CCALA).

SOURCE(S): Office of the Seniors Advocate. Long-Term Care Directory (Extracted: January 11, 2022)

## 1.7 LONG-TERM CARE

### 1.7.14 REPORTABLE INCIDENTS PER 100 BEDS IN LONG-TERM CARE

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
REPORTABLE INCIDENTS							
IHA	n/a	85.1	70.7	88.6	40.5	n/a	-54.3%
FHA	n/a	54.9	61.8	59.3	50.5	n/a	-14.8%
VCHA	n/a	61.3	62.7	60.7	49.9	n/a	-17.8%
VIHA	n/a	46.3	49.5	66.2	59.6	n/a	-10.0%
NHA	n/a	58.9	36.8	32.6	40.6	n/a	24.5%
<b>B.C.</b>	<b>n/a</b>	<b>61.0</b>	<b>60.4</b>	<b>66.1</b>	<b>49.0</b>	<b>n/a</b>	<b>-25.9%</b>
FALLS WITH INJURY							
IHA	11.9	12.0	10.8	11.4	4.9	-58.8%	-57.0%
FHA	9.9	7.3	8.3	8.7	5.8	-41.4%	-33.3%
VCHA	9.3	9.1	8.3	8.0	5.7	-38.7%	-28.8%
VIHA	12.8	5.4	7.6	8.3	7.6	-40.6%	-8.4%
NHA	8.2	9.1	4.7	4.4	5.5	-32.9%	25.0%
<b>B.C.</b>	<b>10.5</b>	<b>8.4</b>	<b>8.5</b>	<b>8.9</b>	<b>5.8</b>	<b>-44.8%</b>	<b>-34.8%</b>

NOTE(S): Data is not available for Hospital Act facilities in VIHA and therefore only includes facilities licensed under the Community Care and Assisted Living Act (CCALA).

SOURCE(S): Office of the Seniors Advocate. Long-Term Care Directory (Extracted: January 11, 2022)

## 1.7 LONG-TERM CARE

### 1.7.15 COMPLAINTS IN LONG-TERM CARE RECEIVED BY THE PATIENT CARE QUALITY OFFICE

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
IHA	121	177	250	188	182	50.4%	-3.2%
FHA	223	202	232	191	389	74.4%	103.7%
VCHA	126	196	135	125	177	40.5%	41.6%
VIHA	263	242	213	224	527	100.4%	135.3%
NHA	21	26	23	23	37	76.2%	60.9%
<b>B.C.</b>	<b>754</b>	<b>843</b>	<b>853</b>	<b>751</b>	<b>1,312</b>	<b>74.0%</b>	<b>74.7%</b>

SOURCE(S): Patient Care Quality Office. Complaints in Home and Community Care and Long-Term Care. (Received: 23 August 2021).

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.7 LONG-TERM CARE

#### 1.7.16 COMPLAINTS IN LONG-TERM CARE RECEIVED BY THE PATIENT CARE QUALITY OFFICE BY TYPE

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
ACCESSIBILITY	59	67	49	47	403	583.1%	757.4%
ACCOMMODATION	59	77	96	70	52	-11.9%	-25.7%
ADMINISTRATIVE FAIRNESS	17	16	19	21	213	1152.9%	914.3%
ATTITUDE AND CONDUCT	41	57	55	52	60	46.3%	15.4%
CARE	296	323	293	313	293	-1.0%	-6.4%
CHALLENGING PATIENT/FAMILY BEHAVIOUR	7	8	11	12	7	0.0%	-41.7%
COMMUNICATION	67	73	89	73	111	65.7%	52.1%
CONFIDENTIALITY OR PRIVACY	3	3	6	9	5	66.7%	-44.4%
COORDINATION	15	11	9	4	12	-20.0%	200.0%
DISCHARGE ARRANGEMENTS	14	16	15	9	5	-64.3%	-44.4%
ENVIRONMENTAL	45	45	53	35	34	-24.4%	-2.9%
FINANCIAL	40	40	35	48	31	-22.5%	-35.4%
RESIDENTS BILL OF RIGHTS	51	54	26	15	24	-52.9%	60.0%
SAFETY	48	53	32	39	61	27.1%	56.4%
UNKNOWN	0	0	65	4	1	n/a	-75.0%
<b>B.C. TOTAL</b>	<b>762</b>	<b>843</b>	<b>853</b>	<b>751</b>	<b>1,312</b>	<b>72.2%</b>	<b>74.7%</b>

SOURCE(S): Patient Care Quality Office. Complaints in Home and Community Care and Long-Term Care. (Received: 23 August 2021).

# 1.7 LONG-TERM CARE

## 1.7.17 COMPLAINTS IN LONG-TERM CARE RECEIVED BY LICENSING OFFICES

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
COMPLAINTS	71	55	47	167	81	14.1%	-51.5%
SUBSTANTIATED COMPLAINTS	20	20	18	30	14	-30.0%	-53.3%
SUBSTANTIATED COMPLAINTS PER 1,000 BEDS	3.4	3.4	3.0	6.0	2.8	-17.6%	-53.3%
<b>FHA</b>							
COMPLAINTS	66	118	129	128	111	68.2%	-13.3%
SUBSTANTIATED COMPLAINTS	22	35	34	50	20	-9.1%	-60.0%
SUBSTANTIATED COMPLAINTS PER 1,000 BEDS	2.3	3.8	3.6	5.3	2.1	-8.7%	-60.4%
<b>VCHA</b>							
COMPLAINTS	24	29	33	28	52	116.7%	85.7%
SUBSTANTIATED COMPLAINTS	11	7	13	9	19	72.7%	111.1%
SUBSTANTIATED COMPLAINTS PER 1,000 BEDS	1.7	1.1	2.0	1.4	2.8	64.7%	100.0%
<b>VIHA</b>							
COMPLAINTS	261	150	253	246	270	3.4%	9.8%
SUBSTANTIATED COMPLAINTS	126	149	97	98	102	-19.0%	4.1%
SUBSTANTIATED COMPLAINTS PER 1,000 BEDS	34.7	40.3	17.1	17.1	17.7	-49.0%	3.5%
<b>NHA</b>							
COMPLAINTS	10	0	5	11	24	140.0%	118.2%
SUBSTANTIATED COMPLAINTS	2	0	5	8	7	250.0%	-12.5%
SUBSTANTIATED COMPLAINTS PER 1,000 BEDS	1.7	0.0	5.8	9.5	8.4	394.1%	-11.6%
<b>B.C.</b>							
COMPLAINTS	432	352	467	580	538	24.5%	-7.2%
SUBSTANTIATED COMPLAINTS	181	211	167	195	162	-10.5%	-16.9%
SUBSTANTIATED COMPLAINTS PER 1,000 BEDS	6.8	7.4	5.9	7.1	5.5	-19.1%	-22.5%

NOTE(S): IHA: Complaints are only available for facilities licensed under the CCALA. VIHA: For 2016/17 and 2017/18, complaints are only available for facilities licensed under the CCALA. NHA: Complaints are only available for facilities licensed under the CCALA.

SOURCE(S): Office of the Seniors Advocate. Long-Term Care Directory (Extracted: January 11, 2022)

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.7 LONG-TERM CARE

#### 1.7.18 INSPECTIONS AND INFRACTIONS IN LONG-TERM CARE

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
INSPECTIONS	n/a	n/a	765	687	746	n/a	8.6%
INFRACTIONS	n/a	n/a	1,103	1,175	819	n/a	-30.3%
TYPES OF INFRACTIONS	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
LICENSING INFRACTIONS	n/a	n/a	4.1%	6.0%	3.9%	n/a	-2.1%
PHYSICAL FACILITY, EQUIPMENT & FURNISHINGS INFRACTIONS	n/a	n/a	18.7%	16.2%	15.4%	n/a	-0.8%
STAFFING INFRACTIONS	n/a	n/a	12.7%	16.2%	13.8%	n/a	-2.4%
POLICIES & PROCEDURES INFRACTIONS	n/a	n/a	9.7%	10.9%	13.2%	n/a	2.3%
CARE & SUPERVISION INFRACTIONS	n/a	n/a	20.9%	18.6%	16.7%	n/a	-1.9%
HYGIENE & COMMUNICABLE DISEASE CONTROL INFRACTIONS	n/a	n/a	5.2%	5.7%	5.4%	n/a	-0.3%
NUTRITION & FOOD SERVICES INFRACTIONS	n/a	n/a	2.0%	1.7%	2.4%	n/a	0.7%
MEDICATION INFRACTIONS	n/a	n/a	3.4%	2.1%	4.8%	n/a	2.7%
PROGRAM INFRACTIONS	n/a	n/a	0.7%	0.3%	0.2%	n/a	-0.1%
RECORDS & REPORTING INFRACTIONS	n/a	n/a	19.5%	19.1%	22.5%	n/a	3.4%
RESIDENT BILL OF RIGHTS INFRACTIONS	n/a	n/a	3.1%	3.1%	2.0%	n/a	-1.1%
OTHER INFRACTIONS	n/a	n/a	0.1%	0.2%	0.5%	n/a	0.3%

SOURCE(S): Office of the Seniors Advocate. Long-Term Care Directory (Extracted: January 11, 2022)

## 1.7 LONG-TERM CARE

### 1.7.19 PERCENT OF LONG-TERM CARE HOME INSPECTED

	2017	2018	2019	2020	2021	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
IHA	n/a	n/a	67.5%	60.8%	41.8%	n/a	-19.0%
FHA	n/a	n/a	93.8%	95.0%	86.4%	n/a	-8.6%
VCHA	n/a	n/a	94.7%	100.0%	94.6%	n/a	-5.4%
VIHA	n/a	n/a	100.0%	84.5%	66.7%	n/a	-17.8%
NHA	n/a	n/a	100.0%	83.3%	95.8%	n/a	12.5%
<b>B.C.</b>	<b>n/a</b>	<b>n/a</b>	<b>88.9%</b>	<b>83.8%</b>	<b>73.1%</b>	<b>n/a</b>	<b>-10.7%</b>

SOURCE(S): Office of the Seniors Advocate. Long-Term Care Directory (Extracted: January 11, 2022)

## 1.7 LONG-TERM CARE

### 1.7.20 LICENSING INFRACTIONS PER 1,000 BEDS

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
IHA	n/a	n/a	43.0	46.3	36.9	n/a	-20.3%
FHA	n/a	n/a	32.9	44.2	20.6	n/a	-53.4%
VCHA	n/a	n/a	27.4	25.5	14.9	n/a	-41.6%
VIHA	n/a	n/a	38.3	40.1	30.8	n/a	-23.2%
NHA	n/a	n/a	119.6	66.1	99.9	n/a	51.1%
<b>B.C.</b>	<b>n/a</b>	<b>n/a</b>	<b>38.4</b>	<b>40.5</b>	<b>27.8</b>	<b>n/a</b>	<b>-31.4%</b>

SOURCE(S): Office of the Seniors Advocate. Long-Term Care Directory (Extracted: January 11, 2022)

# HEALTH CARE

## DATA TABLES CONTINUED

### 1.8 HEALTH HUMAN RESOURCES

#### 1.8.1 ACTIVE REGISTRANTS IN SELECTED HEALTH CARE OCCUPATIONS IN B.C.

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>PHYSICIANS</b>	12,187	12,594	12,960	13,257	13,770	13.0%	3.9%
GENERAL/FAMILY PRACTITIONERS	6,251	6,458	6,616	6,720	6,943	11.1%	3.3%
SPECIALISTS	5,936	6,136	6,344	6,537	6,752	13.7%	3.3%
<b>NURSES</b>	50,420	51,129	51,976	52,687	54,363	7.8%	3.2%
REGISTERED NURSES	38,000	38,975	38,408	38,811	39,843	4.9%	2.7%
NURSE PRACTITIONERS	426	485	498	559	673	58.0%	20.4%
LICENSED PRACTICAL NURSES	11,994	11,669	13,070	13,317	13,847	15.4%	4.0%
CARE AIDES & COMMUNITY HEALTH WORKERS	n/a	31,337	33,506	36,071	38,612	n/a	7.0%
PHYSIOTHERAPISTS	3,716	3,837	4,031	4,240	4,008	7.9%	-5.5%
OCCUPATIONAL THERAPISTS	2,393	2,469	2,547	2,668	2,754	15.1%	3.2%

SOURCE(S):

College of Physicians and Surgeons (CPSBC). Annual Reports. (Cited: 18 October 2021). URL: <https://www.cpsbc.ca/news/publications/annual-report>. British Columbia College of Nurses and Midwives (BCCNM). Annual Reports. (Cited: 18 October 2021). URL: <https://www.cpsbc.ca/news/publications/annual-report>.

BC Care Aid and Community Health Worker Registry (CACHWR). Registered Health Care Workers Report. (Received: January 10, 2022). College of Physical Therapists of British Columbia (CPTBC). Annual Reports. (Cited: 6 December 2021). URL: <https://cptbc.org/about/annual-reports/>. College of Occupational Therapists of British Columbia (COTBC). Annual Reports. (Cited: 18 October 2021). URL: <https://cotbc.org/library/annual-reports/>

### 1.8 HEALTH HUMAN RESOURCES

#### 1.8.2 AVERAGE QUARTERLY DIFFICULT TO FILL VACANCIES (DTFV)

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
REGISTERED NURSES	309	339	318	414	492	59.3%	18.7%
NURSE PRACTITIONERS	19	13	23	32	34	82.7%	6.2%
LICENSED PRACTICAL NURSES	5	12	15	28	29	500.0%	2.7%
CARE AIDES	5	8	16	21	27	457.9%	26.2%
COMMUNITY HEALTH WORKERS	5	7	13	39	63	1155.0%	59.9%
PHYSIOTHERAPISTS	21	27	45	58	32	53.6%	-44.2%
OCCUPATIONAL THERAPISTS	5	5	16	25	24	375.0%	-5.0%

SOURCE(S): Health Employers Association of British Columbia (HEABC).

Select Occupation Employee Counts and Job Vacancies. (Received: 29 September, 2021).

## 1.8 HEALTH HUMAN RESOURCES

### 1.8.3 JOB VACANCY RATES

	2016	2017	2018	2019	2020	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
<b>REGISTERED NURSES</b>							
VACANCY RATE - ALL	3.8%	3.6%	3.7%	4.1%	4.7%	0.9%	0.5%
VACANCY RATE - DTFV	1.1%	1.2%	1.1%	1.4%	1.6%	0.4%	0.2%
<b>NURSE PRACTITIONERS</b>							
VACANCY RATE - ALL	10.8%	7.3%	11.2%	12.5%	13.7%	2.9%	1.3%
VACANCY RATE - DTFV	5.4%	3.5%	5.3%	7.2%	6.9%	1.5%	-0.2%
<b>LICENSED PRACTICAL NURSES</b>							
VACANCY RATE - ALL	0.9%	1.1%	1.6%	2.1%	2.5%	1.6%	0.4%
VACANCY RATE - DTFV	0.1%	0.3%	0.3%	0.5%	0.5%	0.4%	0.0%
<b>CARE AIDES</b>							
VACANCY RATE - ALL	1.2%	1.4%	2.0%	2.5%	2.8%	1.6%	0.3%
VACANCY RATE - DTFV	0.1%	0.1%	0.2%	0.3%	0.4%	0.3%	0.1%
<b>COMMUNITY HEALTH WORKERS</b>							
VACANCY RATE - ALL	0.7%	1.3%	2.4%	3.0%	3.7%	3.0%	0.7%
VACANCY RATE - DTFV	0.2%	0.3%	0.5%	1.1%	1.3%	1.1%	0.1%
<b>PHYSIOTHERAPISTS</b>							
VACANCY RATE - ALL	4.7%	5.1%	7.9%	8.6%	5.9%	1.2%	-2.7%
VACANCY RATE - DTFV	1.8%	2.3%	3.7%	4.6%	2.5%	0.8%	-2.0%
<b>OCCUPATIONAL THERAPISTS</b>							
VACANCY RATE - ALL	2.3%	3.1%	4.9%	5.5%	4.2%	1.9%	-1.4%
VACANCY RATE - DTFV	0.4%	0.4%	1.3%	1.9%	1.8%	1.3%	-0.2%

SOURCE(S): Health Employers Association of British Columbia (HEABC).  
Select Occupation Employee Counts and Job Vacancies. (Received: 29 September, 2021).

# COMMUNITY SUPPORTS DATA TABLES

## 2.1 COMMUNITY SUPPORT PROGRAMS

### 2.1.1 NEW HORIZONS FOR SENIORS PROGRAM - COMMUNITY BASED GRANTS

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
UP TO \$25,000							
APPROVED PROJECTS	n/a	248	230	234	370	n/a	58.1%
FUNDING	n/a	\$4,741,772	\$4,732,852	\$5,024,908	\$7,990,971	n/a	59.0%
COMMUNITIES WITH APPROVED PROJECTS	n/a	41	41	42	42	n/a	0.0%
UP TO \$5,000							
APPROVED PROJECTS	n/a	n/a	35	49	66	n/a	34.7%
FUNDING	n/a	n/a	\$155,370	\$226,892	\$302,987	n/a	33.5%
COMMUNITIES WITH APPROVED PROJECTS	n/a	n/a	23	28	31	n/a	10.7%
B.C. TOTALS							
APPROVED PROJECTS	n/a	248	265	283	436	n/a	54.1%
FUNDING	n/a	\$4,741,772	\$4,888,222	\$5,251,800	\$8,293,958	n/a	57.9%
COMMUNITIES WITH APPROVED PROJECTS	n/a	41	41	42	42	n/a	0.0%

SOURCE(S): Service Canada. New Horizons for Seniors Programs in B.C. [Received: August 27, 2021]

## 2.1 COMMUNITY SUPPORT PROGRAMS

### 2.1.2 NEW HORIZONS FOR SENIORS PROGRAM - PAN-CANADIAN STREAM (B.C.)

PAN-CANADIAN CONTRIBUTION AGREEMENTS - 2019 CALL FOR CONCEPTS	
APPROVED CONTRIBUTION AGREEMENTS	3
FUNDING (2019/20 TO 2024/25)	\$7,473,921
PAN-CANADIAN GRANT AGREEMENTS	
APPROVED GRANT AGREEMENTS	1
TOTAL FUNDING (2019/20 TO 2021/22)	\$500,000

SOURCE(S): Service Canada. New Horizons for Seniors Programs in B.C. [Received: August 27, 2021]

## 2.2 PERSONAL SUPPORT PROGRAMS

### 2.2.1 FIRST LINK® PROGRAM

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
TOTAL UNIQUE CLIENTS	14,540	10,492	11,567	13,586	11,468	-21.1%	-15.6%
NEW CLIENTS	3,673	5,489	5,438	6,577	4,433	20.7%	-32.6%
FORMAL REFERRALS	2,009	2,197	2,163	2,551	2,139	6.5%	-16.2%
SELF-DIRECTED CONTACTS	1,664	3,292	3,275	4,026	2,294	37.9%	-43.0%
CLIENT CONTACTS	21,000	36,000	37,587	34,574	42,769	103.7%	23.7%
COMMUNITIES SERVED	96	83	105	239	410	327.1%	71.5%

NOTE(S): Total number of unique clients served is likely larger than the number reported; some client contact is anonymous. 2020/21: Self-directed contacts have been more significantly affected by COVID-19 than formal referrals because in-person programming where registration occurs was suspended. 2019/20: The decrease in client contacts and the rise in other values is due to a changes in process that needed to be addressed with additional staff training.

SOURCE(S): Alzheimer's Society of B.C. First Link Annual Report 2020/21. Provincial Programs and Services. [Received: May 25, 2021].

## 2.2 PERSONAL SUPPORT PROGRAMS

### 2.2.2 BETTER AT HOME PROGRAM - CLIENTS

	2016/17	2017/18	2018/19	2019/20	2020/21*	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
NEW PARTICIPANTS	n/a	4,609	3,685	3,832	n/a	n/a	n/a
ACTIVE CLIENTS	n/a	11,596	11,787	11,935	n/a	n/a	n/a
UNDER 65	n/a	7%	6%	6%	n/a	n/a	n/a
65+	n/a	90%	91%	91%	n/a	n/a	n/a
UNKNOWN	n/a	3%	3%	3%	n/a	n/a	n/a

NOTE(S): \*In response to the COVID-19 pandemic and to better serve seniors during the crisis, all Healthy Aging-funded agencies used existing Better at Home program structures and reporting processes for "Safe Seniors, Strong Communities" (SSSC), a coordinated, province-wide response to the pandemic that bolstered seniors supports and essential non-medical service delivery at community service agencies throughout B.C. Service data for Better at Home and SSSC was combined for 2020/21 and distinct Better at Home data is not available.

SOURCE(S): United Way of the Lower Mainland. Healthy Aging: Year in Review April 1, 2020 - March 31, 2021 Annual Report. Healthy Aging, Population Health. [Received: September 1, 2021].

# COMMUNITY SUPPORT

## DATA TABLES CONTINUED

### 2.2 PERSONAL SUPPORT PROGRAMS

#### 2.2.3 BETTER AT HOME - SERVICES PROVIDED

	2016/17	2017/18	2018/19	2019/20	2020/21*	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
SERVICES PROVIDED	n/a	179,446	185,910	191,147	n/a	n/a	n/a
LIGHT HOUSEKEEPING	n/a	47%	51%	47%	n/a	n/a	n/a
FRIENDLY VISITING	n/a	17%	17%	16%	n/a	n/a	n/a
TRANSPORTATION	n/a	13%	12%	13%	n/a	n/a	n/a
GROCERY SHOPPING	n/a	7%	7%	6%	n/a	n/a	n/a
LIGHT YARD WORK	n/a	4%	4%	4%	n/a	n/a	n/a
SNOW SHOVELING	n/a	3%	1%	2%	n/a	n/a	n/a
MINOR HOME REPAIRS	n/a	1%	1%	0%	n/a	n/a	n/a
OTHER	n/a	8%	7%	12%	n/a	n/a	n/a

NOTE(5): \*In response to the COVID-19 pandemic and to better serve seniors during the crisis, all Healthy Aging-funded agencies were asked to shift their regular funding over to support "Safe Seniors, Strong Communities" (SSSC), a coordinated, province-wide response to the pandemic that bolstered seniors supports and essential non-medical service delivery at community service agencies throughout B.C. SSSC was developed as a collaborative effort by United Way Healthy Aging, the Government of B.C. (Ministry of Health), the Office of the Seniors Advocate and bc211.

SOURCE(S): United Way of the Lower Mainland.

Healthy Aging: Year in Review April 1, 2020 - March 31, 2021 Annual Report. Healthy Aging, Population Health. [Received: September 1, 2021].

### 2.2 PERSONAL SUPPORT PROGRAMS

#### 2.2.4 SAFE SENIORS, STRONG COMMUNITIES PROGRAM

	2020/21
SENIORS SERVED	25,856
TOTAL SERVICES DELIVERED	863,651
VOLUNTEERS ENGAGED	13,064
TOTAL \$ INVESTED IN COMMUNITY	\$15,290,974
AGENCIES IN NETWORK	153

SOURCE(S): United Way of the Lower Mainland.

Healthy Aging: Year in Review April 1, 2020 - March 31, 2021 Annual Report. Healthy Aging, Population Health. [Received: September 1, 2021].

# HOUSING DATA TABLES

## 3.1 HOMEOWNERS

### 3.1.1 AVERAGE HOME PRICES IN SELECT COMMUNITIES

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
KELOWNA	\$491,962	\$540,587	\$571,345	\$565,419	\$658,765	33.9%	16.5%
PORT ALBERNI	\$288,491	\$318,879	\$361,986	\$363,099	\$420,586	45.8%	15.8%
PRINCE GEORGE	\$269,837	\$288,959	\$316,485	\$337,746	\$364,889	35.2%	8.0%
PRINCE RUPERT	\$255,515	\$263,312	\$283,236	\$285,747	\$318,841	24.8%	11.6%
TERRACE	\$281,638	\$282,849	\$315,575	\$352,542	\$359,665	27.7%	2.0%
CITY OF VANCOUVER	\$1,372,434	\$1,337,094	\$1,315,717	\$1,200,470	\$1,309,910	-4.6%	9.1%
VICTORIA	\$578,536	\$638,401	\$688,100	\$680,249	\$768,626	32.9%	13.0%
B.C.	\$690,351	\$708,875	\$711,379	\$700,376	\$781,572	13.2%	11.6%

SOURCE(S): B.C. Real Estate Association. Average Home Prices by Municipality. [Received: April 14, 2021].

## 3.1 HOMEOWNERS

### 3.1.2 MUNICIPAL HOME OWNERSHIP COSTS

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
PROPERTY TAX & MUNICIPAL CHARGES*	\$3,535	\$3,652	\$3,833	\$4,142	\$4,110	16.3%	-0.8%
	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
ELECTRICITY % CHANGE FROM PREVIOUS YEAR	3.5%	3.0%	1.8%	-1.0%	1.2%	n/a	1.2%

NOTE(S): \*Estimated by averaging the property taxes and municipal charges for a representative house in over 161 communities across B.C.

SOURCE(S): Ministry of Municipal Affairs and Housing.  
704-Taxes and Charges on a Representative House - 2021. Municipal Tax Rates & Tax Burden. [Cited: October 19, 2021].  
<https://www2.gov.bc.ca/gov/content/governments/local-governments/facts-framework/statistics/tax-rates-tax-burden>

BC Hydro. Fact Sheet: BC Hydro Rates. [Online][Cited: October 19, 2021].  
[https://www.bchydro.com/news/press\\_centre/news\\_releases/2021/bc-hydro-rates.html](https://www.bchydro.com/news/press_centre/news_releases/2021/bc-hydro-rates.html)

# HOUSING

## DATA TABLES CONTINUED

### 3.1 HOMEOWNERS

#### 3.1.3 HOMEOWNERS GRANTS FOR RURAL AND MUNICIPAL PROPERTIES

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
SENIORS GRANTS	n/a	n/a	402,261	423,193	439,755	n/a	3.9%
ADDITIONAL GRANTS	n/a	n/a	10,018	8,909	8,500	n/a	-4.6%
TOTAL GRANTS	n/a	n/a	412,279	432,102	448,255	n/a	3.7%

SOURCE(S): Ministry of Finance. Property Taxation Branch. [Received: October 15, 2021]

### 3.1 HOMEOWNERS

#### 3.1.4 TOTAL CUMULATIVE AMOUNT OF PROPERTY TAX DEFERRED

	2017 (OCTOBER 31)	2018 (OCTOBER 31)	2019 (SEPTEMBER 30)	2020 (MARCH 30)	2021 (MARCH 31)	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
CUMULATIVE TAX DEFERRED (MILLIONS)	\$957.20	\$1,133.60	\$1,350.40	\$1,372.20	\$1,666.38	74.1%	21.4%

SOURCE(S): Ministry of Finance. Property Taxation Branch. [Received: October 15, 2021]

### 3.1 HOMEOWNERS

#### 3.1.5 NEW AND TOTAL AMOUNT OF TAXES DEFERRED

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
NEW TAX AMOUNT DEFERRED	\$37,163,981	\$47,923,501	\$37,168,807	\$43,126,520	\$33,541,647	-9.7%	-22.2%
CONTINUED TAX AMOUNT DEFERRED	\$124,670,607	\$160,944,837	\$199,965,700	\$241,393,668	\$252,211,681	102.3%	4.5%
TOTAL AMOUNT DEFERRED	\$161,834,588	\$208,868,338	\$237,134,507	\$284,520,188	\$285,753,328	76.6%	0.4%

SOURCE(S): Ministry of Finance. Property Taxation Branch. [Received: October 15, 2021]

### 3.1 HOMEOWNERS

#### 3.1.6 DEFERRED PROPERTY TAXES REPAID TO THE PROVINCE

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
DEFERRED PROPERTY TAXES REPAID (MILLIONS)	\$81.2	\$72.5	\$67.6	\$76.3	\$118.4	45.8%	55.2%

SOURCE(S): Ministry of Finance. Property Taxation Branch. [Received: October 15, 2021]

### 3.1 HOMEOWNERS

#### 3.1.7 NUMBER OF PROPERTY TAX DEFERMENT USERS

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
NEW USERS	10,775	13,719	11,879	10,670	9,051	-16.0%	-15.2%
RENEWALS	33,287	40,061	47,765	54,550	57,454	72.6%	5.3%
OPEN ACCOUNTS NOT DEFERRING TAXES	3,500	3,525	3,937	4,537	5,562	58.9%	22.6%
B.C.	47,562	57,305	63,581	69,757	72,067	51.5%	3.3%

SOURCE(S): Ministry of Finance. Property Taxation Branch. [Received: October 15, 2021]

# HOUSING

## DATA TABLES CONTINUED

### 3.1 HOMEOWNERS

#### 3.1.8 YEARLY INTEREST CHARGES PAID ON AVERAGE DEFERRED TAXES

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
INTEREST RATES APR-SEP / OCT-MAR	0.70% / 0.70%	0.70% / 0.70%	1.20% / 1.45%	1.95% / 1.95%	1.95% / 0.45%	N/A	N/A
VANCOUVER							
AVERAGE DEFERRED TAXES	\$6,121	\$6,533	\$6,704	\$8,038	\$7,656	25.1%	-4.8%
ANNUAL INTEREST PAID	\$42.85	\$45.73	\$88.82	\$156.74	\$91.87	114.4%	-41.4%
LOWER MAINLAND							
AVERAGE DEFERRED TAXES	\$4,468	\$4,751	\$4,772	\$5,231	\$5,003	12.0%	-4.4%
ANNUAL INTEREST PAID	\$31.28	\$33.26	\$63.23	\$102.00	\$60.04	91.9%	-41.1%
CAPITAL REGIONAL DISTRICT							
AVERAGE DEFERRED TAXES	\$3,540	\$3,678	\$3,831	\$4,035	\$4,118	16.3%	2.1%
ANNUAL INTEREST PAID	\$24.78	\$25.75	\$50.76	\$78.68	\$49.42	99.4%	-37.2%
B.C.							
AVERAGE DEFERRED TAXES	\$3,751	\$3,987	\$4,064	\$4,362	\$4,297	14.6%	-1.5%
ANNUAL INTEREST PAID	\$26.26	\$27.91	\$53.85	\$85.06	\$51.56	96.3%	-39.4%

SOURCE(S): Ministry of Finance. Property Taxation Branch. [Received: October 15, 2021]

### 3.2 RENTING

#### 3.2.1 VACANCY RATES (1 BEDROOM), AT OCTOBER

	2016	2017	2018	2019	2020	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
ABBOTSFORD-MISSION	0.9%	0.2%	0.7%	0.6%	0.6%	-0.3%	0.0%
KELOWNA	0.8%	0.2%	3.5%	3.7%	1.5%	0.7%	-2.2%
NELSON	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
PRINCE GEORGE	n/a	5.1%	5.7%	4.4%	4.2%	n/a	-0.2%
TERRACE	2.5%	3.2%	n/a	2.6%	8.2%	5.7%	5.6%
VANCOUVER	0.7%	0.9%	1.1%	1.0%	2.5%	1.8%	1.5%
VICTORIA	0.5%	0.7%	1.2%	0.9%	2.1%	1.6%	1.2%
<b>B.C.</b>	<b>1.1%</b>	<b>1.1%</b>	<b>1.4%</b>	<b>1.3%</b>	<b>2.3%</b>	<b>1.2%</b>	<b>1.0%</b>

SOURCE(S): Canada Mortgage and Housing Corporation. Primary Rental Market Statistics - British Columbia.  
[Online][Cited: January 5, 2022] <https://www03.cmhc-schl.gc.ca/hmip-pimh/en/#Profile/59/2/British%20Columbia>

### 3.2 RENTING

#### 3.2.2 AVERAGE RENTS (1 BEDROOM) AND SAFER RENT CEILINGS FOR SINGLE PERSONS

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
ZONE 1 SAFER RENT CEILING	\$765	\$765	\$803	\$803	\$803	5.0%	0.0%
VANCOUVER AVERAGE RENT	\$1,159	\$1,223	\$1,307	\$1,382	\$1,415	22.1%	2.4%
ZONE 2 SAFER RENT CEILING	\$667	\$667	\$767	\$767	\$767	15.0%	0.0%
KELOWNA AVERAGE RENT	\$863	\$937	\$1,003	\$1,095	\$1,144	32.6%	4.5%
ZONE 3 SAFER RENT CEILING	\$667	\$667	\$734	\$734	\$734	10.0%	0.0%
PORT ALBERNI AVERAGE RENT	\$575	\$611	\$637	\$679	\$720	25.2%	6.0%
<b>B.C. AVERAGE RENT</b>	<b>\$1,051</b>	<b>\$1,114</b>	<b>\$1,193</b>	<b>\$1,260</b>	<b>\$1,297</b>	<b>23.4%</b>	<b>2.9%</b>

SOURCE(S): Canada Mortgage and Housing Corporation. Primary Rental Market Statistics - British Columbia.  
[Online][Cited: January 5, 2022]. <https://www03.cmhc-schl.gc.ca/hmip-pimh/en/#Profile/59/2/British%20Columbia>

BC Housing. Shelter Aid for Elderly Renters (SAFER). [Online][Cited: October 20, 2021].  
<https://www.bchousing.org/housing-assistance/rental-assistance-programs/SAFER>

# HOUSING

## DATA TABLES CONTINUED

### 3.2 RENTING

#### 3.2.3 SAFER RECIPIENTS, AT MARCH 31

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
SAFER RECIPIENTS - ALL	21,504	22,956	24,233	24,974	25,199	17.2%	0.9%
SAFER RECIPIENTS - FIRST TIME USERS	4,193	4,454	4,458	4,261	3,921	-6.5%	-8.0%
PERCENT NEW APPLICANTS & ADDITIONS	19.5%	19.4%	18.4%	17.1%	15.6%	-20.2%	-8.8%
NUMBER OF SAFER RECIPIENTS THAT ARE SINGLE	20,274	21,649	22,793	23,490	23,791	17.3%	1.3%
PERCENT OF SAFER RECIPIENTS THAT ARE SINGLE	94.3%	94.3%	94.1%	94.1%	94.4%	0.1%	0.4%
AVERAGE MONTHLY INCOME OF SINGLE SAFER RECIPIENTS	\$1,521	\$1,540	\$1,589	\$1,636	\$1,675	10.1%	2.4%
AVERAGE MONTHLY RENT FOR SAFER RECIPIENTS	\$919	\$948	\$997	\$1,036	\$1,052	14.5%	1.5%
AVERAGE MONTHLY SAFER SUBSIDY	\$187	\$189	\$215	\$207	\$199	6.4%	-3.9%

SOURCE(S): BC Housing. Shelter Aid For Elderly Renters, Seniors' Subsidized Housing and Home Adaptations for Independence Report.  
[Received: October 15, 2021].

### 3.2 RENTING

#### 3.2.4 NUMBER OF SENIORS SUBSIDIZED HOUSING (SSH) UNITS, AT MARCH 31

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>IHA</b>							
UNITS	4,966	4,743	4,929	5,104	5,117	3.0%	0.3%
UNITS PER 1,000 POPULATION 55+	17	16	16	16	16	-5.9%	0.0%
<b>FHA</b>							
UNITS	8,625	8,233	8,346	8,550	9,002	4.4%	5.3%
UNITS PER 1,000 POPULATION 55+	17	16	15	15	16	-5.9%	6.7%
<b>VCHA</b>							
UNITS	12,091	11,695	11,338	11,439	11,316	-6.4%	-1.1%
UNITS PER 1,000 POPULATION 55+	35	33	31	30	29	-17.1%	-3.3%
<b>VIHA</b>							
UNITS	5,128	4,764	4,516	4,915	4,958	-3.3%	0.9%
UNITS PER 1,000 POPULATION 55+	16	15	14	15	14	-12.5%	-6.7%
<b>NHA</b>							
UNITS	1,198	1,273	1,377	1,292	1,275	6.4%	-1.3%
UNITS PER 1,000 POPULATION 55+	15	16	16	15	14	-6.7%	-6.7%
<b>B.C.</b>							
UNITS	32,008	30,708	30,506	31,300	31,668	-1.1%	1.2%
UNITS PER 1,000 POPULATION 55+	21	19	19	19	18	-14.3%	-5.3%

NOTE(S): Seniors' subsidized housing is targeted for people aged 55+. Values for "per 1,000 population 55+" are rounded to whole numbers.

SOURCE(S): BC Housing. Shelter Aid For Elderly Renters, Seniors' Subsidized Housing and Home Adaptations for Independence Report.  
[Received: October 15, 2021].

# HOUSING

## DATA TABLES CONTINUED

### 3.2 RENTING

#### 3.2.5 NUMBER OF APPLICANTS FOR SENIORS SUBSIDIZED HOUSING

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
APPLICANTS HOUSED	616	618	561	648	714	15.9%	10.2%
APPLICANTS WAITING AT YEAR END	5,986	6,393	7,275	8,069	8,706	45.4%	7.9%
B.C. TOTAL	6,602	7,011	7,836	8,717	9,420	42.7%	8.1%

SOURCE(S): BC Housing. Shelter Aid For Elderly Renters, Seniors' Subsidized Housing and Home Adaptations for Independence Report.  
[Received: October 15, 2021].

# TRANSPORTATION DATA TABLES

## 4.1 ACTIVE DRIVERS

### 4.1.1 ACTIVE DRIVER'S LICENSES BY AGE GROUP

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
65-69	255,000	258,800	264,600	272,000	281,100	10.2%	3.3%
70-74	180,000	196,000	207,200	219,200	233,400	29.7%	6.5%
75-79	116,000	123,800	131,600	139,400	147,200	26.9%	5.6%
80-84	65,000	66,600	69,100	71,800	79,800	22.8%	11.1%
85+	39,000	40,100	41,800	42,800	48,500	24.4%	13.3%
<b>B.C. TOTAL</b>	<b>655,000</b>	<b>685,300</b>	<b>714,300</b>	<b>745,200</b>	<b>790,000</b>	<b>20.6%</b>	<b>6.0%</b>

NOTE(S): Rounded to the nearest 100

SOURCE(S): Insurance Corporation of British Columbia.

Driver licence renewals and surrenders for drivers aged 65 and over 2020. (Received: May 10, 2021).

## 4.1 ACTIVE DRIVERS

### 4.1.2 SENIORS WITH ACTIVE DRIVER'S LICENSES BY GEOGRAPHIC REGION, 2020

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
FRASER VALLEY	150,000	155,600	207,600	217,400	230,500	53.7%	6.0%
GREATER VANCOUVER	167,700	174,600	146,100	152,000	159,400	-4.9%	4.9%
NORTH CENTRAL	40,700	42,500	44,300	46,300	49,200	20.9%	6.3%
SOUTHERN INTERIOR	136,500	141,900	147,200	152,800	162,000	18.7%	6.0%
VANCOUVER ISLAND	156,000	163,300	169,100	176,700	188,900	21.1%	6.9%
UNKNOWN	4,600	7,400	0	100	0	-100.0%	-100.0%
<b>B.C. TOTAL</b>	<b>655,500</b>	<b>685,300</b>	<b>714,300</b>	<b>745,300</b>	<b>790,000</b>	<b>20.5%</b>	<b>6.0%</b>

NOTE(S): Rounded to the nearest 100

SOURCE(S): Source: Insurance Corporation of British Columbia.

Driver licence renewals and surrenders for drivers aged 65 and over 2020. (Received: May 10, 2021).

## 4.1 ACTIVE DRIVERS

### 4.1.3 DRIVERS WHO RENEWED AND SURRENDERED THEIR LICENSE

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
RENEWED LICENSE	130,966	132,595	129,758	137,876	157,467	20.2%	14.2%
SURRENDERED LICENSE	11,709	11,970	13,125	13,431	8,703	-25.7%	-35.2%

SOURCE(S): Insurance Corporation of British Columbia.

Driver licence renewals and surrenders for drivers aged 65 and over 2020. (Received: May 10, 2021).

# TRANSPORTATION

## DATA TABLES CONTINUED

### 4.1 ACTIVE DRIVERS

#### 4.1.4 ROADSAFETYBC DRIVER FITNESS CASE DECISIONS, <80

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
DRIVER FITNESS CASES OPENED	101,086	98,050	98,350	104,800	91,450	-9.5%	-12.7%
DRIVERS REFERRED FOR AN ENHANCED ROAD ASSESSMENT (ERA)	n/a	n/a	1,758	1,328	645	n/a	-51.4%
DRIVERS REFERRED FOR A DRIVEABLE COGNITIVE ASSESSMENT	200	260	20	n/a	n/a	n/a	n/a
CASE DECISIONS							
DRIVERS ULTIMATELY FOUND FIT TO DRIVE	91,430	87,830	87,280	92,100	72,850	-20.3%	-20.9%
DRIVERS THAT DID NOT RESPOND; CANCELLED LICENSE	1,500	1,700	3,000	6,000	2,360	57.3%	-60.7%
DRIVERS THAT VOLUNTARILY SURRENDERED THEIR LICENSE	350	300	175	290	100	-71.4%	-65.5%
DRIVERS FOUND MEDICALLY UNFIT TO DRIVE	4,800	4,750	2,830	3,940	1,140	-76.3%	-71.1%
CASES REMAINING OPEN AT TIME OF REPORTING	2,700	3,280	4,885	2,300	14,900	451.9%	547.8%
DRIVER DECEASED	270	170	160	200	100	-63.0%	-50.0%

NOTE(S): Data has been rounded, resulting in some totals not adding up as expected. The counts are subject to ongoing revisions as new information is received by RoadSafetyBC. A year's cases are generally not considered to be settled until 12-18 months have passed. It is not possible to identify the number of cases involving a DMER form, but it is estimated that over 95% of cases involve the DMER form. The decrease in cases opened in 2020 was due primarily to precautionary measures taken by RoadSafetyBC to limit exposure of drivers to doctor office visits.

SOURCE(S): Ministry of Public Safety and Solicitor General. Driver Fitness Cases.  
RoadSafetyBC. [Received: September 7, 2021].

#### 4.1 ACTIVE DRIVERS

##### 4.1.5 ROADSAFETYBC DRIVER FITNESS CASE DECISIONS, 80+

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>DRIVER FITNESS CASES OPENED</b>	65,835	70,200	72,100	75,300	69,930	6.2%	-7.1%
<b>DRIVERS REFERRED FOR AN ENHANCED ROAD ASSESSMENT (ERA)</b>	n/a	n/a	4,786	4,027	2,556	n/a	-36.5%
<b>DRIVERS REFERRED FOR A DRIVEABLE COGNITIVE ASSESSMENT</b>	900	1,100	90	n/a	n/a	n/a	n/a
<b>CASE DECISIONS</b>							
<b>DRIVERS ULTIMATELY FOUND FIT TO DRIVE</b>	53,650	57,500	58,250	61,050	53,300	-0.7%	-12.7%
<b>DRIVERS THAT DID NOT RESPOND; CANCELLED LICENSE</b>	3,200	3,200	4,500	8,120	3,200	0.0%	-60.6%
<b>DRIVERS THAT VOLUNTARILY SURRENDERED THEIR LICENSE</b>	2,000	1,200	1,600	1,800	350	-82.5%	-80.6%
<b>DRIVERS FOUND MEDICALLY UNFIT TO DRIVE</b>	1,200	1,560	1,965	1,800	1,450	20.8%	-19.4%
<b>CASES REMAINING OPEN AT TIME OF REPORTING</b>	4,423	6,400	5,250	1,740	11,300	155.5%	549.4%
<b>DRIVER DECEASED</b>	1,400	330	525	800	350	-75.0%	-56.3%

NOTE(S): Data has been rounded, resulting in some totals not adding up as expected. The counts are subject to ongoing revisions as new information is received by RoadSafetyBC. A year's cases are generally not considered to be settled until 12-18 months have passed. It is not possible to identify the number of cases involving a DMER form, but it is estimated that over 95% of cases involve the DMER form. The decrease in cases opened in 2020 was due primarily to precautionary measures taken by RoadSafetyBC to limit exposure of drivers to doctor office visits.

SOURCE(S): Ministry of Public Safety and Solicitor General. Driver Fitness Cases.  
RoadSafetyBC. [Received: September 7, 2021].

# TRANSPORTATION

## DATA TABLES CONTINUED

### 4.1 ACTIVE DRIVERS

#### 4.1.6 ROADSAFETYBC DRIVER FITNESS CASE DECISIONS, ALL AGES

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
DRIVER FITNESS CASES OPENED	166,921	168,250	170,450	180,100	161,380	-3.3%	-10.4%
DRIVERS REFERRED FOR AN ENHANCED ROAD ASSESSMENT (ERA)	n/a	n/a	6,544	5,355	3,201	n/a	-40.2%
DRIVERS REFERRED FOR A DRIVEABLE COGNITIVE ASSESSMENT	1,100	1,360	110	n/a	n/a	n/a	n/a
CASE DECISIONS							
DRIVERS ULTIMATELY FOUND FIT TO DRIVE	145,080	145,330	145,530	153,150	126,150	-13.0%	-17.6%
DRIVERS THAT DID NOT RESPOND; CANCELLED LICENSE	4,700	4,900	7,500	14,120	5,560	18.3%	-60.6%
DRIVERS THAT VOLUNTARILY SURRENDERED THEIR LICENSE	2,350	1,500	1,775	2,090	450	-80.9%	-78.5%
DRIVERS FOUND MEDICALLY UNFIT TO DRIVE	6,000	6,310	4,795	5,740	2,590	-56.8%	-54.9%
CASES REMAINING OPEN AT TIME OF REPORTING	7,123	9,680	10,135	4,040	26,200	267.8%	548.5%
DRIVER DECEASED	1,670	500	685	1,000	450	-73.1%	-55.0%

NOTE(S): Data has been rounded, resulting in some totals not adding up as expected. The counts are subject to ongoing revisions as new information is received by RoadSafetyBC. A year's cases are generally not considered to be settled until 12-18 months have passed. It is not possible to identify the number of cases involving a DMER form, but it is estimated that over 95% of cases involve the DMER form. The decrease in cases opened in 2020 was due primarily to precautionary measures taken by RoadSafetyBC to limit exposure of drivers to doctor office visits.

SOURCE(S): Ministry of Public Safety and Solicitor General. Driver Fitness Cases.  
RoadSafetyBC. [Received: September 7, 2021].

## 4.2 PUBLIC TRANSPORTATION

### 4.2.1 PUBLIC TRANSPORTATION AVAILABILITY, BC TRANSIT

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>NUMBER OF HANDYDART SYSTEMS</b>	n/a	24	24	26	26	n/a	0.0%
WITH SERVICES 7 DAYS A WEEK	n/a	5	4	4	4	n/a	0.0%
WITH EVENING SERVICES (PAST 6PM)	n/a	4	5	6	6	n/a	0.0%
<b>NUMBER OF FIXED-ROUTE TRANSIT SYSTEMS</b>	n/a	25	25	25	25	n/a	0.0%
WITH SERVICES 7 DAYS A WEEK	n/a	19	20	20	20	n/a	0.0%
WITH EVENING SERVICES (PAST 6PM)	n/a	25	25	25	25	n/a	0.0%
<b>NUMBER OF FLEXIBLE PARA-TRANSIT SYSTEMS</b>	n/a	32	32	32	32	n/a	0.0%

SOURCE(S): BC Transit.  
BC Transit Transportation Services Report. [Received: July 9, 2021].

# TRANSPORTATION

## DATA TABLES CONTINUED

### 4.2 PUBLIC TRANSPORTATION

#### 4.2.2 PUBLIC TRANSPORTATION AVAILABILITY, TRANSLINK

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
NUMBER OF HANDYDART SYSTEMS	1	1	1	1	1	0.0%	0.0%
WITH SERVICES 7 DAY A WEEK	1	1	1	1	1	0.0%	0.0%
WITH EVENING SERVICES (PAST 6PM)	1	1	1	1	1	0.0%	0.0%
NUMBER OF FIXED-ROUTE TRANSIT SYSTEMS	1	1	1	1	1	0.0%	0.0%
WITH SERVICES 7 DAY A WEEK	1	1	1	1	1	0.0%	0.0%
WITH EVENING SERVICES (PAST 6PM)	1	1	1	1	1	0.0%	0.0%
NUMBER OF FLEXIBLE PARA-TRANSIT SYSTEMS	0	0	0	0	0	n/a	n/a

SOURCE(S): TransLink.  
TransLink Transportation Services Report. [Received: June 8, 2021].

## 4.2 PUBLIC TRANSPORTATION

### 4.2.3 MONTHLY CONVENTIONAL TRANSIT RIDERSHIP

	BC TRANSIT			TRANSLINK		
	2019	2020	% CHANGE IN LAST YEAR	2019 (MILLIONS)	2020 (MILLIONS)	% CHANGE IN LAST YEAR
JANUARY	5,077,790	5,222,754	2.9%	37.60	36.66	-2.5%
FEBRUARY	4,722,817	5,064,745	7.2%	32.63	35.07	7.5%
MARCH	5,019,246	3,732,370	-25.6%	37.99	23.11	-39.2%
APRIL	4,958,710	1,196,363	-75.9%	36.44	6.42	-82.4%
MAY	4,369,590	1,553,609	-64.4%	39.36	8.14	-79.3%
JUNE	4,190,895	1,682,799	-59.8%	38.20	13.23	-65.4%
JULY	4,143,420	1,940,761	-53.2%	39.90	15.97	-60.0%
AUGUST	3,995,734	2,187,470	-45.3%	37.77	16.13	-57.3%
SEPTEMBER	5,222,557	2,525,028	-51.7%	39.63	16.50	-58.4%
OCTOBER	5,338,385	2,591,169	-51.5%	41.13	17.24	-58.1%
NOVEMBER	5,243,973	2,538,168	-51.6%	36.85	15.18	-58.8%
DECEMBER	4,933,338	2,444,479	-50.4%	33.88	14.44	-57.4%

SOURCE(S):

BC Transit. BC Transit Transportation Services Report. [Received: July 9, 2021].

TransLink. TransLink Transportation Services Report. [Received: June 8, 2021].

# TRANSPORTATION

## DATA TABLES CONTINUED

### 4.2 PUBLIC TRANSPORTATION

#### 4.2.4 SENIORS FARES IN SELECT MUNICIPALITIES

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>VANCOUVER</b>							
CONVENTIONAL - ONE-WAY TRIP	\$1.80- \$3.80	\$1.90- \$3.90	\$1.95- \$3.95	\$1.95- \$3.95	\$2.00- \$4.05	n/a	n/a
CONVENTIONAL - MONTHLY PASS	\$53	\$54	\$56	\$56	\$57.30	8.1%	2.3%
HANDYDART - ONE-WAY TRIP	\$2.85	\$2.95	\$2.40	\$3.00	\$3.05	7.0%	1.7%
HANDYDART - MONTHLY PASS	\$93	\$95	\$98	\$98	\$100.25	7.8%	2.3%
<b>VICTORIA</b>							
CONVENTIONAL - ONE-WAY TRIP	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	0.0%	0.0%
CONVENTIONAL - MONTHLY PASS	\$45	\$45	\$45	\$45	\$45	0.0%	0.0%
HANDYDART - ONE-WAY TRIP	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	0.0%	0.0%
HANDYDART - MONTHLY PASS	\$85	\$85	\$45	\$45	\$45	-47.1%	0.0%
<b>QUESNEL</b>							
CONVENTIONAL - ONE-WAY TRIP	\$1.50	\$1.50	\$1.75	\$1.50	\$1.50	0.0%	0.0%
CONVENTIONAL - MONTHLY PASS	\$25	\$25	\$25	\$25	\$25	0.0%	0.0%
HANDYDART - ONE-WAY TRIP	\$3.00 (in town)	\$3.00 (in town)	\$3.00- \$9.00	\$3.00- \$9.00	\$3.00- \$9.00	n/a	n/a
HANDYDART - MONTHLY PASS	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>WEST KOOTENAY</b>							
CONVENTIONAL - ONE-WAY TRIP	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	0.0%	0.0%
CONVENTIONAL - MONTHLY PASS	\$45	\$60	\$45	\$45	\$45	0.0%	0.0%
HANDYDART - ONE-WAY TRIP	\$2	\$1.25- \$2.50	\$1.25- \$2.50	\$1.25- \$2.50	\$1.25- \$2.50	n/a	n/a
HANDYDART - MONTHLY PASS	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>CHILLIWACK</b>							
CONVENTIONAL - ONE-WAY TRIP	\$1.75	\$1.75	\$1.75	\$1.75	\$1.75	0.0%	0.0%
CONVENTIONAL - MONTHLY PASS	\$35	\$35	\$35	\$35	\$35	0.0%	0.0%
HANDYDART - ONE-WAY TRIP	\$2	\$2	\$2.00- \$2.75	\$2.00- \$2.75	\$2.00- \$2.75	n/a	n/a
HANDYDART - MONTHLY PASS	n/a	n/a	n/a	n/a	n/a	n/a	n/a

SOURCE(S): Local Transit System Websites.  
[Online] [Cited: September 20, 2021].

4.2 PUBLIC TRANSPORTATION  
**4.2.5 BUS STOP AMENITIES**

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>METRO VANCOUVER</b>							
NUMBER OF BUS STOPS	n/a	8,377	8,365	8,399	8,301	n/a	-1.2%
WITH A BENCH	n/a	1,871	2,131	2,131	2,131	n/a	0.0%
WITH A SHELTER	n/a	1,613	1,835	3,400	3,400	n/a	0.0%
NO AMENITIES	n/a	4,893	4,399	2,868	2,770	n/a	-3.4%
<b>VICTORIA REGIONAL</b>							
NUMBER OF BUS STOPS	n/a	2,362	2,377	2,376	2,375	n/a	0.0%
WITH A BENCH	n/a	664	779	875	901	n/a	3.0%
WITH A SHELTER	n/a	532	617	673	695	n/a	3.3%
NO AMENITIES	n/a	1,166	981	828	779	n/a	-5.9%
<b>REST OF PROVINCE</b>							
NUMBER OF BUS STOPS	n/a	6,033	8,032	8,289	8,421	n/a	1.6%
WITH A BENCH	n/a	1,624	2,217	2,297	2,322	n/a	1.1%
WITH A SHELTER	n/a	589	878	972	988	n/a	1.6%
NO AMENITIES	n/a	3,820	4,937	5,020	5,111	n/a	1.8%
<b>B.C.</b>							
NUMBER OF BUS STOPS	n/a	16,772	18,774	19,064	19,097	n/a	0.2%
WITH A BENCH	n/a	4,159	5,127	5,303	5,354	n/a	1.0%
WITH A SHELTER	n/a	2,734	3,330	5,045	5,083	n/a	0.8%
NO AMENITIES	n/a	9,879	10,317	8,716	8,660	n/a	-0.6%

SOURCE(S): BC Transit. BC Transit Transportation Services Report. [Received: July 9, 2021].  
 TransLink. TransLink Transportation Services Report. [Received: June 8, 2021].

# TRANSPORTATION

## DATA TABLES CONTINUED

### 4.2 PUBLIC TRANSPORTATION

#### 4.2.6 B.C. BUS PASS PROGRAM

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
SENIORS RECEIVING A BUS PASS	58,620	58,981	61,290	65,463	64,343	9.8%	-1.7%
PERSONS WITH DISABILITY RECEIVING A BUS PASS	37,030	38,150	41,111	41,014	42,610	15.1%	3.9%

SOURCE(S): Ministry of Social Development and Poverty Reduction. [Received October 14, 2021].

### 4.2 PUBLIC TRANSPORTATION

#### 4.2.7 ACTIVE HANDYDART CLIENTS, AS OF MARCH 31

	2017*	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
BC TRANSIT	23,581	20,739	19,820	19,624	15,527	-34.2%	-20.9%
TRANSLINK	23,506	24,735	25,756	26,395	19,855	-15.5%	-24.8%
B.C.	47,087	45,474	45,576	46,019	35,382	-24.9%	-23.1%

NOTE(S): \*BC Transit data for 2017 is as of August 31, 2107.

SOURCE(S): BC Transit. BC Transit Transportation Services Report. [Received: July 9, 2021].

TransLink. TransLink Transportation Services Report. [Received: June 8, 2021].

### 4.2 PUBLIC TRANSPORTATION

#### 4.2.8 NEW HANDYDART CLIENTS

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
BC TRANSIT	6,250	6,125	5,928	6,287	2,666	-57.3%	-57.6%
TRANSLINK	7,685	7,847	8,784	8,891	4,792	-37.6%	-46.1%
B.C.	13,935	13,972	14,712	15,178	7,458	-46.5%	-50.9%

SOURCE(S): BC Transit. BC Transit Transportation Services Report. [Received: July 9, 2021].

TransLink. TransLink Transportation Services Report. [Received: June 8, 2021].

#### 4.2 PUBLIC TRANSPORTATION

##### 4.2.9 HANDYDART REGULAR RIDE REQUESTS

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>TRANSLINK</b>	<b>1,249,768</b>	<b>1,272,006</b>	<b>1,335,139</b>	<b>1,402,928</b>	<b>630,990</b>	<b>-49.5%</b>	<b>-55.0%</b>
RIDES PROVIDED	1,227,327	1,249,916	1,315,409	1,381,842	620,143	-49.5%	-55.1%
UNFILLED RIDE REQUESTS	22,441	22,090	19,730	21,086	10,847	-51.7%	-48.6%
<b>BC TRANSIT</b>	<b>1,412,428</b>	<b>1,407,143</b>	<b>1,235,341</b>	<b>892,828</b>	<b>355,853</b>	<b>-74.8%</b>	<b>-60.1%</b>
RIDES PROVIDED	1,390,834	1,386,221	1,212,090	876,885	353,809	-74.6%	-59.7%
UNFILLED RIDE REQUESTS	21,594	20,922	23,251	15,943	2,044	-90.5%	-87.2%
<b>B.C.</b>	<b>2,662,196</b>	<b>2,679,149</b>	<b>2,570,480</b>	<b>2,295,756</b>	<b>986,843</b>	<b>-62.9%</b>	<b>-57.0%</b>
RIDES PROVIDED	2,618,161	2,636,137	2,527,499	2,258,727	973,952	-62.8%	-56.9%
UNFILLED RIDE REQUESTS	44,035	43,012	42,981	37,029	12,891	-70.7%	-65.2%

SOURCE(S): BC Transit. BC Transit Transportation Services Report. [Received: July 9, 2021].

TransLink. TransLink Transportation Services Report. [Received: June 8, 2021].

# TRANSPORTATION

## DATA TABLES CONTINUED

### 4.2 PUBLIC TRANSPORTATION

#### 4.2.10 MONTHLY HANDYDART RIDERSHIP

	BC TRANSIT			TRANSLINK		
	2019	2020	% CHANGE IN LAST YEAR	2019	2020	% CHANGE IN LAST YEAR
JANUARY	77,012	76,274	-1.0%	118,640	118,000	-0.5%
FEBRUARY	61,353	74,662	21.7%	87,820	129,000	46.9%
MARCH	74,125	45,720	-38.3%	115,610	80,000	-30.8%
APRIL	75,427	9,816	-87.0%	115,080	22,000	-80.9%
MAY	81,075	12,458	-84.6%	124,120	27,000	-78.2%
JUNE	73,338	19,576	-73.3%	115,140	34,000	-70.5%
JULY	76,033	27,780	-63.5%	120,300	43,000	-64.3%
AUGUST	69,725	28,661	-58.9%	112,180	46,000	-59.0%
SEPTEMBER	73,022	33,200	-54.5%	116,070	50,000	-56.9%
OCTOBER	80,882	37,308	-53.9%	128,020	53,000	-58.6%
NOVEMBER	77,488	37,925	-51.1%	120,010	49,000	-59.2%
DECEMBER	66,076	30,856	-53.3%	108,850	46,000	-57.7%

SOURCE(S): BC Transit. BC Transit Transportation Services Report. [Received: July 9, 2021].

TransLink. TransLink Transportation Services Report. [Received: June 8, 2021].

### 4.2 PUBLIC TRANSPORTATION

#### 4.2.11 HANDYDART COMPLAINTS

TRANSLINK	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
NUMBER OF COMPLAINTS RECEIVED	1,448	1,676	2,763	3,147	1,247	-13.9%	-60.4%
NUMBER OF COMPLAINTS ESCALATED FOR FURTHER PROCESSING *	25	52	30	30	15	-40.0%	-50.0%
BC TRANSIT	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
NUMBER OF COMPLAINTS RECEIVED	190	122	125	134	3	-98.4%	-97.8%
NUMBER OF COMPLAINTS ESCALATED FOR FURTHER PROCESSING **	0	0	0	0	3	n/a	n/a

NOTE(S): \* Estimated, as more customers are calling the escalation process as their first point of contact. \*\* BC Transit had very few complaints in 2020 due to extremely low ridership.

SOURCE(S): BC Transit. BC Transit Transportation Services Report. [Received: July 9, 2021].

TransLink. TransLink Transportation Services Report. [Received: June 8, 2021].

#### 4.3 TAXIS

##### 4.3.1 TAXI SAVER PROGRAM

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>TRANSLINK</b>							
NUMBER OF TAXI VOUCHER REQUESTS	59,342	61,536	65,055	66,039	38,667	-34.8%	-41.4%
TOTAL VALUE OF TAXI VOUCHERS PROVIDED	\$1,483,550	\$1,538,400	\$1,626,375	\$1,650,975	\$966,675	-34.8%	-41.4%
NUMBER OF HANDYCARD HOLDERS USING VOUCHERS	7,297	7,726	8,102	8,160	5,493	-24.7%	-32.7%
PERCENT OF HANDYCARD HOLDERS USING VOUCHERS	23.4%	22.7%	21.3%	19.9%	13.1%	-44.0%	-34.2%
AVERAGE AMOUNT SPENT ON VOUCHERS PER CLIENT	\$63.11	\$62.20	\$63.15	\$62.55	\$48.69	-22.9%	-22.2%
<b>BC TRANSIT</b>							
NUMBER OF TAXI VOUCHER REQUESTS	33,897	51,567	54,910	49,791	26,123	-22.9%	-47.5%
TOTAL VALUE OF TAXI VOUCHERS PROVIDED	\$1,355,861	\$2,062,638	\$2,196,409	\$1,991,652	\$1,044,944	-22.9%	-47.5%
NUMBER OF HANDYPASS HOLDERS USING VOUCHERS	n/a	n/a	n/a	n/a	n/a	n/a	n/a
PERCENT OF HANDYPASS HOLDERS USING VOUCHERS	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AVERAGE AMOUNT SPENT ON VOUCHERS PER CLIENT	\$57.50	\$99.46	\$110.82	\$101.49	\$67.30	17.0%	-33.7%
TOTAL VALUE OF TAXI VOUCHERS PROVIDED	\$2.8M	\$3.6M	\$3.8M	\$3.6M	\$2.0M	-29.2%	-44.8%

SOURCE(S): BC Transit. BC Transit Transportation Services Report. [Received: July 9, 2021].  
TransLink. TransLink Transportation Services Report. [Received: June 8, 2021].

# INCOME SUPPORTS DATA TABLES

## 5.1 COST OF LIVING

### 5.1.1 CONSUMER PRICE INDEX ANNUAL AVERAGE

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
B.C.	125.0	128.4	131.4	132.4	136.1	8.9%	2.8%
CANADA	130.4	133.4	136.0	137.0	141.6	8.6%	3.4%

SOURCE(S): Statistics Canada. Consumer Price Index, annual average, not seasonally adjusted.

Table 18-10-0005-01. [Online] [Cited: February 2, 2022].

<https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1810000501>

## 5.1 COST OF LIVING

### 5.1.2 MONTHLY CONSUMER PRICE INDEX, CANADA

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
JANUARY	129.5	131.7	133.6	136.8	138.2	6.7%	1.0%
FEBRUARY	129.7	132.5	134.5	137.4	138.9	7.1%	1.1%
MARCH	129.9	132.9	135.4	136.6	139.6	7.5%	2.2%
APRIL	130.4	133.3	136.0	135.7	140.3	7.6%	3.4%
MAY	130.5	133.4	136.6	136.1	141.0	8.0%	3.6%
JUNE	130.4	133.6	136.3	137.2	141.4	8.4%	3.1%
JULY	130.4	134.3	137.0	137.2	142.3	9.1%	3.7%
AUGUST	130.5	134.2	136.8	137.0	142.6	9.3%	4.1%
SEPTEMBER	130.8	133.7	136.2	136.9	142.9	9.3%	4.4%
OCTOBER	130.9	134.1	136.6	137.5	143.9	9.9%	4.7%
NOVEMBER	131.3	133.5	136.4	137.7	144.2	9.8%	4.7%
DECEMBER	130.8	133.4	136.4	137.4	144.0	10.1%	4.8%

SOURCE(S): Statistics Canada. Consumer Price Index by product group, monthly, percentage change, not seasonally adjusted, Canada, provinces, Whitehorse, Yellowknife and Iqaluit. Table 18-10-0004-13. [Online] [Cited: February 2, 2022]. <https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1810000413>

## 5.1 COST OF LIVING

### 5.1.3 MONTHLY CONSUMER PRICE INDEX, B.C.

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
JANUARY	123.5	126.1	129.1	132.1	133.6	8.2%	1.1%
FEBRUARY	123.6	127.0	129.8	132.9	134.1	8.5%	0.9%
MARCH	124.2	127.4	130.7	132.3	134.9	8.6%	2.0%
APRIL	124.4	127.7	131.2	131.2	135.2	8.7%	3.0%
MAY	125.0	128.4	131.8	131.5	135.1	8.1%	2.7%
JUNE	125.2	128.6	131.9	132.6	135.8	8.5%	2.4%
JULY	125.6	129.7	132.4	132.6	136.7	8.8%	3.1%
AUGUST	125.9	129.6	132.2	132.4	137.0	8.8%	3.5%
SEPTEMBER	125.7	128.9	132.0	132.5	137.2	9.1%	3.5%
OCTOBER	125.6	129.4	132.2	132.9	137.9	9.8%	3.8%
NOVEMBER	125.9	128.9	131.8	133.3	138.1	9.7%	3.6%
DECEMBER	125.2	129.0	131.7	132.8	138.0	10.2%	3.9%

SOURCE(S): Statistics Canada. Consumer Price Index by product group, monthly, percentage change, not seasonally adjusted, Canada, provinces, Whitehorse, Yellowknife and Iqaluit. Table 18-10-0004-13. [Online] [Cited: February 2, 2022]. <https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1810000413>

## 5.2 FEDERAL AND PROVINCIAL SUPPORTS

### 5.2.1 FEDERAL INCOME SUPPLEMENTS FOR LOW INCOME SENIORS, AT MARCH 31

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
SENIORS RECEIVING OAS	797,176	828,067	859,167	891,384	924,059	15.9%	3.7%
SENIORS RECEIVING GIS	246,517	254,216	263,764	274,216	291,817	18.4%	6.4%

SOURCE(S): Government of Canada. Number of Persons Receiving OAS by Province and by Type (20210930-svpres-oasben). [Online] [Cited: October 15, 2021]. <https://open.canada.ca/data/en/dataset/77381606-95c0-411a-a7cd-eba5d038c1c4>

# INCOME SUPPORTS

## DATA TABLES CONTINUED

### 5.2 FEDERAL AND PROVINCIAL SUPPORTS

#### 5.2.2 PROVINCIAL SUPPLEMENT FOR LOW INCOME SENIORS

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
SENIORS RECEIVING BC SENIOR'S SUPPLEMENT	62,035	63,166	64,688	65,747	68,381	10.2%	4.0%

SOURCE(S): Ministry of Social Development and Poverty Reduction. (Received: October 7, 2021).

### 5.2 FEDERAL AND PROVINCIAL SUPPORTS

#### 5.2.3 MONTHLY FEDERAL AND PROVINCIAL SUPPLEMENTS FOR A SINGLE LOW INCOME SENIORS LIVING ALONE, AT OCTOBER EACH YEAR

	2017	2018	2019	2020	2021	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
OAS	\$585.49	\$600.85	\$613.53	\$614.14	\$635.26	8.5%	3.4%
GIS	\$874.48	\$897.42	\$916.38	\$917.29	\$948.82	8.5%	3.4%
B.C. SENIOR'S SUPPLEMENT	\$49.30	\$49.30	\$49.30	\$49.30	\$99.30	101.4%	101.4%
TOTAL	\$1,509.27	\$1,547.57	\$1,579.21	\$1,580.73	\$1,683.38	11.5%	6.5%

SOURCE(S): Government of British Columbia. Senior's Supplement Rate Table. BC Employment and Assistance. [Online] [Cited: October 18, 2021].

<https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/bc-employment-and-assistance-rate-tables/senior-s-supplement-rate-table>

## 5.2 FEDERAL AND PROVINCIAL SUPPORTS

### 5.2.4 MONTHLY SUPPLEMENT AMOUNTS FOR SINGLE SENIORS BY PROVINCE, 2021

	PROGRAM NAME	MONTHLY AMOUNT
ALBERTA <sup>1</sup>	ALBERTA SENIORS BENEFIT	\$285.92 MAXIMUM
MANITOBA <sup>1</sup>	55 PLUS PROGRAM	\$53.93 MAXIMUM
NEW BRUNSWICK <sup>1</sup>	NEW BRUNSWICK LOW-INCOME SENIORS' BENEFIT	\$33.33
NEWFOUNDLAND AND LABRADOR <sup>1</sup>	NEWFOUNDLAND AND LABRADOR SENIORS' BENEFIT	\$109.42 MAXIMUM
NORTHWEST TERRITORIES	NWT SENIOR CITIZEN SUPPLEMENTARY BENEFIT	\$196.00
NUNAVUT	SENIOR CITIZEN SUPPLEMENTARY BENEFIT	\$300.00
ONTARIO	ONTARIO GUARANTEED ANNUAL INCOME SYSTEM	\$83.00 MAXIMUM
PRINCE EDWARD ISLAND <sup>1,2</sup>	SENIORS INDEPENDENCE INITIATIVE	\$125.00 MAXIMUM
SASKATCHEWAN	SENIORS INCOME PLAN	\$300.00 MAXIMUM
YUKON	YUKON SENIORS INCOME SUPPLEMENT	\$253.25 MAXIMUM
BRITISH COLUMBIA	B.C. SENIOR'S SUPPLEMENT	\$99.83 MAXIMUM

NOTE(S): 1. Amounts are calculated to reflect the amount of each benefit per month. 2. The Seniors Independence Initiative was introduced in PEI in April 2021 to provide additional support for low income seniors. Funding is targeted to a suite of services that includes grass cutting, home maintenance, housekeeping, Lifeline Medical Alert System, meal preparation, snow removal and transportation. 3. Quebec does not have a senior's supplement program similar to other provinces. 4. Nova Scotia does not have a monthly supplement but offers a tax rebate for GIS clients that is dependent on the amount of tax paid.

SOURCE(S): Provincial and Territorial Government websites. [Online] [Cited: October 18, 2021].

# INCOME SUPPORTS

## DATA TABLES CONTINUED

### 5.2 FEDERAL AND PROVINCIAL SUPPORTS

#### 5.2.5 CANADA PENSION PLAN, AS OF MARCH 31

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
SENIORS RECEIVING CPP - RETIREMENT	888,415	915,090	940,805	966,059	997,262	12.3%	3.2%
SENIORS RECEIVING CPP - SURVIVOR'S	178,387	181,116	184,450	186,864	189,118	6.0%	1.2%
SENIORS RECEIVING CPP - RETIREMENT & SURVIVOR'S	1,066,802	1,096,206	1,125,255	1,152,923	1,186,380	11.2%	2.9%

SOURCE(S): Government of Canada.

Canada Pension Plan (CPP) - Number of Benefits, by Place of Residence and Benefit Type (20210930-rpcpres-cppben). [Online] [Cited: October 15, 2021]. <https://open.canada.ca/data/en/dataset/1fab2afd-4f3c-4922-a07e-58d7bed9dcfc>

### 5.2 FEDERAL AND PROVINCIAL SUPPORTS

#### 5.2.6 MONTHLY PAYMENT AMOUNTS FOR CANADA PENSION PLAN

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
AVERAGE CPP	\$562.00	\$570.00	\$679.16	\$701.41	\$714.21	27.1%	1.8%
MAXIMUM CPP	\$1,114.17	\$1,134.17	\$1,154.58	\$1,175.83	\$1,203.75	8.0%	2.4%

NOTE(S): the average CPP is as of June in each fiscal year.

SOURCE(S): Government of Canada.

Canada Pension Plan: Pensions and benefits monthly amounts. [Online] [Cited: October 15, 2021]. <https://www.canada.ca/en/services/benefits/publicpensions/cpp/payment-amounts.html>

### 5.2 FEDERAL AND PROVINCIAL SUPPORTS

#### 5.2.7 FEDERAL AND PROVINCIAL TAX CREDIT INDEXATION RATES

	2017	2018	2019	2020	2021	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
FEDERAL CREDITS	1.4%	1.5%	2.2%	1.9%	1.0%	-0.4%	-0.9%
B.C. CREDITS	1.8%	2.0%	2.6%	2.5%	1.1%	-0.7%	-1.4%

NOTE(S): The following tax credits available to seniors are indexed: Federal - age amount, disability amount, caregiver amount, medical expenses; Provincial - age amount, eligible dependant, BC caregiver credit, medical expense credit, credit for mental or physical impairment. The following tax credits available to seniors are not indexed: Federal - pension income amount, home accessibility tax credit, pension income splitting; Provincial - pension credit, charitable gifts.

SOURCE(S): Government of Canada.

Indexation adjustment for personal income tax and benefit amounts. [Online]. [Cited: November 22, 2021]. <https://www.canada.ca/en/revenue-agency/services/tax/individuals/frequently-asked-questions-individuals/adjustment-personal-income-tax-benefit-amounts.html>

Government of British Columbia.

B.C. Basic Personal Income Tax Credits. [Online] [Cited: November 22, 2021]. <https://www2.gov.bc.ca/gov/content/taxes/income-taxes/personal/credits/basic>

### 5.3 PREMIUM ASSISTANCE PROGRAMS

#### 5.3.1 EXPENDITURES FOR PRESCRIPTION MEDICATIONS FOR SENIORS

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
PHARMACARE	n/a	n/a	n/a	\$432M	\$448M	n/a	3.8%
OUT-OF-POCKET/THIRD-PARTY INSURERS	n/a	n/a	n/a	\$897M	\$950M	n/a	5.9%
DISPENSING FEES	n/a	n/a	n/a	\$184M	\$193M	n/a	4.9%
DRUG COSTS	n/a	n/a	n/a	\$641M	\$679M	n/a	5.9%
ADDITIONAL MARK-UP FEE	n/a	n/a	n/a	\$72M	\$78M	n/a	8.2%
TOTAL BILLED	n/a	n/a	n/a	\$1.33B	\$1.40B	n/a	5.1%

SOURCE(S): Ministry of Health. PharmaNet. [Extracted: November 30, 2021]

### 5.3 PREMIUM ASSISTANCE PROGRAMS

#### 5.3.2 PROPORTION OF PHARMACIES CHARGING UP TO \$10 OR OVER \$10 DISPENSING FEE FOR SELECT COMMUNITIES IN B.C.

	2016/17	2017/18	2018/19	2019/20	2020/21	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
ABBOTSFORD							
UP TO \$10	n/a	n/a	n/a	70%	75%	n/a	5.0%
OVER \$10	n/a	n/a	n/a	30%	25%	n/a	-5.0%
PRINCE GEORGE							
UP TO \$10	n/a	n/a	n/a	48%	45%	n/a	-3.0%
OVER \$10	n/a	n/a	n/a	52%	55%	n/a	3.0%
VANCOUVER							
UP TO \$10	n/a	n/a	n/a	64%	62%	n/a	-2.0%
OVER \$10	n/a	n/a	n/a	36%	38%	n/a	2.0%
VERNON							
UP TO \$10	n/a	n/a	n/a	47%	44%	n/a	-3.0%
OVER \$10	n/a	n/a	n/a	53%	56%	n/a	3.0%
VICTORIA							
UP TO \$10	n/a	n/a	n/a	43%	46%	n/a	3.0%
OVER \$10	n/a	n/a	n/a	57%	54%	n/a	-3.0%
B.C.							
UP TO \$10	n/a	n/a	n/a	56%	57%	n/a	1.0%
OVER \$10	n/a	n/a	n/a	44%	43%	n/a	-1.0%

SOURCE(S): Ministry of Health. PharmaNet. [Extracted: November 30, 2021]

# SAFETY AND PROTECTION

## DATA TABLES

### 6.1 COMMUNITY RESOURCES - SENIORS ABUSE AND INFORMATION HELP LINE (SAIL)

#### 6.1.1 NUMBER OF CALLS TO SAIL

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
ABUSE RELATED	1,583	1,546	1,346	1,580	1,664	5.1%	5.3%
NON-ABUSE MATTERS	1,725	1,902	2,040	2,526	2,006	16.3%	-20.6%
GENERAL INFORMATION	333	627	986	1,452	1,221	266.7%	-15.9%
<b>TOTAL</b>	<b>3,641</b>	<b>4,075</b>	<b>4,372</b>	<b>5,558</b>	<b>4,891</b>	<b>34.3%</b>	<b>-12.0%</b>

SOURCE(S): Seniors First BC. Seniors Abuse and Information Line (SAIL). [Received: February 9, 2021].

### 6.1 COMMUNITY RESOURCES - SENIORS ABUSE AND INFORMATION HELP LINE (SAIL)

#### 6.1.2 NUMBER OF CALLS TO SAIL BY DEGREE OF HARM

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
NO HARM	442	272	0	72	20	-95.5%	-72.2%
MINOR HARM	159	294	319	241	187	17.7%	-22.4%
MODERATE HARM	546	758	768	1,204	1,143	109.4%	-5.1%
SEVERE HARM	345	468	259	105	196	-43.1%	86.7%
CANNOT DETERMINE	534	27	0	19	156	-70.8%	721.1%
<b>TOTAL</b>	<b>2,025</b>	<b>1,818</b>	<b>1,346</b>	<b>1,641</b>	<b>1,702</b>	<b>-16.0%</b>	<b>3.7%</b>

SOURCE(S): Seniors First BC. Seniors Abuse and Information Line (SAIL). [Received: February 9, 2021].

### 6.1 COMMUNITY RESOURCES - SENIORS ABUSE AND INFORMATION HELP LINE (SAIL)

#### 6.1.3 NUMBER OF CALLS TO SAIL BY LENGTH OF HARM

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
0-3 MONTHS	496	414	528	777	628	26.6%	-19.2%
4-6 MONTHS	277	275	202	191	179	-35.4%	-6.3%
6-12 MONTHS	280	277	200	207	332	18.5%	60.4%
1-2 YEARS	190	234	162	145	177	-7.1%	22.1%
2-5 YEARS	112	109	99	112	129	15.1%	15.2%
5+ YEARS	227	237	155	138	178	-21.6%	29.0%
<b>TOTAL</b>	<b>1,583</b>	<b>1,546</b>	<b>1,346</b>	<b>1,570</b>	<b>1,623</b>	<b>2.5%</b>	<b>3.4%</b>

SOURCE(S): Seniors First BC. Seniors Abuse and Information Line (SAIL). [Received: February 9, 2021].

## 6.1 COMMUNITY RESOURCES - SENIORS ABUSE AND INFORMATION HELP LINE (SAIL)

### 6.1.4 FREQUENCY OF HARM TYPE REPORTED TO SAIL\*

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
EMOTIONAL ABUSE	566	638	658	1,039	1,273	124.9%	22.5%
FINANCIAL ABUSE	985	946	806	939	880	-10.7%	-6.3%
PSYCHOLOGICAL ABUSE	348	461	199	192	501	44.0%	160.9%
NEGLECT	227	234	192	290	305	34.4%	5.2%
PHYSICAL ABUSE	204	218	168	310	186	-8.8%	-40.0%
VIOLATION OF RIGHTS	261	362	165	153	176	-32.6%	15.0%
THREATENING	81	92	64	140	115	42.0%	-17.9%
OTHER**	175	268	145	186	188	7.4%	1.1%
<b>TOTAL</b>	<b>2,847</b>	<b>3,219</b>	<b>2,397</b>	<b>3,249</b>	<b>3,624</b>	<b>27.3%</b>	<b>11.5%</b>

NOTE(S): \* More than one type of harm or abuse may be occurring at the same time. \*\* "Other" includes criminal, self neglect, systemic/structural, medication related abuse, sexual abuse and spiritual/religious abuse.

SOURCE(S): Seniors First BC. Seniors Abuse and Information Line (SAIL). [Received: February 9, 2021].

## 6.1 COMMUNITY RESOURCES - bc211

### 6.1.5 NUMBER OF CALLERS TO BC211 REPORTING ELDER ABUSE

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
SELF	188	173	213	213	211	12.2%	-0.9%
FAMILY	64	51	123	71	106	65.6%	49.3%
FRIEND	21	24	30	18	37	76.2%	105.6%
SERVICE PROVIDER	23	23	21	20	31	34.8%	55.0%
OTHER/UNKNOWN	30	29	21	25	40	33.3%	60.0%
<b>TOTAL</b>	<b>326</b>	<b>300</b>	<b>408</b>	<b>347</b>	<b>425</b>	<b>30.4%</b>	<b>22.5%</b>

SOURCE(S): Source: bc211. bc211 Helpline. [Received: June 18, 2021].

# SAFETY AND PROTECTION

## DATA TABLES CONTINUED

6.1 COMMUNITY RESOURCES - bc211

### 6.1.6 NUMBER OF CALLERS TO BC211 AGED 55+ REPORTING ABUSE OF THEMSELVES

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
FEMALE	165	140	172	182	161	-2.4%	-11.5%
MALE	22	33	41	31	48	118.2%	54.8%
TRANSGENDER	0	0	0	0	0	n/a	n/a
UNKNOWN	1	0	0	0	2	100.0%	n/a
<b>TOTAL</b>	<b>188</b>	<b>173</b>	<b>213</b>	<b>213</b>	<b>211</b>	<b>12.2%</b>	<b>-0.9%</b>

SOURCE(S): bc211. bc211 Helpline. [Received: June 18, 2021].

6.1 COMMUNITY RESOURCES - bc211

### 6.1.7 INCIDENTS OF ABUSE FOR CALLERS TO BC211 AGED 55+ REPORTING ABUSE OF THEMSELVES

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
ELDER	68	64	71	73	124	82.4%	69.9%
DOMESTIC VIOLENCE	56	56	74	78	90	60.7%	15.4%
EMOTIONAL	47	49	45	48	79	68.1%	64.6%
UNSPECIFIED AND OTHER	34	18	23	14	57	67.6%	307.1%
FINANCIAL	23	25	32	25	47	104.3%	88.0%
PHYSICAL/SEXUAL	35	27	27	21	41	17.1%	95.2%
<b>TOTAL</b>	<b>263</b>	<b>239</b>	<b>272</b>	<b>259</b>	<b>438</b>	<b>66.5%</b>	<b>69.1%</b>

SOURCE(S): bc211. bc211 Helpline. [Received: June 18, 2021].

## 6.2 PROVINCIAL AGENCIES - DESIGNATED AGENCIES

### 6.2.1 CASES OF ABUSE, NEGLECT, AND SELF-NEGLECT

	2016	2017	2018	2019	2020	% CHANGE IN 3 YEARS	% CHANGE IN LAST YEAR
ALL AGES	n/a	n/a	1,389	2,445	2,082	49.9%	-14.8%
OPEN CASES	n/a	n/a	112	258	363	224.1%	40.7%
CLOSED CASES	n/a	n/a	1,274	2,178	1,709	34.1%	-21.5%
CONFIRMED CASES	n/a	n/a	685	980	894	30.5%	-8.8%
UNKNOWN	n/a	n/a	3	9	10	233.3%	11.1%
AGED 65+	n/a	n/a	1,031	1,911	1,533	48.7%	-19.8%
OPEN CASES	n/a	n/a	67	197	235	250.7%	19.3%
CLOSED CASES	n/a	n/a	962	1,714	1,298	34.9%	-24.3%
CONFIRMED CASES	n/a	n/a	530	760	688	29.8%	-9.5%
UNKNOWN	n/a	n/a	2	0	0	-100.0%	n/a

NOTE(S): NHA only reports cases that are closed and confirmed to be abuse, neglect or self-neglect, therefore open and closed cases may be undercounted.

SOURCE(S): Provincial Health Services Authority and Health Authorities. Designated Agency Reports, [Received: June/July 2021].

## 6.2 PROVINCIAL AGENCIES - DESIGNATED AGENCIES

### 6.2.2 RELATIONSHIP OF REPORTER, CLOSED CASES AGED 65+

	2016	2017	2018	2019	2020	% POINT CHANGE IN 3 YEARS	% POINT CHANGE IN LAST YEAR
TOTAL CLOSED CASES	n/a	n/a	962	1,714	1,298		
HEALTHCARE PROVIDER	n/a	n/a	30.8%	22.9%	32.2%	1.4%	9.3%
FAMILY	n/a	n/a	13.8%	13.1%	12.2%	-1.7%	-0.9%
PROVINCIAL SERVICE	n/a	n/a	4.9%	6.3%	7.7%	2.8%	1.4%
COMMUNITY SERVICE	n/a	n/a	8.4%	4.1%	5.5%	-2.9%	1.5%
MEMBER OF THE PUBLIC	n/a	n/a	5.0%	3.3%	3.5%	-1.4%	0.3%
FRIEND	n/a	n/a	4.0%	3.2%	3.4%	-0.6%	0.2%
OTHER	n/a	n/a	5.7%	3.7%	4.3%	-1.4%	0.6%
NOT REPORTED	n/a	n/a	27.4%	43.4%	31.1%	3.7%	-12.3%

NOTE(S): Community Service includes banker or financial advisor, BC Community Response Network, community agency not otherwise listed, fire department, police, professional non-medical, Seniors Abuse and Information Line (SAIL), BCCEAS, and Victim Link. Member of the Public includes landlord or strata, member of the public not otherwise listed, and neighbor. Provincial Service includes other designated agency, Public Guardian and Trustee (PGT), Health Inspector. Other includes self reported, anonymous reporter or other reporter not otherwise listed.

SOURCE(S): Provincial Health Services Authority and Health Authorities. Designated Agency Reports, [Received: June/July 2021].

# SAFETY AND PROTECTION

## DATA TABLES CONTINUED

### 6.2 PROVINCIAL AGENCIES - DESIGNATED AGENCIES

#### 6.2.3 RELATIONSHIP OF SUSPECTED ABUSER, CLOSED CASES AGED 65+

	2016	2017	2018	2019	2020	% POINT CHANGE IN 3 YEARS	% POINT CHANGE IN LAST YEAR
<b>TOTAL CLOSED CASES</b>	n/a	n/a	962	1,714	1,298		
<b>SELF-NEGLECT</b>	n/a	n/a	29.4%	20.4%	22.4%	-7.0%	2.1%
<b>CHILD</b>	n/a	n/a	23.7%	19.5%	21.6%	-2.1%	2.1%
<b>SPOUSE/PARTNER</b>	n/a	n/a	9.6%	8.7%	8.7%	-0.9%	0.0%
<b>OTHER FAMILY MEMBER</b>	n/a	n/a	3.2%	2.2%	3.0%	-0.2%	0.8%
<b>FRIEND</b>	n/a	n/a	3.2%	2.7%	2.9%	-0.3%	0.2%
<b>MEMBER OF THE PUBLIC</b>	n/a	n/a	2.3%	3.6%	2.5%	0.2%	-1.1%
<b>CARE PROVIDER</b>	n/a	n/a	3.5%	1.3%	0.6%	-2.9%	-0.7%
<b>OTHER</b>	n/a	n/a	4.5%	3.7%	4.0%	-0.5%	0.3%
<b>NOT REPORTED</b>	n/a	n/a	20.6%	38.0%	34.3%	13.7%	-3.7%

NOTE(S): Member of the Public includes co-patient/resident, landlord, roommate, neighbor, or other member of the public not otherwise listed. Other includes Power of Attorney, not applicable, unknown, or other suspected abused not otherwise listed

SOURCE(S): Provincial Health Services Authority and Health Authorities. Designated Agency Reports, [Received: June/July 2021].

### 6.2 PROVINCIAL AGENCIES - DESIGNATED AGENCIES

#### 6.2.4 ABILITY TO SEEK ASSISTANCE/SUPPORT, CASES AGED 65+

	2016	2017	2018	2019	2020	% POINT CHANGE IN 3 YEARS	% POINT CHANGE IN LAST YEAR
<b>YES</b>	n/a	n/a	30.0%	38.4%	32.6%	2.6%	-5.7%
<b>NO</b>	n/a	n/a	38.6%	39.6%	47.2%	8.5%	7.6%
<b>UNKNOWN</b>	n/a	n/a	13.0%	16.7%	11.9%	-1.1%	-4.8%

NOTE(S): NHA and CLBC did not report this data and are excluded from this measure calculation. Some health authorities reported this data for all closed cases and some for confirmed cases only. Percentages reflect the total number reported for this measure.

SOURCE(S): Provincial Health Services Authority and Health Authorities. Designated Agency Reports, [Received: June/July 2021].

## 6.2 PROVINCIAL AGENCIES - DESIGNATED AGENCIES

### 6.2.5 REASONS FOR INABILITY TO SEEK ASSISTANCE OR SUPPORT, CONFIRMED CASES AGED 65+

	2016	2017	2018	2019	2020	% POINT CHANGE IN 3 YEARS	% POINT CHANGE IN LAST YEAR
DEMENTIA / COGNITIVE IMPAIRMENT	n/a	n/a	51.4%	40.0%	44.9%	-6.5%	4.8%
FRAILTY / INJURY DUE TO ADVANCED AGE / ILLNESS / CONDITION	n/a	n/a	15.8%	12.6%	15.6%	-0.2%	3.0%
PHYSICAL HANDICAP / DISABILITY	n/a	n/a	4.1%	3.7%	5.8%	1.7%	2.1%
MENTAL ILLNESS	n/a	n/a	7.7%	5.0%	4.8%	-2.9%	-0.2%
ACQUIRED BRAIN INJURY	n/a	n/a	1.9%	2.4%	2.4%	0.5%	0.0%
ALCOHOL / DRUG IMPAIRMENT	n/a	n/a	5.3%	3.6%	2.3%	-3.0%	-1.3%
RESTRAINT (CHEMICAL / ENVIRONMENTAL / PHYSICAL)	n/a	n/a	0.6%	0.4%	0.8%	0.2%	0.4%
DEVELOPMENT DISABILITY	n/a	n/a	1.6%	0.8%	0.2%	-1.4%	-0.5%
ACUTE ILLNESS	n/a	n/a	0.0%	0.0%	0.0%	0.0%	0.0%
UNKNOWN	n/a	n/a	10.3%	30.2%	20.2%	9.9%	-10.0%
OTHER	n/a	n/a	1.2%	1.4%	3.1%	1.9%	1.7%

NOTE(S): CLBC did not report this dzta and are exluded from this measure calculation.

SOURCE(S): Provincial Health Services Authority and Health Authorities. Designated Agency Reports, [Received: June/July 2021].

## 6.2 PROVINCIAL AGENCIES - DESIGNATED AGENCIES

### 6.2.6 TYPE OF ABUSE, NEGLECT AND SELF-NEGLECT, CONFIRMED CASES AGED 65+

	2016	2017	2018	2019	2020	% CHANGE IN 3 YEARS	% CHANGE IN LAST YEAR
TOTAL CONFIRMED CASES	n/a	n/a	409	760	688	68.2%	-9.5%
ABUSE	n/a	n/a	130	295	237	82.3%	-19.7%
NEGLECT	n/a	n/a	79	130	149	88.6%	14.6%
SELF-NEGLECT	n/a	n/a	293	493	440	50.2%	-10.8%

NOTE(S): More than one type of abuse, neglect or self-neglect may be reported for a case, therefore numbers will not sum to the the number of confirmed cases. \* In 2018, NHA did not report the type of abuse, neglect or self-neglect. Therefore NHA confirmed cases are excluded from the B.C. calculation for this year.

SOURCE(S): Provincial Health Services Authority and Health Authorities. Designated Agency Reports, [Received: June/July 2021].

# SAFETY AND PROTECTION

## DATA TABLES CONTINUED

### 6.2 PROVINCIAL AGENCIES - DESIGNATED AGENCIES

#### 6.2.7 TYPES OF ABUSE, CONFIRMED CASES AGED 65+

	2016	2017	2018	2019	2020	% POINT CHANGE IN 3 YEARS	% POINT CHANGE IN LAST YEAR
CONFIRMED CASES OF ABUSE	n/a	n/a	130	295	237		
FINANCIAL	n/a	n/a	56.2%	61.7%	51.9%	-4.3%	-9.8%
EMOTIONAL / PSYCHOLOGICAL / HUMILIATION	n/a	n/a	40.0%	24.1%	25.7%	-14.3%	1.7%
PHYSICAL ABUSE / ASSAULT	n/a	n/a	17.7%	22.7%	21.1%	3.4%	-1.6%
INTIMIDATION / THREATS	n/a	n/a	9.2%	11.9%	12.2%	3.0%	0.4%
CENSORING	n/a	n/a	10.0%	8.1%	10.1%	0.1%	2.0%
CONFINEMENT / RESTRAINT	n/a	n/a	0.8%	2.7%	5.1%	4.3%	2.4%
MEDICATION MISMANAGEMENT	n/a	n/a	9.2%	5.8%	3.8%	-5.4%	-2.0%
SEXUAL ABUSE / ASSAULT	n/a	n/a	10.8%	2.0%	3.0%	-7.8%	0.9%
CULTURAL / SPIRITUAL ABUSE	n/a	n/a	0.8%	0.0%	0.8%	0.1%	0.8%
OTHER	n/a	n/a	0.0%	0.3%	0.0%	0.0%	-0.3%

NOTE(S): More than one type of abuse may be reported for a case, therefore percentages will sum to greater than 100%.

SOURCE(S): Provincial Health Services Authority and Health Authorities. Designated Agency Reports, [Received: June/July 2021].

## 6.2 PROVINCIAL AGENCIES - DESIGNATED AGENCIES

### 6.2.8 TYPES OF NEGLECT, CONFIRMED CASES AGED 65+

	2016	2017	2018	2019	2020	% POINT CHANGE IN 3 YEARS	% POINT CHANGE IN LAST YEAR
<b>CONFIRMED CASES OF NEGLECT</b>	n/a	n/a	79	130	149		
NOT RECEIVING ADEQUATE PERSONAL CARE	n/a	n/a	68.4%	43.1%	37.6%	-30.8%	-5.5%
NOT RECEIVING ADEQUATE NUTRITION	n/a	n/a	34.2%	30.0%	26.2%	-8.0%	-3.8%
NOT RECEIVING MEDICAL CARE	n/a	n/a	41.8%	23.8%	25.5%	-16.3%	1.7%
UNSAFE LIVING CONDITIONS	n/a	n/a	21.5%	13.8%	20.8%	-0.7%	7.0%
UNSANITARY LIVING CONDITIONS	n/a	n/a	30.4%	20.0%	18.8%	-11.6%	-1.2%
ISOLATION / SECLUSION	n/a	n/a	34.2%	19.2%	15.4%	-18.7%	-3.8%
MEDICATION WITHHELD	n/a	n/a	24.1%	19.2%	15.4%	-8.6%	-3.8%
NO ACCESS TO FINANCES / NO ACCESS TO SAFE MANAGEMENT OF FINANCES	n/a	n/a	34.2%	17.7%	14.8%	-19.4%	-2.9%

NOTE(S): More than one type of neglect may be reported for a case, therefore percentages will sum to greater than 100%.

SOURCE(S): Provincial Health Services Authority and Health Authorities. Designated Agency Reports, [Received: June/July 2021].

## 6.2 PROVINCIAL AGENCIES - DESIGNATED AGENCIES

### 6.2.9 TYPES OF SELF-NEGLECT, CONFIRMED CASES AGED 65+

	2016	2017	2018	2019	2020	% POINT CHANGE IN 3 YEARS	% POINT CHANGE IN LAST YEAR
<b>CONFIRMED CASES OF SELF-NEGLECT</b>	n/a	n/a	293	493	440		
PERSONAL HYGIENE	n/a	n/a	62.1%	49.3%	43.6%	-18.5%	-5.7%
MALNUTRITION	n/a	n/a	43.0%	34.1%	32.5%	-10.5%	-1.6%
MEDICATION	n/a	n/a	45.7%	38.3%	31.4%	-14.4%	-7.0%
UNTREATED ILLNESS	n/a	n/a	25.9%	22.3%	28.2%	2.2%	5.9%
FINANCIAL	n/a	n/a	38.6%	27.4%	23.9%	-14.7%	-3.5%
UNSAFE LIVING CONDITIONS	n/a	n/a	29.0%	21.1%	23.4%	-5.6%	2.3%
UNSANITARY LIVING CONDITIONS	n/a	n/a	40.6%	34.7%	31.4%	-9.3%	-3.3%
ISOLATION / SECLUSION	n/a	n/a	35.2%	26.8%	20.5%	-14.7%	-6.3%

NOTE(S): More than one type of neglect may be reported for a case, therefore percentages will sum to greater than 100%.

SOURCE(S): Provincial Health Services Authority and Health Authorities. Designated Agency Reports, [Received: June/July 2021].

# SAFETY AND PROTECTION

## DATA TABLES CONTINUED

### 6.2 PROVINCIAL AGENCIES - DESIGNATED AGENCIES

#### 6.2.10 ACTIONS TAKEN FOR CONFIRMED CASES OF ABUSE, NEGLECT AND SELF-NEGLECT FOR AGES 65+

	2016	2017	2018	2019	2020	% POINT CHANGE IN 3 YEARS	% POINT CHANGE IN LAST YEAR
GATHERED COLLATERAL INFORMATION	n/a	n/a	580	828	635	9.5%	-23.3%
KEPT THE IDENTITY OF THE PERSON WHO MADE THE REPORT CONFIDENTIAL	n/a	n/a	392	577	507	29.3%	-12.1%
COLLABORATED WITH OTHER PROGRAMS	n/a	n/a	421	606	493	17.1%	-18.6%
ADVISED MOST RESPONSIBLE PHYSICIAN OF THE SITUATION	n/a	n/a	432	539	424	-1.9%	-21.3%
DETERMINED IF THERE IS A REPRESENTATIVE, COMMITTEE, POA OR ADVANCE CARE PLAN	n/a	n/a	360	529	399	10.8%	-24.6%
CONSULTED WITH DESIGNATED RESPONDER COORDINATOR	n/a	n/a	308	495	366	18.8%	-26.1%
PROVIDED EDUCATION, TRAINING OR SUPPORT TO ADULT OR FAMILY	n/a	n/a	280	438	338	20.7%	-22.8%
MADE ARRANGEMENTS FOR ACCESS TO SERVICE	n/a	n/a	257	360	325	26.5%	-9.7%
COMPLETED RISK ASSESSMENT	n/a	n/a	235	340	285	21.3%	-16.2%
COORDINATED THE DEVELOPMENT OF A CARE PLAN TO PROVIDE SUPPORT OR ASSISTANCE	n/a	n/a	228	287	237	3.9%	-17.4%
MADE REPORTS TO THE PUBLIC GUARDIAN AND TRUSTEE	n/a	n/a	128	165	106	-17.2%	-35.8%
PROVIDED STAFF SUPERVISION OR ASSISTANCE	n/a	n/a	59	102	88	49.2%	-13.7%
PROVIDED AN EMERGENCY INTERVENTION	n/a	n/a	69	100	76	10.1%	-24.0%
REFERRED TO ANOTHER DESIGNATED AGENCY	n/a	n/a	49	69	49	0.0%	-29.0%
MADE REPORTS OF CRIMES TO THE POLICE	n/a	n/a	23	27	28	21.7%	3.7%
ETHICS CONSULTATION / REVIEW	n/a	n/a	28	27	14	-50.0%	-48.1%
OTHER	n/a	n/a	33	49	27	-18.2%	-44.9%

NOTE(S): NHA and CLBC did not report data for this measure. There can be more than one action taken for each confirmed case.

SOURCE(S): Provincial Health Services Authority and Health Authorities. Designated Agency Reports, [Received: June/July 2021].

## 6.2 PROVINCIAL AGENCIES - DESIGNATED AGENCIES

## 6.2.11 INTERVENTIONS AND TOOLS USED FOR CONFIRMED CASES OF ABUSE, NEGLECT AND SELF-NEGLECT FOR AGES 65+

	2016	2017	2018	2019	2020	% POINT CHANGE IN 3 YEARS	% POINT CHANGE IN LAST YEAR
AGA: AUTHORITY TO COLLECT INFORMATION AND INVESTIGATE	n/a	n/a	460	459	369	-19.8%	-19.6%
AUTHORITY TO COLLECT INFORMATION AND INVESTIGATE	n/a	n/a	29	133	146	403.4%	9.8%
AGA: REPORT TO PGT	n/a	n/a	106	120	74	-30.2%	-38.3%
AGA: SUPPORT AND ASSISTANCE PLAN CREATED AND IMPLEMENTED	n/a	n/a	69	67	53	-23.2%	-20.9%
EMERGENCY PROVISIONS	n/a	n/a	41	56	48	17.1%	-14.3%
REPORT TO PUBLIC GUARDIAN AND TRUSTEE	n/a	n/a	19	40	29	52.6%	-27.5%
REPORT TO POLICE UNDER AGA	n/a	n/a	24	40	26	8.3%	-35.0%
SUPPORT AND ASSISTANCE PLAN	n/a	n/a	6	19	14	133.3%	-26.3%
AGA: COURT ORDER	n/a	n/a	1	0	2	100.0%	n/a
FORMAL STATUTORY PROPERTY GUARDIANSHIP UNDER AGA	n/a	n/a	7	9	2	-71.4%	-77.8%
COURT ORDER FOR ACCESS FOR ASSESSMENT	n/a	n/a	0	1	1	n/a	0.0%
AGA: RESTRAINING ORDER	n/a	n/a	1	0	1	0.0%	n/a
AGA: STATUTORY PROPERTY GUARDIANSHIP CERTIFICATE OF INCAPABILITY	n/a	n/a	0	0	1	n/a	n/a
HCCCFAA: ADMITTED TO LICENSED CARE FACILITY WITH SUBSTITUTE CONSENT	n/a	n/a	0	0	1	n/a	n/a
RESTRAINING ORDER	n/a	n/a	0	0	0	n/a	n/a
WARRANT FOR THE PURPOSE OF INTERVIEW	n/a	n/a	1	2	0	-100.0%	-100.0%
SUPPORT AND ASSISTANCE COURT ORDER			1	3	0	-100.0%	-100.0%
OTHER LEGAL AUTHORITY ENACTED / DIRECTION TAKEN (REP.AGREE / POA / PENSION TRUSTEE, ETC)	n/a	n/a	0	1	0	n/a	-100.0%

NOTE(S): NHA and CLBC did not report data for this measure. There can be more than one intervention or tool used for each confirmed case.

SOURCE(S):: Provincial Health Services Authority and Health Authorities. Designated Agency Reports, [Received: June/July 2021].

# SAFETY AND PROTECTION

## DATA TABLES CONTINUED

### 6.2 PROVINCIAL AGENCIES - DESIGNATED AGENCIES

#### 6.2.12 OUTCOMES OF CONFIRMED CASES OF ABUSE, NEGLECT AND SELF-NEGLECT FOR AGES 65+

	2016	2017	2018	2019	2020	% CHANGE IN 3 YEARS	% CHANGE IN LAST YEAR
ADDITIONAL TIME SPENT NEGOTIATING ASSESSMENT, RESOURCES AND PLANNING	n/a	n/a	242	373	304	25.6%	-18.5%
AGA CONCERN RESOLVED, REMAINS A PATIENT / CLIENT OF HEALTH AUTHORITY	n/a	n/a	244	304	276	13.1%	-9.2%
SUPPORT AND ASSISTANCE OFFERED AND ACCEPTED	n/a	n/a	136	174	171	25.7%	-1.7%
ADMITTED TO HOSPITAL - VOLUNTARY	n/a	n/a	123	181	157	27.6%	-13.3%
INCREASED LENGTH OF STAY	n/a	n/a	118	158	136	15.3%	-13.9%
ADDITIONAL STAFF REQUIRED	n/a	n/a	100	179	132	32.0%	-26.3%
DOES NOT MEET AGA CRITERIA	n/a	n/a	132	207	124	-6.1%	-40.1%
DISRUPTED WORKFLOW / DELAYS FOR OTHER PATIENTS / CLIENTS	n/a	n/a	92	153	112	21.7%	-26.8%
ADMITTED TO HOSPITAL - INVOLUNTARY	n/a	n/a	90	95	97	7.8%	2.1%
PROTECTIVE MEASURES TAKEN	n/a	n/a	112	116	92	-17.9%	-20.7%
AGA CONCERN RESOLVED, FURTHER INVOLVEMENT OF HEALTH AUTHORITY NOT REQUIRED	n/a	n/a	128	150	81	-36.7%	-46.0%
OTHER	n/a	n/a	72	101	80	11.1%	-20.8%
ADMITTED TO CARE FACILITY - INVOLUNTARY	n/a	n/a	41	83	79	92.7%	-4.8%
SUPPORTED SAFE TRANSITION TO ANOTHER PROGRAM	n/a	n/a	60	58	70	16.7%	20.7%
ADMITTED TO CARE FACILITY - VOLUNTARY	n/a	n/a	84	92	65	-22.6%	-29.3%
REDUCED / DELAYED / PREVENTED HOSPITALIZATION	n/a	n/a	31	69	59	90.3%	-14.5%
SUPPORT AND ASSISTANCE PLAN CREATED AND IMPLEMENTED WITH MONITORING	n/a	n/a	61	62	56	-8.2%	-9.7%
CONSULTED WITH DRC / PRACTICE LEAD / SUPERVISOR	n/a	n/a	18	55	44	144.4%	-20.0%
DOES NOT MEET CRITERIA OF AGA - FURTHER SUPPORT AND ASSISTANCE DECLINED	n/a	n/a	34	51	40	17.6%	-21.6%
ADULT DIED	n/a	n/a	0	0	1	n/a	n/a

NOTE(S): NHA and CLBC did not report data for this measure. There can be more than one intervention or tool used for each confirmed case.

SOURCE(S): Provincial Health Services Authority and Health Authorities. Designated Agency Reports, [Received: June/July 2021].

## 6.2 PROVINCIAL AGENCIES - PUBLIC GUARDIAN AND TRUSTEE (PGT)

### 6.2.13 NUMBER OF COE AND COP FOR AGES 65+

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
COMMITTEE OF ESTATE (COE)	2,481	2,346	2,379	2,349	2,284	-7.9%	-2.8%
COMMITTEE OF PERSON (COP)	45	49	53	52	56	24.4%	7.7%

SOURCE(S): Public Guardian and Trustee. September 2021 Referral Summary. [Received: September 27, 2021].

## 6.2 PROVINCIAL AGENCIES - PUBLIC GUARDIAN AND TRUSTEE (PGT)

### 6.2.14 NUMBER OF PGT REFERRALS AND GENERAL INQUIRIES FOR ALL AGES

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
GENERAL INQUIRIES	395	274	181	147	128	-67.6%	-12.9%
REFERRALS	1,638	1,540	1,606	1,576	1,457	-11.1%	-7.6%
REFERRALS NOT PROCEEDING TO INVESTIGATION	824	762	826	881	703	-14.7%	-20.2%
REFERRALS PROCEEDING TO INVESTIGATION	814	778	780	695	754	-7.4%	8.5%
<b>TOTAL</b>	<b>2,033</b>	<b>1,814</b>	<b>1,787</b>	<b>1,723</b>	<b>1,585</b>	<b>-22.0%</b>	<b>-8.0%</b>

SOURCE(S): Public Guardian and Trustee. September 2021 Referral Summary. [Received: September 27, 2021].

## 6.2 PROVINCIAL AGENCIES - PUBLIC GUARDIAN AND TRUSTEE (PGT)

### 6.2.15 NUMBER OF REFERRALS NOT PROCEEDING TO INVESTIGATION BY AGE GROUP

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
UNDER 65	203	188	162	202	168	-17.2%	-16.8%
65+	590	551	632	660	517	-12.4%	-21.7%
UNKNOWN	31	23	32	19	18	-41.9%	-5.3%
<b>TOTAL</b>	<b>824</b>	<b>762</b>	<b>826</b>	<b>881</b>	<b>703</b>	<b>-14.7%</b>	<b>-20.2%</b>
AVERAGE AGE	75	75	77	75	76	0.5%	1.1%

SOURCE(S): Public Guardian and Trustee. September 2021 Referral Summary. [Received: September 27, 2021].

# SAFETY AND PROTECTION

## DATA TABLES CONTINUED

6.2 PROVINCIAL AGENCIES - PUBLIC GUARDIAN AND TRUSTEE (PGT)

### 6.2.16 NUMBER OF REFERRALS PROCEEDING TO INVESTIGATION BY AGE GROUP

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
UNDER 65	151	140	139	122	164	8.6%	34.4%
65+	653	635	638	572	589	-9.8%	3.0%
UNKNOWN	10	3	3	1	1	-90%	0.0%
<b>TOTAL</b>	<b>814</b>	<b>778</b>	<b>780</b>	<b>695</b>	<b>754</b>	<b>-7.4%</b>	<b>8.5%</b>
AVERAGE AGE	75	76	76	76	75	-0.9%	-2.1%

SOURCE(S): Public Guardian and Trustee. September 2021 Referral Summary. [Received: September 27, 2021].

6.2 PROVINCIAL AGENCIES - PUBLIC GUARDIAN AND TRUSTEE (PGT)

### 6.2.17 NUMBER OF REFERRALS NOT PROCEEDING TO INVESTIGATION BY GENDER

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
FEMALE	422	418	406	439	387	-8.3%	-11.8%
MALE	398	342	412	437	313	-21.4%	-28.4%
UNKNOWN	4	2	8	5	3	-25.0%	-40.0%
<b>TOTAL</b>	<b>824</b>	<b>762</b>	<b>826</b>	<b>881</b>	<b>703</b>	<b>-14.7%</b>	<b>-20.2%</b>

SOURCE(S): Public Guardian and Trustee. September 2021 Referral Summary. [Received: September 27, 2021].

6.2 PROVINCIAL AGENCIES - PUBLIC GUARDIAN AND TRUSTEE (PGT)

### 6.2.18 NUMBER OF REFERRALS PROCEEDING TO INVESTIGATION BY GENDER

	2016/17	2017/18	2018/19	2019/20	2020/21	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
FEMALE	436	405	398	359	396	-9.2%	10.3%
MALE	377	370	378	331	357	-5.3%	7.9%
UNKNOWN	1	3	4	5	1	0.0%	-80.0%
<b>TOTAL</b>	<b>814</b>	<b>778</b>	<b>780</b>	<b>695</b>	<b>754</b>	<b>-7.4%</b>	<b>8.5%</b>

SOURCE(S): Public Guardian and Trustee. September 2021 Referral Summary. [Received: September 27, 2021].

## 6.3 LAW ENFORCEMENT - ROYAL CANADIAN MOUNTED POLICE (RCMP)

### 6.3.1 VICTIMS OF VIOLENT OFFENCES, AGES 65+

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
VICTIMS	986	1,095	1,153	1,672	1,668	69.2%	-0.2%
OFFENCES	949	1,052	1,103	1,639	1,627	71.4%	-0.7%

SOURCE(S): BC RCMP. Violent Offences, Property Offences, and Missing Persons. [Received: August 30, 2021].

## 6.3 LAW ENFORCEMENT - ROYAL CANADIAN MOUNTED POLICE (RCMP)

### 6.3.2 AGE DISTRIBUTION OF VICTIMS OF VIOLENT OFFENSES, AGES 65+

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
65-74	733	828	840	1,183	1,278	74.4%	8.0%
75-84	214	221	254	393	317	48.1%	-19.3%
85+	39	46	59	96	73	87.2%	-24.0%
TOTAL	986	1,095	1,153	1,672	1,668	69.2%	-0.2%

SOURCE(S): BC RCMP. Violent Offences, Property Offences, and Missing Persons. [Received: August 30, 2021].

## 6.3 LAW ENFORCEMENT - ROYAL CANADIAN MOUNTED POLICE (RCMP)

### 6.3.3 POLICE OUTCOMES OF VIOLENT OFFENCES, AGES 65+

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
NOT YET CLEARED	249	301	353	688	703	182.3%	2.2%
CHARGES LAID OR RECOMMENDED	429	448	442	464	446	4.0%	-3.9%
COMPLAINANT WON'T LAY CHARGES	131	125	106	276	265	102.3%	-4.0%
DEPARTMENTAL DISCRETION	134	172	188	134	111	-17.2%	-17.2%
ALL CHARGES DECLINED BY CROWN	n/a	n/a	n/a	67	84	n/a	25.4%
OTHER	6	6	14	10	18	200.0%	80.0%
TOTAL	949	1,052	1,103	1,639	1,627	71.4%	-0.7%

SOURCE(S): BC RCMP. Violent Offences, Property Offences, and Missing Persons. [Received: August 30, 2021].

# SAFETY AND PROTECTION

## DATA TABLES CONTINUED

### 6.3 LAW ENFORCEMENT - ROYAL CANADIAN MOUNTED POLICE (RCMP)

#### 6.3.4 TYPES OF VIOLENT OFFENCES, AGES 65+

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
ASSAULTS	689	748	786	1,241	1,262	83.2%	1.7%
UTTER THREATS	113	129	145	196	191	69.0%	-2.6%
HARASSMENT	53	64	62	50	50	-5.7%	0.0%
ROBBERY	46	57	43	71	44	-4.3%	-38.0%
SEX OFFENCES	25	25	31	48	37	48.0%	-22.9%
EXTORTION	8	11	8	8	21	162.5%	162.5%
HOMICIDE/ATTEMPT, CRIM NEG CAUSE DEATH, COUNSEL SUICIDE	3	3	18	19	7	133.3%	-63.2%
CRIMINAL NEGLIGENCE	0	0	0	0	4	n/a	n/a
WEAPONS OFFENCES	3	1	3	0	4	33.3%	n/a
ARSON - DISREGARD FOR LIFE	1	0	2	0	4	300.0%	n/a
KIDNAPPING/FORCIBLE CONFINEMENT	8	11	5	5	2	-75.0%	-60.0%
INTIMIDATION	0	3	0	1	1	n/a	0.0%
<b>TOTAL</b>	<b>949</b>	<b>1,052</b>	<b>1,103</b>	<b>1,639</b>	<b>1,627</b>	<b>71.4%</b>	<b>-0.7%</b>

SOURCE(S): BC RCMP. Violent Offences, Property Offences, and Missing Persons. [Received: August 30, 2021].

### 6.3 LAW ENFORCEMENT - ROYAL CANADIAN MOUNTED POLICE (RCMP)

#### 6.3.5 OUTCOMES OF VIOLENT OFFENSES, AGES 65+

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
NOT YET CLEARED	249	301	353	688	703	182.3%	2.2%
CHARGES LAID OR RECOMMENDED	429	448	442	464	446	4.0%	-3.9%
COMPLAINANT WON'T LAY CHARGES	134	172	187	276	262	95.5%	-5.1%
DEPARTMENTAL DISCRETION	131	125	107	134	110	-16.0%	-17.9%
ALL CHARGES DECLINED BY CROWN	0	0	0	67	84	n/a	25.4%
OTHER	6	6	14	10	22	266.7%	120.0%
<b>TOTAL</b>	<b>949</b>	<b>1,052</b>	<b>1,103</b>	<b>1,639</b>	<b>1,627</b>	<b>71.4%</b>	<b>-0.7%</b>

SOURCE(S): BC RCMP. Violent Offences, Property Offences, and Missing Persons. [Received: August 30, 2021].

### 6.3 LAW ENFORCEMENT - ROYAL CANADIAN MOUNTED POLICE (RCMP)

#### 6.3.6 COMPLAINANTS OF PROPERTY OFFENCES, AGES 65+

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
NUMBER OF COMPLAINANTS	16,136	16,244	16,081	19,966	17,894	10.9%	-10.4%
NUMBER OF OFFENCES	15,852	15,972	15,483	19,651	17,640	11.3%	-10.2%

SOURCE(S): BC RCMP. Violent Offences, Property Offences, and Missing Persons. [Received: August 30, 2021].

### 6.3 LAW ENFORCEMENT - ROYAL CANADIAN MOUNTED POLICE (RCMP)

#### 6.3.7 AGE DISTRIBUTION OF COMPLAINANTS OF PROPERTY CRIME, AGES 65+

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
65-74	11,876	11,869	11,450	14,457	13,055	9.9%	-9.7%
75-84	3,564	3,705	3,888	4,662	4,096	14.9%	-12.1%
85+	696	670	743	847	743	6.8%	-12.3%
TOTAL	16,136	16,244	16,081	19,966	17,894	10.9%	-10.4%

SOURCE(S): BC RCMP. Violent Offences, Property Offences, and Missing Persons. [Received: August 30, 2021].

### 6.3 LAW ENFORCEMENT - ROYAL CANADIAN MOUNTED POLICE (RCMP)

#### 6.3.8 POLICE OUTCOMES OF PROPERTY OFFENCES, AGES 65+

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
NOT YET CLEARED	14,833	14,806	14,329	18,184	16,323	10.0%	-10.2%
DEPARTMENTAL DISCRETION	385	398	351	606	564	46.5%	-6.9%
CHARGES LAID OR RECOMMENDED	433	530	490	393	325	-24.9%	-17.3%
COMPLAINANT WON'T LAY CHARGES	175	209	278	333	312	78.3%	-6.3%
CHARGES DECLINED BY CROWN	n/a	n/a	n/a	63	66	n/a	4.8%
OTHER	26	29	35	72	50	92.3%	-30.6%
TOTAL	15,852	15,972	15,483	19,651	17,640	11.3%	-10.2%

SOURCE(S): BC RCMP. Violent Offences, Property Offences, and Missing Persons. [Received: August 30, 2021].

# SAFETY AND PROTECTION

## DATA TABLES CONTINUED

### 6.3 LAW ENFORCEMENT - ROYAL CANADIAN MOUNTED POLICE (RCMP)

#### 6.3.9 TYPES OF PROPERTY OFFENCES, AGES 65+

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
MISCHIEF TO PROPERTY	3,541	3,651	3,454	4,639	4,577	29.3%	-1.3%
THEFT FROM VEHICLE	3,427	3,526	3,350	4,041	3,263	-4.8%	-19.3%
OTHER THEFT U/\$5000	2,018	2,015	2,215	2,986	3,142	55.7%	5.2%
FRAUDS	2,618	2,454	2,422	3,046	2,413	-7.8%	-20.8%
B&E - RESIDENTIAL	1,207	1,188	985	1,083	825	-31.6%	-23.8%
AUTO THEFT	698	661	622	749	784	12.3%	4.7%
B&E - BUSINESS	810	971	779	981	746	-7.9%	-24.0%
B&E - OTHER	761	671	666	711	607	-20.2%	-14.6%
BIKE THEFT	343	286	304	415	324	-5.5%	-21.9%
POSSESS STOLEN PROP	12	8	12	222	292	2333.3%	31.5%
THEFT FROM MAIL	97	93	104	244	198	104.1%	-18.9%
SHOPLIFTING	111	129	130	203	168	51.4%	-17.2%
OTHER THEFT O/\$5000	0	104	207	154	126	n/a	-18.2%
OTHER GO	123	119	122	99	103	-16.3%	4.0%
ARSON	34	25	71	56	56	64.7%	0.0%
THEFT UTILITIES	50	67	40	21	12	-76.0%	-42.9%
MISCHIEF TO DATA	2	4	0	1	4	100.0%	300.0%
<b>TOTAL</b>	<b>15,852</b>	<b>15,972</b>	<b>15,483</b>	<b>19,651</b>	<b>17,640</b>	<b>11.3%</b>	<b>-10.2%</b>

SOURCE(S): BC RCMP. Violent Offences, Property Offences, and Missing Persons. [Received: August 30, 2021].

6.3 LAW ENFORCEMENT - ROYAL CANADIAN MOUNTED POLICE (RCMP)

**6.3.10 MISSING PERSONS, AGES 65+**

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>BY AGE GROUP</b>							
65-74	355	390	382	415	420	18.3%	1.2%
75-84	406	409	427	429	389	-4.2%	-9.3%
85+	192	206	219	234	182	-5.2%	-22.2%
<b>BY GENDER</b>							
FEMALE	363	382	433	375	355	-2.2%	-5.3%
MALE	590	623	595	703	636	7.8%	-9.5%
<b>TOTAL</b>	<b>953</b>	<b>1,005</b>	<b>1,028</b>	<b>1,078</b>	<b>991</b>	<b>4.0%</b>	<b>-8.1%</b>

SOURCE(S): BC RCMP. Violent Offences, Property Offences, and Missing Persons. [Received: August 30, 2021].

6.3 LAW ENFORCEMENT - ROYAL CANADIAN MOUNTED POLICE (RCMP)

**6.3.11 OUTCOMES OF MISSING PERSONS, AGES 65+**

	2016	2017	2018	2019	2020	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
PERCENT MISSING	4.1%	3.3%	2.3%	2.8%	2.1%	-2.0%	-0.7%
PERCENT FOUND	95.9%	96.7%	97.7%	97.2%	97.9%	2.0%	0.7%

NOTE(S): Percent missing and found are as of the date of reporting each year.

SOURCE(S): BC RCMP. Violent Offences, Property Offences, and Missing Persons. [Received: August 30, 2021].

# SAFETY AND PROTECTION

## DATA TABLES CONTINUED

6.3 LAW ENFORCEMENT - VANCOUVER POLICE DEPARTMENT (VPD)

### 6.3.12 ABUSE CASES BY AGE GROUP, AGES 65+

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
PHYSICAL ABUSE CASES							
65-74	105	134	141	168	210	100.0%	25.0%
75-84	27	28	34	52	43	59.3%	-17.3%
85+	12	11	8	14	16	33.3%	14.3%
<b>TOTAL</b>	<b>144</b>	<b>173</b>	<b>183</b>	<b>234</b>	<b>269</b>	<b>86.8%</b>	<b>15.0%</b>
FINANCIAL ABUSE CASES							
65-74	134	165	155	175	216	61.2%	23.4%
75-84	46	63	82	75	71	54.3%	-5.3%
85+	22	29	29	28	27	22.7%	-3.6%
<b>TOTAL</b>	<b>202</b>	<b>257</b>	<b>253</b>	<b>267</b>	<b>301</b>	<b>49.0%</b>	<b>12.7%</b>

SOURCE(S): Vancouver Police Department. Abuse of Seniors, Vancouver Police Department. [Received: October 4, 2021].

6.3 LAW ENFORCEMENT - VANCOUVER POLICE DEPARTMENT (VPD)

### 6.3.13 CONSULTATION AND OUTCOMES OF ABUSE CASES, AGES 65+

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
PHYSICAL ABUSE CASES							
CONSULTATIONS BY ELDER ABUSE UNIT	169	137	103	90	81	-52.1%	-10.0%
CHARGES LAID OR RECOMMENDED	52	48	46	82	72	38.5%	-12.2%
FINANCIAL ABUSE CASES							
CONSULTATIONS BY FINANCIAL CRIME UNIT	1	25	14	18	26	2500.0%	44.4%
CHARGES LAID OR RECOMMENDED	11	17	13	17	10	-9.1%	-41.2%

SOURCE(S): Vancouver Police Department. Abuse of Seniors, Vancouver Police Department. [Received: October 4, 2021].

6.3 LAW ENFORCEMENT - VANCOUVER POLICE DEPARTMENT (VPD)

**6.3.14 MISSING PERSONS CASES BY AGE GROUP, AGES 65+**

	2016	2017	2018	2019	2020	% CHANGE IN 5 YEARS	% CHANGE IN LAST YEAR
<b>MISSING PERSONS CASES</b>							
<b>65-74</b>	189	149	173	157	119	-37.0%	-24.2%
<b>75-84</b>	155	175	141	123	90	-41.9%	-26.8%
<b>85+</b>	79	103	94	71	71	-10.1%	0.0%
<b>TOTAL</b>	<b>423</b>	<b>427</b>	<b>408</b>	<b>351</b>	<b>280</b>	<b>-33.8%</b>	<b>-20.2%</b>

SOURCE(S): Vancouver Police Department. Abuse of Seniors, Vancouver Police Department. [Received: October 4, 2021].

6.3 LAW ENFORCEMENT - VANCOUVER POLICE DEPARTMENT (VPD)

**6.3.15 OUTCOMES OF MISSING PERSONS, AGES 65+**

	2016	2017	2018	2019	2020	% POINT CHANGE IN 5 YEARS	% POINT CHANGE IN LAST YEAR
<b>LOCATION RATE OF MISSING SENIORS</b>	100.0%	100.0%	96.0%	99.7%	99.8%	-0.2%	0.1%

NOTE(S): The location rate is as of the date of reporting each year.

SOURCE(S): Vancouver Police Department. Abuse of Seniors, Vancouver Police Department. [Received: October 4, 2021].





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