



## OSA's Public Reporting Work

Public reporting is a key part of the Seniors Advocate's mandate. Over the past year, the Office has released five issues reports and its inaugural Annual Report.

The most recent report, ***Caregivers in Distress: More Respite Needed***, was released in mid-September. This report examined the use and availability of respite services, such as adult day programs, in the province. Respite is a critical service to ensure that seniors continue to live as independently as possible, for as long as possible. The report confirms that one-third of unpaid caregivers in B.C. are in distress, one of the highest rates in Canada. Based on the report's findings, the Seniors Advocate is calling for increased access to adult day program spaces and respite beds as well as increases in the frequency of home support for clients with caregiver distress.

In late August, the Office's first ***Annual Report*** was publicly released. The report details the Office's mandate and resources, covers all work done to date (including reports, surveys and stakeholder engagement) and describes activities underway and planned for the period of April 1, 2015 to March 31, 2016.

### The Seniors Advocate's reports to date:

*Caregivers in Distress: More Respite Needed*  
(Sept. 2015)

*2014-15 Annual Report of the Office of the Seniors Advocate* (Aug. 2015)

*Seniors' Housing in B.C.: Affordable, Appropriate, Available* (May 2015)

*Placement, Drugs and Therapy...We Can Do Better* (Apr. 2015)

*B.C. Seniors Survey: Briding the Gaps*  
(Mar. 2015)

*The Journey Begins: Together, We Can Do Better* (Oct. 2014)

**All reports and related publications are available at [www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca)**

### Changes to the Seniors Advocate Council of Advisers

Two new members were recently appointed to the Council: Val Windsor, representing the Fraser Health Authority area and JC Braconnier, representing the Interior Health Authority area. The Seniors Advocate would like to welcome them to the Council, and thank now-retired Advisers Harvey Grigg and Marilyn Gilbert for their service to the seniors of B.C.

## Province-wide OSA Surveys Underway

The OSA is continuing with its mandate to survey seniors about services they receive. We are currently working on two surveys.

A survey on home support will be going out to 22,000 home support service clients this fall. That survey will help shape a full review of home support services, slated for release in early 2016. We are also developing a comprehensive residential care survey, to be conducted early next year.

The goal is to survey nearly 27,000 residential care residents in person, as well as their family or most frequent visitor via mailout. The findings will inform a larger look at residential care in B.C.

This is the first time an in-person survey of this kind has ever been conducted in B.C. and will likely take six months to complete. Information on how to be part of the volunteer survey team will be posted on our website and social media feeds later this year.

### Join the conversation!

**Like us on Facebook:**

[www.facebook.com/  
SeniorsAdvocateBC](http://www.facebook.com/SeniorsAdvocateBC)

**Follow us on Twitter:**

[twitter.com/SrsAdvocateBC](http://twitter.com/SrsAdvocateBC)



**Toll-Free 1.877.952.3181** | Monday to Friday, 8:30-4:30  
Translation services available in more than 180 languages.  
**[info@seniorsadvocatebc.ca](mailto:info@seniorsadvocatebc.ca) | [seniorsadvocatebc.ca](http://seniorsadvocatebc.ca)**



## Upcoming Town Halls

### October 6 - Fruitvale

9:00-11:00 a.m. at the Fruitvale Memorial Hall,  
1968 Main Street

### October 6 - Nelson

2:00-4:00 p.m. at the Best Western Baker Street Inn  
(Osprey Room), 153 Baker Street

### October 15 - Esquimalt

12:30-2:30 p.m. at the Esquimalt Recreation Centre,  
Pioneer Room, 527 Fraser Street

### October 22 - Kitimat

10:00 am-12:00 p.m. Kitimat Seniors Centre,  
658 Columbia Avenue

### October 23 - Smithers

9:30-11:30 a.m. Smithers Seniors Centre,  
4018 Mountainview Drive

As part of her duty to advise and gather information on seniors' issues, the Seniors Advocate travels frequently throughout the province, speaking with seniors, caregivers and stakeholder organizations.

This September alone, the Advocate has done numerous presentations to diverse groups, including the Surrey Board of Trade, the Municipal Pension Retirees Association, and the Retired Teachers Association of B.C., as well as a town hall meeting on Salt Spring Island and a visit to Dawson Creek.

The Advocate and staff also participated in the Union of B.C. Municipalities 2015 Convention, raising awareness of seniors' issues and the work of the Office.

**To set up a town hall, presentation or site visit in your community,  
contact the Office by email at [Info@seniorsadvocatebc.ca](mailto:Info@seniorsadvocatebc.ca)**

## Ensuring B.C.'s Seniors Can Vote in the Federal Election

Voting is extremely important to seniors, many of whom face increasing obstacles in exercising this right. To help ensure that these obstacles do not prevent any eligible voters from casting their ballot, the Seniors Advocate has written detailed letters to all directors of care of residential facilities, as well as TransLink and BC Transit. These letters outline what organizations can do to ensure that seniors are able to vote in the upcoming federal election, highlighting ID changes and advanced polling days and when they call to book a ride and when they are picked up to be taken to the polling station. It may also mean preparing for capacity issues on election day and offering transportation specifically for advance polling days.

## Monitoring Seniors' Services

This fall, the OSA will release our first annual monitoring report, along with a special monitoring section on the website. This monitoring work will make public key data on a variety of seniors' services such as residential care, home support, HandyDART and SAFER. During the process of gathering this data, the OSA identified areas where data is being tracked inconsistently and we are now working with providers to standardize the collection and reporting of key data in the province. Through sharing publicly data that is normally only used for providers' internal purposes, we hope to increase the public's understanding of available services in a way that will enable them to make important decisions about their homes, their transportation, and their health care.