



OSA Reports Update

In July, the Office of the Seniors Advocate published the report *Resident to Resident Aggression in BC Care Homes*. View the report at www.seniorsadvocatebc.ca/osa-reports/report-resident-to-resident-aggression-in-b-c-care-homes/. The report found that there were over 400 incidents of aggression between residents that resulted in harm or injury last year. The Office compared data regarding overall characteristics of facilities, including medication use, incidence of dementia, and funded care hours. Data pertaining to residents' overall health status were also examined. Of particular concern to the Advocate was the finding that there were slightly less funded direct care hours in high-incident facilities versus other facilities. Among the report's recommendations is a review of the adequacy of staffing for residents with more complex needs, specifically during busy times like dinner hours, when there is a noted spike in incidents. The report also recommends more comprehensive training for staff in relation to dealing with aggressive behaviours that includes standardized follow-up protocol.

The OSA will release its second *Monitoring Seniors' Services* report next month and is currently conducting a systemic review of home support in the province which will be released in October. This review will examine how the home support system works in BC, identifies gaps in the system and will make recommendations for system improvements. The next OSA report will focus on hospital discharge experiences of seniors.

Resident to Resident Aggression Report Findings

- ◆ One-third of incidents occurred in residents' rooms, while the remainder occurred in shared areas, such as the dining room.
- ◆ 41% of aggressors and 53% of victims were 85 or older; 59% of residents in long-term care are 85 or older.
- ◆ Males were the aggressor in 61% of incidents, while females were the victim in 69% of incidents.
- ◆ Only 37% of incident reports carried details about the circumstances leading up to the incident.
- ◆ 40% of incidents involved hitting another resident.
- ◆ There is no single, standardized incident report form used for the reporting of incidents across Health Authorities.



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OSA Surveys Update

In early September, the OSA will publicly release results of our home support survey. The survey was conducted in the fall of 2015. The OSA received over 5,000 responses from clients and over 4,000 responses from family members.

The OSA currently has two additional surveys underway. This September and October, the OSA will be working in conjunction with BC Stats and will be mailing a client survey to 30,000 HandyDART users across BC. HandyDART is a shared door-to-door ride service for passengers with physical or cognitive disabilities who are unable to use conventional public transit without assistance. The large majority of users – 73% – are 65 or older. In 2014, over 2.35 million rides were provided by HandyDART across BC. A consultation group is assisting the OSA with the planning of the survey. The group is comprised of seniors who are HandyDART users from different areas of the province, representatives from TransLink and BC Transit, HandyDART drivers representing the Unions, and representatives from regional community groups. The survey will ask questions about HandyDART usage, the application process, ride availability and the booking process, the ride experience and the overall satisfaction with HandyDART. OSA will analyze the feedback received to make recommendations for improvements to this important service.



OSA's Residential Care Survey Seeking Volunteers

This past May the OSA launched a survey of 27,000 seniors living in 300 residential care facilities across BC. This is the first time an in-person survey of this magnitude has ever been conducted in the province. The survey will be used as a roadmap to improve the quality of care for some of our most vulnerable seniors. To ensure all voices are heard, the OSA is still welcoming volunteers to join the survey team. Find out more at www.surveybcseniors.org

Seniors Advocate Busting Myths About Seniors' Incomes

The Advocate continues to spread the message that contrary to some public opinion, not all seniors are financially comfortable. Statistics Canada data show the median household income for seniors is in fact the lowest of any age cohort over the age of 25. In Canada, single people over 65 have a median income of \$26,000 (StatsCan 2013 Canadian Income Survey). This means that fully half of single Canadian seniors are living on less than \$26,000 a year. View the Advocate's response to Globe and Mail columnist Margaret Wenthe here www.seniorsadvocatebc.ca/osa-reports/seniors-advocate-responds-to-globe-and-mail-column/.



Calls for Improvements for Senior Pedestrians

The Seniors Advocate is calling on all municipalities in BC to make safety improvements for senior pedestrians. Pedestrians aged 76 and up have more than twice the fatality rate of younger pedestrians. Among other improvements, the Advocate is recommending mechanisms to decrease crossing distances, increasing crossing times, improving pedestrian lighting, and modifying roadways, especially intersections, where most pedestrian accidents occur. Appropriate speed limits must also be a priority, particularly in areas that have a high number of pedestrians. Research shows that pedestrians have a 10% risk of dying when hit at 30 kilometres per hour, but an 80% risk of dying when hit at 50 kilometres per hour. View the Advocate's letter to municipalities at www.seniorsadvocatebc.ca/osa-reports/advocate-calls-on-bc-municipal-councils-to-consider-safety-improvements-for-senior-pedestrians/.