

Income and Affordability Stakeholder Engagement Questionnaire*

The Office of the Seniors Advocate (OSA) is undertaking a review to better understand income and affordability issues impacting low-income seniors in British Columbia. To help inform this review, we are inviting organizations who have knowledge about issues facing low-income seniors to complete a questionnaire.

- We would appreciate one response per organization.
- Please complete the questionnaire by **March 15th, 2022**.
- We estimate this questionnaire will take up to 20 minutes or less.
- Your feedback is very important for improving services for seniors in B.C. Thank you!

*Note: this is a paper version of the questionnaire conducted online in March 2022.

This questionnaire asks about your organization’s knowledge and perspectives about financial challenges and concerns facing low-income seniors in British Columbia. There may be questions or topics that do not fall within your organization’s mandate, but we appreciate you sharing your perspective if possible.

1) What is the name of the organization you represent?

HOUSING

2) Based on your organization’s knowledge, please rank (1 to 9) the list below in order of most important (1) to least important (9) of the following housing concerns faced by low-income seniors in your community.

	Ranking (1 to 9)
Not being able to stay in their own home	
Not living in close proximity to family/friends and services	
Living in unsafe neighborhoods	
Access to affordable housing	
Unsafe and unhealthy living conditions	
Ability to afford home repairs and maintenance	
Access to housing suitable for mobility and accessibility needs	
Rising rental rates	
Renovictions	

3) How frequently has your organization heard from low-income seniors who are renters about the difficulty in covering the following housing expenses?

	Rarely	Occasionally	Frequently	Very Frequently	I Do Not Know
Rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monthly utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home adaptations for accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4) What would you say is the level of awareness among low-income seniors who are renters of the following government programs?

	Not Aware	Somewhat Aware	Aware	Very Aware	I Do Not Know
Shelter Aid for Elderly Renters (SAFER)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BC Housing Subsidized Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BC Rebate for Accessible Home Adaptations (BC RAHA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better at Home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5) Seniors who are homeowners may also be low-income. How frequently has your organization heard from low-income seniors who are homeowners about the difficulty in covering the following housing expenses?

	Rarely	Occasionally	Frequently	Very Frequently	I Do Not Know
Property tax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repairs and home maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monthly utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strata fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home adaptations for accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6) What would you say is the level of awareness among low-income seniors who are homeowners of the following government programs?

	Not Aware	Somewhat Aware	Aware	Very Aware	I Do Not Know
BC Property Tax Deferment Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BC Rebate for Accessible Home Adaptations (BC RAHA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BC Home Renovation Tax Credit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Federal Home Accessibility Tax Credit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better at Home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7) Please provide any additional comments about low-income seniors and housing (Optional)

HEALTH

8) How often has your organization heard from low-income seniors about needing any of the following health related services but being unable to afford them?

	Rarely	Occasionally	Frequently	Very frequently	I do not know
Prescription eyeglasses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dentures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing aids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical equipment (walker, wheelchair, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physiotherapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occupational therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Foot care (podiatry)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counseling or mental health support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chiropractor, acupuncture, or massage therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9) What would you say is the level of awareness of low-income seniors of the following government-funded health related programs?

	Not aware	Somewhat aware	Aware	Very aware	I do not know
Fair PharmaCare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supplementary Benefits (i.e., physiotherapy, occupational therapy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free basic eye exams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better at Home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low-cost dental clinics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10) Publicly subsidized home and community care services provide a range of health care and support services for people who have acute, chronic, palliative, or rehabilitative health care needs. What would you say is the level of awareness of low-income seniors of the following Home and Community Care services?

	Not aware	Somewhat aware	Aware	Very aware	I do not know
Home support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional home care services (i.e., nursing, physiotherapy, occupational therapy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult day programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respite care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assisted living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long-term care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11) We are interested to know where you think the government should focus health funding for low-income seniors should it become available. Please rank (1 to 10), the list below in order of most important (1) to least important (10) that you think should be prioritized for additional funding.

	Ranking (1 to 10)
Dental care	
Hearing aids	
Physiotherapy	
Prescription eyeglasses	
Medical equipment (walker, wheelchair, etc.)	
Occupational therapy	
Counseling or mental health support	
Dentures	
Foot care (podiatry)	
Chiropractor, acupuncture, or massage therapy	

**12) Please provide any additional comments about low-income seniors and healthcare.
(Optional)**

FINANCIAL

13) How difficult do you think it is for low-income seniors to cover the following expenses?

	Very Difficult	Difficult	Somewhat Difficult	Not Difficult	I Do Not Know
Housing (rent, mortgage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utilities (e.g., heat, water)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home phone/cell phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication/supplements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hiring people to help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Replacing clothes, shoes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical supplies such as incontinence supplies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14) How financially prepared do you think low-income seniors are for the costs related to aging? *For example, medication, special diets, incontinence products, mobility aids, extra help, and/or accessible/supported housing.*

- Very prepared
- Prepared
- A little prepared
- Not prepared at all
- I do not know

15) How often does your organization hear about seniors cutting back on their spending on essentials to pay for another essential expense? *For example, cutting back on groceries to help pay for rent.*

- All of the time
- Most of the time
- Some of the time
- Never
- I do not know

16) How often has your organization heard from low-income seniors who run out of money to buy food and need assistance?

- Rarely
- Occasionally
- Frequently
- Very frequently
- I do not know

17) Do you think most low-income seniors could find \$1,000 or more to pay for an unexpected expense, such as a dental emergency, car repairs, or hot water tank replacement?

- Yes
- No
- I do not know

18) How concerned do you think low-income seniors are about the following aspects of aging?

	Very concerned	Concerned	Somewhat concerned	Not concerned	I do not know
Declining physical health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Declining cognitive health/dementia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health care expenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loneliness/isolation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Death of a partner/spouse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being unable to make their own choices (loss of independent decision making)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to stay in their own home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting help and assistance when they need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loss of driver's license	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having enough money to pay for their normal living expenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19) Please provide any additional comments about low-income seniors and financial concerns. (Optional)

SUPPORTS

20) How well would you say the following government programs meet the needs of low-income seniors in B.C.?

	Very well	Somewhat well	Not too well	Not at all	I do not know
Old Age Security (OAS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guaranteed Income Supplement (GIS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.C Senior’s Supplement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.C. Housing Subsidized Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shelter Aid for Elderly Residents (SAFER)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fair PharmaCare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property Tax Deferment Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HandyDART	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi Saver Vouchers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BC Bus Pass Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low-cost dental clinics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21) Internet access is important to maintain social connections and access vital services. Low-income seniors may not be able to afford Internet access. Please indicate how difficult it is for low-income seniors to access the Internet at home?

- Very difficult
- Somewhat difficult
- I do not know
- Difficult
- Not difficult

22) Seniors may face barriers in using technology. What would you say is the largest barrier for low-income seniors in using the Internet in daily life?

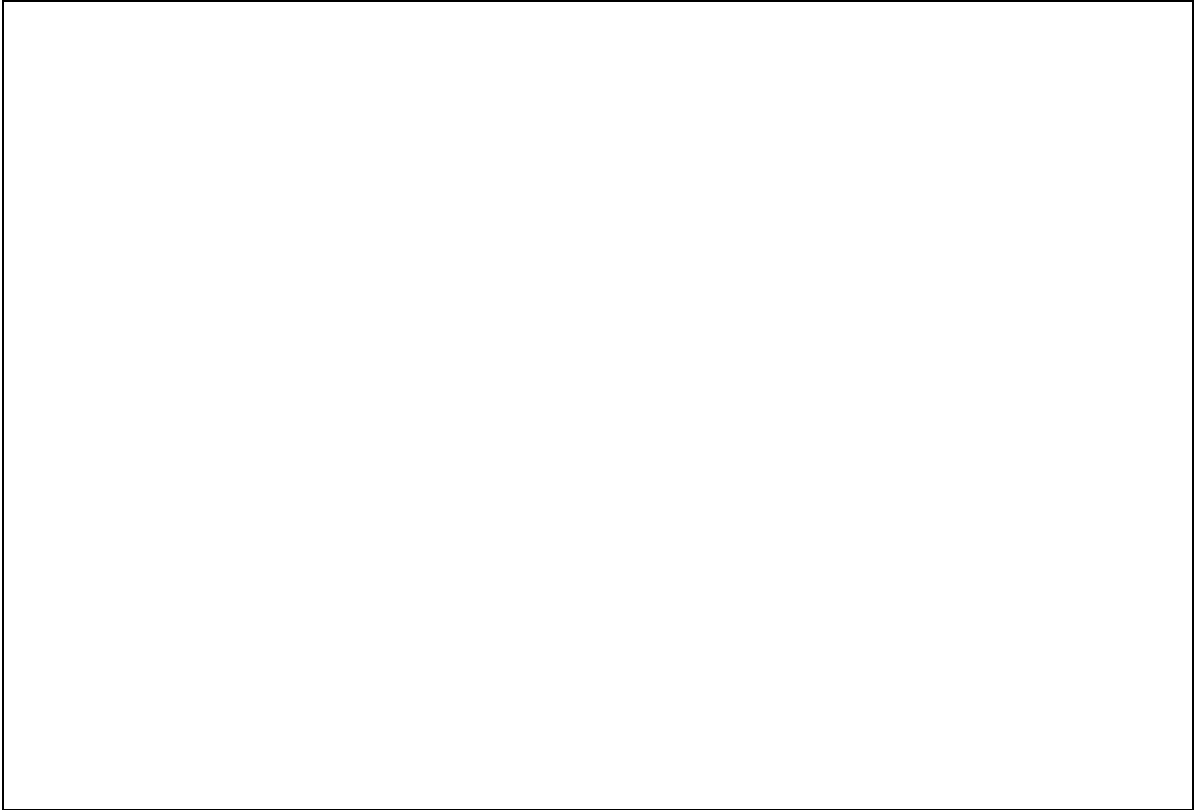
- | | |
|--|--|
| <input type="checkbox"/> Costs too much | <input type="checkbox"/> Do not want to use |
| <input type="checkbox"/> Lack of knowledge on how to use | <input type="checkbox"/> Limited or unreliable access |
| <input type="checkbox"/> Age-related barrier (i.e., vision, fine motor difficulties) | <input type="checkbox"/> No previous computer experience |

23) In general, what method of communication do seniors most prefer to use when contacting your organization?

- | | |
|--|------------------------------------|
| <input type="checkbox"/> Phone | <input type="checkbox"/> Email |
| <input type="checkbox"/> Mail | <input type="checkbox"/> In-person |
| <input type="checkbox"/> I do not know | |

24) Please provide any additional comments about low-income seniors and support services. (Optional)

25) When thinking about the services and supports low-income seniors need but are not receiving, what do you think would have the biggest impact on improving their quality of life?



Thank you for taking the time to complete the questionnaire.