



**Consultation with Seniors
and Seniors' Service Providers**

**in the Hinton Area
including Edson, Jasper and Grande Cache**

September 2006

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EXECUTIVE SUMMARY

In conjunction with their September 2006 quarterly Council meeting in Hinton, members of the Seniors Advisory Council for Alberta:

- **toured** 14 seniors' facilities in Edson, Grande Cache, Hinton and Jasper, and
- hosted a **public consultation session** with 28 representatives from seniors' centers, agencies, other service providers and area elected officials.

During the **facilities tour**, Council members received positive feedback about the many things that are **working well** in the area. In particular, staff and residents of housing facilities and members of the seniors' centres indicated that they are proud of:

- their facilities and the environments in their facilities
- the care they offer
- programs and services they provide
- their fundraising efforts
- their staff

The 28 participants who attended the **public consultation session** identified many programs and services for seniors that are **working well** in the area, including:

- the provision of hospital beds for seniors' respite care
- seniors' lodges in Alberta look after low and moderate income seniors
- housing initiatives that benefit from strong municipal government support and in which residents are involved and maintain a strong sense of community
- the Seniors Special Needs program
- the active involvement of Community Health Nurses in seniors accommodation units

Vision

To increase the recognition of seniors as one of Alberta's most valuable resources.

Mission

To improve the quality of life of Alberta's seniors by fostering an environment of understanding within Government and the general public of aging and the needs of older people.

Values

The Seniors Advisory Council for Alberta, as a communications link between the Government of Alberta and our senior citizens, represents seniors with integrity, accountability and respect. Through collaboration, the Council strives to assist seniors to live life to the fullest.

- the number and variety of local programs and services
- volunteer-run bus transportation, funded through community fundraising, in some communities

Participants also discussed their **challenges and barriers**, including:

- lack of a common philosophy to keep seniors in their own homes and real supports including home care
- lack of staff in lodges and designated assisted living facilities
- lack of long term care and lodge facilities and beds in the region
- high cost of adult day programs throughout region
- program funding cuts, leading to concerns about lonely seniors who live by themselves
- barriers created by the *Freedom of Information and Protection of Privacy* legislation for service providers in identifying seniors living at risk and providing them with timely, coordinated services
- lack of affordable, accessible transportation, both locally and for out-of-town medical appointments

Some of the **suggestions** offered by consultation participants **to build on their strengths or to address the challenges and concerns** in their communities were:

- Increase focus on and funding for illness and injury prevention and health promotion
- Get private sector and government involved in long-term planning for appropriate seniors' housing
- Improve regional coordination and coordination between various levels of government

On September 11, 2006, the Council hosted a public consultation workshop in Hinton.

On September 12, 2006, Council members toured 14 seniors' facilities in Edson, Grande Cache, Hinton and Jasper.

INTRODUCTION

The Seniors Advisory Council for Alberta is a **communication link** between seniors' organizations and between seniors and the Government of Alberta. Members **consult** with Alberta's seniors and seniors' organizations to:

- **learn about** innovative seniors' services and community programs that are meeting needs
- gather ideas, information and feedback on **concerns**, and
- then develop **recommendations** to the Minister of Seniors and Community Supports on legislation and policies affecting seniors, and on the funding and coordination of programs and services for seniors.

The Seniors Advisory Council for Alberta holds its quarterly Council meetings in different locations throughout the province. This is done to: enhance members' knowledge of best practices, identify emerging issues in various regions and refine the Council's effectiveness as a communication link.

The Council's September quarterly meeting in Hinton included:

- **a public consultation** with seniors and representatives of seniors' centers, agencies, other service providers, and elected officials from the Hinton area, and
- **tours of 14 seniors' facilities in the region.**

As the Council continues to gather information, it hears of concerns that are **similar** to those in other areas of the province. At times, however, they come across concerns that are **unique** to certain areas. Organizations that have found solutions to problems recognize that they have an **opportunity to share their successes** through the Council.

Alberta's seniors and their organizations **recognize the Council as a valuable resource** for information sharing and for communicating with the Minister of Alberta Seniors and Community Supports and with other ministries as well. This report will be shared with the Minister, MLAs from the region and all consultation and tour participants. As well, the Report will be used to assist the Council in developing its *2006-2007 Annual Report*.

TOUR OF SENIORS' FACILITIES

On September 12, 2006, in conjunction with their quarterly meeting in Hinton, members of the Council broke into four groups to tour 14 seniors' centres and seniors' housing facilities in Edson, Hinton, Grande Cache and Jasper. They visited:

- Big Horn Golden Age Club, in Grande Cache
- Edson and District Old Time Recreation Centre
- Edson Healthcare Centre
- Good Samaritan Mountain View Court, in Hinton
- Grande Cache General Hospital
- Hinton Friendship Centre
- Hinton Good Companions
- Jasper Seniors Society
- Lions Sunset Manor, in Hinton
- Parkland Lodge, in Edson
- Pine Grove Senior Citizens Manor, in Jasper
- Pine Valley Lodge, in Hinton
- Seton General Hospital, in Jasper
- Whispering Pines Lodge, in Grande Cache

Purpose of the Facilities Tour

The facilities tour was designed to enable Council members to gather information on local challenges affecting seniors and seniors' organizations and the solutions they have developed or would propose implementing. The **focus** was **on obtaining information** related to:

- what is working well
- the facilities' links with the community

- the challenges or barriers they would like to see resolved, and
- recommendations for the Council and the Government of Alberta.

A table that summarizes the **locations, descriptions, ownership and management details** of the facilities visited during the tour is included in this report as **Appendix A**.

Findings

Things that are Working Well

Staff and facility residents or members spoke about many things that are working well. They are proud of:

Their facilities:

- large rooms and large recreation area
- attractive facility
- their clean facility, which has well-designed and quite spacious rooms
- all rooms are single rooms
- good security
- lovely scenery
- nice large rooms
- couples can combine two rooms
- wide corridors
- club owns the building, town owns the land: they pay no taxes

The environments in their facilities:

- happy environment
- very resident-oriented focus
- family-oriented friendship centre, most participants are Aboriginal, but everyone is welcome

- being a family
- family atmosphere
- every member has a key
- caring, spirited and giving community
- residents help each other with shopping, etc. as very few residents have family near by
- residents love where they live

The care they offer:

- able to look after frail elderly, brain injured, those who've had a stroke, patients with dementia
- long-term care facility is attached to a hospital, which makes doctors more available
- covering the full spectrum of care needs from ambulatory to full-blown Alzheimer's to near death
- locked 15-bed Alzheimer's unit

Programs and services they provide:

- good meals
- a bus for trips (local and long-distance out-of-town)
- their handibus
- handibus can be used to help seniors still in their own homes come to the hospital for assistance with bathing, etc.
- native reflections group
- their jamborees held the first Friday of every month as their main fund raiser
- activities at their seniors' centre, including crib, pool, exercise machines
- a good recreation program
- programming for pre-school and youth
- food bank, which is open one day per week
- something going on there every day

- monthly luncheons
- a kitchen
- residents' association
- monthly birthday parties
- hairdressing onsite
- well-equipped carpentry shop

Their fundraising:

- the luncheons they host, hall rentals and catering they do to raise funds
- their centre was originally built with assistance from a government grant
- can meet expenses through dues and rental fees and occasional grants from Lottery Board
- \$100,000 raised in the community to purchase and operate a bus for in town and long-distance trips in Alberta

Their staff:

- have an activity coordinator
- wonderful staff
- just got new half-time recreation therapist and also have a half-time recreation assistant
- staff are really appreciated

Links with the Community

When asked about links with their community, staff and residents/members identified numerous connections with:

- schools that have raised funds to equip recreation room
- schools who visit frequently
- school children, who come in to sing
- schools, who provide occasional presentations

- town, which donated three computers and a digital computer
- town, which is very responsive to seniors' needs (i.e. installing bench)
- town, which provides taxi vouchers during winter month
- mayor, who is on the housing foundation board
- family and community support services, which provides some support
- two hairdressers who visit
- adult day centre, to which residents can walk
- adult day centre, in which residents participate
- a society that helps with fundraising – priority now is new handibus
- good companions
- home care staff who conduct health education classes
- home care staff who come in at residents' requests
- home care nurses who are brought in as needed
- a registered nurse who is on call from home care all the time
- volunteers who help with programming including recreation
- churches who run weekly services, which are held in their chapel
- pastors who rotate to hold weekly prayer services
- the Edson Friendship Centre
- community groups who rent their hall
- Jasper Seniors' Society, whose bus they use both within town and once per week to Hinton
- residents from seniors' facilities in town, who are invited to sing-alongs, etc
- other groups with whom residents mingle
- hospital, which provides food services (twice daily free snacks)
- the Lodge

- adult learning who have offered programs (fitness, cooking) at their facility

Challenges and Barriers

Members of the Seniors Advisory Council for Alberta asked if interviewees faced any challenges or barriers, and if so, what they were doing to resolve them. While many responses were facility-specific, consistently mentioned challenges were associated with:

Staffing:

- no occupational therapists, no physical therapists, could use a full-time recreation administration staff
- not having enough registered nurses available on an every-day basis to get to know patients well and to spot changes in patients' status
- licensed practical nurses who are on staff only Monday to Friday
- paying for the personal care attendant training offered by Good Samaritans – they could find staff if there were funds to pay for the training
- shortage of staff – licensed practical nurses often have to do double shifts
- have two registered nurses (supplied by home care) in day time only, then on call
- need more qualified staff in long-term care
- waiting for a nutritionist, carpenter
- difficulty finding/retaining ambulance drivers
- lack of qualified trades people causes delays in construction and renovation

Covering costs:

- funding should be based on level of care required; the existing classification system (including the case measurement index) doesn't work well to reflect changing circumstances, needs to also reflect physical layouts of facilities
- funds to cover costs of utilities and other operating costs
- lack of funds to set up the capital replacement fund they've been advised they should have

- need more money
- cost of utilities is a concern
- need funding for a seniors' outreach worker
- Lottery Board is slow at reviewing paperwork – takes over a year
- need funds for higher toilets in bathroom

Recruiting and retaining volunteers:

- finding volunteers to lead projects
- an older volunteer base, waning interest in younger age groups
- completely new board at one seniors' centre
- don't have a large volunteer base but community is there when needed
- availability of volunteers to sit one-on-one with seniors in facilities is declining

Transportation:

- school contributed to the cost of the handibus and it can only be used when the school is not using it, which is not always when seniors want it
- no transportation within the town
- transportation is an issue
- transportation is a grave concern
- transportation is an issue: present bus does more freight delivery than passengers, expect to lose the bus
- transportation to medical appointments at short notice
- can't take bus out of the province (i.e. to British Columbia) without permits

Meeting the wide range of seniors' needs and wants:

- those who require long-term care will be sent out of town – no aging in place
- managing risk associated with providing choice to seniors (some residents have problems using crosswalks in town)
- not able to handle wanderers

- food, which is now provided by hospital – no choice for the residents who have had choice in the past
- no communal dining room, though there is a coffee room
- no pets allowed
- the *Freedom of Information and Protection of Privacy Act* prevents them from knowing who the seniors in town are
- lack of cohesion between service providers
- COST program provides an outreach worker for every age group except seniors
- 15 residents who should be in long term care or hospital
- one reported case of seniors abuse by daughter
- folks have difficulties downsizing from their own homes to one room, no storage space
- no activities in long-term care; people just sitting around leads to more depression
- no workshops or anything other than sitting around and looking at each other “which can be scary”
- every senior should have their own room – we’re still in the dark ages where seniors have to share a room in their final years

Challenges Facing Seniors in the Community

When facility staff, members and residents were asked if they saw any challenges facing seniors in their community and if they saw any solutions, they most often mentioned concerns about:

Shortage of long-term care:

- need more long term care beds (28 on waiting list)
- no long-term care being available - all beds are designated assisted living
- nowhere for people to go when the care they require is no longer at the lodge level – no long term care (lodge can’t handle dementia patients, for example)
- need to relocate when long term care is needed (married couples will be split up and be located in two different communities)
- need caregivers who can give more one-on-one time in facilities

Transportation:

- transportation, which is the largest issue
- transportation, which is an issue with the town being so spread out
- high cab fares for medical treatment (i.e. \$23 one way)
- expect to lose bus service in the near future

High costs faced by seniors wishing to remain in their own homes:

- climbing rental costs is an issue
- cost of rental houses is out of control
- cost of utilities is a concern
- community of Grande Cache lost 100 seniors in the last six months due to rising costs

Working with Council Members and MLAs in the Future

Facility staff and management were asked how they would work with their Council members and MLAs in the future. For the most part, they would **build on** current positive relationships by encouraging **more frequent visits**. This would enable Council members and MLAs to better understand their challenges and be better able to address their concerns.

PUBLIC CONSULTATION SESSION

The Council invited seniors, representatives from seniors' clubs, advocacy groups, service providers and elected officials to **explore issues and solutions affecting seniors in the Region**. The forum was a Public Consultation held in Hinton on September 11, 2006.

Twenty-eight individuals participated in the consultation session, including:

- elected officials
- representatives from seniors' clubs and organizations, and
- representatives from health care, home care and housing providers.

Appendix B provides a **complete list of organizations represented** at the consultation session.

Purpose of the Consultation Session

The September 2006 consultation session was designed to **help the Council continue to be well informed** of seniors' issues by:

- exploring what seniors' programs and services are **working well** in the area
- identifying **concerns and challenges** affecting seniors in the area, and identify those most important to address, and
- identifying **solutions** that are addressing concerns or could address challenges by building on what is working well.

Findings

The following is a **summary** of the facilitated sessions. Items mentioned most often, or deemed to be most significant by participants, are identified with an asterisk (*).

Programs and Services for Seniors that are Working Well in the area

The consultation participants were justifiably proud of the many programs and services that are meeting seniors' needs, including:

Health Care

- respite beds in hospitals are provided to seniors in Hinton/Edson/Jasper
- in rural areas there are enough beds for all seniors
- Health Unit nurses from Adult Day Program run education program through home care to make health and wellness a priority
- mental health outreach – Hinton/Edson/Jasper
- seniors look forward to the Seniors Wellness activity sessions

Housing

- seniors' lodges in Alberta look after low and moderate income seniors
- home care programs in lodge to provide advanced care
- the active involvement of Community Health Nurses in seniors' accommodation units supports continued independence.
- Aspen Health Region placement process works well – frail seniors are identified quite quickly and then put into the placement program
- our Evergreen Foundation and housing initiatives benefit from strong municipal government support; residents are involved and maintain a strong sense of community.
- financial assistance program for building seniors housing

Information for Seniors

- Good Samaritan Telecare offers a placement program for seniors
- Health Link in Hinton

Funding

- the Seniors Special Needs program is good - the application form and process are simple, it's easy to administer and helps those who need it
- government funding, and matching formulas, for the construction and operation of seniors' housing.

Collaborative Communities

- seniors have lots of opportunities to stay engaged in community activities
- the presence in the communities of strong seniors' groups (although some rural groups are struggling)
- helping seniors stay in their home:
 - outreach service in Jasper and Hinton– individual person in the community who works with seniors is funded under Family and Community Support Services in Hinton. This is both a key support for, and a strong supporter of, seniors. This service allows for one-on-one personal contact with seniors rather than mechanical or computer servicing. The Jasper outreach worker was very valuable to seniors and worked well; unfortunately the program was cancelled due to lack of funding.
 - Hope Program - neighbour and health link
 - Neighbourhood link program in which volunteers visit seniors in their homes. Unfortunately there are currently not enough volunteers to support the program.
 - Seniors' bus in Edson is a “volunteer run organization”
 - day support in Edson
 - Meals on Wheels in Edson is important, regardless of which agency is running it today

- Share Shop in Hinton (reduced priced clothes/households goods/food), “chits” for share shop are provided at food bank
 - nurses through homecare are “helping seniors at home”
 - Good Samaritan Centres - nurses come in and see residents at home
 - Edson’s seniors’ center, which is open most days, is well used for drop in and health education programs
 - good hospital auxiliary in Edson
 - the Hinton Adult Daycare Program, delivered by the regional health authority, gives care-giving seniors some respite and provides activities and meals for seniors
- seniors interagency meetings for seniors service providers in Hinton, which are just beginning, will provide a good communication link
 - Hinton’s Seniors Advocate program features empathy, support and knowledge for the families of seniors
 - Hinton’s Family and Community Support Services Bereavement Support Program was created in response to cutbacks by other levels of government (i.e. regional health authority pulled its palliative care program) and fills a needed gap
 - Family and Community Support Services is very helpful to seniors in filling out forms and giving out information

Transportation

- seniors’ volunteer-run bus transportation in Edson, funded through community fundraising
- the Family and Community Support Services Handibus is very popular and gets the seniors out and about
- seniors’ transportation in Jasper is working very well

Challenges in the Area

Consultation participants spoke about a number of challenges faced by seniors in the region and their service providers. Items mentioned most often, or deemed to be most significant by participants, are identified with an asterisk (*).

Health Care

- *home care and help with living in the homes is inadequate and needs more front-line social workers to be provided by the regional health authority
- entrance/exit to Hinton hospital needs to be completed!
- Edson needs a hospital
- scheduling that does not bring services (i.e. bone scan equipment) to rural communities on a frequent enough basis
- the need to have to go to a city for specialist health care

Housing

- *lack of staff – professional and non-professional in lodges and designated assisted living facilities
- *lack of long term care and lodge facilities and beds in the region
 - shortage of long term care/continuing care beds – currently average age of seniors is 75-85 - many are in lodges that could be in long term care - could fill a 20 bed long term care facility tomorrow
 - need long term care facility in province
 - need supportive living in Hinton
 - too many sets of standards for lodge development; it's becoming too ambiguous/complicated leading to worries that operators will be inundated with legislative standards.
 - long waiting list for lodges: Hinton (6 months - 1 year), Edson (1 year)
- *programs that are designed to lure seniors into a community by offering subsidized housing, which is then followed by extreme rent increases (i.e. as has happened with

Grande Cache's private sector) - seniors are having to leave - there is no consideration that seniors were there when nobody else wanted to rent the units

- lack of low-income housing for seniors to own/rent
- lack of rent control that would protect those living on fixed incomes
- lack of properly trained staff in lodges and designated assisted living facilities
- seniors are having difficulty living at home due to increases in rent/mortgages
- lack of funding to cover operating costs
- lack of a full spectrum of seniors' housing options in the region (the municipal level of government has had to step in, even though this is a responsibility of the senior levels of government)
- need a standardized group of standards on simplified basis

Funding

- *cost of the Adult Day Program throughout region (\$17/day + bus \$5 = \$22)
- *funding for programs (e.g. Outreach program) - funding was cut for the effective Hope and neighbour program, leading to concerns about lonely seniors who live by themselves
- funding for operating costs of programs is not available, though startup costs are funded
- no funding available/no way to waive fees
- infrastructure projects are being delayed because of funding - however costs to build are rising
- different communities receive different levels of support, and even different access to grant funding
- existing programs, such as the Senior Benefit Program, have not received increased funding to keep up with increased costs
- trend toward undesired delays in "achieving" retirement because people are still supporting their adult children, helping to raise grandchildren, or have underestimated their own financial needs in retirement
- grant programs that did not receive adjustments to reflect current costs

- general programs that were of value but did not survive changes in political leadership (whether a change of a Minister or a full election)
- programs that were created to meet a need by one level of government but, after creating a dependency were abandoned forcing a lower level of government to step in

Collaborative Communities

- *lack of a common philosophy to keep seniors in their own homes, with real supports - keeping seniors in their own homes is becoming a challenge
- *weaknesses in existing volunteer programs offered to or by seniors
- *service providers are having trouble identifying, locating and tracking seniors in the community, accessing seniors' information and discussing issues with clients and sharing clients' information with other service providers in a timely manner to help seniors who are living at risk without specific consent, because of *Freedom of Information and Protection of Privacy* legislation (outreach workers need to get permission from seniors to help them out)
- *difficulty getting help for seniors in their home (home repairs, day to day services, mowing lawn) due to shortage of trades people.
- seniors' abuse exists and is known to exist, but it is either not understood or reported
- lack of specific help to encourage and support First Nations people in accessing and using existing services
- difficulty getting volunteers on board because of stringent processes:
 - need special insurance for a volunteer to drive a senior to an appointment, etc.
 - potential volunteers' hands are tied because they need the appropriate trade certification to do repairs or odd jobs and security clearance for other roles
- volunteers are not being recruited and organized because of lack of leadership
- social isolation, depression and safety issues for seniors living alone (e.g. fraud, visually impaired seniors getting the newspaper)
- lack of coordination among local programs and between local programs and provincial government programs

***Transportation**

- *busing is nonexistent in Hinton - no Saturday or Sunday service
- difficulties for volunteers to offer this service
- scheduling of existing service
- cutbacks in scheduling and price increases (no Greyhound Bus service to Grande Cache)
- lack of affordable public transportation to attend out-of-town medical appointments. Sometimes appointments can only be made for early morning so seniors have to pay for a hotel to stay the night before.
- low demand, but high need!

Solutions

Participants **shared a number of solutions** they have implemented that are working well. They also offered ideas about **solutions they could create** to continue building on what is working well and to effectively deal with the challenges they'd identified. Their suggestions included:

Health Care

- increase focus on prevention (nutrition, exercise, lifestyle)
- increase funding for health promotion and prevention
- need to increase introductory home care to help seniors in their own homes, increase progression of care
- work with seniors to help them change their mindsets (that they need help)
- Hinton hospital - move offices to an office building to create more space
- provide more local educational opportunities to train caregivers and health care providers so they don't move to the city for education and not return and take steps to ensure that these graduates stay at home or return to their home communities

Housing

- give incentives (pension, benefits, wages) to staff
- create full-time positions for staff
- long-term planning for senior generation (number of beds – what do we need to do?)
- monitor seniors early so they have a placement process and provide support for them (All levels should pay for it - should be part of health care insurance process)
- get private sector and government involved in providing low-cost housing centers where individual clients can live independently with Registered Nurse checking in on them; moving them to lodges when appropriate
- continuing care should not be the only solution
- need to group lodging standards together to simplify them
- convene joint meetings between the municipal government, the regional health authority, and other key stakeholders to jointly address the issue of seniors' housing in a community by community basis

Information for Seniors

- seniors need to advocate for themselves as a political force
- come up with agreement that if we are networking with seniors we need access to their information; need to have a common understanding of the “need to know” clause of the *Freedom of Information and Protection of Privacy* legislation.

Funding

- present ideas to potential provincial leadership candidates for their comments
- put a cap on property taxes for seniors
- Why should seniors pay school taxes? Cancel, rather than just freeze, the school tax paid by seniors through the education portion of the property tax so they have money to pay for services to keep themselves in their homes.
- look at Scandinavian systems for ideas

- stop provincial downloading of responsibilities to municipalities - they can only do so much to help out seniors - need more funding from province
- involve the municipal governments in negotiations/consultations to determine which downloads might be seen as desirable to take over/accept
- provincial funding is absolutely necessary; local resources have been tapped out!
- work jointly to meet a need, regardless of which level of government; communicate with each other
- create a mechanism where the needs can be identified and clearly communicated jointly to all levels of government (advocacy)
- regional coordination must be improved; local governments must jointly determine program needs and priorities and common response to stop situations where non-residents are taking unfair advantage of programs and services of their neighboring municipality (i.e. people in Jasper and Grande Cache are using Hinton services because the services do not exist in their area)
- casinos that are all our own

Collaborative Communities

- each community should hire a municipally-funded contact/liaison person to provide confidential support to seniors based on their needs and coordinate any senior's intervention (e.g. home care, handyman service, snow removal, neighbour link program etc) - this needs to be a formal position with the title "Seniors' Liaison" - volunteers could contact this person
- have services set up in the community (snow removal, lawn mowing)
- cover volunteer expenses
- promote volunteerism through sharing experiences of those that had a positive experience "sharing the good feeling of volunteering"
- provide incentives (such as school credits and training) to volunteers (ages 16 and over)
- neighbourhood watch coordinate barbecues with other seniors in the community
- provide more support for seniors in the areas of shopping, social outreach, health
- need more communication between provincial ministries and the provincial and federal governments

- convene meeting between municipalities, regional health authorities, stakeholders, and housing officials
- we still have the same problems we have had for some time - we would like to see some action this time

Transportation

- * government really needs to conduct a full review of existing laws, programs, and policies that have created barriers, such as insurance, licensing, etc., for communities trying to find local solutions
- locate and contact seniors who could provide a local volunteer service
- explore ways of finding additional funding to increase hours of operation of existing local seniors transportation (i.e. handibus)
- create a Community Task Force to propose local solutions. Hinton has invited everyone with an interest in transportation to form a task force.
- create partnerships
 - shared taxi ride program
 - piggybacking with school buses that have extra room - letting seniors ride the school buses would also help with children's behaviour!
 - pooling using existing vehicles already owned by organizations in the community that are not fully utilized
 - have car dealerships utilize their courtesy vehicles to transport seniors
- ask for funding support in a coordinated way, rather than having each group split available support by asking for separate project support
- ask the Provincial Government to relax existing rules governing the use of private organization transportation, that currently restrict use to members of that group only
- encourage the medical community to recognize this problem and contribute to the solution
 - coordination between medical clinics to create a critical mass of seniors being scheduled for specialist consultation on the same day in out-of-town situations (everybody can ride together)
 - better use of technology (i.e. teleconferencing) to minimize the need for seniors to travel out-of-town
- find options or provide subsidies so that seniors do not have to pay for additional costs associated with out-of-town medical visits such as overnight accommodation costs, meals, etc.
- coordinate and expand the base of supporters so that fundraising is done by all community groups for a common project
- fundraise enough to purchase transportation fleet vehicles rather than individual organizations each having their own, and then create partnerships to share the operating costs

APPENDIX A: FACILITIES VISITED DURING THE SEPTEMBER 2006 TOUR

On September 12, 2006, members of the Seniors Advisory Council for Alberta visited 14 seniors' centers and housing facilities in Hinton, Edson, Jasper and Grande Cache. Here is a summary of the information they gathered about the facilities:

SENIORS' CENTRES					
Facility	Location, facility details	# of Members / Membership Fee	Other Sources of Funding	Programs	Contact
Big Horn Golden Age Club	Grande Cache	120 members \$20/year		arts and crafts (well-equipped carpentry shop), fitness, food, information, music, sports and recreation, transportation	Cecil (780) 827-3171 or (780) 827-6724
Edson and District Old Time Recreation Centre	4836 – 7 Avenue, Edson	195 members \$15/year	host luncheons, hall rental and catering	arts and crafts, clinics, food, home care, instruction, music (jamboree first Friday of every month), sports and recreation (crib, pool, exercise machines), support, trips and outings	Maureen/Dorothy (780) 723-5777
Hinton Friendship Centre	965 Switzer Drive Hinton	\$3/year	Federal Government (Health Canada), Wild Rose Foundation	arts and crafts, clinics, food (food bank open one day per week), home care, information, instruction, sports and recreation, support (deal with abuse issues), no specific programs for seniors – deal with family as a unit, transportation	Yvonne (780) 865-5189

SENIORS' CENTRES, contd.

Facility	Location, facility details	# of Members / Membership Fee	Other Sources of Funding	Programs	Contact
Hinton Good Companions	250 Hardisty Ave Hinton	250 members \$10/year + \$1 per function attended	rental fees	something going on every day: arts and crafts, clinics, fitness, food (monthly luncheons), information, instruction, music, sports and recreation, support, transportation, social events	Norma (780) 865-2503 Rita (780) 865-2572
Jasper Seniors Society	303 Pyramid Lake Road, Jasper	\$3 /year		fitness, food, home care, sports and recreation, transportation (a bus for in town and long-distance trips in Alberta)	Mary Hilworth, President (780) 852-3819

HOUSING FACILITIES

Facility	Description Owner/Manager	# of Residents / Waiting List	Fee	Services Available for Additional Fee	Contact
Edson Healthcare Centre 4716 – 5 Avenue, Edson	Long-term Care	50 beds			Francis (780) 723-3331
Good Samaritan Mountain View Court 1290 Switzer Drive, Hinton	Designated Assisted Living	52 beds: 26 long-term care, 26 supportive housing			Pauline Gicquel (780) 865-5926

HOUSING FACILITIES

Facility	Description Owner/Manager	# of Residents / Waiting List	Fee	Services Available for Additional Fee	Contact
Grande Cache General Hospital 10200 Shand Avenue, Grande Cache	Long-term Care	4 beds 2-3 on waiting list			Tracy Peddy (780) 827-3701
Lion's Sunset Manor 110 West Jasper Street, Hinton	Rental/lease apartments Renovated in 2005 Hinton Housing	31 one-bedroom 1 handicapped one- bedroom	30% of monthly income (up to \$440 /month)		Millie Batsch, CAO (780) 865-4762 hintonhousing@sh aw.ca
Parkland Lodge 4619 – 9 Avenue, Edson	Lodge for functionally independent seniors Evergreens Foundation	55 units	\$866. (\$594/month for extra person)	cable TV. personal laundry surface parking	Janice Charles (780) 723-3522 tracey4@telus.net
Pine Grove Senior Citizens Manor 720 Geikie Street, Jasper	Self-contained for independent seniors Evergreens Foundation	33 units (5 vacancies)	30 per cent of monthly income up to \$650/month	cable TV. surface parking	Ms. Claude Boocock (780) 852-5000
Pine Valley Lodge 177 Boutin Avenue, Hinton	Lodge Evergreens Foundation	30 units 7-10 on waiting list	\$903/month (\$557 for extra person)	cable TV. personal laundry surface parking	Merna Strawson, Manager (780) 865-7366 pinevalley.lodge.hi nton@shaw.ca

HOUSING FACILITIES, continued

Facility	Description Owner/Manager	# of Residents / Waiting List	Fee	Services Available for Additional Fee	Contact
Seton General Hospital 518 Robson Street, Jasper	Long-term Care	16 continuing care beds 2 on waiting list			Joan Conors (780) 852-3344
Whispering Pines Lodge Grande Cache	Self-contained for independent seniors Evergreens Foundation	30 units (8 vacancies)	\$903 (400 sq ft) \$944 (420 sq ft) \$1,526 for couples	lunch & dinner (\$151/month) personal laundry surface parking	Iris Fraser, Manager (780) 827-5600

APPENDIX B: PARTICIPANTS AT THE SEPTEMBER 2006 CONSULTATION SESSION

Representatives of these organizations participated at the September 11, 2006 public consultation session in Hinton:

- Alberta Seniors and Community Supports
- Edson and District Old Timers Society
- Edson Meals on Wheels
- Edson Seniors Transportation Society
- Evergreens Foundation
- Hinton Good Companions
- Hinton Healthcare Centre (Aspen Regional Health Authority)
- Homecare (Edson - Aspen Regional Health Authority)
- Mental Health Community Health Services (Edson - Aspen Regional Health Authority)
- Municipality of Jasper
- Office of the Public Guardian
- Pine Valley Lodge Senior Society
- The Good Samaritan Society
- Town of Hinton
- Town of Hinton Family and Community Support Services
- Yellowhead County Family and Community Support Services

APPENDIX C: COUNCIL MEMBERS

The Seniors Advisory Council for Alberta is a government appointed body chaired by a Member of the Legislative Assembly, appointed by the Premier. Other members, appointed by Order-in-Council, include one representative each from the Alberta Medical Association and Alberta Universities and representatives from the six regions of the province. This regional structure, developed by the Seniors Advisory Council for Alberta in 1997 and modified in 2005, maximizes the resources of the Council and optimizes the location of the Council members.

The 13 current members of the Council are:

- Mr. Raymond Prins, MLA, Lacombe-Ponoka, Chair
- Mr. Jim P. Acton, Edmonton, representing the Edmonton and Area Region
- Dr. David L. Belcher, representing the Alberta Medical Association
- Mrs. Diane Caleffi, Calgary, representing the Calgary and Area Region
- Ms. Jean Dreger, Calgary, representing the Calgary and Area Region
- Mr. Clyde Elford, Calgary, representing the Calgary and Area Region
- Dr. Bill Forbes, Stony Plain, representing the Edmonton and Area Region
- Dr. Brad Hagen, University of Lethbridge, representing Alberta Universities
- Mrs. Maureen Hemingway Schloss, representing the Edmonton and Area Region
- Mr. Leonard Olson, High Prairie, representing the North West Region
- Mrs. Dawn Parent, Lacombe, representing the Central Region
- Mr. Harjit Rai, Calgary, representing the Calgary Region
- Mrs. Janet Tomalty, Barrhead, representing the North East Region