

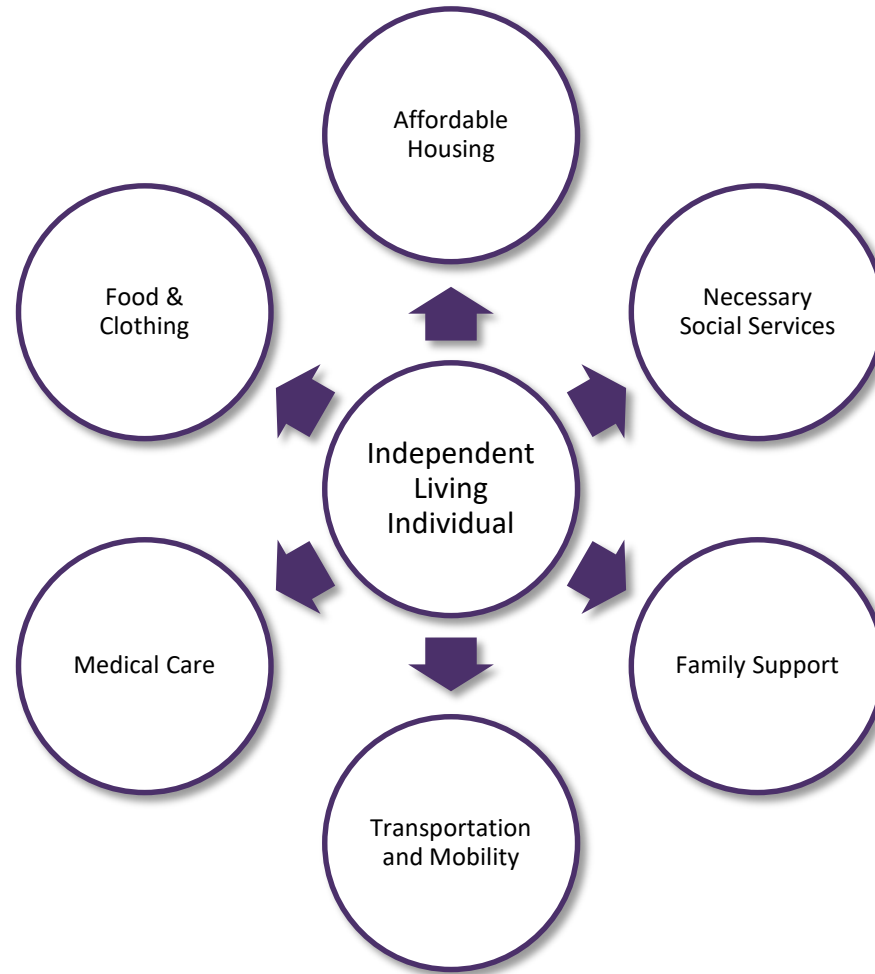
# Exploring Social Engagement Strategies that Support Senior Renters' Ability to Successfully Age-in-Place

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# Social Determinants of Health as a Guide to Housing Security



# Community Enhancement Survey



# Community Enhancement Survey

## Purpose:

- Capture residents needs for supports from their own perspective.
- Obtain detailed information about challenges faced by residents in order to propose solutions to improve their housing security.
- Gather information that would guide the development of an action plan.
- Assess interest in community development activities and events.
- The survey was designed by integrating concepts related to the social determinants of health, as well as property management.
- And for the first time in 2019 we assessed residents perception of housing security; and we conducted a demographics section.

# 2019 Survey Response

- 29.2% response rate from 22 buildings
- 8.4% increase from 2018 (conducted in 26 buildings)
- Results based on 225 surveys received\*

\*Of the 225 surveys received, a total of 216 respondents completed both the demographics portion and the general questionnaire.

# Resident Profile (per Brightside Constitution)

- Independent seniors
- Families
- People with disabilities

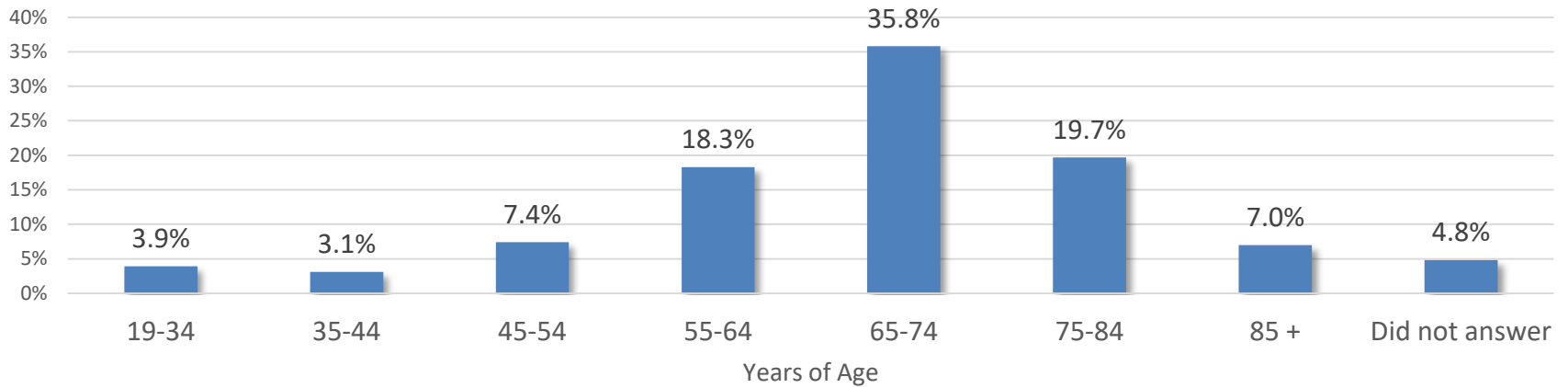


# But Really, Who Are Our Residents?

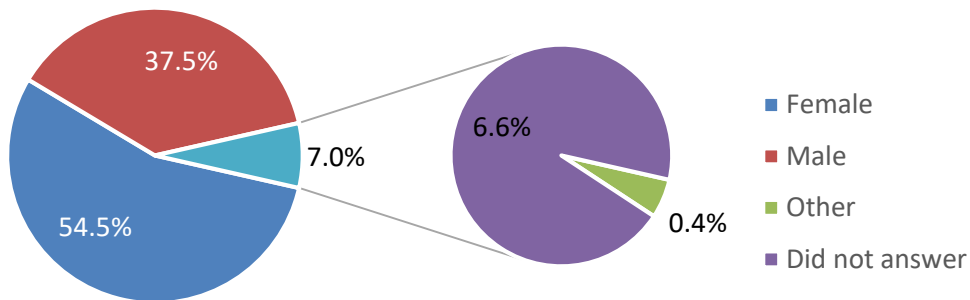


# Brightside Resident Demographics

## Participant Age Range



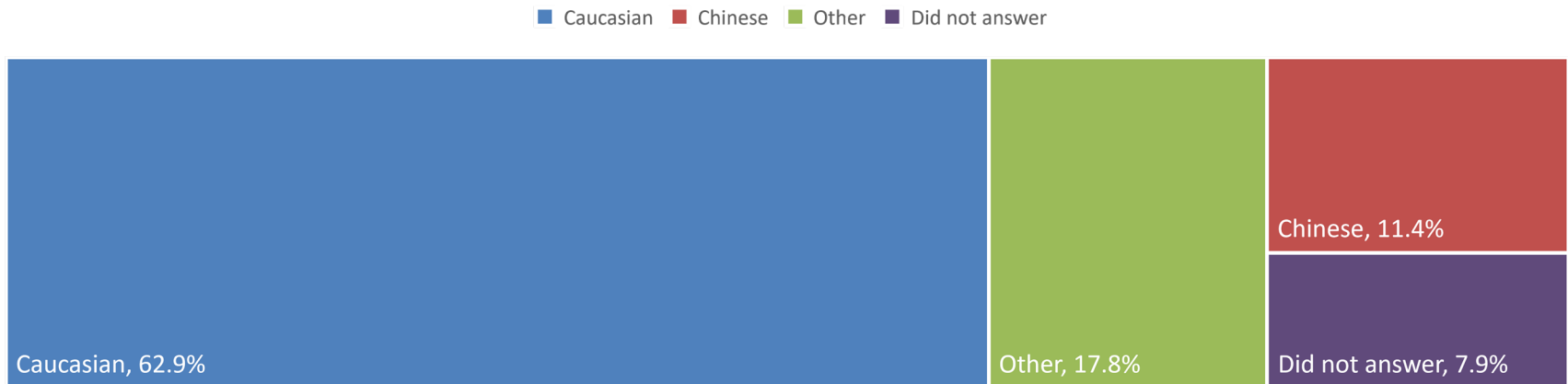
## Gender



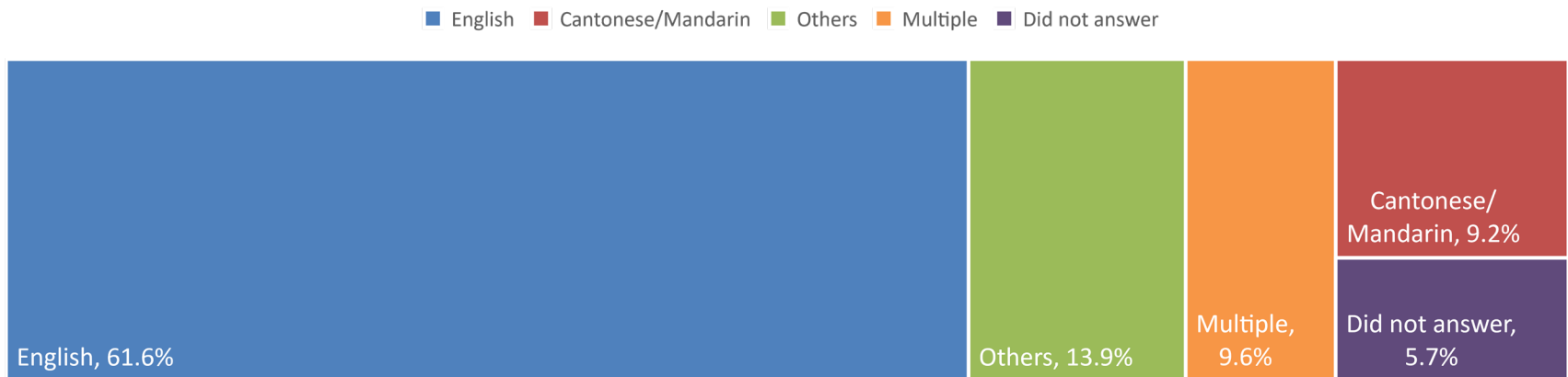


# Brightside Resident Demographics

## Ethnicity

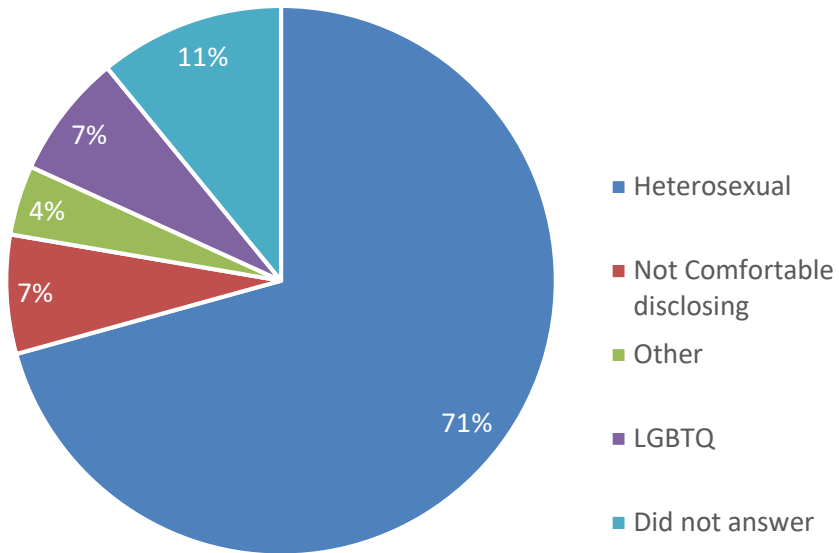


## Languages Spoken at Home

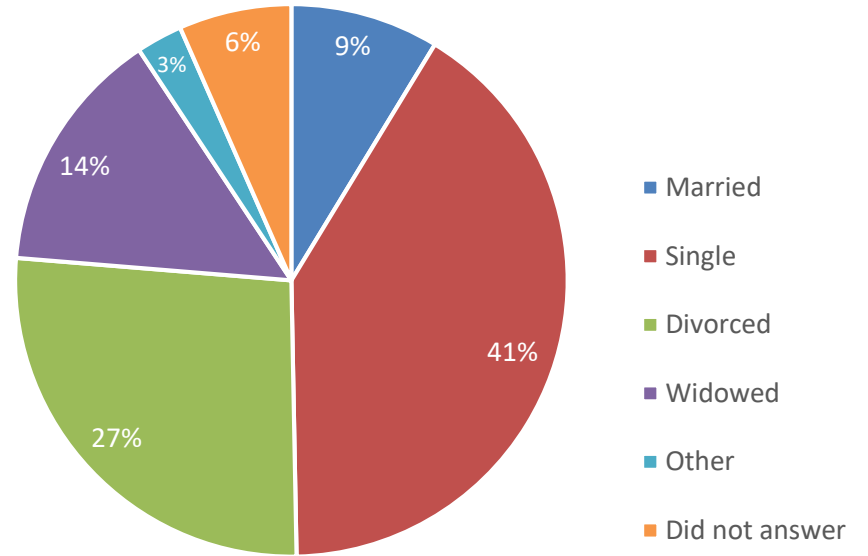


# Brightside Resident Demographics

## Sexual Orientation

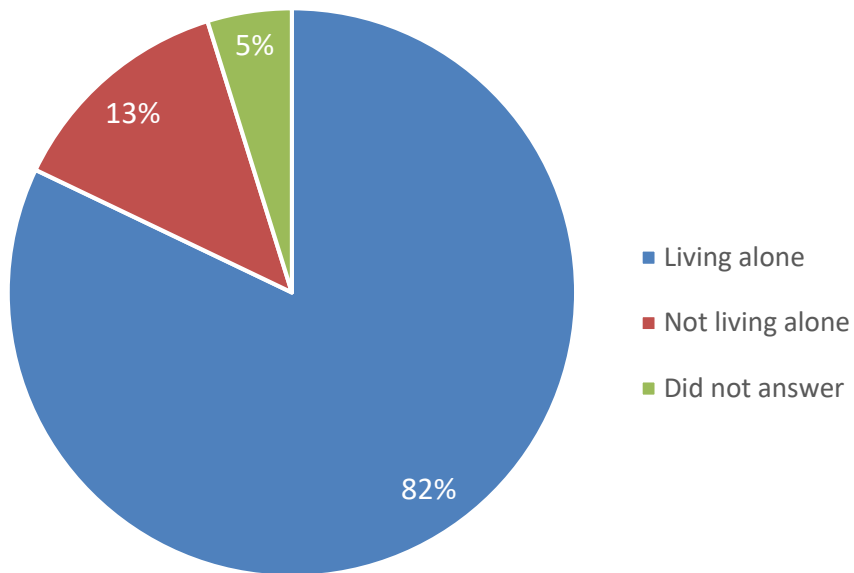


## Relationship Status

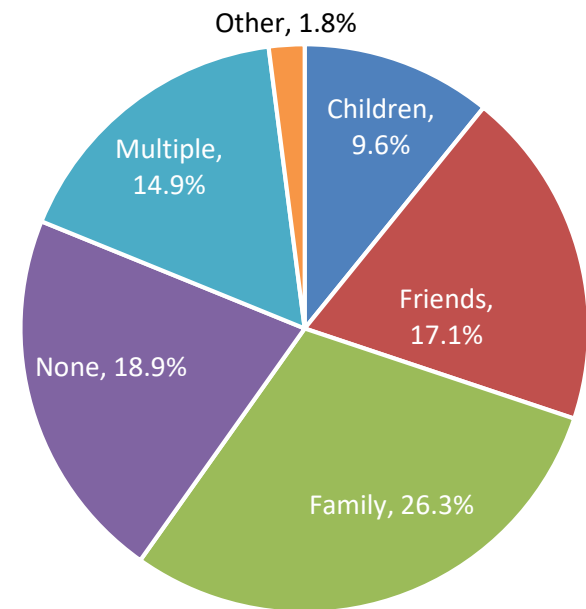


# Brightside Resident Demographics

## Household Composition

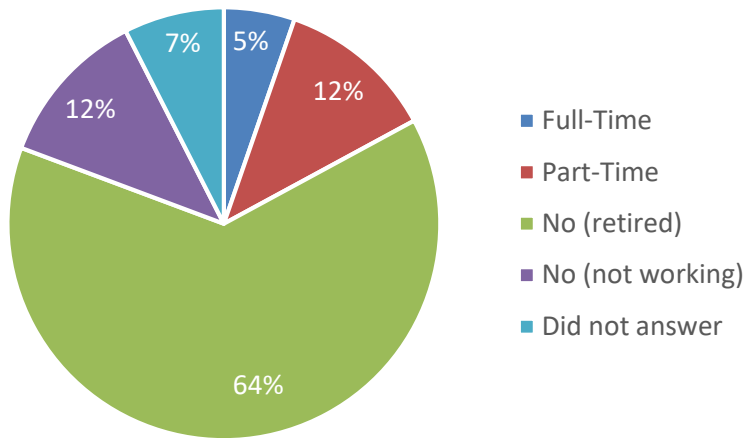


## Social Supports

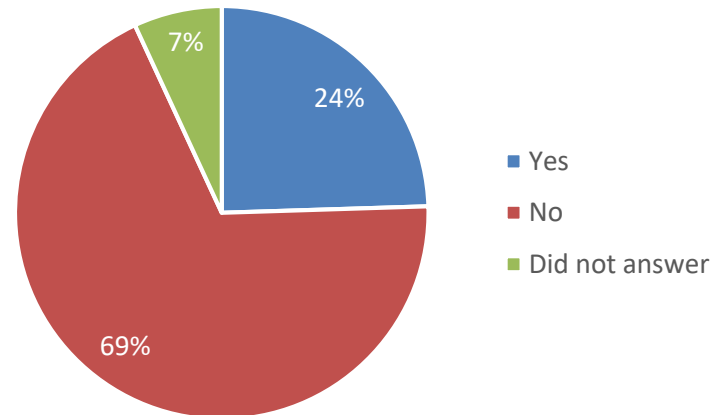


# Brightside Resident Demographics

Work Status



Volunteer Work



# Top Barriers to Housing Stability

2018	2019
Food security	Food security
Lack of mobility	Fear of move / change ("renoviction" / demolition)
Poor mental health	Unresolved conflicts (with Brightside or with neighbours)
Lack of appropriate home-care	Approachability / communication with Brightside

# Social Connectedness: Relationships



## Community Development Participation

In 2018, the Holiday Party, Annual BBQ, and Community Gardens were the most popular community development initiatives in 2018.

The Community Gardens and the Annual BBQ continue to be the most popular initiatives in 2019.

*“The community gardens have brought a lot of joy to us tenants. We have been very active in planting & harvesting vegetables. The flower garden in front of the building has created and maintained by tenants. There is a strong connection between neighbours.”*

-Brightside Resident, 2019

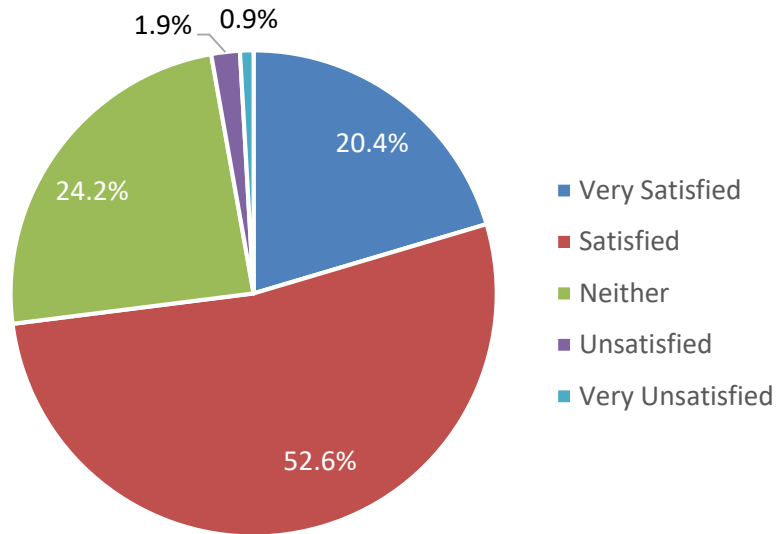
# Communication with Brightside





# Brightside Communications

## Respondent Satisfaction with Quarterly Brightside Newsletter



 Summer 2019

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### Burrard Manor Upgrades

A number of units slated for renovation at Burrard Manor have been upgraded, and residents that were temporarily relocated are now back in their homes. This is what some of our residents had to say:

"I'm really impressed that it went as smoothly as it did."  
– *Katherine*

"Kudos to Bernard and Steven, they were absolutely amazing, and the moving company was great as well." – *Jannette*



*Photography: Simg*

### Resident Relocation Update

Further to recent communication about Brightside's redevelopment plans, transfers from buildings selected for redevelopment have begun. We would like to thank the Brightside community of residents for being so welcoming to your new neighbours.

We met with Alice Saunders, Edward Byers and Loyal Orange residents to share the preliminary proposed designs for the redevelopments. We also hosted an open house for the Grandview Woodlands area to present the proposed project for Edward Byers and Loyal Orange which received overwhelmingly positive feedback: 88% of survey respondents were in strong agreement with the need to increase the amount of below market seniors rental housing units in the area, and support for the redevelopment was the prevalent theme in comments received through community engagement. We also hosted an open house for Alice Saunders House and are in the process of reviewing feedback forms.

If you have questions about this process, please don't hesitate to contact us.

#### Updates Coming Soon!

- Brightside App**  
Brightside has a mobile App! Available for Apple and Android devices now. Keep an eye out for details on the Brightside App.
- Holiday Party**  
Watch for details coming soon about our annual Holiday Party.
- Food Program**  
Brightside is working on a new accessible food program with Food Slash. Residents will be the first to know when we have information!

## Communication and Housing Stability

The survey suggests a positive correlation between a resident's level of satisfaction in communications with Brightside and that resident's overall housing satisfaction.



**78.6%** of residents found Brightside approachable

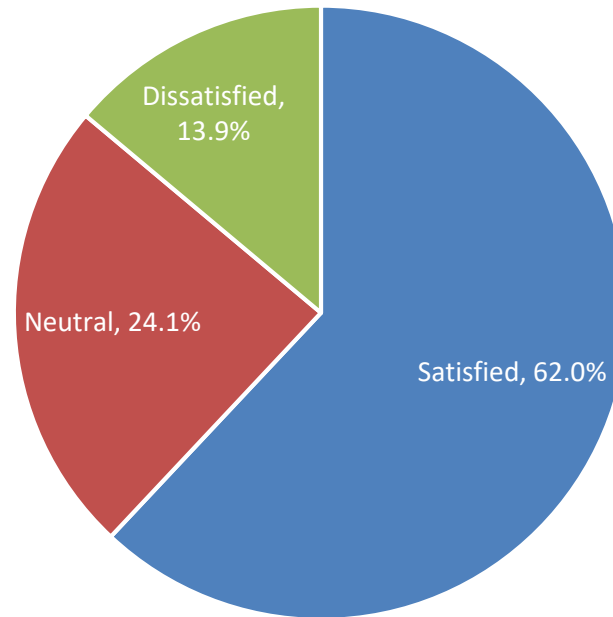


Respondents that positively rated the communication level were **1.8 times** more likely to experience housing satisfaction than those that rated it is neutral or unsatisfied

# Communication and Housing Stability

The majority of respondents expressed satisfaction with their overall level of communication with Brightside.

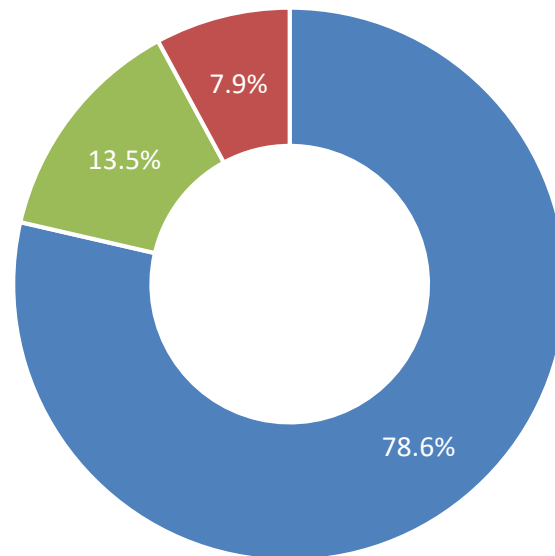
Communication with Brightside



# Communication and Housing Stability

## Respondents' perception of Brightside's approachability

Brightside's Approachability - 2019



■ Approachable ■ Neutral ■ Not approachable

# Health and Wellness

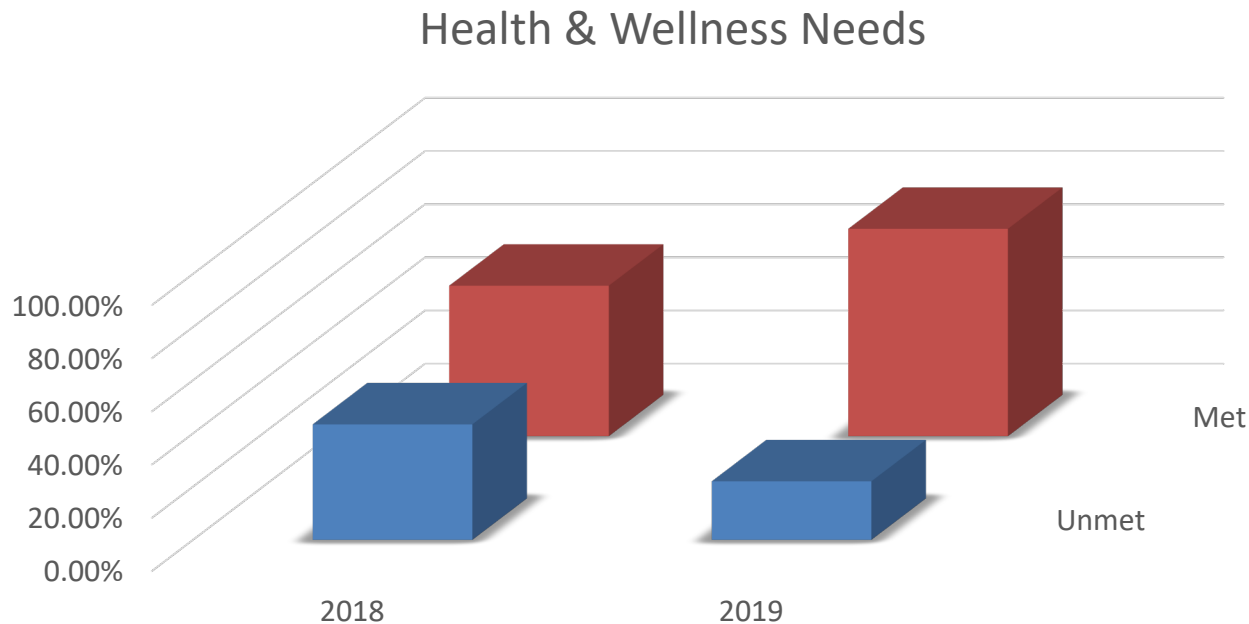


## Health & Wellness

Respondents indicating their needs are not being met indicated **physical limitations** and **conflict with neighbours** as the key reasons for unmet health and wellness needs.

## Health & Wellness

The majority of 2019 respondents indicated that their health and wellness needs were being met with the support of Brightside's community development initiatives, supported by qualitative data.



## Food Security and Housing Stability in 2019

- 6.74% of people indicated that they experience food insecurity
- This is notably higher than the 2.4% of all older adults in Canada experiencing food insecurity as presented in recent literature (Leroux, Morrison & Rosenberg, 2018)

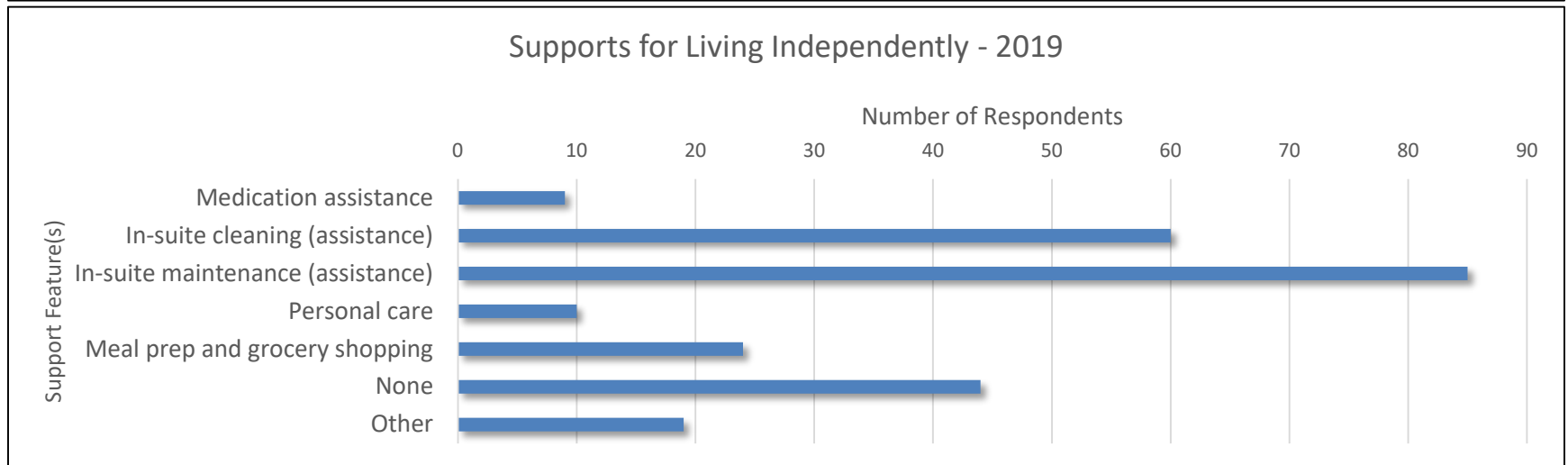
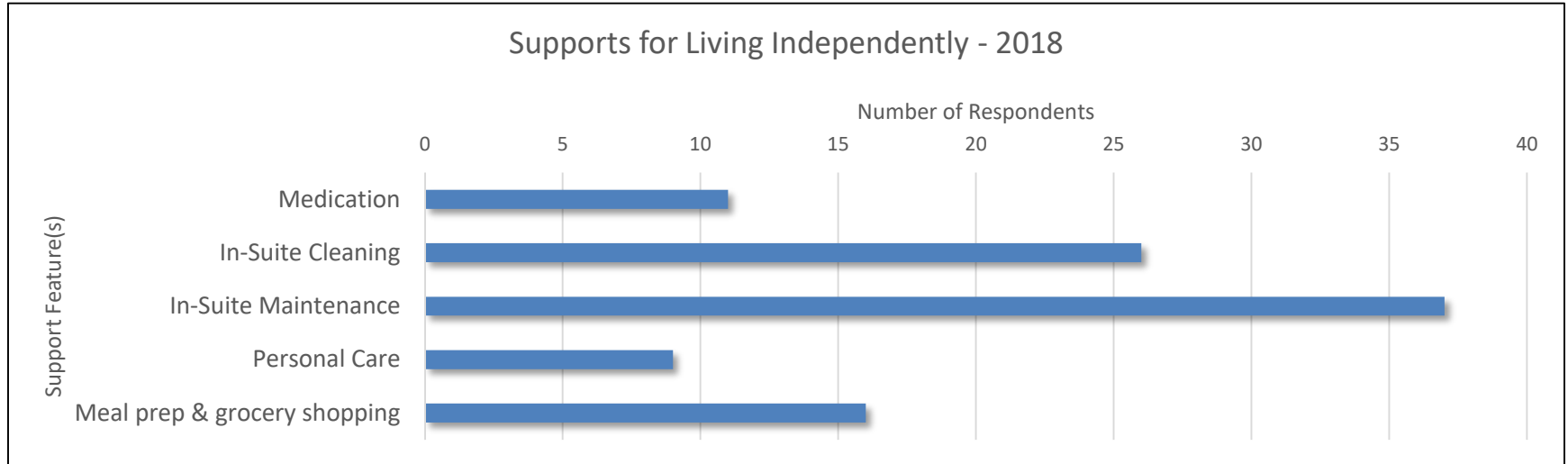


# Physical Environment



# Physical Environment

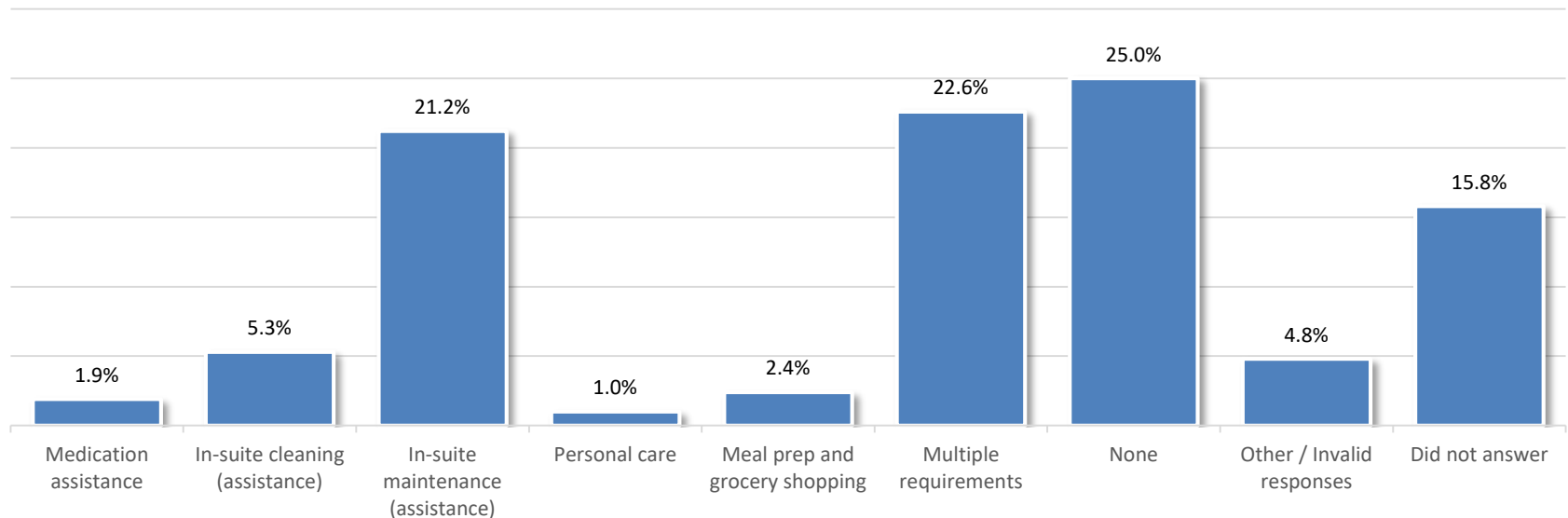
## General Services Support to Live Independently



# Physical Environment

In 2019, support with in-suite maintenance (such as changing light-bulbs and services typically not provided in independent living homes) persisted as the dominant response – both as an individual requirement and as one of multiple requirements.

Supports for Living Independently



## Key Takeaways on Housing Stability from 2019 Survey

- Increased survey participation among residents
- Increased resident participation in Brightside community initiatives resulting in better met needs
- Resident needs relating to housing stability expressed in 2018 survey are largely being met; top barriers have changed in 2019
- Food security remains a persistent challenge for housing stability among residents

A stylized, hollow letter 'B' with a gradient from red on the left to yellow on the right. The background is a solid dark purple with several thin, curved lines in red and yellow that sweep across the frame, creating a sense of motion and depth.

B