

Brightside Annual Community Enhancement Survey Report - 2021 -



What We Know



What We're Doing



What We Hope to Do

Brightside Survey Report

Thank you very much to all residents who participated in the annual resident survey over the past few years. In the most recent survey (2021), we heard from 210 households in our most recent survey, which is about 27% of all Brightside households.

Your responses, along with the support of Simon Fraser University and the Hey Neighbour Collective, have helped us improve what questions we ask and how we deliver the surveys. Thanks to participation from folks like you, we are able to better determine how and where we can improve the way we provide housing.



The information you share provides us with an opportunity to understand the unique characteristics of residents throughout the Brightside community, and has a direct impact on how we do our work. It is especially important for the work of the Community Development and Resident Support team in:

- Establishing collaborations with community-based agencies to help coordinate services that Brightside cannot provide directly
- Learning about the sorts of resident needs that require greater advocacy
- Determining ways in which information or education could assist residents in maintaining healthy tenancies
- Providing direction for Brightside as we engage in housing-sector advisory groups to represent resident concerns

During the survey process, many residents voiced interest in hearing about the results of the annual Resident Survey. We have created this report for Brightside residents in response. We are grateful for your taking the time to provide feedback as part of the annual survey. We appreciate the desire to know that your input will contribute to the improvement of your building and your community and we work hard — often behind the scenes — to translate your feedback into action wherever we are able. Know that we value your input and that it plays a large role in informing our work.

We hope this report will be informative, and that it gives all residents a sense of the community that they are a part of.



If you would like to read more about Brightside's 2021 Community Enhancement Survey, or explore results from prior years, visit our Organizational Research page on the web:

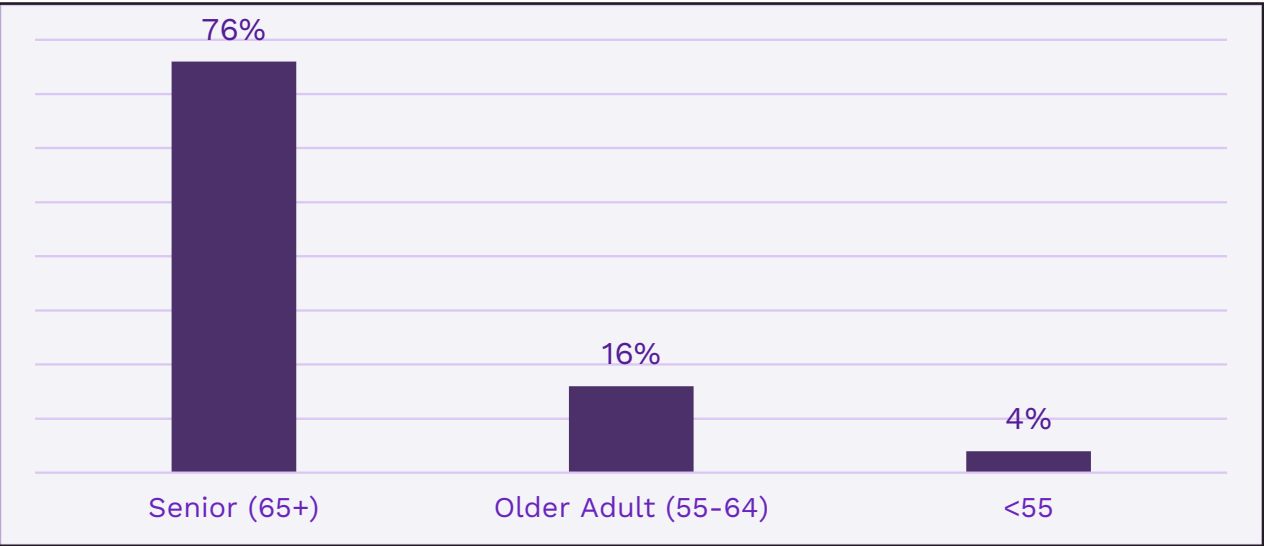
www.brightsidehomes.ca/community/organizational-research

Resident Age

What We Know

Brightside’s resident population is aging, with the majority of residents being over the age of 55.

Resident Age Range



What We’re Doing

By understanding the age demographics of our resident population, Brightside looks for community partners that can meet the needs and interests of our residents.

One example of this is our work with Seniors Services Society of BC, which offers non-medical home support, technology training, and shuttle bus transportation to residents living in Brightside’s Lions View buildings as part of a pilot program.

What We Hope to Do

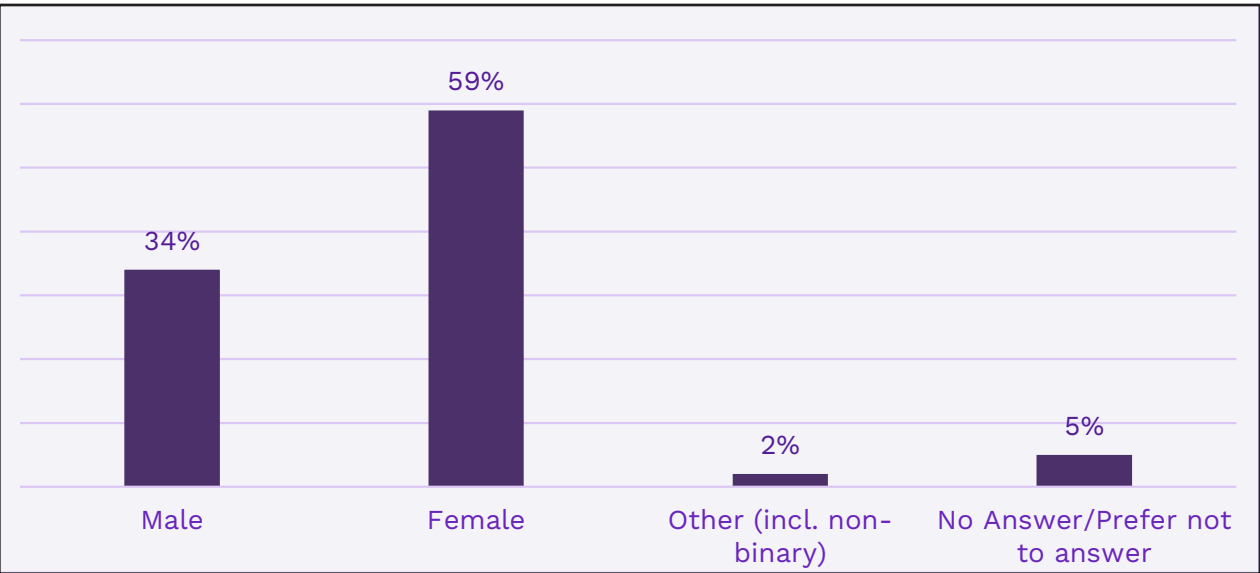
Increase access to programs and services that meet the needs of residents. To do this, we will continue to collaborate and build partnerships with community-based senior-serving agencies.

Gender Identification and Sexual Orientation

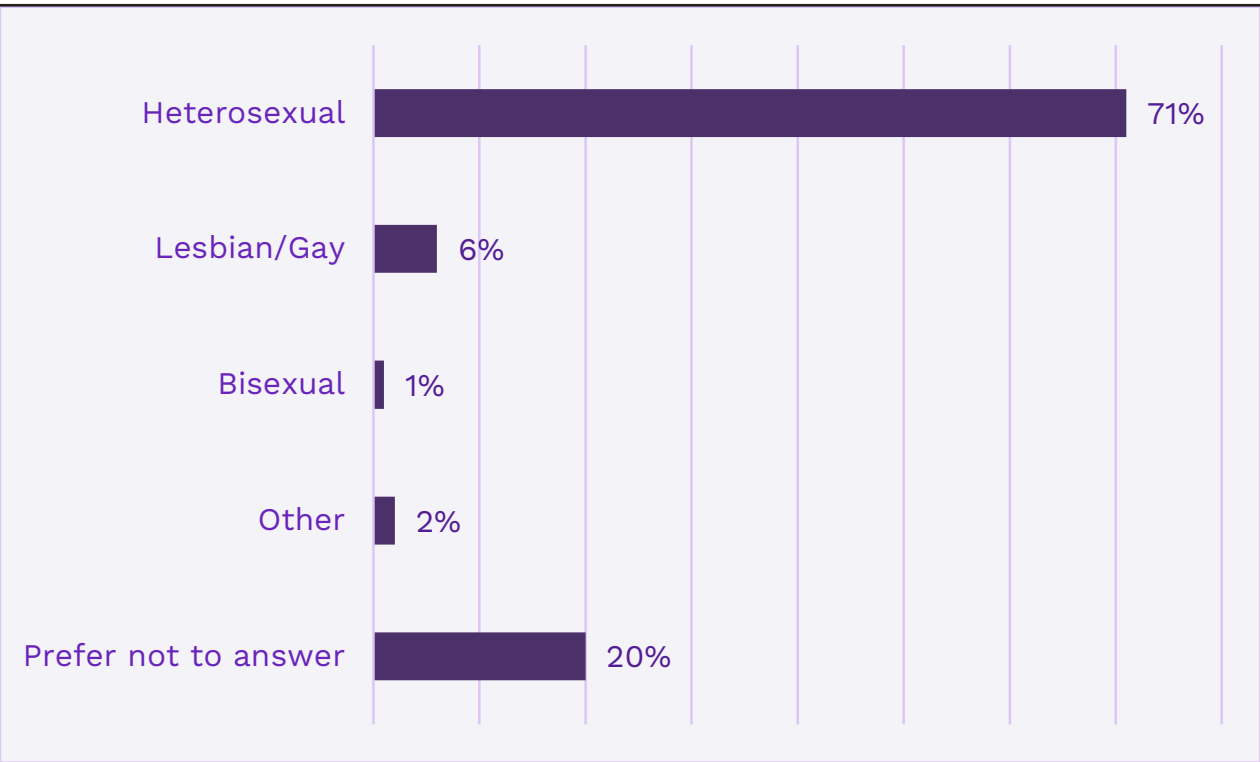
What We Know

Our resident population is diverse, and includes members of the LGBTQ2IA+ community. Based on survey results, 7% of residents identify as being LGBTQ2S+, and an additional 20% of residents who preferred not to answer this question.

Gender Identification



Sexual Orientation





What We're Doing

In order to create safe homes and social spaces for all residents, Brightside is engaged in LGBTQ2IA+ networks supporting greater inclusion in policy and social engagement.

One example of this is our involvement with the Lower Mainland LOVE Community Response Network which is dedicated to addressing the concerns of adult abuse, neglect, and self-neglect within the LGBTQ2IA+ community. Additionally, we have included our commitment to inclusion in our Code of Conduct and Workplace policies.



What We Hope to Do

Continue to source opportunities for greater social inclusion and create safe spaces for all Brightside residents and staff regardless of sexual orientation or gender presentation.



Household Composition and Social Supports

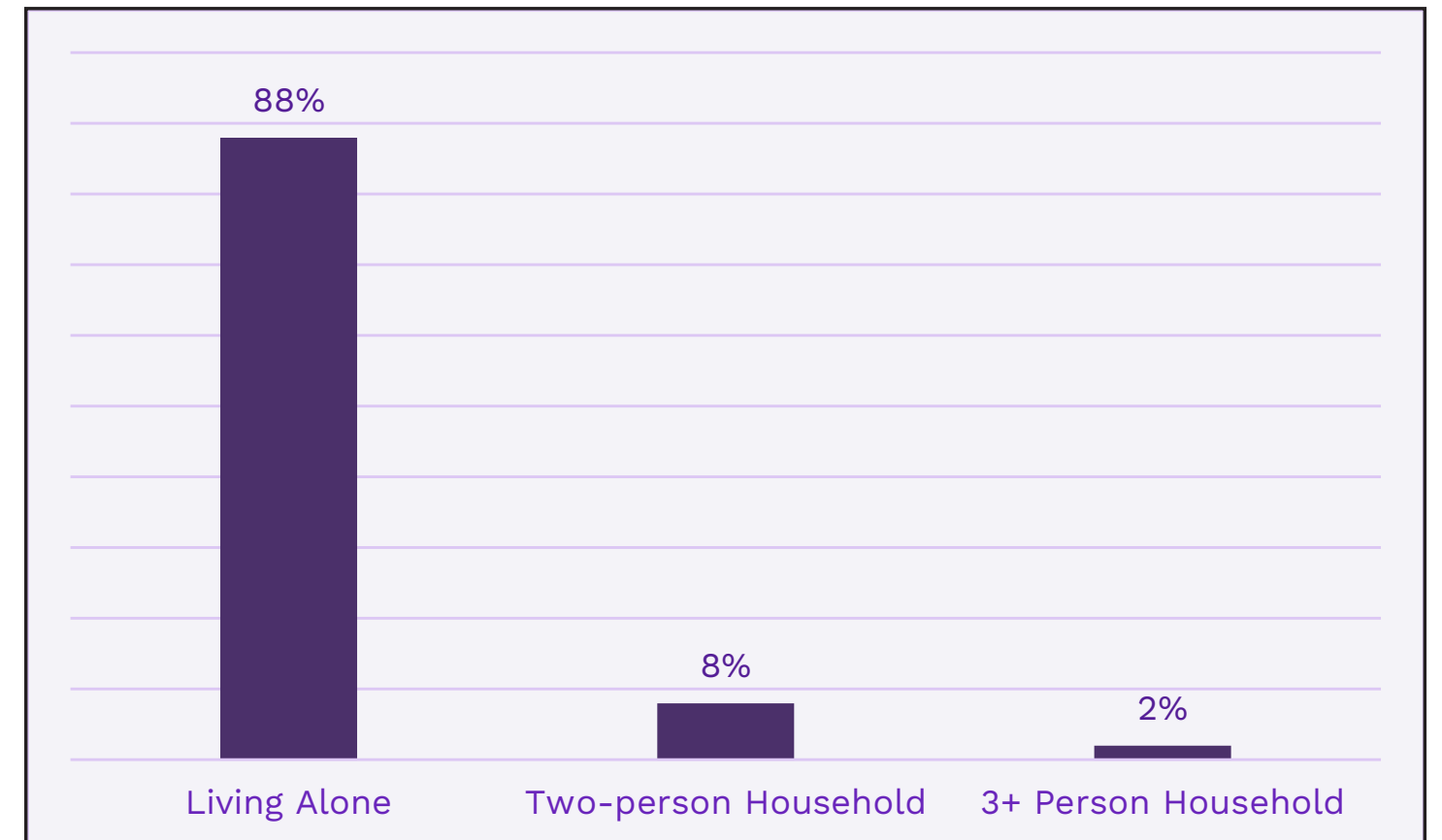


What We Know

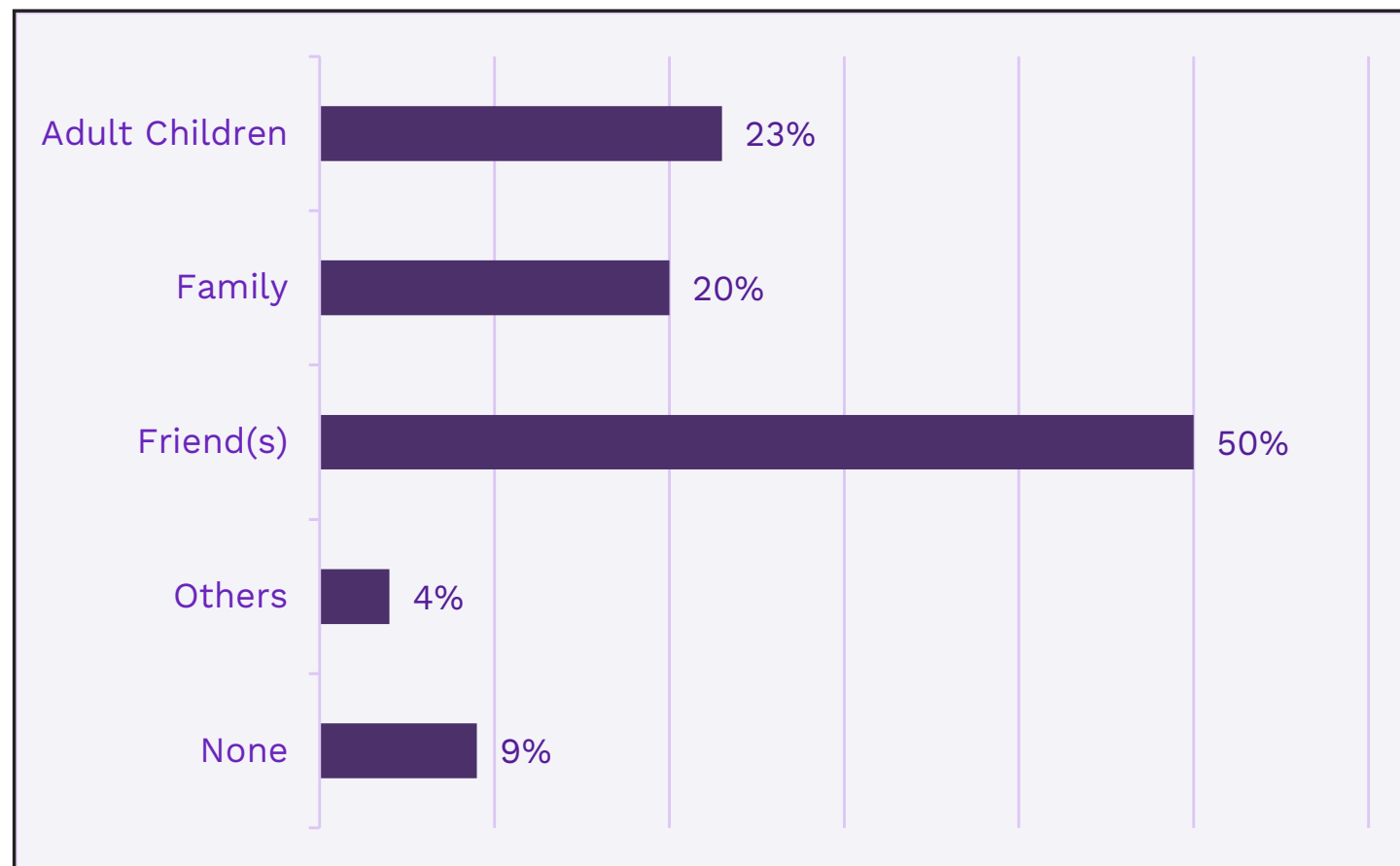
Approximately 88% of our residents live alone and 10% have no social supports (such as family or friends) living nearby. Living alone and socially isolated can make accessing critical things like food, medical support, transportation, etc. (the “social determinants of health”) difficult or impossible, especially when facing other challenges such as poor health or mobility issues.

Approximately 41% of survey respondents indicated that they want to get to know their neighbours better. We know that social connections within multi-tenant buildings help all residents get through crises like pandemics and environmental emergencies such as heat domes. We also know that the more socially connected residents are, the better residents can be connected to programs and services offered throughout their communities.

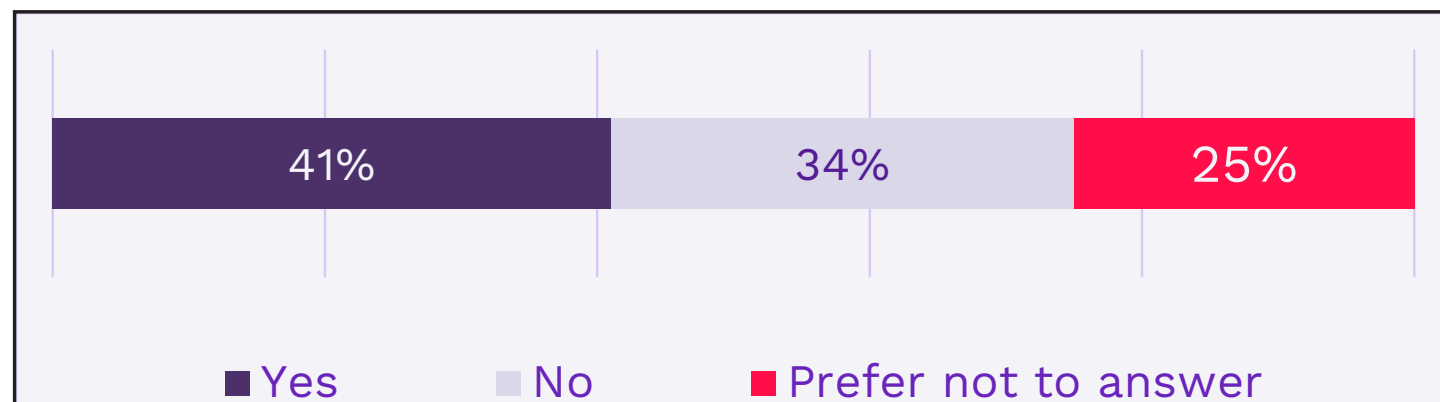
Household Composition



Nearby Social Supports



Desire to Know Neighbours Better



What We're Doing

As an independent living housing provider, Brightside is limited in the type of support and programs we can provide directly to residents. These limitations are enforced by Vancouver Coastal Health in the administration of the Community Care & Assisted Living Act.

To be sure we comply with Provincial legislation and support residents in accessing their Social Determinants of Health, Brightside has:

- Hired a Resident Support Specialist dedicated to assisting residents by connecting them to public health services, community-based support services, and other agencies and services needed by residents.
- Hired a Community Engagement Coordinator to enable social connection opportunities at Brightside Buildings. This includes a complete audit of amenity spaces for resident use, engaging community partners to promote programs for residents in Brightside buildings (e.g. holiday meals), and delivering informational programs to support resident health and wellbeing (e.g. hearing clinics).
- Two programs of note now being piloted at Brightside buildings are:
 1. The Senior Services Society's Integrated Services Program: offers non-medical home supports to residents at Brightside's Lions View buildings.
 2. Queens University's Oasis Program: planned delivery of social programs for residents at Coleopy Park and Collingwood Tower (initial launch scheduled for October 2022). This is a resident-led initiative that has been running in Ontario for 12+ years, specifically for seniors.



What We Hope to Do

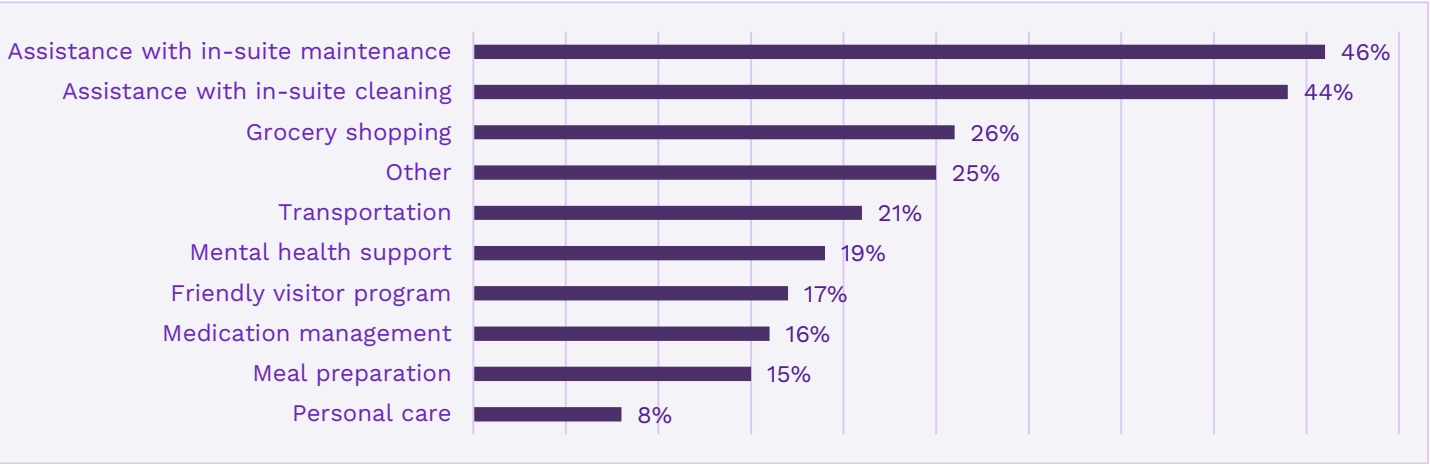
Continue engaging with community agencies to deliver social support and informational programs for residents. We also hope to enable more resident-led programs including a complete review, and in some cases possible redevelopment, of existing community gardens based on resident engagement.

Resident Support Needs

What We Know

As noted earlier, Brightside is an independent living housing provider, which means we are restricted in the type of support services and programs we can provide for residents. These restrictions are enforced by Vancouver Coastal Health in the application of the Community Care & Assisted Living Act. As a result of feedback provided through the resident survey, we know that a majority of Brightside Residents could benefit from support services ranging from meal preparation to light housekeeping.

Supports for Aging in Place



What We're Doing

Brightside collaborates with community agencies that specialize in the delivery of support services designed to enable older adults to age in place safely. Some of these programs include the Integrated Services Program at Lions View, facilitated access to the Better At Home program offered by Neighbourhood Houses and Seniors Centres throughout the city, and continued advocacy for individualized care services through Vancouver Coastal Health.

What We Hope to Do

Continue to advocate for systemic changes and enable greater access to support services at costs that are truly affordable for all Brightside residents.

Building and In-Suite Maintenance

What We Know

Residents care about the maintenance of their individual suites and the buildings they live in. According to survey responses, assistance with in-suite maintenance topped the list of maintenance priorities for residents.



What We're Doing

Brightside currently operates 22 buildings, and the Brightside Operations Team assesses maintenance requests and addresses them in order of priority, funding availability, and need for external service providers. The availability of materials (e.g. elevator parts, window blinds, etc.) and the need for external contractors (e.g. elevator installers) often determine installation timelines.

It is important to note that the Community Care and Assisted Living Act also limits the type of in-suite maintenance Brightside can provide to residents. This means we cannot assist residents with those tasks associated with independent living (e.g. housekeeping, laundry, garbage removal, etc.).

Brightside is responsible for ensuring each unit is safe, with all systems operating properly (e.g. functioning oven, plumbing, etc.). This also includes responding to and treating for pests. All requests for maintenance must be submitted in writing (repair requests are available in building lobbies) and are assessed based on urgency, budget, and staff/contractor availability.

What We Hope to Do

Continue to source funding for maintenance projects including those that improve energy efficiency. Continue to respond to maintenance requests with those directly related to building integrity and resident safety taking priority.

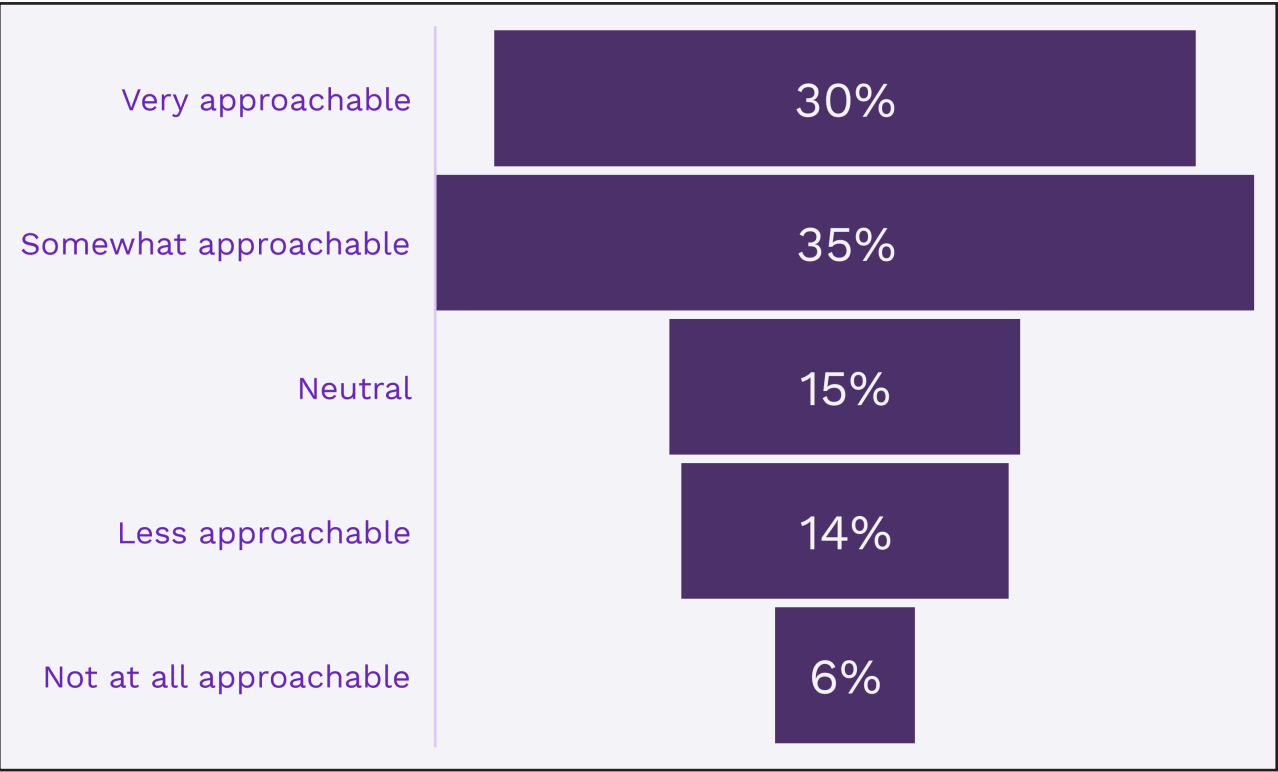
Communication

What We Know

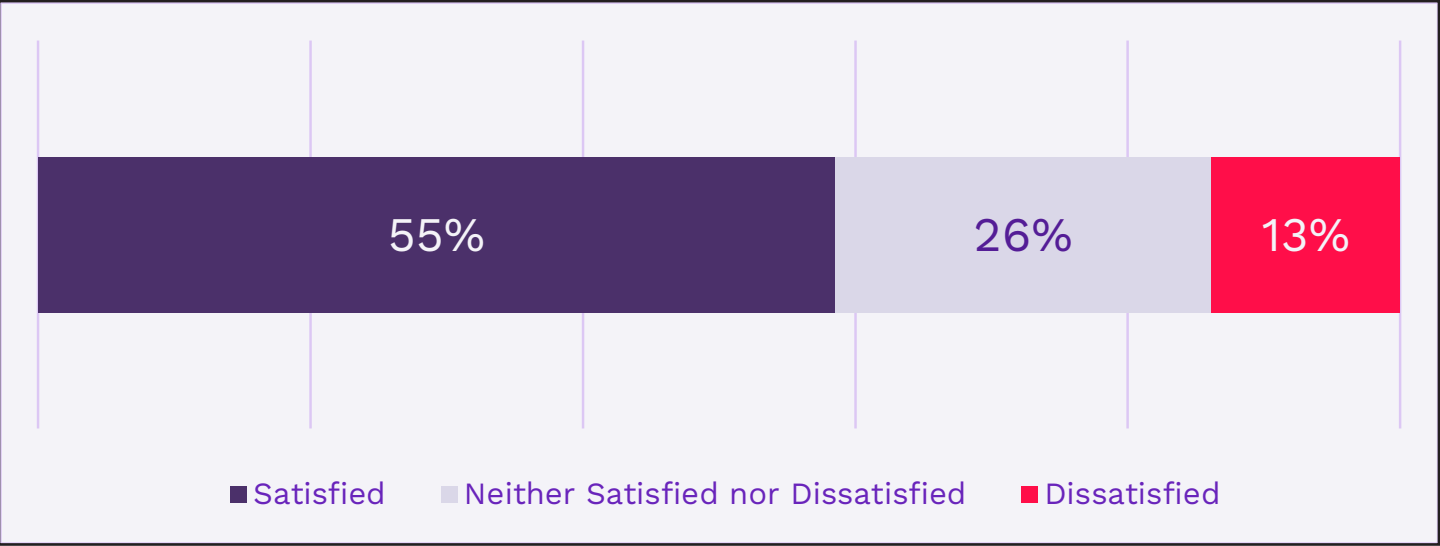
In response to the COVID-19 pandemic and the need to maintain workplace health and safety, Brightside has limited the number of staff working in the office at any given time. Most staff continue to work remotely. We understand this has been frustrating for residents who are used to being able to visit the office, or able to reach the office directly by phone rather than leaving a message. Remote work also means that staff will call from home, and typically block their personal numbers, something that can complicate returning calls as many residents screen or block unknown/private numbers.

We appreciate that prioritizing pandemic health and safety measures may factor into how approachable Brightside seems to be, with 6% of Brightside residents expressing that Brightside is not approachable. We hope that the information provided here can help inform residents what happens behind the scenes.

Perception of Brightside’s Approachability



Satisfaction with Brightside Communication



What We’re Doing

Voicemails left for Brightside staff are forwarded immediately to staff email addresses and are responded to as quickly as possible. If we are unable to return the call (and depending on the urgency or nature of the call), we may respond to the request in writing or in person when we are in the building. We continue to make every effort to respond to residents’ requests in a timely manner.

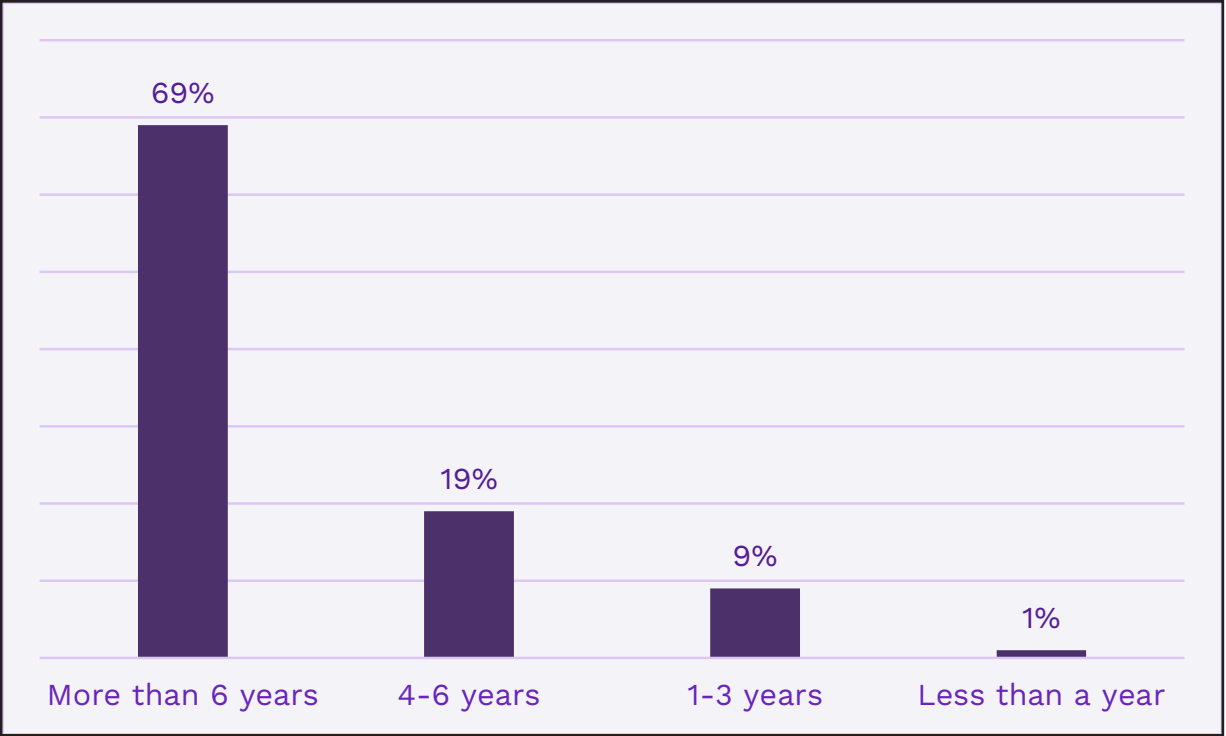
For general information or non-urgent requests, we post notices in the main building areas (e.g. entrance lobby, laundry room or elevators, etc.) or deliver notices door-to-door. We also offer free Wi-Fi in many building common/amenity areas for residents to communicate via the Internet.

What We Hope to Do

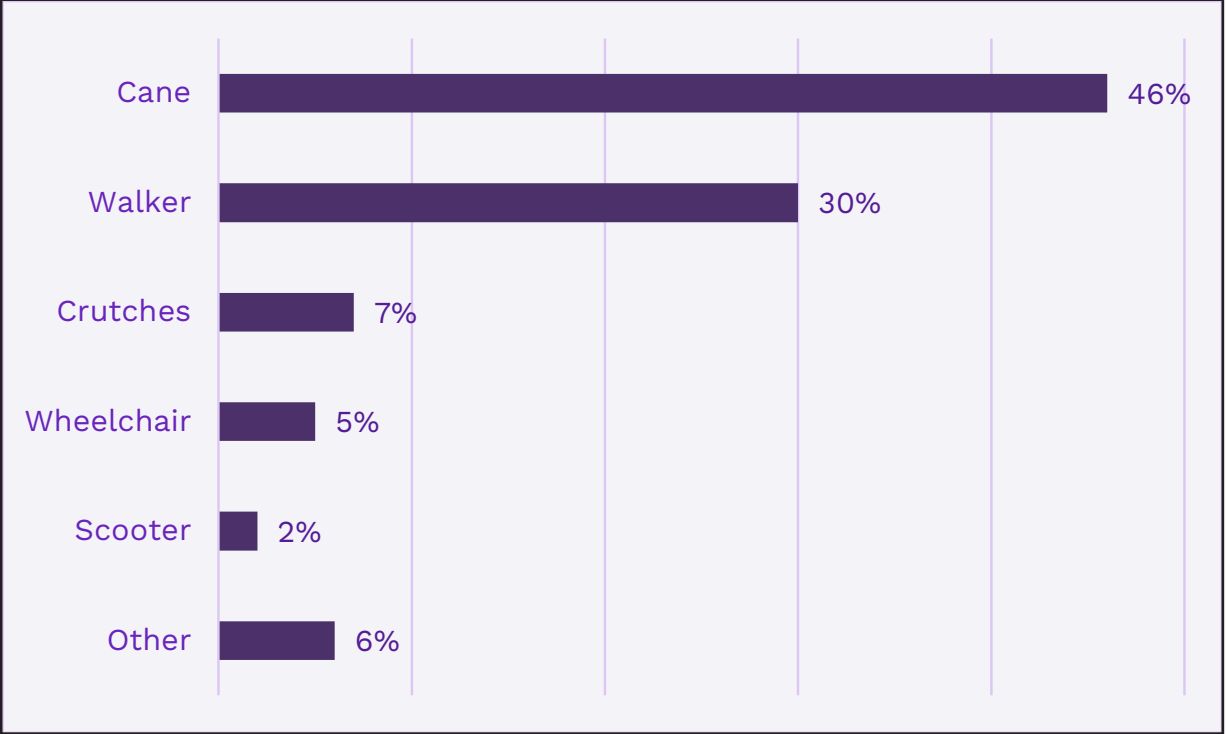
In collaboration with community agencies, we hope to create more opportunities for residents to access the Internet as a means of communication. This includes offering on-site training in the use of the Internet or mobile devices. We will continue to apply for funding to support the development, printing, and delivery of monthly newsletters to all residents.

Additional Information from the Survey

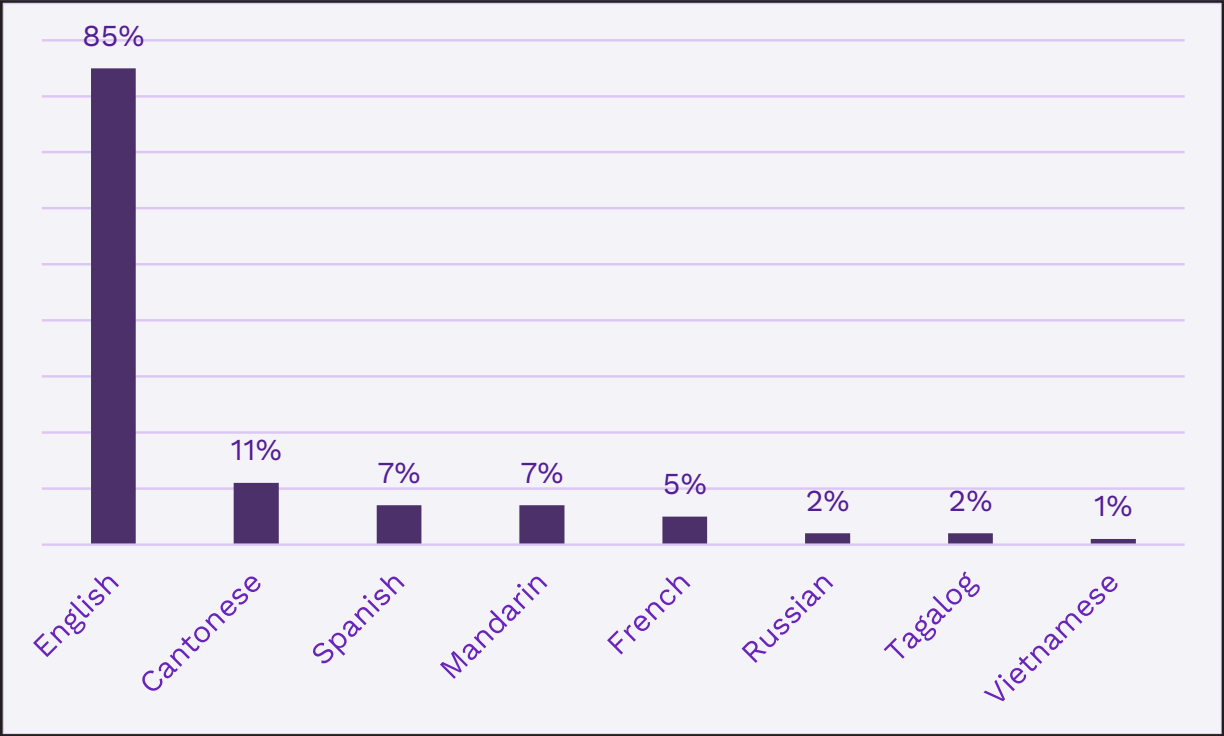
Rental Tenure at Brightside



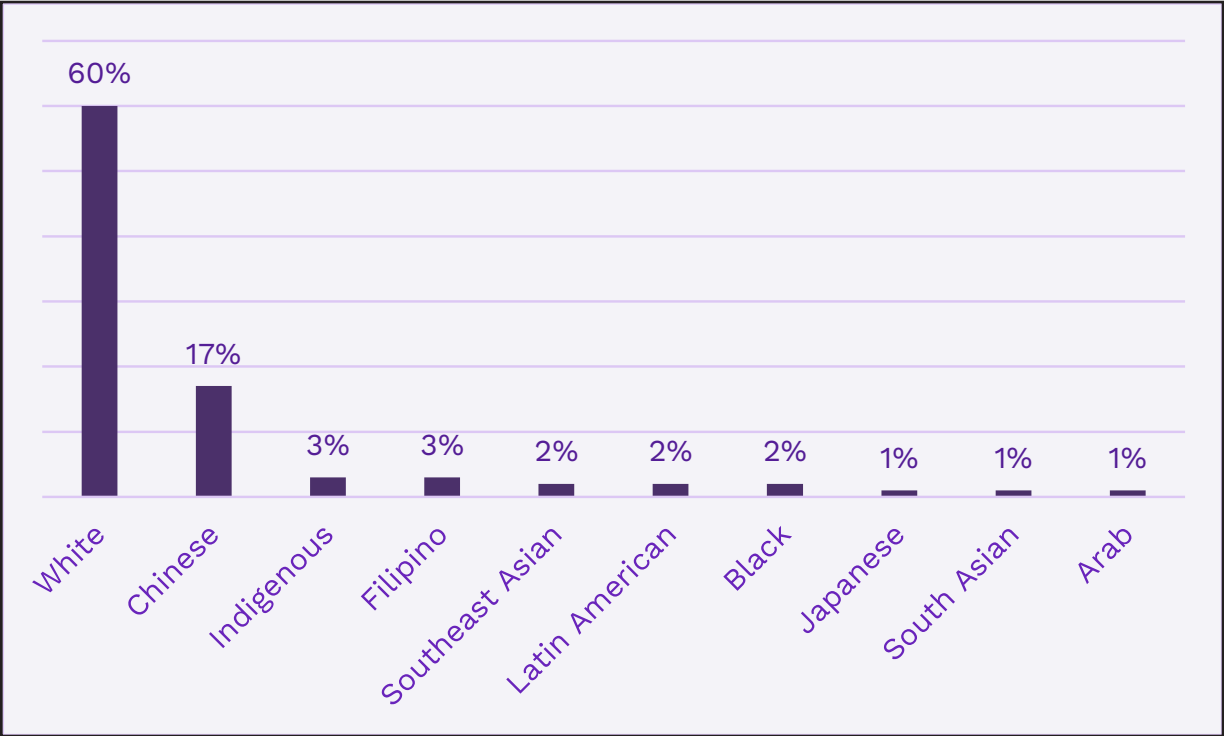
Types of Mobility Aid Used by Residents



Language(s) Spoken at Home



Ethnicity



Thank you for taking the time to review this report. We hope you found it informative. For additional information, visit our Organizational Research page on the web:

www.brightsidehomes.ca/community/organizational-research



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