

Brightside Biennial Community Enhancement Survey Report - 2023 -



What We Know



What We're Doing



What We Hope to Do

Brightside Survey Report

We are thankful to all residents who participated in the 2023 Community Enhancement Survey. We heard from 240 households in our 2023 survey, a household response rate of over 31%, representing the highest survey response rate since it began in 2018. The survey was delivered to 771 households in 22 buildings, concluding in December 2023. Surveys were provided and completed in multiple languages, including English, Chinese, Arabic, and ASL.

Brightside also extends gratitude to the Urban Studies Department at Simon Fraser University, as well as the Hey Neighbour Collective for facilitating and implementing this Community Enhancement Survey.



The information residents share provides us with an opportunity to understand the unique characteristics of residents throughout the Brightside community, and has an impact on how we do our work. The survey has provided insights for Brightside's work in community partnerships, and in some cases has changed our understanding of what community development can and/or should look like in independent living housing.

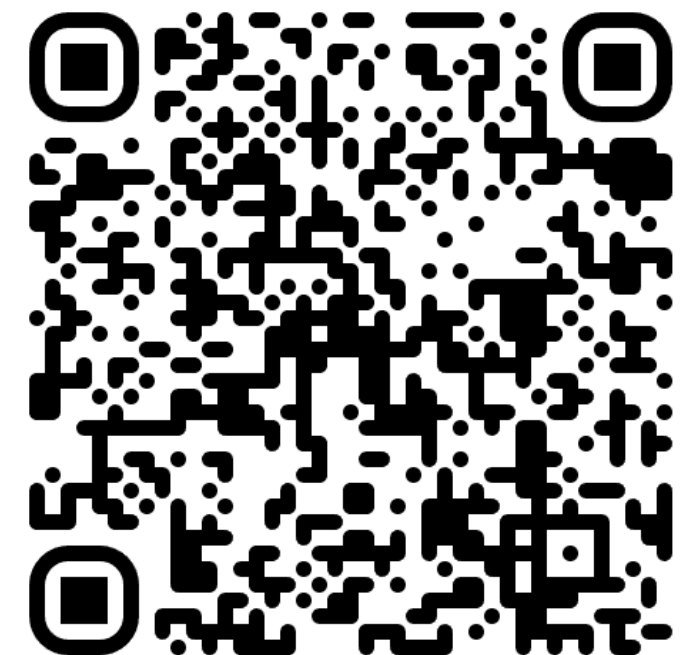
- Establishing collaborations with community-based agencies to help coordinate services that Brightside cannot provide directly
- Learning about the sorts of resident needs that require greater advocacy
- Determining ways in which information or education could assist residents in maintaining healthy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

This report is intended to provide information about the resident community and about shared experiences, as well as a sense of how Brightside uses this information to continue providing safe, secure, and affordable homes for all residents.



If you would like to explore results from prior years, go to our Organizational Research page by scanning the QR Code with your smartphone, or by visiting us on the web:

www.brightsidehomes.ca/community/organizational-research

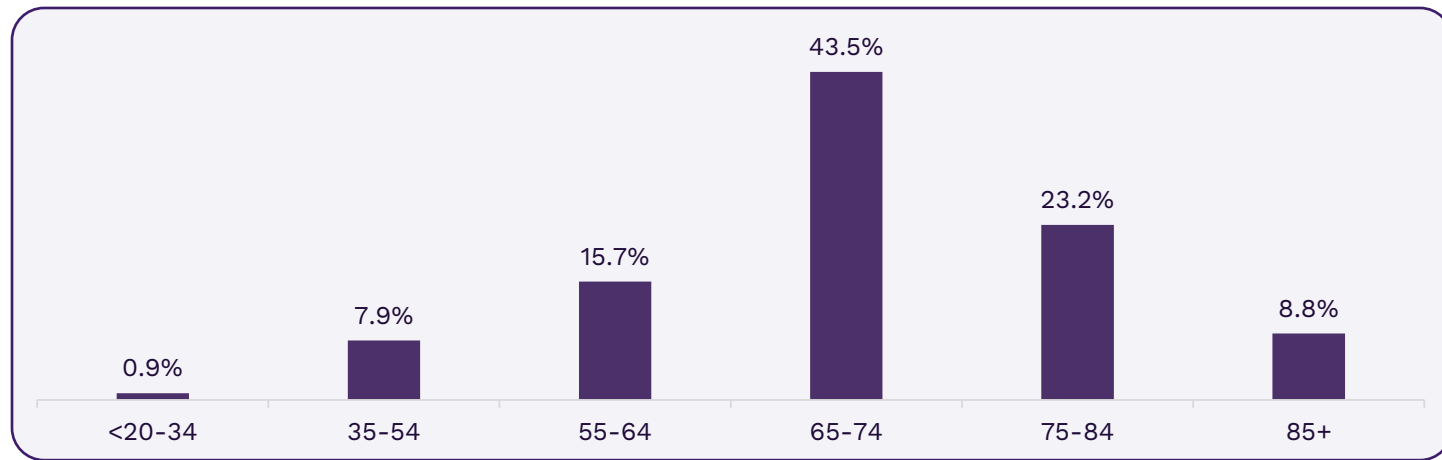


Resident Age

What We Know

Brightside’s resident population is aging, with the majority of residents being over the age of 55. Over 75% of survey respondents indicated that they are over the age of 65.

Resident Age Range



What We’re Doing

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

One example of this is the OASIS expansion in partnership with Oasis Senior Supportive Living and Queens University pilot, developing resident-determined programming designed to enable social connections and greater access to the social determinants of health.



What We Hope to Do

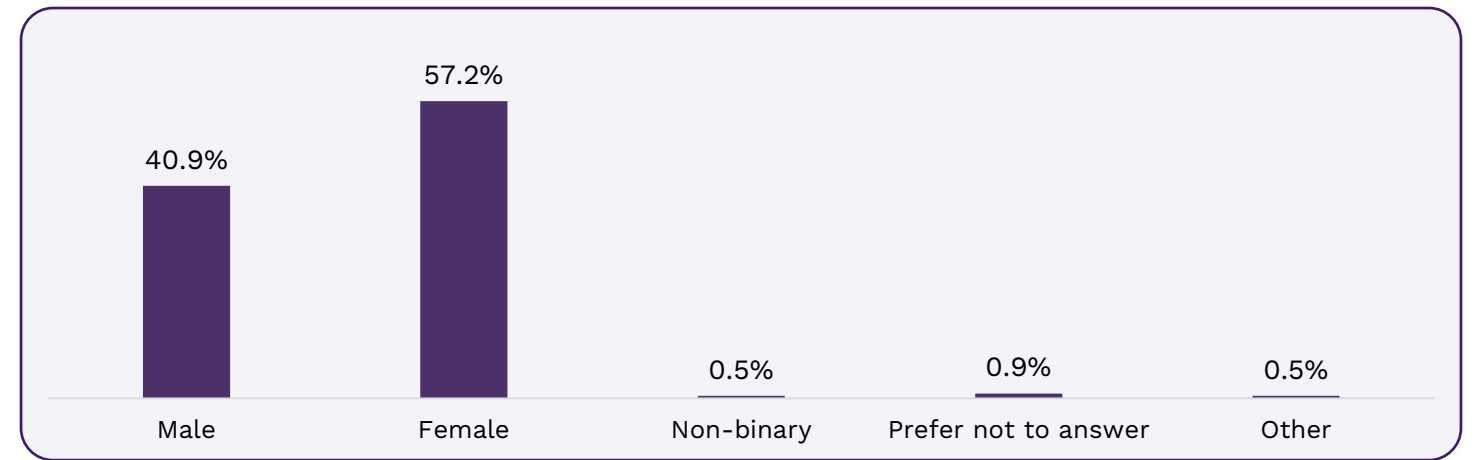
Increase access to programs and services that meet the needs of residents. To do this, we will continue to collaborate and build partnerships with community-based senior-serving agencies.

Gender Identification and Sexual Orientation

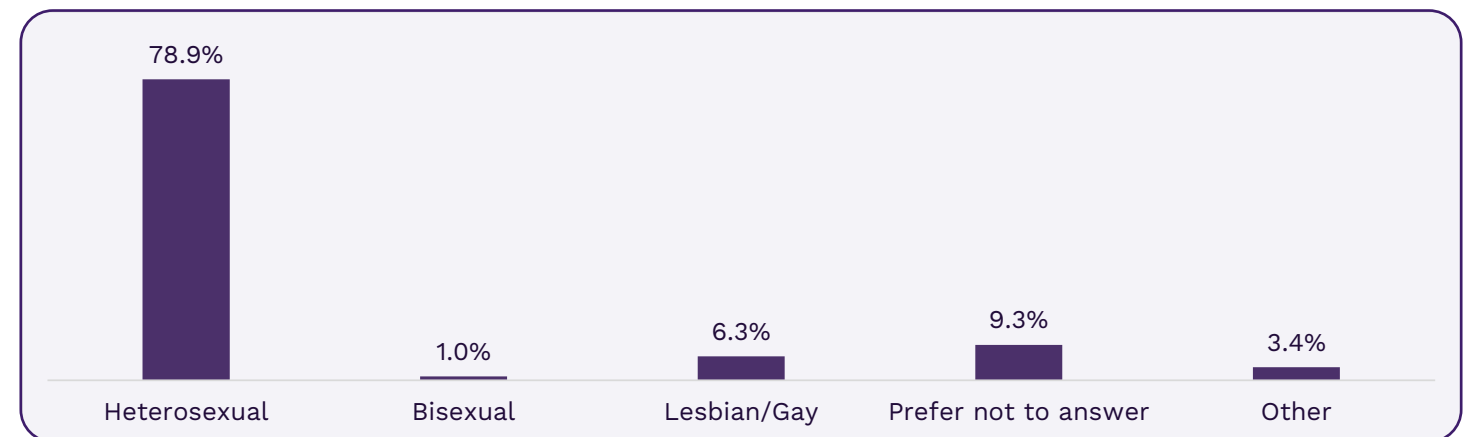
What We Know

Our resident population is diverse, and includes members of the 2SLGBTQIA+ community. Based on survey results, 7% of residents identify as being 2SLGBTQIA+, and an additional 20% of residents who preferred not to answer this question.

Gender Identification*



Sexual Orientation**



*Other options included Non-binary, Trans Man, Trans Woman, Prefer Not to Answer, and “other”
 **The “Other” option was open and requested respondents specify

What We're Doing

In order to create safe homes and social spaces for all residents, Brightside is engaged in 2SLGBTQIA+ networks supporting greater inclusion in policy and social engagement.

One example of this has been 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 2SLGBTQIA+ 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.



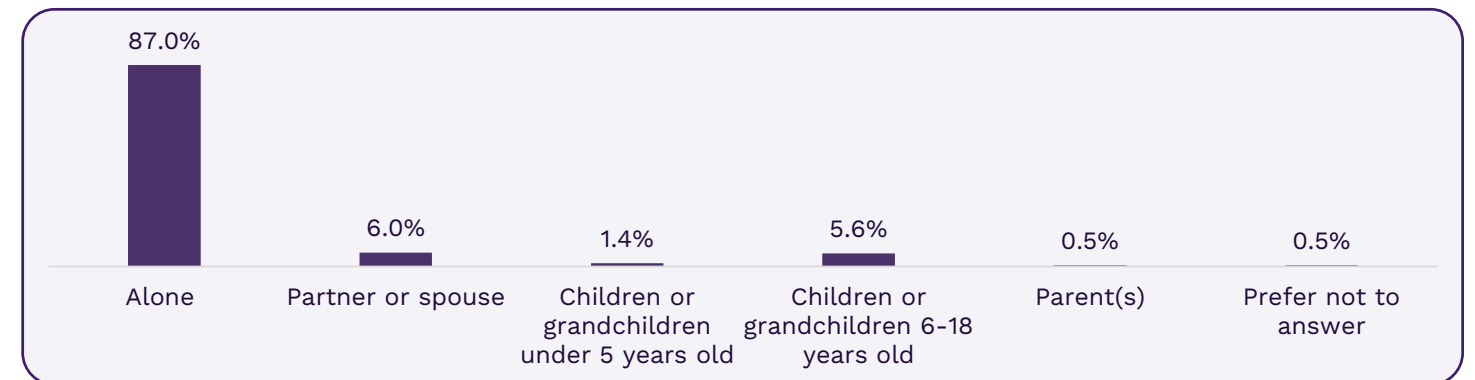
Household Composition and Social Supports

What We Know

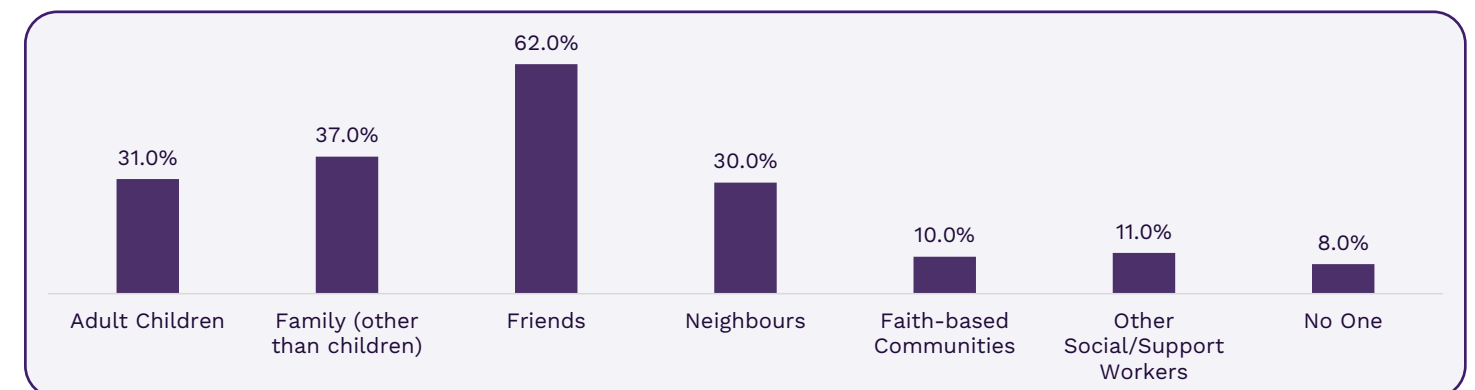
Approximately 87% of our residents live alone and 8% indicate having no social supports (such as family or friends) living nearby. Living alone and socially isolated can make accessing critical things like food, medical support, transportation, etc. (the “social determinants of health”) difficult or impossible, especially when facing other challenges such as poor health or mobility issues.

Approximately 37% 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.

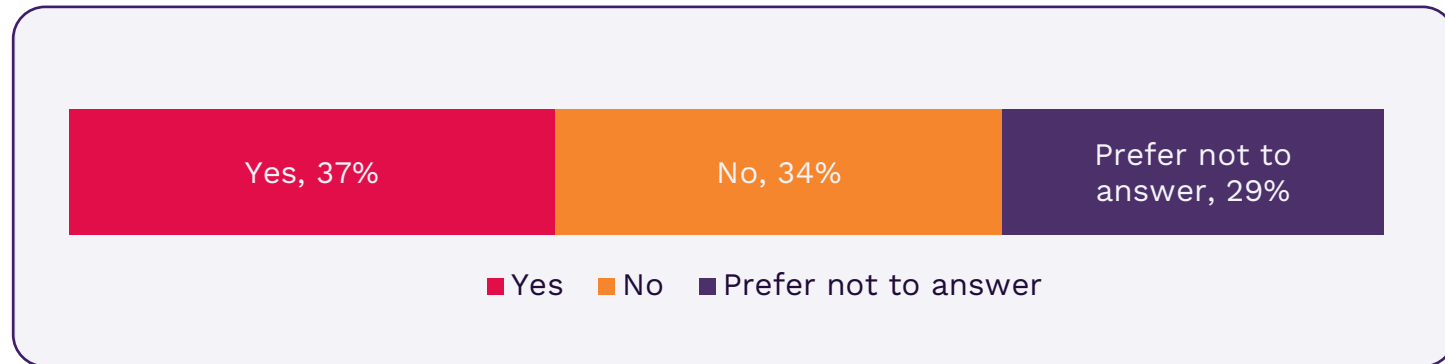
Household Composition



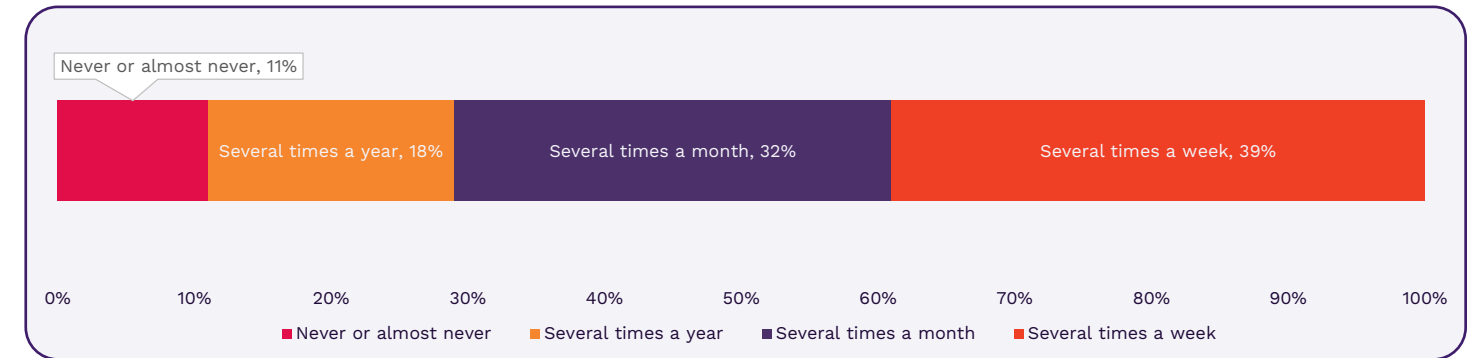
Nearby Social Supports



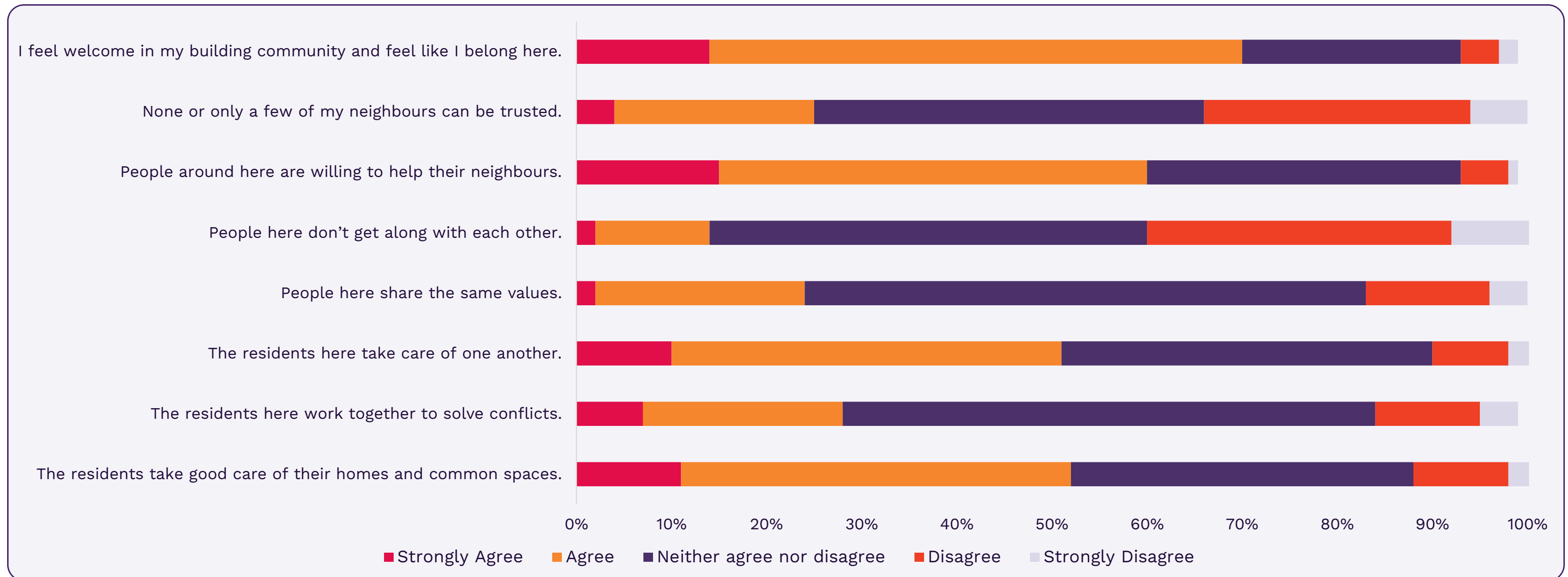
Willingness to Know Neighbours



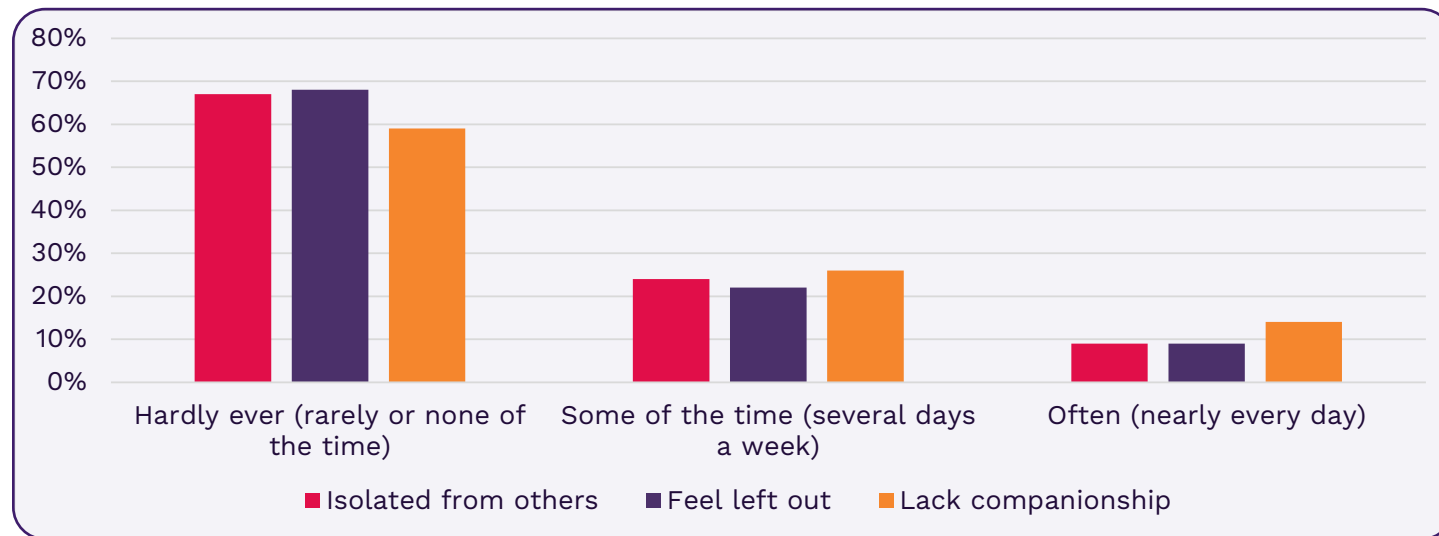
Frequency of Conversations with Neighbours



Feeling Welcome



Feelings of Loneliness



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. A Community Development Coordinator on staff with Brightside helps to enable community connectivity and empower residents to steward their own community-building initiatives.



What We Hope to Do

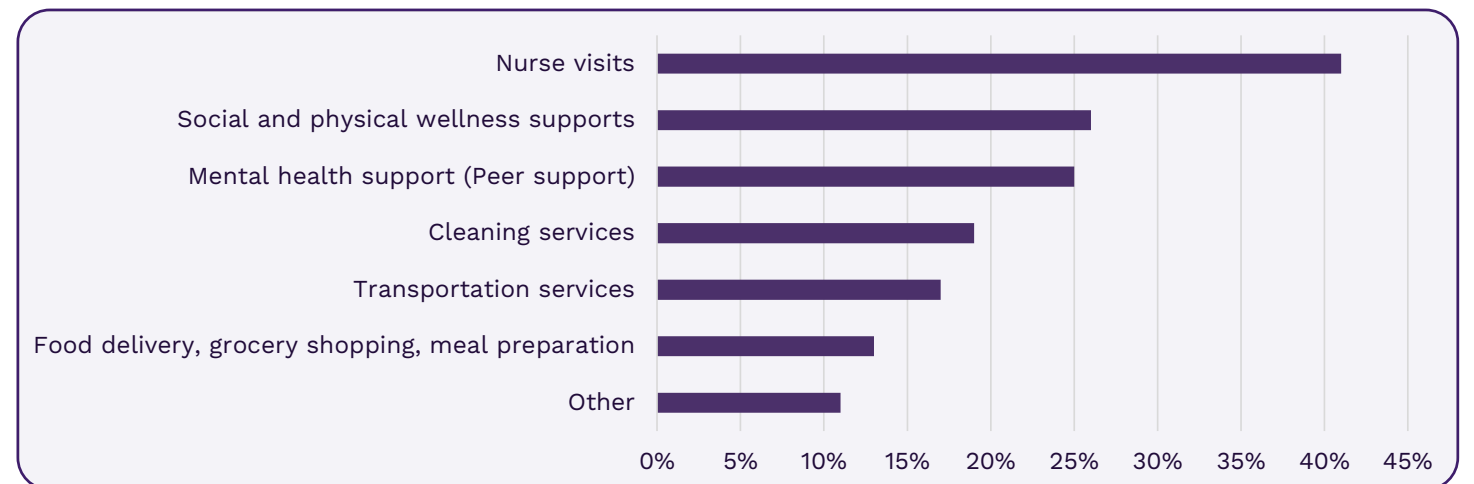
Continue engaging with community agencies to deliver social support and informational programs for residents. We also hope to enable more resident-led programs including a complete review of existing community gardens based on resident engagement.

Community Home Supports

What We Know

As noted, 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.

Community Home Supports Accessed



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 have included the Integrated Services Program (SSSBC) 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 where feasible.

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.

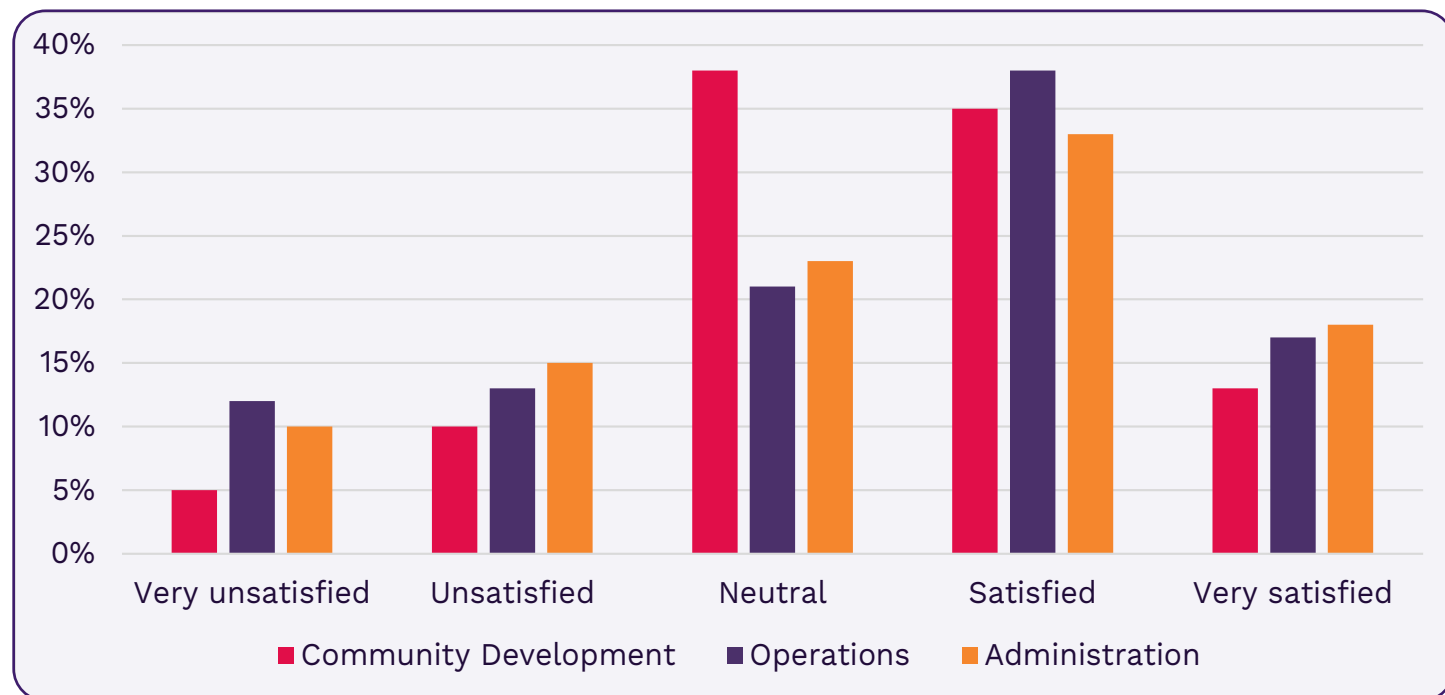
Communication

What We Know

While resident satisfaction pertaining to communication with Brightside has been affected by protocols stemming from the COVID-19 pandemic, the majority of resident responses are categorized as satisfied or neutral. It is important to note, however, that the survey was conducted prior to Brightside's recent organizational change. As such, the Community Development and Resident Support (CDRS) department is now under Housing Services and Engagement, while Operations is now Property Services. At the time of the survey, many residents indicated that they were not entirely clear on the role of the the CDRS department or had little interaction with them. Overall, as Brightside settles into the organizational change, and as communication protocols become more familiar to residents, we anticipate numbers to continue moving toward a higher level of satisfaction.



Communication with Brightside



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

Brightside continually evaluates and adjusts its communications protocols and procedures to suit resident needs while maintaining reasonable capacity demands on staff. With time, we anticipate more Brightside residents to be familiar with online/internet-based communication, which will have additional positive impacts on communication with residents. Further, in collaboration with community agencies, we hope to create more opportunities for residents to access the Internet as a means of communication.

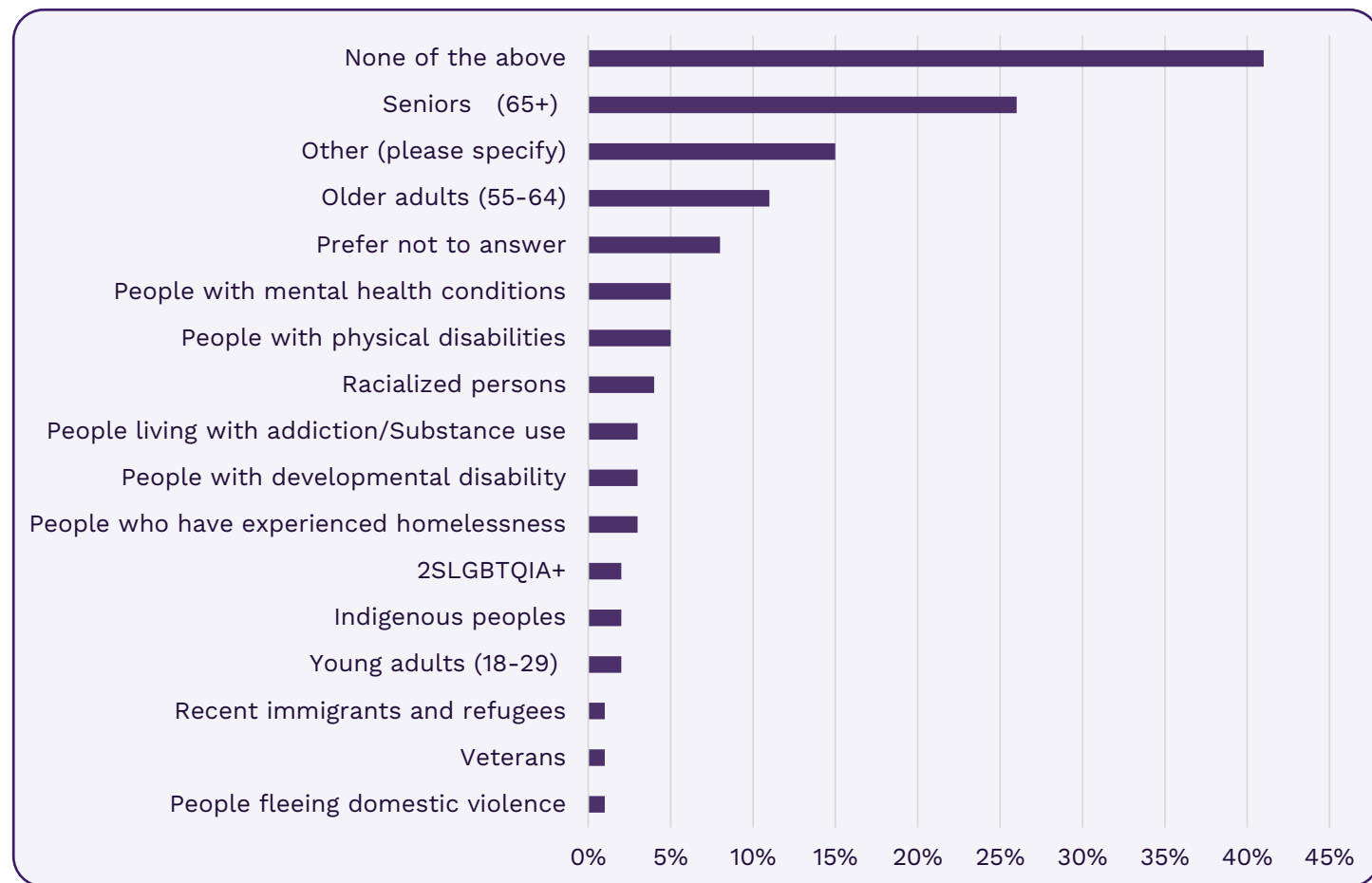


Residents and Housing

What We Know

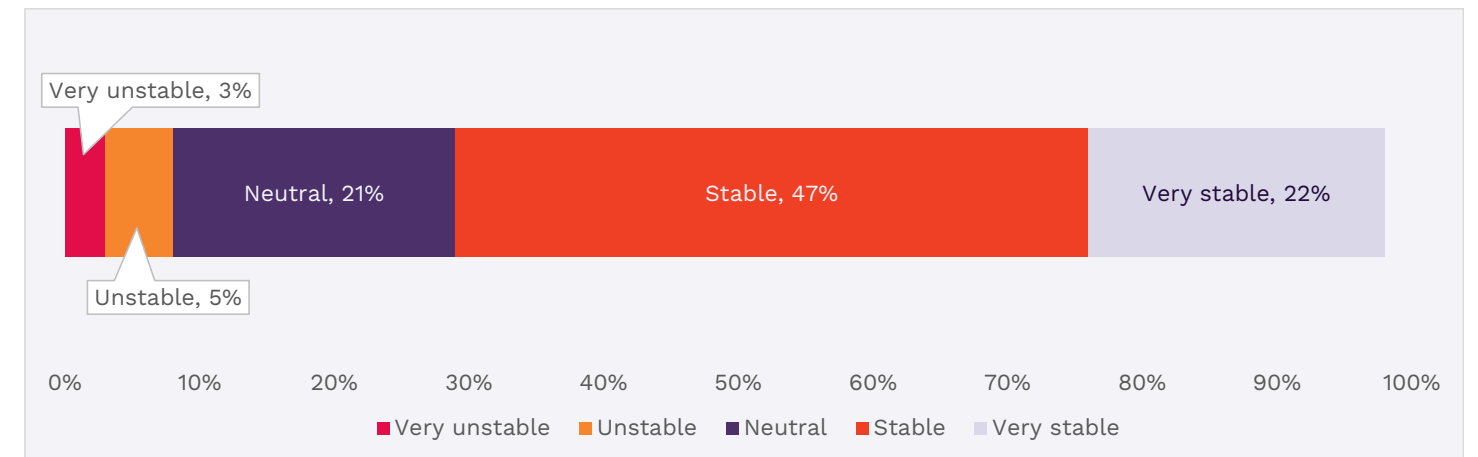
Brightside residents may share the reasons for difficulty finding housing before coming to Brightside. While cost is frequently the core cause of difficulty, underlying reasons may vary.

Reasons for difficulty finding housing in the past



Resident perception of Housing Stability is also measured, as it is indicative of how secure residents feel that their housing is stable and permanent. Reasons for feelings of (in)stability are not requested as part of the survey; however, comments on perception of (in)stability included concerns over redevelopment and maintaining a healthy tenancy.

Feelings of (in)stability about housing



What We're Doing

As a mission-driven organization focused on providing safe, secure rental homes for people that struggle with the demands of market housing, Brightside follows multiple avenues toward both greater housing availability and affordability, and stronger feelings of stability in below-market primary rental housing. From connecting residents to supports and education programs like “Renting it Right” (BCNPHA), to building and advocating for more affordable rental housing, residents’ feeling of stability and the ability to maintain healthy tenancies are viewed with great importance by the Brightside team.

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.



Brightside Community Homes Foundation

#300 - 905 West Pender Street

Vancouver, BC V6C 1L6

Phone: 604-684-3515

Fax: 604-684-3677

Email: info@brightsidehomes.ca

www.brightsidehomes.ca

Charitable Registration Number: 118818657RR0001