

**ANDERSON GARDENS SUPPORTIVE LIVING - Program Plan April 2016 – March 31 2017**

Category	Findings (last Year) 2015-16	Activities (Current Year) 2016-17
<p><b>1. Effectiveness:</b>                      a. Reduce health risks through access to hospitality services which are provided and intend to improve nutrition (target 75%)                       b. Maximize tenant on-site social interaction through activity options. (target 30%)                      c. Reduce isolation through access to social activities (target 10%) (i.e. geriatric exercise classes, theme nights, special events, volunteer opportunities, educational seminars)</p>	<p><b>1. Effectiveness Findings (2015-16 year):</b> Sixty-two percent of tenants took part in the daily meal, 56% took part in on-site social activities; and 64% made positive connections in the community. Examples of onsite activities include: Bike-share program, weekly Tai-chi, Chi-gong workshop, gardening, in-house portrait photography project, art therapy program and studio arts program (including three public exhibitions) tenant generated bi-annual compilation of poetry, jigsaw puzzle teams, holiday gift exchange and BBQ lunches. A group of tenants cooperated to regularly host on-site party events which are open to the entire tenant body in the evenings in the first floor common area. These included Halloween, New Years and Valentines dances and a farewell party for a tenant leaving Anderson. Examples of community connections include: CBT, Advocacy Center, Women’s Center, Career Development Center, Seniors Coordinating Society, Public Library, Recreation Center, Hope Air, Mental Health and Addictions, Quit Now, Low Cost Dental Clinic and other community recourses. * It should be noted that while participation in daily meals is down this year, community connections has substantially increased from 35% to 64%. This movement out of isolation at Anderson into the broader community directly affects the number of tenants at daily mid-day meals and indicates a healthy development in the tenant body as a whole. While staff are pleased with the increases noted in the community connectedness of tenants staff will, going forward, work towards meeting meal participation rates at the targeted 75% threshold.</p>	<p><b>1. Effectiveness Activities (2016-17):</b> Continue to monitor and record participation in daily meal (target maintained at 75%), onsite social activities (target increased to 45%), and involvement in positive community connections (target increased to 25%).</p>
<p><b>2. Efficiencies:</b>                      a. Maintain occupancy at 99%                      b. Maintain meal quality (90% of the times tested)</p>	<p><b>2. Efficiency Findings (2015-16):</b>                      During the course of the 12 month reporting period there was a total of 4 vacant units for the period of one month each. In calculating the occupancy / vacancy rates our formula is as follows: 4 vacant units / 396 total units = 1% vacancy. The corresponding occupancy rate is 99%.                       To measure meal quality, information was collected from staff randomly participating in one meal per month to test for quality. The following evaluative benchmarks were used: <b>1.</b> Were the 3 main food groups from the Canada Food Guide represented in the meal. <b>2.</b> Did the meal taste and appear appetizing.</p>	<p><b>2. Efficiency Activities (2016-17):</b>  <b>a.</b> Maintain an occupancy rate of 99% for the coming 2016-2017 year.  <b>b.</b> Maintain meal quality by ensuring the 3 main food groups from the Canadian Food Guide are represented at each daily meal; and evaluate for taste and appearance. Staff will regularly monitor with the target achievement ratio set at 100%)</p>
<p><b>3. Accessibility:</b> a. To respond to all reasonable accommodation requests made by tenants or potential tenants. b. To enhance application process in order to shorten waitlist times</p>	<p><b>3. Accessibility Findings (2015-16):</b> Both accessibility objectives were achieved. Twenty-six of 26 requests for additional accessibility were accommodated and 9 of 9 tenants on the registry waitlist were housed during the course of the fiscal year.</p>	<p><b>3. Accessibility Activities (2016-17):</b>  <b>a.</b> Continue to support tenants with accommodation requests.  <b>b.</b> Fill 100% available vacant units with tenants from BC Housing Registry.</p>

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<p>4. <u>Satisfaction</u> - Maintain client and stakeholder satisfaction levels @ 85%</p>	<p>4. <u>Satisfaction Findings (2015-16):</u>                  Tenants and stakeholders indicated their overall satisfaction with the housing and property management services above the targeted 85% ratio. <u>Actual Results:</u> Persons served satisfaction rate-100%; Stakeholder satisfaction rate-100%</p>	<p>4. <u>Satisfaction Activities (2016-17)</u>  <b>1.</b> Continue to monitor to ensure a minimum of 85% tenant and stakeholder satisfaction is sustained. <b>2.</b> Continue to formally solicit and formally record stakeholder satisfaction feedback throughout the 2016-2017 year.</p>
<p align="center"><b>Category</b></p>	<p align="center"><b>Resources</b></p>	<p align="center"><b>Activities</b></p>
<p>5. <u>Administrative Objectives</u>                  a. Develop an internal database system to track key demographics and risk and barriers for data analysis and annual report purposes.                  b. Increase staff development training to address increased client aging in place issues</p>	<p><u>Administrative Objectives: (2015-16):</u> Both these objectives were achieved as staff collected statistical data throughout the 2015/2016 year. Staff were also provided with professional development opportunities such as attending the BCNPHA RENTS conference.</p>	<p><u>Administrative Objectives (2016-17):</u>  <b>a.</b> Continue to develop statistical tracking for Anderson Gardens and continue to maintain relationships with community stakeholders.  <b>b.</b> Continue to make available staff professional development opportunities.</p>