

WHOLE WAY HOUSE

2 0 2 5



## Building Healthy Communities in Housing

H e y   N e i g h b o u r   H o u s i n g   S y m p o s i u m   2 0 2 5

# Introducing the Whole Way House Model

- Whole Way House partners with non-profit landlords to provide onsite community building programs and tenant support services in order to build healthy communities in housing. We support low-income veterans, seniors, and people with disabilities to create a sense of home and belonging as well as the support to age well in place.
- Our program adapts based on the needs of the seniors, ranging in support from 3-7 days per week onsite.
- By creating a safe and welcoming community, at-risk seniors are empowered to have successful tenancies, access to community healthcare resources, higher quality of life and thrive with the dignity and support they need and deserve.



# Current Overview



**1100+ Residents**



**11 Sites**



**7 Housing Partners**














**20 Staff**



**4 Municipalities**



**\$1.5M ANNUAL BUDGET**

 <p>In partnership with BC Housing</p> <a href="#">LEARN MORE</a>	<p>in the DTES</p>  <p>In partnership with Union Gospel Mission</p> <a href="#">LEARN MORE</a>	<p>and/or with disabilities in the DTES</p>  <p>In partnership with Union Gospel Mission</p> <a href="#">LEARN MORE</a>
<p><b>Alexander House (AHS)</b></p> <p>Affordable housing for low-income seniors in the DTES</p>  <p>In partnership with BC Housing and Coastal Church</p> <a href="#">LEARN MORE</a>	<p><b>Chelsea Tower (NCS)</b></p> <p>Affordable housing for low-income seniors in Mount Pleasant</p>  <p>In partnership with BC Housing</p> <a href="#">LEARN MORE</a>	<p><b>Chelsea Terrace (NCS)</b></p> <p>Affordable housing for low-income seniors in Burnaby</p>  <p>In partnership with BC Housing</p> <a href="#">LEARN MORE</a>
<p><b>Granville House (AHS)</b></p> <p>Affordable housing for low-income seniors in Vancouver (Granville Bridge)</p>  <p>In partnership with BC Housing and Coastal Church</p> <a href="#">LEARN MORE</a>	<p><b>The Orchard (UGM)</b></p> <p>Permanent, affordable, townhouses for low-income families and single moms in Surrey</p>  <p>In partnership with Union Gospel Mission</p> <a href="#">LEARN MORE</a>	<p><b>Shiloh Place</b></p> <p>Low income housing for seniors in Chinatown and the DTES</p>  <p>In partnership with Reaching Home</p> <a href="#">LEARN MORE</a>
<p><b>The Pendrellis</b></p> <p>Affordable housing for low-income seniors in the West End of Vancouver</p> 	<p><b>Campbell Lodge (CVHS)</b></p> <p>Low-income housing for seniors and people with diverse abilities in the heart of Victoria.</p> 	

## How we work

### RE | CONNECT

**ReConnect** by building meaningful relationships where we can combat loneliness and isolation in a safe and supportive community

### RE | BUILD

**ReBuild** a sense of belonging and purpose through opportunities to contribute, education and training

### RE | CENTER

**ReCenter** around a meaningful and purposeful life through one on one tenant support services and connecting to community resources

# OUR PROGRAMS: PHYSICAL, EMOTIONAL & FINANCIAL WELLNESS



RECONNECT	REBUILD	RECENTER
<b>Coffee Club</b> A great way to start the day, have a reason to get ready and get out of isolation and into a relaxed and positive community setting	<b>Food Bank Rides/Food Security Programs</b> Providing transportation and assistance getting to the food bank. Free shopping programs. Grocery delivery assistance. Meal delivery coordination.	<b>One-on-One Tenant Support</b> Open office hours onsite for various types of support and navigation (English & Chinese)
<b>Games/Puzzles/Drop In</b> Ice breaker to connect in a healthy way and have fun	<b>Special Outings</b> Walking clubs, city exploration, museums, picnics, beach days, forest walks	<b>Financial Support</b> Budgeting, banking assistance, taxes (more on next slide)
<b>Family Dinner/Holiday Meals</b> Building a sense of belonging and family by sharing a sit-down meal that is served with a smile to celebrate together	<b>Hearing Tests/Foot Care/Haircuts onsite</b> Coordinating hearing test providers to come onsite to give free hearing tests & hearing aid fittings	<b>Hospital Visits</b> Emotional and practical support, coordinating with hospital staff for discharge and follow up
<b>Art &amp; Music Therapy</b> Art Hour, Music Trivia, Karaoke and our Listening Stations, seniors are invited to engage, reminisce and share laughter across cultures and language barriers	<b>Educational Workshops &amp; Tax Clinics</b> Scams and fraud prevention, technology classes and more for life-long learning, seniors safety with the VPD. Onsite tax clinics to ensure seniors don't lose their benefits & can complete rent review	<b>Move in/out Support</b> Welcome Home package, monthly home success checks, home set up, door tags for safety checks
<b>Birthday Parties</b> Celebrate so they know they are valued	<b>Seated Exercise Class</b> Stay physically fit, active and engaged (all levels)	<b>Clean Units</b> Teams of volunteers come to clean homes for a full reset and easier upkeep
<b>Light Lunch/Super Soups</b> Enjoying a casual meal together at a table with friends and neighbours – Food Security	<b>Community Committee</b> Tenant-led committee to provide input and activity calendar planning	<b>Health Care Coordination/Home Support</b> Advocating for assessments, coordinating treatments, appointment accompaniments

# Vital Tenant Support Services: One on One Support



## Coordinating Health Care

- Requesting case manager assessments (for home support, OT, higher care, early identification of dementia, stroke, etc)
- Medical appointment reminders
- Requesting medical appointments
- Providing more insight into baseline behaviour and changes
- Requesting a case manager to assess needs for higher care

## Coordinating Health Care Continued...

- Ensuring tenant is aware/understands their follow up
- Coordinating pharmacy deliveries/pick up
- Work closely with Home Support team for basic home and care needs (supplying personal hygiene items, cleaning supplies, snack for meds, etc)

## Financial Support/Housing

- Pension/SAFER/OAS/GIS application assistance
- Annual rent review assistance
- Tax clinics
- Provide safe escorted trips to bank
- Budgeting assistance
- Coordinating rent payment
- Coordinating access to free tax services
- Accessing Bloom Group Adult Guardianship Program

## Housing Applications & Government Forms

- Applying for Government ID
- Bank account assistance
- Income Assistance/Disability/Pension/SAFER/OAS/GIS application assistance
- Assistance with housing applications for appropriate housing along the continuum

## Food Security

- Assistance with groceries
- Coordinating meal delivery services
- Rides to the Food Bank

## Hospital Care & Coordination

- Ensuring rent is paid during extended hospital stays
- Coordinating with hospital staff before discharge to ensure after care is in place

## Clean Units

- Regular home wellness checks to identify any potential issues
- Help residents, especially those with mobility issues, maintain clean rooms by providing shared supplies, volunteer groups, light support

## Reduce Vulnerability/ Heighten Safety Measures

- Ensure their funds are safe
- Identify elder abuse
- Community Meetings/Open Forums
- 24 hour tenant checklist



WHOLE WAY HOUSE  
MEAL DELIVERY PROGRAM  
OVERVIEW 2020



### EXTREME HEAT

Some people are more affected by the heat than other people. Those who should take extra care: people over 65, people with multiple health conditions, people who use substances, people on certain medicines, people who are pregnant, and young children.

Signs of Heat Exhaustion	Signs of Heat Stroke
<ul style="list-style-type: none"> <li>in Rash</li> <li>Heavy Sweating</li> <li>Feel Dizzy</li> <li>Feel Sick or Throw Up</li> <li>Rapid Breathing</li> <li>Weak Heartbeat</li> </ul>	<ul style="list-style-type: none"> <li>Headache</li> <li>Trouble Concentrating</li> <li>Muscle Cramps</li> <li>Extreme Thirst</li> <li>Dark Urine and Urinate Less</li> <li>High Body Temperature</li> <li>Drowsy or Fainting</li> <li>Confused</li> <li>Less Coordinated</li> <li>Very Hot and Red Skin</li> </ul>

**Anyone with these signs:**

- Move to a cool space.
- Give plenty of water.
- Cool the skin down with water.

**Anyone with these signs: Call 9-1-1**

- Submerge all or part of the body in cool water.
- Remove their clothes and cover them with wet towels.

**The best way to prevent a heat-related illness is to spend time in a cool space.**

**Turn Off**

- Go somewhere with air conditioning such as a library, community centre, cafe, or someone else's home.
- Turn off with water. Take a cool shower.
- Wet your face and legs in a cool tub.
- Wear a wet shirt. Put damp towels on your skin.
- Never rely on fans as the only way of keeping your body during extreme heat, as fans cannot lower your body temperature or ward off heat illnesses.

**Prepare the space cool**

- Close shades and blinds closed during the day.
- Turn on air conditioning, keep doors closed to trap cooler air inside.
- If you don't have air conditioning, open doors at night to let cooler air in.
- Use fans in front of open windows to pull in air from outside into your home.

**Check-In**

- Notice how you feel and watch for signs of heat illness in those around you.
- Monitor the indoor temperature.
- At least 2 times a day, check in on those at risk for heat-related illness.

**Dress for the heat**

- Wear clothing that is loose-fitting, light-colored, and breathable.

**Hydrate**

- Drink plenty of water.
- Offer water often to those in your care.

**Plan ahead Stay informed**

- Check the weather forecast and latest heat alert information. Take it easy during the hottest times of the day.

## Onsite Emergency Response

### COVID-19 Response

Meal Delivery Program started within 48 hrs of Pandemic, scaled to serve over 800 vulnerable seniors, veterans, residents with disabilities in 19 buildings across 6 housing providers, delivering over 300,000 meals generously funded by BC Housing

### Extreme Weather Response

Immediate heat dome response with onsite chill zones  
Cold weather provisions provided onsite for safety

**Elevator Breakdowns** food and medication coordination, relocation support, calls to first responders when needed

# The Results



- Natural community of support amongst neighbours
- Early intervention and care coordination, less crisis reports
- Overall less days in hospital with discharge support
- Less returns to hospital with aftercare coordination at home
- Less eviction due to decline, hoarding, financial scams and more
- Less “early” admission to higher care facilities
- Higher quality of life and overall wellness
- Higher rates of care plan adherence and home support cooperation



## Project helps low-income B.C. seniors, a growing population with health, housing woes

*New pilot project brings activities and support to isolated low-income seniors, to keep them at home longer and out of care homes and hospitals*

Lori Culbert

Published Sep 09, 2022 • 8 minute read

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Lorraine Ahearne and Terry Kennedy at Granville House program run by Whole Way House which is a non-profit that supports seniors in the DTES and has recently partnered with B.C. Housing to expand and offer four additional low-income buildings with on-site programming and support services for seniors. PHOTO BY NICK PROCAYLO /PNG

Her staff pinpointed four buildings where they saw the most need and, in April, SFU researchers conducted a survey that asked 239 residents about their physical and emotional well-being.

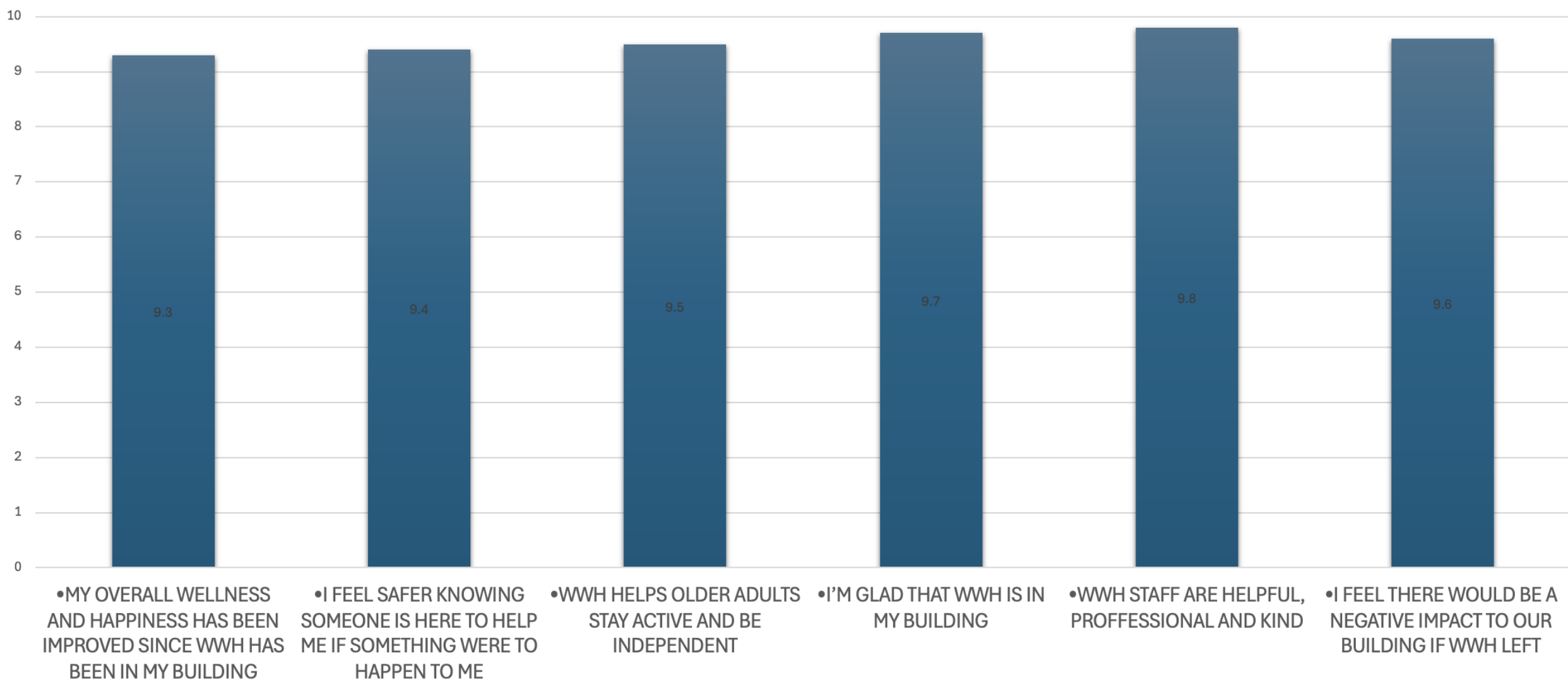
Among the SFU findings:

- 82% found it hard to make ends meet and half were worried they could lose their homes.
- Roughly half said that they didn't feel close to people, that they wouldn't have anyone to help them if they were sick in bed, and that nobody would find them within 24 hours if they fell down with an injury.
- two-thirds didn't have any services or activities to give them a sense of purpose or meaning in life.
- More than half felt downhearted and blue, and a slightly larger percentage said they struggled with their health.

“It gets me out of bed and it gives me something to do. I know somebody’s going be down here and I can talk to people,” said Lorraine Ahearn, 73. “I have a different outlook now on life. So, everything’s better. Everything.”

Ahearn has lived in this B.C. Housing building, on the north shore of False Creek, for 14 years, but says having daily companionship and organized events led her to make major changes in just a few months: She stopped, with the backing of her doctor, taking her antidepressant medicine. She started exercises to reduce the pain in her frozen shoulder. And she gets out of bed early in anticipation of the day, rather than languishing alone until noon.

## Pilot Project Tenant Satisfaction Survey 2024/25



## AVERAGE COST ESTIMATE



Hospitalization

**\$1500/day**



Assisted Living

**\$450/day**



Homelessness

**\$245/day**

Being proactive is 95% more cost effective and 100% more dignified, than being reactive and allows our seniors to age well in place as long as possible.



Whole Way House Support Services

**\$3-15/day**

**As little as \$1000 per senior per year!**

\*Average cost of homelessness in Vancouver is \$74,000 year according to the Metro Vancouver Homelessness Count



**WHOLE WAY HOUSE**

**RECONNECT. REBUILD. RECENTER**

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# THANK YOU

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More info [www.wholewayhouse.ca](http://www.wholewayhouse.ca)

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