



BC Housing

**Seniors' Supportive Housing (SSH)
Program Framework
October 2007**

Appendix G

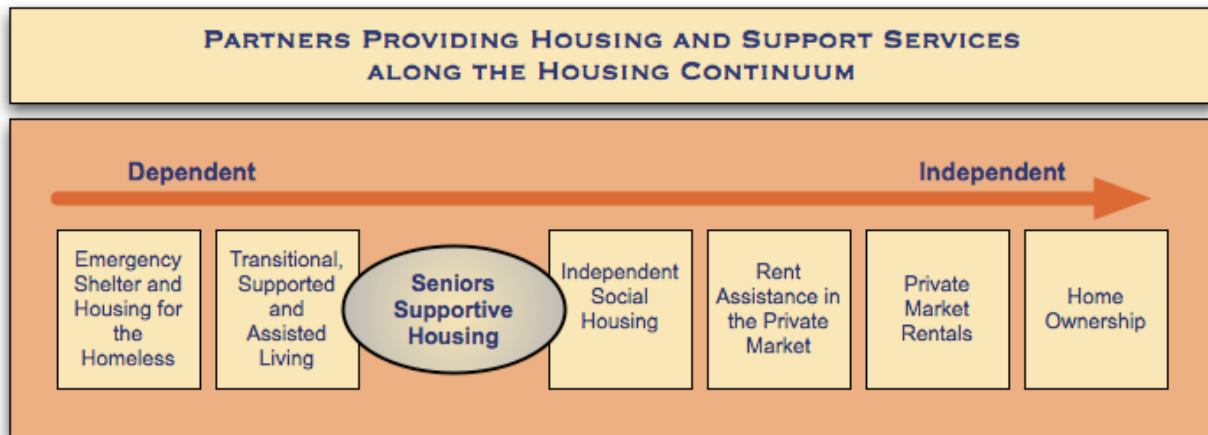
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A. INTRODUCTION

Seniors' Supportive Housing (SSH) is a new program initiative by BC Housing aimed at assisting elderly social housing tenants to maintain their independence through the provision of a supportive housing environment. The program focuses on retrofitting and upgrading existing seniors subsidized housing and introduces an inclusive support services package to tenants. Housing enhanced under the SSH program is designed to complement BC Housing's other programs for seniors. SSH will support aging in place and is situated on the continuum of housing support services between transitional and assisted living, and independent social housing.

Diagram 1: Continuum of Housing Support Services



B. PROGRAM PRINCIPLES

The SSH program features flexibility and responsiveness to the needs of existing and potential tenants of each building receiving funding through the SSH program; nonetheless, there are fundamental program requirements for building features and supportive services for tenants.

- Fundamental requirements of the program are physical upgrades or additional features consistent with the program's mandatory requirements as outlined in Section J. Facilities Guidelines
- SSH tenant hospitality and social/recreational programs as outlined in Section I. Core Services to Tenants/Participants.

C. PROGRAM GOALS

- Increase supportive housing options for seniors
- Provide seniors with an opportunity to age-in-place
- Assist seniors to maintain their independence
- Capitalize on existing investment in housing stock

D. PROGRAM OBJECTIVES

- Convert existing seniors' affordable housing to affordable supportive housing by introducing an inclusive support services package.
- Encourage community partnerships that support aging-in-place

E. PROGRAM OUTCOMES

This section refers to the overall program outcomes, measures and targets for which BC Housing is accountable to government. Details of outcomes, measures and targets for housing provider operators of the program, including BC Housing directly managed buildings, is detailed in Attachment E: SSH Performance Measures for Operators.

E.1 Outcomes

Short and long term outcomes of this program include:

- Creation of increased stock of homes in a supportive living environment;
- Reduced number of seniors requiring relocation to assisted living or residential care;
- Improvement in health and well-being of seniors;
- Improved physical condition of converted buildings.

F. TARGET POPULATIONS, ELIGIBILITY, AND PARTICIPANT SELECTION

F.1 Eligible Buildings and SSH Program Selection Criteria for Housing Operators

Buildings eligible for the SSH program will either be within BC Housing's directly managed portfolio or operated by non-profit housing societies incorporated under the Society Act of BC. Societies applying for funding under the SSH program must have a motion approved by their Board of Directors confirming that the society wishes to convert its building and will provide the necessary services for it to become a supportive housing project. Verification is to be submitted to the PPM responsible for the building. Necessary services are outlined in subsequent sections of this guide. All tenants of buildings operating under the SSH program must be eligible for rent geared to income (RGI) housing and have incomes at or below BC Housing's Core Need Income Thresholds.

In considering buildings to be approved under the SSH program preference will be given to upgrading all units in the building. Consideration may be given to partial upgrades where only a portion of units within a building are upgraded to SSH program standards. However physical features relating to accessibility, fire, safety and delivery of SSH program services will be mandatory for the entire building regardless of the portion of SSH program units.

F.2 Eligible Tenants and SSH Program Selection Criteria for Tenants

The program targets low-income seniors and disabled individuals who are experiencing difficulty living independently, but who are not eligible to participate in the Independent Living BC program or licensed complex care. This group can be defined as individuals who need additional supportive services to extend their ability to live independently. Tenants and/or applicants receiving Home Support services through a Health Authority can continue to receive these services in addition to SSH program participation.

Admission Criteria

New Tenants

As vacancies arise in designated SSH units, only those individuals that meet the program applicant eligibility criteria will be admitted to those units. To a great extent, self-reporting by prospective tenants and their families will be instrumental in confirming eligibility. Once again, suitability will be determined by housing operators in non-profit settings and Health Services staff in buildings directly-managed by BC Housing.

Under SSH program eligibility criteria, applicants must:

- require a modified physical environment and some hospitality services to support continued independent community living;
- not demonstrate behaviour(s) that place themselves or other tenants within the building at risk;
- not require a permanent level of support that exceeds services available in the SSH setting;
- be able to manage their own lifestyles, including reacting appropriately in an emergency situation.

Existing Tenants

Existing tenants in SSH designated units are grandfathered into the program, not required to move to other units, and may receive support services if:

- They are at risk of requiring a move to an alternate setting as a result of declining functional status that impedes their ability to live independently;
- Tenants have expressed an interest in providing up to 20% of income for support services.

Existing tenants who are grandfathered into the program may elect to leave the program after a three month trial period. If grandfathered tenants remain in the program after the 3 month trial period, they must remain program participants for the subsequent twelve month period, after which they will again be given the option to either remain a participant for the next 12 months or elect out of the program.

Existing tenants grandfathered into the program have the option to either receive all SSH program services or a reduced bundle of services for a lesser cost than the full SSH service package. Housing providers have the discretion to determine the reduced bundle of services to be made available for grandfathered tenants and the cost to these tenants. The reduced service bundle option may not exceed 20% of the tenant's income.

Exit Criteria

Over time, the functional status of some tenants may decline as a result of sudden illness or their aging process. Every effort should be made to ensure tenants that wish to “age-in-place” remain in their current environment. However, some tenants will require additional support and/or health services that exceed the services available in the SSH building. In most cases, at BC Housing sites, Health Authority staff will be involved in assessing the eligibility of these tenants for a higher level of service (e.g., funded assisted living; licensed care facility) and will assist in determining/confirming each tenant's ability to remain in their SSH unit.

Factors that will determine a tenant's inability to continue residing in a SSH building include:

- Required support and/or resources that surpass the services available in the SSH building through BC Housing and the Health Authority;
- Ability to manage his or her own lifestyle;

- Capacity to recognize and react appropriately in an emergency situation;
- Demonstrable behaviour(s) that jeopardize personal safety or the safety and well-being of other tenants; and
- Eligibility or being wait-listed for an alternate environment such as the ILBC program or a licensed care facility.

Should the number of existing tenants deemed eligible for this program exceed the number of available units, the operator will be responsible for compiling and managing a waitlist that prioritizes need for future admission to a Seniors' Supportive Housing unit.

For BC Housing's directly-managed portfolio, the Health Services department will select tenants. For buildings operated by housing societies, internal policies and procedures for selecting program participants must be in place.

G. ROLES AND RESPONSIBILITIES

G.1 Roles and Responsibilities

Implementation, operations and on-going monitoring and reporting of the SSH program in BC Housing Directly Managed buildings (DM) and buildings managed by external operators will be addressed through designated departments at BC Housing. A Roles and Responsibilities Matrix is provided in Attachment A that cross references key areas of responsibility as identified in this program guide with the roles to be performed by BC Housing departments and non-profit housing societies.

G.2 BC Housing

BC Housing will administer the SSH program, including the selection of eligible buildings, the approval and funding of capital expenditures, and the provision of operating subsidies. It will monitor the performance of the program relative to the requirements of the Operating Agreement and convert some of its existing directly managed housing for seniors under the SSH Program.

Within BC Housing, for the directly managed buildings, Development Services will take the lead, in cooperation with Regional Operations, from design to tender of awards. Construction supervision will vary according to project size and complexity. For the non-profit projects, Development Services in cooperation with Regional Operations will lead the Request for Proposals and project selection. Regional Operations will lead operational budget management and monitoring for the non-profit projects.

G.3 Non-profit Housing Operators

Non-profit operators will coordinate the design, approval and construction work required to modified an approved SSH building. Operators will organize and be responsible for the provision of SSH services, and implementing necessary operating polices, procedures and accountability mechanisms.

H. AGREEMENTS AND FUNDING

H.1 Agreements

Housing operators selected to receive funding through the SSH program will be required to sign a Seniors Supportive Housing Operating Agreement with BC Housing. In addition, tenants participating in the SSH

program will be required to sign a SSH Service Agreement; this will be a standard attachment to the Tenancy Agreement with the housing operator. The SSH Service Agreement format will be provided by BC Housing and maybe modified by the housing provider. Modifications relevant to the SSH program must be made in consultation with BC Housing and approved by BC Housing in advance of execution.

H.2 Capital Funding

Capital funding for selected buildings will be available to directly managed buildings and to non-profit societies from BC Housing in the amount of up to \$45,000 per unit. This funding includes all costs associated with improvements to the buildings. For non-profit societies, funding will be secured by a forgivable mortgage registered on title. Funding will be based on a capital budget submitted by the society, verified by its construction manager or cost consultant, and approved by BC Housing.

H.3 Operating Funding

BC Housing will provide funding to subsidize 100% rent geared to income occupancy of the building and 100% subsidy for delivery of the package of the SSH program service elements. This will include provisions that cover:

- Details of the forgivable mortgage and associated conditions;
- SSH Program Tenant selection criteria;
- Hospitality services (including meals and housekeeping), and social and recreational activities to be provided in the building;
- Requirements for operational policies, staffing and staff training; and
- Quality monitoring and reporting requirements.

SSH program subsidies will be paid directly to service contractors providing services at DM sites. Subsidies will be provided to housing providers at all other sites.

H.4 Revenue from Tenants

All tenants in buildings with the SSH program will pay up to 30% of their gross monthly income for housing per current rent geared to income schedules and this will be referenced in their Tenancy Agreement with the housing operator. SSH tenants will also pay up to 20% of income for the package of SSH program services.

SSH tenant revenue will be dependent on the number of participants and their income.

SSH program subsidies are available for operating expenses in excess of total tenant revenue. Total tenant payment for housing and hospitality services cannot exceed 50% of gross income.

I. CORE SERVICES TO TENANTS

I.1 SSH Program Services

In addition to building and unit upgrades to address safety, security and accessibility for all tenants, the SSH Program also comprises specific support services. All buildings receiving funding through the SSH program must be able to provide all mandatory support service elements including; meal services, 24 hour response, laundry and housekeeping, and social/recreation programs.

For eligible tenants, the support services are provided as a package, are not divisible, and will be purchased at cost. Where the total cost of the support services purchased by an eligible tenant exceeds 20% of gross income, then BC Housing will provide a subsidy to cover the difference. Social/recreational programs will be available to all SSH building tenants, including non-SSH tenants, at no additional cost.

The scope and scale of services to be provided will be determined by each operator and may change over time according to the number of tenants requesting services as well as individual tenant needs. Operators will be required to provide a brief market analysis or survey, describing the target population for their building and the support services required to meet the needs of this population.

Existing tenants will not be obliged to take advantage of those support services introduced as part of the SSH program and others may opt out of the program. Accordingly, operators must establish an implementation plan identifying those tenants that do not wish to participate or receive SSH support services.

Operators are encouraged to consider many factors that could determine the most efficient, cost-effective service delivery model. These factors may include the number of tenants requesting hospitality services, the availability of community resources, the proximity to potential partner organizations (e.g. care facility), and the ability to offer service flexibility, such as accommodating non-SSH tenants wishing to purchase services. Given that all tenants may not initially request all support services offered, operators will also be required to address the ease of a transitional service delivery model to provide services to a different mix and/or increased number of tenants in the future.

There are a number of opportunities for non-profit operators to establish partnerships with the community as part of the SSH program. Societies may, for example, seek partnerships with local community services agencies or organizations to ensure economies of scale for social and recreational programming.

1.2 Daily Meal Service

Operators must ensure that the nutritional needs of all SSH tenants are being met at least once daily. It is preferred that dining facilities be on-site. However, a shared dining space with another building may be acceptable (e.g. adjacent assisted living building) if appropriate on-site space is not available and SSH tenants have easy and safe access to the alternate site. This service should be available for purchase by residents of the building but who are non-SSH tenants.

Meals may be provided by a variety of methods dependent upon the number of participating tenants. It is not mandatory that meals be produced on-site by the housing operator. Other options include purchase from local community meal programs or sub-contracting with food production agencies, companies or restaurants. Partnerships are also possible with licensed health care facilities or assisted living facilities with commercial kitchens that are located near the proposed SSH building. Operators are required to outline the rationale for selecting the meal service delivery model and opportunities for flexibility (e.g. purchase of meals by non-SSH tenants; guest meals). As the method of providing daily meals may change over time, operators are asked to outline factors which would determine a change in service delivery and the resulting costs.

Preparation and serving of meals must meet all Environmental Health regulations. Menus must be prepared in advance in accordance with the Canada Food Health Guide and be posted in a common place for SSH tenants to view. Whenever possible, SSH tenants are to be engaged to determine their dietary requests and preferences. Where food production kitchens are operated in SSH buildings, kitchen facilities must be compliance with Food Premise regulations and permit approval received before meal services are provided. All employees preparing food must hold a Food Safe (Level II) certificate and all employees serving food must hold a Food Safe (Level I) certificate. Whether or not meal services are contracted from an outside agency/company, documentation must be provided confirming that all regulatory requirements have been met.

1.3 Weekly Laundry and Housekeeping

Housekeeping services include provision of weekly unit cleaning as well as the laundering of linens and towels at least once a week. These services must be provided to SSH tenants and should also be available for purchase by non-SSH tenants in the building.

Weekly cleaning of individual units should take approximately one hour of staff time. All cleaning supplies, required equipment and staff will be provided by the housing operator. Tenant requests for additional cleaning services to those described as part of the SSH program will not be covered by the SSH program budget and must be agreed to by the Housing Operator and tenant as a separate charge. Operators must present a plan for conducting weekly laundry and housekeeping for SSH tenants, including a proposed budget and schedule. Additionally, operators are required to have policies/ procedures in place to address additional tenant demand (e.g. more intensive service to SSH tenants or purchase of service by non SSH tenants).

Linens and towels will be provided by the tenants and labelled at each tenant's discretion. Personal laundry is the responsibility of the tenants.

1.4 Weekly Social/ Recreational Activities

Social and recreational activities must be provided by operators in all SSH buildings and will be available to all tenants, including those not participating the SSH program, at no additional cost to tenants.

It is not mandatory that all activities are planned and delivered by employees of the operators as many community resources may already provide activities of interest to tenants. Existing social and recreational services can also keep SSH tenants linked with past lifestyles as well as their local community. For these reasons, partnerships with seniors' clubs and service agencies are encouraged as one method of providing social and recreational activities. However, it may be necessary for the operator to coordinate the provision of these activities through the role of an employee. Any staff time required for liaison with community resources and/or coordinate social and recreational activities for SSH tenants should be identified by the operator as an eligible operating expense in the SSH program budget.

Where possible, tenants should be given the opportunity to participate in program planning to ensure events are beneficial and meaningful to the tenant population within each building. Activities must aim to maximize tenant participation and operators are required to ensure that these objectives are met.

1.5 24 Hour Emergency Response

Ongoing 24 Hour emergency response will be funded as part of the RGI Operating agreement and costs will be covered by tenants' rent subsidies from BC Housing.

1.6 Purchase of Services Option for non-participants

While full SSH program conversion of all units in a building is preferred, an operator may choose to convert only a portion of units in a building. Tenants not residing in SSH units may purchase SSH services at a cost to be determined by the housing provider. These services would be undertaken and provided on a cost recovery basis with no obligation from BC Housing to provide any amount of subsidy.

Operators would be required to have policies and procedures, including costs, established to address this extraneous demand.

J. FACILITY GUIDELINES

J.1 Conversion Process

Operators of buildings to be converted under the SSH program will need to hire an appropriate consultant team to prepare design drawings and secure appropriate municipal approvals. Construction Management is the recommended approach for undertaking the conversion work. A skilled and experienced construction management company should be contracted at the outset to plan the most efficient way of securing improvements and assist in cost estimating.

Phasing may be necessary in undertaking this work. As part of SSH programming proposals, operators will need to demonstrate the following is in place; a schedule for conversion work, a communications plan for informing tenants about the conversion work, a plan for decanting tenants, and a plan detailing how the safety and security of the tenants will be maintained.

J.2 Building Improvements

Certain building improvements are to be undertaken as part of the Seniors' Supportive Housing program to ensure that the building will provide an environment that is safe and secure for all tenants and appropriate to the program requirements for the delivery of SSH services. Listed below are key mandatory features to operate an SSH program building. If not already in place, these key mandatory features may be funded through the SSH program budget. In the event that a Society proposes to upgrade only a portion of the existing units these units will be designated "SSH program units." However, where only a portion of a building's units are to be upgraded, accessibility enhancements must be included for all common areas in the building and hospitality space and facilities sized appropriately. The fire and life safety measures identified must be included for all common areas plus all units.

- Accessibility Enhancements:
 - Replacement of in-suite bathtubs with showers, where appropriate
 - Levered door handles
 - Levered faucet handles
 - Grab bars in showers and toilet areas
 - Stability handrails in hallways, as may be required
 - Elevators for buildings of two storeys or more
- Fire and Life Safety:
 - Fire sprinkler system
 - In-suite "smart" smoke detectors
 - In-suite 24 hour emergency response system, or equivalent
 - Enhanced lighting levels at exist stairs, corridors and primary egress routes

- Hospitality Space:
 - Amenity space to permit on-site meal service and/or recreational activities
 - On-site or convenient off-site kitchen and ancillary space
 - Household washers and dryers on-site for tenant use.

Attachment D provides further details on the above. Those societies that want to add features beyond what is essential for the delivery of the SSH program will be expected to assume the extra capital and operating costs of these features.

K. REPORTING AND MONITORING

Operators are responsible for the quality of all support services provided in their buildings. Buildings operating under the SSH program are not required to register with the Office of the Assisted Living Registrar but remain subject to the Residential Tenancy Act.

BC Housing will inspect SSH buildings and operations to ensure conformity with the standards set down in the Agreements. Operators will be requested to submit to BC Housing their SSH program reports, schedules and budgets, as well as the results of tenant satisfaction surveys on an annual basis.

The assigned BC Housing Property Portfolio Manager will be the Operator’s first point of contact for any questions relating the terms and conditions of the SSH Program agreements, including standards and reporting requirements.

L. SIGNOFF

The Program Framework requires final signoff by the BC Housing Vice President of Operations and the Vice President of Development Services.

Vice President, Operations
BC Housing

Vice President, Development Services
BC Housing

Attachments

- Attachment A: Roles and Responsibility Matrix
- Attachment B: Meal Costing Guidelines
- Attachment C: Hospitality Service Costing Guideline
- Attachment D: Physical Upgrade Requirements
- Attachment E: SSH Performance Measures for Operators
- Attachment F: Seniors’ Supportive Housing Program Logic Model

ATTACHMENT A: ROLES AND RESPONSIBILITIES MATRIX

RESPONSIBILITY	BC HOUSING ROLE	NON-PROFIT HOUSING PROVIDER ROLE	PROGRAM GUIDE REFERENCE
<i>Board Approval</i>	Senior Project Officer/ Property Portfolio Manager <ul style="list-style-type: none"> • accepts verification of Society’s Board approval to convert building to SSH program 	Attain written approval for SSH	F.1 Target Populations, Eligibility and Participant Selection
<i>Building Improvements</i>	Senior Project Officer <ul style="list-style-type: none"> • determine needed upgrades and cost for Directly Managed (DM) stock • review and approve Housing Provider budget request for building improvements 	Determines needed upgrades and costs	J. Facilities Guidelines
<i>Capital funding</i>	Senior Project Officer and Property Portfolio Manager <ul style="list-style-type: none"> • approves physical upgrade proposals from non-profit housing operators 	Submits proposal	H. Agreements and Funding
<i>Level of program service elements</i>	Property Portfolio Manager and Community Developer <ul style="list-style-type: none"> • determine appropriate level for DM stock 	Determine appropriate levels of services	I. Core Services to Tenants or Participants
<i>Reporting/ Data collection</i>	Property Portfolio Manager <ul style="list-style-type: none"> • collects all Housing Provider reports, reviews for completeness and redirects internally as appropriate • reviews report results, operating budget, maintenance service schedule, and collated survey results Program Operations <ul style="list-style-type: none"> • receives and reviews documents submitted with annual financial statements • reviews and processes operating budgets/subsidies Program Planning <ul style="list-style-type: none"> • reviews data for program evaluation 	Housing Provider submits reports through the PPM or Program Operations	K. Reporting and Monitoring
<i>Selection of SSH program participants</i>	Health Services (BC Housing sites) <ul style="list-style-type: none"> • establishes BCH policy and procedures and makes this publicly available • reviews and approves Society’s policy and procedures 	Internal policy and procedures established and publicly available	F. Target Populations, Eligibility and Participant Selection I. Core Services to Tenants or Participants
<i>Tenant eligibility for RGI</i>	Housing Services <ul style="list-style-type: none"> • tracks/ monitors and reports for DM and external operators 	Tracks/ monitors and reports to BC Housing	F. Target Populations, Eligibility and Participant Selection

ATTACHMENT B: MEAL SERVICE COSTING GUIDELINES

While it is difficult to pre-determine the actual cost for each directly-managed SSH project, the variables to be considered when exploring meal service options can be identified. The outcome of selecting the best meal service plan should be the most nutritious meals with the greatest variety for the lowest price.

Raw Food

Food can be purchased as fresh raw product from any local supplier (e.g. grocery store) or through a group purchasing program. Most operators in health care participate in group purchasing programs that utilize a combination of prepared and/or frozen food product. Fresh food usually requires longer preparation time and, as a result, higher staff costs.

Cost comparisons with long-term care facilities are helpful. For example, the average raw food cost for three meals and nourishments twice daily is currently \$6 - \$7. It is reasonable to assume that the largest meal each day requires 50 – 60% of the daily food budget, supporting raw food costs of \$3 - \$4.20. However, this cost comparison is only valid if the same type and source of raw food is utilized. Other comparisons are possible to validate raw food costs with the recognition that funding is limited and that it may be necessary to establish a maximum budget allocation.

Food Preparation

The amount of food preparation and type of staff will depend upon the raw food product that is selected. Fresh food requires extensive preparation and cooking time, resulting in higher labour costs per meal. Alternative options such as re-thermalization (frozen meals re-heated on-site) or meal purchase (from facility operators with food production facilities or Meals on Wheels) are also available. With these approaches, preparation and cooking can be minimized and, in some cases, eliminated.

For on-site preparation and cooking, full-service kitchen facilities are required under the direction of a qualified cook. Re-thermalization methods reduce the need for food preparation facilities, but require portable re-heating equipment that can be utilized in the kitchen or dining room. The need for cooking time is also minimized with the emphasis on heating and serving meals. The purchase of prepared meals further reduces equipment needs to a servery with hot and cold storage capabilities and the provision of serving staff only. To determine the most cost-effective food preparation option for each SSH project, comparisons must include capital as well as operating expenses due to the considerable variation in equipment and staffing requirements.

Dining Room Service

Due to the functional abilities of tenants in the SSH program, meal service in a communal dining room is required. The number of meals being served will dictate the number of dining room staff and the necessary mix of staff skills or, in small settings, identify the opportunity for multi-tasking by a single employee. For example, the daily meals for 15 – 20 tenants can probably be prepared and served by a part-time cook that also cleans up the kitchen facilities following meal service to the tenants (dining room clean-up could be assigned to housekeeping staff). However, for 100 tenants, a cook as well as serving staff will be required. The qualified cook can fulfill all ordering, food preparation, cooking, and kitchen clean-up functions. Table set-up, serving, and dining room clean-up functions are the responsibility of serving staff

ATTACHMENT C: HOSPITALITY SERVICE AVERAGE COSTING GUIDE

SSH Operating Programs Average Costing

Based on 52 weeks, 365 days per year

Meal Service

	\$/day	\$/week	\$/month	Comment
Meals	\$8	\$56	\$243	Based on going ILBC rates per meal
Supplies	\$0.50	\$4	\$15	ongoing supplies: cutlery etc
Total Food	\$8.50	\$60	\$258	

Housekeeping/Laundry

	\$/day	\$/week	\$/month	Comment
Weekly Cleaning		\$25	\$100	Based on 1.5 hr cleaning per week
Laundry		\$10	\$40	Linens/towels only
Supplies		\$2.5	10	Ongoing cleaning supplies
Total Housekeeping/Laundry		\$37.5	\$150	

Social/Recreation

	\$/day	\$/week	\$/month	Comment
Staffing		\$15	\$60	Includes staffing and benefits costs
Supplies		\$0.5	\$2	Ongoing programming materials
Total Social and Rec		\$15.5	\$62	

Emergency Response

	\$/day	\$/week	\$/month	Comment
Lifeline response			\$30	Monitoring fee/month
Total Emergency Response			\$30	

Costs/Month

Food	\$258
Housekeeping	\$150
Social/Rec	\$62
Emergency Response	\$30
Supervision/Administration@10%	\$50
Total Costs/month	\$550

-Tenant Rent @20% income	\$190
Average Subsidy/month *	\$360
Average Subsidy/day	\$12

*Based on 75% seniors \$1,100 income/month, 25% non-seniors @500/month

ATTACHMENT D: SENIORS SUPPORTIVE HOUSING – BUILDING UPGRADES

To assist in applying appropriate building upgrades suitable for the SSH program the following information identifies mandatory and discretionary building upgrades. Note for some items reference is made to BC Housing's reference manual *Independent Living BC Design and Construction Standards*. This document is available on BC Housing's web page.

Application of Building Upgrades

- Mandatory upgrades are required to be applied to all SSH projects.
- Discretionary upgrades should be incorporated into the project after evaluation and consideration has been given to the project budget and selected upgrades are deemed relevant and practical.

Mandatory Upgrades

1. NFPA 13R Sprinkler System
2. Fire Alarm upgrade to be compatible with NFPA 13R Sprinkler System
3. Wireless emergency response system (pendant type)
4. Smart Smoke Alarms in suites
5. Lever handles on all doors
6. Bathroom grab bars as per ILBC Standard. To be provided in the toilet and bathing areas in accordance with CMHC's "Housing for Persons with Disabilities". All grab bars shall withstand a vertical and horizontal force of 1.3kN. Provide structural backing. Architect to refer to CMHC, Housing for Disabled Persons with Disabilities and BC Building Code, Section 3.8 for location of grab bars. Installation of grab bars should meet the load requirements of BC Building Code, 3.7.4.9. Indicate location of blocking (2 x 10) on washroom elevation drawings. Reference: ILBC Design & Construction Standards (Revised October 2006), Section 10995 pg 193.
7. Temperature limit stops on shower valves as per ILBC Standard
8. Low flow shower heads
9. WC - ULF - 6 LPF toilets
10. Compact Fluorescent lighting
11. Showers as per ILBC Standards. Pre-fabricated Shower Unit & Temperature Limit Stops One piece, Gelcoat finish, reinforced with fibreglass, to minimum 914 mm x 1521 mm (36" x 59.9"). Includes three grab bars, wall hook and low curb at floor. In lieu of acrylic grab bar install 32 mm diameter, 914 mm long stainless steel grab bar (1 1/4" x 36"). Approved manufacturer/model Hytec – Model S601, Maxx GS6040or approved alternative. Provide pressure balanced single lever, non-scalding type valve with integral stops, and high temperature limit safety stop or if due to renovation constraints, two piece approved alternatives such as Maxx Soprano 2. Reference: ILBC Design & Construction Standards (Revised October 2006), Section 15400 pg 221

Discretionary Upgrades

1. Audible alarms in suites (fire alarm signal)
2. Visual alarms in suites and common areas (fire alarm signal)
3. Electronic “swing free” closers on suite entry doors and common areas doors
4. Emergency lighting levels of:
 - 100 lx at exit stair, corridors, exit egress routes. (floor and tread level)
 - Emergency lighting - 50 lx at stair treads and 20 lx in level exit egress routes
5. Illuminated exit signs over all building entrances and exits
6. Two handrails in corridors, exits & ramps with 50mm clearance from smooth surfaces and 60mm clearance from rough surfaces
7. Tactile warnings at landings and high colour contrasting stair nosing’s
8. Wheelchair accessible primary building entrance
9. Accessible path of travel to the primary building entrance
10. Power operated doors at exterior entrance (to operate in both directions)
11. Directional signage within the building
12. Single lever faucets
13. Two door viewers, (peepholes) at standard and accessible heights
14. D handles on kitchen units and pocket doors
15. Minimum 3’-0” door widths (if renovating)
16. Electrical switches/controls at accessible heights
17. Low slope flooring transition strips
18. Building security system
19. Seismically restrain water storage tanks and building services, etc

General Notes

- Use DensArmor 5/8 drywall in areas that require protection against moisture such as behind showers and tiled surfaces. (DensArmor is a paperless product that resists mold growth).
- Ensure fire separations and fire stop systems between suites are maintained when replacing showers, bathroom wall cabinets and laundry outlets.
- Ensure electrical boxes are not provided within the same stud spaces between tenant fire separations.
- Ensure fire separations and fire safety components (such as door closers and fire dampers, etc) are in place and operational in areas such as boiler rooms, laundry rooms and janitorial rooms.

Emergency Response

Non-medical personnel provide emergency response in a housing setting. This service must be available 24/7 and ensures a prompt response when tenants notify the housing operator of their need for assistance. Emergency response systems can be arranged through a variety of methods or providers. For example, Lifeline is available in many communities through non-profit agencies at a reasonable cost. Depending upon the size of the SSH project, some operators may choose to assign responsibility for responding to calls for assistance to specific employees or contract out the service to a local provider (e.g. security company). Whatever service delivery model is selected, the emergency response system should provide a protocol for identifying the nature of the problem and contacting designated family members or emergency medical services, as appropriate.

ATTACHMENT E: SSH PERFORMANCE MEASURES FOR OPERATORS

This section refers to the general performance measures and targets for which housing provider operators of the SSH program are accountable to BC Housing.

Performance Measures for Operators:

	PERFORMANCE MEASURE	TARGETS	FRAMEWORK SECTION REFERENCE	RESPONSIBILITY FOR TRACKING WITHIN BC HOUSING
1.	All SSH program units meet criteria for physical upgrades (includes directly managed and non-profit housing operators)	750	Section J2: Building Improvements	Development Services
2.	Number of tenants participating in the program	750	Section B: Program Principles	Program Planning
3.	Percentage of SSH tenants reporting that participation has helped sustain and/or improve their ability to live independently with supports (age-in-place), and who report high satisfaction with: <ul style="list-style-type: none"> - physical upgrades to units; - deliver of SSH services; and - staff 	70%	Section D: Program Objectives	Program Planning
4.	Percentage of existing tenants electing to participate in the SSH Program	50%	Section I.8: Existing Tenants Transferring to SSH units – “Grandfathered Tenants”	Program Planning

ATTACHMENT F: SENIORS' SUPPORTIVE HOUSING PROGRAM LOGIC MODEL

ATTACHMENT F: SENIORS' SUPPORTIVE HOUSING PROGRAM LOGIC MODEL				
INPUTS	ACTIVITIES	OUTPUTS	OUTCOMES	
Start-Up			Short Term	Medium & Long Term
<p>Staff time from BC Housing and non-profit societies</p>	<p>Select eligible projects; Approve and fund capital expenditures; Approve operating arrangements; Confirm participation of tenants.</p>	<p>List of 750 plus confirmed tenants in program; Operating agreements in place.</p>	<p>Greater choice of supportive living options for existing residents in need;</p> <p>More seniors living in safer and supportive housing environments;</p> <p>Reduction in anxiety for caregivers, relatives;</p> <p>More community involvement in supporting greater independence among seniors.</p>	<p>Extended life for improved housing;</p> <p>Creation of stock of housing with supportive environments;</p> <p>Increased capacity in non profit sector to provide supportive living environments for seniors;</p> <p>Less demand for assisted living and residential care services;</p> <p>Less demand for home care services;</p> <p>Elderly maintain their independence longer – i.e. they stay longer in independent housing;</p> <p>Improved health and well-being of seniors;</p> <p>Reduced costs for health care system.</p>