

SENIORS' SUPPORTIVE HOUSING (SSH) PROGRAM

Questions and Answers

For General Public Inquires

General

Q. What is the Seniors' Supportive Housing (SSH) Program?

The Seniors' Supportive Housing or SSH program provides specially modified rental homes, in selected buildings, to low-income seniors who need some assistance in order to continue to live independently and stay in their homes longer. It involves the retrofitting and upgrading of existing seniors' housing and offers an inclusive package of support services.

Q. Who is involved in Seniors' Supportive Housing?

The Seniors' Supportive Housing program is funded by the Province of British Columbia. BC Housing oversees the program and directly manages some buildings. Non-profit operators manage other buildings.

Services and Costs

Q. What services will Seniors' Supportive Housing buildings provide to assist seniors to stay in their home longer?

The support services package will include:

- At least one main meal per day (lunch or dinner)
- 24-hour emergency response
- Weekly light housekeeping
- Once weekly laundering of towels and linens
- Social and recreational activities

Q. Who manages the services for tenants?

BC Housing directly manages the services in some buildings; non-profit operators manage the services in others.

Q: Who evaluates and monitors support services?

- Operators are responsible for the quality of services provided in their buildings.
- BC Housing will undertake comprehensive, regular reviews on Seniors' Supportive Housing projects to ensure conformity with the standards set down in the Operating Agreement.
- Operators will be requested to submit annual operational reports, summaries, and /or schedules, as well as the results of tenant satisfaction surveys.

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Q. How much does it cost for the housing and services?

- Seniors' Supportive Housing tenants pay 50 per cent of their gross household income for their housing which includes the support services package. Of the 50 per cent, 30 per cent is allocated to accommodation. The remaining 20 per cent is allocated to the support services package.
- Where the total cost of the support services package exceeds 20 per cent, BC Housing will provide a subsidy directly to the housing services operator to cover the difference.

Building Improvements

Q: What kind of renovations and improvements will happen?

Improvements to assist seniors to stay in their homes longer:

- Accessibility enhancements
 - Showers instead of bathtubs
 - Grab bars in showers and for toilets
 - Appropriate handrails in common hallways
- Fire and Life Safety
 - Enhanced lighting for exits/entrances and corridors
 - Fire sprinklers and in-suite smoke detectors

Q: Will temporary off-site relocation of tenants be required?

In most cases, tenants will remain on-site during the work period. However, in some cases, temporary relocation may be required. Every effort will be made to minimize disruption to the tenants.

Eligibility and Applications

Q: Am I eligible to live in a Seniors' Supportive Housing building?

The Seniors' Supportive Housing program is primarily for low-income seniors. In addition, applicants must:

- Require a modified physical environment and support services to assist them to "age in place";
- Not require a permanent level of support that exceeds the services available through Seniors' Supportive Housing;
- Be able to manage their own lifestyles, including reacting appropriately in an emergency situation;
- Not demonstrate behaviour(s) that place themselves or other tenants within the building at risk.

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Q: Who decides if I am eligible?

- BC Housing Health Services staff determine eligibility for buildings directly managed by BC Housing.
- Housing operators determine eligibility in non-profit managed buildings.

Q. I am not a senior. Can I still apply?

The program primarily targets low-income seniors. However, disabled individuals who are experiencing difficulty living independently, but who are not eligible to participate in the Independent Living BC (ILBC) program or licensed complex care, may also apply.

Q: How do I apply to live in a Seniors' Supportive Housing building?

There are two ways to apply to live in a Seniors' Supportive Housing building:

Some Seniors' Supportive Housing buildings belong to *The Housing Registry*. Complete the application form to apply to any of these buildings.

Some Seniors' Supportive Housing buildings do not belong to *The Housing Registry*. BC Housing can provide the contact information for these buildings, and then you contact the building's operators directly.

For more information, contact:

Seniors' Supportive Housing
BC Housing
101-4555 Kingsway,
Burnaby, BC V5H 4V8

Lower Mainland:
604-433-2218

Elsewhere in BC:
1-800-257-7756

www.bchousing.org