



WHOLE WAY HOUSE MEAL DELIVERY PROGRAM OVERVIEW 2020

INTRODUCTION

On March 15th, only hours after the pandemic restrictions had been announced, BC Housing approved our request to start a meal delivery program to the vulnerable veterans and seniors at the Veterans Manor in order to help them safely self-isolate. They recognized the urgency of the situation these seniors were facing, and rose to the call. By March 17, the program was up and running and by April 17 it had grown from 1 building to 19 buildings across 6 non-profit housing providers and was serving over 600 low-income seniors and vulnerable residents across Vancouver. Our team grew from 4 to 16 employees nearly overnight, as we diligently learned best PPE and safety practices to keep our seniors safe, while navigating the intensity of a pandemic, which none of us had ever experienced before. We worked together for the safety of those we serve, and to date we have served over 125,000 meals! But equally as important, our team has made countless, meaningful connections so that each resident would have access to knowledge, care and the resources they need to know that we are truly all in this together.

PROGRAM REVIEW

FUNDING

BC Housing has stepped up to support the cost of the meals and delivery so that our vulnerable seniors and residents have food security and the ability to self-isolate during this time. We have also received grants and donations from local partners and foundations to support the program.

FOOD PARTNERS

We partnered with Kitchen Table Group, Eden Café, The Evelyn Saller Centre and The Dirty Apron to ensure our meals were nutritionally balanced, senior friendly and absolutely delicious. Each worked hard to meet the demand and poured love and care into their meals and it showed.

HOUSING PARTNERS

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NUMBER OF MEALS SERVED

- Affordable Housing Society

- Europe Hotel
- The Ford
- The Columbia
- Alexander House
- Granville House

28,810

- New Chelsea Society

- Chelsea Terrace
- Chelsea Tower
- Chelsea Manor

11,598

- Shiloh House

3,765

- Vancouver Native Housing Society

- The Orwell
- Ian Lehman
- Pendera
- Marilyn Mura
- Graveley St

31,417

- Union Gospel Mission

- Maurice McElroy Place
- 601 E Hastings

15,152

- Veterans Memorial Housing Society

- Veterans Manor

35,670

TOTAL
126,412



WHAT THE SENIORS HAD TO SAY - SURVEY RESULTS, JULY 2020

95%



55 + years and/or
have multiple health
conditions

>125,000



TO DATE, ALL OF OUR PARTNERS HAVE
HELPED US TO DELIVER OVER 125,000
MEALS SINCE MARCH 17

100%



100% OF RESPONDENTS FOUND OUR
STAFF FRIENDLY AND PROFESSIONAL

96%



96% FEEL CARED FOR

>90%



OVER 90% LOVE THE FOOD!

"I was leery of going out due to Covid-19... but this was just like having a health and wellness check twice a week. The staff were friendly and professional and easy going. Thank you, you are all heroes."

- Resident (69 years old)

"I'm 91 and I have lung cancer and they sang happy birthday to me."

"I have PPMS (primary progressive MS)... you may have saved my life. Thanks."





MORE THAN A MEAL - MAKING REAL CONNECTIONS & SPREADING HOPE

NOTES OF HOPE

Seniors received handmade cards from supporters to remind them that they are not alone.

SUCCULENTS FOR SENIORS

Seniors received their own succulents to bring life and hope into their homes and have their own plant to care for.

MUSICAL PERFORMANCES

- World renowned violinist, Rosemary Siemans played O Canada for our veterans on Canada Day.
- Derek Davidson honoured our veterans with a private outdoor bagpipe performance to commemorate their service on Remembrance Day.
- WWH staff sang happy birthday and brought cards and balloons to celebrate being another year young.
- Carnegie Outreach brought a harpist play in some courtyards.



PROVINCIAL ELECTION

WWH delivery staff handed out flyers for mail in ballots and vote by phone info to ensure our seniors voices were heard in 2020.



600 BOXES OF HOPE

Each senior and vulnerable resident will receive a Christmas box filled with treats and a hand written card to ensure they know that although they may be isolating, they are not alone this Christmas.

RAISING AWARENESS FOR AT-RISK SENIORS

2020 brought a spotlight on our older adults, who were named the most at-risk population during the pandemic. However, we were able to raise awareness around more than the risk of the virus, but share about other serious risks our seniors face like homelessness, loneliness and neglect. Thankfully we received multiple front page stories, two page features, online articles and even features on the morning and evening news. Our hope is that seniors will have the voice they deserve and receive the care they so greatly need. We also participated and presented at the Seniors Housing Innovation Lab, funded by CMHC.

Sources:

Globe and Mail- full page feature, seniors at risk of homelessness

The Province - Front page & 2 page feature, seniors at risk of homelessness

The Vancouver Sun- 2 page feature, seniors at risk of homelessness

Breakfast Television- Canada Day & Remembrance Day feature

Daily Hive Vancouver- meal delivery

CBC Radio Canada - meal delivery

News1130- Seniors Vote

CTV News- Seniors Vote

A special thank you to Thexton PR for working so hard at no cost, to share our story and advocate for seniors in the media.

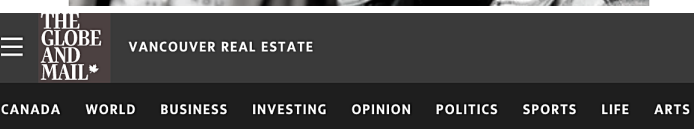


Seniors / Politics / News / Local News / Health

'It's heartbreaking': Many more B.C. seniors asking for help to avoid homelessness

A seniors' support agency says calls for help rose 'astronomically' in eight months, and homelessness counts show more seniors are at risk.

Lori Culbert
Nov 21, 2020 • Last Updated November 21, 2020 • 9 minute read



Seniors are the fastest growing homeless demographic, according to Vancouver's Homelessness & Supportive Housing Strategy. For the past two years, they have represented about one-quarter of the homeless population.



IT TAKES A VILLAGE

Although this year was something that no one could have expected, we are so very proud of the incredible partnerships we have formed due to this trial. We are eternally grateful to those who have come alongside us to help us get through this extremely difficult time and we will never forget your kindness and generosity. If 2020 has taught us nothing else, we have seen the true need for human connection and belonging.

Thank you for making all of this happen. We will continue to work hard to protect those we serve and love and we hope and pray for better days ahead as we enter the new year.

Thank you all for being our village.

With deep gratitude,

Jenny Konkin

President & Co-Founder



SHILOH
HOUSING
SOCIETY



Peterson

BC CHRISTIAN
LEADERS COVID
RESPONSE FUND



THEXTON
PUBLIC RELATIONS