

**Peachland Wellness Centre Evaluation Report - 2022**

**March 2023**

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**1. PWC Background**

The Peachland Wellness Centre (PWC) is a not-for-profit organization that offers a variety of Programs, Services, events, and volunteer opportunities to the community of Peachland.

**Vision:** People in our community are supported to embrace a happy, healthy, and independent life.

**Mission:** The Peachland Wellness Centre (PWC) provides Programs and Services that connect people through support, education, information, referral, and outreach. PWC values volunteers and collaborates with other community members, organizations, and the District of Peachland.

**Values:** Collaboration, Compassion, Dignity and Respect for all, Financial, Environmental and Social Accountability, Financial Sustainability, High Quality Programs and Services, Inclusiveness and Diversity, Open and Honest Communication, Professionalism, Recognition of all contributions, Safe Place and Confidentiality, Team Spirit, Volunteerism

**2. PWC Activities**

PWC fulfills its Mission by offering Programs and Services that align with its Mission, Vision and Values. PWC employs staff to coordinate and deliver Programs and Services, but also relies on the time and efforts provided by many dedicated Volunteers. PWC also provides Information and Referrals, and organizes Events.

**2a. Programs**

Programs are facilitated by Volunteer Facilitators, with coordination and support from PWC’s Administration and Programs Coordinators (APCs). A Volunteer can begin a Program after Staff determine that there is a need, that the Program fits with PWC’s Vision, Mission and Values, and that the Volunteer has the capacity to act as the primary Facilitator.

In 2020, Programs changed in response to Covid-19 - both to accommodate new restrictions, and also to meet new needs in the community. Some of these changes continued on in 2021, as staff and volunteers continued to meet the communities needs, while respecting restrictions that prevented some former Events and Programs from continuing.

**In 2021, PWC offered the following Programs:**

* Bereavement Support Group
* Dementia Caregivers Support Group
* Ladies Coffee and Cards
* Men’s Coffee and Cards
* Monday Morning Coffee
* Sunshine Singers
* Tai Chi

**2b. Services**

Services are delivered by the Services Coordinator (SC). Volunteers are involved in Services as Friendly Callers, as Volunteer Drivers for the Transportation Service and Grocery Shopping, and as Administration Volunteers, helping to book rides for the Transportation Service.

The goal of Services is to provide community members with the resources and information to support the independence of older adults who want to live independently at home.

**In 2021, PWC offered the following Services:**

* Better at Home (BAH) Housekeeping
* Friendly Caller
* Outreach
* Transportation
* Grocery Shopping
* Adult Day Services

Both Programs and Services provide community members with **Information and Referrals** to support the wellbeing, independence, and social connections of community members.

PWC also holds **Events** for fundraising and public awareness, with the involvement and support of Volunteers and community partners.

**3. Evaluation Process and Methods**

The Peachland Wellness Centre (PWC) is committed to conducting evaluations to:

1. Monitor its progress towards operational goals for Programs, Services, Volunteer Participation and Fundraising
2. Assess the Impacts, or anticipated results of Programs and Services and Volunteering for the community and participants
3. Use information from evaluations to continuously assess and improve Programs, Services, Volunteerism and Fundraising

**3a. Outcomes**

In 2020, the Evaluation Committee identified five Outcomes, or anticipated results of PWCs daily operations:

1. People of all ages in Peachland have increased knowledge about the resources and services available to them to enhance their well-being due to their connection to PWC
2. People of all ages in Peachland have enhanced physical, emotional, social, cognitive and spiritual well-being as a result of PWC programs and services
3. People of all ages in Peachland have increased opportunities, resources and/or services to enjoy life in the community due to their connection to PWC
4. People of all ages in Peachland participate as volunteers with PWC to improve their well-being
5. People of all ages in Peachland participate as volunteers with PWC to improve the well-being of others

**3b. Indicators**

The Evaluation Framework also identified Success Indicators, including all the quantitative and qualitative information that PWC collects and records that help to show that the anticipated outcomes have been achieved. These include office records, attendance sheets, databases, as well as surveys filled out by participants in Programs and Services. This Evaluation Report will discuss the Statistics based on PWC’s activities in 2022, as well as the results of the participant surveys.

**3c. Evaluation History 2020-2021**

PWC is committed to evaluation, to determine the impact of its Events, Programs and Services on the participants. The evaluation process has evolved, based on the resources available to conduct and compile evaluation data, changes in staffing, challenges presented by Covid-19 and participation in training in new evaluation methods.

In 2020, just prior to Covid-19 shutdown, PWC staff participated in Project Impact Healthy Aging, to learn new evaluation techniques that capture the Impact of a Program or Service on participants. PWC chose to evaluate the Transportation Service, and an in-depth report was published by United Way British Columbia in a compilation entitled “Healthy Aging: Project Impact”. Information from that evaluation was used to make changes to the Transportation Service.

In 2021, some of the plans to change PWC’s evaluation methods and tools had to be put on hold, in part due to changeover of staff and the availability of volunteers to conduct the kind of qualitative, in-depth evaluation learned at the Dialogues in Action (DIA) training in 2020. Therefore, no Evaluation Report was completed for 2021.

**3d. Evaluation Methods**

Evaluations were conducted by handing out paper evaluations, when possible, to be filled out and returned by participants. In other cases, PWC staff and volunteers contacted participants of Programs and Services by phone. Staff/Volunteers asked participants each question from the evaluation form and recorded their answers on paper. A PWC volunteer compiled the evaluation forms for quantitative and qualitative analysis.

Quantitative strategies: Some participants rated Programs on a satisfaction scale, and these numbers were collated and reported as numeric totals, reflecting the average rating participants gave to each area of each Program.

Qualitative strategies: Services were evaluated using open-ended questions, collecting anecdotal information from participants. Their answers were analyzed to identify common themes. These themes can be impacts on participants, suggestions for improvements, or reasons why participants became involved with PWC.

**3e. Evaluation Challenges and Changes**

In 2021, PWC faced some challenges with resources, time restrictions and changeover in staff since attending evaluation training. Therefore, the evaluation tools used for this report were not adapted much from previous years.

In future, evaluation tools may be changed as the Evaluation Framework evolves, and as the activities of PWC change. Changes may include new methods that may better capture the Impact of PWC on its participants and volunteers, as outlined in the Dialogues in Action (DIA) Training. Future focus for evaluation with Program and Service participants would then be on Impact – to put the spotlight on participants and the changes they have experienced as a result of their involvement with PWC.

Evaluation tools should be effective, while also being manageable for PWC staff and volunteers to deliver and provide the most worthwhile and informative data to PWC Staff and Board members.

**4. Programs Statistics: Jan - Dec 2022**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PWC Program** | **# of Sessions**  **Held**  **2022** | **# of Participants**  **Enrolled**  **2022** | **Total Attendance**  **2022** | **Average Attendance per Session**  **2022** |
| Bereavement Group | 72 | 5 | 302 | 4 |
| Dementia Caregivers Support Group | 14 | 10 | 93 | 6 |
| Ladies Coffee and Cards | 56 | 6 | 258 | 4 |
| Men’s Coffee and Cards | 63 | 4 | 156 | 2 |
| Monday Morning Coffee | 41 | 6 | 198 | 5 |
| Sunshine Singers | 29 | 6 | 133 | 4 |
| Tai Chi | 55 | 11 | 432 | 8 |
| **TOTAL** | 330 | 48 | 1572 | 33 |

**5. Programs Evaluation: Program Participants Feedback Questionnaire**

The Program Participants Feedback Questionnaire was given to participants in all 7 Programs, with a total of 49 respondents.

Participants were asked to rate five aspects of the Program, on a scale from 1 (Poor) to 5 (Excellent). Table 3 shows the average ratings for each Program. The number of survey respondents (n) for each Program was different and is listed under the Program name.

**Program Participants Feedback Questionnaire: Average Ratings**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Average Rating out of 5** | | | | |  |
| **Program Name** | **Activities** | **Organized** | **Facilitator** | **Overall Program** | **Overall Facility** | **Meet Needs** |
| **Bereavement**  (n=6) | 4.3 | 4.3 | 4.6 | 4.5 | 4.3 | 4.3 |
| **Dementia Caregivers** (n=6) | 4.8 | 4.8 | 5 | 4.6 | 4.8 | 4.5 |
| **Ladies Coffee/Cards**  (n=9) | 4.5 | 4.6 | 4.8 | 4.6 | 4.2 | 4.5 |
| **Men's Coffee/Cards**  (n=6) | 4 | 4.8 | 4.1 | 4.8 | 4.8 | 4 |
| **Monday Morning Coffee** (n=9) | 4.6 | 4.6 | 4.9 | 4.9 | 4.1 | 4.6 |
| **Sunshine Singers**  (n=9) | 4.5 | 4.5 | 4.7 | 4.5 | 4.2 | 4.3 |
| **Tai Chi**  (n=4) | 5 | 5 | 5 | 5 | 2.5 | 5 |
| **OVERALL TOTAL**  **(n=49)** | **4.5** | **4.7** | **4.7** | **4.7** | **4.1** | **4.5** |

Participants gave average ratings between 4 and 5, corresponding with Very Good or Excellent, to all aspects of the Program they participated in. This indicates a high level of Participant satisfaction with PWC Programs and Volunteer Facilitators. Comments on open-ended questions also indicated overall satisfaction with Programs. The low rating for location for Tai Chi was reflected in comments from participants who either did not like the outdoor location (too hot) or indoor location (too crowded).

**6. Services Statistics: Jan - Dec 2022**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **Number of Participants**  **2022** | **Number of New Participants**  **2022** | **Service Usage Count**  **2022** |
| Better at Home | 23 | 1 | 552 |
| Friendly Caller | 16 | 4 | 442 |
| Outreach | 18 | 4 | 32 |
| Transportation | 60 | 5 | 574 |
| Grocery Delivery | 6 | 0 | 63 |
| Adult Day Services | 10 | 2 | 127 |
| **TOTAL** | 133 | 16 | 1790 |

**7. Services Evaluation: Services Participant Feedback Survey**

As part of the Evaluation activities for 2022, Services Coordinators (SCs) delivered a Services Evaluation Survey via phone. The survey was sent to participants from all 6 Services, with a total of 36 respondents.

**Themes in Services Evaluations:**

Participants answers on the surveys were analyzed to identify common themes or impacts, and suggestions for improvements. The following two themes appeared in evaluations from every Service.

**a. Connection with Others**

The top impact that appeared across Services was an increased feeling of connection with others. Participants in each Service mentioned having increased opportunities for socialization, connection with others, and connection with the community. Some of their comments include;

* Always someone to help
* Connecting with PWC
* Helped me overcome loneliness
* (Provided) companionship
* Enjoying the girls company
* (Provided) socialization
* I’m part of a larger community

This theme shows that PWC is fulfilling its mission to connect its participants with one another, with staff, and with the larger community. These connections appear to be highly valued and appreciated by participants in all Services.

**b. Isolation is a Barrier**

Participants in PWC Services experience different kinds of isolation - geographic isolation, isolation due to lack of mobility, through the loss of partners and/or family members, loss of health or ability to do activities they formerly enjoyed. Participants mentioned isolation as one of their greatest barriers to participating as much as they would like to in Services and in the broader community.

Participants also mentioned increased feelings of isolation due to Covid - due to concerns for health and safety, and ongoing restrictions on activities.

PWC can continue to be aware of this significant barrier when designing and delivering Services and continue to combat isolation by connecting participants to appropriate resources, Programs and Services.

**c. Service-Specific Themes**

**i. Better at Home (BAH) - Housekeeping (n=9)**

Participants in the BAH receive monthly housekeeping services, with the goal of supporting their independence and enabling them to live in their own homes. Participants mentioned the following impacts:

* A cleaner home and higher standard of living. Several participants mentioned that it raised their standard of living and/or helped them to maintain a standard of cleanliness in their home that they wouldn’t be able to achieve on their own. “Motivates me to keep it up”. “Stimulates me to do more to maintain standard of living”. “Helps keep me on track”. “Helps me keeping my place the way I like to have it.” “Nice to come home to a nice, clean place.”
* Meeting the cleaners and getting to know them. “Meeting the girls and socializing”. “Enjoying the girls’ company, they are all really nice”
* Reduced physical and emotional burden. “Less pain because I don’t have to do housework”. “Sense of relief”. “Not having to worry about doing it myself”. “Gives me a lift”. “Saves me a lot of effort and frustration.”
* Increased independence. “Still here in my own home. Keep my independence.” “More independence”. “Gives me more time to go out and do other things.”
* Increased feelings of wellbeing and self-worth. “Feels good. Sense of well-being, makes me smile”. “ Feel good about myself, getting the help I didn’t think I deserved. It’s a godsend.” “Increased my self-worth. Able to receive help.” “Means everything to me.”
* Suggestions for Improvement - a few participants mentioned that they would like to have more frequent cleanings, and more consistency in the day/time of cleaning.

These responses show that the housekeeping Service not only provides participants with a cleaner home, but it also enhances their physical health by removing the strain of physically demanding housework, and enhances their emotional health, through socialization with the cleaners, making them feel good about their homes and themselves, and removing the worry about chores they can no longer do.

**ii.Friendly Caller (n=3)**

The sample size for the Friendly Caller Service was small, but all respondents expressed appreciation for the social contact they get from calls with their Friendly Caller volunteer and responded that they felt less lonely as a result of the Service.

One potential area for improvement is for Friendly Callers to connect participants to other Services, events and Programs in the area, where possible.

**iii. Outreach (n=2)**

The sample size for the Outreach Service was also small, but respondents were grateful for the Service, felt it had connected them with PWC staff and other resources, and provided them with socialization.

**iv. Transportation (n=14)**

Participants in this Service connect with Volunteer Drivers to rides to and from appointments to get groceries and to other social venues. Participants mentioned the following impacts:

* Easier access to medical appointments. Appointments were the most often mentioned use for the Transportation Service. Participants also used the Service to go grocery shopping and to the library and bank. They expressed appreciation for the ability to make it to necessary appointments, especially medical appointments.
* Getting out of the house. Many participants talked about the impact that just getting out of the house had on their well-being. “She feels good that she can get out to the places she needs to go.”
* Increased socialization. “Just keeps her in touch with people.” “Very beneficial overall, with increased socializing opportunities (interactions with our drivers and coordinators.)” “My self-esteem is much enhanced - I’m part of a larger community.” “It gets me out and mix with people.” “Drivers pleasant, company of lovely people.”
* Increased independence. The Transportation Service allows some participants to stay in their homes and in their community. “Allows her to remain self-sufficient for the most part.” “I would not be able to stay in Peachland without it. It gives me increased independence and involvement with the community.” “Gives me independence, which makes me feel good.” “I can stay in Peachland because of PWC.” “Feel able to live in your home independently.” “Would not be able to live here if not for them (PWC).”
* Barriers - Isolation. As mentioned above, isolation is a barrier, and that theme came out often in Transportation evaluations. For some participants, the Transportation Service is one of the only ways they are able to leave their houses. “The program is her lifeline.” “Has increased mobility challenges” “Stays home all the time.” “I could not do without the Wellness Centre for their Transportation program.”
* Barriers - Limited mobility. Mobility restrictions were a common theme as one of the barriers participants face to their participation in other programs or activities.
* Suggestions for Improvement - some participants mentioned having missed rides. They suggested having double-checks for rides to make sure the drivers are available when they are expected. Some mentioned that the 2-3 day lead time to find a driver was a challenge, and that occasionally a driver was not available for the day the participant needed.

These themes are consistent with those from the Project Impact: Healthy Aging in-depth evaluation done in 2020. The PWC is supporting participants to connect to vital appointments and activities, while providing socialization and reducing isolation. Some participants rely on the Service as one of their only sources of transportation and means of connection. Several participants felt that the Service had enhanced their independence and made it possible for them to live in their homes and to stay in Peachland.

**v. Grocery Delivery (n=2)**

The sample size for this Service was small, but it was clear that the Service removed worry for the participants about how they would get their groceries if they were unable to shop on their own. It also provided them with contact with others, through PWC staff and volunteers.

**vi. Adult Day Services (n=6)**

This Service provides two days a week of activities and a lunch for participants, while giving their caregivers a respite from care. For these evaluations, caregivers were the ones to answer the questions, sometimes on their own behalf and sometimes on behalf of the Adult Day Service participant. Impacts included:

* Provides breaks for caregivers. Caregivers showed great appreciation for Service itself, and also the break it provided them as a caregiver. “I can get things done for myself while (participant) is at ADS).” “Can get housework done.” “To take a break to get things done.” “Able to do many more things.” “Four hours of no worry.”
* Increased socializing for participants. “It’s good for (participant) to socialize.” “Glad (participant) is getting out. A place for (participant) to mix with peers.” “(Participant) always likes to go…(and) enjoys the other participants.” “(Participant) loves attending."
* Positive interactions with staff and volunteers. “Staff are loving and supportive.” “Volunteers and staff and very welcoming and pleasant.” “Ladies are nice.” “Very, very friendly.” “Nicely greeted.”
* Suggestions for Improvement - Offer another day each week. Consistency in staff, as PWC has experienced high turnover in staff that may affect participants.

This Service provides opportunities for social contact, while supporting the physical health and mental health of participants and caregivers. All respondents felt comfortable with the care their loved ones were receiving, and appreciative of the time it gave them to do other necessary tasks, or to rest.

**8. Event Evaluation: Christmas Craft Fair 2022**

An event evaluation was done at the Peachland’s Christmas Craft Fair in December 2022. The following table shows the average ratings (n=42).

These ratings show overall satisfaction with the events. Additional comments on the evaluations sheets mainly expressed appreciation and satisfaction with the events. Participants said it was very well organized, great quality of items and volunteers were helpful.

|  | Very Good | Satisfactory | Needs Improvement |
| --- | --- | --- | --- |
| Registration/Payment | 38 | 1 | 3 |
| Set-up of Tables/Rooms | 41 |  | 1 |
| Assistance from Volunteers | 41 |  |  |
| Set-up Times | 40 | 2 |  |
|  |  |  |  |

Some suggestions for improvement included;

* Play Christmas music
* Better heating (too cold in some areas of the venue)
* Separate vendors who are selling similar products
* Allow more space between vendors against the wall of the venue