



**A CBSS SECTOR DISCUSSION ON
ALTERNATE TRANSPORTATION
SERVICE PROVIDERS -
RESPONDING TO COVID-19**

HEALTHY AGING

CORE

Collaborative Online
Resources & Education

ALBERTA

DATE: September 10, 2020
TIME: 9:30 – 11:00 a.m.

PRESENTERS:

Bonnie M. Dobbs, PHD,
Professor, Department of Family
Medicine and Director, MARD

Emily Hussey, BA (Honours),
Research Coordinator, MARD

CORE TRANSPORTATION GROUP



INTRODUCTIONS & AGENDA

- Forum background & purpose of MARD
- Research Project & Findings
- Community conversation & information sharing
- Continuing collaboration: CORE Alberta

HEALTHY AGING

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ALBERTA

CREATING A COORDINATED

Community-based seniors
serving sector in Alberta

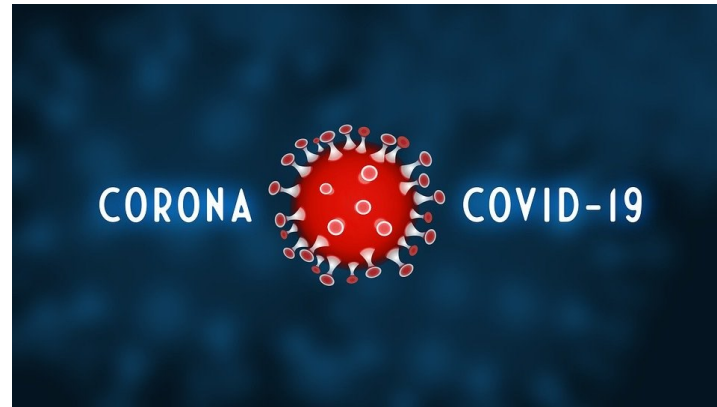
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A CBSS SECTOR DISCUSSION ON ALTERNATE TRANSPORTATION SERVICE PROVIDERS: RESPONDING TO COVID-19



Bonnie M. Dobbs, PhD and Emily Hussey, BSc (Honours)



UNIVERSITY OF ALBERTA
FACULTY OF MEDICINE & DENTISTRY
Department of Family Medicine



MARD

- MARD is a Research and Knowledge Translation Centre at the University of Alberta
- Funding support from the Ministry of Seniors and Housing

MISSION

- To enhance the safety and mobility of individuals who no longer drive due to illness or disability or who choose not to drive because of age-related changes

VISION

- Transportation safety and mobility for all Albertans

Understanding the Impact of COVID-19 on the Transportation Mobility of Seniors

Objectives

1. To identify the demand for alternate transportation services for seniors and people with mobility issues during COVID-19.
2. To strengthen coordination among alternate transportation providers, FCSS, and other community resources during the COVID-19 pandemic.

Methods

- Video/teleconferences with identified Alternate Transportation for Seniors (ATS) service providers, representatives from identified FCSS programs, and other CBSS organizations from all 5 regions of the province
- Video/teleconferences were recorded and transcribed with the data analyzed for major themes
- Post-video/teleconference surveys were sent to participants to gather feedback on the video/teleconferences

Project Timelines



Participants

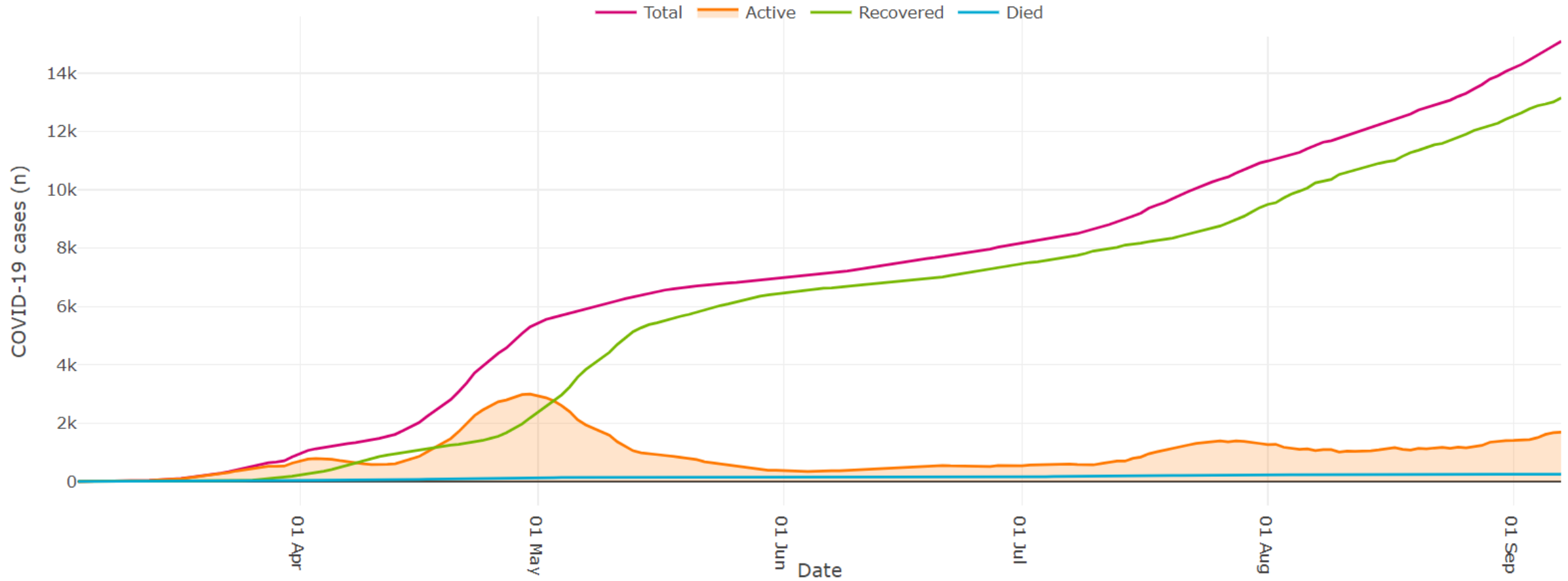
142 Participants

- 125 participants from **non-profit** organizations
- 17 participants from **for-profit** organizations

Participant Affiliations

- ATS Providers
- FCSS
- Senior Centres / Lodges
- Municipal Councillors
- Municipal Staff

COVID-19 Cases (Alberta)



Three Key Areas for Video/Teleconference Discussions

1. Responding to Demand
2. Managing Health and Safety
3. Strengthening Coordination Among ATS Providers, FCSS, and Other Community Resources

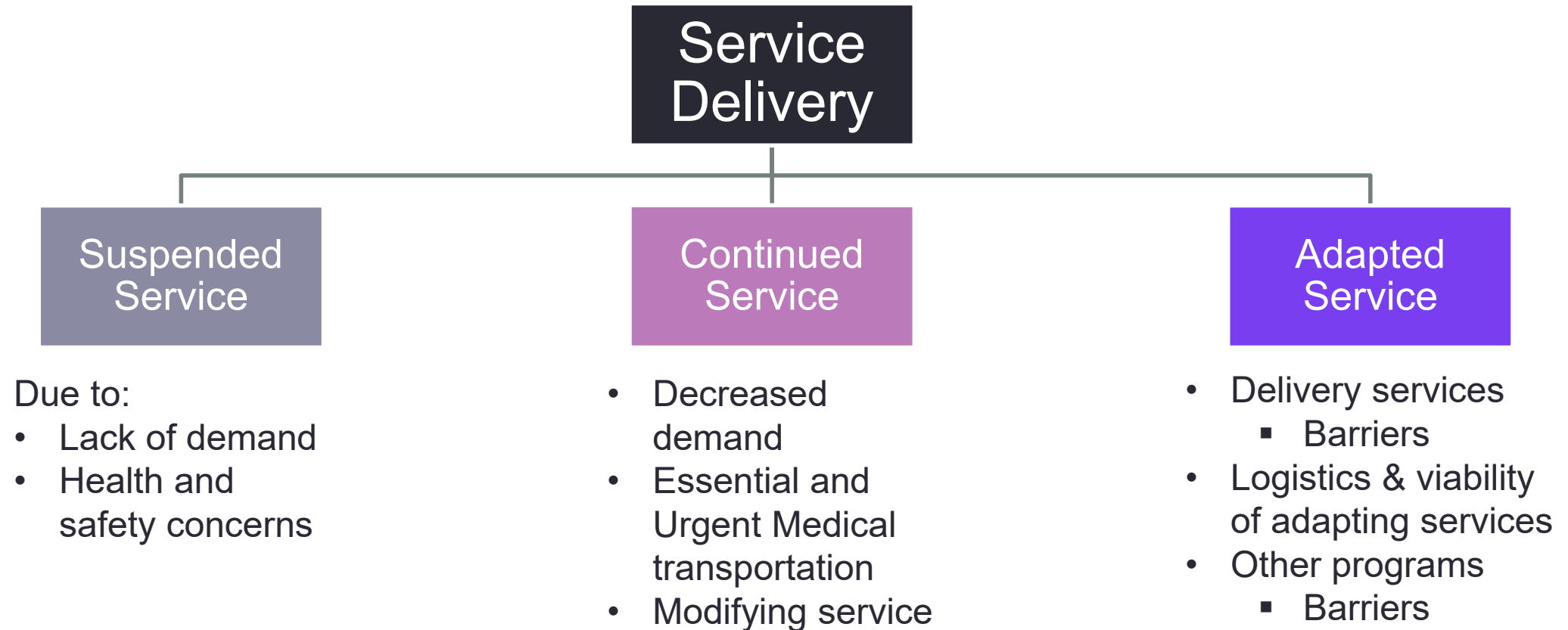
Key Area # 1: Responding to Demand

- What demands are you experiencing for ATS services for seniors and other vulnerable Albertans during the outbreak of COVID-19?
- Are you able to meet this demand?
 - If yes: why is this the case?
 - If no: what are the concerns/issues/challenges are you experiencing?

Major Theme:

- Service Delivery

Key Area # 1: Responding to Demand



Ongoing concerns about influx of demand once restrictions lift

Key Area # 2: Managing Health and Safety

- How are you managing the health and safety both of drivers but also of the people being driven?

Major Themes:

- Health and Safety Protocols
- Personal Protective Equipment (PPE)
- Concerns for Client and Driver Health and Safety
- Mental Health

Key Area # 2: Managing Health and Safety

Theme: Protocols

- Spectrum of Protocols



- Enhanced disinfecting, social distancing, limiting occupancy in vehicles, screening clients, no-contact deliveries
- Inability to adhere to social distancing in some circumstances (e.g., drivers providing assistance to clients with mobility issues/ those in wheelchairs)

Sources of Information:

- Alberta Health/Alberta Health Services
- Government of Canada/Health Canada
- In-House Expertise (OH&S, RNs, etc.)

Key Area # 2: Managing Health and Safety

Theme: Personal Protective Equipment (PPE)

- Spectrum of PPE



- Inability or difficulty accessing disposable masks, gloves, hand sanitizer, disinfectant solution
 - Relying on alternatives or personal connections
- Concerns about ongoing ability to access PPE

Key Area # 2: Managing Health and Safety

Theme: Concerns for Client and Driver Health and Safety

Client Health and Safety

- Higher risk population
- Voluntary or mandatory “stay-at-home” decisions
- Physical and psychological impacts of missed medical appointments
- Education on protocols and PPE

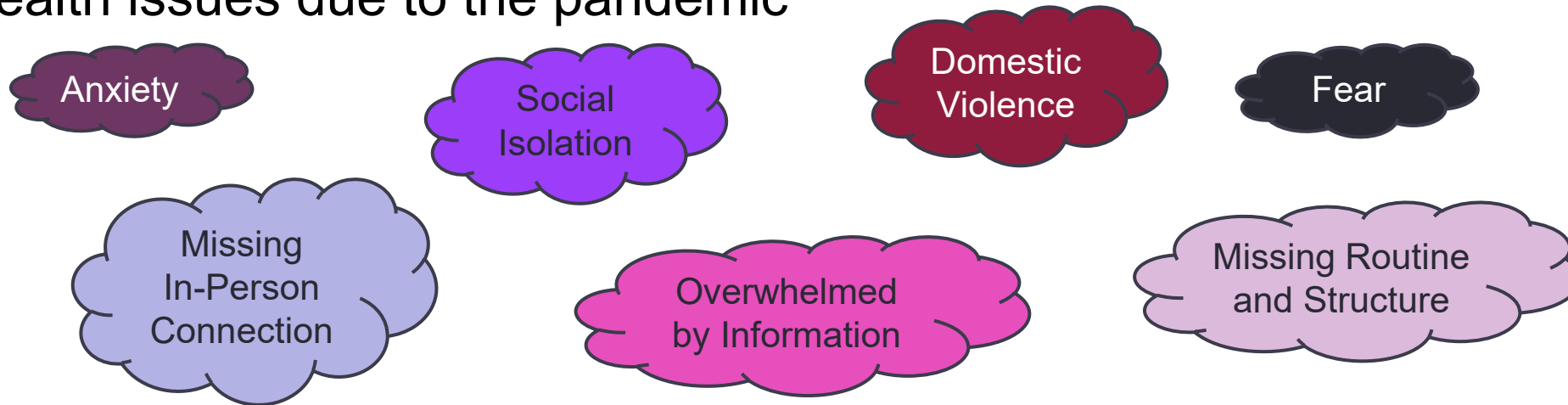
Driver Health and Safety

- Higher risk population
- Willingness to drive
- Ability to prepare and protect drivers (Training and PPE)

Key Area # 2: Managing Health and Safety

Theme: Mental Health

- Significant concerns about increasing number and severity of mental health issues due to the pandemic



- Implementing regular check-ins with clients to assess mental health, need for supports and resources
- Using a variety of methods to check in with clients
 - Barriers: Computer and Internet Access especially in rural/remote areas of the province

Key Area # 3: Strengthening Coordination

- Are there ways to coordinate efforts and resources among ATS providers, FCSS, and other organizations in the community to support seniors and people with mobility challenges to access essential supports and service and/or use collective resources to support these groups in other ways during the pandemic?

Major Themes:

- Information and Communication
- Coordination

Key Area # 3: Strengthening Coordination

Theme: Information and Communication

- Communication to Clients
 - Updating clients on service changes
 - Connecting with clients using a variety of methods
 - Barriers: Computer and internet access
- Communication Across Service Providers
 - Existing mechanisms and relationships
 - Variability in quantity and quality of communication
 - Value and importance of sharing information
 - Forming new connections, sharing ideas and best practices, feeling supported, etc.

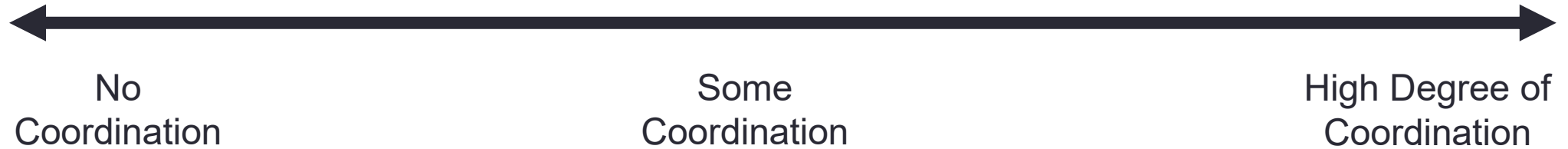
Concerns about Accuracy and Clarify of Information

- Information and recommendations are changing daily
- Amount of information is overwhelming
- Misinformation, controversy, misunderstanding of protocols

Key Area # 3: Strengthening Coordination

Theme: Coordination

- Spectrum of Coordination



- Existing mechanisms for coordination
- Using coordination to enhance service delivery
 - Benefits: Avoid duplication in services/efforts, reach more clients, offer additional supports, increase efficiency and cost-savings, maximize and/or share resources

Other Themes

- **Financial Concerns**

- Ongoing financial concerns (e.g., funding)
- New financial concerns due to pandemic
 - Decreased revenue but ongoing operating expenses
 - Inability to fundraise due to COVID-19
 - Exploring ways to reduce costs

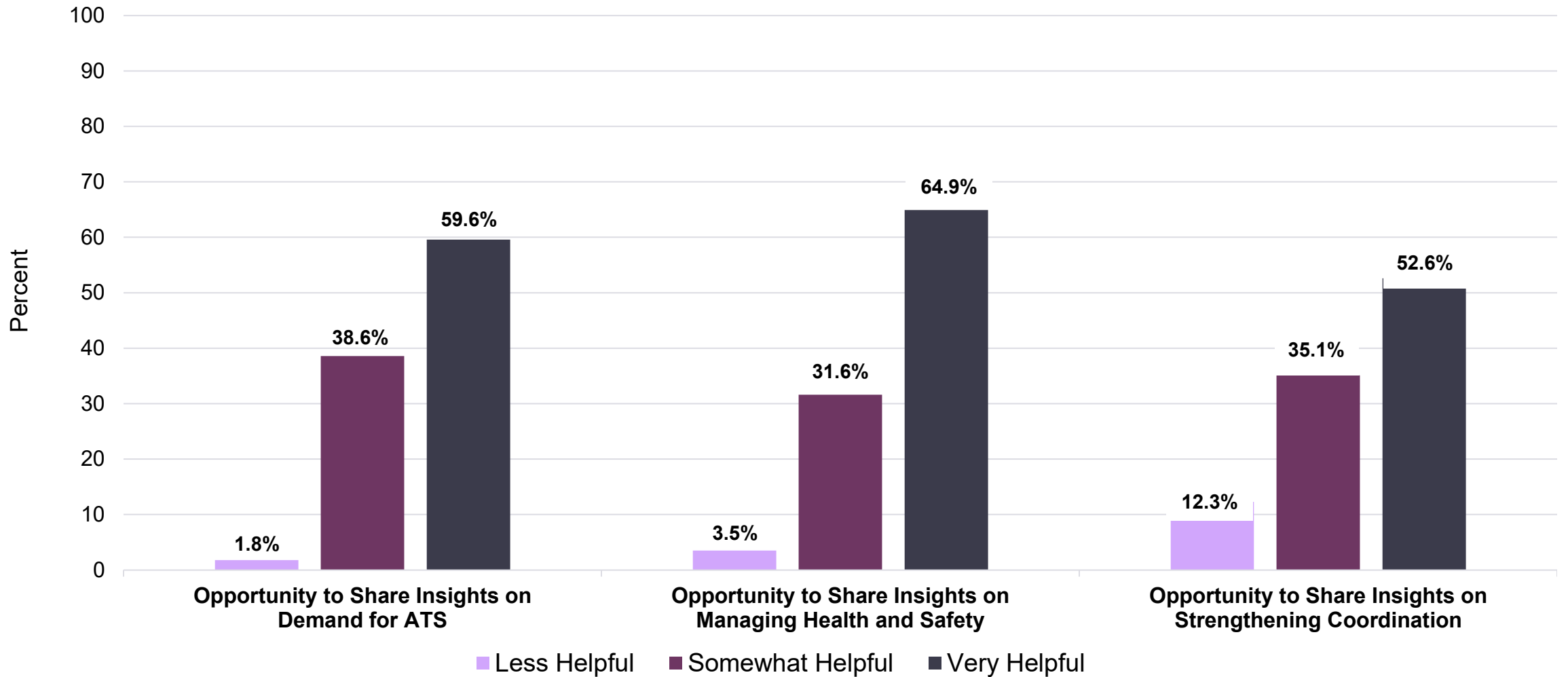
- **Preparedness**

- Spectrum of preparedness for the pandemic
- Uncertainty about the future – need to continuously adapt
- Planning for “recovery”

- **Small Town/Rural Ethos**

- Existing support networks
- Unique challenges

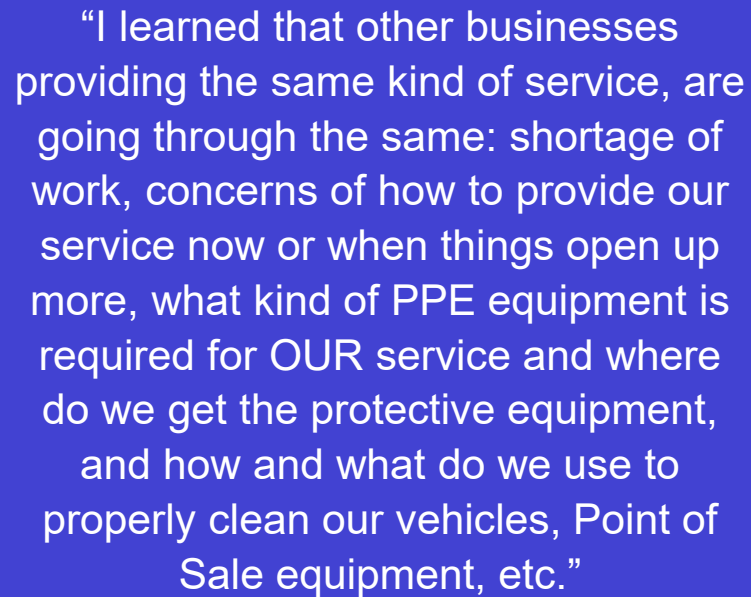
Post Video/Teleconference Survey



Importance of Connections and Collaboration



“Met’ other transportation service providers in my area that I was not aware of!”



“I learned that other businesses providing the same kind of service, are going through the same: shortage of work, concerns of how to provide our service now or when things open up more, what kind of PPE equipment is required for OUR service and where do we get the protective equipment, and how and what do we use to properly clean our vehicles, Point of Sale equipment, etc.”



“I learned more about the services (transportation and other) being offered in a close geographical area to where I work which is helpful, as I get requests for service from these areas as well.”

Opportunities Going Forward

“One thing is very important for my organization and I believe all providers: Our services should be recognized by the community and the three levels of Government. This way we can ensure better services for our community...”

As an ‘ATS Provider’, it was the first time I met other service providers. [They] have the same concerns – maybe one day when this is over we can work together to make things better. Also very important to us to work very close with MARD to improve our services for our communities at large.”

“With so many things rapidly changing, it is good to be able to reach out to likeminded agencies and share information rather than reinventing ideas.”

Discussion

Going Forward

- Anticipate a pent-up demand for transportation services, as well as an overall increased demand for transportation services

What factors support you to effectively provide assisted transportation services to seniors in your region?

Where do you see opportunities for coordination with other ATS providers within your region/service area?

Contact Information

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Visit Us:

www.mard.ualberta.ca

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WE NOW HAVE THE OPPORTUNITY TO

Collaborate online through the
CORE platform

Share your resources and
learn from others

Connect local work to develop a
provincial approach

corealberta.ca

QUESTIONS?

Thank you for participating & sharing your expertise!

SEE YOU ON CORE!

Remember to update your info on 211

healthyaging@calgaryunitedway.org

Healthy Aging
by United Way At home. In community

