



Peachland Wellness Centre

2017 Evaluation Report

Submitted by: PWC Evaluation Committee
February 2018

Table of Contents

1. Overview.....	2
2. Vision, Mission, Values and Outcomes.....	2
3. Program Statistics.....	3
4. Service Statistics	4
5. Program Participant Feedback.....	5
6. Service Participant Feedback.....	7
7. Outcome Evaluation.....	7
8. Conclusion.....	10

1. Overview

The 2017 Evaluation Report presents the Peachland Wellness Centre Vision, Mission, Values and Outcome Statements that are produced by the Board of Directors to direct the development of programs and services. The Peachland Wellness Centre (PWC) has an Executive Coordinator who works with the Board of Directors, supervises staff and volunteers, and is responsible for evaluation. The Report provides statistics collected on a monthly and annual basis. The report provides findings from evaluation of some of the 2017 programs and services as outlined in the 2017 Evaluation Plan. It provides evidence of PWC outcomes in 2017 and what some participants had to say about the programs and services. At the same time, the report provides information on what needs attention and what could be enhanced in the up-coming year.

The report presents evaluation findings collected from telephone administration of the *Transportation Services Survey* and hard-copy administration of the *Program Participants Feedback Questionnaire*. The report includes outcome evaluation findings collected from administration of the *Program Participants Survey*. The report also provides written and recorded verbal participant feedback from the office file and a brief narrative on PWC statistics for 2017 and on the process and outcome evaluation findings.

2. Vision, Mission, Values, Outcomes

Vision

People of all ages in Peachland enhance their well-being, embrace opportunities, and enjoy life in the community.

Mission

The Peachland Wellness Centre connects people, builds relationships, offers support, provides education programs, and delivers information, referral and outreach services. The Centre values volunteers and collaborates with other community members, organizations and the District of Peachland.

Core Values

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

Outcome Statements

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

3. Program Statistics

Statistical records of the programs and services are maintained in the office for all programs and services provided throughout the year. Tables A, B and C provide statistics that evidence the extent of programs and services provided by PWC to enable people to enhance their well-being, embrace opportunities, and enjoy life in their community. Table A also provides comparative statistics.

In 2017, a total of **154 people volunteered with PWC; at year end there were 135 volunteers.**

5173 hours of volunteer service were provided for the community through PWC. In addition, **10** volunteer Board Directors throughout the year, provided **681 hours of service** to set financial, strategic and policy direction for the Society.

PWC programs (see Table A) are facilitated by volunteers. All programs are open to the general public while some, such as the Bereavement or Dementia Caregivers Support Groups and Breastfeeding Café, have criteria for joining. Most programs are on-going, such as Monday Morning Coffee and Sunday Breakfasts. Some programs are periodic such as the Income Tax and Community Gardens. New programs are developed when resources permit in response to identified needs in the community. Programs are modified to reflect regular participant feedback and to accommodate changing community interests.

Table A presents statistics for the 2017 programs provided by PWC as well as statistics for 2015 and 2016 that can be used for comparison purposes.

Table A: 2017 Program Statistics (with comparison to 2015 and 2016)

PWC Programs	# of Sessions			# of Participants			Program Attendance		
	2015	2016	2017	2015	2016	2017	2015	2016	2017
Baby Friendly Café	6	16	15	10	16	12	17	70	71
Bereavement Group	50	51	50	12	12	8	178	168	153
Christmas Dinner Dec 25	1	1	1	65	48	84	65	48	84
Community Gardens May – Sept	N/A	N/A	N/A	10	11	27	N/A	N/A	N/A
Computer Literacy	29	35	10	14	18	10	34	36	10
Dementia Caregivers	-	5	11	-	13	11	-	63	71
Inter-generational Cooking	1	5	-	4	13	-	6	60	-
Inter-generational Singing	18	18	28	47	49	49	789	734	1234
Income Tax Feb – Apr	N/A	9	N/A	84	69	169	N/A	104	N/A
Ladies' Coffee & Cards	45	31	36	15	7	18	190	123	210
Memories	-	-	12	13	15	6	-	23	44
Men's Coffee & Cards	65	63	65	7	5	5	305	218	181
Monday Morning Coffee	32	33	34	28	23	40	323	366	469
Seniors Excursions	7	10	5	37	33	21	83	99	48
Speakers Series ended 2016	4	3	-	50	26	-	59	77	-
Sunday Breakfast	39	36	32	N/A	N/A	N/A	1231	1248	1030
Sunshine Singers	34	36	38	24	15	22	346	322	392
Tai Chi	61	65	45	21	33	36	553	794	550
Wellness Circle	16	15	16	34	25	53	146	124	122
Energy for Wellness new 2017	-	-	8	-	-	12	-	-	37
Water Color Group 2016 only	-	4	-	-	8	-	-	25	-
Wellness Meditation new 2017	-	-	28	-	-	32	-	-	183
Writers Unblocked	12	16	12	9	10	11	71	72	64
Totals	420	452	446	484	449	626	4396	4774	4953

According to the *Program Master Attendance Sheet*, **324 individuals participated in PWC programs in 2017**. Of this number, approximately 240 individuals (75%) attended only one program in the year, the remaining 25% of the individuals attended two or more programs. One individual attended eight programs in the year and several attended six programs. Note that some people attending programs may also be receiving one or more services at the same time.

The overall attendance in 2017 increased by 4% over 2016. The number of individual participants at PWC programs increased by 16% from the 280 individuals in 2016. As listed above, there were **20 on-going and periodic programs** offered to people in Peachland compared to 21 in 2016. There were **452 program sessions** provided for more than **630 participants** with a **total attendance of 4986**.

The statistics in Table A show that PWC offered a wide variety of programs for community members. Comparing program statistics in 2017 with those from 2016 suggests that the number of participants and the overall attendance have increased in one year. The increased attendance appears to be related to the increase at Christmas Dinner, Income Tax and Wellness Circle. The singing activities have had a significant increase in the attendance while the number of sessions and individual participants increased slightly. This suggests that participants are attending the sessions more regularly than in the past.

4. Service Statistics

PWC Services (see Tables B and C) are provided by PWC staff and volunteers to people who either contact PWC directly or are referred by another agency. These people may require information, referral to other services or support from one of the six services provided by staff and volunteers. *Outreach Services* provide telephone or person-to-person contact with people in the community to support them in living independently in their home. *Better at Home* is a provincially-funded program that offers light housekeeping, handyman and yard work services to people who meet criteria for assistance in Peachland. *Friendly Visitor* services are provided by volunteers to people in the community who need extra support and are interested in a friendly visit on a regular basis. *Helping Hands* is a service started in 2016 with support from the District of Peachland to support people who are not able to manage independently and who require immediate assistance with food, shelter and other essential issues. *Transportation Services* are provided by volunteer drivers for people in Peachland who no longer drive and/or do not have access to the public transportation system. The drivers take people to medical appointments, as well as shopping and banking. *Information and Referral Services* are provided by telephone, or in-person to people who call or drop-in to the Centre in search of resources for themselves or a family member. The PWC staff and volunteers provide people with verbal and/or written information on resources and services that are available in Peachland or nearby communities. Note that some people are registered for more than one service at any given time. Table B and C on page 5 provide statistics on the six services provided by PWC in 2017.

Table B. Service Statistics 2017

Type of Service	# participants Dec 31, 2016	# new participants 2017	# participants Dec 31, 2017	service usage count
Outreach Services	22	6	23	124
Better at Home	15	14	26	263
Friendly Visitor	5	5	10	90
Helping Hands	0	2	0	3

Table C. Information & Referral and Transportation Service Statistics 2017

Type of Service	Statistics
Information & Referral	1242 phone calls and 37 drop-in visits received
Transportation (with comparison to 2016)	60 people received 631 rides from 34 volunteer drivers

According to the *Services Master Attendance Sheet*, **92 individuals participated in PWC services in 2017**. There were 6 different services provided and, in some cases, individuals participate in more than one service over a period of time. People participating in PWC services may also attend one or more PWC programs. It is worth noting that there is a wait list of six individuals for Better at Home services. The funds for this program are limited, hence the number of participants is restricted. PWC is advocating for increased funding for this program.

The statistics in Chart B and Chart C provide evidence that PWC provides a variety of services to people in Peachland who require information, assistance and support. By accessing these services, people have opportunities to enhance their well-being and to live in the Peachland community.

5. Program Participant Feedback

The purpose of inviting program participant feedback is to provide the opportunity for participants to rate the activities, organization, leadership and overall quality of programs. It also invites participants to comment on what they liked most and provide suggestions for enhancing programs. The findings indicate participant's level of satisfaction with the programs and provide ideas for how program quality may be enhanced.

In 2017, the *Program Participants Feedback Questionnaire* was administered to participants in three ongoing programs (Intergenerational Choir, Tai Chi & Sunshine Singers) with 31 respondents as well as two seasonal programs (Income Tax & Community Garden) with 66 respondents. A total of ninety-seven program participants returned the feedback questionnaires with nine of these not completed.

Table D provides a summary of program participants' responses to: "Please circle the number that best describes your thoughts about this program". **N=88**

Table D: Feedback from Program Participants

	Excellent	Very Good	Good	Fair	Poor
Activities in this program are:	68 responses 77%	18 responses 21%	2 responses 2%	0	0
The organization of the program is:	68 responses 77%	17 responses 20%	2 responses 2%	0	0
The Facilitator/leader of the program is	70 responses 80%	16 responses 17%	1 response 1%	1 response 2%	0
My overall rating of this program is	71 responses 81%	14 responses 16%	1 response 1%	1 response 1%	0

There was feedback from **88 participants in 5 programs** this year. Both the number of participants and the number of programs are small sample sizes given there were 20 programs provided in 2017 for 630 participants. However, the quantitative and qualitative findings from the evaluation provide some

convincing percentages and significant qualitative comments as summarized below for evaluation purposes.

98% of participants who provided evaluation feedback rated program activities as excellent or very good. 97% of participants who provided evaluation feedback rated program organization as excellent or very good. These evaluation findings suggest there is a high standard of program planning and delivery in a few of the programs. At the same time, participants provided suggestions on how to enhance these programs. See below for “*What suggestions do you have for improving the program/event?*” This feedback is utilized to modify programs as required.

The feedback shows that **97% of program participants who provided evaluation feedback rate the program facilitators or leaders as excellent or very good**. This very high rating suggests that the volunteer Program Facilitators of the evaluated programs, are well liked and provide high quality programs.

97% of program participants who provided feedback gave PWC programs an overall rating of excellent or very good. This quantitative feedback is corroborated by the qualitative comments listed below (“*What did you like most about the program?*”). This qualitative data affirms the excellent work volunteers and staff are doing in some programs to promote the well-being of people in Peachland. It can reasonably be concluded from program participant feedback that PWC provides some programs for community participants that are well received.

What did you like most about this program/event? “older generation brings music expertise to children; fun with the children; chance to gather with like-minded people; singing old favorite songs, laughter, fun (6), friendship (4), comradery, enjoy the people, pride in growing something, enjoy sharing and eating, raised garden access, irrigation, good quality soil, planting, seeing things grow, having fresh vegetables, sharing with others, people to talk with, great to get taxes done, friendly people, Peachland people assisting seniors who don’t know how to do income tax, save money, great volunteers, assistance for those in need, well run and organized, convenient to do taxes at PWC, taxes done quickly and expertly, learning balance; good exercise; gets me moving, socializing, brain training, meditation, tea and cookies, meeting new people, facilitator is excellent communicator and knowledgeable instructor”

What suggestions do you have for improving the program?

“would like to see more funding for program; take choir into community for more visibility; organize special presentations off site; better communication between facilitator and participants – no one ever phones and I don’t have email; more gardens, paperwork is confusing, accessibility is a problem,”

“Other Comments” from program participants: “Great place - Peachland would not be the same without it; Awesome place. I’ve signed up for many things; excellent little place; Excellent program organization and support; all is good.

There were positive documented comments from program participants who sent letters, emails or gave verbal feedback regarding programs, particularly the Christmas dinner and transportation.

6. Service Participant Feedback: Transportation Services

Two PWC volunteers administered the *Transportation Service Participants Questionnaire* by telephone early in January 2018. The volunteers received a list from administration with 60 names and phone

numbers for people who received transportation services in the year. All 60 individuals were called; of these 42 participants were away/did not answer after two attempts/do not currently use the service but want to stay on list. There were 18 responses to the questionnaire. The *Transportation Services Survey Results* (Jan 2017), on file in the PWC office, documents the evaluation process and findings. Following is the qualitative feedback from participants regarding what is working and what could be done to enhance transportation services:

How many times you used transportation services in the past year (2017)?

- 7 used service more than 10 times in past year
- 5 used service between 3 and 10 times in past year
- 6 used service less than 3 times in past year

What do you like most about the transportation services that PWC provides?

Reliable and usually prompt, cost effective, peace of mind, convenience, grateful to have service, easy to use, pleasant to meet drivers

What suggestions do you have for improving transportation services?

Allergies, sensitivities to smoke and/or fragrance smells; call driver to remind of pick-up – drivers have forgotten or been late to pick-up; no shows by driver, had a trip in dirty car, ask openly and don't make up questions that fit our purpose, let participants speak own thoughts.

Other comments:

Drivers very nice and giving up their time; awesome drivers, friendly; happy service is available; concerned about needing multiple drives on consecutive days for medical appointments,

7. Outcome Evaluation

Outcome evaluation determines if the programs and services are making a difference in the lives of people who connect with PWC. The evaluation determines if the anticipated results are being achieved. The PWC Outcome Framework presents three programs outcomes (anticipated results) listed in the far-left column of Table F. The purpose of the outcome evaluation is to determine if these results were in fact achieved. A survey of program participants and transportation services participants was used to ask if there was a change in their health and well-being because of their connection with PWC.

Program Outcome Evaluation: In 2017, the *Program Participants Survey* was administered to participants in seven on-going programs; Bereavement, Baby Friendly Café, Dementia Caregivers Support Group, Men's Coffee & Cards, Monday Morning Coffee, and Meditation. There were thirty-eight surveys completed. Table F, presents the quantitative outcome evaluation findings.

Table F: Outcomes, Success Indicators and Quantitative Evaluation Findings 2017

Outcomes	Success Indicators	Evaluation Findings (<i>italics indicate 2016 percentages</i>)
i. People in Peachland have improved physical, emotional, social, intellectual and/or spiritual well-being, as a result of participating in PWC activities	People who access PWC programs state they have improved their physical, emotional, social, intellectual and/or spiritual health as a result of PWC	People who attended twelve PWC programs were asked the question: <i>As a result of your participation in PWC programs, have you improved your health and well-being in any of the following areas (please check all that apply)?</i> Following are the results from the survey: N=38 29 participants (77%) responded that they improved their social health 28 participants (74%) responded that they improved their emotional health

	<p>ii. People in Peachland have increased social involvement as a result of participating in PWC activities</p> <p>iii. People in Peachland have increased knowledge about the resources and services available to them for improving their physical, emotional, social, intellectual and/or spiritual well-being as a result of PWC programs</p>	<p>programs</p> <p>People who access PWC programs provide evidence of increasing their social involvement</p> <p>People who access PWC programs state they gained new knowledge about resources and services available for improving their health</p> <p>24 participants (63%) responded that they improved their intellectual health</p> <p>24 participants (63%) responded that they improved their spiritual health</p> <p>15 participants (40%) responded that they improved their physical health</p> <p>20 participants (53%) responded that they learned something new</p> <p>21 participants (55%) responded that they were visiting more with people</p> <p>23 participants (61%) responded that they made new friends</p> <p>19 participants (50%) responded that they were going out more</p> <p>22 participants (58%) responded that they were having more fun</p> <p>21 participants (55%) responded that they were feeling happier</p> <p>8 participants (21%) responded that they had more exercise</p> <p>17 participants (45%) responded that they were more compassionate</p> <p>People who attended PWC programs were asked the question: <i>As a result of your participation in PWC programs, did you gain new knowledge about some resources and/or services available to you for improving your health? N = 38</i></p> <p>29 participants (77%) responded "yes"</p>
--	---	--

Of the 324 individual participants in PWC programs in 2017, 38 completed an outcome evaluation survey which represents approximately 12% of the program participants. Outcome evaluation data was collected from 7 out of 20 programs. The sample size for outcome evaluation is relatively small and therefore it is difficult to draw conclusions about the outcomes in general. At the same time, results of the completed surveys suggest that of those people who participated in the survey, **77% improved their social health, 74% improved emotional health, while 63% improved their spiritual and intellectual health** by participating in PWC programs. These results suggest that PWC programs are having a positive effect on people who participate.

Results from the completed surveys suggest the program participants who responded to the survey **increased their social involvement by visiting more with people (55%), making new friends (61%) and going out more often (50%)**. These percentages suggest that some people are increasing their social involvement through participation in PWC programs. The percentages are lower than in past years and lower than expected for the programs. The Evaluation Committee will review the outcome evaluation process and staff will review the findings.

Of the 38 program participants that responded to the outcome questionnaire, **29 (77%) stated they had learned from PWC about some resources and/or services available to them for improving their health.** While this percentage could be higher given the nature of programs, it suggests that about three quarters of people accessing PWC programs are gaining new knowledge about resources and services.

Program Participant Age as an Outcome: PWC outcomes stipulate that the priority population age for programs and services is "all ages". It is the intention of PWC to expand the scope of services and programming to include age diversity. The format of some participant questionnaires includes a question about age. Eight-eight (88) completed questionnaires included the age of the program participant. Below is a description of the age for people who access programs and services at PWC:

Age of program participants from eighty-eight (88) questionnaires:

- | | |
|-----------------|----------------------------------|
| 2 (1%) | - 18 years or younger |
| 3 (4%) | - 19-30 years of age |
| 6 (7%) | - 31-54 years of age |
| 21 (24%) | - 55-64 years of age |
| 56 (64%) | - 65 or more years of age |

It is evident the majority of PWC participants are 65 years or older. While the age of people who attend programs is not recorded, we know there are some programs attended by younger participants; Baby Friendly Café, Intergenerational Choir, and Community Gardens. **All participants in the Baby Friendly Café have a child.** Office records show that **36 children participated in the Intergenerational Choir with a child attendance of 957.** The Boys and Girls Club have a garden at PWC and **10 children between the ages of 9 and 12 participated in working the garden.** Youth from Peachland Ambassadors also participated in community gardens during the summer. It appears that PWC is making a concerted effort to attract and include people of all ages in the programs offered to the community. **The number of children, youth and younger adults is on the increase.**

Service Outcome Evaluation: In early 2018, the *Transportation Service Participants Questionnaire* was administered to transportation service participants as described on page 7 under "5. Service Participant Feedback". There were 60 transportation service participants and 18 responses to the questionnaire. The *Transportation Services Survey Results* (Jan 2017), on file in the PWC office documents the evaluation process and findings. Following is the quantitative and qualitative feedback from participants regarding the achievement of PWC outcomes for transportation services:

Would you say your health and well-being has improved because of transportation services?
Yes: 12 responses (67%) No: 4 responses (22%) no answer: 2 responses (11%)

Comments:

Getting to medical appointments; peace of mind; providing necessities; comfort knowing service is available

Do you enjoy life in the community more because of Transportation Services?
Yes: 8 responses (45%) No: 5 responses (28%) no answer: 3 responses (17%)

Comments:

Getting to community functions; (going to) library, shopping; service is there if and when needed

In this sample of participants, the survey results show that 67% of people who use transportation services responded affirmatively that they have improved their health by using the services. There are several examples provided of how participants enhanced their health. The results also show that about half of the participants enjoyed life more because of transportation services.

There are notable limitations to the survey including possible lack of clarity about questions and administration by telephone with older adults who do not know the interviewers. The people administering the questionnaire recommended the form be reviewed for simplicity and clarity.

8. Conclusion

High quality programs and services are a priority for the Peachland Wellness Centre (PWC). As such, evaluation must be integrated into policies and procedures for quality assurance purposes and to ensure on-going modification of programs and services to reflect identified community needs and interests.

PWC aims to enhance the social, emotional, physical, cognitive and/or spiritual well-being of people in Peachland by providing information, education and support. PWC also aims to engage community members through volunteerism and collaboration. The PWC Outcome Evaluation Framework is reviewed annually and an annual Evaluation Plan is produced by the Evaluation Committee that includes a broad sample of program and service participants as well as the community and volunteers in the evaluation process. PWC staff and volunteers evaluate programs and services according to the Evaluation Plan and the findings are used to determine if a significant number of participants are satisfied with the programs and services as well as determining if PWC is making a difference in the community.

It is evident in 2017, that the Peachland Wellness Centre provided numerous, varied programs and services for people in the community. There is statistical evidence of the variety and extent of programs and services provided and the number of people served.

Quantitative and qualitative feedback collected from some program participants suggests that several of the programs are well organized, have good quality leadership and are relevant to the people being served. Feedback from some transportation service participants suggests that these services are well received and appreciated. The feedback collection could be enhanced by increasing the number of participants and the variety of programs evaluated. This would provide a broader sample for evaluation purposes.

Quantitative program outcome evaluation provided evidence that some programs are making a difference in the well-being of individuals. Including more programs and more participants in the outcome evaluation process would further substantiate that PWC is achieving the stated outcomes.

An aim of PWC is to provide programs and services for all ages in Peachland. There is evidence that the vast majority of program and service participants are seniors. At the same time, the number of children, youth and younger adults is on the increase. A continued effort to expand the scope of programs to include people of all ages would be in line with the organizational vision and mission.