

**Canadian Red Cross
Aids to Independent Living (AIL) Program**

Annual Report 2006/2007

Services provided through the AIL Program

The Red Cross operates the AIL Program as a contracted service for the Fraser Health Authority and the Vancouver Coastal Health Authority (VCHA). The program operates in the communities of Vancouver, Richmond, North and West Vancouver, Burnaby, New Westminster, the Tri-Cities, Pitt Meadows, Maple Ridge, Langley, Surrey, White Rock, Abbotsford, Agassiz, Mission, Chilliwack and Hope. The program has been operating for over 12 years and is also supported by donations from clients and the public. The program operates as follows:

- Staff review all applications to ensure clients fall within the financial criteria.
- The program is targeted to home health clients with long term equipment needs. Equipment is provided for as long as it is needed.
- Delivery and in-home installation is available for all items at no charge to the client.
- In-home repairs are completed at no charge when requested by the client, family or health care professional.
- In-home modifications to wheelchairs are completed at the request of the health care professional (ex. Installation of seat belts, personal backs, H straps, brake extensions, etc.).
- Staff do semi-annual follow up with all clients. Any reported problems with equipment are followed up with a visit to the client.
- Staff refer clients to their local health authority office when they request additional equipment.
- Referring health professionals are notified when a piece of equipment is provided to a client.
- The Red Cross short term loan service (MELS) provides loan extensions to clients who are on the AIL Program waiting list.
- All equipment is recycled and loaned to another client when returned. Unusable items are dismantled and parts are re-used whenever possible.

The Palliative Equipment Program

The Red Cross is contracted by the Vancouver Coastal Health Authority to provide equipment to palliative care clients in Vancouver and Richmond. This program operates as a subsidiary of the AIL Program. The palliative program operates similarly to the AIL Program but with the following differences:

- The range of equipment includes a variety of pressure relief mattresses and cushions.
- Power mobility aids are not available.
- Equipment is available within 24 hours, seven days per week. Program equipment that is not available within Red Cross inventories is rented from a medical supplier by the Red Cross.
- There is no financial eligibility criteria for palliative clients.
- Clients can use the equipment for as long as they remain on the B.C. Palliative Benefits Program.

Highlights of the Year

- This year the AIL program had a brochure professionally designed and printed; this was a first for the program and will facilitate program promotion in the community.
- The AIL program partnered with VCHA to start a program which supplies an overhead lift and sling to a client who is anticipated to need it for a minimum of 1 month up to a maximum period of 3 months. In exceptional circumstances, the referring therapist can apply for a one-time only loan extension for an additional 3 months.
- The reduced and changing labour market of BC presented challenges to the AIL program with recruiting and retaining staff. As a result, the AIL program was either short staffed or had staff in training for over 20 weeks of the reporting year.
- The number of equipment requests for regular AIL clients increased by 8% over the previous year.
- Of the 21 health units served by the AIL program, the # of requests was up in 12, unchanged in 1 and down in 8.
- Requests for palliative clients increased by 6%.
- The amount of equipment provided increased by 1% over the previous year.
- The total number of clients using the service increased 16% over the previous year.
- Both health authorities committed additional one time funds for equipment purchases. These funds were targeted to specific populations.
- Improvements were made to The Canadian Red Cross website to include a members only section where health care professionals can download the AIL application forms.
- The AIL Program Advisory Committee met four times during the year. The committee consists of therapists from the participating health authorities. Business of the advisory committee included recommending types of equipment to include in the AIL stock, reviewing feedback from referring health professionals, approving eligibility appeals and monitoring program activities.

Program equipment lists are attached to the end of this report.

Statistics for April 2006 to March 2007

Table 1: Clients Served & Items Loaned

Health Region	ALL clients referred during the year for new or additional item	Total number of clients using service in year	Total number of items provided in year
Vancouver	1327	3079	3757
Richmond	334	614	1275
Fraser North	308	949	523
Fraser South	206	239	314
Fraser East	258	327	561
North Shore	110	323	176
Total	2543	5531	6606

Table 2: Requests Received (all clients)

Health Unit	# of requests (items)	Increase over last year
Fraser East – Abbotsford(A)	326	243%
Fraser East - Agassiz/Harrison(A)	14	40%
Fraser East – Chilliwack(A)	251	-8%
Fraser East – Hope(A)	13	0%
Fraser East – Mission(A)	93	41%
Fraser North– Coquitlam/Tri-Cities	191	-4%
Fraser North – New Westminster	111	17%
Fraser North – Maple Ridge	52	-43%
Fraser North – Burnaby	554	-14%
Fraser South – Ladner/Delta	56	-15%
Fraser South – Langley	177	20%
Fraser South - Surrey Gateway(B)	395	21%
Fraser South - Surrey Newton(B)	99	No Data
Fraser South – White Rock	101	11%
North Shore	316	-12%
Richmond	1694	9%
Vancouver – Pacific Spirit	939	-8%
Vancouver – North	746	-10%
Vancouver - Three Bridges	849	12%
Vancouver – Ravensong	665	12%
Vancouver – South	1095	12%
Vancouver – Evergreen	895	52%
Total	9632	8%

Notes:

(A) 2005/2006 Fraser East statistics were only for 7/12 months of the year. 2006/2007 is for the entire year.

(B) 2005/2006 Fraser South – Surrey Gateway and Surrey Newton were counted together, in 2006/2007 they were separated.

Table 3: Equipment Demand by Type

Equipment Type	# of requests received 06/07	# of requests received 05/06	Percentage Variance
Wall mounted grab bar	853	735	16%
Manual wheelchair	782	762	2%
Foam cushion	620	605	2%
4 wheeled walker with seat	520	444	16%
Electric hospital bed	517	455	13%
Bed assist	509	478	6%
Stationary commode	424	384	10%
Mattress overlay or pad	415	296	38%
Frame walker	409	383	6%
Raised toilet seat, no arms	393	381	2%
Foam mattress	389	392	-2%
Bath chair with back	333	315	4%
Padded tub transfer bench	294	289	-1%
Toilet safety frame	277	237	16%
Raised toilet seat with arms	243	200	24%
Unpadded tub transfer bench	225	174	32%
Tall tub grip	219	213	3%
Air cushion (Roho)	216	247	-13%
Overbed table	191	155	23%
Wheeled commode	171	146	16%
Bath chair without back	145	154	-6%
Handipole	138	109	26%
Cane	130	132	-2%
Tilt in space wheelchair	108	86	27%
Flush bathboard	95	112	-15%
Power patient lift (incl. ceiling lift)	95	99	-5%
Scooter	94	73	29%
Gel/foam combo cushion (ex. Jay)	76	77	0
Urinal	63	68	-7%
Reacher	54	46	17%
Bed blocks (sets of 4)	50	59	-15%
Viscous gel cushion	50	43	16%
Power wheelchair	43	31	39%

Equipment Type	# of requests received 06/07	# of requests received 05/06	Percentage Variance
Bed pan	34	40	-15%
Bathboard - Raised	33	52	-37%
Power Bath Lift	33	20	65%
Trapeze Bar	32	21	52%
Transfer belt	31	47	-34%
Personal Back	28	20	40%
Obus Forme	26	35	-29%
Bed Rail	23	20	20%
Semi Electric Bed, Manual Bed, Apple Board, Short tub grip, Manual patient lift, Hydraulic bath lift, Recliner wheelchair, Transfer board, Wheelchair tray, Amputee board, Bed cradle, Wedge/back support, Rehab shower commode, Crutches	Less Than 20		

Chart 1

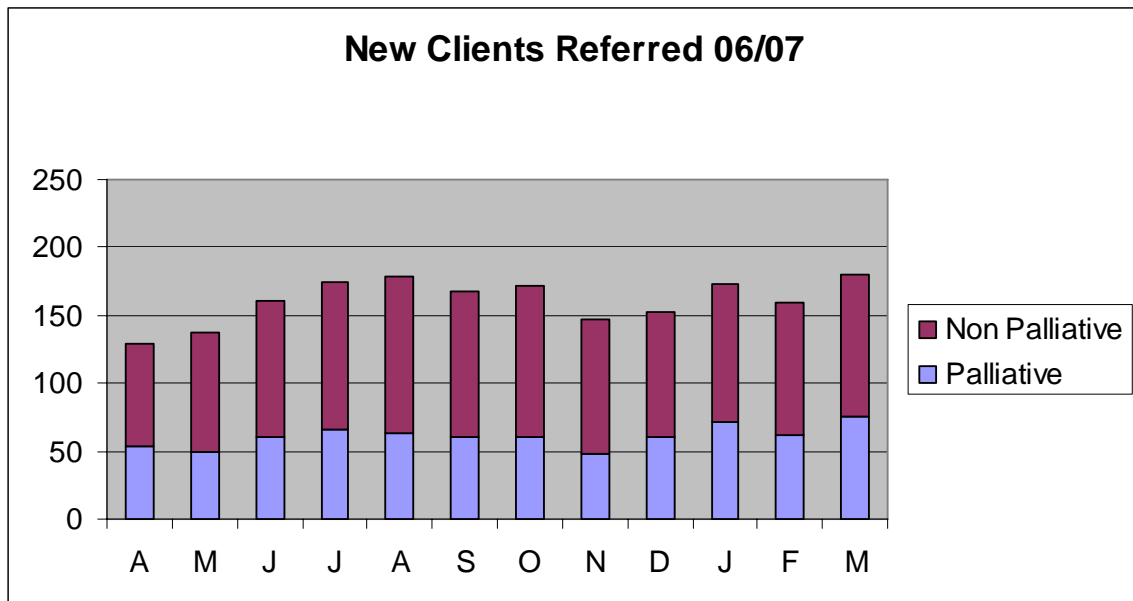


Chart 2

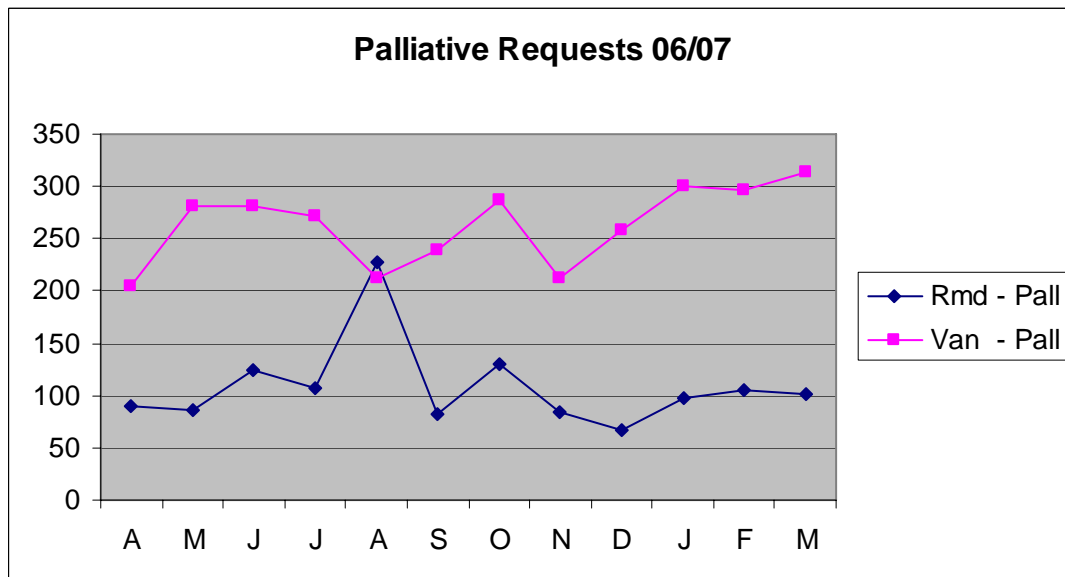


Chart 3

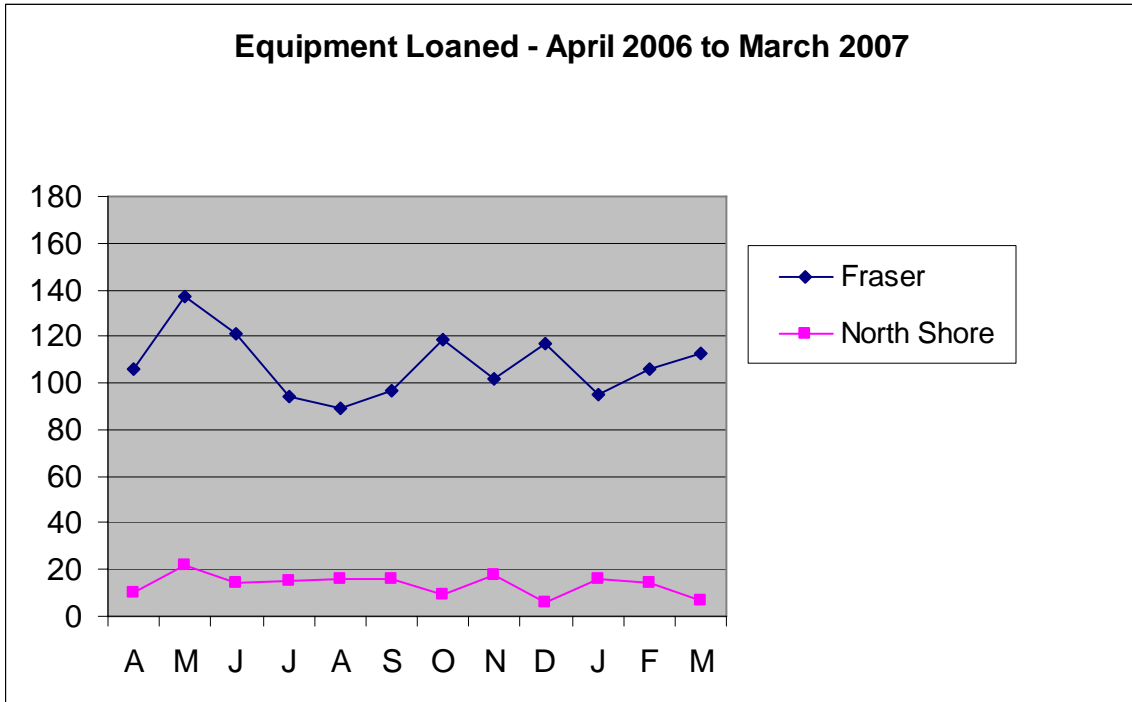


Chart 4

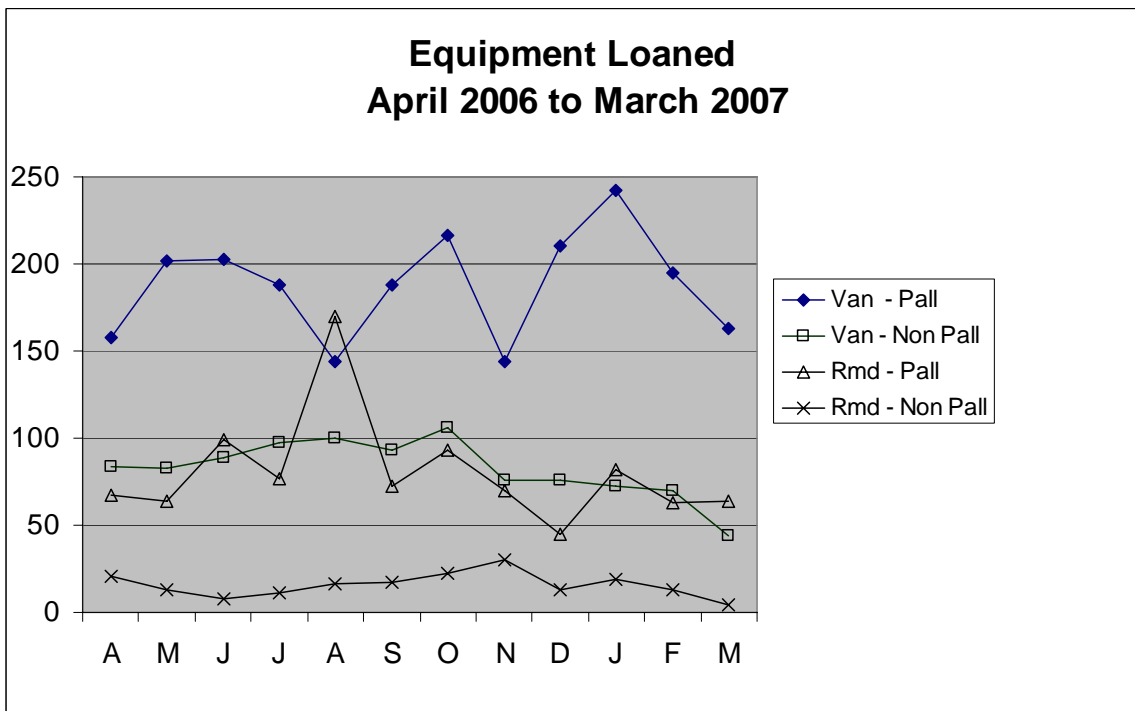


Table 4: Items loaned by region and population

Region/Population Served	Total Items Loaned 2006/2007 (B)	Change Over Last Year
Vancouver - Palliative	2364	1%
Vancouver - Non Palliative	966	2%
Richmond - Palliative	897	0%
Richmond - Non Palliative	241	0%
Fraser South	373	1%
Fraser North	651	1%
Fraser East (A)	244	-2%
North Shore	186	0%
Total	5922	1%

(A) 2005/2006 Fraser East statistics were only for 7/12 of the year. 2006/2007 is for entire 12 month year

(B) Includes items exchanged, does not include rentals or donations to the client.

Equipment donated to the client (usually wall-mounted grab bars): **685**

Equipment provided out of AIL stock: **5922** items having a replacement value of **\$2,347,139**

Equipment donated to the program: **916** items having a replacement value of **\$303,041**

Equipment rented on behalf of palliative clients: **98** items.

Equipment obtained through the Red Cross short term loan service for palliative clients: **282** items

# of requests withdrawn by therapist or client:	1568
# of requests rejected for being over financial limit:	73
# of requests rejected as item not part of the program:	67
# of requests placed on the waiting list:	1370
# of requests on waiting list at year end:	618
# of items in stock as of April 1, 2007:	4106
# of items out on loan as of April 1, 2007:	6720

- # of staff at year end **11.35 FTE**
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Report Prepared and Submitted by:
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**Canadian Red Cross
AIDS TO INDEPENDENT LIVING PROGRAM**

Equipment List

Mobility Aids

Manual wheelchairs
-lightweight
-hemi height
-interchangeable backs
-anti-tippers, seat belts
Recliners
Tilt in space wheelchairs

Power wheelchairs
Scooters
Cushions
-Roho, Jay, foam, Action gel
Obus forms

Bath Aids

Bath seats with or without backs
Tub transfer benches, padded or unpadded
*Bath boards, flush and raised
*Bath lifts – power and hydraulic

Beds and accessories

*Electric hospital beds
*Manual hospital beds
*Bed rails
*Bed assists
*Overbed tables
*Alternating air overlays and pumps

Grab Bars

*Clamp on tub rails – various sizes
*Wall mounted grab bars – various sizes

Transfer Aids

*Handipoles
*Trapezes
-Bed mount or freestanding
Transfer boards
*Chair/bed blocks – various sizes
Patient lifts – hydraulic, power, ceiling.

Toileting Aids

*Clamp on raised toilet seats
*Bubble raised toilet seats
*Raised toilet seats with arms
Wheeled commodes
Stationary commodes
Rehab shower commodes
*Toilet safety frames

Walking Aids

4 wheeled walkers
Folding walkers – youth, adult
-with wheels and glide brakes
Canes
Crutches
Quad canes
Forearm crutches

*** indicates installation is provided for these items**

**Canadian Red Cross
PALLIATIVE PROGRAM**

Equipment List

Alternating air mattresses

Alternating air overlays

Bath boards - raised and flush

Bath lifts

Bath stools and chairs

Bed assists

Bed blocks

Bed cradles

Bed pans

Bed rails

Canes

Commodes - wheeled, stationary, and **shower**

Crutches

Cushions - Roho, **Jay Gel, Action Gel, foam**

Foam mattress toppers (LTC200 Comfort Rest Cloud 9 Topper)

Foam mattresses (LTC 2000, Integriderm)

Hospital beds – manual and electric

Low air loss mattresses

Obus forms

Overbed tables

Padded tub transfer benches

Patient lifts - power and hydraulic

Reachers

Toilet safety frames

Toilet seats - incl padded

Trapezes

Transfer belts

Transfer boards

Tub grips

Urinals

Walkers - folding (wheels and glide brakes optional)

- Evolution type walkers

Wall-mounted grab bars

Wheelchairs - companion, standard, recliners, **tilt/recliners**

NOTE: bolded items are **not** available on weekends.