

RESEARCH REPORT



Seniors Helping Seniors with Rural Housing



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SENIORS HELPING SENIORS

WITH RURAL HOUSING

FINAL REPORT

Presented to

The PEI Senior Citizens' Federation Inc.

Prepared by

The PEI Home Builders' Association

June 1997

Funded by Canada Mortgage and Housing Corporation



SENIORS HELPING SENIORS WITH RURAL HOUSING

FINAL REPORT

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Seniors Helping Seniors With Rural Housing

Final Report

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SENIORS HELPING SENIORS WITH RURAL HOUSING

1.0 OVERVIEW

Seniors Helping Seniors With Rural Housing was a project designed to reduce the difficulties that rural seniors face if they wish to stay in their homes. The project was an extension of the successful Seniors Helping Seniors With Housing which was held in 1996.

In early 1997, a proposal was developed on behalf of the PEI Seniors' Federation (PEISF) and submitted to Canada Mortgage and Housing (CMHC). Funding was approved and the PEI Home Builders' Association (PEIHBA) was chosen as the delivery agent.

The concept was to recruit rural volunteer seniors who were knowledgeable about construction and renovation. These volunteers would be available to other seniors who were contemplating repairs, renovations or maintenance to their homes, but who needed advice or reassurance during the process. The volunteers would attend a one day workshop to discuss various aspects of the program.

Workshops were held in four rural centres in Prince Edward Island in late May and early June of 1997. Kensington, Alberton, Montague and Souris were selected to provide maximum coverage of rural areas of the province.

This report outlines the activities of the PEIHBA in carrying out the project.

1.1 Project Development

In consultation with CMHC and PEISF, a work plan based on the proposal was developed. The tasks included:

- Review of last year's project
- Publicity
- Recruitment of volunteers
- Workshop development
- Evaluation
- Report

1.2 Messages to Volunteers

The content of the workshop was designed to convey several messages to the volunteers. Themes running throughout the presentations were:

- Although it is not legislated in the rural areas, the National Building Code is available as a guide to contractors. The code provides for the health and safety of the occupants, and the structural integrity of the residence.
 - In light of reduced government funding, it is more important than ever for people in communities to help themselves and each other.
 - If people wish to stay in their homes, they will be happier and probably healthier, and there will be less burden on government in terms of seniors' residences and nursing homes.
 - To ensure value for money, a homeowner should obtain more than one written estimate for the proposed work. Estimates from different contractors should cover the same scope of work so they can be evaluated properly.
 - When a contractor is chosen, it is advisable to have a written contract in order to avoid future misunderstandings and conflicts.
 - There are many low cost home adaptations and social solutions to help aging people cope with everyday tasks.
 - Sometimes older people feel insecure about dealing with contractors and need reassurance.
 - Some home owners may have limited reading ability and don't like to admit it. These people will have trouble with estimates and contracts.
-

LES AÎNÉS S'ENTRAIDENT DANS LES RÉGIONS RURALES

1.0 APERÇU

Le projet intitulé «Les aînés s'entraident dans les régions rurales» est conçu pour aider les aînés vivant dans les régions rurales à atténuer les difficultés auxquelles ils font face lorsqu'ils décident de demeurer dans leur maison. Il s'agit de la prolongation du projet «Les aînés s'entraident» entrepris en 1996.

Au début de 1997, une proposition a été élaborée au nom de la PEI Seniors' Federation (PEISF) et présentée à la Société canadienne d'hypothèques et de logement (SCHL). Le financement a été approuvé, et l'administration du projet a été confiée à la PEI Home Builders' Association (PEIHBA).

Le projet vise à recruter, dans les régions rurales, des bénévoles retraités qui connaissent les domaines de la construction et de la rénovation. Ces bénévoles seraient à la disposition d'autres personnes âgées qui envisagent d'effectuer des travaux de réparation, de rénovation ou d'entretien dans leur maison, mais qui auraient besoin qu'on les conseille ou qu'on les rassure à différentes étapes du processus. Les bénévoles assisteraient à un atelier d'une journée pour discuter des divers aspects du projet.

Des ateliers ont été organisés dans quatre centres ruraux de l'Île-du-Prince-Édouard à la fin de mai et au début de juin 1997. On a choisi les villes de Kensington, Alberton, Montague et Souris pour couvrir le plus grand nombre possible de régions rurales dans la province.

Le présent rapport décrit les activités entreprises par la PEIHBA pour mener à bien le projet.

1.1 Élaboration du projet

Après consultation avec la SCHL et la PEISF, on a élaboré un plan de travail fondé sur la proposition. Voici les tâches mentionnées :

- Examen du projet de l'an dernier
- Publicité
- Recrutement des bénévoles
- Mise sur pied de l'atelier
- Évaluation
- Rapport

1.2 Messages à l'intention des bénévoles

Le contenu de l'atelier a été élaboré de manière à transmettre plusieurs messages aux bénévoles. Voici les messages qui reviennent tout au long des exposés :

- Bien qu'on n'oblige pas les entrepreneurs à respecter le *Code national du bâtiment* dans les régions rurales, celui-ci peut leur servir de guide. Le code prévoit des dispositions relatives à la santé et à la sécurité des occupants ainsi qu'à l'intégrité structurale des maisons.
- Par suite de la diminution des crédits gouvernementaux, il est plus important que jamais que les membres des collectivités s'entraident.
- Si les aînés veulent demeurer dans leur maison, ils seront plus heureux et probablement en meilleure santé, et le fardeau sera moins lourd pour le gouvernement, car il faudra moins de maisons de retraite et de centres d'hébergement.
- Pour obtenir un bon rapport qualité-prix, le propriétaire-occupant devrait demander plus d'un devis écrit pour les travaux proposés. Les devis des différents entrepreneurs devraient porter sur les mêmes travaux, de manière à pouvoir être évalués correctement.
- Lorsque le propriétaire-occupant a choisi un entrepreneur, il serait bon qu'il obtienne un contrat écrit afin d'éviter des malentendus et des conflits.
- Il existe de nombreuses adaptations peu coûteuses et de nombreuses solutions sur le plan social pour aider les personnes qui vieillissent à effectuer leurs tâches quotidiennes.
- Parfois, les personnes âgées manquent de confiance en elles-mêmes pour traiter avec des entrepreneurs et elles ont besoin d'être rassurées.
- Il se peut que certains propriétaires-occupants aient du mal à lire et n'aiment pas l'admettre. Ces personnes auront de la difficulté à examiner les devis et les contrats.



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2.0 PUBLIC RELATIONS

The publicity for the Phase 2 project was concentrated in the rural areas of Prince Edward Island.

Media release:

A short article on the project was sent to the Voice for Island Seniors, the Eastern and Western Graphic, and the CBC.

Newspaper Advertisements:

Ads were placed in The Eastern and Western Graphic, and the Voice for Island Seniors.

Posters:

Posters were placed in frequently visited areas in the communities where the workshops were held. These included grocery stores, convenience stores, legions and community centres.

Letters:

Letters were sent to established contacts in the workshop communities outlining the project goals.

Publications:

Retrovision, a national newsletter published a notice about the project.

Samples are attached as an appendix.

3.0 RECRUITMENT

The recruitment stage of the project was the most challenging.

It was difficult to track down the seniors that had some construction background and who were able and willing to volunteer their expertise. We found that many senior women in the various communities were extra helpful in finding possible candidates. Some women came along to the workshops simply to learn about the program and offer to be ambassadors for the project.

Alberton was the most successful in terms of attendance. The attendance in the Eastern part of the Island was disappointing.

The smaller population base in these areas compared with Charlottetown and Summerside may have been one of the reasons for the poor attendance.

On a positive note, it can be seen that one or two volunteers in each of the areas we concentrated on would be able to serve their community.

4.0 THE WORKSHOPS

4.1 Workshop Agenda

Section 1: Welcome

1.1	Introduce trainers, participants and guests Registration forms	20 Min.
1.2	Housekeeping Smoking, washrooms, breaks, lunch arrangements	5 Min.
1.3	Introduction of the program Brochure Explanation of the process	10 Min.
1.4	Session agenda	5 Min.

Section 2: Understanding the Issues

2.1	"Client Relations" video & discussion	25 Min.
	BREAK	15 Min.
2.2	Problem solving (small groups) Problem 1: Seniors at home Problem 2: Repairs, renovations to the older home	105 Min.
	LUNCH	45 Min.
2.3	"Home Adaptations for Seniors" video & discussion	30 Min.

Section 3: The Contract

3.1	Typical contracts and estimates	15 Min.
3.2	Using building codes in rural areas Using professional builders and renovators	15 Min.
3.3	Typical problems (slide presentation.)	15 Min.

BREAK 15 Min.

Section 4: The role of the volunteer

4.1 Conflict resolution (skits) 15 Min.
Skit 1: Volunteer Knows it All
Skit 2: In-law will do it Cheap
Skit 3: Home owner Wants it All

4.2 Scope of Work
What to do and what not to do 15 Min.
Hand out builders' list
Discussion

Section 5: Evaluation and Wrap-up 15 Min.

4.2 Workshop Details

4.2.1 Introductions

The workshop began with introductions of the trainers, the attendees, and the attending guests.

This section continued with some background on the project, description of the First Phase, its intended usefulness, and the program structure. The program brochure from phase one was handed out and the program details were described.

4.2.2 Understanding the Issues

An industry video entitled "Effective Client Relations" was shown displaying the differences between the "Good Renovator" and the "Bad Renovator." The video was used to reinforce the suggestion that there are many advantages to using professional builders and tradespeople.

The participants were then assigned two problem solving tasks.

In Problem 1, each table was asked to develop a list of potential problems associated with seniors staying at home. As people get older, they can experience more difficulty with their day to day tasks.

Problem 2 asked the tables to come up with the repair or maintenance problems typical of older homes.

Each table was to assemble a list and present their list to the whole group. Results were then tabulated on a flip chart, and possible solutions were discussed.

A video called "Maintaining Seniors' Independence Through Home Adaptations" was then presented. This reviewed situations where modifications could be made to the home to accommodate seniors' challenges.

4.2.3 Codes, Contracts and Estimates

This section reviewed three documents with the volunteers to expose them as to what to expect when reviewing estimates.

The first was a "short form" renovation agreement which detailed the basic information that would be required on a contract.

The second was a six page long form which would be suitable for larger projects.

The third was a detailed estimate sheet that may be used by a renovator when preparing a quote. This information might be useful to appreciate the number of details that must be considered when planning a building project.

Building Codes

The status of building codes in rural areas in Prince Edward Island was discussed and their importance in addressing health and safety issues. A copy of the 1995 National Building Code was displayed.

Using Professionals

The pros and cons of using a professional renovator were discussed.

Slide Presentation

The slide presentation was developed for the project from file slides taken from technical workshops related to maintenance and repair problems in houses.

It was intended to remind participants of situations and the results of poor construction practices as well as conditions and situations that may arise at a site visit.

While not intended to provide technical instruction, the slides were used to illustrate construction details inside and outside of the typical house that has been affected by problems.

4.2.4 The Role of the Volunteer

Skits

Illustrations of the role of the volunteer were emphasized by the presentation of three skits:

Volunteer Knows it All,
My in-law Will do it Cheap, and
Homeowner Wants It All.

Discussions were solicited from the group on the messages intended by the skits. The messages included limitations of the role of the volunteer, handling a difficult client, conflict resolutions and the value of using a reputable contractor.

The skits are attached as an appendix.

Scope of Work

A list of Do's and Don'ts for volunteers was distributed (See Appendix.)

This section repeated the messages that were presented throughout the workshop. It was emphasized that participants should not give architectural or engineering advice if not qualified to do so.

4.2.5 Participant Evaluations and Wrap-up

The workshop participants were invited to evaluate the workshop at the end of each session. Their comments are attached as an appendix to the report. A list of names and phone numbers forms another appendix.

5.0 RECOMMENDATIONS

With the completion of the rural phase of the project, there has been province wide exposure to the Seniors Helping Seniors with Housing program. It will only be a success, however, if it becomes effective in the community. If the program is to continue, the challenge will be to make seniors aware of it's benefits.

A number of recommendations have been prepared as the conclusion for this report:

5.1 Hold a focus group session in the fall of 1997.

To evaluate the current status and future of the program, a meeting of those involved would be appropriate. Participants should include representatives of PEI Seniors Federation, CMHC, HBA, the Volunteers, and the program users, if any. A representative of the Provincial Government could also be invited.

The group could offer suggestions to improve the Seniors Helping Seniors program, and identify ways and means to ensure its continuity.

The PEI Home Builders' Association would be prepared to organize and host the meeting as part of this phase of the project.

5.2 Expand the volunteer network.

Some people who were unable or unwilling to attend the workshops could still act as volunteer advisors. Candidates could be invited to join the volunteer group by current volunteers or others. An information package could be prepared and sent to those wishing to participate. Senior women, including those who attended the workshops, can act as excellent ambassadors of the program, even if they are not comfortable in the role of advisor.

5.3 Program administration.

There should be a designated PEISF person responsible for administering the program. This person would need to maintain the volunteer list, mail out updated builder lists and other material to volunteers and home owners, and respond to telephone inquiries. If it is necessary for inquiries to the PEISF to be handled by several different people, then they should all be kept as well informed as possible about the program.

5.4 Market the program.

If sufficient resources were available, there should be an active marketing campaign to inform seniors that this service is available.

5.5 Expand the contractor database.

If further financial resources become available, there could be a series of technical workshops for residential maintenance, repair, and renovation contractors. On completion of these workshops, the contractors would have their name added to the published builder list.

APPENDIX 1: LIST OF PARTICIPANTS

Leonard J. O'Connor
PO Box 728, Souris
Prince Edward Island C0A 2B0
687-2616

Beatrice Gallant
Nail Pond RR#2, Tignish
Prince Edward Island C0B 2B0
882-2339

Dora Kenny
PO Box 459
Tignish, Prince Edward Island
C0B 2B0
882-4020

Edna Bernard
PO Box 73
Tignish, Prince Edward Island
C0B 2B0
882-3389

Eva Perry
PO Box 344
Tignish, Prince Edward Island
C0B 2B0
882-3875

Walter Bernard
Alberton RR#1
Prince Edward Island C0B 1B0
853-3228

Vince Craig
20 Nevada Court, Apt 24
Summerside, Prince Edward Island
888-2562

Ernest Caissie
Miscouche, Prince Edward Island
C0B 1T0
436-5601

Arthur Profitt
PO Box 91
Kensington, Prince Edward Island
C0B 1M0
836-5170

Lloyd Proffit
Kensington, Prince Edward Island
836-5179

Harry Caseley
PO Box 333, Kensington
Prince Edward Island
436-3103

Leo J. Arsenault
8 Manor Drive
Charlottetown
Prince Edward Island
892-4060

Nik Gossi
RR#4, Mount Stewart
Prince Edward Island
676-2322

Lloyd MacDonald
PO Box 974
Montague
Prince Edward Island
629-0896

APPENDIX 2: VOLUNTEER DATA SHEETS

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: LEONARD J. O'CONNOR
(Please Print)

Phone Number: 687-2616

Address: P.O. Box 729 Souris P.E.I.
COA 2B0

Mailing address if different from above:

Experience with construction, renovation, etc:

I. SPENT THE MOST OF MY WORKING
YEARS AS A MECHANIC AND
HARDWARE SALESMAN

Are there any dates or times that you would not be available?

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: BEATRICE. GALLANT
(Please Print)

Phone Number: 882-2339

Address: NAIL, POND RR2
TIGNISH PEI
COB2BO

Mailing address if different from above:

Experience with construction, renovation, etc:

Carpenter helper as a
second hand

Are there any dates or times that you would not be available?

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: DORA KENNY
(Please Print)

Phone Number: 982-4020

Address: P.O. Box 439
TIGNISH P.E.I. C0B 2B0

Mailing address if different from above:

Experience with construction, renovation, etc:

None

Are there any dates or times that you would not be available?

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: EDNA BERNARD
(Please Print)

Phone Number: 882-3329

Address: Box 72
Trujish
P.E.I.

Mailing address if different from above:

Experience with construction, renovation, etc:

Are there any dates or times that you would not be available?

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: MRS' EVA PERRY
(Please Print)

Phone Number: 882-3875

Address: PO BOX 344
TIGNISH P.E.I.
C0B-2B0

Mailing address if different from above:

Experience with construction, renovation, etc:

none

Are there any dates or times that you would not be available?

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: WALTER BERNARD
(Please Print)

Phone Number: 853-3228

Address: Alberton RRI CUB 130

Mailing address if different from above:

Experience with construction, renovation, etc:

Yes

Are there any dates or times that you would not be available?

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: Betty ~~Walter~~ BERNARD
(Please Print)

Phone Number: 853-3228

Address: ALBERTON

Mailing address if different from above:

Experience with construction, renovation, etc:

No

Are there any dates or times that you would not be available?

No.

(MISCOUCHIE) SENIORS SILVER MAPLE CLUB.

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: VINCENT CRAIG
(Please Print)

Phone Number: 888-2569

Address: 20 NEVADA CRT APT 24
S. SIDE (ST ELENORS) PEI

Mailing address if different from above:

Experience with construction, renovation, etc:

YES

Are there any dates or times that you would not be available?

SILVER MAPLE CLUB

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: ERNEST CAISSIE
(Please Print)

Phone Number: 902-436-5601

Address: MISCOUCHE
P.O. Box 88
COBITO

Mailing address if different from above:

SAME

Experience with construction, renovation, etc:

YES

Are there any dates or times that you would not be available?

NO

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: ADA F. CALLANT
(Please Print)

Phone Number: 689-3200

Address: SOURIS RR5
PEI COAST

Mailing address if different from above:

Experience with construction, renovation, etc:

Are there any dates or times that you would not be available?

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: ARTHUR PROEITT
(Please Print)

Phone Number: 836-5170

Address: P.O. Box 91 Kennington, P.E.I.
Co B1M0

Mailing address if different from above:

Experience with construction, renovation, etc:

25 yrs

Are there any dates or times that you would not be available?

Not to my knowledge

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: Lloyd Profitt
(Please Print)

Phone Number: 836.5179

Address: Kensington PEI

Mailing address if different from above:

Experience with construction, renovation, etc:

Worked for 25 years

Are there any dates or times that you would not be available?

Any any time

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: HARRY CASELBY
(Please Print)

Phone Number: 836-3103

Address: 43 PLEASANT ST
P.O BOX 333
KENSINGTON P.E.I.

Mailing address if different from above:

Experience with construction, renovation, etc:

Are there any dates or times that you would not be available?

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: LÉO J ARSENAULT
(Please Print)

Phone Number: 892 4060

Address: 8 MANOR DRIVE
CHARLETTOWN

Mailing address if different from above:

Experience with construction, renovation, etc:

25 YEARS WIT SCHURMAN

Are there any dates or times that you would not be available?

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: Nik Bossi
(Please Print)

Phone Number: (902) 676 2322

Address: RR 4
Mount Stewart

Mailing address if different from above:

Experience with construction, renovation, etc:

40 years - 1/3 Construction
2/3 Home Builder

Are there any dates or times that you would not be available?

most of times

SENIORS HELPING SENIORS WITH HOUSING

Volunteer Information Sheet

This information will not be published in any lists. It will be used only by the PEI Seniors' Federation to contact you in response to requests for this program.

Name: LLOYD MAC DONALD
(Please Print)

Phone Number: 629-0896 - WORK 892-4812

Address: MONTAGUE PO BOX 974

Mailing address if different from above:

Experience with construction, renovation, etc:

17 YEAR'S LABOUR UNION (CONST.)

Are there any dates or times that you would not be available?

APPENDIX 3: PARTICIPANT EVALUATIONS



Seniors Helping Seniors With Housing

Program Evaluation

Session Location: Montegone Date: June 9

1. What was your general reaction to the Program?

Poor Fair Good Very Good Excellent

2. What to you were the major strengths of the Program?

How to Help the Seniors

3. What were the major weaknesses?

4. If you were to recommend this program to your peers, what changes would you like to see?

5. How would you rate the session leaders with respect to their ability to communicate the material in an interesting and informative manner?

Poor Fair Good Very Good Excellent

Other Comments: Please use back of sheet.



Seniors Helping Seniors With Housing

Program Evaluation

Session Location: MONTAGUE Date: JUNE 9th 1997

1. What was your general reaction to the Program?

Poor Fair Good Very Good Excellent

2. What to you were the major strengths of the Program?

GIVING SENIORS WHAT THEY REALLY NEEDED TO
MAKE HOME LIFE MORE COMFORTABLE

3. What were the major weaknesses?

THAT EVERY CONTRACTOR DOES NOT HAVE TO
USE BUILDING CODE

4. If you were to recommend this program to your peers, what changes would you like to see?

LIKE TO SEE FOLLOW UP IN THE FALL OR
WINTER BECAUSE THIS A WORTH ~~W~~ PROGRAM

5. How would you rate the session leaders with respect to their ability to communicate the material in an interesting and informative manner?

Poor Fair Good Very Good Excellent

Other Comments: Please use back of sheet.



Seniors Helping Seniors With Housing

Program Evaluation

Session Location: Cortague Date: June 9th 97

1. What was your general reaction to the Program?

Poor Fair Good Very Good Excellent

2. What to you were the major strengths of the Program?

The need to inform seniors who are living in home so know about the possibilities.

3. What were the major weaknesses?

4. If you were to recommend this program to your peers, what changes would you like to see?

more participants

5. How would you rate the session leaders with respect to their ability to communicate the material in an interesting and informative manner?

Poor Fair Good Very Good Excellent

Other Comments: Please use back of sheet.



Seniors Helping Seniors With Housing

Program Evaluation

Session Location: Alhambra Date: June 4th / 97

1. What was your general reaction to the Program?

Poor Fair Good Very Good Excellent

2. What to you were the major strengths of the Program?

It was all very interesting

3. What were the major weaknesses?

4. If you were to recommend this program to your peers, what changes would you like to see?

5. How would you rate the session leaders with respect to their ability to communicate the material in an interesting and informative manner?

Poor Fair Good Very Good Excellent

Other Comments: Please use back of sheet.



Seniors Helping Seniors With Housing

Program Evaluation

Session Location: Alberton Date: June 4, 1997.

1. What was your general reaction to the Program?

Poor Fair Good Very Good Excellent

2. What to you were the major strengths of the Program?

3. What were the major weaknesses?

4. If you were to recommend this program to your peers, what changes would you like to see?

Just the way it was.

5. How would you rate the session leaders with respect to their ability to communicate the material in an interesting and informative manner?

Poor Fair Good Very Good Excellent

Other Comments: Please use back of sheet.



Seniors Helping Seniors With Housing

Program Evaluation

Session Location: Alberton Date: June 4 97

1. What was your general reaction to the Program?

Poor Fair Good Very Good Excellent

2. What to you were the major strengths of the Program?

3. What were the major weaknesses?

4. If you were to recommend this program to your peers, what changes would you like to see?

same as I seen.

5. How would you rate the session leaders with respect to their ability to communicate the material in an interesting and informative manner?

Poor Fair Good Very Good Excellent

Other Comments: Please use back of sheet.

Beatrice Gallant.



Seniors Helping Seniors With Housing

Program Evaluation

Session Location: ALBERTON Date: JUNE 4, 1997

1. What was your general reaction to the Program?

Poor Fair Good Very Good Excellent

2. What to you were the major strengths of the Program?

Good Ideas & Videos. INTERESTING
AND INSTRUCTIVE

3. What were the major weaknesses?

4. If you were to recommend this program to your peers, what changes would you like to see?

NONE

5. How would you rate the session leaders with respect to their ability to communicate the material in an interesting and informative manner?

Poor Fair Good Very Good Excellent

Other Comments: Please use back of sheet.



Seniors Helping Seniors With Housing

Program Evaluation

Session Location: alberton Date: June 4th 1997

1. What was your general reaction to the Program?

Poor Fair Good Very Good Excellent

2. What to you were the major strengths of the Program?

3. What were the major weaknesses?

4. If you were to recommend this program to your peers, what changes would you like to see?

5. How would you rate the session leaders with respect to their ability to communicate the material in an interesting and informative manner?

Poor Fair Good Very Good Excellent

Other Comments: Please use back of sheet.





Seniors Helping Seniors With Housing

Program Evaluation

Session Location: ALBERTON Date: JUNE 4-97

1. What was your general reaction to the Program?

Poor Fair Good Very Good Excellent

2. What to you were the major strengths of the Program?

SPEAKERS - & VIDEOS

3. What were the major weaknesses?

4. If you were to recommend this program to your peers, what changes would you like to see?

ALL VERY GOOD

5. How would you rate the session leaders with respect to their ability to communicate the material in an interesting and informative manner?

Poor Fair Good Very Good Excellent

Other Comments: Please use back of sheet.



Seniors Helping Seniors With Housing

Program Evaluation

Session Location: _____

Date: June 4/97

1. What was your general reaction to the Program?

Poor Fair Good Very Good Excellent

2. What to you were the major strengths of the Program?

Repair on house

3. What were the major weaknesses?

4. If you were to recommend this program to your peers, what changes would you like to see?

None

5. How would you rate the session leaders with respect to their ability to communicate the material in an interesting and informative manner?

Poor Fair Good Very Good Excellent

Other Comments: Please use back of sheet.



Seniors Helping Seniors With Housing

Program Evaluation

Session Location: _____ Date: _____

1. What was your general reaction to the Program?

Poor Fair Good Very Good Excellent

2. What to you were the major strengths of the Program?

Making sure seniors get estimates on any work required.

3. What were the major weaknesses?

4. If you were to recommend this program to your peers, what changes would you like to see?

LOBESTERS for lunch (bedolens)

5. How would you rate the session leaders with respect to their ability to communicate the material in an interesting and informative manner?

Poor Fair Good Very Good Excellent

Other Comments: Please use back of sheet.

APPENDIX 4: MEDIA EXPOSURE

HBA Activities

YOUR ASSOCIATION AT WORK

The Home Builders' Association has been active recently with some projects involving CMHC and the Prince Edward Island Seniors' Federation.

The CMHC project is a survey project that focuses on new homes and the views of new homeowners throughout Prince Edward Island. Warranty built, other contractor built, and homeowner built homes are being targeted.


The Seniors Project involves the residential renovation construction projects by seniors in P.E.I.'s rural areas. The project is comprised of a number of workshops to be delivered by the HBA in rural towns and villages that will inform senior volunteers that have past experience in the construction industry. The volunteers will be made available to seniors in the rural areas through the Seniors' Federation for assistance with their home renovations in terms of contractor selection, Building Codes that would

be desirable / applicable etc.

Home Builders' Meetings are tentatively scheduled for May 8 with a dinner meeting planned for May 13. Members will be contacted shortly with the details.

INCENTIVE PROGRAMS

Maritime Electric Launches Incentive Programs

 In February 28, 1997, James A. Lea, President & CEO, Maritime Electric, announced the launch of four new incentive programs.

Maritime Electric, in cooperation with the PEIHBA, would like to ensure that all members of the Association are aware of the details of the following:

The Cool Cash Air Conditioning Incentive is an expanded version of the 1996 Cool Cash Air Conditioning Incentive. It is now offered to all commercial customers of Maritime Electric. The incentive offered is 20% of the installed cost of new electric air conditioning to

a maximum of \$1,000 for each commercial account.

The Cool Breeze Air Conditioning Incentive is offered to all residential customers of Maritime Electric for the purchase and installation of new electric air conditioning. The incentive offered is \$100 for each dwelling.

The Cottage Comfort Electric Space Heating Incentive is offered to all seasonal cottage customers of Maritime Electric for the purchase and installation of new electric space heating. The incentive offered is \$125 for each dwelling.

The Clean Cash Electric Water Heating Incentive is offered to customers of Maritime Electric for the purchase and installation of a new electric water heater. The incentive offered is \$125 for each installation.

The programs have a maximum incentive available and are offered for a limited time only.

Program brochures are available at any Maritime Electric office.

Call Jim Coyle for further info. at 629-3631.



Canadian
Home Builders'
Association

PEIHBA Update

TRAINING

Training Opportunity



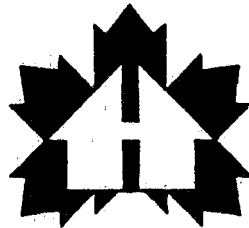
three day R-2000 Builders' Workshop

is planned for this Spring. If you are concerned about staying ahead of the competition, this workshop is a must. Learn the hot topics builders need to know, including a comprehensive discussion of the building science principles and "how to's" underlying the R-2000 Technical Requirements.

Included in the workshop fee is the \$55 CHBA Builders' Manual, which is regarded as "the bible of the residential construction industry."

Under a special subsidy agreement, the workshop fee is only \$100. (Next year the course is expected to cost \$400.)

New Builders are required to attend all 3 days of the



Volume 1, Issue 5

course to qualify to build R-2000 homes. Those who have taken the course previously need only to attend the third day, which deals with recent program requirements, new products and updates to the HOT 2000 software.

Registration is limited. Call the PEIHBA at 569-5597 to reserve your place.

NBC '95 Course

See the newspaper ad for info on the Building Code course to be held in Summerside early in May.

AHWP NEWS

Warranty Administration Changes

Changes in the Structure of the Atlantic Home

Warranty Program recently will affect the Prince Edward Island operations.

Effective May 1, 1997, The Prince Edward Island Branch will effectively cease to exist with all Warranty Administration shifting to the Bedford N.S. Main Office.

A Warranty Service Representative will continue to work from the PEIHBA office (569-5597) located at 26 Stratford Road in Stratford.

All correspondence including Warranty Builder Enrollments etc. Should be sent directly to the Bedford Office at 1405 Bedford Highway, Bedford N.S. B4A 3C5.

All telephone calls will be received (toll free) by the Bedford Office. Call 1 (800) 320-9880.



RETROVISION

Sharing the News on Home Energy Retrofit

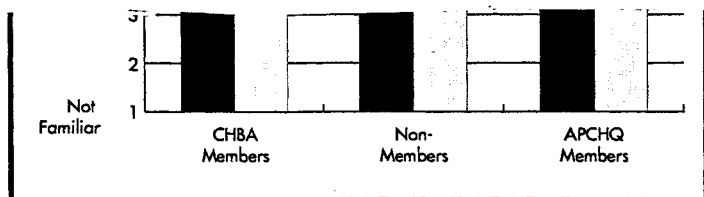


Figure 3. Ventilation Knowledge of Renovators

The renovators' assessment of their own knowledge of ventilation (see Figure 3) shows there is greater familiarity with equipment than with how to properly use it, revealing one area where additional information is needed.

Survey results show that renovators are unclear about how and when to add ventilation in a renovation project. The

Ministry of Employment and Investment, Mike has recently accepted a position with the Ministry of Aboriginal Affairs. Good luck, Mike!

remedial measure most frequently recommended by renovators to their clients is the addition of soffit and attic venting, an action of dubious value in relation to IAQ improvement.

Heat recovery ventilators and exhaust-only systems were the second and third most common recommendations.

For further information:

David Foster, Reid/Foster Associates, telephone: (613) 230-2827, fax: 230-2972
 Terry Marshall, CMHC, telephone: (613) 748-2046, fax: 748-2402

The survey results have been reviewed by a technical panel, and recommendations for further actions by CMHC are under consideration. The full report on this project will be available from CMHC's Canadian Housing Information Centre, telephone (613) 748-2367, in the next few months. CMHC's manager for this project is Terry Marshall.

The project was carried out by Reid/Foster Associates of Ottawa with assistance from Dean Caillier, Gordon Cooke, Oliver Drerup, Jon Eakes, Linden Holmen and Dr. Ted Kesik.

News Briefs

PEI-HBA Planning Seniors Program

The PEI-HBA is currently working on a "Seniors Helping Seniors with Housing" project and plans to provide pilot workshops for volunteer seniors. This project is designed to advise seniors who are planning renovations to their homes about construction "dos and don'ts" and how to select renovation contractors.

For further information:

Doug McNeil, Executive Officer, PEI-HBA, telephone: (902) 569-5597

NEW SENIORS PROGRAM SEEKS VOLUNTEERS

A new program to help rural senior citizens with home renovations is being coordinated by the PEI Senior Citizen's Federation and the PEI Home Builders' Association. The **Seniors Helping Seniors with Housing** program is looking for volunteers with housing experience, and through updated training, equip them to provide renovation information assistance to **SENIORS TO HELP THEM TO STAY LONGER IN THEIR CURRENT HOMES.**

This program is the direct result of the CMHC sponsored "Seniors Today Housing Tomorrow" seniors housing conference held in Charlottetown in 1990. The overwhelming message voiced by Seniors attending the conference was "Seniors want to remain in their homes for as long as possible without the need to move to another location".

Many elderly people wishing to stay in their homes may not know the best way to find or choose a reputable contractor who can do the necessary alterations or renovations. With this program, a volunteer can offer advice to help determine the work that needs to be done or select the estimate that will deliver the best value.

"We are looking for volunteers who have had some experience in the home construction industry," says Doug McNeil, Executive Officer of the PEI Home Builders' Association. "It could be a retired contractor, architect or building inspector." There will be no cost or obligation to the volunteers.

A one day workshop will be offered in 4 rural centers. Anyone interested in becoming a volunteer who would like to receive the training in late May or early June should contact Laurie at the PEI Home Builders' Association at 569-5597 or toll -free at 1-888-569-5597.

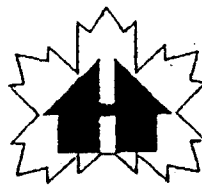
Volunteers Wanted

If you have had some experience in residential construction or renovation, a project called SENIORS HELPING SENIORS WITH HOUSING could use your help.

Volunteers will be asked to advise other senior citizens who are going to have repairs done to their homes.

If you are willing to help, and can attend a one day workshop in early June, please call the P.E.I. Home Builders' Association at 569-5597.

Ad in the May 1997 issue of the Voice.



SENIORS HELPING SENIORS WITH HOUSING

is looking for help.

Are You:

- Familiar with home repairs, renovations or construction?
- Willing to review estimates for seniors who are having work done to their homes?
- Able to Volunteer a few hours each month, if required?
- Willing to attend a one day workshop?

Then we would like to hear from you!

Workshops are being held in Montague and Fortune early June. There is absolutely no charge or obligation.

If you can help, please call 569-5597 or toll-free at 1-888-569-5597.

Seniors Helping Seniors with Housing is organized by the PEI Home Builders' Association and sponsored by the PEI Senior Citizens' Federation, with funding by CMHC.

SENIORS HELPING SENIORS WITH HOUSING is looking for help.

Are You:

- Familiar with home repairs, renovations or construction?
- Willing to review estimates for seniors who are having work done to their homes?
- Able to Volunteer a few hours each month, if required?
- Willing to attend a one day workshop?

Then we would like to hear from you!

- Workshops are being held in Montague June 9 and Fortune June 11, 1997.
- There is absolutely no charge or obligation.

If you can help, please call 569-5597 or toll-free at 1-888-569-5597.

Seniors Helping Seniors with Housing
is organized by the PEI Home Builders' Association
and sponsored by the PEI Seniors Citizens' Federation,
with funding by CMHC.

PEI Home Builders' Association

APPENDIX 5: UPDATED BUILDERS LIST

SENIORS HELPING SENIORS WITH HOUSING

Registered Builder List

To May 26, 1997

Midway Custom Construction	Mr. Shane Thomas	North Tryon R. R. # 1	ALBANY, PE	C0B 1A0	855-2415
MacMillan Construction	Mr. Erskin MacMillan	R. R. # 1	ALBERTON, PE	C0A 1B0	853-2329
Doug Caldwell	Mr. Doug Caldwell	Alberton	ALBERTON, PE	C0B 1B0	853-2513
Harper's Construction Ltd.	Mr. Reginald Harper	P. O. Box 376	ALBERTON, PE	C0B 1B0	853-3509
Dalim Inc	Mr. Linus Gillis	R. R. # 1	BEDEQUE, PE	C1N 4K4	887-2875
Larry Stewart Construction	Mr. Larry Stewart	Eldon	BELFAST, PE	C0A 1A0	659-2332
Paynter Construction	Mr. Gary Paynter	P.O. Box 25, Carleton Siding	BORDON, PE R.R. #1	C0B 2B0	855-2170
Seawood Estates Inc	Mr. Arthur Hiscock	R. R. # 1 Stanly Bridge	BREADALBANE, PE	C0A 1P0	886-2497
Myers Construction Ltd.	Mr. Keith Myers	P. O. Box 74	CARDIGAN, PE	C0A 1G0	583-2631
Roy Mutch Construction	Mr. Roy Mutch	209 Spring Park Road	CHARLOTTETOWN, PE	C1A 3Y8	368-2173
Elwin Jay Holdings 1994 Inc.	Mr. Elwin Jay	23 Horton Drive	CHARLOTTETOWN, PE	C1A 7C3	569-1343
Coles Construction Limited	Mr. Allison Coles	R. R. # 3, Dunstaffnage	CHARLOTTETOWN, PE	C1A 7J7	368-8117
Custom Contractors Ltd.	Mr. Sheldon Wheatley	Suffolk Road, R. R. #3	CHARLOTTETOWN, PE	C1A 7J7	566-5606
Heron Bros. Construction Ltd.	Mr. Francis J. Heron	R. R. # 5	CHARLOTTETOWN, PE	C1A 7J8	569-3054
Merlin Kelly	Mr. Merlin Kelly	R. R. # 5	CHARLOTTETOWN, PE	C1A 7J8	676-2156
Prebuilt Structures Limited	Mr. Grant MacLeod	P. O. Box 216	CHARLOTTETOWN, PE	C1A 7K5	892-8577
Cummings & MacPherson Inc	Mr. Gary J. Cummings	P. O. Box 364	CHARLOTTETOWN, PE	C1A 7K7	368-3934
MacLean Construction Ltd.	Mr. Keith MacLean	P. O. Box 1466	CHARLOTTETOWN, PE	C1A 7N1	894-8018
Belmont Construction	Mr. David Corrigan	P. O. Box 1831	CHARLOTTETOWN, PE	C1A 7N5	892-0814
Klassic Homes Ltd.	Mr. Robert MacIwaine	P.O. Box 1850, % Bailey	CHARLOTTETOWN, PE	C1A 7N5	894-4179
Rob Roy Builders	Mr. Rob Roy	Po Box 1973	CHARLOTTETOWN, PE	C1A 7N7	566-5880
Osteridge Bros. 1983 Inc.	Mr. Melvin Ostridge	R. R. # 5	CHARLOTTETOWN, PE	C1A 7S8	569-3061
Qualico Homes Ltd.	Mr. Ken Tierney	P. O. Box 2530	CHARLOTTETOWN, PE	C1A 8C2	368-3344
Wendell MacDonald	Mr. Wendell MacDonald	646 Queen Street	CHARLOTTETOWN, PE	C1A 9C9	892-0459
Tom MacPherson	Mr. Tom MacPherson	161 St. Peter's Road	CHARLOTTETOWN, PE	C1A 9E3	675-2747
Brumac Construction Ltd.	Mr. Austin MacDonald	P. O. Box 1435	CHARLOTTETOWN, PE	C1A 7N1	569-5779
Doug Hughes	Mr. Doug Hughes	R. R. # 5	CHARLOTTETOWN, PE	C1A 7J8	676-2958
Marshall MacPherson Limited	Mr. Marshall MacPherson	95 Keppoch Lane	CHARLOTTETOWN, PE	C1B 1L4	569-4410
McQuaid Construction Ltd.	Mr. David McQuaid	130 Maypoint Rd. Ext Apt.	CHARLOTTETOWN, PE	C1E 1X2	892-4663
Queen's County Construction	Mr. Ed Younker	R. R. # 9	CHARLOTTETOWN, PE	C1E 1Z3	368-1288
E.G Enterprises	Mr. George Campbell	P.O.Box 2354	CHARLOTTETOWN, PE	C1A 3C1	566-4289
MacDonald Quality Housing	Mr. Barry MacDonald	40B Marion Drive	CHARLOTTETOWN, PE	C1A 7E6	569-5645
Armand Taylor	Mr. Armand Taylor	Cornwall	CORNWALL, PE	C0A 1H0	566-6666
David MacPhail	Mr. David MacPhail	P.O. Box 16	CORNWALL, PE	C0A 1H0	566-2502
Greenleaf Construction Ltd.	Mr. Norman MacMillan	P. O. Box 7003	CORNWALL, PE	C0A 1H0	566-4447
Lowther Plumbing & Heating	Mr. George Lowther	P. O. Box 59	CORNWALL, PE	C0A 1H0	566-3006
MacPhee Builders Ltd.	Mr. Claude MacPhee	R. R. # 3	CORNWALL, PE	C0A 1H0	675-4653

SENIORS HELPING SENIORS WITH HOUSING

Registered Builder List

To May 26, 1997

W.J. Enterprises Ltd.	Mr. Winston Thompson	P. O. Box 283	CORNWALL, PE	C0A 1H0	566-3344
William Owen MacRae	Mr. William Owen MacRae	R. R. # 3	CORNWALL, PE	C0A 1H0	566-2478
G. I. A. Limited	Mr. Gerald Adams	Eimsdale	ELMSDALE, PE	C0B 1K0	853-2206
Kevin Walsh	Mr. Kevin Walsh	Georgetown R. R. # 1	GEORGETOWN, PE	C0A 1L0	652-2706
Blue Heron Enterprises Inc	Mr. Wayne Boute	Rusticoville, R. R. # 2	HUNTER RIVER, PE	C0A 1N0	963-2266
Alan Craig Construction	Mr. Alan Craig	R. R. # 1	KINKORA, PE	C0B 1N0	887-2266
Seymour Desroches	Mr. Seymour Desroches	R. R. # 1	KINKORA, PE	C0B 1B0	887-2998
Johan Van Wiechen	Mr. Johan Van Wiechen	R. R. # 1	MONTAGUE, PE	C0A 1R0	838-2011
Southern Kings Construction	Mr. Kevin MacLean	P. O. Box 640	MONTAGUE, PE	C0A 1R0	838-4006
Earl Redmond	Mr. Earl Redmond	R. R. # 1	POWVAL, PE	C0A 1Z0	569-2100
Bayside Wood Products	Mr. Peter Brown	R.R. # 1	RICHMOND, PE	C0B 1Y0	854-2827
Craig Construction & Cabinet	Mr. Bruce Craig	R. R. # 2, Dekker Road	SHERBROOKE, PE	C1N 4J8	436-8441
Sunland Homes Ltd.	Mr. John Malone	P. O. Box 20019	SHERWOOD, PE	C1E 9E3	628-5288
Graham Construction Ltd.	Mr. Grand MacDonald	P. O. Box 176, Bldg. 36	SLEMON PARK, PE	C0B 2A0	436-6565
Cheverie Construction Ltd	Mr. Stephen Cheverie	P. O. Box 160	SOURIS, PE	C0A 2B0	687-3131
Clinton & MacAulay	Mr. Bernard Clinton	P. O. Box 10	SOURIS, PE	C0A 2B0	687-2817
Floyd Wood	Mr. Floyd Wood	9 Winjoe Drive	SOUTHPORT, PE	C1A 8P3	569-2295
McInnis & Rix Construction	Mr. Timmy Rix	R. R. # 1	ST. LOUIS, PE	C0B 1Z0	853-3782
Jeff Hughes	Mr. Jeff Hughes	Stratford	STRATFORD, PE	C1A 7J6	569-2713
Jack Desroches	Mr. Jack Desroches	153 Granville Street	SUMMERSIDE, PE	C1N 3A2	436-2116
T. & W. Holdings Inc.	Mr. Terry Peters	R. R. # 3	SUMMERSIDE, PE	C1N 4J9	436-5485
D. C. Cameron Const. Co. Ltd.	Mr. Daneill Cameron	101 MacQuarrie Drive	SUMMERSIDE, PE	C1N 5G1	436-7507
Ravenwood/Scotcor	Mr. Scott Costain	109 Phaneus Ct.	SUMMERSIDE, PE	C1N 5V8	436-8271
David MacCardle	Mr. David MacCardle	76 Balcom Drive Ext.	SUMMERSIDE, PE	C1N 5Z9	436-4442
Norm's Carpentry & Cabinet	Mr. Norm Bernard	R. R. # 1, Kildare Capes	TIGNISH, PE	C0B 2B0	853-2591
Perry's Construction Ltd	Mr. John Perry	P. O. Box 127	TIGNISH, PE	C0B 2B0	882-3162
Gill Construction Inc	Mr. J. Thomas Gill	R. R. # 1	VERNON, PE	C0A 2E0	651-2067
Maddix Construction Ltd.	Mr. Rene Maddix	R. R. # 3	WELLINGTON, PE	C0B 2E0	854-2604
A. Jay Construction	Mr. Arie Jay	25 Katie Drive	WEST ROYALTY, PE	C1E 1X8	894-5726
Kenneth D. Coles	Mr. Alvin Coles	R. R. #10	WINSLOE, PE	C0E 1Z4	368-1114
Hurry Enterprises Inc.	Mr. Seymour Hurry	R. R. # 10	WINSLOW, PE	C1A 1Z4	368-2073
Eastern Homes & Accessories	Mr. Sterling Hennessey	P. O. Box 145	WINSLOW, PE	C1E 1Z2	566-3305
Castlecor Inc	Mr. Kevin MacDonald	R. R. # 1, Covehead Road	YORK, PE	C0A 1P0	628-7504
Daniel Rochon	Mr. Daniel Rochon	R. R. # 1	YORK, PE	C0A 1P0	628-9923
Norman Simmons	Mr. Norman Simmons	York	YORK, PE	C0A 1P0	629-1522

APPENDIX 6: SKITS

Skit #1: Volunteer Knows It All

[Knock knock]

Mrs Jones: Hello! Come on in, the door's open, if you can get up those steps!

Bob: Hello Mrs. Jones, I'm from Seniors Helping Seniors With Housing. My name's Bob...Bob Knowitall. What can I do for you today?

Mrs Jones: I've been having trouble getting up and down the steps to the front door. I have poor circulation from diabetes, and as you can see I've had a leg removed.

Bob: I have a cousin who is a doctor, so I know that if you don't take your insulin twice a day, you're in trouble, and I would suggest you take it three times a day.

Mrs Jones: I'm more concerned about getting a good deal on having a ramp installed so I can get in and out of the house easier.

Bob: Do you have some estimates we can look at?

[Jones hands papers to Bob]

Bob: I hope one is from my brother - he's the best builder in PEI. He should be, I taught him everything he knows. Why, he built a barn three years ago, and it's still standing....sort of.

Mrs Jones: I have three quotes from some carpenters my son told me about.

Bob: Mrs Jones, I can see already that these quotes are no good, they obviously don't know what you need here. What you REALLY need is a whole new front door, the driveway repaved
handrails with benches, etc etc.

Mrs Jones: That sounds like more than I need, and definitely more than I can afford.

Bob: [Crumples up the papers and throws them away] You really should get a quote from my brother, the best builder in PEI. He'll give you the best deal and won't charge too much for extras.

Skit #2: Homeowner's brother in law will do it cheap.

[Knock knock]

Ms Pincher: Hello. I'm Penny Pincher. Are you the volunteer from the Senior's project?

John: Yes mam, I'm Johnny Goodguy. I was contacted by the Seniors' Federation to drop by and talk with you about your renovation.

Ms Pincher: I'm having a ramp installed, and I have some estimates here.
[Hands papers to John]

John: One of these is a LOT cheaper than the others.

Ms Pincher: Yes, that one is from my brother in law, Joe Sleazy. I think he's giving me a really good deal here.

John: [Looking at papers] I notice that his quote only allows for a two by ten plank spiked into the top of the step, and nailed to the asphalt at the bottom. Although his quote is only \$300 compared to the next bid of \$1500, perhaps we should take a closer look at what you are getting for your money.

Ms Pincher: What do you mean? Joe Sleazy is a good carpenter and I'm depending on his advice. Besides, I need the extra money for another string of pearls.

John: Well, Ms Pincher, I notice that the two higher bids are from professional contractors, and it says on the quote that the work will be done to National Building Code Standards. This means the ramp will be safe and will meet your needs.

Ms Pincher: Oh, I thought the Building Code was just for city folks.

John: Of course, you can use whoever you like, but in this case I would recommend the second highest bid. [Gets up to leave] By the way, when you do make a decision, make sure you get a signed contract which clearly shows
the warranty, a payment schedule, start and stop dates,
and details like clean up after the job is done.
Here's a sample contract and a list of things to remember.

Skit #3: Homeowner Wants It All

[Knock knock]

Mr Everything: Come in madam. I am Juan Everything. Are you the volunteer who is here to help me?

Martha: Yes, Mr Everything, I'm Martha Dooright from the Seniors Helping Seniors project.

Mr. E: Well, Ms Dooright, I'm glad you dropped in. I need some work done around this place and I don't know what to do.

Martha: Do you have any quotes from contractors?

Mr. E: No, I was hoping that you would help me decide what needs to be done and go and get some estimates for me.

Martha: I'm sorry, Juan. As volunteers we can only look over quotes with you. You have to go and get them first.

Mr. E: What would you suggest I do?

Martha: Perhaps you should call the PEI Seniors Federation for the latest list of builders in this area.

Mr. E: I was wondering if you would help me the the design of my new basement wall.

Martha: It may be that you need an architect or an engineer to have a look at the problem. They could help draw up the specifications for the work, for the contractors to quote on.

Mr. E: That's going to cost me money! I thought that's what you were here for.

Martha: Like I said before, we can only look over the estimates once you have recieved them. Most of us are not engineers, and we could get into serious legal trouble if we gave advice that turned out to be wrong.

APPENDIX 7: DO'S AND DON'TS FOR VOLUNTEERS

Seniors Helping Seniors With Housing

GUIDELINES FOR VOLUNTEERS

A suggested list of “Do’s and Don’ts”

- ✓ **Do** introduce yourself and your background
- ✓ **Do** try to put the homeowner at ease, he or she may be anxious about having work done to the house
- ✓ **Do** be cheerful and supportive
- ✓ **Do** make the homeowner aware of good qualities in a renovator (contract, warranty, national building code, references, etc.)
- ✓ **Do** call if you can’t make the appointment or will be late
- ✓ **Do** explain your role clearly

- ✗ **Don’t** give technical advice
- ✗ **Don’t** give architectural or engineering advice
- ✗ **Don’t** give advice about health and safety issues
- ✗ **Don’t** open yourself or the Seniors’ Federation to any liabilities
- ✗ **Don’t** solicit any work