

**COVID-19: SENIORS &
PERSONS WITH DISABILITIES
TASK FORCE**

Minutes

**April 2, 2020 at 1:00 p.m.
Room 401, Anvil Centre**

*(In order to undertake precautionary health measures and practice safe social distancing,
only City staff are permitted to attend the meeting in person.)*

PRESENT (In Person):

Rob Dick, Assistant Deputy Fire Chief/Chair
Dylan Myers, Acting Emergency Support Services Chief Deputy
John Stark, Supervisor Community Planning
Anur Mehdic, Housing and Child Care Planning Analyst
Jim Luu, Assistant Manager, Queens Park Concessions (via teleconference)
Mike Antoniali, Acting ESS Operations Coordinator
Paolo Zenone, Recreation Leader
Carilyn Cook, Committee Clerk

PRESENT (via Teleconference):

Christine Edward, Transportation Planner
Alison Ching, Recreation Leader
Liz Twaites, Volunteer Coordinator
Shelly Schnee, Seniors Program Coordinator
Alison Silgardo, Seniors Services Society
Calvin Donnelly, Sapperton Old Age Pensioners' Association
Asifa Lalji, Sustainable Transportation Advisory Committee
Daisy Au, Mosaic Seniors
Ingrid Timmermans, Fraser Northwest Division of Family Practice
Carole Wylie, Century House Association
Janice Barr, Community Living Society
Kay Johnson, New West Hospice Society
Mariam Larson, Consultant, Mariam Larson Inc.
Sharon Ennis, Royal City Legion Manor
Tim Hicks, Century House
Vivian Garcia, Spinal Cord Injury BC
Val Macdonald, Community Member – Lived Experience
Sukhdeep Jassar, Fraser Health

The meeting convened at 1:00 p.m.

1. Introductions

Task Force members introduced themselves.

2. Review of Draft Minutes

No comments were received.

3. Update on Actions Taken Since Meeting of March 26, 2020

Friendly Caller Program

Mariam Larson, Consultant, and Liz Twaites, Volunteer Coordinator provided the following information regarding the Friendly Caller Program:

- The Program is in place and operational with a good team of people ready to make calls;
- The Program currently has nine people registered to receive phone calls; however, the number of registrants is expected to increase as outreach takes place; and,
- A protocol is required with respect to effectively addressing mental health issues.

Discussion ensued regarding promotion of the Program including advertising it on CKNW, asking London Drugs to put a flyer insert into shopping bags during their seniors and vulnerable persons shopping times, request that Save-On Foods add the flyer to their home grocery deliveries, etc. It was noted that a poster has already been provided to the residents' associations, the Business Improvement Association, and the Fire Department, for distribution. Judy Darcy, MLA, and Peter Julian, MP, will be contacted to request that they add the information to their websites, and the Task Force will also receive copies to share.

Update on United Way Funding Grant & Vancouver Emergency Response Fund

Rob Dick, Assistant Deputy Fire Chief/Chair, provided a brief update on the United Way Funding Grant and Vancouver Emergency Response Fund and urged Task Force members to complete the funding request sheet, including the reason for the request and how long the need will be for as this will assist the applicant to receive funds. It was noted that applicants can submit multiple requests for funds.

John Stark, Supervisor Community Planning, shared that Lookout Housing and Health Society, which runs supportive housing in the community, is looking at making cleaning products available as a way of aiding residents and apartment managers with enhanced cleaning.

Task Force members with organizations that can deliver groceries, etc., were asked to forward their information to Anur Mehdic, Housing and Child Care Analyst so that it can be shared with those in need of the services.

Donation and Volunteer Appeal and Campaign

Anur Mehdic, Housing and Child Care Analyst, advised that staff have developed a volunteer outreach and donation request which can be located on the City's COVID-19 web page. He noted that the appeal and campaign will also be announced via a media release through the City's various media outlets, as well, staff are working with the New Westminster Record on a story and further outreach.

Key Contacts List

Anur Mehdic, Housing and Child Care Analyst, shared that the Key Contacts List has been created and members were encouraged to provide updates directly to him in order to ensure the continued accuracy of the List.

On-Line Service Provider Request Form

Anur Mehdic, Housing and Child Care Analyst, informed members that the Service Provider Request Form will be sent out in the next few days and Task Force members were urged to use it and contact staff if they had any questions.

4. Task Force Ideas and Suggestions to Assist Seniors and Persons with Disabilities

In response to questions from Task Force members, staff provided the following comments:

- The City has ongoing communication with Peter Julian, MP, and Judy Darcy, MLA regarding issues arising from the COVID-19 pandemic;
- Staff will extend an invitation to Earl Marshall of the Sapperton Pensioners' Hall to participate on the Task Force;
- The City has deposited portable washrooms at various sites around the community and is looking into providing sanitation stations as well;
- Staff will determine if a list of COVID-19 government benefits can be added to the City's website;
- A Food Resource Calendar and updated Survival Guide will be sent out through the Extreme Weather Response distribution model and both will be updated on a regular basis; and,

- Members will be sent information for tenants with respect to evictions.

5. Possible Areas for Case Study Research

John Stark, Supervisor of Community Planning, advised members of the Second Wave Task Force which is responsible for doing research on various issues around the pandemic such as how other cities/provinces are addressing challenges related to the virus. Mr. Stark suggested that possible other items to be researched by the Committee could include addressing mobility issues, dealing with social isolation and loneliness, and meeting daily needs.

In response to comments from the Task Force, Mr. Stark provided the following information:

- While the City does have limitations, it can advocate to senior levels of government and ensure that people can access all the benefits that they are entitled to receive;
- Some cities are collecting donated tablets and other technology for people to use to keep connected;
- Staff will contact the Great Vancouver Food Bank to explore having food packages dropped off for residents, such as what grocery stores offer. This may be something that staff could do; and,
- With respect to physical activity for seniors that are shut in, the Parks and Recreation department will soon announce an online program for seniors; however, the Second Wave Committee will be asked to obtain materials for those that are not online.

6. Member Updates

- The Seniors Services Society is delivering groceries, doing meal prep, etc., but are in need of volunteer drivers;
- Century House is providing takeout from Monday to Friday, 10:00 a.m. until 2:00 p.m. and has a growing number of people utilizing this service. The menu is posted on the Century House website and can be received via email for those who sign up;
- Helping Hands on Facebook provides assistance to those who require help setting up their WiFi;
- The Fraser Northwest Division of Family Practice continues holding virtual clinics for those without a family doctor;
- All Fraser Health home support and home health programs are continuing as usual. Task Force members were invited to contact Ms. Jassar directly if they have any questions; and,

- MOSAIC is using Zoom, an app which seniors can easily download, to connect seniors in singing and learning English and to have peer support. Both Shaw and Telus have expanded data usage during the pandemic.

7. Next Steps and Meeting Schedule

Rob Dick, Assistant Deputy Fire Chief/Chair, urged members to complete the Resource Request Form, which will be sent to them via email in the next day or two.

John Stark, Supervisor of Community Planning, asked members to contact staff if they had any additions to upcoming Agendas.

The meeting adjourned at 2:02 p.m.

Original Signed
**Asst. Deputy Fire Chief Rob Dick
Chair**

Original Signed
**Carilyn Cook
Committee Clerk**