

**SENIORS ADVISORY COMMITTEE
(SAC)**

**November 15, 2018 at 2:00 p.m.
Committee Room 2, City Hall**

MINUTES

MEMBERS PRESENT:

| | |
|------------------------------|--|
| Councillor Patrick Johnstone | - Chair |
| Councillor Chinu Das | - Community Member |
| Calvin Donnelly | - Sapperton Old Age Pensioners' Association Representative |
| Sylvester Helmink | - Queensborough 50+ Social Club Representative |
| Donna MacLean | - Community Member |
| Betty McIntosh | - Senior Services Society Representative |
| Elizabeth Philip | - Community Member |
| Carole Wylie | - Century House Association Representative |

MEMBERS REGRETS:

| | |
|------------------|--------------------------------|
| Wayne Benitez | - Community Member |
| Rosemary Dunne | - Community Member |
| Leanne Frechette | - Fraser Health Representative |

STAFF PRESENT:

| | |
|------------------|---------------------------------------|
| Robyn McGuinness | - Manager, Seniors and Youth Services |
| John Stark | - Senior Social Planner |
| Carilyn Cook | - Committee Clerk |

The meeting was called to order at 2:03 p.m.

1.0 ADDITIONS / DELETIONS TO THE AGENDA

1.1 MOVED and SECONDED

THAT the November 15, 2018 Seniors Advisory Committee meeting agenda be adopted with the addition of Reports and Information Item 6.3 – Seniors Services Society Report by Betty McIntosh, Seniors Services Society Representative.

CARRIED.

All members of the Committee present voted in favour of the motion.

2.0 ADOPTION OF MINUTES

2.1 Adoption of September 20, 2018 Minutes

MOVED and SECONDED

THAT the Minutes of the September 20, 2018 Seniors Advisory Committee meeting be adopted as circulated.

CARRIED.

All members of the Committee present voted in favour of the motion.

3.0 PRESENTATIONS

3.1 Food Security Action Plan – John Stark, Senior Social Planner

Mr. Stark commenced with his presentation sharing that, around the time that the City was preparing the Food Security Action Plan, he received a phone call from a senior experiencing a rental increase resulting in difficulty making ends meet, including purchasing groceries.

Procedural note: Calvin Donnelly, Sapperton Old Age Pensioners' Association Representative, arrived at 2:05 p.m.

Mr. Stark shared that it was eye-opening to hear that the caller had no information about food security services in the city. The caller also expressed concerns about her restricted diabetic diet as well as the stigma associated with using a food bank.

Procedural note: Robyn McGuinness, Manager, Seniors and Youth Services, arrived at 2:20 p.m.

In response to questions from the Committee, Mr. Stark provided the following comments:

- Currently, rents are so high that even residents who receive a rent subsidy may experience hardship, including food insecurity issues;
- The City will hold tax clinics to urge people to file income tax returns as it may open up more benefits that would otherwise be inaccessible; and,
- A pilot project in the Kootenays has patients completing a survey in order to inform their doctor of how they are doing on a number of levels, including food insecurity.

Discussion ensued with the Committee noting the following:

- Transportation to and from food places (i.e. the food bank, grocery stores, etc.) needs to be addressed as it can be difficult to get around with bags of groceries;

- While Century House is already very engaged with the seniors community, more people could be reached through “Bring a Friend” programs, etc., in order to expand beyond current members;
- A multi-faceted approach may reach those currently overlooked, including seniors descending into poverty due to the housing situation;
- It is not known how strong the Sapperton Save On Foods grocery delivery program is currently. Due to the cost, it is not necessarily an option for less fortunate seniors;
- Support is needed to inform people of subsidies they are entitled to but do not receive as they are unaware of them;
- Fear of filing income tax, or not filing due to lack of income, could be addressed as a barrier to services;
- Every senior patient arriving in health care should be assigned a case manager through Fraser Health and not be discharged from the hospital without a plan;
- The perception and stigma surrounding the use of food banks must change; and,
- Information can be shared through the New Westminster Record’s “As We Age” article.

Carilyn Cook, Committee Clerk, will forward the presentation to members.

4.0 NEW BUSINESS

4.1 Social Equity Policy – John Stark, Senior Social Planner

Mr. Stark began his presentation by sharing with members that the definition of social equity is treating everyone fairly by acknowledging their unique situation and addressing systemic barriers, with the aim being to ensure that everyone has access to equal benefits and results.

Discussion ensued with the Committee noting the following regarding seniors’ access, etc., to City communications and messaging:

- The longer someone has been out of the workforce, the less comfortable they are with technology and social media;
- The Record is only published once a week making it harder to get information out to seniors who may be unaware that information can be found online;
- Knowing how to use technology does not necessarily make seniors more comfortable using it. Skill does not translate to usage;
- Maintaining an electronic presence may be too expensive for some seniors;
- Printed communication should be in a variety of languages and tailored to the audience we want to reach;
- A more costly option may be to supply an insert in the Record just for seniors;
- The City needs to go to the people to share news and receive feedback; and,
- Perhaps the Record would consider implementing a column written by a senior to communicate information relative to the seniors community, such as what the North Shore News publishes.

Next, an example of the communication lens was shared with the group. The idea is that these questions will be considered when staff communicates with the community. We need to take extra steps to reach everyone as not all people are on Facebook or Instagram, etc. Sometimes, we have to do more to ensure that everyone has equitable access.

Discussion ensued, with the Committee noting the following:

- Consideration should be made for those with sight or hearing challenges; and,
- Councillor Johnstone suggested holding an interactive workshop to work through some of the issues.

Mr. Stark advised that the Policy is anticipated to go to Council in September or October 2019 and that staff will apply to the Vancouver Foundation for a grant. The Policy will then be shared throughout the City with speakers sharing their personal experiences about the importance of social equity (for which they will be paid an honorarium).

4.2 Committee Topic/Speaker Suggestions – Committee

As this is the last meeting of the Committee year, this item will be moved to the first Seniors Advisory Committee meeting of the new Committee year.

5.0 UNFINISHED BUSINESS

5.1 BC Age-Friendly Community Recognition – John Stark, Senior Social Planner

Mr. Stark announced that the City has been recognized as a BC Age Friendly Community and will commence with implementing both the Dementia-Friendly Community Action Plan and the Age-Friendly Community Strategy. Members were advised that various related items were identified in the City's Official Community Plan and Master Transportation Plan.

Robyn McGuinness, Manager of Seniors and Youth Services, suggested that this information be made available at Century House to inform and reassure visitors of the focus that the City puts on seniors.

5.2 Seniors Festival Recap – Robyn McGuinness, Manager, Seniors and Youth Services

Ms. McGuinness shared that the Seniors Festival had a good turnout with approximately 800 visitors. The array of speakers included, among others, Chief Constable Dave Jones, with Councillor Johnstone providing him with a great introduction.

It was noted that not many people used the shuttle service to the event, although, this year the Seniors Festival was unable to utilize the high school parking lot as the facility was set up as a polling station for the civic election. It is hoped that the school parking lot can be used next year as it is so convenient to Century House.

Ms. McGuinness thanked those that volunteered to help make the Festival such a success, adding that it would not have been possible without their efforts.

6.0 REPORTS AND INFORMATION

6.1 Food Security Action Plan

This was addressed under Presentation Item 3.1 Food Security Action Plan.

6.2 Seniors Advisory Committee Lens

This was addressed under New Business Item 4.1 Social Equity Policy.

6.3 Seniors Services Society

Betty McIntosh, Seniors Services Society Representative, advised that the Society's *Evening in Monaco* fundraising event was a big success and that the next fundraising initiative will be Santa for Seniors. McIntosh will forward the information to Ms. Cook who will share it with members. She also announced that the Group of Five and Friends, a benevolent society that raises money to purchase equipment for the Royal Columbian Hospital, will be hosting a live and silent auction fundraiser to purchase a tilting wheelchair for the Hospital. The event will take place at Centennial Lodge on Friday, November 16th from 5:00 p.m. to 7:30 p.m.

Carole Wylie, Century House Association Representative, shared that Rob McCullough, Manager, Museums & Heritage Services, attended the last open chairpersons' meeting and spoke about how the City is responding to Truth and Reconciliation and what it means for cities and individual citizens. Also, Barry Dykes, Assistant Archivist, provided a great introduction of the City's archives and advised those that are downsizing, which articles may be worth something.

Calvin Donnelly, Sapperton Old Age Pensioners' Association Representative announced that rental of the Sapperton Pensioners' Hall has been good and that the board continues to work very hard. He reminded members that the building is going to be very valuable to the community in the coming years and we need to look at how the hall can be remain relevant and useful.

7.0 CORRESPONDENCE

There were no items.

8.0 NEXT MEETING

To be determined.

9.0 ADJOURNMENT

ON MOTION, the meeting was adjourned at 3:32 p.m.

Certified correct,

Original Signed
Chinu Das, Chair
Per Patrick Johnstone
Former Chair

Original Signed
Carilyn Cook
Committee Clerk