



Corporation of the City of  
**NEW WESTMINSTER**

Notice is hereby given for the following meeting:

**SENIORS ADVISORY COMMITTEE (SAC)**

**September 12, 2019 at 2:00 p.m.**

**Committee Room 2, City Hall**

**AGENDA**

**1.0 ADDITIONS / DELETIONS TO THE AGENDA**

**2.0 ADOPTION OF MINUTES**

**2.1 Adoption of May 9, 2019 Minutes**

**3.0 PRESENTATIONS**

**3.1 Transportation and Seniors – Lisa Leblanc, Manager, Transportation**

**4.0 NEW BUSINESS**

- 4.1 Social Isolation and Seniors  
– John Stark, Supervisor of Community Planning**
- 4.2 Hey Neighbour Collective  
– John Stark, Supervisor of Community Planning**

**5.0 UNFINISHED BUSINESS**

- 5.1 Seniors Festival – Robyn McGuinness, Manager, Seniors and Youth Services**
- 5.2 Air Conditioning at Century House (Update)  
Robyn McGuinness, Manager, Seniors and Youth Services**

**6.0 REPORTS AND INFORMATION**

- 6.1 Seniors Services Society Report – Betty McIntosh**
- 6.2 Century House Association Report – Carole Wylie**
- 6.3 Sapperton Old Age Pensioners Association Report – Calvin Donnelly**
- 6.4 Queensborough 50+ Social Club – Donna MacLean**

**7.0 CORRESPONDENCE**

**8.0 NEXT MEETING**

Thursday, November 14, 2019 at 2:00 p.m. – Committee Room 2, City Hall

**9.0 ADJOURNMENT**



**SENIORS ADVISORY COMMITTEE  
(SAC)**

**May 9, 2019 at 2:00 p.m.  
Committee Room 2, City Hall**

**MINUTES**

**MEMBERS PRESENT:**

Wayne Benitez	- Alternate Chair/Community Member
Deanna Cavanagh	- Community Member
Joy Davies	- Community Member
Tracey Dermirbas	- Fraser Health Authority Representative
Rosemary Dunne	- Community Member
Tim Hicks	- Community Member
Donna MacLean	- Queensborough 50+ Social Club Representative
Val MacDonald	- Community Member
Carole Wylie	- Century House Association Representative

**MEMBER REGRETS:**

Councillor Chinu Das	- Chair
Calvin Donnelly	- Sapperton Old Age Pensioners' Association Representative
Betty McIntosh	- Senior Services Society Representative

**STAFF PRESENT:**

Robyn McGuinness	- Manager, Seniors & Youth Services
John Stark	- Supervisor of Community Planning
Dustin Ray-Wilks	- Manager, Aquatics
Carilyn Cook	- Committee Clerk

The meeting was called to order at 2:00 p.m.

**1.0 ADDITIONS / DELETIONS TO THE AGENDA**

**1.1 MOVED and SECONDED**

*THAT the May 9, 2019 Seniors Advisory Committee meeting agenda be adopted, noting that Item 3.2 – Transportation Planning and Seniors would be moved to the next meeting as Lisa Leblanc, Manager of Transportation, was unable to attend today's meeting and with the addition of Item 4.3 – Lack of Seniors Advisory Committee Meetings During the Year by Donna MacLean, Queensborough 50+ Social Club Representative.*

**CARRIED.**

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

## **2.0 ADOPTION OF MINUTES**

### **2.1 Adoption of March 14, 2019 Minutes**

#### **MOVED and SECONDED**

*THAT the Minutes of the March 14, 2019 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 New Westminster Aquatic Centre – Dustin Ray-Wilks, Manager, Aquatics**

Mr. Ray-Wilks commenced with his presentation.

In response to questions from the Committee, Mr. Ray-Wilks provided the following comments:

- Ongoing interior and exterior accessibility audits will be conducted with the Rick Hansen Foundation to ensure that the facility is as barrier free as possible;
- The City is exploring as many options as possibly to achieve LEED (Leadership in Energy and Environmental Design) gold, including designing the building so that solar panels can be added in the future;
- It is anticipated that the recycling depot will be relocated to the Braid Street industrial area;
- Some of the change rooms will include beds, lifts, and showers and be accessible universal change rooms; however, that level of planning has not yet been reached;
- The moveable floor aspect of the pool will be located in shallow end and may be able to go as deep as two or three meters;
- Construction is expected to begin either later this year or early next year with the current facilities remaining open for the duration of the build;
- With respect to parking, the City is looking to hire a construction manager whose first priority would be to provide a transportation plan to address parking as approximately 187 spaces will be lost and parking for the construction workers will need to be considered as well;
- More detail will go into where the pedestrian crossings will be located in relation to transit drop offs;
- There will be a 14k square foot increase in space for the multipurpose rooms;
- Kitchen needs are currently being considered including a catering kitchen space which has been requested by the community, and which must be commercial grade;

- Other outreach for community input on the project consists of all city committees, two open houses, attendance at the City's Easter event, an online survey, etc.; and,
- Recently staff met with a Muslim women's group and a transgender consultant to determine what their needs are and how we can accommodate those needs in the new facility.

Committee members shared that they were excited about the project and that it looked fantastic and suggested the inclusion of outdoor activities and modifications such as a seniors' gymnasium and higher benches for those who may have difficulty rising from the sitting position.

A brochure, which included a survey link, was handed out for those Committee members who wished to provide further comments on the development.

### **3.2 Transportation Planning and Seniors**

– **Lisa Leblanc, Manager, Transportation** – Moved to the next meeting.

## **4.0 NEW BUSINESS**

### **4.1 Seniors Festival – Robyn McGuinness, Manager, Seniors and Youth Services**

Ms. McGuinness shared that the Seniors Festival, which has found its home at Century House and includes things such as lectures, displays, food services, etc., is funded through the City. The Festival celebrates seniors and, last year, welcomed 32 organizations and community groups to the event. Past speakers include former broadcasters Red Robinson and George Garrett, and the City's own John Stark, Senior Social Planner, who gave a great talk about the City working with seniors. A trinket market was introduced 2 years ago for seniors to showcase and sell their wares for up to \$20.

With respect to this year's Festival, Ms. McGuinness advised that three or four members of the Seniors Advisory Committee are needed to sit on the Seniors Festival Committee (SFC).

In response to questions from the Committee, Ms. McGuinness provided the following comments:

- The SFC will meet two or three times between now and September, with the Festival date being Saturday, October 19<sup>th</sup>;
- The SFC would make the following determinations with respect to the Festival: participants and who would be showcased, the theme, short lecture topics, etc.;
- Fraser Health's possible participation at the event will be brought to the SFC for further discussion and consideration; and,

- Coordinators will strive to provide a quiet space for conversations at this year's event.

Discussion ensued, and the Committee provided the following comments:

- Attendees particularly appreciate receiving swag bags to collect handouts that they can take home and review at the end of the day; and,
- There are a lot of new things such as Lifeline, medication dispensing systems, etc., that people may not know about and that Fraser Health can provide information on at the Festival.

#### **4.2 Healthy Aging Municipal Caucus – John Stark, Senior Social Planner (on table handout)**

Mr. Stark announced that he has been invited to sit on the Municipal Caucus for Healthy Aging by the United Way and proceeded to hand out a copy of the Caucus' Terms of Reference (TOR) to review with the Committee. The Caucus membership is comprised of elected officials and senior staff of local government staff who are committed to the promotion and support of policies and practices that facilitate healthy aging. Mr. Stark advised members that he would report back on the meetings to the Committee.

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

- The suggestion to use the word “allies” in place of “champions” in the TOR will be forwarded to the writer, as Committee members noted that “allies” is more indicative of working alongside someone as opposed to on their behalf;
- Staff are working with the City of Burnaby with respect to childcare locations as there is a benefit to municipalities working and planning together. This could be expanded to include things such as accessibility (curb letdowns, etc.);
- The City's Meeting in the Middle initiative provided an opportunity for youth and seniors to engage with one another with the intent of relationship building and understanding each other's generations; and,
- The New West Hospice society encourages people to have meaningful conversations about the aging process and dying.

Discussion ensued, and the Committee provided the following comments:

- This is pleasing to see and may encourage cities to replicate initiatives instead of starting from scratch; and,
- There are many missed opportunities to educate youth on what to expect with aging and understanding the flow from birth to death.

#### **4.3 Lack of Seniors Advisory Committee Meetings – Donna MacLean, Queensborough 50+ Social Club Representative**

Ms. MacLean voiced her concern that the Committee does not have enough time to get things accomplished with only four meetings a year. She also suggested that appointments to committees be longer than a one year term, possibly with staggered two year terms, in order to maintain consistency.

Mr. Stark advised members that the City had recently undertaken a committee review process and that he would bring Ms. MacLean's concern and suggestion forward for consideration, noting that all committee meetings require Council and staff representation at each meeting.

Committee members agreed that six meetings per year would be appropriate.

In response to a question from a Committee member, Mr. Stark advised that he would come back to the Committee to provide some oversight with respect to the dementia friendly actions that the City is taking.

### **5.0 UNFINISHED BUSINESS**

#### **5.1 Update on Mr. Benitez Representing SAC on the BC Association of Community Response Networks (BCACRN) – Wayne Benitez, Alternate Chair/Community Member**

Mr. Benitez confirmed that while he cannot be an official representative of the Seniors Advisory Committee, he can continue to share information between BCACRN and SAC. He advised Committee members that he has invited a member of the BCASRN table, which is addressing elder abuse in the LGBTQ community, to the September meeting and will apprise Councillor Das of such.

#### **5.2 New West Record 'As We Age' Column – John Stark, Senior Social Planner**

Mr. Stark advised that he will be meeting with Chris Campbell and Theresa McManus of the New Westminster Record to explore the possibility of having a monthly article published in the "As We Age" column to address issues that affect seniors such as renovictions, social isolation, and hoarding.

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

- Issues to be addressed in the column can be generated by the Committee and include guidelines of where to go for assistance;
- Century House has launched a Friendly Visitor program to refer people who may be socially isolated so that they can have a call/visit paid to them.

- Professional counselling is also offered to seniors through Century House; and,
- The City is awaiting funding confirmation for the Hey Neighbour initiative which involves having a participant in a residential building to program movie nights, etc., to encourage neighbour interaction.

Discussion ensued, and the Committee provided the following comments:

- Since many seniors issues stem from social isolation, we need to figure out how to reach those who are isolated;
- Fraser Health offers a Home Health Service Line (1-855-412-2121) that people can call with concerns about their elderly parents, etc.;
- The article should include initiatives that Fraser Health and Century House have to offer, as well as the reassurance to seniors that self-identifying with issues does not mean loss of independence; and,
- We need to keep in mind that there are a lot of varied perspectives amongst the different aged seniors.

## **6.0 REPORTS AND INFORMATION**

### **6.1 Seniors Services Society Report – Betty McIntosh, Seniors Services Society Representative**

No report was provided.

### **6.2 Century House Association Report – Carole Wylie, Century House Association Representative**

Ms. Wylie shared the following updates with Committee members:

- Air conditioning is being installed in the building which is a safe site during summertime heat;
- Membership continues to grow and people are very active in the various programs run by the City and Century House. As a result, space is becoming limited so programs have been extended into weekends, dinnertime, and evenings, leaving Century House less available for rentals; and,
- Certified instructor Osteofit classes are offered in Sapperton with funding from the United Way and the Parks and Recreation Department.

In response to a question from a Committee member, Ms. Wylie advised that the Association is currently reviewing their agreement, policies, and procedures, noting that while there is a desire for expansion of the facility, that would have to be determined by the City upon completion of the New West Aquatic and Community Centre.

**6.3 Sapperton Old Age Pensioners Association Report – Calvin Donnelly,  
Sapperton Old Age Pensioner’s Association Representative**

No report was provided.

**6.4 Queensborough 50+ Social Club  
– Donna MacLean, Queensborough 50+ Social Club Representative**

No report was provided.

Ms. Demirbas announced that Fraser Health will be hosting the Advance Care Planning Information day on Monday, June 3<sup>rd</sup> for the public and health care professionals. A poster with event particulars will be forwarded to Committee members.

**Procedural note:** *Item 4.3 – Lack of Seniors Advisory Committee Meetings* was addressed at this point.

**7.0 CORRESPONDENCE**

There were no items.

**8.0 NEXT MEETING**

Thursday, September 12, 2019 at 2:00 p.m. – Committee Room 2, City Hall

**9.0 ADJOURNMENT**

**ON MOTION**, the meeting was adjourned at 3:52 p.m.

Certified correct,

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**Wayne Benitez**  
**Alternate Chair**

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**Carilyn Cook**  
**Committee Clerk**



# REPORT

## *DEVELOPMENT SERVICES DEPARTMENT*

**To:** Mayor Coté and Members of Council in Regular Meeting      **Date:** February 25, 2019

**From:** Emilie K. Adin, Director of Development Services      **File:** 13.2630.01

**Subject:** **Hey Neighbour Collective**

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### **RECOMMENDATION**

*THAT Council approve the City becoming a partner in the Hey Neighbour Collective which is aimed at increasing social ability and resiliency in multi-unit residential buildings.*

*THAT Council approve an amount of \$5,000 per year over the next three years for the Collective and related initiatives in New Westminister and that this amount come from the Development Services baseline operating budget.*

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### **EXECUTIVE SUMMARY**

New Westminister, similar to other municipalities in Metro Vancouver, has low levels of social connectedness and public engagement, particularly amongst apartment dwellers and renters. The Hey Neighbour Collective is aimed at increasing social ability and resiliency in multi-unit residential buildings through design improvements and social programming. The City has an opportunity to join the Collective; benefit from the research conducted to date; and potentially realize two pilot project sites, with at least one being a purpose-built rental building.

### **PURPOSE**

The purpose of this report is twofold: (1) to inform Council about the Hey Neighbour Collective and how it can benefit New Westminister; and (2) to seek Council approval for an expenditure of \$5,000 per year over the next three years for the Collective and related initiatives in New Westminister.

## **BACKGROUND**

At the December 4, 2018 meeting of the Community and Social Issues (CSI) Committee, Catalyst Community Development Society made a presentation. This presentation outlined the society's business model of partnering with municipal governments, community groups and non-profit organizations to create projects that leverage community assets and create vibrant, affordable and inspiring places for people to live.

This presentation introduced the Hey Neighbour Collective, which is a partnership with Simon Fraser University's Morris J. Wosk Centre for Dialogue. This initiative facilitates improved connections between residents of multi-unit residential buildings through design improvements and social programming, fostering friendly, socially-connected and resilient communities.

At this meeting, CSI Committee members endorsed the following two recommendations:

***THAT** the Community and Social Issues Committee recommends to Council that the City of New Westminster become a partnering municipality in the Hey Neighbour Collective which is aimed at increasing social ability and resiliency in multi-unit residential buildings.*

***THAT** the Community and Social Issues Committee recommends to Council that the City of New Westminster contribute \$5,000 per year over the next three years to the Collective which would include Hey Neighbour initiatives in New Westminster.*

The CSI Committee recommendations support two work program areas related to the Planning Division of Development Services – i.e., Affordable Housing and Social Inclusion, and as such these expenditures can be supported within the baseline operating budget.

## **POLICY CONTEXT**

The *Official Community Plan* (2017) includes the following two policies under Community and Individual Wellbeing:

*Policy 1.4 Encourage social connectedness, neighbourliness and community building.*

*Policy 1.5: Facilitate and support civic engagement, including with at-risk, marginalized and vulnerable populations.*

The Mayor's Task Force on Public Engagement (2015/16) was established to review the City's engagement practices; gather input from community members; and create a vision for the future of public engagement in New Westminster. On December 5, 2016, City Council adopted a *Public Engagement Strategy*, which included the following principles:

- *Involves community members who reflect the diversity of interests and opinions in the community.*
- *Achieves accessibility for all community members, recognizes their right to participate and values the knowledge and experience they contribute.*

## **DISCUSSION**

### ***Concept***

Social connectedness refers to relationships that people have with others and the benefits that these relationships can bring to the individual and to the larger community. It includes relationships with family members, colleagues and neighbours, as well as connections made through paid and volunteer work or participation in civic affairs and community life.

### ***Need***

The Vancouver Foundation's *Connections and Engagement Report* (2012), which is based on a survey of 3,841 people in Metro Vancouver, found that 39% of renter respondents do not know the first names of at least two of their neighbours and 77% of highrise respondents had never done a simple favour for their neighbours like picking up the newspaper. This report also found that 74% of respondents had not attended a community or neighbourhood meeting and 87% of respondents had not participated in a Council or School Board meeting.

The *New Westminster Child and Youth Friendly Community Strategy* (2016) reported that 58% of the 320 parents surveyed felt only somewhat or not connected to their neighbours. Additionally, 73% parents surveyed felt only somewhat or not involved in their city. The strategy also reported that 48% of the 228 youth surveyed did not feel connected to other youth in their neighbourhood and a similar percentage did not feel involved in their city.

### ***Initiative***

The Hey Neighbour initiative works to identify ways of increasing social connectedness, resilience and public engagement in multi-unit residential buildings. This will include social programming and other targeted interventions in existing multi-unit residential buildings that were not well-designed for social connectedness; and rethinking how the City works with developers on new buildings so that they are integrating well-researched best practices with regard to design, policies and programming.

## **ANALYSIS**

The Hey Neighbour initiative was implemented by the City of Vancouver in 2017. In total, 16 multi-unit residential buildings were studied as to contributing factors to social connectedness. Common design features included amenity rooms, communal kitchens, courtyards, garden beds, playgrounds, and rooftop patios. Common programming features included book clubs, bulletin boards, Facebook pages, monthly newsletters, orientation sessions, resident champions, satisfaction surveys, sharing programs, social events, and work parties. For more information, please see the below link:

<https://vancouver.ca/files/cov/hey-neighbour-case-study-booklet.pdf>

Given that 40,320 or 57.7% of residents live in apartment buildings, both owned and rented, in New Westminster, the Hey Neighbour initiative, through design improvements and social programming, could have a significant impact on social connectedness and public engagement. The City would not only benefit from the research conducted to date and as referenced above but would be able to apply some of these best practices. More specifically, two existing buildings could be selected as pilots in New Westminster, with at least one being rental. While the City would be required to contribute up to \$5,000 per year over the next three years, these funds would be more than matched through the funding partners comprising the Hey Neighbour Collective.

## **FINANCIAL IMPLICATIONS**

Funding to partner on the Hey Neighbour Collective for 2019, 2020 and 2021 would be derived from the Development Services baseline operating budget.

## **OPTIONS**

The following options are presented for Council's consideration:

1. That Council approve the City becoming a partner in the Hey Neighbour Collective which is aimed at increasing social ability and resiliency in multi-unit residential buildings.
2. That Council approve an amount of \$5,000 per year over the next three years for the Collective and related initiatives in New Westminster and that this amount come from the Development Services baseline operating budget.
3. That Council provide staff with other direction.

Staff recommends options 1 and 2.

Author:

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John Stark,  
Senior Social Planner

Approved for Presentation to Council

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Emilie K. Adin,  
Director of Development Services

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Lisa Spitale,  
Chief Administrative Officer