



# City of Richmond

## Report to Council

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**To:** Richmond City Council  
**From:** Cathryn Volkering Carlile  
General Manager, Community Services  
**Date:** December 14, 2012  
**File:** 99-Community  
Services/2012-Vol 01  
**Re:** Richmond Seniors Advisory Committee 2012 Annual Report and 2013 Work  
Program

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### Staff Recommendation

That, as per the General Manager of Community Services report dated December 14, 2012, "Richmond Seniors Advisory Committee 2012 Annual Report and 2013 Work Program", the Richmond Seniors Advisory Committee's 2013 Work Program be approved.

Cathryn Volkering Carlile  
General Manager, Community Services

Att. 1

| REPORT CONCURRENCE                 |               |
|------------------------------------|---------------|
| CONCURRENCE OF GENERAL MANAGER<br> |               |
| REVIEWED BY SMT<br>SUBCOMMITTEE    | INITIALS:<br> |
| REVIEWED BY CAO                    | INITIALS:<br> |

## Staff Report

### Origin

The Richmond Seniors' Advisory Committee (RSAC) was formed in 1991 to advise Council regarding seniors' concerns and the future needs of this growing population. The Committee meets on a monthly basis to consider issues referred by City Council, City staff and members of the community. It studies a range of matters deemed of concern to seniors and submits information, options and recommendations to City Council.

This report presents the RSAC 2012 Annual Report and proposed 2013 Work Program, which supports the following 2011 – 2014 Council Term Goals regarding Community Social Services.

- 2.1 Completion of the development and implementation of a clear social services strategy for the City that articulates the City's role, priorities and policies, as well as ensures these are effectively communicated to the public in order to appropriately target resources and help manage expectations.
- 2.4 Initiation of a strategic discussion and ongoing dialogue with the City's MLAs and MPs to ensure better representation of Richmond's needs in Victoria and Ottawa for social services issues and the related effects of downloading.
- 2.6 Development of a clearer definition of affordable housing priorities and subsequent utilization of affordable housing funding.

### Analysis

#### 1. 2012 Annual Report

The RSAC 2012 Annual Report (**Attachment 1**) highlights the committee's advice to Council and undertakings to strengthen community services for seniors during the past year.

The RSAC contributed to the development of the Official Community Plan and the draft Social Development Strategy. The RSAC continued to advocate, through Transportation staff, for washroom access at Canada Line stations.

The RSAC also reviewed and monitored the BC Ombudsperson's report, "The Best of Care", including 176 recommendations pertaining to home and community care, home support, assisted living and residential care, as well as the Provincial response, "Improving Care for BC Seniors: An Action Plan". In support of the RSAC, Council submitted a resolution, endorsed at the 2012 UBCM Convention, requesting that the proposed Office of the Seniors Advocate have sufficient authority and independence to effectively implement the BC Ombudsperson's recommendations.

The RSAC continued to monitor a number of topics of concern to seniors: the development of affordable housing for seniors; seniors' health issues and programs; seniors' safety through falls prevention and the Vial of Life program; outreach to isolated seniors; intercultural and multicultural issues; and transportation matters of concern to seniors.

**2. 2013 Work Program**

In 2013, the RSAC will provide Council with advice regarding the 2011 – 2014 Council Term Goals with respect to the Community Social Services goals identified above. In particular, the RSAC will contribute to provide consultations regarding the draft Social Development Strategy and the Affordable Housing Strategy Update. The RSAC will continue to support Council discussions with senior governments, particularly by monitoring Provincial actions regarding the BC Ombudperson’s recommendations and follow-up. In addition, the RSAC will provide the seniors’ perspective to other City consultations (e.g., the Railway Corridor, Garden City Lands). The RSAC will also explore BC Age-Friendly Community Recognition for Richmond.

The RSAC will continue to monitor numerous topics of concern to seniors, as identified in the attached table (**Attachment 1**). Members will continue to liaise with a wide range of community and senior-specific organizations. City staff will support the RSAC 2012 Work Program as City policies, work programs, staff time and resources permit.

**Financial Impact**

There is no financial impact.

**Conclusion**

The RSAC continues to advise Council regarding matters of concern to Richmond seniors and contributes to a wide range of City, community and seniors initiatives that aim to improve the quality of life for Richmond seniors. In 2013, the RSAC will focus on supporting Council Term Goals with respect to Community Social Services. Staff recommend approval of the proposed 2013 RSAC Work Program.



Lesley Sherlock  
Social Planner  
(604-276-4220)

LS:ls

|              |  |               |
|--------------|--|---------------|
| Attachment 1 | Richmond Seniors Advisory Committee 2012 Annual Report/2013 Work Program | Redms 3717443 |
|--------------|--|---------------|



**Richmond Seniors Advisory Committee  
2012 Annual Report/2013 Work Program**

**2012 Membership:**

Seemah Aaron  
Olive Bassett  
Neil Bernbaum  
Aaron Chow  
Aileen Cormack  
Mohinder Grewal  
Hans Havas (Vice-Chair)  
Kathleen Holmes (Chair)  
Shams Jilani  
Corisande Percival-Smith  
Jackie Schell  
Carol Smith  
Doug Symons  
Daryl Whiting  
Becky Wong

**City of Richmond Liaisons:**

Cllr. Ken Johnston, Council Liaison  
Eva Busich-Veloso, Senior Services Coordinator  
Lesley Sherlock, Social Planner, Staff Liaison

**Purpose:**

The role of the Richmond Seniors Advisory Committee (RSAC) is to act as a resource and provide advice to City Council regarding senior's issues as they arise or are referred by City Council. The RSAC members identify concerns of seniors and work with various community organizations and agencies, as well as City staff, to obtain an understanding of the issues. Information, options and recommendations are prepared and submitted to City Council for consideration.

While the Richmond Seniors Advisory Committee has not received many referrals from City Council this past year, the members have continued to identify issues of concern and provide support and advice.

**Membership:**

We had a total of 15 members this year and were pleased to welcome one new member. Many of our members belong to various groups and organizations, attend numerous forums and workshops and are able to bring additional information to our monthly meetings. Members bring information on a range of topics relevant to seniors, as illustrated in the attached reports and Work Program.

**Meetings:**

The Richmond Seniors Advisory Committee meets 10 months a year on the second Wednesday of the month. Meetings are not held during the months of July or August. Monthly guest speakers are invited to make presentations relevant to seniors issues and advise the RSAC members on resources available for seniors in the Richmond community. The RSAC members focused on several issues this past year; Seniors Advocate, Ombudsperson and washroom access at Translink.

Eva Busich-Veloso, Coordinator of Seniors Services, City of Richmond attends our monthly meetings and brings with her a wealth of knowledge about seniors in our community. Carol Dickson, Manager, Seniors Community Support Services attends meetings on behalf of Volunteer Richmond and keeps the committee members current on seniors issues, information seminars and volunteering. Louise Young, Coordinator, Richmond Seniors Network has started attending meetings this year and brings our members up to date with issues the Seniors Network is dealing with. Thank you for sharing your resources and information to keep members current on issues of concern to seniors.

The Richmond Seniors Advisory Committee would like to thank the Mayor and Council for their continuing support of our committee and Councillor Ken Johnston, Council Liaison, for attending monthly meetings and also providing support to our committee.

To the Richmond Seniors Advisory Committee members I would like to acknowledge each of you for your contributions this past year and say thank you for your hard work and dedication. To Lesley Sherlock, Staff Liaison and City Social Planner a heart felt thank you for your hard work and dedication to making sure this committee fulfills its duties and meets its goals. Thank you to Sani Mursalim, our volunteer web master for revitalizing our web site to help create an awareness of our committee's role at City Hall.

**Guest Speakers:**

Kiwanis Development- Chris Ho, Vice President of Development, Polygon Homes  
Brian Dagenault, Kiwanis Planning Consultant  
Dena Kae Beno, Affordable Housing Coordinator, City of Richmond  
David Brownlee, Planner, City of Richmond  
Ladysmith Seniors Advisory Council – Linda Brown, Pat Schulson  
We Care Health Services – Bob Attfield, Western Canada Director  
Volunteer Richmond – Lois Hourston  
Richmond Chinese Community Society – Henry Beh  
Jack Micner – Lawyer  
Minoru Seniors Society – Maggie Levine, President  
Translink – Peter Hill, Manager, Access Transit

Service Canada – Ifigenia Fasogiannias , Citizen Services Specialist  
City of Richmond – Cathy Volkering Carlile, General Manager, Community Services Department

**Correspondence / Meetings:**

Mayor's Letter of Appreciation to RSAC  
City Letter to Municipalities re: Translink Washroom Access  
City Letter re: June 2011 Advisory Committee Consultation  
MLA letter to RSAC  
Delta Seniors Community Planning Team E-mail re: RSAC presentation  
RSAC Letter to Rob Howard, MLA re: DriveABLE Program  
RSAC Letter to Council re: B.C. Ombudsperson's Report  
E-mail request from Angels There for You  
E-mail request from De Whalen re: Rental Connect  
Motor Vehicle Branch reply re: DriveABLE Program  
Letter to City re: Translink Washroom Access  
City Letter to Translink re: Taxi Saver Program  
City Letter to UBCM re: Provincial Office of the Seniors Advocate  
City Letter to Premier Clark re: Office of the Seniors Advocate  
Premier's reply to Mayor Brodie re: Office of the Seniors Advocate  
RSN Letter to Minister de Jong re: Seniors Advocate  
Opposition Critic for Seniors and Long Term Care reply to Mayor Brodie re: Office of the Seniors Advocate  
RSN Letter to Translink re: Access to Washrooms, Canada Line  
RSAC Letter of Thanks to Mayor and Councilor  
BRTC Letter to Richmond Seniors Network re: Access to Washroom at Canada Line Station  
City Letter to Translink re: Pilot Initiative to Provide Special Public Access to Staff Washrooms in Richmond-Brighouse Canada Line Station

**Member Participation In Forums and Conferences:**

COSCO Conference, "The Joys and Tears of Living Longer"  
DriveABLE Meeting with Stephen Martin, Superintendent of Motor Vehicles  
Translink Meeting with Peter Hill, Access Translt Manager and Richmond Seniors Network  
Meeting with Kim Carter, B.C. Ombudsperson  
Seniors Week  
Richmond Senior Housing Dialogue

**Workplan for 2013 (table attached):**

- Continue to gather information on issues affecting seniors in order to provide knowledgeable and relevant advice to City Council as requested and as appropriate.
- Encourage the monitoring and reporting on a range of topics to continue.
- Continue to support events such as Seniors Week and Wellness Fairs.
- Maintain our liaison and representation with the Richmond Community Services Advisory Committee, the Fall Prevention Committee, the R.C.M.P. Multi-Cultural Advisory Committee, the Richmond Integrated Addiction System, the Richmond Intercultural Advisory Committee, the Richmond Seniors Network and organizations and agencies deemed appropriate.

**Proposed Budget for 2013:**

The RSAC proposes the following budget for 2013.

|                      |                |
|----------------------|----------------|
| Meeting Expenses     | \$1,000        |
| Expected Events      | <u>\$1,000</u> |
| Seniors Week         |                |
| Wellness Fair        |                |
| Workshops and forums |                |
| Total:               | \$2,000        |

Submitted by:

Kathleen Holmes, Chair  
Richmond Seniors Advisory Committee  
December 2012

## *ANNUAL REPORTS: SPECIFIC TOPICS*

### *HOUSING*

All in all, this has been a year of action. The City of Richmond working with all levels of government, non-profit organizations and the private sector will achieve their ambitious goal in housing Richmond's low-income residents.

There have been a number of residential projects this year that have included affordable housing units. The following highlights demonstrate the partnerships between the City and the developer.

We can now look forward to the commencement of construction in the Fall of 2013 on the KFC site (8111 Granville Avenue). This project is on leased land from the City of Richmond. The housing development will be an interesting concept with five non-profit organizations under one roof and each non-profit owning their own space in a strata type building.

The Rental Connect project has been developed to bring landlords and tenants together. This service is free to both parties and will include rental listings and advertising. I understand they will also work with the City to promote and educate the community about the possibility of having secondary suites as an affordable housing option.

At the January meeting, RSAC had representatives from Polygon Developments speak on their proposal for the Kiwanis's lands on Minoru Boulevard. There will be 296 units operated by a non-profit organization for independent living seniors and the City's Universal Design Guidelines will be followed. I understand that the tenants that were living in the original units have all been relocated. Polygon has to be commended on paying for moving costs and finding temporary accommodation. These original tenants can, if they wish, return to the new facilities at a reduced rent.

In February, Minister Responsible for Housing, The Honourable Rich Coleman invited Richmond residents to hear him outline the Provincial Government's 5-Part Housing Strategy:

- Homeless to have access to stable housing;
- Most vulnerable receive priority;
- Aboriginal housing needs addressed;
- Low-income households have improved access; and
- Home ownership is supported.

Richmond has always set the bar high to what can be achieved to house our less fortunate residents, and we can clearly appreciate what can be done when all parties work in unison.

Respectfully submitted  
Aileen Cormack



## *TRANSLINK - PUBLIC WASHROOMS*

This has been a "hot topic" with the RSAC for the past two years. We have been in contact with various Lower Mainland Municipalities affected by TransLink's refusal to open existing washrooms on their various Skytrain stations and they have been supportive in our pursuit.

In October 2011, I carried out a survey on Canada Line stations and was advised by the attendants that washrooms were only available for staff. After discussing this topic further with City staff, a letter was prepared and forwarded to TransLink for further clarifications as to why the existing washrooms could not be accessed by the public. Response received from TransLink reiterating their previous stance on this subject being lack of safety and security.

In May 2012, I attended TransLink's Annual General Meeting and spoke to Ian Jarvis, CEO and Peter Hill, Manager, Access Transit with respect to our ongoing non-washroom accessibility.

In September 2012, I prepared a letter for Richmond Seniors Network suggesting that TransLink initiate a Pilot Project lasting 6 – 12 months at the Brighthouse Station for their washrooms to be open to the public. At the October 17, 2012 Richmond Public Works and Transportation Committee, it was carried by the Committee that a letter be forwarded to TransLink endorsing the Pilot Project. At the October 22, 2012 City Council Meeting, it was agreed unanimously that staff prepare a letter on behalf of the City to TransLink advising of its support for the implementation of the pilot initiative and that TransLink be requested to reconsider its current policy on access to washrooms for this pilot project.

With the ongoing assistance of the Mayor and Council and City staff, I will be able to report next year that we have achieved our goal.

Respectfully submitted

Aileen Cormack

## *SAFETY SUB-COMMITTEE:*

2012 was a year of change with every staff member of the 'Falls Prevention Network' leaving or on leave because of advancement to a different position, illness or retirement, all these staff members, some long standing, are missed by the community members. In the meantime, the Network is moving along well with the new staff members.

Because of the above changes some of our work attempting to attract new members came to a stop until new staff could be oriented to the purpose of the Network, but other endeavors continued. The network is comprised of Richmond Falls Prevention Staff and representatives from various community organizations interested in the prevention and treatment of falls.

FPN is also part of Richmond Safe Communities Alliance and the staff looks at risk assessment in the home setting, personal risk factors and advises and refers to appropriate follow-up. Members take back to their respective organizations valuable information gained at the Networking meetings.

FPN will be setting up a Face Book account in the New Year. It will be used as a communication tool to post information about the Network and publish upcoming events.

Outdoor walking is one of the recommended activities to keep seniors healthy; however it is a potential source of falls. Reporting to the City works yard of sidewalk hazards is one of FPN's concerns. These needs reporting as many older areas are in need of attention and the City does not have the resources to regularly inspect sidewalks. The method of identifying sidewalk hazards will again come up for attention before the end of the year.

Falls Prevention Week is held every year to alert the Public about slips, trips and falls.

Information received at the Network:

The highest percentages of accidents in Richmond are related to falls, according to a survey prepared by the Public Health Surveillance Unit. Seniors who have had one fall are at twice the risk of future falls, 90% of hip fractures are due to falls and 40% of long term care admissions are fall related. (VCH)

Respectfully submitted,

Olive Bassett, Chair, Safety Subcommittee of Richmond Seniors Advisory Committee

## *ISOLATED SENIORS SUB-COMMITTEE REPORT*

One of our biggest problems is identifying those seniors who are isolated who wish not to be. Many people when they reach certain ages are quite happy to be out of the hustle and bustle they experienced every day while being active and employed in the community or at work. However there are those who are alone and isolated through no fault of their own and it is these people our committee wishes to identify. This is no easy matter. The Senior's Activity Centre and the community centres in various areas of the city have wonderful programs for seniors who are able to access them.

Transportation is probably the single most important issue facing both isolated and well seniors. It has been shown to be the key factor in the social isolation of seniors.

At one point the Integrated Health Program that was started in the Blundell area seemed to the committee to be the answer as it identified isolated seniors because of their accessing the Emergency Dept. at the hospital but were not being associated in any way with any kind of services the City provided. This was a pilot program at VCH that the committee felt could identify those isolated seniors who had no contact, social or otherwise, but it was not continued.

The program now that seems to be focused on the frail elderly and isolated who require attention is 'Home is Best'. This program now is focusing on seniors, needing hospital treatment but not acute care, being treated at home with the proper medical attention but not taking up acute care beds.

The above committee has returned to having monthly meetings at City hall on the last Monday of each month.

Respectfully submitted,  
Olive Bassett, Chair, Isolated Seniors Subcommittee

## RSAC 2013 Work Program

This Work Program supports the following Council Term Goals (2011 - 2014). The RSAC will give priority to providing Council with advice regarding the following Council Community Social Services Goals in 2013. Topics monitored by the RSAC are outlined in the table below.

- 2.1 – Completion of the development and implementation of a clear social services strategy for the City that articulates the City's role, priorities and policies, as well as ensures these are effectively communicated to the public in order to appropriately target resources and help manage expectations.
- 2.4 – Initiation of a strategic discussion and ongoing dialogue with the City's MLAs and MPs to ensure better representation of Richmond's needs in Victoria and Ottawa for social services issues and the related effects of downloading.
- 2.6 – Development of a clearer definition of affordable housing priorities and subsequent utilization of affordable housing funding.

| Richmond Seniors Advisory Committee 2013 Work Program   |   |  |  |                                   |  |         |
|---|---|--|--|-----------------------------------|--|---------|
| Initiative  | RSAC Actions/Steps  | Expected Outcome   | Indicator of RSAC Success  | Lead/Sub-Cte.                     | Partners   | Status  |
| <b>Housing</b>  |   |  |  |                                   |  |         |
| Collaborate with the Affordable Housing Coordinator and Community Services to identify, finance and support to completion housing projects that meet the spectrum of affordable housing needs | <ul style="list-style-type: none"> <li>- Continue monitoring new developments that include affordable housing with a specific percentage of units to be allocated to seniors</li> </ul>   | Regular communication with City staff and Council regarding affordable housing initiatives in Richmond | <ul style="list-style-type: none"> <li>- RSAC informed of affordable and supportive housing developments</li> <li>- RSAC consulted regarding seniors affordable and supportive housing developments</li> <li>- Council advised as necessary</li> </ul> | Aileen, Neil, Doug, Becky, Seemah | <ul style="list-style-type: none"> <li>- Developers</li> <li>- NGOs</li> <li>- Faith Community</li> <li>- Poverty Response</li> <li>- Affordable Housing Strategy</li> <li>- Seniors Planning Table</li> <li>- Homelessness Coalition</li> <li>- Rental Connect</li> </ul> | Ongoing |
| Work with community groups seeking to establish seniors housing   | <ul style="list-style-type: none"> <li>- Participate in the monthly meetings organized by the Faith Communities, Affordable Housing Task Force, others</li> </ul>   |  |  |                                   |  |         |
| Advise developers seeking to establish seniors housing when requested   | <ul style="list-style-type: none"> <li>- Continue monitoring Kiwanis' development of 296 units of seniors affordable housing and discussions with Polygon</li> <li>- Organizing discussions with Dr. Chen and Associates on an Abbeyfield type residence</li> </ul> |  |  |                                   |  |         |
| Advise the City re: the Affordable Housing Strategy Update and use of the Affordable Housing Statutory Reserve Fund   | <ul style="list-style-type: none"> <li>- Ongoing dialogue with the City about the Strategy and use of the affordable housing fund</li> </ul>  |  |  |                                   |  |         |

Richmond Seniors Advisory Committee 2013 Work Program (cont.)

| Initiative   | RSAC Actions/Steps  | Expected Outcome   | Indicator of RSAC Success   | Lead/Sub-Cte.     | Partners   | Status                  |
|--|---|--|---|-------------------|--|-------------------------|
| <b>Health</b><br>Monitor quality of health care services   | <ul style="list-style-type: none"> <li>- Monitor community concerns: long term care, adult day care</li> <li>- Continue to monitor cleanliness issues at Richmond Hospital</li> <li>- Discuss the issue of changing demographics in community services</li> <li>- Follow up with the Healthy Living Secretariat and appropriate departments re: Aging Well in BC recommendations</li> </ul> | <ul style="list-style-type: none"> <li>- Better quality long term care</li> <li>- Increased adult day care available</li> <li>- Improved cleanliness at Richmond Hospital</li> <li>- Community health services more responsive to changing demographics</li> <li>- Implementation of Aging Well in BC recommendations</li> </ul> | <ul style="list-style-type: none"> <li>- RSAC informed of and consulted about a range of seniors health care concerns</li> <li>- RSAC monitors the impact of and response to changing demographics</li> <li>- RSAC monitors Provincial progress re: Aging Well in BC recommendations</li> <li>- Council advised as necessary</li> </ul> | Corisande, Aileen | <ul style="list-style-type: none"> <li>- Vancouver Coastal Health</li> <li>- Richmond Health Services</li> <li>- Community services</li> <li>- Healthy Living Secretariat</li> <li>- Government Departments</li> <li>- Seniors Planning Table</li> </ul> | Ongoing                 |
| Raise awareness of seniors' health issues<br><b>PLN</b>  | <ul style="list-style-type: none"> <li>- Bring forward speakers to RSAC on relevant health issues</li> <li>- Work with the Community Health Advisory Committee to consider joint public forums</li> <li>- Work with the Medical Health Officer on seniors' addiction issues</li> <li>- Liaise with the Community Health Advisory Committee (CHAC) on seniors' addiction issues</li> </ul>   | <ul style="list-style-type: none"> <li>- RSAC well informed about a range of health issues</li> <li>- Forums reach a wide audience on seniors' health concerns</li> <li>- Seniors addiction issues better understood and addressed</li> <li>- RSAC well informed about seniors' addiction issues</li> </ul>                      | <ul style="list-style-type: none"> <li>- Speakers on health issues inform the RSAC</li> <li>- RSAC participates effectively in well-attended public events</li> <li>- Medical Health Officer speaks to the RSAC</li> <li>- CHAC and RSAC mutually informed</li> <li>- Council advised as necessary</li> </ul>                           |                   | <ul style="list-style-type: none"> <li>- Community Health Advisory Committee</li> <li>- Seniors Planning Table</li> <li>- VCH/RHS</li> <li>- Richmond Hospital</li> <li>- NGOs</li> <li>- Seniors Planning Table</li> </ul>                              | As arise<br><br>Ongoing |
| <b>Intercultural/Multicultural Liaison</b><br>Richmond Intercultural Advisory Committee (RIAC) Liaison | <ul style="list-style-type: none"> <li>- Continue participating and bring Senior's perspective to the deliberations</li> <li>- Participate in subcommittees</li> <li>- Guide sub-committee to arrange financing, translation, printing, reprinting and distribution of the Guide in English and two other languages</li> </ul>  | <ul style="list-style-type: none"> <li>- Other members of RIAC recognize how inter-cultural issues may, in particular, impact seniors</li> </ul>   | <ul style="list-style-type: none"> <li>- Recommendations and advice provided by RIAC have been viewed through a Senior's lens.</li> <li>- RSAC is, in general, kept informed of the major initiatives undertaken by RIAC</li> <li>- Newcomers to Richmond are provided with the Newcomers' Guide to assist with Settlement</li> </ul>   | Aileen            | - RIAC   | Ongoing                 |

Proposed Richmond Seniors Advisory Committee 2013 Work Program (cont.)

| Initiative  | RSAC Actions/Steps  | Expected Outcome   | Indicator of RSAC Success   | Lead/Sub-Cte.                     | Partners   | Status  |
|---|---|--|---|-----------------------------------|--|---------|
| <b>Intercultural/Multicultural Liaison (cont.)</b>  |   |  |   |                                   |  |         |
| RCMP Multicultural Committee Liaison  | <ul style="list-style-type: none"> <li>- Attend meetings, monitor activities, report back</li> </ul>  | <ul style="list-style-type: none"> <li>- RSAC informed re: RCMP Multicultural activities</li> <li>- RCMP outreach includes seniors' perspective</li> </ul> | <ul style="list-style-type: none"> <li>- RSAC informed about Committee activities</li> <li>- Seniors' perspective contributed to the RCMP</li> </ul>                                    | Olive                             | - RCMP   | Ongoing |
| New immigrant seniors   | <ul style="list-style-type: none"> <li>- Explore how to involve, overcome barriers</li> </ul>   | <ul style="list-style-type: none"> <li>- Increased participation of new immigrants in seniors issues</li> </ul>  | <ul style="list-style-type: none"> <li>- New immigrant seniors participating in RSAC</li> </ul>   | TBD                               | <ul style="list-style-type: none"> <li>- RMCS</li> <li>- SUCCESS</li> <li>- Richmond Chinese Community</li> <li>- Seniors Planning Table</li> </ul>  |         |
| <b>Transportation</b>   |   |  |   |                                   |  |         |
| Seek information and make recommendations regarding transportation issues affecting seniors | <ul style="list-style-type: none"> <li>- Subcommittee meetings with representatives of various transportation related agencies, e.g., Translink, HandyDART</li> <li>- Invite speakers to RSAC meetings, e.g., re: Canada Line, No. 3 Road improvements</li> </ul> | <ul style="list-style-type: none"> <li>- Transportation reflects seniors' needs</li> </ul>   | <ul style="list-style-type: none"> <li>- RSAC informed re: transportation issues</li> <li>- RSAC advises re: transportation concerns</li> <li>- Council advised as necessary</li> </ul> | Hans, Daryl, Seemah, Aileen, Doug | <ul style="list-style-type: none"> <li>- Richmond Centre for Disability</li> <li>- Minoru Place Activity Centre</li> <li>- Translink</li> <li>- HandyDART</li> <li>- Seniors Planning Table</li> </ul> | Ongoing |
| <b>Safety</b>   |   |  |   |                                   |  |         |
| Improve safety of Richmond's seniors  | <ul style="list-style-type: none"> <li>- Continue to monitor</li> <li>- Liaise with appropriate organizations</li> <li>- RCMP available in 2013 to speak on senior's safety</li> <li>- Participate in RCMP Crime Prevention Strategy</li> </ul>                   | <ul style="list-style-type: none"> <li>- Increased seniors' safety and sense of security</li> <li>- Falls and outdoor hazards reduced</li> </ul>           | <ul style="list-style-type: none"> <li>- RSAC provides seniors perspective on safety issues and advocates for a safe community</li> <li>- Council advised as necessary</li> </ul>       | Olive, Kathleen, Seemah, Carol    | <ul style="list-style-type: none"> <li>- Safe Community Alliance</li> <li>- Falls Prevention Network</li> <li>- Seniors Planning Table</li> </ul>  | Ongoing |

Proposed Richmond Seniors Advisory Committee 2013 Work Program

| Initiative   | RSAC Actions/Steps  | Expected Outcome   | Indicator of RSAC Success   | Lead/Sub-Cte. | Partners          | Status  |
|--|---|--|---|---------------|-------------------|---------|
| <b>Richmond Community Services Advisory Committee Liaison</b>  |   |  |   |               |                   |         |
| <ul style="list-style-type: none"> <li>- Act as conduit of information between the RSAC and the RCSAC</li> <li>- Offer issues/concerns/responses to RCSAC initiatives, through a seniors' lens</li> <li>- Promote the inclusion of seniors in community activities.</li> </ul> | <ul style="list-style-type: none"> <li>- Attend monthly meetings, taking information/ announcements/ concerns both ways</li> <li>- Support specific projects of members of the RCSAC that are in line with the mandate and priorities of the RSAC and seniors</li> <li>- Attend various public meetings/fundraisers/AGMs, etc., as a representative of the Seniors Advisory Committee to give heightened profile to the Committee in Richmond and seniors in general</li> </ul> | <ul style="list-style-type: none"> <li>- Greater understanding among and between the RSAC and members of other Social Service Agencies, Programs and Committees</li> <li>- Ageist beliefs and behaviours identified and broken down</li> <li>- Participation in the greater community by more seniors</li> </ul> | <ul style="list-style-type: none"> <li>- Increase in co-sponsored events and partnering on projects</li> <li>- Decrease in ageist language and assumptions.</li> <li>- Increase in participation in and attendance by our members and other seniors at events and programs offered in the community.</li> </ul> | Corisande     | - RCSAC           | Ongoing |
| <b>Publicity</b>   |   |  |   |               |                   |         |
| Increase the profile of seniors issues in Richmond   | <ul style="list-style-type: none"> <li>- Continue to publicize seniors' issues (e.g., RSAC member writes monthly column)</li> </ul>   | <ul style="list-style-type: none"> <li>- Greater public awareness of seniors issues</li> </ul>   | <ul style="list-style-type: none"> <li>- RSAC informs the public</li> <li>- Council advised as necessary</li> </ul>   | Becky, Aileen | - Richmond Review | Ongoing |
| <b>Age-Friendly Community Recognition</b>  |   |  |   |               |                   |         |
| <ul style="list-style-type: none"> <li>- Seek BC Age-Friendly Community Recognition</li> </ul>   | <ul style="list-style-type: none"> <li>- Explore criteria</li> <li>- Identify actions &amp; resources needed to qualify</li> <li>- Seek Council approval</li> </ul>   | <ul style="list-style-type: none"> <li>- Application submitted</li> </ul>  | <ul style="list-style-type: none"> <li>- Receive BC Age-Friendly Recognition Status</li> </ul>  | TBD           | - Province        | 2013    |
| <b>Council of Senior Citizens' Organizations of BC (COSCO)</b>   |   |  |   |               |                   |         |
| COSCO Liaison  | <ul style="list-style-type: none"> <li>- Attend meetings, monitor activities, report back</li> </ul>  | <ul style="list-style-type: none"> <li>- RSAC informed about COSCO initiatives</li> <li>- COSCO enriched with Richmond seniors' perspective</li> </ul>   | <ul style="list-style-type: none"> <li>- RSAC members knowledgeable about Seniors issues and COSCO activities</li> <li>- RSAC is known to COSCO</li> </ul>  | Mohinder      | - COSCO           | Ongoing |

Proposed Richmond Seniors Advisory Committee 2013 Work Program

| Initiative  | RSAC Actions/Steps   | Expected Outcome  | Indicator of RSAC Success  | Lead/Sub-Cte.                             | Partners   | Status  |
|---|--|---|--|---|--|---------|
| <b>Isolated Seniors</b>   |  |   |  |   |  |         |
| <ul style="list-style-type: none"> <li>- Identify isolated seniors in Richmond</li> <li>- Reduce the isolation of seniors by coordinating services</li> </ul> | <ul style="list-style-type: none"> <li>- Monthly meetings will be held</li> <li>- Hopefully assist Minoru Place Activity Centre and Seniors Wellness Coordinator with expansion of Wellness Outreach Programs to offsite locations, immigrant groups and other cultural and non-English speaking groups</li> </ul> | <ul style="list-style-type: none"> <li>- Seniors will be more connected with the services available in the community</li> <li>- Follow-up is now done by Hospital staff to elderly seniors after release from hospital; many of the former isolated are now connected to the community</li> <li>- Seniors will be more informed and aware of services available to them</li> <li>- Seniors with barriers to participation will be able to fully engage in recreation and leisure opportunities</li> </ul> | <ul style="list-style-type: none"> <li>- More and more isolated seniors are being contacted and made aware of the services available</li> <li>- Many more seniors connected with the community and programs available to them such as the Minoru Activity Centre programs</li> </ul> | <p>Olive, Seemah, Aileen, Nell, Carol</p> | <ul style="list-style-type: none"> <li>- Minoru Activity Centre</li> <li>- Richmond Health Services</li> <li>- Vancouver Coastal Health</li> <li>- Richmond City Council</li> <li>- Richmond Addiction Services</li> <li>- Falls Prevention Network</li> </ul> | Ongoing |
| <b>United Way Seniors Planning Tables</b>   |  |   |  |   |  |         |
| <ul style="list-style-type: none"> <li>- Richmond Seniors Planning Table</li> <li>- Regional Seniors Planning Table</li> </ul>                                | <ul style="list-style-type: none"> <li>- Attend meetings, monitor activities, report back</li> <li>- Attend meetings, monitor activities, report back</li> </ul>   | <ul style="list-style-type: none"> <li>- Gaps in seniors services identified</li> <li>- Priority issues of isolated seniors, transportation and cultural diversity addressed</li> <li>- Regional seniors concerns addressed</li> </ul>  | <ul style="list-style-type: none"> <li>- Richmond seniors better served through new and/or improved services and opportunities</li> <li>- Regional services improved</li> </ul>  | <p>Aileen, Mohinder</p> <p>Mohinder</p>   | <ul style="list-style-type: none"> <li>- Richmond Seniors Planning Table</li> <li>- Regional Seniors Planning Table</li> </ul>   | Ongoing |