



City of Richmond

Report to Committee

To: Planning Committee **Date:** January 15, 2015
From: Cathryn Volkering Carlile **File:** 01-0100-30-SADV1-01/2015-Vol 01
 General Manager, Community Services
Re: **Richmond Seniors Advisory Committee 2014 Annual Report and 2015 Work Program**

Staff Recommendation

That the Richmond Seniors Advisory Committee 2014 Annual Report and 2015 Work Program be approved.

Cathryn Volkering Carlile
General Manager, Community Services
(604-276-4068)

Att. 2

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	<small>INITIALS:</small>
APPROVED BY CAO	

Staff Report

Origin

The Richmond Seniors Advisory Committee (RSAC) was formed in 1992 to advise Council regarding the concerns and future needs of Richmond seniors. 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 2014 Annual Report and proposed 2015 Work Program, which supports the following 2011-2014 Council's Term Goals regarding Community Social Services:

2.1. Completion of the development and implementation of a clear City social services strategy that articulates the City's role, priorities and policies, as well as ensures these are effectively communicated to our advisory committees, community partners, and 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.

2.5. Development of a clearer definition of affordable housing priorities and subsequent utilization of affordable housing funding.

Analysis

2014 Annual Report

The RSAC 2014 Annual Report (Attachment 1) highlights key activities of the committee during the past year. Noteworthy examples include:

- Closely following the development of the Kiwanis senior's housing project, including discussions with Kiwanis, Polygon and AWM Alliance.
- Continuing to monitor transportation issues including the potential impact of Translink's Compass Card on seniors.
- Researching and subsequently making a recommendation to Council to pass a resolution on the changes to the Canada Health Accord and the impact it will have on Richmond residents, particularly seniors.
- Active involvement with many community committees including Richmond Intercultural Advisory Committee, Falls Prevention, Isolated Seniors, Richmond Community Services Advisory Committee, RCMP Multicultural Advisory Committee, Poverty Response Transportation Committee, VCH Health Committee and other committees concerning seniors.

- Increasing community awareness about the presence and the role of the Seniors Advisory Committee by attending meetings with Seniors Coordinators at Richmond community centres and attending Wellness Clinics for seniors.

2015 Work Program

In 2015, the RSAC will provide continue to provide Council with advice and recommendations on matters affecting older adults in the community. The RSAC will contribute to Richmond's efforts to seek designation as an Age-Friendly City.

The committee will also continue to monitor various other topics of concern to seniors, as identified in the attached table (Attachment 2). Members will continue to liaise with a wide range of community and senior-specific organization. City staff will support the RSAC 2015 Work Program as City policies, work programs, time and resources permit.

Financial Impact

There is no financial impact

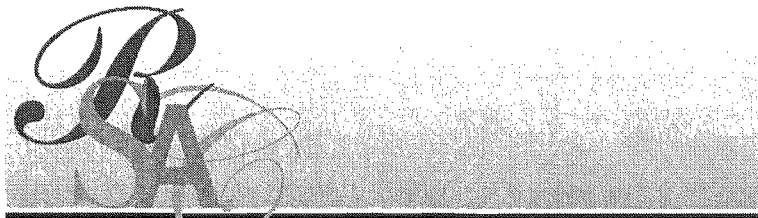
Conclusion

The RSAC continues to advise Council on matters of concern to Richmond seniors and contributes to initiatives that aim to improve the quality of life for older adults in the city. Staff recommends approval of the proposed 2015 RSAC Work Program.



Sean Davies
Diversity Services Coordinator
(604-276-4390)

Att.1: RSAC 2014 Annual Report
Att.2: RSAC 2015 Work Program



Richmond Seniors Advisory Committee
Serving Richmond since 1991

2014 Membership:

Seemah Aaron, Olive Bassett, Neil Bernbaum, Aileen Cormack, Mohinder Grewal, Hans Havas (Vice-Chair), Joan Haws, Kathleen Holmes (Chair), Shams Jilani, Mike MacLean, Corisande Pericval-Smith, Jackie Shell, Doug Symons, Daryl Whiting, Becky Wong

City of Richmond Liaisons:

Cllr. Ken Johnston, Council Liaison
Eva Busich-Veloso, Coordinator, Senior Services
Sean Davies, Coordinator, Diversity Services

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 including City staff to obtain an understanding of the issues. Information, options and recommendations are prepared and submitted to City Council for consideration. The Richmond Seniors Advisory Committee has not received referrals from City Council this past year, although members have continued to identify issues of concern and provide support and advice.

Membership:

The Richmond Seniors Advisory Committee consists of 15 members this year including one new member. A majority of our members belong to one or more additional groups or organizations, and attend numerous forums and workshops throughout the year. Our members bring to the RSAC table additional information on a broad range of topics relevant to seniors, as illustrated in the attached reports and Work Program.

Meetings:

The Richmond Seniors Advisory Committee members meet 10 times a year on the second Wednesday of the month. All meetings are open to the public. Monthly guest speakers are primarily from the non-profit sector and the provincial or municipal governments. The guest speaker's presentations provide committee members with insight into senior's issues and resources available for seniors located in the Richmond community.

In lieu of the April meeting committee members attended a session of the provincial Legislature in Victoria and had the opportunity to observe our government at work.

Our members continue to closely follow Translink's Compass Card project and the Kiwanis Towers, a seniors' housing development located in Richmond. Our Housing committee also has a representative sitting on the Visitability project being led by the Richmond Centre for Disability.

Committee members also addressed concerns about The Canada Health Accord, a letter containing a resolution was sent to City Council seeking council support. We are pleased to report City Council has endorsed the proposed Health Accord resolution.

RSAC members have formed a Promotions committee to create awareness of Richmond Seniors Advisory committee in the community. RSAC members are currently re-aligning their roles for the 2015 Work Plan.

Eva Busich-Veloso, Coordinator, Seniors Services, City of Richmond attends RSAC monthly meetings to keep committee members informed on programs and services affecting senior's health and wellbeing in the Richmond community.

Sean Davies, staff liaison attends all RSAC monthly meetings to provide committee members with minutes and agendas and to ensure the RSAC members fulfill duties and achieve goals.

Sani Mursalim, our volunteer web master does not attend monthly meetings but ensures minutes and other information supplied to him is posted on the RSAC web site. The RSAC web site gives the public access to the committee's role at City Hall and serves as a model for communities wishing to establish a similar advisory committee.

The Richmond Seniors Advisory Committee would like to thank Mayor Malcolm Brodie and Council for their continuing support of our committee and Council Liaison Ken Johnston for keeping the committee members apprised of various issues arising in City Council.

Guest Speakers:

Donna Chan, Manager, City of Richmond, Transportation Planning
Becky Wong, Certified Financial Planner
Colin Dring, Executive Director, Richmond Food Security Society
Eva Bush-Veloso, Coordinator, Senior Services, City of Richmond
Cst. Barry Edwards, Community Liaison Office, Richmond R.C.M.P.
Kiwanis Housing/Polygon/AWM Alliance Property Management
Pat Miller, Executive Director, Richmond Hospice Association

Correspondence Received:

Monthly – COSCO minutes
Minoru Seniors Society, Christmas card
Invitation from COSCO to "Passing the Torch"
Invitation from SFU to attend "Housing Alternative for An Aging Population" - Friesen Conference

Copy of a letter from Mayor Brodie to the Mayor and Council of L'Isle Verte, Quebec
Invitation for a RSAC representative to attend "Older Adult Plan Steering Committee"
Invitation from VCH for a representative to "Health Matters"
Access Transit External Stakeholder Newsletters
Invitation from SFU Gerontology Research Centre to attend "Technology and Aging Knowledge Café"
Invitation from Metro Vancouver Cross-Cultural Seniors Network to attend a new website launch
Invitation to attend a Panel Discussion of Collaborative Street Outreach
Invitation from Richmond Chinese Community Society to attend their annual senior's lunch
Invitation from the Office of the Seniors Advocate to apply to be a representative at the Seniors Advocate Council of Advisors

Correspondence Sent:

Letter sent to Frances Clarke congratulating her on the lifetime volunteer award from the Prime Minister
Letter to Mayor and Council requesting support for a motion on the Canada Health Accord
Letter sent to Kiwanis regarding Kiwanis Towers
Letter sent to AWM Property Management regarding Kiwanis Towers
Letter sent to Polygon regarding Kiwanis Towers

Member Participation in Forums and Conferences:

Friesen Conference (2)
COSCO Conference – "Passing the Torch" (2)
Vancouver Coastal Health – "Health Matters"
Seniors Advocate – Isobel McKenzie (4)

Work plan for 2015 (table attached):

- Continue to gather information on issues affecting seniors in order to provide knowledge and relevant advise to City Council

- Encourage monitoring and reporting on a broad range of topics
- Continue to support events in the Richmond community such as Wellness Week and Wellness Fairs
- Maintain our liaison and representation with the Richmond Community Services Advisory Committee, the Falls Prevention Committee, the R.C.M.P. Multi-Cultural Advisory Committee, the Richmond Integrated Addiction System, the Richmond Intercultural Advisory Committee and organizations and agencies deemed appropriate.

Proposed Budget for 2015:

The RSAC proposes the following budget for 2015.

Meeting Expenses	\$1000
Memberships & website	\$450
Events, conferences and workshops	\$900
Misc. Expenses (e.g. Name badges)	\$150
Total	\$2500

Report submitted by:

Kathleen Holmes, Chair
 Richmond Seniors Advisory Committee
 December, 2014

2014 Committee Report - Housing

Richmond should be proud of the fact that they have many new projects underway including Affordable Housing.

The many high rises we now see in Richmond, either have a percentage of affordable housing or the City has received funding for the affordable housing fund that can be used in a myriad of projects.

The project located at 8111 Granville Avenue has finally reached the construction stage. The planning of this project and the finalization has taken over 2 years to complete, but will be worth the wait, as I believe Richmond is a “first” in this type of project.

The “Kiwanis” project is nearing completion and seniors will take occupancy to their suites as of February and August 2015. Richmond Seniors Advisory Committee met with Kiwanis, Polygon and the Management Company to clarify a number of issues we felt were necessary to have a smooth transition from a smaller project to a high-rise. This project is another “feather in the cap” for Richmond.

As seniors, we can only reiterate every year, for council to consider having a number of affordable housing units be designated for seniors.

We, as Richmond seniors, appreciate what the City and staff have accomplished this year and continue achieving their ambitious goal in housing Richmond’s low-income and most vulnerable residents.

Respectfully submitted
Aileen Cormack

2014 Committee Report - Safety

In 2014, the Isolated Seniors sub-committee reported back to the RSAC on a number of initiatives in the community that were targeted to seniors including:

- Fire alarms installed in seniors homes by Richmond Fire Rescue
- “Steady Feet” – a program from VCH
- Activities of the Falls Prevention Network

2014 Committee Report – Publicity

In 2014, the Promotions committee reformed to promote the role of the RSAC to seniors in the community so that seniors understand that Council is listening to seniors and to provide an avenue for seniors to ask questions or raise their concerns to the RSAC about seniors issues in the community.

The committee prepared pamphlets, nametags and a tabletop display and used these materials to attract seniors attending Wellness Clinics. This was a great opportunity to have some discussion with seniors about concerns they have in the community.

The committee also reached out to the Seniors Coordinators at the various community centres in Richmond to help further promote the RSAC.

2014 Committee Report – Intercultural/Multicultural Committee

This committee has members who sit on the Richmond Intercultural Advisory Committee and the Richmond RCMP Multicultural committee.

Some of the highlights for 2014 include:

- A visit to Ecomm to learn about emergency operation at that facility.
- Providing input into the “Hi Neighbour” initiative and the Russian Newcomers Guide with RIAC.
- Attending Vaisakih, Eid, Diwali celebrations
- Attending Doors Open activities.

2014 Committee Report – Isolated Seniors

In 2014, the Isolated Seniors sub-committee reported back to the RSAC on a number of initiatives in the community that were targeted at isolated seniors:

- Outreach to seniors to educate them about healthy aging and to facilitate social and community connections. This was through a grant initiated by members from Isolated Seniors, Falls Prevention Network, Oasis, Alzheimer’s Society and Minoru Activity Centre.
- The role of Geriatric Transition Nurses from VCH
- The work of VCH in developing a screening tool for family doctors to screen patients whom they feel will benefit from home support due to increased physical needs or cognitive decline.
- The launch of light housekeeping as an additional service of the Better at Home program (transportation and friendly visit programs already are in place).

2014 Committee Report – Transportation

The transportation committee has been very active over the past year dealing with issues that were important and concerning seniors. This sub-committee works with the Poverty Response Committee and the Richmond Seniors Network transportation committees and more recently linking with the COSCO transportation committee. These committees have been sending much correspondence to TransLink concerning many issues.

One major topic that was discussed was the Compass Card and what effect it will have on the seniors. The proposed Compass Card is causing some major discussion as to how the pass will confuse seniors Also discussed was the utilization of Handy Dart vs. taxis for seniors and that the Cab companies be properly trained to deal with seniors in pick-up and delivery service. A guest from TransLink may be invited to meet with the RSAC in 2015.

These committees are currently working with the City in finding easier seniors /disabled access at major bus shelters around Richmond.

Most recently, the committees sent a letter to Translink regarding the concession pass for seniors. The letter asked that the discounted price be extended to all daytime hours and not just on evenings and weekends.

Transportation is a continuing concern for seniors and the Seniors Advisory Committee will continue to liaise with other community transportation committees to work with Translink to make the transition to Compass Cards easier for seniors.

Submitted by

Hans Havas

Transportation Chair - Richmond Seniors Advisory Council

RSAC 2015 Work Program

This Work Program supports the following Council Term Goals (2011 - 2014):

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.

Topics monitored or addressed by the RSAC are outlined in the table below.

Richmond Seniors Advisory Committee 2015 Work Program					
Initiative	RSAC Actions/Steps	Expected Outcome	Indicator of RSAC Success	Partners	Status
Housing					
Collaborate with the Affordable Housing Coordinator and Community Services to identify, advance and support to completion housing projects that meet the spectrum of affordable housing needs	- Continue monitoring new developments that include affordable housing with a specific percentage of units to be allocated to seniors	Regular communication with City staff and Council regarding affordable housing initiatives in Richmond	- RSAC informed of affordable and supportive housing developments - RSAC consulted regarding seniors affordable and supportive housing developments - Council advised as necessary	- Developers - NGOs - Faith Community - Poverty Response Committee - Homelessness Coalition - Rental Connect	Ongoing
Liaise with community groups seeking to establish seniors housing	- Participate in the monthly meetings organized by the Faith Communities, Affordable Housing Task Force, others				
Advise developers seeking to establish seniors housing when requested	- Continue monitoring Kiwanis' development of 296 units of seniors affordable housing				
Liaise with community committee regarding visitability of housing.	- Participate in the meetings organized by the RCD				
Advise the City re: the Affordable Housing Strategy Update and use of the Affordable Housing Statutory Reserve Fund	- Ongoing dialogue with the City about the Strategy and use of the affordable housing fund				

Richmond Seniors Advisory Committee 2015 Work Program

Initiative	RSAC Actions/Steps	Expected Outcome	Indicator of RSAC Success	Partners	Status
Health					
Monitor quality of health care services	<ul style="list-style-type: none"> - Monitor community concerns: long term care, adult day care - Continue to monitor cleanliness issues at Richmond Hospital - Discuss the issue of changing demographics in community services - Follow up with the Healthy Living Secretariat and appropriate departments re: Aging Well in BC recommendations - Continue to monitor any recommendations that come from the Office of the Seniors Advocate - Monitor response to Canada Health Accord concerns raised by seniors 	<ul style="list-style-type: none"> - Better quality long term care - Increased adult day care - Improved cleanliness at Richmond Hospital - Community health services more responsive to changing demographics - Implementation of Aging Well in BC recommendations 	<ul style="list-style-type: none"> - RSAC informed of and consulted about a range of seniors health care concerns - RSAC monitors the impact of and response to changing demographics - RSAC monitors Provincial progress re: Aging Well in BC recommendations - Council advised as necessary 	<ul style="list-style-type: none"> - Vancouver Coastal Health - Richmond Health Services - Community services - Healthy Living Secretariat - Government Departments 	Ongoing
Raise awareness of seniors' health issues	<ul style="list-style-type: none"> - Bring forward speakers to RSAC on relevant health issues - Work with the Community Health Advisory Committee to consider joint public forums 	<ul style="list-style-type: none"> - RSAC well informed about a range of health issues - Forums reach a wide audience on seniors' health concerns 	<ul style="list-style-type: none"> - Speakers on health issues inform the RSAC - RSAC participates effectively in well-attended public events 	<ul style="list-style-type: none"> - Community Health Advisory Committee 	Ongoing
Advocate for increased and improved seniors' addiction services	<ul style="list-style-type: none"> - Work with the Medical Health Officer on seniors' addiction issues - Liaise with the Community Health Advisory Committee (CHAC) on seniors' addiction issues 	<ul style="list-style-type: none"> - Seniors addiction issues better understood and addressed - RSAC well informed about seniors' addiction issues 	<ul style="list-style-type: none"> - Medical Health Officer speaks to the RSAC - CHAC and RSAC mutually informed - Council advised as necessary 	<ul style="list-style-type: none"> - Vancouver Coastal Health - Richmond Health Services - NGOs 	Ongoing

Richmond Seniors Advisory Committee 2015 Work Program

Initiative	RSAC Actions/Steps	Expected Outcome	Indicator of RSAC Success	Partners	Status
Intercultural/Multicultural Liaison					
Richmond Intercultural Advisory Committee (RIAC) Liaison	<ul style="list-style-type: none"> - Continue participating on RIAC and bring senior's perspective, including new immigrant seniors, to the RIAC deliberations - Participate in RIAC subcommittees (e.g. Newcomers Guide sub-committee arranges financing, translation, printing, reprinting and distribution of the Guide in English and two other languages) 	<ul style="list-style-type: none"> - Other members of RIAC recognize how inter-cultural issues may, in particular, impact seniors 	<ul style="list-style-type: none"> - Recommendations and advice provided by RIAC have been viewed through a seniors' lens. - RSAC is, in general, kept informed of the major initiatives undertaken by RIAC - Newcomers to Richmond are provided with the Newcomers' Guide to assist with settlement 	<ul style="list-style-type: none"> - RIAC 	Ongoing
RCMP Multicultural Committee Liaison	<ul style="list-style-type: none"> - Attend meetings, monitor activities, report back 	<ul style="list-style-type: none"> - RSAC informed re: RCMP Multicultural activities - RCMP outreach includes seniors' perspective 	<ul style="list-style-type: none"> - RSAC informed about Committee activities - Seniors' perspective contributed to the RCMP 	<ul style="list-style-type: none"> - RCMP 	Ongoing
Transportation					
Seek information and make recommendations regarding transportation issues affecting seniors	<ul style="list-style-type: none"> - Arrange subcommittee meetings with representatives of various transportation related agencies, e.g., Translink, HandyDART - Invite speakers to RSAC meetings, e.g., re: Canada Line, No. 3 Road improvements 	<ul style="list-style-type: none"> - Transportation reflects seniors' needs 	<ul style="list-style-type: none"> - RSAC informed re: transportation issues - RSAC advises re: transportation concerns - Council advised as necessary 	<ul style="list-style-type: none"> - Richmond Centre for Disability - Minoru Place Activity Centre - Translink - HandyDART - COSCO 	Ongoing
Publicity					
Increase the profile of seniors issues in Richmond	<ul style="list-style-type: none"> - Continue to publicize seniors' issues (e.g., RSAC member writes monthly column for local newspaper) - Attend Wellness Clinics and community events for seniors with information about the RSAC 	<ul style="list-style-type: none"> - Greater public awareness of seniors issues 	<ul style="list-style-type: none"> - RSAC informs the public - Council advised as necessary 	<ul style="list-style-type: none"> - Local media 	Ongoing
Council of Senior Citizens' Organizations of BC (COSCO)					
COSCO Liaison	<ul style="list-style-type: none"> - Attend meetings, monitor activities, report back 	<ul style="list-style-type: none"> - RSAC informed about COSCO initiatives - COSCO enriched with Richmond seniors' perspective 	<ul style="list-style-type: none"> - RSAC members knowledgeable about seniors issues and COSCO activities - RSAC is known to COSCO 	<ul style="list-style-type: none"> - COSCO 	Ongoing

Richmond Seniors Advisory Committee 2015 Work Program

Initiative	RSAC Actions/Steps	Expected Outcome	Indicator of RSAC Success	Partners	Status
Older Adult Service Plan					
Contribute to the update of the Richmond Older Adults Service Plan	<ul style="list-style-type: none"> - Attend meetings, provide input, monitor activities, report back 	<ul style="list-style-type: none"> - Older Adults Service Plan is endorsed by Council and community. 	<ul style="list-style-type: none"> - Richmond seniors better served through new and/or improved services and opportunities 	<ul style="list-style-type: none"> - Minoru Seniors Society - Vancouver Coastal Health - Non-profit community organizations 	Update initiated and scheduled for completion in 2015.
Isolated Seniors					
<p>Identify isolated seniors in Richmond</p> <p>Reduce the isolation of seniors by coordinating services</p>	<ul style="list-style-type: none"> - Monthly meetings will be held - 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. 	<ul style="list-style-type: none"> - Seniors will be more connected with the services available in the community - 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 - Seniors will be more informed and aware of services available to them - Seniors with barriers to participation will be able to fully engage in recreation and leisure opportunities. 	<ul style="list-style-type: none"> - More and more isolated seniors are being contacted and made aware of the services available - Many more seniors connected with the community and programs available to them such as the Minoru Activity Centre programs 	<ul style="list-style-type: none"> - Minoru Seniors Society - Richmond Health Services - Vancouver Coastal Health - Richmond City Council - Richmond Addiction Services - Falls Prevention Network 	Ongoing
Age Friendly Richmond					
Age Friendly Richmond	Work with City Staff to identify opportunities for RSAC to be involved with plans for an Age Friendly Richmond.	<ul style="list-style-type: none"> - RSAC members are able to contribute toward the implementation of an Age Friendly Plan for Richmond 	<ul style="list-style-type: none"> - RSAC Members have been involved in Richmond's Age Friendly Plan Development - Richmond applies Age-Friendly Community designation from the Province of BC 	<ul style="list-style-type: none"> - Vancouver Coastal Health - Minoru Seniors Society - Non-profit community organizations 	Ongoing