



City of Richmond

Report to Committee

To: Planning Committee
From: Cathryn Volkering Carlile
General Manager - Community Services
Re: **2009 Annual Report and 2010 Work Program:
Richmond Seniors Advisory Committee**

Date: December 18, 2009




File:

Staff Recommendation

That, as per the General Manager, Planning and Development report dated December 18, 2009, entitled: "2009 Annual Report and 2010 Work Program: Richmond Seniors Advisory Committee", the Richmond Seniors Advisory Committee 2010 Work Program (**Attachment 1**) be approved.


Cathryn Volkering Carlile
General Manager - Community Services

Att. 1

FOR ORIGINATING DEPARTMENT USE ONLY		
CONCURRENCE OF GENERAL MANAGER 		
REVIEWED BY TAG	YES <input checked="" type="checkbox"/> 	NO <input type="checkbox"/>
REVIEWED BY CAO DEPUTY 	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

Staff Report

Origin

The Richmond Seniors' Advisory Committee (RSAC) was formed in 1991 to address the concerns of seniors and to plan for the future needs of this growing segment of the community. The Committee meets on a monthly basis to consider and evaluate issues referred to it by City Council, City staff and members of the community. It also initiates studies on matters deemed to be of concern to seniors and submits information, options and recommendations to City Council.

This report presents the Richmond Seniors' Advisory Committee's (RSAC) 2009 Annual Report and proposed 2010 Work Program.

Findings Of Fact

1. RSAC 2009 Annual Report: The highlights of RSAC 2009 activities are described in **Attachment 1**.
2. Proposed RSAC 2010 Work Program/Budget: The proposed RSAC 2010 Work Program and Budget are also described in **Attachment 1**.

Analysis

1. 2009 Annual Report

Highlights of the 2009 Annual Report include the RSAC review of the Province of B.C.'s Aging Well in B.C. and Healthy Living Framework documents and, at the request of the RSAC, Council's subsequent letter to the Premier requesting immediate, effective action regarding seniors' affordable housing, home support, voluntarism and cultural diversity. The RSAC also worked with City Transportation and InTransit B.C. staff regarding the availability of Taxi Saver coupons in Richmond, and has recently raised concern regarding the lack of seating at shopping centre taxi stands. The RSAC continues to advocate for seniors' affordable housing and to monitor a wide range of seniors issues at local, provincial and federal levels.

2. Proposed 2010 Work Program

In 2010, the RSAC will give priority to advising Council regarding two key City planning initiatives, the Official Community Plan and the Social Planning Strategy. As well, the RSAC will continue to focus on seniors' housing, health, and transportation issues through the work of its sub-committees, and to monitor other areas of concern to seniors, including isolated seniors, intergenerational interaction, safety and publicity. The RSAC will also strive to increase knowledge and communication regarding seniors issues through liaison with other organizations and committees.

3. Proposed 2009 Budget

The RSAC is requesting a continuation of their annual operating budget of \$2,000.

Financial Impact

The RSAC receives an annual operating grant of \$2,000 as part of the 2010 base budget.

Conclusion

The RSAC continues to address the concerns of Richmond seniors, advise Council regarding these concerns, and plan for the future needs of this growing segment of the community.

The RSAC has formed partnerships with community service agencies, participated on other City committees, and consulted with the community in striving to improve the quality of life for Richmond seniors. Continued collaborations are planned for 2010.

Staff recommend support for the RSAC proposed 2010 Work Program.



Lesley Sherlock
Social Planner
(604-276-4220)

LS:ls



**Richmond Seniors Advisory Committee
2009 Annual Report and 2010 Work Program
to City Council**

1. 2009 Annual Report

2009 Membership

Seemah Aaron, Olive Bassett, Neil Bernbaum, Aileen Cormack (Chair), Mohinder Grewal, Debbie Choy Hertha, Shams Jilani, Susan Match, Corisande Percival-Smith, Carol Smith (Vice Chair), Bill Sorenson, Doug Symons, Josephine Tam, Gail Thompson, Daryl Whiting

Purpose

The role of the Richmond Seniors Advisory Committee is primarily two-fold; to act as a resource and provide advise to City Council on issues affecting seniors, referred by City Council or staff; and outreach to Richmond's seniors community and supportive agencies to better understand the issues facing seniors and to make recommendations to appropriate bodies.

As City Council has not made many requests or referrals to the RSAC over the last few years, most of our efforts have been centered on identifying issues of concern and giving support, where appropriate, to address those concerns.

Membership

Our membership for much of the past year has been at full complement – 15 members. Through the use of sub-committees, we are able to reach out to the larger community.

Meetings

We meet regularly each month, except for July and August. We invite guest speakers who are involved with seniors to keep us informed on current issues. Many of our members belong to other community groups and/or attend various forums and workshops that supply additional information to our meetings.

We are fortunate to have Eva Busich-Veloso, Co-ordinator of Seniors Services, City of Richmond as a regular attendee at our meetings. We also acknowledge with thanks, the assistance and advice of Councillor Greg Halsey-Brandt and Staff Liaison, Lesley Sherlock.

Aging Well in B.C. Recommendations

The Richmond Seniors Advisory Committee met in the Spring with the Executive Director of Healthy Living Secretariat to discuss the “Aging Well in BC” recommendations, not fully addressed in the “Seniors in BC – Healthy Living Framework”. As a Committee, we remained convinced that further Provincial action was required. RSAC brought their concerns to Richmond City Council and in October 2009 a resolution was passed that a letter be sent from Richmond City Council to the Premier to express our reservations and the need for improved services for seniors. The RSAC is most grateful for Council’s advocacy on this matter.

Guest Speakers

- Architect and Developer presenting Army, Navy and Air Force Independent Living Project – Steveston
- Jim Lamond – Chair, 2009 B.C. Seniors Summer Games
- B.C. Government – Silas Brownsey – Secretariat – Healthy Living – Aging Well in B.C. and Healthy Living Framework.
- Laura Hall – Director – Community Kitchens, Family Services of Greater Vancouver
- Azim Datto – Pharmacist – McCue Pharmacy
- Petra Pardy – Director, Community Care Network, Richmond Health Services
- Ted Townsend – Senior Manager, Corporate Communications - Olympics 2010
- Susan Wannamaker – Chief Operating Officer – Richmond Health Services

Correspondence/Meetings

- HandyDart – Tele-conference regarding Taxi Savers
- Richmond School Board – Adult Education – Night school fees
- Salvation Army and Gateway of Hope Campus of Care – Langley

- City of Langley – Gateway of Hope Campus of Care
- Ministry of Healthy Living and Sport – Aging Well in B.C.
- Richmond Mayor and Councillors – Letter regarding Healthy Living Framework/Aging Well in BC
- Linda Devlin, Executive Director, Victorian Order of Nurses – Vial of Life – Pilot Project in Richmond
- Carol Bryson – BCAA – Mature Drivers

Member Participation in Forums and Conferences

- RCSAC Conference
- Faith Communities – Homeless Connect Project – October 2009
- The Honourable Alice Wong M.P. Richmond - Consultation

2. Workplan for 2010 (see attached)

- Continue to gather information on issues affecting seniors in order to provide knowledgeable and relevant advice to City Council whenever requested and appropriate.
- Continue the work of the sub-committees.
- Continue to support the Annual Seniors Week and Wellness Fair, and to work with various groups on common issues.
- Maintain our liaison/representation with the Richmond Community Services Advisory Committee, Falls Prevention Committee, RCMP Multi-Cultural Advisory Committee and the Richmond Intercultural Advisory Committee, and to extend our involvement with other community groups as appropriate.

3. Proposed Budget for 2010

We propose the following budget for 2010 for your approval:

Meeting Expenses

Expected Events during 2010:

Seniors Week

Wellness Fair

Workshops and Forums

Intergenerational Projects

Total

\$2,000.00

Submitted by:

Aileen Cormack, Chair

Richmond Seniors Advisory Committee

December 2009

2009 RSAC Subcommittee Reports

Intercultural/Multicultural Liaison Subcommittee

1. Richmond Intercultural Advisory Committee (RIAC)

I continued to represent RSAC on RIAC at its monthly meetings. I also actively participated in providing input in the layout, contents and editing of the Newcomers' Guide. The Guide was officially launched by the Mayor in September and has proved to be very popular.

During the year RIAC continued its work on the Civic Engagement Network and Youth Integration.

Respectfully submitted by Mohinder Grewal

2. RCMP Multi-Cultural Advisory Committee

With the knowledge that Richmond's population is very diverse, Richmond RCMP's Multi-Cultural Advisory Committee meets several times a year in order for newly arrived officers to learn about the various cultural communities in Richmond. This helps create the foundation for positive working relationships between the police officers and the community.

A program such as this naturally requires the help of the community. The members of the multi-cultural committee find ways of introducing the new officers to their respective cultural organizations or events that are taking place within their community. Ideally the community members of the A/C will spend time with an officer to acquaint him/her with their culture and traditions, they in turn learn about policing and the how and why of police work. When each person reports back to their various groups this information can educate others, both at their work and in the community.

Approximately two years ago the RCMP embarked on 'Bias Free Policing' training sessions which focus on racial profiling/sensitivity and unity training. This type of policing means equitable treatment by all RCMP employees in the performance of their duties, in accordance with the law and without abusing their authority regardless of an individual's race, national or ethnic origin, colour, religion, gender, sexual orientation, marital status, mental or physical disability, citizenship, family status, socio-economic status or a conviction for which a pardon has been granted.

'Bias Free Policing' does not preclude RCMP officers from conducting necessary police actions against criminal or potential criminal activity such as threat assessments, sex-offender profiling, intelligence/criminal analysis, geographical profiling or scientifically based information gathering, e.g. fingerprints and future biometric technology permitted by law. Personal characteristics listed above are never considered indicators of criminal activity.

Respectfully submitted by Olive Bassett

Isolated Seniors Subcommittee

The Isolated Seniors sub-committee meetings are now held semi-annually in April and November to receive an update from Vancouver Coastal Health (VCH) regarding the services that are available to the now accessible isolated seniors wishing the same.

We also have a member from Volunteer Richmond attend to keep us informed on the programs that are available and now accessible to the isolated.

VCH has initiated the Integrated Health Network because of the success of a pilot program in one area of Richmond, the 'Neighborhood Network' that identified isolated people who were not in the system who, if needing health care, went to the emergency room of the hospital.

The Integrated Health Network hopes to receive provincial funding so the whole of Richmond will be covered and those people who have not had access to any health care will now have it available. This has been of great interest to the RSAC's Isolated Subcommittee, as many identified have been seniors.

Also of interest to the Isolated Sub-committee has been the Minoru Activity Centre program focused on isolated seniors. The sub-committee thanks Eva Busich-Veloso and Carolyn Brandly for the following information on what is happening at the Centre for the benefit of isolated and other seniors.

- Emerging from a successful 2008 pilot project, the Wellness Connections program works to improve health and quality of life for isolated and frail Richmond seniors. Currently funded by Seniors Services together with Vancouver Coastal Health, the program partners extensively with community service providers to locate and connect with seniors that have become disconnected through a variety of disabling conditions, and who have multiple barriers to positive engagement. Program participants receive unique fitness and recreation experiences, transportation, nutritious food, leisure education, and assistance to increase both functional independence and connection to our community. The second of two 14-member groups will complete the eight-session program on December 1st, with 4 more groups planned through Spring and Summer 2010.
- The collaborative work of the Wellness Connections program has yielded reciprocal benefits in the form of enriched relationships between Seniors Services and community partners. For example, working with the Chronic Disease Nurses in the Integrated Health Network has created the opportunity to more deeply understand their roles and resources, and collect information about gaps in programs and services for seniors City-wide. In turn, the nurses have learned about the many programs and services offered in the community that can really make a difference for their patients in improving health and maintaining independence. This ongoing dialogue and increased collaboration will continue

to benefit frail and isolated seniors in Richmond by strengthening networks of support as demographics shift and demand for services increase.

Respectfully submitted by M.Olive Bassett, Chair, Isolated Sub-Committee

Safety and Vial of Life Subcommittee

The past year has seen me continuing to serve on a number of committees and to have taken on the Chair of the Vial of Life project, in addition to that of Safety.

SAFETY: The “Falls Prevention” and “Outdoor Hazards” programs continue to address the needs of our community. Falls Prevention is being extremely well run by members of the Community Health team who dedicate much of their time to this program, In conjunction with the Fire Department and BC Paramedics.

It is our understanding that the “Outdoor Hazards” program is working rather well and at the present time we are awaiting the receipt of some statistics in order to evaluate its progress.

VIAL of LIFE: This is a new program that is being undertaken by the Falls Prevention team, in conjunction with the Victorian Order of Nurses (VON), who holds the trademark to the name “Vial of Life”. This project is shaping up to be a very exciting program that will be of immense benefit to our community with, hopefully, expansion into the rest of the Province and Canada.

This was a program that was in operation about 20 years ago and funded, to some extent, by various provincial governments, and dropped by B.C when the VON moved out of the province. The Vial of Life program assists emergency personnel in obtaining important medical facts during a crisis in the home. The display of a logo on an entryway indicates to first responders that, upon entry into a home, a “Vial” containing the person’s medical history and other relevant information is located in the fridge, thereby allowing first responders to assess the situation and render appropriate intervention more quickly. Our Vial of Life team consists of members of both the Paramedic and Fire Departments of Richmond along with medical, social and various community agencies, including pharmacists that recognize the value of such a program. It is hoped that this project will be launched in April of 2010, as a pilot project for the City of Richmond. It is our understanding that only Nova Scotia presently offers this program. We hope that Richmond will show the lead for our province.

In closing I would like to take this opportunity to express my joy to see how well the Isolated Seniors Program continues to work in our community. It is so gratifying to see that an issue, recognized and addressed by the Richmond Seniors’ Advisory Committee, eventually came to fruition once it was taken over by Community Health Services. We are all the richer for it.

Respectfully submitted by Carol D. Smith, Vice-chair

Housing Sub-Committee

During 2009 there has been very little movement on availability of affordable housing in Richmond. There has been a number of meetings with City staff to discuss the possibility of a number of units being secured solely for Seniors. Unfortunately, not a go. We are hopeful that the City's meetings with Faith Communities are fruitful and by the fall initial plans are in place.

The Richmond Housing Strategy has been "tweaked" a number of times and we can now be reassured that all inconsistencies have been addressed.

Richmond Seniors Advisory Committee is optimistic that 2010 will be a year we can be proud of, but still retaining empathy for the less fortunate.

Respectfully submitted by Aileen Cormack, Chair, Housing Sub-Committee

Health Subcommittee

With Health Care budgets in deficits, the Vancouver Coastal Health is having to reorganize its way of doing business under fiscal restraints.

Community Engagement Advisory Network, encourages input from Richmond residents online, CE Google site 'THE CLEN SPACE', to share ideas and work together on projects.

Richmond Health Advisory Committee is still in place, although the other areas have been disbanded.

The new Chief Operating Officer is Susan Wannamaker, who is very open to input and is trying to eliminate the \$25 million short fall from the previous year's budgets.

The Community Care Network Director, Petra Pardey, is in charge of home care and related services and is looking to smarter organization through area planning and the use of Homecare workers.

The Richmond Hospital has done emergency planning with extra ventilators in case of a HINI pandemic. The Emergency is always full of patients and is due to be enlarged by next year.

All outside contracts with Health providers are under review this year, hoping to be more responsive to changing needs.

The New Year will be full of change and hopefully through various committees our Senior's Council will be informed.

Respectfully submitted by Corisande Percival-Smith, Chair, Health Subcommittee

Transportation Subcommittee

For the past few years the issues of access and safety for Canada Line were of concern for our Committee. Since the opening of the Line, comments have been quite positive. An exception was inadequate signage in the stations. This was brought to the attention of TransLink who were aware of the problem and are working to correct it.

There was some concern of transit being less convenient since the 98B busses no longer run through Richmond and into Vancouver via Granville Street.

We have made inquiries regarding concerns expressed to us about HandiDart services. The first involved the changes made to the way that clients obtain the Taxi Saver Coupons, no longer available locally but must be ordered by mail or phone and delivered by mail. Upon investigation it was found that most users have adjusted to this change satisfactorily.

The R SAC learned of a HandiDart intention to do a re-evaluation of the eligibility of clients of the HandiDart services. Again, checking with HandiDart officials, we found that there will be some confirming, in most cases by phone, with users as to whether they continue to need the service. However, the primary purpose is an effort to update the user list.

We look forward to a transportation problem-free year in 2010.

Respectfully submitted by Doug Symons and Daryl Whiting, RSAC Transportation Subcommittee

Proposed Richmond Seniors Advisory Committee 2010 Work Program						
Initiative	RSAC Actions/Steps	Expected Outcome	Indicator of RSAC Success	Lead/Sub-Cte.	Partners	Status
City Planning Processes (priority)						
Official Community Plan	- Participate in the Official Community Plan consultation process	Seniors' perspective incorporated into the OCP	Age-Friendly Community principles implemented	All	- City staff	2010 Ongoing
Social Planning Strategy	- Participate in the Social Planning Strategy consultation process	Seniors' perspective incorporated into the Social Planning Strategy	Seniors' well-being enhanced by City and stakeholder support	All	- City staff - Stakeholders	2010 Ongoing
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 initiatives in Richmond	- RSAC informed of affordable and supportive housing developments - RSAC consulted regarding seniors affordable and supportive housing developments - Council advised as necessary	Aileen, Carol, Neil, Doug	- Developers - NGOs - Faith Community - etc	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	- Continue monitoring Army & Navy Steveston & No. 1 Road development for 150 units (assisted living). - Organizing discussions with Dr. Chen and Associates on an Abbeyfield type residence					
Advise the City re: use of the Affordable Housing Statutory Reserve Fund	- Ongoing dialogue with the City on future plans for use of the affordable housing fund (approximately \$10 million)					

Proposed Richmond Seniors Advisory Committee 2010 Work Program						
Initiative	RSAC Actions/Steps	Expected Outcome	Indicator of RSAC Success	Lead/Sub-Cte.	Partners	Status
Health						
Monitor quality of health care services	<ul style="list-style-type: none">- Monitor community concerns re: long term care- Continue to monitor cleanliness issues at Richmond Hospital- Discuss the issue of changing demographics in community services	<ul style="list-style-type: none">- Better quality long term care- Improved cleanliness at Richmond Hospital- Community health services more responsive to changing demographics	<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- Council advised as necessary	Corisande, Aileen, Susan	<ul style="list-style-type: none">- Vancouver Coastal Health- Richmond Health Services- Community services	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 in reformatting 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	Corisande, Aileen, Susan	<ul style="list-style-type: none">- Community Health Advisory Committee	As arise
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	Susan, Aileen, Corisande	<ul style="list-style-type: none">- Vancouver Coastal Health- Richmond Health Services- Richmond Hospital- NGOs	Ongoing
Intercultural/Multicultural Liaison						
Richmond Intercultural Advisory Committee (RIAC) Liaison	<ul style="list-style-type: none">- Continue participating in the work of RIAC as a representative of the RSAC and, where appropriate, bring Senior's perspective to the deliberations- To volunteer and participate in two sub-committees- In particular, to participate in the ongoing work of the Newcomers Guide sub-committee to arrange financing, translation, printing, reprinting and distribution of the Guide in English and two other ethnic 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 Senior's lens.- RSAC is, in general, kept informed of the major initiatives undertaken by RIAC- Newcomers to Richmond are provided with the Newcomers' Guide to ease their settling down	Mohinder	<ul style="list-style-type: none">- RIAC	Ongoing

Proposed Richmond Seniors Advisory Committee 2010 Work Program						
Initiative	RSAC Actions/Steps	Expected Outcome	Indicator of RSAC Success	Lead/Sub-Cte.	Partners	Status
Intercultural/Multicultural Liaison (cont.)						
RCMP Multicultural Committee Liaison	- Attend meetings, monitor activities, report back	- RSAC informed re: RCMP Multicultural activities - RCMP outreach includes seniors' perspective	- RSAC informed about Committee activities - Seniors' perspective contributed to the RCMP	Olive	- RCMP	Ongoing
411 Dunsmuir Multicultural Committee & other liaison	- Attend meetings, monitor activities, report back	- RSAC aware of 411 Dunsmuir and other organizations' multicultural activities - Community initiatives enriched with seniors' perspective	- RSAC informed about multicultural community events - RSAC members participate in multicultural community events - Seniors' perspective contributed	Shams	- 411 Dunsmuir - Richmond Multicultural Concerns Society	Ongoing
Transportation						
Seek information and make recommendations regarding transportation issues affecting seniors	- 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	- Transportation reflects seniors' needs	- RSAC informed re: transportation issues - RSAC advises re: transportation concerns - Council advised as necessary	Doug, Daryl	- Richmond Centre for Disability - Minoru Place Activity Centre - Translink - HandyDART	Ongoing
Safety						
Improve safety of Richmond's seniors	- Continue to monitor - Liaise with appropriate organisations	- Increased seniors' safety and sense of security - Falls and outdoor hazards reduced	- RSAC provides seniors perspective on safety issues and advocates for a safe community - Council advised as necessary	Carol	- Safe Community Alliance - Falls Prevention Network	Ongoing

Proposed Richmond Seniors Advisory Committee 2010 Work Program						
Initiative	RSAC Actions/Steps	Expected Outcome	Indicator of RSAC Success	Lead/Sub-Cte.	Partners	Status
Richmond Community Services Advisory Committee Liaison						
RCSAC Liaison - Act as conduit of information between the RSAC and the RCSAC - Offer issues/concerns/responses to RCSAC initiatives, through a seniors' lens - Promote the inclusion of seniors in community activities.	- Attend monthly meetings, taking information/ announcements/ concerns both ways. - Support specific projects of members of the RCSAC that are in line with the mandate and priorities of the RSAC and seniors. - 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.	- Greater understanding among and between the RSAC and members of other Social Service Agencies, Programs and Committees - Ageist beliefs and behaviours identified and broken down - Participation in the greater community by more seniors	- Increase in Co-sponsored events and partnering on projects, petitions, letter writing, etc. - Decrease in ageist language and assumptions. - Increase in participation in and attendance by our members and other seniors at events and programs offered in the community.	Gail	- RCSAC	Ongoing
Publicity						
Increase the profile of seniors issues in Richmond	- Continue to publicize seniors' issues (e.g., RSAC member writes monthly column)	- Greater public awareness of seniors issues	- RSAC informs the public - Council advised as necessary	Aileen	- Richmond Review	Ongoing