



# City of Richmond

## Report to Committee

**To:** Planning Committee **Date:** January 17, 2018  
**From:** Kim Somerville **File:** 07-3400-01/2017-Vol  
 Manager, Community Social Development 01  
**Re:** **Richmond Seniors Advisory Committee 2017 Annual Report and**  
**2018 Work Program**

### Staff Recommendation

That the staff report titled "Richmond Seniors Advisory Committee 2017 Annual Report and 2018 Work Program," dated January 17, 2018, from the Manager, Community Social Development, be approved.

Kim Somerville  
 Manager, Community Social Development  
 (604-247-4671)

Att. 2

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

## Staff Report

### Origin

The Richmond Seniors Advisory Committee (RSAC) was formed in 1991 to advise Council regarding the concerns and future needs of Richmond seniors. The committee studies a range of matters of concern to seniors and submits information, options and recommendations to Council. The City supports the RSAC by providing an annual operating budget, a Council liaison and a staff liaison.

This report presents the RSAC 2017 Annual Report (Attachment 1) and proposed 2018 Work Program (Attachment 2).

This report supports Council's 2014-2018 Term Goal #1 A Safe Community:

- 1.4. *Effective interagency relationships and partnerships.*

This report supports Council's 2014-2018 Term Goal #2 A Vibrant, Active and Connected City:

- 2.2. *Effective social service networks.*
- 2.3. *Outstanding places, programs and services that support active living, wellness and sense of belonging*

This report supports Council's 2014-2018 Term Goal #3 A Well-Planned Community:

- 3.3. *Effective transportation and mobility networks.*

This report supports the Social Development Strategy 2013-2022 Strategic Direction #3 Address the Needs of an Aging Population Action:

- 7.2. *Expanding the volunteer base to serve the older adult population, as well as providing meaning volunteer opportunities for older adults.*

This report supports the Seniors Services Plan 2015-2020 Direction #2: Responsive and Relevant Services Action:

- 2.8. *Continue to implement and expand civic engagement opportunities to orient seniors to City operations.*

This report also supports the Age Friendly Assessment and Action Plan 2015-2020 Action:

- 2.6. *Civic Participation and Employment: Increasing opportunities to be involved in local government meetings and community matters.*

## **Analysis**

### 2017 Annual Report

The RSAC 2017 Annual Report (Attachment 1) highlights the work of the committee during the past year. These highlights include:

- Members of the committee attended workshops and/or conferences throughout the year to gain insight into issues affecting seniors including SFU's Annual Gerontology Conference, HandyDART Stakeholder Update meeting and the Seniors Advocate Residential Care Facilities Update.
- The committee continued to address concerns raised by seniors working closely with both the City's Transportation Department and TransLink. On-going meetings and stakeholder consultations resulted in improvements to transportation services for seniors in Richmond including discussions of future improvements to HandyDART services, installation of new crossing lights, improvements to pedestrian crossings and sidewalks as well as improved signage on bus shelters.
- RSAC provided Council with a letter to thank the City for their efficient response to the inclement weather last winter and to offer suggestions to consider for future including a communication system to inform residents of their roles during times of inclement weather and a proposed bylaw to ensure home owners are responsible for clearing all snow and ice surrounding their property.
- Members of the promotions sub-committee connected with the public through several events and activities including distributed brochures at Richmond Hospital and hosting information display tables at Wellness Clinics, the Activate Wellness Fair 2017 and a Richmond Communities meeting at Steveston Community Centre.
- Members of RSAC continued to be actively involved with several groups in addition to participation at regular monthly RSAC meetings:
  - External committees: Community Health Advisory Committee, Council of Advisers for the BC Seniors Advocate, Council of Senior Citizens' Organizations of BC (COSCO), Falls Prevention Network and Minoru Seniors Society;
  - RSAC Sub-committees: Promotions, Transportation; and
  - Other Council appointed Advisory Committees including Richmond Intercultural Advisory Committee (RIAC) and Richmond Community Services Advisory Committee (RCSAC).

The connections with other external groups and committees allow the members to bring back vital information to share with other RSAC members.

### 2018 Work Program

RSAC will continue to provide Council with suggestions and recommendations on matters affecting seniors in the community and will respond to Council's requests as they arise.

Highlights of the proposed RSAC 2018 Work Program (Attachment 2) include:

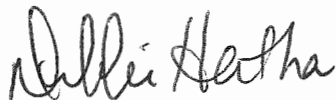
- Monitor, identify and address issues and concerns regarding housing, health and transportation for seniors.
- Continue to collaborate and be actively involved with other committees and groups in the community that work closely with and provide services to seniors including Vancouver Coastal Health (VCH) and TransLink.
- Engage in events and activities to connect with seniors in Richmond with a special emphasis on reaching seniors who are less connected through information tables at the Richmond Centre Mall and at other existing events targeting isolated seniors.
- Participate in the Richmond Dementia-Friendly Community Action Plan (UBCM 2018 Age-Friendly Community Grant) activities that may include participation on a stakeholder group, community engagement, marketing/publicity, and training and education.

### **Financial Impact**

The RSAC operating budget for 2018 is \$2,500.

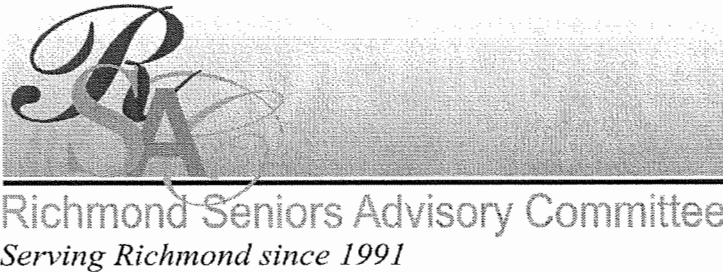
### **Conclusion**

The RSAC 2018 Work Program is designed to reflect a number of Council Term Goals (2014-2018) and supports several actions in the Social Development Strategy 2013-2022, Seniors Services Plan 2015-2020 and Age-Friendly Plan 2015-2020 in addition to addressing emerging issues impacting seniors in the community. 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 seniors in the city.



Debbie Hertha  
Seniors Coordinator  
(604-276-4175)

Att. 1: RSAC 2017 Annual Report  
2: RSAC 2018 Work Program



## Richmond Seniors Advisory Committee 2017 Annual Report

### 2017 Membership

Seemah Aaron, Yasmin Ali, Neil Bernbaum, Paul Cassidy, Peter Chan, Sandra Gebhardt, Mohinder Grewal, Hans Havas (Chair), Joan Haws, Shams Jilani, Sheila Rooney, Jackie Shell, Doug Symons, Daryl Whiting, Becky Wong (Vice-chair).

### City of Richmond Liaisons:

Cllr. Ken Johnston, Council Liaison

Heather Muter, Coordinator, Senior Services (Staff Liaison Jan to Aug, 2017)

Debbie Hertha, Seniors Coordinator (Staff Liaison Sept to Dec, 2017)

### 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 such as health, transportation and housing as they arise or are referred by City Council. The RSAC members help to 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 then prepared and submitted to City Council for their consideration.

### Membership:

The Richmond Seniors Advisory Committee consists of 15 members. A majority of our members belong to one or more groups or organizations, and attend numerous forums and workshops throughout the year. Members also bring to the RSAC table additional information on a broad range of topics relevant to seniors, as illustrated in the attached report 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 non-profit organizations and representatives from the provincial or municipal governments. Presentations from the guest speakers provide committee members with insight into senior's issues as well as resources available to seniors and their families in the community.

In turn, guest speakers are provided with information about the Seniors Advisory Committee. Committee members would like to thank all guest presenters that took the time to provide us with a wealth of information about their organizations.

Meeting minutes and other information are posted on the RSAC web site by a volunteer web master who ensures the web site gives the public access to the committee's role as an advisory committee to Council. The website also lists RSAC's members, terms of reference as well as information on how to apply to be a member and how to contact the committee.

### **Sub-Committees and External Committees**

Members from our committee represented RSAC and volunteered for various external committees by speaking on behalf of seniors issues and reporting back to the committee on what has been discussed within the other committees. Members were able to raise many issues affecting seniors in our community to these groups and some were successful in having their concerns addressed with initiatives and improvements to programs and services for seniors.

External Committees included: COSCO, Seniors Advocate and Falls Prevention Network

RSAC Sub-Committees included: Multi-Cultural Issues, Promotions and Transportation

Council Appointed Advisory Committees included: Richmond Community Services Advisory (RCSAC) and Richmond Intercultural Advisory Committee (RIAC).

Issues addressed within the committees above included: Residential Care Improvements; Homelessness/Emergency Housing; Affordable Housing; Marijuana Legalization; Food Security; TransLink Bus Routes Expansion; HandyDART Improvement Initiatives; Falls Prevention Initiatives and City of Richmond improvements to walkways, street lighting, bus shelters and ramps.

The City's Coordinator, Seniors Services, attends the monthly meetings keeping members informed on programs and services offered at Minoru Place Activity Centre in addition to informing members on issues affecting seniors in the Richmond community.

### **Guest Speakers for 2017**

- January – Diversity in Richmond: Alan Hill, Cultural Diversity Coordinator, City of Richmond
- February – Advanced Care Planning: Paul Cassidy, RSAC Member
- March – Minoru Centre for Active Living Update: Elizabeth Ayers, Manager, Community Services Planning and Projects; Heather Muter, Coordinator, Seniors Services; and Mile Racic, Project Coordinator, City of Richmond
- April – Emergency Preparedness: Norman Koetze, Public Education Coordinator, Emergency Programs, City of Richmond

- May – Transportation: Donna Chan, Manager, Transportation Planning, City of Richmond
- June – Outreach Programming: Donna Wilson, Older Adults Coordinator, West Richmond Community Association; Roop Nagra, Community Leisure Transportation (CLT) Coordinator, Minoru Seniors Society; and Jose Mendoza, Older Adults Coordinator, Steveston Community Association.
- July & August – break
- September – Health of Seniors in Richmond: Dr. Meena Dewar, Chief Medical Officer, Vancouver Coastal Health
- October – Richmond Society for Community Living Programs and Services: Janice Barr, Executive Director
- November – Addiction Services and Seniors: Aurora Ballot & Estela Torres, Richmond Addiction Services Society (RASS)

**Correspondence Sent:**

- Letter to Mayor Brodie and Councillors regarding the City's response to the inclement weather during the winter
- An invitation sent July 2017 to the Seniors Advocate to speak at a forum hosted by the Committee attended by the general public and service providers in Richmond

**Correspondence Received:**

- An email response from the Office of the Seniors Advocate to the invitation sent was received in October 2017
- Monthly COSCO Minutes

**RSAC Member Participation in Forums and Conferences:**

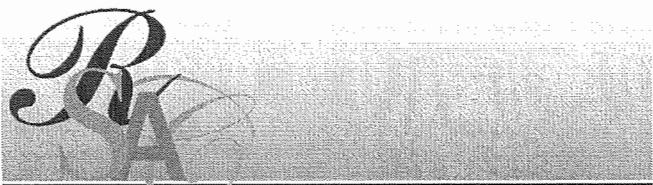
- HandyDART Stakeholder Update Meetings – a series of three meetings were held in 2017 to discuss initiatives to improve HandyDART services (1 member attended)
- SFU's Annual Friesen Gerontology Conference, "Promoting Mental Health in Later Life: Mobilizing Knowledge into Practice " (3 members attended)
- TransLink Community Workshop – Transit Fair Review (1 member attended)
- Seniors Advocate Residential Care Facilities Survey Results – September 15, 2017 (7 members attended)

The Richmond Seniors Advisory Committee would like to thank Mayor Malcolm Brodie and Councillors for their continued and on-going support of our committee. The committee would also like to thank Council Liaison, Ken Johnston for keeping the committee members updated on issues arising at City Council.

Report submitted by:



Hans Havas, Chair  
Richmond Seniors Advisory Committee



Richmond Seniors Advisory Committee

*Serving Richmond since 1991*

### **Richmond Seniors Advisory Committee 2018 Work Program**

In 2018, the RSAC will continue to provide Council with advice and recommendations on matters affecting seniors in the community and will respond to Council's requests as they arise.

This Work Program supports the following Council Term Goals (2014-2018):

- 1.2 – Program and service enhancements that improve community safety services in the City
- 1.4 – Effective interagency relationships and partnerships
- 2.2 – Effective social service networks
- 2.3 – Outstanding places, programs, and services that support active living, wellness and a sense of belonging
- 3.3 – Effective transportation and mobility networks.

#### 2018 Budget:

Meeting Expenses	\$1,000
Memberships & website	\$ 450
Events, conferences and workshops	\$ 900
<u>Misc. Expenses (e.g. Name badges)</u>	<u>\$ 150</u>
<b>Total</b>	<b>\$2,500</b>

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



Richmond Seniors Advisory Committee (RSAC) 2018 Proposed Work Program		
Initiative	Actions	Outcome
<b>Housing</b>		
Increase RSAC's awareness and knowledge of affordable housing options for seniors.	<ul style="list-style-type: none"> <li>Schedule the City's Affordable Housing Coordinator for a presentation to RSAC on the Affordable Housing Strategy (AHS).</li> <li>Keep informed about the range of affordable housing options in Richmond through member sharing of research, media, meetings with providers and resources materials.</li> </ul>	RSAC knowledgeable and informed of the range of affordable housing options for seniors in Richmond and is able to inform the public as needed.
Inform the City and other groups addressing affordable housing for seniors of the role of RSAC to ensure on-going collaboration.	<ul style="list-style-type: none"> <li>Inform the City and other groups of RSAC's availability for input and consultation for any activities addressing affordable housing for seniors.</li> <li>Explore opportunities for members to participate on community groups addressing affordable housing options for seniors.</li> </ul>	RSAC consulted about issues regarding affordable housing for seniors in Richmond and will advise Council as necessary.
<b>Health</b>		
Partner and collaborate with groups to monitor seniors issues about health care services.	<ul style="list-style-type: none"> <li>Liaise with community groups and organizations providing health care programs and services.</li> <li>Schedule guest speakers on topics about health care services and programs available.</li> <li>Inform groups about the role of RSAC and our availability for on-going consultation.</li> </ul>	<p>RSAC informed of and consulted about health issues affecting seniors.</p> <p>Concerns about health care for seniors in Richmond are shared.</p>
Participate in Dementia-Friendly Community Action Plan activities (UBCM 2018 Age-Friendly Community Grant)	<ul style="list-style-type: none"> <li>Be available for opportunities to be involved with the Dementia-Friendly Community Action Plan Project.</li> </ul>	RSAC informed of and consulted about issues affecting those living with Dementia and their families in Richmond.

<b>Richmond Seniors Advisory Committee (RSAC) 2018 Proposed Work Program</b>		
<b>Initiative</b>	<b>Actions</b>	<b>Outcome</b>
<b>Transportation</b>		
Collaborate with groups to monitor, identify and address issues and concerns regarding transportation services for seniors in Richmond.	<ul style="list-style-type: none"> <li>• Continue communication with the City's Transportation Department regarding transportation service issues affecting seniors.</li> <li>• Continue to attend and be available for consultations regarding transportation services for seniors (HandyDART and TransLink).</li> </ul>	<p>RSAC aware of and consulted about issues regarding transportation for seniors in Richmond and will advise Council as necessary.</p> <p>RSAC is able to advocate on behalf of seniors in Richmond for more age-friendly transportation services in Richmond.</p>
<b>Advocacy, Community Partnerships and Information Sharing</b>		
Participate on external committees, other Council appointed advisory committees and RSAC sub-committees addressing issues affecting seniors.	<p>RSAC members will continue to participate on the following external committees:</p> <ul style="list-style-type: none"> <li>• Community Health Advisory Committee</li> <li>• Council of Advisers for the BC Seniors Advocate</li> <li>• Council of Senior Citizens' Organizations of BC (COSCO)</li> <li>• Falls Prevention Network</li> <li>• Minoru Seniors Society</li> </ul> <p>Sub-Committees of RSAC:</p> <ul style="list-style-type: none"> <li>• Promotions</li> <li>• Transportation Committee</li> </ul> <p>Other Council appointed Advisory Committees:</p> <ul style="list-style-type: none"> <li>• Richmond Intercultural Advisory Committee (RIAC) Liaison</li> <li>• Richmond Community Services Advisory Committee (RCSAC)</li> </ul>	<p>Issues affecting seniors raised by RSAC will be shared with outside committees and groups.</p> <p>Members are in turn informed of other committees/groups activities and are able to report back to RSAC.</p>

<b>Richmond Seniors Advisory Committee (RSAC) 2018 Proposed Work Program</b>		
<b>Initiative</b>	<b>Actions</b>	<b>Outcome</b>
Act as a resource to the City and general public for issues affecting seniors.	<ul style="list-style-type: none"> <li>• Be available for consultation on City plans, updates, strategies, grants, projects, and new policies affecting seniors.</li> <li>• Engage in events and activities to connect with seniors in Richmond with an emphasis on reaching seniors who are less connected with others.</li> <li>• RSAC will respond to Council requests and will provide advice on issues that affect seniors in the community.</li> </ul>	Members will be able to identify issues raised by all seniors in the community and advise Council as needed.
<b>Education and Awareness</b>		
Monitor and keep informed of existing and emerging seniors issues.	<ul style="list-style-type: none"> <li>• Guest speakers will be scheduled each month to present on relevant topics related to seniors.</li> <li>• RSAC will attend conferences, forums and workshops on activities and issues affecting seniors.</li> <li>• RSAC members will circulate and share information about programs and services for seniors.</li> </ul>	<p>RSAC members will be well informed about issues affecting seniors as well as programs and services available to seniors in Richmond.</p> <p>RSAC members will be able to confidently speak to the public about seniors issues.</p>