

То:	Planning Committee	Date:	January 14, 2016
From:	Cathryn Volkering Carlile General Manager, Community Services	File:	07-3400-01/2016-Vol 01
Re:	Richmond Seniors Advisory Committee 2015 Ar Program	nnual Re	port and 2016 Work

Staff Recommendation

That the Richmond Seniors Advisory Committee 2015 Annual Report and 2016 Work Program be approved.

call 0

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

Att. 2

REPORT CONCURRENC	E
CONCURRENCE OF GENERAL MANAGER	2
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS:
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 studies a range of matters deemed of concern to seniors and submits information, options and recommendations to City Council. The City supports the RSAC by providing an annual operating budget, a Council liaison and a staff liaison.

This report presents the RSAC 2015 Annual Report (Attachment 1) and proposed 2016 Work Program (Attachment 2).

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

1.2. Program and service enhancements that improve community safety services in the City.

1.3. Improved perception of Richmond as a safe community.

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

2.2. Effective social service networks.

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

3.3. Effective transportation and mobility networks.

Analysis

2015 Annual Report

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

- Continued to monitor transportation issues. The transportation sub-committee also worked with Translink, Minoru Seniors Society and the City to deliver a workshop for local seniors on the Compass Card.
- Feedback on City strategies that have an impact on seniors. The RSAC provided valuable input on both the Age-Friendly Assessment and Action Plan and the Seniors Service Plan 2015-2020.
- Closely monitored housing development in the City including the completion of the construction of Kiwanis Towers and the subsequent move in of residents. The Housing sub-committee also provided input to the City on the Affordable Housing Resource Guide.

 Active involvement with many committees including Richmond Intercultural Advisory Committee, Falls Prevention, Isolated Seniors, Richmond Community Services Advisory Committee, RCMP Multicultural Advisory Committee, Poverty Response Transportation Committee, Council of Advisers for the BC Seniors Advocate and other committees concerning seniors.

2016 Work Program

RSAC will continue to provide Council with advice and recommendations on matters affecting older adults in the community and will respond to Council's requests as they arise. Highlights of the proposed RSAC 2016 plan (Attachment 2) include:

- Continue to be actively involved with many committees including Richmond Intercultural Advisory Committee, Falls Prevention, Isolated Seniors, Richmond Community Services Advisory Committee, RCMP Multicultural Advisory Committee, Poverty Response Transportation Committee, Council of Advisers for the BC Seniors Advocate, and other committees concerning seniors.
- Investigate opportunities to prevent slips, trips and falls by utilizing seniors and walking groups to identify and report trip hazards.
- Continue to gather information and educate RSAC members on issues affecting seniors in order to provide knowledge and relevant advice to City Council

Financial Impact

The RSAC operating budget of \$2500 reflects the existing funding plan, as budgeted.

Conclusion

The RSAC 2016 Work Program is designed to reflect a number of Council Term Goals (2014-2018) and address 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.

Sean Davies Acting Community Facilities Coordinator (604-238-8458)

Att. 1: RSAC 2015 Annual Report 2: RSAC 2016 Work Program



Richmond Seniors Advisory Committee Serving Richmond since 1991

Richmond Seniors Advisory Committee 2015 Annual Report

2015 Membership

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

City of Richmond Liaisons:

Ken Johnston, Council Liaison Sean Davies, Acting Community Facilities Coordinator, Staff Liaison Heather Muter, Coordinator, Senior 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 such as health, transportation and housing 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 then prepared and submitted to City Council for their consideration.

In 2015, the Richmond Seniors Advisory Committee was asked by City Council to comment on both the Age-Friendly Assessment and Action Plan and the Seniors Service Plan.

Membership:

The Richmond Seniors Advisory Committee consists of 15 members including one new member. 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 reports and work program. The committee is pleased to have a member appointed to the Council of Advisors for the B.C. Office of the Seniors Advocate.

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 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.

In 2015, RSAC continued to closely monitor two issues, first, Translink's Compass Card project and second, the development of Kiwanis Towers.

In January, 2015 RSAC discussed the draft version of the Age-friendly Assessment and Action plan and provided words/concepts for consideration such as "diversity", "inclusive", "healthy", "respect", "empowerment" and "full potential" and hoped they would be included in the vision statement or in the principles. Another suggestion from the committee was to ensure that the Action Plan is able to be measured so that it is clear that the plan is moving forward and making a difference in Richmond.

In *September, 2015* the RSAC provided feedback to the City on the draft Seniors Service Work Plan 2015-2020, which sets the goals and actions for planning and development of services and programs for seniors in Richmond for the next six years.

In *December, 2015* the RSAC Transportation sub-committee arranged a workshop with Translink to inform and educate seniors about use of the Compass card.

Heather Muter, Coordinator, Seniors Services, City of Richmond attended RSAC monthly meetings to keep committee members informed on programs and services affecting senior's health and wellbeing in the Richmond community.

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

Sani Mursalim, RSAC's volunteer web master does not attend monthly meetings but ensures minutes and other information supplied to him, are posted on the RSAC web site. The RSAC web site gives the public access to the committee's role with the City and serves as a model for communities wishing to establish a similar advisory committee. The web site has received over 720 visits since monitoring commenced.

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

2015 Guest Speakers:

- Lesley Sherlock, Social Planner, City of Richmond regarding Age-Friendly Assessment and Action Plan
- Francis Li, Regional Manager, Immigration and Settlement Programs, SUCCESS Richmond Region
- Diana Nikolic, Planner 2, Development Applications Department, City of Richmond
- Laura Feldman, Alzheimer's Society of B.C.
- Carol Dickson, Manager, Seniors Community Support Service and Eric Chow Program Assistant, Richmond Cares, Richmond Gives,
- Debbie Hertha, Seniors Wellness Coordinator, City of Richmond
- Seniors/Older Adults Coordinators, City of Richmond
 - Helen Kwan, City Centre and Hamilton Community Centre
 - o Donna Wilson, West Richmond Community Centre
 - o Joanna Li, South Arm Community Centre
 - Chester Sun, Minoru Seniors Society
- Alex Nixon, Richmond Food Bank

- Sonali Hingorani, Transportation Engineer, City of Richmond
- Cathy Volkering-Carlile, General Manager, Community Services, City of Richmond

Correspondence Received:

- Monthly COSCO minutes
- Invitation to nominate an individual appropriate for "The Courage to Come Back Award"
- COSCO confirmation received confirming committee membership status
- Copy of a letter to the Mayor's office from the Prime Minister's office regarding the Canada Health Accord
- Card received from former committee member Olive Bassett
- Email received from Office of the Seniors Advocate inviting stakeholders to attend release of her 4th report entitled "Seniors Housing Affordable, Appropriate, Available"
- Email received from Community Services Division, City of Richmond, inviting committee members to attend a dialogue panel on issues impacting non-profit and co-op housing
- Copy of a letter received from the City of Richmond regarding feedback to the City of Richmond's draft "Seniors Service Plan 2015-2020"

Correspondence Sent:

- Applicant sent to renew COSCO membership
- Letter sent to City of Richmond providing comments on the "Affordable Housing Resource Guide
- Comments sent to the City of Richmond on the "Age Friendly Assessment and Action Plan"
- Comments sent to the City of Richmond on the draft "Seniors Service Plan 2015-2020"

Member Participation in Forums and Conferences:

January 30th, 2015 Diversity Symposium presented by City of Richmond (3 attended)

February 6th, 2015

Systems Change for Seniors Care featuring B.C. Ombudsperson Kim Carter and the Seniors Advocate Isobel McKenzie (4 attended)

February 26th, 2015

Perspectives Workshop on Richmond Kiwanis Senior Citizens Housing Society presented by Simon Fraser University Gerontology Research Centre (1 attended)

May 14th & 15th, 2015

Friesen Conference "Harnessing Technology for Aging in Place" presented by Simon Fraser University Gerontology Research Centre (3 attended)

May 21st, 2015

Dialogue on Issues Impacting non-profit and co-op housing presented by City of Richmond (1 attended)

July 13th, July 16th, July 20th and July 23rd

Mapping Workshops on the Kiwanis Towers presented by Simon Fraser University Gerontology Research Centre (1 attended)

Report submitted by:

Kathleen Holmes, Chair Richmond Seniors Advisory Committee

2015 Committee Report - Transportation

This subcommittee of the Seniors Advisory Committee has been very active over the past year dealing with and discussing issues that were very important and concerning seniors. This subcommittee works with both the Poverty Response Committee (Alex Nixon) and Richmond Gives Richmond Cares (Carol Dickson).

This subcommittee has been sending correspondence to Translink concerning many issues.

One major topic and continuing topic to be of concern is the Compass Card and what impact it will have on seniors. After taking a special course on the Compass Card and how it works, the committee chair is able to explain to seniors how the card works and ease their minds. The RSAC set up a workshop on the Compass Card in December at the Richmond Cultural Centre. This included a Translink speaker providing information on the card and other transportation concerns.

The committee is continuing to work with the City in finding easier access for seniors/persons with disabilities at major bus shelters around the City of Richmond.

Another major concern that we are currently working with City staff is the location of the bus stops and congestion at the Brighouse Canada Line station on No. 3 Rd. This is a frightening area for seniors trying to cross No. 3 Rd. to get to Richmond Centre or Canada Line.

Transportation is a continuing concern for seniors in Richmond and the Seniors Advisory Committee will continue to liaise with other community transportation committees to work with City staff, Translink, and other organizations as much as possible to ease the concerns of the seniors.

Submitted By

Hans Havas Transportation Chair

2015 Committee Report - Fall Prevention Network

The Fall Prevention Network consists of a group of seniors and representatives from the City, health and other community services, organizations and businesses, who work together with seniors and their families to raise awareness and provide support.

The Network:

- Promotes healthy, active aging
- Encourages safety in the home and in the community
- Protects seniors' well being
- Publishes informational posters and leaflets
- Sponsors and supports numerous forums, initiatives, health fairs, etc.

The Network meets every second month, and my first meeting with the Network was on March 17, 2015. Since that date we have met May 19, September 15, and will be meeting again on November 17, 2015.

I co-chair the Network Meetings with Rishma Dhalla OT, Richmond Fall Prevention, and over the past year we have dealt with the following topics:

Community Capacity Grants by RASS, which examined the reasons why seniors avoid taking an ambulance when they have to go to the hospital. This study resulted in the publication of Ambulance Refusal Project Summary Report, which was presented to the RSAC.

The Vial of Life Initiative

Planning for the National Seniors' Day & Fall Prevention Week (November 2015). In preparation for this event the Network members prepared articles for publication in the local newspaper, which will cover a wide range of topics concerning Fall Prevention.

The VCH Community Capacity Grants were available through the VCH Regional Injury Prevention Lead.

Respectfully submitted

Sheila Rooney Fall Prevention Network Co-Chair

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2015 Committee Report - Promotions

The goal was to inform seniors that there is a "Seniors Advisory Committee" and its role for Richmond City Council.

We met first with the Senior Program Coordinators of all the community centres to get their input on how best to reach the seniors of Richmond.

Our first plan was to set up an information table at all the Seniors Wellness Clinics held at all the community centres and churches that had senior groups. We attended all seniors events that offered us a venue to set up an information table including:

- Minoru Place
- Steveston Community Centre
- South Arm Community Centre
 - o events for Seniors Week
 - o Seniors Health Fair

Many ideas on reaching seniors that are not connected to any groups have been debated and plans to reach them are being made.

Promotional efforts will continue in order that Richmond seniors will know where to go to get information and assistance on challenges they have to make their life easier in Richmond.

Respectfully Submitted by Jackie Schell Promotions Chair

2015 Committee Report - Housing

The housing Sub-committee has continued to monitor and report on housing issues relevant to seniors. Highlights of 2015 items reported and monitored include:

Richmond can continue to be proud of the fact that they have many new projects underway with the inclusion of Affordable Housing.

Steveston High School site is being developed with 133 townhouses, which will have approximately 10% to be allocated to Affordable Housing.

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

VanCity has a new program "Fair & Fast" Loan for people in need of money for security deposits, utility bills, etc.

RSAC provided comments on the new Affordable Housing Resource Guide to Mayor and Council and also requested RSAC be apprised of any changes that may be made to the Guide.

RSAC members (2) attended 24th Annual John K. Friesen Conference "Harnessing Technology for Aging in Place.

KFC Project (No. 3 Road and Granville Avenue) has now broken ground and we can expect completion by 2017. This is a unique project as it includes 5 various service groups having facilities to house their clients all under one roof.

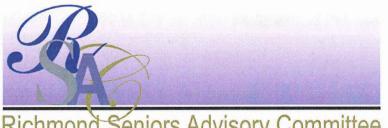
We thank the City for encouraging developers to incorporate Affordable Housing in their projects.

Respectfully submitted Aileen Cormack Housing sub-committee

2015 Committee Report - Isolated Seniors

This has been a very productive year with meeting various groups concerned with isolated seniors. There does not seem to be any clear-cut solution, as it always comes back to transportation and funding. We are never going to find all isolated seniors, but have to do the best with services we have.

Respectfully submitted Aileen Cormack Isolated Seniors Chair



Richmond Seniors Advisory Committee Serving Richmond since 1991

Richmond Seniors Advisory Committee 2016 Work Program

In 2016, 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.

1.3 – Improved perception of Richmond as a safe community.

2.2 – Effective social service networks.

3.3 – Effective transportation and mobility networks.

2016 Budget:

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

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

	Richmond Seniors Advisory Committee 2016 Proposed 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 developments that include affordable housing for 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 the implementation of programs and activities at the Kiwanis Towers 	- -			
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 				

			ittee 2016 Work Program Indicator of RSAC		04 -4
Initiative	RSAC Actions/Steps	Expected Outcome	Success	Partners	Status
Health		D			1.0
Monitor quality of health care services	 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 	 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 	 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 	 Vancouver Coastal Health Richmond Health Services Community Services Healthy Living Secretariat Government Departments 	Ongoing
Raise awareness of seniors' health issues for committee members	 Bring forward speakers to RSAC on relevant health issues Work with the Community Health Advisory Committee to consider joint public forums 	 RSAC well informed about a range of health issues Forums reach a wide audience on seniors' health concerns 	 Speakers on health issues inform the RSAC RSAC participates effectively in well- attended public events 	- Community Health Advisory Committee	Ongoing
Advocate for increased and improved seniors' addiction services	 Work with the Medical Health Officer on seniors' addiction issues Liaise with the Community Health Advisory Committee (CHAC) on seniors' addiction issues 	 Seniors addiction issues better understood and addressed RSAC well informed about seniors' addiction issues 	 Medical Health Officer speaks to the RSAC CHAC and RSAC mutually informed Council advised as necessary 	 Vancouver Coastal Health Richmond Health Services NGOs 	Ongoing
Publicity					
Increase the profile of seniors issues in Richmond	- Attend Wellness Clinics and community events for seniors with information about the RSAC	 Greater public awareness of seniors issues 	 RSAC informs the public Council advised as necessary 	- Local media	Ongoing
Council of Senio	r Citizens' Organizations of	BC (COSCO)			
COSCO Liaison	 Attend meetings, monitor activities, report back 	 RSAC informed about COSCO initiatives COSCO enriched with Richmond seniors' perspective 	 RSAC members knowledgeable about seniors issues and COSCO activities RSAC is known to COSCO 	- COSCO	Ongoing

en de la companya de Esta de la companya d			ttee 2016 Work Program Indicator of RSAC		
Initiative	RSAC Actions/Steps	Expected Outcome	Success	Partners	Status
	Iticultural Liaison				
Richmond Intercultural Advisory Committee (RIAC) Liaison	 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) 	- Other members of RIAC recognize how inter-cultural issues may, in particular, impact seniors	 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 	- RIAC	Ongoing
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 	- RCMP	Ongoing
Transportation				- Richmond	
Seek information and make recommendatio ns regarding transportation issues affecting seniors	 Arrange subcommittee meetings with representatives of various transportation related agencies, e.g., Translink, HandyDART Invite speakers to RSAC meetings Advocate for accessibility on transit 	- Transportation reflects seniors' needs	 RSAC informed re: transportation issues RSAC advises re: transportation concerns Council advised as necessary 	Centre for Disability - Minoru Seniors Society - Translink - HandyDART - COSCO - Richmond Cares, Richmond Gives	Ongoing
Slips Trips and Falls prevention	 Investigate ideas for seniors walking groups to identify and report trip hazards 	 Improved safety for seniors walking in the community 	 Walking Groups established to identify trip hazards Process for reporting is promoted 	- Community Partners	Ongoing
Seniors Service	Plan				
Richmond Seniors Service Plan	Work with City Staff to identify opportunities for RSAC to be involved with the Seniors Service Plan	- Seniors Service Plan is implemented in the community	- Richmond seniors better served through new and/or improved services and opportunities	 Minoru Seniors Society Vancouver Coastal Health Non-profit community organizations 	Identify options in 2016

seniors in Richmondheldaware of and connected with the services available in the communityReduce the isolation of seniors by coordinating- Assist Minoru Place Activity Centre and Seniors Wellness Outreach programs to offsite locations, immigrant groups and- Aware of and connected with the services available in the communityReduce the isolation of seniors by coordinating- Follow up is now done by hospital staff to release from hospital	 Increased numbers of isolated seniors are being contacted and made aware of services available More seniors connected with the community and programs available to them such as the Minoru Place Activity Centre programs 	 Minoru Seniors Society Richmond Health Services Vancouver Coastal Health Richmond City Council Richmond Addiction Services Falls Prevention 	Ongoing
seniors in Richmondheldaware of and connected with the services available in the communityReduce the isolation of seniors by coordinating services- 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- Wave of and connected with the services available in the communityReduce the isolation of seniors by coordinating services- Follow up is now done by hospital staff to elderly seniors after release from hospitalSeniors with cordinating services- Seniors with barriers to participation will be able to fully engage in recreation and leisure	isolated seniors are being contacted and made aware of services available More seniors connected with the community and programs available to them such as the Minoru Place Activity Centre	Society - Richmond Health Services - Vancouver Coastal Health - Richmond City Council - Richmond Addiction Services	Ongoing
		Network	
BC Council of Advisors for Seniors Advocate			
Advisers for the monitor activities, report initiatives from Seniors	RSAC members knowledgeable about seniors issues	- Office of the Seniors Advocate	Ongoing
Age-Friendly Richmond			l Mariana da Maria
Age-Friendly - Work with City Staff to - RSAC members are - Richmond identify opportunities for able to contribute able to contribute	 RSAC members have been involved in developing plans for an Age-riendly Richmond 	 Vancouver Coastal Health Minoru Seniors Society Non-profit community organizations 	Ongoing