



City of Richmond

Report to Committee

To: Planning Committee **Date:** January 14, 2017
From: Cathryn Volkering Carlile **File:** 07-3400-01/2017-Vol
01
 General Manager, Community Services
Re: **Richmond Seniors Advisory Committee 2016 Annual Report and 2017 Work Program**




Staff Recommendation

That the staff report titled, "Richmond Seniors Advisory Committee 2016 Annual Report and 2017 Work Program", dated January 14, 2017, from the General Manager, Community Services, 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	INITIALS: 
APPROVED BY CAO 	

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 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 2016 Annual Report (Attachment 1) and proposed 2017 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 also supports Council's 2014-2018 Term Goal #2 A Vibrant, Active and Connected City:

2.2. Effective social service networks.

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

3.3. Effective transportation and mobility networks.

Analysis

2016 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 and the City to advocate for adequate bus shelters and benches at transit stops;
- Provided feedback on City strategies that have an impact on seniors. The RSAC provided valuable input on the Affordable Housing Strategy Update, Age-Friendly Assessment and Action Plan and the Seniors Service Plan;
- Provided information to Council and respectfully requested that City Council advocate to the Federal Government to appoint a Minister Responsible for Seniors and Aging. Given the range and significance of seniors' issues to be addressed by the Federal Government through a number of Ministries, a single point of contact for seniors was recommended to ensure the best possible outcomes for Canadians at all stages of the aging process; and

- Continued to be actively involved with many committees including Richmond Intercultural Advisory Committee, Falls Prevention, Isolated Seniors, Richmond Community Services Advisory Committee, Transportation Committee, Council of Advisers for the BC Seniors Advocate and other committees concerning seniors.

2017 Work Program

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. Highlights of the proposed RSAC 2017 plan (Attachment 2) include:

- Continue to be actively involved with many committees including Richmond Intercultural Advisory Committee, Falls Prevention, Richmond Community Services Advisory Committee, Transportation Committee, Council of Advisers for the BC Seniors Advocate, and other committees concerning seniors;
- Continue to support the work of the Falls Prevention Network in their efforts to educate and promote a greater awareness of how seniors might prevent falls; and
- Continue to gather and share information with RSAC members on issues affecting seniors in order to provide information and relevant advice to City Council.

Financial Impact

The RSAC operating budget of \$2,500 reflects the existing funding plan, as budgeted.

Conclusion

The RSAC 2017 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.



Heather Muter
Coordinator, Seniors Services
(604-238-8459)

- Att. 1: RSAC 2016 Annual Report
2: RSAC 2017 Work Program



Richmond Seniors Advisory Committee 2016 Annual Report

2016 Membership

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

City of Richmond Liaisons:

Ken Johnston, Council 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.

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 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 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 February, 2016 committee members were asked by the City of Richmond to respond to a survey for the "Richmond Police Services Review".

In May, 2016 committee members were requested by the City of Richmond to respond to a survey on "Affordable Housing Strategy Update 2016 – Phase 1".

The Transportation sub-committee worked closely throughout the year with both the City and Translink to advocate for improved wheelchair accessibility and adequate bus shelters and benches.

Heather Muter, 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.

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.

Monthly Guest Speakers for 2016:

January - Dr. Jack Kliman, Physicians Lead and Marnie Goldenburg, Project Leader of Richmond Division of Family Practice, **A GP for Me**

February - Mark Corrado, Senior Manager, Community Safety Policy and Programs, Ted Townsend, Senior Manager, Corporate Communications, **Richmond Police Services Review**

March - Morgan Meloche of Turning Point

April - Sandra Barr, Marketing Manager, Verve Senior Living (**Courtyard Gardens**) and Lisa Welbourn, Marketing Manager, Verve Senior Living (**Gilmore Gardens**)

May - Monica Bennington, Corporate Support, **Affordable Housing Strategy** and Rob Innes Affordable Housing Coordinator

June - Colin Wong, Employment and Volunteer Program Manager, **Pathways Clubhouse**

Sept - Kevin Smith, Staff Lawyer, **BC Centre for Elder Advocacy and Support**

Oct. - Stella Au, Community Programmer, **Richmond Public Library**

Nov. - Kahir Lalji, Provincial Manager and Jody Olsson, Community Impact Planner from **Better at Home**

Dec. - Cathy Carlile, **General Manager, Community Services**, City of Richmond

Correspondence Received:

- Monthly Cosco minutes

Correspondence Sent:

- Letter to Mayor and Council for a "Request for a Federal Minister for Seniors" letter be sent to the Prime Minister with copies to all federal and provincial parties

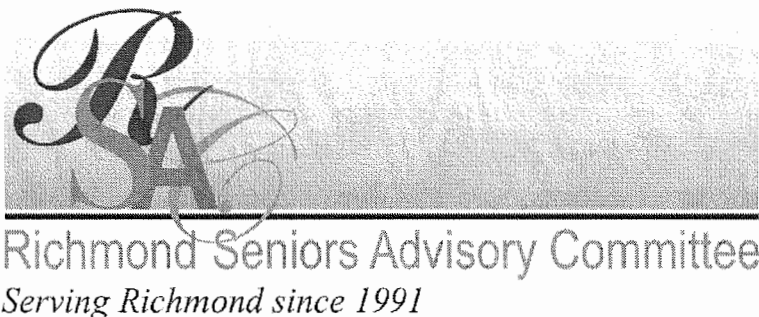
Member Participation in Forums and Conferences:

- Richmond Living Together Symposium (3 attended)

- Aging Well Conference (2 attended)
- Friesen Conference (3 attended)
- B. C. Continuing Care Collaborative (1 attended)

Report submitted by:

Kathleen Holmes, Chair
Richmond Seniors Advisory Committee



**Richmond Seniors Advisory Committee
2017 Work Program**

In 2017, 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.

2017 Budget:

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

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

Richmond Seniors Advisory Committee 2017 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 the completion housing projects that meet the spectrum of affordable housing needs	<ul style="list-style-type: none"> - Continue monitoring developments that include affordable housing for seniors - Continue to build relationship with Affordable Housing Coordinator 	Regular communication with City staff and Council regarding affordable housing initiatives in Richmond	<ul style="list-style-type: none"> - RSAC informed of affordable and supportive housing developments - RSAC consulted regarding seniors affordable and supportive housing developments - Council advised as necessary 	<ul style="list-style-type: none"> - Developers - NGOs - Faith Community - Poverty Response Committee - Homelessness Coalition - Rental Connect - City Departments 	Ongoing
Liaise with community groups seeking to establish seniors housing	<ul style="list-style-type: none"> - Participate in the monthly meetings organized by the Faith Communities, Affordable Housing Task Force & others 				
Liaise with community committee regarding visitability of housing	<ul style="list-style-type: none"> - Participate in the meetings organized by the RCD as requested 				
Advise the City re: the Affordable Housing Strategy Update and use of the Affordable Housing Statutory Reserve Fund	<ul style="list-style-type: none"> - Ongoing dialogue with the City about the Strategy and use of the affordable housing fund 				
Health					
Monitor quality of health care services	<ul style="list-style-type: none"> - Monitor community concerns: long term care, adult day care - Discuss the issue of changing demographics in community services - 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 - Community health services more responsive to changing demographics - Improved relationship with VCH 	<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 	<ul style="list-style-type: none"> - Vancouver Coastal Health - Richmond Health Services - Community Services - Levels of Government - BC Seniors Advocate 	Ongoing
Raise awareness of seniors' health issues for committee members	<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 or workshops 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 - Improved awareness of resources 	<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 2017 Proposed Work Program

Initiative	RSAC Actions/Steps	Expected Outcome	Indicator of RSAC Success	Partners	Status
Publicity					
Increase the profile of seniors issues in Richmond	<ul style="list-style-type: none"> - Attend Community Partner/Community Associations/Societies committee meetings and/or events to bring awareness of the RSAC - Organize a Public forum for seniors to voice their needs 	<ul style="list-style-type: none"> - Greater public awareness of seniors issues and the role RSAC plays 	<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
Intercultural/Multicultural					
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 four 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
Multicultural	<ul style="list-style-type: none"> - Liaise with the RIAC on seniors' multicultural issues - Ongoing dialogue with the City about cultural harmony 	<ul style="list-style-type: none"> - RIAC includes seniors' perspective 	<ul style="list-style-type: none"> - RSAC informed about Committee activities 	<ul style="list-style-type: none"> - Faith Groups - Community Services Department 	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 - Advocate for accessibility on transit 	<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 Seniors Society - Translink - HandyDART - COSCO - Richmond Cares, Richmond Gives 	Ongoing
Falls Prevention	<ul style="list-style-type: none"> - Support the work of the Falls Prevention Network in their efforts to educate and promote a greater awareness of how seniors might prevent falls. 	<ul style="list-style-type: none"> - Improved safety for seniors in the community 	<ul style="list-style-type: none"> - Walking Groups established to identify trip hazards - Reduction of falls 	<ul style="list-style-type: none"> - Community Partners - Fall Prevention Network 	Ongoing

Richmond Seniors Advisory Committee 2017 Proposed Work Program

Initiative	RSAC Actions/Steps	Expected Outcome	Indicator of RSAC Success	Partners	Status
	<ul style="list-style-type: none"> - Support and promote the strategies and programs which are in place, or being developed, to assist seniors. 				
Seniors Service Plan					
Seniors Service Plan	<ul style="list-style-type: none"> - Work with City Staff to identify opportunities for RSAC to be involved with the Seniors Service Plan 	<ul style="list-style-type: none"> - Seniors Service Plan is implemented in the 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 	Ongoing
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 aware of and connected with the services available in the community - Follow up is now done by hospital staff to elderly seniors after release from hospital - Seniors with barriers to participation will be able to fully engage in recreation and leisure opportunities 	<ul style="list-style-type: none"> - 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 	<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
BC Council of Advisors for Seniors Advocate					
Council of Advisors for the Office of the Seniors Advocate BC Liaison	<ul style="list-style-type: none"> - Attend meetings, monitor activities, report back 	<ul style="list-style-type: none"> - RSAC informed about initiatives from Seniors Advocate 	<ul style="list-style-type: none"> - RSAC members knowledgeable about seniors issues 	<ul style="list-style-type: none"> - Office of the Seniors Advocate 	Ongoing
Age-Friendly Richmond					
Age-Friendly Richmond	<ul style="list-style-type: none"> - 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 developing plans for an Age-friendly Richmond 	<ul style="list-style-type: none"> - Vancouver Coastal Health - Minoru Seniors Society - Non-profit community organizations 	Ongoing
Matters Affecting Seniors					
RSAC will respond to Council requests for all items as referred and will provide advice on issues that affect seniors in the Community.					