



Parks, Recreation and Cultural Services Committee

**Anderson Room, City Hall
6911 No. 3 Road**

**Tuesday, May 29, 2018
4:00 p.m.**

Pg. # ITEM

MINUTES

PRCS-3 *Motion to adopt the **minutes** of the meeting of the Parks, Recreation and Cultural Services Committee held on April 24, 2018.*



NEXT COMMITTEE MEETING DATE

Thursday, July 19, 2018, (tentative date) at 4:00 p.m. in the Anderson Room

PRESENTATION

1. Gregg Wheeler, Manager, Sports and Community Events, to present on the Physical Literacy Street Team's 2017 activities.

COMMUNITY SERVICES DIVISION

2. **2015-2020 SENIORS SERVICE PLAN: ACTIVE AND HEALTHY LIVING - 2017 UPDATE**
(File Ref. No. 07-3400-01) (REDMS No. 5800357 v. 5)

PRCS-24

See Page PRCS-24 for full report

Designated Speaker: Debbie Hertha

STAFF RECOMMENDATION

- (1) *That the staff report titled, “2015-2020 Seniors Service Plan: Active and Healthy Living - 2017 Update” dated May 15, 2018, from the Manager, Community Social Development, be received for information; and*
- (2) *That the 2015-2020 Seniors Service Plan: Active and Healthy Living - 2017 Update be distributed to key stakeholders and posted on the City website.*

☐

3. **2015-2020 YOUTH SERVICE PLAN: WHERE YOUTH THRIVE - 2017 UPDATE**

(File Ref. No. 07-3425-02) (REDMS No. 5801684 v. 6)

PRCS-67

See Page **PRCS-67** for full report

Designated Speaker: Krista Germyn

STAFF RECOMMENDATION

- (1) *That the staff report titled “2015-2020 Youth Service Plan: Where Youth Thrive - 2017 Update” dated May 15, 2018 from the Manager, Community Social Development, be received for information; and*
- (2) *That the 2015-2020 Youth Service Plan: Where Youth Thrive - 2017 Update be distributed to key stakeholders and posted on the City website.*

☐

4. **MANAGER’S REPORT**

ADJOURNMENT

☐



Parks, Recreation and Cultural Services Committee

Date: Tuesday, April 24 , 2018

Place: Anderson Room
Richmond City Hall

Present: Councillor Harold Steves, Chair
Councillor Ken Johnston
Councillor Carol Day
Councillor Bill McNulty
Councillor Linda McPhail

Call to Order: The Chair called the meeting to order at 4:00 p.m.

MINUTES

It was moved and seconded

That the minutes of the meeting of the Parks, Recreation and Cultural Services Committee held on March 27, 2018, be adopted as circulated.

CARRIED

NEXT COMMITTEE MEETING DATE

May 29, 2018, (tentative date) at 4:00 p.m. in the Anderson Room

DELEGATIONS

1. (1) Annual Update on the Richmond Arts Coalition

Linda Barnes, representing the Richmond Arts Coalition, introduced Rob Fillo, Executive Director, Richmond Arts Coalition (RAC), and thanked members of the Richmond Arts Coalition Board for their support.

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Mr. Fillo referenced his notes (attached to and forming part of these Minutes as Schedule 1) and highlighted the following information:

- the Richmond Arts Coalition embarked on an infrastructure overhaul to accommodate increases in membership;
- with the assistance of a grant from Tourism Richmond, the RAC was able to hire a professional web-designer to develop a more accessible website;
- community outreach initiatives were made in an effort to grow and solidify relationships with other communities and organizations;
- the RAC meet with City staff on a regular basis to discuss the changing needs of the community; and
- the RAC participated in the Culture Days Festival, co-hosted the Richmond Arts Awards, and provided artists for the Maritime Festival.

Discussion took place on the annual membership fee and the programs that it funds and it was noted that the annual membership fee has increased to \$10.

In reply to queries from Committee, Mr. Fillo advised that the RAC wishes to further its relationships with the community, and in particular with local businesses; he then remarked that the website upgrade allows for the RAC to connect with local businesses through potential advertisements on the site.

(2) Minoru Park Plan and its Impact on the Richmond Tennis Club's Future

Kim Jensen, President, Richmond Tennis Club (RTC), expressed concern with the future of the Club and read from his submission (attached to and forming part of these Minutes as Schedule 2). Mr. Jensen stated that the RTC is in need of upgrades, noting that the RTC would like the following: a larger bubble to accommodate additional courts, a renovated club house to potentially include meeting space and a kitchen capable of catering and additional parking.

In reply to queries from Committee, Mr. Jensen advised that the RTC is listed on the Richmond Sports Council's major facilities list. He noted that should the RTC close for the winter months, members would likely encounter difficulties finding other tennis clubs with affordable fees. Mr. Jensen advised that the RTC has submitted applications for gaming grants, however the amount of said grants is to be determined, if any.

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In reply to queries from Committee, Serena Lusk, General Manager, Community Services, advised that the Minoru Vision Plan envisions that the RTC stay onsite and staff are working towards a lease agreement. She then noted that staff are currently working on a referral regarding the lease agreement and discussions have taken place with regard to replacement costs and construction costs.

In reply to further queries from Committee, Jim Young, Senior Manager, Capital Buildings Project Development, advised that once construction is complete any deficiencies that are construction related will be identified and repairs will be made where applicable.

As a result of the discussion, the following **referral motion** was introduced:

It was moved and seconded

That the potential to upgrade the Richmond Tennis Club be referred to staff and to the Richmond Sports Council and report back.

CARRIED

COMMUNITY SERVICES DIVISION

2. **MINORU CENTRE FOR ACTIVE LIVING INAUGURAL ARTIST-IN-RESIDENCE PROJECT**

(File Ref. No. 11-7000-09-20-204) (REDMS No. 5764707)

Eric Fiss, Public Art Planner, advised that the proposed artist project will appeal to a multi-generational audience through a series of art activities and projects; also, he noted that the artist has expertise in photography and art books.

It was moved and seconded

That the concept proposal for the Minoru Centre for Active Living inaugural artist-in-residence project by artist Sylvia Grace Borda, as presented in the report titled "Minoru Centre for Active Living Inaugural Artist-in-Residence Project," dated April 4, 2018, from the Director, Arts, Culture and Heritage Services, be endorsed.

CARRIED

3. **GILBERT ROAD GREENWAY PUBLIC ART CONCEPT**

(File Ref. No. 11-7000-09-20-225) (REDMS No. 5754558)

Mr. Fiss highlighted that the proposal for Wind Flowers responds to the environment and history of the Gilbert Road Greenway with a series of wind catchers placed on planted beds to provide a visual gateway through the site and an entry landmark for passing vehicles.

3.

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Materials were distributed (attached to and forming part of these Minutes as Schedule 3). Discussion took place on the fabrication team, Stuart's Yacht Renovations, and in response Mr. Fiss advised that the budget for the project is substantial, and through extensive research by the artist, it was determined that Stuart's Yacht Renovations had the most expertise with regard to the concept proposal. He then noted that the project is fully-funded through public art contributions by developers.

Discussion took place on the Gilbert Road Greenway Public Art Concept and it was noted that the budget for the project is high; however there is no additional costs to taxpayers, as it's fully funded by public art contributions by developers.

It was moved and seconded

That the concept proposal and installation for the Gilbert Road Greenway public artwork "Wind Flowers" by the artist team Atelier Anonymous, as presented in the report titled "Gilbert Road Greenway Public Art Concept," dated April 4, 2018, from the Director, Arts, Culture and Heritage Services, be endorsed.

CARRIED

Opposed: Cllrs. Day
Steves

4. ARTS UPDATE 2017

(File Ref. No. 11-7000-01) (REDMS No. 5791094)

In reply to queries from Committee, Liesl Jauk, Manager, Arts Services, advised that the City's Arts and Culture Grants are distributed to non-profit arts and culture organizations and that \$109,754 has been budgeted for overall community grants. She noted that the Street Banner Contest B is carried out by the City's Parks Department; however, staff can examine the potential to include other arts-related initiatives as part of the annual arts update. Also, Ms. Jauk remarked that the Media Lab provides individuals opportunities to work with photography and video and then display their work around the City. She then noted that pottery and weaving clubs are non-profit community groups who utilise space at the Richmond Arts Centre.

Linda Barnes, representing the Richmond Arts Coalition, thanked the City for their efforts with the various art programs and was of the opinion that public art falls under the umbrella of arts programs as youth require professional artists to look up to. Ms. Barnes then spoke of the Arts Update 2017 video and requested that it be shared at an upcoming Council meeting.

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As a result of the discussion, the following **motion** was introduced:

It was moved and seconded

- (1) That the staff report titled, "Arts Update 2017," dated April 5, 2018, from the Director, Arts, Culture and Heritage Services, be received for information;*
- (2) That the Arts Update 2017 be circulated to the Community Partners and Funders for their information;*
- (3) That the staff report titled "Arts update 2017" be forwarded to the next Council/School Board Liaison Committee for information; and*
- (4) That the Arts Update 2017 video be shown at the next Council meeting.*

CARRIED

5. PROPOSED TIDALLY INFLUENCED TERRA NOVA SLOUGH UPDATE

(File Ref. No. 06-2345-20-TNOV4) (REDMS No. 5794336 v. 13)

The Chair distributed materials (attached to and forming part of these Minutes as Schedule 4) and remarked that the Terra Nova Slough was designed to accommodate salmon spawning and in particular, the gravel base is ideal for fish. Discussion took place on the history of the Terra Nova Slough and the potential for salmon to spawn.

In reply to queries from Committee, Alexander Kurnicki, Research Planner 2, advised that staff have discussed the conditions of the Slough with marine biologists and it was noted that the Slough could function as a transition site for salmon travelling down the Fraser River.

Discussion took place on the Slough and the potential to support annual salmon runs, and it was noted that, should this not be feasible, staff consider converting the area back to agricultural land.

As a result of the discussion, the following **referral motion** was introduced:

It was moved and seconded

That the staff report titled "Proposed Tidally Influenced Terra Nova Slough Update" dated April 16, 2018, from the General Manager, Community Services, be referred back to staff.

CARRIED

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6. HOSTING THE 2020 55+ BC GAMES

(File Ref. No. 11-7000-10-01) (REDMS No. 5802061 v. 10)

It was moved and seconded

- (1) That Richmond Sports Council's bid to host the 2020 55+ BC Games be endorsed;*
- (2) That \$60,000 from the Council Community Initiatives Account and a minimum of \$55,000 of in-kind services be committed to host the 2020 55+ BC Games should Richmond be awarded the event as detailed in the staff report, "Hosting the 2020 55+ BC Games," dated April 13, 2018 from the General Manager, Community Services; and*
- (3) That the Five Year Financial Plan (2018-2022) be amended accordingly.*

CARRIED

7. DRAFT COMMUNITY WELLNESS STRATEGY 2018–2023

(File Ref. No. 01-0370-20-002) (REDMS No. 5784755 v. 9)

It was moved and seconded

- (1) That the Draft Community Wellness Strategy 2018-2023, included as Attachment 1 of the staff report titled "Draft Community Wellness Strategy 2018-2023," dated April 5, 2018, from the General Manager, Community Services, be adopted for the purpose of seeking stakeholder and public validation of the strategy; and*
- (2) That the Final Community Wellness Strategy 2018-2023, including the results of the stakeholder and public validation, be reported back to the Parks, Recreation and Cultural Services Committee.*

CARRIED

7A. PUBLIC ART PROGRAM

(File Ref. No.)

Councillor Day distributed a photograph of existing public art (attached to and forming part of these Minutes as Schedule 5) and spoke to developer contributions to public art and in particular, the potential to expand how the funds collected for public art are allocated.

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In reply to queries from Committee, Jane Fernyhough, Director, Arts, Culture and Heritage Services, spoke to a referral currently underway regarding the Private Development Public Art Program, noting that it does not examine the potential to expand how the funds collected for public art are allocated. Ms. Fernyhough then noted that the funds from the City's Grant Program are allocated to non-profit organizations and all the programs highlighted in the Arts Update are funded by other sources. She then noted that the developer contribution rates for public art were tied to the Consumer Price Index as part of the Policy's 2010 review.

In reply to queries from Committee, Mr. Fiss noted that \$100,000 is annually allocated from the Public Art Reserve, solely funded from private developer contributions, to community type projects such as public education initiatives, outreach and promotion of the public art program, community public art projects with community centres and community groups, and so forth; also, he remarked that the funds may only be utilized for public art projects.

Discussion further took place on the potential to amend Policy 8703 – Public Art Program to be less restrictive and provide more options for the allocation of developer contributions.

As a result of the discussion, the following **referral motion** was introduced:

It was moved and seconded

That staff provide options for the Public Art Program Policy regarding developer contributions for public art such as directing funds towards alternative options.

CARRIED

Opposed: Cllrs. McNulty
McPhail

8. MANAGER'S REPORT

(i) Richmond Regional Heritage Fair

Marie Fenwick, Manager, Museum and Heritage Services, referenced a staff memorandum dated April 20, 2018, regarding the Richmond Regional Heritage Fair and noted that the event will take place on May 12th.

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(ii) *Implementation of the Soil Amendment Plan for the Garden City Lands farm plot*

Jamie Esko, Manager, Parks Planning, Design and Construction, referenced a staff memorandum dated April 23, 2018, regarding the implementation of the soil amendment plan at Garden City Lands, and noted that the soil for the Kwantlen Polytechnic University farm plot will be altered to incorporate chicken manure. Ms. Esko then remarked that chicken manure can be malodorous; therefore, it will be incorporated into the soil as quickly as possible. She then advised that staff have developed a communication strategy to inform the public about the soil amendment plan.

(iii) *Mitchell Island Park*

Ted deCrom, Manager, Parks Operations, advised that the Mitchell Island Park will be closed for repairs to the pier.

(iv) *Earth Day*

Paul Brar, Manager, Parks Programs, noted that Earth Day was celebrated on Sunday April 22nd and highlighted that through the Partners for Beautification Program, 211 volunteers participated in 10 different events.

ADJOURNMENT

It was moved and seconded
That the meeting adjourn (5:21 p.m.).

CARRIED

Certified a true and correct copy of the Minutes of the meeting of the Parks, Recreation and Cultural Services Committee of the Council of the City of Richmond held on Tuesday, April 24, 2018.

Councillor Harold Steves
Chair

Sarah Kurian
Legislative Services Coordinator

Executive Directors Report, Rob Fillo, Richmond Arts Coalition, April 2018

Richmond Arts Coalition's mission is to promote, support & advocate for the Arts in all their various forms in Richmond.

2017 was a banner year for Richmond Arts Coalition (RAC.) It began with the hiring of our first ever executive director (ED), myself Rob Fillo, and ended with an amazing ArtRich 2017 Gala and exhibition of our finest local artists. In between, I did vast amounts of organizational education, board-development workshops and mentor outreach, the knowledge from which I imparted on RAC's board, staff, member base and broader public through our regular monthly eBlast newsletters, our website and regular multi-platform social media updates. With this refreshed knowledge base, we embarked on a massive infrastructure overhaul to bring our digital existence up-to-date and redevelop our membership database for both client and organizational efficiency. One of our main tasks in doing so was to commission the build of an entirely new website, from the ground up. RAC needed to catch up with ever-changing technology and, with the assistance of a grant, from Tourism Richmond we were able to hire a professional web-designer and create a powerful and more accessible website that will help us create more value for our members and public users, as well as sponsorship companies and organizations. Also, this year our board members and staff took on a very important succession planning project. Spearheaded by board secretary Jean Garnett, we created an updated board orientation package, featuring our updated conflict of interest policy and new board commitment pledge. We are firm believers in succession planning and want to know that our organization has the tools to both survive and refresh itself, board term limits are also a very important and celebrated part of our group and we were honoured by the retirement of multiple board members this year and thank them dearly for their service.

RAC continues to advocate for arts of all forms in Richmond and beyond. In 2017, RAC was consulted on a multitude of matters in regards to arts and arts communities in Richmond. Massive community outreach efforts were made this year to grow and solidify our relationships with other communities and organizations. Our board chair, Linda Barnes and myself spoke to council on behalf of the possibility of repurposing the Minoru Activity Centre for arts use to fill community needs. I was also directly interviewed by the Minoru Park Planning Consultants (along with Board member Susan Skemp.) Another advocacy highlight would be the Minoru Activity Centre Repurposing Consultant meeting, where myself and the consultant spent time designing a concept floorpan layout to suit the various local arts needs as part of the consulting process. I and various board members continue to meet with city art staff on a

regular monthly basis, to discuss the ever changing and developing needs of our fast growing city. As ED, I made huge strides in opening up our lines of communications with various cultural organizations and local businesses. One highlight included our media-marketing partnership with the Community Mental Wellness Association of Canada's Gala Fundraiser where I was also a featured performer representing RAC and Richmond's arts community to a largely international audience. I also reached out provincially and have received mentorship from over 10 other executive directors. With regular meetings and communications with these mentors, the Arts BC Insight Team and The BC Arts Council, I have been able to more accurately depict the most appropriate timeline directives for our organizational growth; while continuing to find areas where we can improve and meet our growing fiduciary responsibilities. We are always searching for ways to better serve our membership base and Richmond as a whole with our advocacy and presence.

While building on RAC's previous development and creating our new updated infrastructure, RAC's board, staff and volunteers have also managed to be involved in a wide range of community events. I was asked to be a featured artist in the Richmond Art Galleries, Art at Work series where I spoke about RAC and my career as a multidisciplinary artist and arts administrator. RAC was involved in Richmond's Culture Days festivities, hosting an all day music marathon featuring local artists (including some of our RAC members.) In Winter, RAC partnered with Steveston Historical Society (and other local organizations) to put on Songs in the Snow; A free, family friendly, community building concert series that featured local talent and charities. We had fantastic community engagement and warmed up the holiday season for many, many people; In hopes of recapturing a sense of home and community awareness in such a rapidly changing urban environment.

RAC also put on a workshop to aid those, less digitally inclined, submit their works to our very special biannual flagship event, ArtRich!

ArtRich 2017 was an unprecedented success. This spectacular event featured a rich tapestry of multicultural performing artists, spoken word, food art and a barrage of incredible local talent and their art pieces. This event both energized and motivated the local arts community sparking the interest of many new incredible board member applicants. I am happy to say that Richmond Arts Coalition has welcomed some of those applicants and we now have fresh and incredibly talented new board members.

Richmond Arts Coalition was once again honoured to provide the artists performing during this past years Maritime Festival. And we are happy to announce that, this will be our 8th year receiving the Canadian Heritage grant to assist us in doing so once again.

It was again our honour to serve the arts community by co-hosting the Richmond Arts Awards. We have, officially, set aside a charitable endowment fund with the Richmond Community Foundation and plan to grow it to fruition in the coming years to support the Richmond Arts Awards in perpetuity, among other ambition endeavours.

With the support and networking of local organizations, I am proud to say that we have served a large number of our members of many various communities with our advocacy and community presence. It is truly an honour to be the first, ever, executive director of the Richmond Arts Coalition. I believe we made huge strides this year and with our continuing education and development as an organization, I know we will continue to serve Richmond with assertive advocacy and respectful, inclusive community outreach. Since my hiring in March 2017 we have bolstered a %127 increase in our member base and have implemented a %100 increase in our membership fees to better accommodate our growing population and increase benefits for both our members and Richmond's overall population.

None of this could be done without our many partner organizations and friends in the community and we kindly acknowledge the continued funding and support from the City of Richmond, Canadian Heritage Foundation, Tourism Richmond, Canada 150 Fund, Richmond Art Gallery and many more supporting pillars including our highly appreciated, and steadily increasing membership body. In closing, I would also like to take a moment to thank RAC's unsung heros, the people that keep our digital infrastructure and public information delivery services running; admin assistant Andrew Wade and our social media volunteers Allie McDonald and Wendy Tsui. Not to mention the incredible work from our staff and especially our board member Debbie Tobin, who worked especially hard to make sure that our biannual ArtRich celebration was an amazing success.

In the coming year, we plan to maintain this bold and ambitious trajectory while sewing the seeds of growth with increased community outreach and succession planning. I intend to find our local champions of the arts and empower them to do their best work serving our community through the magical, wonder-filled catalyst of human evolution, the arts.

Parks, Recreation, and Cultural Services Committee Meeting

Introduction

For the past year the board of directors of the RTC has been corresponding with city staff and councillors about our place in Minoru Park, our desire to upgrade our facilities, and our wish to renew our lease. We would like to thank Serena Lusk and Gregg Wheeler for meeting with us and responding to our questions. We are in the process of renewing our lease and have been given assurance that the city has no plans to move us in the short or medium term.

At this point in time this is what we would like to do and why:

History

Richmond Tennis Club was formed some 60 years ago and continues to be one of, if not, the most affordable places to play tennis in the Lower Mainland.

The City of Richmond invested in the club by building the tennis courts and fencing.

Since then RTC has maintained and enhanced the tennis facilities by replacing the old clubhouse and investing in 2 bubbles over the years; the second replacing the old single skinned bubble some 25 years ago and in maintaining the courts by repaving and painting at regular intervals.

Today

As we look at RTC today, unfortunately, our appearance is not in keeping with the new up to date facilities in Minoru Park. Our rusting fencing does not match the new higher, powder coated fencing on adjacent facilities. Our clubhouse which is a modular structure (a requirement from the city at the time of construction in 2002) not only looks out of place beside our modern neighbours, the Active Living Centre and the new firehall, but needs to have an overhaul including adding kitchen facilities and meeting rooms.

As a result of the construction there has been damage; the bubble is grimy from the site loading as well as general construction, there is considerable cracking on the court surfaces, including net posts.

It is our belief that prospective members may have hesitated to join because of our appearance and the uncertainty around our future.

RTC was told by the city several years ago that we must be part of an upgrade to the lighting in Minoru Park and invest \$120, 000 in LED lighting. As a result our Capital Reserve Fund is now at an inadequate \$142, 000 which is far short of what is necessary for the replacement of our 25+ year bubble. We have made efforts to increase this amount but members have been hesitant to vote for this because of perceived uncertainty about the club's future. We have applied for additional funding from Gaming grants.

Future

We are looking to the City of Richmond to reinvest in the Richmond Tennis Club. If not, there is a good possibility within no more than 5 years the Richmond Tennis Club will be a summer club only. With the closure of Sportstown, formerly Western Indoor Tennis Club and the Town and Country Tennis Club on the other side of the tunnel there are few options for affordable tennis in Richmond.

Parks, Recreation, and Cultural Services Committee Meeting April 24th 4 pm

We believe there are 2 ways to go.

One, RTC needs to replace the bubble with a larger one, at the least a 4 court bubble, and radically upgrade our clubhouse, and provide sufficient parking for members and the community or,

Two, In keeping with the redesign of Minoru Park which provides excellent facilities for a wide range of sporting and fitness facilities, RTC could become the Richmond Tennis Centre, by reconfiguring of courts including the public courts, a 6 court structure or bubble could be put in place and provide facilities and programs, including pickle ball, which would be for all members of the community. A new clubhouse could provide not only change rooms, showers, etc. but meeting rooms and a catering capable kitchen.

Thanks for the opportunity to speak with you today.

RTC Delegation

Stuarts Yacht Renovations

HOME ABOUT US SERVICES GALLERY LINKS UNUSUAL CONTACT US

OUR SERVICES (INSURANCE OR PRIVATE)



Fiberglass spot Repa

Type your paragraph here.

We perform all types of fiberglass repairs and
gelcoat color matching
Type your paragraph here.



Spray Applied Corrosi Coatings And Topco

If your project needs to be corrosion resist
Type your paragraph here.
we can look after properly preparing the
surface and applying well known industrial
products using conventional spray or airless:



New Part Production

Type your paragraph here.

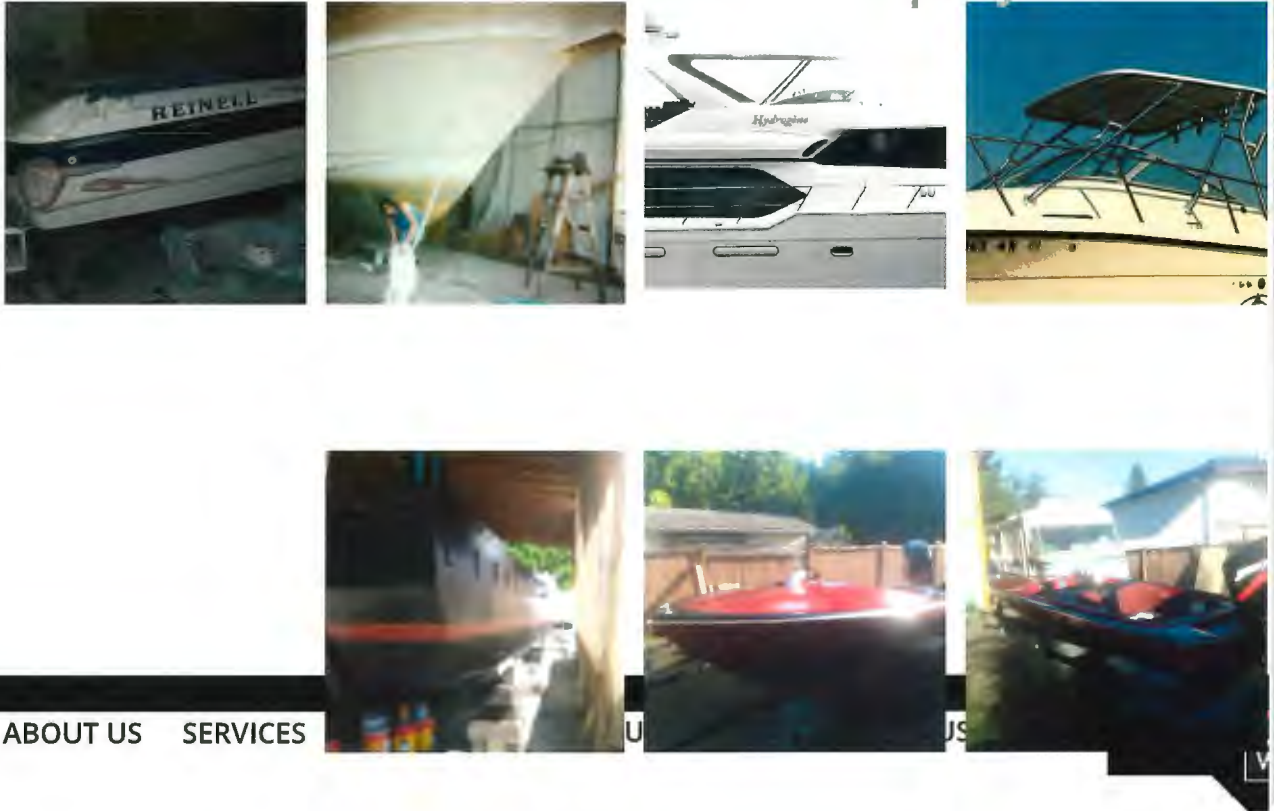
Gallery

Here is a few pics of the kind of work we do

The Hurston that found a barge.



A few more projects



[HOME](#) [ABOUT US](#) [SERVICES](#)

PRCS - 17

Stuarts Yacht Renovations

[HOME](#) [ABOUT US](#) [SERVICES](#) [GALLERY](#) [LINKS](#) [UNUSUAL](#) [CONTACT US](#)

Unusual Projects

Type your paragraph here.

Submarine And Sub Parts

Type your paragraph here.



Cars, Hovercraft & Dunebuggies

Type your paragraph here.



Fishing camps

The prefreshet eulachon and sturgeon migrations are one of the two major spawning runs which take place on the Fraser River. While these fish could also have been obtained while camping at summer fishing village sites, only one site specifically used for the eulachon and sturgeon fishery was identified. This is the Tait Farm Site (DhRt 36 - see Chapter 4) which is thus unique, and as it has intact deposits, it is also significant site. DhRt 36 has been radiocarbon dated to $1,260 \pm 100$ B.P.

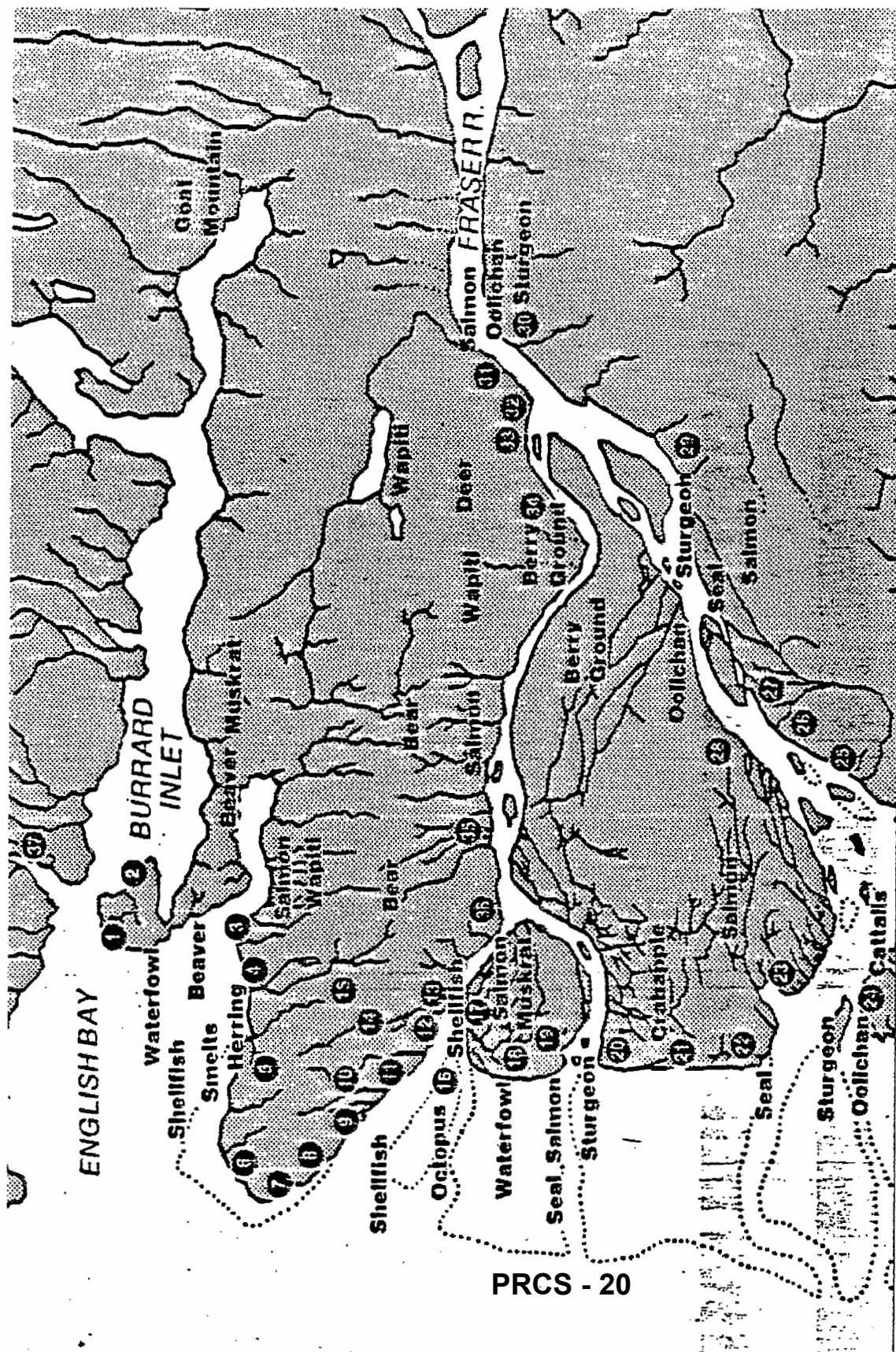
Summer fishing villages

Only one site has been positively identified as a summer salmon fishing village. This site is DgRs 17 which actually consisted of as many as five or six actual villages, 3 Cowichan, 1 Musqueam, and 1 Tsawwassen and probably 1 Saanich (Barnett 1975; Duff 1952; Rozen 1979; Suttles n.d.). Salmon could also have been obtained at those permanent house sites located near the major arms of the river. Several other midden sites may also have been summer salmon fishing villages (DhRs 26, DgRs 27, DhRs x).

Autumn fishing camps

This appears to be one of the most common types of archaeological sites in Richmond, although at the present time they are very poorly understood and the presence of intact deposits has not been established at any of them (see DhRt T86-3, DhRt 23, DhRt 37, DhRs 83, DhRs 81, DgRs x, and probably DhRs 82 and DhRs T86-5). These small settlements would have once been situated along the banks of every slough in Richmond which supported a salmon run. The Musqueam (at least wealthy families) maintained permanent smoke house structures at these sites while other people would have stayed in mat covered lean-tos (see Figure 5-1).

At present the best evidence for these sites is the distribution of hand mauls (and adze blades) near old sloughs. Support for this inference





Schedule 5 to the Minutes of the
Parks, Recreation & Cultural
Services Committee meeting of
Richmond City Council held on
Tuesday, April 24, 2018.



Motion : Carol Day

Parks and Recreation Committee April 24th , 2018

MOTION :

Direct staff to provide options for City of Richmond Public Art policy regarding Developer contributions for Public Art such as directing funds towards alternatives such as a new Arts Centre, opportunities to support local artists , multipurpose art for seating, climbing, creating gathering places etc or other options.

Rational: The current policy allows developers to provide a Public Art contribution and the only option City Council has is to refuse to host the art on public property. Council cannot redirect the Public Art funding or pass on projects that do not reflect the history or Richmond or the general interest of Richmond citizens.

The attached public art project located on Gilbert road was not well received by council and subsequently the only option was to require the developer place the art on the private property. Alternative such as redirecting the funds would have allowed for more creative options that could have benefited more people and created opportunities to enhance the art community.



City of Richmond

Report to Committee

To: Parks, Recreation and Cultural Services
Committee

Date: May 15, 2018

From: Kim Somerville
Manager, Community Social Development

File: 07-3400-01/2018-Vol
01

Re: 2015-2020 Seniors Service Plan: Active and Healthy Living - 2017 Update

Staff Recommendation

1. That the staff report titled, "2015-2020 Seniors Service Plan: Active and Healthy Living - 2017 Update" dated May 15, 2018, from the Manager, Community Social Development, be received for information; and
2. That the 2015-2020 Seniors Service Plan: Active and Healthy Living - 2017 Update be distributed to key stakeholders and posted on the City website.

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

Att. 2

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Arts, Culture & Heritage	<input checked="" type="checkbox"/>	
Parks Services	<input checked="" type="checkbox"/>	
Recreation Services	<input checked="" type="checkbox"/>	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

The 2015-2020 Seniors Service Plan: Active and Healthy Living was developed to address the needs of an important and growing demographic of those aged 55+ years. The Seniors Service Plan provides a framework with goals and actions for the planning and development of services and programs to meet the unique and changing needs of Richmond's seniors population.

The following five strategic directions include items for action and associated timelines for completion:

1. Communication and Awareness — Communication with seniors is timely, effective, and appropriately delivered and received;
2. Responsive and Relevant Services — Programs and services are developed based on best practices, direct consultation, and program evaluation to reflect changing needs and priorities;
3. Respect, Inclusion and Sense of Belonging — There is a citywide focus and understanding of seniors' needs and wants. Seniors are celebrated and recognized as valued community members;
4. Coordinated Service Delivery — The City works with partners including Community Associations and community organizations to ensure services to seniors are coordinated citywide; and
5. Targeted Training and Professional Development — City staff, volunteers, and Community Partners are aware of the most current, evidence-based information related to seniors programs and services.

This report presents the 2015-2020 Seniors Service Plan: Active and Healthy Living - 2017 Update to Council for information (Attachment 2).

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

Continue the development and implementation of an excellent and accessible system of programs, services, and public spaces that reflect Richmond's demographics, rich heritage, diverse needs, and unique opportunities, and that facilitate active, caring, and connected communities.

2.2. Effective social service networks.

2.3. Outstanding places, programs, and services that support active living, wellness, and a sense of belonging.

This report supports Council's 2014-2018 Term Goal #5 Partnerships and Collaboration:

Continue development and utilization of collaborative approaches and partnerships with intergovernmental and other agencies to help meet the needs of the Richmond community.

5.2. Strengthened strategic partnerships that help advance City priorities.

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

Action 7 – Implement, monitor, and update the Older Adults (Seniors) Service Plan.

This report also supports the 2015-2020 Seniors Service Plan Direction #4: Coordinated Service Delivery.

The City works with partners including Community Associations and community organizations to ensure services to seniors are coordinated citywide.

Analysis

The 2015-2020 Seniors Service Plan: Active and Healthy Living - 2017 Update highlights the progress made towards the five strategic directions and the achievement of outcomes and actions.

The overall Seniors Service Plan showcases the important role the City and Community Partners play by working together to meet the diverse needs of seniors and to support them to remain healthy, active, engaged, and connected in their communities.

Highlighted Achievements for 2017

The following are some of the highlighted 2017 achievements:

Direction #1: Communication and Awareness

- A variety of programs and services for seniors were showcased to over 800 participants at Culture Days and Doors Open Richmond;
- Activate Wellness Fair 55+ years featured 40 booths from local organizations and businesses representing programs and services for 55 years as well as 17 free interactive workshops; and
- The use of various forms of technology helped seniors increase their social connections as well as access to information and resources.

Direction #2: Responsive and Relevant Services

- Men's only programming was offered at a number of facilities to meet the needs of this hard to reach population;
- 774 volunteers aged 55+ years volunteered throughout the city including Society/Board and Committee involvement; and
- 1,304 participants aged 55+ years engaged in various citywide Arts Programs including two Artist-in-Residence projects and a Writer-in-Residence workshop.

Direction #3: Respect, Inclusion and Sense of Belonging

- The needs of low income seniors were reflected in a more inclusive Recreation Fee Subsidy Program adopted by City Council;

- The Richmond Public Library and several community centres hosted outreach programs for vulnerable and hard-to-reach seniors; and
- Seniors were celebrated at events including the Canada 150 Pioneer Lunch, Seniors Week, and Over 90's Celebration Tea.

Direction #4: Coordinated Service Delivery

- New staff roles were created and hours were increased for staff working with seniors citywide resulting in expanded and enhanced program and service delivery to reflect the changing seniors population in Richmond;
- Wellness Clinics connected with 5,425 seniors at eight locations through holistic health sessions and free blood pressure checks; and
- Key partnerships with organization such as Family Services of Greater Vancouver, Simon Fraser University, Community Arts Council, and UBC School of Pharmacy, helped to deliver programming to participants 55+ years.

Direction #5: Targeted Training and Professional Development

- City staff delivered presentations about programs and services available for seniors in Richmond to Recreation Studies students at Langara University, and volunteers and staff from Richmond Cares, Richmond Gives;
- Staff took part in training and professional development opportunities to keep informed on the latest information including the Seniors Advocate 2017 Residential Care Survey Results and the Annual SFU John K. Friesen Gerontology Conference; and
- Staff had opportunities to showcase City programs and services for seniors in Richmond including presenting on a panel discussion at the 2017 Provincial Summit on Aging hosted in part by the United Way of Lower Mainland.

The 2017 highlights above show the progress towards the achievement of actions outlined in the 2015-2020 Seniors Service Plan: Active and Healthy Living. The five strategic directions in the Seniors Service Plan continue to provide a framework that guides the planning and development of programs and services that address the needs of an important and growing population of those aged 55+ years in Richmond.

Additional details on the highlights noted above are available in Attachment 2. A summary of the progress made on all of the Seniors Service Plan actions is available in Attachment 1.

Financial Impact

None.

Conclusion

The City and its Community Partners continue to achieve success in meeting the needs of a diverse and increasing seniors population in Richmond. In 2017, this was achieved through collaborative partnerships and continued investment in the provision of innovative and responsive programs and services.

May 15, 2018

- 5 -

The 2015-2020 Seniors Service Plan: Active and Healthy Living - 2017 Update demonstrates the City's commitment to its seniors population and towards furthering the vision for the City to be a nurturing, connected community that promotes healthy and active aging.

A handwritten signature in black ink, appearing to read "Debbie Hertha". The script is cursive and fluid.

Debbie Hertha
Seniors Coordinator, Community Social Development
(604-276-4175)

Att. 1: 2015-2020 Seniors Service Plan: Active and Healthy Living - Status of Actions

Att. 2: 2015-2020 Seniors Service Plan: Active and Healthy Living - 2017 Update

2015-2020 Seniors Service Plan: Active and Healthy Living Status of Actions

The following information depicts the progress of the individual actions identified in the 2015-2020 Seniors Service Plan: Active and Healthy Living to December 31, 2017.

Legend:

Timeline

- *Ongoing*
- *Short Term* refers to 0–3 years.
- *Medium Term* refers to 4–6 years.
- *Long Term* refers to 7–10 years.

Status

- *Significant Progress*: 50% or more of the work has been completed to address this Action.
- *In Progress*: There has been some progress towards addressing this Action, but more work remains.
- *Work Not Begun*: Work towards achieving this Action has not been initiated.

Direction #1 – Communication and Awareness		
Action	Timeline	Status
1.1 Develop and implement a promotion and communication plan.	Short Term	In Progress
1.2 Translate appropriate City materials.	Short Term	In Progress
1.3 Develop and implement a benefits-based engagement campaign.	Medium Term	Work Not Begun
Direction #2 – Responsive and Relevant Services		
2.1 Increase the proportion of arts, culture, and heritage programs.	Medium Term	Significant Progress
2.2 Review and assess the proportion of outreach programming for seniors.	Short Term	In Progress
2.3 Develop and implement a tailored consultation approach to gather feedback from underserved seniors.	Short Term	In Progress
2.4 Expand intergenerational programming.	Short Term	Significant Progress
2.5 Form a committee to establish a <i>functional segmentation</i> approach in service delivery.	Medium Term	Work Not Begun
2.6 Create a welcoming environment for seniors at family and community events.	Medium Term	In Progress
2.7 Continue to implement and expand civic engagement opportunities to orient seniors to City operations.	Medium Term	In Progress
2.8 Expand the scope and range of volunteer opportunities creating more long-term volunteer options.	Medium Term	Significant Progress
Direction #3 – Respect, Inclusion, and Sense of Belonging		
3.1 Maintain and improve a program planning and service delivery process with a lens on diversity.	Medium Term	In Progress

Action	Timeline	Status
3.2 Continue to partner with programs (e.g., Community Action Ambassadors) to serve as a bridge between seniors and information, resources, services and programs.	Ongoing	Significant Progress
3.3 Explore and respond to opportunities to increase dedicated space available for seniors to socialize and gather in City buildings.	Ongoing	In Progress
3.4 Work with Community Associations to expand outreach to vulnerable populations.	Short Term	Significant Progress
3.5 Incorporate the needs of low-income seniors in subsidy and pricing to enhance access to programs.	Short Term	Significant Progress
3.6 Create consistency in terminology to address seniors across the City.	Short Term	In Progress
3.7 Incorporate images that are representative of the diversity of seniors and portray a positive image of aging in all promotional and communication materials.	Medium Term	Significant Progress
3.8 Launch an educational campaign to combat stereotypes and ageist attitudes.	Medium Term	Significant Progress
Direction #4 – Coordinated Service Delivery		
4.1 Develop a Communication Plan for the dissemination and adoption of the Seniors Service Plan Citywide.	Short Term	Significant Progress
4.2 Work with healthcare Community Partners on the development of a <i>scope of practice</i> for seniors service providers in the City.	Long Term	Work Not Begun
4.3 Develop a network among key stakeholders, community partners, and the City that focuses and advances a systems view of service delivery.	Medium Term	Work Not Begun
4.4 Make pertinent research data and information available to Community Partners upon request.	Short Term	In Progress
Direction #5 – Targeted Training and Professional Development		
5.1 Develop a scope of practice for the Senior Services Team staff.	Medium Term	In Progress
5.2 Offer information sessions to community partners on the service needs of seniors.	Medium Term	In Progress
5.3 Implement professional development training to staff, volunteers, and partners on the needs of seniors.	Ongoing	In Progress
5.4 Provide educational opportunities to staff, volunteers, and partners to dispel myths and stereotypes of seniors and aging.	Short Term then Ongoing	In Progress

City of Richmond

2015–2020 Seniors Service Plan: Active and Healthy Living

2017 Update

Community Services Division



Introduction

The 2015-2020 Seniors Service Plan was developed building on the achievements of the previous Seniors Service Plan, collecting best-practice information, exploring related research, and conducting extensive community consultations with seniors, key stakeholders and community partners. The plan addresses the service needs of an important and growing demographic of those 55+ years through five strategic directions with associated items for action. This 2017 Seniors Service Plan Update shows the progress towards the achievement of outcomes and actions outlined in the 2015-2020 Seniors Service Plan.

It is vital for the City to plan its approach to services for seniors as the 55+ years population represents a significant and growing segment of the population. In Richmond, seniors 65+ years (17%) outnumber children aged 14 years and younger (14%). Seniors represent 32% of the total population in Richmond with 63,630 people aged 55+ years. By 2036, 40% of the total population (274,709) is projected to be 55+ years (110,020). Health wise life expectancy in Richmond continues to be the highest in Canada at 85.7 years vs. the national average of 81.1 years. Currently, only 4% of seniors living in BC live in Residential Care or 28,000.

An aging population has many impacts on the delivery of City programs and services. City facilities noted a marked increase in growth of participants attending 55+ years programs and services in 2017. As a result, programs and services moved to larger spaces within City facilities to accommodate the increases and ways to deliver more specialized services to keep seniors healthy were created.

Richmond seniors remain active and engaged in their communities by volunteering and keeping active through participation in programs, activities and events. While most seniors remain healthy and active, some still face barriers to participation including those living with multiple chronic conditions and mental health issues.

The preference of seniors to remain at home in their community also increases the need for more support to stay healthy and well. Partnerships between many Richmond organizations help to create a variety of outreach programs and support services offered at City facilities and offer seniors in need of more support the opportunity to continue accessing programming.

In response to an increasingly aging population, the City and Associations/Societies have been working on a number of activities and initiatives. A new building, the Minoru Centre for Active Living, will soon replace the only stand-alone Seniors Centre in Richmond, Minoru Place Activity Centre, and will open in 2018. New staff positions were also created in preparation for the new building and to support policy and planning including implementation of City plans that focus on seniors. As well, Community Centre Associations increased the number of hours for their staff working with seniors.

Partnerships and collaboration between the City of Richmond and its Community Partners are critical to deliver innovative and responsive programs that meet the needs of a diverse and increasing population of seniors. These connections will help to support the vision of the 2015-2020 Seniors Service Plan for the City of Richmond to be a nurturing, connected community that promotes healthy and active aging.

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2015-2020 Seniors Service Plan Framework



Direction #1: Communication and Awareness

Objective: Communication with seniors is timely, effective and appropriately delivered and received.

Outcomes:

- Increased awareness and knowledge among seniors and their families (e.g. under informed seniors, caregivers, diverse populations, frail, isolated, etc.) of programs and services available.
 - Promotional materials for family focussed events encourage participation of seniors.
 - Improved knowledge of health and wellness benefits.
-

Direction #2: Responsive and Relevant Services

Objective: Programs and services are developed based on best practices, direct consultation, and program evaluation to reflect changing needs and priorities.

Outcomes:

- The needs of underserved segments of the seniors population (e.g. men, hard-to-reach) are met through the offering of a wide range of program and service opportunities.
 - Intergenerational understanding among program participants and the community is enhanced.
 - Programs and services reflect the diversity of the seniors demographic group (e.g. function, age, ethnicity, etc.).
 - A wide range of volunteer opportunities are provided to support seniors to be active, productive members of the community.
-

Direction #3: Respect, Inclusion and Sense of Belonging

Objective: There is a citywide focus and understanding of seniors' needs and wants. Seniors are celebrated and recognized as valued community members.

Outcomes:

- Seniors' needs are met by a range of culturally appropriate and relevant programming.
 - Diverse seniors have a conduit to share their knowledge and skills within the community.
 - City buildings have welcoming spaces to support unstructured gatherings.
 - Improved access and reduction of barriers for frail and isolated seniors (e.g. transportation to community programs, Recreation Fee Subsidy program, etc.).
 - Consistency in terminology, that is reflective of this segment of the population, is established.
 - Seniors are positively portrayed in all City promotional material and communications.
 - An informed community that respects the contributions and needs of seniors.
-

Direction #4: Coordinated Service Delivery

Objective: The City works with partners including Community Associations and community organizations to ensure services to seniors are coordinated citywide.

Outcomes:

- Improved collaboration, information sharing, and transparency among partners to bring a coordinated and collaborative response to service delivery.
 - Service delivery is enhanced through standardized referral processes and defined parameters on service boundaries.
-

Direction #5: Targeted Training and Professional Development

Objective: City staff, volunteers, and community partners are aware of the most current, evidence-based information related to seniors programs and services.

Outcomes:

- Roles and responsibilities in the delivery of services for staff and community partners and staff are clear and defined.
- An informed, knowledgeable staff, volunteer, and community partner team to serve seniors.
- A coordinated seamless, consistent approach of service delivery at all civic facilities.
- Staff and community hold positive perceptions of seniors, reducing stereotypes and ageism.

Progress

Direction #1: Communication and Awareness.

Communication with seniors is timely, effective and appropriately delivered and received.

Culture Days

Minoru Place Activity Centre (MPAC) showcased several activities and offered the public a chance to learn about what is offered at the Centre. Over 400 people attended various activities over three days showcasing the diversity of Minoru programs. Participants were able to explore activities such as Chinese Calligraphy, Woodcarving and Drama. New in 2017, “*Memories of Place*” exhibit displayed photos and accompanying personal recollection of the importance of place and highlighted the significance of belonging. In recognition of National Seniors Day, the exhibit featured video recollections from Richmond pioneers collected at the City’s Canada 150 Pioneer Luncheon.

OUTCOME: Increased awareness and knowledge among seniors and their families (e.g. under informed seniors, caregivers, diverse populations, frail, isolated, etc.) of programs and services available.



Doors Open Richmond

The Steveston Japanese Canadian Cultural Centre celebrated its 25th anniversary in 2017 and was again a registered Doors Open site visited by 400 people. Seniors took the lead in organizing and presenting interactive cultural activities enjoyed by visitors of various backgrounds and age groups.

Information & Referral

There continued to be a demand for on-going information and referral services from both regular and new users 55+ years of Minoru Place Activity Centre and other City facilities. Inquiries included general advice on issues relating to seniors, information and referral to 55+ years programs and services within the City and community organizations in Richmond, support for crisis management issues, and assistance for those dealing with care of aging parents and family members. Seniors Services acted as a resource for staff, volunteers, community groups and the general public and delivered several presentations to community organizations on programs and services available to those 55+ years in the City.

Print Materials and Electronic Distribution Lists

Information in printed form continues to be the most favourable way participants 55+ years learn about programs, services, activities and events available at City facilities. Highlights for 2017 include:

- Community service information and educational brochures were available to the public and located by the 55+ years activity notice board at many community centres
- 55+ years information was available at the monthly citywide Wellness Clinics
- 55+ years Program seasonal newsletters were available in print at most community centres and circulated electronically to a distribution list including various services providers in the community

- West Richmond program posters, newsletters and handbills were available at the facility and circulated electronically and available at various outreach opportunities including Summer West Fest and Activate.
- Annual Positive Aging Campaign posters were displayed at community centres to raise awareness of the contributions of seniors to the wider community.



ACTION: Translate appropriate City materials.

Reaching Diverse Populations through Translated Materials

Programs, services and print materials were offered at a variety of community centres in other languages to reach populations of seniors who may not have been able to participate in the past:

- City Centre Community Centre translated key marketing materials to meet the needs of the community, especially populations that are underserved. Languages that some marketing materials were translated to were Traditional Chinese, Ukrainian, and Russian;
- City Centre Community Centre piloted the use of iPads as translation devices to enhance customer service;
- A program dedicated to teach seniors how to use their mobile devices called 'Electronic Tips and Tricks' was offered at South Arm Community Centre. It was offered in Mandarin and continues to be in demand with registration at capacity;
- Fitness programs in other languages: Osteofit in Cantonese at City Centre Community Centre, Sit and Be Fit in Mandarin and Cantonese at Minoru Place Activity Centre and Yoga in Japanese at Steveston Community Centre.
- At West Richmond Community Centre, translated print materials were provided for a variety of topics including: Falls Prevention; Seniors Week activities, Richmond Cares, Richmond Gives Better At Home services as well as information about services provided by organizations such as Richmond Addictions Services Society and Alzheimer Society of BC.

Minoru Centre for Active Living

The Minoru Centre for Active Living (MCAL) is scheduled to open in 2018. The new, innovative 110,000 sq. ft. multipurpose complex will feature

both aquatic and seniors services as well as fitness services and amenities to support Minoru Park's outdoor sports facilities. The building will replace and expand the functions of the existing Minoru Aquatic Centre, Minoru Place Activity Centre and the Minoru Pavilion which was demolished several years ago. The City has kept the community informed and aware of the progress of Minoru Centre for Active Living project through:

- Information sessions about the new building offered at Minoru Place Activity Centre. The aim of the sessions were to keep inform Minoru Seniors Society Board, the general public, existing members and volunteers well informed about the new facility and the accompanying transitions. A total of 88 people attended the sessions.
- Print materials including brochures, open house display boards, large poster boards in MPAC and Aquatic Centre.
- A dedicated webpage (yourminoru.ca) to provide the public with detailed pictures, maps and timelines, public art information, FAQ's and updated news and events.

English Language Exchange Lessons

City Centre Community Centre offered a series of sessions in 2017 to help newcomer seniors to use English phrases and engage in interactive conversations in themed visits to shopping malls, grocery stores, the City Centre fitness centre and other informal group environments. Participants gained confidence to inquire and register for programs on their own without a translator at the front desk.

ACTION: Develop and implement a promotion and communication plan.

Community Services Marketing Plan

The development of a Community Services Marketing Plan (2017-2019) was completed. The updated plan ensures that seniors are a key audience and a segment within the Richmond population that are of particular focus for the City. Building awareness and understanding of key events for seniors were identified to promote participation and usage among City staff, community partners and the general public. Key events and activities for seniors as identified in the Plan include: Summer Garden Party, Seniors Week, Wellness Clinics, Activate Wellness Fair for 55+ years and the Annual Positive Aging Campaign.

Technology Use to Increase Awareness

- Promotion of the City's online registration system increased as 55+ years online activity (registrations and cancellations) increased from 5.1% in 2016 to 13.2% in 2017.
- *Smartphone and Tablet: Learn from Youth* information sessions were available monthly at Hamilton Community Centre and featured youth teaching seniors the basic operations of a tablet or smartphone. City Centre Community Centre continued to host a weekly Technology Help program whereby youth taught seniors one-on-one on how to use their devices such as cameras, tablets and phones.
- At Steveston Community Centre, introductory classes on iPads, Android Tablets and Smartphones were offered to help seniors use their personal devices for social connection and to access information and resources. A self-managed Japanese Tablet Group has grown out of some of the classes wherein seniors meet and help each other practice using their device.
- Volunteers worked with seniors at Minoru Place Activity Centre to navigate the digital world with weekly appointments available to help educate and support clients with their technology device questions. In 2017 there were 128 appointments with six volunteers.



Move for Health Week 2017



Richmond residents had the opportunity to celebrate healthy active living with more than 55 free or low cost fun, active and educational sessions promoting the benefits of healthy, active living for people of all ages. Seniors 55+ years had many activities to choose from including 15 specific activities for the 55+ years age group and others open to all ages. Promotional materials for Move for Health Week encouraged participation of all ages and fitness levels.

OUTCOME: Promotional materials for family focussed events encourage participation of seniors.

Activate Wellness Fair 55+ years: *Sharing Stories to Improve Health*

The Activate Wellness Fair hosted over 400 participants aged 55+ years in 2017 as part of last year's Canada 150 community events. The goal of the fair was to connect participants with their community and with vital information to keep them healthy, safe and independent in their homes. The fair featured over 40 booths from local community organizations and businesses representing programs and services for seniors 55+ years as well as 17 free, dynamic and interactive workshops including speakers, fine arts, drama, music, digital storytelling and memoir writing. A variety of health and wellness services such

as blood glucose and blood pressure checks were sponsored by local businesses. Activate was delivered in partnership between the City of Richmond, Richmond Cultural Centre, Richmond Public Library and Minoru Seniors Society (MSS).

OUTCOME: Improved knowledge of health and wellness benefits.

Annual Arthritis Public Health Forum

West Richmond Community Centre, in partnership with the Arthritis Society and Osteoarthritis Service Integration System (OASIS) and Vancouver Coastal Health, hosted their annual Arthritis Public Health Forum, *Managing Arthritis with Healthcare Providers*, with 85 seniors in attendance. This annual forum has been offered since 2012 and helps participants to learn ways to better manage some of the symptoms and pain of osteoarthritis with tips, tools and information on physical activities presented by a physiotherapist and occupational therapist.

Chronic Disease Management Workshops

A wide range of health and wellness workshops were offered to seniors 55+ years in partnership between the City, Vancouver Coastal Health and Community Associations across Richmond. Workshops were offered in other languages based on the needs of the community. All workshops were offered free of charge and helped to inform participants on a range of topics demonstrating the health and wellness benefits of incorporating healthy habits and prevention into their lifestyle. These habits included daily movement/fitness based on the level of physical ability, nutrition tips, cognitive/mental activities

and relaxation. Many community centres offered workshops on the day of their wellness clinic allowing seniors to take advantage of multiple community services at the same location.

Workshops also connected participants to Seniors Coordinators and other staff at City facilities as well as staff, volunteers and health professionals from community organizations working with seniors. Examples of workshops delivered in 2017 included:

- Kidney Disease
- Healthy Aging Series: Activity; Aging 101; Healthy Eating; Managing Medications; Managing Stress; Mental Wellness
- Advance Care Planning
- Self-Management for Health
- Mental Health Series
- Brain Health Series
- Chronic Pain Self-Management Program
- Diabetes Self-Management Workshop
- Healthy Heart Series
- Osteoarthritis Series
- Brain Health & Dementia
- Benefits of Meditation
- Health and Pet Companionship



Direction #2: Responsive and Relevant Services.

Programs and services are developed based on best practices, direct consultation, and program evaluation to reflect changing needs and priorities.

OUTCOME: The needs of underserved segments of the seniors population (e.g. men, hard-to-reach) are met through the offering of a wide range of program and service opportunities.

Men's Only Programming

- Men's only programming was offered after recognizing men 55+ years underutilized wellness clinic services and other social programs at community centres in previous years. Men's only programming fostered a safe environment to meet, socialize, and discuss important men's health topics.
- A series of *Just for Men* events were offered in partnership between the City of Richmond, West Richmond Community Centre, Steveston and Minoru Place Activity Centre (MPAC) in 2017.
- A new pilot program "*Hanging with the Guys*" was launched by MPAC aimed at providing opportunities for men to socialize, build relationships and explore topics for discussion. This program offered monthly at MPAC is now a self-facilitating group and is looking to expand to twice monthly.



Intergenerational Programming – Elementary School Partnerships

- A successful pilot program at South Arm Community Centre called "Grandpals" was an opportunity for students from a local elementary school to socialize with seniors during their coffee time. Students brought questions and engaged seniors in conversation, facilitated a sing-a-long, and played their musical instruments.
- South Arm Community Centre also hosted a program called "*Book Buddies*" where seniors got a chance to engage with preschool students reading books, dancing, and socializing each week.
- At Steveston Community Centre, 50 students from Gilmore School experienced a Ukulele Circle singing with seniors as a way of preparing for future classes in their school.
- City Centre Community Centre hosted a variety of activities on a weekly basis in February with children and seniors including Intergenerational Line Dancing, Ukulele, and African Drumming Classes. A total of 30 children from Cook, General Currie, and Brighthouse Elementary Schools and 20 seniors engaged in the activities together.
- Richmond Public Library created a new Active Mind Sets collection to encourage memory retention and cognitive enhancement through interactive games for participants aged 8 to 98 years.

OUTCOME: Intergenerational understanding among program participants and the community is enhanced.

Intergenerational Programming – Walk Richmond

ACTION: Expand Intergenerational Programming.

- In 2017 Walk Richmond hosted 37 walks with 1,550 individual visits for people of all ages and fitness levels with a goal of building a legacy of healthy lifestyles in Richmond by engaging people in lifelong walking. It is estimated that 85% of the Walk Richmond participants are over the age of 55 years.
- This program is unique in that many barriers have been removed to ensure accessibility by all ages, seniors with low incomes, differing mobility levels, other languages and cultures.
- The program partnered with community stakeholder groups including Richmond Division of Family Practice, Richmond Public Library and Chronic Disease Nurses from Vancouver Coastal Health to decrease the barriers to vulnerable populations participating in physical activity opportunities.
- In partnership with the Chronic Disease Nurses Network, Walk Richmond presented regularly as part of the Heart Health educational workshop series at Steveston Community Centre and Minoru Place Activity Centre.
- The Frequent Walker Rewards Program continued to promote recreation opportunities offered at City facilities through draws for passes to swimming, skating, pitch and putt and community centres. This program also generated many opportunities for seniors to volunteer.



ACTION: Create a welcoming environment for seniors at family and community events.

Intergenerational Events

The following events welcomed participants aged 55+ years and those younger through targeted promotional materials and intentional programming to accommodate the needs of both groups while providing meaningful experiences.

Family Day

City Centre Community Centre hosted a 55+ years and Youth Cooking and Social Lounge on Family Day in 2017. A total of 15 youth and 70 seniors sang karaoke songs together and played a variety of board games. Youth and seniors also cooked a meal together and served it during Family Day.

Summer Plaza Series

Free community concerts sponsored by the Minoru Seniors Society and held at Minoru Place Activity Centre, encouraged people of all ages to come to the Minoru Plaza to enjoy a variety of musical performances that might not otherwise be available to them. Highlights included Classical Strings, a Venezuelan Folk band, the Richmond Community Band and a Ukulele Jam with seniors performing their favourite songs.



Steveston Salmon Festival

The Steveston Salmon Festival is an integral part of the rich heritage in Steveston drawing hundreds of volunteers, sponsors, and participants to the community every Canada Day. The Steveston Seniors Drumming Circle opened the musical program on the main stage of the 2017 Steveston Salmon Festival which was a key event in the Canada 150 celebrations in Richmond. Seniors also actively organized and presented the long-running Japanese Cultural Show and various popular food booths.

Other Events:

Other events included:

- An intergenerational Sock Hop event was hosted at Thompson Community Centre during Seniors Week with two preschool classes and approximately 20 seniors participating.
- Seniors and youth worked together to operate the Food Concession Stand at the Annual Steveston Community Centre Craft Fair.
- Japanese Language School students and Japanese seniors jointly celebrated significant cultural or community events including Christmas, Halloween and the Japanese Canadian Cultural Centre's 25th Anniversary Celebration, and often exchange treats or presents prepared for one another.

OUTCOME: Programs and services reflect the diversity of the seniors demographic group (e.g. function, age, ethnicity, etc.).

55+ years Programming

A wide range of programming was offered to meet the needs of a diverse and changing population of seniors in Richmond. In 2017, 14,432 seniors participated in 55+ years registered programs and visited community centres 185,956 times through fitness, sport and games room passes. With an additional 275,495 swimming pool pass visits for 55+ years at Watermania and Minoru Aquatic Centre.

Increases in 55 + Years Programming at Thompson Community Centre:

- 57% increase in programming with 93 programs and courses offered in 2017 compared to 59 in 2016.
- 26% increase in registrations in 55+ years programs and out trips with 1,055 in 2017 and 834 in 2016.
- 63% increase in facility pass drop-ins with 7,955 in 2017 compared to 4,866 in 2016.

55+ Years Facility Pass/Group Fitness and Swim Programs City-wide Highlights

- Facility Passes sold: 3,373
- Facility Passes scanned (visits to community centres): 82,719
- Sport visit passes scanned (basketball, badminton drop-in, etc.): 6,025
- Fitness Passes scanned: 162,298
- Swim Passes scanned: 275,495

Specialized Fitness Programs

The City offered many adapted and specialized fitness programs at community facilities to provide fitness opportunities for a range of abilities. Orientation and drop-in style services for 55+ years were also offered at many centres to assist seniors in determining what fitness programs were most suitable for their level of physical ability. In 2017 community centres offered the following specialized fitness programs:

- PWR! Moves™—Parkinson Fitness
- Sit and Be Fit in both English and Cantonese
- Osteofit in both English and Cantonese
- Steadyfeet™
- Balance and Falls Prevention
- Nordic Pole Walking/Outdoor Fitness Circuit
- Nordic Poling for Chronic Conditions (NEW)
- Qigong for Health
- Introduction to Pickleball

Out Trips

In 2017, 140 trips were offered by community facilities to seniors. Out trips continue to be a very popular activity for 55+ years with some trips operating at 96% capacity. Transportation provided for out trips was made possible through the use of vehicles from the City's Community Leisure Transportation (CLT) program. In 2017 there were a total of 444 out trips for 55+ years that used buses operated by Community Leisure Transportation compared to 426 trips made in 2016. This figure includes trips booked by Community Partners. Programs offered out of Minoru Place Activity Centre saw a 25% increase in registrations for out trips in 2017 with a total of 803 seniors participating.

ACTION: Increase the proportion of arts, culture and heritage programs.



Arts, Culture and Heritage Programs

Minoru Seniors Legacy Stories Public Art Project

Artist-in-Residence, Catrina Megumi Longmuir was selected to lead a year-long community art project in 2017, the Minoru Seniors Legacy Stories Public Art Project—*Looking Back, Looking Forward*. A series of artist-led workshops were initiated to celebrate the past, present and future of the Minoru Seniors Society, from its humble beginnings at the Murdoch Centre to the opening of the new Minoru Centre for Active Living (MCAL) in 2018. The Artist, together with seniors at the Minoru Place Activity Centre, created a legacy for the Centre by gathering stories, creating collages, art and digital media/film pieces through workshops and one to one sessions. This public art project will be unveiled as part of the opening of the new MCAL in 2018.

Japanese-Canadian Community Programs

Japanese-Canadian seniors, most of who are in their 80s and 90s, continue to practice and celebrate their cultural traditions through various community-led programs and groups at Steveston Community Centre including Nikkei Seniors lunches, Japanese

Crafts Group (e.g. Origami), Shigin (Japanese poetry chanting) and Akebono (Karaoke). Nikkei Stories, the documentary launched in 2016 commemorating the history of the Japanese-Canadian community of Steveston, continued to be shown and discussed in 2017 at various community events including Activate Wellness Fair 55+ years and Doors Open, as well as shown to several groups visiting Steveston.

- **Citywide, 1304 participants aged 55+ years attended 123 Arts Programs (music, visual, dance, performance) in 2017.**
- **Minoru Place Activity Centre saw a 20% growth in 2017 in participants registered in Arts Programs.**

Writer-in-Residence Workshop

A three-part workshop, *“Write Yourself into a Fictional Character in a Story”*, with 2017 Writer-in-Residence, Nilofar Shidmehr, was offered to 55+ years participants who were given a chance to dramatize their lives and give them a narrative shape. Stories were read on camera at the Richmond Media Lab, and the collection was published into a printed chapbook. Short videos were screened as part of the Writer-in-Residence Final Celebration in November 2017.



Artist-in-Residence Project

A year-long public art project at Thompson Community Centre connected seniors with Artist-in-Residence, Pierre Lechner, for six sessions in which seniors participated in creating works of art as part of the “SpArt” project—*Bringing People Together through Sport and Art*. The artifacts created are displayed throughout the centre.

OUTCOME: A wide range of volunteer opportunities are provided to support seniors to be active, productive members of the community.

- 774 volunteers aged 55+ years volunteered throughout the City in 2017.
- Volunteers of all ages reported 94,713 hours of service from 734 opportunities across Richmond with 32,659 of those hours reported at Minoru Place Activity Centre.

Volunteers at Minoru Place Activity Centre

The Minoru Seniors Society is a non-profit organization serving seniors in Richmond that provides services and programs in partnership with the City at Minoru Place Activity Centre. Volunteers played an essential role in the Society’s continued success in 2017. In 2016/2017, 298 volunteers contributed 23,967 hours to the society.

Richmond Seniors Advisory Committee

The Richmond Seniors Advisory Committee (RSAC) acts as a resource and provides advice to City Council regarding seniors’ needs and issues such as health, transportation and housing as they arise. 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. In 2017, there were a total of 15 community members on the Committee who attended ten monthly meetings throughout the year.

Some noteworthy examples of key activities of the Committee in 2017 included:

- Monitored transportation issues including working with Translink and the City to advocate for adequate bus shelters, benches at transit stops, new crossing lights and improvements to pedestrian crossings as well as involvement in discussions on improvements to HandyDART;
- Attended at workshops and/or conferences including SFU’s Annual Gerontology Conference and the Seniors Advocate Residential Care Facilities Update; and
- Involved with several groups in addition to participation at regular monthly meetings:
 - External committees: Council of Advisers for the BC Seniors Advocate, Council of Senior Citizen’s Organizations of BC (COSCO) and VCH Falls Prevention Network;
 - Sub-committee: Promotions and Transportation Sub Committee; and
 - Other Council appointed Advisory Committees including Richmond Intercultural Advisory Committee and Richmond Community Services Advisory Committee.

Greenhouse Social

In partnership with the Sharing Farm Society, the Greenhouse Social program at Terra Nova Rural Park offered a free outdoor volunteer opportunity for seniors 55 + years. The Sharing Farm grows organic vegetables for the Food Bank and neighbors in need through this program. In the summer of 2017, 33 seniors from Minoru Place Activity Centre participated in this social program and connected with meaningful volunteer opportunities. The program included transportation from MPAC to the Terra Nova Sharing Farm, with lunch and plenty of social opportunities provided.









Direction #3: Respect, Inclusion and Sense of Belonging.

There is a citywide focus and understanding of seniors' needs and wants. Seniors are celebrated and recognized as valued community members.

Recreation Fee Subsidy

A revised, more inclusive Recreation Fee Subsidy Program (RFSP) was adopted by City Council in 2017. A revised RFSP and pricing change will be implemented in 2018. The updated program will expand eligibility to include low income Richmond residents of all ages and will enable clients a greater choice in recreation opportunities.

ACTION: Incorporate the needs of low-income seniors in subsidy and pricing to enhance access to programs.

Community Leisure Transportation

The City's Community Leisure Transportation (CLT) program provides transportation to community programs, services and special events with a fleet of buses offering affordable transportation options for community organizations. In 2017, the CLT program had 785 bookings that transported 13,561 passengers and travelled a total of 45,062 kilometers. The CLT service continued to offer a weekly shopping bus departing from residential buildings in Richmond with a large number of senior residents. The bus provides weekly service to a number of shopping centres and malls for a nominal fee. In 2017 the shopping bus served a total of 1,169 seniors.

OUTCOME: Improved access and reduction of barriers for frail and isolated seniors.

Accessibility and Inclusion

- 55+ years Facility Tours and Program Orientations at City Centre Community Centre were offered monthly and in different languages upon request. These services were aimed at informing participants

and newcomers of the Centre's amenities, 55+ years programs and services, and how to register for programs.

- A new program, Conversational Mandarin for English speakers, was offered at Thompson Community Centre with the goal of connecting seniors speaking different languages.
- A new English Language program at City Centre Community Centre was launched to encourage seniors to learn basic English essential to support their basic needs. The program taught seniors to use phrases and learn interactive conversations through themed visits to the shopping mall, grocery store, fitness centre and other informal group environments.
- City Centre Community Centre hosted a 55+ years Poetry Appreciation Group that strives to bring cultural harmony by sharing poetry and literature from both the Asian and Western worlds.
- South Arm Community Centre offered an English class to support immigrants and those wishing to learn English as well as a square dance class in Mandarin.
- Thompson Community Centre hosted a free *TravelSmart for Seniors* workshop presented by Translink that taught participants how to navigate public transit in English and Mandarin
- West Richmond Community Centre continued their outreach to the LGTBQ community with LGBTQ2S connection activities and a Rainbow Social event.

OUTCOME: Seniors' needs are met by a range of culturally appropriate and relevant programming.

Opportunities to Connect and Socialize

- In 2017, 944 seniors attended Friday Night Live at Minoru Place Activity Centre (MPAC) a social program designed to connect seniors with others in their community. As well, 4,444 MPAC members enjoyed dinner on a Friday night at MPAC in 2017.
- At Thompson Community Centre, breakfast events for 55+ years were popular with three offered in 2017 that attracted approximately 24-40 participants each. Other events at Thompson included a Chinese New Year event with over 50 drop-in participants, a Luk Tung Christmas Party and Thanksgiving (catered) dinner which was sold out with 35 participants.
- City Centre Community Centre hosted their annual *Winter En Blanc Holiday Party* for 55+ years that celebrated the holidays with participants all dressed in white. The event included a delicious and hearty meal, followed by group singing, table tennis, group line dancing, a themed photo booth and a prize draw.

ACTION: Work with Community Associations to expand outreach to vulnerable populations.

Outreach Programming to Vulnerable and Hard to Reach Populations

Richmond Public Library

- **Home Services:** The Richmond Public Library conducted a review of their Home Services to improve operations and investigate possible expansion of service. The review included a phone survey of clients to determine service satisfaction, and to provide an opportunity for homebound seniors to give their feedback and feel their experience is valued. Home services provide home delivery of library materials to any person in

Richmond, regardless of age, who are unable to visit the library and confined to a private residence, other residential facility or hospital because of a physical or visual disability, injury or illness lasting more than three months, disabled, elderly and homebound clients.

- **Digital Learning Sessions:** Two digital learning programs, *Wise Webbies Workshops* and *Tech Buddies Clinics* were delivered by volunteers of all ages from the Richmond Public Library to seniors in independent living and residential facilities in Richmond (Minoru Residence, Gilmore Gardens and Kiwanis Towers). The *Wise Webbie* program was a four-week technology workshop offered to seniors to introduce them to hands-on ways of using a tablet. Tablet devices were provided with grant funding from the Richmond Community Foundation. This program highlights community partnerships, inter-generational learning and connecting seniors to new technology.

Wellness Connections

2017 marked the 10th year of Wellness Connections, the award winning outreach program hosted at Minoru Place Activity Centre that reaches frail and vulnerable and isolated seniors, filling the gap between independent community centre programming and formal health care services. The program is offered in both English and Chinese and provided participants with transportation to and from their home, a hot lunch, a gentle fitness program, programming such as tours, cooking classes and try it fitness demos, as well as access to on-going recreation and leisure counselling. Participants were referred to the program by Vancouver Coastal Health and other Community Partners serving seniors.

ACTION: Maintain and improve a program planning and service delivery process with a lens on diversity.

Iki Iki Social

The Iki Iki Social program, hosted at Steveston Community Centre, offered participants with mild to moderate dementia an opportunity to socialize and enjoy an easy-paced and culturally-familiar day of activities including lunch in a safe and engaging environment. The program was conducted in Japanese and English and also provided a brief but welcome respite for caregivers. Now in its third year, the program benefits from a dedicated team of volunteers and the continued support of participants' families.

Minds in Motion

The Minds in Motion program, coordinated by the Alzheimer Society of British Columbia, was offered at South Arm Community Centre and East Richmond Community Hall (Cambie) with full registration at each season. This fitness and social program catered to individuals experiencing the early symptoms of Alzheimer's disease or dementia. The program offers participants a light exercise program, followed by refreshments and socialization. Family and caregivers are welcomed to attend at no charge.



Music Works

Music Works was offered at West Richmond Community Centre targeting isolated, frail and at-risk seniors in the community. In 2017 a program was offered with 14 participants and a team of 15 Senior Volunteer Mentors, Program and Bus Hosts. A new program was offered called *Music Works for Health—Drumming*, a six-week program that included lunch and a drumming circle with 11 participants, seven Senior Mentors and two volunteer hosts.

OUTCOME: Diverse Seniors have a conduit to share their knowledge and skills within the community.

Volunteers and Outreach

Meaningful volunteer opportunities for seniors were provided through the Music Works program that brought younger, active seniors together with isolated and vulnerable seniors. Ukulele volunteers (Lulu Island Strummers) participated in outreach programs leading sing-alongs and/or teaching sessions at Gilmore Gardens, Friday Night Live, Activate, Steveston Farmers Market, and Steveston Community Centre. Outreach to Gilmore Gardens resulted in the development of a weekly Ukulele Jam at the residence.

Events & Activities that Recognize and Celebrate Seniors

OUTCOME: An informed community that respects the contributions and needs of seniors.

Pioneer Lunch – Canada 150 Event

The Pioneer Luncheon was a special celebration to recognize the contributions of Richmond's long-time residents who helped shape the community. Individuals, who lived in Richmond for 50 years or longer, were invited to the luncheon which took place under tents on Richmond City Hall's north plaza.

Approximately 720 guests, some who had lived in Richmond for more than 90 years, enjoyed a catered lunch, live entertainment and words from the Mayor and Richmond pioneers.



Over 90s Celebration Tea

A celebration was hosted by the Minoru Seniors Society for 100 members aged 90 years and older. The annual celebration was added to the Seniors Week festivities. In 2016/2017, there were 111 Minoru Place Activity Centre members over the age of 90 years.

Seniors Week

Celebrated annually in June, Seniors Week recognizes and commends the contributions seniors bring to their community. Programs and events are free or low cost and targeted to seniors and their families. To promote Seniors Week activities to a larger audience of seniors, the brochure was translated into Punjabi and Chinese. Seniors Week was expanded from five to seven days of activities to provide weekend and evening activities to better meet the needs of the seniors' population. A total of 915 seniors participated in the 2017 activities—an 11% increase over 2016. The opening ceremony alone had 329 participants compared to 140 in 2016. The majority of programs offered during Seniors Week had a waitlist or were at or near capacity.

Garden Party

The annual Garden Party was presented by the City with support from the Community Associations/ Societies and hosted 125 participants at a Canada 150 themed event—*Canada Coast to Coast*. The annual Garden Party took place outside Minoru Place Activity Centre in the plaza and guests were welcomed with live music. Participants enjoyed light refreshments that were uniquely Canadian and represented the regions of Canada while listening to various forms of entertainment including Canadian themed trivia.

National Seniors Day

National Seniors Day, celebrated annually on October 1, honours seniors for their many and varied contributions to their families, workplaces and communities. Events and programs raise awareness about the important roles seniors play in Canadian society. Internationally, the General Assembly of the United Nations has designated October 1 as the International Day of Older Persons.

The City and its community partners hosted several celebrations to celebrate National Seniors Day and International Day of Older Persons including two free art exhibits, a breakfast social and a photo campaign.

- The *Memories of Place* exhibit featured video recollections from Richmond pioneers collected at the Canada 150 Pioneer Luncheon and a photography exhibit capturing seniors from Minoru Place Activity Centre celebrating their history and



stories of the Centre. Over 250 visitors attended the exhibit. In addition, a photo and memory capture session was held as part of the exhibit with 22 seniors participating.

- City Centre Community Centre hosted a National Seniors Day Breakfast Social: Participants celebrated the day with a light breakfast, ice breaker games, and a group discussion on ideas for future programs.
- In recognition of National Seniors Day on October 1, 2017, City Centre Community Centre hosted the *Portraits of City Centre* exhibit for the month of October, featuring portraits of seniors and their stories captured in the year during Seniors Week.

ACTION: Launch an educational campaign to combat stereotypes and ageist attitudes.

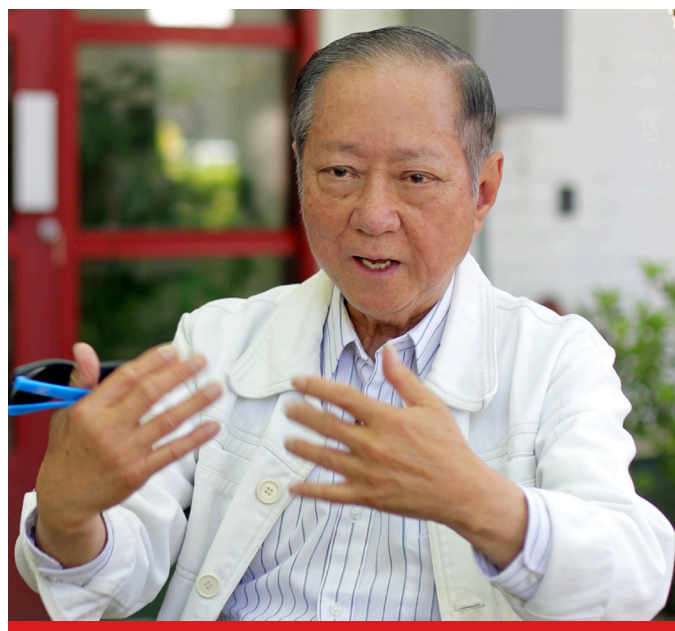
Diffusing Ageism through Education and Volunteerism

City staff, volunteers and Minoru Seniors Society participated in a project led by Richmond Cares, Richmond Gives that aimed to dispel some of the negativity surrounding aging. This was achieved through workshops delivered by Richmond seniors to university students. Students were educated about volunteer opportunities with seniors with the idea that by volunteering to help seniors, the students would gain real life experience which would further break down negative stereotypes.

Positive Aging Campaign

Each year the City creates a Positive Aging Campaign showcasing positive images of adults aged 55+ years living in Richmond. The 2017 campaign focused on the talents, contributions and participation of seniors while dispelling myths and highlighting the reality of those who continue to be active in the community. The photo campaign was displayed at Minoru Place Activity Centre and other City facilities in Richmond.

ACTION: Incorporate images that are representative of the diversity of seniors and portray a positive image of aging in all promotional and communication materials.



Myth: Seniors are slow and stay at home.

Reality: Lawrence, aged 84, volunteers over 40 hours a week.

International Day of Older Persons & National Seniors Day— October 1, 2017
Independence – Participation – Care – Self Fulfillment – Dignity



Direction #4: Coordinated Service Delivery

The City works with partners including Community Associations and community organizations to ensure services to seniors are coordinated citywide.

Seniors Services Citywide and Association/Society Staff

Citywide Roles

There are currently three full-time citywide positions within the Community Services Division working solely with seniors. The position highlights are as follows:

- **Coordinator, Seniors Services** oversees building operations (the future Minoru Centre for Active Living); delivery of 55+ years programs and services, events and wellness programs and liaison to Minoru Seniors Society.
- **Seniors Wellness Coordinator** reports to the Coordinator, Seniors Services and coordinates citywide outreach and wellness programs, works with other Seniors Coordinators, leisure counselling and information and referral.
- **Seniors Coordinator** is a new position created in 2017 focusing on policy and planning; Seniors Services & Age-Friendly Plans; research and trends, education and training for City staff; community partnerships and liaison to Richmond Seniors Advisory Committee

Associations and Societies

The Seniors Coordinators, working in Community Centres are employed by Community Associations and are responsible for the development, coordination and implementation of comprehensive programs and services that are responsive and relevant to the diverse needs of seniors and based on best practices, emerging trends, direct consultation and program evaluation.

There are Seniors Coordinator positions at eight community centres in Richmond: one staff resides at Minoru Place Activity Centre and four are currently working part-time. Seniors Coordinators from two community centres, Thompson and City Centre, increased their hours to full-time status in 2017 to reflect the changing demographics of seniors and to ensure that the needs of this group are met.

ACTION: Make pertinent research data and information available to Community partners upon request.

Seniors Services Coordinators Meetings

City staff and Seniors Coordinators from Community Associations/Societies meet monthly to share information about program and service delivery to seniors in their neighbourhoods. Participants are able to brainstorm challenges, share successes and research, discuss education and training opportunities and trends on aging. These monthly meetings ensure collaboration among those working with seniors in City and Association roles, act as a supportive peer network and provide opportunities to keep up to date with the latest research and issues affecting the 55+ years population.

Citywide Wellness Clinics

- Wellness clinics in 2017 were supported by partnerships and collaboration between several organizations including the City of Richmond, Richmond Cares, Richmond Gives, Kehila Society of Richmond, BCIT School of Health Sciences (Nursing), and several Richmond Community Centre Associations/Societies. As well, several businesses in Richmond helped to support the delivery of specialized health checks to seniors.
- Wellness clinics were held in eight locations throughout Richmond and made 5,425 connections with seniors including 2,761 holistic health sessions featuring Reflexology, Chair Massage, Shiatsu, Foot and Hand Care and 2,664 blood pressure checks by retired and practising nurses.
- Several community centres reported increased growth in their wellness clinics. Many centres increased the number of practitioners in response to increased demand for holistic health treatments and waitlists. One centre moved to a larger space while several others extended the clinic time to accommodate additional appointments. As well, centres increased the number of staff and volunteers supporting the clinics.
- In a partnership with BCIT School of Health Sciences, student nurses prepared informative displays and engaged seniors in discussions on topics related to health and wellness including liver health, social connections, healthy nutrition and falls prevention. This successful partnership allowed students to connect seniors with resources to keep healthy in the community as well as provided students with a valuable opportunity to gain experience working with seniors on managing health issues.

Other highlights at the clinic locations included the following:

- Enhanced services offered at clinics in addition to regular blood glucose testing included blood cholesterol and flu clinics. These offerings allowed the Community Centres and participants to connect with neighbouring pharmacies and other businesses such as Safeway and Medicine Shoppe.
- At Thompson Community Centre, a Wellness Assistant joined the clinic as part of the City's Human Resources strategy and employed people with disabilities which added consistency and continuity by having the same friendly individual setting up the clinic and welcoming participants.
- Men were reported having increased participation in wellness clinic services and Shiatsu, Reflexology and Hand/Foot Treatments were popular services at most Centres.
- Clinics partnered with Richmond Cares, Richmond Gives utilizing their Community Action Ambassador (CAA) volunteers who acted as resources to inform participants of 55+ years programs and services available in the community.

ACTION: Continue to partner with programs (e.g., Community Action Ambassadors) to serve as a bridge between seniors and information, resources, services and programs.

Partnerships to Deliver Programming, Services & Events

Outreach Programming

Partnerships were critical to the delivery of all of the outreach programs offered at City facilities and included the following organizations:

- Richmond Cares, Richmond Gives
- Minoru Place Activity Centre
- Steveston Ukulele and Drumming Circles

- Vancouver Coastal Health
- Alzheimer Society of BC
- Other organizations and businesses serving seniors in Richmond

Minoru Seniors Society

Operating out of Minoru Place Activity Centre (MPAC), the City works with Minoru Seniors Society to deliver 55+ years programs and services citywide. MPAC highlights from 2017 include the following:

- 2,270 members (2,268 in 2016)
- 21,941 nutritious meals served in their full-service cafeteria (20,256 in 2016)
- 54,990 total centre visits (55,159 in 2016)
- 37,514 participants in group programs (41,759 in 2016)
- 747 out trip participants (634 in 2016)
- 1,256 event participants (1,372 in 2016)
- 8,020 program drop-in participants (8,790 in 2016)

Richmond Public Library

A total of 93 programs were hosted by the Richmond Public Library in English, Mandarin and Cantonese for adults 55+ years across five branches including:

- Workshops for 55+ years on topics such as home care, financial planning, managing medications, retirement, computers, healthy sleep, brain health, grand parenting, dental health, mental wellness, caregiving, managing chronic conditions, languages and estate planning
- Senior Moments Book Club
- Home Services including Audio Books and large print books

Community Arts Council

A partnership was developed between the Community Arts Council and the Minoru Seniors Society that supported three performances by professional string ensembles at various Society events including the Summer Plaza Series. Over 300 people attended the three performances.

Simon Fraser University

In Fall 2017, Simon Fraser University partnered with Minoru Place Activity Centre to deliver digital storytelling workshops to seniors. The goal was to provide an opportunity for seniors to create a legacy by leaving a piece of their life story for family members, friends and others. Stories from the participants reflected on their life journeys and shared important activities and milestones in their lives with others.

Family Services of Greater Vancouver

Community Kitchens Cooking Classes which are hands-on cooking classes for seniors were offered at Steveston Community Centre year-round in 2017. Under the guidance of a facilitator/instructor, seniors learn about and work together to prepare nutritious and affordable meals that they share in a welcoming, engaging and supportive environment.



Vancouver Coastal Health

City staff continued to collaborate with Vancouver Coastal Health with the goal of keeping seniors healthy and informed. In 2017, the following activities took place:

- Participation on committees included Falls Prevention Network Committee and Keeping Seniors Well Network Committee.
- City and VCH staff brainstormed opportunities for future programming for seniors at the new Minoru Centre for Active Living.
- City and Association/Society staff collaborated with Chronic Disease Nurses to deliver Healthy Aging and other relevant workshops in City facilities.

UBC School of Pharmacy

City staff partnered with UBC Pharmacy students to deliver a program at Minoru Place Activity Centre called *Seniors Information Drop-in*. The goal of the program was to train students for one-on-one sessions with seniors to share information and resources on a number of topics including: How to Find a General Practitioner, Heart Health, Diabetes and Mental Health. The students used iPads to look up information and handed out printed materials from community and health organizations.

Richmond Cares, Richmond Gives

The City partnered with Richmond Cares, Richmond Gives to deliver programs and services citywide and to refer seniors to services that support them to stay healthy at home. The following is a summary of program participation for the 2016/2017 year:

- **Volunteer Grocery Shopping:** 2,282 shop by phone orders placed
- **Better at Home Programs:** 1,655 transportation rides, 1,218 friendly visits and 1,366 house cleaning visits
- **Information & Referral Program:** 333 appointments

- **Community Action Ambassadors (CAA's) at Wellness Clinics:** attended 41 clinics in total at four monthly clinics at Thompson, East Richmond (Cambie) and City Centre Community Centres as well as Minoru Place Activity Centre.

Pathways Transitional Employment Program (PTEP)

Minoru Seniors Society completed its first ever Pathways Transitional Employment Program work placement. The Pathways Transitional Employment Program is a highly collaborative program that provides opportunities for paid employment at an employer's place of business and is a joint partnership between the City of Richmond, Pathways Clubhouse and Minoru Seniors Society. Minoru Place Activity Centre Cafeteria is a placement site where Clubhouse members are employed for six to nine months while receiving on the job support when needed from Clubhouse staff.

OUTCOME: Improved Collaboration, information sharing, and transparency among partners to bring a coordinated and collaborative response to service delivery.



Partnerships to Deliver On-Site Health Services in City Facilities

On-site health services were delivered in partnership with community partners, health organizations and local businesses with a goal to reduce barriers to accessing health services for seniors.

Dental Clinics

Partners: Faculty of Dentistry at UBC, the Dental Mission Project, Vancouver Coastal Health, Steveston Community Association, Minoru Seniors Society and the City of Richmond

- Free dental clinics were offered to low income Richmond residents in need of dental and denture services. City Senior Services and Minoru Seniors Society worked with Vancouver Coastal Health to screen and refer eligible seniors to these clinics which were generously supported by the Faculty of Dentistry at UBC and the Dental Mission Project.
- In 2017, Steveston Community Centre hosted its second free dental clinic that provided basic fillings and teeth cleaning for low income seniors and families. Requests for low or no cost dental services are one of the highest requested services by seniors and families visiting City facilities.

Flu Clinics

Partners: Vancouver Coastal Health, Steveston Community Association, Steveston Medicine Shoppe, Cambie Community Association, Shoppers Drug Mart and Minoru Seniors Society

- Clinics provided flu immunizations to seniors free of charge, providing an essential service to help reduce the chances of seniors catching a potentially life-threatening strain of influenza. The clinics were delivered in partnership with Vancouver Coastal Health and local pharmacies in Richmond.
- In 2017, 25 seniors received free flu shots at Steveston Community Centre offered by the Steveston Medicine Shoppe; 30 seniors at Cambie Community Centre (East Richmond Hall) received free flu shots courtesy of Shoppers Drug Mart; and at Minoru Place Activity Centre, 280 free flu shots were administered by Vancouver Coastal Health.

Income Tax Assistance

Partners: Richmond Public Library, Richmond Cares, Richmond Gives (RCRG), Richmond Multicultural Community Services and Minoru Seniors Society

Income tax clinics were offered at many locations across Richmond including community centres and partner locations such as Richmond Public Library and Richmond Cares Richmond Gives. In 2017 at Minoru Place Activity Centre, 344 low income seniors received income tax appointments and volunteers contributed 185 hours of their time.

Hearing Clinics

Partners: Richmond Hearing Consultants, Minoru Seniors Society, South Arm Community Association and Cambie Community Association

Throughout the year, many community facilities offered free monthly hearing tests to seniors. Through an innovative partnership between the community centres and Richmond Hearing Consultants, approximately 200 seniors were offered hearing services that they may not have otherwise been able to receive. Many City facilities reported the clinics being very popular, with full registration and a waitlist.

ACTION: Explore and respond to opportunities to increase dedicated space available for seniors to socialize and gather in City buildings.

Integrating Seniors Services

Seniors Activity Time began at Thompson Community Centre in 2017 and is a weekly time slot for seniors to drop into the centre's games room and connect with other seniors. This was also an opportunity to meet and connect with the Seniors Coordinator and participate in casual activities such as painting, colouring, dance trial, music appreciation, small plant gardening, language exchange and other art programs. Attendance varied from 6 to 23 participants per week.

Direction #5: Targeted Training and Professional Development

City staff, volunteers, and community partners are aware of the most current, evidence-based information related to seniors programs and services.

OUTCOME: An informed, knowledgeable staff, volunteer, and community partner team to serve seniors.

In 2017, there were a number of opportunities for City staff, volunteers and community partners to access training and professional development opportunities as well as to raise the profile of Seniors services provided by the City of Richmond.

Guest Speakers at Richmond Seniors Advisory Committee Meetings

- Presentations made to the committee included topics such as Advanced Care Planning, the new Minoru Centre for Active Living update and outreach programming for seniors offered by the City and Community Centre Associations. In addition, guest speakers presented from various City departments and community organizations such as Richmond Addiction Services Society, Richmond Society for Community Living and Vancouver Coastal Health.

Every Voice Counts: Provincial Residential Care Survey Results

- In September 2017, City Staff and Richmond Seniors Advisory Committee members attended the release of results from the Office of the Seniors Advocate's landmark survey of people living in residential care facilities that reflected the input of 22,000 individuals living in 292 care facilities. Recommendations made by the Advocate focused on increased staffing hours, the need for flexibility in care delivery and specialized training needs for care staff.



Raise the Profile Project

The goal of the Raise the Profile project is to advocate for increasing the capacity of community-based seniors services to meet the growing needs of BC's aging population, including the identification of systemic and emerging policy issues.

- **Regional Meeting:** Several City and Association staff attended a meeting that consisted of community level consultations with stakeholders in the community-based seniors services sector. A total of 94 participants attended.

- **Provincial Summit on Aging:**

- This summit included representatives from around the Province with a goal of raising the profile and increasing the capacity of community based seniors' services.
- The summit included non-profit leaders and municipal seniors' services providers responsible for delivery of health promotion and prevention programming that supports seniors' independence, resilience and social connectedness.
- Workshop topics included: affordable housing, nutritional supports, transportation, physical activity and recreation, wellness programs, education and creative arts, building linkages with the health system to support seniors and caregivers, and creating unity between the community-based seniors services and local governments.

- **Community Based Seniors Services (CBSS)**

Leadership Council: City staff were invited to represent the City of Richmond on a Leadership Council which will include representation from the not-for-profit senior-serving agencies, seniors who are volunteer leaders in the sector and staff from Municipalities delivering seniors' services.

26th Annual John K. Friesen – 20th BC Psychogeriatric Association Gerontology Conference

- The conference was attended by Seniors Coordinators, City Seniors Services staff and Richmond Seniors Advisory Committee members. The theme was "Promoting Mental Health in Later Life: Mobilizing Knowledge into Practice. The conference discussed innovations in addressing mental health challenges that people experience in their later years. Keynote speakers and expert panels shared several tools that aid in diagnosing and monitoring mental health problems, person-centred approaches and "best practices" with respect to treatment, and support services available in the local community. Topics included cultural and religious differences in approaches to promoting mental health in later life, insecurity concerning housing for seniors and e-mental health promotion and services.

OUTCOME: Staff and community hold positive perceptions of seniors, reducing stereotypes and ageism.



Presentations to Community Groups on City of Richmond Seniors Services

In 2017, City staff presented to a number of community organizations on 55+ years programs and services, the new Minoru Centre for Active Living building updates, outreach programs as well as 55+ years research, trends and issues. Presentations were made to the following organizations:

- **Richmond Cares, Richmond Gives:** Seniors Service volunteers
- **Richmond Communities:** representatives from Richmond Community Centre Associations/Societies
- **Provincial Summit on Aging (Raising the Profile Project):** participants working in the Community Based Seniors Services Sector
- **Langara University:** Recreation Students

Conclusion

The 2017 Seniors Services Update demonstrates the on-going commitment and dedication of the City and its Community Partners in addressing the needs of the important and growing demographic of 55+ years living in Richmond. Creative, innovative and responsive programming and service delivery that supports the diversity and unique needs of seniors in Richmond resulted in an increased number of active and engaged seniors through the doors of City facilities in 2017.

The City's Seniors Services will continue to measure the progress of the five directions outlined in the 2015–2020 Seniors Service Plan on an annual basis. As highlighted in this report, partnerships, collaboration and citywide coordination in program and service delivery for seniors in Richmond continues to play an essential role in working towards the plan's vision of creating a nurturing, connected community that promotes healthy and active aging.





City of Richmond

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PRCS - 66



City of Richmond

Report to Committee

To: Parks, Recreation and Cultural Services Committee
From: Kim Somerville
Manager, Community Social Development
Re: 2015-2020 Youth Service Plan: Where Youth Thrive - 2017 Update




Date: May 15, 2018
File: 07-3425-02/2017-Vol 01

Staff Recommendation

1. That the staff report titled "2015-2020 Youth Service Plan: Where Youth Thrive - 2017 Update" dated May 15, 2018 from the Manager, Community Social Development, be received for information; and
2. That the 2015-2020 Youth Service Plan: Where Youth Thrive - 2017 Update be distributed to key stakeholders and posted on the City website.

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

Att. 2

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Arts, Culture & Heritage	<input checked="" type="checkbox"/>	
Parks Services	<input checked="" type="checkbox"/>	
Recreation Services	<input checked="" type="checkbox"/>	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 	APPROVED BY CAO 

Staff Report

Origin

Through partnership and collaboration, the City, Community Associations and a host of other youth-serving organizations deliver programs and services that connect youth to the community, enhance their resiliency to face challenges, and enable them to live healthy lives.

The 2015-2020 Youth Service Plan: Where Youth Thrive acts as a framework to help the City and its community partners create an environment that generates opportunities for Richmond's youth to have a safe and healthy journey into adulthood.

The 2015-2020 Youth Service Plan: Where Youth Thrive vision is:

For Richmond to be the best place in North America to raise children and youth.

The Youth Service Plan is organized around three key goals, nine themes, and a number of actions which help to provide focus and intentionality in the development and delivery of programs and services that help youth thrive. This report presents the 2015-2020 Youth Service Plan: Where Youth Thrive - 2017 Update to Council for information (Attachment 2).

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

Continue the development and implementation of an excellent and accessible system of programs, services, and public spaces that reflect Richmond's demographics, rich heritage, diverse needs, and unique opportunities, and that facilitate active, caring, and connected communities.

2.2. *Effective social service networks.*

2.3. *Outstanding places, programs and services that support active living, wellness and a sense of belonging.*

This report supports Council's 2014-2018 Term Goal #5 Partnerships and Collaboration:

Continue development and utilization of collaborative approaches and partnerships with intergovernmental and other agencies to help meet the needs of the Richmond community.

5.2. *Strengthened strategic partnerships that help advance City priorities.*

This report supports the 2013-2022 Social Development Strategy's Strategic Direction #4: Help Richmond's Children, Youth and Families Thrive:

Action 13 – Monitor and update the Youth Service Plan, striving to create an environment that generates opportunities for Richmond's youth to have a safe and healthy journey into adulthood.

This report also supports the 2015-2020 Youth Service Plan's Theme #9: Tracking the Progress and Reporting to Community.

Action 9.2 – Annually monitor and report on the accomplishments from the Youth Service Plan.

Analysis

The 2015-2020 Youth Service Plan: Where Youth Thrive - 2017 Update highlights achievements in program and service delivery that primarily address the Youth Service Plan's medium-term and ongoing actions. It is important to note that as community context, operational needs, and opportunities change, progress on the actions in the Youth Service Plan reflect these changes. Attachment 1 indicates the progress made as of the end of 2017 on all of the actions from the Youth Service Plan.

The City and the Community Associations continue to see success in youth engagement, leadership and empowerment, expanding opportunities for youth, and bridging services for vulnerable youth. This has resulted in the development of many unique programs and opportunities for young people in Richmond. Some of these opportunities include:

With the support of these types of initiatives and strong caring relationships with staff from the City, Community Associations and other youth-serving agencies, youth are able to build the developmental assets they need to make healthy decisions, choose positive paths, and grow into competent, caring, and responsible adults.

- The creation of the first Inter-Municipal Youth Coordinators Committee, led by the City of Richmond, which will create greater connections amongst municipalities to best support youth in various communities;
- The Richmond Art Gallery received a \$15,250 BC Arts Council Youth Engagement Grant to fund a new arts-based mentorship opportunity;
- Increased staff training in mental health and the 40 Developmental Assets to provide staff with enhanced and more diverse skill set to better meet the needs of vulnerable youth;
- The collaboration of the Healing Using Music non-profit organization, the Richmond Youth Foundation and City Centre Community Centre which offers youth musicians a chance to perform during Youth Music Nights;
- Expanded opportunities and events for youth during Youth Week, resulting in increased participation with approximately 1,200 youth in attendance; and
- Ongoing partnership between the Richmond RCMP and The City of Richmond to deliver the Positive Ticket Program, resulting in the distribution of 2,025 +POS Tickets to the community designed to increase connections between adults and youth.

Financial Impact

None.

Conclusion

The 2015-2020 Youth Service Plan: Where Youth Thrive - 2017 Update highlights a variety of achievements made through the actions of the City, Community Associations, and other youth-serving organizations toward creating a community where youth have the potential to grow to their fullest potential. Through innovative ideas, gathering youth feedback, and providing a wide variety of opportunities, the City strives to understand and meet the ever-changing needs of its youth population. Future reports will continue to inform Council and the community about the progress in implementing the Youth Service Plan, with particular emphasis on its ongoing, medium term, and long term actions.



Krista Germyn
Coordinator, Youth Services
(604-276-4110)

Att. 1: 2015-2020 Youth Service Plan: Where Youth Thrive - Status of Actions

Att. 2: 2015-2020 Youth Service Plan: Where Youth Thrive - 2017 Update

2015-2020 Youth Service Plan: Where Youth Thrive Status of Actions

The following information depicts the progress of the individual actions identified in the 2015-2020 Youth Service Plan: Where Youth Thrive - 2017 Update.

Legend:

Timeline

- *Ongoing*: For ongoing actions, the status is identified in levels of progress, either Continued Progress or Continued Significant Progress.
- *Short Term* refers to 1–2 years (2015-2016).
- *Medium Term* refers to 3–4 years (2017-2018).
- *Long Term* refers to 5–6 years (2019-2020).

Status

- *Complete*: This Action has been achieved.
- *Significant Progress*: 50% or more of the work has been completed to address this Action.
- *In Progress*: There has been some progress towards addressing this Action, but more work remains.
- *Work Not Begun*: Work towards achieving this Action has not been initiated.

Goal #1 – Building Youth Assets Through Engagement and Partnerships		
Theme #1 – Youth Asset Development		
Action	Timeline	Status
1.1 Incorporate the Developmental Asset language and philosophy in City and Community Association youth marketing and communication tools.	Ongoing	Continued Progress
1.2 Develop and implement a campaign that serves to educate parents, youth and the community at large on the Developmental Assets and their benefits.	Short Term	Complete
1.3 Develop and implement training opportunities for City staff, Community Associations and Community Organizations to enhance common understanding of Developmental Asset principles.	Medium Term	Significant Progress
1.4 Expand the Youth Services Street Team to advance Developmental Asset education and awareness in the community.	Medium Term	Significant Progress
1.5 Establish an asset-based leadership group with key representatives from the City's community partners.	Medium Term	Work Not Begun
1.6 Create asset development training, and coordinate and advance asset development within Community Services and other youth serving agencies.	Medium Term	In Progress

Theme #2 – Youth Engagement, Leadership and Empowerment		
Action	Timeline	Status
2.1 Enhance existing programs and services and create new opportunities for mentorship (such as youth peer leadership, intergenerational activities).	Ongoing	Continued Significant Progress
2.2 Increase the number of (and access to) meaningful youth volunteer opportunities in civic and community based programs and activities (such as youth representation on boards, committees, and Council-appointed groups).	Short Term	In Progress
2.3 Provide leadership skills development programs that are specifically designed for youth.	Ongoing	Continued Significant Progress
2.4 Develop a systematic approach to engage youth in planning programs, services and facilities that are of interest and benefit to them (such as programs and services, parks and open spaces).	Medium Term	In Progress
2.5 Educate youth on how their input will be used and inform young people about the outcomes of their involvement in the planning process.	Ongoing	Continued Progress
2.6 Acknowledge diverse youth through the U-ROC Awards, volunteer recognition, and develop new and innovative methods of youth recognition.	Ongoing	Continued Significant Progress
Theme #3 – Collaboration with Community Partners		
3.1 Build new relationships and foster existing relationships with community partners.	Ongoing	Continued Significant Progress
3.2 Support and facilitate regular communication between partners to share information and knowledge, coordinate activities and discuss youth needs and issues.	Ongoing	Continued Significant Progress
3.3 Develop and regularly maintain an inventory of youth-serving organizations in Richmond to more efficiently communicate youth related information and resources.	Medium Term	In Progress
3.4 Organize a Richmond Youth Forum to bring together youth and youth stakeholders, provide education and information, and improve interagency communication.	Medium Term	Work Not Begun

Goal #2 – Expanding Opportunities for Youth		
Theme #4 – Youth Program Development and Delivery		
Action	Timeline	Status
4.1 Enhance communication city-wide about the importance of regular physical activity for youth health and wellness.	Ongoing	Continued Progress
4.2 Involve youth in program planning to ensure development of appropriate opportunities to combat inactivity.	Ongoing	Continued Progress
4.3 Improve accessibility of Community Services programs and services, facilities and spaces.	Ongoing	Continued Significant Progress
4.4 Identify opportunities to provide more low cost, no cost programs and services to youth.	Ongoing	Continued Significant Progress
4.5 Provide youth with a full range of opportunities to participate in sport and physical activity and ensure they are aware of these opportunities.	Ongoing	Continued Progress
4.6 Support the Richmond sport community to develop youth to reach their highest level of sport achievement.	Ongoing	Continued Progress
4.7 Identify transportation needs to access youth programs and services, particularly in outlying areas of Richmond.	Ongoing	Continued Progress
4.8 Identify opportunities for relevant programming targeting specific age groups of youth.	Medium Term	Significant Progress
4.9 Enhance youth life skills and build career training into programs and services for youth.	Ongoing	Continued Significant Progress
Theme #5 – Bridging Services for Vulnerable Youth		
5.1 Identify barriers to existing programs, services and opportunities for vulnerable youth, focusing on particular target groups.	Short Term	Complete
5.2 Improve access to and information about existing City programs, services and opportunities for vulnerable youth.	Medium Term	In Progress
5.3 Enhance programs and services for vulnerable youth.	Medium Term	Significant Progress
5.4 Enhance the [Youth Outreach Program] and if applicable, develop additional approaches to provide more flexible outreach services.	Short Term	Significant Progress
5.5 Develop ways to better reach parents of vulnerable youth.	Ongoing	Continued Progress
5.6 Create more opportunities for (and increase access to) opportunities and activities for young people with disabilities.	Ongoing	Continued Progress

Action	Timeline	Status
5.7 Develop additional opportunities for low-income youth by improving access to programs and services and by connecting them to existing low cost/no cost programs and services (such as Recreation Fee Subsidy Program).	Ongoing	Continued Significant Progress
5.8 Enhance opportunities for vulnerable youth within the Richmond Youth Media Program.	Ongoing	Continued Significant Progress
5.9 Create and support welcoming and inclusive community events, programs and services to allow youth (particularly immigrant youth) to celebrate their cultural identities and feel connected to their community.	Ongoing	Continued Progress
5.10 Support English Language Learner (ELL) youth to build their confidence in speaking English.	Ongoing	Continued Progress
5.11 Provide opportunities for staff to increase their education and awareness to best support the needs of youth who are experiencing mental health challenges.	Medium Term	Significant Progress
5.12 Participate annually in anti-bullying week, leverage opportunities and create ongoing awareness and education throughout the year.	Ongoing	Continued Significant Progress
Theme #6 – Safe and Social Spaces for Youth		
6.1 Involve diverse youth in the ongoing development, design and operation of youth spaces to address their needs and gather their input.	Ongoing	Continued Significant Progress
6.2 Examine community needs in connection to increased youth-specific space in Richmond.	Long Term	In Progress
6.3 Enhance existing youth-friendly spaces to better accommodate the needs of youth.	Ongoing	Continued Significant Progress
6.4 Provide new and innovative youth programming in the Richmond Cultural Centre Media Lab through the Richmond Youth Media Program (RYMP).	Ongoing	Continued Significant Progress
6.5 Utilize multifunctional, youth-friendly outdoor spaces for programs and services.	Medium Term	In Progress

Goal #3 – Improving Quality of Youth Services		
Theme #7 – Moving Towards Standards		
Action	Timeline	Status
7.1 Create and implement city-wide youth service criteria and program standards.	Ongoing	Continued Progress
7.2 Continue to enhance Performance Evaluation Systems that are aligned to service standards and support staff development.	Ongoing	Continued Progress
7.3 Develop and implement a standardized orientation and training program for staff that enhances skills and positively contributes to youth programs and services.	Medium Term	In Progress
7.4 Create a standardized data collection method for Community Services youth programs and services.	Short Term	In Progress
Theme #8 – Marketing and Communication		
8.1 Develop a dynamic, age appropriate Youth Marketing Plan designed specifically to appeal to youth that is contemporary and delivered for a tech-savvy audience.	Short Term	In Progress
8.2 Provide opportunities for youth to be proactively and creatively engaged in the development and delivery of marketing materials.	Ongoing	Continued Progress
8.3 Identify and engage Youth Promotion Ambassadors who will conduct “word of mouth” and “Face-to-Face” promotion of youth events, programming and services.	Medium Term	In Progress
8.4 Utilize the Media Lab to develop videos and/or use Media Arts in marketing and communication.	Ongoing	Continued Significant Progress
Theme #9 – Tracking the Progress and Reporting to Community		
9.1 Develop target and baseline indicators using the outcome-based evaluation framework to monitor the progress of the Youth Service Plan and evaluate the outcomes.	Short Term	In Progress
9.2 Annually monitor and report on accomplishments from the Youth Service Plan.	Ongoing	Continued Progress
9.3 Develop a Youth Service Plan reporting tool to periodically communicate progress of implementation and achievements to the public.	Short Term	In Progress
9.4 Create a marketing and education plan to introduce and educate City and Community Association staff and community partners on the 2015-2020 Youth Service Plan.	Short Term	Complete

City of Richmond

2015–2020 Youth Service Plan: Where Youth Thrive

2017 Update

Community Services Division





Introduction

The City of Richmond has a long history of responding to the needs and aspirations of youth and the 2015-2020 Youth Service Plan acts as a road map to build on that history of responsiveness.

The development of the 2015-2020 Youth Service Plan, relied heavily on consultation with youth, staff and key stakeholders, and took into consideration research on current youth trends and best practices. As a result, the Youth Service Plan has proven to be an invaluable resource in guiding the development programs and services for young people.

The City's Community Services Division plays the lead role in implementing the Youth Service Plan and works collaboratively with the City's Community Associations and other youth serving organizations to ensure that young people have a safe and healthy journey into adulthood. Through this collaborative and coordinated effort, youth have benefitted through increased opportunities to participate in programs and services that meet their needs; help them find their passions; and meaningfully connect them to their community. By utilizing the Youth Service Plan framework, youth staff are given the tools that can help build safe and trusting relationships with young people to guide them through these experiences and increase the likelihood of positive outcomes for Richmond youth.

This report lists the goals, themes and actions from the Youth Service Plan and details the corresponding achievements and progress made in 2017.

Guiding Principles for Implementation

The following guiding principles will aid in decision-making and prioritization for implementation of the actions identified in the 2015-2020 Youth Service Plan:

- The actions address a recognized need and are compatible with the City Vision, Council Term Goals and the Corporate Plan.
- The actions contribute to the City's various Social Development Strategies.
- The actions provide opportunities for leveraged funding and/or strategic partnerships.
- There is a strong likelihood of success in providing opportunities for youth by pursuing the actions.
- There are existing resources to pursue the actions or the need for adequate resources will be assessed on a cost-benefit basis and allocated accordingly.
- The actions build on and enhance the social capital of youth, contribute to social infrastructure, develop assets and promote community engagement.

The Youth Service Plan

The Youth Service Plan is organized around a vision with three key goals and nine themes. Each theme is linked to the external and internal developmental assets that it aims to build within youth. The 40 Developmental Assets are qualities adolescents need to make wise decisions, choose healthy paths and transition positively into adulthood (see Appendix A). Actions are also suggested under each theme which aim to address the needs that were identified by youth and stakeholders during the development of the Youth Service Plan (see Appendix B).

The Youth Service Plan vision is:

"For Richmond to be the best place in North America to raise children and youth." The goals and themes of the Youth Service Plan are:

Who is responsible for implementation?

Many individuals and groups contribute to achieving the actions set out in the Youth Service Plan. The following information defines their roles:

Community Associations

The City of Richmond works collaboratively with Community Associations who deliver programs and services at eight community centres in the city. Community Associations are led by volunteer boards comprised of committed community members.



Richmond Community Associations

- City Centre Community Association
- East Richmond Community Association
- Hamilton Community Association
- Sea Island Community Association
- South Arm Community Association
- Steveston Community Association
- Thompson Community Association
- West Richmond Community Association

Youth Serving Organizations

Youth serving organizations include those organizations that work with Richmond youth. They include the Richmond Youth Service Agency, Richmond Addiction Services, Touchstone Family Association, Chimo, Vancouver Coastal Health, the Richmond School District, the Ministry of Children and Family Development, RCMP, Richmond Public Library, community sports teams such as the Kajaks Track and Field Club and many others.

Youth Staff

The following staff are considered the City of Richmond's "Youth Staff" or "Youth Team". It is important to note that there are many other staff that deliver valuable services to youth, but they are not specifically identified as youth workers. These staff work in Arts, Arenas, Aquatics, Heritage, Fitness, Parks, Volunteer Services and at the Richmond Oval.

Youth Services Coordinator

The Youth Services Coordinator is employed by the City of Richmond and acts as a resource to City staff and Community Partners on youth matters, including working with other City departments for planning and facility development that meets the needs of youth in Richmond. The Youth Services Coordinator develops and manages policies and strategies that meet the needs of youth and young adults 13-24 years and collaborates with others on initiatives, activities and events that achieve the actions set out in the Youth Service Plan.

Youth Services – Youth Outreach Workers

As part of the REACH Program (formerly known as the Roving Leader Program), Youth Outreach Workers build one on one mentor relationships with youth who are identified as being low in assets. These staff also develop programs and opportunities to meet the individual needs and interests of youth. The Youth Outreach Workers connect youth positively with their community through social, recreational and cultural activities. The Youth Outreach Workers are City staff and are supervised by the Youth Services Coordinator.

Youth Development Coordinators

Youth Development Coordinators develop programs and services for youth within their community centres. Additionally, they lead activities, programs and events and supervise Youth Development Leaders. Youth Development Coordinators are supervised by City staff within their facility however, each Youth Development Coordinator is employed by a Community Association.

Youth Development Leaders

Youth Development Leaders are program staff within community centres. They lead and supervise preteen and youth programs under the direction of the Youth Development Coordinator and are also employed by a Community Association.

Arts Specialized – Youth Outreach Workers

These Youth Outreach Workers are located in the Media Lab at the Richmond Cultural Centre. They build relationships with youth through the Richmond Youth Media Program and lead activities in the Media Lab that help youth build media arts skills. They are contracted by the City and supervised by City staff.



GOAL 1

Building Youth Assets Through Engagement & Partnerships

Theme 1: Youth Asset Development

Asset development is a key element underpinning the Youth Service Plan.

Objective: The 40 Developmental Asset framework provides a shared vision and language to guide practice and decision-making. Community Services, in collaboration with various community partners, works to ensure a common understanding of the 40 Developmental Asset framework in youth programming. Youth are aware of how their participation influences their asset development. The community, as a whole, also has an awareness of the principles of developmental asset-building and its role in collectively increasing the assets of Richmond youth.

More information about the 40 Developmental Assets can be found in Appendix A.

40 Developmental Assets

Research shows that the 40 Developmental Assets, developed by the Search Institute of Minnesota, act as essential building blocks for adolescents to make wise decisions, choose positive paths and grow into competent, caring, and responsible adults. These building blocks are made up of assets that are internal and external to the individual youth.

Youth Services Webpage

Youth Services maintains a dedicated page on the City of Richmond website where information can be found on a variety of programs, services and youth initiatives. In 2017 the webpage was updated to clearly promote the 40 Developmental Assets, to raise awareness about the framework and to educate the community on the benefits of asset development in the lives of youth.

40 Developmental Asset Training

Training on the 40 Developmental Assets has been developed by Youth Services and was delivered at a variety of events in 2017 including: The Youth Development Leader Training; City Centre Community Centre All Staff Training; and the City of Richmond Summer Staff and Volunteer Training. Approximately 350 staff and volunteers participated in these training opportunities in 2017.

Theme 2: Youth Engagement, Leadership and Empowerment

Engaged and empowered youth are the leaders of today and tomorrow.

Objective: Community Services values Richmond youth as contributing members of our society and recognizes the importance of youth being involved in the decisions that affect them. Richmond youth are connected to opportunities to provide direct input in decision-making, to collaborate with adults and their peers, and are involved in meaningful volunteer experiences with the City of Richmond and the community. Empowered youth know that they are valued by society and this helps them create positive views of themselves and develop social competencies required to succeed in life.

Lifesaving Courses

Aquatics Services offers a variety of programs to help youth gain valuable job readiness skills for future employment opportunities. The City of Richmond employs many youth and young adults through Aquatics. Many youth who are interested in becoming aquatics professionals register in Bronze Programs as their first step. The number of registrants for Bronze Programs in 2017 included: Lifesaving Camp: 73; Bronze Star: 156; Bronze Medallion: 241; and Bronze Cross: 140.



Youth Arts Mentorship

The Richmond Art Gallery received a \$15,250 BC Arts Council Youth Engagement Grant to fund the Gallery's Youth Mentorship Program. The goal of the program was to enable youth 14-19 years to build their skills and focus their talents in an intensive 8 month program by working with artists and gallery professionals. By the end of the project, youth created artwork to be exhibited in Beyond the Horizon, an exhibition of landscapes from Richmond Art Gallery's collection. A publication was also produced highlighting the Youth Mentorship Program process with entries by the 10 youth who participated.

Youth Civic Opportunities

City Centre Community Centre, the City of Richmond and the Richmond Youth Foundation partnered to host a forum for youth to learn about the need for

affordable housing in Richmond and to propose original solutions to combat the issue. These presentations were judged by a selection panel and the winning group presented their ideas to the City of Richmond's Planning and Development and Community Social Development staff. 12 youth participated in the event.

Snow Angels

Snow Angels are volunteers who provide snow removal assistance to the elderly or other individuals with health or mobility challenges during major winter storms. Snow Angels are able to help clear sidewalks and walkways of Richmond community members. Of the 34 volunteers in 2017, over 65% were youth contributing nearly 25 hours of snow removal services.

Wellness Strategy

Youth were involved in the development of the City of Richmond's Wellness Strategy. Young people volunteered their time at public engagement sessions, helping City staff reach out to diverse communities through providing translation services. In addition, leadership students from MacNeil Secondary School provided valuable input on what wellness means to them and made suggestions on how the Wellness Strategy can help support youth and their families. Their ideas contributed to the development of the focus areas and action items identified in the strategy.



Theme 3: Collaboration with Community Partners

The delivery of Youth Services is strengthened through the City's community partnerships.

Objective: Relationships with community partners increases capacity and pooled resources and therefore, the success of the Youth Service Plan. The City maintains and expands its network with community partners to provide flexible outreach services and accommodate the diverse needs of youth. Youth are better connected to the wide range of opportunities and services that the City of Richmond has to offer.

Youth Music Night

Youth Music Night is a collaboration between the Healing Using Music non-profit organization, the Richmond Youth Foundation and City Centre

Community Centre. The event is held seasonally at City Centre and offers youth music artists in the Lower Mainland and Richmond a chance to perform. These free events expand the scope of traditional youth activities by offering increased opportunities for youth artistic expression in community facilities. In 2017, 70 youth participated in two Youth Music Nights.

Resilient Youth

Supporting Families is a collaborative community initiative to support the well-being of families affected by mental health and/or substance use issues. Resilient Youth is a program offered through Supporting Families for youth who have a family member with a mental health or addictions concern. Vancouver Coastal Health, Richmond Addiction Services and the City of Richmond facilitated this program in 2017 through an *Eat, Talk and Play* model where the youth group opens with a meal for participants, followed by a lesson where they learn resiliency and coping skills, often through fun activities. In 2017, nine youth participated in this program.



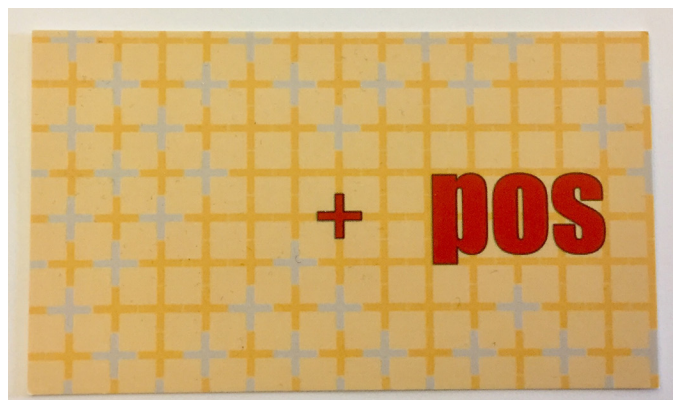
The Richmond Youth Dance Company

In 2017, 25 dancers were enrolled in the Richmond Youth Dance Company at the Richmond Arts Centre. In December, these youth shared their love of dance with seniors in Richmond by creating a wonderful performance which they shared at three different seniors residences followed by a meet and greet to interact and answer questions that the residents had. Through these performances, the dancers brought joy to over 150 seniors in Richmond.



+POS Tickets

The City of Richmond, RCMP and Richmond Arenas Community Association have partnered to deliver the Positive Ticket Program. Through this initiative, adults can catch youth doing positive things and issue them a ticket which gains them one free admission to swim, skate and pitch and putt. This interaction provides a powerful gateway to developing positive relationships between police, adults and youth and often has a profound effect on those involved. In 2017, 2,025 Positive Tickets were distributed to youth serving organizations so that professionals working with youth across the city could hand out these tickets to young people and build positive connections.



GOAL 2

Expanding Opportunities for Youth

Theme 4: Youth Program Development and Delivery

Youth benefit from developing and participating in a wide range of social, cultural and recreational programs.

Objective: Youth are aware and have equitable access to a number of diverse recreational, social, volunteer and cultural opportunities that are responsive to their specific needs and interests, and build on their Developmental Assets. Deliberate planning with Community Partners and youth around a core grouping of programs results in a broad range of programs and services that accommodate a variety of needs and interests.

The Olympic Oval

The 2012 Olympic Oval Sport Camp review showed there was an opportunity to increase female participation in sport. Based on research on sport participation by girls, including the likelihood they would continue to participate in their teen years, the Olympic Oval introduced girls-only camps. GO! Girls in Motion Camp for 9-12 years featured the following: a female camp leader (providing a female role model); emphasis on movement rather than sport; inclusion of physical activities such as yoga and dance; emphasis on sports historically popular with girls such as synchronized swimming, rhythmic gymnastics and cheerleading; and an atmosphere that encouraged positivity towards the group and self. In 2017, there were 164 participants in girls only programs at the Oval.

West Richmond Community Association

The Youth Service Plan identifies the need to include youth in program planning to ensure the development of appropriate opportunities to combat inactivity. In 2017, two youth participated on the Program Committee of the West Richmond Community Association Board to help ensure that the programs that were developed met the needs and interests of youth.

Richmond Arenas

The City of Richmond provides subsidized ice time to child and youth serving organizations to ensure that youth have the opportunity to participate in ice sports and reach their highest level of sport achievement. Providing subsidized ice time allows these organizations to keep their registration costs manageable for families, allowing youth increased opportunities to participate. The following organizations are supported by the City of Richmond Arenas Association:

- Richmond Minor Hockey
- Seafair Hockey
- Richmond Ravens Female Hockey
- Richmond Ringette
- Connaught Skating Club



Swim and Skate Pass

The \$19 Summer Swim and Skate pass offered young people ages 5-16 years unlimited swimming and skating at four local pools and the Richmond Ice Centre from the end of June to the beginning of September. Teens 13-16 years were also able to use the fitness centre at Watermania. This new Summer Pass offered excellent value and was a fun way for young people to keep physically active and socially engaged over the summer. Over 400 Summer Swim and Skate passes were sold in 2017

Theme 5: Bridging Services for Vulnerable Youth

Vulnerable youth have unique needs and can thrive with access to appropriate programs and services.

Objective: Community Services reaches all youth through a variety of programs and services while being particularly vigilant about addressing the very specific needs of vulnerable youth. These groups might include Aboriginal youth, youth with disabilities or special needs, newcomer/immigrant youth, LGBTQ youth, youth from low-income families and youth in conflict with the law. Serving diverse youth, and vulnerable youth in particular, requires targeted approaches and strong relationships with a variety of community partners and with youth themselves. Community Services ensures that vulnerable youth are connected to resources and opportunities to build assets.

City Grant Programs

In 2017, 19 organizations who deliver youth related programs and services in Richmond were supported by the City of Richmond's Grant Programs. Each year the City of Richmond accepts applications for grants in the following streams:

- Health, Social and Safety
- Parks, Recreation, and Community Events

- Child Care
- Arts and Culture

The grants awarded for youth initiatives totalled \$468,396. Through these funds, organizations are able to increase their services or develop new programs that meet the needs of the community.

Expanding LGBTQ+ Youth Opportunities

For four years the AllWays program has provided an opportunity for youth to participate in a program where they can discuss gender and identity and meet likeminded peers in a drop in environment. In 2017, AllWays expanded to add an additional opportunity: GLITTER, an LGBTQ+-focused leadership group whose mandate is to mentor, create recreation initiatives, events and opportunities in the community. In 2017, ten youth participated in GLITTER and AllWays had a total of 160 participant visits, up from 140 participant visits in 2016.

Staff Mental Health Education

During the Youth Development Leader (YDL) training in 2017, counsellors from Touchstone Family Association delivered a workshop on stress and anxiety, providing staff with tools and resources to help youth experiencing these concerns. At the second YDL Training a psychologist from Anxiety BC presented to staff on tools and resources for anxiety including the MindShift App that can be promoted to help users relax, develop more helpful ways of thinking and identify active steps that will help them take charge of their anxiety.

Youth Clothing Shop

Each year staff from the youth team partner to deliver a free Youth Clothing Shop. Youth staff gather donations of youth friendly, gently used clothing and set up a retail store atmosphere at a community centre where youth can "shop" for free clothes. Developed out of the financial need identified by youth and an effort to be sustainable, this event has been offered once or twice a year over the past seven years at various locations including Thompson

Community Centre, South Arm Community Centre and City Centre Community Centre. In 2017, approximately 70 youth participated in two Youth Clothing Shop events compared to 33 youth during one clothing shop event in 2016.

The Richmond Youth Media Program

The Richmond Youth Media Program (RYMP) members continued to learn marketable skills and participate in mentorship and volunteer opportunities. A total of 40 program members, 208 guests and 19 adults (including practicum students, youth workers and professional artists) spent a total of 4,218 hours in the Media Lab and at community outreach events in 2017. The program runs in partnership with Richmond Addiction Services who, in 2017, secured a \$5,000 Vancouver Coastal Health grant to fund a new 'Artepreneurs' project to help RYMP members create a business model and website to offer their Media Arts services to the general public.



Theme 6: Safe and Social Spaces for Youth

Indoor and outdoor youth spaces foster their development and independence.

Objective: All youth have access to indoor and outdoor spaces in the community where they can take ownership, be responsible, feel welcome,

socialize, obtain information and receive services. Youth friendly spaces are designed and operated in a way that promotes social gathering and safety. Recognizing that safety goes beyond physical safety, efforts are made to ensure that youth have access to spaces where they have more autonomy and independence within facilities.

Youth Friendly Spaces

In 2017, a guest speaker from the City of Burnaby was invited to present to the Youth Services team on their experience creating youth friendly spaces. Subsequently, City of Richmond and Community Association staff brainstormed on how to best incorporate those ideas and develop their own for implementation in Richmond facilities. As a result, some of the enhancements made in community centres include:

- Displaying youth art in the facility;
- Encouraging youth only times to foster youth's ownership of the space;
- Ordering new furniture to increase the comfort of youth spaces; and
- Improving access to games, arts and crafts in the facility so that youth feel welcome and encouraged to engage in activities in the facilities.



Indoor and Outdoor Youth Events

As part of BC Youth Week, Richmond youth staff hosted a variety of indoor and outdoor events for youth. In 2017 some of these events included: The Outdoor Youth Fit Fest at Thompson Community Centre; a Job Fair at Brighthouse Library; Bubble Soccer at West Richmond Community Centre; a 3-on-3 Basketball Tournament at South Arm Community Centre; an outdoor concert in the Steveston neighbourhood; and a Youth Swim at Watermania. An estimated 1,200 youth participated in Richmond activities during Youth Week 2017, this is a significant increase compared to the approximately 1,000 youth in 2016.

Youth Week

Each year from May 1–7 the City of Richmond participates in BC Youth Week, a provincial initiative where municipalities recognize and celebrate young people in their communities. The City of Richmond and Community Associations celebrate Youth Week through seven days of events and activities geared toward youth. Staff coordinate a wide array of activities during Youth Week to meet the varied interests of Richmond's youth. Through this targeted approach to youth programming, young people feel celebrated, valued and connected to their community.



YOUTH WEEK

MAY 1–7, 2017

7 DAYS, 12 FREE EVENTS, HOURS OF FUN!

1. ANDANTÉ CAFÉ
Take in the talents of Richmond's youth at this showcase of singers, musicians, poets, performers and comedians in a relaxed café setting.
Monday, May 1 | 6:00-8:00 p.m.
City Centre Community Centre
Info: Contact Usman at umushtaq@richmond.ca or 604-204-8571 or visit City Centre Community Centre at 5900 Minoru Boulevard.

2. YOUTH WEEK FEAST-IVAL!
Come for free food and fun games, try to win prizes and browse the booths for extra info and freebies at this thank you to youth for their active involvement in the community.
Tuesday, May 2 | 12:30-1:30 p.m.
Cambie Community Centre
Info: Contact Nancy at nfrappier@richmond.ca or 604-238-8379 or visit Cambie Community Centre at 12800 Cambie Road.

3. YOUTH FIT FEST: TAKE IT OUTSIDE
Connect, grow, breathe, move. Check out and drop in to a free yoga, self-defence class, skateboard lesson and more during this outdoor, active session. Waiver required.
Tuesday May 2 | 3:00-4:30 p.m.
Thompson Community Centre
Info: Contact Chantelle at cingram@richmond.ca or 604-238-8432 or visit Thompson Community Centre at 5151 Granville Avenue.

4. SCIENCE & TECHNOLOGY EXPO
Be part of this amazing science experience with hands-on activities and engaging workshops presented by science and technology professionals.
Wednesday, May 3 | 3:30-5:30 p.m.
Richmond Public Library
Info: Contact Maggie at maggie.lukban@yourlibrary.ca or 604-231-6413 or visit Richmond Public Library – Brighthouse Branch at 100-7700 Minoru Gate.

5. GRAB N' GO CLOTHING SHOP
Get ready for a new-to-you wardrobe at this unique and free shopping spree that includes clothes, shoes, accessories and more. All items are gently used with lots of different styles and sizes to choose from for all genders. Ages 13-24 years welcome.
Wednesday, May 3 | 4:00-5:00 p.m.
South Arm Community Centre
Donated items are still being accepted at South Arm Community Centre until Thursday, April 27 at 5:00 p.m.
Info: Contact Krista at kgermyn@richmond.ca or 604-516-9538 or visit South Arm Community Centre at 8880 Williams Road.

6. YOUTH JOB FAIR
Bring a résumé and come prepared for an informal interview with community employers looking for youth to join their team.
Thursday, May 4 | 3:00-5:00 p.m.
Richmond Public Library
Info: Contact Maggie at maggie.lukban@yourlibrary.ca or 604-231-6413 or visit Richmond Public Library – Brighthouse Branch at 100-7700 Minoru Gate.

7. BUBBLE SOCCER
Join this action-packed, modified version of 5-on-5 soccer enclosed in a personal, plastic bubble that is safe, fun and hilarious! Register in person or online, barcode: 1970438. Waiver required.
Thursday, May 4 | 3:30-5:30 p.m.
West Richmond Community Centre
Info: Contact Brendan at bwalker@richmond.ca or 604-238-8416 or visit West Richmond Community Centre at 9180 No. 1 Road.

8. BASKETBALL TOURNAMENT
Come register a team and play in this all youth 3 on 3 youth tournament or come cheer on your favourite team! Register your team through South Arm Community Centre.
Friday, May 5 | 3:30-6:00 p.m.
South Arm Community Centre
Info: Contact Neela at ngottenbos@richmond.ca or 604-238-8066 or visit South Arm Community Centre at 8880 Williams Road.

9. SHIPS TO SHORE KING OF THE SEA!
Join us for an outdoor concert on the Ships to Shore King of the Sea main stage.
Friday, May 5 | 4:00-9:00 p.m.
Garry Point Park
Info: Contact Andrew at achornohus@richmond.ca or 604-238-8019 or visit www.shipstoshore.ca.

10. CAREERS IN MEDIA ARTS
Find out more about a career in this specialty area by attending workshops and having discussions with professionals currently working in graphic design, animation and video game production. Register in person or online. Animation barcode: 2022488. Graphic Design barcode: 2022588. Video Game Production barcode: 2022538.
Saturday, May 6 | noon-4:00 p.m.
Richmond Cultural Centre
Info: Contact Lauren at lburrowsbackhouse@richmond.ca or 604-247-8303 or visit Richmond Cultural Centre at 7700 Minoru Gate.

11. YOUTH LEADERSHIP WORKSHOP
Come listen to speakers and join in discussions focused on education and leadership and how to translate these learnings into future success. This workshop is hosted by the Steveston Youth Council and includes snacks and refreshments.
Saturday, May 6 | 5:00-8:00 p.m.
Richmond Cultural Centre
Info: Contact Andrew at achornohus@richmond.ca or 604-238-8019 or visit Steveston Community Centre at 4111 Moncton Street.

12. YOUTH SWIM
Swim, dive and flop to sick beats during this “free for teens” time. Compete for prizes in the “best dive” and other competitions.
Sunday, May 7 | 3:00-5:00 p.m.
Watermania
Info: Contact Debbie at djones@richmond.ca or 604-448-5360 or visit Watermania at 14300 Entertainment Boulevard.



FOR ALL DETAILS, VISIT
WWW.RICHMOND.CA/YOUTHWEEK





GOAL 3

Improving the Quality of Youth Services

Theme 7: Moving Towards Standards

High quality and consistent youth services deliver results.

Objective: Community Services fosters consistency in the delivery of services to youth across all City facilities and programs. Youth benefit from having programs delivered with consistent city-wide messages. Community Services attracts and retains high performing employees as the City is recognized as a desirable place to work with fair compensation. Standardized training provides employees with professional skills required to be successful in their work and enhances their ability and capacity to deliver high-quality youth services.

Youth Survey

In 2017, Youth Services developed a survey for youth to provide feedback on their experiences in programs at community centres. 42 youth from across Richmond participated in the survey which was available online and in person. This initiative provided an exciting opportunity for staff to gather valuable information from youth that can be used to improve programs and services. When youth were asked to rate staff on a scale from “Definitely Not” to “Definitely Yes” in the areas of: helpful, knowledgeable, approachable and fun, 100% of youth stated “Somewhat, Yes or Definitely Yes” for each of those areas with the majority of youth responding “Definitely Yes”.

Summer Leader and Volunteer Training

City Wide Training is a professional development opportunity that provides Summer Leaders and volunteers an opportunity to get together and

participate in educational and engaging workshops regarding topics that are related to Summer Day Camp Programs. Many Summer Leaders and volunteers are youth, and City Wide Training is an opportunity for them to develop their leadership skills and to learn the tools required to provide a safe, positive and inclusive experiences for summer program participants. In 2017, approximately 275 Summer Leaders and volunteers from across Richmond attended the City Wide Training.

Inter-Municipal Youth Coordinators Committee

In 2017, the first Inter-Municipal Youth Coordinators Committee was developed with the inaugural meeting held at Richmond City Hall. This committee consists of Youth Service Coordinators from municipalities across the Lower Mainland and offers an opportunity for participants to discuss best practices, challenges and success in working with youth. The creation of this committee will create greater connection amongst municipalities in supporting youth in their communities.

Theme 8: Marketing and Communication

Awareness of programs, services and facilities encourages youth participation.

Objective: Youth and the community are aware of programs, services and facilities available in Richmond. Community Services actively seeks input from youth and the community in the development and delivery of marketing to ensure that a wide range of youth are reached. Providing youth with timely, accurate and easy-to-understand information about community events and opportunities will give them a gateway to making informed choices.

Social Media Training

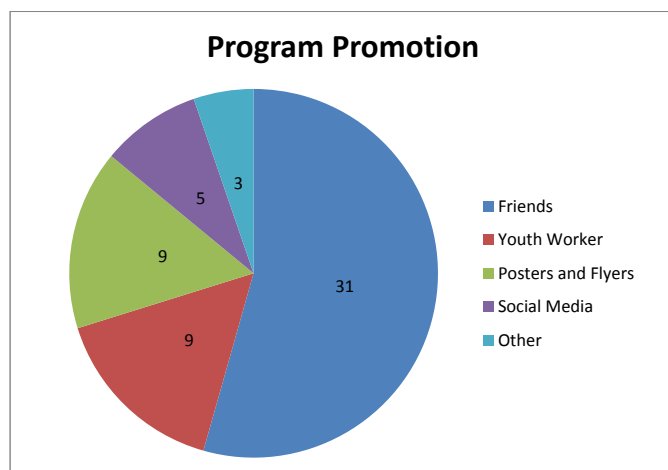
In 2017, youth from the Richmond Youth Media Program led a training session for the Youth Team on the use of Instagram. Youth staff were able to glean valuable information on how to better reach young people and most effectively use this social media platform.

Youth Friendly Promotion

In 2017, youth were polled through the Youth Survey regarding how they were most likely to find out about programs and services. When 42 youth were asked as an open ended question, "How do you usually find out about programs/activities/events that happen in your community?" they responded as follows (including examples of descriptions in the youth's words):

- Friends
- Youth Worker
- Posters and Flyers: "walls of the community centre", "walls of the school", "catalogue and flyer"
- Social Media: "group chat", "website", "icanhelprichmond.ca"
- Other: "school leadership", "parent"

Gathering this information gives youth staff the tools to intentionally promote programs in ways that will be well received by youth and increase the likelihood of their participation in activities.



Theme 9: Tracking the Progress and Reporting to Community

Monitoring and evaluation enable continued learning, ensure success and are key to delivering effective, efficient and responsive services.

Objective: Community Services and Community Associations monitor and evaluate the progress on implementing the actions of the 2015-2020 Youth Service Plan. Qualitative and quantitative indicators are used to measure success in achieving desired outcomes and provide useful information for program development, resource allocation and decision making. Community Services reports back to community organizations and citizens on the progress of the Youth Service Plan implementation and ensures consistency and accountability in reporting mechanisms.

Youth Service Plan Progress Reports

The Youth Service Plan Progress Reports provide a snapshot of the year's annual highlights and also helps City staff and Community Partners monitor the progress of the actions outlined in the 2015-2020 Youth Service Plan. In 2017, the first of these reports was shared with City Council, disseminated to Community Partners and then posted to the City's website for the community to review.

Building Awareness

Youth Services has created many opportunities to raise awareness about the Youth Service Plan and the progress of its actions. In 2017, processes were developed to ensure new youth staff were oriented to the Youth Service Plan. Achievements from the 2015-2016 Progress Report was also shared during a variety of youth team training opportunities and workshops. Additionally, presentations were made to youth serving organizations on the Youth Service Plan and the progress made on the actions within the plan.



Next Steps

The 2015-2020 Youth Service Plan: Where Youth Thrive continues to be a valuable tool to guide the development and delivery of City of Richmond and Community Partner youth programs and services. As we head into the fourth year of the plan's implementation some upcoming initiatives and activities for 2018 include:

- Presentations on asset development by City staff to internal and external partners;
- Revitalization of the Positive Ticket Program;
- An intentional focus on providing programs and services for youth up to 24 years;
- The 20th anniversary of the U-ROC Awards (youth and youth supporter recognition ceremony);
- Rebranding of the City of Richmond's Youth Outreach Program;
- The ongoing development of youth-friendly promotional and advertising materials; and
- A targeted approach to encouraging youth civic involvement.

Staff will continue to monitor and report out on the achievements of the Youth Service Plan on an annual basis through future updates detailing the progress made on ongoing, medium-term and long-term actions. For more information about the 2015-2020 Youth Service Plan, please visit www.richmond.ca/youth.

Conclusion

The 2015–2020 Youth Service Plan: 2017 Update demonstrates the commitment of the City of Richmond, Community Associations and other youth serving organizations to help young people thrive. Many innovative programs and opportunities were initiated in 2017 which provided youth with new experiences and staff with the knowledge and skill to best support youth. Some of these highlights included:

- Youth Music Nights;
- New mentorship opportunities for youth;
- The development of a Youth Survey to be used in City of Richmond Programs;
- The creation of an Inter-Municipal Youth Coordinator Committee; and
- A variety of training opportunities for youth staff

Moving forward, the City, Community Associations and youth serving organizations will continue to work collaboratively in an ongoing effort to further the vision, *"For Richmond to be the best place in North America to raise children and youth."*



Appendix A | Search Institute's 40 Developmental Assets

Why do some kids grow up with ease, while others struggle? Why do some kids get involved in dangerous activities, while others spend their time contributing to society? The Search Institute has identified 40 concrete qualities—developmental assets—that have a tremendous influence on

youth's lives and choices. Research shows that the 40 Developmental Assets help youth make wise decisions, choose positive paths, and grow up competent, caring and responsible. (See: <http://search-institute.org>)

EXTERNAL ASSETS



Support

- 1. Family support** - Family life provides high levels of love and support
- 2. Positive family communication** - Young person and their parent(s)/guardian(s) communicate positively, and young person is willing to seek advice and counsel from parent(s)/guardian(s)
- 3. Other adult relationships** - Young person receives support from three or more non-parent adults
- 4. Caring neighbourhood** - Young person experiences caring neighbours
- 5. Caring school climate** - School provides a caring, encouraging environment
- 6. Parent involvement in schooling** - Parent(s)/guardian(s) are actively involved in helping young person success in school



Empowerment

- 7. Community values youth** - Young person perceives that adults in the community value youth
- 8. Youth as resources** - Young people are given useful roles in the community
- 9. Service to others** - Young person serves in the community one hour or more per week
- 10. Safety** - Young person feels safe at home, school, and in the neighbourhood



Boundaries & Expectations

- 11. Family boundaries** - Family has clear rules and consequences and monitors the young person's whereabouts
- 12. School boundaries** - School provides clear rules and consequences
- 13. Neighbourhood boundaries** - Neighbours take responsibility for monitoring young people's behaviour

- 14. Adult role models** - Parent(s)/guardian(s) and other adults model positive, responsible behaviour
- 15. Positive peer influence** - Young person's best friends model responsible behaviour
- 16. High expectations** - Parent(s)/guardian(s) encourage the young person to do well



Constructive Use of Time

- 17. Creative activities** - Young person spends three or more hours per week in lessons or practice in music, theater or other arts
- 18. Youth programs** - Young person spends three or more hours per week in sports, clubs, organizations at school and/or in the community
- 19. Religious community** - Young person spends one or more hours per week in activities in a religious institution
- 20. Time at home** - Young person is out with friends "with nothing special to do" two or fewer nights per week

INTERNAL ASSETS



Commitment to Learning

- 21. Achievement motivation** - Young person is motivated to do well in school
- 22. School engagement** - Young person is actively engaged in learning
- 23. Homework** - Young person reports doing at least one hour of homework every school day
- 24. Bonding to school** - Young person cares about their school
- 25. Reading for pleasure** - Young person reads for pleasure three or more hours per week



Positive Values

- 26. Caring** - Young person places high value on helping other people
- 27. Equality and social justice** - Young person places high value on promoting equality and reducing hunger and poverty
- 28. Integrity** - Young person acts on convictions and stands up for their beliefs
- 29. Honesty** - Young person "tells the truth even when it is not easy"
- 30. Responsibility** - Young person accepts and takes personal responsibility
- 31. Restraint** - Young person believes it is important not to be sexually active or to use alcohol or other drugs



Social Competencies

- 32. Planning and decision making** - Young person knows how to plan ahead and make choices
- 33. Interpersonal competence** - Young person has empathy, sensitivity, and friendship skills
- 34. Cultural competence** - Young person has knowledge of and comfort with people of different cultural/racial/ethnic backgrounds
- 35. Resistance skills** - Young person can resist negative peer pressure and dangerous situations
- 36. Peaceful conflict resolution** - Young person seeks to resolve conflict non-violently



Positive Identity

- 37. Personal power** - Young person feels they have control over “things that happen to me”
- 38. Self-esteem** - Young person reports having high self-esteem
- 39. Sense of purpose** - Young person reports that “my life has a purpose”
- 40. Positive view of personal future** - Young person is optimistic about their personal future



Appendix B | Youth Service Plan: Actions



Building Youth Assets Through Engagement & Partnerships

THEME 1: YOUTH ASSET DEVELOPMENT		
#	ACTION	TIMELINE
1.1	Incorporate the Developmental Asset language and philosophy in City and Community Association youth marketing and communication tools.	Ongoing
1.2	Develop and implement a campaign that serves to educate parents, youth and the community at large on the Developmental Assets and their benefits.	Short Term
1.3	Develop and implement training opportunities for City staff, Community Associations and Community Organizations to enhance common understanding of Developmental Asset principles.	Medium Term
1.4	Expand the Youth Services Street Team to advance Developmental Asset education and awareness in the community.	Medium Term
1.5	Establish an asset-based leadership group with key representatives from the City's community partners.	Medium Term
1.6	Create asset development training, and coordinate and advance asset development within Community Services and other youth serving agencies.	Medium Term

THEME 2: YOUTH ENGAGEMENT, LEADERSHIP AND EMPOWERMENT		
#	ACTION	TIMELINE
2.1	Enhance existing programs and services and create new opportunities for mentorship (such as youth peer leadership, intergenerational activities).	Ongoing
2.2	Increase the number of (and access to) meaningful youth volunteer opportunities in civic and community based programs and activities (such as youth representation on boards, committees, and Council-appointed groups).	Short Term
2.3	Provide leadership skills development programs that are specifically designed for youth.	Ongoing
2.4	Develop a systematic approach to engage youth in planning programs, services and facilities that are of interest and benefit to them (such as programs and services, parks and open spaces).	Medium Term
2.5	Educate youth on how their input will be used and inform young people about the outcomes of their involvement in the planning process.	Ongoing
2.6	Acknowledge diverse youth through the U-ROC Awards, volunteer recognition, and develop new and innovative methods of youth recognition.	Ongoing

THEME 3: COLLABORATION WITH COMMUNITY PARTNERS

#	ACTION	TIMELINE
3.1	Build new relationships and foster existing relationships with community partners.	Ongoing
3.2	Support and facilitate regular communication between partners to share information and knowledge, coordinate activities and discuss youth needs and issues.	Ongoing
3.3	Develop and regularly maintain an inventory of youth-serving organizations in Richmond to more efficiently communicate youth related information and resources.	Medium Term
3.4	Organize a Richmond Youth Forum to bring together youth and youth stakeholders, provide education and information and improve interagency communication.	Medium Term



Expanding Opportunities for Youth

THEME 4: YOUTH PROGRAM DEVELOPMENT AND DELIVERY

#	ACTION	TIMELINE
4.1	Enhance communication city-wide about the importance of regular physical activity on youth health and wellness.	Ongoing
4.2	Involve youth in program planning to ensure development of appropriate opportunities to combat inactivity.	Ongoing
4.3	Improve accessibility of Community Services programs and services, facilities and spaces.	Ongoing
4.4	Identify opportunities to provide more low cost, no cost programs and services to youth.	Ongoing
4.5	Provide youth with a full range of opportunities to participate in sport and physical activity and ensure they are aware of these opportunities.	Ongoing
4.6	Support the Richmond sport community to develop youth to reach their highest level of sport achievement.	Ongoing
4.7	Identify transportation needs to access youth programs and services, particularly in outlying areas of Richmond.	Ongoing
4.8	Identify opportunities for relevant programming targeting specific age groups of youth.	Medium Term
4.9	Enhance youth life skills and build career training into programs and services for youth.	Ongoing

THEME 5: BRIDGING SERVICES FOR VULNERABLE YOUTH

#	ACTION	TIMELINE
5.1	Identify barriers to existing programs, services and opportunities for vulnerable youth, focusing on particular target groups.	Short Term
5.2	Improve access to and information about existing City programs, services and opportunities for vulnerable youth.	Medium Term
5.3	Enhance programs and services for vulnerable youth.	Medium Term
5.4	Enhance the Roving Leader Program and if applicable, develop additional approaches to provide more flexible outreach services.	Short Term
5.5	Develop ways to better reach parents of vulnerable youth.	Ongoing
5.6	Create more opportunities for (and increase access to) opportunities and activities for young people with disabilities.	Ongoing
5.7	Develop additional opportunities for low-income youth by improving access to programs and services and by connecting them to existing low cost/no cost programs and services (such as Recreation Fee Subsidy Program).	Ongoing
5.8	Enhance opportunities for vulnerable youth within the Richmond Youth Media Program.	Ongoing
5.9	Create and support welcoming and inclusive community events, programs and services to allow youth (particularly immigrant youth) to celebrate their cultural identities and feel connected to their community.	Ongoing
5.10	Support ELL youth in building their confidence in speaking English.	Ongoing
5.11	Provide opportunities for staff to increase their education and awareness to best support the needs of youth who are experiencing mental health challenges.	Medium Term
5.12	Participate annually in anti-bullying week, leverage opportunities and create ongoing awareness and education throughout the year.	Ongoing

THEME 6: SAFE AND SOCIAL PLACES FOR YOUTH

#	ACTION	TIMELINE
6.1	Involve diverse youth in the ongoing development, design and operation of youth spaces to address their needs and gather their input.	Ongoing
6.2	Examine community needs in connection to increased youth-specific space in Richmond.	Long Term
6.3	Enhance existing youth-friendly spaces to better accommodate the needs of youth.	Ongoing
6.4	Provide new and innovative youth programming in the Richmond Cultural Centre Media Lab through the Richmond Youth Media Program (RYMP).	Ongoing
6.5	Utilize multifunctional, youth-friendly outdoor spaces for programs and services.	Medium Term

GOAL 3**Improving the Quality of Youth Services****THEME 7: MOVING TOWARDS STANDARDS**

#	ACTION	TIMELINE
7.1	Create and implement city-wide youth service criteria and program standards.	Ongoing
7.2	Continue to enhance Performance Evaluation Systems that are aligned to service standards and support staff development.	Ongoing
7.3	Develop and implement a standardized orientation and training program for staff that enhances skills and positively contributes to youth programs and services.	Medium Term
7.4	Create a standardized data collection method for Community Services youth programs and services.	Short Term

THEME 8: MARKETING AND COMMUNICATION

#	ACTION	TIMELINE
8.1	Develop a dynamic, age appropriate Youth Marketing Plan designed specifically to appeal to youth that is contemporary and delivered for a tech-savvy audience.	Short Term
8.2	Provide opportunities for youth to be proactively and creatively engaged in the development and delivery of marketing materials.	Ongoing
8.3	Identify and engage Youth Promotion Ambassadors who will conduct “word of mouth” and “Face-to-Face” promotion of youth events, programming and services.	Medium Term
8.4	Utilize the Media Lab to develop videos and/or use Media Arts in marketing and communication.	Ongoing

THEME 9: TRACKING THE PROGRESS AND REPORTING TO COMMUNITY

#	ACTION	TIMELINE
9.1	Develop target and baseline indicators using the outcome-based evaluation framework to monitor the progress of the Youth Service Plan and evaluate the outcomes.	Short Term
9.2	Annually monitor and report on accomplishments from the YouthService Plan.	Ongoing
9.3	Develop a Youth Service Plan reporting tool to periodically communicate progress of implementation and achievements to the public.	Short Term
9.4	Create a marketing and education plan to introduce and educate City and Community Association staff and community partners on the 2015-2020 Youth Service Plan.	Short Term



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