

Present:

Chair – Councillor Steele
M. Cross
R. Cross
Dr. B. Lalli
L. Lange, Fraser Health, Adult Abuse & Neglect
S. Match, Community Engagement and BC Gambling
K. Dhillon, Community Engagement and BC Gambling
S. McIntosh, Seniors Come Share Society
K. Noonan, COSCO, Seniors Planning Table
J. Schmalz, BC CEAS
A. Sharma, DIVERSEcity
K. Weber, Realty Watch, Fraser Valley Realty Board

Absent:

P. Petrala, Semiahmoo Planning Table
Councillor Martin
Councillor Rasode
D. Darrell, Sources
A. Rutherglen, BC Securities Commission
S. Jahan-Chaudhary, DIVERSEcity

Staff Present:

J. Tyler, Senior Services Rep, Community & Recreation Services Manager, Guildford
S. Tosdevine-Tataryn, Community Services Coordinator, North Surrey
I. Mandra, Manager, Read Ability Services, Library
M. Drozda, RCMP Dist. 2, Crime Prevention Programs Coordinator
A. Gill, RCMP Dist. 3, CSO
K. Huffer, Community Dev. Assistant NS Rec Centre
K. Fry, Surrey Fire Services
J Gallinger, Legislative Services

A. ADOPTION OF MINUTES

It was

Moved by R. Cross

Seconded by K. Noonan

That the minutes of the Seniors Advisory & Accessibility Committee October 3, 2013, be adopted, as circulated.

Carried

B. DELEGATION**C. OUTSTANDING BUSINESS****D. NEW BUSINESS****1. Training Education and Awareness –Understanding and Responding to Elder Abuse**

A PowerPoint tool was used to guide the Committee through the discussion of the agenda items and proposed agenda format.

Why is a training education and awareness program necessary?

A mini working session was held with a few key members and four key points were established as follows:

- To educate and build more awareness of the importance of the prevention of elder abuse.
- Education/training will help with all our efforts to educate and to raise staff and volunteers awareness of the importance of the prevention of elder abuse, in knowing what to look for, who to contact and where resources/support systems can be found.

- If front line staff observe or have interactions with seniors, caregivers/families who may potentially need resources or supports, then the trained staff person would have the tools needed to assist the customers/residents. The delivery of this education and awareness training supports an Age Friendly City.
- The target group for the education and awareness training would include:
 - City of Surrey staff and volunteers with a pilot session held for Parks, Recreation and Culture Department to evaluate the proposed training and to report on same which would benefit the program by providing sessions to the Recreation Division first.
 - Providing a number of training/in service sessions to all front line personnel, mandated to attend.
- The SAAC training (education and awareness) session would be a part of the already scheduled training; there would be a minimal cost for the pilot project. Additional sessions could be expanded to include other departments in the City and Libraries.
- By providing pilot training to the recreation front line staff teams, feedback would be gained through evaluations and sessions could be modified accordingly.
- Materials presented would include resources packages prepared for each presentation and presented by Leanne Lange, Clinical Specialist from Fraser Health.
- The program is a one-hour information session which will help in accumulating information and refining the training program. The one-hour sessions will include:
 - "Finding A Future for Ellen" video
 - PowerPoint presentation
 - Distribution and overview of resources
 - A questions and answer period; and
 - Evaluation/feedback forms.
- Delivery of the program will be done by Ron and Marilyn Cross through presentation materials with the support and coordination of City staff and SAAC Committee members.
- Co-presenters are important to build a group of Committee and Staff members who could also go into the Community to make these presentations. This would also include past Committee members.
- The pilot sessions will be scheduled with Parks, Recreation and Culture staff and will be incorporated into the training that is already part of operations.
- When the pilot is complete, evaluation and expansion into other Departments and Surrey Librarians can commence, followed by presentations to outside organizations.

Committee comments:

- The RCMP front desk would benefit from this training as there is a constant interaction between seniors and the police department.
- Would the presentation be presented in Punjabi and other languages? Initially, the Pilot would be presented in English and as the training is refined then it would translated into various pertinent languages.
- There are many people within the City staff who speak most if not all of the major languages and would be able to help with the translations.
- The training material will be compiled through Community Recreation Services and will be presented to the Committee for review and approval. Once approval

has been received the training package will be presented to Council for informational purposes.

- The Committee needs to ensure that the proper individuals are on the Committee and are also the trainers.
- The question was posed as to whether volunteers could submit mileage claims for travel in regards to training?

Staff noted that there is a provision within the insurance policy that volunteers are covered for double claims when using vehicles for volunteer purpose. There is no other provision for mileage claims. Staff will look into claim submission and insurance coverage for volunteers.

The Committee approved the training package. The package will be refined and prepared for official launch in April 2014.

2. Financial Forum

Discussion was held around proceeding with planning of the 2014 Financial Forum - Focus on Seniors – Financial Abuse.

The following comments were made:

- Karen Weber, Realty Watch, Fraser Valley Realty Board informed the Committee that she had met with an individual who is a financial planner and whose drive is to help seniors: Carol Carson, RBC South Surrey comes highly recommended and would be a great speaker at the Forum.
- The Chair pointed out that up until now the Committee had avoided Financial Planners as it could be seen as an endorsement. If the reference to the title Financial Planner and to RBC is omitted, then Ms. Carson could be invited to speak at the Forum.
- Another discussion should take place around including a member of the banking community as a Committee member as that Committee member would be an integral part of this type of discussion. Ms. Carson will be invited to a future meeting.
- Joyce Schmalz made the following comments:
 - There was no place within the document reviewed, referring to senior's and mortgages. Chip mortgages (reverse mortgages) are being shown a lot of interest.
 - Critical data is required around "Protecting Your Assets" and a session on documentation/presentation should be produced using that title.
 - The documentation around the protection of assets should be viewed by the banking community for their review and input.
 - Bank policies regarding cheque processing and Power of Attorney have changed; banks now require signatures on file for people who have Power of Attorney and those with the Power of Attorney must prove their identity.
 - The following topics should be researched and answers provided to seniors to ensure the safety of their assets:
 - Care of the PIN, credit and debit cards and security of ATMs.
 - How to deal with family requests for money – what do you say?
 - How to say no to charities – how do you know if they are legitimate?
 - How to make investments; take care of your investments; and what are the tax implications?

The Committee made the following comments:

- The RCMP regularly deals with fraud and forgery and there is no way to finding a resolution. Speaking to seniors about financial hazards may be one way and making sure that family and attorneys understand individual wishes is a must in assuring assets are safe.
- Risk of jointly-owned assets/joint accounts – seniors need to be educated as to what ‘joint tenant’ and ‘tenancy in common’ are and what the implications are.
- Educate seniors on exercising their choices and the subsequent consequences.
- Ensure seniors acknowledge that it is the ‘victim’ who provides the opportunity for being taken advantage of; many seniors do not understand the implications of their actions.

S. Tosdevine-Tataryn, Community Services Coordinator informed the Committee that the document referred to is a draft for conversation purposes only, for review and comment; the final document will be distributed upon completion.

"Seniors Financial Forum" –

- This type of Financial Forum is very important, particularly for younger seniors (55 - 65 years of age), and to ensure understanding by all seniors as to what ‘assets’ include. All family members and those caregivers of senior should also invited to attend the Seniors Financial Forum.
- There has been no evidence that older seniors cannot see the fraud. Is there something within the Community to ensure that seniors are protected? Financial abuse is quite prevalent within the individual's family. The major criminal aspects of senior fraud are the children who feel entitled to the assets. There is a need to educate seniors who are still making their own decisions, and their families, so that the seniors are protected in the future.
- Forums will draw attendees more so than Community Education would.
- There should be no analyzing of the presentation -- it is a matter of refining it. Research will be done into when the prevalent times are where seniors are making poor decisions, how to educate them, and how to show them when to say ‘no’ and feel good about it.
- A Financial Awareness Forum is suggested.

It was

Moved by K. Noonan

Seconded by S. McIntosh

That the Seniors Advisory & Accessibility

Committee approves to proceed with initiating the 2014 Financial Forum.

Carried

The Committee made the following comments:

- The question was raised as to whether it was worthwhile to go to various meetings/events to fill the gap in the provincial government’s covering and protection of seniors. This is something that should be investigated as the secrecy around fraudulent events is harming seniors.
- In the marketing and planning of the Forums media should be involved around stories ending with; “*If you want more information attend our meeting/for on....
...or call.*”
- There was some discussion around how the City’s Age Friendly Strategy for Seniors will impact and influence the work the City of Surrey is doing in the community

This will be a significant strategy for the City once approved and it should be highlighted.

- The BC Gambling Commission has requested that their resources be used more advantageously than they currently are.

3. Intercultural Showcase (Seniors Planning Table)

Integration of the Intercultural showcase as part of the City of Surrey " Seniors Week" and "Aging In Place Conference " was discussed. A PowerPoint tool was used to guide the Committee through the discussion of the three key projects around the event: the newsletter, bazaar and Intercultural Showcase:

- Sustainability of the event will be provided by a collaboration of resources.
- The Intercultural Showcase is the kind of event that Surrey can highlight and promote so that it remains part of the Seniors Initiative and would support engagement and diversity within the Community.
- It was suggested that the Conference be held in conjunction with the Showcase, offering a dinner dance in the evening followed with a full day of Forums for the seniors. The advantages would be intergenerational and intercultural, and conducive to seniors. There would be a nominal fee for attending.
- Seniors Planning Table to coordinate the performers, arrange catering and it would tie in with the Aging in Place Conference.
- Promotion of the event would be included in Surrey's advertising.

The Committee made the following comments:

- *Will transportation be an issue?* The proposed venue is Newton Recreation Center is close to many housing complexes where seniors live and adjacent to the key central bus transit point in Newton, which is helpful for those taking public transit.
- The Intercultural Showcase event would be held Friday, May 30, 2014.
- The Aging in Place Conference will be held on Saturday, May 31, 2014, and will be the 'kick off' event to Seniors Week - June 1-7, 2014.

It was

Moved by K. Weber

Seconded by R. Cross

That the Seniors Advisory & Accessibility

Committee approves to proceed with integrating the Integration of the Intercultural Showcase event with the Aging In Place 2014 Conference.

Carried

4. 2014 Calendar

To help plan for 2014 a proposed calendar was provided on table for review. It was noted that this is a draft calendar and changes will be ongoing.

- **January 22** – Caregiver workshop 'Caring for someone with Dementia' – location North area
- **February 22** – Focus on Seniors Forum – English Financial Focus – location Chuck Bailey
- **February** weekday (to be confirmed) – 'Home is Best' workshop (care facilities) and 'Getting Your Affairs in Order' (Joyce Schmalz) – location South area
- **March** -

- Saturday, March 8 – 'International Women's Day' (focus on senior women workshop) (date to be confirmed) – location possibly City Centre Library
- Saturday, March 22 – Focus on Seniors Forum – location Fleetwood Community Center
- Weekday to be confirmed 'Getting Your Affairs in Order' (Joyce Schmalz) – (location to be confirmed)
- **April** – Saturday, April 12 weekday or evening – Focus on Seniors Forum Caregiver workshop (to be confirmed) – location Guildford Recreation Center
- **May** – Friday, May 30 and Saturday, May 31 – 'Intercultural dinner/show – evening conference 'Aging in Place' – daytime – location Newton Seniors Center
- **June** -
 - June 1–7 – Senior Week– various activities throughout City facilities
 - June 1 – Intergenerational Day– propose we host an event eg. Youth/seniors engagement
 - June 7 or 14 – Focus on Seniors Forum – location South Surrey – Sunnyside Hall (to be determined)
 - Possible Appreciation BBQ with Seniors
 - June 15 - Elder Abuse Awareness Day– host event or awareness of this day through each town center – event planning to be discussed – location possibly City Center Library and City Hall
- **July** – Mobile Outreach – various dates and locations
- **August** – Mobile Outreach – various dates and locations
- **September** -
 - September 7 – Grandparents Day – potential City event or within each town center
 - September 9-13 – BC Seniors Games - Langley
 - September 13 – Focus on Seniors Forum – location Cloverdale Recreation Center
- **October** -
 - October 1 – National Seniors Day – location City Center Library
 - October 4 or 25 – Focus on Seniors Forum – location South Surrey depending on recreation center renovations – possibly host in off-site hall
- **November** -
 - November 15 – Focus on Seniors Forum – Financial (Fraud how to handle the holidays/donation calls etc.) location – to be determined
 - November 19 – International Men's day
- **December 5** – SAAC Appreciation Luncheon at Newton Recreation Centre, Arena Building Hall, 13730 72 Avenue.

The draft of the proposed 2014 calendar was reviewed, discussed and the information was confirmed. Planning can proceed with the confirmation of the following dates:

- February 22 - the first 2014 Financial Forum at Bailey Rec Center
- March 22 - Focus on Seniors forum
- April 12 - launch of the full Financial Forum training

The following comments were made:

- Having a Focus on Seniors Forum in June 2014 could be a wrap up to the events until September 2014.
- It was proposed to collaborate with Parks to utilize the City Hall/City Center Library for Elder Abuse Awareness Week.

- The 2013 SAAC's Appreciation Luncheon is being held for the first time and is proposed for the 2014 event calendar.

The Committee made the following comments:

- There could be a competition amongst seniors to showcase their talents during the Intergeneration Day on June 1, 2014.
- Education and awareness can provide information that ensures adults/seniors and their families have the resources and contact information that is available to them. Having this information enables them to make the right choices for their situation. The Committee should look at expanding education through Forums as the Public Trustee offices have recently been turning people away.
- The upcoming Forum currently has 60 registrants. The Chair requested that an invitation be sent to the City's **senior management team and to Council to attend the Forum.**
- As Forums are addressed to seniors this will require discussion to allow open attendance.

E. ITEMS REFERRED BY COUNCIL

F. CORRESPONDENCE

G. INFORMATION ITEM

1. Archana Sharma informed the Committee that she will be leaving her current position with *DIVERSEcity* and has taken a position with the Provincial Government where she may be unable to attend all the Committee Meetings. She is hoping that her commitment to SAAC will be acknowledged by the Province and that they will support her Committee membership allowing her to attend further meetings.
2. BC Foodbank has recently started a special Senior's Day every Tuesday. The Chair stated that she will be going to visit the organization to determine what the City can do to support their efforts. The BC Foodbank Manager will be invited to a future meeting of SAAC.

H. OTHER BUSINESS

There were no reports/updates or newsletters.

I. NEXT MEETING

The next Seniors Advisory & Accessibility Committee meeting is scheduled to be a lunch social to celebrate the successes and accomplishments of the year:

December 5, 2013, 11:30 am – 1:30 pm, at Newton Recreation Centre, Arena Building Hall, 13730 72 Avenue.

J. ADJOURNMENT

It was

Moved by S. McIntosh
Seconded by M. Drozda
That the Seniors Advisory & Accessibility

Committee meeting do now adjourn.

Carried

The Seniors Advisory & Accessibility Committee adjourned at 11:17 a.m.

Jane Sullivan, City Clerk

Chairperson, Councillor Steele
Seniors Advisory & Accessibility Committee