

Present:

Councillor Steele, Chair
Councillor Starchuk, Co-Chair
S. Bell
M. Drozda
C. Hong
L. Lange
S. McIntosh
V. Nielsen
K. Noonan
J. Schmalz
A. Sharma
K. Weber

Absent:

M. Cross
R. Cross
D. Evans
S. Jahan-Chaudhary

Staff Present:

I. Stachura, Manager, Read Ability Services,
Library
K. Huffer, Community Services. Assistant,
S. Robinson, Asst. Chief, Surrey Fire Services
S. Tosdevine-Tataryn, Community Services
Coordinator, North Surrey
L. Luaifoa, Legislative Services

The Chair welcomed the newest SAAC member and a roundtable of introductions was done.

A. ADOPTION OF MINUTES

1. The minutes of the Seniors Advisory & Accessibility Committee meeting of November 3, 2015 to be adopted.

It was

Moved by S. Robinson

Seconded by K. Weber

That the minutes of the Seniors Advisory &
Accessibility Committee meeting on November 3, 2015 be adopted.

Carried

B. DELEGATION

1. **Home Health Care Community Program**

Maureen Joe, RN, Case Manager, Fraser Health, presented on the Home Health Care Community Program for Surrey.

The following comments were made:

- There are two units in Surrey: Gateway and Newton. These units consist of Occupational Therapists, Case Managers, which are RN's and Social Workers.
- In-take calls for the Home Health Program are received through a call centre (Home Health Service Program Line - 1-855-412-2121) and are prioritized

based on services required. Referrals to the program are made by the hospital, doctors' offices, family and self-referrals.

- A case manager will schedule a two hour visit with the client and a family member, if possible to conduct a comprehensive assessment which will evaluate the clients' needs, determine what services are required, and determine what costs might be associated for the client.
- There are different levels of service which provide short term and long term support for clients. Some short term services are covered and other services have charges based on how long the services are needed and are calculated on the client's most recent tax assessment.
- The Convalescent Care Program (CCP) is a long term care program for clients who require more time before returning home after hospitalization. Funded assisted living provides 1.5 hour of personal care service. If a person requires service 4 times a day, they do not qualify for assisted living. Private support is available for assisted living through organizations like Nurse Next Door.
- Fraser Health's subsidized system provides \$37 per hour for home support for clients that meet the eligibility requirements. The support provided assists with the activities of daily living such as: grocery shopping, preparing meals, banking, laundry, and bathing, etc. Referrals to other services are also provided if a client requires special care for illnesses such as dementia or diabetes, etc.
- The current wait list for residential placement is 8 months for non-urgent, 1 month for urgent and a few days for emergent. An emergent case is classified as unsafe where a client is at a high risk for leaving their home etc. Clients can only be on the wait list in one area.
- Once a bed is available, a client can look at the bed and decide within 24 hours if they will take it. People might decline a bed due to the location or privacy reasons. On average, 8 beds become available each day.
- Currently, there are 56 people on the wait list for South Surrey and 31 for White Rock. There are 16 people waiting from Surrey Memorial Hospital and 51 from Yale Road Centre. There are 8 beds available which indicates there is a huge congestion problem. Although the numbers can fluctuate daily, it is hopeful beds will open after the flu season.

C. OUTSTANDING BUSINESS

1. Focus on Seniors Forum - November 21 South Surrey Feedback

- The overall feedback of the forum was positive. The presentations were good and the event was well attended. There were a lot of new people in attendance.

- The Chair noted that since the event, inquiries have been received on whether future forums will be planned. Forums are scheduled for 2016 and additional seminars will also be held throughout each town centre.
- The Committee recommended that similar presentations to the Home Health Care Program be provided at future forums. On March 12 there is a Forum planned that will focus on housing and home health.

2. 2015 December Christmas Luncheon – Feedback

- The invitation for the luncheon was effective as it was an incentive to get people to come out and participate in various offered events.
- The participants were happy with the workshops and lunch.

3. Miracle-Ear – Hearing Education Outreach Program

- Staff met with a representative of Miracle Ear to discuss their interest to be a part of the seniors' initiatives. Staff explained how Fraser Health is the City's partner with these services; however there are times when the City works with local businesses and sponsorship when appropriate. The contact will be kept for any future opportunities.
- The Committee commented that Miracle Ear is one of the more expensive companies offering hearing aid products and noted that the products are good quality.

4. Share and Care Program – Update

- The Share and Care Program had 35 participants the first time and over 100 the second time it was offered. The growing program is offered to seniors who access the Surrey Foodbank. To ensure the senior does not lose their place in line at the Food Bank, they obtain a ticket when they arrive and they are able to return for their food.
- Chuck Bailey staff work with the Surrey Food Bank and Seniors Come Share Society to engage seniors in activities and offer resources rather than waiting outside in the rain or the hot sun in the summer. Feedback from participants has been very positive.

5. Concerts In Care – Update

- The Committee discussed where/when the best venue would be to organize an event with the program, Concerts in Care. The following options were suggested:
 - October 1
 - June 4 for the Age Friendly Conference
 - July 1 at the Strawberry Tea
 - September 30 at Surrey City Hall
- The program is designed to provide high quality entertainment for seniors in nursing homes and residential care. Concert in Care works with other organizations and groups to provide concerts within facilities and sites to build awareness of the program.

6. Suggestions for Presentations and Delegations

The following topics were proposed and discussed for future delegations and forums or seminars:

- Mental Health representation to provide information on their resources and programs for seniors.
- Focus on Seniors Forum – Home (this would include, Home Health, Better at Home, rental, residential and property ownership in Surrey, as well as legal information around wills and estates).
- There was also discussion of the importance and awareness of women who endure a lot of abuse and the importance of them being able to access resources.
- The subject of reverse mortgages was brought up by one of the members of the committee. The Chair noted that it is difficult to provide information on these discretionary items as they are beyond the scope of the Committee and the Committee does not want to put the wrong information out. Certain quotes or ideas can be taken out of context and can be misunderstood as a presentation of the City when in fact it is only being provided for information purposes.

7. Round Table

The Committee provided the following comments:

- The issue of caregivers/health professionals and their ability to deal with the stresses they face was raised.

- Ethnicity is missing from the Committee and it was suggested that Amar Gill be contacted to participate on the Committee. The Chair noted that interested individuals need to apply to the City when there is a vacancy on a Committee and go through the proper process.

D. NEW BUSINESS

E. ITEMS REFERRED BY COUNCIL

F. CORRESPONDENCE

G. INFORMATION ITEM

1. Sustainability Charter Update
File: 0512-02

A memo and information on Surrey's Sustainable Charter Update was provided to the Committee for information.

H. OTHER BUSINESS

I. NEXT MEETING

The next Seniors Advisory & Accessibility Committee meeting is scheduled for February 9, 2016 in 2E Community Meeting Room A at 9:00 a.m.

J. ADJOURNMENT

It was

Moved by S. McIntosh
Seconded by V. Nielsen
That the Seniors Advisory & Accessibility

Committee meeting do now adjourn.

Carried

The Seniors Advisory & Accessibility Committee adjourned at 10:45 am.

Jane Sullivan, City Clerk

Chairperson, Councillor Steele
Seniors Advisory & Accessibility Committee