

Present:

Councillor Steele, Chair
Councillor Starchuk
M. Drozda
C. Hong
S. McIntosh
V. Nielsen
K. Noonan
J. Schmalz
K. Weber
Cst. C. Marjara

Absent:

S. Bell
D. Evans
S. Jahan-Chaudhary
L. Lange

Staff Present:

S. Tosdevine-Tataryn, Age Friendly
Strategy
J. Tyler, Manager, Guildford
I. Stachura, Manager, Read Ability
Services, Library
C. Bootsma, Community Services
Assistant
L. Luaifoa, Legislative Services

A. ADOPTION OF MINUTES

1. The minutes of the Seniors Advisory & Accessibility Committee meeting of October 4, 2016, to be adopted.

It was

Moved by S. McIntosh

Seconded by M. Drozda

That the minutes of the Seniors Advisory &
Accessibility Committee meeting on October 4, 2016, be adopted.

Carried

B. DELEGATION

1. Karen Martin, Regional Outreach Planning Officer and Saverio Desantis, Canada Revenue Agency (CRA), provided a presentation on services provided by the agency.

The following comments were made:

- CRA is seeking to create partnerships with community organizations to help in meeting the different needs of people.
 - The presentation included a sample correspondence folder with information pertaining to Senior’s, Newcomers to Canada, persons with Disabilities, Indigenous and Youth. It was noted that seniors tend to prefer dealing with CRA’s paper resources rather than utilize the CRA website.
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- The contents of the folder included the following:
 - **Promo Cards** –similar to postcards in size and provide information geared to a specific audience. For example, senior organizations or care homes might be more interested in the Disability Tax Credit promo card or the Newcomer promo card as seniors fall into the category as well.
 - **Disability-Related Information Guide** – the most commonly requested guide by seniors provides information on tax credits and the application process for persons with disabilities.
 - **Community Volunteer Income Tax Program** – CRA partners with interested organizations to prepare free tax returns by qualified volunteers; the eldest volunteer is 93 years old and 300+ returns last year. The delegation noted that some groups who complete tax returns for seniors and others often charge up to 40% of a final refund, these rates are similar to payday loan establishments.
 - **Direct Deposit** – this form is provided to encourage people to register for direct deposit which is the safest way to receive money from CRA.
- Outreach work to vulnerable Canadians is important to ensure the proper information is available and that people have a point of contact. The CRA website provides valuable information including videos that Google is able to translate into different languages. The front counter at the centre has been shut down nationally; however, seniors still often visit the Surrey Tax Centre to speak to someone in person.
- The goal is to CRA correspondence will move towards the direction of being communicated in plain English at a grade 8 literacy level to ensure all the information available is understandable.
- The Committee provided feedback regarding the difficulty in reporting fraud on the CRA website and noted that it is too cumbersome. The delegation advised that CRA has the “Canadian Anti-Fraud” section and will share the comments regarding the website with the appropriate persons. It was also noted that when people receive calls from CRA and suspect a scam that they are to ask for CRA badge numbers and request call back numbers.

C. OUTSTANDING BUSINESS

D. NEW BUSINESS**1. Year in Review – SAAC Action Plan**

The Committee discussed the SAAC Action Plan and requested that the plan be reviewed separately from the January meeting and suggested the separate meeting be at least 2 hours.

2. Age Friendly for Seniors Initiatives Update

- **November 19 Focus on Seniors Forum – “What you need to know”** – 33 people are registered. The KPU Dementia Friendly Communities will be in attendance with a booth set up.
- **L’Association francophone de Surrey** – has expressed their interest to engage more with seniors to potentially host a forum in French. Staff have initiated communication with Francophone Association to plan for 2017.

3. Committee Round Table Reports and Updates**S. McIntosh**

- In 2015, the Society printed 15,000 information booklets (blue books) and the organization has approximately 500 remaining.
- Sheila’s Restaurant in South Surrey has two sittings for seniors December 23 and is offering a third seating for food bank participants.
- “Do’s and Dont's of Dementia” - November 5, 2016 at the Community Support Office.
- Care Giver session – December 3. When dementia occurs some families experience separation of friends and family. The Care Giver program is designed for couples to get together to chat and interact.

K. Weber

- Gently-used toques and mittens are being collected at the Urban Gospel Mission for their Annual Blanket Drive.

E. ITEMS REFERRED BY COUNCIL

F. CORRESPONDENCE

G. INFORMATION ITEMS

1. **December 6 – SAAC Christmas Lunch** at the Guildford Recreation Centre. Seniors are welcome to participate in workshops with lunch served after. More information will be sent out to the Committee.
2. **November 5 – Diwali Festival** at Surrey City hall from 3 pm to 7 pm.

H. OTHER BUSINESS

I. NEXT MEETING

The next Seniors Advisory & Accessibility Committee meeting is scheduled for January 1, 2016 in 1E Community Room B at 9:00 a.m.

J. ADJOURNMENT

It was
Committee meeting do now adjourn.

Moved by K. Webber
Seconded by S. McIntosh
That the Seniors Advisory & Accessibility
Carried

The Seniors Advisory & Accessibility Committee adjourned at 10:25 am.

Jane Sullivan, City Clerk

Chairperson, Councillor Steele
Seniors Advisory & Accessibility Committee