

**Present:**

Councillor Steele  
Councillor Starchuk, Chair  
S. Bell  
M. Drozda  
D. Evans  
S. Jahan-Chaudhary  
L. Lange  
K. Noonan  
J. Schmalz  
K. Weber  
Cst. Hayes

**Absent:**

S. McIntosh  
V. Nielsen

**Staff Present:**

S. Tosdevine-Tataryn, Age Friendly Strategy for Seniors Project Manager  
I. Stachura, Manager, Read Ability Services, Library  
C. Bootsma, Community Services Assistant  
L. Luaifoa, Legislative Services

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**A. ADOPTION OF MINUTES**

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

It was

Moved by M. Drozda

Seconded by K. Weber

That the minutes of the Seniors Advisory & Accessibility Committee (SAAC) meeting on November 1, 2016, be adopted.

Carried

**B. DELEGATIONS**

**C. OUTSTANDING BUSINESS**

**D. NEW BUSINESS**

1. **Year in Review – SAAC Action Plan**

The Committee resolved that the SAAC Action Plan is to be discussed at the April 4, 2017 scheduled SAAC meeting. Staff is to confirm a facilitator for the planning session; lunch will be provided.

## 2. Age Friendly for Seniors Initiatives Update

Carissa Bootsma provided the following report:

- **March 25, 2017 - Active Aging Resource Fair**
  - As part of the SAAC Action Plan, this event is organized to address the interests of the business community. 22 businesses and 2 non-profit organizations are confirmed to attend.
  - The sponsored event is free of charge and will be held from 9 am to 3 pm at the Guildford Recreation Centre.
  - A variety of speakers and musicians have been confirmed for the main stage. One of the confirmed speakers is Liz da Silva, Fraser Health Authority
  - Seniors Come Share Society will be setting up two resource tables and will be highlighting the services for seniors.
  - The Chair inquired with staff if Chris Bolton would be in attendance. Staff is to follow-up.
  - The Committee raised concerns when family members incur additional expenses when pre-paid funeral arrangements have been made. The Chair noted that this type of issue would be addressed through a future forum.
  
- **April 8, 2017 – Fleetwood Recreation Centre**
  - Staff noted that late in 2016 a meeting was held (with OPTIONS, the Francophone Association, Diversity and SUCCESS) to discuss plans for multi-language forums/seminars.
  - In the meeting organization representatives suggested it would be valuable for the City to provide information on what the City offers for its residents in terms of services and programming.
  - Although the event will focus on Safety, Health and Wellness, it will also include the types of services the City provides and its resources.
  
- **May 9, 2017 – Seminar in Mandarin**
  - The seminar will be hosted at Fraser Heights Recreation Centre from 10 am to 1 pm and staff noted that the Share and Care program is offered at the Fraser Heights Recreation Centre and has a high number of attendees who speak Mandarin.

Sahra-Lea Tosdevine-Tataryn provided the following report:

- **Alzheimer Awareness Month – January**
  - A number of workshops were hosted throughout Surrey re: Alzheimer Awareness as well as a display was set up at City hall during the week of January 16, 2017.

- **January 21, 2017 - Outreach Surrey Hospice Society**
  - Approximately 50 people attended the ‘Beginning a Conversation: End-of-Life’ was held at Kwantlen Polytech University.
- **Age Friendly Strategy for Seniors Communication Plan**
  - This plan outlines proposed strategies and initiatives to promote the work that has been undertaken as part of the Age-Friendly Strategy, and to assist in enhancing Surrey’s reputation as an age-friendly City. The recommendations in the plan focus on 2017, but also take into consideration future years.
  - There are 6 communication strategies and an action plan that has begun implementation.
  - This plan is internal tool to support the City’s Age-Friendly Strategy.
- **Healthy Active Aging Guide 2017**
  - This guide supports the age friendly strategies that identify ‘communication and promotion’ and ‘programs and services such as Parks Recreation & Culture, By-laws, RCMP, Fire Services, Animal Resource Centre, as well as external partners including Fraser Health and the Seniors Come Share Society.
  - The link to the document will be available on the City website.
  - Staff will print some hard copies of the document and if they are a popular item with the public, additional copies may be printed.
  - Staff will monitor the use and will be modifying it in 2018; any feedback will be invited and appreciated.
- **February 18 - Focus on Seniors Forum on Housing**
  - Cloverdale Recreation Centre from 9:00 am to 2:30 pm.
- **November 2-3, 2017 - Raising the Profile for Seniors Provincial Summit**
  - The Summit is limited to 200 attendees; therefore it is important to register for the event to ensure a seat.
  - Key people throughout province will meet and discuss how to move forward and how people can work better together to locate resources within the province.
  - Staff will keep the SAAC informed.

### 3. **Committee Round Table Reports and Updates**

#### **Joyce Schmalz**

- Studies have proven that it is very beneficial for elderly people living on their own to have a pet. An animal provides company to the person and helps to keep them occupied and keep them company. It was further noted that there can be issues for people trying to own animals who are renters because landlords due to the extra monthly charges.

- Staff noted that the Surrey Animal Resource Centre is working on education and awareness of pet ownership in Surrey. A Committee member noted that landlords are legally allowed to charge a pet deposit. The Chair suggested that a presentation be made to the SAAC by the Surrey Animal Resource Centre.
- A Committee member raised the topic of animal insurance noting that vet bills can be excessive and suggested that quotes on insurance be provided in addition to the other information being provided by Karen Weber.

#### **Karen Weber**

- Karen inquired about the evaluations from the last forum held in Cloverdale. Staff reported there were approximately 60 evaluation forms received with positive feedback. One of the evaluations noted that there were a lot of speakers. Staff will look at the format of the forums.
- A lot of seniors are still not utilizing the internet and it was noted that it would be beneficial to find out how many seniors are actually going online and using technology and to identify what challenges are being experienced.

#### **Constable Marjara**

- Constable Marjara advised that he has been busy with forums and visiting temples and mosques to speak to the South Asian residents. It was noted that seniors use technology but require more education. A Committee member noted that the idea of a “Geek Squad” to help seniors with technology is highly supported.

#### **Kay Noonan**

- Inquired with the Committee if Brian Dodd, Manager of Operations for Seniors Services Society BC could be invited to attend the SAAC as a delegation. It was noted that Mr. Dodd works with seniors that are homeless or at risk for homelessness. Staff will follow-up.

#### **Leanne Lange**

- Leanne noted that there is a need for low barrier housing for seniors and that most landlords won't rent to people without references; who have a limited income or who might have animals. There is a need for subsidized housing with a high tolerance/harm reduction approach. A committee member noted that the number one reason seniors are evicted is due to non-payment.

*M. Drozda left the meeting at 10:32 am.*

**Daniela Evans**

- The Girl Guides will be helping at the July 1, 2017 Strawberry Tea for seniors. It was noted that for future forums in other languages that consist of a component of Border Services, Daniela can be contacted for assistance.

**Shabina Jahan-Chaudhary**

- Educating service providers and businesses on how to respectfully interact with seniors is important. An example was provided of an incident that occurred at the mall with a senior who required assistance that was not handled appropriately.

*L. Lange left the meeting at 11:00 am.*

**Svetlana Bell**

- Raised a concern with the technology of hearing aids and shared an example of a recent technical issue she experienced with an individual attempting to wirelessly pair her hearing aid to her television.

**E. ITEMS REFERRED BY COUNCIL**

**F. CORRESPONDENCE**

**G. INFORMATION ITEMS**

**H. NEXT MEETING**

The next Seniors Advisory & Accessibility Committee meeting is scheduled for April 4, 2017 in 1E Community Room B at 9:00 am.

**J. ADJOURNMENT**

It was

Moved by S. Bell  
Seconded by K. Weber  
That the Seniors Advisory & Accessibility

Committee meeting do now adjourn.

Carried

The Seniors Advisory & Accessibility Committee adjourned at 11:00 am.

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Jane Sullivan, City Clerk

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Chairperson, Councillor Steele  
Seniors Advisory & Accessibility Committee