

**Present:**

Councillor Steele, Chair  
D. Evans  
C. Hoy  
J. Lam  
B. Law  
S. McIntosh  
V. Nielsen  
R. Noble  
S. Wagner

**Absent:**

Councillor Starchuk, Vice-Chair  
L. Lange  
K. Noonan  
J. Sims-Gould  
A. Sixsmith  
K. Tan  
K. Weber

**Staff Present:**

C. Bootsma, Community Services Coordinator  
D. Buchanan, Transportation Planner  
M. Griffioen, Deputy Chief, Fire Services  
S. Tosdevine-Tataryn, Age Friendly Strategy for  
Seniors Project Manager  
C. Kerr, Stakeholder Engagement Manager  
I. Stachura, Manager, Readability Outreach  
Services  
P. Succi, GIS Specialist  
L. Anderson, Legislative Services

**A. ADOPTION OF MINUTES****1. Minutes of June 5, 2018.**

It was

Moved by V. Nielsen

Seconded by S. McIntosh

That the minutes of the Seniors Advisory

Committee meeting held on June 5, 2018 be adopted.

Carried

**B. DELEGATION****C. STAFF PRESENTATIONS****1. Seniors Mapping Project**

Paolo Succi, GIS Specialist and Sahra-Lea Tosdevine-Tataryn, Age Friendly Strategy for Seniors Project Manager, provided an overview and demonstration of the newly developed seniors mapping tool.

The following comments were made:

- Staff began earlier this year working on a comprehensive inventory of services and resources that will provide a tool that can be used in planning and implementation of programs and services that will support seniors, caregivers and their families.
- Although there are various maps already developed (e.g. 'Avenues of Change' and 'Food Action Coalition'), this particular map is put together with a 'seniors lens'.

- The objective of this map is to identify the areas where services and programs exist and support seniors. It will also reflect areas in Surrey where to explore further potential program supports.
- The map is intended to be used by those who are planning for seniors; a tool for caregivers, internal and external community agencies, organizations and individuals. The idea is to present the information similar to the Cosmos platform, by entering an address that will then display all the relevant services nearby, with further information given by clicking on each particular service.

A demonstration of the mapping tool was given, noting that care facilities and all pharmacies have been included. A listing of transit stops is also provided, however the names are not included as the display would clutter the map too much. The ability to route to a selected location is also available.

The Committee provided feedback as follows:

- It would be helpful to hover over the items and get a short descriptive.
- Perhaps libraries can have their own icon.
- A breakdown of the various public services to emergency services is suggested
- Maintaining the information to be current will be important.
- It would be nice to have the information available of the other languages they are servicing, e.g. pharmacists that speak the language. Maybe by adding a language box within the information gathered pop up.
- Surrey Libraries has a format to show translation on their website. It may be something that can be added to the directory. It may also be a good forum project to look at Google Translate and how it can support the mapping tool (as well as other devices).
- With respect to the doctors' offices, can that be linked with the Fetch (user access) program that identifies doctors within an area searched?

A brief discussion ensued with respect to data collection and the following was noted:

- In terms of how the data is being used, it will be possible to plug into where people are coming from and what services they are searching for. Beyond that, disclaimers will have to be added.
- Hoping everything has been captured; it is a huge city as it relates to seniors, it will be important to include as much as possible.
- A link to the seniors' accessibility explorer, which will also work on mobile devices, will be sent to Committee members for testing and feedback. It may also be beneficial to have a couple of focus groups (internal and external) to navigate through.
- Anticipated to launch at the beginning of the year, linked through the City's website and included in all Seniors Pages and City Pages.

**D. NEW BUSINESS****1. Fall 2018: Schedule of forums, events and other initiatives of AFS.**

The following was reported:

- **EmPower Me workshops** – will be implemented at various facilities and dates (October 3 – November 8) in partnership and collaboration with the City of Surrey Sustainability team. The workshops will provide seniors with information on how they can save money within their home through this program.
- **Focus on Seniors Forum – Transportation** – was held on Saturday, September 22<sup>nd</sup> in Cloverdale. The response and feedback from seniors was very positive.
- **National Seniors Day (October 1) - Held on Friday, September 28<sup>th</sup>** Great success, 185 seniors had registered. Presentations by Active Aging UBC research team, Panel including Dr. Art Hister, informative presentation by the Alzheimer Society of BC and entertainment from Wheat and the Barley. All offered free for seniors and very well received.
- **Focus on Seniors Forum – Caregivers** – To be held at Elgin Hall on Saturday, October 13<sup>th</sup>. Initiative with Family Caregivers of BC, Seniors Come Share Society, Surrey Hospice Society, Alzheimer Society of BC and Surrey Parks Cemetery Services. Format will include brief presentations, work group discussions with facilitators – per table, resources and a special treat with a Harpest over the lunch hour. This is a new Forum, for anyone to attend (not only seniors); looking forward to the response.
- **Arabic Forum – November 9<sup>th</sup>, Guildford - 11-3pm** – Focus on Seniors presented in Arabic. Surrey Fire, RCMP, City and BBB to provide information on City services offered to seniors.
- **Holiday Concert – Friday, November 23<sup>rd</sup>, City Hall – Centre Stage** - This event was very successful last year and one of the larger year-end events, providing a variety of music and performers and a lunch. This event is also a celebration of the achievements and to recognize the Committee members for what they do in the community and for the City throughout the year. There is also a sponsor to help cover some of the costs. This event is also a great tie into the next event which is the Tree Lighting Festival held at the same site.

**2. Mobile Community Care for Seniors**

Staff provided the following update (June, July, August 2018 reports) regarding the Mobile Community Care for Seniors (MCCS) Initiative:

- Seniors living in transitional situations can find themselves without being able to access support resources. If seniors cannot access services and

programs this can impact their ability to be resilient and remain connected and engaged in the community.

- Seniors aged 55 and over represented 21% of the homeless population compared to 18% in 2014 (2017 Homeless Count in Metro Vancouver Final Report, September 2017). The 'Mobile Community Care for Seniors' will provide basic care for those who are un-housed or unsettled due to various circumstances (a recent example of how the lack of identification can have a significantly negative impact and how the MCCS program was able to assist, was provided).
- June-August inclusive, reports that 52 have been served and the first Birth Certificate arrived.
- Clinics have been held and are planned at:
  - SUMS – Surrey Urban Mission
  - Nightshift
  - Chuck Bailey Recreation Centre
  - Ama Transition House for Older Women (WR)
  - Cloverdale - Pacific Community Church
  - Foot Clinics at Nightshift Ministries (North) – beginning October 2<sup>nd</sup>
  - Newton Resource Centre
- With the Foot Clinics beginning October 2<sup>nd</sup> (today), it is a good time to consider a sock drive for seniors (staff to review logistics, etc.).
- Something else to consider is Christmas baking. They never get anything homemade and it would mean so much. Perhaps there are some churches that would like to take that on.

### 3. Seniors Volunteer Initiative (SVI) update

As a follow-up to the presentation earlier this year, staff provided the following update:

- A Guide for Volunteer Administrators has been developed and the final draft completed. The purpose of the training manual is to train staff in volunteer management with a focus on seniors. A trial of the training is currently underway with two recreation centre teams, and a draft of the manual has also been shared with the community of practice for their feedback. Once completed, the manual will be shared with community partners.
- Evaluation Framework – all interviews have been completed within the Recreation services. The next phase is to roll this out to Parks volunteers.
- As part of the project a review of current volunteer practices is being done. Part of this involves surveying all of the 55+ volunteers in Parks, Recreation and Culture, and Fire. The purpose of the survey is to measure the overall satisfaction of volunteers as well as their sense of community connection. The results will be used to guide and inform the City's engagement of volunteers. Volunteers in Recreation Services will be given 3 surveys over the course of the next year. The reason this is being done is because staff is

being trained in volunteer management (as mentioned earlier) and trying to measure the impact that the training has had on the volunteers. A survey is also being given to patrons who participate in 55+ and staff who currently work with 55+ in Recreation Services. These two surveys are part of the “deeper dive” being done in recreation. The surveys were also translated into three languages (Korean, Simplified Chinese and Punjabi) and are available in both electronic and paper versions.

**E. ITEMS REFERRED BY COUNCIL**

**F. CORRESPONDENCE**

**G. OTHER BUSINESS**

**1. Round Table Reports and Updates**

Committee members provided the following updates:

- S. McIntosh reported on two upcoming caregiver events:
  - **Health Care Advocacy – Know Your Rights:** Thursday, October 25<sup>th</sup>, 12:30-2:00pm, Seniors Come Share Society Community Support Office.
  - **Advance Care Planning Seminar:** Tuesday, March 13, 2019, 12:30-2:00pm, Manthorpe Law Offices, 15008 – 26 Avenue.
- C. Kerr advised that an update to the stakeholder list is underway. In order to receive e-news (every two months) stakeholders need to opt in to be added to the list. In addition, a stakeholder forum to update some of the initiatives taking place and how we connect and stay connected, will be planned following the upcoming municipal election.

**H. INFORMATION ITEM**

**I. NEXT MEETING**

The next meeting of the Seniors Advisory Committee will be determined at a later date.

**J. ADJOURNMENT**

It was

meeting to now adjourn.

Moved by R. Noble  
Seconded by S. McIntosh  
That the Seniors Advisory Committee

Carried

The Seniors Advisory Committee adjourned at 10:24 a.m.

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Jane Sullivan, City Clerk

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Councillor Steele, Chair  
Seniors Advisory Committee

**Please note that these minutes have not been adopted as this Committee has been disbanded.**