

**Present:**

Councillor Steele, Chair  
Councillor Starchuk, Vice-Chair  
B. Law  
C. Hoy  
D. Evans  
J. Lam  
K. Tan  
K. Weber  
L. Lange  
S. McIntosh  
S. Wagner

**Absent:**

A. Sixsmith  
K. Noonan  
R. Noble  
V. Nielsen

**Staff Present:**

C. Marjara, RCMP Constable  
D. Buchanan, Transportation Planner  
E. Kwok, Planning Analyst  
I. Stachura, Manager, Read Ability Outreach Services  
J. Tokaryk, Community Safety Coordinator  
M. Griffioen, Deputy Fire Chief  
S. Tosdevine-Tataryn, Age Friendly Strategy for Seniors Project Manager  
D. Johnstone, Administrative Assistant

**A. ADOPTION OF MINUTES****1. Minutes of April 3, 2018.**

It was

Moved by C. Marjara

Seconded by S. Wagner

That the minutes of the Seniors Advisory

Committee meeting held on April 3, 2018 be adopted.

Carried

**B. DELEGATION****1. Residential Assistance and Rebate Programs**

Carol Suhan, Manager, Conservation & Energy Management, FortisBC Inc., provided a PowerPoint presentation regarding the Residential Assistance and Rebate Program. The following information was highlighted:

- The Energy Conservation Assistance Program (ECAP) is a free, full service program offered for income-qualified households. ECAP offers energy assessment, installation of energy saving products and customer support. The program is offered through a partnership between FortisBC and BC Hydro.
- Eligibility for ECAP extends to individuals and families who are earning 30% above Low Income Cut Off (LICO) rates, and is determined by household size.
- Savings through ECAP are estimated at \$500-\$9,000 per household for retrofitting energy efficient products (such as LED and CFL lamps, low flow showerheads, basic drafts proofing) with an annual energy savings of \$150.
- Upgrades for insulation and heating systems are provided for 5-10% of households, with an annual energy savings of \$300-\$500.

- Fridge replacements are offered to applicants with appliances 18 years or older.
- Interested residents can apply on-line at [www.bchydro.com/ecap](http://www.bchydro.com/ecap). Typically applicants are approved within one to two weeks, with approximately a one month wait for retrofitting installations.
- For rental apartment buildings, assessment of common areas and installation of energy saving products for units are offered at no cost.
- Rebates on high-efficiency boilers, commercial water heaters and lighting can be provided for non-profit or Aboriginal housing through FortisBC's Top Up program.

M. Griffioen entered the meeting at 9:13 a.m.

In response to questions from the Committee, the delegation provided the following information:

- Information, such as a Notice of Assessment, would be required to qualify for ECAP. Exceptions could be made on a case by case basis for applicants living slightly above the maximum household income cut off.
- Owner approval will be required for rental units looking to apply for the installation of energy savings products.

On Saturday April 28, 2018, FortisBC and City of Surrey Sustainability staff presented at the Focus on Seniors Forum – Housing. The presentation was very well received by the seniors.

The Committee suggested that the City and FortisBC also provide informational workshops through local organizations, lunch and learn opportunities at community libraries, and energy literacy education for immigrants. The City's Environmental Sustainability Advisory Committee could also benefit from additional information regarding ECAP retrofitting opportunities for their Energy Step program.

Staff noted that the City is currently working to increase the uptake of energy conservation programs, and has reached out to rental buildings regarding programs such as ECAP.

## C. OUTSTANDING BUSINESS

The agenda items were varied for this section.

**1. Social Media Strategy**

Staff reported that the social media team would be working to ensure that postings are sharable on a variety of platforms, including Twitter and Facebook. The public safety hashtag #safertogether would also be included in social media postings.

J. Lam left the meeting at 9:46 a.m.

**2. Mobile Community Care for Seniors**

Staff provided the following update regarding the Mobile Community Care for Seniors (MCCS) Initiative:

- The MCCS is an integrated approach to support seniors who are unhoused, or at a high risk to be unhoused.
- Phase 1 of the MCCS initiative will be the ID Clinic, which will provide assistance to seniors to obtain identification.
- The City is working in partnership with the Seniors Come Share Society on the ID Clinic project, as well as many other community partners that include, (but not restricted to) RCMP, Victim Service, Surrey Fire Services, Surrey Libraries, Surrey By-Laws, Public Safety, Transportation Division, Fraser Health, Surrey Food Bank, and Surrey Urban Mission.

In response to questions from the Committee, staff provided the following information:

- While the project is aimed towards seniors, there may be others who may need to access the services.
- The City is working to establish supports to ensure future sustainability for the project.

S. McIntosh, Seniors Come Share Society, reported that the UBC Law Clinic has provided the Society with a resource document to help guide the ID Clinic process. Safety measures for lost or stolen identification are currently being considered.

Discussion ensued, and the Committee provided the following comments:

- In order to qualify for BC ID, two additional pieces of identification are required. This can be challenging for all residents, especially the un-housed.
- It was suggested that the RCMP could explore ways to assist with the verification of identification for the ID Clinic.

- Missing and lost identification could be a continued problem for seniors who are un-housed. It was suggested that a notary or third party with an interest in community care could provide ID verification by way of an official letter, which could be kept on file.

### 3. **Calendar of Events**

J. Lam, S.U.C.C.E.S.S., reported that registration for the April 26, 2018 Focus on Seniors Forum, presented in Korean, had reached capacity at 200 participants. Feedback from the Forum was positive, with participants impressed by the information that was provided on pedestrian safety, distracted driving, and the upcoming LRT project.

Staff noted the following upcoming events:

- The next Focus on Seniors Forum would be held in Mandarin on May 16, 2018, at the Fleetwood Community Centre.
- The Seniors Conference will be held on June 9, 2018, at the Newton Seniors Centre. Members of the Newton Seniors Centre are assisting staff to plan the event.
- Fall Senior's Forum's will focus on transportation (September) and caregivers support (October).
- On September 28, 2018, City Hall will host a concert to celebrate National Seniors Day (October 1, 2018).
- On November 23, 2018, a Christmas concert and lunch will be held prior to the Tree Lighting ceremony scheduled for November 24, 2018 at City Hall.

### 4. **Caregiver Support**

Staff reported that a caregiver support lunch and learn was hosted in April at City Hall. A future caregiver support group will be piloted at the Central City Library from 12:00 p.m. to 1:00 p.m. on May 11, May 25, June 8, June 22 and July 27, 2018.

Staff have initiated discussions with the Family Caregivers of British Columbia to host a two day facilitation training session in September. The training session will have two components:

1. Volunteers who would like to gain further information on Caregivers support programs and services will be trained to act as an ambassador for information sharing with others through community booths, events, forums etc.

2. Caregiver Support Group Facilitators – In an effort to support unpaid caregivers in Surrey, this training is focused on providing the tools for those who would like to be a ‘support group facilitator.’

This collaboration with Family Caregivers of BC is to build the capacity of support resources for seniors, caregivers and families in Surrey. Anyone interested in either of these opportunities was encouraged to contact staff.

## 5. Dementia Friendly Communities

Staff advised that management staff had received a presentation from the Alzheimer Society of B.C. regarding the opportunity of developing a more dementia friendly community. City staff, in collaboration with the Alzheimer Society, will be working towards integrating the Dementia Friendly Community model into the City of Surrey Age Friendly Strategy for Seniors, Action Plan.

S. Wagner, B.C. Alzheimer's Society, clarified that a dementia friendly community focuses on the inclusion of people with dementia, and the contributions they can make to the community. Municipalities can consider their four cornerstones – people, place, resources and supports – to assess dementia friendliness, and reduce injury and feelings of isolation.

S. Wagner left the meeting 9:42 am

## 6. Provincial Summit Follow Up – Regional Focus Group

Staff reported that a regional focus group will be held in Surrey on June 28, 2018, as a follow-up to the Provincial Summit on Aging. The focus group will provide an opportunity for input for those who were unable to attend the Provincial Summit, and will gather information to develop the Knowledge Hub, which is one of the outcomes of the Summit.

C. Hoy, Active Aging Research Team, reported that her colleges at the University of British Columbia (UBC) are working on a follow-up study from the Provincial Summit. The results of this study will be provided to the Committee when available.

More information on this Provincial Summit /Raising the Profile for Community-Based Seniors Services in BC can be found on their website at [www.seniorsraisingtheprofile.ca](http://www.seniorsraisingtheprofile.ca)

## D. NEW BUSINESS

The Committee suggested that staff training, particularly for summer staff, be provided to raise awareness regarding possible signs of elder abuse and to build awareness of resources available.

Staff noted that the two hour session on elder abuse awareness training that has been delivered to over 350 front line staff will be re-implemented for June, and again later this fall.

C. Marjara, RCMP Constable, reported that the Community and Diversity Engagement department provides elder abuse awareness training for the RCMP and other Seniors' Centres throughout the community.

Staff and RCMP will continue to collaborate on the community outreach with regards to elder abuse awareness and prevention.

**E. ITEMS REFERRED BY COUNCIL**

**F. CORRESPONDENCE**

**G. INFORMATION ITEMS**

**1. Round Table Committee Items and Updates**

Committee members provided the following updates:

- B. Law enquired on the status of the modular transitional housing units in Surrey.

Councillor Starchuk, Vice-Chair, reported that the City is working with an outreach team, and that transitional housing units would have services and support offered 24 hours a day, seven days a week. Council is currently working with the provincial government to find funding for more permanent housing opportunities.

Committee members suggested that the Mobile Community Care ID Clinic could offer assistance to those living in transitional housing units.

- C. Hoy, UBC Active Aging Research Team, reported the following information:
  - The UBC Active Aging Research Team offers a granting program in partnership with the United Way for community organizations who have an interest in adding physical activity into their existing programs for seniors.
  - The Choose to Move program was initiated by the UBC Active Aging Research Team and is a Provincial program offered throughout many communities in BC promoting healthy active aging.

- Choose to Move programs are offered at various recreation centers, in Surrey they are offered in the Guildford Recreation Centre and Newton Seniors Centre. and also through the YMCA.
- M. Griffioen, Deputy Fire Chief, reported that Fire services will continue their focus on fire safety for seniors. Volunteers will cross reference Census Data with the phone book in an effort to target seniors in the community. The Committee was encouraged to validate the veracity of these calls to their community groups and networks, as concerns regarding the legitimacy of this campaign have been expressed.

In response to a question from the Committee it was clarified that while Fire Services has limited authority to reach out to strata properties, members within the strata could reach out to Fire Services to obtain and distribute fire safety information.

- C. Marjara, RCMP Constable, advised that there will be an Open House on Saturday, May 12, 2018 from 12:00 p.m. to 3:00 p.m. at the Surrey RCMP Main Detachment.
- J. Tokaryk, Community Safety Coordinator, reported that the Substance Abuse Awareness Team has been established. Materials are available on the City website at [www.surrey.ca/publicsafety](http://www.surrey.ca/publicsafety), or members can sign up for the electronic newsletter through the public safety webpage.

## H. OTHER BUSINESS

## I. NEXT MEETING

The next Seniors Advisory Committee meeting is scheduled for June 5, 2018

## J. ADJOURNMENT

It was

Moved by K. Weber

Seconded by S. McIntosh

That the Seniors Advisory Committee

meeting to now adjourn.

Carried

The Seniors Advisory Committee adjourned at 10:42 a.m.

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Jane Sullivan, City Clerk

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Councillor Steele, Chair  
Seniors Advisory Committee