

TRI-CITIES SENIORS PLANNING NETWORK

Minutes of Meeting

Tuesday, August 20, 2013 - 1:00 - 3:00 pm

Location: Poirier Library - Nancy Bennett Room

Present:

Stacy Ashton
Massi Bakhshian
Bruce Bird
Joan Cohen
Kay Fraser
Peggy Hendrickson
Sandra Hochstein
Judy Jackson
King Lum
Pat Mcblane
Helga Ovington
Carolyn Sherrell
Christine Spinder
Suzanne Tempel
Sue Uremovich
Linda Western
Katherine Willett (guest speaker)

Regrets:

Cathy Burpee
Effie Garcia
Bruce Hansen
Mike Oakley
Bill Summersgill
Karen Tyrell

Review Agenda

- Nothing added
- Agenda accepted

Minutes of Previous Meeting

- Minutes accepted as presented
- MSC; Stacy/Pat
- (minor correction made to CVSS program notes post meeting)

Business Arising from Previous Meetings

- **Transportation**
 - There is still a need for volunteers to join on this committee
 - Need to establish the Terms of Reference for the committee
 - The idea of inviting different people who are involved directly in the issue to attend meetings from time to time
 - Should probably have at least one meeting per month
 - The purpose is to pull together ideas regarding all issues around transportation, including Translink
 - Please contact Linda Western directly if you are interested in getting more involved lindawconsulting@gmail.com
 - Peggy Hendrickson volunteered

- Aida Alves, Mike Oakley and John Perry have all expressed interest
- Linda will follow up with more info and try to organize a meeting to get things started

from July minutes:

Transportation Committee Terms of Reference should include:

1. Where do high numbers of seniors live in the Tri Cities?
2. Where are seniors asking to go?
 - a. Health care appointments
 - b. Shopping
 - c. Recreation/Activity
3. To what extent are seniors living in areas with few other seniors or are isolated? Do these seniors have different transportation challenges?

- **Membership Form**

- Linda has revised this form as it was realized we weren't gathering enough information
- It will be forwarded to you soon and although you may have completed the first 'short' form, we would appreciate you taking the time to complete the new one
- Forms will be returned to Judy Jackson
judy.seniorsnetwork@gmail.com

- **Survey Update**

- One of the assigned tasks this committee assumed was to gather information regarding the resources currently available in the community
- The committee spent several months developing this and the Network members approved it
- We are concerned about the lack of response since this was sent to 14 agencies in mid-June
- Linda requested feedback from anyone who had completed or received it.
- Stacy indicated that she had some difficulty answering and felt it was a bit broad
- Carolyn added that one of the difficulties the committee had was the addition of Age Friendly segments that took the survey broader
- Originally, the survey was about services and gaps for isolated seniors
- We wanted to know who agencies are reaching out to isolated seniors
- If you had a magic wand, would you change?
- It is important to understand isolated seniors
- Are we ready to attached all Age Friendly questions or focus? May be too broad

- Break survey out into smaller surveys perhaps using topics based on our priorities
- Christine Spinder has had a great deal of experience with Survey Monkey and surveys and has agreed to help the committee develop something appropriate and to assist Judy in learning more of the design and reporting aspects of Survey Monkey (yea!! Christine!!)
- Bruce Bird to forward a copy of a recent CARP survey to Judy as a sample of something that seems to work well with the senior audience

New Business

Katherine Willett, Coordinator, Burnaby Caregivers Project was our guest speaker.

- Katherine spends a great deal of time looking for and reaching out to isolated seniors
- It is important to ask yourself, what's going on in their life? What are their challenges? What can we do to improve life for them?
- You need to look at:
 - Health, do they need medical attention?
 - Housing, can we reach them?
 - Transportation
 - Food and nutrition
 - Social support
 - Legal issues and all challenges to end of life
- Katherine was contracted by United Way to pull together information for all 22 communities in the Lower Mainland. Provide description of services and more information on community contacts. (She had previously done this for Burnaby only.)
- BC211 is the main referral resource in the Lower Mainland.
- Release date for this new resource is October 1st (International Older Persons Day)
- It will be available online at the United Way website. www.uwlm.ca
- We will try to provide a link on our website as well
- This resource manual will be available in hard copy at seniors' centres, libraries... want to reach the caregivers
- Katherine asked if the Network may have other ideas on distribution
- Stacy suggested hiring a call service to phone residences to identify isolated seniors
- King noted that Hydro Pioneers group has a network of caregivers and they keep track of 4,000 to 5,000 retirees
- Transit, Riverview, Unions probably have the same type of information on retirees
- It was suggested that Katherine speak with Cathy Burpee for other ideas on where she distributed the Tri-Cities Seniors Guide
- The Lower Mainland guide, at this time, will only be printed in English. They are working on Chinese and Punjabi but the translation is a very slow process

Katherine went on further to discuss

Isolated Seniors

- They are not easy to find
- Have created a promo campaign letting people know that there was an isolated seniors service
- This has been widely distributed flyers about the service to doctors, seniors' centres, pharmacies, etc.
- Again, Katherine is always looking for ways to disseminate this information
- Katherine will send a printable copy of the flyer to Judy to later distribute to the Network

Logic Model

- Linda is trying to create a logic model for ongoing evaluation of what we are doing
- She gave the group an overview of the process
- What would success look like for this network?
- Bruce Bird suggested an alternative approach to the model Linda described
- SMART - Specific - Measurable - Achievable - Realistic - Tangible
- Linda asked all: Where do YOU want this group to go?
- What do YOU think needs to happen?
- How do we measure? How timely?
- How do we know we've gotten what we want?
- Terms of Reference for each committee needs to incorporate their own logic/SMART model

Tables comments in answer to Linda's questions:

- Comment made that if we have adequate funding for the table we could do much more
- It would be significant for this group to receive official recognition by either the Municipalities or Provincially
- With more money we could hire a coordinator, possibly establish a physical address
- Helga added that we should continue learning from other agencies. Keep inviting agencies to our meetings and try to develop more new collaborations between learning opportunities, increasing community knowledge. Need collaboration coordination
- Need to have an active subcommittee for each of the priority areas
- Bruce said he has a broad concept of us being a catalyst to bring organizations together to share information, avoid duplication of services and share best practices
- Peggy said we should look for success stories about isolated seniors being connected
- Helga said she felt the committees need support and that they should invite experts/service providers to the meetings; ensuring a connection to make action happen
- Linda suggested we start putting meeting notices in the local newspapers; need to develop a marketing strategy

- King expressed that success will be when we start finding isolated seniors and do something
- Carolyn identified advocacy as our primary role. We are here to identify gaps and needs and get that information to the service providers
- Stacy said we should not underestimate what we can do
- Create conversations/collaborations between service providers is the beginning of success

Updates:

Christine:

- Community Response Network is have a presentation on the Adult Guardian Act
- Tuesday, October 8th at the Nancy Bennett Room at Poirier Library from 1:30 - 4:30 pm
- Leeanne Lange, Fraser Health Clinical Specialist on Adult Abuse and Neglect will be speaking and answering questions
- Leeanne has worked in this field for 20 years
- Christine will forward a printable flyer to Judy to forward on to the network prior to the event with more details

Peggy:

- The Glen Pine Seniors Multicultural afternoon was a great success

Massi:

- Circulated copies of a flyer regarding CVSS Grocery Shopping for seniors

Stacy:

- The Tri City Volunteer festival will be at Coquitlam Centre on October 19th; we could have a booth there

Bruce:

- He has a new electric wheelchair that he would be willing to donate; Linda suggested he contact the Red Cross Loan Cupboard in Poco and they would give him a charitable receipt

Next Meeting: Tuesday, September 17th, 2013 - 1 to 3 pm, Poirier Library, Nancy Bennett Room (note: October and November meetings will be at the SUCCESS office at Henderson Centre on Pinetree - exact address to follow)

Action Items from August 20th meeting:

- Linda to follow up with interested volunteers for the transportation committee and provide more info
- Bruce to send recent CARP survey to Judy (done, thank you)
- Susan? to send PDF to Judy re grocery shopping flyer; please post wherever you can
- Katherine Willett to send flyer regarding the Lower Mainland Seniors Resource Manual (done)