

TRI-CITIES SENIORS PLANNING NETWORK

Minutes of Meeting

Tuesday, July 16, 2013 - 1:00 - 3:00 pm

Location: Poirier Library - Nancy Bennett Room

Present:

Aida Alves
Stacy Ashton
Bruce Bird
Joan Cohen
Effie Garcia
Peggy Hendrickson
Gina Hortelano
Thor Larson
King Lum
Mike Oakley
Suzanne Tempel
Irene Turnbull
Karen Tyrell
Sue Uremovich
Linda Western

Regrets:

Cathy Burpee
David Esau
Lisa Kwan
Pat Mcblane
Carolyn Sherrell
Bill Summersgill

Topic: Non-Medical Supports for Seniors

Not-for-Profit Services Panel, included:

- CVSS - Sue Uremovich and Suzanne Tempel
- Caregivers Support Program - Karen Tyrell
- SHARE/Better at Home - Gina Hortelano

Community Volunteer Services for Seniors (see handout)

- In operation since 1997, but still struggle with exposure in the Community
- Focus: home-bound and isolated seniors
- Support via team of 160 volunteers
- Staff of 2 who work 4 hours/day/week
- 3,756 volunteer hours have been provided through the shopping program
- 3,697 volunteer hours have been provided through the visiting program
- Funded by United Way, Provincial Gaming and Safeway
- Clients:
 - Shopping: 53 clients, plus 21 on wait list
 - Visiting: 81 seniors, 50 have been matched
- Shopping: Spent \$95,000 plus \$3.50 per delivery charge to Safeway
- CVSS is reviewing services in other communities in the Lower Mainland e.g. Better Meals in Burnaby delivers frozen, nutritious meals to seniors

- CVSS matching for visiting program
 - Requires time and knowledge of both volunteer and seniors to make a successful match re: interests, personality, language
 - All programs gets referrals via Fraser Health, friends, neighbours, and community centre programs
 - Volunteers are screened via criminal record check and references, then have training prior to becoming visitor
 - CVSS could handle up to 200 seniors in visiting program before needing to add staff

Caregivers Support Program - Karen Tyrell

- This program is funded by United Way
- Sponsored by the Dogwood Pavilion
- The program offers:
 - One to one support for family members over 50 caring for a loved one with any type of health condition
 - Information sessions on issues of interest to caregivers - from legal considerations to healthy cooking
 - Five week family caregiver program - two hours session offered five times per year (see attached handout for session information)
 - Ten to fifteen people attend each session
- Five support groups are going to start in September in locations throughout the Tri-Cities
- Karen has a “rolling resource library” of pamphlets and information for health, seniors etc.
- One **GOAL** right now is setting up a Seniors Fair during Seniors Week at Dogwood Pavilion
- Fraser Health as begun to refer clients
- Referrals come via recreation centres, especially Dogwood
- Local newspaper ads
- Outreach to local groups (e.g. Parkinson’s support groups)

SHARE/Better at Home - Gina Hortelano

- SHARE has seniors who connect via the Food Bank, legal advocacy programs and “43 Housing” affordable housing program
- Seniors have been a target for the community development team as they connect with SHARE with unresolved problems, especially around:
 - Rise of homelessness
 - English language conversation (two groups designated for seniors)
- SHARE hosts two seniors groups who plan out their own agenda and activities, including Mountain View in Burquitlam - this group supports connections between newcomer residents and longtime residents
- SHARE has a counselor who runs a support group for seniors who are isolated, affected by mental health issues, living with persons who are misusing substances

- Began planning for Better at Home in April 2013 with a soft launch of programs over the next few weeks:
 - Transportation (to/from doctor's appointments)
 - Housekeeping
 - Grocery shopping
- Transportation - have been recruitment ads to get volunteer drivers and have gotten responses
- Housekeeping - are working with potential partners to determine how best to offer services
- Grocery shopping - working with CVSS to figure out how to expand without duplication
- Fees: Sliding scale based on Ministry of Health standards
- Better at Home will also collect information about the requests they can't meet, as a way to identify other needs and gaps in community services

Program Capacity for Better at Home Services

- Transportation
 - Limited by the funding available to cover volunteer mileage

Home Instead (for-profit non-medical supports)

- Currently 160 clients in the Tri Cities
- Can hire additional caregivers as demand increases
- BUT limited to what seniors can (or are willing to) afford

Question: How can not-for-profit and business services work together to ensure:

- clients who can afford fair market services are referred to business services? And,
- for-profit services can refer to subsidized services for clients whose needs outstrip their budget?

Review Agenda

- Nothing added
- Agenda accepted; MSC Mike/Irene

Minutes of Previous Meeting

- Minutes accepted as presented
- MSC; King/Peggy

Business Arising from Previous Meetings

- Transportation

- New Horizons grant has been submitted re: short video series to explore successes and challenges re: transportation in the Tri Cities
- Could pull together a larger community meeting to discuss transportation issues in the Tri Cities
- Route mapping - where do seniors need to go in the Tri Cities? Is there a way we can collect information about where seniors need to go? E.g. for health care services, shopping, recreation?
- BC Transit Service - Red Hat Ladies went on a transit tour sponsored by BC Transit to go from their local stop to downtown and back on the West Coast Express
- Gina: What are the pressure points in terms of transit decision making? Once we have the information, who do we need to talk to?
- Request made for volunteers for a Transportation Committee
Volunteers:
Mike Oakley
Better at Home representative
(possibly) Peggy Hendrickson

Transportation Committee Terms of Reference

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?
- **Canada Day Booth**
 - Tri Cities Seniors Planning Network shared a tent with Community Volunteer Connections
 - Handed out about 400 Tri Cities Seniors Guides to people passing by the booth
 - IDEAS:
 - King suggested having a seniors tent at the next Canada Day event (with a FAN!! Cooler tent would attract more lingerers)
 - Put up a continuum asking... “How SENIOR do YOU feel?” and have people place a dot or arrow on a scale of 0 to 150
 - **Seniors Directory**
 - Linda handed out the Tri City News Seniors Directory for 2013
 - **Membership Form**

- Linda requested that everyone fill out the membership form at return it asap. If you need a new form sent to you, contact Judy Jackson at judy.seniorsnetwork@gmail.com
- **Survey Update**
 - Of the group of 'organizations' that we sent the survey, only two have been returned so far. Please get these completed and returned asap.

New Business

Checking In: How is the Network doing?

- Bruce:**
- Set a time limit
 - One hour for presentations
 - One hour for business
 - Save questions for presenters until the end

- Effie:**
- Network should provide a template of questions for presenters.
 - Have Fraser Home Health take the whole hour
 - Sometimes two hours is not enough; today's meeting is going 2.5 hours
 - Network should present at the Tri Cities Multicultural Committee

- Peggy:**
- Should include information about the Network to Welcome Wagon

Updates:

- **Home Instead** had a Salute to Seniors Volunteers event yesterday at Eagle Ridge
- **SHARE** is organizing a bus tour to Bowen Island for a Seniors group
- **SUCCESS** has renewed funding for Seniors Enrichment Groups
- **SUCCESS** will have two more years of Seniors Multicultural Day events
- **Community Response Network** - Tuesday, October 8th is having a workshop re: adult guardianship. Venue TBD
- **SUCCESS** is organizing a Cultural Sharing Day
- **Glen Pine** is having a multicultural afternoon - July 31 from 11-3 pm
- **Port Coquitlam** is having a Seniors Fair in October

Next Meeting: Tuesday, August 20th, 2013 - 1 to 3 pm, Poirier Library, Nancy Bennett Room (Business Meeting only - no presentations)