



SENIORS TODAY: Acting for a Better Tomorrow Phase 2 – Final Report



**LIONSVIEW SENIORS'
PLANNING SOCIETY**

A Strong Voice for Seniors on the North Shore

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“Transformation takes longer than you think it will, but not as long as you’re afraid it will.

The signs of change are small. That doesn’t make them unimportant.”

--The Dao of Doing

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Introduction

- The **purpose** of this report is to summarize the outcomes of Phase 2 of the *Seniors Today* project facilitated by the Lionsview Seniors Planning Society.
- The report is for **anyone** who is interested in making communities better for their seniors:
 - Seniors
 - Service organizations
 - Businesses
 - Retail sectors
 - Local council
 - People who want to make a difference!
- This is just the beginning.
- We hope our successes inspire you to join us on this transformational journey.



Background: Our Past, Our Future

Goal: Build Age-Friendly Communities on the North Shore



Phase 1: Survey North Shore Seniors (Nov. 2011)



Phase 2: Share information & develop action plan (June 2012)



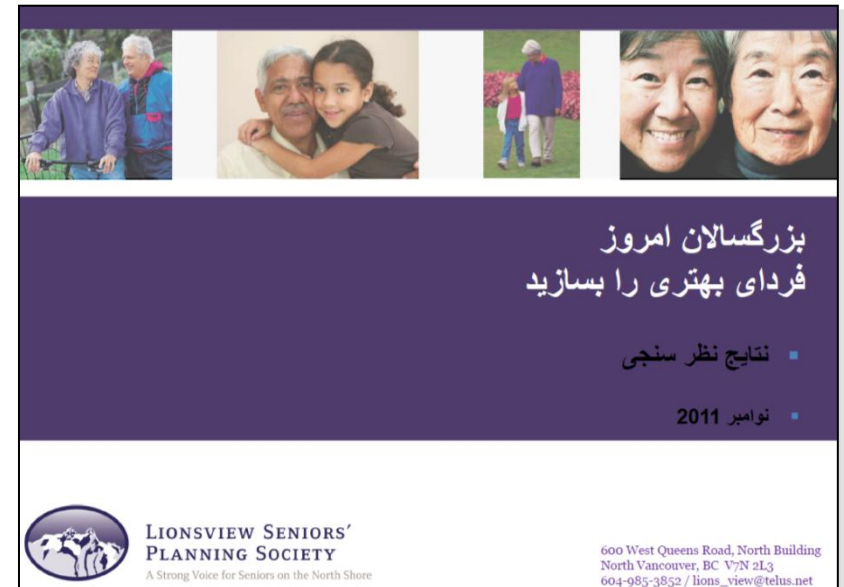
Phase 3: Seniors' Action Tables start action! (July 2012-June 2013)



Ongoing: Grassroots level community transformation

Phase 1: Survey | Highlights

- Results inform and influence planning and service delivery to North Shore seniors on eight age-friendly communities criteria:
 1. Housing
 2. Transportation
 3. Outdoor spaces and public buildings
 4. Civic participation and employment
 5. Social participation
 6. Communication and information
 7. Community support and health services
 8. Respect and social inclusion
- > 1,200 surveys received from North Shore senior residents 55 and over.
- Results (English and Farsi) shared with local communities, seniors' service providers, and Provincial government agencies.



Phase 2: Workshops| Highlights

- 13 workshops across the North Shore attended by >400 participants to discuss immediate needs.
- Survey results guided discussions.
- Priorities set for action in local communities in:
 - Home care and home support
 - Home maintenance
 - Information and referral
 - Transportation
 - Social and emotional support
- Top three North Shore-wide priorities set for Lionsview:
 1. Home care and home support
 - a) Health system navigation
 - b) Increased home supports for seniors
 2. Housing for aging in place
 3. Information and referral



Phase 3: Seniors' Action Tables| Highlights

- The purpose of these teams is **to create age-friendly communities**.
- Teams of seniors work with other seniors, local municipalities, community organizations, and businesses to make a difference in their communities.
- Grassroots movement: the teams work independently with modest financial support.
- Seniors' Action Tables (SATs) are currently under development in:
 - The City of North Vancouver
 - Lower Capilano and Seymour areas in the District of North Vancouver
 - The District of West Vancouver
- A SAT can be developed wherever a group of seniors comes together to support one.





Seniors Taking Action Today



Seniors Taking Action Today

- *World Elder Abuse Awareness Day* hosted by the City of North Vancouver Seniors' Action Team (CNV SAT) and North Shore Adults Support Network (June 2012)
 - Centred around the "How to Spot a Wolf" video produced by seniors from the CNV SAT
 - Two follow-up speaking engagements for VCH Community Meals Program
- CNV SAT planning the Living Well on Lonsdale Seniors Information Fair (Sept. 7 @ John Braithwaite Centre)
 - Focus on information sharing and encouraging age-friendly businesses in the Lonsdale core
- Lower Capilano seniors meeting now to plan a fall event
 - Seniors from different neighbourhoods selecting their first priority for implementation
- Seniors and service providers in Seymour and West Vancouver prepare for Fall meetings





“It’s really exciting to be a part of a Seniors’ Action Table (SAT). I’m looking forward to our *Living Well on Lonsdale Information Fair* and the *Housing Workshop* we’re planning for the Fall.

“At *World Elder Abuse Awareness Day*, I was amazed at how much all the seniors participated. I couldn’t believe how excited the seniors (who had made the video) were about getting some speaking gigs.”

-- *Raye Lee, member of the City of North Vancouver SAT and the Lionsview Board.*



“Volunteering with other seniors keeps me young and active. It’s so important that we can get involved and aren’t sitting at home looking at the walls.”

-- Ellen Spector, member of the City of North Vancouver Seniors Action Table



“We need a strong voice to develop and enhance senior friendly communities. [Seniors’ Action Tables will help us] get the information to the public so that it is not crushed at public hearings due to a lack of understanding of what we’re proposing.”

-- Elaine Grenon, member of the Lower Capilano Seniors’ Action Table (pictured left)

“Today, I am so happy to be part of this Seniors’ Action Table. We are not born in the same land, but all of these people are part of my life and gave me opportunity.”

-- Avissa Izadi, member of the Lower Capilano Seniors’ Action Table (pictured right)



*Pictured from left to right:
Caroline Wickham, Karen
Hardie, Dave Patrick*

“We really like the idea that our West Vancouver Seniors’ Action Table can focus on local issues. We get to tackle the priorities that are most important to the seniors in our neighbourhoods.

We want to call ourselves the *West Vancouver Kitchen Table Action Group*: It has a real grassroots sound to it!”

The Future is Bright | Upcoming Activities

- Lionsview working with North Shore ConneXions, and North Shore Disability Resource Centre to set priorities for their clients.
- Lionsview planning a housing workshop and a home support initiative for the Fall.
- Lionsview and Chinese and Korean Settlement Counsellors at North Shore Multicultural Society working towards creating more inclusive communities.
- Service providers taking action on priorities outlined in the *Seniors Today Survey*:
 - CNV Library in partnership with the North Shore Multicultural Society are working towards implementation of a Farsi-speaking seniors book club
 - NVD Library's Social Inclusion Planning & Implementation Team are creating an inclusion strategy
 - NSNH working towards implementation of the Seniors Inspiring Seniors project – peer support for Korean, Chinese & Filipino communities
 - City of North Vancouver informing their Official Community Plan with the data from the survey
 - Lionsview, NSCRS's Community Housing Action Committee and municipalities are planning a North Shore Housing Forum for the Fall
 - NSCRS and libraries are improving information for seniors





“The Seniors’ Action Tables are teams of actual seniors who are expressing *their* needs rather than others interpreting what they think we need.

We (seniors) need to feel like we are contributing. That’s what keeps us going. If we expect more from seniors, we will get more from seniors.”

-- *Bette Rumble, member of the City of North Vancouver Seniors’ Action Table*



“We want to make our Seniors’ Action Table a welcoming and inclusive table. We need to think about what that means.

My vision for the Seniors’ Action Table is to engage and empower seniors to build a better City of North Vancouver.”

-- Lara Gilbertson, member of the City of North Vancouver Seniors’ Action Table



“It’s so good for our mental and physical health when we are involved in something meaningful. I don’t want to be defined by my health conditions and my health needs.

Service providers often view seniors as needs, rather than as individuals with assets and gifts that can make the community a richer place for everyone. Our Seniors’ Action Table can work with our local businesses to help them contribute to a more livable, age-friendly city.”

-- *Glenys McMillan, member of the City of North Vancouver Seniors’ Action Table*

Tsleil-Waututh Nation | Moving Forward

- Lionsview, Elders, and Elders' supporters from the Tsleil-Waututh Nation are deciding how to move forward with Elders' priorities for the Fall.
- The survey highlighted similarities and important differences between First Nations Elders on reserve and seniors in the community.
- Priorities for Tseil-Waututh Elders include:
 - Transportation: more First Nations seniors use city buses daily and expressed more concern with the availability and cost of transportation than any other group of seniors
 - Socialization: 8 in 10 First Nations seniors vs. 4 in 10 seniors in the total sample say they do not socialize often enough
 - Connections between Elders and youth is an important factor for ensuring care and safety for Elders
 - Yard care, gardening, home repair, and maintenance topped the list of Elder's unmet needs for assistance
 - Affordability of goods and services: 5 in 10 First Nations seniors have difficulty paying bills vs. 3 in 10 in the total sample



"Elder and youth connections are very important to us. Elders need to understand that the connection between us and our youth is broken.

We blame residential school for taking our culture, traditions, and language from us. We all have different experiences and different cultural backgrounds.

We need to start by trusting and respecting ourselves."

-- Margaret Rose George, Elder, Tsleil-Waututh Nation



“Information needs to be exchanged between Elders and those who aren’t yet Elders about what care and safety looks like to an Elder. This is so important to all of us since we will all get our turn at being an Elder. I hope an Elders Action Table in our Nation will promote this dialogue.

-- *Luke Thomas, Elder supporter, Tsleil-Waututh Nation*

Adults with Intellectual Disabilities | Priorities

The survey findings point to two important priorities:

- Transportation – > 50% walk with difficulty vs. 24% in total sample
 - Priority: Specialized vans to transport adults with mobility issues and their peers to and from community events
- Housing – majority live with others in group homes or family homes
 - Priority: Retrofits to group homes (ramps, lifts, etc.) to allow seniors to age in place
 - Lionsview working with Disability Resource Centre and UBC 2nd year Civil Engineering students around this priority



Asian & Iranian Seniors | Moving Forward

- Lionsview, the North Shore Multicultural Society, and seniors from the Iranian community are deciding on priorities for action in the fall.
- The survey highlighted similarities and important differences between Caucasian and Asian/Iranian seniors.
- Priorities for non-Caucasian seniors include:
 - Housing: more seniors of Asian and Iranian background indicated they need subsidized housing
 - Financial security: >50% of Asian and Iranian seniors said they have difficulty paying bills vs. 30% of the total sample
 - Volunteer opportunities: 2 in 10 Asian and Iranian seniors said there were enough volunteer opportunities vs. 5 in 10 Caucasian seniors
 - Information about community events: 34% of Asians and Iranians said they did not have enough information vs. 13% of Caucasian seniors





“Canadians and Iranians should get together and have a combined community – integrated, adapted, included.

English language needs to be incorporated into the Iranian community.

Seniors Action Teams with members from different ethnic groups is extremely important for us to become part of our new community.”

--Mahin Khodabandeh, Farsi-speaking Team Lead



Acknowledgments & Thanks



- Outreach powered by North Shore senior volunteers.
- Project steered by the Board of *Lionsview Seniors' Planning Society (LSPS)*. (Contact us for copies of this report @ 604-985-3852 or lions_view@telus.net.)
- Project management provided by *PM-Volunteers*.
- Communication support provided by *Links Communication Solutions*.
- Phase 2 funders:
 - United Way of the Lower Mainland
 - British Columbia Lottery Corporation
 - Pacific Arbour Retirement Communities
 - Union of BC Municipalities
- Meeting spaces and social planners provided courtesy of North Shore municipalities
- *Province of British Columbia* via Seniors Healthy Living Secretariat provided age-friendly resources and information.



(Seated from left to right): Wendy McCrea, Lorna Goodwin, Deanna Charlton

(Standing from left to right): Barb Brett, Raye Lee
Missing: Anita Dadson, Pat Scarlett





Lionsview Core Project Team

From left to right: Tom Carney, Margaret Coates (Administrative Lead, Lionsview), Angie Smith (Project Manager, PM-Volunteers), Jane Osborne (Community Engagement Lead, Lionsview)

Missing: Debbie Chow (Communications Lead, Links Communication Solutions)

“The Lionsview mandate for the *Seniors Today* project was to re-engage seniors in the community. We succeeded beyond our expectations.”

-- Tom Carney, Executive Director, Lionsview

“Change too often comes from the top or from small, elite groups of citizens. I hope Seniors Action Teams become a force for residents to drive positive changes from the bottom up.”

-- Jane Osborne, Community Engagement Lead, Lionsview



“The global age-friendly framework was an excellent choice for the North Shore project.

The Seniors Today survey data has been distributed widely among City staff and is valuable input for updating the Official Community Plan, and enhancing the age-friendliness of the City.”

-- Cheryl Kathler, Social Planner, City of North Vancouver, Project Advisory Member



Lionsview Seniors Today Project Advisory Team

(From left to right): June Morris, Krista Page-Cowan, Judy Harrington, Bev Thompson, Maureen Leyland

Missing: Annwen Loverin, Cheryl Kathler, Claudine Matlo



Extended Project Team Members

(Top row): Mohammad Emady,
Christianne Paras



(Bottom row):
Mahin Khodabandeh,
Judy Harrington

Missing: Claudine Matlo

Small Group Facilitators | Community Partners

- Small Group Facilitators

- Annwen Loverin, Avissa Izadi, Christianne Paras, Claudine Matlo, Erin Smith, Farideh Fard, Jenna Jordison, Joanne Cooper, Judy Harrington, Khodarahm Bakshandeh, Krista Page-Cowan, Lisa Holland, Lisa Reinders, Majid Moshiri, Manijeh Habashi, Maureen Leyland, Nahid Etedali, Parvin Rabii, Shauna Mokelki, Teresa Canning

- Community Partners

- Capilano Community Services Society, Capilano Gateway Association, City of North Vancouver, District of North Vancouver, District of West Vancouver, North Vancouver City Library, John Braithwaite Community Centre, Kiwanis Seniors Citizens Homes, North Shore Community Resources (Seniors One Stop & Caregiver Support Programs), North Shore ConneXions (The Summit), North Shore Neighbourhood House (Seniors Peer Support/Hamrahan and Seniors Centre), North Shore Restorative Justice, North Shore Volunteers for Seniors, North Vancouver District Public Library, Parkgate Community Centre (Seniors Services), RCMP – North Vancouver Detachment, Silver Harbour Seniors' Activity Centre, St. Christopher's Anglican Church, Vancouver Coastal Health (Geriatric Outreach Program & Older Adult Mental Health Team, West Vancouver Memorial Library, West Vancouver Municipal Police, West Vancouver Seniors' Activity Centre, West Vancouver United Church



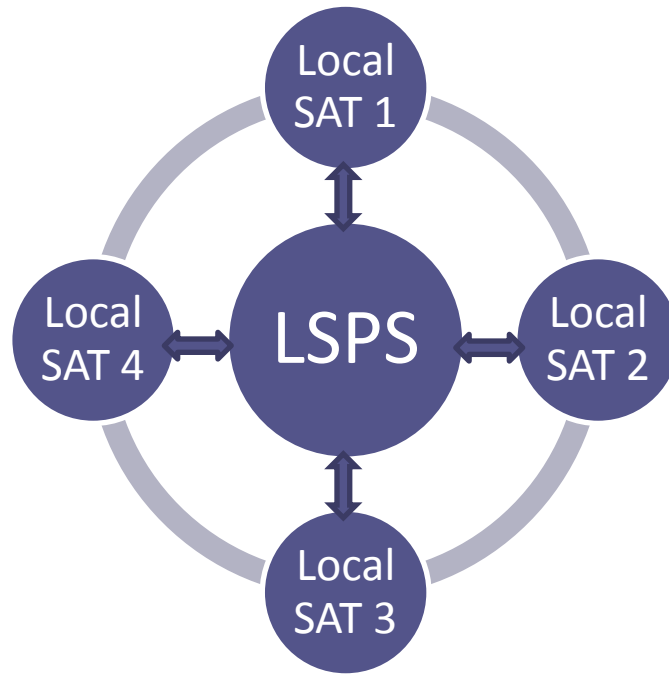
Looking ahead to Phase 3: (July 2012 - June 2013)

Next Steps

- Recruit core members for all Seniors Action Tables (SATs), plan Fall activities, and formalize SAT agreements between Lionsview and local SATs (July-September 2012)
- Prepare Fall housing workshop
 - Partner with Community Housing Action Committee from North Shore Community Resources
 - Plan over the summer



SAT Structure



- Minimum of 6 senior residents; supported by community groups
- Host agency that is a registered non-profit as the banker
- Lionsview liaison – information conduit between SAT and LSPS-SPT
- SAT access to LSPS Mentor – source of support, resources, connections
- SAT required to report on activities, use of resources

Seniors Action Tables (SATs) | Purpose

- “Creating age-friendly communities on the North Shore”
- In the local context, teams work with senior residents, the local municipality, community organizations and businesses to:
 - Raise awareness of the goals and objectives of an age-friendly community
 - Advocate for positive changes in their community with residents, service providers and local government
 - Implement projects and initiatives that improve the quality of life and well-being of seniors that live in their community and that fall within the 8 areas that define an age-friendly community.
- In the North Shore-wide context, team members liaise with and act in concert with Lionsview Seniors Planning Society and Seniors Coalition members to:
 - Provide information and input to North Shore-wide age-friendly initiatives, e.g. home care / home support services, and
 - Participate in advocacy initiatives that contribute to systemic changes to improve the quality of life of North Shore seniors, e.g. TransLink Taxi-Saver Forums



Seniors Action Tables (SAT) | Membership

- SATs select individuals who agree to be guided by the principles of an age-friendly community:
 - Recognize the wide range of capacities and resources among older people
 - Anticipate and respond flexibly to aging-related needs and preferences
 - Respect the decisions and lifestyle choices of older adults
 - Protect those older adults who are most vulnerable
 - Promote the inclusion of older adults in, and contribution to, all areas of community life
- Members include senior residents and supportive service provider representatives.





Appendices



**LIONSVIEW SENIORS'
PLANNING SOCIETY**

A Strong Voice for Seniors on the North Shore



Phase 2: Aging in Place

North Shore-wide Planning workshop

- Attended by 49 participants, facilitators, staff
 - Advertised in local media to bring out younger seniors, caregivers, sandwich generation members
- 5 table rotations:
 1. Home Care / Home Support
 2. Home Maintenance
 3. Information & Referral
 4. Transportation
 5. Social & Emotional Supports

North Shore-wide Priorities

- Lionsview Board
 - Reviewing the results of the workshops
- Three priorities have risen to the top:
 1. Home care / home support
 - Health System Navigators
 - Increased home supports for seniors
 - Discussed at 4 out of 5 planning workshops
 2. Housing for aging in place
 - Top priority from the Seniors Today Survey
 3. Information and referral

City of North Vancouver Workshop I Priorities

- Attended by 44 participants, staff, facilitators
- 4 table rotations:
 1. Walkability
 2. Information & Referral
 3. Community & Sociability
 4. Security & Safety
- Seniors Action Table
 - Hosted by North Shore Neighbourhood House (JBCC),
 - Supported by Silver Harbour Seniors Activity Centre, CNV, NVC Library, local churches & businesses
- Current priorities
 - World Elder Abuse Awareness Day – June 22, 11am-1pm, JBCC
 - Living Well in Lonsdale Information Fair – Sept. 7th
 - Connecting to local businesses, designing Age-friendly Business decal

District of North Vancouver: Lower Capilano Workshop | Priorities

- Attended by 32 participants, staff, facilitators
- 4 table rotations:
 1. Information & Referral
 2. Home Maintenance / Home Support
 3. Community / Socialization
 4. Transportation
- Seniors Action Table
 - Sponsored by: DNV, North Van Recreation Commission, Capilano Community Services (Host Agency), NSNH (Multi-lingual Seniors Peer Support), NVD Capilano Library, NS ConneXions and others
- Priorities
 - Recruiting seniors from all neighbourhoods
 - Hosting a community building event in the fall to celebrate the creation of the Seniors Action Table

District of North Vancouver: Seymour Area Workshop | Priorities

- Attended by 16 seniors, facilitators, staff
- 3 table rotations:
 1. Home Care / Home Support
 2. Transportation
 3. Information & Referral
- Seniors Action Table
 - Hosted by Parkgate Community Centre
 - Supported by NVD Parkgate Branch Library, Mount Seymour United Church
- Priorities
 - Recruiting seniors from all neighbourhoods
 - Looking at needs of seniors isolated in community (e.g. Blueridge)
 - Community development in neighbourhoods close to the western boundary (e.g. Maplewood, Lynn timer/Inter-River)

District of West Vancouver Workshop I Priorities

- Attended by 25 participants, staff, facilitators
- 3 table rotations:
 1. Home Maintenance
 2. Traffic & Safety
 3. Transportation
- Seniors Action Table
 - Supported by West Vancouver Community Centre, North Shore Volunteers for Seniors, West Vancouver United Church, West Vancouver Memorial Library
- Priorities
 - Developing the SAT and creating the age-friendly action plan
 - Recruiting members from the western communities
 - Connecting with seniors outside the Ambleside / Dundarave area

Farsi-speakers – Feb. 16th

Workshop I Priorities

- Attended by 58 participants, staff, facilitators
- Feedback & Priority Setting Workshop
- Seniors Action Table Follow-up
 - Part of community-based tables – Lower Capilano has a particularly strong core of Farsi-speakers
- Priorities (Full list on lionsviewseniorsplanning.com)
 - Information – awareness of benefits, legal system
 - More opportunities for conversational English
 - Housing – more affordable, more supports for Farsi-speakers in congregate housing settings
 - Health care – translators for specialist appointments, better coverage for hearing, sight and dental accessories