



SENIORS TODAY

Shaping North Shore Communities

Phase 3 Final Report: Seniors' Action Tables



**LIONSVIEW SENIORS'
PLANNING SOCIETY**

A Strong Voice for Seniors on the North Shore

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August 2013



“ I alone cannot change the world,
but I can cast the stone across the
waters to create many ripples.”

-- *Mother Theresa*

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Introduction

- The **purpose** of this report is to summarize Phase 3 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!
- The report summarizes the accomplishments and in-progress projects from active Seniors Action Tables (SATs).
- As a reader, feel free to use this report to inspire change in your community, or as your starting point to get involved with a SAT near you.



Remarks from Tom Carney, Executive Director, Lionsview Seniors' Planning Society

■ Personal Acknowledgements

On behalf of Lionsview, I want to thank our current and former board members, the Seniors' Action Table (SAT) project team, the members of the Advisory teams, our service provider, community, municipal and business partners, faith communities, and seniors in the community who joined or supported the SATs and promoted and developed the environment, supports, and services seniors need to age well in their neighbourhoods. I want to also thank former board member Viv Christison for broadening Lionsview's focus beyond housing, and Cheryl Kathler from the City of North Vancouver for recommending we take an age-friendly focus. I want to especially thank Karin Nieszeri for her work in phase 1: without her, we would not have the foundation to see phases 2 and 3 come to fruition. Finally, a thank you to Jane Osborne, who in her capacity of project lead continues to motivate and engage seniors from all over the North Shore to participate in the shaping of their futures.

■ The Project Legacy

Seniors Today will have lasting impact on our community. Functioning SATs are the legacy. The existing tables continue to thrive and new tables will emerge in communities where they are needed. This continual rejuvenation will ensure seniors' voices drive action, raise awareness of the value of "age-friendliness", and facilitate partnerships with private service providers and businesses. Lionsview will continue using the Age-friendly framework to plan future initiatives and implement emerging seniors' priorities. As an organization, we've learned this methodology builds local community capacity and provides a broad platform for action.

■ Hopes for Seniors on the North Shore

Lionsview's work with the SATs was a first for the North Shore. It was an organic, growing project that is continuing to build momentum and support. Going forward, I hope the core value of inclusion of seniors' voices in planning seniors' services and support continues. The SATs are proof of the power of grassroots efforts: they have demonstrated how small numbers of people can have big voices at the table.

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)



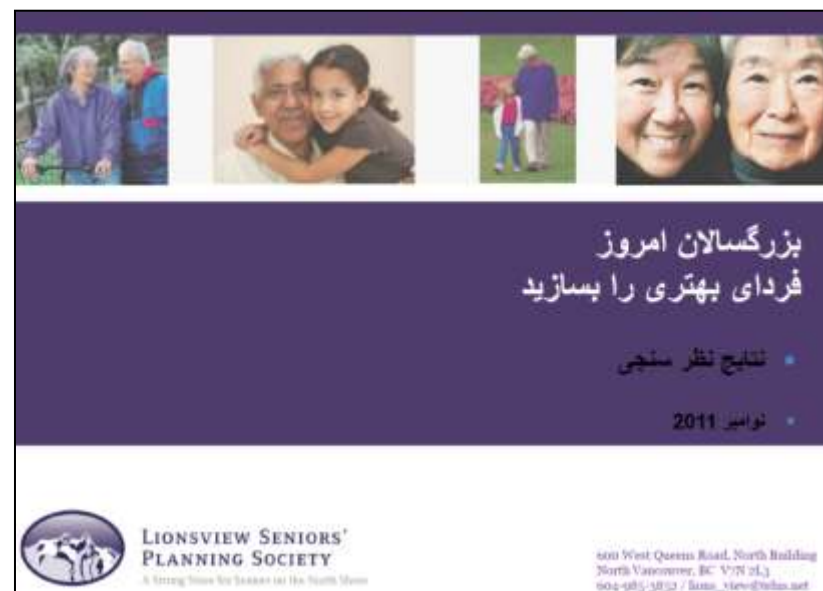
Phase 3: Seniors' Action Tables start action! (July 2012-June 2013)



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





“I left a job in employment counselling that I loved. Where could I find anything better?”

“I feel privileged to have had this opportunity with Lionsview to work with a great group of professionals. It’s exciting to have the opportunity to influence positive change.”

-- Lorna Goodwin, Lionsview Seniors’ Planning Society, community volunteer.



“I have seen so many changes in the last year. Each Seniors Action Table is so different.

“I like that we start with a question: what do seniors want?

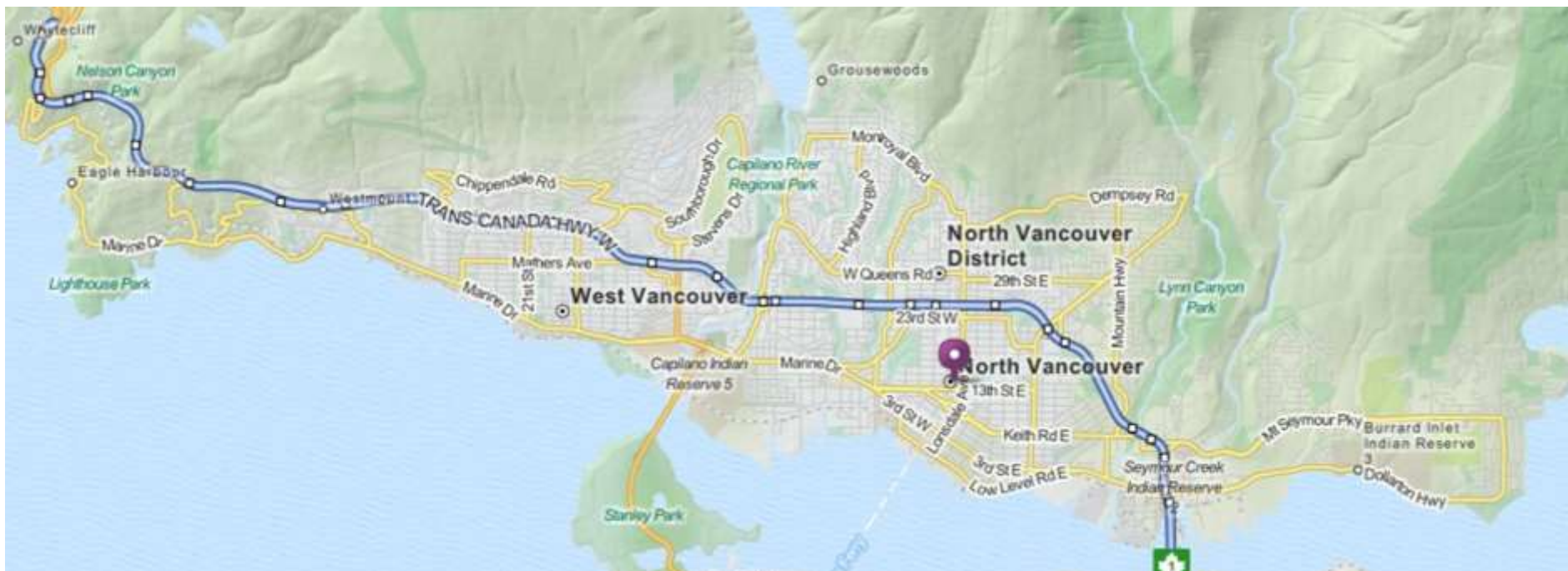
“I’ve met lots of people, had lots of laughs.”

-- Raye Lee, Lionsview Seniors' Planning Society member, community volunteer.



Seniors Taking Action Today

Profile: The Vancouver North Shore



- Contains some of the most difficult geography in Metro Vancouver with many neighbourhoods having no services (e.g. grocery, pharmacy, finance, medical, transit.)
- Challenges in servicing seniors effectively. Many live in large homes in isolated neighbourhoods.
- Seniors often lose their capacity to drive. There are often no effective transit solutions to help them stay active or connect to their communities.

Phase 3: Seniors' Action Tables in Action

- Goal of Phase 3: To encourage seniors to mobilize and take action on issues important to them **to create age-friendly communities.**
- Seniors' Action Tables (SATs) established in Phase 3:
 - The City of North Vancouver
 - District of North Vancouver
 - Seymour
 - Lower Capilano
 - The District of West Vancouver
 - Follow-up initiatives in other target communities
 - Tsleil-Waututh First Nation
 - Chinese speaking community
- The purpose of these teams is **to create age-friendly communities.**
- Teams of seniors worked with other seniors, local municipalities, community organizations, and businesses to make a difference in their communities.
- Grassroots movement: the teams worked independently with modest financial support.
- SATs create an environment for **continuous, quality interactions** between seniors and community service providers to affect change.



“I really appreciate and enjoy the opportunity to participate with seniors’ organizations outside of *The Summerhill*. It has helped me to connect our community to the larger community around us.”

-- June Morris, Pacific Arbour, *The Summerhill*.



“I really like the cross-sectoral nature of our Advisory. This has been a project with positive outcomes. So many committees and projects I’ve been a part of wither on the vine.”

-- *Bev Thompson, Living Well Home Care.*

SAT Case Study

Supporting the Better at Home Initiative

- Current problem: data from the Phase 1 *Seniors Today* survey indicated North Shore seniors want to stay in their own homes and “age in place”.
- All North Shore SATs and the Lionsview staff and board collaborated on UWLM’s *Better at Home* initiative, which provides non-medical supports for seniors.
- This initiative complements the Health Authorities’ *Home is Best*, an initiative to improve in-home medical supports.

Together, we can give seniors a hand.

Better at Home
United Way helping seniors remain independent.

PUBLIC OPEN HOUSE FOR NORTH SHORE SENIORS
We'd like input from seniors, caregivers and community agencies on how we can best support seniors in our community who face challenges with chores, getting to appointments, or who would benefit from a friendly visit. This program is not designed to provide medical services – just helping hands.

Harry Jerome Rec. Centre — Capilano Room, 123 E. 23rd St., North Van
JANUARY 25, 2013, 10AM-1PM (Lunch included)
(Information or to arrange transportation: Joanne at 604-988-6757 jane@nsrj.ca)

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A Strong Voice for Seniors on the North Shore

Awareness Building Poster

SAT Case Study

Supporting the Better at Home Initiative

- SATs were asked to prioritize the following non-medical services:
 - Friendly visiting
 - Transportation to appointments
 - Snow shovelling
 - Light yard work
 - Simple home repairs
 - Grocery shopping
 - Light housekeeping
- Focus groups were conducted throughout the North Shore with 100+ seniors and supporters participating.



SAT Case Study

Supporting the Better at Home Initiative

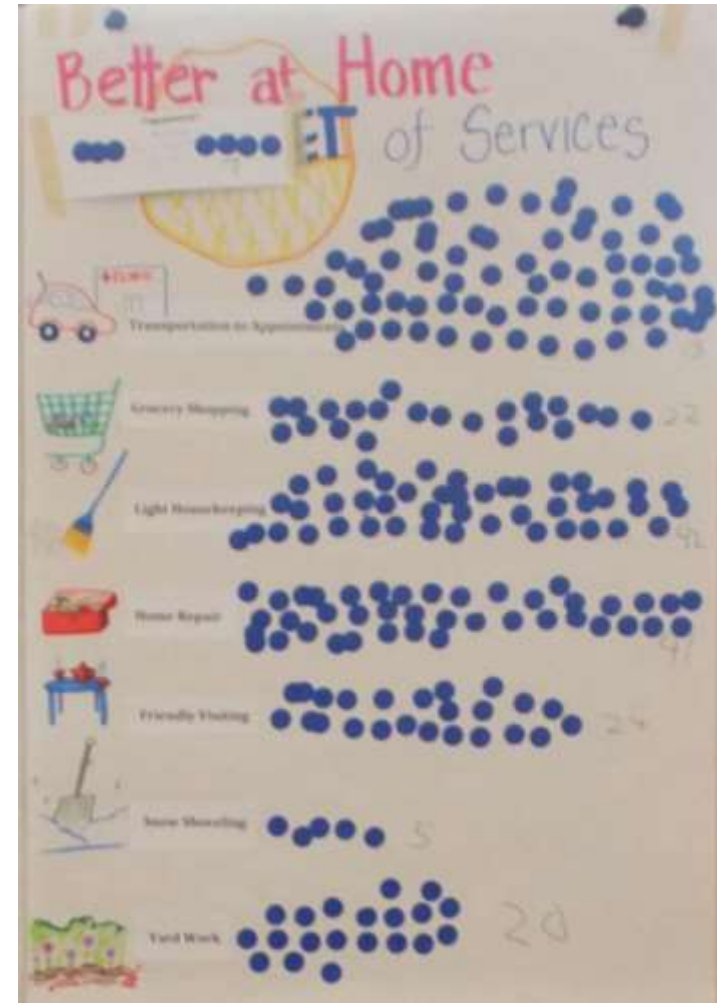
- A public event in January 2012, co-hosted by Lionsview Seniors' Planning Society with Jessie Sutherland (Finding Home), the Better at Home Community Developer, brought seniors together to decide final priorities.
- 185 attended this event.



SAT Case Study

Supporting the Better at Home Initiative

- The results of the prioritization process:
 - Transportation (73 votes)
 - Light housekeeping (42 votes)
 - Home repair (41 votes)
 - Friendly visiting (24 votes)
 - Grocery shopping (22 votes)
 - Yard work (20 votes)
 - Snow shovelling (5 votes)





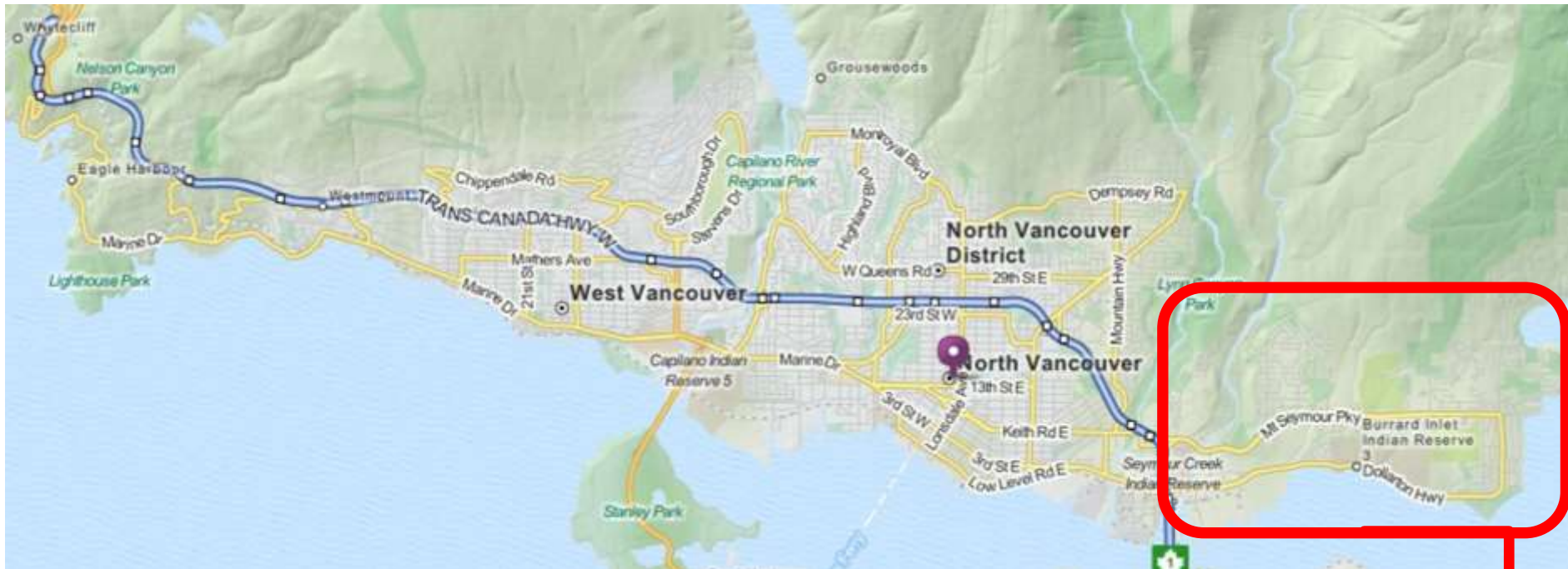
“I’ve seen sparks turn into fire. As the energy builds, the results get bigger, richer, and more important.”

--Annwen Loverin, Silver Harbour Seniors' Activity Centre.

“I was a bit concerned about my role when I first got here. But what has emerged is that I have been an information conduit, bringing information from Vancouver Coastal Health (VCH) to the project and taking information about the community back to my team. This project helps us move toward the goal of making VCH accessible to the community.”

--Susie Chant, Vancouver Coastal Health Home Care.

Profile: Seymour



- Population of District of North Vancouver: 84,412 with 15.5% of population being seniors – SATs are currently located in Seymour and Lower Capilano
- Seymour includes communities east of Lynn Creek & Upper Levels Highway
- Diverse group of communities with facilities / services centred in Parkgate
- Biggest challenge: Significant population of seniors living in detached homes in isolated neighbourhoods.

Source: 2011 Census

Seymour: Priorities for 2012/2013

1. Adult Day Program Pilot

- **Goals:** Offer a service in the Parkgate/Seymour area allowing seniors with early dementia to continue attending programs at their local seniors' centre. Create a safe, stimulating, comfortable environment for attendees and caregivers.
- **Status:** Project charter completed, partners identified, funding application submitted to New Horizons. Program delivery scheduled to start January 2014 with two, half-day sessions weekly.

Seymour: Priorities for 2012/2013

2. Retrofitting TransLink's Seymour shuttle

- **Goal:** To make this transit service more accessible to frail seniors.
- **Status:** Project deferred to September 2013.
- Seymour SAT meets the first Tuesday of the month @ 4 PM, Parkgate Community Centre, Seniors Lounge
- Contact: Lorna Goodwin, 778-808-6302



Senior friendly bus shuttle



“When a group of seniors comes to me with an idea about how we can better serve their needs at Parkgate, it is like a dream come true. Especially when that group is willing to suit action to words.

“I love the grassroots nature of the SATs. They create energy and excitement for all of us and promote partnerships in action.”

*-- Erin Smith, Seniors' Services Supervisor,
Parkgate Community Services Society.*

SAT Case Study

Seymour Adult Day Program

- The goal is to allow seniors with early dementias to continue attending programs in familiar, safe surroundings.
- Key objectives:
 - Provide sustainable, community-based health education, social stimulation and therapeutic recreation activities for adults with dementia.
 - Provide an intermediary program between community and VCH programs and services.



SAT Case Study

Seymour Adult Day Program

- The program pilot begins January 2014 with an assessment to take place that Fall to determine the program's future.
- Project team:
 - Co-sponsors
 - Lisa Reinders, Parkgate Community Services Society
 - Sandra Edelman, Chronic Disease Manager, VCH
 - Erin Smith, Parkgate Community Services Team Lead
 - Erin Black, VCH Team Lead
 - Bill Tracey, Evaluation Team Lead
 - Judith Harrington, Lionsview Seniors' Planning Society Liaison
 - Earl Bergen, Cedar Springs Liaison
 - Jane Osborne, Project Manager

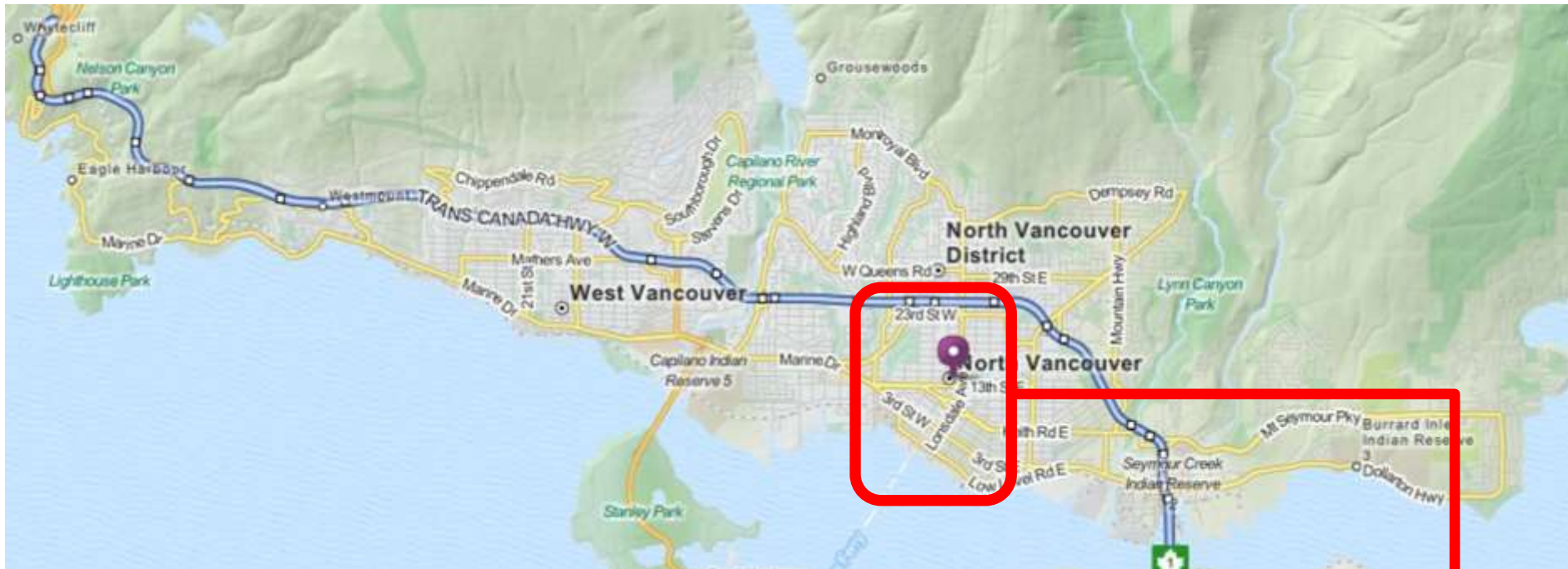




“The idea of seniors helping seniors appeals to me. I also like the intergenerational aspect of the SATs. The people involved in our Adult Day Program project include younger service providers from health and community agencies.”

--Bill Tracey, Retired Engineer, Seymour Seniors Action Table Member.

Profile: City of North Vancouver



- Population: 48,916 with 13.9% of population being seniors.
 - Includes all neighbourhoods in the city, but SAT members focus on the Lonsdale and Marine Drive corridors.
- Biggest challenge: Getting information about services in the city out to where seniors live.

Source: 2011 Census

City of North Vancouver: Priorities for 2012/2013

1. Creating an age-friendly Lower Lonsdale

- **Goal:** To improve Age-friendliness of businesses in the Lonsdale corridor.
- **Status:** Created a covering letter and “Age-friendly checklist” addressing how businesses can better meet senior needs. Identified 12 businesses to approach with the idea of becoming more senior friendly. Awaiting completion of Age-friendly business logos.

2. Bylaws Enforcement at City of North Vancouver

- **Goal:** To understand the enforcement process and communicate bylaws information to local businesses and residents.
- **Status:** Seniors worked with the City of North Vancouver staff to put together an education session on city bylaws for seniors at the SAT meeting. Seniors followed up by distributing information to property owners on health and safety risks to seniors from unsafe sidewalks.

City of North Vancouver: Priorities for 2012/2013

3. Mobile Seniors Information Kiosks (with support from NSCRS Seniors One Stop)
- **Goals:** Create awareness of the services in the community by circulating information in public squares, retail locations (groceries / pharmacies) and at community days. Test the project over the 2013 Summer and Fall months.
 - **Status:** Initial pilot complete (June 27, West Vancouver). New marketing material created. Applied to Kiwanis West Vancouver to purchase additional supplies / equipment. August sites include IGA Marketplace on Esplanade, CNV Library, Shoppers - Capilano Square. Will roll out across North Shore later in the year.



City of North Vancouver: Priorities for 2012/2013

4. Parking in the Lonsdale Corridor

- **Goal:** To advocate for changes to parking around Lions Gate Hospital (e.g. reduced rates or free parking for seniors attending for multiple treatments, adjust the parking system to allow payment after time is used).
- **Status:** Currently developing plans to piggyback on the larger Metro Vancouver Initiative.



“It is terrific to see senior advocates active in our local communities doing great work through the Seniors Action Tables. They help us to connect people to our programs that we might not otherwise reach.”

--Nancy Hollstedt, North Shore Community Resources Society with Josh Cook, Service Coordinator, Seniors One Stop and Better at Home.

City of North Vancouver: Priorities for 2012/2013

- 5. Transportation options in the Lonsdale Corridor
 - **Goal:** To improve senior safety on buses. This includes recommending design changes to buses, driver training, and educating seniors on Travel Smart.
 - **Status:** TransLink reps met with seniors at the 2013 Seniors' Picnic. SAT continues to build TravelSmart awareness through Mobile Seniors Information Kiosks.
- City of North Vancouver SAT meets the fourth Thursday of the month @ 1:30 PM, North Vancouver City Library – 2nd Floor Boardroom.
- **Contact:** Raye Lee, 604-980-9953

Photo: City of North Vancouver SAT members meet at the library.

From left to right: Ildi Venczel, Judith Harrington (LSPS Mentor), Annwen Loverin, Raye Lee, Mary Slanz, Iara Gilbertson



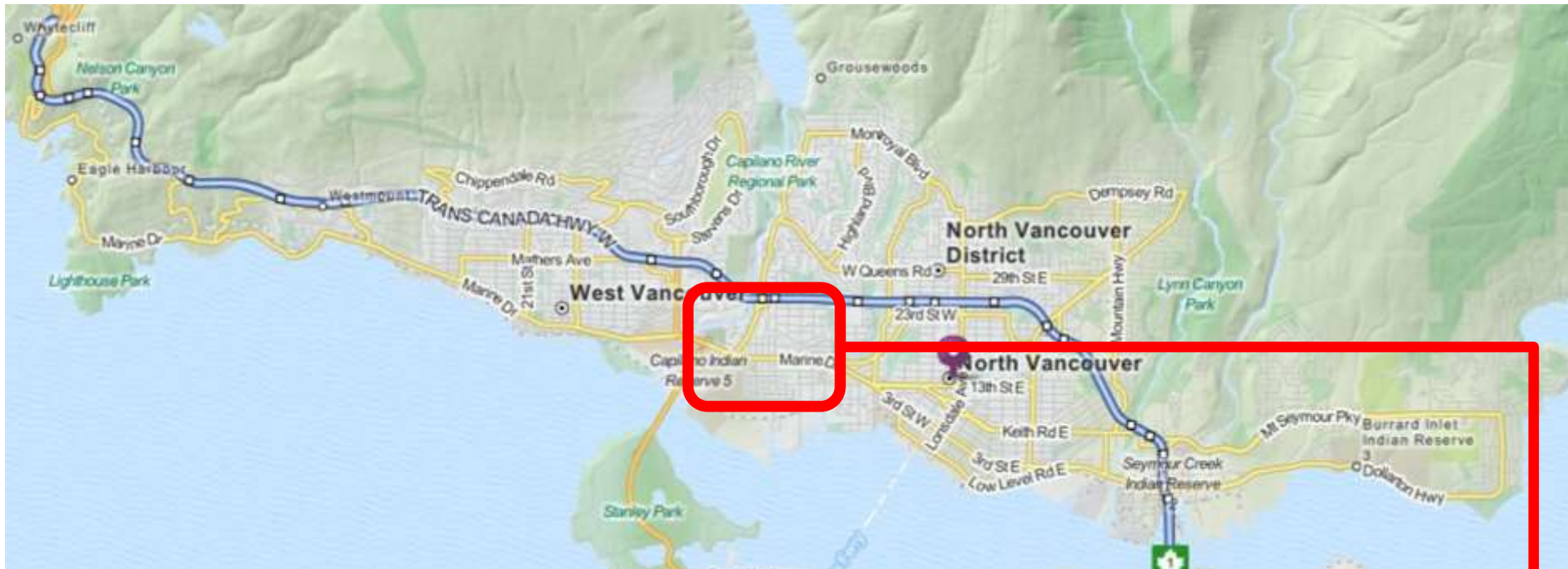


“The Seniors Action Tables serve as a window between seniors and the City of North Vancouver. The municipal tables are an exemplary model of community capacity, and capable of change.

“By working with this group, I better understand the strengths and needs of North Vancouver’s aging population.”

*-- Juliana Buitenhuis, Community Development Worker,
City of North Vancouver.*

Profile: Lower Capilano



- Population of District of North Vancouver: 84,412 with 15.5% of population being seniors – SATs are currently located in Seymour and Lower Capilano.
- Lower Capilano includes communities in Lions Gate, Pemberton Heights, Lower Capilano Marine and Norgate.
- Biggest challenge: Lions Gate contains the highest percentage of immigrants at 68.4% of any neighbourhood on the North Shore.

Source: 2011 Census

Lower Capilano: Priorities for 2012/2013

1. Create computer literacy training for Farsi speakers in Woodcroft (Lions Gate)
 - **Goal:** To provide one-on-one computer training for Farsi speakers in partnership with NVDPL-Capilano Branch.
 - **Status:** The library provided computers and trainers. SAT provided interpretation/translation. Pacific Arbour provided wireless connection. Two trainers offer three, 45-minute sessions one afternoon a month for six months. Currently, there is a waitlist for the Fall months. Evaluation complete / planning changes to fall series based on feedback.





“I am happy to start a new Iranian seniors group. Happy about the computer literacy project.”

-- *Majid Moshiri, member of Lower Capilano Seniors Action Table (SAT).*



“The SAT and the computer literacy for Farsi speakers project has been hugely important to the library. It moved us from ‘should do something’ to ‘third gear’.”

-- Susan Larsen, Head Librarian, Capilano Branch, North Vancouver District Public Library.

“I look forward to coming to meetings and to connecting with the others that attend. It is exciting and a powerful move to the next step in creating the Lower Capilano community. We can make it happen.”

-- Doug Curran, Executive Board Member, Capilano Gateway Association.

Lower Capilano: Priorities for 2012/2013

2. Lower Capilano age-friendly town centre development

- **Goal:** To encourage seniors living in Lower Capilano – particularly Woodcroft – to voice their questions and concerns to influence the Lower Capilano Village Centre Plan.
- **Status:** SAT members participated in public sessions to provide input to the community space, street safety, housing options, amenities. The Lower Capilano Marine Village Centre Plan was approved by District council on April 29, 2013.

“I’ve learned a lot about organizations and projects on the North Shore. This is a chance to be educated and to meet new people.”

-- Audrey Wyber, Lower Capilano Seniors Action Table Member.

“This has been very beneficial personally, as someone who has moved here recently. I like the mixed cultures at this table and the chance to share our Canadian identities and become a more integrated community.”

-- Bob Wyber, Lower Capilano Seniors Action Table Member.

“I love that we’ve found space in the Lower Capilano Community. As a service provider, I like the idea of a seniors driven action table. I look forward to starting a regular Capilano Seniors Centre at the Grouse Inn. I want all programs to be driven by grassroots efforts. I am becoming a believer in community again.”

-- Renee Strong, Executive Director, Capilano Community Services Society.

Lower Capilano: Priorities for 2012/2013

3. Woodcroft Conversational English Project

- **Goal:** To sustain volunteer run conversational English courses – one beginner, one intermediate – offered at Woodcroft.
- **Status:** Project deferred until Fall 2013. SAT will apply for honorariums offered by Lionsview for teachers and interpreters/translators.
- Lower Capilano SAT meets the second Tuesday of the month @ 12 noon, Grouse Inn. (Hosted by the Capilano Community Services Society.)
- **Contacts:** Doug Curran, 604-985-5621 (English speakers); Mahin Khodabandeh, 604-922-3088 (Farsi speakers)

Photo: Small group conversations at Woodcroft.





“The aim (of the Lower Capilano SAT) is good.

“Brings up more ideas for seniors to get involved, especially Iranian seniors.”

-- *Khodarahm Bakshandeh, member of the DNV's Lower Capilano SAT.*

“I like being a connector, someone who ensures that the voices and priorities of seniors resonate upwards to municipalities and service providers.”

-- Elaine Grenon, Retired Healthcare Professional, Lower Capilano Seniors Action Table Member.

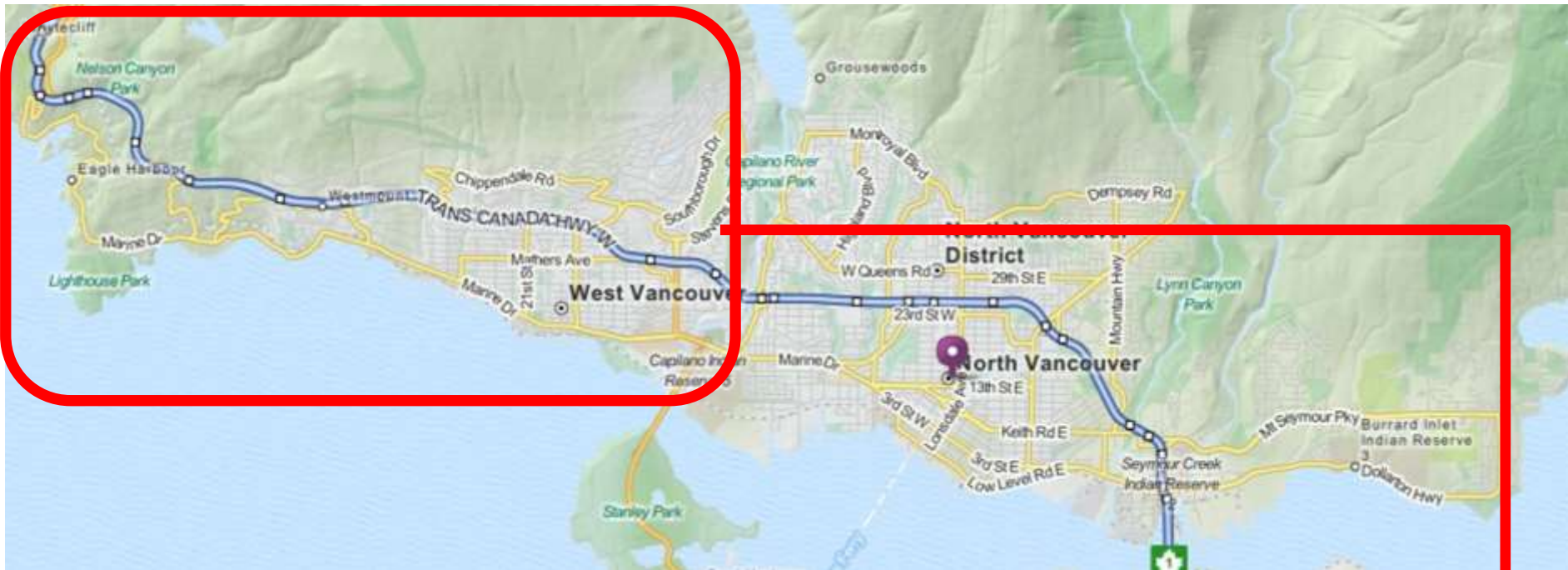
“I like the potential of the SATs to connect seniors to each other to reduce isolation.”

-- Stacy Yeats, North Vancouver Recreation Commission.

“I’m seeing the Iranian community connecting and integrating to their new culture. Iranian seniors count in Lionsview. Language remains a big barrier. We need to find more English speakers for our conversational English program.”

-- Mahin Khodabandeh, Family Services of the North Shore.

Profile: District of West Vancouver



- Population: 42,694 with 25.5% of population being seniors
- Biggest challenge: Large population of seniors living in isolated communities away from services which are mainly located in Ambleside/Dundarave neighbourhood centres.

Source: 2011 Census

West Vancouver: Priorities for 2012/2013

1. Housing/Rightsizing for aging in place

- **Goals:** To challenge the myth that densification produces affordable housing, transportation options. To raise awareness and understanding of the housing reality on the North Shore, housing options to meet differing needs, what is really needed to stay in place. To connect people to resources and learning opportunities.
- **Status:** SAT, Lionsview Seniors' Planning Society and municipal planners provided a two-hour forum that included a keynote speaker and panel on May 27, 2013 at WVSAC. Follow up actions to be discussed by Lionsview Board, Advisory Committee, and SAT at a later date.



West Vancouver: Priorities for 2012/2013

2. Financial Abuse of Seniors

- **Goal:** To educate West Vancouver seniors about the different forms of financial abuse targeting seniors.
- **Status:** SAT partnered with the NS Community Response Network, WV Police, and VCH's Adult Abuse & Neglect Coordinator to sponsor the annual North Shore World Elder Abuse Awareness Day on May 8, 2013 at WVSAC.



West Vancouver: Priorities for 2012/2013

3. Transportation and Street Safety

- **Goals:**

1. Educate seniors about transportation services and how to use them. Advocate for more alternatives and better resourced services.
2. Work with City engineers to make changes to crosswalks at traffic lights. Educate drivers and seniors about crosswalk safety.

- **Status:** Representatives of WV SAT preparing for action by attending meetings of disability groups and working towards collaborations within the seniors' and disability sectors.
Planning and action for this priority deferred until Fall 2013.

- West Vancouver SAT is moving to Gleneagles. (Hosted by Senior Citizens Special Services Society.)
- Contact: Judith Harrington, 778-990-1132 for the new date and time.



“For close to 40 years, the primary focus of Senior Citizens Special Services Society has been to connect with and to support our isolated seniors.

“Senior's Action Tables enhance our work by giving groups of seniors the opportunity to put forward their views and to participate in the life of their communities.

“These senior advocates take action to ensure that their neighborhoods are age-friendly.”

-- Valerie Sommerville, President - Senior Citizens Special Services Society.

SAT Case Study

Rightsizing Forum

- General housing statistics
 - Metro Vancouver: 76.1% own / 23.9% rent
 - North Vancouver City (27.9% of all seniors living in private dwellings), and West Vancouver (24.1%) had the highest proportions of seniors living in mid to high rise apartments among the municipalities.
 - North Vancouver City (30.5% of all seniors living in private dwellings) had the highest proportions of seniors living in low rise apartments among the municipalities.
- Housing affordability & homelessness
 - In 2012, the average 1 bedroom apartment unit rent in Vancouver was \$982/month . When accounting for inflation, this represents a \$84 (or 9.3%) increase in average monthly rents between 2006 and 2012. The largest percentage increases in average rents between 2006 and 2012 (when adjusting for inflation) were in North Vancouver District (12.3%), Vancouver City (11.7%) and North Vancouver City (8.4%).
 - The highest average 1 bedroom apartment unit rents in 2012 were in West Vancouver (\$1,247/month), Vancouver City (\$1,067/month) and North Vancouver District (\$1,021/month).
- West Vancouver SAT hosted a rightsizing forum on May 29, 2013.

Source: Housing – 2006 Census

SAT Case Study Rightsizing Forum

- Purpose of the forum:
 - Challenge the myths about housing on the North Shore
 - Talk about what “rightsizing” really means
 - Discuss what will work for you in your community
- Panelists included:
 - Michael Geller, architect, planner, real estate consultant and property developer
 - Andy Krawczyk, from West Vancouver’s Community Dialogues on Housing
 - Cheryl Kathler, retired community planner, City of North Vancouver
- West Vancouver SAT collaborated with the Lionsview Board, Staff and Advisory, the District of West Vancouver, the City and District of North Vancouver and community organizations to deliver the event.



SAT Case Study Rightsizing Forum

- Individual residents from West and North Vancouver talked about how they “rightsized” in their community.
- After the speakers, attendees had a chance to shop for solutions by talking to housing planners, providers and community agency representatives about their particular situations.





“I am so glad I came out with the SAT to volunteer at the housing workshop. Not only did I have my questions answered about my eligibility to apply for a suite at Kiwanis Garden Village, I actually got placed on the list!

“They support PADs so I can even have an assistance dog.

“So – how cool is that?”

-- Jean Chambers, retired, West Vancouver SAT Member and member of the Tri-Municipal Committee on Disabilities.

“It was great to see all the different ways to house seniors and their supporters. I was particularly struck by the idea of using ‘empty bedrooms’ more effectively. I didn’t realize the North Shore has more empty bedrooms per household than almost any other area of the province.”

-- Krista Page-Cowan, forum participant attending with her parents.

“The personal stories by the three speakers from the floor were incredibly effective. They created a real buzz in the shopping street afterward. There was a lot of networking, sharing of ideas and a ‘can do’ mood in the room.”

-- June Morris, Pacific Arbour – The Summerhill.

“I thought the May 29th forum was great! What surprised me most was the ‘shopping street’: it provided an opportunity for people to talk about ideas outside the forum. A suggestion for a future forum: how do we integrate more deeply subsidized housing for seniors in local neighbourhoods?”

-- Barbara Petit, forum organizer and participant.

Profile: Tsleil-Waututh Nation Elders

- Located on Burrard Inlet in the Seymour area of the District of North Vancouver (also known as the Burrard Band).
- Population: 549 (284 living on reserve).
- Elders have been actively involved in the Seniors Today project since the 2011 survey.



Tsleil-Waututh Nation Elders: Priorities for 2012/2013

1. Improving accessibility to the church
 - **Goal:** To improve wheelchair accessibility to the church located on reserve lands, which may include construction of a driveway, handicap parking spaces, and widening doors.
 - **Status:** Contractor has assessed the project. Plan of action mapped out. Work scheduled to start in early July 2013.



Tsleil-Waututh Nation Elders: Priorities for 2012/2013

2. Creating an elders drop-in lounge

- **Goal:** To create a space where consistent times are available for elder use.
 - The lounge is currently used for a variety of different programs (e.g. chef's training school), meetings and social events.
 - Elders are looking for a self-run, drop-in centre where they can play games, work on craft projects and chat with other Elders.
- **Status:** Assessing the viability of implementing Elder's drop-in centre schedule in Fall 2013.

Tsleil-Waututh Nation Elders: Priorities for 2012/2013

3. Elder street safety

- **Goal:** To improve street safety in elder neighbourhoods and reserves. Some of the ideas tabled include implementing traffic calming measures, repainting sidewalk lines, stanchions.
- **Status:** Signage and speed bumps installed on two reserve roads. Crosswalk lines on Dollarton Highway repainted. Traffic engineers hired to assess the viability of installing a sidewalk on Sleil Waututh Road.
- Tsleil-Waututh Elders and supporters meet when needed in the Elders Lounge in the Tsleil-Waututh Community Centre. (Hosted by Kari Chambers, Elders Coordinator and supported by Dale Komanchuk, Director of Public Works.)
- **Contact:** Kari Chambers, 604-929-3454



“The Seniors Action Initiative identified priorities in our community that were important to our Elders, and the survey gave us the data to advocate for what the Elders needed. Several action items were completed in a short amount of time.

“A survey like this is integral to receiving feedback from our community in a safe and non-invasive manner. The information gathered allows us to make changes to the community that benefit the health and wellness of our Elders.”

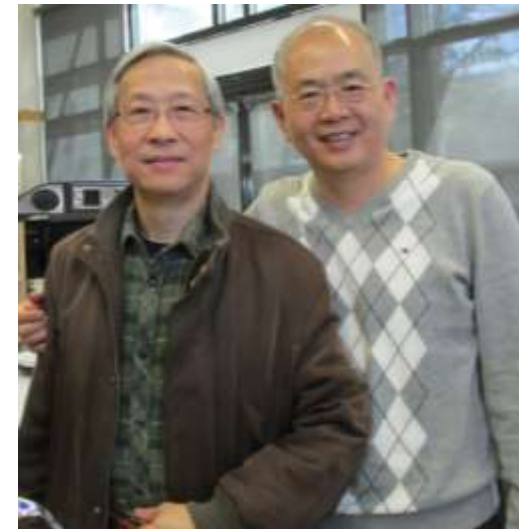
*-- Kari Chambers, Elders Coordinator
Tsleil-Waututh Nation.*

Profile: Chinese Seniors

- Chinese speakers (Cantonese, Mandarin, Chinese n.o.s.) make up the third largest language group after Farsi and English speakers on the North Shore:
 - West Vancouver – 3345
 - District of North Vancouver – 2850
 - City of North Vancouver - 1210
- The most significant challenge for seniors in this population is isolation in the community because of language barriers.
- Chinese seniors have been involved with the *Seniors Today* project since the initial 2011 survey.
 - In this phase, the Chinese seniors surveyed were hosted and supported by the North Shore Multicultural Society.
 - For the second and third phases, the Chinese seniors from North Shore Neighbourhood House's Seniors Peer Support program, supported by Lori Wall, have worked closely with Lionsview on developing priorities for action in their communities.

Chinese Seniors: Priorities for 2012/2013

1. On-call interpretation/translation services in the emergency ward
 - **Goal:** To create an on-call translation service in the emergency ward to help non-English speaking Chinese patients communicate with hospital staff.
 - **Status:** Unresolved. Taking priority to VCH in the Fall.



Chinese Seniors: Priorities for 2012/2013

2. Seniors One-Stop for non-English speaking Chinese seniors
 - **Goal:** To create a regularly staffed information line specifically for non-English speaking Chinese seniors.
 - **Status:** Seniors One Stop (SOS) has a Cantonese/Mandarin-speaking volunteer working Tuesday mornings starting in September 2013. BC's 211 service provides support in Cantonese / Mandarin so SOS can refer Cantonese / Mandarin speaking clients to that resource.

“One of our Chinese Ambassadors told me that that due to language barrier, they cannot even join classes, e.g. craft or dancing classes, offered by the community centres. They are unable to understand what’s written in the brochures which limits their connection to community.”

-- Eliza Wong, Cultural Assistant



Chinese Seniors: Priorities for 2012/2013

3. Seminar series for Chinese seniors

- **Goal:** To provide information on how to access health services on the North Shore.
- **Status:** Assessing the viability of partnering with programming offered through S.U.C.C.E.S.S.
- Chinese seniors meet ad hoc at Silver Harbour Centre and other community locations. (Supported by the North Shore Neighbourhood House, Seniors Peer Support Coordinator, Lori Wall.)
- **Contact:** Lori Wall, 604-982-8333

Cantonese-speaking seniors attend workshop on Aug. 9th about Accessing Home and Community Care. (Presented by Lori Wall; Sponsored by The Academy of Aging)





“It’s extremely important that Chinese-speaking seniors are able to access all of the programs and services available to seniors on the North Shore. That’s why we started our program – to break down their isolation.

“The opportunity for the members of our Chinese Peer Support Program to work with Lionsview on priorities for their population cannot be overstated. These are the kinds of opportunities that create a sense of belonging to community.”

-- Lori Wall, North Shore Neighbourhood House, Seniors Peer Support Coordinator.



Acknowledgments & Thanks



- SATs powered by North Shore senior volunteers and service provider supporters. Thanks to all for a great job!
- Project steered by the Board of *Lionsview Seniors' Planning Society (LSPS)*. (Contact us for copies of this report @ 604-985-3852, lions_view@telus.net or lionsviewseniorsplanning.com.)
- Communication support provided by *Links Communication Solutions*.
- Meeting spaces courtesy of North Shore community agencies and organizations.
- Social planner support courtesy of North Shore municipalities.
- Printing and Wi-Fi for Computer Literacy from *Pacific Arbour*.
- Phase 3 funders:
 - United Way of the Lower Mainland
 - British Columbia Lottery Corporation
 - City and District of North Vancouver
 - District of West Vancouver
 - HRSDC, Canada
 - Vancouver Foundation
- *Province of British Columbia* via Seniors Healthy Living Secretariat provided age-friendly resources and information.



Thanks to our sponsor Tom Carney (Executive Director) and our Board.



Tom Carney and Board Chair, Barb Brett.

Lionsview's Board and Staff want to acknowledge Tom Carney for his calm and steady leadership throughout the *Seniors' Today* project. Thanks, Tom.



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

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

Phase 3 Project Advisory: Our staunchest supporters and source of many great ideas.



Left to right: Krista Page-Cowan (VCH – Older Adult Mental Health Team), Bev Thompson (Living Well Home Care), Judith Harrington (Staff), Juliana Buitenhuis (City of North Vancouver), Raye Lee (Board Liaison), Jane Osborne (Staff), Lorna Goodwin (Board Liaison), Susie Chant – standing (VCH – Home & Community Care), Joanne Cooper (Staff), June Morris (The Summerhill), Annwen Loverin (Silver Harbour Centre).

Missing: Meagan Maddocks (CMHA)



Thanks to our Core Project Team Members.

From left to right: Judith Harrington (Seniors Action Table Mentor), Joanne Cooper (Project/Event Manager) and Jane Osborne (Project Team Lead).



Thanks to our Farsi team members for translation and production of the Farsi version of the report:

From left to right: Mahin Khodabandeh, Mohammad Emady, Avissa Izadi.



Appendices

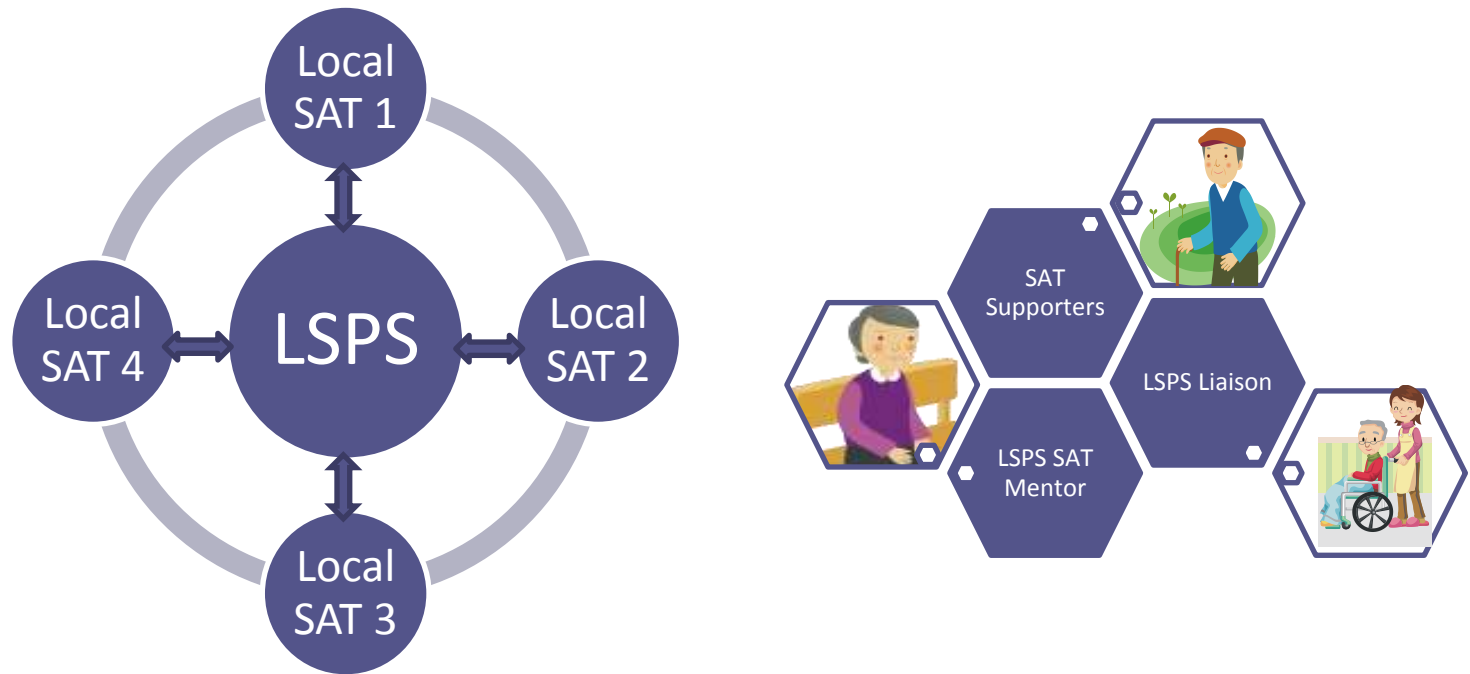


**LIONSVIEW SENIORS'
PLANNING SOCIETY**

A Strong Voice for Seniors on the North Shore



SAT Structure



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

Lionsview's Role in SATs

- The Lionsview Seniors' Planning Society supports SATs to implement Age-friendly initiative by providing:
 - Small grants (between \$500 to \$1000 annually)
 - Lionsview Seniors Action Table mentor:
 - Attends SAT meetings.
 - Supports members in planning for initiatives, applying for funding, accessing Lionsview and Provincial Age-friendly resources.
 - Supports SAT Host Agency in applying, accounting for Lionsview grant funding.
 - Works with local service providers who support SATs to plan, implement age-friendly projects.

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.



2013 SAT Membership

(As of June 2013)

- District of North Vancouver
 - Seymour
 - Bill Tracey, Erin Smith, Georgiana Ferguson, Jeanette Froese, Jill Williams, Lisa Reinders, Lorna Goodwin, Louise Pock, May Murray, Rick Berwick, Ruth Sherwood.
 - Lower Capilano
 - Audrey & Bob Wyber, Avissa Izadi, Doug Curran, Elaine Grenon, Khodarahm Bakhshandeh, Mahin Khodabandeh, Majid Moshiri, Renée Strong, Stacy Yeats, Susan Larsen.
- City of North Vancouver
 - Arthur Davies, Annwen Loverin, Bette Rumble, Cara Pryor, Claire Kerruish, Glenys McMillan, Iara Gilbertson, Ildi Venczel, Janell Hilton, Mary Slanz, Sheila Smith, Tangee Gunderson.
- West Vancouver
 - Barbara Pettit (housing), Caroline Wickham, Jean Chambers, Judith Harrington, Karen Hardie, Valerie Sommerville.