

Services to Seniors Coalition – North Shore

Co-Chairs

- Trish Alsop, *North Shore Neighbourhood House, and John Braithwaite Community Centre*
- Margaret Coates, *Lionsview Seniors' Planning Society*

About the Coalition

The **Lionsview Seniors' Planning Society** is the host agency for the Services to Seniors Coalition – North Shore. The Coalition has been operating since 1992 and is the planning table for issues facing seniors and services to seniors on the North Shore. The 50+ participating organizations and individuals represent a wide spectrum of service providers. We come together as the Coalition to network, plan services and supports strategically and set priorities and target resources for collaborative action.

Contact the Coalition

C/o Lionsview Seniors' Planning Society
1733 Lions Gate Lane
North Vancouver
Tel: 604 988-7115 ex 4001
Email: lions_view@telus.net
www.lionsviewseniorsplanning.com

Meeting Notes

Tuesday, June 17, 2025

12:00 pm to 1:30 pm

At Capilano Community Services Society

1. Welcome – Trish Alsop

2. Land Acknowledgement

LSPS acknowledges and honours that we live and work on the unceded territories of the Coastal Salish people, including the St'at'imc, Sḵwxwú7mesh (Squamish), xʷməθkʷəy̓əm (Musqueam) and səliłwətaʔt (Tseil-Waututh) Nations.

3. Introductions

Lionsview Seniors Planning Society: Margaret Coates, Wallis Dixon, Lindsay Macklin, Margarete Wiedmann, Anja Gustafson

North Shore Neighborhood House: Trisha Alsop

West Vancouver Seniors Centre: Davida Witala

Capilano Community Services: Austin Neaves

Hollyburn Community Services: Veronica Traille, Destiny Doherty, Mary Sorrenti, Vamika Mendiratta

Lynn Valley Community Services: Judy

Alzheimer's Society: Amelia Gillis

Parkgate Society: Kelsey Grass, Alexandra Fograscher

Canadian Mental Health Association: Chloe Andres

Comfort Keepers: Cherian Itty

North Shore Community Resources: Judy Stott

Keep Well: Adele Wilson

Silver Harbour Seniors Centre: Annwen Loverin

Next meeting: September 16, 2025 at 12:00 pm

4. Presentations

Austin Neaves: Capilano Community Services Society

North Vancouver Recreation & Culture (NVRC)

- Offers art, recreation, and library programs.
- Works collaboratively with Capilano Community Services (CCS), which operates within NVRC facilities and alongside NVRC staff to support community programming.

Capilano Community Services (CCS)

- Delivers social programming, out-trips, food services, and supports for seniors, families, children, and youth.
- Red Cross Equipment Loan is a common entry point for people accessing CCS services.

Seniors Program Statistics

- 75% of seniors programming is Farsi-focused. The ELL (~20 regular attendees) and Farsi Coffee Group have over 60 regular participants.
- Attendance increased by 94% since Austin joined the team.
- 17 programs offered, including:
 - **Cap Services Bus:** 6,334 km driven in 2024, primarily in North Vancouver.
 - **Food Programs:** 1,312 meals served in 2024; includes cooking classes (Asian series complete; Persian series planned).
 - Programs are low-cost (\$5 or free), with no membership required.

MLGB (My Lions Gate BREAK)

- Offers day respite focused on art, music, movement, nature, and games.
- 74% increase in respite hours over the past year; client base has tripled.
- Operates Mondays and Wednesdays; Friday expansion under consideration.
- Cost is \$40/day (sliding scale); supported by TAPs.

Outreach & Specialty Clubs

- Outreach includes food redistribution, care packages, bus trips, and limited volunteer-based medical rides (currently unmet demand).
- Monthly Seniors Social with live entertainment, plus community lunches prepared by the Capilano Cooking Cooperative (\$5).
- “Out and About Club” supports seniors in targeted residential buildings.
- Longstanding Painting Social (since the 1970s): 12–15 members meet weekly to paint, have lunch, and share feedback. Summer sessions take place in the plaza.

Weekly Program Schedule

Monday: Painting Social, Bus, MLGB

Tuesday: ELL, Farsi Coffee Club, Bus

Wednesday: Coffee Morning, Bus, MLGB

Thursday: Quilting Social (3rd Thursday), Men's Shed (1st & 3rd Thursdays; self-run with guest speakers)

Friday: Backgammon, Bridge (seeking new players)

Red Cross Equipment Loan

- 8,000 pieces of equipment available.
- 3,400 people served in the past year by 36 volunteers.
- Doctor referral required; no income screening.
- Open Monday-Friday. Donations accepted (contact Miki: miki@capservices.ca).

Q&A Highlights

- No referrals needed for most programs; primarily drop-in.
 - Austin suggested future discussion on how to track program participation/stats.
- Respite program serves 12 clients, supported by a 3:1 staff/volunteer ratio. Entry requires a detailed assessment.

Adele Wilson: Keep Well Society

Founded in 1987 by retired nurses, Keep Well began as a way to help seniors stay healthy, active, and independent at home. At the time, few fitness programs were designed for older adults. It officially registered as a non-profit in 1991.

Mission: To encourage and assist seniors in maintaining their health and independence through active living.

Fitness Program

Keep Well offers accessible, senior-specific fitness classes across the North Shore. Classes are:

- Self-paced and chair-friendly
- Focused on balance and fall prevention
- Led by certified older adult fitness instructors
- Offered in-person weekly at sites like Parkgate, Silver Harbour, Lions Gate, Kiwanis, Lynn Woods, and Delbrook
- Also available via Zoom on Mondays and Wednesdays
- Open to all North Shore municipalities
- By donation (~\$2/class), with no registration barrier

Wellness & Social Supports

In addition to fitness, the program includes:

- Optional blood pressure checks
- Health and wellness presentations on:
 - Home support services
 - Healthcare navigation
 - Estate planning

- Social time with coffee and snacks to build community connections

Volunteer-Led Structure

Keep Well runs primarily through volunteers, with only two part-time staff.

- Volunteers manage blood pressure checks, participant outreach, and fitness bag distribution (donated by PARC Retirement Living)
- The board of directors is volunteer-run
- Always welcoming new volunteers

Healthy Aging Workshops

Funded by New Horizons for Seniors, these seven 2-hour workshops cover:

- Physical activity and healthy nutrition
- Sleep and mental well-being
- Social inclusion and community integration

Each session combines expert presentations (by professionals or health practitioners), peer discussion, and opportunities to share lived experience.

Special Events

Keep Well hosts several community events each year:

- **Keep Well Demo Day** at Lynn Valley Mall – promotes awareness
- **Volunteer Tea** hosted by PARC Cedar Springs – celebrates volunteers (most are seniors)
- **Annual Walkathon** from John Lawson Park to Dundarave:
 - 5 km walk with entertainment
 - Bus support for return transportation

Q&A Highlights

- The website includes class recordings to follow along with
- Virtual classes run Mondays and Wednesdays
- Programs are adaptable to participants ranging from their 50s to 90s
- Uncertainty around whether New Horizons funding specifically supports mental health

Canadian Mental Health Association: Chloei Andres

CRCL (Crisis Response Community-Led) Program

Operated by CMHA North & West Vancouver, the CRCL program offers an alternative, community-based crisis response model that is **independent of police and health authority systems**. It is grassroots, trauma-informed, and designed to build **trust and safety** for those who may not feel safe accessing traditional emergency services.

- Crisis response teams are made up of a peer support worker (with lived experience) and a mental health professional.
- All staff are trained within the program (200+ hours), and certified in areas like safety, suicide prevention, and mental health first aid.
- Services are offered in English and Farsi and grounded in cultural safety.

What CRCL Responds To

CRCL provides in-person crisis support to individuals. CRCL responds to mental health distress (such as anxiety, depression, or panic), social isolation, grief, or loneliness, suicidal ideation, substance use concerns, housing insecurity or precarious living situations, conflict with caregivers, family, or roommates, and distress related to life transitions or immigration challenges.

How It Works

- Crisis situations involve individuals unable to function without immediate support.
- Teams are dispatched from the office or support is offered over the phone when in-person help is delayed.
- De-escalation happens wherever the individual consents to receive support.
- CRCL can refer people to other organizations when needed.
- First-party calls (from the individual) allow for quick consent. Third-party calls (from family/bystanders) involve onsite consent and risk assessment—consent isn't always given, but contact still helps reduce stigma.

When CRCL Does Not Respond

The program does **not respond to**:

- Medical emergencies, falls, or physical injuries
- High-risk psychiatric assessments or involuntary apprehension
- Family mediation, financial aid, or intimate partner violence
- These cases are referred or escalated to emergency services, and CRCL can work **alongside** police or medical teams when necessary.

When They Call Police

- Immediate suicide risk; imminent physical danger; injuries requiring urgent medical attention

Post-Crisis Support

- CRCL provides short-term, **moment-based** crisis response—not ongoing case management.
- After a call, individuals may be referred to longer-term or specialized services.

Program Goals

- Reduce reliance on ER and police for non-emergency crises
- Increase access to **voluntary, community-based** support

- Decrease stigma around mental health and substance use
- Identify service gaps and contribute to **evidence-based crisis alternatives**

Additional Notes

- CRCL is funded by the Province of BC, developed by CMHA BC, and delivered by local organizations.
- North Shore Resource Guide is currently being updated.

Contact: chloei.andres@cmhanorthshore.ca