

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

Notes

**Tuesday, February 20
12:00 pm to 1:30 pm**

By Zoom

1. **Welcome: by Margaret Coates**
2. **Land Acknowledgement**
3. **Introductions**

Attendees:

Lionsview Seniors Planning: Margaret Coates, Joni Vajda, Wallis Dixon, Margaret Wiedman, Barry Goodwin, Deeva Arora
Silver Harbour Seniors Centre: Annwen Loverin
Canadian Disability Alliance : Pam Horton
Parkgate Community Services : Ellen Claque, Angela Sealey
Capilano Community Services: Nick Avery
Family Services of the North Shore: Robin Rivers
North Shore Volunteers for Seniors: Martine Fox
Hollyburn Family Services: Veronica Traille, Destiny
North Shore Community Resources: Kathy Jarvis
Alzheimer's Society, North Shore: Amelia Geddes
North Shore Stroke Recovery: Tara Arvan
VCH: OAMHT: Katie Miller

4. **Presentation – introductions**

Presentation on the Canadian Dental Program, specifically for seniors.

Presenter: Leon Sadownik, Service Canada, Citizen Service Specialist, Community Outreach

Service Canada – Is a front-line Federal agency with over 300 specialized service centres across Canada.

Canada.ca

eservices.canada.ca/en/services.ca

To reach a representative that will respond to inquiries.

Phone: 1-800-O-Canada

Dental Plan inquiries:

1-833-537-4342

To locate a service Canada centre, Find A Service Canada Centre Nearby.

Importance of Oral Health

To prevent incidents of:

- Tooth Loss
- Respiratory Infection
- Cardiovascular Infection
- Complications resulting from Diabetes.

Delayed attention can result in more cost to fix and maintain good oral health and worsening health outcomes.

More than 1 in 5 Canadians noted they avoid the Dentist due to prohibitive costs.

The current Canadian Dental Benefit has been available for children (under 12 years) in low-income households, with a net income below \$90,000 and do not have an existing dental plan. This program launched in 2022 and will be ending June 2024.

The CDCD is currently launching the new, more inclusive program commencing December 2023. The initial roll out is underway with letters being mailed to seniors over 70yrs of age. The first applicants to receive dental benefits will occur in late April and May.

Criteria to receive benefits:

- Must be a Canadian Citizen
- Must have filed their most recent tax return.
- Do not own another Dental Plan
- Household income below \$90,000

Information letters will be going out to:

Seniors 87 + yrs: Dec 2023 – March 2024.

Seniors 77-86: January 2024.

Seniors 72-76: February 2024

Seniors 70-71: March 2024

Followed by Persons with Disabilities and children.

These letters will indicate next steps in the application process.

There will be a Welcome Package that follows at the end of March.

This package will include:

- Benefit Coverage information.
- Start Date of coverage
- Membership card
- Digital Cards will be available.

Dental services will include:

Preventive Treatments

Diagnostic Services

Restorative Services

Endodontics Services

Prosthodontic Services

Oral Surgery's

A co-payment model will be applied. This will be based on personal income and the actual costs the individual Dental office charges. Patients will be encouraged to discuss with their Dentist before treatment to assess the \$ amount they will incur.

Exceptions who can combine additional plans will be patients who have other Federal Government plans, Veterans Affairs Benefits or Health Benefits for First Nations and Inuit Peoples.

Please Note: There has been fraudulent activity surrounding this process involving Bad Actors presenting as Sun Life Reps.

Do Not:

- 1) Do not give out personal SIN (Social Insurance Number)
- 2) Date of Birth
- 3) Banking information

Questions to ask when someone has asked for your personal information:

Why do you want my SIN? How do you plan to protect my privacy?

Conversation:

- Will all Dental offices be participating in program? They must be approved by CDCD.
- If someone owns a small dental plan, they will be excluded from this program? Yes, and if they would like to let go of the plan, please ensure they are confident they will qualify for government program.
- Does each person in a household apply individually? Yes, Combined income must be under the \$90,000.
- Separated Couples due to placement in care centres qualify for family benefits? Not sure of the answer to this.
Long-Term Care facilities could see Federal Dental clinics on site. This will be applied on a case-by-case basis.

Presentation from CMHC on new community Mental Health program - North Shore Peer Assisted Care Team (PACT)

Presenter: Chloei Andre

Canadian Mental Health Association

PACT is a pilot program on the North Shore that launched services in 2021 to respond to community crisis. It is a mobile community led crisis team.

The program has recently had operating hours extended to a 16 hour/day, 7 days a week.

Most individuals have been between 18-50 years of age. They have had seniors and youth access services as well.

Responders work in teams of 2 people (Nurses, Counselors, Social workers, and Psychologists). These professionals have extensive training in de-escalation and suicide prevention.

The service is available with English and Farsi language supports.

Flusom-Intake phone process involves a risk assessment and occurs before deployment.

There have been 1500 calls between July to November.

Types of calls to date:

- Suicide Intervention
- Substance abuse and addictions disorders
- Mental Health conditions
- Grief and Isolation
- Food insecurity
- Community support requests and navigation
- Families in conflict
- Intimate partner violence
- New immigrant supports.

Connecting community to agency supports and helping with navigation has been a significant component to the PACT work.

They connect people to:

- Food Banks
- Outreach Programs
- Clothing Programs
- Counselling Services
- Financial Support programs
- Primary Health and Mental Health supports

The PACT team will follow up with individuals to ensure success.

PACT # 1-888-261-7228

Text # 778-839-1831

pact@cmhanorthshore.ca

Conversation:

- Can concerned family, friends or neighbours access PACT to identify and request help for an individual? Yes, the team can support and facilitate situations.
- Explain the difference between when the EMS/ POLICE or FIRE would be appropriate over PACT. The PACT team are building relationships with the RCMP and West Vancouver Police. The response for the PACT is within an hour whereas the CAR 87 program has a much slower response time. Risk assessment is a major component to deployment.

5. Updates

Alzheimer's Society – Amelia Geddes

The 1st Farsi Caregiver Support Program will be starting Wed Feb 21 at the North Van City Library. Thank you Rakhshanda.

Silver Harbour – Annwen Loverin

Pan Canadian Grant application update: This New Horizons collaborative grant process involves 7 North Shore Seniors Agencies. More information on the progress will be available in the spring.

United Way funding update: Ministry of Health grant funding is Due March. This collaborative process involves 5 Agencies. The focus is to provide social meals to isolated seniors. Transportation is included in the application. Seniors will be encouraged to join others for a meal. If someone is unable to gather with others, a 1:1 with volunteer dining experience will be made available. Come and eat with us!

North Shore Stroke Recovery – Tara Arvan Strides for Strokes fundraiser date is June15 at John Lawson Park. Walk, Run, Roll.

West Van Seniors Centre – Margaret Coates

North Shore Seniors Expo date is Friday June 7th. This expo involves guest speakers and senior's services private company trade show.

North Shore Community Resources – Kathy Jarvis United Way funds will be providing a 2nd Community Connector position to support navigation of programs for older adults. This position will work alongside the ParkGate position Social Prescribing program. The 2024 Seniors Directories will be available mid March.

6. Next meeting: March 19, 2024

- Overview of BC Ombudsperson office
- Science Technology and Aging Research

Lionsview Seniors' Planning Society acknowledges and honours that we live and work on the unceded territories of the Coastal Salish people, including the St'at'imc, S? wxwú7mesh (Squamish), x?m??k??y??m (Musqueam) and s?!?ilw?ta?? (Tseil-Waututh).