

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, March 19, 2024
12:00 pm to 1:30 pm

By Zoom

1. **Welcome: by Margaret Coates (2 minutes)**
2. **Land Acknowledgement (1 minute)**
3. **Introductions (5 minutes)**

Lionsview Seniors Planning – Margaret Coates, Joni Vajda, Wallis Dixon, Margarete Wiedmann, Deanna Charlton, Deeva A.
North Shore Neighborhood House – Trisha Alsop
Alzheimer's' Association – North Shore -Amelia Gilles
Disability Alliance Ass. - Pam Horton
District of West Vancouver – Councillor Sharon Thompson
North Vancouver City Library – Rakhshanda Ansari
North Vancouver Stroke Recovery Ass. - Tara Arvan
Parkgate Community Services – Ellen Claque
Silver Harbour Seniors Centre – Annwen Loverin
North Shore Community Resources – Sue Carabetta
Family Services – Robin Rivers
Ombudsmen Office – **Zoe MacMillan**
Star Research – **Becky White**

4. Presentations

Overview of the Ombudsmen Office

Zoe MacMillan, Manager of Investigations- Health and Local Services

The office of the Ombudsmen will ensure that Provincial and Local Governments provides services that follow the rules, providing fairness in BC. This service will always be impartial, confidential, and free.

The “Ombudsmen’s Act”. A person can expect respect and transparency in decision making when expressing a concern.

The “Public Interest Disclosure Act” – Otherwise known as “Whistler Blower” legislation. Ensuring there are no gross mismanagement or mistakes of public funds or assets.

Indigenous Community Services Plan and Ombudsperson Pathfinders -Working with community leaders to assign pathfinders that can lead community engagement workshops and act as a bridge for complaints as they move forward through the system.

Statistics – 2022-23

7,323 total complaints/ inquiries.

5,688 complaints 1635 inquiries.

Most inquiries resulted in an experience of feeling as though they have been unfairly treated for some reason, or the rules were not followed or notice of action did not occur or they did not receive a call back.

Process to accessing the office of the Ombudsmen's office:

- Intake form can occur by phone, on-line, in person or mailed in.
- This intake will be assessed and referred to one of 2 staff teams.
 - Early Resolution Program – this will be a brief investigation requiring a short turn around time.
 - Complaint Investigation Program – This will require systemic analysis with potential for investigation by Ombudsmen.

The goal of every process must ensure that the rules are: explained, followed, and documented. The investigation must always be impartial and neutral.

Outcomes could include a hearing, an apology, an opportunity for improvement on a policy and/or reimbursement of expenses.

Contact: 1-800-567 – FAIR (3247)

www.bcombudperson.ca

947 Fort St.

Victoria

PO Box 9039 Stn Provincial Government.

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Broad overview and approach of the research at the STAR Institute

Becky White, SFU PHD

STAR – Science and Technology for Aging Research,

STAR Institute studies the role of individual seniors' centers in seniors' wellbeing involving Technology. Most of this community-based participation has occurred at 411 Seniors Centre in Vancouver and will be expanding to Silver Harbour Seniors Centre in April.

This research will occur with older adults (not on older adults).

The seniors will determine the priorities.

The results will be transformative.

The older adults will be empowered through building skills.

Key projects to date:

Community Report

Covid Response

Comment embedded research evaluation.

Better Connected Project – Becky's project

Empowers Seniors to navigate the digital world with confidence.

Develops new programs involving a peer support element.

The Coalition is funded, in part, by the District of North Vancouver, the District of West Vancouver, the City of North Vancouver, the Policy and Enforcement Branch of the BC Gaming Commission and through other funding sources

Ethics and Age Technology will be a result from the research work. What does it mean to be a part of the digital world? Privacy, Trust, Dignity and Social Connections are important values. There are currently workshops scheduled for Silver Harbour and 411 Seniors Centre. There will be short project opportunities coming up for Non-Profit organizations.

5. Updates

Family Services of the North Shore – Robin Rivers

New volunteers supporting Seniors programming such as weekly phone calls, one-on-one walking programs in neighbourhood and friendly “In person” home visits.

Caregiver and Grief support programs are underway but full.

For more information visit website: <https://www.familyservices.bc.ca>

North Shore Community Resources – Sue Carabetta

New Seniors Directories are available.

West Van Seniors Expo - Friday June 7th.

6. Next meeting: April 16, 2024

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?l?ilw?ta?? (Tsleil-Waututh).