

**ENVIRONMENT AND SOCIAL PLANNING COMMITTEE**

*HIS WORSHIP, THE MAYOR  
AND COUNCILLORS*

**SUBJECT: AGE-FRIENDLY GRANT 2019 – PROPOSED PROCESS**

**RECOMMENDATION:**

1. THAT Council approve the process to develop a seniors' services planning table and strategic plan for community-based seniors' services in Burnaby, as described in Section 4.0 of this report.

**REPORT**

The Environment and Social Planning Committee, at its meeting held on 2019 May 06, received and adopted the attached report presenting a process to develop a seniors' services planning table and strategic plan for community-based seniors' services in Burnaby.

Respectfully submitted,

Councillor C. Jordan  
Chair

Councillor J. Keithley  
Vice Chair

Copied to:	City Manager Director Planning & Building Director Corporate Services Director Engineering Director Parks, Recr. & Cultural Services Director Public Safety & Community Services Chief Librarian
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**TO:** CHAIR AND MEMBERS  
ENVIRONMENT AND SOCIAL PLANNING  
COMMITTEE

**DATE:** 2019 May 2

**FROM:** DIRECTOR PLANNING AND BUILDING

**FILE:** 15500 01

**SUBJECT:** AGE-FRIENDLY GRANT 2019 – PROPOSED PROCESS

**PURPOSE:** To present a process to develop a seniors' services planning table and strategic plan for community-based seniors' services in Burnaby.

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**RECOMMENDATION:**

1. **THAT** Council approve the process to develop a seniors' services planning table and strategic plan for community-based seniors' services in Burnaby, as described in Section 4.0 of this report.

**REPORT****1.0 BACKGROUND**

At its meeting of 2018 November 19, Council authorized staff to submit an application to the Union of BC Municipalities (UBCM) 2019 Age-Friendly Communities grant program to develop a seniors' services planning table and strategic plan for community-based seniors' services in Burnaby. At the time, staff indicated they would prepare a further report to the Environment and Social Planning Committee outlining a proposed process to develop the plan if the City were successful in receiving the grant. In 2018 December, the City was advised that it received a grant of \$25,000 for the project. Accordingly, this report provides information on a general process for advancement of the project.

**2.0 POLICY FRAMEWORK**

The project aligns with the following goals and sub-goals of the Corporate Strategic Plan:

***A Connected Community***

- Social Connection – Enhance social connections throughout Burnaby
- Partnership – Work collaboratively with businesses, educational institutions, association, other communities and governments

***An Inclusive Community***

- Serve a diverse community – Ensure City services fully meet the needs of our dynamic community
- Create a sense of community – Provide opportunities that encourage and welcome all community members and create a sense of belonging

### **3.0 CONTEXT**

As our population ages, it is critical that our community has the capacity to address seniors' needs in a coordinated and effective manner. According to BC Stats, seniors aged 65+ currently comprise sixteen percent (16%) of Burnaby's population. In ten years' time, seniors are projected to comprise nineteen percent (19%) of the population.

Burnaby is fortunate to have many successful initiatives and programs that help to make our community more age-friendly. However, it is recognized by local non-profit and governmental community agencies that they often work in isolation of each other. As a result there is duplication of services or programs in some areas of the city but gaps in service in other areas. The UBCM grant project, tentatively named "Working Together Better", aims to create an inter-agency planning table that can better coordinate the delivery of community-based support services to Burnaby seniors. The project will use elements of a Collective Impact approach to the work (e.g. common agenda, shared measurement, mutually reinforcing activities and continuous communication ) so that all agencies are working collectively towards a common agenda of increasing social inclusion for seniors to remain connected and contributing members of the community.

### **4.0 PROPOSED PROCESS**

The City will undertake the Working Together Better project in consultation with a steering committee comprised of City and community partners<sup>1</sup>.

The process to complete the project will include the following components:

- **Community mapping**

As a first step, the project will aim to bring together all non-profit and governmental community agencies in Burnaby that provide support services to Burnaby seniors in order to understand what each organization is doing; understand each agency's capacity to address seniors' needs; identify trends and challenges in service delivery; and identify gaps in service.

- **Development of a Seniors Services Planning Table and Strategic Plan for Community-based seniors' services in Burnaby using a Collective Impact Approach<sup>2</sup>**

As an outcome of the community mapping exercise, community service providers will be requested to engage in a process to create a seniors' services planning table. The purpose of the table will be for agencies to work together to plan effective service delivery, develop relationships and trust between agencies, and to use limited resources better. This will strengthen service provider capacity, collaboration and coordination to increase seniors' social inclusion and will establish a foundation for Collective Impact moving forward.

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<sup>1</sup> City and community partners could include City staff from the Planning Department, Parks, Recreation and Cultural Services, Citizen Support Services, and Burnaby Public Library; staff from Fraser Health; and community representatives including non-profit organizations and members of the Voices of Burnaby Seniors (VOBS).

<sup>2</sup> In a Collective Impact Approach, the agencies involved work together using a common agenda, shared measurement, mutually reinforcing activities and continuous communication to advance the work of the project.



To: *Environment and Social Planning Committee*  
From: *Director Planning and Building*  
Re: *Age-Friendly Grant 2019 – Proposed Process*  
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To sustain the Collective Impact approach, the project will also develop Terms of Reference for the seniors' services planning table with the recognition that ongoing coordination funding will not be possible. The Terms of Reference will include key functions of the planning table such as frequency of meetings, membership, in-kind support (e.g. meeting venues, minute-taking) and shared leadership responsibilities.

Lastly the project will develop a strategic plan that will guide the work of the seniors' services planning table. The timeframe of the strategic plan will be developed in consultation with the seniors' planning table. The strategic plan will be guided by demographic trends, current research on healthy aging, and input from Burnaby seniors including the Voices of Burnaby Seniors.

Since receiving the UBCM grant, the steering committee has met to provide direction for the process and set a date for an initial community mapping session for community service providers.

## **5.0 RESOURCES**

Planning staff will coordinate the process to develop a seniors' services planning table and strategic plan for community-based seniors' services. To assist with the coordination of meetings, planning activities, and strategic plan development, a portion of the UBCM grant will be used to retain supporting resources to assist staff. Grant funds will also be used to fund communication materials, meeting supplies and honouraria to support representatives of community, non-profit agencies to participate on their own time in the planning activities of the project. As required by the UBCM Age-Friendly grant program, all activities funded through the grant would need to be completed in the 2019 calendar year.

## **6.0 CONCLUSION**

At its meeting of 2018 November 19, Council authorized staff to submit an application to the Union of BC Municipalities 2019 Age-Friendly Communities grant program to develop a seniors' services planning table and strategic plan for community-based seniors' services. In 2018 December, the City was advised that it received a grant of \$25,000. As described in Section 4.0, this report presents a proposed process for completing the project.

It is recommended that the Committee recommend Council approve the process to develop a seniors' services planning table and strategic plan for community-based seniors' services in Burnaby, as described in Section 4.0 of this report.



Ed Kozak, Director  
PLANNING AND BUILDING

MM:sa

cc: City Manager  
Director Parks, Recreation and Cultural Services  
Director Public Safety and Community Services  
City Clerk

Director Corporate Services  
Director Engineering  
Chief Librarian