
TO: CITY MANAGER **DATE:** 2020 May 04

FROM: ADMINISTRATOR - CITIZEN SUPPORT SERVICES

SUBJECT: CITIZEN SUPPORT SERVICES 2019 ANNUAL REPORT

PURPOSE: To present Citizen Support Services 2019 Annual Report to Council for information.

RECOMMENDATION:

1. **THAT** Council receive this report for information.

REPORT

1.0 INTRODUCTION

Citizen Support Services manages over 220 volunteers in a variety of free and affordable programs that help support our community in health and independent living.

The purpose of this report is to present Citizen Support Services 2019 Annual Report to Council for information.

2.0 POLICY SECTION

The Citizen Support Services annual report supports the following goals and sub-goals of the Corporate Strategic Plan:

- **A Connected Community**
 - Digital connection –
Provide online access to core City services and information
 - Social connection –
Enhance social connections throughout Burnaby
 - Partnership –
Work collaboratively with businesses, educational institutions, associations, other communities and governments

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- Geographic connection –
Ensure that people can move easily through all areas of Burnaby, using any form of transportation
- An Inclusive Community
 - Celebrate diversity –
Create more opportunities for the community to celebrate diversity
 - Serve a diverse community –
Ensure City services fully meet the needs of our dynamic community
 - Enhance City workforce diversity –
Support a diversified City workforce by identifying barriers and implementing proactive strategies
 - Create a sense of community –
Provide opportunities that encourage and welcome all community members and create a sense of belonging
- A Healthy Community
 - Healthy life –
Encourages opportunities for healthy living and well-being
 - Healthy environment –
Enhance our environmental health, resilience and sustainability
 - Lifelong learning –
Improve upon and develop programs and services that enable ongoing learning
 - Community involvement –
Encourage residents and businesses to give back to and invest in the community

3.0 CITIZEN SUPPORT SERVICES 2019 ANNUAL REPORT

Citizen Support Services 2019 Annual Report is attached for Council's information. (See Attached - 1).

Some highlights from Citizen Support Services 2019 Annual Report are as follows:

Citizen Support Services strives to meet the diverse needs of our community and provided a variety of **inclusive programs** that encourage **Social Connection**:

- 220+ volunteers performed over 15,000 hours of community service in 2019
- Volunteer Visitors spent over 4,848 hours visiting isolated seniors

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- Our Phone Buddies made 1,014 friendly calls to lonesome seniors
- The Lunch Program Volunteers transported clients to Confederation Centre and served up 1,478 lunches.
- 493 participants enjoyed the Gadabouts Bus Outings for seniors
- 59 wheelchair-bound clients enjoyed the monthly Wheelers Outings.

Citizen Support Services provides a variety of programs to support our community in **health and independence:**

- Children's Immunization Clinic Volunteers assisted with 5,220 babies and children at clinics held throughout the City.
- Shop by Phone Grocery Service volunteers took 1,517 grocery orders over the phone and shopped the same.
- Through the Burnaby Better at Home program, we provided Burnaby seniors with 7,054 housekeeping services and 473 rides to medical appointments,

4.0 SUPPORT DURING COVID-19

For Council's information, staff have taken the following actions to additionally support seniors and other clients serviced through existing programs:

Seniors Outreach and Support:

- Increased intake of clients
- 100% increase in grocery orders shopped and delivered
- 700 telephone check-ins with our seniors to ensure they have access to food and necessary support
- 220 telephone check-ins with all of our volunteers
- Addressing isolation by enhancing our Phone Buddy program. Volunteers are matched up to make weekly or daily phone calls to lonely seniors.
- Reallocation of City staff to support shopping and delivery of groceries to seniors
- Initiating delivery of 5400 meals to seniors who do not have the financial means to support themselves during this pandemic.

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5.0 CONCLUSION

Citizen Support Services with its volunteer staff continue to support seniors and other clients through its programs. In addition, staff have also enhanced its support and services during COVID-19 period.



Michele Wilson
ADMINISTRATOR - CITIZEN SUPPORT SERVICES

Cc: Director Corporate Services

Attachment