

TO: CHAIR AND MEMBERS
SOCIAL PLANNING COMMITTEE

DATE: 2020 October 30

FROM: DIRECTOR PLANNING AND BUILDING

FILE: 15500 01

SUBJECT: UBCM AGE-FRIENDLY GRANT – COMMUNITY-BASED SENIORS SERVICES NETWORK

PURPOSE: To provide information on the process to develop a community-based seniors services (CBSS) network in Burnaby.

RECOMMENDATION:

1. **THAT** the Committee and Council receive this report for information.

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 network and strategic plan for community-based seniors' services in Burnaby. In 2018 December, the City was advised that it received a grant of \$25,000 for the project. This report provides information on the process that was used to develop the network and its current status.

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, associations, 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 of Burnaby's population. In ten years' time, seniors are projected to comprise nearly one fifth (19 percent) of the population. It is widely recognized that community-based seniors services

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support seniors to remain socially, physically and mentally active and maintain their health and independence for as long as possible.

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 government agencies that they often work in isolation of each other. As a result there can be duplication in services or programs in some areas of the city but gaps in service in other areas. The UBCM 2019 Age-Friendly grant was used to support the development of an inter-agency network to better coordinate the delivery of community-based support services to Burnaby seniors.

4.0 PROCESS

The UBCM Age-Friendly grant was used to facilitate a process to create what is now called the Burnaby Community-Based Seniors Services (CBSS) Network. The process involved the following steps:

Project Steering Committee – A steering committee comprised of representatives of various community agencies and public partners was created to lead the process. The steering committee included representatives from Parks, Recreation and Cultural Services, Citizen Support Services, Burnaby Public Library and Social Planning.

Two Network Development Workshops – The steering committee engaged a broad range of community service providers in two workshops to understand current health data for Burnaby seniors, learn about each other's services, explore factors that contribute to positive outcomes for vulnerable seniors and examine cross- cultural case studies to better understand how to support seniors' needs. Mayor Hurley attended the second workshop on 2019 October 2 to offer appreciation for agencies' participation in the initiative.

Development of a Project Charter/Terms of Reference – A draft Project Charter/Terms of Reference was developed for the network to establish agreed terms for an inter-agency network of community service providers. The purpose of the network is to better coordinate the delivery of community-based support services to Burnaby seniors. The draft Project Charter/Terms of Reference will be approved at a future meeting on the Burnaby CBSS network.

As part of the process to establish the network, it was noted that the network would need to be self-sustaining without ongoing financial support for coordination. In this regard, a small leadership committee comprised of representatives from various agencies has volunteered to oversee network processes, meeting agendas, communications and activities. The leadership committee includes the chairperson of the network. Planning staff (social planning) will support the network by maintaining email lists and keeping minutes of meetings.

5.0 UPDATE ON THE NETWORK

The newly formed Burnaby CBSS Network was ready to start regular meetings for 2020 when COVID-19 restrictions were implemented. As a result of the work to create the network, Burnaby agencies were ready to support the immediate needs of seniors during COVID-19. A "Seniors at Home" working group was struck by the Burnaby Primary Care Network with participating agencies from the CBSS network. The working group coalesced to support seniors through grocery shop by phone, free

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food/meal support and prescription delivery services and through translation and communications with various ethnic communities. Key support services were compiled on a one-page black and white document that could be easily printed and given to seniors without access to the internet (see *Attachment 1*). The document was translated into eight languages.

On 2020 October 15, the CBSS network as a whole was convened to discuss the results of an agency survey regarding gaps in seniors' services and develop strategies for the longer term. The meeting was facilitated by the Burnaby Primary Care Network. Since then, agencies have continued to work together to address seniors needs (e.g. flu clinics, Doc Talks (interactive web broadcasts by Burnaby doctors on specific health topics) and non-digital distribution of information and outreach to isolated seniors.

6.0 RESOURCES

The UBCM provided an initial advance of \$17,500 for the project. The grant was used to support the process detailed above and was used on consulting resources, meeting supplies and refreshments. The total cost of the project was \$13,454.19. Therefore, consistent with the Age-Friendly grant requirements, the remaining \$4,045.51 of the initial advance was returned to the UBCM in 2020 October.

7.0 CONCLUSION

The City received a UBCM 2019 Age-Friendly grant to support the development of a Burnaby Community-Based Seniors Services (CBSS) Network. The grant was instrumental in supporting the development of the network. As a result, stronger relationships have formed amongst agencies that serve Burnaby seniors. During COVID-19, these agencies have worked closely and collaboratively to address the needs of Burnaby seniors. The strong foundation established for the network will serve to support ongoing collaboration and coordination of community-based seniors' services.

It is recommended that Committee and Council receive this report for information.


E.W. Kozak, Director
PLANNING AND BUILDING

MM:sa
Attachment

Copied to: City Manager
Director Corporate Services
Director Parks, Recreation and Cultural Services
Chief Librarian
Acting City Clerk

COVID-19 – May 2020

Are you a Senior in Burnaby Who Needs Help?

Help with Grocery Shopping, Free Food Support or Prescription Delivery?

CALL: Burnaby Neighbourhood House
at 604-431-0400
www.burnabynh.ca

Help with Home Health Services?

CALL: Fraser Health Home Health
Service Line at 1-855-412-2121
<https://www.fraserhealth.ca/Service-Directory/Services/home-and-community-care/home-support-services>

Help because you are being abused?

CALL: Seniors Abuse and Information
Line at 604-437-1940
<http://seniorsfirstbc.ca/programs/sail/>

Help to find a Doctor?

CALL: Burnaby Division of Family Practice
at 236-455-0154 or 236-427-5799
<https://www.divisionsbc.ca/burnaby>

Help to deal with your worries or concerns (mental health)?

CALL: Fraser Health Crisis Line at
604-951-8855
<https://www.fraserhealth.ca/health-topics-a-to-z/mental-health-and-substance-use>

Help to find other social services?

CALL: 2-1-1
<https://www.bc211.ca/>

Help with translation or to get information in your language?

CALL: 2-1-1 and say the name of your
language
<https://www.bc211.ca/>