

TO: CHIEF ADMINISTRATIVE OFFICER **DATE:** 2022 March 28

FROM: ADMINISTRATOR - CITIZEN SUPPORT SERVICES

SUBJECT: CITIZEN SUPPORT SERVICES 2021 ANNUAL REPORT

PURPOSE: To present Citizen Support Services 2021 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 2021 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
 - Geographic connection –
Ensure that people can move easily through all areas of Burnaby, using any form of transportation

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- 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 2021 ANNUAL REPORT

Citizen Support Services 2021 Annual Report is attached for Councils information.
(See Attachment - 1).

Some highlights from Citizen Support Services 2021 Annual Report are as follows:

- Delivery of frozen meals to vulnerable seniors during COVID – With the grant funding from United Way, the Canadian Medical Association and Burnaby City Council redirecting a percentage of their yearly remuneration, the Citizen Support Services and the City's Food Services were able to provide and deliver a total of 23,842 meals to vulnerable seniors throughout the pandemic. Over 7,000 were delivered between January - May 2021 alone;
- Shop by Phone Grocery Service - Volunteers and staff shopped and delivered over \$222,000 worth of groceries to housebound seniors;
- Better at Home Program – Staff, through contractors, provided Burnaby seniors with 3,915 housekeeping services and 65 rides to medical appointments.

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4.0 SUPPORT DURING COVID-19

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

- Increased intake of clients;
- Increased the number of grocery orders shopped and delivered to assist house bound seniors during COVID;
- Enhanced our Phone Buddy program to respond to growing isolation felt by seniors during COVID;
- Delivered over 1000 student letters to seniors throughout the year in their grocery bags and meal delivery bags (Citizen Support partnered with the IAK Foundation and Burnaby Schools for this initiative);
- Distributed approximately 4,000 Christmas cards and crafts to seniors in Assisted Living and Residential Care Facilities as well as the seniors that we serve (Citizen Support partnered with the IAK Foundation and Burnaby Schools for this initiative);
- Sourced sponsorship funding and delivered over 100 Christmas baskets to housebound seniors.

5.0 CONCLUSION

Citizen Support Services with its volunteers and staff have continued to support seniors and other clients through its programs. Throughout the pandemic, staff have also further enhanced services and adapted programs to better support some of the most vulnerable citizens during this period.



Michele Wilson
ADMINISTRATOR - CITIZEN SUPPORT SERVICES

Cc: General Manager Corporate Services

Attachment - 1