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**RICHMOND SENIORS ADVISORY COMMITTEE**

Held December 13, 2017

City Hall M.1.002

9:30 a.m.

**In Attendance:**

Hans Havas (Chair), Doug Symons, Mohinder Grewal, Becky Wong, Jackie Schell, Peter Chan, Paul Cassidy, Shams Jilani, Sandra Gebhardt, Neil Bernbaum, Debbie Hertha, (Staff Liaison), Heather Muter (City Staff), Nora Wright (Recording Secretary)

**Regrets:**

Joan Haws, Seemah Aaron, Yasmin Ali, Councillor Ken Johnston

1. Meeting called to order at 9.35 am with welcome and introductions by the Chair who thanked everyone for their tremendous support throughout the year and commented that he was looking forward to 2018.
2. No guest speaker
3. Approval of Agenda – Moved: Doug Symons, Seconded: Paul Cassidy, Carried.
4. Approval of November 8, 2017 minutes – Moved: Neil Bernbaum, Seconded: Paul Cassidy, Carried.
5. Correspondence – Chair circulated Seasons greeting cards received by Minoru and the City of Richmond
6. **Business Arising:**

HandyDart discussion

Hans referred to his attendance at Session 3 in regard to improvements to the service and was impressed with what was being proposed for 2018. As of November 1<sup>st</sup>, HandyDart had moved into the TransLink office and they were all working together in a special transportation area together with re-alignment of staff.

Hans commented on the following:

- Cut off will now be 4 pm previous day to make changes or bookings
- Buses will be equipped with time sensors to provide arrival time information

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- White Rock and Langley cab drivers are now working with the system together with Yellow Cabs in Vancouver – no trips will be refused
  - 15 new buses will be introduced
  - For those wishing to attend late evening events, there will be pickups by cabs or buses
  - 150 new drivers will be hired
  - Implementation of the improvements will be phased in and ongoing thru 2018
  - Three fare systems were being proposed with no great price differences between them
  - There will be drop off and pick up at all major stations
  - Working hard to make HandyDart more accessible

#### Year end report and 2018 work plan

Debbie referred to the previous 2017 Work Program circulated and the opportunity to change, consolidate, remove or streamline the plans/initiatives for 2018. Debbie asked for feedback and ideas for 2018.

Debbie confirmed that the 2017 RSAC report would be going forward to Council in February 2018.

Comments were as follows:

- Would like City Managers to meet with the Committee in 2018
- There is no housing committee and this should be addressed
- Role and reach of the committee should be addressed
- Work Plan should be more broad
- Work Plan needs to be redesigned
- Need to address what has been accomplished in 2017
- Identify 3 topics for 2018 e.g. Health, Transportation and Inter Cultural
- Section in Work Plan on education of the committee i.e. guest speaker
- Action taken as a result of guest speakers should be addressed
- Need to reach out to isolated seniors in the community that do not join groups or attend community centres i.e. host information meetings
- Schedule committee meetings at different community centres with a specified topic and invite seniors groups
- RSAC needs to be more accessible and raise profile
- There should be areas of focus for 2018
- Report to Council on what happened in 2017 as committee is purely advisory and then identify the three areas for 2018 as previously proposed
- The direct influence of RSAC is measurable
- Role of the committee is to provide advice to Council
- Committee reports to remain the same on the agenda
- Only 10 meetings per year, we need to make good use of the time by presenting seniors issues i.e. the three focus areas already suggested
- Customer service for seniors is a constant challenge e.g. technology and emerging issues need to be addressed too

Debbie asked for direction in the preparation of the 2018 work plan and was asked to prepare a draft and circulate via email to members for further discussion at the January 2018 meeting. The importance of keeping a simple work plan was stressed as the 2017 work plan had too much information.

7. **New Business**- none.

8. **Reports**

COSCO – Becky referred to the meeting held on December 8<sup>th</sup> and asked if the committee wanted to receive the full package of information or just the minutes. Becky always highlighted interesting topics and stated that the Universal Pharmacare Program may be implemented by 2020. Becky concluded by referring to the handouts on the table available for distribution.

Falls Prevention Network – no meeting scheduled until February 20, 2018

Chair Report – Hans presented recognition plaques to Daryl (absent), Neil, Mohinder and Doug and thanked them most sincerely for their long term contribution to the committee.

Health – Paul reported earlier in the meeting that the Richmond Hospital Association had still not met and VCH were building a clinic which would address chronic issues for seniors.

Multicultural – lots of celebratory events held.

Promotions – no report.

Richmond Community Services Advisory Committee – Sandra would be at a meeting with the MLA in attendance on December 14<sup>th</sup> and stated that she would be asking a question in relation to the rapidly growing number of seniors moving into assisted living facilities and that currently under the Assisted Living Act there is no provision to deal with health and safety complaints. Seniors who have a complaint with management need to have an external avenue for their complaints. Why are seniors not protected under the Residential Tenancy Act? Are there any plans for this oversight to be corrected?

Richmond Intercultural Advisory Committee – preparing Work Plan for 2018

Seniors Advocate – no report and to be included in future with COSCO report

Transportation – Hans confirmed that beginning January 2018 new transit areas would come into effect and then provided details of the bus improvements in Richmond.

Council Liaison – no report

MPAC/Seniors Services

Heather reported as follows:

- 180 for Christmas dinner at Minoru Seniors Centre
- 120 for all the Groups lunch on December 13<sup>th</sup>

- Bus replacement for Community Leisure Transportation
- Raise the Profile Provincial Summit resulted in a Leadership Council of which Richmond would be a member to share what was happening in Richmond. It was noted that Richmond was looked on as leader with regard to seniors.

#### Staff Liaison

Debbie confirmed that three new members would be joining the Committee in January 2018 which leaves two vacancies (1 resignation and 1 was unable to attend daytime meetings). She will be reviewing applicants from the City of Richmond's call in September 2017 to see if any were eligible to complete the 15 members of the Committee.

Debbie concluded by referring to the proposal submitted re: Dementia Friendly Community Action Plan to UBCM Age-Friendly Grant Call 2018 and would keep the committee apprised of the result.

#### Nominations

Jackie took on the role of Chair of the Nominating Committee in preparation for the January 2018 elections for Chair, Vice Chair and Secretary. Hans confirmed that he would like his name submitted again for Chair.

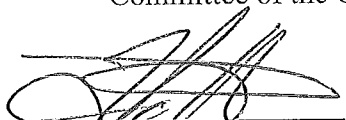
#### 9. Guest Speakers

Debbie asked the committee for any suggestions for guest speakers in 2018. She confirmed speakers for January (Alzheimer Society of BC) and February (Food Bank) and suggested speakers: General Manager, Community Services & Affordable Housing Coordinator.

#### 10. **Next meeting – Wednesday January 10, 2018 at 9:30 am, Richmond City Hall, Meeting Room M.1.002**

As there was no further business, meeting adjourned at 11.35 am

“Certified a true and correct copy of the minutes of the meeting of the Seniors Advisory Committee of the Council of the City of Richmond held on December 13, 2017.”



Hans Havas  
Chair



Nora Wright  
Recording Secretary