



Strategic Direction and  
Action Plan for the  
Seniors Community Council

Final Report



November 2, 2018

Christien Kaaj and Nola Poirier

Strategic Direction and  
Action Plan for the  
Seniors Community Council

# Final Report

A plan to represent and support the seniors in the City of  
Powell River, Tla'amin Nation and qathat Regional District

PREPARED UNDER DIRECTION OF THE CITY OF POWELL RIVER

Christien Kaaij and Nola Poirier



Alofi Consultancy a division of Alofi Enterprises Inc.

[www.alofii.ca](http://www.alofii.ca) ■ 3494 MacKenzie Ave. ■ Powell River B.C. ■ V8A 5G2

# Table of Contents

1. Introduction	4
1.1 Age Friendly Communities	5
2. Strategic Framework	6
3. Draft Activity Plan: 2019 – 2020	8
Appendix 1: Notes & PowerPoint Meeting 1	10
Appendix 1A: PowerPoint Presentation for Meeting 1	15
Appendix 1B: Words captured from vision brainstorm	20
Appendix 2: Notes & PowerPoint Meeting 2	21
Appendix 2A: Values	35
Appendix 2B: Mission Actions (What the group will do)	35
Appendix 2C: PowerPoint Presentation for September 21 meeting	36
Appendix 3: Notes & PowerPoint Meeting 3	43
Appendix 3A: Actions from Age-Friendly Cities. What is Missing in Powell River?	50
Appendix 3B: Images Original Action Brainstorm	51
Appendix 3C: PowerPoint Presentation for Session 3	52
Appendix 4: Terms of Reference	57

# 1. Introduction

In the fall of 2017 the City of Powell River gathered seniors and community partners to look at the age friendliness of the Powell River region. The process resulted in a report<sup>1</sup> with 25 recommendations. One of the recommendations was to create a Seniors Council.

In the summer of 2018 the City of Powell River invited seniors in the region, including seniors from Tla'amin Nation and qathat Regional District, to become part of this new council. The council, now named the *Seniors Community Council*, was established in July and contains the following eight members:

- Molly Ariel
- Linda Belanger
- Sara Bloom
- Pam Kenny
- Sandra Lacelle
- Maureen Tierney
- Diane Wolyniec
- Jolaine Wright

During three workshops Alofli Consultancy led the Seniors Community Council through a strategic planning process. The goal of the workshop was to develop vision, mission, and values statements for the organization, and to articulate the organization's priorities and goals for the next two to three years. In addition, Terms of Reference were developed for the Seniors Community Council.

This report outlines the results of the three workshops and provides a draft activity plan for the coming two years. Notes of the three workshops are provided in Appendix 1 – 3 and Terms of Reference are provided in Appendix 4.

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<sup>1</sup> Age Friendly Powell River: Recommendations to improve the age-friendliness of the Powell River Region, Alofli Consultancy, 2017

## 1.1 Age Friendly Communities

The World Health Organization has been advocating for the development of age-friendly communities since 2005. In age-friendly communities, seniors are included and respected, and community leaders ensure the physical environment is adjusted to their needs.<sup>2</sup> Since 2007, the Province of BC has been supporting local governments to prepare for an aging population. The World Health Organization (WHO) has developed the following eight key areas of focus for building age-friendly communities:<sup>3</sup>

### Physical Environment

- Housing
- Outdoor Space and Buildings
- Transportation

### Programs and Services

- Social Participation
- Respect and Social inclusion
- Civic Participation and Employment
- Communication and Information
- Community Support and Health Services

These eight areas, as well as the 2017 Age Friendly Powell River report were used as a guide for helping the Seniors Community Council shape their goals and priorities.

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<sup>2</sup> World Health Organization, 2007

<sup>3</sup> World Health Organization, 2007

## 2. Strategic Framework

A **vision** describes the future state of an organization or group, the ideal situation it would like to achieve at least 5-10 years from now. A vision statement should be aspirational. It is not uncommon to never fully reach this vision. A strong vision is short, preferably less than 10 words, and is resilient to environmental changes.

A **mission** provides the vision with a practical side; it describes the current state of the organization or group, what it does, for who and how. It gives meaning to its existence. It is not uncommon that a mission changes more frequently than a vision. An environment might change so much that it requires a change in the activities to ensure it keeps moving towards its vision.

**Values** are the guiding principles, they answer the questions: what matters to us and what are our basic beliefs. They underpin how a group carries out their work.

**Priority Areas** identify the focus of the work for a particular timeframe. Vision, Mission, Values and Priority Areas together can be called a strategic framework. The strategic framework for the Seniors Community Council is provided on the next page.



Our Vision:  
*what we strive for*

**A Community where Seniors Flourish**

Our Mission:  
*what we will do*

**Empower and advocate for seniors  
by being a collaborative and effective voice**

Our Values:  
*how we will do our work*

**Accountable**

Committed to the betterment of seniors.

**Empowering**

Supporting seniors to help themselves

**Respectful**

Sensitive to the needs of all seniors

Our Priority Areas  
*our focus for 2019 and 2020*

**Consultation  
& Advocacy**

Senior issues are known and advocated for

**Effective Information  
Services for Seniors**

Seniors are informed

**Complete Streets**

Seniors can move around safely

### 3. Draft Activity Plan: 2019 – 2020

Based on the identified priority areas, a draft activity plan has been developed by the Seniors Community Council. The plan recognizes that the needs of the seniors in the area were identified during the development of the “Age Friendly Powell River” report in 2017. The advocacy efforts for 2019 are based on those identified needs.

	Year 1	Year 2	Complete Streets	Effective Information Services for Seniors	Consultation & Advocacy
<b>Complete Streets: Seniors can move around Safely</b>					
Provide a suggestion box for seniors around accessibility issues					
Advocate for solving accessibility issues identified by seniors					
Advocate for complete street principles in all City plans					
Advocate for bus shelters and benches (BC Transit and others)					
Advocate for extended HandyDART hours (BC Transit)					
Develop municipal rules around use of scooters					
Provide training to seniors around scooter use					
Advocate for the implementation of municipal rules around scooter usage					



	Year 1	Year 2	Complete Streets	Effective Information Services for Seniors	Consultation & Advocacy
<b>Effective information services for seniors: Seniors are Informed</b>					
Explore the feasibility for a contact/information person for seniors <sup>4</sup>					
Develop a list of expert contacts that can support seniors					
Consult with seniors during one luncheon about their desired info-topics					
Seek examples regarding information provision from other communities					
Find funding for the development of a seniors resource guide <sup>5</sup>					
Collate and gather information for a seniors resource guide					
Determine best means of information distribution					
Publish and distribute a seniors resource guide					

<b>Consultation &amp; Advocacy: Senior issues are known and Advocated for</b>					
Identify key (regional) committees (ongoing)					
Ensure seniors are represented at key (regional) committees (ongoing)					
Advocate for issues identified by seniors (ongoing)					
Host a bi-annual community meeting to identify seniors needs (ongoing)					

<sup>4</sup> A standalone fulltime seniors contact or information person is most likely not feasible. Staff at the tourism office, library or the front desk of the recreation complex might be able to fulfil this role or provide space and coordinate a volunteer.

<sup>5</sup> The development and maintenance of a resource guide is very resource (time and funding) intensive. It might be possible to integrate specific seniors' information into existing guides, like the activity guide of the recreation complex or existing websites.

# Appendix 1: Notes & PowerPoint Meeting 1

<b>Meeting Notes</b>	
Meeting:	<b>Seniors for Seniors Action Table meeting 1/3</b>
Date:	Sept 14, 2018
Location:	Powell River Recreation Complex, 5001 Joyce Ave.; Elm Room
Reference:	Senior's Action Table (City Powell River)
Attendees:	<ul style="list-style-type: none"><li>• Molly Ariel, Senior</li><li>• Linda Belanger, Senior</li><li>• Sara Bloom, Senior</li><li>• Pam Kenny, Senior</li><li>• Sandra Lacelle, Senior</li><li>• Diane Wolyniec, Senior</li><li>• Jolaine Wright, Senior</li><li>• Christine Parsons (Health &amp; Fitness Program Coordinator, PR)</li><li>• Christien Kaaij, Alof!i Consultancy (Facilitator)</li><li>• Nola Poirier, Alof!i Consultancy (Note taker)</li></ul> Absent: Maureen Tierney

On September 14, 2018 Christien welcomed a group of seven community seniors to hold a strategic planning session for the Seniors for Seniors Action Table<sup>6</sup>. This was the first of three planned sessions to help develop a vision, a mission, and articulate the values of the group, as well as to brainstorm some next steps and activities (See Appendix 1B for the slides).



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<sup>6</sup> This is a working name for the group, and as per the discussion started at this meeting, the name will change.

## Background information

In the Fall of 2017, Powell River built on the 2016 research and undertook a study on ways to improve the age-friendliness of Powell River. One of the 25 recommendations proposed as priority areas for enhancing the health and wellness of seniors in the Powell River region was to create a Seniors Council.

The council, currently named the Seniors for Seniors Action Table has now been established with eight board members:

- Molly Ariel
- Linda Belanger
- Sara Bloom
- Pam Kenny
- Sandra Lacelle
- Maureen Tierney
- Diane Wolyniec
- Jolaine Wright

## Introduction

### Everything is connected!

An Age-friendly community looks both at physical elements of a community, like the built environment, and at softer elements like programs, services and culture. Both hard and soft elements can be difficult to change, but all are related and important to ensure seniors' health and wellbeing. For example, if we don't take care of physical needs (transport, neighbourhood connections, and accessible homes) people become isolated, which will negatively impact their health.

An age-friendly community has:

- Civic participation and employment
  - Seniors are engaged in civic issues
  - Volunteer opportunities promoted to seniors
  - There is support for senior-run centres/programs/organizations
- Housing
  - There is appropriate, affordable housing
  - Facilities seniors can use without assistance
- Outdoor spaces and buildings
  - Well lit, well-drained
  - Handrails, ramps, elevators, benches, and accessible washrooms
  - Services at a walking distance from the majority of seniors
- Transportation
  - Timely snow and ice removal
  - Multiple, affordable options
  - Stops located where seniors live and access services

- Community support and health services
  - Widely advertised
  - Free or affordable
  - Tailored or adaptable for seniors' needs and people with changing health and safety needs
- Social participation, respect and inclusion
  - Seniors are consulted
  - Programs support seniors' social needs
  - Informal social gathering spaces available for seniors
- Communication and information
  - Provided in multiple ways
  - Large fonts, easy to read
  - Multiple ways to connect
  - Service staff trained in assisting seniors

Additions from the group:

- Communication should happen in multiple ways so people who have trouble seeing, reading, hearing etc. can access the information, as well as people who speak other languages.
- Ensure people can connect in small groups or large ones, have various options to meet needs and desires.

### **Working assumptions**

To establish a safe and productive working environment, Christien proposed the following ideas to keep in mind when working together:

- Everyone has wisdom
- We need everyone's wisdom for the wisest results (Speaking not as selves, but as representatives for the whole population).
- There are no wrong answers
- The whole is greater than the sum of its parts
- Each person will hear others and be heard

*Additions from the group:*

- Respect is key – there should be a commitment to not talk over each other, to listen, and to respect each other's time and space.
- Sharing information - Sharing with others the issues discussed in meetings is fine – except when things in works not ready to share and keep that in the room.
- Keep any personal stories confidential.

**TO DO:** There is a desire to change the group's name. Members expressed that Senior for Seniors Action Table does not describe what they are and plan to do.

**Decision:** Review the name (as part of these three sessions) once there is a vision and mission. Then group can find a name that captures that.



The group discussed the need to be acting in partnership, even with government. The theme “government support” might need to be reviewed in the future. There was a strong sense that the group does not want to work to promote private business.

### **Vision Statement**

A Vision Statement ...

- Is a statement of the ideal situation.
- Is a future state, at least 5 – 10 years from now.
- Is ideally 10 words or less.
- Is broad so it stays relevant over time.
- Is for the community this group wants to impact.

Using the themes and keywords some first potential vision statements were suggested:

- Senior support and resources
- Seniors working together for common goals and needs
- An inclusive community where all members thrive
- To create an all-inclusive healthy accessible informed community

Based on the description of the ideal future and the suggested statements, the following draft vision is suggested:

*Draft Vision Statement:  
A community where seniors thrive*

Rational: A community will have to be inclusive, accessible, with sufficient government support and resources to ensure that seniors can experience personal growth and can strive. Additionally, the statement is complementary to the statement developed by the three local governments during the development of the social planning program: A Region where everyone thrives.

The group will review the draft vision statement at the next meeting.

### **Next Steps**

Next meeting Friday September 21, 10.30 – 1.30 PR Recreation Complex, Elm Room

Topics: finalizing the vision; Values; Mission and if time – looking at priority areas.

Homework (if time): Review Chpt 2. Pg 4 – 14 of the Age-Friendly Powell River report

Third meeting date has changed from Friday September 28 to Thursday Oct 5. 10:30am to 1:30pm.

# Appendix 1A: PowerPoint Presentation for Meeting 1

## Seniors For Seniors Action Table

Laying the path for our future  
September 14, 2018  
Christien Kaaij and Nola Poirier, alofii Consultancy, christien@alofii.ca, 604.314.6461

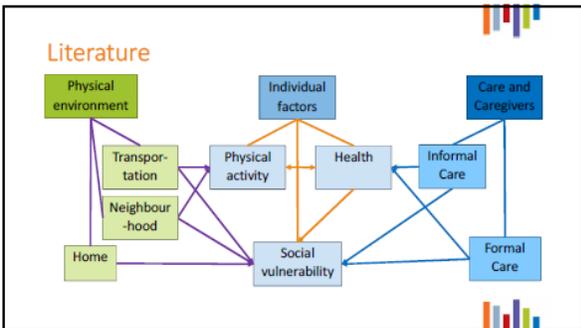
## Agenda

## Age Friendly Community plan development

- 2016 Aging in Powell River- Research
- 2017 Powell River Regional Social Planning Program
- Oct. 19<sup>th</sup> :Workshop at Seniors Together– 56 seniors
- Oct. 25<sup>th</sup> :Workshop community partners – 11 participants
- Nov. 21<sup>th</sup>: BC Healthy community workshop – 17 participants

## Age Friendly Communities

<p><u>Physical Environment</u></p> <ul style="list-style-type: none"> <li>• Housing</li> <li>• Outdoor Space and Buildings</li> <li>• Transportation</li> </ul>	<p><u>Programs and Services</u></p> <ul style="list-style-type: none"> <li>• Civic Participation and Employment</li> <li>• Community Support and Health Services</li> <li>• Social Participation</li> <li>• Respect and Social inclusion</li> <li>• Communication and Information</li> </ul>
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## Civic Participation and Employment

- Volunteer opportunities promoted to seniors
- Seniors are engaged in civic issues directly affecting them
- Senior run centres/programs/organizations are supported

Photo from Kolping Congress of Seniors, Poland

## Housing

- Seniors can use facilities without assistance
- Homes have room for future supports
- Support Services to remain at home available and affordable\*



Photo from Joint Centre for Housing Studies - Harvard

## Outdoor Spaces and Buildings

- Sidewalks and pathways even, well lit, and well drained
- Handrails, ramps/elevators, benches, and accessible washrooms
- Services located at walking distance from majority of seniors



Photo from Vancouver Sun

## Transportation

- Multiple options of affordable transportation
- Stops located where seniors live and access services
- Snow and ice removed in a timely manner



Photo from MPR News

## Community Support and Health Services

- For people with changing health and safety needs
- Widely advertised
- Free or affordable
- Tailored to or adaptable for seniors needs



Better at Home, Sirona, UK.

## Social Participation, Respect & Inclusion

- Programs support seniors social needs
- Seniors are consulted
- Informal social gathering spaces available for seniors



Photo from Join In Project

## Communication and Information

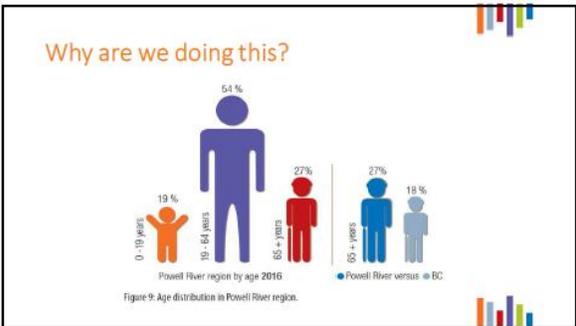
- Provided in multiple ways
- Large fonts, easy to read
- Offers multiple ways to connect
- Service staff trained in assisting seniors



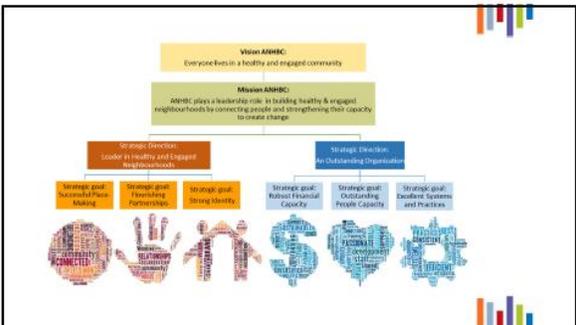
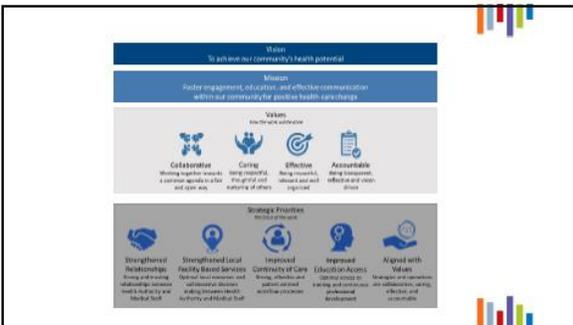
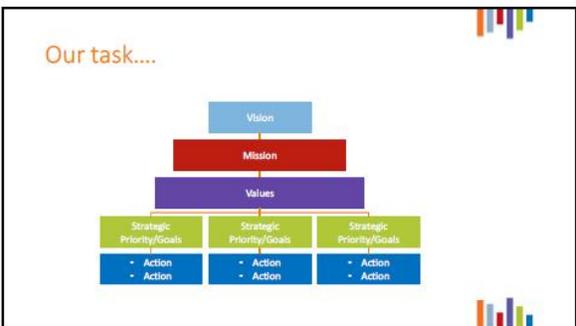
Getting Information  
Photo from City of Hamilton, ON.

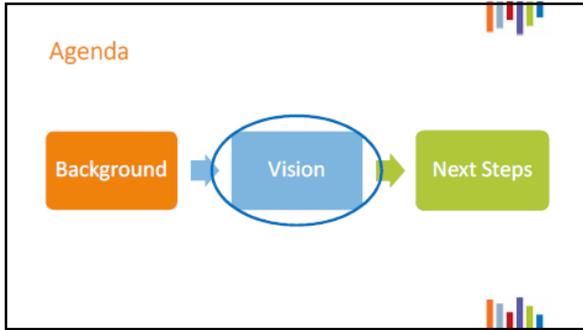
### Benefits of Age Friendly Communities

Group	Benefit
Seniors	Age actively; remain independent and involved;
Businesses	Retain senior customer; support older workers
All	Safer, barrier-free environment
	Increased participation seniors



- ### Working assumptions
- Everyone has wisdom
  - We need everyone's wisdom for the wisest results
  - There are no wrong answers
  - The whole is greater than the sum of its parts
  - Each person will hear others and be heard
- Is there anything of these Working Assumptions' that should change to make our work together a success?





"What's the use of running if you are not on the right road."  
German proverb

- ### A Vision statement ....
- Statement of the ideal situation
  - Future state, at least 5 – 10 years from now
  - Created for the community we wish to impact
  - Preferably 10 words or less
  - *Will you be able to make yourselves obsolete?*

- ### Examples
- "A world without Alzheimer's disease"  
*Alzheimer's Association*
  - "A Region Where Everyone Strives"  
*Powell River Region Social Planning Program*

- ### Imagining our future.....
- Thinking about an Age Friendly Community and Powell River's Seniors.....  
If you had all the power, how would you like the future to look like?
- Silent brainstorm
  - Draw your vision

- ### Vision
- Present your image to your neighbour
  - Neighbour: Write down Key ideas
    - CAPTIALS
    - ONE idea per sticky
    - 2-3 Key words per sticky
-

## Vision

- Share key ideas you heard with the table
- Ask for clarification
- Take out duplications

## Vision Statement

- Future state
- At least 5 – 10 years from now
- Ideal situation
- Preferably 10 words or less

## Agenda

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    graph LR
      Background[Background] --> Vision[Vision]
      Vision --> NextSteps[Next Steps]
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## Next Steps

- Small report of results – emailed prior to next meeting
- Next meetings:
  - September 21, 10:30 am – 1:30 pm. Lunch provided
  - Focus: Review; Determine priority areas and actions
  - Homework: Review Age Friendly Community Plan, Chapter 2, p. 4 - 14
- September 28, 10:30 – 1:30 pm. Lunch provided – **COULD WE CHANGE THE DATE?**
- Focus: Clarifying roles & responsibilities; Review and finalizing plan

alofli  
CONSULTANCY  
Christian Kaez | christian@alofli.ca | 804.214.6881

## Appendix 1B: Words captured from vision brainstorm

PHYSICAL ACCESSIBILITY	PERSONAL GROWTH	SENIOR INFO + RESOURCES	ALL-INCLUSIVE	GOV'T SUPPORT
<ul style="list-style-type: none"> <li>• Moving around safely</li> <li>• Chairs/benches with arms</li> <li>• Safe, secure</li> <li>• Welcoming, accessibility</li> <li>• Transport</li> <li>• Accessibility in city/stores/mall (doors)</li> </ul>	<ul style="list-style-type: none"> <li>• Growth</li> <li>• Listen</li> <li>• Respect</li> <li>• Moving forward</li> <li>• Self-acceptance</li> <li>• Taking time for others</li> <li>• Allow personal growth</li> </ul>	<ul style="list-style-type: none"> <li>• Senior location</li> <li>• Community info sharing</li> <li>• Senior choices</li> <li>• Senior info centre</li> <li>• Community impact relative to seniors</li> <li>• Staff for seniors' affairs</li> <li>• Volunteer list (ie brochure)</li> <li>• In-home services</li> </ul>	<ul style="list-style-type: none"> <li>• Social inclusive opportunities</li> <li>• Inclusion for all</li> <li>• Acknowledge and acceptance of needs</li> <li>• Acceptance, inclusion</li> <li>• Diversity</li> <li>• Community for everyone</li> <li>• Openness</li> <li>• Hope</li> <li>• Separate needs</li> <li>• To unite</li> <li>• Extending friendships</li> <li>• Contentment</li> <li>• Silos coming together</li> <li>• Young to mentor</li> <li>• Intergenerational</li> </ul>	<ul style="list-style-type: none"> <li>• More medical support: dental, glasses</li> <li>• Security around good health</li> <li>• Proper mental health facility</li> <li>• Healthy, affordable nutrition</li> <li>• Local gov't supports</li> <li>• Affordable appropriate housing</li> <li>• Private and public partnerships</li> <li>• Eliminate poverty</li> </ul>

## Appendix 2: Notes & PowerPoint Meeting 2

<b>Meeting Notes</b>	
Meeting:	<b>Seniors for Seniors Action Table meeting 2 / 3</b>
Date:	Sept 21, 2018
Location:	Powell River Recreation Complex, 5001 Joyce Ave.; Poplar Room
Reference:	Seniors for Seniors Action Table (City Powell River)
Attendees:	<ul style="list-style-type: none"><li>• Molly Ariel, Senior</li><li>• Linda Belanger, Senior</li><li>• Sara Bloom, Senior</li><li>• Pam Kenny, Senior</li><li>• Diane Wolyniec, Senior</li><li>• Jolaine Wright, Senior</li><li>• Christine Parsons (Health &amp; Fitness Program Coordinator, PR)</li><li>• Christien Kaaij, Alof!i Consultancy (Facilitator)</li><li>• Nola Poirier, Alof!i Consultancy (Note taker)</li></ul> Absent: Maureen Tierney, Sandra Lacelle

On September 21, 2018 Christien Kaaij of Alof!i facilitated the second of three strategic planning meetings for the *Seniors for Seniors Action Table*.<sup>7</sup> The group gathered to finalize their vision statement, and to articulate the group's values, mission, and purpose (See Appendix 2C for the presentation slides).

### Group Culture

Every group needs a culture for working together, and it's important to regularly review the tenets of that culture to ensure they continue to be met. As agreed in the first meeting (see Sept 14 meeting notes), the Seniors for Seniors Action Table working assumptions are now:

- Everyone has wisdom
- We need everyone's wisdom for the wisest results (Speaking not as selves, but as representatives for the whole population).

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<sup>7</sup> This is a working name for the group, and as per the discussion started at this meeting, the name will change.

- There are no wrong answers
- The whole is greater than the sum of its parts
- Each person will hear others and be heard
- *We will respect each other*
- *We will keep others informed about our work*

## Vision

### Finalizing the Vision Statement

Drawing from the keyword exercise in week 1 (see notes September 14), the group painted the following collective vision:

*In our ideal future, we see a community that is **all inclusive**, integrating different age groups, abilities and backgrounds. There is **physical accessibility**, so seniors can move around safely and feel secure. The seniors are accomplishing **personal growth** and are respected, listened to and accept themselves. There is access to **senior information and resources**, and seniors have choices and **government support** is available to ensure access to medical care, housing and the elimination of poverty.*

In addition, the group drafted the following ideas for a vision statement:

- Senior support and resources
- Seniors working together for common goals and needs
- An inclusive community where all members thrive
- To create an all-inclusive healthy accessible informed community ▪ A community where seniors thrive.

Christien articulated the rationale to consider for finalizing the vision: Personal growth means to thrive as a person, and to be able to achieve potential. She noted that most of the other key words from the group's work are elements required to create an environment that enables seniors to thrive. As well, in the future there might be other things seniors need to thrive. We don't know what might come.

A community would have to be inclusive, accessible, and have sufficient government support and resources in order for seniors to experience personal growth and thrive. The vision proposal “*A community where seniors thrive,*” is complementary to the statement developed by the three local governments during the development of the social planning program: “A region where everyone thrives.”

Christien asked the group to think about if anything is missing from that vision statement, if there was anything that the group wanted that wasn't being said?

The group appreciated the logic behind the statement, however some members questioned the word thrive, wondering if it said enough. They considered synonyms to replace it, including *flourish* and *prosper* and landed on a draft vision.



Draft vision: *A community where seniors flourish.*

## Values

Values are guiding principles that describe what really matters and a group's basic beliefs. Values will underpin how a group's work is carried out.

### Articulating Values

To develop a statement of values, the group first reviewed the key words they generated while developing the vision. From this, they selected:

*Inclusive, acceptance, respect, listening, welcoming.*

Christien then asked the group, working individually, to write down all the values they think are important for the work they will do for seniors in the community, one idea per sticky. All the key words were placed on a large wall and clustered into themes by the group, with one word serving as a label for each cluster.

The group determined three key values: *accountable, empowering, and respectful* (see photo below and Appendix 2A for list of sub-terms for each value).



## Defining Values

- **Accountable:** This is an action group who want to ensure they do things and walk the talk. They identified the key ideas for accountable as:
  - Honest – Being truthful, clear, and open in approach to work and when dealing with people.
  - Ethical – To act honestly and respectfully for the betterment of seniors.
  - Positive attitude – Keeping optimistic when the going gets tough, treating others with kindness.
  - Sincerity – Sincere in actions – do what you say you’re going to do. You can’t be committed without being sincere.
  - Committed – Committed to improve lives of seniors, however long it takes. Don’t give up easily. In there for the long run. Being in service.
  
- **Empowering** – To empower others is very important to this group. Better to teach to fish than to give a fish. Want to help seniors help themselves. Key ideas:
  - Inclusive – This is a group for all the seniors of the region. Want to try to empower this broad community.
  - Acceptance – Accepting of differences (being able to listen to and sometimes accommodate other opinions, ideas, practices), accepting of new people, accepting of each other the way they are.
  - Welcoming – Welcoming of new ideas and of new people. Not exclusive – ties to acceptance.

▪ **Respectful:** The terms “respect” and “respectful” came up as key from many members of the group and was important to the vision and mission development as well. Some of the key ideas include:

- Acknowledgement–Recognizingtheneedsofothers.Recognizingthecontributions of others. Letting others speak and share their thoughts.
- Flexible/Flexibility – This came up multiple times. Not becoming rigid in thinking or actions. Able to accommodate others needs and ideas.
- Respectful – Listening to others, being approachable, respectful of the thoughts of others and of selves and each other. Ensuring actions consider the environment.
- Punctual–Being on time is important; it shows respect for who you are working for and with.

Based on the information above, the following value statements are proposed:

**How the work will be carried out:**

**Accountable:** To be committed, and act honestly and respectfully for the betterment of seniors.

**Empowering:** To invest in all seniors in the region and welcome all ideas

**Respectful:** To be flexible, honor differences and keep seniors’ needs front and centre

The values statements will be finalized at the next meeting.

## Mission Statement

A mission statement tells what a group does, for whom, and how. It tells why what you’re doing matters. The mission is the driving force of the action the group will take toward achieving their vision.

### Articulating Actions

Christien asked the group to think about reaching their vision:

**What** will you be doing? **For whom?**

**How** will you be doing it?

From group as a whole:

1. *For whom:* All seniors in the region (includes qathet, City of PR, and Tla’amin).

**TO DO:** While initially seniors from Tla’Amin were invited to participate, group wants to ensure that there is ongoing outreach for diverse participation, including Tla-amin and other seniors.

Decision: will continue to check back in to ensure others are reached out. One idea for diverse

representation is to have rotating roles on the board. Not all the Board would shift at once, but some members at a time.

## 2. *What will you be doing:*

To identify what the group will be doing, each person wrote their ideas on sticky notes (one per sticky). Then each table discussed the ideas, removed duplicates, and presented their ideas to the group. The resulting actions and their definitions are (see Appendix 2B for list of actions and related key words):

- **Gathering information:** seeking information, reaching out (to find out needs, thoughts), being available to listen to people who have an issue, gathering data (about seniors and their needs), analyzing data, identifying priorities, creating a plan.
- **Advocating:** advocating for people who have issues and/or need information, being in service for all seniors in the region, being a voice for seniors, being a representative for seniors.
- **Informing:** Raising awareness (to seniors and about seniors), informing/ providing information to seniors about services and programs. This work can take various forms, including brochures/ pamphlets, talking with seniors, meetings/events, and contacting sources.

## 3. *How are you going to take action:*

The group articulated the *how* of taking action as, “Advocating for seniors in the region by gathering data from them about their needs, and informing them of programs and services available to meet their needs.”

Other key words that came up for *how* include: collaborative, sharing, creative, being open, inviting experts.



## Articulating a Mission Statement

Christien then led the group in articulating their action statements into a mission. The group reviewed some mission ideas from other organizations:

- Serving, empowering, and advocating for seniors.
- Supporting seniors, healthy lifestyle and independence.
- To advocate for seniors by gathering (and sharing) information

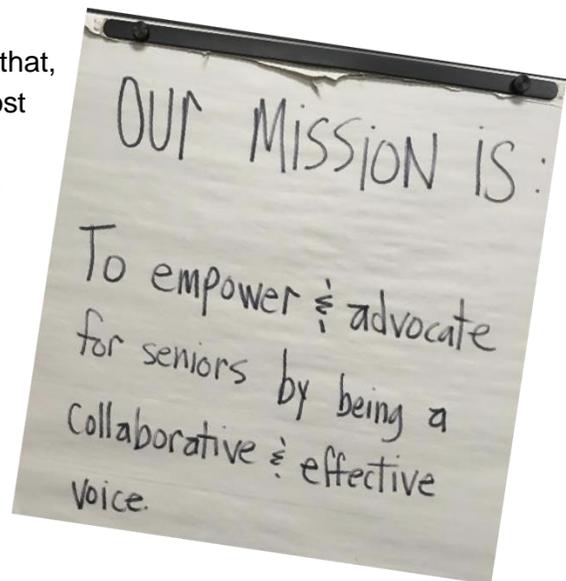
From this, the group considered what was missing from these ideas for their organization. And, split into two groups, they came up with the following draft mission statements:

- *To empower and advocate for seniors in the PR region by capturing the needs of all seniors.*
- *To advocate for seniors by being a collaborative and effective voice.*

The group discussed each statement and determined that, with the addition of empowerment, the second one most closely captures the actions of this organization. In particular, the term “collaborative” captures the idea of partnership that is expressed in their vision.

Final mission statement:

*To empower and advocate for seniors by being a collaborative and effective voice*



## Priorities for Action

The Age-Friendly plan for Powell River covers numerous issues that directly affect seniors. Using this plan as a framework for both “hard” (physical, tangible, built environment) and “soft” (programs, services, culture) features of the local community, Christien led the group in setting some priorities.

### Setting Action Priorities

With a vision and mission in place, the group started to set priority areas of focus for the coming years. First, they reviewed the Age-Friendly workplan to refresh their thinking of what age-

friendly means, what an age-friendly community offers, what's already in place in the Powell River region, and, most importantly what's missing (see slides, Appendix 2C).

The group added more needs that they felt were missing and not addressed by the Age-Friendly plan. Then, considering all the needs identified as missing (both from the group and the Age-Friendly plan), each participant marked dots as their votes on the five areas they thought were the most important to make a positive change in the lives of seniors in our community. Participants were permitted vote multiple times on one area, or spread their votes to five areas.

The number of votes for each action is indicated in orange.

### Civic Participation and Employment

- Volunteer opportunities promoted to seniors
- Seniors are engaged in civic issues directly affecting them.
- Senior run centres/programs/organizations are supported

What is already in place....	What is missing....
<ul style="list-style-type: none"> <li>▪ Many seniors (volunteers) on community boards and committees.</li> <li>▪ Many volunteer opportunities for seniors</li> <li>▪ Regular public engagement planned by the three local governments.</li> <li>▪ Three local governments established a Social Action and Policy Advisory Committee (July, 2018)</li> <li>▪ Three local governments consider hiring a social planner.</li> <li>▪ Seniors for Seniors Action Table established.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Local Seniors Advocate (2 votes)</li> <li>▪ Resource centre</li> <li>▪ Seniors not always properly consulted (1 vote)</li> </ul>

## Outdoor Spaces and Buildings

- Sidewalks and pathways even, well lit, and well drained
- Handrails, ramps/elevators, benches, and accessible washrooms
- Services located at walking distance from majority of seniors

What is already in place....	What is missing....
<ul style="list-style-type: none"> <li>▪ Many sidewalks paved and have let-downs</li> <li>▪ Most public buildings have automatic door openers &amp; wheelchair accessible entrance</li> <li>▪ Several accessible nature trails</li> </ul>	<ul style="list-style-type: none"> <li>▪ Missing sidewalks <b>2 votes</b>)</li> <li>▪ Obstacles (e.g. sandwich boards or snows) on sidewalks</li> <li>▪ Lack of shoulders in rural areas</li> <li>▪ Not enough benches</li> <li>▪ Not all public buildings (easily) accessible</li> <li>▪ New: Sidewalks: inadequate let-downs -they are not good for scooters <b>(3 votes)</b></li> <li>▪ New: Roads/sidewalks and bus stop surface uneven and dangerous <b>(3 votes)</b></li> </ul>

## Transportation

- Multiple options of affordable transportation
- Stops located where seniors live and access services
- Snow and ice removed in a timely manner

What is already in place....	What is missing....
<ul style="list-style-type: none"> <li>▪ Some regional transportation that accommodates wheelchairs</li> <li>▪ Handydart</li> <li>▪ Regional working group to explore enhancing public transit</li> <li>▪ Volunteer drivers Better at Home</li> <li>▪ No computerized drivers' assessment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Transportation indicated as major issue</li> <li>▪ Lack of sidewalks</li> <li>▪ Limited public transport, especially in rural areas</li> <li>▪ Lack of public knowledge about public transit</li> <li>▪ No taxi service for people in wheelchair</li> <li>▪ Need for more alternative services</li> <li>▪ Limited ferry sailings</li> <li>▪ Limited/non-existing medical transport out of town</li> <li>▪ Insufficient (handicapped) parking</li> <li>▪ New: Ferry shuttle for walk-ons (<b>1 vote</b>)</li> <li>▪ New: Texada ferry – there is no elevator and no spot for seniors to sit out of the weather.</li> </ul>

## Community Health Services

- For people with changing health and safety needs
- Widely advertised
- Free or affordable
- Tailored to or adaptable for seniors needs

What is already in place....	What is missing....
<ul style="list-style-type: none"> <li>▪ Better at Home – support with day-to-day tasks</li> <li>▪ Local grocery store pick-up and delivery services</li> <li>▪ Food Policy Council</li> <li>▪ Increase of telehealth services</li> <li>▪ Brave Hearts – local affordable rehabilitation services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Access to home support as dropped (1 vote)</li> <li>▪ No local hospice (1 vote)</li> <li>▪ No overnight respite (home support)</li> <li>▪ Barriers accessing specialized out of town medical services (1 vote)</li> <li>▪ No geriatric specialist (1 vote)</li> <li>▪ Barriers to accessing affordable healthy food</li> <li>▪ New: Listing of existing services scattered and inaccurate (2 votes)</li> <li>▪ New: No Meals on Wheels (1 vote)</li> <li>▪ New: Mental Health Issues</li> <li>▪ New: Accessing lonely and isolated seniors – doctors and home support</li> <li>▪ New: Information about healthy food</li> </ul>

The discussion around local hospice services led to a question about the availability of designated hospice beds.

**TO DO:** Investigate: Were beds moved from the hospital to Willingdon to be dedicated hospice beds?

## Social Participation, Respect & Inclusion

- Programs support seniors social needs
- Seniors are consulted
- Informal social gathering spaces available for seniors

What is already in place....	What is missing....
<ul style="list-style-type: none"> <li>▪ Many programs suitable for seniors</li> <li>▪ Importance of social cohesion recognized by local governments</li> <li>▪ Relative strong sense of social cohesion</li> <li>▪ Neighbourhood Block Party Grant</li> <li>▪ Newcomer's social – every 2 years</li> <li>▪ Recreation Access Program: 52 free complex passes for low income people</li> </ul>	<ul style="list-style-type: none"> <li>▪ More marginalized groups sometimes difficulty participating (1 vote)</li> <li>▪ Integration into new community at later age not always easy</li> <li>▪ Programs sometimes too expensive (3 votes)</li> <li>▪ New: Activities that promote worthiness and self-esteem</li> </ul>

## Communication and Information

- Provided in multiple ways
- Large fonts, easy to read
- Offers multiple ways to connect
- Service staff trained in assisting seniors

What is already in place....	What is missing....
<ul style="list-style-type: none"> <li>▪ Free local magazine/paper with list of community activities</li> <li>▪ Powell River Hive</li> <li>▪ VIU elderly college – iPad and iPhone courses</li> <li>▪ FETCH – online listing of services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sufficient information about seniors programs, services &amp; financial resources (1 vote)</li> <li>▪ No seniors' resource centre (2 votes)</li> <li>▪ Lack of service awareness</li> <li>▪ Barrier to communicate with seniors</li> </ul>

## Housing

- Seniors can use facilities without assistance
- Homes have room for future supports
- Support Services to remain at home available and affordable

What is already in place....	What is missing....
<ul style="list-style-type: none"> <li>▪ Local governments recognize the need</li> <li>▪ City bylaws are (being) adjusted: Carriage housing, smaller houses/lots &amp; secondary suits</li> <li>▪ Active housing round table</li> <li>▪ Sunset Homes Society and Inclusion is developing senior housing</li> <li>▪ City of Powell River has some land potentially appropriate for affordable senior housing</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lack of appropriate affordable (seniors) (rental) housing and Assisted Living (<b>2 votes</b>)</li> <li>▪ New projects not enough</li> <li>▪ No guidelines to educate/motivate developers around accessible/adaptable housing (<b>1 vote</b>)</li> <li>▪ Many seniors unaware about available financial supports for home Modifications/repairs</li> </ul>

Note: The discussion on housing included the consideration that if the Age-Friendly plan is adopted by Council, city planners will have more power to take action on housing.

The most popular priorities (two or three votes) are therefore:

- Missing or inadequate sidewalks (**total of 8 votes**)
  - Inadequate sidewalk letdowns (**3**)
  - Missing sidewalks (**2**)
  - Uneven paving on roads and sidewalks (**3**)
- Inadequate information service for seniors (**total of 7 votes**)
  - Listing of services for seniors is scattered and inadequate (**3**)
  - No seniors resource centre (**2**)
  - No senior's advocate (**2**)
- Programs are too expensive (**3**)
- Lack of affordable appropriate housing (**2**)

## **Next Steps**

Next meeting Friday October 5, 10.30 – 1.30 PR Recreation Complex, Spruce Room. (Note: will have Ray Boogaards representing the City of PR instead of Christine).

Agenda will focus on what we've done to date, set work priority areas, and decide on actions. We will also spend some time to discuss a name for the group.

## Appendix 2A: Values

<b>Accountable</b>	<b>Empowering</b>	<b>Respectful</b>
Honest Ethical Sincere Positive Attitude Committed	Inclusive Accepting Welcoming	Acknowledging Flexible Approachable Listening Punctual

## Appendix 2B: Mission Actions (What the group will do)

<b>Gather information</b>	<b>Inform</b>	<b>Advocate</b>
Seek information Gather data Analyze data Identify priorities Create a plan Represent	Raise awareness Ensure information on services Pamphlets/brochures Contact sources	Empower Promote mental health Be available Outreach Enhance quality of life

## Appendix 2C: PowerPoint Presentation for September 21 meeting

### Seniors For Seniors Action Table

Laying the path for our future  
September 21, 2018

Christien Kaaj and Nola Polier, alofi | Consultancy, christien@alofi.ca, 604.314.6461

### Agenda

```

    graph LR
      Review[Review] --> Finalizing[Finalizing Vision]
      Finalizing --> Values[Values]
      Values --> Mission[Mission]
      Mission --> Priorities[Our priorities]
      Priorities --> NextSteps[Next Steps]
  
```

10:30 → 12:00 Lunch → 1:30

### Working assumptions

- Everyone has wisdom
- We need everyone's wisdom for the wisest results
- There are no wrong answers
- The whole is greater than the sum of its parts
- Each person will hear others and be heard
- We will respect each other
- We will keep others informed about our work

### Our task....

```

    graph TD
      Vision[Vision] --> Mission[Mission]
      Mission --> Values[Values]
      Values --> SPG1[Strategic Priority/Goals]
      Values --> SPG2[Strategic Priority/Goals]
      Values --> SPG3[Strategic Priority/Goals]
      SPG1 --> A1[Action]
      SPG1 --> A2[Action]
      SPG2 --> A3[Action]
      SPG2 --> A4[Action]
      SPG3 --> A5[Action]
      SPG3 --> A6[Action]
  
```

- And select a name for our group

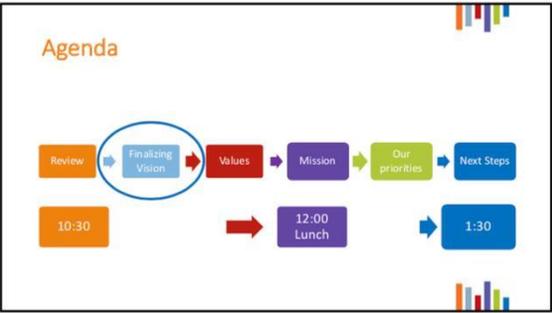
### Our Vision.....

*In our ideal future, we see a community that is/has/enables...*

- all inclusive:** integrating different age groups, abilities and backgrounds
- physical accessibility:** seniors can move around safely and feel secure
- personal growth:** seniors are respected, listened to and accept themselves
- senior information and resources**
- government support:** ensuring access to medical care, housing and the elimination of poverty.

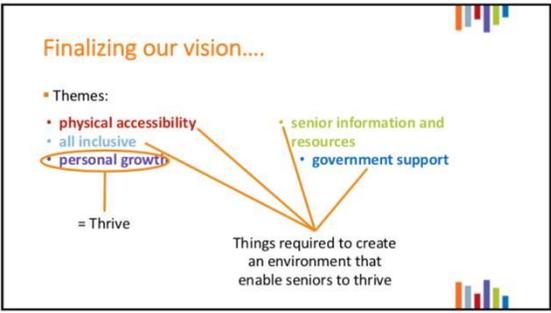
### Our first vision statement ideas....

- Senior support and resources
- Seniors working together for common goals and needs
- An inclusive community where all members thrive
- To create an all-inclusive healthy accessible informed community



- ### A Vision statement ....
- Statement of the ideal situation
  - Future state, at least 5 – 10 years from now
  - Created for the community we wish to impact
  - Preferably 10 words or less
  - *Will you be able to make yourselves obsolete?*

- ### Vision Statement
- Future state
  - At least 5 – 10 years from now
  - Ideal situation
  - Preferably 10 words or less

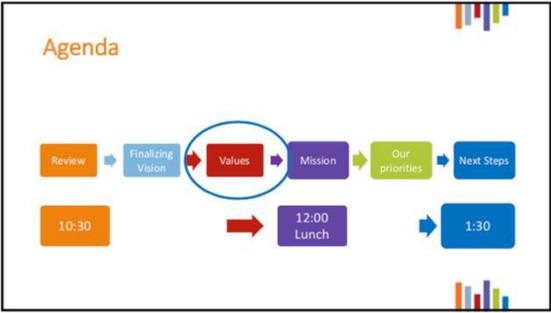


### Finalizing our vision....

Themes:

- physical accessibility
- all inclusive
- personal growth
- senior information and resources
- government support

*Our vision is*  
**A Community Where Seniors Thrive**



### Values

- Guiding principles
- Describes what really matters
- Describe basic believes
- Underpin how work is carried out

### Values

Review the words from last week's visioning exercise:

- What keywords describe values?
- How do these values support the vision?

### Values

- Guiding principles
- Describes what really matters
- Describe basic believes
- Underpin how work is carried out

Write down all the values you find important  
Select your top 3-5

CAPITALS

ONE IDEA

TWO/THREE WORDS

### Values

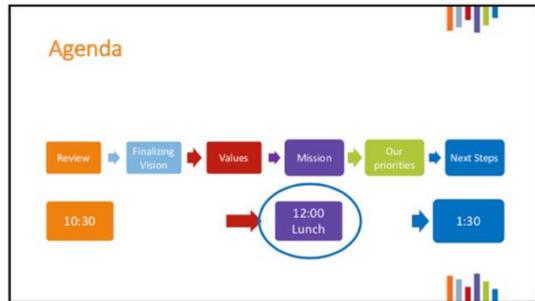
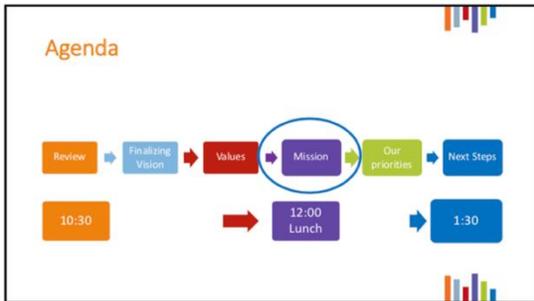
- Guiding principles
- Describes what really matters
- Describe basic believes
- Underpin how work is carried out

Discuss with your neighbour  
Select your top 3-5

CAPITALS

ONE IDEA

TWO/THREE WORDS



### Mission Statement

Describes the current state

- What do we do?
- For whom?
- How do we do it?

- It tells why what you're doing matters and leads to what matters.

### What will the "seniors action table" do

- Advocate for seniors
- Engage with seniors to know what is going on
- Report to the Age-Friendly Planning Table
- Ensure Age-Friendly dialogue moves forward into action
- 2018/10
  - Develop a vision and goals for the table
  - Plan and host an event (November)
  - Assist city with grant ideas for 2019 Age-Friendly Grant application
  - Assist with evaluation of the 2018 grant project

### Mission Statement - example

Our mission is to provide an effective voice for and support to rural communities, particularly those who are most disadvantaged.

*(Rural Community Network)*

### Mission Statement – example (2)

"The Ladysmith Seniors Advisory Council will serve as an advocate and representative of seniors in Ladysmith and area, encouraging seniors to contribute their skills, experience and wisdom in support of the social well-being in our community, and to partner with other like organizations to support the health and well being of all seniors and elders. The Ladysmith Seniors Advisory Council will act in an advisory capacity to and in co-operation with, services already in place, and keep seniors informed of services available."

### Creating our Mission Statement

To reach your vision

- What will you be doing?
- For whom?
- How will you be doing it?

Silent Brainstorm  
Write key ideas/words down on sticky  
Share your ideas with Table  
Take out duplicates/ clarify if need be

CAPITALS

ONE IDEA

TWO/THREE WORDS

### Agenda



*"There is nothing so useless as doing efficiently that which should not be done at all"*

Peter Drucker





### Civic Participation and Employment

- Volunteer opportunities promoted to seniors
- Seniors are engaged in civic issues directly affecting them
- Senior run centres/programs/organizations are supported





Photo from Kolping Congress of Seniors, Poland



### What is already in place....

- Many seniors (volunteers) on community boards and committees.
- Many volunteer opportunities for seniors
- Regular public engagement planned by the three local governments.
- Three local governments established a Social Action and Policy Advisory Committee (July, 2018)
- Three local governments consider hiring a social planner.
- Seniors for Seniors Action Table established.





### What is/was missing

- Local Seniors Advocate & Resource centre
- Seniors not always properly consulted





### Housing

- Seniors can use facilities without assistance
- Homes have room for future supports
- Support Services to remain at home available and affordable\*





Photo from Joint Centre for Housing Studies - Harvard



### What is already in place?

- Local governments recognize the need
- City bylaws are (being) adjusted: Carriage housing, smaller houses/lots & secondary suits
- Active housing round table
- Sunset Homes Society and Inclusion is developing senior housing
- City of Powell River has some land potentially appropriate for affordable senior housing



## What is missing?

- Lack of appropriate affordable (seniors) (rental) housing and Assisted Living
- New projects not enough
- No guidelines to educate/motivate developers around accessible/adaptable housing
- Many seniors unaware about available financial supports for home modifications/repairs

## Outdoor Spaces and Buildings

- Sidewalks and pathways even, well lit, and well drained
- Handrails, ramps/elevators, benches, and accessible washrooms
- Services located at walking distance from majority of seniors



Photo from Vancouver Sun

## What is already in place

- Many sidewalks paved and have let-downs
- Most public buildings have automatic door openers & wheelchair accessible entrance
- Several accessible nature trails

## What is missing?

- Missing sidewalks
- Obstacles (e.g. sandwich boards or snows) on sidewalks
- Lack of shoulders in rural areas
- Not enough benches
- Not all public buildings (easily) accessible

## Transportation

- Multiple options of affordable transportation
- Stops located where seniors live and access services
- Snow and ice removed in a timely manner



Photo from MPR News

## What is already in place

- Some regional transportation that accommodates wheelchairs
- Handydart
- Regional working group to explore enhancing public transit
- Volunteer drivers Better at Home
- No computerized drivers' assessment

### What is missing

*Transportation indicated as major issue*

- Lack of sidewalks
- Limited public transport, especially in rural areas
- Lack of public knowledge about public transit
- No taxi service for people in wheelchair
- Need for more alternative services
- Limited ferry sailings
- Limited/non existing medical transport out of town
- Insufficient (handicapped) parking

### Community Health Services

- For people with changing health and safety needs
- Widely advertised
- Free or affordable
- Tailored to or adaptable for seniors needs



Better at Home, Strona, UK.

### What is already in place

- Better at Home – support with day-to-day tasks
- Local grocery store ‘pick-up’ and delivery services
- Food Policy Council
- Increase of telehealth services
- Brave Hearts – local affordable rehabilitation services

### What is missing

- Access to home support as dropped
- No local hospice
- No overnight respite (home support)
- Barriers accessing specialized out of town medical services
- No geriatric specialist
- Barriers to accessing affordable healthy food

### Social Participation, Respect & Inclusion

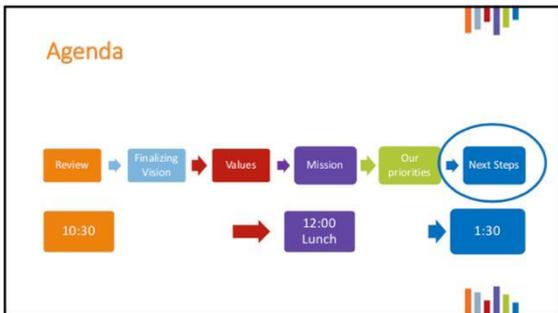
- Programs support seniors social needs
- Seniors are consulted
- Informal social gathering spaces available for seniors



Photo from Join In Project

### What is already in place

- Many programs suitable for seniors
- Importance of social cohesion recognized by local governments
- Relative strong sense of social cohesion
- Neighbourhood Block Party Grant
- Newcomer’s social – every 2 years
- Recreation Access Program: 52 free complex passes for low income people



### Next Steps

- Small report of results – emailed prior to next meeting
- Next meeting:
  - October 5, 10:30 – 1:30 pm. Lunch provided
  - Focus: Review; Determining our actions and Clarifying roles & responsibilities.

## Appendix 3: Notes & PowerPoint Meeting 3

<b>Meeting Notes</b>	
Meeting:	<b>Seniors for Seniors Action Table meeting 3 / 3</b>
Date:	Oct. 5, 2018
Location:	Powell River Recreation Complex, 5001 Joyce Ave.; Spruce Room
Reference:	Seniors for Seniors Action Table (City Powell River)
Attendees:	<ul style="list-style-type: none"><li>• Molly Ariel, Senior</li><li>• Linda Belanger, Senior</li><li>• Sara Bloom, Senior</li><li>• Pam Kenny, Senior</li><li>• Jolaine Wright, Senior Maureen Tierney, Senior</li><li>• Sandra Lacelle, Senior</li><li>• Ray Boorgaards (Director of Parks, Recreation, and Culture) sitting in for Christine Parsons</li><li>• Christien Kaaij, Alof!i Consultancy (Facilitator)</li><li>• Nola Poirier, Alof!i Consultancy (Note taker)</li></ul> <p>Absent: Diane Wolyniec, Christine Parsons</p>

On October 5, 2018 Christien Kaaij of Alof!i facilitated the third of three strategic planning meetings for the *Seniors Community Council*.<sup>8</sup> The group gathered to review what they had accomplished to date, finalize their values and priorities, and to determine the form the group will take. (See Appendix 3C for the presentation slides).

### Developing Values

Building on the work from the previous session, the group finalized their values statements. Christien reminded the group that values statements are the guiding principles for an organization, they answer the questions: what matters to us and what are our basic beliefs. As well, they underpin how a group carries out their work. In the future, when the group considers

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<sup>8</sup> This is the new name for the group, decided as part of this meeting.

whether or not to take a particular action or work on an issue, they can bounce the decisions against their values to see if the action ties in to who they define themselves to be.

In the second session, the group had revisited all the words they'd gathered when developing their vision. They added to these by brainstorming other values, and gathering all the terms together into themes. Through this process, the group had identified three key values: *accountable*, *empowering*, and *respectful*, each with associated key words.

Based on the group dialogues three draft values statements were presented:

- *Accountable: To be committed, and act honestly and respectfully for the benefit of seniors.*
- *Empowering: To invest in all seniors in the region and welcome all ideas.*
- *Respectful: To be flexible, honour differences and keep seniors' needs front and centre.*

No changes were needed for the values, but the group reviewed the draft statements and discussed several alternatives that better described the meaning of the value:

#### ACCOUNTABLE

- To be honest, committed and respectful for the betterment of seniors.
- To be ethical and committed for the betterment of seniors.
- **To be committed to the betterment of seniors.**

#### EMPOWERING

- To be inclusive of seniors' concerns and input.
- Giving seniors the tools/ opportunity to reach their potential.
- Supporting seniors to help themselves and others.
- **Supporting seniors to help themselves.**

#### RESPECTFUL

- To be flexible, non-judgemental, and reliable. To find out what seniors' needs are.
- To be open to the needs of seniors, non-judgemental, and reliable.
- To be sensitive to the needs of seniors and non-judgemental
- **To be sensitive to the needs of all seniors.**

The group landed on the following final value statement:

*VALUE STATEMENTS:*

Accountable: Committed to the betterment of seniors.

Empowering: Supporting seniors to help themselves.

Respectful: Sensitive to the needs of all seniors.

## Priority Areas

Before settling on priorities for the next few years, Christien reminded the group that plans are good to have, but plans can also change. She encouraged the group to adjust their priorities if they see things differently when they start to take action, or if the situation changes over time.

Prior to the three sessions with Alof!i, the group had articulated the following priorities:

- Health Care Services (e.g. Prescription, medications, care expectation for extended care or private care)
- Mental Health
- Dying with Dignity
- Advocacy
- Resource Centre
- Taxes on Government pensions
- Accessibility
- Affordable Housing



In meeting two of this three-part workshop, the group had articulated the following priorities:

- Accessible sidewalks (8) (**Outdoor Spaces & Buildings**)
- Effective information service for seniors (5) (**Communication and Information**)
- Effective seniors advocacy & appropriate consultation (3) (**Civic Part. & Employm.**)
- Program accessibility for all seniors (3) (**Social Participation & Inclusion**)
- Sufficient affordable appropriate senior housing (2) (**Housing**)

After reviewing all the previous priorities, Christien gave an overview of the categories used by the World Health Organization (WHO) to develop healthy, age-friendly communities (See Appendix 3A).

In small groups the group was asked to select three to five priority areas they want to focus on for at least the next year. The priorities will guide their work, for at least the coming year. If needed, they could be changed in the future.

## Decision

For the first few years the group decided to focus on the following priorities:

1. **Effective information services for seniors:** At present, information about services and activities for seniors in Powell River is scattered around and difficult to find. Ensuring there are effective information services for seniors is key in all areas, because if people don't know about a service, or know how to find out about it, then it's not useful.
2. **Complete streets:** The title of priority 2 changed to Complete Streets to tie in with the National Complete Streets program, as identified also in Powell River's Sustainable Official Community Plan. A Complete Streets plan includes: safe mobility in the streets for all users. The Seniors Community Council wants to ensure such things as accessible sidewalks (clear, snow free), use of scooters and the fact there is no training and indiscriminate use of them, safe walking, sidewalk let downs, all users of streets and sidewalks.
3. **Consultation and Advocacy:** Consultation refers to ensuring seniors are consulted when it is appropriate. For example, when there is a City plan, ensure seniors are consulted for streets or the Rec centre etc., but they likely don't need to be consulted about the design for a new skate park. Advocacy refers to the group advocating on behalf of seniors in the community on the issues that fit with their values and priorities.

### *PRIORITY AREAS:*

Effective information services for seniors: Seniors are informed

Complete streets: Seniors can move around safely

Consultation and advocacy: Seniors issues are known and advocated for

The group also identified some other priorities of interest (Health/ safety; Accommodation; Inclusion) but noted that before they can determine which are most key, they need to find out more about the needs of local seniors and identify contacts who have expertise in those areas.



## Actions

To begin the process of identifying the actions the group wants to take in the next 1 – 3 years, Christien went through actions listed in the Age-Friendly community report which were relevant for the selected priorities (see chart in Appendix 3A). The group considered actions under the age-friendly priorities: Effective Information, Outdoor Spaces, and Civic participation and Employment, which correspond, respectively, to the group’s priorities: Effective Information for Seniors, Complete Streets, and Advocacy and Consultation.

The group divided into three sets of pairs to develop actions to take in year one and year two for a specific priority area. They presented the following actions<sup>9</sup>.

<b>Effective Information Services for Seniors</b>	<b>Actions</b>
YEAR ONE	<ul style="list-style-type: none"> <li>• Develop a list of expert contacts that can answer questions / help people meet their needs.</li> <li>• Gather information on needs in Powell River.</li> <li>• Seek examples from other communities.</li> <li>• Find funding for the development of a guide.</li> <li>• Collate gathered information for a resource guide.</li> <li>• Determine best means of distribution.</li> </ul>
YEAR TWO	<ul style="list-style-type: none"> <li>• Publish and distribute resource guide.</li> <li>• Hold community meetings, that include expert speakers, to share information.</li> </ul>

<b>Complete Streets</b>	<b>Actions</b>
YEAR ONE	<ul style="list-style-type: none"> <li>• Provide a suggestion box for seniors around accessibility.</li> <li>• Advocate with BC Transit (and others, if applicable) for bus shelters and benches.</li> </ul>

---

<sup>9</sup> Some of the actions are listed below under different areas than where they appeared in the brainstorming. Images of the original lists of actions are in Appendix 3B

	<ul style="list-style-type: none"> <li>• Advocate with BC Transit for HandyDART to offer more runs</li> <li>• Advocate for and/or find a provider to offer training and develop municipal rules around use of scooters</li> </ul>
YEAR TWO	<ul style="list-style-type: none"> <li>• Advocate for the inclusion of mobility aids in all future City planning</li> </ul>

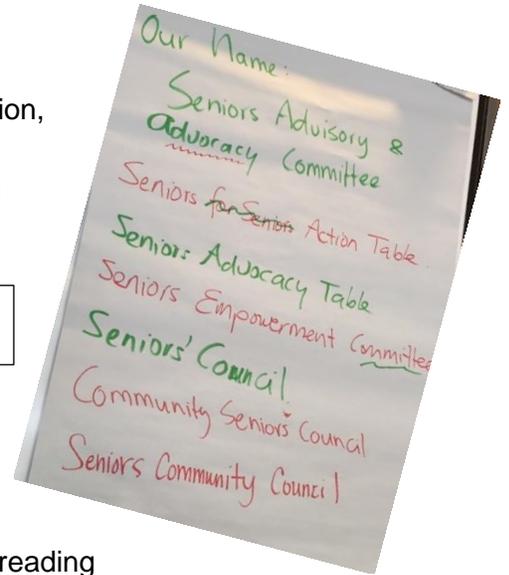
<b>Consultation and Advocacy</b>	<b>Actions</b>
YEAR ONE	<ul style="list-style-type: none"> <li>• Find a location (central, easy access) and a person (volunteer) for gathering information about seniors needs and concerns.</li> <li>• Put out questionnaire to find out key issues in the community (get help from doctors, health care providers).</li> <li>• Host community consultations to gather information</li> </ul>
YEAR TWO	<ul style="list-style-type: none"> <li>• Prioritize/categorize the information gathered.</li> <li>• Decide upon key issues to address based on information gathered.</li> <li>• Take relevant actions on those key issues (i.e. advocate to appropriate parties).</li> </ul>

The group clearly identifies accessibility (Complete Streets) as an area they know needs to be addressed, as well as the challenge for seniors to find information. Beyond that, they want to hear from the community before addressing specific issues. Gathering information is a key step for each priority. All the information gathering could be combined, and information on accessibility (Complete Streets) could be separated out at the time of gathering.

## Naming the Group

Christien asked the group to think a name that describes their vision, mission and values. After considering several descriptors in the group name, they landed on a generic name. A generic name will be easy for people to remember.

*GROUP NAME: Seniors Community Council*



## Terms of Reference

As the final step of the workshop, Christien let the group through reading a draft terms of reference (TOR) which was developed for the Social Action & Planning Advisory Committee. A TOR outlines the form the group will take, how they will meet and make decisions. Over time, as the group evolves, these terms be can changed.

The group made a few changes to the TOR and they decided that, ideally, they would like to become a standing committee with a council member as a non-voting member as part of their council. The TOR is enclosed in Appendix 4.

## Next Steps

Alof!i will provide notes of the meeting to the group. In addition, Alof!i will develop a short report about all that was decided in these past three sessions. A draft of the report will be provided to group members well in advance of their next meeting. As there will only be a short time to review this report at the meeting (one hour maximum), members are asked to please read the report before the meeting and come prepared to discuss its contents and any changes for the final version.

Next meeting of the Seniors Community Council is Oct 28. 11.30 – 1pm.

# Appendix 3A: Actions from Age-Friendly Cities. What is Missing in Powell River?

Civic Participation and Employment	Outdoor Spaces and Buildings	Transportation	Community Health Services	Social Participation, Respect & Inclusion	Communication and Information	Housing
<ul style="list-style-type: none"> <li>No Local Seniors Advocate (2 votes)</li> <li>Seniors not always properly consulted (1 vote)</li> <li>New: Taxes and Government Pensions</li> </ul>	<ul style="list-style-type: none"> <li>New: Sidewalks: inadequate left-downs - they are not good for scooters (3 votes)</li> <li>New: Roads/sidewalks and bus stop surface uneven and dangerous (3 votes)</li> <li>Missing sidewalks (2 votes)</li> <li>Obstacles (e.g. sandwich boards or snows) on sidewalks</li> <li>Lack of shoulders in rural areas</li> <li>Not enough benches</li> <li>Not all public buildings (easily) accessible</li> </ul>	<ul style="list-style-type: none"> <li>New: Ferry shuttle for walk-ons (1 vote)</li> <li>Transportation indicated as major issue</li> <li>Lack of sidewalks</li> <li>Limited public transport, especially in rural areas</li> <li>Lack of public knowledge about public transit</li> <li>No taxi service for people in wheelchair</li> <li>Need for more alternative services</li> <li>Limited ferry sailings</li> <li>Limited/non existing medical transport out of town</li> <li>Insufficient (handicapped) parking</li> <li>New: <del>Texada</del> ferry – there is no elevator and no spot for seniors to sit out of the <del>water</del>.</li> </ul>	<ul style="list-style-type: none"> <li>New: Listing of existing services scattered and inaccurate (2 votes)</li> <li>Access to home support has dropped (1 vote)</li> <li>No local hospice (1 vote)</li> <li>Barriers accessing specialized out of town medical services (1 vote)</li> <li>No geriatric specialist (1 vote)</li> <li>New: No Meals on Wheels (1 vote)</li> <li>Barriers to accessing affordable healthy food</li> <li>No overnight respite (home support)</li> <li>New: Mental Health Issues</li> <li>New: Accessing lonely and isolated seniors – doctors and home support</li> <li>New: Information about healthy food</li> <li>New: <b>Euthanasia &amp; Dignity in Dying</b></li> </ul>	<ul style="list-style-type: none"> <li>Programs sometimes too expensive (3 vote)</li> <li>More marginalized groups sometimes difficulty participating (1 vote)</li> <li>Integration into new community at later age not always easy</li> <li>New: Activities that promote worthiness and self-esteem</li> </ul>	<ul style="list-style-type: none"> <li>No seniors' resource centre (2 votes)</li> <li>No Sufficient information about seniors programs, services &amp; financial resources (1 vote)</li> <li>Lack of service awareness</li> <li>Barrier to communicate with seniors</li> </ul>	<ul style="list-style-type: none"> <li>Lack of appropriate affordable (seniors) (rental housing) and Assisted Living (2 votes)</li> <li>No guidelines to educate/motivate developers around accessible/adaptable housing (1 vote)</li> <li>New projects not enough</li> <li>Many seniors unaware about available financial supports for home modifications/repairs</li> </ul>

## Appendix 3B: Images Original Action Brainstorm

### 1. Effective Information Services for Senior

#### Year One:

- information gathering for needs in PR.
- looking for examples from other communities
- collating info for own resource guide
- getting funding
- publishing guide

### 2. Complete Streets

#### Year One:

- suggestion box for seniors around accessibility.
- advocating w/ BC Transit for bus <sup>shelters</sup> stops / benches.
- " " Handi Dart for more runs
- training / rules around use of scooters

#### Year Two

- advocate for future mobility aids into city planning

### 3. Consultation & Advocacy

Year One: · develop list of expert contacts people can contact to meet their needs.  
and a person/people.

· find a place / (central / easy access) for gathering info.

Year Two · prioritizing / categorizing information gathered.

· pat out questionnaire (get help from doctors, health care providers)

· ~~host community meetings w/ expert to gather info~~

· community consultation to gather info

· community meetings w/ experts to share information.

# Appendix 3C: PowerPoint Presentation for Session 3

**Seniors For Seniors Action Table**  
 Laying the path for our future  
 October 5, 2018  
Christien Kaaji and Nola Poitier, alof!i Consultancy, christien@alofli.ca, 604.314.6461

### Agenda

```

    graph LR
      Review[Review] --> Planning[Planning our actions]
      Planning --> Name[Determining our name]
      Name --> Form[Determining our form]
      Form --> NextSteps[Next Steps]
      Review --- Time1[10:30]
      Name --- Lunch[12:00 Lunch]
      NextSteps --- Time2[1:30]
  
```

### Working assumptions

- Everyone has wisdom
- We need everyone’s wisdom for the wisest results
- There are no wrong answers
- The whole is greater than the sum of its parts
- Each person will hear others and be heard
- *We will respect each other*
- *We will keep others informed about our work*

### Our task....

```

    graph TD
      Vision[Vision] --> Mission[Mission]
      Mission --> Values[Values]
      Values --> SPG1[Strategic Priority/Goals]
      Values --> SPG2[Strategic Priority/Goals]
      Values --> SPG3[Strategic Priority/Goals]
      SPG1 --> A1[Action]
      SPG1 --> A2[Action]
      SPG2 --> A3[Action]
      SPG2 --> A4[Action]
      SPG3 --> A5[Action]
      SPG3 --> A6[Action]
  
```

- And select a name for our group

### Our vision:

A Community where Seniors Flourish

### Developing our mission....

- For all seniors in the region (qathet, City of Powell River, and Tla’amin)
- We will:
  - Gather information
  - Advocate
  - Inform
- Through:
  - Collaboration
  - Sharing
  - Being creative
  - Being open
  - Inviting experts

Our Mission: To empower and advocate for seniors by being a collaborative and effective voice

## Values

- Guiding principles
- Describes what really matters
- Describe basic beliefs
- Underpin how work is carried out

## Developing our Values ....

(from vision)

▪ Inclusive	<b>Accountable</b>	<b>Empowering</b>	<b>Respectful</b>
▪ Acceptance	▪ Honest	▪ Inclusive	▪ Acknowledgement
▪ Respect	▪ Ethical	▪ Acceptance	▪ Flexible
▪ Listening	▪ Positive Attitude	▪ Welcoming	▪ Respectful
	▪ Sincerity		▪ Punctual
	▪ Committed		

**Accountable:** To be committed, and act honestly and respectfully for the betterment of seniors.

**Empowering:** To invest in all seniors in the region and welcome all ideas

**Respectful:** To be flexible, honor differences and keep seniors' needs front and centre

## Agenda

```

    graph LR
      Review[Review] --> Planning[Planning our actions]
      Planning --> Name[Determining our name]
      Name --> Form[Determining our form]
      Form --> NextSteps[Next Steps]
      Review --> Time1030[10:30]
      Name --> Time1200[12:00 Lunch]
      Form --> Time130[1:30]
  
```

## Your previous identified priorities....

- Health Care Services (e.g. Prescription, medications, care expectation for extended care or private care)
- Mental Health
- Euthanasia & Dignity in Dying
- Advocacy
- Resource Centre
- Taxes on Government pensions
- Accessibility
- Affordable Housing

## Last meeting's priorities.....

- Missing or inadequate sidewalks (**total of 8 votes**)
  - Inadequate sidewalk letdowns (3)
  - Missing sidewalks (2)
  - Uneven paving on roads and sidewalks (3)
- Inadequate information service for seniors (**total of 7 votes**)
  - Listing of services for seniors is scattered and inadequate (3)
  - No seniors resource centre (2)
  - No senior's advocate (2)
- Programs are too expensive (3)
- Lack of affordable appropriate housing (2)

## Your priorities.....

- Missing or inadequate sidewalks (**total of 8 votes**)
  - Inadequate sidewalk letdowns (3)
  - Missing sidewalks (2)
  - Uneven paving on roads and sidewalks (3)
- Inadequate information service for seniors (**total of 7 votes**)
  - Listing of services for seniors is scattered and inadequate (3)
  - No seniors resource centre (2)
  - No senior's advocate (2) + Seniors not always properly consulted (1)
- Programs are too expensive (3)
- Lack of affordable appropriate housing (2)

### Your priorities.....

- Accessible sidewalks (8 votes)
- Effective information service for seniors (5 votes)
- Effective seniors advocacy & appropriate consultation (3 votes)
- Program accessibility for all seniors (3 votes)
- Sufficient affordable appropriate senior housing (2 votes)

### Your priorities.....

- Accessible sidewalks (8) (Outdoor Spaces & Buildings)
- Effective information service for seniors (5) (Communication and Information)
- Effective seniors advocacy & appropriate consultation (3) (Civic Part. & Employm.)
- Program accessibility for all seniors (3) (Social Participation & Inclusion)
- Sufficient affordable appropriate senior housing (2) (Housing)

Should **Health Services for seniors** be another priority?  
Or replace housing? Or....

### Outdoor Spaces and Buildings

- Sidewalks and pathways even, well lit, and well drained
- Handrails, ramps/elevators, benches, and accessible washrooms
- Services located at walking distance from majority of seniors



Photo from Vancouver Sun

### Outdoor Spaces and Buildings - Recommendations

#### Accessible sidewalks

9. Conduct accessibility audit of public buildings & find grants.
10. Incorporating Complete Street principles into bylaws.
11. Upgrade "rural" shoulders to stores & public space.

### Communication and Information

- Provided in multiple ways
- Large fonts, easy to read
- Offers multiple ways to connect
- Service staff trained in assisting seniors



Getting information  
Photo from City of Hamilton, ON

### Communication and Information- Recommendations

#### Effective information service for seniors

22. Incorp. & promote senior-friendly communication guidelines.
23. Find funding for the Powell River Seniors Connect Program.
24. Explore feasibility for a seniors resource centre.

## Civic Participation and Employment

- Volunteer opportunities promoted to seniors
- Seniors are engaged in civic issues directly affecting them
- Senior run centres/programs/organizations are supported



Photo from Kolping Congress of Seniors, Poland

## Civic Participation and Employment -Recommendation:

### Effective seniors advocacy & appropriate consultation

1. Install a Seniors Council, linked to the Social Action and Policy Advisory Committee and supported by the social planner.

## Social Participation, Respect & Inclusion

- Programs support seniors social needs
- Seniors are consulted
- Informal social gathering spaces available for seniors



Photo from Join In Project

## Social Participation, Respect & Inclusion -Recommendations

### Program accessibility for all seniors

18. Develop additional health related activity programs.
19. Work with PR Food Policy Council to address seniors needs.
20. Ensure social cohesion program is appropriate for seniors.
21. Promote & explore ways to expand Recreation Access Program.

## Housing

- Seniors can use facilities without assistance
- Homes have room for future supports
- Support Services to remain at home available and affordable\*



Photo from Joint Centre for Housing Studies - Harvard

## Housing - Recommendations

### Sufficient affordable appropriate senior housing

2. Inform public about carriage & multi-generational housing.
3. Adjust bylaws for cohousing and multi-generational housing.
4. Develop accessible & adaptable housing design guidelines.
5. Developer's workshop - to increase affordable/senior housing.
6. Promote home adjustment grants & Better at Home.
7. Develop incentives to improve accessibility.
8. Allocate lands: afford. seniors housing /multi-generational

## What will be our actions...

Based on the identified priorities....

What actions should the "Seniors for Seniors Action Table" undertake

- Year 1
- Year 2
- (Year 3)

Actions do **not** have to be the same as identified in Age Friendly Community Plan

## Agenda

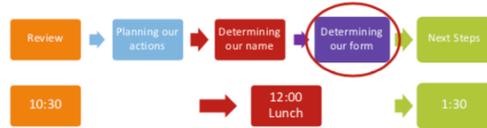


## Our name....

Our Vision: A Community where Seniors Flourish			
Our Mission: To empower and advocate for seniors by being a collaborative and effective voice			
Values <i>How we will do our work</i>			
Accountable be committed, and act honestly and respectfully for the betterment of seniors.	Empowering To invest in all seniors in the region and welcome all ideas	Respectful To be flexible, honour differences and keep seniors' needs front and centre	
Priorities			
Accessible sidewalks	Effective information service for seniors	Effective seniors advocacy & appropriate consultation	Program accessibility for all seniors Sufficient affordable appropriate senior housing

What name fits?

## Agenda



## Determining our form...

- Review of terms of reference

## Agenda



## Next Steps

- Draft final report – emailed prior to next meeting
- Review final report at your next meeting
- Final report





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