

THE CORPORATION OF THE CITY OF NORTH VANCOUVER  
Regular meeting of the Social Planning Advisory Committee  
Held via WEBEX  
On Wednesday, January 26, 2022 at 6:00pm

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**MINUTES**

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**PRESENT:**

Tina Parbhakar, Chair  
Raashi Ahluwalia  
Anna Boltenko  
Kate Galicz  
June Maynard  
Martyna Purchla  
Etienne Normandin-Poitras

Angela Girard, Councillor

**ABSENT:**

Jasreen Janjua

**STAFF:**

Cristina Rucci, Community Planner  
Tanis Huckell, Committee Clerk  
Annwin Loverin, Silver Harbour Centre  
Kathy McLellan, Family Services of the North Shore

9 members – quorum = 5

1 Councillor (non-voting) 2 staff (non-voting)

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**1. CALL TO ORDER AND APPROVAL OF AGENDA**

The meeting was called to order at 6:07 pm by the Chair.

**2. ACKNOWLEDGEMENT OF UNCEDED TERRITORY**

**3. APPROVAL OF MINUTES OF LAST MEETING**

The approval of the minutes of the meeting of November 24, 2021 was moved and seconded and the minutes were adopted as circulated.

**4. PRESENTATION**

**Seniors' Supports in Our Community – Annwen Loverin, Silver Harbour Centre and Kathy McLellan, Family Services of the North Shore**

A Loverin presented.

Key points included:

- In the City of North Vancouver, adults 65+ comprise 16% of the population; 55+ comprise 30%. This is not a homogenous demographic; there is a huge amount of diversity amongst seniors.
- Those seniors who aren't connected to community-based services tend to be those with barriers to participation (transportation, mobility, health, language, culture, information, cognition, and income)
- Many of the needs of seniors are common to those of other age groups (such as housing, income, food security, etc.).
- Many good rationales as to why these needs should be supported, including:
  - Fostering personal wellbeing and resilience of individual seniors
  - Fostering social connectedness and civic engagement
  - Building an equitable community
  - Supporting an effective/efficient health care system
  - Supporting effective/efficient community planning and municipal services
- Various organizations provide support and funding to seniors in North Vancouver.
- The United Way has produced a good report called "Rising to the Challenge: How BC's Community-Based Seniors' Service Agencies Stepped Up During Covid-19".
- Issues facing seniors during the pandemic have included transportation, isolation, personal connections, visibility, anxiety, food security, and technology gaps.
- Supports for North Vancouver seniors during Covid-19 have included outreach, housing (e.g. rent subsidies and emergency assistance), food services (e.g. groceries and meal drop-off/pick-up programs), transportation, and virtual and in-person programming (including tech support).
- Essential elements of senior-supporting community organizations' responses to seniors' needs during the pandemic have included:
  - Flexible non-program-specific funding
  - Trusting relationships with seniors
  - Personal communication channels with seniors
  - Partnerships amongst community organizations
  - Attention on the impact of Covid-19 on seniors
- Moving forward, work still to be done includes:
  - Reaching unconnected vulnerable seniors
  - Advancing strategies for seniors' inclusion and engagement
  - Narrowing the digital divide
  - Promoting community-based seniors' services as essential services
  - Building, supporting and sustaining partnerships
  - Developing staffing capacity and diversifying support volunteer engagement
  - Securing stable and core funding for senior-supporting organizations.

K. McLellan presented.

Key points included:

- Family Services of the North Shore (FSNS) has been committed for over 60 years to making a deep and lasting impact across the entire North Shore.
- FSNS provides families and individuals with counselling, support, education, and volunteer engagement opportunities to help them reach their full potential throughout their lifespan, from birth to end of life.

- Vision: a healthy community where everyone can live full and meaningful lives.
- Connection is a big piece of mental health and is the “antidote” to so many of the challenges we have.
- The FSNS Mission is: We are committed to making a deep and lasting impact in our community. Through counselling, support, education, and volunteer engagement, we will:
  - Facilitate strong, caring connections between people in our community
  - Listen and respond to the needs of the most vulnerable people in our community
  - Develop new and innovative ways to approach mental health services
- Strongly believe that communities must take care of their most vulnerable.
- Variety of counselling programs and services, including those designed for the following:
  - General Counselling
  - Child Sexual Abuse
  - Child & Youth
  - LGBTQ2S+
  - Family Preservation and Family Support
  - Seniors and Caregivers
  - End of Life and Grief
  - Gender Based Violence, Trauma and Abuse
- The onset of the pandemic moved many of our events online. The advantage of this virtual environment is that it actually allowed many more people to participate.
- Some counselling services are available in other languages (Farsi, Chinese, Korean).
- Other programs that fall under the FSNS umbrella include:
  - Thrive Family Programs
  - Jessie’s Legacy
  - Proud2Be
  - Christmas Bureau
  - Caregivers Connect
- Reiterating the same message that is a common theme of this pandemic: if people were already struggling with issues of mental health, or with their family/children, the pandemic has truly magnified those issues. We are doing our best to tackle the problems in as many ways as we can.

The Committee watched a video created by the YouthLAB, found at the following URL:  
<https://www.youtube.com/watch?v=yWdc7OMNdU8>

Questions & Comments from the Committee:

- Powerful video; think it’s important that it gets shared as widely as possible.
- With respect to counselling services, prior to the pandemic, did therapists generally go into homes? **A:** Our family preservation services are in homes, but the fee-for-service counselling tends to happen in the office.
- Would love to do a tour of Silver Harbour; know of some seniors that may not even be aware of this facility. **A:** One of the important pieces of work to be done is to connect with the least connected. We are working towards some small-scale outreach programs; for example, a booth with volunteers outside some of the grocery stores on upper Lonsdale. Working to get our information into the hands of non-English speakers.
- Are you enjoying good connections with other similar organizations? **A:** Yes, communication among the non-profits is working quite well (e.g. with Impact North Shore, formerly the North Shore Multicultural Society). We are finding the privacy issues with the health authorities more problematic.

- Curious about the First Nations or Indigenous representation among the individuals that access the services and programs at Silver Harbour. **A:** Would say that First Nation individuals are no more or less represented in the Silver Harbour outreach/connections than others. We have a good connection with the elder coordinator of the Squamish Nation; a little less connected with the Tsleil-Waututh Nation. Do feel that they are well serviced by their respective elder centres. Additionally, we will be launching our own “Relearning Canadian History” and reconciliation initiatives.
- You mentioned that earlier in the pandemic, there were services delivered outdoors. Curious about the uptake of those? **A:** In the early days of the pandemic we did attempt several services outside, e.g. tax clinics. Unsurprisingly in cold weather, we found people less interested. We have worked hard to make the programs accessible, comfortable and safe; have often gone above and beyond the Covid safety protocols to ensure people feel safe.
- You mentioned research on pandemics. How have your ways of organizing, and meeting community needs changed in ways that are less obvious than going virtual? Are there some strategies that other organizations could take away, that you’ve learned or started to implement? **A:** Going virtual really broadened what we can do for families at home (e.g. after children are put to bed). In that sense some barriers have come down. Privacy laws have forced us to think about the technical tools we use, the servers we use. We’ve had to additionally consider things like the phone or computer a person might be using; is it vulnerable? Additionally, in terms of assessment, the lack of in-person discussion has removed a layer of assessment. In-person meetings give us a better idea of how someone is feeling (e.g. substance use, etc.).

*A. Loverin and K. McLellan left the meeting at 7:26pm.*

## 5. UPDATES

### **a) Councillor**

- The funding structure for the Harry Jerome project has changed. The current Harry Jerome facilities will now remain open until the new building is completed on the north side of 23<sup>rd</sup> Street.
- In December Council received the Housing Needs Report, a provincial requirement that each municipality complete every five years. Among other issues, the report shows that renters are more likely to fall below adequate housing standards than homeowners. Staff are developing a portal to facilitate connecting interested renters with developers regarding mid-market rental (MMR) suites.
- Queen Mary Elementary made an application for playground upgrade funding and was approved.
- Council has approved bylaws to enable an e-scooter pilot. As these grow in popularity and move across municipal borders, there is a need for consistent regulation. The bylaw would amend the Street and Traffic Bylaw.
- Council has considered an application at 1712 Lonsdale, across the street to the north of City Market. A Public Hearing was not required but Council has chosen to proceed with one.
- Zoning bylaw updates for Accessory Coach House Development Guidelines were approved.

Discussion ensued regarding the mid-market rentals and criteria for eligibility. Ultimately staff won't be involved with the disposition of the MMR units but it is hoped that the portal will help to connect those in greatest need with available units.

**b) Staff**

- Staff are working through feedback for the Community Wellbeing Strategy.
- Also moving ahead with our poverty reduction strategy.
- Have been working with the North Shore Neighbourhood House to develop/arrange out of school spaces for all children in elementary schools in the City.

**6. COMMITTEE BUSINESS**

**a) Grants Review – Looking Back and Ahead**

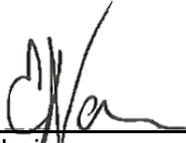
Deferred to subsequent meeting. Discussed ensued regarding the grants review process.

**7. ROUND TABLE**

Members discussed the recent snowfall and subsequent accessibility issues on sidewalks, and indicated an interest in having an opportunity to learn more about the Draft Mobility Strategy.

**8. ADJOURNMENT**

There being no further business, the meeting adjourned at 8:10 pm.

  
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Chair

February 22, 2022  
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Date