



CITY OF WINDSOR
COUNCIL SERVICES

AUG 09 2019

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Dear Windsor Seniors Advisory Committee,

The Retired Seniors Volunteer Program (RSVP) has provided accompanied rides at no cost, to and from medical appointments, for hundreds of people in Windsor for over 25 years. It has not been without its share of struggles.

In the fall of 2017, the organization closed its Ottawa Street doors and was kindly taken in by the Hospice of Windsor and Essex County. Though we have still been able to continue arranging weekly rides by a very small roster of terrific volunteers up to now, a difficult decision has been made to end the program.

The reasons for this decision are a lack of funding, a critical volunteer driver shortage and fewer clients.

Effective August 31, 2019, we will no longer provide rides to appointments. Those of you who have booked appointments in August may be able to have a volunteer matched, pending availability as always. I will be calling you about those scheduled appointments.

My employment as a Hospice staff member, which has been a great highlight, will also cease at the end of August. I am most proud to have been a part of both the Hospice and RSVP for the last twelve years and to have spoken to countless lovely people.

Sincerely,

Cathy

Cathy Bellis

(Administrator/Volunteer Coordinator)

(P.S. Thank you for your support over the years)

APPENDIX "A"

RE: Senior's Advisory Committee Strategic Communication/Reporting Plan

FOR SUBMISSION TO: Members of the Senior's Advisory Committee (SAC)
Members of SAC's Administrative Support Team

ORIGINAL REPORT SIGNED BY: SAC Member Brian Cyncora

REPORT DATE: September 8, 2017

RECOMMENDATIONS: SAC establish a clear strategic communication/reporting plan that outlines how information regarding issues affecting seniors will be obtained and reported to the Mayor and Council.

Report Summary

Key Issues:

- 1) Lack of a SAC Strategic Communication/Reporting Plan
- 2) Need for Administrative & Operational Support
- 3) Lack of a survey template that outlines issues affecting seniors and their ability to access supports within the City of Windsor.
- 4) SAC needs to be a lead in outlining categories for survey template.
- 5) Surveys needed to be administered online, through interagency touch points and though City of Windsor Operational touch points.

Implications of the Recommendation(s):

General Implications

- None
- For the SAC &/or Council in general
- For other City Departments
- For the community and/or organizations external to the City

Explanation(s):

Facility/Vehicle Implications

- No
- Yes

Explanation(s):

Legal/Regulatory/Policy Implications

- None

- Eliminates or changes legal/regulatory/policy impact
- Proposes new legal/regulatory/policy impact

Explanation(s): SAC advice may lead to internal and departmental policy changes.

Environmental Implications

- No
- Yes

Explanation(s):

Human Resources Implications

- No
- Yes

Explanation(s): SAC's communication plan will require Administrative Support and Operational Support to create an online survey template and operational process to solicit survey results.

Training Implications

- No
- Yes

Explanation(s):

Communication/Public Relation Implications

- No
- Yes

Explanation(s):

Information Systems/Equipment /Software Implications

- No
- Yes

Explanation(s): Tech support for Website Survey

Financial Implications

- Within approved current and/or capital budget

- (x) Current and/or capital budget adjustment required

Explanation(s): Within SAC budget, however, Operations may require additional general operational funds to create and administer surveys.

Report

REASON FOR THE REPORT:

SAC lacks a clear strategic communication/reporting plan to satisfy its mandate of providing specific intelligence-led advice on issues affecting seniors to the Mayor and Council.

HISTORY:

The City of Windsor Mayor and Council established the Seniors Advisory Committee (SAC), as Advisory Committee. In November 2015, Council further approved the Committee's 'Terms of Reference' by defining SAC as a **communication link** to the Mayor and Council by reporting through Council's Social Development, Health and Culture Standing Committee. SAC was thusly mandated the **purpose** of providing advice to council in effort to mitigate issues and improve the quality of life for seniors in Windsor; and, as such SAC is responsible to a) "**Solicit input and Act as a public forum** for issues that affect local seniors", b) "**Identify barriers** to access by seniors to City services and programs;" and, "**Form partnerships** in the community to educate, inform and improve the quality of life for seniors."¹

Council also established the Seniors Advisory Committee (SAC) as a committee of 15 members, including representatives from areas such as leisure services, housing, health care, retirees, council on aging and more. SAC's diverse membership has worked hard to establish and maintain strong connections to agencies, people and organizations that are committed to identifying and mitigating issues affecting "Seniors" and their quality of life; as such, SAC has become a respected entity within this network; including the likes of the Ontario Society of Senior Citizens Organizations, the World Health Organization, the Canadian Association of Retired Persons, and Life After Fifty.

Fortunately, as a result of Sac's membership base and its strong connection to this network has allowed it to be exposed to global issues including: Ageing In Place, Ageing Workforce, Ageism & Discrimination, Sustainable Health Care, Disease, Elder Abuse, Active Seniors, Caregiving Support, Transportation, Physical Assistance,

¹ <http://www.citywindsor.ca/cityhall/committeesofcouncil/Advisory-Committees/Seniors-Advisory-Committee/Documents/SAC%20SEPTEMBER%202015%20MANDATE.pdf> Retrieved September 8, 2017

Financial Security, In-home Monitoring, and Age Friendly Buildings. Further, as a result of SAC's strong membership base and connection to its network it has been successful in reporting on local victories surrounding the mitigation of issues affecting seniors; such as improvements to local transit bussing policies.

DISCUSSION:

Since inception, SAC has proven to be a valuable Committee to the Mayor and Council, seniors, and the Seniors Support Network. However, with that said, SAC somewhat relies on informal process of obtaining information through osmosis. It is often through discussion at meetings by committee members who are often service providers within the local Seniors Support Network where issues are brought forward and subsequently reported to by SAC to Council. A risk, though low, is that these issues are brought forward with attached agency agendas. Also, as SAC has not directed the research and with the research being limited to the reach of the committee agencies; it is possible that SAC risks missing key issues. As such, it is possible that requires that SAC's not fulfilling its mandate and to overcome this deficiency it is necessary for the development and implementation of a strategic communication/reporting plan that a) identifies current and emerging issues affecting local seniors, b) identifies mitigating solutions, and, c) provides the Mayor and Council with an associated report advising them of the issues and advice on how to mitigate the issues.

Again, as there are no clear protocols for SAC on information gathering it is possible that there are critical issues affecting seniors being missed by SAC and not reported to Mayor and Council. As such, it is recommended that SAC establish an intelligence-led Issue-based survey template that considers key categories such as Ageing In Place, Ageing Workforce, Ageism & Discrimination, Sustainable Health Care, Disease, Elder Abuse, Active Seniors, Caregiving Support, Transportation, Physical Assistance, Financial Security, In-home Monitoring, and Age Friendly Buildings. Further, it is recommended that administration assist SAC in the development of this intelligence-led template for inclusion on the SAC Website and dissemination to the network; and operations include this research when connecting to the target group; and the interagency network also include this research when connecting to the target group.

Finally, SAC must obtain the administrative support to collect, collate and identify trends and issues so that SAC can write an annual report to the Mayor and Council inclusive of current issues and trends affecting Seniors in Windsor and how to advice on how to mitigate the issues.

Thus it is recommended that SAC establish a clear strategic communication/reporting plan that a) will satisfy its mandate to provide the Mayor and Council with specific intelligence-led advice on issues affecting seniors, and, b) will enhance SAC's standing as a credible leader within the community for identifying issues and barriers affecting our seniors quality of life and as a meaningful advocate reporting to the Mayor and Council on issues and barriers to seniors ability to obtain or access necessary services, programs and/or supports.