



# Park Board Community Dialogue Serving our Seniors Wednesday, October 28, 2015

## OUTCOMES REPORT



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on behalf of the Vancouver Board of Parks and Recreation

## Table of Contents

<b>Section A: CONTEXT AND BACKGROUND</b> .....	<b>1</b>
Park Board Community Dialogue: Serving our Seniors .....	1
Purpose .....	1
Spreading the Word.....	2
Agenda.....	3
Process & Objective .....	3
<b>Section B: WHAT WE HEARD</b> .....	<b>4</b>
ROUNDTABLE DISCUSSIONS:.....	4
FACILITIES:.....	7
PROGRAMS AND SERVICES:.....	10
Barriers:.....	10
Priorities:.....	11
Gaps:.....	12
Recommendations:.....	12
Observations:.....	15
COMMUNICATIONS AND ENGAGEMENT: .....	17
Communications: .....	17
Engagement - Volunteering:.....	19
<b>Section C: EVALUATION AND CONCLUSION</b> .....	<b>22</b>
Participant Feedback .....	22
Commissioner and General Manager Final Thoughts:.....	24
Wrap-up & Next Steps .....	25
THANK YOU! .....	25

APPENDIX A - Marketing Materials and Invitations

APPENDIX B - Presentation by Peter Marriott, Social Policy, City of Vancouver

APPENDIX C - Evaluation Forms - Full Detail

## Section A: CONTEXT AND BACKGROUND

When the new Vancouver Park Board Commissioners were elected in November of 2014, they set community engagement and consultation as a top priority. One of the first actions of the newly elected Board was to introduce a motion calling on staff to report back on how to better engage the community by holding a series of meetings in various neighbourhoods across the City.

In the past, previous Boards had scheduled some of their regular Board and Committee meetings in the community. Although held in different community locations, these were still formal meetings that dealt with regular business items, where the "rules of order" were carefully followed. This practice was discontinued in 2010.

In 2015, Vancouver Park Board staff consulted with stakeholders, parks and recreation users, and community members to determine that the revived community meetings should be structured as interactive dialogues on subjects of broad, City-wide importance. There was a strong interest by those consulted for a dialogue on the provision of recreation services to mature adults.

After careful consideration, the Park Board decided to hold the first Community Dialogue at the Marpole–Oakridge Community Centre on the topic of how best to support people aged 55 plus with recreation facilities, programs, and services. This pilot event was not a regular Park Board meeting, but rather a special community engagement initiative.

The feedback and findings received at this dialogue will be reviewed by the Board and used to guide future policies and programs. It is anticipated that additional Park Board Community Dialogues will be held in 2016.

### Park Board Community Dialogue: Serving our Seniors

The Vancouver Park Board invited people to "join the Park Board Commissioners for a community dialogue on how best to support seniors with recreation facilities, programs and services."

#### Purpose

The purpose of the event:

- To create a community dialogue on health and wellness for mature adults in Vancouver;
- To listen and learn from community members by soliciting input into concerns and aspirations for recreation facilities, seniors programs, and services;
- To pilot a new way of engaging the community on issues and the Park Boards mandate.

In designing the workshop, the Park Board wanted:

- Participants to experience an involved and interactive process that models the best form of public engagement;
- Participants to have an opportunity to express their concerns, ideas and perspectives in a supported and positive way;
- To provide an opportunity for face-to-face engagement that is different from previous experiences with an opportunity to build trust and relationships.

### Spreading the Word

The Board invited participants in a variety of ways (see Appendix A):

- Invitations sent directly to 24 Community Centre associations to share with their membership.
- Invitations sent to Neighbourhood Houses: Barclay Manor, South Vancouver, Gordon, Frog Hollow, and Collingwood.
- Invitations sent to organizations who work with seniors: City of Vancouver Seniors Advisory Committee, Centre for Healthy Aging at Vancouver Coastal Health, Brock House Seniors Society, South Granville Seniors Centre, 411 Seniors Centre, Cross Cultural Seniors Network, Oakridge Seniors Centre, Jewish Community Centre.
- Email invitations provided to the Marpole-Oakridge Community Centre association, and sent to several thousand community members.

The Dialogue was advertised in a number of ways (see Appendix A):

- print ads in “The Courier” newspaper
- conventional and social media
- posters distributed to all Community Centres and Neighbourhood Houses
- Park Board recreation newsletter; distributed monthly to 26,000 recreation users in Vancouver
- Facebook event page for the Community Dialogue
- City website event page at Vancouver.ca

Nearly 60 responses were received, with approximately 50 attendees at the event.



## Agenda

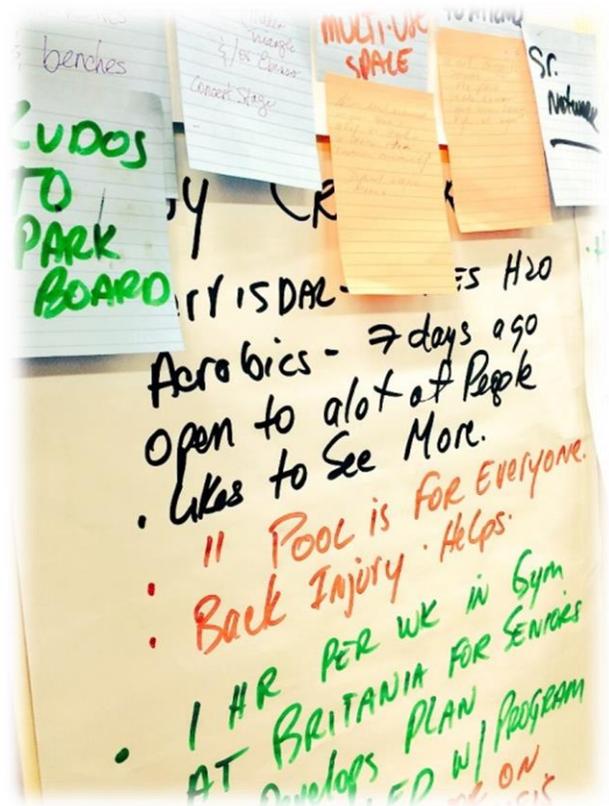
At the beginning of the meeting the facilitator reviewed the meeting objectives with the participants and proposed an agenda. The agenda included:

- Welcome;
- Objectives, agenda, and ground rules;
- Roundtable discussions;
- Presentation (see Appendix B);
- Roundtable discussions;
- Reflections from the Park Board Commissioners and the Park Board staff;
- Wrap up and next steps.

## Process & Objective

The facilitator reflected on the following dialogue processes and objectives and received confirmation from the group that these were acceptable:

- Listen
- Learn
- Opportunity to re-engage
- Inclusive and interactive process
- Respectful
- Document what is heard
- Constructive
- Clear guidance on what works and what doesn't
- Tangible outcomes that can be acted on
- Recognition that we can't and shouldn't do it alone
- Build Trust
- Build Relationships
- Inspire staff
- Influence policies and programs
- Take a pulse – what we do well and what can we do better
- Try something new – a new engagement model



## Section B: WHAT WE HEARD

### ROUNDTABLE DISCUSSIONS:

During the first Roundtable Discussion people were asked to respond to the following question:

*What do you like about the existing recreation programs and services currently being offered to seniors in Vancouver? Name one and identify what you like and how it could be better?*

*Please note that appropriate participants identified the community centre where the activity was held.*

### Responses to Question #1 (in no particular order):

- Aquafit – HCC – coffee time/cookies afterwards – oversubscribed and very crowded – very accessible – movement is not weight bearing – also adapted fitness and part of flexi-pass – should be tiered fitness re ages
- Friendship Society – day care for adults – not enough for adults that need living assistance – seniors can help seniors for day to day – more money, networking partnerships – churches providing meals, entertainment, multi-lingual services
- Brock Houses Society – wood working shop, porcelain painting, creativity, camaraderie, we teach each other – more space needed – release land from Park Board
- Dancing – SVNH – seniors get to go out and socialize to be fit – singing and dancing includes all ages and all abilities – they would like to have more movement program available
- FCCC
  - Aerobics Strength
  - Yoga (gentle and chair)
  - CARP walking club
  - Dancing lessons
  - Concern – some things are expensive and we have to pay on top of Flexi Pass
- Yoga Fit – needs more people
- Social Drop-in – no structured format – snacks, coffee and games – could be expanded – open space – we need a designated space for this
- Crafts, Arts – Kerrisdale offers lots – but, Marpole not much
- Free Line and Hula Dancing
- More programs that promote mobility and flexibility
- Oakridge Seniors Centre has a good lunch – inclusive of lots of new immigrants – not Park Board
- Need people and staff on-site to provide technology assistance to educate seniors on cell phones, tablets and iPad i.e. South Granville Seniors Centre

- Food Programs – they are social and community oriented like Food Security program at Britannia
- Art and Culture activities and Festive programs – especially holidays
- Out Trips – transportation – bus – consider sharing with other services in community
- Adventures on Transit – i.e. going to an Outlet Mall – need to take into consideration – mobility and weather – this is starting to get momentum – Green Card in the Mall
- Wellness Programs – those with walkers/wheel chairs. Adventure trips and lunches offered. Carpet bowling
- Would like to have social interaction between everyone of all ages and languages – Community Living Room
- Ethnic group programs offered to socialize/out of home/friendship development/enjoyable programs – attendance is great. Suggest that you add ethnic groups together – sometimes lack of translators is an obstacle.
- Swimming for older adults – 90+ – as people age they need more exercise not less
- Fit City is awesome – provides incentive, making awareness of the informal incentives i.e. like take the stairs
- Bus Trips for seniors – outdoor fun! These are popular! These are always full too capacity. Outdoor walking – provides togetherness, fun. Usually full bus with 65+ – not too much chance for 55 – 64 years
- Improvements:
  - Takes a special skill to get people exercising – good instructors are key
  - Introduction to exercise as a gradual process
- West End
  - Arm chair exercise programs
  - Walking programs, swimming is excellent
- Outdoor activities such as hiking and golf
- How can things be better – we need more space so that programs can be run more frequently – expand the number of Program offerings must serve many different ethnic groups in content as well as languages spoken – organize more social events for building social cohesion – contribute to community development and foster civic participation and pride – promote a better intercultural understanding for new comers and long-time residents of facilities that offer Food Programs. Offer more lunch and dinner programs – dates /times. What is needed? Help isolated seniors socialize and access community; health and wellness and fitness programs; educational and active programs
- Kerrisdale – likes water aerobics – open to a lot of people – would like to see more – likes that the pool is for everyone
- Enjoys one hour per week in gym at Britannia – thrilled with the program – to make it better add an instructor on a regular basis

- Marpole/Oakridge – enjoys the senior line dancing
- Kerrisdale – meals and blood pressure checks
- Immigrant seniors learning English
- Community Engaged Arts Programs – artist works with seniors in community mural making about senior lives and stories – honours senior history through art forms – supported by Vancouver Coastal Health
- We like to be able to integrate with younger people – inter-generational activities
- Likes the group art class – good feedback – nice social writing – storytelling
- Pools are of interest – there should be a pool at Marpole
- Consider having a seniors only time at fitness centres
- Pool at Marpole helps with balance and strength – indoor and outdoor
- Good kitchen at Marpole
- Kerrisdale has lunch 6 days a week which is social and for many seniors the main meal of the deal
- Appreciate having a dedicated senior specific gym program – happy that it is not intergenerational – would like it to be more than one hour per week
- Ability to use the community centres during hot summer months
- Kitsilano – pickle ball – seniors getting active – available daytime and nighttime – need to limit participants – advertise at different levels
- Marpole – good gymnasium – flexibility of programs – active and semi-active programs
- More programs that promote mobility and flexibility
- Oakridge Seniors Centre has a good lunch – inclusive of lots of new immigrants – not Park Board
- Need people and staff on-site to provide technology assistance to educate seniors on cell phones, tablets and iPad i.e. South Granville Seniors Centre
- Food Programs – they are social and community oriented
- Art and Culture activities and Festive programs – especially holidays



After the presentation participants were asked to respond to two of the following three questions. There were two 25 minute round table discussions and participants could choose the ones that they were most interested in. Participants were also encouraged to add more to their evaluation sheet if they didn't get a chance to respond to everything.

The questions that people responded to were:

1. What makes or would make our recreation facilities more accessible and welcoming to seniors/older adults. **Facilities**
2. Help us to identify priorities for senior's recreation programs/services? Is there anything missing? Should we be expanding certain programs? Are there barriers to participation? **Programs and Services**
3. How do we reach and involve you in our recreation centres, programs and services? Are you on Twitter, how about Facebook? Do you want to volunteer, in what capacity? This conversation is about communication and engagement. **Communication and Engagement**

The following responses are from the group flipcharts to question #1 –

### **FACILITIES:**

*What makes or would make our recreation facilities more accessible and welcoming to seniors/older adults.*

- Like having clean facilities, big patio, big windows and lots of light
- Limited elevator service
- Concern that some of the equipment is worn out and might not be comfortable for women – need lighter weights and more of them.
- Need a more welcoming physical environment – better décor
- Would like to have electronic sign on Oak Street – need building recognition
- Wheel chair ramps and elevators
- Higher toilet seats
- Do we need to think about a maintenance fee to help maintain the facility?
- Ability to get to the facility – i.e. Marpole
  - Transportation to get people to facilities i.e. community shuttle
- Signage needed for Marpole
- Hand rails in washrooms and stairs – Marpole
- Better and more use of the parks near facilities i.e. baseball
- Walking track
- Pool house at Marpole could be used as seniors space i.e. pottery classes
- Community living room – create one for people who can't participate in physical programs – brings other seniors groups together – consider a kitchen for lunches – a social space for people to come and go and hang out
- Graduated/accessible entry to swimming pool – Hillcrest, Kerrisdale and Britannia
- Accessibility/availability of transportation and transit to community centres
  - Local bus would be great – Queen Elizabeth Park/Killarney, Kits (sidewalk between bus stop and community centre is awful)

- Sidewalks at facilities without curb cuts make it difficult for wheel chairs and canes
- Renovations should consider senior specific areas so that they feel that they have a place
- Views from seniors area should feel intergenerational and not isolated
- Marriage between community centres and libraries makes a lot of sense
- Marpole – consider a seniors lounge with kitchen and library
- Transportation to get seniors to facilities
  - Limited income
  - Don't drive
- South End Seniors complex – no direct bus access – need to consider transportation – suggestion – seniors bus that picks people up – partner with groups that have access to a donated bus and driver
- Need a welcoming lounge area
- Every entrance should be accessible – ramps and at ground level
- Signage – where is the front door at Marpole – needs to be clear
- Transportation – accessibility – Killarney – have to walk six blocks
- Killarney needs a proper walkway to access facilities
- Hillcrest – parking is an issue
- Hillcrest – only allows 70 people in pool – people always waiting for Aquafit
- Location of community/seniors centres needs to be close to transit
- Parking – if too many concentrated activities – parking becomes a problem
- Barclay Manor – new wheel chair ramp has a lip which prevents wheelchairs from using – also door button to open the door is too high to reach if sitting in a wheel chair
- Renfrew – more benches are needed in the swim pool change room – safety issue
- Marpole – elevators and wheel chair accessibility is excellent
- Need to consider having transit stops right in front of buildings. Need to consider shuttle busses for seniors.
- Please include colours and art in facilities – important for happiness and is welcoming – different colours mean different things
- When designing new facilities consider size and high ceilings
- Dunbar – need a dedicated space for seniors
- Transit – some centres hard to reach such as Champlain and Killarney – offer mini-buses or shuttles to connect seniors to community centres
- Kitchens are needed so that more programs can be offered
- Addition of seniors building/section to existing centres

- Linking buildings/annex to existing community centres
- Consider existing users before considering new buildings
- Make use of existing facilities not in use i.e. schools, fields when not in use
- Some centres are crowded (too small) but offer a lot of programs and cultural activities
- Have ramps rather than steps
- Consider isolated heating systems – individual room control
- Lounge areas – more inviting. There are lots of recreation facilities but nowhere to sit
- Community café – make it affordable with seniors pricing
- Folding chairs are no good – please invest in better chairs with arms
- Computer access needs to be improved – Wi-Fi should be better and more access to computers
- Another pool would be great – Aquafit is limited and when overcrowded it is scary for seniors
- Parking problem at Hillcrest
- Include lots of windows
- Warm facilities
- Ensure that the facility is multi-purpose – not limited to one use
- More community centres – some communities are underserved
- Community living room
- Welcoming Spaces:
  - Staff
  - Design of complex – multi facility
  - Integrating the library into the centre
- Why are kilns not being used?
- Not enough computers at facilities
- Chairs are bad consider asking for donations
- More therapy pools
- More mini parks
- More benches



The following responses are from the group flipcharts to question #2 –

### PROGRAMS AND SERVICES:

*Help us to identify priorities for senior's recreation programs/services? Is there anything missing? Should we be expanding certain programs? Are there barriers to participation?*

#### Barriers:

- Should consider lower prices for programs – it is out of reach for some people i.e. like One Card from YMCA
- Lots of people don't want to commit to a longer term pass i.e. 3 months – they prefer drop in. People often don't have money for a large outlay
- People may feel marginalized if they need to share income information to get preferential pricing – people need assurances of confidentiality
- Barriers – physical ability, affordability, transportation (eligibility to HandyDart), language/cultural, time restrictions,
- Art is not available at all community centres – closes is Kerrisdale and commute is difficult
- More instructor/orientation before using gym equipment
- Older demographic intimidated by younger people at the fitness centre – Marpole
- More programs on the East Side of Vancouver for older adults – Kerrisdale has their own centre but the East have very few and these folks travel to Kerrisdale
- Pools are full and people have to travel outside of their communities

- Offer day trips that are more affordable and more frequent
- Swimming – not enough/facilities to offer core and unique programs
- Unwillingness to participate due to sense of exposing themselves to the unknown – instructors need to be open and welcoming – consider having an instructor database
- Crowding at some centres
- Yoga is a great program, great instructor but, with low participation it doesn't run
- People don't want to commit to a whole season – they like drop ins
- Disparity in pricing in different communities
- Increasing demand from seniors
- Very limited number of hours of gym time at Mount Pleasant on Sundays
- Chinese seniors in East Vancouver – cost is a barrier, transit is a problem
- Money
- Transportation
- Boredom is a huge issue for senior
- Language
- Champlain/Killarney – people have to go to Kerrisdale to do art programs
- Concern about attitude and acceptance
- Regulations prohibit sharing food cooked at home
- Lack of access to diversity interests
- Passes and strip tickets for pools are too expensive
- Affordability of programs – consider YMCA model – it is more affordable

**Priorities:**

- Health and wellness
  - Peer counselling
  - Green space/nature
  - Blood pressure
- Fitness
  - Lawn bowling/Bocce
- Education/History/Language
  - Computer/online usage
- Swim lessons for seniors
- Transition programs – programs for seniors 55 – 60
- Social events – cross cultural learning to bring people together
- Swimming and Aquafit – fun while getting exercise

- Special events i.e. Hawaiian Luau and Oktoberfest
- Staff must be appropriately certified
- Food to attract socialization
- Variation in programs is important
- Exercise for overweight seniors with a heavier instructor – used to have this in Marpole
- Peer to Peer programs/services

**Gaps:**

- Senior and biking groups – bike maintenance
- Computer lab – offer courses to learn new skills
- Marpole is lacking in senior programming – loss of Neighbourhood House
- Need more health improvement programs – consider partnering with Vancouver Coastal Health
- Dunbar has no seniors programs – not sure about Hillcrest
- Seniors don't know what is available
- Cannot have food programs without community kitchens
- Killarney and Champlain don't have quality arts programming – end up going to Dunbar

**Recommendations:**

- Community Centres should have a welcoming session every season
- Include bowling alleys within the community centres
- Consider hiring a seniors navigator who could stop, listen and talk with a person – there are often programs that the front desk does not know about
- More senior/older adult activity coordinators within each centre – need to understand what needs are being met. Younger and older cultures may not always see eye to eye. We need age appropriate instructors who understand our needs.
- Provide services to senior care givers
- Senior recreational programmers at each community centre
- Offer different cultural languages and foods, etc.
- Lunch programs – entertainment for everyone
- E-health program – to maintain health
- Consider having a Health Fair
- Walking program – bird watching – surrounded by nature
- Neighbourhood clean up

- Knitting to calm and make friends
- Sharing craft making
- Provide free programs to try:
  - Curling
  - Gyro kinesis
  - All Bodies Work
  - Summer Solstice lantern making
  - Weight Training and Fitness Centre
  - Seminars – nutrition, wellness, financial, legal and travel consider partnering with UBC as they offer free classes in these areas
  - Creative writing
  - Peer counselling
  - Indoor lawn bowling
- Invent more adapted programs
- We need diversity at each centre based on the needs of the community
- Walking Group with mixed cultures – consider having snacks afterwards for socialization
- Consider adaptable programs i.e. chair yoga
- Consider creating a new program – Re-Fit – fitness class for older adults who want to return to fitness
  - Include pregnant participants
  - Good music
  - Large space in gym
  - Late morning programs
  - Some centres have large space but too many participants
- Walking Club with more park destinations
- Bridge programs for different levels
- Seniors programs should be developed by seniors and should be age specific i.e. 55-65, 65-75, 85+. Some ages might want Aquafit whereas older folks may want more socialization programs. Brock House is a good example of seniors creating their own programs.
- Programming schedule should ensure that there are multiple programs so that programs are complementary to keep seniors out for longer and increase chance interactions
- Timing of programs should be various to include different preferences in terms of time of day/day of week/etc.
- Organized walking/hiking group to meet at community centres
- Community gardens for seniors
  - Food security
- Community engaged art program – working with a community artist
- Programs that give back to society
  - Tap seniors as a resource to educate youth
- Foam ball tennis

- Skating – one day a week at Kerrisdale and Kitsilano – senior focus – exclude younger groups
- Fall prevention programs (how to prevent falls)
  - Random around the city
  - Needs to be affordable
  - Bigger focus
  - More accessible
  - City wide strategy
- Education in transit – guidance on how to use the system
- Seniors and depression
  - Meditation programs
  - Something to get them out weekly
  - Addressing mind, body and soul
- We need a city wide strategy for health and wellness for seniors:
  - How do we connect across the City
  - How do we reach all seniors
  - Involve youth – how to bridge the generation gap
  - Partner with academic institutions
  - Partner with youth leadership programs
  - Partner with Neighbourhood Houses
- Travelling rotation of Health and Wellness workshops
  - Facilitated by PB
  - Solid evidence based workshops
  - Outreach navigation team that goes where the senior go i.e. Denman Mall, MacDonald's on Main Street, Pop-Up City Hall, Barclay Manor
  - Need to get to the people living alone in the West End
  - Multi-lingual
  - Listen to what seniors want
- Create a culture of acceptance and welcoming – the WE culture over the ME culture
- Test anyone who registers for the gym program on equipment knowledge
- Food programming on the East side needed
- Comprehensive swimming program at Marpole
- Walking programs with different lengths and objectives that seniors can choose
- How to use computer programs – work with university volunteers
- Ask an expert – one on one – small groups
- Peer counselling
- Book Clubs
- Have intro days – introduction to what is available for seniors
- Education – skills sharing – mentorship
- Member led programs by junior seniors with experience
- Peer mentorship i.e. knitting, grand parenting and cooking for oneself

- Seniors should decide what they want – discuss with Board and programmers
- “Travel in a Day” – PPT presentation on an area or destination
- Nutrition workshop – different meals and easy to make – build on what has been done with community kitchens and meal programs
- Themed parties – make them fun
- Playground for seniors
- Fun concerts in our parks all summer long for old and young comedians, talent show, food trucks, shuttle busses
- Would like programs on will and tax preparation – Marpole
- Would like seniors luncheon – Marpole
- Marpole Seniors Hub
  - Information sessions
  - Self-directed programs
  - Sharing one’s own skills
- Fitness for Dementia – Minds in Motion
- Food and socialization helps to engage seniors
- Community kitchen
- Need to think about programs for men:
  - Men are often isolated
  - Need to recruit men
  - Men need to reach out to men
- Summer movies in the park
- Have local chefs in community come and teach a menu item
- Walking trail at the foot of Heather and Kent – Fraser River – around a new 10 acre river front park
- Drop in time for computers with a volunteer to help you get unstuck



### Observations:

- Programming needs will change with times – especially with healthier seniors
- Britannia allows entrance to seniors programs at age 55 which is younger than other centres
- Diversity in programs but geographic inequality
- Health is a key interest – knowing that a program has been designed for seniors is important – need health workers to encourage participation
- Seniors are concerned about not being able to do an activity well – so don’t participate
- Need more consistency across city for good programs
- Community centres are not for everyone – consider Neighbourhood Houses

- Balance older and younger generations
- Seek out partnerships i.e. Neighbourhood Houses
- Rock House and Dunbar CC – sponsor travel logs – some are successful and some are not – you can learn from these
- Put community back into community centres
- Sustainability of programs
- Some programs have been reduced – trying to understand why funding is down
- Social programs are declining at NH
- Consider family programming
- West Vancouver Seniors Centre – is a hub of activity – why is it not this way at other centres?
- Need to consider that adults may not be self-aware – please treat us with compassion, understanding, listening and watching



The following responses are from the group flipcharts to question #3 –

### **COMMUNICATIONS AND ENGAGEMENT:**

*How do we reach and involve you in our recreation centres, programs and services? Are you on Twitter, how about Facebook? Do you want to volunteer, in what capacity? This conversation is about communication and engagement.*

#### **Communications:**

- PB should have clear and obvious resources advertised for seniors so that they know what programs are available
- PB should create a venue that advertises other senior centres in the city – other than PB
- Recommend creating a telephone line for activities
- Need to do better at promoting Leisure Access program to help seniors
- Can each community centre have one book that shows all activities/programs offered at all community centres
- Hot line for seniors to find out about programs and transportation
- LARGE PRINT
- Young people need training to deal with older adults i.e. slowing down, saying the info at appropriate volume and speed and don't stereotype
- Seniors sensitivity training
- Provide someone who we can talk to about the programs – not just the internet
- Renfrew/Collingwood needs better outreach for their general interest seniors programs – currently there is low attendance
- Networking for information – the personal touch
- Need a single source for information on programs
- Data base for people interests i.e. poetry, gardening, etc.
- More advertising posters
- Some programs are available but not listed in guides
- It is important to get to lonely seniors that don't know about programs
- Important to get to isolated seniors
- Get information to secretaries at doctors' offices
- Ask doctors to make referrals to programs
- There are no guides at doctors' offices
- Use TV and radio – consider PSA
- Support word of mouth – peer to peer
- More advertising outside of brochures

- Senior specific outreach at seniors facilities
- Online – Googling activities
- Facebook – is it appropriate for all ages?
- Postings in libraries
- Print media is still important
- Deliver brochures to apartments
- Seniors corner in the Courier
- Seniors newsletter
- Targeted postal codes
- Senior specific targeting
- More exposure for events – such as electronic reader board for people in traffic to see
- Many seniors do not have computers
- Generally people over 65 do not use computers and find it difficult to learn – don't use Facebook, twitter or social media - privacy is a concern but, they do use email
- Brochures are excellent – good format
- Website is good
- Mail drop can be a good means of communication
- One-on-one invitations
- Be careful of language barrier
- Put up notices in public places
- Best Ways to Reach People
  - Email posters or invites
  - Brochures
  - Popular media
- Prices in brochures should be tax inclusive
- Park Board city wide newsletters
- Vancity and banks
- Branding of brochures
- Senior ambassador program
- Facilitation across community groups
- Provide prescription pads for doctors
- Develop a buddy system
- Need to have a coordinated approach



- Park Board needs a Senior Advisory Committee
- Would like to be asked to volunteer
- Potential barriers to volunteering – cost of transportation, don't know what is available
- Consider outreach/communications at:
  - Malls
  - Coffee Shops
  - Library
- Different communication approaches for different age groups (seniors)
- Doctors' offices – posters and flyers
- Face to Face
- Seniors ambassadors
- Consider stats and languages
- Clear and plain language that is easy to translate
- Use multi-cultural media to share messaging
- Unsolicited bulk email not working very well
- Encourage capable seniors to work together to target seniors
- List serve
- Need a rep from the community centres as an advocate
- Model libraries teach computer programming – is this a volunteer position?
- Welcome Wagon registration gift
- Teach seniors Instagram
- Consider classes in social media
- Program information can be overwhelming – consolidate and focus on seniors

### **Engagement – Volunteering:**

Please note that some tables clustered ideas – their structure/format has been maintained.

- Volunteers:
  - Senior volunteers need recognition from staff and agencies
  - Senior volunteers easily get frustrated if facilities and venue are limited
  - Looking for opportunities to run programs or other activities
  - Offer volunteers more opportunities to take ownership and belong i.e. free practice space in exchange for performances
  - Senior ambassadors for peer support
  - Better utilization of seniors skills acquired over a life time and give them opportunities to learn new skills
  - More appreciation for volunteers

- **Volunteering:**
  - Cultural
  - Arts Cultural Society
  - ASK Friendship Society
  - SOAR
  - Artist in the Community
- **Volunteering:**
  - It is important to understand why you want to involve seniors
  - I need to feel like I am contributing
  - What does senior involvement mean – what is the value to our life
  - Seniors need to be involved in the planning of programs
  - I want friends and I want to be part of the community
  - Representation for different culture groups
  - Are there specific planning committees for seniors?
  - Is there potential Board participation?
  - Volunteer opportunities must be meaningful
  - What will an individual get out of volunteering?
  - Interesting model in South Vancouver Seniors Hub – provided leadership training in advocacy for all kinds of senior needs
- **Volunteers:**
  - Centralized place to volunteer and get information about volunteer opportunities
  - Not currently getting communication on opportunities
  - Put ads in the Vancouver Courier
  - Need to have a set time schedule
  - Frequency of volunteering varies
  - Volunteers want to give back and get involved
  - Allows them to meet people and socialize
  - Motivation for volunteering varies
    - Socializing
    - Helps people stay connected
    - Meets their interests
  - Look to connections with outside organizations like Vancouver Coastal Health
  - Get out of community centres and into communities
  - Go online to apply to volunteer
- **Volunteering:**
  - Specific interest/capacity
  - Would be willing to travel for the right opportunity
  - Interest in teaching language skills
  - Structure depends on program
  - Like to travel to different areas for variety
  - Interested in a variety of roles
  - Centralized volunteer system would be good
  - Make sure that there is recognition for volunteers
- **Volunteering:**
  - Some of us currently volunteer with the Community Association
  - Need flexibility
  - OK to ask for commitment

- Prefer local community
- Informal
- Don't want to make it too bureaucratic
- **Communicating to volunteers:**
  - Current volunteers use social media
  - Email is effective
  - Email and Facebook for new volunteers
  - BUT don't send out too many emails
  - Privacy disclosure would be good
  - Make sure that communication is mobile friendly
  - TV/Radio PSA for volunteers
  - Be careful about language barriers
  - Word of mouth is important
- **Volunteering:**
  - Need website applications
  - Volunteer job postings
  - Seniors hub/VCH shop by phone
  - Volunteer recruitment
  - Banners
  - Would like to volunteer within community/neighbourhood
  - Important to draw on expertise – outside community if needed
  - We could volunteer for children's programs
  - Advertise within program brochures
  - Info Booth – Safeway or pharmacies
- **Volunteer visitor connection to visit those that live alone or are isolated**



## Section C: EVALUATION AND CONCLUSION



The Park Board had the following expectations for the Workshop:

1. The community will be aware that the Park Board Commissioners want and value their input and participation in decisions that affect them.
2. The Board and staff will receive valuable input from participants with respect to issues, concerns, hopes and ideas for recreation facilities and future policies and programs. What was heard will be reported on and shared with all participants after the event.
3. Staff and Park Board Commissioners will have tried and learned about a different collaborative and cooperative approach/process to community engagement.

### Participant Feedback

The Park Board received 45 evaluations from participants (please note that not all participants responded to every question). The following is a summary of the questions asked and the responses received. (For full details and comments please see Appendix C).

*The community dialogue was relevant and met my needs.*

Strongly Agree	12
Agree	20
Unsure	5
Disagree	0
Strongly Disagree	0

*The objectives/expectations of the community dialogue were met.*

Strongly Agree	8
Agree	26
Unsure	9
Disagree	0
Strongly Disagree	0

*After participating in today's community dialogue I feel I am more aware of the needs and expectations of others.*

Strongly Agree	9
Agree	34
Unsure	1
Disagree	1
Strongly Disagree	0

*The workshop provided me with enough of an opportunity to express my concerns, ideas and perspectives.*

Strongly Agree	16
Agree	25
Unsure	2
Disagree	1
Strongly Disagree	0

*The facilitator(s) encouraged participation and dialogue by the group.*

Strongly Agree	29
Agree	14
Unsure	0
Disagree	1
Strongly Disagree	1

*Do you have any suggestions on how this community dialogue could have been improved? (See Appendix C)*

*Do you have any additional comments or topic suggestions for future community dialogues on this workshop? (See Appendix C)*

## Commissioner and General Manager Final Thoughts:

**Commissioner Casey Crawford:** “I heard that many enjoyed the programs and appreciated the staff at the community centres, but many recognized a definite lack of resources - in staff time, in equipment & facilities - challenging what can be delivered. Transportation challenges were also a concern.”

**Vice Chair Sarah Kirby-Yung:** “For seniors a sense of community is important first and foremost. Community centres can offer that connection as gathering spaces, and can play an invaluable part in seniors’ well-being. Also pools, pools, pools! Swimming was a top ranked activity.”

**Commissioner Erin Shum:** “Seniors need a pool as it is a necessity/ lifestyle life skill to use a pool for exercise and over-all health reasons. In addition we should activate programs to assist seniors in learning how to use social media to stay involved and make valuable contributions to our community.”

**Commissioner Catherine Evans:** “Food is important because is it a way to engage and connect people, build bridges between cultures, and promote health and wellness.”

**Commissioner Michael Wiebe:** “My biggest take-away was the need for us to have site plans of our facilities online to ensure stress free visits to our centres.”

**Chair John Coupar:** “Seniors want welcoming social meeting spaces, programming with instructors available city wide as some smaller Community Centres have very limited seniors programs and swimming pools for exercise. Seniors want more information on programs; perhaps we can involve health professionals as they are often a regular point of contact. Accessibility needs to be improved both physical to buildings as well as transportation for seniors.”

**Commissioner Stuart Mackinnon:** “Seniors have a passion for public spaces and to stay healthy.”

**General Manager Malcolm Bromley:** “I took away three key things from this evening. We have to look at the whole person: food, transportation and security are integral components in examining the recreation needs of seniors. There is a great deal of passion for this subject and a growing and diverse range of voices in the community. We have to pay attention to these needs as the demographics tell a compelling story. Finally we can do better at communicating with seniors and including them in our policies, programming and strategies at the Park Board.”



### Wrap-up & Next Steps

At the end of the meeting participants were informed that the facilitator, Amelia Shaw, would be writing a report on the outcomes of the dialogue session. The Outcomes Report will be made available to all participants and the public. Participants are welcome to provide comments or clarification on the final report.

### THANK YOU!

Chair John Coupar brought the evening to a close by thanking all those who participated for their contribution and for taking the time to come and take part in the Park Board's first Community Dialogue.



## Park Board Dialogue Invitations

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### News release

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Vancouver Park Board  
News Release  
October 26, 2015

### Park Board renews tradition of community meetings

The Vancouver Park Board is on the road!

In the first of a series of community engagement events, a special dialogue will be held Wednesday, October 28 at [Marpole-Oakridge Community Centre](#), 990 West 59<sup>th</sup> Avenue. The event begins at 6:30 pm.

At the community dialogue, the public is invited to join Park Board Commissioners and staff to discuss how best to support people 55+ with recreation facilities, programs and services. Feedback will be used to plan Board policies and programs.

"I'm looking forward to the meeting as it was a high priority for this Board to engage with our community more and hold meetings in various neighbourhoods to increase public access to the Board," said Park Board Chair John Coupar.

This community dialogue is not a regular Park Board meeting, but rather a special community engagement initiative as a result of a [Board motion](#) passed on February 16, 2015.

The Board holds regular meetings on the first and third Monday of each month except August. Meetings are held at the Park Board office, 2099 Beach Avenue, and are now streamed live.

In the past, the Park Board held regular Park Board community meetings across the city. This practice was discontinued in 2010 and is now being revived by the current Board.

Capacity at the Marpole meeting this Wednesday is limited so residents are encouraged to pre-register by emailing [pbRSVP@vancouver.ca](mailto:pbRSVP@vancouver.ca) or phoning 604.257.8428. More information is available at [vancouver.ca](http://vancouver.ca).

-30-

**Media contact:**  
Vancouver Park Board  
604-257-8440  
[vancouver.ca](http://vancouver.ca)

E-blast from Marpole Oakridge Community Association  
October 15, 2015

---

Your ***Marpole Oakridge Community Association*** persuaded the  
***Vancouver Park Board***  
to hold its first Community Dialogue at the ***Marpole Oakridge Community  
Centre***

Dear Wendy Hallinan:

Please join the Park Board Commissioners for a facilitated round-table discussion about how best to support the diverse and growing population of seniors with recreation facilities, programs and services.

Items for discussion include how to make our facilities more accessible and welcoming. If you are a senior yourself or work with or support them, you are encouraged to attend.

Space is limited, so pre-register here: [pbRSVP@vancouver.ca](mailto:pbRSVP@vancouver.ca) or phone: 604-257-8428.

**Park Board Community Dialogue:  
Serving Our Seniors**



**Do you use Vancouver's Park and Recreation services to stay active and healthy, learn new things and meet new people?**

Please join the Park Board Commissioners for a community dialogue on how best to support seniors with recreation facilities, programs and services.

**Who:** Vancouver seniors and families, service providers and anyone interested in the health and wellness of mature adults in our community  
**When:** October 28, 2015, 6:30pm to 8:30pm  
**Where:** Marpole-Oakridge Community Centre, 990 West 59th Avenue  
**Why:** Your feedback will help the Park Board plan future policies and programs

Capacity is limited so please pre-register by emailing [pbRSVP@vancouver.ca](mailto:pbRSVP@vancouver.ca) or calling 604-257-8428.

**We want to hear from you!**

vancouver.ca



*If you are unable to view the image above, the text is:*

**Park Board Community Dialogue: Serving Our Seniors**

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**The Vancouver Park Board says: We want to hear from you!**



# REC REPORT

[VPB Home](#) | [Rec Services](#) | [Register](#) | [Renew](#)

October 2015



Official fitness provider of the  
Vancouver Canadians



FLEXIPASS

FITNESS

POOLS

RINKS

PERSONAL TRAINING

INDOOR CYCLING

## THIS MONTH'S EDITION

Take advantage of our Flexipass promotion to work out, swim and skate for less; register for our Winter swim classes; download our new citywide skating schedules to get active at one of our arenas; dress up in your favorite costume and have fun at one of our Halloween skates or join Dracula for a spooky ride on the Stanley Park Ghost Train; help us improve recreation facilities and services for older adults by participating in our Community Dialogue event; and show your Canadian pride at the 2018 FIFA World Cup Russia qualifying match taking place in Vancouver.

## PROMOTIONS

**Looking for a deal? Work out, swim and skate for less!**



Only at the Park Board do you get more for less! Until November 6, you can **receive \$50 off the purchase of a 12-**

## FEATURE FACILITY



[Vancouver Aquatic Centre](#)

FORWARD TO  
A FRIEND



**SIGN UP NOW!**

Join our mailing list. Get up-to-date information and savings through coupons.



JOIN US!



**month adult, senior, youth or child Flexipass!**

For about \$1 a day and no contract, you can enjoy Vancouver's total recreation pass giving you access to 21 fitness centres, 9 indoor and 4 outdoor pools, and 8 ice rinks. Our Flexipass also includes aquafit classes and drop-in hockey!

This offer is only **available until November 6, 2015.**

Get your pass today! For more info, [click here](#).

## REGISTRATION

**Winter swim class registration begins October 26!**



The Vancouver Park Board offers swimming and water sport classes for all ages and skill levels. Take a lesson, register for a program or join a drop-in swim at a community pool near you. Check out our [9 indoor swimming pools](#) citywide and [register for a class here](#).

## PROGRAMS & EVENTS

**2015-2016 citywide skating schedules now available!**

Come out, have fun and get active at our 8 arenas this Fall and Winter. Take advantage of Discount Skate sessions, have fun with friends at Drop-in Hockey, spend quality family time at Parent & Preschool Skate and much more.



You can download your pocket size **Citywide Family Skating Schedule** [here](#); for the **Citywide Adult Skating Schedule** [click here](#).

---

## Get into the Halloween spirit, dress up and skate!

Dress up in your favorite costume and join us at one of our Halloween Public Skates in the city. Bring your friends and family for some exciting Halloween fun, complimentary candies and hot chocolate.



<a href="#">Sunset</a>	<b>Oct 29</b>	<b>3:00-4:15pm</b>
<a href="#">Killarney</a>	<b>Oct 29</b>	<b>6:15-7:45pm</b>
<a href="#">Trout Lake</a>	<b>Oct 31</b>	<b>3:00-4:30pm</b>
<a href="#">Kitsilano</a>	<b>Oct 31</b>	<b>2:30-4:00pm</b>

Call your [local arena](#) for more information.

## You're invited to a Community Dialogue on our rec programs!

Do you or family members use community centres and other Park Board services to stay active and make social connections? Do you work with and support adults 55+?

Then please consider attending the Park Board Community Dialogue on Wednesday, **October 28** at [Marpole-Oakridge Community Centre](#).

This dialogue will be a facilitated round-table discussion on how we can enhance and improve recreation facilities, programs and services for older adults.

RSVP to [pbRSVP@vancouver.ca](mailto:pbRSVP@vancouver.ca). Space is limited. Refreshments will be served.

[Click here](#) for more info.



---

**The Ghost Train presents: Horror Classics  
Lights...camera...all aboard!**

Back from the graveyards of yesteryear comes the most gripping, exciting and spine-tingling creatures ever to haunt the Stanley Park Ghost Train! Witness Dracula, Frankenstein, the Phantom of the Opera, and more, as they come to life from the silver screen to haunt you, chill you, and thrill you!



The [Ghost Train](#) is open until November 1 and has become an annual tradition for thousands of families and thrill-seekers visiting Stanley Park. [Buy advance tickets online](#) or by phone (604-252-370) to avoid sold out rides.

---

**Canada's National Soccer Team to face Honduras on  
November 13 in Vancouver**

Canada's road to the 2018 FIFA World Cup Russia™ will run through Vancouver this fall and the team is calling on all Canadians to rally behind them on Friday, November 13 when they host rivals Honduras for a crucial qualifying match at BC Place. Tickets start at just \$25 while groups of 10+ are eligible for discounts of up to 30%! Show your Canadian pride and be a part of the sea of red - [tickets are available now!](#)



**Do you have a comment, suggestion or question about our newsletter? Please email [marketing@vancouver.ca](mailto:marketing@vancouver.ca).**

## Park Board Community Dialogue: Serving Our Seniors



### **Do you use Vancouver's Park and Recreation services to stay active and healthy, learn new things and meet new people?**

Please join the Park Board Commissioners for a community dialogue on how best to support seniors with recreation facilities, programs and services.

- Who:** Vancouver seniors and families, service providers and anyone interested in the health and wellness of mature adults in our community
- When:** October 28, 2015, 6:30pm to 8:30pm
- Where:** Marpole-Oakridge Community Centre, 990 West 59th Avenue
- Why:** Your feedback will help the Park Board plan future policies and programs

Capacity is limited so please pre-register by emailing [pbRSVP@vancouver.ca](mailto:pbRSVP@vancouver.ca) or calling 604-257-8428.

**We want to hear from you!**

[vancouver.ca](http://vancouver.ca)



## City of Vancouver event page

URL: <http://vancouver.ca/news-calendar/park-board-community-dialogue-serving-our-seniors.aspx>



3-1-1 Areas of the city ▾



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Green Vancouver

Your Government

About Vancouver

Parks, Recreation, and Culture

Home, Property, and Development

People and Programs

Streets and Transportation

Doing Business

Home > About Vancouver > All events > Park Board Community Dialogue: Serving Our Seniors - Oct 28 2015

### About Vancouver

- Our city
- Moving to Vancouver
- Areas of the city
- News
- Calendar of events
- Getting around Vancouver
- Media centre

## Join the Park Board for a community dialogue on how best to support seniors with recreation facilities, programs, and services



### Park Board Community Dialogue: Serving Our Seniors

Free

Do you use Vancouver's park and recreation services to stay active and healthy, learn new things and meet new people? Please join Vancouver Park Board Commissioners for a community dialogue on how best to support seniors with recreation facilities, programs and services. All are invited including seniors and families, service providers and anyone interested in the health and wellness of mature adults in our community.



#### Date and time

October 28 2015, 6:30 p.m. to 8:30 p.m.

Add to my calendar

#### Location

Marpole-Oakridge Community Centre, 990 West 59th Avenue  
Vancouver

#### Contact

Email contact

604 257 8428

#### Event details

Your feedback will help the Park Board plan policies and programs.

Capacity is limited so please pre-register by emailing [pbRSVP@vancouver.ca](mailto:pbRSVP@vancouver.ca) or phoning 604-257-8428.

We want to hear from you!

Ask. Tell. Connect.

### Phone 3-1-1

Outside Vancouver:  
604-873-7000

Speak your own language

9-1-1 7-1-1  
Emergencies TTY

More ways to contact us →

Last modified: Wed, 14 Oct 2015 15:02:23

# Facebook event

URL: <https://www.facebook.com/events/454674678069103/>

Community Dialogue: Recreation services for adults 55+

Vancouver Park Board Home

Vancouver Park Board Edit Profile

MY EVENTS

- 25 Upcoming
- Subscribed
- Past
- Create



**OCT 28** Community Dialogue: Recreation services for adults 55+

Public · Hosted by Vancouver Park Board

Hosting Edit

28 October at 18:30–20:30  
about 3 weeks ago

Marpole-Oakridge Community Centre  
990 West 56th Avenue, Vancouver, British Columbia V6P 1X9 [Show Map](#)

Do you or family members use community centres and other Park Board services to stay active and make social connections? Do you work with and support adults 55+?

You're invited to attend the Park Board Community Dialogue on Wednesday, October 28 at Marpole-Oakridge Community Centre.

This dialogue will be a facilitated round-table discussion on how we can enhance and improve recreation facilities, programs and services for older adults.

RSVP to [pbRSVP@vancouver.ca](mailto:pbRSVP@vancouver.ca). Space is limited.

Refreshments will be served.

More info: <http://ow.ly/TMDcO>

GUESTS

0	7	1
interested	went	invited

INSIGHTS

- 2.8k reached
- 49 viewed
- 8 engaged

All counts are final as of 28/10/2015 20:30

English (UK) · Privacy · Terms · Cookies · Advertising · AdChoices · More · Facebook © 2015

POSTS

Write Post Add Photo/Video Create Poll

Write something...

RECENT ACTIVITY

**Ming Kwan**  
28 October at 21:14 · Vancouver ·

Just came back from the event. A lot of great ideas! Well done, group!

Like Comment Share

Vancouver Park Board and Gloria Gomes like this.

Vancouver Park Board Thank you so much for attending the event. We are grateful for everyone's energy, time and ideas! We hope to see you at future Park Board Community Dialogues (stay tuned on our Facebook page).

## Facebook ads

---

### Advert A



Vancouver Park Board

Sponsored · 🌐

👍 Like Page

Let's talk about recreation services for adults 55+ at the Park Board Community Dialogue.



#### Rec programs getting old?

On Wednesday, October 28, join the Vancouver Park Board Commissioners for a community dialogue on how we can best to support older adults with recreation...

VANCOUVER.CA | BY CITY OF VANCOUVER

Sign Up

### Advert B



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Let's talk about recreation services for adults 55+ at the Park Board Community Dialogue.



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Vancouver Park Board

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Let's talk about recreation services for adults 55+ at the Park Board Community Dialogue.



### Rec programs getting old?

On Wednesday, October 28, join the Vancouver Park Board Commissioners for a community dialogue on how we can best to support older adults with recreation...

VANCOUVER.CA | BY CITY OF VANCOUVER

Sign Up

## Email Invitation

---

### Park Board Community Dialogue: Serving Our Seniors

**Do you use Vancouver's Park and Recreation services to stay active and healthy, learn new things and meet new people?**

Please join the Park Board Commissioners for a community dialogue on how best to support seniors with recreation facilities, programs and services.

**Who:** Vancouver seniors and families, service providers and anyone interested in the health and wellness of mature adults in our community.

**When:** October 28, 2015, 6:30pm to 8:30pm

**Where:** Marpole-Oakridge Community Centre, 990 West 59<sup>th</sup> Avenue

**Why:** Your feedback will help the Park Board plan future policies and programs

Capacity is limited so please pre-register by emailing [pbRSVP@vancouver.ca](mailto:pbRSVP@vancouver.ca) or calling 604-257-8428.

**We want to hear from you!**

Vancouver Park Board  
vancouver.ca

#### Attachment:



**Park Board Community Dialogue:  
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**We want to hear from you!**

vancouver.ca



## Reminder Email Invitation

---

If you or a family member use Vancouver Park and Recreation services to stay active and make social connections, or if you work with and support seniors, please consider attending our Park Board Community Dialogue next week.

We want you to join Park Board Commissioners, residents and stakeholders at Marpole-Oakridge Community Centre the evening of October 28<sup>th</sup> for the first of a series of community dialogues to help the Board plan future programs and services for our older adult population.

This Park Board Community Dialogue will be a facilitated round-table discussion on how we can enhance and improve support to seniors and families with community recreation facilities, programs and services.

We will be looking at everything from how to make our facilities more accessible and welcoming to how best to serve and engage a diverse and growing population of older adults in our community.

We are hoping you can join us for what is sure to be a fascinating and important discussion. Your feedback will help the Park Board plan our collective future.

Open the attached invitation for all the details and RSVP promptly to [pbRSVP@vancouver.ca](mailto:pbRSVP@vancouver.ca). Register soon, space is limited.

P.S - Don't forget to visit our event page [here!](#)

Thank you,

Vancouver Park Board  
vancouver.ca

### Attachment:





# Vancouver Board of Parks and Recreation



## Community Dialogue

### Serving our Seniors: Recreation Services for Adults 55+

Marpole-Oakridge Community Centre  
October 28, 2015

# Meeting Objectives

---

- Listen
- Learn
- Opportunity to re-engage
- Inclusive and interactive process
- Respectful
- Document what is heard
- Constructive
- Clear guidance on what works and what doesn't
- Tangible outcomes that can be acted on

# Meeting Objectives

---

- Recognition that we can't and shouldn't do it alone
- Build Trust
- Build Relationships
- Inspire staff
- Influence policies and programs
- Take a pulse – what we do well and what can we do better
- Try something new – a new engagement model

# AGENDA

---

- Welcome and introductions
- Review objectives, agenda and “Things to consider”
- Welcome from John Coupar and Mike Burdick
- Small group discussion
- Presentation – Peter Marriott
- Small group discussions – two rounds
- Reflections
- Wrap Up

# For Your Consideration

---

- Respect for all
- Balance – what's important to you and what's important to others
- Speak one at a time
- Speak for yourself
- Listen to understand

# For Your Consideration

---

- Participate – give it a chance
- Any sustainable solution considers the needs and interests of all of us
- Agree to disagree
- If the idea doesn't work for you propose a solution that works for you and others

# QUESTION

---

“What do you like about the existing recreation programs and services currently being offered to seniors in Vancouver? Name one and identify what you like and how it could be better?”

# Toward a Healthy City for All

## Seniors Demographics and Health Indicators



## Community Dialogue on Seniors Recreation



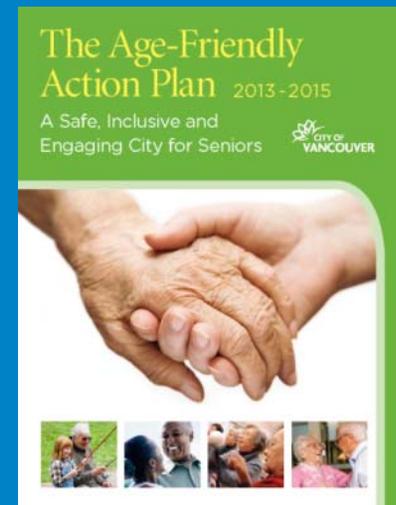
Marpole-Oakridge Community Centre  
October 28, 2015

# Social Planning in Vancouver



# Policy: Toward a Healthy City

- **Healthy City Strategy**
  - Integrated, holistic plan for equity, social sustainability, health and well-being
  - Population health targets and indicators
- **Age-Friendly Action Plan**
  - Priority actions to become an age-friendly city
  - Respond to the needs of people with dementia

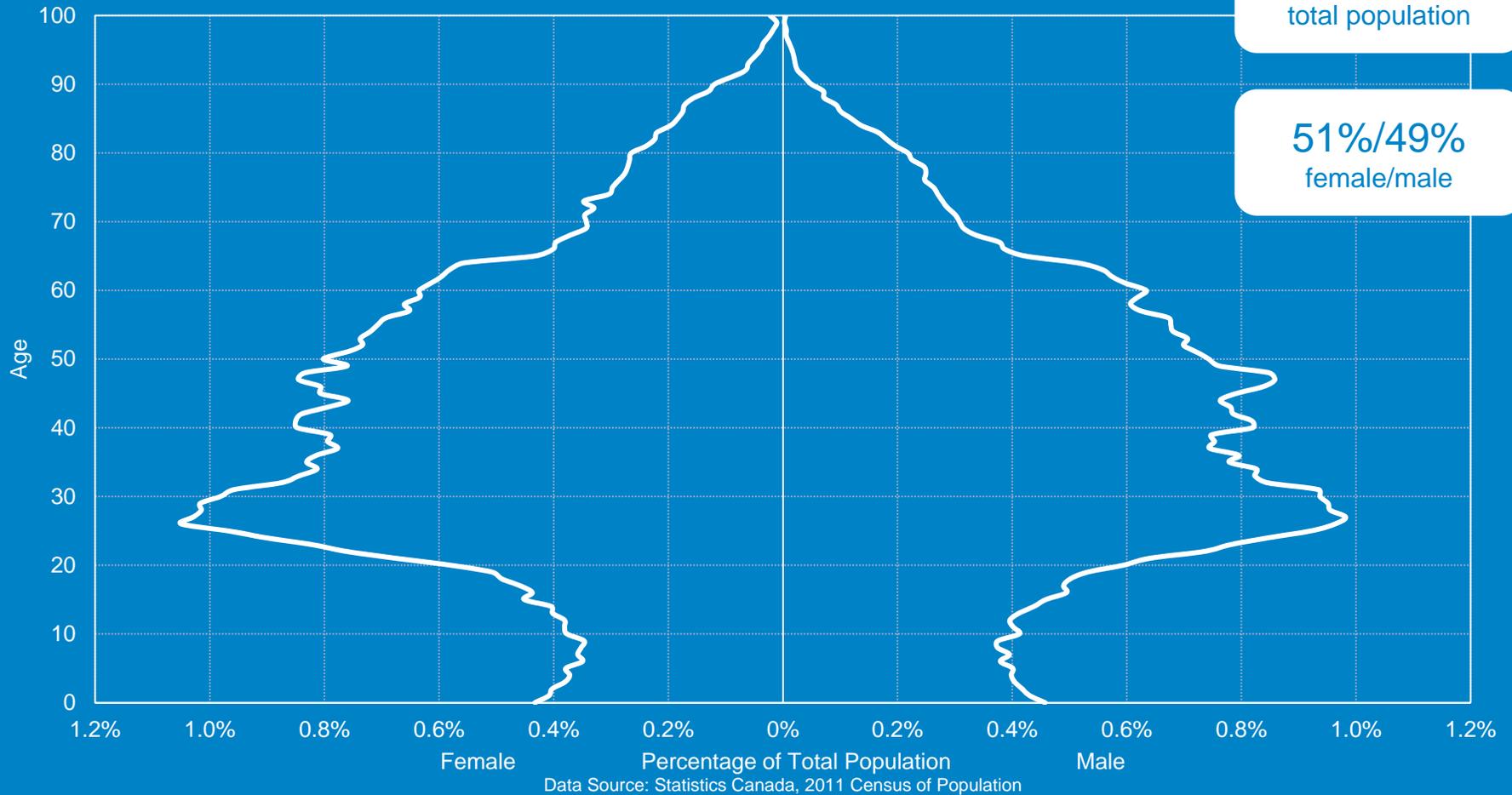


# Vancouver's population

## City of Vancouver Population Distribution, 2011

603,502  
total population

51%/49%  
female/male

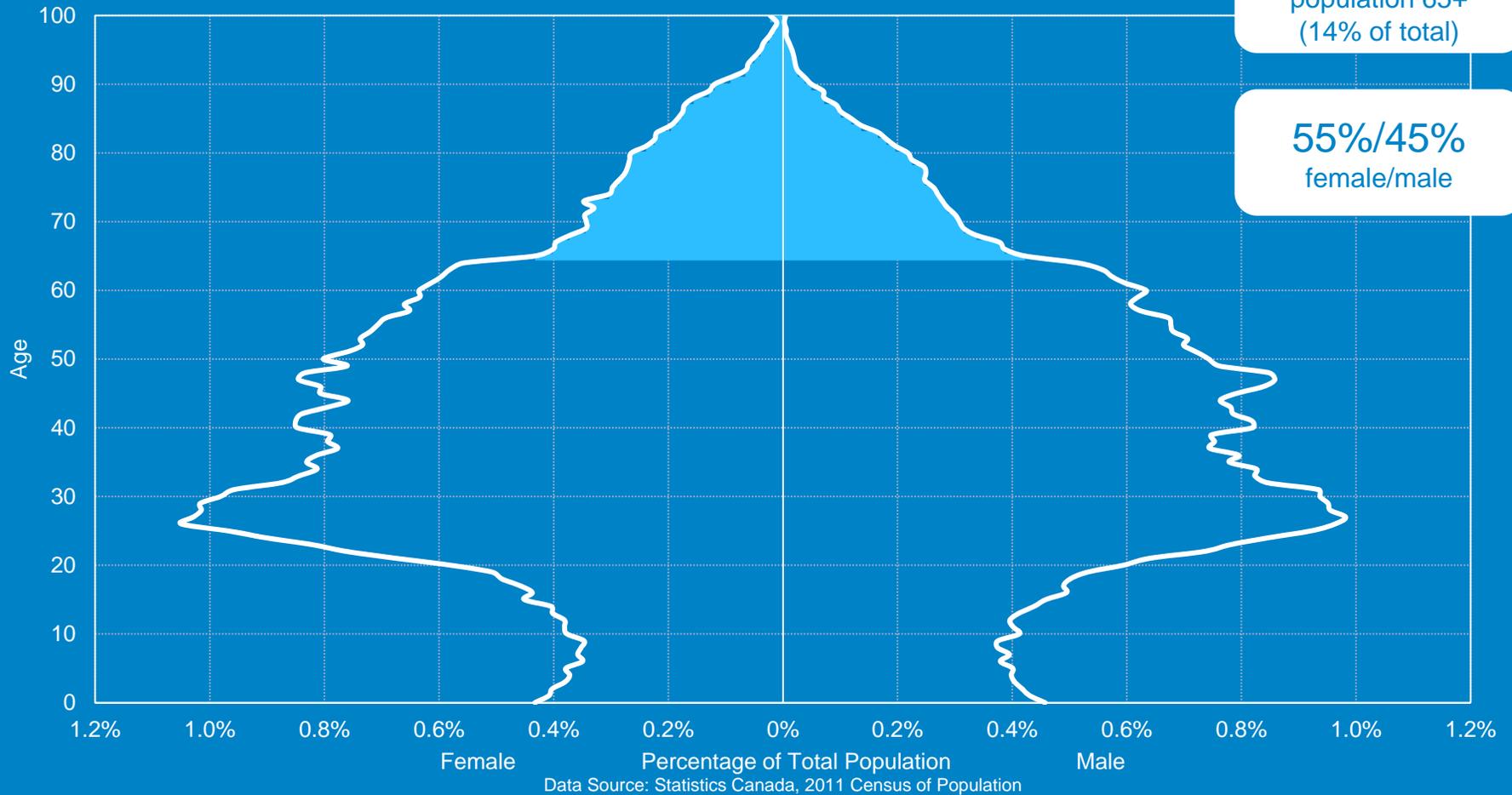


# Vancouver's population

## City of Vancouver Population Distribution, 2011

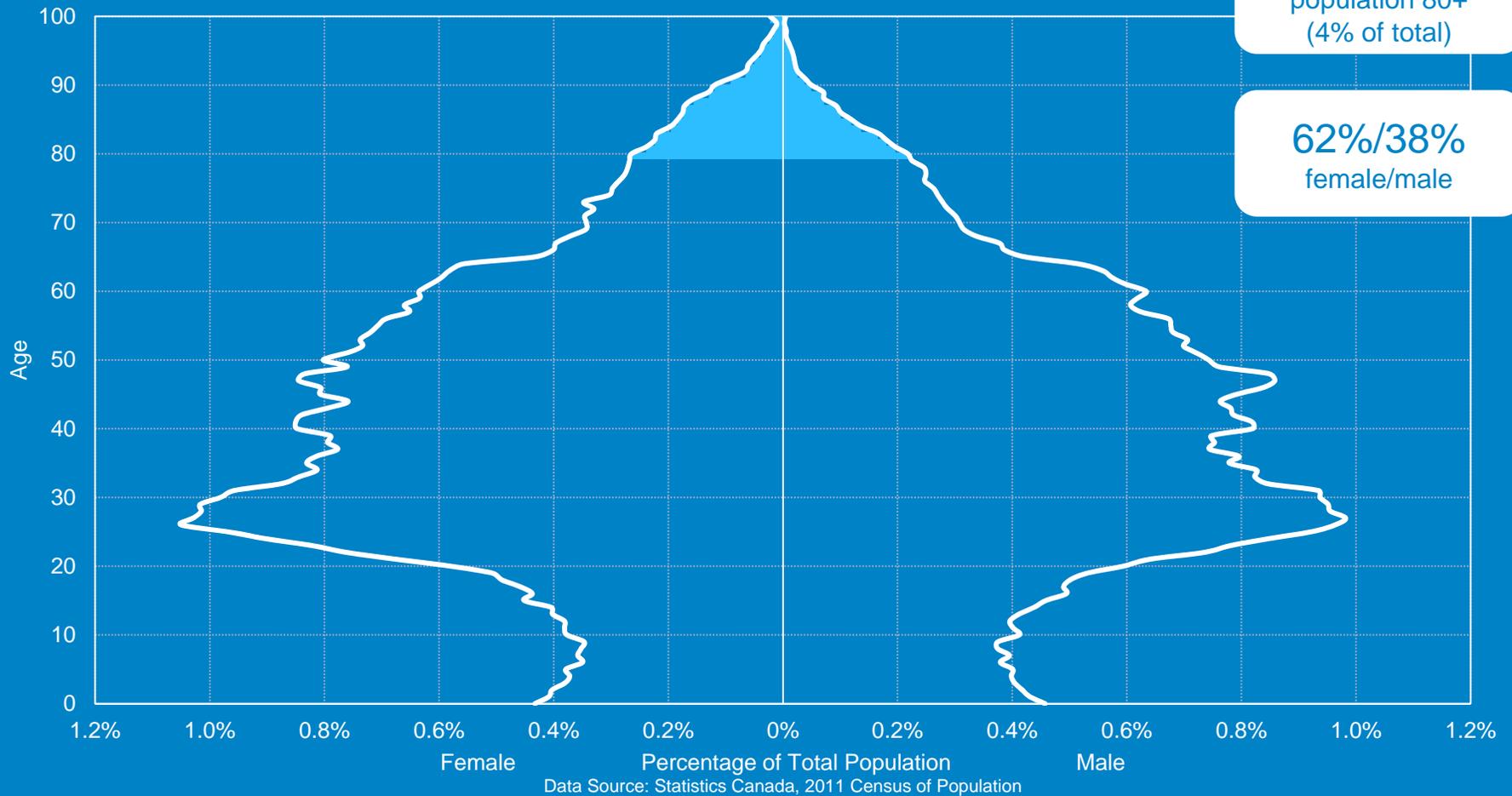
81,920  
population 65+  
(14% of total)

55%/45%  
female/male



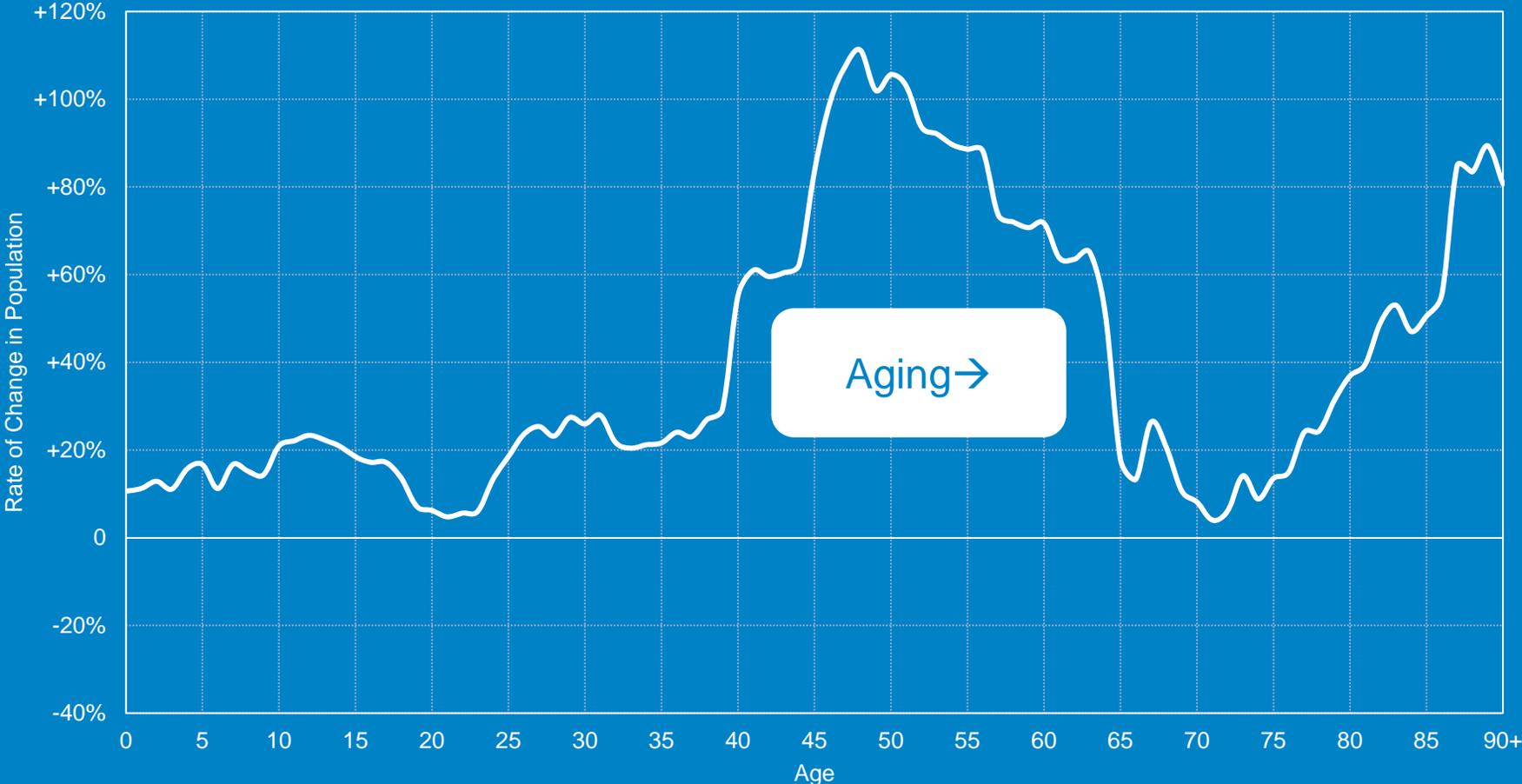
# Vancouver's population

## City of Vancouver Population Distribution, 2011



# Population change

## City of Vancouver Population Growth, 1986-2011

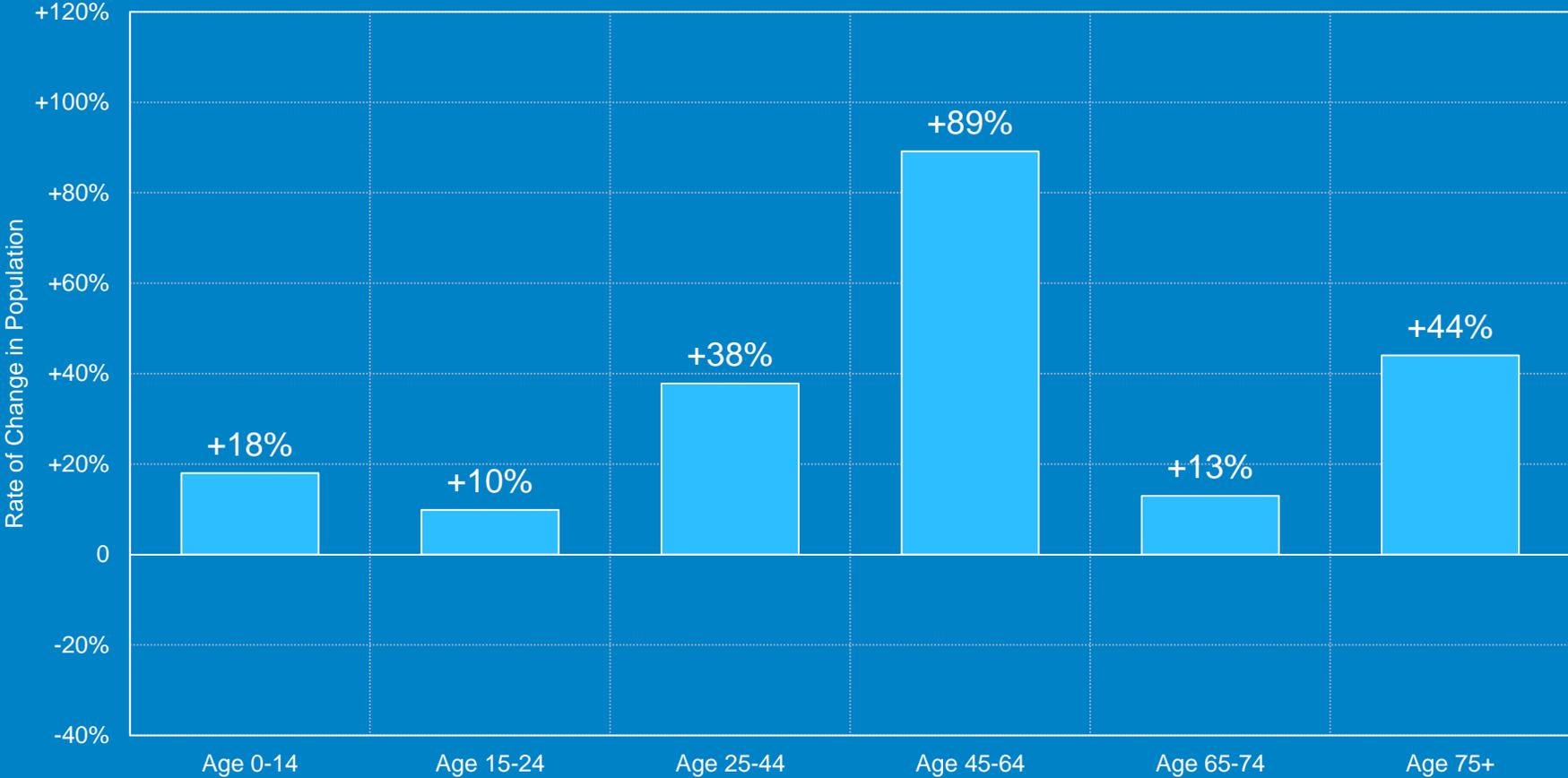


Data Source: Statistics Canada, 1986 and 2011 Census of Population



# Population change

## City of Vancouver Population Growth, 1986-2011

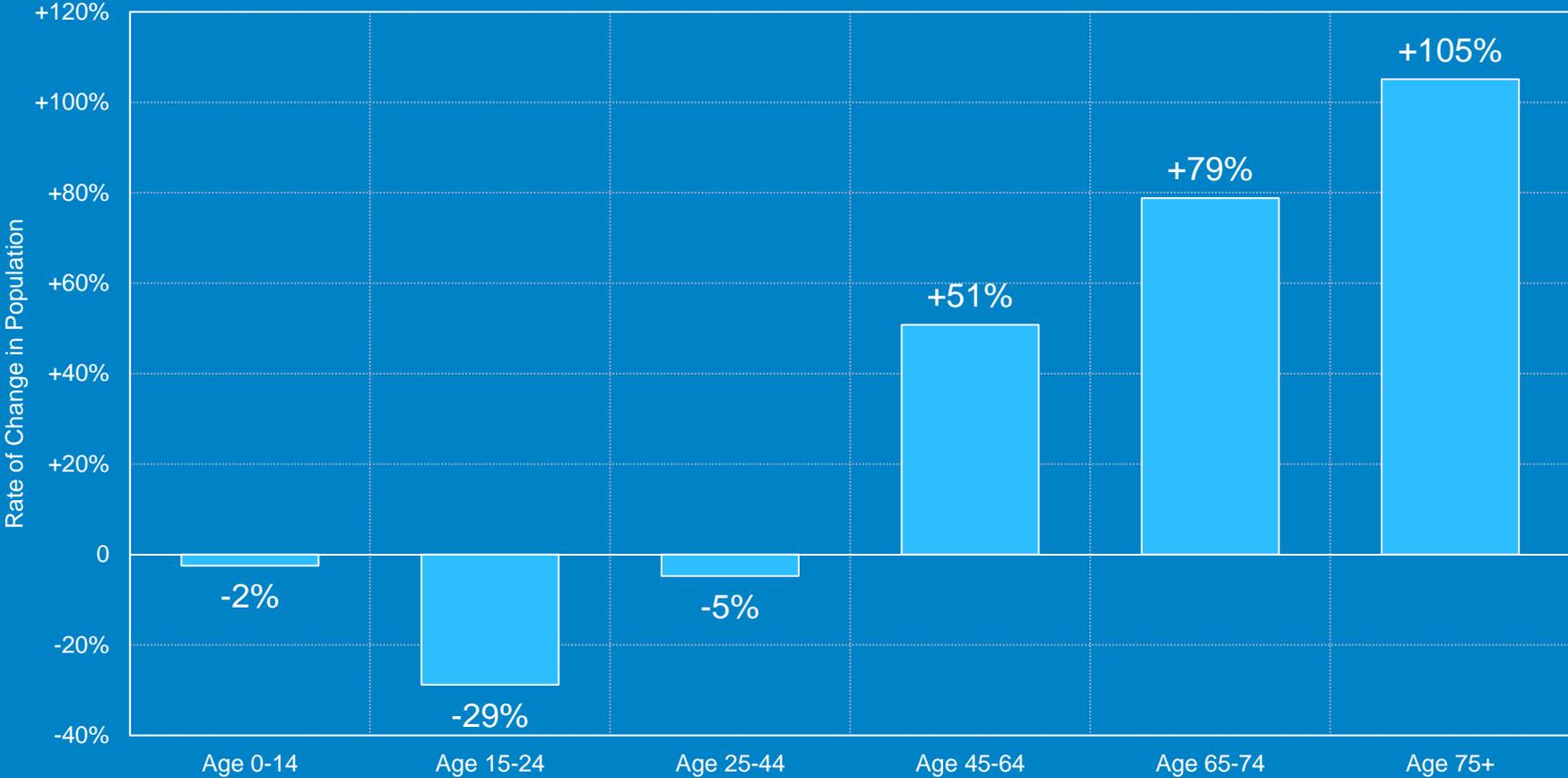


Data Source: Statistics Canada, 1986 and 2011 Census of Population



# Population change

## City of Vancouver Projected Population Growth, 2011-2041



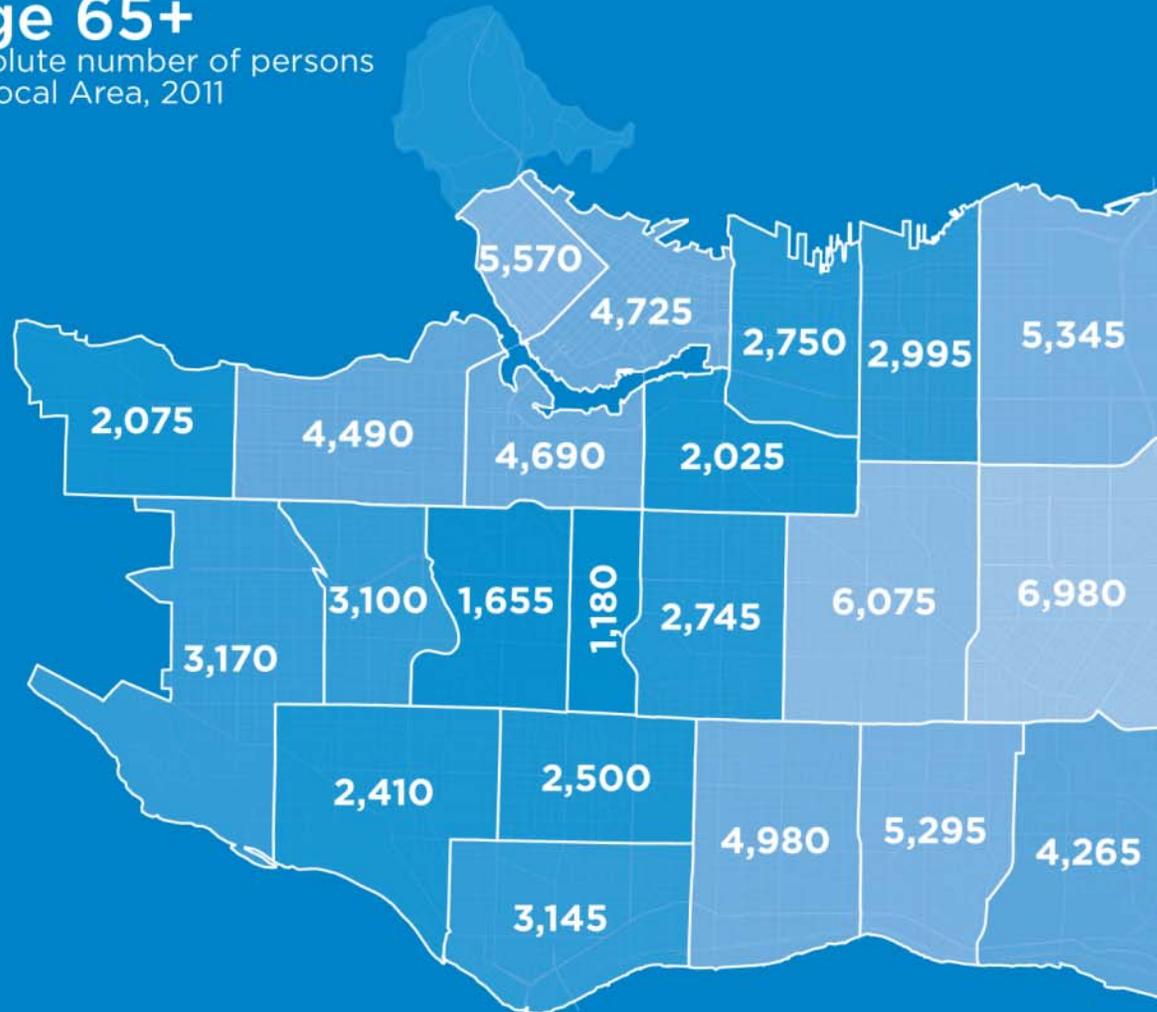
Data Source: Urban Futures, May 2012 Population and Housing Projections for City of Vancouver



# Where seniors live

## Age 65+

Absolute number of persons by Local Area, 2011



## Legend

Number of persons aged 65 or older:



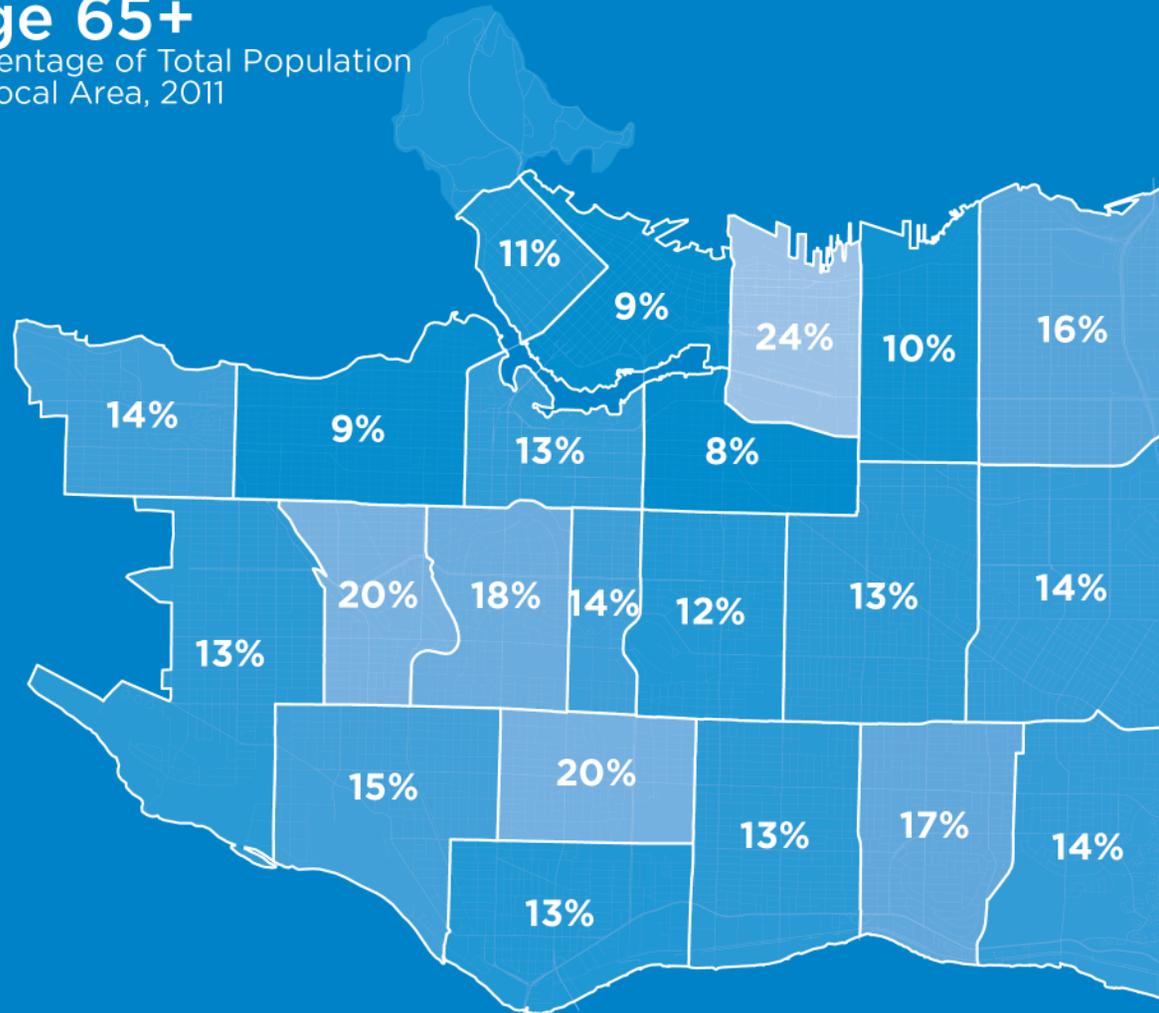
City total: 81,930

Data source: Adapted from Statistics Canada, 2011 Census of Population



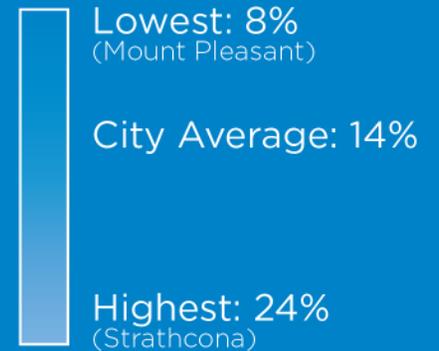
# Where seniors live

**Age 65+**  
 Percentage of Total Population  
 by Local Area, 2011



## Legend

Percentage of persons aged 65 or older:



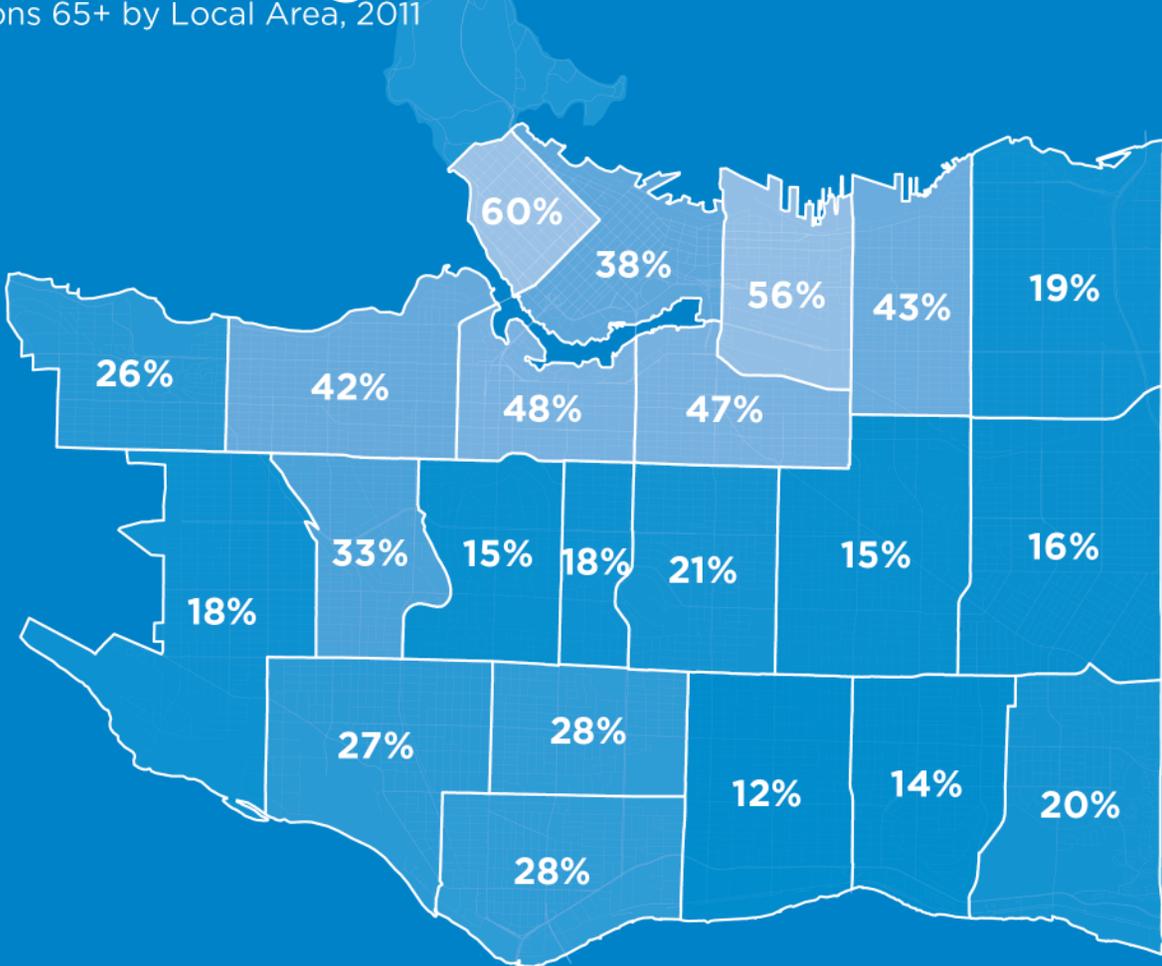
Data source: Adapted from  
 Statistics Canada, 2011 Census of Population



# How seniors live

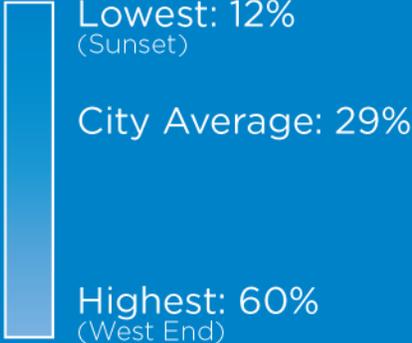
## Seniors Living Alone

Persons 65+ by Local Area, 2011



### Legend

Percentage of seniors living alone:



66% Female



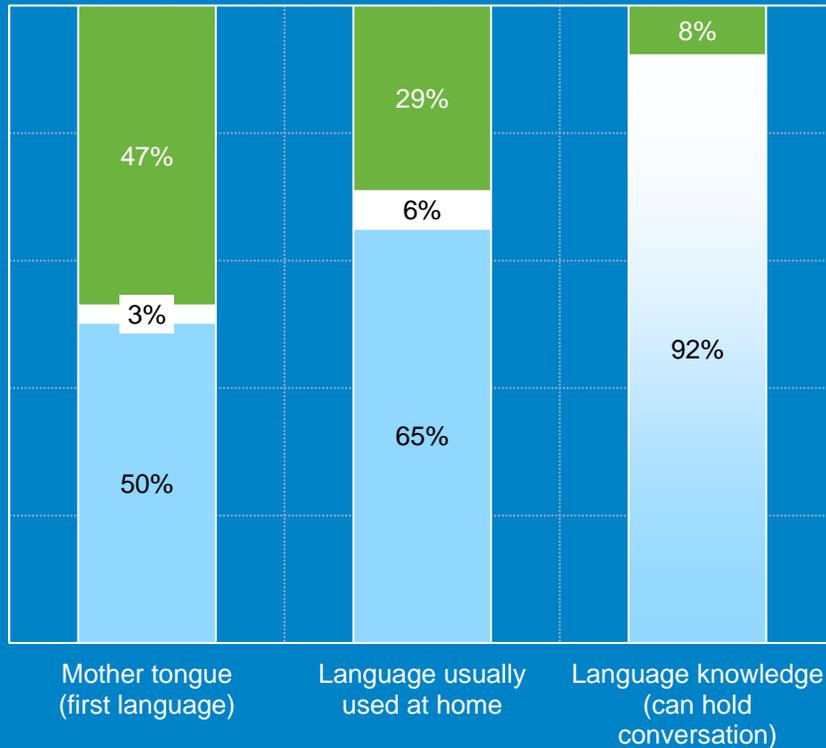
34% Male

Data source: Statistics Canada, 2011 Census of Population



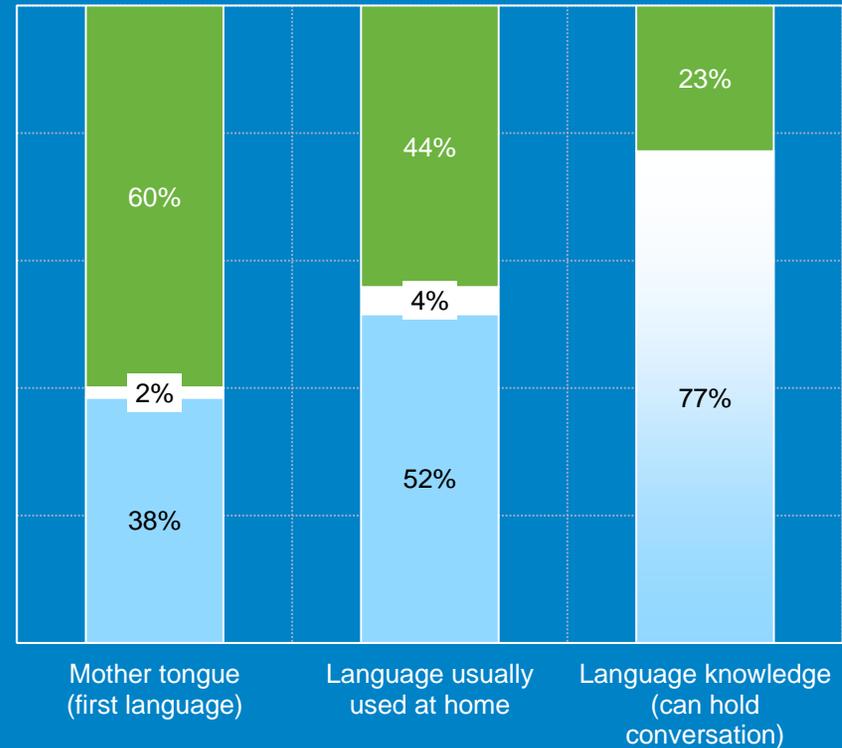
# Languages seniors speak

## Language Knowledge and Use Overall Vancouver Population



Data Source: Statistics Canada, 2011 Census of Population

## Language Knowledge and Use Vancouver Seniors Aged 65+



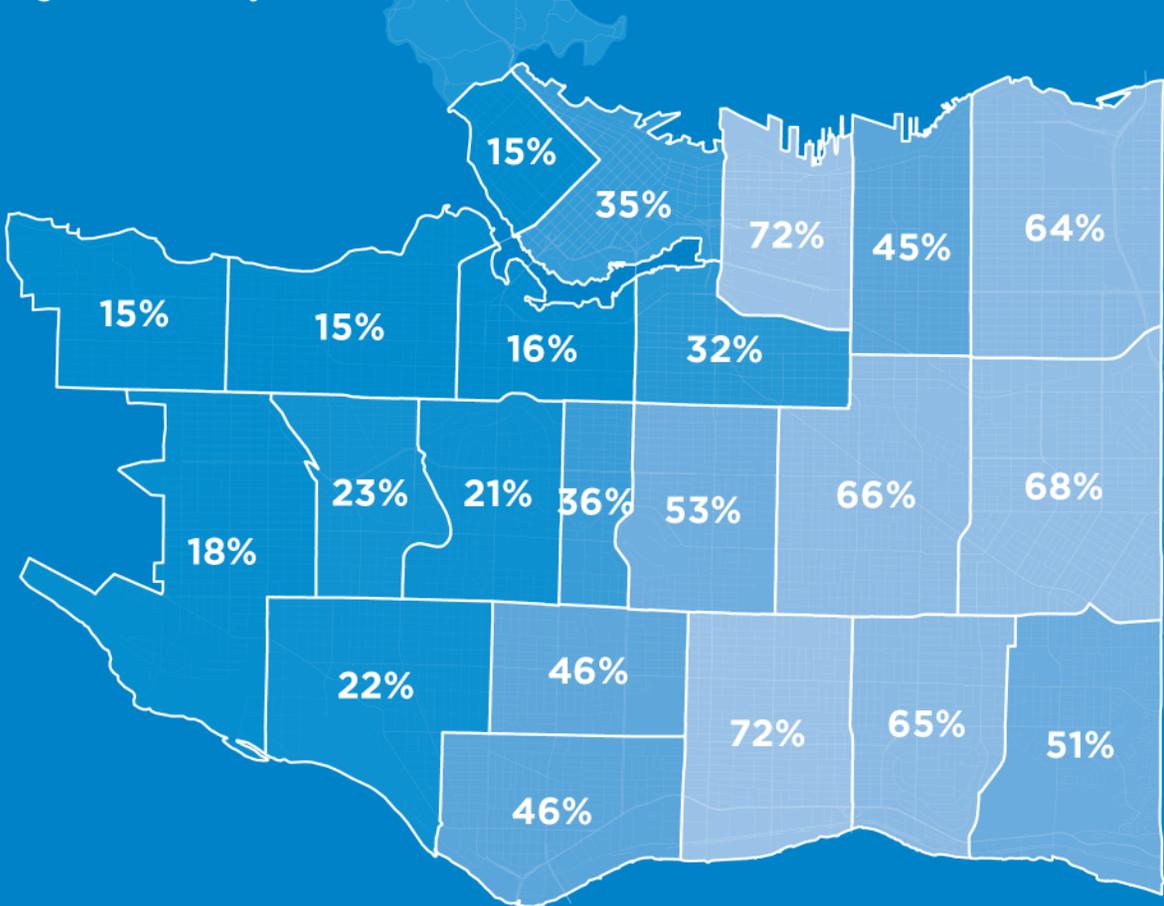
Data Source: Statistics Canada, 2011 Census of Population



# Languages seniors speak

## Seniors' Home Language

Persons 65+ Usually Using Non-English Language at Home by Local Area, 2011



## Legend

Percentage of seniors with non-English home language:



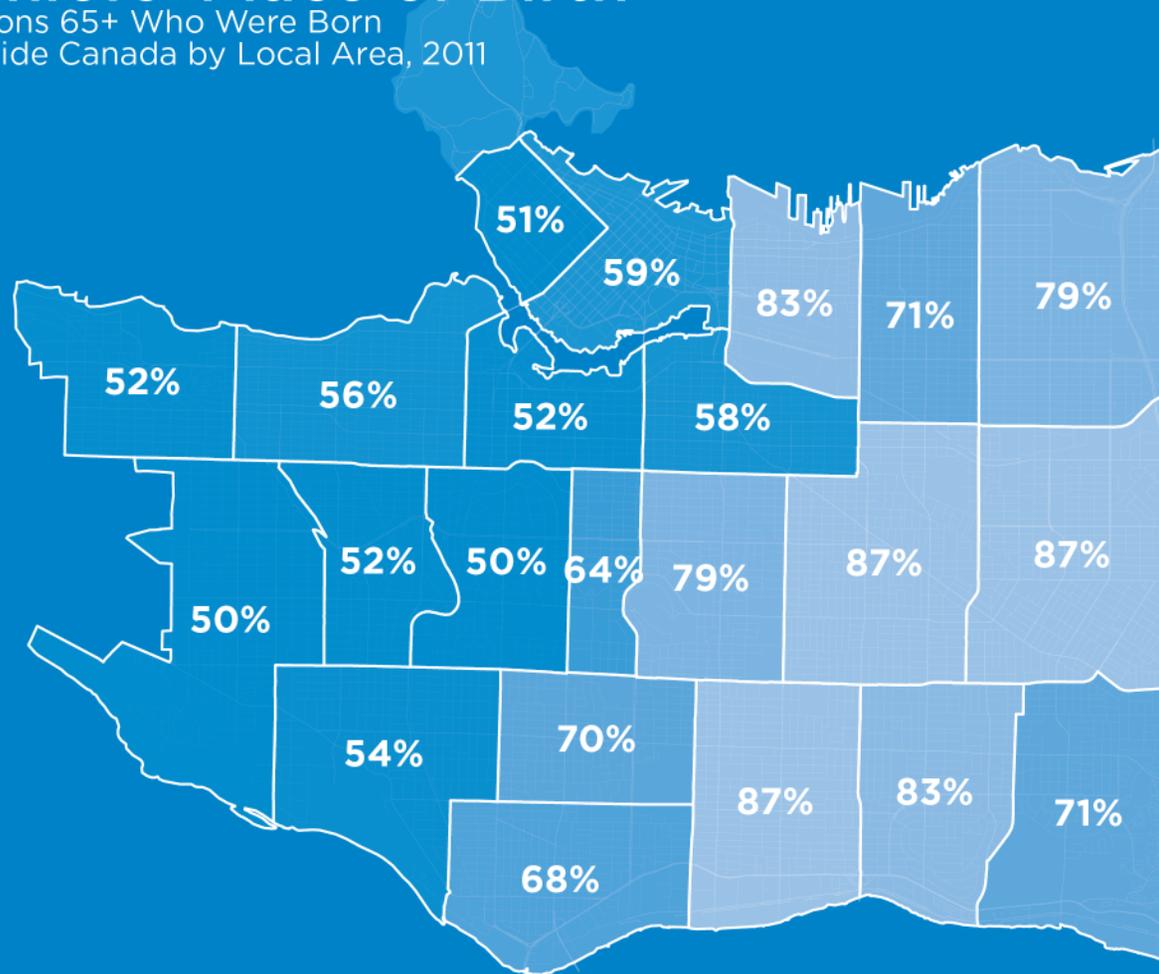
Data source: Statistics Canada, 2011 Census of Population. Accessed through Community Data Program, Canadian Council on Social Development



# Where seniors were born

## Seniors' Place of Birth

Persons 65+ Who Were Born Outside Canada by Local Area, 2011



## Legend

Estimated percentage of seniors born outside of Canada:

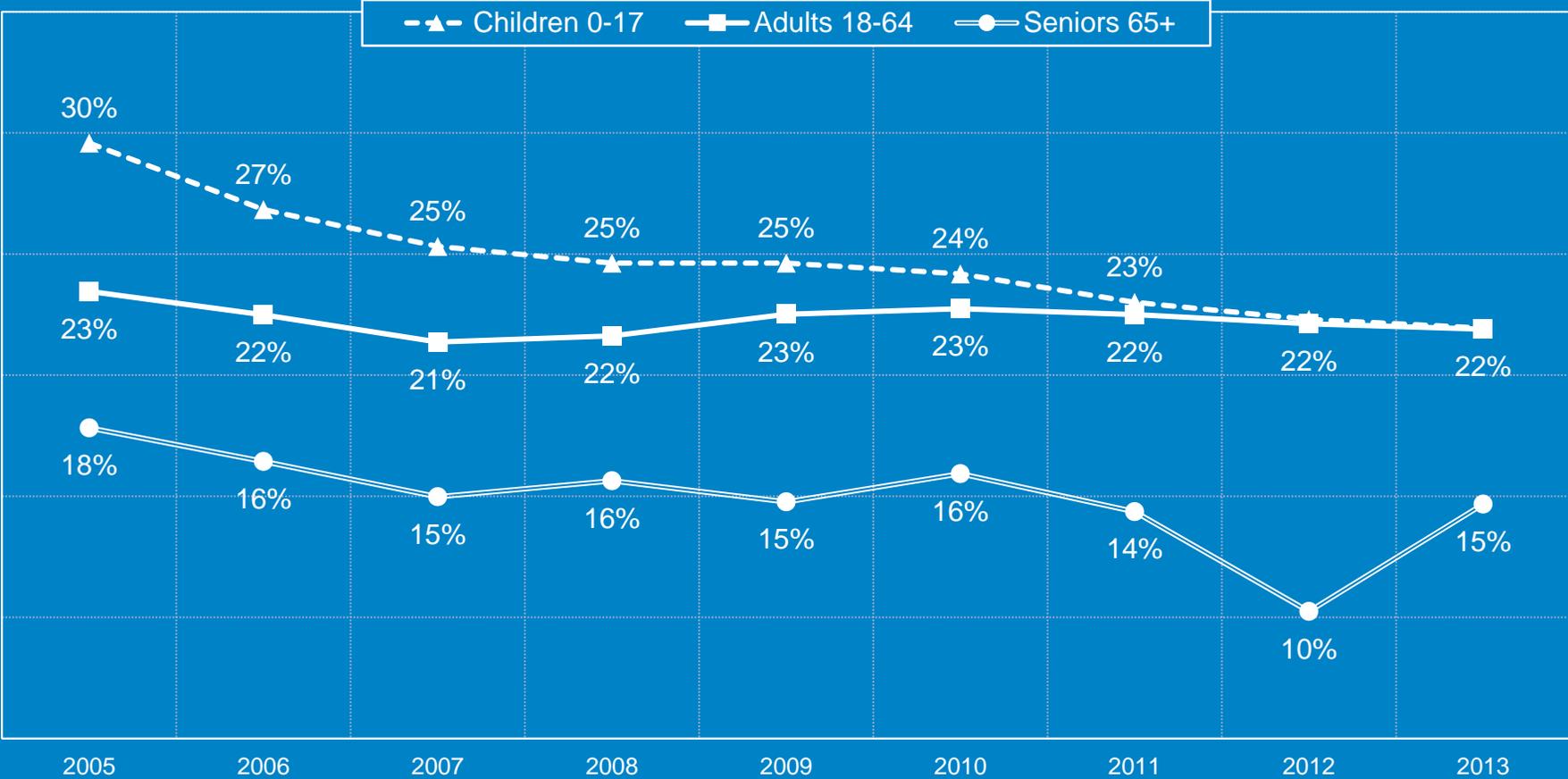


Data source: Statistics Canada, 2011 National Household Survey Accessed through Community Data Program, Canadian Council on Social Development



# Seniors and poverty

City of Vancouver Low Income Rate by Age Group, 2005-2013

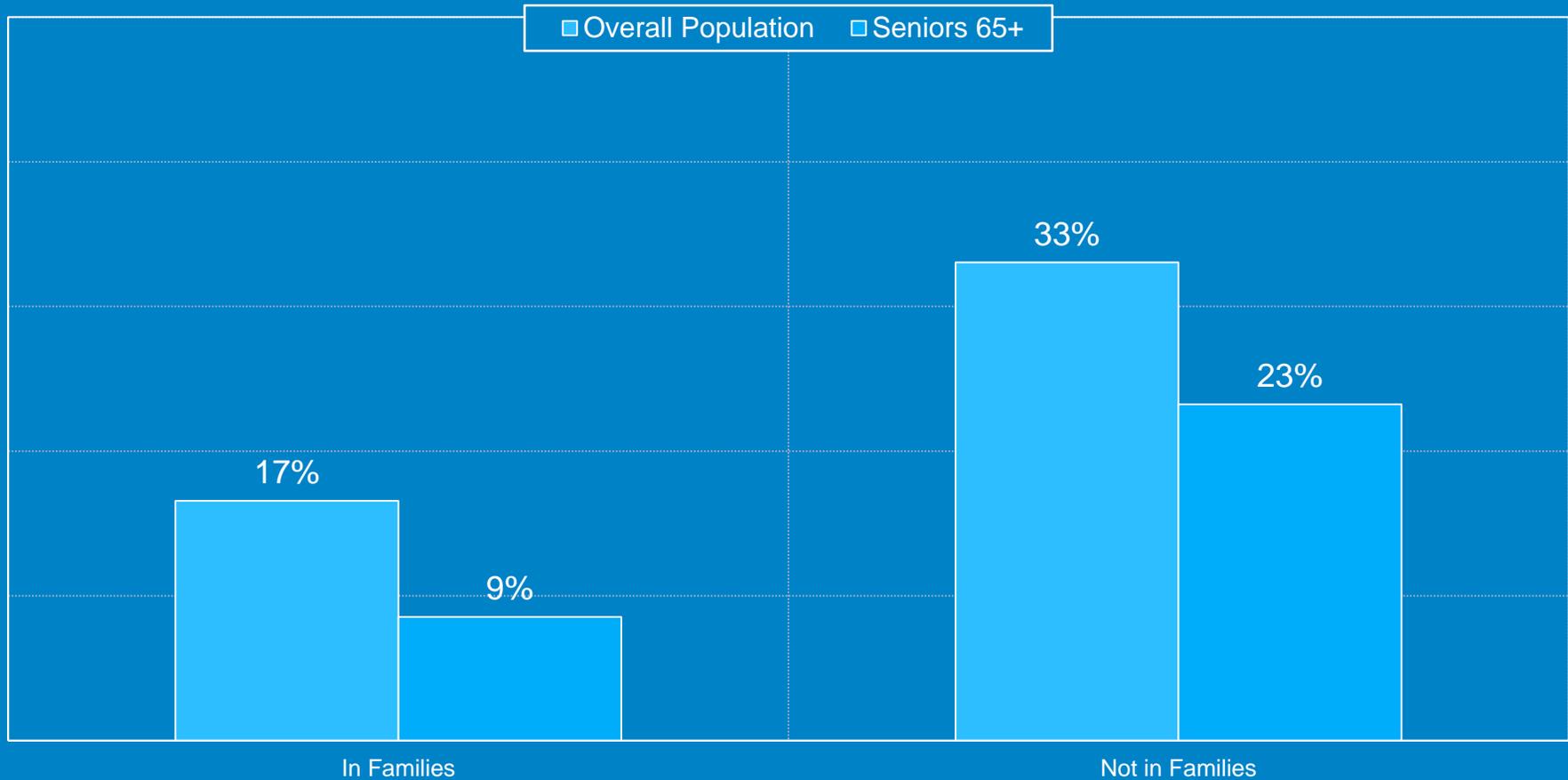


Data Source: Statistics Canada, Tax Filers below After-Tax Low Income Measure  
 Accessed through Community Data Program, Canadian Council on Social Development



# Seniors and poverty

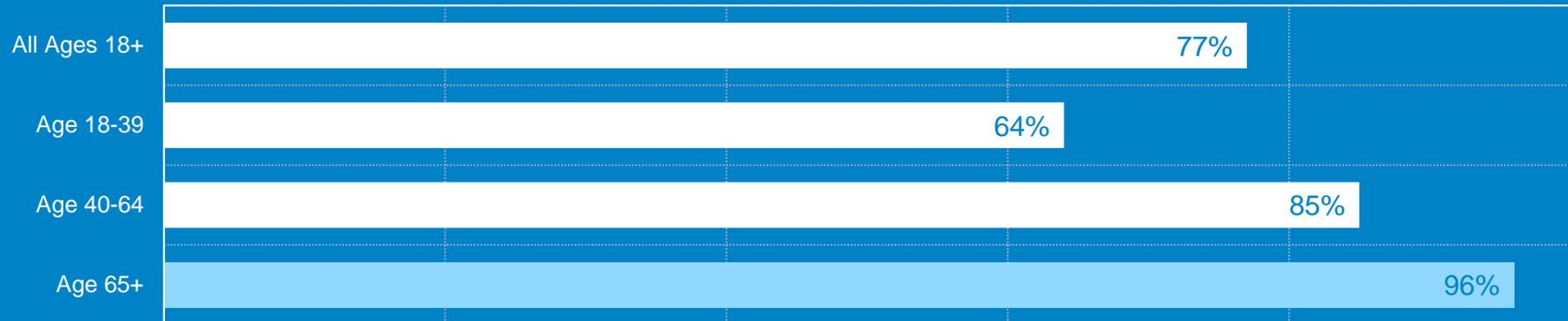
## Vancouver Low Income Rate by Age and Family Status, 2013



Data Source: Statistics Canada, Tax Filers below After-Tax Low Income Measure  
Accessed through Community Data Program, Canadian Council on Social Development

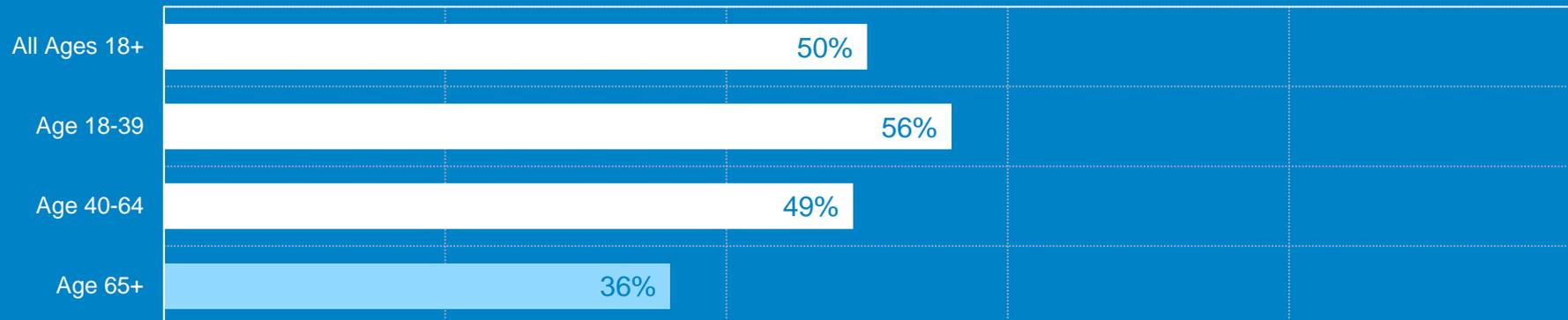
# Physical health and access to services

## Vancouver Residents with a Family Doctor, 2014



Data Source: Vancouver Coastal Health/Fraser Health, My Health My Community Survey

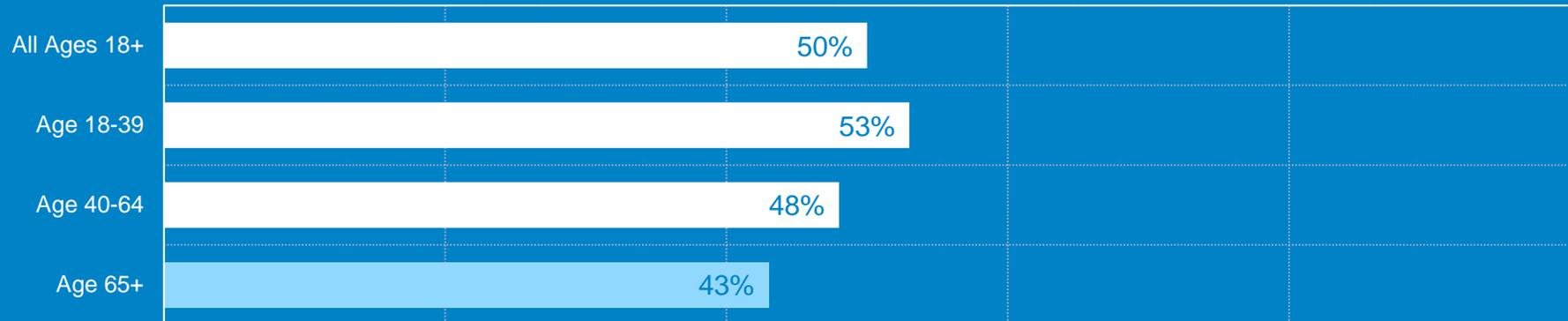
## Vancouver Residents Self-Reporting Very Good Health, 2014



Data Source: Vancouver Coastal Health/Fraser Health, My Health My Community Survey

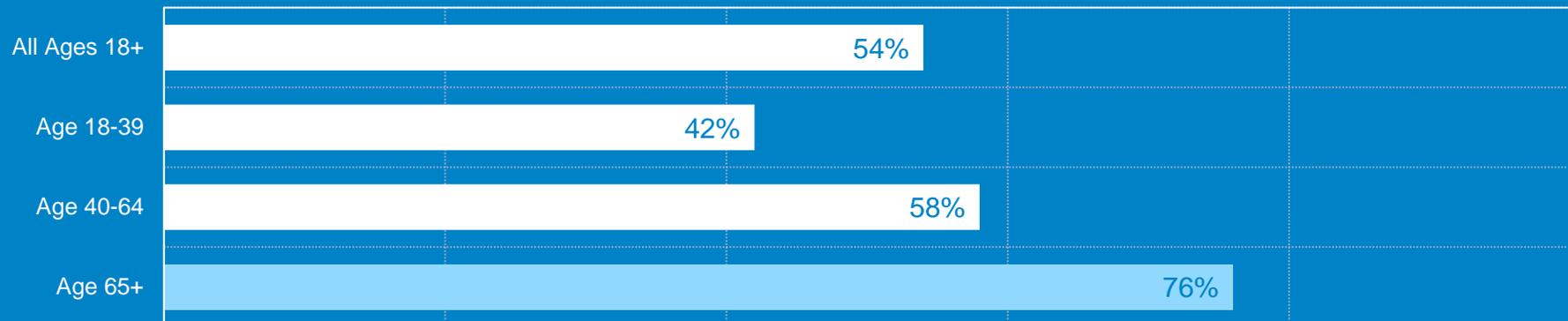
# Social connections and resilience

## Vancouver Residents with Four People to Turn to for Help, 2014



Data Source: Vancouver Coastal Health/Fraser Health, My Health My Community Survey

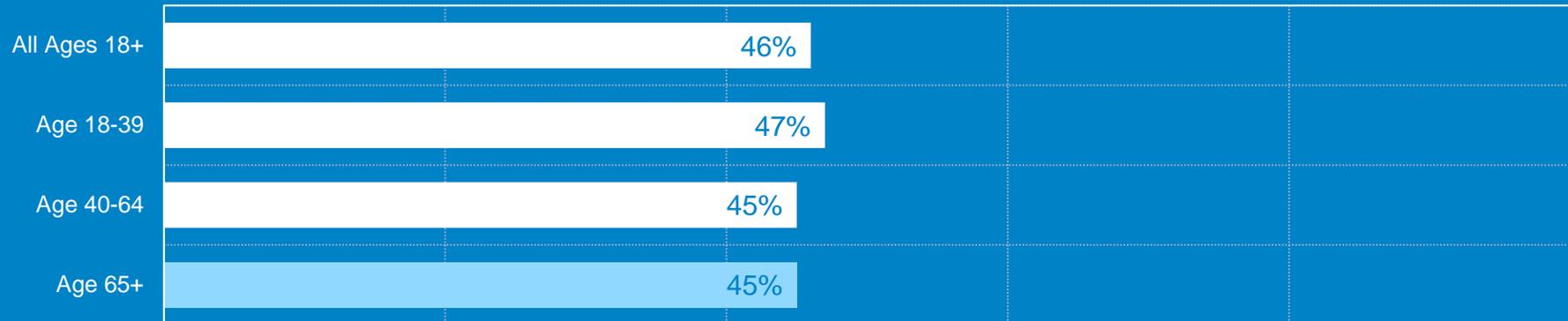
## Vancouver Residents with a Strong Sense of Belonging, 2014



Data Source: Vancouver Coastal Health/Fraser Health, My Health My Community Survey

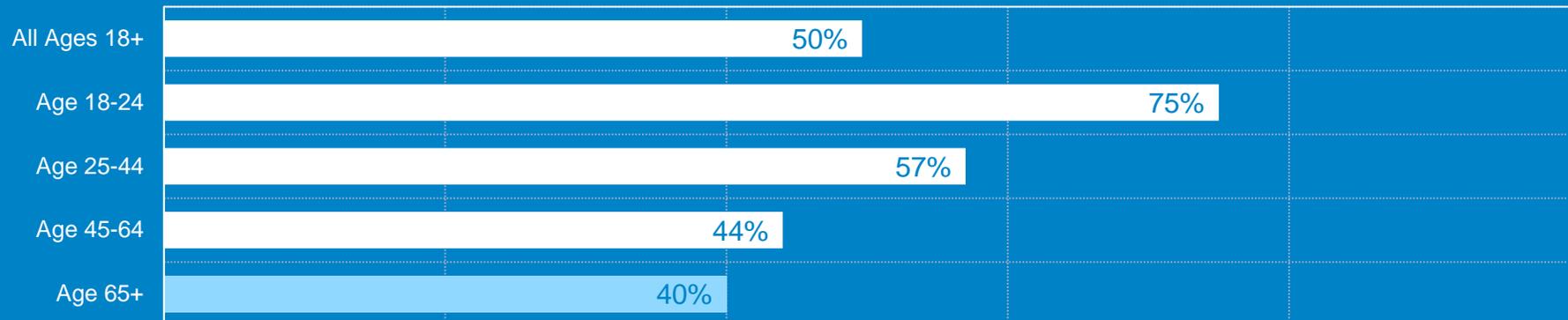
# Active living

## Vancouver Residents Physically Active for 150 Mins/Week, 2014



Data Source: Vancouver Coastal Health/Fraser Health, My Health My Community Survey

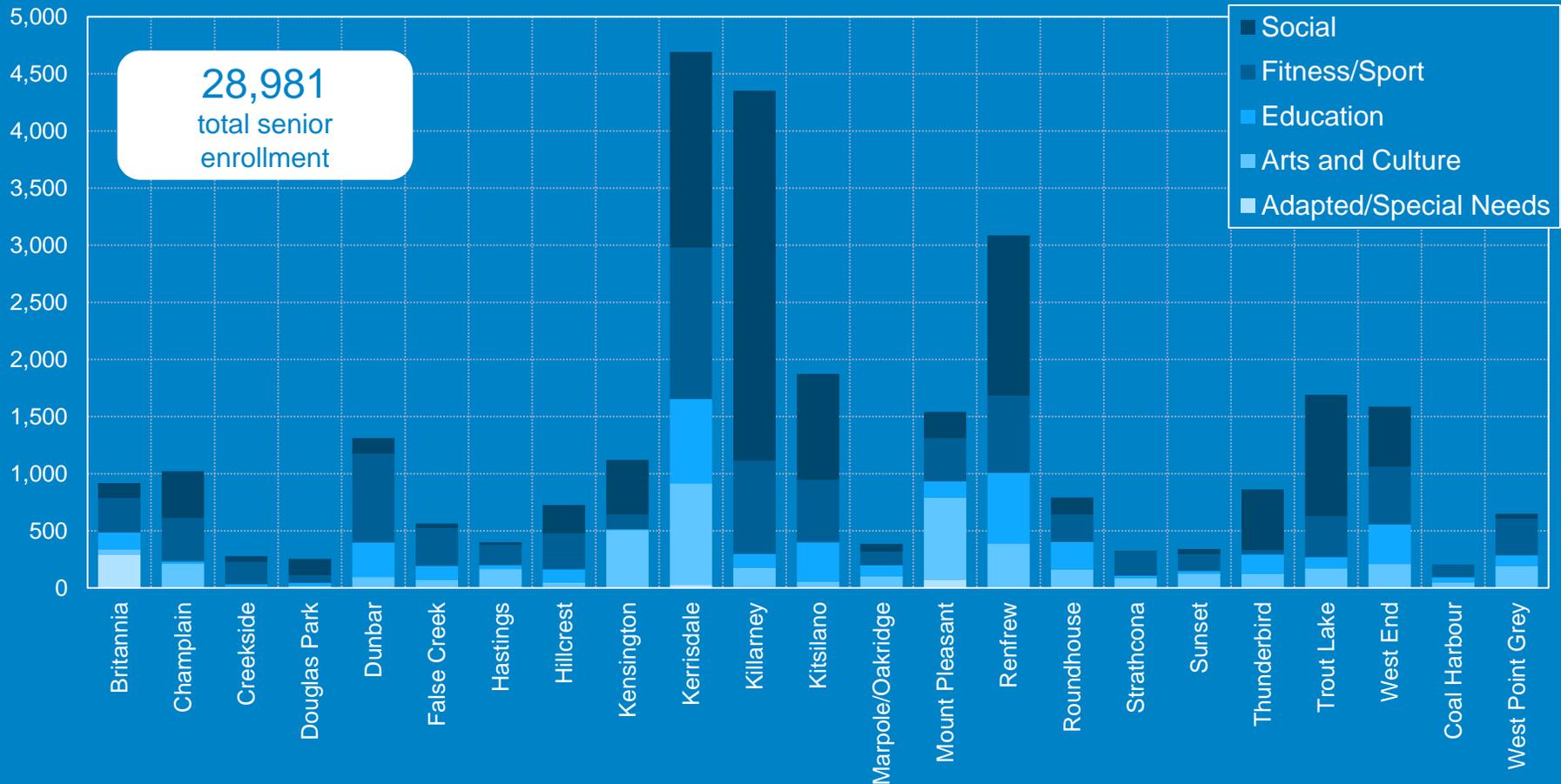
## Vancouver Daily Trips by Walking, Cycling or Transit, 2014



Data Source: City of Vancouver, 2014 Transportation Panel Survey

# Enrollment in community centre activities

## Senior Enrollment by Community Centre and Activity, 2014



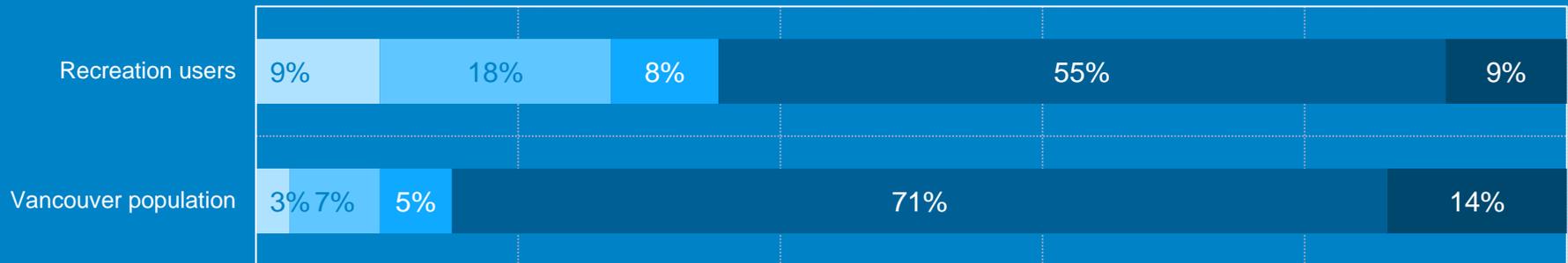
Data Source: Vancouver Board of Parks and Recreation



# Recreation facility use

## Unique Recreation Users by Age, 2013

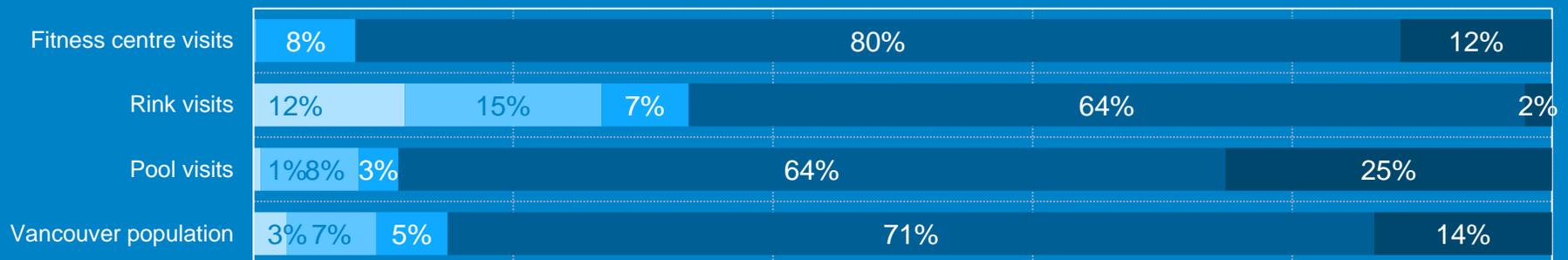
■ Preschool ■ Child ■ Youth ■ Adult ■ Senior



Data Source: Vancouver Board of Parks and Recreation; Statistics Canada, 2011 Census of Population

## Recreation Visits by Age and Facility Type, 2013

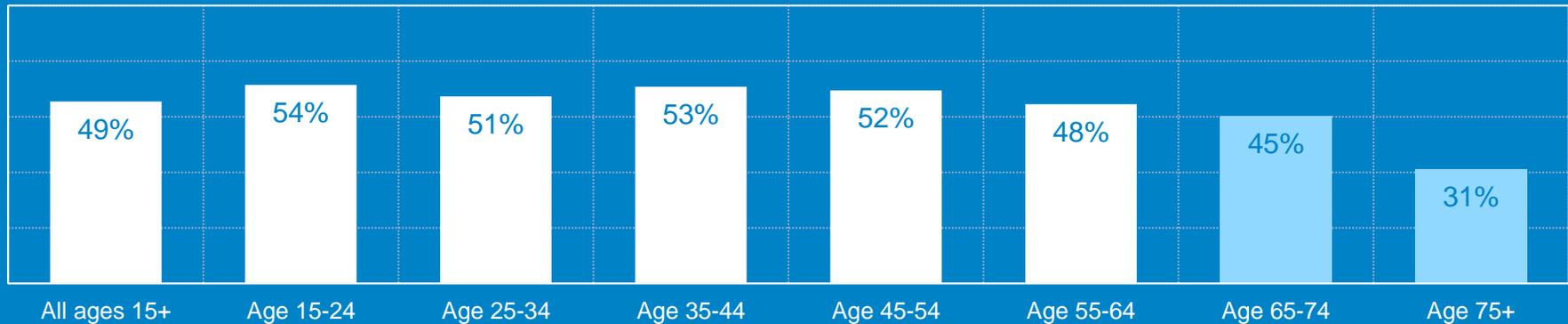
■ Preschool ■ Child ■ Youth ■ Adult ■ Senior



Data Source: Vancouver Board of Parks and Recreation; Statistics Canada, 2011 Census of Population

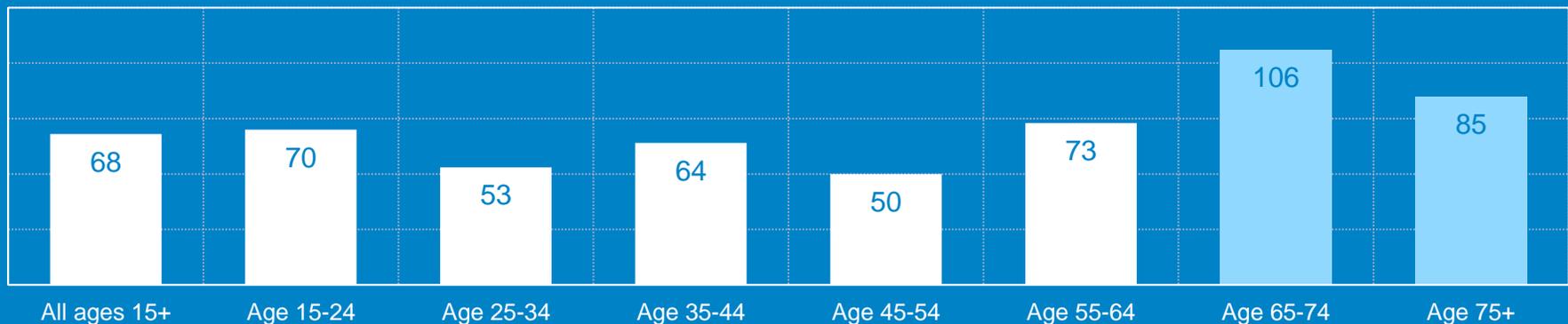
# Community engagement

## BC Residents Volunteering Rate, 2013



Data Source: Statistics Canada, General Social Survey on Giving, Volunteering and Participating

## BC Volunteers Median Number of Hours, 2013



Data Source: Statistics Canada, General Social Survey on Giving, Volunteering and Participating

# Toward a Healthy City for All

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- Targets that recreation contributes to:
  - Increase physical activity and active transportation
  - Increase belonging, inclusion and connections
  - Increase participation in learning and the arts
- Examples of short-term actions to 2018:
  - Support Park Board Strategic Framework
  - Develop Social Amenities Plan
  - Enhance capacity to work with diverse populations
  - Promote social connections and relationships
  - Build more walkable and connected communities

# ROUNDTABLES

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- What makes, or would make, our recreation facilities more accessible and welcoming to seniors/older adults? (ivory)
- Help us to identify priorities for senior's recreation programs/services. Is there anything missing? Should we be expanding certain programs? Are there barriers to participation? (blue)
- How do we reach and involve you in our recreation centres, programs and services? Are you on Twitter, how about Facebook? Do you want to volunteer, in what capacity? This conversation is about communication and engagement. (green)

# NEXT STEPS

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- Participants to complete a meeting evaluation
- Facilitator will preparation a report to send to participants in the next few weeks
- Review of feedback from the Dialogue and a presentation of summary findings to Park Board Commissioners in the first quarter of 2016
- Consideration of whether Park Board needs a more comprehensive approach to seniors facilities, programs and services



THANK YOU!



*The community dialogue was relevant and met my needs.*

Strongly Agree 12; Agree 20; Disagree; Strongly Disagree; Unsure 5

Comments -

- I learned and I participated. Many ideas - all rich. Hopefully these will lead to useful outcomes
- Practice makes perfect. Do it again (strongly agree)
- Very impressed with how many facilitators there were and how enthusiastic they were
- More discussion needed, please do another event
- I came because I thought the meeting was specifically regarding Marpole facilities for seniors - not programming and not city wide (unsure)
- Input by participants was recorded by facilitators so all comments can be considered and categorized
- Still being worked on - anxious to see the outcomes!
- First timer, interested in helping seniors become more fit and healthy.
- Have these more often i.e. once a month
- Good format
- We have a better understanding of what are the needs of seniors

*The objectives/expectations of the community dialogue were met.*

Strongly Agree 8; Agree 26; Disagree; Strongly Disagree; Unsure 9

Comments -

- Fantastic that all 7 Parks Board Commissioners were here!
- Getting us together is a good idea but one wonders what will come out of this. I have attended so many workshops and despite good intentions not much came out of them. (unsure)
- Very high background noise made hearing difficult
- Good questions to solicit comments that are focused
- Don't know yet - the proof is in the pudding
- Still need more strategies and logistical programs to evaluate the needs of seniors - we need more truly enthusiastic individuals to serve seniors as this age group keeps growing (unsure)
- Good ideas were expressed
- As someone pointed out, it wasn't really a dialogue as Parks Board Commissioners could not speak but, it was wonderful to be heard.

*After participating in today's community dialogue I feel I am more aware of the needs and expectations of others.*

Strongly Agree 9; Agree 34; Disagree 1; Strongly Disagree; Unsure 1

Comments -

- Also were made more aware of what is available at other community centres and all the different volunteer organizations e.g. Senior Arts and Cultural Centre Society
- Heard many points of view well expressed
- Basically almost all I spoke with had almost the same comments - think and involve seniors in every aspect of seniors programs
- Heard nothing particularly new! (disagree)
- Need more of these workshops
- This is just a start - to understand what we need - what would be meaningful for seniors and volunteers
- Seniors are just not another commodity - they are vibrant, rich and full of stories to share
- Some surprises
- This is an eye opener for me

*The workshop provided me with enough of an opportunity to express my concerns, ideas and perspectives.*

Strongly Agree 16; Agree 25; Disagree 1; Strongly Disagree; Unsure 2

Comments -

- Facilitators well prepared, welcoming. Participants were respectful. Moderator did not really need to provide ground rules for mutual respect (condescending).
- More of this community dialogue needed
- Thank you for doing this session. Here's hoping it will motivate all of us and will be practiced.
- We need more talks weekly for seniors; encourage all age groups to be involved and aware of the needs of an aging population i.e. loneliness. Bring people together regardless of their ages. (unsure)
- Nice to have a one on one

*The facilitator (s) encouraged participation and dialogue by the group.*

Strongly Agree 29; Agree 14; Disagree 1; Strongly Disagree 1; Unsure

Comments -

- Good job at regulating discussion so all were heard
- Facilitators were enthusiastic, informative and very good at drowning people out (strongly agree)
- Very good!
- Good leaders
- Very good facilitating overall

*Do you have any suggestions on how this community dialogue could have been improved?*

- To hold similar dialogues across the city

- Well done. I look forward to more of these - perhaps with a more specific focus (e.g. how to advocate for an improve the actual facilities around the city - so that facilities/centres and accessibility to centres is equitable through communities in the city
- Everything was great but I had trouble hearing - **so much** background noise
- Have more of them
- Better seating
- More time for group discussion
- Send questions out in advance of the meeting - ask participants to think ahead - to bring questions with them. Improve efficiency
- Bigger room and coffee
- The email invitation could have been more specific i.e. city wide programs, etc.
- Have more of these!
- Outreach - social
- Well-structured event
- More time needed in order to gather more relevant information
- It needed a wider advertising to bring more people in to contribute. I thought that the posters were so generic that I didn't read it - the graphic should really communicate the purpose.
- It's a "tired" process - run of the mill facilitation
- Sound system difficult to hear at times
- Each community centre needs to think about what works - what is missing. Centres will differ depending on ethnic make-up and needs.
- Perhaps have the meeting on the weekend
- To have more similar dialogues
- Stronger facilitation skills and focus on more specific issues
- It's a good start! Let's do more.
- More often; advertising these forums. We need foot power vs social media. Seniors are not using FB/TWT. Like a politician go door to door for seniors
- Bigger venue to make it easier to hear at individual tables
- Coffee
- Chairs were very uncomfortable
- Better seats
- Coffee
- 

*Do you have any additional comments, or topic suggestions for future community dialogues?*

- Please provide more advance notice of this type of meeting
- This dialogue pointed out to me that the context for all of this discussion is HEALTH. We want to stay healthy and socially and mentally fit for as long as possible.

- If there were any classes at the community centre which I would likely attend. Twitter, Facebook and other communication ways - I attended a class at Kerrisdale CC but it was way too advanced.
- I want to see positive results - don't just listen you need to act
- Hold meetings in daytime - many seniors do not like travelling at night
- Art and Ecology
- Set up a Seniors Advisory Committee
- Thanks for having this and respecting that seniors are extremely important and growing
- Continuation of this initial dialogue
- Parks Board and Health Authority and Transportation planners need to work together towards development of a Seniors Strategy
- In the future, in conjunction with developers - to provide more spaces for seniors programs as part of the development
- Did you really tap this group to engage more with their community centre - suggest how the input can continue?
- Try not to do so much in the session - more kitchen table type gatherings
- Have this dialogue in more parts of the city and in the mornings. Offer transportation for seniors with transport barriers to attend
- The Social Planning visuals "sucked" ... It would have been easier to follow with handouts - the screen/slides were not particularly helpful
- Challenge of vocal minority of seniors being heard at events like this
- Thank you for organizing this wonderful dialogue
- I feel that we need to have some results gathered from this workshop (feedback). Thanks to the Board for your work on seniors wants and needs!
- Glad to be part of something productive!
- I hope that the dialogue's voices can be heard and respected
- More needed, ongoing dialogue
- Clean swimming facilities
- Talks on inspiring both the WE/ME cultures to establish synergy between youth and our seniors
- Coffee shops and city areas to meet with seniors
- Keep doing this!!!
- I would like to see programs that empower the seniors and allow them to participate in bringing to light values and experiences of their own lives
- It would be nice to have many of these focusing on different issues
- Having a seniors strategy - Park Board needs seniors - Advisory Committee