

Delta Seniors Planning Team

February 17, 2015

Deltassist North Delta Office

Minutes

Chair: Val Windsor

Recorder: Kay Dennison, Coordinator

Attendance: Bev Bakka, Lynda Brummitt, Kay Dennison, Donna Ellis, Jenn Fancy de Mena, Adrienne Johnson, Marg Kennett, Nancy McLeod, Christiann Munro, Rita Sager-Nunns Margaret Toews, Joanne Van Snellenberg, Lyn Walker Val Windsor, George Winkelhorst, Sheila Zerr

Guest: Stefani McClelland

Item	Discussion/Information	Action
1. Welcome	Val Windsor chaired the meeting and welcomed everyone. She introduced our speaker, Stefani McClelland, Delta Mental Health, Geriatrics Team – Follow up to Depression, Dementia and Delirium – see notes of presentation at end of minutes.	
2. Approval of Agenda	Agenda approved as circulated.	Moved Margaret Toews Seconded Sheila Zerr
3. Approval of Minutes	Minutes on the January 20, 2015 approved as circulated.	Moved Joanne Van Snellenberg Seconded Lyn Walker
4. Follow up from January Minutes	<p>4.1 Letter to Council on Rental Index Information has been prepared and will be sent later today.</p> <p>4.2 Report on System of Change for Senior Care Forum – Feb 6th – the following is a summary of comments made by those attending:</p> <p>475 people attended, 400 were on a wait list.</p> <ul style="list-style-type: none"> • Key Note speakers were Kim Carter, B.C. Ombudsperson, and Isobel Mackenzie, Senior’s Advocate. • Sponsored by Canadian Centre for Policy Alternatives (CCPA), BC Health Coalition, BCGEU, Hospital Employees Union, CUPE, BC Retired Teachers Association. 	

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	<p>Marcy Cohen of CCPA provided introductory comments - There are 700,000 seniors living in B.C. and those attending the forum came from all corners of the province. The Seniors Advocate appointed by the provincial government will be looking at not only health issues for seniors but at healthy aging.</p> <p>Kim Carter, Ombudsperson – This is an independent position and needs all our support. Call and talk to a PERSON not a telephone tree —1-800-567-3247</p> <p>The Ombudsperson has the power to investigate all public organization, for fair and reasonable treatment of individuals. Raise issues and be a voice for those needing assistance. Kim Carter also noted that the main difference between the work of the Ombudsperson office and the office of the Advocate is that the Ombudsperson looks at individual situations and the Advocate is looking at the system. She also pointed out that it was through the individual cases that were received by the Ombudsperson that her report on senior care was initiated.</p> <p>Isobel Mackenzie, Seniors Advocate, hired by the provincial government to monitor, analyse, recommend, inform, report in the areas of health, personal support, housing, transportation, financial support for seniors. She will meet with communities and seniors, and staffed office available to all of B.C. residents.</p> <p>Call and talk to a PERSON not a telephone tree at 1-877-952-3181</p> <p>Surveys to be done: Residential care, home support experiences, HandyDART survey will be done with users of the service. Reports will be made available to the public with little delay when completed.</p> <p>Myth exists that seniors are all well off, more than 1/3 live in</p>	

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	<p>subsidized housing, 1 in 10 live in poverty (169,000 people). Breakout sessions were held in the afternoon on the priority areas of concern identified by the Seniors Advocate: Affordable Housing, Seniors Centres, Home Supports, Residential Care, Transportation, Inequality and Poverty. Each breakout group had a panel that outlined issues for the area. The discussion and feedback from the breakout groups will be written up and reported to the Seniors Advocate Office.</p> <p><u>Announcement:</u> ML Burke and Kay Dennison have been selected to be on the Senior Advocates Council of Advisors. First meeting will be on March 6, 2015 in Richmond where 30 Advisors will come from all around the province. Val Windsor is on the alternate list when a position on the Council of Advisors comes vacant.</p>	
5. Updates Action Team	<p><u>5.1 Non-Medical Services</u> – Kay Dennison, Chair Looking for possible funding for another printing of the Emergency Medical Cards as there are only 150 cards left out of the original 1000 printed.</p> <p>The issue was raised regarding bus service to get seniors where they need to go. For example, a minor rerouting of the 601 would help both staff and seniors at KinVillage, another member not able to get HandyDART ride for a 10:30 appointment in White Rock, from North Delta (no taxi offered); another senior in Tsawwassen was denied a ride and not offered a taxi. Concern that HandyDART service is centralized and is not making the best decision regarding planning rides. It was noted that the taxis are offering flexibility for rides into Vancouver. Concern expressed again that taxi drivers are not as well trained as the HandyDART drivers and language/communication is a problem.</p> <p>Better At Home Advisory: Lyn Walker reported that all existing Deltassist senior clients needing transportation will be rolled into the Better At Home program from the Deltassist in-house drive program.</p>	

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	<p>There are 20 to 33 drives per month requested by clients. They will share their income details for possible subsidy, as it is a government funded program. Yard work, light housekeeping, handy man services are also available through the Better at Home program. The driving program is done by volunteers completely, whereas the other programs that are offered are done by private contractors in the community and a fee for service is charged. Subsidies may be available for those who share their income details.</p> <p>Next meeting of Services Action Team is on March 10 at 10 am at the Ladner Library.</p> <p><u>5.2 Housing</u> – report from ML Burke, Chair ML Burke and Brian White will be meeting with Kwantlen Polytechnic University (KPU) President Alan Davis and a new person replacing our previous contact at the University. Their continuing interest in the Paterson Park Vision is required if application for a seed grant is to be successful in order for a business plan and feasibility study to be done. Planning follow up meetings with individual municipal council members after the meeting with KPU. As the Planning Team is also planning to meet with Mayor and council members, a discussion will need to be arranged for coordinating these meetings so that we are not doubling up.</p> <p>ML wrote a column in the local paper about the funding for all the Lower Mainland Planning Tables being cut as of March 31, 2015. ML asked the community for donations to be made to Deltassist, our host agency.</p> <p>The next Housing Action Team meeting is on Feb. 26 at 10 am at Ladner library.</p> <p><u>5.3 Transportation and Mobility</u> – Marg Kennett At the January meeting the issue of the 601 bus was brought forward and Transit has responded by saying there will not be a change. A</p>	

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	<p>request was also made to have a bus route to the Riefel Sanctuary, no response as yet. Federal funding for conservancy development in the area may have an impact on a bus route.</p> <p>Scooter event: This event is meant to educate users of scooters in Tsawwassen and those who may have missed the Scooter events at the two Expos offered by the Delta Municipality in Ladner and North Delta. There is no policy either provincially or municipally around the use of scooters on sidewalks and roadways as their use is viewed as if they were a pedestrian. There are concerns about pedestrians and scooters sharing the sidewalks.</p> <p>Met with staff of the Engineering Department at the Delta Municipality to discuss our event plans. The staff noted their concern about the lack of visibility for both pedestrians and scooter riders on the street crosswalks. Concerns are being expressed about people losing or giving up their driver's licence because of cognitive, eye sight impairment, hearing impairment and then buying scooters. Engineering Department staff are encouraging and supportive of our plans.</p> <p>Event plans - Two possible sites are being considered for the event, KinVillage parking lot and Remax Realty parking lot. There a two dates in September being considered and will be finalized soon. Save on Scooter in White Rock will be hosting the event.</p> <p>On February 20, Marg, Lynda, Kay and anyone interested in helping with this event will be welcome as we want this event to be successful and there will need to be volunteers to assist. The meeting will be at the Deltassist Seniors office in Ladner at 2 pm.</p> <p>The regular Transportation meeting will be on March 20 at 1:30, KinVillage group room.</p>	
6. Updates from other Committees	<p><u>6.1 Access Transit</u> – Kay Dennison The Evacuation Plan in event of emergency system shut down is evolving but improvements have been made.</p>	

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	<p>Taxi Driver training is being improved. HandyDART now uses taxis if they cannot accommodate clients on regular HandyDART system.</p> <p>Requests of bus drivers to have people give their seat to a senior or someone disabled or to ask someone using a child’s stroller to move from the wheelchair area cannot be enforced by the bus driver as there are no regulations to give them this authority.</p> <p>Better lighting, upgraded elevators, plumbing for washrooms in upgraded stations and new stations are occurring but ongoing negotiations with municipalities are needed before washrooms are installed. Scott Road Sky train station is now configured to make it easier to access the bus loop when getting on or off Sky Train.</p> <p><u>6.2 Seniors Advisory Committee to Council – no change</u></p>	
7. Funding and Sustainability	<p>Newspaper column needs to be done, letters to be done to possible funders for future projects such as workshops, education series etc. of the Planning Team. We may need to change how we have worked in the past to project based funding. Please let us know if you have any suggestions as to who we could approach.</p> <p>Funded staff support ends as of March 31 when the funding from United Way of the Lower Mainland ends. Kay has volunteered to continue with the committee offering services in organizing monthly meetings, looking for speakers, looking at emerging issues for seniors and sharing information from the community and provincial committees she serves on. With the support of members, she will look for funding. The Better At Home Advisory will also continue.</p> <p>We will continue with the meeting spaces we have now, Joanne has agreed to do the minutes, Deltassist Family and Community Services will continue giving us the assistance of Lyn Walker and the use of their group rooms.</p> <p>Donna Ellis, Executive Director of KinVillage may be able to provide</p>	

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	<p>meeting space at no cost in the future. The meeting space will be needed 3 times a year. Kay will contact Donna.</p> <p>Future: Arrange for the Senior Advocate to come to a community meeting.</p>	
<p>8. Announcements</p>	<p><u>Delta Hospital</u> - Kay Dennison, Marg Kennett, and Louise Long attended the Friends of Delta Hospital meeting. A petition is now circulating on getting the money needed to open the surgical rooms and to provide more funding to the Delta Hospital. Lyn will have the petition at her office in Ladner. This cutting of funding to our local hospital is of deep concern to the doctors, staff and residents of Delta. The hospital is accessed by patients who are 1/3 from South Delta, 1/3 from North Delta and 1/3 from Surrey. This hospital is funded by Fraser Health and statistically is not funded as well as some of the other communities in the Fraser Health region, e.g. Langley, White Rock.</p> <p><u>Bev Bakka from Patient Voices Network, Impact B.C.</u> Division of Family Practice in Delta is now hiring a new Executive Director. Looking to train volunteers on March 17, 2015. This is a much needed service, mileage, food, parking are all reimbursed.</p> <p><u>Donna Ellis: KinVillage</u> is planning for the future. Open House is being planned for the spring of 2015. The information of day, time and place of the event will be sent to the Planning Team. There is a need for more residential care and housing as the population that is aging will be growing in the very near future. The process of planning needs to start now.</p>	
<p>10. Adjournment</p>	<p style="text-align: center;">Next Meeting March 17, 10:00 to Noon Ladner Pioneer Library 4683-51st Street, Ladner</p>	

Presentation: Stefani McClelland, Delta Mental Health, Geriatrics Team – Follow up to Depression, Dementia and Delirium

Delta Mental Health – Geriatric Team

- Specialized outreach service for people 65 years and over who are affected by dementia, major affective disorder or other severe mental illness.
- The team includes a psychiatrist, social worker and nurse.
- Will work with families who are concerned about abuse, late onset mental health issues.
- The geriatric team is legally responsible to respond to issues of mental health and to do assessment.
- Clients may live at home, in supportive living or continuing care facilities. Twenty percent of people served are in residential care.
- Self-referrals are accepted which is a change from the past when referral was needed from a professional.
- The Geriatric team works collaboratively with the care facility staff, GP, family and supports the patient. If the patient is under the age of 65 and is showing signs of dementia, the geriatric team will work with them.

Late onset depression:

- Chronic stress can lead to depression.
- In older adults there are entrenched beliefs that are a barrier to receiving help - do not talk about it, tough it out, embarrassment, sign of weakness.
- Depression can be a risk factor for dementia along with apathy, or don't care attitude – it is important to get depression assessed. Because depression can be an indicator of other illnesses, the starting point of treatment may be to treat the depression to see if there is improvement, if not will start looking for cognitive impairment.

Alcohol and Drug abuse:

Geriatric team has limited treatment for alcohol and drug issues and will refer them to appropriate treatment specialist.

When depression is being treated by mental health team, the alcohol or drug issue will be treated by a specialist in addiction as well.

Supports for families

- The mental health team can provide short term support for families – caregiver burnout spectrum and grieving are common concerns. The focus is on the patient being treated but the family is seen as an important back up support to the treatment and can be provided some support.

Outreach (in to the home of patient)

- In a home visit the mental health worker can observe for mild cognitive impairment and dementia symptoms, which tend to fluctuate. Observations provide additional information for determining the best form of treatment.
- A doctor will go as well to assess.

Delta Mental Health Geriatric Team

- 2.5 staff are providing services to our community. Client situations range in complexity, so depending on the complexity, a small caseload may be very time consuming as there may be physical health and financial issues to sort out as well as treatment for cognitive impairment or mental illness.
- Groups are also available for individuals. These are 12 weeks of sessions with a case manager available.
- Delta Mental Health offers assistance in Tsawwassen, Ladner and North Delta.

Challenges

- Dementia and Alzheimer's patients are growing faster than predicted, need for more care beds for those with all forms of mental illness. The health system is not yet clear about how all this will be handled now and in the future.
- Families and caregivers need to inform themselves of what supports are available to them.
- Early diagnosis is best, getting personal affairs in order before disease progresses. Recommended that a Will be updated, Power of Attorney appointed and a Representation Agreement be drawn up.
- For health care and treatment there is a need for clients/patients to appoint a person to make decisions when the client/patient is longer capable.

Dementia – living with risk and advance care planning

- Risks of Dementia can increase with: Smoking, drinking/non-prescription drug use, lack of exercise (moderate), lack of good nutrition and social isolation. Taking reasonable care of oneself can lessen the risk of dementia.
- The older adult choosing to live in a way that does not meet with the approval of their family or caregiver can be frustrating. Families and caregivers want to protect the person but as with the rest of the population, older adults who are deemed capable are entitled to make bad decisions. The legislation for Public Guardianship requires that a mental health assessment be made before a person is proven incapable of making their own decisions.
- Important the older person share with their families and caregivers the information that there is a Power of Attorney agreement, a Will and a Representation Agreement.
- When a mental health professional is called in to a situation they use the least intrusive means possible, many people fear that they will be taken out of their home, unless person is in danger the mental health professional must respect the person's decision to be left alone.

- Booklet: MY VOICE, which gives information on Advance Care Planning and is available through Fraser Health on line at www.fraserhealth.ca/your_care/advance_care_planning, Deltassist in Ladner, Delta Mental Health and through the Delta Seniors Planning Team.
- Get an Emergency Medical File card for your refrigerator, fill out the information and keep it updated.
- Get a medical bracelet with your medical issue or if you do not want to be resuscitated have it written down. Inform your health professional, family and hospital before a situation occurs.