

TO: CHIEF ADMINISTRATIVE OFFICER **DATE:** March 23, 2023

FROM: GENERAL MANAGER CORPORATE SERVICES

SUBJECT: CITIZEN SUPPORT SERVICES 2022 ANNUAL REPORT

PURPOSE: To provide a summary of 2022 facts and highlights from Citizen Support Services.

RECOMMENDATION:

THAT Council receive the 2022 Annual Report from Citizen Support Services for information.

REPORT

1.0 INTRODUCTION

Citizen Support Services (CSS) manages over 200 volunteers in a variety of free and affordable programs that help support our community in health and independent living. Each year, CSS produces an annual report which highlights the services provided (Attachment 1).

2.0 DISCUSSION

CSS endeavors to meet the diverse needs of our community through our inclusive programs and services by the following: encouraging social connections, providing access to core services and information, providing opportunities for healthy living and wellbeing, and by giving back and investing in the community.

While a number of CSS programs continued to operate throughout the pandemic, 2022 brought on the gradual re-start of those that had to be suspended. The following highlights the impact made by volunteers and staff in 2022:

- Phone Buddies spent over 1507 hours making friendly calls to lonesome seniors;
- The Lunch Program served up 350 meals and volunteer drivers provided 600 rides to reduce social isolation;

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- As part of the Grocery Shop by Phone Service, volunteers shopped 2,603 grocery orders and staff processed and delivered \$189,000 worth of groceries to seniors;
- Volunteer Visitors started in July and spent over 732 hours visiting isolated seniors;
- Shopping Buddy volunteers started in June and spent over 300 hours assisting seniors at local malls;
- The Burnaby Better at Home program provided seniors with over 3,951 housekeeping services and 155 rides to medical appointments; and
- Staff and Volunteers provided 4,471 Wellness Check in Calls during the 2022 extreme heat events.

CSS strives for new, efficient, and innovative ways to provide service and streamline processes. The following implementations made in 2022 offered: greater convenience for our customers, saved on staff time, provided further protection of client and volunteers personal information, saved on storage costs and storage space.

Volunteer Interviews: we have added the option of conducting volunteer interviews over Zoom. This provides greater convenience for potential volunteers that work full time, or for students that cannot get into the office for an interview during regular office hours.

Created an E-Learning Volunteer Orientation: this can be completed by the volunteer at their convenience, from wherever they are. The training in this format is thorough and consistent from one volunteer, to the next.

New Data Base: we are no longer utilizing hard copy files; all Better at Home records have been digitized.

CSS participated in various community events, fairs and celebrations to share information about programs and services. They also had a role in providing the following community events in 2022:

- October 2022 - International Volunteer Management Hybrid Conference – Citizen Support and Volunteer Burnaby Co-Facilitated for the lower mainland.
- June 2022 - Healthy Living Fair at Bonsor.
- September 2022 – Presented the award-winning ‘Age of Love’ film and social event at Shadbolt, for seniors. All free of charge.



Juli Halliwell, General Manager
CORPORATE SERVICES

BURNABY CITIZEN SUPPORT SERVICES

2022 ANNUAL REPORT



MESSAGE FROM THE ADMINISTRATOR

Citizen Support Services is a small 7 person department. While I would be the first person to sing the praises of what an outstanding team we have, none of what we have accomplished this year would have been possible if it were not for our dedicated volunteers, the various City Departments we collaborate with, the businesses we work with, the community groups we partner with, and Mayor and Council's continuous support.

In 2022, we gradually restarted many of programs including our lunch program, Phone Buddies, Shopping Buddies and Volunteer Visitor. We continued online services that were adopted during the Covid-19 pandemic that made engaging with our volunteers easier, including e-learning volunteer orientation, and convenient volunteer interviews over Zoom.

Our volunteers help keep our community healthy by shopping grocery orders for housebound seniors, offering a friendly voice over the phone to help alleviate loneliness and so much more. We work together to reduce social isolation by connecting seniors to one another.

It is amazing what can be accomplished by a small department of passionate employees and a host of dedicated volunteers. My sincere thanks and gratitude to all the staff and volunteers at Citizen Support Services.

Michele Wilson

Administrator, Citizen Support Services

CITY OF BURNABY

OUR PURPOSE

Creating a world-class city that we all want to live and be in.

OUR CORE VALUES

We embrace community, integrity, respect, innovation and passion as our core values and principles that guide our actions and decisions.

OUR GOALS

The City of Burnaby's Strategic Plan (SP) is founded upon and guided by the goals that the City has established through a series of forward-thinking, long-term plans, including Council's adopted trilogy of sustainability strategies (social, environmental and economic), the Official Community Plan and other City policies that establish the planning and resource context for our work.

The City's long term goals are:

PEOPLE

Empower happy, engaged and committed staff

We hire, develop and support staff to connect to our purpose and values. Our people have the tools and skills to do high-quality work, and the confidence and trust to work together, take risks, and dream big.

CUSTOMERS

Provide industry-leading and innovative customer experience

We find new ways to make it easier for residents and businesses to get things done. We remove barriers, listen to internal and external customers and make each interaction a positive experience.

COMMUNITY

Create vibrant communities

We build communities that inspire people to live their best lives. We build a city that is sustainable, inclusive and livable.

CREATING A PLACE WHERE WE ALL WANT TO LIVE AND BE IN

Citizen Support Services strives to meet the diverse needs of our community through our programs and services by:

- » encouraging social connection
- » providing access to core city services and information
- » providing opportunities for healthy living and well being
- » giving back and investing in the community

THE LUNCH PROGRAM

This program provides seniors with an opportunity to get out of their homes, enjoy a healthy meal, and make social connections all at the same time. Once a week, volunteer drivers bring our seniors to Burnaby Mountain Golf Course for lunch, enjoy an afternoon with friends and take them home again.

This program gradually restarted in June 2022 and was offered 3 weeks a month.

350 lunches were served, and 600 rides were provided.

PHONE BUDDIES

Housebound seniors can enjoy a friendly call from a Phone Buddy volunteer once or several times a week. We recruit volunteers that speak a variety of languages to better assist with clients whose first language is not English.

Over 1507 volunteer hours were spent providing resources and being a friend over the phone in 2022.





SHOPPING BUDDIES

Once a week, housebound seniors can go to a local mall for personal shopping. HandyDart is arranged by our staff and once at the mall, the client has a one-on-one volunteer assigned to assist them.

This program gradually restarted in June 2022. Our volunteers spent over 300 hours assisting seniors shopping at local malls.

VOLUNTEER VISITOR

One-on-one visiting is organized on a weekly basis to provide companionship. A volunteer might accompany a senior for a walk, help read or write a letter, or just share life experiences.

This program restarted gradually in July 2022. Our volunteers spent over 732 hours visiting lonely and isolated seniors.



GROCERY SHOP BY PHONE

This program helps to ensure seniors have the food and nutrition they need for their overall health and well-being. Volunteers take seniors' grocery orders over the phone each week, and work with staff to process and deliver orders. The shopping service and grocery delivery is provided free of charge for housebound Burnaby seniors 2 days a week.

Volunteers spent 5,674 hours taking grocery orders over the phone and shopping.

2,603 grocery orders were delivered and a total of \$189,000 spent.

BETTER AT HOME

This program helps seniors remain living at home independently by providing non-medical support. The Burnaby Better at Home program offers rides to medical appointments and provides light housekeeping service. Services are provided based on a sliding scale. To better serve our non-English speaking seniors, the Better at Home program partnered with MOSAIC to provide translation services and conduct client intake in the seniors' language. Our common goal is to connect vulnerable seniors with the services and resources they need.

We provided Burnaby seniors with 3,951 housekeeping services and 155 rides to medical appointments.



**Better
at Home**



United Way helping seniors remain independent.



GADABOUTS CHRISTMAS LUNCHEON

Citizen Support Services was very happy to welcome their seniors back to enjoy the Annual Gadabouts Christmas Luncheon in 2022. This was the first in-person Christmas event held since the start of the pandemic. We could not have provided this luncheon without the generous sponsorship from Parkland Burnaby Refinery, Mulberry PARC (a PARC Retirement Living residence), CUPE Local 23, the Burnaby Firefighters Charitable Society and the Keith and Betty Beedie Foundation.

OPERATION ELF

Citizen Support Services partnered with the IAK Foundation (Intentional Acts of Kindness) and Burnaby schools to provide Christmas cheer to seniors throughout Burnaby. Students from various schools created Christmas cards and crafts. Between the IAK Foundation and Citizen Support staff, approximately 4,000 Christmas cards were distributed between the clients they serve, Burnaby seniors' care homes, and seniors' housing complexes.





WHEELERS OUTINGS

Social Outings designed for housebound seniors in wheelchairs or scooters. With our gradual return to social outings, we conducted our first trip in the fall of 2022, followed by our Christmas Luncheon.



E-LEARNING VOLUNTEER ORIENTATION

To make our volunteer application process more user friendly and efficient, Citizen Support successfully created and implemented an e-learning online orientation. The orientation can be completed by the potential volunteer at their convenience from wherever they are. To ensure a thorough understanding of the City's policies and safety rules, the online orientation includes quizzes and a digital acknowledgement form. This saves money and space, eliminating the need to store hard copy forms.

CONVENIENT VOLUNTEER INTERVIEWS

Adapting to new needs in community, Citizen Support began conducting some volunteer interviews over Zoom in 2022. Often, university student volunteers and volunteers that work full-time find it difficult to get into our office for an interview during regular office hours. Now potential volunteers working full-time can interview over zoom on their lunch break and students can interview from school in between their classes.

NEW DATA BASE

Citizen Support created a new data base for the Better at Home program in 2022. All records are digitized, providing further protection of personal information, saving on storage costs and storage space.



EXTREME HEAT COMMUNICATIONS AND CHECK-IN CALLS

Citizen Support conducted a grant-funded mail-out to over 400 vulnerable seniors sharing information on: the Cooling Centre locations (in multiple languages), the Alertable App information, and the Fraser Health Tip Sheet on “Cooling Tips / Identifying Signs of Heat Exhaustion / Signs of Heat Stroke”. With each heat wave, the same information was shared with over 220 Citizen Support volunteers to communicate to seniors groups, senior societies, and other seniors through their grocery orders.

During the 2022 heat episodes, Citizen Support staff and volunteers conducted 4,471 seniors’ wellness check-in calls.

WORKSHOPS AND CONFERENCES

Citizen Support co-facilitated (for the lower mainland) the International 2022 Volunteer Management Hybrid Conference on Impact Evaluation: Data that Matters & Creating the Right Story.

Citizen Support along with the Community Response Network and Burnaby Seniors Resource Society, hosted the Healthy Living Fair in June. In September, the same group presented the award-winning Age of Love film and social event at Shadbolt Centre for the Arts. Both events were very well attended and exceeded turnout expectations!



A THRIVING ORGANIZATION

Citizen Support Services ensures that the City of Burnaby's core values are reflected in the policies that govern us and in the programs and services we deliver. Our department practices open and transparent communication among our staff, volunteers, City departments, contractors, partners, and the community.

SPECIAL ACKNOWLEDGEMENT & CONGRATULATIONS:

Congratulations to our volunteers Joanne Morgan and Wendy Beerling for winning the 2022 Age Care's Senior of Distinction Award for their outstanding community service!



