

COMMUNITY ISSUES AND SOCIAL PLANNING COMMITTEE

*HIS WORSHIP, THE MAYOR
AND COUNCILLORS*

RE: 2000 LOCAL HERO NOMINEES

RECOMMENDATIONS:

1. **THAT** Council approve the nomination of the following people for receipt of Burnaby Local Hero Awards in 2000:
 - . Mark Angelo
 - . Lillian Chalmers
 - . Glenice English
 - . Philip Henderson
 - . Grace Jo
 - . Les Lee Lowe
 - . Barbara Lussier
 - . Tony Mauro
 - . Doreen Player
 - . Joyce Rosteron
 - . Carol Roycroft
2. **THAT** Council invite the nominees to a future Council meeting to be presented with certificates of recognition for their contributions.
3. **THAT** Council authorize staff to launch a Local Hero recognition program for 2001, using a similar process to that used in 2000.

REPORT

The Community Issues and Social Planning Committee, at its meeting held on 2000 September 27, received and adopted the *attached* report recommending a list of Burnaby residents for consideration for Local Hero Awards for 2000 and to gain approval for launching a Local Hero program for 2001.

Respectfully submitted,

Councillor D. Johnston
Chair

: COPY - CITY MANAGER
- DIR. PLNG. & BLDG.
- DIR. PARKS, REC. & CULT. SERV.

Councillor N. Harris
Vice Chair

TO: CHAIR & MEMBERS
COMMUNITY ISSUES AND SOCIAL
PLANNING COMMITTEE

2000 September 19

FROM: DIRECTOR PLANNING AND BUILDING

Our File: 17.413

SUBJECT: 2000 LOCAL HERO NOMINEES

PURPOSE: To recommend a list of Burnaby residents for consideration for Local Hero Awards for 2000 and to gain approval for launching a Local Hero program for 2001.

RECOMMENDATION:

1. THAT Council be asked to

- a) approve the nomination of the following people for receipt of Burnaby Local Hero Awards in 2000:
- Mark Angelo
 - Lillian Chalmers
 - Glenice English
 - Philip Henderson
 - Grace Jo
 - Les Lee Lowe
 - Barbara Lussier
 - Tony Mauro
 - Doreen Player
 - Joyce Rosteron
 - Carol Roycroft
- b) invite the nominees to a future Council meeting to be presented with certificates of recognition for their contributions.
- c) authorize staff to launch a Local Hero recognition program for 2001, using a similar process to that used in 2000.

REPORT

1.0 INTRODUCTION

Each year since 1997, Burnaby has identified and recognized Local Heroes: people who have made substantial contributions to community well being over several years. In 1997 and 1998, the impetus came from the Social Planning & Research Council (SPARC) of BC, which invited Burnaby and other municipalities in the province to undertake a Local Hero initiative. Beginning in 1999, the City decided to launch its own annual Local Hero recognition program. The rationale for doing so was twofold: 1) the idea of acknowledging citizens for long-standing contributions to the community made inherent sense; and 2) a “made in Burnaby” initiative would afford the City more lead time for planning, publicizing, and gaining public involvement in the program.

To date, the City has recognized thirty Local Heroes (see Appendix 1, *attached*). A copy of the eligibility guidelines and nomination form for the program are presented in Appendices 2 and 3, *attached*.

This report provides background information on the nominees for the 2000 Local Hero program and recommends a list of candidates for consideration for awards.

2.0 LOCAL HERO NOMINEES

Staff used four channels to seek nominations for the 2000 Local Hero awards: advertisements in Burnaby’s community newspapers, a call for nominations through the City’s web site, distribution of information through Burnaby recreation centres, and requests to participants at various inter-agency meeting to “get the word out” about the initiative.

A total of eleven nominations were submitted, representing a diversity of backgrounds and contributions to the community. The nominees were as follows:

- **Mark Angelo:** Mark serves as Program Head of BCIT’s Fish, Wildlife, and Recreation Program. A renowned expert on rivers, he has spearheaded numerous environmental studies and stewardship activities in Burnaby, BC, and Canada. He is a co-founder of BC Rivers Day; he is an active member of the Outdoor Recreation Council of BC; he currently serves as Chair of the BC Heritage Rivers Board and BC’s representative to the Canadian Heritage Rivers System’s Board; he has written and spoken extensively on environmental issues; and he has helped organize nearly every major rivers conference in Canada since 1980. For his achievements, Mark has been recognized with the Ten Year National River Conservation Award (1994), the City of Burnaby Environment Award in Communication (1996), BC Minister of

Environment, Land and Parks Environmental Award (1997), and the Order of BC (1998). The Board Member profile for the BC Heritage Rivers System describes Mark as being “at the heart of river conservation and stewardship for the past 20 years in this province” and credits him with providing “the kind of inspired leadership that has drawn a considerable following”.

- **Lillian Chalmers:** In her nomination form, Lillian is described as “one who models selfless giving - giving without any expectation of anything in return.” Her volunteer activities include helping seniors at the Fair Haven Residence, and other groups through outreach programs at South Burnaby United Church. She has been particularly passionate about assisting recent refugees through the process of settling in Burnaby, driving them to appointments, providing English lessons, and offering practical information about settling into a new life in Canada. She has also volunteered with Marguerite Dixon House, helping women who have escaped abusive relationships. She is a charter member of the strata council in her housing development (Mission Woods) and is described as a “wonderful neighbour who contributes greatly to making Mission Woods a wonderful place to live”.
- **Glenice English:** Glenice is a long time Burnaby resident who has worked in the child care field for twenty-five years - the past twenty with SFU Child Care Society. She is scheduled to retire in 2000 December. Her colleagues and parents at SFU single out Glenice both for her strong and compassionate work with children, and for the training and support she has provided parents in improving their parenting skills. As a testament to her lasting influence and impact, many families continue to remain in touch with Glenice long after they have left her child care program, often inviting her to special family functions, weddings, and graduations. To quote from her nomination form, Glenice “deserves to be recognized as a Local Hero for her contribution to the betterment of young children and their parents”.
- **Philip Henderson:** Phil has a long, distinguished, and varied career as a volunteer in Burnaby. He currently serves as Treasurer with the Burnaby Loughheed Lions Club and coordinates the annual Skate-a-Thon that the Club puts on each year. He was instrumental in the planning and development of the St. Margaret’s of Scotland Abbeyfield Housing complex and plays an active role in management of four non-profit housing developments in the city. He is the Past President of St. Leonard’s Youth and Family Services and continues to volunteer for the organization’s SMILE program. His other volunteer contributions including serving as official auditor for the Royal Area Girl Guides, driving for Meals on Wheels, and helping with numerous activities through St. Margaret’s of Scotland Anglican Church. Phil currently serves on the Community Issues & Social Planning Committee and Advisory Planning Commission.

- **Grace Jo:** Grace Jo has been a volunteer with numerous Burnaby organizations over the years. Her list of past and present endeavours is long and distinguished: volunteering with the blood pressure clinic of the Bonsor Seniors Health Alert Program; teaching fitness to seniors at Chaffey Lane Apartments; volunteering with the RCMP Victim Assistance Program; serving as guest speaker at workshops concerning abuse of seniors; helping low income seniors in completing their income tax returns; serving on the Community Policing Committee; and serving on the Board and raising funds for Douglas College. For her significant contributions to the community, Grace Jo has earned the nickname "Amazing Grace".
- **Les Lee Lowe:** Through her voluntary efforts, Les Lee has made an enormous contribution to Burnaby. Working with the City's Citizen Support Services program, she has helped in such areas as hearing screening clinics, breast feeding clinics, the Flying Grandmother program, and seniors flu clinics. She has also served on the Burnaby Library Board and Burnaby Centennial Committee and contributed to such groups as the Burnaby Volunteer Bureau, Burnaby Hospital, and Burnaby Village Museum. As noted in her nomination form, Les Lee "has the right stuff that volunteers are made of . . . (being) energetic, tireless and highly dedicated and loyal".
- **Barbara Lussier:** Barbara has been a volunteer with Burnaby Hospice Society (BHS) for the past 2 ½ years. While BHS considers all its volunteers as their "very own heroes," the Society pinpoints Barbara as a standout. Since beginning work with BHS in early 1998, Barbara has helped seven clients through the difficult and trying process of dealing with death and dying. She has followed her clients from their homes, to the hospital, and sometimes to Continuing Care facilities. According to her nomination form, Barbara is "one of those rare volunteers who will do her best for a cause that they truly believe in and . . . (through her) dedication to her clients and BHS, she stands out as going 'above and beyond' the call of duty".
- **Tony Mauro:** Tony (a.k.a. Anton) is the owner of Anton's Restaurant. Along with his staff, he has made a significant contribution to Burnaby families in recent years. For example, on Hats Off Day, his restaurant runs a food and beverage booth, donating the proceeds (several hundred dollars each year) to the Burnaby Family Life Institute. Also, for the past three years, along with other managers and staff from his restaurant, he has donated and prepared free meals for low income families at Christmas. In addition to the food, he and his staff buy and wrap presents for each child in attendance. In 1999, Tony and his staff served Christmas meals to a total of 350 people - 167 adults and 183 children. The people nominating Tony wished to extend the nomination to all staff of Anton's. While the staff team undoubtedly deserve credit, the Local Hero awards are intended to recognize individuals, not

groups or organizations. When informed of this stipulation, the nominators requested that Tony's name be put forward the award. They praised him for leading his staff team by example, and for the generosity and compassion he has shown towards low income Burnaby families and the community.

- **Doreen Player:** Doreen is a long time resident of north Burnaby who has contributed to her community in numerous ways. She is an active member of the Burnaby Soroptimist Club, a service club of business and professional women which provides help to such groups as battered women, long term caregivers, and Queen's Park Hospital. Doreen is probably best known for her work with seniors through the Confederation Community Centre for the Retired. For the past 15 years, Doreen has served as a fitness and weight room instructor at the Centre. For the past 10 years, she has also served as coordinator of the Seniors Active in Living (SAIL) drop in program. Her colleagues credit her with having a "tireless and giving nature" and bringing a strong passion to her work which goes far beyond the call of duty. Leading by example, Doreen is credited with encouraging and supporting seniors to maintain an active and healthy lifestyle as they age. She has also been an inspiration to numerous students in SFU's Kinesiology program, supervising an estimated 60 practicum students from the program over the years. In the words of the person nominating her, "Doreen is a Burnaby resident who has made a difference, improving our community by attending personally to the needs of our residents".
- **Joyce Rosteron:** Joyce has been a committed volunteer with Second Street Community School since 1988. She has coordinated the annual Halloween fireworks displays, served as secretary of the Community Council, and "rolled up her sleeves" at numerous community events (e.g., Breakfast with Santa, Pioneer Teas). Perhaps her crowning achievement has been her leadership in the "greening" of the Second Street Community School, through development of a community garden on the school grounds. Students of Second Street Community School were recognized with the City's 2000 Youth Environmental Award for their work on the garden. Joyce's nomination form states "it is time to (also) recognize our Local Hero Joyce . . . for her initiative in this tremendous project". The nomination credits her with bringing teachers, students, parents, and community members along with her dream and, through her vision, persistence, and hard work, helping to make the garden a reality.
- **Carol Roycroft:** Carol experienced a serious stroke ten years ago. Her nomination form states that, "in spite of serious deficits on her right side, Carol remains upbeat, cheerful, and extremely busy improving the lives of others." For several years, Carol has worked as the president, and often as acting coordinator, of the Burnaby North Stroke Recovery Club. She has also served on the Board of the Burnaby South Stroke Recovery Club and publishes a newsletter for stroke recovery patients. Her nominator says: "she is my hero".

3.0 ASSESSMENT

The foregoing eleven nominees satisfy the guidelines for Local Hero recognition. They have made strong contributions to community well being over several years. Also, collectively, they constitute a balanced “slate” of nominees, living in various parts of the city and representing a diversity of interests (i.e., community services, education, culture and recreation, and the environment).

The guidelines for Local Hero recognition place a cap of twenty individuals who can be recognized in a given year. Given that the eleven nominees under consideration meet the program guidelines and fall below this cap, it is considered appropriate that all eleven be recognized as Local Heroes for 2000.

4.0 CONCLUSION AND RECOMMENDATIONS

2000 marks the fourth year that Burnaby has recognized Local Heroes, and the second year that it has done so as a City initiative (i.e., independent of an invitation from SPARC of BC).

Despite the relatively low number of nominations this year, the quality of the submissions and calibre of the nominees were high. It is believed that the Local Hero program continues to be a relatively inexpensive, effective vehicle for recognizing citizens who have “gone beyond the call of duty” in contributing to the community over the years.

Based on an assessment of this year’s submissions, it is recommended that Council be asked to:

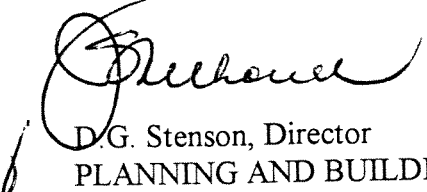
a) approve the nomination of the following people for receipt of Burnaby Local Hero Awards in 2000:

- | | |
|--------------------|-------------------|
| • Mark Angelo | • Barbara Lussier |
| • Lillian Chalmers | • Tony Mauro |
| • Glenice English | • Doreen Player |
| • Philip Henderson | • Joyce Rosteron |
| • Grace Jo | • Carol Roycroft |
| • Les Lee Lowe | |

b) invite the nominees to a future Council meeting to be presented with certificates of recognition for their contributions.

It is further recommended that staff be authorized to launch a Local Hero recognition program for 2001, using a similar process to that used in 2000.

Given Committee and Council concurrence with these recommendations, staff would publish an article on this year's Local Hero recipients in InfoBurnaby and arrange for publication of their names in SPARC News (SPARC of BC's newsletter, which is circulated throughout the province). Also, through personal contacts and inter-agency networks, we would make a concerted effort to elicit a strong response to the 2001 call for nominations.



D.G. Stenson, Director
PLANNING AND BUILDING

JF\sa

Attachments(3)

cc: City Manager
Director Parks, Recreation & Cultural Services

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APPENDIX 1

PREVIOUS BURNABY LOCAL HEROES

1997

Barbara Brady
Don Brown
Beth Chobotuck
Don Copan
Edie Fisher
Maddie Greenlay
Barb Peabody

1998

Ray Abernethy
Allison Dagleish
Bharti Envik
Lilac Jung
Faye Ku
Ruth Loland
Anita Loy
Melody Marbach
Sharon Mudrakoff

1999

Georgie Cole
Marjorie Deschner
Gloria Inglis
Effie Kennedy
Erna Kozak
Marion Krause
Nick Kvenich
George McLean
Scott Robertson
Ken Ryan
Rudy Spense
Don Steen
Barbara Stewart
Tim Zimich



CALL FOR NOMINATIONS

BURNABY LOCAL HEROES

The City of Burnaby is seeking nominations for Local Heroes - people who have made outstanding contributions to community well being in Burnaby over a number of years. 2000 marks the fourth year that Burnaby will be recognizing its Local Heroes.

Eligibility: All people living, working, or participating in Burnaby are eligible for recognition.

Nominations: Nominations are invited from community groups, agencies, and the general public.

**Evaluation
Process and
Criteria:**

What distinguishes Local Heroes? They are people who have made noteworthy contributions to community well being for an extended period in the city. Examples of activities include volunteering for a local agency or community school, participating in environmental initiatives, or helping recent immigrants to integrate into the community.

The intent is to recognize volunteers, rather than people who contribute through their paid employment. In exceptional circumstances, however, people who go "above and beyond the call of duty" in their jobs may also be eligible for recognition.

A *maximum of 20* Local Heroes will be selected per year. Further, efforts will be made to identify a diverse and balance *slate* of Local Heroes, based on such factors as:

- geography - i.e., aim to recognize people living in or contributing to various parts of Burnaby
- activity type - i.e., aim to recognize a slate that participates in a range of activities, rather than a select few
- age - i.e., aim to recognize people of various ages.

The Community Issues & Social Planning Committee will evaluate the submissions and forward its recommendations to Burnaby Council for endorsement.

(Continued on reverse)

Recognition: Local Heroes will be presented with certificates and publicly recognized at a City Council meeting in November. An article on the Local Hero recipients will also be published in the City's information newsletter, InfoBurnaby.

Submission

Procedure: People wishing to submit a nomination are requested to return a completed Nomination Form (attached), along with any necessary supporting materials, to:

2000 Local Hero Recognition
Community Issues & Social Planning Committee
c/o City Clerk's Office
4949 Canada Way
Burnaby, BC V5G 1M2
Attention: Gloria McCaskie

Deadline: The deadline for submissions is 2000 August 31.

Time Lines:

August 31:	Deadline for submission of nominations
September:	Assessment of nominations by Community Issues & Social Planning Committee (CISPC)
October:	Council decision on annual Local Hero recipients, based on recommendations from the CISPC
November:	Presentation to Local Heroes at Council meeting
January:	InfoBurnaby article on recipients.



NOMINATION FORM
BURNABY LOCAL HEROES

Who is being nominated?

Name: _____
Address: _____
Phone: _____ (home)
 _____ (work)

Who is making the nomination?

Name: _____
Address: _____
Phone: _____ (home)
 _____ (work)

What category or categories best describe the nominee's activities (please ✓ all that apply)?

- Health or community services
- Education
- Environment
- Recreation
- Other (describe briefly) _____

Is the person being nominated for activities done as a volunteer or paid employee?

- Volunteer
 - Paid employee
- If a paid employee, please state where the person works:* _____

Why does the nominee deserve to be recognized as a Local Hero? (Please attach additional pages or supporting materials, if necessary).

(Continued on reverse)

Who can we contact if we need further information?

Name: _____
Address: _____
Phone: _____ (home)
 _____ (work)

Name: _____
Address: _____
Phone: _____ (home)
 _____ (work)

Name: _____
Address: _____
Phone: _____ (home)
 _____ (work)

Please return completed nomination form to:

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The deadline for receipt of nominations is 2000 August 31.

