



COUNCIL MEETING MINUTES

Monday, 2015 April 13

An 'Open' meeting of the City Council was held in the Council Chamber, Burnaby City Hall, 4949 Canada Way, Burnaby, B.C. on Monday, 2015 April 13 at 6:32 PM followed immediately by a 'Closed' meeting from which the public was excluded. At the conclusion of the 'Closed' meeting, the 'Open' meeting was reconvened at 7:00 PM in the Council Chamber.

1. CALL TO ORDER

PRESENT: His Worship, Mayor D. Corrigan
Councillor P. Calendino
Councillor S. Dhaliwal
Councillor D. Johnston
Councillor C. Jordan
Councillor A. Kang
Councillor P. McDonell
Councillor N. Volkow
Councillor J. Wang

STAFF: Mr. C. Turpin, Deputy City Manager
Mr. L. Chu, Deputy City Manager
Mr. L. Pelletier, Director Planning and Building
Mr. L. Gous, Director Engineering
Ms. D. Jorgensen, Director Finance
Mr. D. Ellenwood, Director Parks, Recreation & Cultural Services
Mr. B. Rose, City Solicitor
Mr. D. Back, City Clerk
Mr. Sid Cleave, Deputy City Clerk

MOVED BY COUNCILLOR P. MCDONELL
SECONDED BY COUNCILLOR A. KANG

THAT the 'Open' Council meeting do now reconvene.

The Open Council meeting reconvened in the Council Chamber at 7:00 p.m.

CARRIED UNANIMOUSLY

2. **PROCLAMATIONS**

A) **National Organ and Tissue Donation Awareness Week
(2015 April 19 - 26)**

Councillor Calendino, on behalf of His Worship Mayor Derek Corrigan, proclaimed April 19th - 26th, 2015 as "***National Organ and Tissue Donation Awareness Week***" in the City of Burnaby.

B) **National Volunteer Week (2015 April 12 - 18)**

His Worship Mayor Derek Corrigan proclaimed April 12th - 18th, 2015 as "***National Volunteer Week***" in the City of Burnaby.

C) **Public - Rail Safety Week (2015 April 27 - May 03)**

Councillor Johnston, on behalf of His Worship Mayor Derek Corrigan, proclaimed April 27th - May 3rd, 2015 as "***Public - Rail Safety Week***" in the City of Burnaby.

3. **MINUTES**

A) **Open Council Meeting held 2015 March 30**

MOVED BY COUNCILLOR P. MCDONELL
SECONDED BY COUNCILLOR N. VOLKOW

THAT the minutes of the 'Open' Council meeting held on 2015 March 30 be adopted.

CARRIED UNANIMOUSLY

B) **Public Hearing (Zoning) held 2015 March 31**

MOVED BY COUNCILLOR D. JOHNSTON
SECONDED BY COUNCILLOR J. WANG

THAT the minutes of the Public Hearing (Zoning) held on 2015 March 31 be now adopted.

CARRIED UNANIMOUSLY

4. **DELEGATIONS**

MOVED BY COUNCILLOR P. MCDONELL
SECONDED BY COUNCILLOR N. VOLKOW

THAT the delegations be heard.

CARRIED UNANIMOUSLY

A) Citizen Support Services
Re: Annual Report
Speaker(s): Anne Waller, Administrator,
Community Volunteer Resources

Ms. Anne Waller, Administrator, and Ms. Michelle Wilson, Co-ordinator, Community Volunteer Resources, Citizen Support Services, appeared before Council to present their 2014 Annual Report. The delegation provided an overview of their programs for seniors and children.

The delegation announced that the City of Burnaby has received up to \$350,000 in government funding for the Better At Home Program. This program assists seniors with simple non-medical tasks to allow them to stay at home and continue living independently. Since April 2014, the program has assisted 251 seniors.

The delegation further advised that 300 volunteers in Citizen Support Services provided 27,000 hours of community service last year.

The delegation concluded by expressing appreciation to community volunteers and Council for their ongoing support.

B) The Students of the Shark Fin Free Art Club,
Byrne Creek Community School
Re: Shark Finning in Burnaby
Speaker(s): Maya Arradaza, Grade 8
Heather Fisher, Grade 8
Jessica Lusuegro, Grade 12

Maya Arradaza and Heather Fisher, students at Byrne Creek Community School, appeared before Council to raise awareness of the state of the shark population and the importance of protecting oceans and respecting natural resources.

The delegation noted the following points:

- shark populations around the world are plummeting due to the harvesting of fins.

- if sharks were to become extinct there would be massive consequences for ocean ecosystems.

The delegation requested that Council consider banning the sale and distribution of shark fins in Burnaby. The delegation also requested that Council consider supporting the UN Global Compact Cities Program which focuses on collaboration between all levels of government, business and society to enhance sustainability and resilience within cities.

C) HUB-Burnaby Committee
Re: Canada Bikes
Speaker(s): Dennis Hansen, Chair

Dennis Hansen, Chair HUB – Burnaby Committee, and Fiona Walsh, Director, Canada Bikes, appeared before Council to provide an overview of the roles of their organizations. The delegation noted HUB works with local governments, community groups and businesses to build healthier, happier, more connected communities by closing gaps in the regions cycling network and increasing bike education and awareness.

The delegation noted that Canada Bikes, the national voice for commuter, touring and recreational cycling, is a federal not-for-profit corporation established in 2012. Canada Bikes connects the cycling community, government, experts and industry and works with these stakeholders to make cycling safe and enjoyable throughout Canada. The delegation also noted that Canada Bikes has produced several documents and submissions to government in support of active transportation, cycling infrastructure and road safety initiatives.

The delegation concluded by inviting Council to participate in the 'Bike Day in Canada' event in Burnaby on 2015 May 25.

5. CORRESPONDENCE

MOVED BY COUNCILLOR P. MCDONELL
SECONDED BY COUNCILLOR D. JOHNSTON

THAT the correspondence be received.

CARRIED UNANIMOUSLY

A) Stoney Creek Environment Committee
Re: Request to Post Signs

A letter was received from the Stoney Creek Environment Committee requesting permission to post lawn signs for the purpose of publicizing their Community Fun Fair.

MOVED BY COUNCILLOR D. JOHNSTON
SECONDED BY COUNCILLOR N. VOLKOW

THAT Council approve the request from Stoney Creek Community Council to post lawn signs on City boulevards to publicize their Community Fun Fair.

CARRIED UNANIMOUSLY

6. **REPORTS**

MOVED BY COUNCILLOR P. MCDONELL
SECONDED BY COUNCILLOR D. JOHNSTON

THAT Council do now resolve itself into a Committee of the Whole.

CARRIED UNANIMOUSLY

A) Community Heritage Commission
Re: Business Case for Expansion of the Archives

The Community Heritage Commission submitted a report to Council documenting the need for the expansion of the City of Burnaby Archives. It is anticipated the percentage increase in storage use will continue by 20% per year from 2016 to 2021 and then by 25% per year from 2021 to 2026, representing about a 400% increase in storage capacity needed by 2026. Since Archives currently has 1,297 square feet of storage space, this means by 2026 approximately 5,188 square feet of storage space will be needed, with moveable shelving, in order to accommodate this anticipated growth.

The Community Heritage Commission recommended:

1. THAT Council approve a preliminary plan for the expansion and relocation of the City of Burnaby Archives.
2. THAT Council refer this proposal to the City's Capital Planning process.

MOVED BY COUNCILLOR C. JORDAN
SECONDED BY COUNCILLOR D. JOHNSTON

THAT the recommendations of the Community Heritage Commission be adopted.

- referred

MOVED BY COUNCILLOR D. JOHNSTON
SECONDED BY COUNCILLOR P. MCDONELL

THAT this report be REFERRED to a Council workshop.

CARRIED UNANIMOUSLY

B) Community Heritage Commission
Re: City Award Sponsorship for the "Rivers to Sea Regional Heritage Fair", 2015 May 08 & 09

The Community Heritage Commission submitted a report to Council for approval to fund the City of Burnaby Award for the 2015 "Rivers to Sea Regional Heritage Fair". This community award recognizes the best student project with a Burnaby heritage or history theme.

The Community Heritage Commission recommended:

1. THAT Council approve \$500.00 to fund the City of Burnaby Award for the 2015 "Rivers to Sea Regional Heritage Fair" as outlined in this report.

MOVED BY COUNCILLOR C. JORDAN
SECONDED BY COUNCILLOR N. VOLKOW

THAT the recommendation of the Community Heritage Commission be adopted.

CARRIED UNANIMOUSLY

C) Financial Management Committee
Re: Insurance Contract Renewals - Nine Programs

The Financial Management Committee submitted a report to Council requesting approval to award insurance contracts for the annual Property and Liability insurance programs maintained by the City.

The Financial Management Committee recommended:

1. THAT Council approve the award of nine (9) contracts of insurance as specified in this report. The total amount, payable to Willis Canada to fund the insurance premiums, is \$911,000. Actual payment will be based on the final insurance agreements.

MOVED BY COUNCILLOR D. JOHNSTON
SECONDED BY COUNCILLOR P. MCDONELL

THAT the recommendation of the Financial Management Committee be adopted.

CARRIED UNANIMOUSLY

D) Planning and Development Committee
Re: Motion 547 Affordable Housing Strategy

The Planning and Development Committee submitted a report to Council in response to a request from the Burnaby Task Force on Homelessness seeking Council support for Dr. Kennedy Stewart's motion to Parliament calling upon the Federal Government to work in collaboration with the provinces, territories, municipalities, Aboriginal communities, and housing providers to establish, develop and implement an affordable housing strategy.

The Planning and Development Committee recommended:

1. THAT Council support Dr. Kennedy Stewart, MP Burnaby-Douglas' Motion 547 to Parliament regarding an affordable housing strategy, as outlined in this report.
2. THAT a copy of this report be sent to Dr. Kennedy Stewart, MP Burnaby-Douglas, and Darin Froese and Carolyn Oraziotti, Co-Chairs, Burnaby Task Force on Homelessness.

MOVED BY COUNCILLOR C. JORDAN
SECONDED BY COUNCILLOR D. JOHNSTON

THAT the recommendations of the Planning and Development Committee be adopted.

CARRIED UNANIMOUSLY

E) Social Planning Committee
Re: Child Care Resources Group Update for 2015

The Social Planning Committee submitted a report to Council providing a summary of activities of the Child Care Resources Group during 2014 and to provide a Workplan for 2015. The report addresses social sustainability actions related to child care as well as child care information and awareness.

The Social Planning Committee recommended:

1. THAT Council endorse the proposed 2015 Child Care Resources Group Workplan.
2. THAT Council approve an expenditure of up to \$900 from the 2015 Boards, Committees and Commissions budget to cover the production costs of printing of child care brochures.
3. THAT a copy of this report be forwarded to Burnaby's 4 MLAs and 2 MPs for information.

MOVED BY COUNCILLOR N. VOLKOW
SECONDED BY COUNCILLOR P. CALENDINO

THAT the recommendations of the Social Planning Committee be adopted.

CARRIED UNANIMOUSLY

F) Social Planning Committee
Re: Update on the Burnaby Healthier Community Partnership

The Social Planning Committee submitted a report to Council providing an update on the initiatives of the Burnaby Healthier Community Partnership (HCP). For the first year, the Burnaby HCP has focused on the health priorities of physical activity and literacy and mental health. Through strengthened working relationships and coordination of existing resources, these two priority areas will continue to be the focus of the HCP in the year ahead.

The Social Planning Committee recommended:

1. THAT Council receive this report for information.
2. THAT a copy of this report be forwarded to Dr. Lisa Mu, Medical Health Officer for Burnaby and Mr. Ron Burton, Chair, Burnaby Board of Education.

MOVED BY COUNCILLOR N. VOLKOW
SECONDED BY COUNCILLOR P. MCDONELL

THAT the recommendations of the Social Planning Committee be adopted.

CARRIED UNANIMOUSLY

G) City Manager's Report, 2015 April 13

The City Manager presented a report dated 2015 April 13 on the matters listed following as Items 01 to 03 either providing the information shown or recommending the courses of action indicated for the reasons given.

7. MANAGER'S REPORTS

**1. RENEWAL OF THE LICENCE AND OPERATING AGREEMENT
FOR THE CAMERON CHILDREN'S CENTRE**

The City Manager submitted a report from the Director Finance to obtain Council approval to enter into a licence and operating agreement with the Lower Mainland Purpose Society for Youth and Families for the City-owned Cameron Children's Centre. The Society has successfully operated the Cameron Children's Centre since 2009 October 01 and continues to provide quality and much needed child care service to Burnaby families.

The City Manager recommended:

1. THAT Council authorize staff to enter into a licence and operating agreement with the Lower Mainland Purpose Society for Youth and Families for the Cameron Children's Centre for a five year term as outlined in this report.
2. THAT a copy of this report be forwarded to the Board of Directors of the Lower Mainland Purpose Society for Youth and Families and to the Social Planning Committee for information.

MOVED BY COUNCILLOR D. JOHNSTON
SECONDED BY COUNCILLOR C. JORDAN

THAT the recommendations of the City Manager be adopted.

- referred

MOVED BY COUNCILLOR D. JOHNSTON
SECONDED BY COUNCILLOR P. MCDONELL

THAT this report be REFERRED to the Financial Management Committee for further review.

CARRIED UNANIMOUSLY

**2. CONTRACT AMENDMENT – E19/2014
CIVIL ENGINEERING AND CONSTRUCTION SERVICES**

The City Manager submitted a report from the Director Finance to obtain Council approval for a contract amendment for engineering design and construction services related to the Gilmore Urban Trail.

The City Manager recommended:

1. THAT Council approve the contract amendment to R.F. Binnie & Associates Ltd. for a total cost of \$253,695.75 including GST as outlined in this report.

MOVED BY COUNCILLOR N. VOLKOW
SECONDED BY COUNCILLOR J. WANG

THAT the recommendation of the City Manager be adopted.

CARRIED UNANIMOUSLY

**3. CONTRACT AWARD 2015-13
SANITARY SEWER MAINLINE & LATERAL GROUTING**

The City Manager submitted a report from the Director Finance to obtain Council approval to award a construction contract for sanitary sewer mainline & lateral grouting.

The City Manager recommended:

1. THAT a construction contract be awarded to the lowest bidder Superior City Contracting Services Ltd. for a total cost of \$892,153.50 including GST in the amount of \$42,483.50 for work as outlined in this report. Final payment will be based on actual quantity of goods and services delivered and unit prices as tendered.

MOVED BY COUNCILLOR D. JOHNSTON
SECONDED BY COUNCILLOR P. MCDONELL

THAT the recommendation of the City Manager be adopted.

CARRIED UNANIMOUSLY

MOVED BY COUNCILLOR P. MCDONELL
SECONDED BY COUNCILLOR N. VOLKOW

THAT the Committee now rise and report.

CARRIED UNANIMOUSLY

The Council reconvened.

MOVED BY COUNCILLOR P. MCDONELL
SECONDED BY COUNCILLOR N. VOLKOW

THAT the report of the Committee be now adopted.

CARRIED UNANIMOUSLY

8. BYLAWS

First Reading

- | | | |
|----|--|-------|
| A) | #13463 - Burnaby Zoning Bylaw 1965, Amendment Bylaw No. 11, 2015 - Rez. #13-30 (5037/57/67 Claude Avenue) | 13463 |
| B) | #13464 - Burnaby Zoning Bylaw 1965, Amendment Bylaw No. 12, 2015 - Rez. #15-02 (4514 Kitchener Street) | 13464 |
| C) | #13465 - Burnaby Zoning Bylaw 1965, Amendment Bylaw No. 13, 2015 - Rez. #14-14 (Suite LM100 - 4664 Lougheed Highway) | 13465 |
| D) | #13466 - Burnaby Zoning Bylaw 1965, Amendment Bylaw No. 14, 2015 - Rez. #15-07 (6500 Hastings Street) | 13466 |
| E) | #13467 - Burnaby Zoning Bylaw 1965, Amendment Bylaw No. 15, 2015 - Rez. #14-46 (8982/92 - 8900 University High Street) | 13467 |

MOVED BY COUNCILLOR P. CALENDINO
SECONDED BY COUNCILLOR N. VOLKOW

THAT Bylaw No. 13463, 13464, 13465, 13466 and 13467 be now introduced and read a first time.

CARRIED UNANIMOUSLY

First, Second and Third Reading

- | | | |
|----|---|-------|
| F) | #13468 - Burnaby Capital Works, Machinery and Equipment Reserve Fund Expenditure Bylaw No. 13, 2015 | 13468 |
| G) | #13469 - Burnaby Highway Closure Bylaw No. 3, 2015 (Road Closure Reference #15-1) | 13469 |
| H) | #13470 - Burnaby Golf Fees Bylaw 2015 | 13470 |

MOVED BY COUNCILLOR P. CALENDINO
SECONDED BY COUNCILLOR N. VOLKOW

THAT Bylaw No. 13468, 13469 and 13470 be now introduced and read three times.

CARRIED UNANIMOUSLY

Second Reading

- | | | |
|----|---|-------|
| I) | #13454 - Burnaby Zoning Bylaw 1965, Amendment Bylaw No. 8, 2015 - Rez. #14-41 (7868 Government Road) | 13454 |
| J) | #13455 - Burnaby Zoning Bylaw 1965, Amendment Bylaw No. 9, 2015 - Rez. #12-07 (1735, 1763 Douglas Road & 1710 Gilmore Avenue) | 13455 |
| K) | #13456 - Burnaby Zoning Bylaw 1965, Amendment Bylaw No. 10, 2015 - Rez. #14-45 (Areas 1,2,3,4,5) | 13456 |

MOVED BY COUNCILLOR P. CALENDINO
SECONDED BY COUNCILLOR N. VOLKOW

THAT Bylaw No. 13454, 13455 and 13456 be now read a second time.

CARRIED UNANIMOUSLY

Reconsideration and Final Adoption

- | | | |
|----|---|-------|
| L) | #13459 - Burnaby Capital Works, Machinery and Equipment Reserve Fund Expenditure Bylaw No. 11, 2015 | 13459 |
| M) | #13460 - Burnaby Capital Works, Machinery and Equipment Reserve Fund Expenditure Bylaw No. 12, 2015 | 13460 |
| N) | #13461 - Burnaby Procedure Bylaw 2004, Amendment Bylaw 2015 | 13461 |

MOVED BY COUNCILLOR P. CALENDINO
SECONDED BY COUNCILLOR N. VOLKOW

THAT Bylaw No. 13459, 13460 and 13461 be now reconsidered and Finally Adopted, signed by the Mayor and Clerk and the Corporate Seal affixed thereto.

CARRIED UNANIMOUSLY

9. NEW BUSINESS

Councillor McDonell

Councillor McDonell congratulated the Burnaby Board of Trade for being selected as a finalist in the category of "Best Corporate Social Responsibility Project" at the 2015 World Chambers Competition.

Members of Council expressed concern regarding the notification procedures and response to the recent oil spill in Vancouver.

Arising from discussion, Councillor Kang was granted leave by Council to introduce the following motion:

MOVED BY COUNCILLOR A. KANG
SECONDED BY COUNCILLOR D. JOHNSTON

THAT staff prepare a report regarding the implications for Burnaby arising from the recent oil spill in Vancouver and any similar occurrences in the future.

CARRIED UNANIMOUSLY

Councillor Volkow

MOVED BY COUNCILLOR P. CALENDINO
SECONDED BY COUNCILLOR N. VOLKOW

THAT a meeting of the Simon Fraser Liaison Committee be held on Thursday, 2015 April 30 at 5:30 p.m. at Burnaby Mountain Golf Course, 7600 Halifax Street.

CARRIED UNANIMOUSLY

10. INQUIRIES

Councillor Johnston inquired regarding the status of the proposed staff presentation to Council concerning Town Centre Street Standards.

The Director Planning and Building advised that staff are currently preparing the presentation for a future Council meeting.

11. ADJOURNMENT

MOVED BY COUNCILLOR P. MCDONELL
SECONDED BY COUNCILLOR N. VOLKOW

THAT this 'Open' Council meeting do now adjourn.

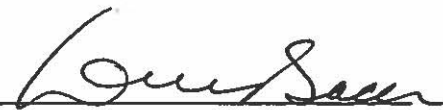
CARRIED UNANIMOUSLY

The Open Council meeting adjourned at 9:08 p.m.

Confirmed:

Certified Correct:

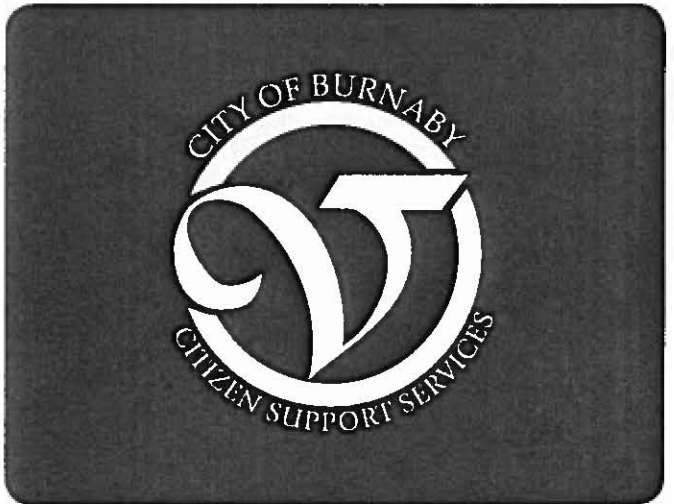

MAYOR

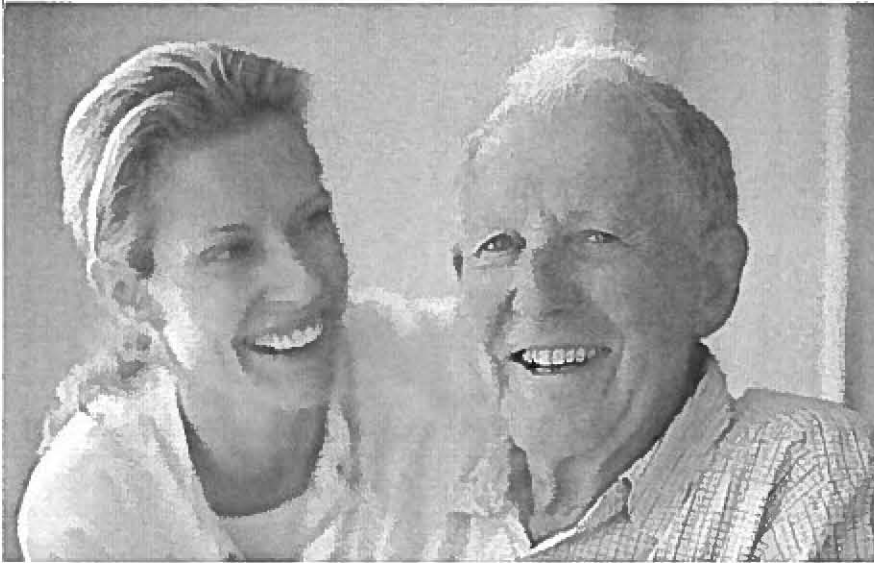

CITY CLERK

2015 Apr. 13



Burnaby Citizen Support Services | 2014 Annual Report





Message from the Administrator

Citizen Support Services – the small department with the big heart!

Our department has 3 full-time, 3 temporary full time staff and currently administers, manages and directs almost 350 volunteers, in programs that help support our community in health and independent living.

We are pleased to be the designated lead agency for the Burnaby Better at Home Program, funded by the provincial government and managed by the United Way. This program assists seniors with simple daily non-medical tasks to allow them to stay at home and keep living independently. The Burnaby Program offers light housekeeping and rides to medical appointments based on a sliding scale of payment, dependent on income. Since April 2014, the program has assisted 251 seniors.

We need volunteers to: assist seniors with personal shopping in local malls, become the phone friend of a housebound senior, take grocery orders over the phone or shop for groceries weekly, host at a lunch or on a bus trip, drive seniors to lunch or to a bus for an outing, visit a senior or a new mom in their home and assist nurses at clinics. *Currently, the volunteers in the most demand are volunteer drivers.*

Anne Waller
Administrator, Citizen Support Services

Through our programs, our dedicated volunteers truly touch the lives of countless Burnaby residents. Here are some testimonials from Better at Home clients:

"I was crying because I was so happy about the service". There are people like myself that just can't do it anymore and as each day goes by you get more and more depressed".

RR: JUNE 5/14

"I was in a black hole and getting counselling for a lot of trauma before I got this service. I physically couldn't do it. My morale has definitely been lifted. I feel really comfortable with Donna and like her (Home Support worker). This government funding for this has been a godsend to me.

JB: JUNE 23/14

"I am so grateful for this wonderful program, it takes so much stress off of me as his caregiver". In addition to caring for Kenneth, I am dealing with a husband that has bladder cancer. You have no idea how much help this has been. It's great that he gets a daily phone call from his phone buddy too.

MB: NOVEMBER 3/14



Memberships and Committees in 2014

- Administrator of Volunteer Resources of BC (AVRBC) and Canadian Administrators of Volunteer Resources (CAVR)
- AVRBC Regional representatives
- Volunteer Burnaby
- Toastmasters International
- Director of the Burnaby Fall Prevention Society
- < Co-chair of the Burnaby Seniors' Resource Society (www.burnabyseniors.org)
- < Burnaby Festival of Volunteers organizing Committee
- < Voices of Burnaby Seniors Working Committee
- < Healthy Aging Series Committee
- < Seniors' Resource Fair Committee
- < Christmas Staff Social Committee



Presentations, Education and Promotional events in addition to regular staff programs and duties in 2014

- Fraser Health Staff orientation to our services
- Volunteer Appreciation Luncheon April 9
- National Volunteer Week Events April 6 – 12
- Seminars on Healthy Aging for Seniors series
- Burnaby Festival of Volunteers at Brentwood Town Centre April 12
- Professional Development with AVRBC
- BCIT student Fair February 21
- Caregiver's Fair Metrotown April 26
- HandyDART Custom Transit Service Conference June 12
- Chinese Christian Mission Seniors' Health Fair April 20
- Display at SFU Volunteer Fair
- Educational workshops with the City
- Delivered gift baskets to seniors in December
- Outreach Worker and senior ambassadors at SBNH
- Hosted workshop for volunteer driver's
- Worked on new website
- Content Management training
- Better Impact formerly Volunteer Squared continuing education
- Local Hero Awards
- Open House for Health Staff December 18
- Christmas Tree decorating at Bonsor Recreation Centre
- Mosaic Multi-Cultural Fair
- Tri-Cities Volunteer Fest
- International Volunteer Managers Day Event
- Presented to Newcomer professionals
- Countdown to capsule event at Edmonds
- Community meetings for Better at Home
- Child Program Workshop
- Seminars on Volunteer Management and Elder Abuse
- BSIS Transportation Fair at Edmonds Community Centre
- Better at Home Provincial Meet Up
- Formed a Better at Home Advisory Committee



Partnerships/Sponsors

- Christmas Gadabouts Party was sponsored by the City of Burnaby Executive Committee of Council, Chevron Canada Ltd, The Keith and Betty Beedie Foundation, The Burnaby Firefighters Charity, Cupe Local 23 and MulberryPARC. Nurse Next Door assisted with driving and the Burnaby NewsLeader took photographs. Tom Young of TY Impressions took the photographs and Jim and Lindy McQueen were Santa and Mrs. Claus. The Noel Trio sang carols before lunch. The City IT department put their gingerbread house on display.
- Our 37th Volunteer Recognition and Appreciation Event was sponsored by the City of Burnaby, Chevron Canada Ltd, The Keith and Betty Beedie Foundation and MulberryPARC.
- Children's Clinics and Flu clinics assisted by the Fraser Health Authority; the City of Burnaby Parks, Recreation and Cultural Services and Food Services Committee's support our Lunch Programs;
- Community Living BC continue to collaborate in helping to integrate seniors with developmental disabilities into our programs
- Partnered with Burnaby Community Services and MOSAIC for the Burnaby Better at Home Program, funded by the provincial government and managed by the United Way
- Burnaby Better at Home Program is funded by the provincial government and managed by the United Way. The program assists seniors to stay living at home independently by providing non-medical support. The Burnaby program is offering rides to medical appointments in partnership with Burnaby Community Services Seniors' Transportation Program and light housekeeping provided by two home support agencies. MOSAIC is also a partner assisting in interviewing non-English speaking seniors. The program is offered on a fee for service sliding scale.

Burnaby Better at Home report for March to December 2014

The largest percentage of referrals come through the Fraser Health Authority (32%), followed by friends and family and other outside agencies. The majority of our clients (45%) fall into the 75% subsidy rate. The next largest category (27%) was fully subsidized. 20% of the clients receive a 30% subsidy and 8% receive no subsidy at all.

The total client intake: 204 with 56 male and 148 female

Age groups:

65-74:	52
75-84:	87
85+:	58
Other:	7

Ethnicities:

Caucasian:	101
Chinese:	32
South Asian: . . .	28
Latin American: .	10
Southeast Asian: .	5
Arab:	2
West Asian:	3
Korean:	3
Japanese:	3
Aboriginal:	1
Other:	4
Unknown:	12

Between March and December 2014, Burnaby Better at Home Program performed 1,786 services divided between Light Housekeeping and Transportation to Medical Appointments. There were 433 Unique Clients accessing these services.



United Way

Better at Home is funded by the Government of British Columbia.

**Better
at Home**

United Way helping seniors
remain independent.



Fundraising Initiatives

(revenue sources for our department)

- Letter to past donors
- Letters to clients
- Lunch program driving fee
- Gadabouts program driving fee
- Shop-by-Phone fee
- Toonie for a Turkey
- Entertainment Books
- Poinsettia Sale
- Selling advertising in Seniors' Resource Guide
- Corporate sponsors for events

Looking ahead

Working Committees 2015

- Burnaby Better at Home Program funded by the provincial government and managed by the United Way
- Festival of Volunteers at Brentwood Mall
- National Volunteer Week Celebrations April 12 - 18
- Celebrate our Volunteer Recognition and Appreciation Event April 22
- Voices of Burnaby Seniors Working Groups continue with United Way funding
- Continue to promote volunteerism at events and as a guest presenter in the community
- Expansion of the Burnaby Seniors' s Resources Society- currently 40 members
- Ongoing work with the Burnaby Fall Prevention Society and FHA Fall Prevention and Injury
- Healthy Aging Series of workshops for seniors
- AVRBC Annual General Meeting and Provincial Conference
- AVRBC Regional Representatives organizing educational meetings bi-monthly



Publicity and Fundraising in 2015

- Brochures at child health clinics
- SFU Volunteer Fair
- Chinese Health Fair
- Burnaby Festival of Volunteers all day event
- Volunteer Appreciation Event
- National Volunteer Week Events
- Letters to clients and past donors
- Signage at the IGA for our Shop-by-Phone program
- Continue to display our information at recreation centres in Burnaby
- Bookmarks and rack cards in local libraries
- Poinsettia sales
- Toonie for a Turkey Raffle
- Print and distribute the latest edition of the Burnaby Seniors' Resource Guide
- Brochures at medical clinics and pharmacies
- Local newspapers



Corporate Donations

TOTAL CORPORATE DONATIONS 2014 \$12,050

Keith & Betty Beedie Foundation	\$1,000
Mulberry Management Ltd	\$1,200
Chevron Canada Limited	\$1,000
Burnaby Civic Employee	\$2,000
Chevron Canada Limited	\$2,000
Keith & Betty Beedie Foundation	\$1,000
City of Burnaby	\$1,050
Burnaby Civic Employee	\$1,600
Mulberry Management Ltd	\$1,200
Burnaby Firefighters Charitable Society Ltd	\$1,000

2014 Client Donations

TOTAL CLIENT DONATIONS 2014 \$17,525

Charles Stevens	\$35	Rudolph Worsch	\$50	David & Diane Winteringham	\$100
Elsie Elgie	\$50	Jennie Tseng	\$50	Evelyn Wagner	\$5
Carol Roycrof	\$50	Ingrid Miller	\$20	Ramona Campo	\$30
Betty Penfold	\$20	Salvatore Passariello	\$100	Gloria Connor	\$25
Patricia Coe	\$25	Katalin Csikesz	\$30	Ilgá Goldamanis	\$50
Gwen Westerman	\$20	Florence Cooper	\$100	Pon Gee Lew	\$20
Sim Hing Chan & Jimmy Ka Lok Lee	\$20	Shirley Rattenbury	\$20	Eileen Mitchell	\$30
Eileen Frost	\$25	Bernice McCormick	\$100	Christina Perry	\$50
Mary Britten	\$35	Jean Burrage	\$20	Joan Carter	\$25
Audrey Hayes	\$100	Joan Funaro	\$30	Carmela Bavaro	\$20
Bernadette Liem	\$20	Rimma Orlova	\$50	Fatimah Khanum	\$15
Alma McGauley	\$100	Donna Wingham	\$20	Mary O'Conner	\$20
Maria Meyer	\$50	Pauline Sather	\$50	Dorothy Taylor	\$50
Irma Van Loon	\$20	Phyllis Langley	\$15	Maria Maglio	\$40
Elsie Stern	\$20	Pui Lan (Agnes) Sit Yeung	\$50	Patricia Poole	\$100
Edward Skretting	\$50	Donna Calocero	\$50	Fatimah Khanum	\$10
Pat McCaskill	\$50	Rose Jung	\$20	Bozenna Parkolub	\$50
Irene Binion	\$10	Margherita Dalla-Vecchia	\$50	Anonymous	\$15,000
Margaret Prosch	\$10	Patricia Monk	\$25	Barbara Copan	\$150
Krishna Parthasarathy	\$25	Gweneth Simonson	\$150		



Programs for Seniors

Grocery Shop-by-Phone

Once a week all year round, volunteers phone clients at home and take their grocery orders. The orders are then dropped off at the IGA at Old Orchard mall for the volunteer shoppers to shop and the store to deliver. In 2014, we shopped 2,656 orders for a total of \$210,819.70.

Shopping Buddies

Once a month, housebound seniors or persons with disabilities can go to a local mall for personal shopping. HandyDART is arranged by the office and once at the mall, a client has a one-on-one volunteer to assist them. This service is provided twice a week, year round.

Phone Buddy

Whether a person needs to be reminded to take medication, checked on daily or called for a friendly chat two or three times a week, our volunteers give the family peace of mind. This is an opportunity for someone who cannot get out themselves, to volunteer by becoming a phone friend.

Volunteer Visitor

One-on-one visiting in the client's home is organized on a weekly basis to provide companionship and offer assistance with rehabilitation after hospitalization. A volunteer might accompany a senior on a short walk, read mail, write letters or just share life experiences. We are often asked for a volunteer who can speak a language other than English.

Lunch Bunch Program

Twice a week, volunteer drivers bring clients to a local Seniors Centre for lunch and a social visit. Volunteer hosts and hostesses assist the client with lunch and a volunteer takes them home again. This program was started due to the need for housebound seniors to not only have a good meal but to enjoy the company of others. We work in partnership with the Burnaby Seniors' Recreation Centres and their food programs.



Programs for Seniors

Gadabouts Bus Trips

Unique program. These outings are entirely funded by donations.

Outings-for-the-Elderly offers monthly outings for housebound seniors and those with disabilities. The trips are designed for seniors who cannot walk far and cannot use public transportation. We visit local places of interest, have lunches, drives and theatre trips.

"Thank you for a most enjoyable day. I would like to thank the volunteer for picking me up and driving me home. He was kind and courteous and very helpful."

-Doris

"Thanks again for getting me out of my house"

-Donata

Gadabout Wheelers is designed for people in wheelchairs and follows the same idea as our other outings. We use HandyDART to transport the wheelers for the outing. The PNE is an annual favourite destination, as are Granville Island, Port Moody, Newlands Golf Clubhouse, Chinese New Year buffet, Stanley Park, Porteau Cove, Burnaby Village Museum.

"Thanks for all the services you do. Such a great depth of interesting places you choose to visit. We both look forward to them."

-Flora and John

Fall Prevention and Promotion

Volunteers assist the coordinator at workshops around Burnaby to educate seniors about the risks of falls and how to prevent them within and outside their homes. We find the volunteers for the Burnaby Fall Prevention Society. I am a director of the Society and over the past 5 years we have secured New Horizons and Lottery Corporation funding for programs designed for Chinese, South East Asian and Korean seniors living in Burnaby. We completed a Slipper Swop Program in 2014 with partnership from BC Housing and the Fraser Health Authority Fall and Injury Prevention Program.



Programs for children

Child Health Clinics

Clinics are held in various locations throughout Burnaby and are staffed by nurses who counsel parents and administer vaccines. 46 volunteers worked at the clinics, setting up the room, arranging appointments, weighing and measuring infants and looking after siblings.

Breast Feeding Clinics

27 volunteers aided nurses at 104 clinics held twice weekly at various locations in Burnaby. The volunteers see to the comfort of the parents, weigh the babies and assist with completing the required forms.

Cuddle Program – Unique program

This program is for new mothers who are experiencing difficulties after the birth of a child.

Volunteers provide the mother with gentle guidance, emotional support and a helping hand to care for their newborn. We are helping a number of new mothers' with twins. The volunteer visits with the family once or twice a week for 3 hours.

Other Preventative Health Programs

Volunteers also assisted health professionals at kindergarten immunization clinics, parent and infant drop-in, pre-school fairs and seniors' and children's flu immunization clinics.



Statistical Data for the Year 2014

2014 YEAR END REPORT

New Volunteers Interviewed and Trained	58
Total number of volunteers.....	283
Total number of clients.....	465
Total number of Better at Home clients	251
Total service moments for BAH	1,786
Unique clients accessing BAH	433
Total number of logged volunteer hours.....	27,041

Volunteers assisted the Fraser Health Authority professional staff with OVER 8, 838 visits to children's services

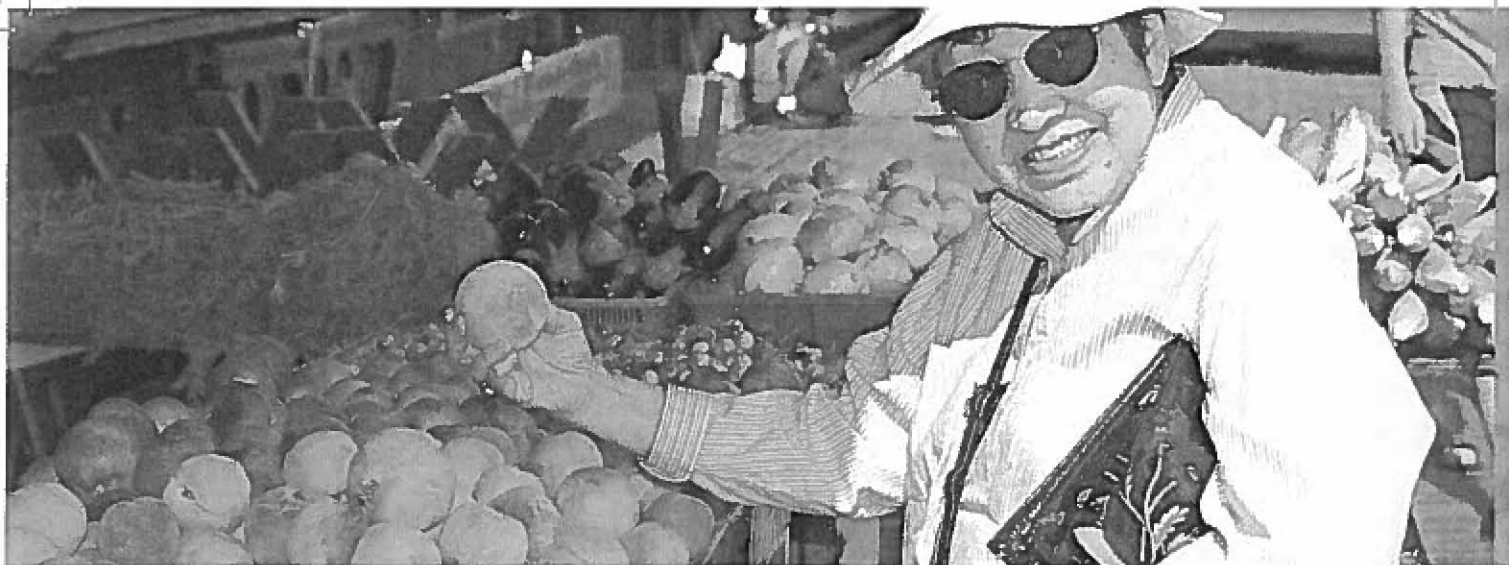
PROGRAMS

SHOP BY PHONE

Total orders shopped	2656
Total number of shops	49
Total dollars spent.....	\$210,819.70
New clients enrolled in 2014.....	78
Total clients	156
Number of volunteers	61

LUNCH PROGRAM

North meals served in 45 lunches.....	875
South meals served in 50 lunches	500
New clients enrolled in 2014.....	28
Number of volunteers	51



SHOPPING BUDDIES

North trips clients booked	141
South trips clients booked.....	239
Number of clients using service	63
New clients enrolled in 2014.....	15
Number of volunteers	27

VOLUNTEER VISITORS

Total number of new matches in 2014	42
Total number of volunteers matched with clients.....	60
Total number of clients on waitlist.....	16
Number of volunteers visiting.....	64
Number of volunteers ready to match	8

PHONE BUDDIES

Total number of clients with phone buddies	64
Total number of new matches in 2014.....	23
Number of volunteers	34

GADABOUTS (OUTINGS FOR THE ELDERLY)

Total number of outings	12
Total number of seats filled.....	447
Number of assistant seats filled	145
Total number of volunteer drivers.....	26
Total number of volunteer assistants.....	37
Total number of active clients	115

GADABOUTS WHEELERS

Total number of outings	11
Total number of client seats filled.....	49
Total number of assistant seats filled	39
Total number of clients.....	20
Total number of volunteer assistants.....	9



CHILDREN AND FAMILY PROGRAMS

CUDDLE PROGRAM

Total number of clients.....	11
Total number of new matches.....	11
Total number of volunteers.....	40

BREAST FEEDING CLINICS

Total number of clinics.....	104
Total number of visits by adults and infants.....	1406
Total number of volunteers.....	27

CHILD HEALTH CLINICS

Total number of clinics.....	335
Total number of client visits	5000
Total number of volunteers.....	46

PARENT AND INFANT DROP-IN

Total number of clinics.....	52
Total number of client visits	655
Total number of volunteers.....	11

FLU CLINICS

Total number of family and mass clinics.....	86
Number of Clients.....	1777
Number of volunteers	24