



South Vancouver Seniors Hub Council - Planning Day

March 18 2015 - Facilitated by Lillian Whitmore, Lighthouse Consultants

The Seniors Hub exists to enable, build, increase and improve the capacity required in South Vancouver to make it possible for older adults to be independent and actively participate in the community.

Accomplishments in 2014

Participation in the Seniors' Centre Consultations

Amazing newsletters

Workshops:

- Chronic Disease workshop
- Pedestrian Safety
- Medicine Administration
- Advance Care
- Elder Abuse

Neighbourly Together Outreach

Peace Arch Picnic with our partners (collaborative event)

Hoe Down

New Hub logo

Meeting with the Deputy Seniors' Advocate

Presentation at the INSPIRE conference

Dialogue with the Seniors' Advocate

Volunteer training

Participation in Aboriginal Day

Obtaining the New Horizon Grant for \$20,000+

Scooter Rodeo

Presentation at CCPA conference

Partnership with Better at Home; Transportation Program/Shopping shuttle
Cultural celebrations
Knitting Club competition/celebration
Consultation with MP Andrew Saxton regarding the 2015 federal budget
Participation in the Building Bridges/Building Community hosted by SPARC
Consultation with VCH regarding changes to services for seniors
Collaboration with CCHM for Hub evaluation
Peer Support program
Shindig, wellness program, community lunch
Attended City & Parks Board all-candidates meetings
100 likes on Facebook
50 hits per day on the website
Added a government links page on the website
Published Quick Reference Telephone List
Meet & Greet with neighbours (Neighbourly Together)
Hosted an information table at Victoria Drive Business Improvement Association event
Joan Wright retired
New director, Shelley Jorde, hired

SVNH	The Hub Council	The Director
Develops and approves the budget	Can spend money within the budget	
Produces financial statements		Monitors Hub Council spending
Hires, supervises, evaluates the Director	Works with the Director to accomplish the mission	Hires, supervises, evaluates additional staff for SVNH services to seniors. The Director may invite Hub Council members to participate in the hiring and evaluation process.
		Clarifies the oversight of the Hub at SVNH
	Works with staff who are assigned by the Director. These staff report to the Director.	Assigns staff to specific Hub Council committees/programs/events
	Sets the meeting agenda (led by the Chair)	Gives input into the agenda
	Sends the notice of meeting with agenda & reports (Secretary)	Provides a written report for each meeting
	Records and distributes minutes (Secretary)	Receives a copy of Hub Council minutes
	Attends Hub Council meetings	Attends Council meetings

	<p>Assigns work to committees, monitors the work of committees. All Council members serve on at least 1 committee. Committees must provide a regular written report to the Hub Council.</p>	<p>As ex-officio the Director must be informed of all meetings. Attendance at the meetings is at her discretion. A committee can request her attendance for a special need. In 2015 the Director will try to attend all committee meetings but this will not continue indefinitely. She does not have to receive committee reports.</p>
	<p>The Chair contacts the organization requesting the presentation and makes the arrangements for the presentation (who, what when). The presenters report to the Chair.</p>	<p>Receives requests for presentations. Passes these requests on to the Chair of the Hub Council</p>
	<p>Attends strategic external community organization meetings as determined by the Hub Council</p>	<p>Attends strategic external community organization meetings agreed upon with the Hub Council</p>

Goal #1

Compile a list of all external community organization meetings at which the Hub Council could be represented. At the April meeting the Hub Council must decide who will attend each meeting.

By whom?

The Hub Director

Due

April 7 2015 Hub Council Meeting

Why?

Everyone's time is valuable so it is important to agree upon who will represent us at each meeting.

Members attending external community organization meetings should:

- bring information to the next Hub Council meeting about any project that has the potential for collaboration; and
- provide Carol with meeting and program dates for the calendar

Goal #2

Participate in equipment acquisitions and the development of computer education classes for seniors for The Front Room.

By whom?

Staff-led Advisory Committee. Nelson & Neeraj will be our representatives.

Due

Sept 2015

Why?

The Front Room is provided by the New Horizon's Grant and our participation is part of the grant agreement.

Goal #3

Develop a Benefits Education Team who will attend the Neighbourly Together Listening Dialogues in order to provide information regarding seniors' benefits. The Team will require brochures, a table display, volunteer presenters (Hub Council members and other volunteers).

By whom?

Carmen, Barbara, Ramesh, Mohinder, Amie (Staff)

Due

May 15 2015

Why?

This team is in direct response to the BC Seniors Advocate's recent findings that 60% of seniors are not aware of or accessing all the benefits they are entitled to.

Goal #4

Implement a Hub Council meeting evaluation tool based upon the improvement goals discussed at the planning day. The questions could include:

- Was the agenda realistic (Did we have enough time for each item?)
- Did we use a timekeeper with a clock?
- Did the timekeeper keep us on track?
- Did the chair keep our discussions focussed?
- Did we vote at the end of the discussion?
- Did the chair repeat the motion just before we voted?
- Did the chair repeat the motion with the results of the vote?
- Did the secretary get the exact wording of the motion as voted upon?
- Did the chair give the details of the actions required as a result of the vote?
- The following decisions were made and the next steps will be:

By whom?

Barbara, Marion

Due

June 2015 Hub Council meeting

Why?

The Centre for Hip Health & Mobility has conducted evaluations for the Hub since it began. Because their commitment is transitioning it is the expectation of the grant that the Hub will continue doing their own evaluations. The first evaluation will be for the Hub Council meetings based on discussion at the planning day.

Other evaluations that will be needed in 2015:

- Benefits Education presentations/displays
- Computer classes in The Front Room at SVNH
- Hub Model presentations
- The website

Goal #5

Design an upgraded presentation for groups who are interested in learning more about the Hub model. This will include a multi-media presentation, printed material and trained presenters.

By whom?

Carol, Marion, Nelson

Due

Sept 2015

Why?

The funding we initially received was predicated on our sharing how we started the Hub and what we have learned. We are now receiving invitations to outside groups and should expect to have more inquiries as time goes on.

Goal #6

Update the Governance Manual

By whom?

Hub Council Secretary

Due

June 2 2015

- Ensure correct terminology
 - Remove: “financial secretary”
 - Find & replace: “Seniors Hub Coordinator” with “Seniors Hub Director”
 - Remove: “Seniors Hub Volunteer Coordinator”

By whom?

Marion, Nelson, Neeraj, Carmen

Due

July 7 2015

- Update the standing committees
 - Review & update Terms of Reference of committees
 - Recruit members for each committee, confirm the chair
 - Determine reporting procedure

By Whom?

Seniors Hub Director

Due

June 2 2015

- Update Director’s Job Description
- Include Roles of SVNH/Hub Council/Director in Manual

By Whom?

Seniors Hub Director, Nelson, Marion

Due

August 4 2015

- Review and, if necessary, update Perpetual Agenda Calendar
- Develop a calendar based on the Perpetual Agenda Calendar with specific dates from August 2015 to August 2016.

Why?

In order to ensure sustainability for the South Vancouver Seniors Hub the Hub Council must be continually recruiting capable volunteers. The Governance Manual provides the framework for the Council's activities so that all members understand the work of the Council and their individual responsibilities.