



Hamilton

**MINUTES: Seniors Advisory Committee
Friday, October 2, 2015 – 10:00 a.m.
Rooms 192/193, Hamilton City Hall**

Present: Deirdre Chartrand, Carolann Fernandes,
John Kennard, Jeanne Mayo, Vi Morgan,
Penelope Petrie, Mary Sinclair, Ron Smithson,
Bob Thomson, Emmy Weisz & John Winslow

Regrets: Frank Brodnicki, Douglas Fraser, Lorraine Meloche,
Bernice Price, Shirley Robinson, Marjorie Wahlman
and Mark Weingartner, Vicki Woodcox, Councillor
Tom Jackson & Liz Conti

Also

Present: Cindy Mercanti, Mike Richards, Maxine Carter & Deb
Thomas – Corporate Services (Customer Service,
Access & Equity)
Lisa Maychak - Community & Emergency Services
(Neighbourhood & Community Initiatives)
Eleanor Morton – Community & Emergency Services
(Recreation)

Guests: Mike Ras (Community & Emergency Services
(Recreation)) & John Hawker

1. WELCOME & INTRODUCTIONS

Chair, Ron Smithson, welcomed everyone.

2. ACCEPTANCE OF AGENDA

(J. Mayo/P. Petrie)

That the October 2, 2015 Agenda, of the Seniors Advisory
Committee meeting be accepted, as presented.

All in favour.

CARRIED.

3. DECLARATION OF INTEREST

None declared.

4. APPROVAL OF MINUTES

4.1 Meeting of June 5, 2015

(J. Kennard/B. Thomson)

That the September 4, 2015 Minutes of the Seniors Advisory Committee be approved. All in favour. **CARRIED.**

5. PRESENTATIONS

Mike Ras provided a presentation regarding Customer Service Expectations. Mike told SAC member that there would be a six-step service process training provided to staff to build a sustainable, high performance service culture for the citizens of the City of Hamilton. Mike's attendance at our meeting is part of the focus group input gathering information from staff, steering committees and advisory groups. After the PowerPoint presentation, a survey was provided to SAC members requesting/rating their service expectations regarding Service Environment, Service Behaviour and Service Outcome. The information collected will be taken back to the Steering Committee.

6. BUSINESS/DISCUSSION

6.1 Business Arising From Previous Minutes (Action Items)

- a) Refresher bike courses for seniors – put on hold while waiting to receive information regarding number of seniors interested in attending before proceeding

6.2 Committee/Sub-committee Updates

a) Housing Sub-committee (C. Fernandes)

Carolann Fernandes advised that the Sub-committee met to discuss the distribution of the Housing Booklet. The final distribution list is still in discussion. A lot of good feedback was received but some disappointment too because the feeling was that the glossy pictures made the booklet feel more like a magazine and the pictures did not reflect Hamilton.

b) Transportation Sub-committee (J. Mayo)

The Sub-committee is working on a document outlining accomplishments to date. At the next meeting, the topic will be public washrooms. Staff overseeing this area have been invited to attend.

c) ACPD Transportation Sub-committee (M. Sinclair)

Consultants attended regarding the branding of HSR. Kneeling of the buses is available at both doors.

On October 27 at 6:30 p.m. at the Sheraton, Metrolinx (in partnership with the City regarding the Transportation Report) will be hosting their 2015 Accessibility Public Meeting in Hamilton. No pre-registration is required.

It was noted that there was considerable static on the DARTS phone line when calling in to make a reservation and also the announcements. It is important for the message and announcement to be clear. Eleanor Morton sent a message to staff to follow up regarding the static on the DARTS phone line.

d) HHS AODA Committee (M. Sinclair)

No meeting – no report at this time.

e) Older Adult Network (D. Chartrand)

No meeting – no report at this time.

f) Seniors Award Event (L. Maychak)

The Planning Committee for 2016 will be meeting in a couple of weeks and working on sponsorships. More information will be available at the next meeting.

g) Age Friendly (M. Weingartner)

Mark Weingartner was not available and Jeanne Mayo spoke this matter. A report is being finalized and expected to go to the Committee at the beginning of November. By December, the implementation will be ready (101 recommendations). Some tasks will be assigned to outside. Mary noted that there are a number of “directories” available but no seniors’ page. It was suggested that the same message be available regarding accessibility and seniors in all “directories”. SAC members commented that they were excited and impressed with the Recreation Guide.

7. NEW BUSINESS

7.1 Advisory Committees

Terms of Reference – additional changes requested to the Terms of Reference were: “all seniors” and put other information at the end of the document under definitions; make sure the information reflects what the Human Rights Code says.

Roles & Responsibilities – Maxine Carter noted that there will be an orientation with the committee members for the new term and handbooks will be given out. SAC members commented as follows: the election of the chair and term should be spelled out (Maxine advised that the Committee elects and decides on the term); length of term for the Vice Chair; information on how to conduct a meeting to be added to give direction. Maxine asked the members if anything missed or any additional comments or questions to send an email.

Maxine requested the SAC members to formally approve the changes noted and requested.

(J. Mayo/M. Sinclair)

That the changes to the Terms of Reference discussed be approved as attached.

All in favour.

CARRIED.

(P. Petrie/E. Weisz)

That the changes to the Roles & Responsibilities discussed be approved as attached.

All in favour.

CARRIED.

It is expected that the advertising for the advisory committees will be in the newspaper around the third week of November. If you are interested in being on the Seniors Advisory Committee for the new term, you must re-apply. When the applications are available, they will be forwarded to the current members and can be shared.

7.2 2016 Budget Submission

A question was asked about covering the cost to attend conferences. Members were advised that there is not enough money in the budget submission going forward. However, this could be addressed for the next budget submission. An inquiry regarding money from reserves was noted that it would require a report to Committee and Council.

(J. Mayo/P.Petrie)

That the 2016 Budget Submission of the Seniors Advisory Committee be approved.

CARRIED.

(M. Sinclair asked to be recorded as opposed.)

8. ANNOUNCEMENTS/INFORMATION SHARING

8.1 None.

9. ADJOURNMENT

The meeting adjourned at 12:05 p.m.

10. NEXT MEETING

**Friday, November 6, 2015, 10:00 a.m.,
Rooms 192/193, City Hall.**