



REPORT

Council

Meeting Date: June 20, 2022

FROM: Recreation and Culture

DATE: June 7, 2022

SUBJECT: Town of Oakville Seniors Services Terms of Reference Update

LOCATION: N/A

WARD: Town-wide

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RECOMMENDATION:

That the report entitled "Town of Oakville Seniors Services Terms of Reference Update", be received for information.

KEY FACTS:

The following are key points for consideration with respect to this report:

- The purpose of the review was to modernize and consolidate the existing operating model into a single Terms of Reference document and ensure compliance with town policies and procedures.
- The updated Seniors Services Terms of Reference clarifies the relationship between the town and Seniors Services Advisory Committees.
- There are no significant changes proposed to the operation of Seniors Services programs and services in this updated document.
- Social Gaming License roles and responsibilities have been added in the updated Seniors Services Terms of Reference.

BACKGROUND:

On April 30, 2018, Council requested:

That staff report back on the confusion regarding governance applying to user groups at local Seniors Centres relating to Terms of Reference, decision making authority, governance and management roles.

That staff undertake a review of the practices and procedures currently in place at all Senior Centres in order to prepare and present a report for Council's consideration that would outline options for formalizing and updating these user group arrangements to ensure compliance with Town policies and procedures as well as creating a clear understanding of roles.

That any prior material or significant operational decisions relating to function and authority of these groups be deferred until this review process is completed.

Senior Services programs and services are offered in five locations across Oakville, one stand-alone facility and in four multi-purpose community centres. A wide range of social, culture and active programs are offered through single visit drop-in activities, multi-session registered programs and special events. Seniors Services activities welcome over 65,000 annual visits from approximately 3,200 members.

Annually, approximately 41,000 volunteer hours contribute to the success of Seniors Services through supporting and participating in; activities, café services, customer service, advisory committees, special events and community initiatives.

The town's Seniors Services centres programs and services are managed by the Recreation and Culture Department in collaboration with the Seniors' Advisory Committees. The Seniors Services Policy Review Committee/Board originated in 1997 and is made up of volunteers representing each of the town's Seniors Services Centres. The Policy Review Committee addresses governance concerns common to all venues offering Senior Services programs.

The existing operating model, including roles and responsibilities relating to the operation of the Seniors Services centres, programs and services, are outlined in the following existing documents;

- Appendix B: Seniors Services Articles and By-Laws. Latest version: 2016
- Appendix C: Letter of Agreement. Implemented in 1997. Last amended: 2012
- Appendix D: Policies and Procedures. Latest version: 2013

Combined, these three documents outline the parameters for decision-making authority and defines the relationship between the Seniors Centres' Advisory Committees, town Staff and Council. The Recreation and Culture Department oversee the management and operation of Seniors Services and collaborate with the Seniors Centres' Advisory Committees.

COMMENT/OPTIONS:

Staff worked with the Seniors Services Policy Review Committee to review the existing Terms of Reference and other documents related to decision making authority, governance and management of Seniors Services centres, programs and services. Through this process, a consolidated Seniors Services Terms of Reference document has been developed and attached to this report as Appendix A. This updated Terms of Reference will replace the three existing documents shared in Appendix B, Appendix C, and Appendix D.

There are no significant changes proposed to the current operating model of Seniors Services programs and services included in the updated terms of reference. The update was to modernize and consolidate the long standing collaborative operating model into a single Terms of Reference document and confirm the relationship between the town and the Advisory Committees.

The roles, responsibilities and procedures outlined in the Ontario Social Gaming Licence; Seniors Services Report (June 2022), have been captured in the updated Terms of Reference.

Staff will continue to work with the Seniors Services Policy Review Committee to review the Seniors Services Terms of Reference on a by-annual basis.

CONSIDERATIONS:

(A) PUBLIC
N/A

(B) FINANCIAL
N/A

(C) IMPACT ON OTHER DEPARTMENTS & USERS
N/A

(D) CORPORATE STRATEGIC GOALS
N/A

(E) CLIMATE CHANGE/ACTION
N/A

APPENDICES:

Appendix A – Seniors Services, Terms of Reference (June 2022)

Appendix B – Seniors Services Articles and By-Laws. Latest version: 2016

Appendix C – Letter of Agreement. Implemented in 1997. Last amended: 2012

Appendix D – Policies and Procedures. Latest version: 2013

Prepared by:

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