

District of Clearwater

COMMUNITY NEWSLETTER



Wells Gray Community Forest Commission

Now accepting applications for the **Trans Mountain Education Fund** —\$8350 available in 2022.

Applicants who are located in the District of Clearwater, Thompson Nicola Regional District Area A and B are welcome to apply.

Applications are available online at the District of Clearwater website: www.districtofclearwater.com/news

Complete the online form and submit application to email: wellsgraysociety2010@gmail.com

Purpose of the Trans Mountain Education Fund

To provide needs-based support to displaced workers or persons reentering the workforce who are enrolled in an Education Program. This grant is to help to cover costs associated with applicable tuition fees, books, unsubsidized childcare, accommodation, and transportation for students most in need of financial assistance.



TRANS MOUNTAIN

APPLICATION FOR A TRANS MOUNTAIN EDUCATION GRANT APPLICATION

Note: The information on this form is collected and will be used to process your application. If you have any questions about the collection and use of the information, email the Committee at wellsgraysociety2010@gmail.com

Applicant's Information

Mr. Mrs. Ms. Miss.

Last Name: _____ First Name: _____

Email Address: _____

Current Employer (if applicable): _____ Telephone Number: _____

Street, City / Province: _____ Postal Code: _____

B. Funds Required

Amount of Funds Requested (per course): \$ _____ I am taking this/these course(s) for credit: Yes No

Institution Offering Course:	Course Title(s):	Date: MM/DD/YY	Tuition Fee	Texts (50% of actual)

Note: Travel and childcare are eligible.

Are you applying for travel/other assistance? Yes No
If yes, APPENDIX 1 must be completed

Have you applied for funding assistance from other sources? Yes No
APPENDIX 2 must be completed

Will you be receiving any assistance? Yes No
APPENDIX 2 must be completed

See Page 2 for more information...



For reliable and current information, follow us here:



District of Clearwater

DLCC—Dutch Lake Community Centre
209 Dutch Lake Road
PO Box 157
Clearwater BC V0E 1N0
Phone: 250.674.2257
Fax: 250.674.2173
admin@docbc.ca

Hours

Monday to Friday
8:30am–4:30pm
(Closed for lunch Mondays & Fridays
1–2pm until further notice)
Saturday, Sunday
& Stats: No Service

**AFTER HOUR EMERGENCY
PHONE NUMBER:
250.674.3015**

District Services

- Bylaw Enforcement
- Cemetery/Columbarium
- Development Services
- Economic Development
- Fire Protection
- ICBC/Motor Vehicle Agent
- North Thompson Sportsplex
- Parks and Recreation
- Public Works (Water/Sewer)
- Road Maintenance
- Street Lighting
- Transit Service

districtofclearwater.com

This newsletter contains information valid for residents within the District of Clearwater. Due to residents from the surrounding Area A (Blackpool, Birch Island, part of Vavenby, Upper Clearwater) doing business and using services in town, this newsletter is mailed to those residents as well. You may also view this information online at www.districtofclearwater.com/news.



TRANS MOUNTAIN

Trans Mountain Education Fund Criteria

The in-take for application of Trans Mountain Education Funds will be reviewed, granted, and disbursed to applicants seeking funding support towards an education program that focuses on Trades, Technology, or the Environment. Annually the program will distribute a total of \$8,350 in financial support for a period of ten (10) years to those displaced from their current employment, and or returning to the workforce.

Trans Mountain Education Fund will be awarded on the following criteria...

- Awarded to a displaced worker, and or a person* returning to the workforce who is applying to attend either a technical, vocational, college or university program,
 - Must be an accredited certified course or be working towards a diploma
 - Must be a workplace requirement and or condition of employment,
- Awarded to a person pursuing post-secondary education in trades, technology, and environmental programming
- Awarded to a person who demonstrates financial need
- Awarded to a person that requires financial support for tuition, childcare, travel / fuel and or accommodation
- Awarded to a person with proof of enrollment in a program offered by either a technical, vocational, college or university
- Available to any resident within the District of Clearwater and Thompson Nicola Regional District's Area "A" & "B".

*Person means—adult and or youth (18 years and older)

Timelines and release of the approved Education Funds:

- Applications will be reviewed by the subcommittee (known as "Trans Mountain Education Fund") on an ongoing basis with a fourteen (14) day turnaround for approval,
- Education Fund to be used within a one (1) year term,
- Education funds are to be distributed to the person based on proof of enrollment prior to funding being released,
- Education Funds will be paid out upon submission of receipts.



Public Works

Public Works welcomes **JOSH VISSCHER**. Prior to joining us Josh was a supervisor for West Kelowna's Public Works Department. In charge of water system maintenance and inspections, Josh brings a wealth of knowledge to the Public Works team.

With his experience in pressure reducing valves, hydrant maintenance and general water treatment and distribution, Josh has fitted right in with the team. Along with his certification in Water Treatment & Distribution, Josh is also a level II Waste Water Operator.

He is passionate about family, work/life balance and the outdoors. We welcome Josh, his wife and son to Clearwater.

Public Works—Year in Review

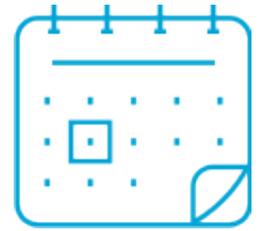
Public Works has been busy serving the residences of Clearwater.

Sample of Major Accomplishments—2021:

- Repaired two broken water lines
- Treated and used 424 m3 of water for bulk transport
- Treated and distributed approximately 80,000 m³ of water
- Received and treated and disposed of approximately 2200 m3 of septage
- Repaired some potholes
- Snow clearing, sometimes 6 or 7 days a week
- Overhauled the cemetery sign and posts
- Replaced 5 wooden cemetery markers with metal markers the high school students made in metal shop
- Winterized all the District's parks facilities
- Set up select locations of the water system to use alternate power when power is lost for an extended period of time
- And responded to over 20 service requests

We thank all for your patience during the recent snow events. The District's roads contractor has been working long hours to keep ahead of the weather.

We also thank the District's Mayor and Council, Administration, ICBC, NTSP, Finance and Emergency Operations staff who work tirelessly to keep their respective duties going.



DOC office opens to the public again



Photo credit: Chance Breckenridge

During the surge of the Covid variant omicron beginning of January, the District of Clearwater made the decision to close the office and offer service by appointment only. This was to be reviewed on a bi-weekly basis and changed accordingly.

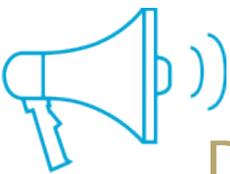
As of February 7, the District of Clearwater has opened its doors to the public for face to face service again.

Normal service will resume at a later date once staffing levels return to normal—a follow-up announcement will be made.

As always, please follow the COVID rules put in place to keep everyone safe: Do not enter if building if you feel sick or show COVID symptoms, wear a mask that covers nose and mouth, sanitize your hands and physically distance from other customers or staff.

We are looking forward to doing business in person again. If you are not yet comfortable coming into the office, feel free to call or email us.

District of Clearwater Contacts:
districtofclearwater.com/contact-us



District hires Director of Finance



Staff Announcement: DIRECTOR OF FINANCE, ICBC & MV SERVICES (CFO)

The District of Clearwater is very pleased to announce the appointment of **LINDA KLASSEN** as its new Director of Finance, ICBC & MV Services (CFO). Linda’s appointment will be effective February 16, 2022.

Linda is currently the Manager of Financial Operations (Acting/ Deputy Chief Financial Officer) for the District of Squamish, a role she has held since 2016. She has also held senior leadership roles with the District of Sechelt and brings over 25 years of broad financial and business management experience, the last 14 being in senior leadership roles. She holds a Certified Management Accounting designation (CMA, CPA)

and has received additional training in Truth and Reconciliation and Emergency Response.

Message from Linda: I noticed the following quote at a campsite that has been influential to me. *“Happiness; connections make us happy; selfishness keeps us from connecting; instead of seeking to benefit myself, seek to benefit others and nature; this brings connections*

and happiness.” Author, unknown. I look forward to joining the team in Clearwater.

Message from John Thomas, CAO: On behalf of the District, it is my pleasure to welcome Linda to the District of Clearwater and the community. We look forward to working with and supporting you in your new role.



Council Highlights...

Photo credit: Indigo Thyme Imagery



(Left to Right) Lucy Taylor, Barry Banford, Bill Haring, Mayor Blackwell, Lynn Frizzle, Lyle Mackenzie, Shelley Sim

January 4, 2022

- Council highlights provide a summary of key decisions made by Council during regularly scheduled meetings. Complete agenda packages and meeting minutes can be found on our here.
- Council reviewed Operating Templates and other documents prepared by staff as part of the 2022 Budget process.
- Council referred a draft version of a new Purchasing Policy for legal review prior to consideration for final adoption.
- Council agreed to conduct the April 5, 2022 Regular Council meeting from the Dutch Lake Community Centre Multipurpose Room at the regular time as Council Chambers will not be available.
- Council Appointed Douglas Chapman as Interim Director of Finance.
- Council directed staff to continue planning at this time for a two week long 2022 Winterfest commencing the second week of February.

- Council scheduled a separate meeting of the Community and Economic Development and Infrastructure Standing Committee and referred the matters of a Draft Development Cost Charges Bylaw and a Draft Infrastructure Masterplan Update to that meeting’s agenda.
- Council reconfigured the Recruitment and Retention Committee as a Working Group reporting to the Community and Economic Development and Infrastructure Standing Committee. The previous version of the group as a Select Committee was rescinded and Council reappointed the Committee members to the new Working Group.
- Council appointed Linda Klassen, as Director of Finance and Chief Financial Officer for the District of Clearwater; and approved her as a signing authority for the District.
- Council authorized the purchase of a new backhoe for the Public Works Department.

January 18, 2022

- Council reviewed Capital Business Cases, Operating Templates and other documents prepared by staff as part of the 2022 Budget process.
- Council agreed to file a Notice pursuant to Section 57 of the Community Charter with the Land Titles Office regarding a property in town.
- Council approved changes to the COVID-19 Self-Isolation Policy (Policy No. 2001), bringing the policy in line with recent Public Health Guidelines on isolation.

February 4, 2022

- Council issued a “Notice of Intent” to consider approval of Development Variance Permit No. DVP-21-03 for 444 Clearwater Valley Road.
- Council approved a new Procurement Policy, Policy No. 2201.
- Council directed Staff to research grant opportunities under the Tourism Relief Fund and to bring back a report to Council on the initial steps required to pursue such a grant.



Family Skating Schedule

FREE Family Skating is held every **FRIDAY AT 4:30PM & SUNDAY AT 4PM**

Family Skating is Free thanks to the generous sponsorship of local businesses.

North Thompson Sportsplex

Current COVID rules apply. Ice time is available for private skating or shinny parties for your group or cohort.

For more information, please contact us at 250.674.2143 or rmayer@docbc.ca.



Fire Department...



Feedback after Fire Department Awareness Survey

In November of last year, the District had published a survey online to gain understanding of potential reasons or barriers that may be impacting recruitment efforts with the overall goal to increase membership numbers.

Here are some of the questions we received with a response from our Fire Chief.

What's the pay and what are the benefits provided to firefighters?

- A firefighter who has completed a probation period and or reached the level of **Exterior Firefighter** as defined in the Office of the Fire Commissioner Structure Firefighters Playbook receives \$20 per training session and per call attended.
- A firefighter who has reached the level of **Interior Firefighter** as defined in the Office of the Fire Commissioner Structure Firefighters Playbook receives \$25 per training session and per call attended.
- *Note:* Any member of the Fire Department remaining at a fire scene after 4 hours gets an additional \$75.00 regardless of rank.
- The remuneration is paid annually at the beginning of December.
- Contributions to Registered Retirement Savings Plan: Any member who has been part of the Fire Department for over 2 years can opt to contribute up to \$250 to a Registered Retirement Savings Plan as a deduction from their firefighter remuneration and will be matched by the District of Clearwater for a total up to \$500.
- WorkSafeBC coverage at training and calls.
- Coverage under an **On-Duty** Accident and Sickness Insurance Policy.
- Coverage under an **Off-Duty** Accidental Bodily Injury Insurance Policy (this also applies to your immediate family).

Can you explain the commitment and expectations further?

The Clearwater Fire Department is authorized to provide fire suppression activities in accordance with and subject to the limitation set out in the **Interior Operations Service Level** in the Structure Firefighters Playbook;

- Firefighters are expected to attend 70% of training sessions per year, which is 35/50.
- Training sessions are scheduled for Thursdays: 7–9pm
- Train to **Exterior Firefighter** level at the minimum
- The time to complete to Exterior level can take up to 1 year; depending on time and effort it can be completed sooner
- Monday evening trainings session are scheduled for the newest recruits to help advance their progress
- Daytime training can be made available as well by the Fire Officer group
- Be available from time to time for Public Education or other activities
- Our **Exterior Firefighter** program has been divided into two sections: First the core safety topics have to be completed to be issued a pager to attend callouts. The second section covers the remaining topics and upon completing the recruit will be certified to fight fires on the exterior of a structure.
- Continue training to achieve **Interior Firefighter level** (depending on time and effort this may take an additional year to achieve)



Need a New Year's Resolution?

Join the Clearwater Volunteer Fire Department today!



Interested?

Please reach out via email to firechief@docbc.ca, text or call 250-674-1278 or find us on our Facebook page facebook.com/ClearwaterFD

More info here:

districtofclearwater.com/municipal-hall/fire-department/volunteer-fire-fighter-position/



Community Recreation Healthy Living...



Download any **QR Code Reader app**;
Open the App and position your phone above
this code. You will be taken directly and
automatically to the CRHL Facebook page!

- Make sure to stay up to date on our socials for Healthy Living opportunities!
-

REGISTRATION

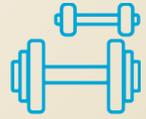
To register for any of the CRHL Programs, please get in touch with our CRHL Coordinator:

Text/call: 250.674.8881

Online: booking.ca/clearwaterpub

Email: healthyliving@docbc.ca

In-person: 209 Dutch Lake Road



Have questions?
Contact our
Healthy Living Coordinator

MEGAN SIM

E: healthyliving@docbc.ca

W: 250.674.2257

C: 250.674.8881



YOGA

Join Sylvia to help practice unwinding the body, mind, and spirit through the art of Yoga. A lot of the tension and stress that we accumulate in a day and throughout our lifetime is held in our bodies—without us even realizing it! Yoga channels our energy and oxygen to ground practitioners and enlighten the body, mind, and spirit—all while awakening and toning our stabilizing muscles. This yoga class is suitable for all fitness and flexibility levels.

MONDAY MEN & WOMEN CIRCUIT TRAINING

Complete a circuit of ten exercises two times around for a full hour workout. From weightlifting, medicine balls, battle ropes, body weight exercises, etc., each station features a different exercise to give you a full body burn—all you have to do is follow along to the posted directions. Each participant will spend two minutes at each station before heading over to the next station in the circuit. As there is only one person at each station, registration numbers are limited—all fitness levels are welcome.

LOW IMPACT

This low impact course is friendly on the joints while providing a challenge to muscular strength and cardio endurance. Though there will be no jumping, squats, dumbbells, and resistance training will become your new best friends! Whether you are just starting on your fitness journey or have already made the leap, everyone has a place in the low-impact course!

STRENGTH & SCULPT

This sculpting class works to tone and build muscles in the upper and lower body using a variety of strengthening and conditioning exercises. Resistance training using hand weights, bars, bands, and body weights (with a little cardio!) work to make you feel as strong as you can be! All levels of fitness welcome.

QUICK HIIT

Quick High Intensity Interval Training (HIIT for short) works to build cardio fitness while improving strength in a quick, 40-minute lunch-break class. During the high intensity periods, you will give 150% through quick and intense bursts of exercise, followed by short active recovery periods. In this class, YOU choose YOUR level of intensity—all levels welcome.

SOMATIKA

Somatika is a practice that is based on studies of SOMA—or, “the body as perceived from within”. These gentle movement patterns serve to aid recovery from, and prevent injury, as well as ease chronic conditions as the participant enhances physical awareness and function. By reawakening primal neural pathways and reprogramming dysfunctional movement patterns, Somatika teaches our bodies awareness and function through slow and mindful movements.

TEN TOOL SELF CARE KIT

‘The Ten Tools’ a 5-week program to learn about caring for yourself inside out! Through the focus of meditation, participants will learn tools such as Grounding, pranayama, chakra clearing and balancing, aura cleansing, Hara line, violet flame and more to care for themselves holistically.



SESSION 2

Yoga	5:15–6:15pm	MONDAY	February 28–April 4	\$48	Sylvia Arduini	♥♥
Men & Women Circuit training	6:00–7:00pm	MONDAY	February 28–April 4	\$48	Megan Sim	♥♥♥
Somatika	11:00–12:00 pm	TUESDAY	March 1–April 5	\$48	Sharon Neufeld	♥
Low Impact	5:00–5:50pm	TUESDAY	March 1–April 5	\$48	Megan Sim	♥♥♥
Strength & Sculpt	5:45–6:45pm	WEDNESDAY	March 2–April 6	\$48	Megan Sim	♥♥♥
Ten Tool Self Care Kit	6:30–8:30pm	WEDNESDAY	March 2–March 30	TBA	Sharon Neufeld	
Quick HIIT	12:10–12:50 pm	THURSDAY	March 3–April 7	\$48	Megan Sim	♥♥♥♥
DROP IN SPORTS (12+)						
Drop in Pickleball	10:30–12:30 pm	MONDAY	Starting January 10	\$2		
Drop in Soccer	6:30–8:00pm	TUESDAY	Starting January 11	\$2		
Drop in Pickleball	4:00–5:15pm	WEDNESDAY	Starting January 12	\$2		

Until otherwise directed by the Provincial Health Officer, proof of vaccination is required for classes and drop-in sports. If you'd like to drop into any class (\$10), please text 250.674.8881 to check availability.

Punch Cards

Punch cards for 2022 are back:

5x drop-in to any CRHL Fitness Program
Drop In: \$45

1x drop in to any CRHL Fitness Program
Drop In: \$9

11x Drop In Sports (\$2): \$20

Punch cards can be purchased at the District of Clearwater's front desk: 209 Dutch Lake Road.

Except for Drop in Sports punch cards, any punch cards issued for years prior are not valid. Punch cards must be for the 2022 season

Family Day

Family Day is **February 21st!** Celebrate this year by picking up your take-and-play pack from Clearwater Secondary School. With fun activities, snacks, and books included in your grab bag, there is something for everyone! 100% free thanks to the B.C. Government and their financial contributions.

Exciting News!

We are SO happy to share that we have opened a new **Wellness Studio** at Centennial Hall! Enroll in one of our wellness programs to check it out!

Program Facilitators

Have a passion that you want to share with the community? Get in touch with our Healthy Living Coordinator and let's see how we can make it happen!



WINTER

Community Events

PHOTO COMP!
Feb 21 - March 6
Submit your best winter photo and win the "Key to Clearwater".
healthyliving@docbc.ca

Figure Skating Carnival
March 10 @ 6

SUN, FEBRUARY 27

- 9-10:15: U9 Hockey vs. Kamloops @ NTSP
- 10:30-12: U11(1) Hockey vs. Lillooet @ NTSP
- 12:15-1:45: U9 Hockey vs. Kamloops @ NTSP
- 2:15-3:45: U11(2) vs. Lillooet @ NTSP
- 4-5:30: Family Skating @ NTSP (thx to Borrow Ent.)
- 10-3: Skiing @ Ski Hill (\$)
- 12-2: Weenie Roast @ Ski Hill (*just show up!*)
- 7-8: Adult (35+) Drop in Hockey @ NTSP (\$)

MON, FEBRUARY 21

- 10-12:30: Drop in Pickleball @ DLCC (\$2)
- 11: Family Day Take & Play Packs @ CSS
- 10-3: Quilting @ Elks Hall

TUES, FEBRUARY 22

- 10-12: Parent/Preschool/homeschool Skate
- 12: Senior's only takeaway Luncheon
Contact: seniorsnetworkcoordinator@gmail.com to reserve
- 10-7: Teens & Tweens Activity Bags @ Library
- 10-7: Board Games @ Library
- 6:30-8: Drop in Soccer @ DLCC (\$2)

WED, FEBRUARY 23

- 2-4: Story Telling @ DLCC (*with cookies & tea!*)
- 4-5:15: Drop in Pickleball @ DLCC (\$2)
- 10-4: Teens & Tweens Activity Bags @ Library
- 10-4: Board Games @ Library
- 5-9: Night Skiing @ Ski Hill (\$)

THURS, FEBRUARY 24

- 10-4: Teens & Tweens Activity Bags @ Library
- 10-4: Board Games @ Library

FRI, FEBRUARY 25

- 10-4: Teens & Tweens Activity Bags @ Library
- 10-4: Board Games @ Library
- 6:30-8: Cocoa & Poetry @ DLCC *
- 4:30-6: Family Skating @ NTSP (thx to Borrow Ent.)
- 5-9: Night Skiing @ Ski Hill (\$)

SAT, FEBRUARY 26

- 12-4: Teens & Tweens Activity Bags @ Library
- 11-12:45: U18 Hockey vs. Kamloops @ NTSP
- 2:45-4:30: U18 Hockey vs. Kamloops @ NTSP
- 12-4: Board Games @ Library
- 10-3: Skiing @ Ski Hill

MON, FEBRUARY 28

- 4-5:15: Drop in Pickleball @ DLCC (\$2)
- 7-8: Drop in Curling @ NTSP

TUES, MARCH 1

- 10-12: Parent/Preschool/homeschool Skate
- 10-7: Teens & Tweens Activity Bags @ Library
- 10-7: Board Games @ Library
- 6:30-8: Drop in Soccer @ DLCC (\$2)

WED, MARCH 2

- 10-4: Board Games @ Library
- 4-5:15: Drop in Pickleball @ DLCC (\$2)
- 7-8: Trivia Night @ Elks Hall
- 5-9: Night Skiing @ Ski Hill (\$)

THURS, MARCH 3

- 10-4: Board Games @ Library

FRI, MARCH 4

- 10-4: Board Games @ Library
- 4:30-6: Family Skating @ NTSP (thx to Summit Electric)
- 7-8:45: Minor Hockey Alumnae vs. U18 @ NTSP
- 5-9 PM: Night Skiing @ Ski Hill (\$)

SAT, MARCH 5

- 11-12:30: U13 Hockey vs. Chase (2) @ NTSP
- 12:45-2:30: U15 Hockey vs. Ashcroft @ NTSP
- 2:30-4:00: U11(2) Hockey vs. Chase @ NTSP
- 2-4: Board Games @ Library
- 10-3: Skiing @ Ski Hill (\$)
- 6-8: Coffee House @ Ski Hill (*Donations & Food available*)

SUN, MARCH 6

- 10:45-12:15: U13 Hockey vs. Merritt (2) @ NTSP
- 12:30-2:00: U11 Hockey #1 vs. #2 @ NTSP
- 2:15-4:00: U18 Hockey vs. Kamloops @ NTSP
- 3-4: Pie Judging Contest @ DLCC
- 4-5:30: Family Skating @ NTSP (thx to Summit Electric)
- 7-8: Adult (35+) Drop in Hockey @ NTSP (\$)

Winterfest Locations

DLCC: 209 Dutch Lake Road CSS: 440 Murtle Cres
 NTSP: 428 Murtle Crescent
 Ski Hill: 566 Dunn Lake Road
 Library: 422 Murtle Crescent

*Sign up as a poet (original or not) with Sandra: sandrah707@gmail.com

Wells Gray
Civically Arts Society

North Thompson
Quilters
Wells Gray
Writers Circle

THOMPSON-NICOLA
REGIONAL LIBRARY

MENS SHED Thompson

North Sportsplex

CLEARWATER
where you start here

LOVE LIVE
CLEARWATER

Living Well

Clearwater
SKI CLUB

Wells Gray Country
Living Healthy Active Living
Seniors Society

Hidden and Invisible: Seniors Abuse and Neglect in British Columbia

In this report, Seniors Advocate Isobel Mackenzie details the results of a systemic review of seniors' abuse and neglect in British Columbia. The review examined the protections that exist for B.C. seniors, the prevalence of seniors' abuse and neglect, the method of reporting abuse and neglect, and the response to reports of seniors' abuse and neglect.

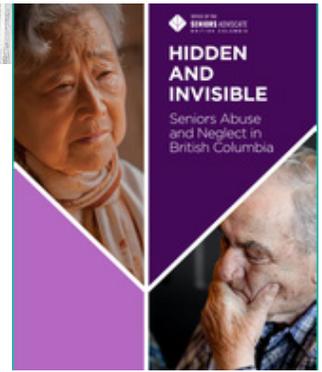
Report Summary

The report examines current legislative protections, assesses reporting practices, reviews five years of existing data, consults with 144 stakeholders in 25 communities throughout B.C., and surveys over 1500 British Columbians.

The review highlights that reports of abuse and neglect of people 65 and over have increased significantly in the past five years with:

- 49% increase in report of abuse, neglect and self-neglect to health authorities (Designated Agencies)
- 69% increase in reports of victims of violent crime to the RCMP
- 87% increase in reports of physical abuse to the Vancouver Police
- 49% increase of financial abuse to the Vancouver Police
- 30% increase in reports of abuse to bc211

Key concerns heard by the Office of the Seniors Advocate (OSA) were the lack of public awareness, a fragmented reporting and response system, gaps in service, and the need for training for those working with seniors in the community. Emerging trends and issues in B.C. were listed as sources of concern, including self-neglect, physical, social, and cultural isolation, family caregivers, on-line security, and COVID-19.



The report includes five recommendations:

1. Establish provincial standards of practice, policies, and front-line training to respond to seniors' abuse and neglect
2. Create province-wide public awareness initiatives and training on seniors' abuse and neglect
3. Develop a central, single point of contact to report calls of concern of seniors' abuse and neglect
4. Ensure consistent data collection, methods, and definitions to record, track and monitor abuse and neglect cases
5. Undertake a full comprehensive review of the Adult Guardianship Act

Office of the Seniors Advocate 6th floor, 1405 Douglas Street
PO Box 9651, STN PROV GOV
Victoria, BC V8W 9P4

OFFICE HOURS: Monday–Friday, 8:30am–4:30pm

CALL LINE HOURS: 24 hours per day, every day

Toll free: 1-877-952-3181 • Victoria: 250-952-3181

Email: info@seniorsadvocatebc.ca

Submit your thoughts on senior issues or 'Subscribe to email list' at www.seniorsadvocatebc.ca.

Contact Senior Coordinator Lynne Frizzle

for any questions or concerns related to seniors:

P: 250-674-8185

E: seniorsnetworkcoordinator@gmail.com



Would you benefit from a phone call from another senior just "checking in" or would you be interested in being the caller that does the checking in? Contact the Senior Coordinator to get linked to the Phone Tree.



ICBC Year in Review

2020/2021 What a Year!!! Insurance certainly wasn't the biggest story of the year. However, ICBC spent most of the last year implementing significant changes to auto insurance.

Preparing for the May 01, 2021 Enhanced Care launch

With Enhanced Care, B.C. drivers are seeing an average savings of 20% or \$400.00 yearly making automobile insurance more affordable.

Navigating the Pandemic

ICBC adapted by offering online and phone access for many services. With less driving due to COVID, there's been a downward trend in crashes, in turn less spent to settle claims in 2020/21

Source: icbc.com

Expanding Customer Service

ICBC served over 1.5 million customers in driver licensing locations and completed more than 270,000 road tests.

Greater Transparency

More than 2,400 British Columbians have joined a ICBC insight panel, providing customers with opportunities to share views and opinions on a variety of topics. ICBC has also made crash and vehicle data more accessible online.

If you are interested in joining an insight panel, you can sign up at icbc.com under ABOUT ICBC.