

South Vancouver Senior's Hub

Collaborative Partnership Memorandum Of Understanding

This Memorandum of Understanding (MOU) outlines the shared mission/values, relationships and agreement among the agency partners participating within the South Vancouver Senior's Hub (Hub).

The rationale for the partnership is to coordinate and integrate the delivery of programs and services to seniors in the South East Vancouver Area. By sharing information and collaborating we add value to the community and each other's work.

1. *Members and Partners*

- 1.1 The following organizations are members of the Hub partnership: South Vancouver Neighbourhood House (lead agency), Champlain Heights Community Association, Killarney Community Association, Killarney Seniors Association, Southeast Vancouver Seniors' Arts and Cultural Centre Society, and Sunset Community Association.
- 1.2 Other agencies considering membership as partners may request to join the hub as partners in the future

2. *Mission and Values*

2.1 Mission

Our mission is to work together to provide accessible, inclusive, timely and high quality programs and services for and, where possible, with seniors living in South East Vancouver. This will include a diversity of seniors – many of whom are long term residents of the area; others of whom are immigrants or Urban Aboriginal and still others who are “young seniors” who are making transitions in their lives.

2.2 Values and Beliefs

- a. Seniors deserve respect and access to services of a high standard.
- b. Seniors bring much strength, a range of experience and a wealth of skills and assets to their community.
- c. Community building is a two-way process: seniors should feel welcome in their neighbourhood and should have opportunities to contribute their skills and assets to community life.
- d. As a diverse group of organizations, the South Vancouver Senior's Hub members are uniquely positioned to provide a wide array of social, cultural, and recreational programs and services to meet the diverse needs of seniors in this community.
- e. As a partnership we share ideas and good practices; we collaborate to offer a full range of services; and we cooperate to serve seniors with diverse needs and skills, programs and services as close to their homes and workplaces as possible.

- f. Seniors Hub members take an innovative approach to working throughout South Vancouver and bring that spirit of innovation to working with seniors, in a range of areas and providing them with opportunities to contribute to meeting the needs of others, including people of all ages.
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- 3. *Hub Goals***
 - 3.1** To collaborate as seniors and senior's service providers to enhance services, improve access to programs and increase community participation/connection opportunities for older adults living in South East Vancouver.
 - 3.2** To build collaborative systems, and community agency capacity for integrating and coordinating seniors activities in South East Vancouver.
 - 3.3** To co-develop with seniors a hub structure that supports diverse senior's participation, leadership roles, decision making and issue advocacy with respect to senior's needs and interests in SE Vancouver.

 - 4. *Scope***
 - 4.1** The partnership exists to enhance services and activities for and with seniors in South East Vancouver. Seniors from outside this area may be involved but service promotion and outreach will be limited to SE Vancouver and the neighbourhoods immediately adjacent to it.

 - 5. *Timing***
 - 5.1** This agreement is for the period of *January, 2016 –December 2018*

 - 6 *Responsibilities***
 - 6.1** South Vancouver Neighbourhood House will be the lead agency for the partnership

 - 6.2** The responsibilities of the lead agency will include:
 - a. Providing leadership for hub commitments including:
 - 1. Ensuring the hub project is implemented in accordance with funding expectations
 - 2. Employing and supervising a Senior's Hub Coordinator
 - 3. Chairing interagency committee meetings
 - 4. Chairing a minimum of two collaborative partnership review and planning meetings per year
 - 5. Assisting with interagency conflicts that may arise during the hub implementation.
 - 6. Reporting and accounting to the Seniors Funders' Table: including managing hub funding grants and administering the funds
 - 7. Maintaining communication between the partners in the hub and other related agencies
 - 8. Facilitating hub pilot evaluation and research

- b. The Senior's Hub Coordinator will be responsible for working with agency partners and the South Vancouver Senior's Hub Council, to:
 - 1. Build the capacity of the Council to provide guidance and direction for the Senior's Hub and to advocate on issues of concern to seniors living in South Vancouver.
 - 2. In collaboration with Seniors Hub Council and agency partners develop goals, objectives and action plans for implementing the hub community activities.
 - 3. Support continuous evaluation of hub activities including ongoing evaluation of community needs and measuring the project outcomes identified in the project logic model.

6.3 Each member of the partnership will to the best of their ability collaborate for the purpose of planning and implementing coordinated integrated services for seniors in South East Vancouver. At the interagency committee meetings, the staff and or other representative will reflect the needs and issues of its organization and the seniors who use or live in the vicinity of its facility.

6.4 The responsibilities of each partner will include:

- a. Participating in planning and review processes to ensure that hub goals reflect the diverse community needs and help ensure that those goals are met.
- b. Ensuring that seniors are well served, with input from the South Vancouver Senior's Hub Council and in accord with the expectations of the Seniors Funders' Table.
- c. Supporting the efforts of the lead agency in securing the financial sustainability of the Hub.

7. *Governance and Management*

7.1 The activities of the South Vancouver Senior's Hub partnership will be collectively managed by the lead agency and the community partner's representatives sitting on the interagency committee. The responsibilities of the interagency committee will include:

- a. Ensuring information flows between the partners
- b. Holding a meeting of Board representatives, Executive Directors and/or Senior Managers at least twice per year or as needed for sustaining optimum collaborative partnership performance

- c. Working with staff in each partner agency to ensure that the needs of seniors are well served
- d. Working with staff and agency boards from each partner to enhance agency service systems for seniors
- e. Supporting learning and professional development opportunities
- f. Bringing people, including staff, volunteers and seniors together across the local geographic areas for appropriate networking
- g. Work with the lead agency Executive Director to move forward operational challenges related to creating shared systems for coordinating programs including developing new joint policy initiatives.
- h. Recognize that overall Hub financial management and administrative decisions will be the responsibility of the lead agency
- i. Joint hub projects and activities will be co-managed and administered by the participating partners.

7.2 Other organizations as partners

In addition to the core partner members, the Senior's Hub members may also collaborate with other community organizations. Organizations that are collaborating for a specific program or activity are informally connected to the Hub, may attend meetings, and participate in activities but are not a party to this MOU

7.3 Research and Evaluation

Partners will participate in the ongoing evaluation process as part of their commitment to the Hub development and sustainability.

7.3 South Vancouver Seniors Hub Council

The South Vancouver Senior's Hub Council will guide the direction of the hub and govern day to day hub activities. The committee will include a diversity of seniors from different parts of South Vancouver who participate in the activities of consortium members and partner organizations. Representatives sitting on the council should reflect diverse seniors from across south east Vancouver. These seniors do not represent organizations interests, rather the interests of seniors.

8.0. Fund raising opportunities

The Hub members will explore opportunities to raise money collectively to support the hub activities.