

## Seniors Services Society of BC and City of New Westminister **Seniors Integrated Services Program**

**Community non-profit organization**  
**Local government**

🕒 2021 to 2023  
📍 New Westminister

The Seniors Services Society of BC (SSSBC) has over forty years of experience in providing programs and services for vulnerable older adults. SSSBC connects people 60+ with individual supports, housing, and system-navigation services to enhance their lives.

The City of New Westminister is focused on improving equitable citizen engagement and participation, community belonging and connecting, and the safety of all community members.



HEY  
NEIGHBOUR!  
Collective

### Participating Buildings:

- 3 buildings
- 402 units
- Mid-rise, high-rise
- Non-market rental



### Highlights:

- Provided non-medical supports (light housekeeping, transportation etc.)
- Enhanced connections to City services
- Held digital inclusion workshops
- Hosted social events and activities
- Integrated Connect & Prepare program

From 2021 to 2022, Seniors Services Society of BC, with support from HNC, partnered with City of New Westminister staff at a BC Housing building with 100 units for low-income seniors. They tested an “Integrated Services Program” as a way of strengthening benefits for residents and delivering services more efficiently. This included providing non-medical supports for aging in place such as light housekeeping and transportation, workshops like digital inclusion, and social-connection activities. The project also involved collaboration with other community organizations. In 2023, SSSBC partnered with BRN and City of New Westminister social planning and emergency services staff to deliver Connect & Prepare in the same BC Housing building and two other multi-unit buildings in New Westminister.

