Provincial Advisory Council on Aging and Seniors

Annual Report 2021-2022

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Please contact:

Provincial Advisory Council on Aging and Seniors

Seniors and Aging Division Department of Children, Seniors and Social Development 6th Floor, West Block, Confederation Building P.O. Box 8700 St. John's, NL A1B 4J6

Telephone: (709)729-4291 or Toll Free 1-888-494-2266 Email: PACAS@gov.nl.ca

Chairperson's Message

Hon. John Abbott Minister Department of Children, Seniors and Social Development P.O. Box 8700 St. John's, NL A1B 4J6

Dear Minister Abbott:

As Chair of the Provincial Advisory Council on Aging and Seniors (hereinafter referred to as PACAS or Council), I am pleased to present its annual report for the fiscal year 2021-22.

PACAS remains committed to providing advice to Government on developing and supporting age-friendly communities and meeting the evolving needs of an aging population. The council does this by ensuring that seniors' perspectives are reflected in policy development and in planning for programs and services for seniors and older adults.

This annual report has been prepared and submitted in accordance with Council's obligation as a category three entity under the **Transparency and Accountability Act**. The work undertaken by Council during the reporting period supports the mandate of the Department of Children, Seniors and Social Development.

In January 2022, new appointments, including my appointment as Chairperson, were made to PACAS through the Independent Appointments Commission. As a result of these appointments, we would like to thank the outgoing members for their contributions and commitment to the work of the Council. We look forward to working with our new members on initiatives critical to improving the lives of seniors and older adults in Newfoundland and Labrador.

My signature below is indicative of Council's accountability for the preparation of this annual report and achievement of the results reported.

Sincerely,

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Pamela Anstey, Chairperson Provincial Advisory Council on Aging and Seniors

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Overview

The Provincial Advisory Council on Aging and Seniors (PACAS or Council) was established in 2005 to provide advice to the Minister Responsible for Aging and Seniors (currently the Minister of Children, Seniors and Social Development) on issues related to older persons and the aging process.

The 2021-22 Council consists of 13 members, including a Chair (See Annex A) and is listed in Schedule C of the **Public Service Commission Act**. The Public Service Commission (PSC), through the Independent Appointments Commission (IAC), solicits candidates for vacancies with consideration given to geography, culture, gender, background, experience and skills. Members are appointed for terms of up to three years by the Minister of Children, Seniors and Social Development. The Seniors and Aging Division of the Department serves as secretariat to the Council, including the provision of support for meetings and other activities.

Council members represent a diverse cross-section of individuals, including older adults, many of whom are experienced in working with seniors and stakeholders in areas of critical importance to seniors, including health care, long-term care, mental health, and financial well-being. As a result, Council benefits from a membership with a broad base of knowledge in areas of importance to seniors and those who support seniors.

Total expenditures for the Council for 2021-22 were \$11,220. More details are provided on page 17.

More information on the Council may be found at: https://www.gov.nl.ca/cssd/seniors/focus/provincialadvisory/.

Lines of Business

The Council's aims/lines of business include:

- Challenge ageism;
- Promote the value and worth of people as they age;
- Foster an environment of understanding within the Provincial Government and the community with regard to aging and demographic change;
- Identify areas of opportunity within the Provincial Government to develop and/or adapt legislation, policies, programs and services to better support an aging population;
- Support the work of the Seniors' Advocate; and,
- Inform the Provincial Government on the potential impacts of legislation, policies, programs, and services on people as they age.

Highlights and Partnerships

Despite the continued challenges posed by the COVID-19 pandemic, 2021-22 provided opportunities for PACAS to explore new ways to collaborate and continue to inform and advise the Provincial Government on issues related to older persons, aging, and demographic change.

Key activities included:

- Assisted in the selection of 2021-22 Seniors of Distinction Award recipients. This annual award recognizes and celebrates the contributions, achievements and diversity of Newfoundland and Labrador seniors.
- Engaged with Government and community representatives to further Council's understanding of the intersectional nature of seniors' issues, such as housing, poverty and food insecurity, and the lived experience of seniors and older adults throughout the province. Council received presentations from the following groups outlining a variety of issues impacting seniors:
 - Newfoundland and Labrador 50+ Federation
 - Aging Research Centre NL (ARC-NL)
 - Health Accord NL
 - National Seniors Council
 - Quadrangle
 - Home First NL
 - NL Housing and Homelessness Strategy
 - o SaferMedsNL
 - o Miawpukek First Nation
 - o SeniorsNL
 - Connections for Seniors
 - The Gathering Place

- Multicultural Women's Organization of NL
- Mental health and addictions staff from the Department of Health and Community Services
- Participated in the COVID-19 Vulnerable Populations Task Group and Seniors' Working Group to better understand challenges faced by seniors, and those who support seniors, during the pandemic.
- Continued to participate in the Public Health Agency of Canada's Pan-Canadian Age-Friendly Reference Group. This group is committed to advancing the agefriendly movement nationally and internationally through the development of flexible national guidelines, the creation of community resources and the coordination of knowledge exchange activities.
- Continued to participate in the Age-Friendly Newfoundland and Labrador Provincial Working Group to advise and recommend improvements to the Age-Friendly Newfoundland and Labrador Communities Program.
- Continued representation on the ARC-NL Advisory Council to establish a line of communication between ARC-NL and PACAS, and to help ensure ARC-NL initiatives are relevant to seniors and older adults in Newfoundland and Labrador.
- Continued engagement in and support for the Health Accord process and proposed approach (i.e. focus on social determinants of health and primary health care).

Report on Performance

The Council supports the Provincial Government's strategic directions of improved health and well-being outcomes for individuals, families, groups and communities, as well as improved and equitable access to economic, cultural and social opportunities for those who experience barriers to inclusion. These strategic directions include expanding housing and transportation options to age in place, and building a positive image of aging.

In addition to supporting the strategic directions of Government, Council also received input from other stakeholders to inform its areas of focus and facilitate its ability to provide advice to the Minister.

Issue 1: Social Isolation

Social isolation affects both physical and mental health. In 2019, the Government of Newfoundland and Labrador announced the Newfoundland and Labrador Seniors' Social Inclusion Initiative with the goal of addressing social isolation. COVID-19 has further demonstrated the importance of social inclusion for seniors and the negative implications of isolation and loneliness.

2021-22 Objective

• By March 31, 2022, Council will provide advice to the Minister on how to address the digital divide for seniors.

Indicator	Report on Activities	
Increased use of	Worked with the Departments of Children, Seniors and	
technology and	Social Development and Education; ABC Life Literacy	
technology support	Canada (a non-profit, national literacy organization	
services by seniors.	based in Toronto, ON) and community partners to	

identify opportunities for more seniors to learn about
technology. Opportunities include digital literacy
education which could be provided online and in-person
through the province's network of 50+ clubs and other
seniors' and seniors serving organizations.
Members of Council supported SeniorsNL's ongoing
efforts to develop financial literacy tools for seniors and
older adults by providing feedback on SeniorsNL's
services and highlighting issues related to seniors and
older adults.
Members participated in the national Seniors'
Symposium. One of the areas of focus for the
symposium was the role of technology in helping
Canadians age in community. Participation in the
symposium helped illustrate that seniors and older adults
need help to get over the digital divide and assisted in
identifying barriers to the increased use of technology by
seniors and older adults. Such barriers include access to
technology, affordability of devices and services, and
digital literacy.
Members of Council met with the Minister to discuss the
digital divide including lessons learned at the Seniors'
Symposium. Members also provided advice to the
Minister on technology-related changes during the
pandemic that could be made permanent once the
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pandemic ends. Technology related changes identified	
included:	
• The ability to book appointments for lab services and	
blood collection online.	
The ability to meet virtually (via phone or internet)	
with a physician. While Council viewed this as a	
positive development, it felt such appointments	
should not completely replace in-person visits.	

Summary:

Social isolation continues to be a challenge for many seniors in NL with some seniors identifying increased levels of stress and anxiety compounded by social distancing.

2022-23 Objective

• By March 31, 2023, Council will provide advice to the Minister on how to address the ongoing mental health impacts of social isolation and loneliness on seniors.

2022-23 Indicator

- Conducted focus groups with seniors and mental health professionals.¹
- Reviewed best practices from other jurisdictions in an effort to advise on ongoing mental health concerns and solutions for seniors.¹

¹ An incorrect indicator was previously published in the 2020-23 Activity Plan in relation to Issue 4.1 Social Isolation. As such, this will be replaced by: "Council will conduct focus groups with seniors and mental health professionals in an effort to advise on ongoing mental health concerns and solutions for seniors. The Seniors and Aging division will conduct a jurisdictional scan to support Council's discussion".

Issue 2: Elder Abuse

Elder abuse has been identified by both the Government of Canada and the Newfoundland and Labrador Seniors' Advocate as a critical issue facing seniors. Additionally, the Federal/Provincial/Territorial (FPT) Seniors Forum is exploring the possible incorporation of elder abuse as a topic in the upcoming work cycle. Elder abuse can include but is not limited to:

- Physical violence;
- Sexual violence;
- Emotional violence;
- Psychological violence;
- Spiritual violence;
- Cultural violence;
- Verbal Abuse;
- Financial Abuse; and,
- Neglect

The challenges faced in the definition of elder abuse are complex and include balancing the concept of vulnerability with independence and capacity.

2021-22 Objective

 By March 31, 2022, Council will provide advice to the Minister related to NL's participation in FPT discussions on the establishment of a national definition of elder abuse.

Indicator	Report on Activities	
Establishment of a	The development of a national definition of senior abuse	
national definition of elder abuse.	is included in the mandate letters of the Government of	

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Summary:

Violence is rooted in inequality and can take many forms. All forms of violence are unacceptable, and have damaging, long-term impacts on those who experience it. The

Respect Aging program was designed to educate and train various audiences in the recognition, prevention and intervention of violence against older persons.

2022-23 Objective

 By March 31, 2023, Council will advise the Minister on ways to enhance and promote the **Respect Aging** Program – part of the province's Violence Prevention Initiative.

2022-23 Indicator

- Provided input from seniors on best avenues to promote the Respect Aging program.²
- Reviewed best practices from other jurisdictions to support Council's discussion.²

² An incorrect indicator was previously published in the 2020-23 Activity Plan in relation to Issue 4.2 Elder Abuse. As such, this will be replaced by: "Council will seek insight from CSSD's communications team and seek input from seniors on best avenues to promote the program. The Seniors and Aging division will conduct research on best practices to support Council's discussion".

Issue 3: Financial Literacy and Security

Financial planning and security are a core issue facing seniors. Financial security intersects with a variety of other issues including housing, financial abuse, food security, and transportation.

2021-22 Objective

• By March 31, 2022, Council will contribute to the creation of a new poverty reduction strategy for NL.

Report on Activities
CSSD plays a leadership role in supporting individuals,
families and communities in Newfoundland and Labrador
in achieving improved social well-being and reduced
poverty.
Through the Minister's mandate letter, CSSD was directed to lead the development of a renewed poverty reduction strategy in consultation with stakeholders, experts and community leaders. Priority areas include food security, income and employment. CSSD had also been directed to lead a Prevention and Early Intervention Action Plan for children, youth and their families to improve health and social outcomes.

³ An incorrect indicator was previously published in the 2020-23 Activity Plan in relation to Issue 4.3 Financial Literacy and Security. As such, this will be replaced by: "Advise provided in written or oral format towards the development of a new poverty reduction strategy".

As both of these areas are closely connected to the
social determinants of health, CSSD is now in the
process of developing a comprehensive provincial well-
being plan that includes both aspects of this work.
Council met with the Director of Social and Economic
Well-Being (CSSD) in the Fall of 2021 to help ensure that
the realities of seniors and older adults in NL are
considered in NL's new well-being plan and the upcoming
consultation process. Council will continue to be engaged
throughout the development of a provincial well-being
plan.

Summary:

In today's increasingly complex financial world, financial literacy is key to helping seniors make better financial decisions.

2022-23 Objective

• By March 31, 2023, Council will contribute to a series of financial literacy tools for seniors.

2022-23 Indicator

- Identified potential tools to support seniors' financial literacy.⁴
- Reviewed best practices from other jurisdictions to support Council's discussion.⁴

⁴ An incorrect indicator was previously published in the 2020-23 Activity Plan in relation to Issue 4.3 Financial Literacy and Security. As such, this will be replaced by: "Council will identify potential tools to support seniors' financial literacy. The Seniors and Aging division will conduct research to support Council's discussion".

Issue 4: Demographic Change

In June 2017, Terry Paddon, Auditor General, submitted his Report to the House of Assembly on Performance Audits of Departments and Crown Agencies. The report provides recommendations related to the government's preparedness for changing demographics. Council continues to advise the Department on paths to achieve the recommendations identified by the Auditor General.

2021-22 Objective

 By March 31, 2022, Council will advise CSSD on creation of a demographics change lens to be applied across departments in development of legislation, programs, and services.

Indicator	Report on Activities
Creation of a	This objective has been delayed due to COVID-19.
demographics change	Research and discussions are ongoing on how to deliver
lens	the lens for government and communities. Current
	discussion is focusing on the potential creation of two
	lenses – one for use by government and another
	assessment-type tool for communities to support age-
	friendly principles).

Summary:

Demographics are changing in communities all throughout our province. It is important for communities to plan for aging populations by identifying and developing supports for individuals, families and businesses that help ensure residents can age well in their own homes and communities.

2022-23 Objective

• By March 31, 2023, Council will advise CSSD on ways to integrate age-friendly and universal design principles into municipal and regional planning.

2022-23 Indicator

- Reviewed best practices on ways to integrate age-friendly and universal design principles into existing community planning processes.⁵
- Provided recommendations on ways to promote and include age-friendly and universal design principles into existing community planning processes.⁵

⁵ An incorrect indicator was previously published in the 2020-23 Activity Plan in relation to Issue 4.4 Demographic Change As such, this will be replaced by: "Council will provide recommendations on ways to promote and include age-friendly and universal design principles into existing community planning process".

Opportunities and Challenges

- While seniors have faced, and continue to face, many challenges as a result of the pandemic, not all changes have been viewed negatively by seniors in NL.
 Positive developments during the pandemic have included:
 - the ability to book appointments online;
 - o options to meet virtually (via phone or internet) with a physician;
 - enhanced supports for seniors in the areas of food security (through not-for-profit and other organizations) and the availability of grocery order picking and delivery by some retailers; and,
 - expansion of online services (e.g. online grocery/retail orders for curbside pick-up, online vaccine appointment booking, virtual medical appointments, etc.) for those comfortable with and having access to the internet.

Council will continue to participate in the COVID-19 Seniors' Group to help ensure the pandemic's impact on seniors and older adults are considered in pandemic planning, response and recovery. Council will continue to consider ways, and provide advice on how to increase the use of technology to help reduce isolation and loneliness among seniors and older adults.

 In February 2022, the Health Accord NL final report was presented to the Provincial Government and included calls to action on improving specific social, economic, and environmental conditions affecting our health; providing better, more timely access to health care; and developing a more integrated, technologically enhanced, and sustainable health system. With the Health Accord and new social well-being plan currently being developed, there is an opportunity to redesign existing and develop new programs and services that will help address many of the issues this Council has been consistently raising, such as poverty and access to health and homecare services. Council will keep the Health Accord and the goal of greater social well-being in mind as it works to promote increased financial literacy and security for seniors and older adults in the year ahead.

- Poverty continues to be among the most significant social determinants of health and it continues to be a significant issue for single seniors and older adults in particular. People living in poverty tend to have poorer health outcomes and require more public services and interventions. Council will ensure that the realities of seniors and older adults in NL are considered in NL's new well-being plan.
- To honour survivors and raise awareness about the terrible legacy of residential schools in Canada, the Government of Newfoundland and Labrador observed the National Day for Truth and Reconciliation on September 30, 2021. Marking this day is an important component in the reconciliation process, and brings much-needed awareness to the history of residential schools in Canada and encourages residents of Newfoundland and Labrador to learn more about Indigenous peoples. Council will continue to seek opportunities to engage with Indigenous leaders from throughout the Province, to gain a better understanding of the needs of seniors in Indigenous communities.
- Seniors are a significant client group accessing programs and services of Newfoundland and Labrador Housing Corporation (NLHC) including its rental properties, rent supplement program, home repair and modification programs and affordable housing programs. Seniors may experience homelessness or be at risk of homelessness for a variety of reasons, including the lack of income to pay for housing, the shortage of affordable and secure housing, deteriorating physical and mental health, relationship breakdown or other issues such as violence and abuse. The risk of homelessness for seniors may also be increased by the death of a spouse, social isolation, discrimination, or a lack of awareness of available benefits and services. Council will continue to explore, and advise

the Minister of, housing-related options that consider the range of health needs and income status of seniors.

Financial Information

Members of the Provincial Advisory Council on Aging and Seniors do not receive remuneration. Council members are reimbursed for expenses and travel costs. Council's budget is included in the Seniors and Aging Division's budget. As detailed in the table below, the costs for 2021-22 totaled \$11,220.

Area of Expenditure	Total
Purchased Services (meeting space rentals,	\$3,977
food and beverage, etc.)	
Transportation and Communication (Travel	\$7,243
costs, per diems, accommodations,	
incidentals, etc.)	
Total	\$11,220

Annex A: Provincial Advisory Council on Aging and Seniors Members 2021-22

Pamela Anstey, Chair (St. John's) Pam Anstey has worked in community and nonprofit development for more than 20 years. Holding a Master of Social Work from Dalhousie, she has an extensive background in disability policy, poverty, and food insecurity, along with a knowledge of social enterprise and small business. Pam currently works as a case manager with the Community Food Helpline, as a counsellor with the Athena Health Centre, and as Executive Director of the St John's Farmers' Market. She also sits on the Board of the Centre for Health Information, the Board of the NL Federation of Cooperatives, and as an active member of the Provincial Food Insecurity Working Group.

Linda Oldford (Gander) Linda Oldford spent 35 years in a career with the Federal Government (Service Canada). During that time, she was a union activist and held many elected positions, including three terms as the Public Service Alliance of Canada's Director for Women NL. She is First Vice-President of the Newfoundland and Labrador 50+ Federation and chairs the 50+ Club in Burnside. She serves on several advisory boards, which include the Town of Gander Seniors Board, the Central Wellness Board, the Aging Research Centre NL and Safer Meds NL, and is one of two community members of Health Accord NL. She serves as a member of the Burnside Community Association, the Anglican Church Women and St Alban's Vestry. She has a keen interest and involvement in Indigenous culture and is a member of First Light Newfoundland and Labrador. She is also a member of Time in the Hall Square Dancers on the Eastport Peninsula.

Joshua Carey (Corner Brook) Joshua Carey holds a Bachelor of Community Studies from the University of Cape Breton, a Diploma in Adult Education from St. Francis Xavier University and a Diploma in Community Studies and Project Management from Bay St. George Community College. As a career public servant, Joshua's work focused on economic, industrial and community development. He has also been heavily involved in the community, having served on municipal councils and as a member and chair of many provincial, regional, and community boards and committees.

Megan Ford (St. John's) Having a background in human rights and social work, Megan Ford has been providing clinical oversight to adult care in both the private and non-profit sectors for the past 10 years. She is a feminist and a lifelong volunteer in the Girl Guide movement, as well as being a member of the Board of Directors for Old School, a non-profit organization aimed at bridge the generational gap between youth and seniors through the arts.

Leo Bonnell (Clarenville) Leo Bonnell is a retired bank manager and active community leader. He has been active in local community affairs throughout the province and has held leadership positions with his church board, the chamber of commerce, Bankers' Association, Lions Club International, Rotary International, and other organizations. He is past chair of the Provincial Advisory Council on Aging and Seniors; vice-chair of the Random Age-Friendly Communities Board, and is an advisory member for the Public Health Agency of Canada's Pan-Canadian Age-Friendly Communities.

Maisie Clark (Campbellton) Maisie Clark was born in Port Blandford and taught school in Newfoundland and Labrador and Northern Manitoba. Because her husband served with The Royal Canadian Air Force, she has lived in a number of communities across Canada, the United States and Europe, where she was active with volunteer organizations and local governments. She has been very involved with Girl Guides of Canada, the Lewisporte and Area Chamber of Commerce, and the Lewisporte area Economic Development Committee. Ms. Clark has served as the mayor of CFB, Gypsumville, Manitoba and has been the mayor of Campbellton since 2001. In 2013, she was named one of Newfoundland and Labrador's Seniors of Distinction. **Noreen Careen (Labrador City)** Having an undergraduate degree in women's studies, Noreen Careen was Executive Director of the Labrador West Status of Women's Council for more than 20 years. She served in a variety of roles with the Hope Haven's Women's Shelter for over 20 years and was involved with many other initiatives, from family resource centres to the Labrador West Housing and Homelessness Coalition and the Newfoundland and Labrador Network for the Prevention of Elder Abuse through SeniorsNL. In 2019, she was named one of Newfoundland and Labrador's Seniors of Distinction.

Helen Handrigan (St. John's) Helen Handrigan received a Master of Social Work degree in 1978 and is now a retired social worker, having 35 years of practice in acute care, family court and tenant relations. Her last position was Senior Housing Officer with the City of St. John's. Since 2013 she has served on the Board of Directors with SeniorsNL.

Judy Pardy (Cartwright) Judy Pardy has a lengthy history in socioeconomic development with communities in Labrador. She was previously Executive Director with the Southeastern Aurora Development Corporation and has served in many capacities including archaeology and recreation roles. She is currently involved with the Sandwich Bay 50+ Club and as a peer volunteer with SeniorsNL.

Dr. Rana Aslanova (St. John's) Rana Aslanova (St. John's) holds MSc and PhD in Clinical Epidemiology from Memorial University of Newfoundland. She has served as a client/volunteer services coordinator for the Newfoundland and Labrador Sexual Health Centre, and is currently a research manager and lecturer in the Faculty of Medicine, MUN. Rana is a member of the Canadian Society for Epidemiology and Biostatistics (CSEB), Research Evidence into Action for Community Health/ Atlantic Interdisciplinary Research Network (REACH/AIRN), editorial offices of the Clinical Rheumatology Journal, The Canadian Journal of Psychiatry & Current Oncology journal, and Women in Science and Engineering Newfoundland and Labrador (WISE). Marie Brennan Downey (Stephenville Crossing) Marie Brennan Downey holds a Bachelor of Social Work from Memorial University and has worked in a variety of health care related positions throughout her career. In addition to working as a Social Work Clinical Leader, Marie also served as Outreach Services Coordinator, and Program Manager of Rehabilitative Services in acute and long-term care facilities. Marie currently serves on the Board of Trustees of Western Health and continues to be active in her community through volunteer activities.

Dr. William Eaton: MD, FCFP, (PC) (St. John's) Earned MD and MSc (Clinical epidemiology) degrees at Memorial University. Dr. Eaton worked clinically for 40 years in Family Medicine, long-term care, and Palliative Care and for 36 years of those years at Memorial's medical school. He is a retired Associate Professor of Family Medicine, a former Chair of the Alzheimer Society of Newfoundland and Labrador, and a former Program Director for Family Medicine at Memorial University. He has six children and eleven grandchildren.

Roseanne Leonard (Paradise) Holds a Masters of Business Administration from Memorial University and serves as Managing Director of the Newfoundland and Labrador Association of Community Business Development Corporations. She is a member of the Board of Directors of the Alzheimer Society of Newfoundland and Labrador and a former Chairperson of the Newfoundland and Labrador Employers Council. Roseanne also holds a Masters Certificate in Project Management from York University.

Wayde Rowsell (St. Lawrence) (Resigned from Council December 30, 2021) Wayde Rowsell began his volunteer service as a board member with the Newfoundland Association of Public Employees, while employed as a laboratory technologist with the U.S. Memorial Hospital. In 1985 Mr. Rowsell was elected to the St. Lawrence Town Council and re-elected an additional six times, serving five terms as mayor. He is a founding member of the St. Lawrence Heritage Society and served on the boards of the Heritage Run Tourism Association and Greater Lamaline Area Development Association. Mr. Rowsell's many activities include health care, economic development, workplace health and safety, heritage and sports.