


Project Meeting 

Beginning an

Age Friendly Community Plan



Today's Activities



Ask questions as they form. 





Age Friendly Community Plan

Little behind.

All downhill from here!



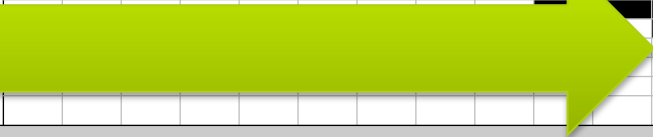
AFCP Resources: Goals & Objectives

1. A measurable increase in support for seniors in Golden
2. A measureable increase in the use of existing and new services by seniors over time
3. An **indication** that organizations are working collaboratively to address the needs of seniors
4. An **indicator** for tracking the level of satisfaction by seniors using services and supports
5. Increased resources available to address senior' needs.
6. An **indication** of how the chosen approach to services will ensure sustainable access to seniors in future years
7. An **indication** of how the service model (action plan) might be expanded beyond Golden
8. Quality of life – increase...

Golden's AFCP Task Force

Name	Org
Sheldon Dwyer	IH/Durand Manor
Karen Cathcart	COTR
Monica De	CBAL
Connie Barlow	GCRS
Mel Myers	GFBS
Ron Oszust	BC Ambulance
Colleen Palumbo	GDHS
Erica Badior	Abbeyfield House Society
Ann Younger	Retired
Jim deBolebec	Semi-retired
Mickey Balas	EK Seniors Care Givers Group
Jean Sime	Retired
Denise English	GDCF, CVWOA
Jim & Susan Halvorson	Retired Teacher & Nurse
Renee Quanstrom	Golden CCRR

Project Plan: Age Friendly Community Plan

Task: Age Friendly Community Plan	Responsible	Weeks																												
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20									
Planning																														
Sign contract	Consultant & Karen	■																												
Develop draft work plan	Consultant	■	■	■																										
Informal (rural) Age Friendly planning literature review	Consultant		■	■																										
Finalize work plan	Consultant			■																										
Make call out for concerned citizens (Coalition)	Consultant			Media																										
Initiate meeting with Coalition	Consultant			■																										
Host meeting with Coalition	Coalition & Consultant				Mtg																									
Incorporate Coalition feedback into work plan	Consultant				■	■																								
Circulate finalized work plan to client	Consultant					■	■																							
Execute - Baseline Survey																														
Draft short survey	Consultant					■	■																							
Circulate to Coalition	Consultant					■	■																							
Coalition review and feedback	Coalition					■	■																							
Receive feedback	Consultant					■	■																							
Revise survey	Consultant					■	■																							
Present & publish Final Survey to Coalition	Consultant						Mtg																							
Distribute to Coalition	Consultant						■	■																						
Circulate to 125 targeted respondents	Coalition & Consultant						■	■	■																					
Collect 100 completed surveys	Consultant						■	■	■																					
Input completed survey data (as available)	Consultant						■	■	■																					
Analyze survey data	Consultant							■	■	■																				
Summarize survey data	Consultant & Coalition							■	■	■																				
Present & circulate survey data/conclusions	Consultant								■	■	■																			
Incorporate conclusions into AF Plan	Consultant									Mtg	■	■	■																	
Execute - Age Friendly Research																														
Review other Age Friendly (AF) Plans	Consultant	■	■	■	■																									
Review various AF programs and practices	Consultant		■	■	■	■																								
Summarize AF practices	Consultant			■	■	■	■																							
Research Golden's AF programs	Consultant			■	■	■	■	■																						
Summarize Golden's AF programs	Consultant				■	■	■	■	■																					
Gap analysis - Golden v. Model Community	Consultant					■	■	■	■	■	■	■	■	■																
Identify adjacent/influencing orgs/prgms	Consultant					■	■	■	■	■	■	■	■	■	■															
Present Gap analysis to Coalition & set priorities	Consultant						■	■	■	■	■	■	■	■	Mtg	■														
Monitor & Control -																														
Coalition Meetings (as identified above & below)	Coalition & Consultant				Mtg		Mtg				Mtg		Mtg		Mtg		Mtg													
Circulate media release on project progress-to-date	Consultant										■			Media																
Compare Gap Analysis with Survey results	Coalition & Consultant											■	■	■	■															
Collaboratively identify Priorities	Coalition & Consultant											■	■	■																
Circulate Draft AF Plan	Consultant																													
Receive Coalition feedback	Consultant																													
Incorporate into AF Plan	Consultant																													
Present and publish final AF Plan	Consultant & Coalition																													
Close Out -																														
Sign off on AF Plan	Connie & Karen																■	■												
Publish AF Plan	Seniors Coalition																	Report												
Circulate Final AF Plan	Consultant & Coalition																Media	■												
Reconcile project expenses	Consultant & Karen																		■	■										
Submit invoice	Consultant																			■										
Receive payment	Connie & Karen																													
Post-project wrap up meeting with Coalition	Consultant & Coalition																			Mtg										
Post-project wrap up meeting with Consultant	Connie & Karen																			Mtg										

Last Meeting

- ✓ Date: Thursday May 8th
- ✓ Homework:
 - ✓ Analyze Survey results
 - ✓ Provide analysis to Ryan May 20th



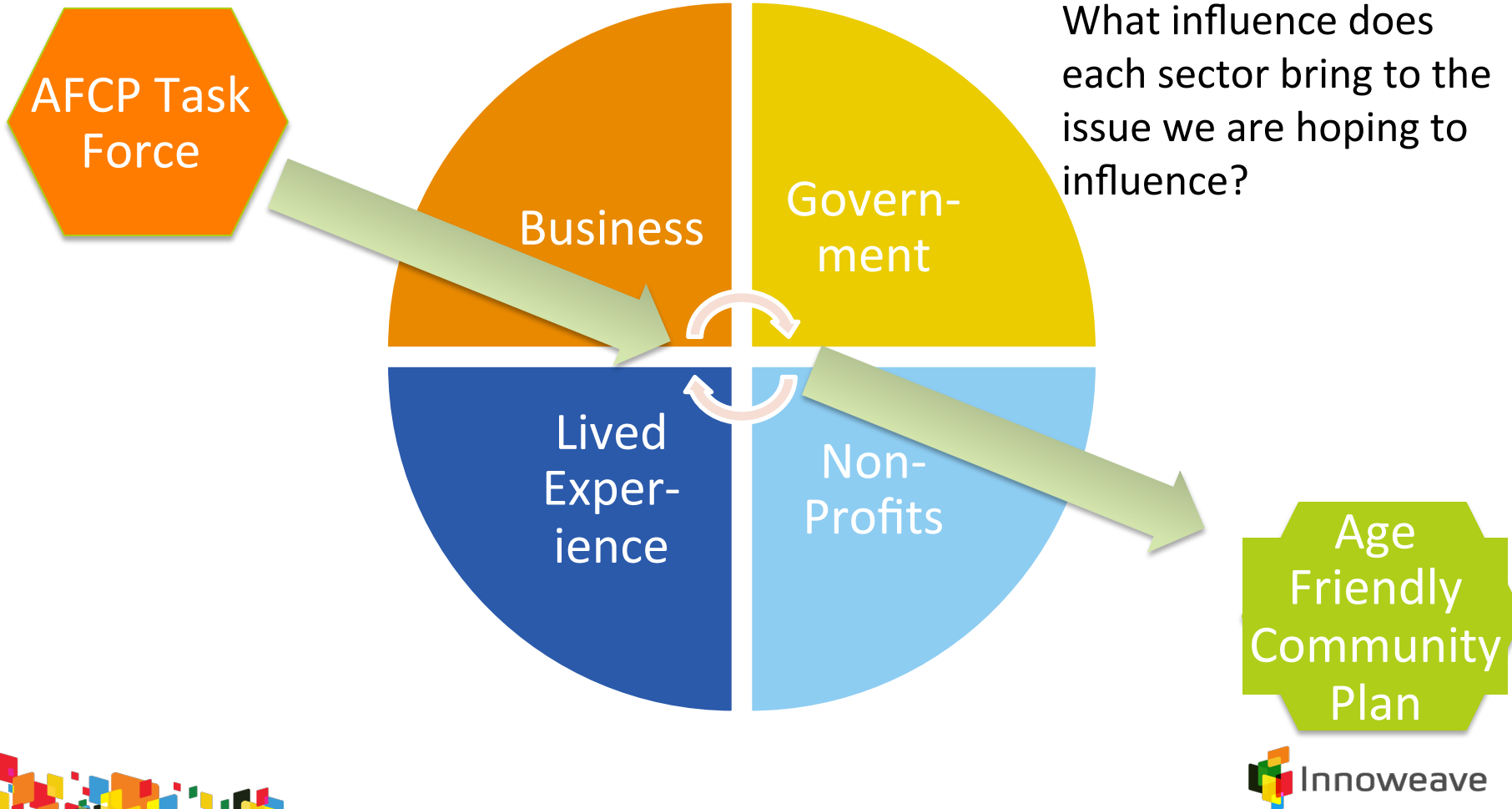
Analysis

Survey Results

What did our respondents say?



Who do we Engage in our communities?



Listing Our Prospects: Dec 3

Business	Government	Non Profits	Lived Experience
<p>Glen Ewan, John & Penny Shephard Bryce Piggott Overwaitea Sharon Eddy, CVCU CIBC KHCCC (Board) Medi-Chair, Sobey's Restaurants, VitalAire, Mount 7 Taxi, Dentists, Doctors (Medical Clinics) BC Hydro EZ Rock, The Golden Star, Local Townie, Members from Tourism Golden (Pool operators) KHMR/RCR, Retailers, LP, CP, Mountain Minerals, Physio, Chiro, Optometrists, Day Care (intergeneration) Tapestry Yoga (Wendy Grant)</p>	<p>Chris Hambruch, ToG Ron Oszust, ToG Katherine Hamilton, CBT Karen Cathcart, Garry Habart ToG Councillors Norm McDonald, David Wilks, Christina Benty CBT, Interior Health, Ministry of Housing, Ministry of Transportation, Ministry of Health, BC Housing, Jordan Petrovics, Chris Cochrane, Joy & Leslie, MLA Office, Ministry of Community Development, Rocky Mountain School District Social Services IH – Home Care, Court Services, RCMP BC Ambulance Fire Departments</p>	<p>Connie Barlow, GCRS Tricia Bowness, GCRS Lee Bedford, GFM Ruth Hamilton, KHCCC Sheldon Dwyer, IH Chris Gaetz, Golden Seniors Centre Society Mandy Cantle, GFBS Monica De, CBAL Terry Hickey, RCL Stan & Sheryl Walker, GNSC Mickey Balas, Jim & Susan Halvorson Abbeyfield, Purcell View, Royal Canadian Legion Veteran Affairs, Service Clubs (Rotary, Lions) GWRC, Metis Nation, COTR, PACs, GYBA (shovellers) Golden Rockets, Golden Family Centre Society Hospital Ladies Auxiliary, Legion Ladies Auxiliary Kicking Horse Culture Golden Golf Club Churches, Knights of Columbus, Shriners, UCW (United Church Women) Catholic Women's League (CWL) Safe Homes (GWRC) Restorative Justice Program, Support Group for Caregivers of Seniors Hospice & Palliative (Judy Doyle) Victim Services Golden Curling Club Old Timers Hockey Seniors Badminton Golden & District Community Foundation Golden District Historical Society Youth Coordinator – Patrick O'Neill</p>	<p>Phil Taylor, Jim deBolebec, Ingrid Hambruch, Betty Holland, Ralph & Barb Leigan, Cathy Johnson, Janis Tarchuk, Jeff & Joan Dolinsky, Judy Doyle, Julia Cundliffe, John Dawes, Roy & Joyce Nixon, Assisted Living, Long-Term Care, Independent Living, Care Giver, Senior the moved away, Veteran, Senior from a different culture, Chuck Kucera, Darcy Monchak, Denise English, Ann Sutton Paul Leasom, Russ & Ann Younger, Al & Anita Ure, Past service club members, Retired CP, LP, foresters, guides, CMH Retired nurses, Retired teachers Association, Bakery Ladies – 3pm Group Bakery Men – Morning Group A&W – Morning Group Tim Horton's Groups Tom & Jean Sime,</p>

Shared Measurement: Local Demographics

Golden - Town (Census subdivision)

Columbia Shuswap A, Regional District

Kicking Horse Country (Golden Health Area)

	2014 AFCP %	2014 AFCP	2011%	2011		2014 AFCP %	2014 AFCP	2011	2011		2011 AFCP %	2014 AFCP	2011%	2011
Age 55-64	43%	47	49%	445	Age 55-64	50%	29	62%	520	Age 55-64	45%	76	55%	965
Age 65-74	31%	34	26%	235	Age 65-74	45%	26	28%	235	Age 65-74	36%	60	27%	470
Age 75-84	21%	23	18%	160	Age 75-84	5%	3	8%	70	Age 75-84	15%	26	13%	230
Age 85 and over	5%	6	7%	65	Age 85 and over	0%	0	2%	15	Age 85 and over	4%	6	5%	80
Male	35%	45			Male	40%	26			Male	42%	71	53%	3650
Female	65%	85			Female	60%	39			Female	74%	124	47%	3256

Definitions: Age Friendly Community Plan



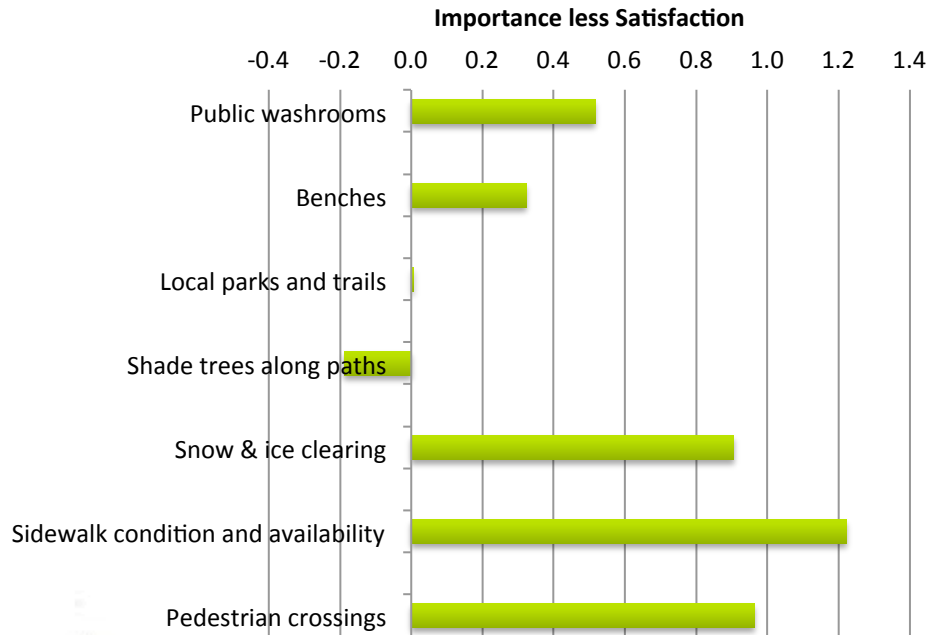
Dimensions

from WHO's Global Age-Friendly Cities: A Guide (2007)

1. Outdoor spaces and Public Buildings
2. Transportation
3. Housing
4. Social Participation
5. Respect and social inclusion
6. Civic Participation and employment
7. Communication and information
8. Community support and health services

1. Outdoor Spaces and Public Buildings: Analysis

Q1.1 & 1.2 Outdoor Spaces and Public Buildings: Importance - Satisfaction



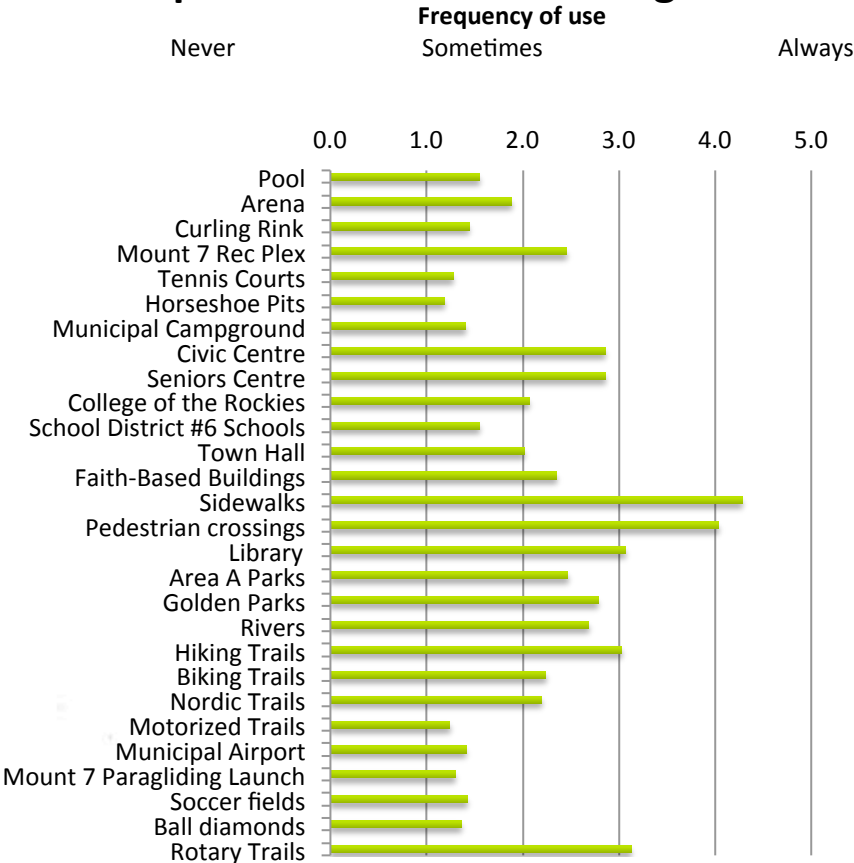
Action items and resources should be prioritized with the following:

1. Sidewalk condition and availability
2. Pedestrian crossings
3. Snow & ice clearing
4. Public washrooms
5. Benches
6. Local Parks and trails
7. Shade trees along paths

Getting Around accounted for 45% of the open comments.

1. Outdoor Spaces and Public Buildings: Analysis

Q1.3 Frequency of use of Outdoor Spaces and Public Buildings



Most frequently used:

1. Sidewalks
2. Pedestrian crossings
3. Rotary Trails

Least frequently used:

1. Horseshoe Pits
2. Motorized Trails
3. Tennis Courts

Most frequently used buildings:

1. Okanagan Regional Library in Golden
2. Civic Centre
3. Seniors Centre
4. Mount 7 Rec Plex
5. Faith-Based Buildings

1. Outdoor Spaces and Public Buildings: Analysis



Access & Utilization:

While individual groups and businesses may find opportunities to increase utilization of the less frequented spaces, public resources are optimized when maintaining the most utilized outdoor spaces and building and providing easy access to each.

Tactics:

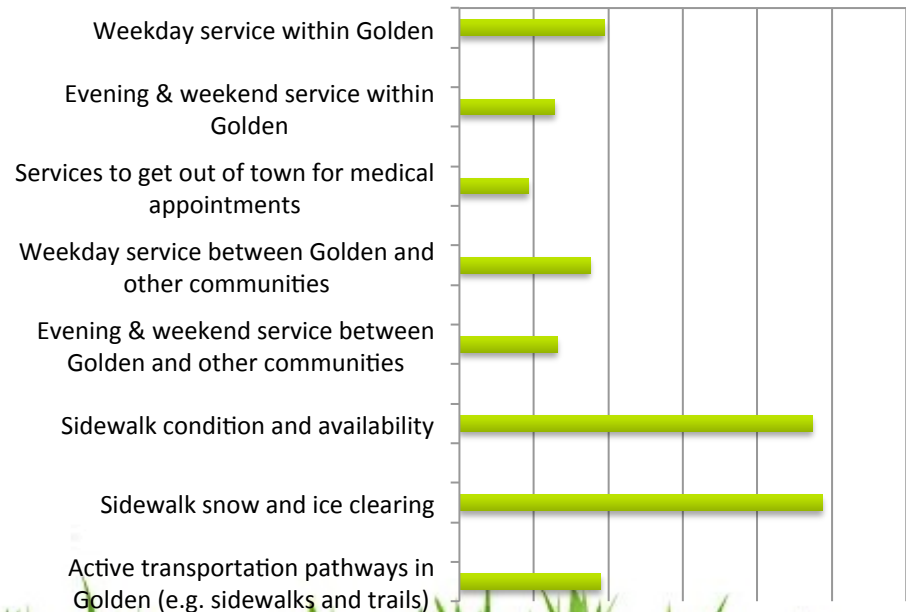
- Joint Use Agreements – ToG, CSRD, SD6, etc.
- Centralized facility booking and management
- Improved access between ‘service’ and facility clusters (sidewalks, snow removal, crossings, etc.)
- Better signage or agreements for ‘public washrooms’ (Campground, Rec Plex, Confluence Park, Airport, Spirit Square, Reflection Lake, and address gaps along Rotary Trails)



2. Transportation: Analysis

Q2.1 & 2.2 Transportation: Importance - Satisfaction

Satisfaction less Importance
0.0 0.2 0.4 0.6 0.8 1.0 1.2

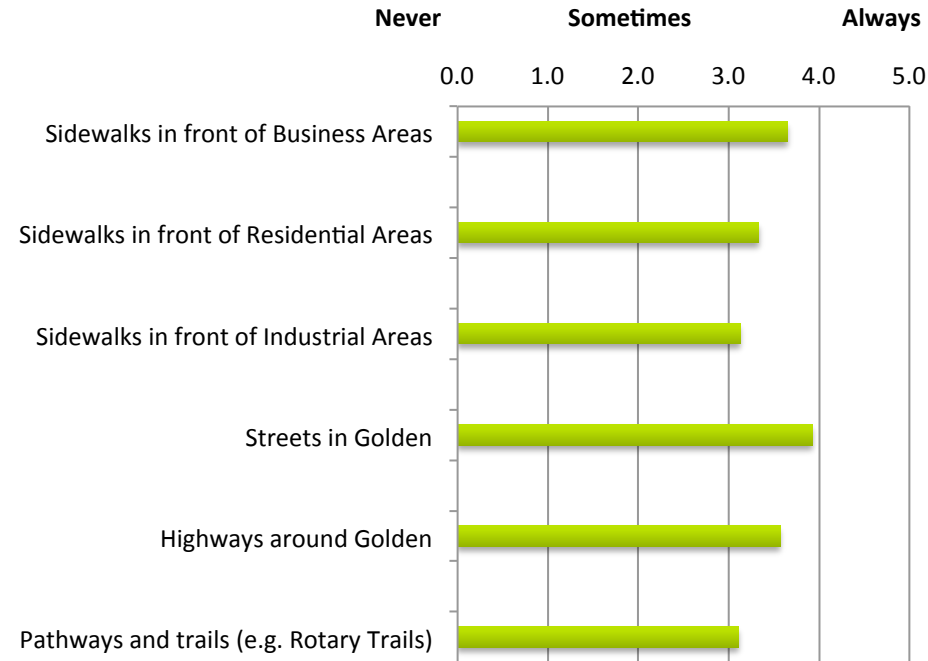


Action items and resources should be prioritized with the following:

1. Sidewalk condition and availability
2. Sidewalk snow and ice clearing
3. Weekday service within Golden
4. Active transportation pathways in Golden
5. Weekday service between Golden and other communities
6. Evening & weekend service between Golden and other communities
7. Evening & weekend service within Golden
8. Services to get out of town for medical appointments

2. Transportation: Analysis

Q2.2 Adequacy of Snow & Ice Removal



Q2.3 Adequacy of Snow & Ice Removal

- Pathways & Rotary Trails need better snow & ice management
- Signs could be used to 'close' areas that can't be controlled.
- Bylaw ticketing for non-compliance.
- Good news is that snow & ice clearing is seen as generally well done.

Q2.4 DriveABLE Assessment:

- Resounding recognition that a local assessment option and local drive training is necessary.
- Call to Province has not been returned.

2. Transportation: Analysis



Public:

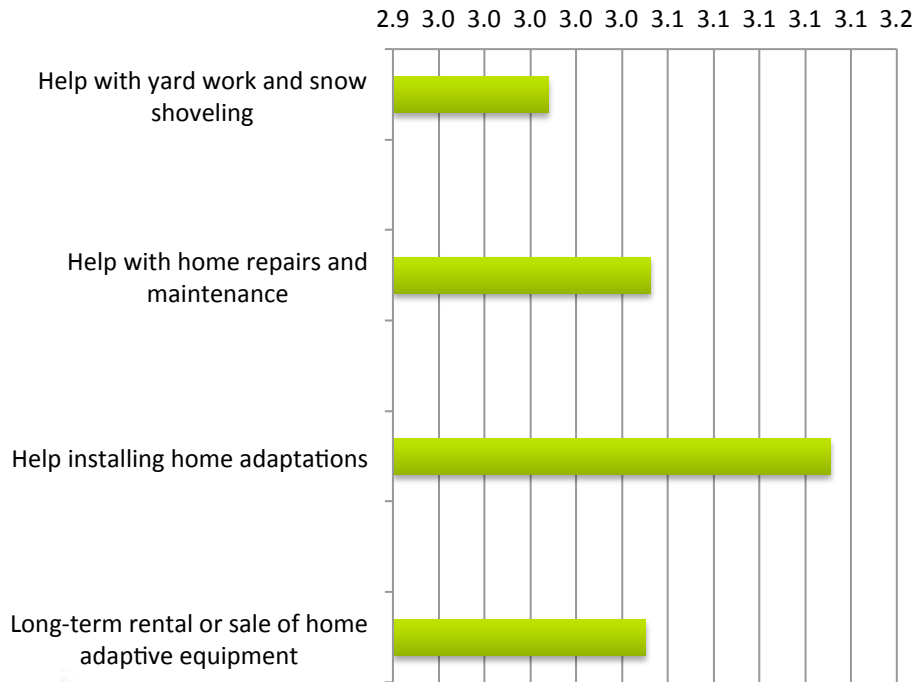
- “No Opinion” represented approximately 1/3 of all responses, with “Neutral” as the second most frequent.
- This suggests that very few people in Golden have experience with the transportation services, likely because there are very few transportation services or their needs are met (self-sufficient).

Tactics:

- Determine steps necessary to regain Provincial support for public transportation
- Approach ‘partners’ (incl. SD#6, biz, other regional groups (RDEK, Invermere Seniors))
- Determine new ‘business plan’ for it.
- Negotiate funding for it or put the question to the electorate as a plebiscite.
- On-demand service
- Lobby for local DriveABLE assessment.
- Formalize volunteer drivers program (medical and other).
- Support businesses providing delivery options (prescriptions, food, etc.).

3. Housing Services: Analysis

Q3.1 Satisfaction with Housing Services



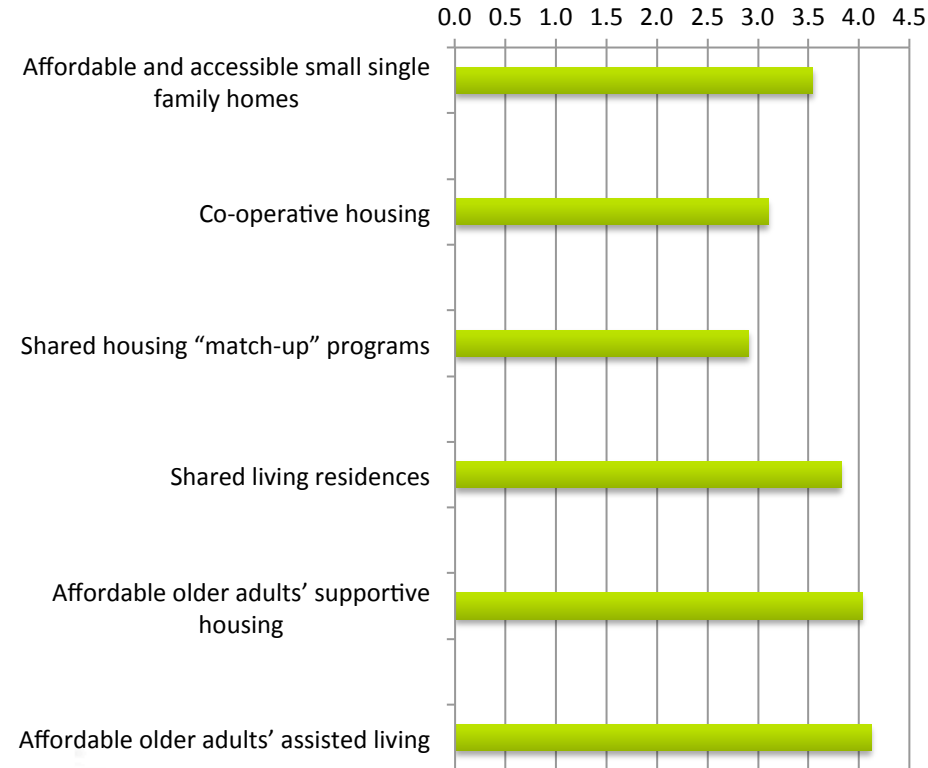
Housing Services:

- Snow Shoveling – Snow Buddy program
- Yard Work – Landscaping Businesses, seasonal-1-time fundraisers (Rent-a-Kid)
- Seniors helping Seniors (work)
- Odd job listing at GES
- Chamber of Commerce member support



3. Housing Services: Analysis

Q3.2 Importance of Housing Services



“Affordable”

...means many things to many people.

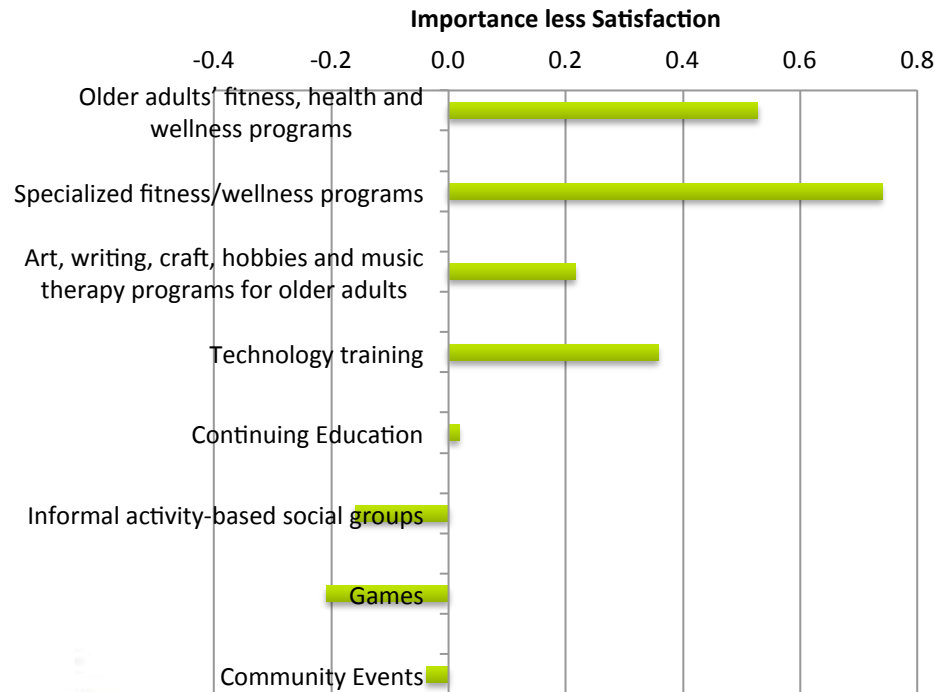
- 34% indicated that cost was an issue, while 69% live in single detached homes.

Tactics:

- Bring all past studies together (IH, ToG, Seniors Housing Society, etc.)
- Share info with IHA and private ALC companies (Ryan has called Golden Life's CFO, but not received a call back; Ryan has linked Builder and seniors)
- Low cost: Start housing “match-up” program

4. Social Participation: Analysis

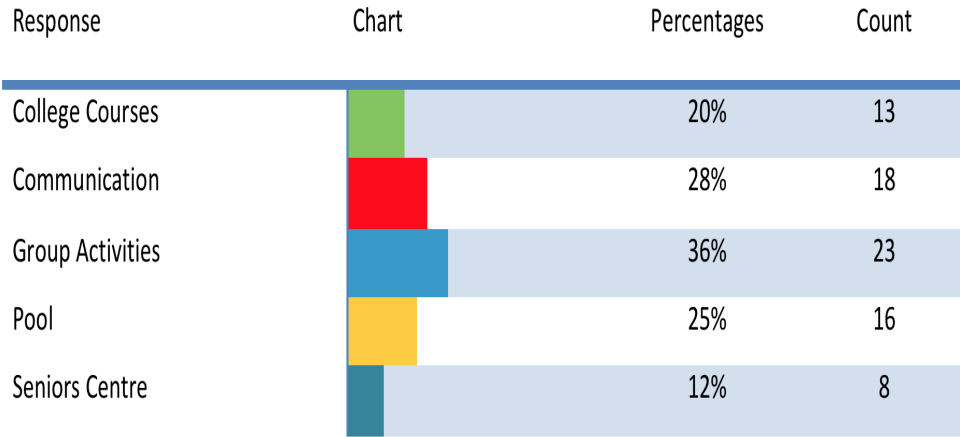
Q4.1 & 4.2 Social Participation: Importance - Satisfaction



Action items and resources should be prioritized with the following:

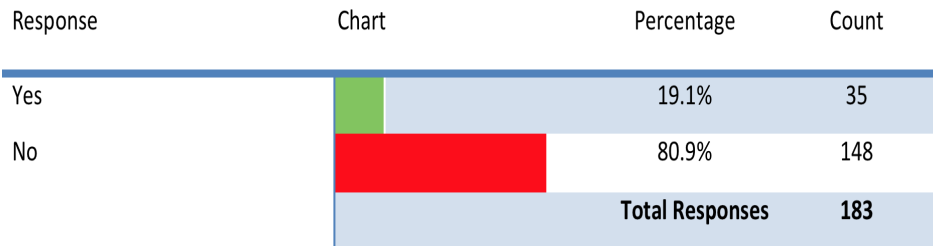
1. Specialized fitness/wellness programs (e.g. adapted for older adults' physical or cognitive health challenges)
2. Older adults' fitness, health and wellness programs
3. Technology training (e.g. computer, smart phone and tablet courses for older adults)
4. Art, writing, craft, hobbies and music therapy programs for older adults
5. Continuing Education (e.g. college and university courses)
6. Community Events (e.g. concerts, plays, movies, Soup Day, etc.)
7. Informal activity-based social groups (e.g. tennis, Nordic skiing, curling, etc.)
8. Games (e.g. cards, bingo, bridge, cribbage, etc.)

4. Social Participation: Analysis



Gaps:

- indoor pool, other activities such as dance, fitness classes as well as a social area.
- educational opportunities – especially technology training.
- improved communication about programs, events and services.
- Poor perception of continuing education

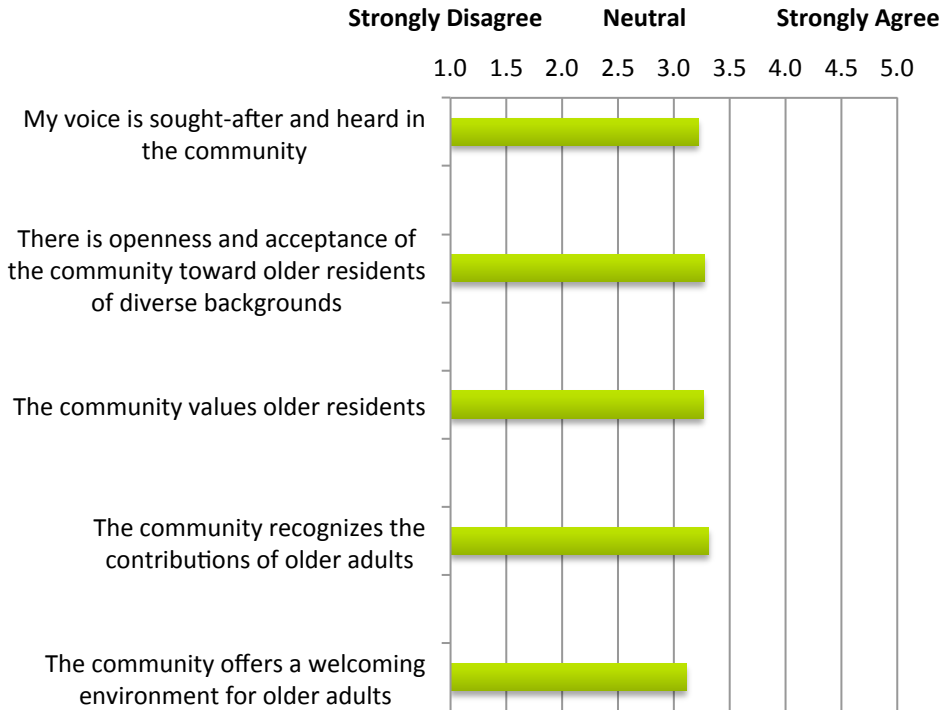


Tactics:

- Better utilization of the Community Calendar (presentations to groups, training with use, prizes for using it, print & post, etc.)
- Present available services at Soups Days, etc.
- Ensure older adults' needs are identified during the new indoor planning process.

5. Respect and Social Inclusion: Analysis

Q5.1 Respect and Social Inclusion



Lowest Agreement:

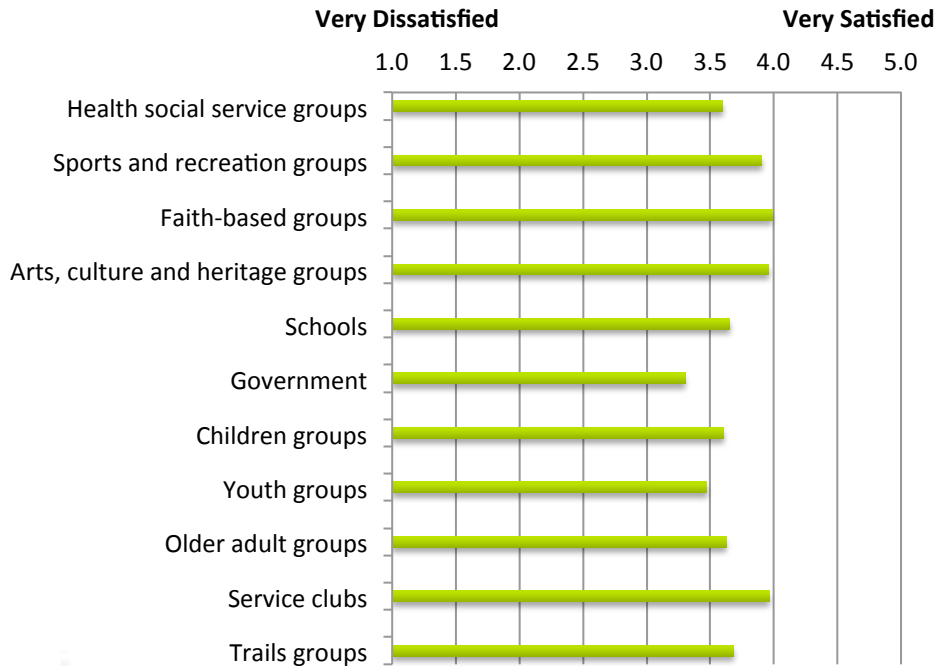
- “The community offers a welcoming environment for older adults.”

Tactics:

- Increased utilization of the Welcome Wagon
- Offering (perhaps subsidized) World Host or Super Host training programs to create more informal community ambassadors)
- Formal ambassador program
- Increased promotion, awareness at Community Registration Night events
- Better messaging and outreach from local government and service clubs

6. Civic Engagement and Employment: Analysis

Q6.1 Satisfaction with Volunteer Opportunities



Highest Satisfaction:

- Faith-based groups
- Service clubs
- Arts, culture and heritage groups

Neutral:

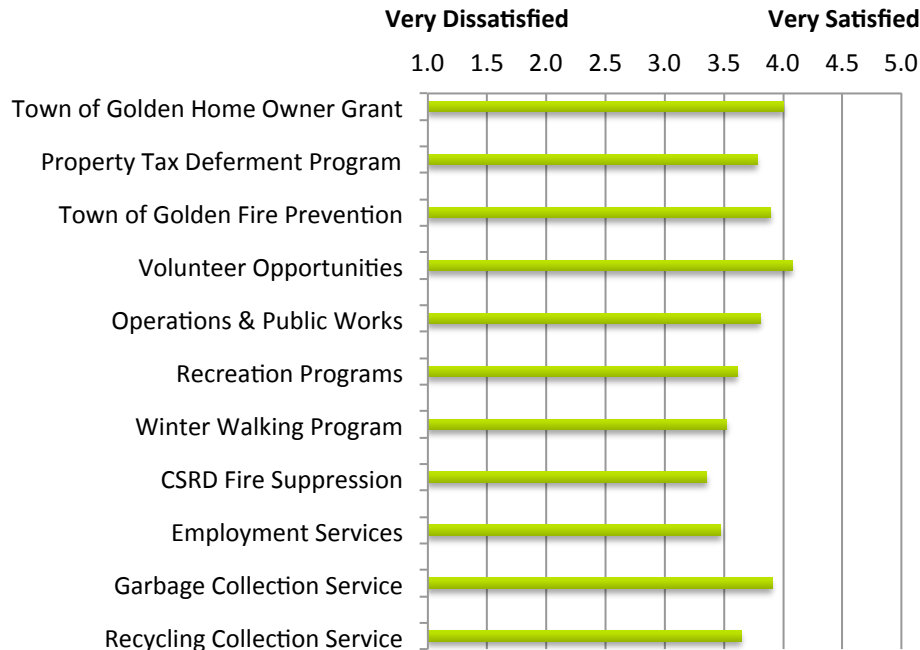
- Many! Could mean they don't know about the opportunities?

Lowest:

- Government (committees & beyond!)
- Youth groups (intergenerational opportunities)
- Health and social service groups

6. Civic Engagement and Employment: Analysis

Q6.2 Satisfaction with Older Adult Programs



Highest Satisfaction:

- Volunteer Opportunities
- Town of Golden Home Owner Grant
- Garbage Collection Service

Lowest:

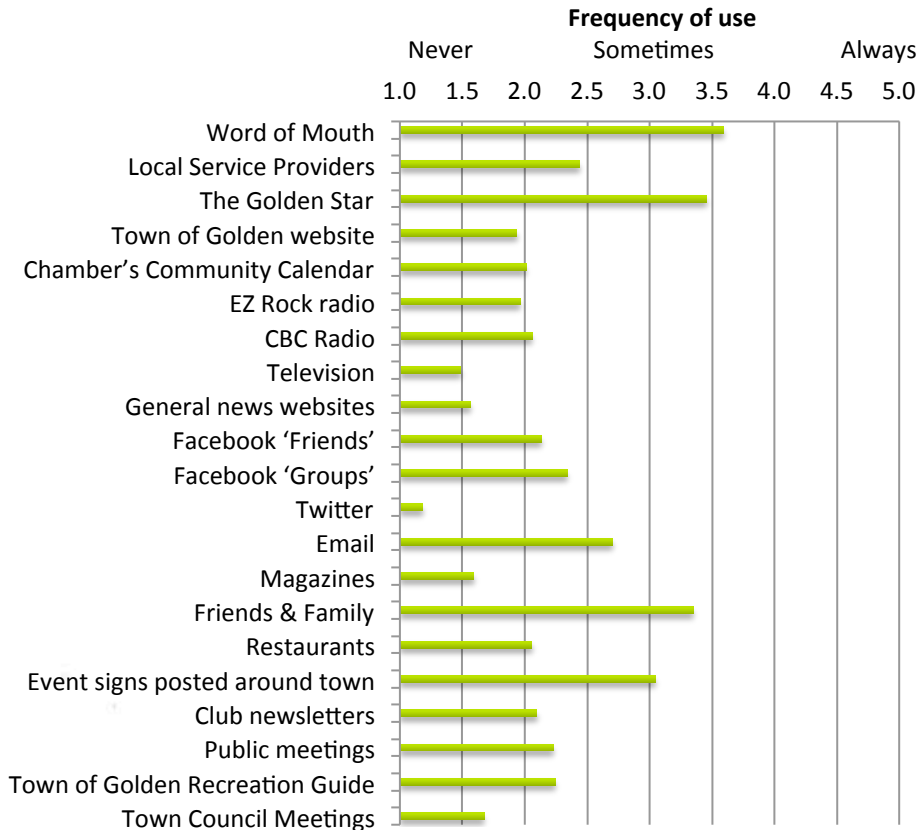
- CSRD Fire Suppression
- Employment Services
- Winter Walking Program

Tactics:

- Create volunteer opportunities/ programming that integrates, youth, children with the older adult demographic (incl. restorative justice)
- Community Coordinator role
- Volunteer Mgmt: ppl & opps
- Recognize!

7. Communication and information: Analysis

Q7.1 Frequency of use of Communication Medium



How older adults are currently learning about programs, services and events:

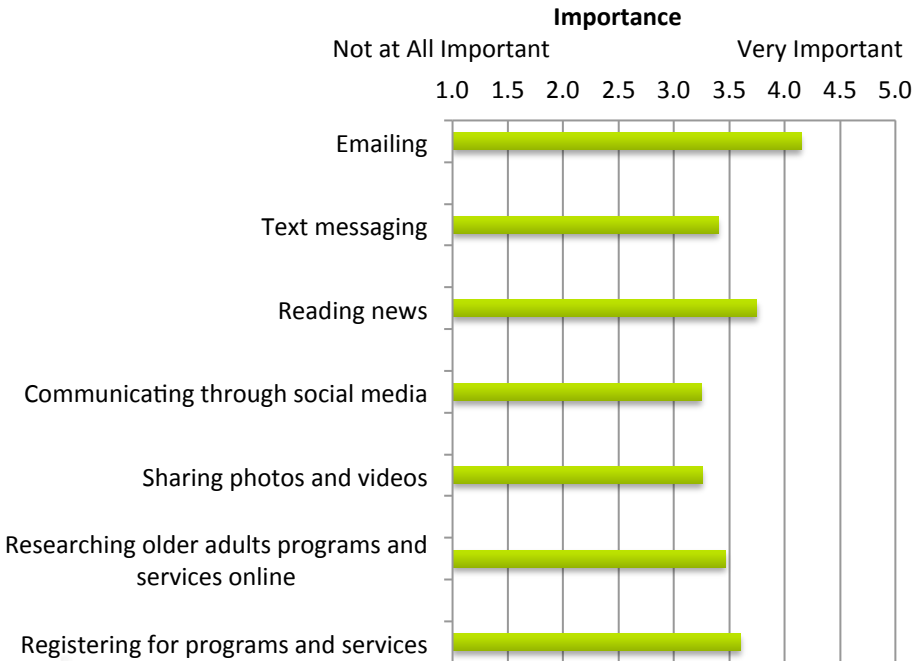
1. Word of mouth
2. Newspaper
3. Friends & family
4. Posters around town
5. Email

Better Practice for all Events:

1. Word of Mouth & Friends & Family:
 1. Their members at meetings.
 2. Verbally over the phone or when out at public or private events.
 2. Print:
 1. The Golden Star
 2. Event signs posted around town
 3. Online:
 1. Community Calendar, Facebook, etc.
- Connect with other groups and collaborate on larger events to pull-in their members & network.
 - Use "All Non Profits List" on GoldenLoom.ca to keep current organization contact details.

7. Civic Engagement and Employment: Analysis

Q7.3 Importance of using the internet in the future

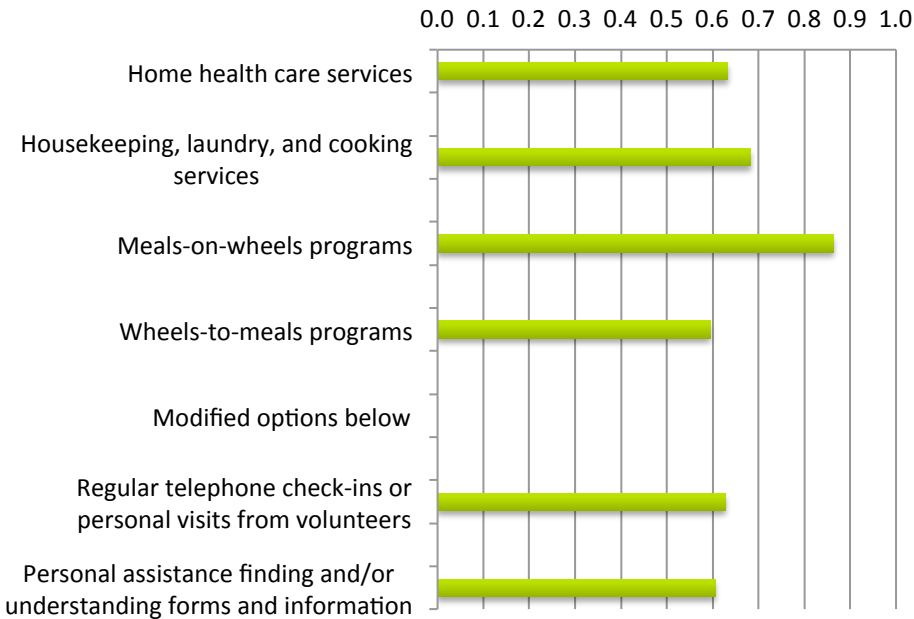


Tactics:

- Create a seasonal calendar/guide using paid staff
- Ensure older adult needs/voices are included with indoor pool planning group
- Work with COTR, CBAL, Youth Centre to offer smart device training sessions (older adult or intergenerational)

8. Community Support and Health Services: Analysis

Q8.1 & 8.2 Community Support and Health Services: Importance - Satisfaction



Action items and resources should be prioritized with the following:

1. Meals-on-wheels programs
2. Housekeeping, laundry, and cooking services
3. Home health care services
4. Wheels-to-meals programs
5. Check-ins program from volunteers
6. Personal assistance with forms and information

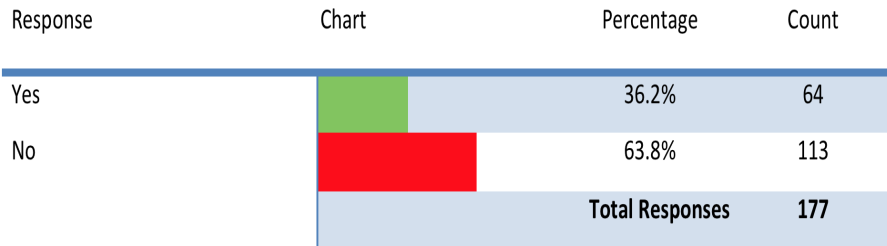
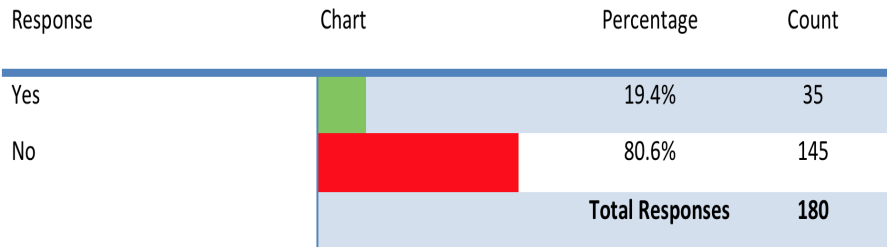
Issue:

- Some of these services do not exist.

Opportunities:

- Connect local caterers, businesses with this demographic (printed collateral)
- Collect restaurant offers and promote
- Offer 'wheels-to-meals' for existing fundraising dinners and community events
- Create a 'seniors' outreach position

8. Community Support and Health Services: Analysis



Age:

- Need increases with age.
- Perception of need may be higher when with those younger.

Cost:

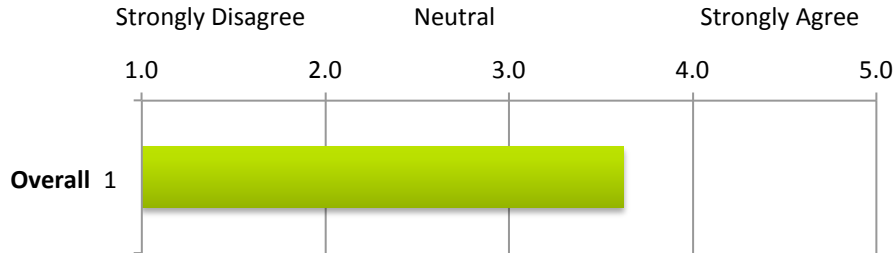
- 20% Yes

Services not locally available:

- 36% Yes, mostly specialists
 - Chemo, dermatology, audiologist, cat scans, glaucoma care, ophthalmologist, dialysis, denturist, hearing aids, speech therapy for stroke patients, cardiologist, orthopedic surgeon, MRI, rehab, etc.
- Share info with IHA, regarding Specialists and Home Care needs
- Higher perceived importance in Golden than Area A

9. Overall: Analysis

9.1. Do you agree or disagree with the following statement? "Overall, Golden is a great community to be an older adult."



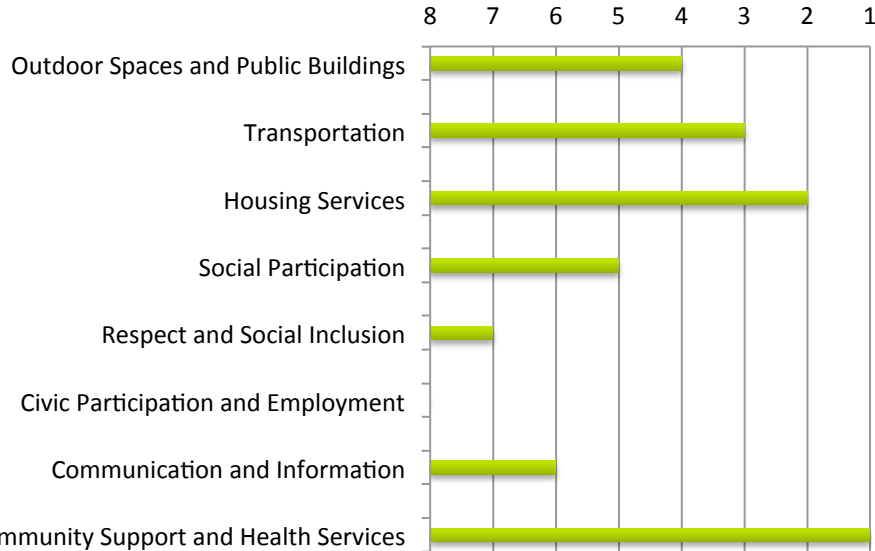
The overall response seems positive, ranging between “Neutral” and “Agree.”

It is not a resounding confirmation that Golden is a great community to be an older adult – and some think quite the contrary – so collaborative and inclusive efforts need to be made by all stakeholders.

9. Overall: Analysis

Q9.2 Perceived Priority of 8 Dimensions

Priorities
(Cumulative sum where 8 = 1st Priority; 7 = 2nd Priority;
and 6 = 3rd Priority)



1st: Community Support and Health Services (1,089 points)

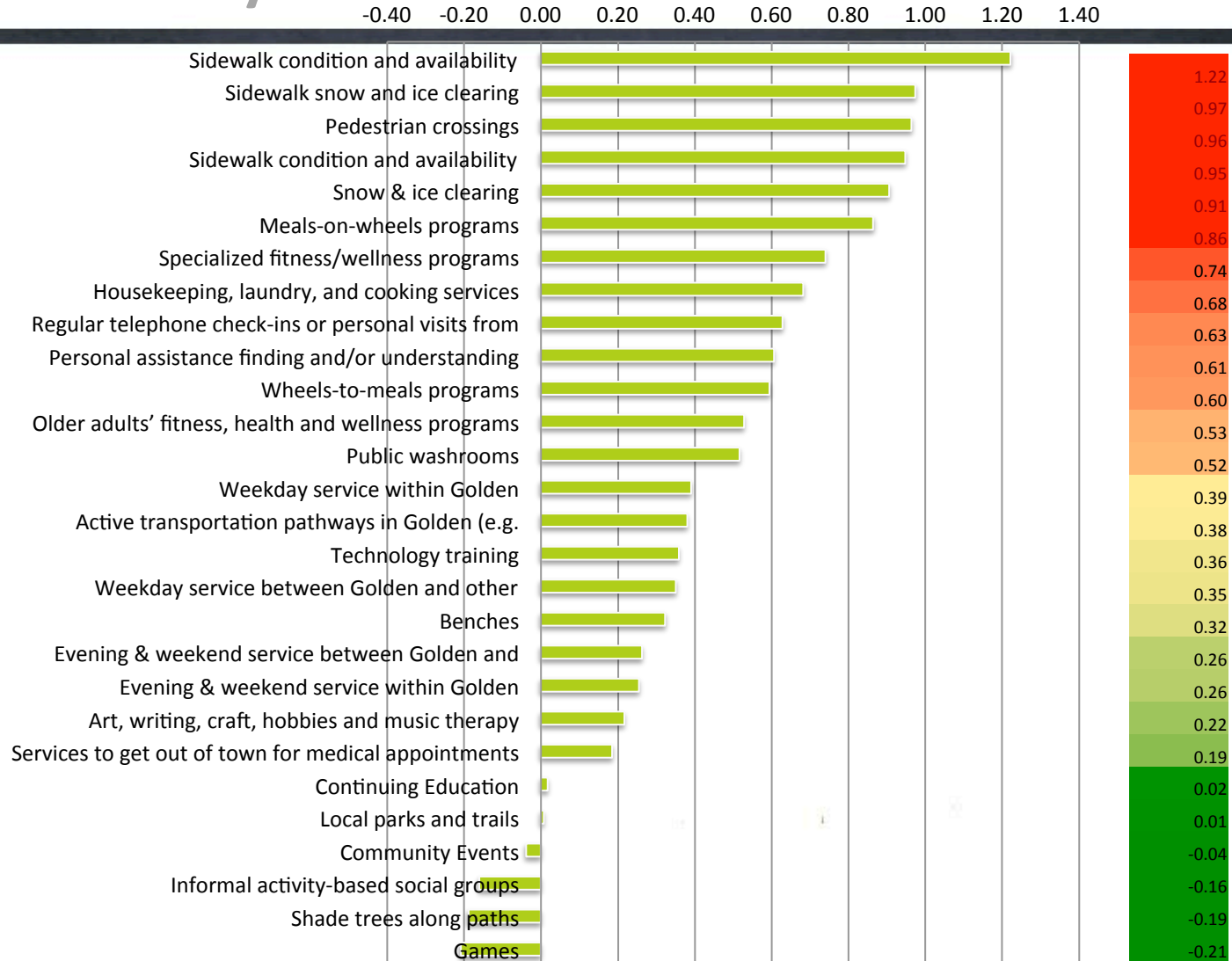
2nd: Housing Services (802)

3rd: Transportation (543)



Conclusions and recommendations from the above priority Dimension sections can be ordered accordingly.

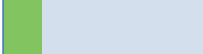

9. Overall: Analysis




Gap: I-S



10. Demographics: Analysis

Response	Chart	Percentage	Count
Male		36.5%	70
Female		63.5%	122
Total Responses			192

Response	Chart	Percentage	Count
Yes		16.4%	31
No		83.6%	158
Total Responses			189

Response	Chart	Percentage	Count
Town of Golden		64.4%	123
CSRD Electoral Area A		34.0%	65
Outside of Kicking Horse Country		1.6%	3
Total Responses			191

Sex:

- 2:1 women to men
- Need to engage older men

Caregivers:

- Need to include specifics on how to support caregivers (Mickey)

Geography:

- 2:1 Town residents to Area A
- Need to engage rural residents



Presentation of Plan

What is our message? How do we get it out?



Implementation & Evaluation: Formative vs. Summative



A **formative evaluation** places less emphasis on outcome and more on determining **how to improve an ongoing action plan**. It can identify specific factors that have made an initiative successful, but it mainly **collects continuous feedback** from stakeholders to revise the action plan, if necessary.



A **summative evaluation** is essentially a test to judge the worth of the action plan **at the end** of the program activities. The focus is on the outcome and on judging the merit and worth of an initiative to assist primary users in determining whether to terminate, expand or spread the initiative's use.

(Finding the Right Fit Age-Friendly Community Planning, p.11)



Definitions: Age Friendly Community Plan

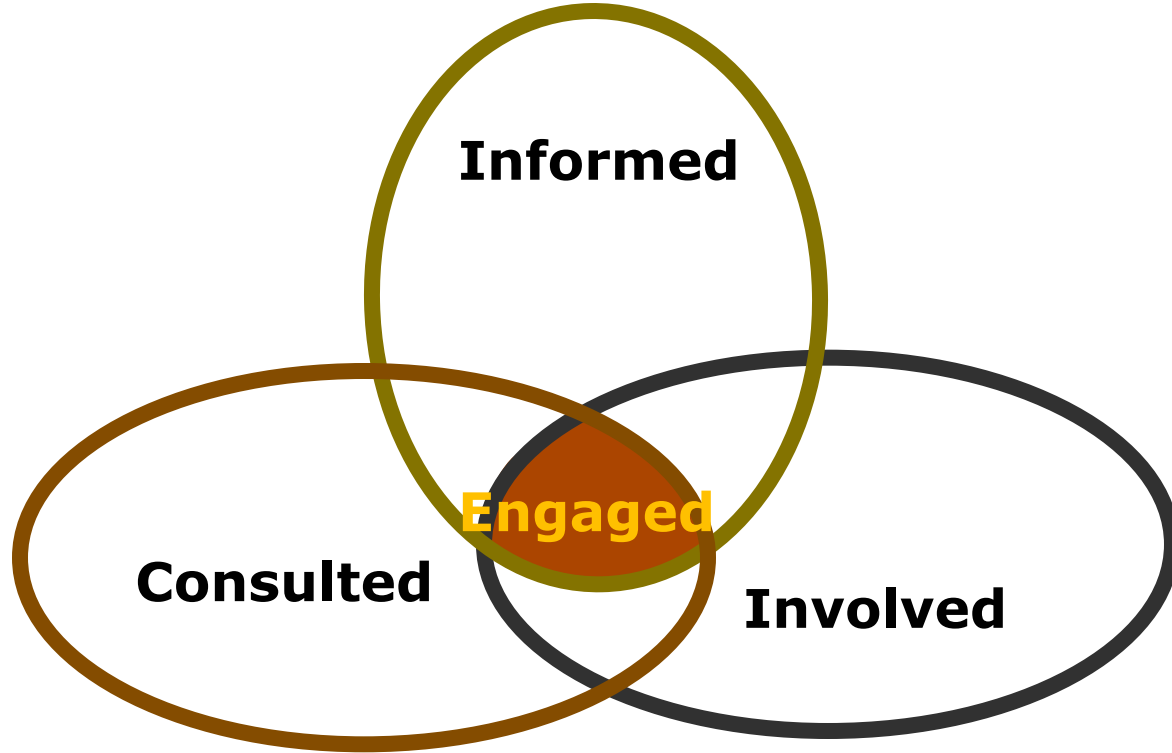


Dimensions from WHO's Global Age-Friendly Cities: A Guide (2007)

1. Outdoor spaces and Public Buildings
2. Transportation
3. Housing
4. Social Participation
5. Respect and social inclusion
6. Civic Participation and employment
7. Communication and information
8. Community support and health services



Why People Commit



Next Meeting

☐ Date:

☐ Homework:

☐ Proofread

Today's Activities



Ask questions as they form. 

