

Oct 9, 2015

Monitoring a

# Age Friendly Community Plan



# Building a Common Agenda



What makes the difference between a good movie and a bad movie?

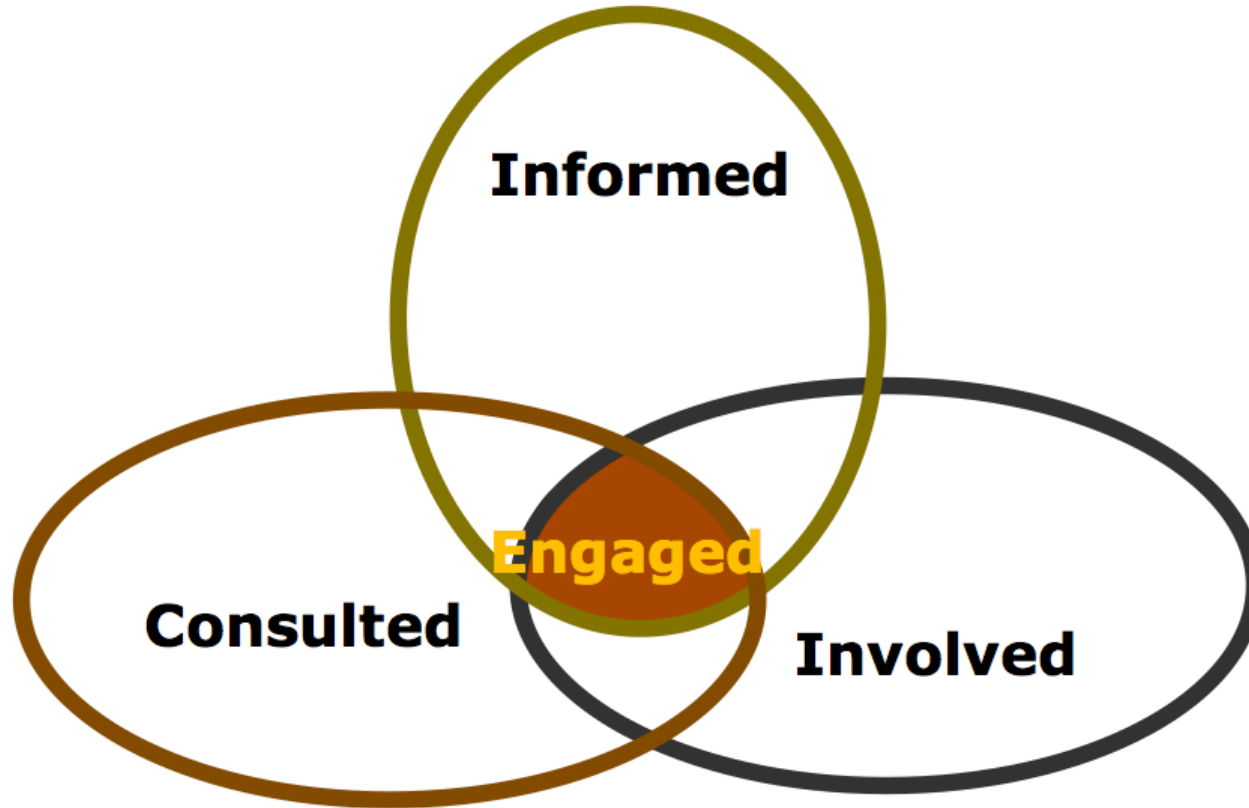
“Getting everyone involved to make the ***same*** movie!”

- Francis Ford Coppola



# AFCP Golden: Why People Commit

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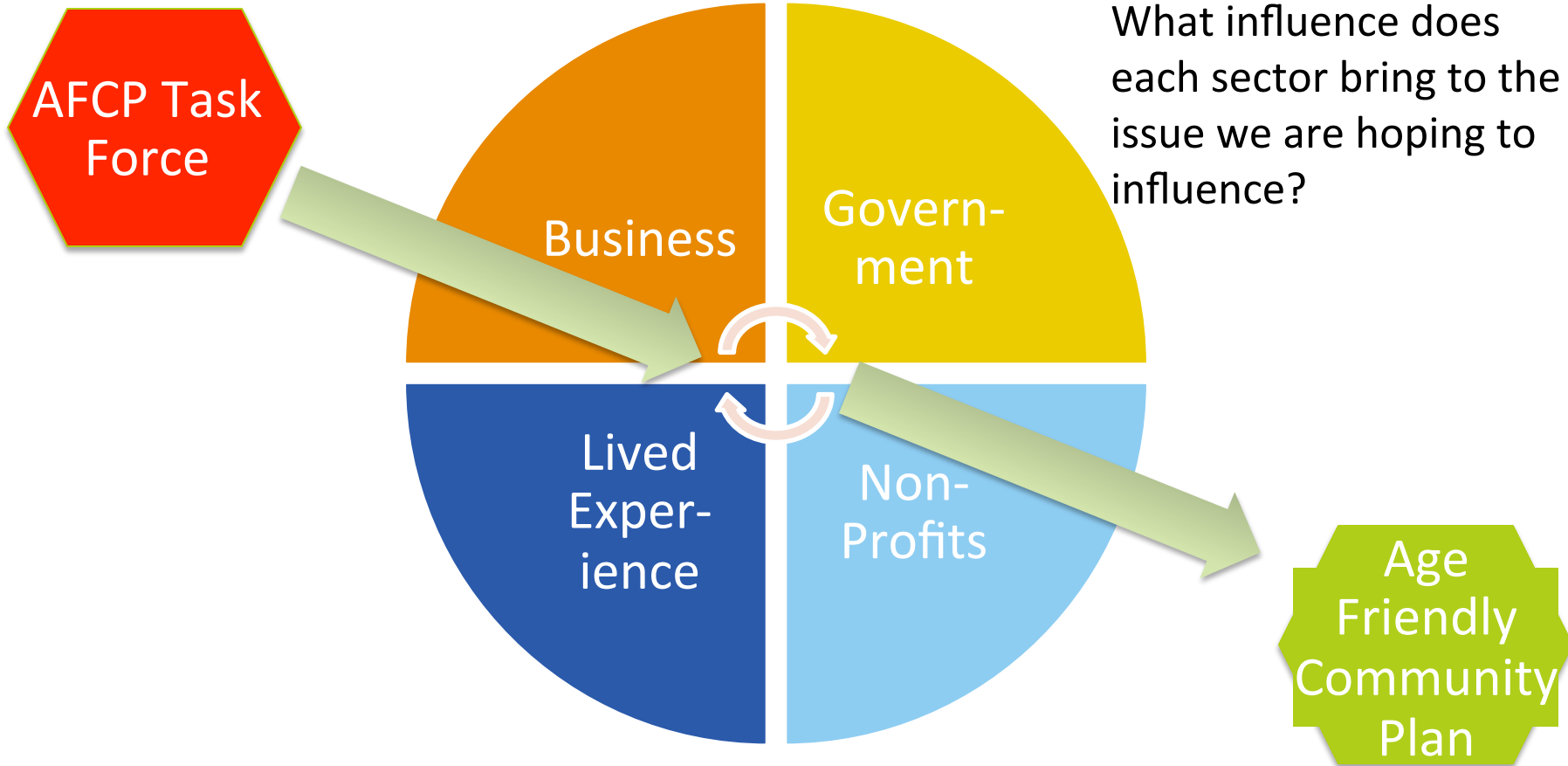


# Engaging the system that desires change

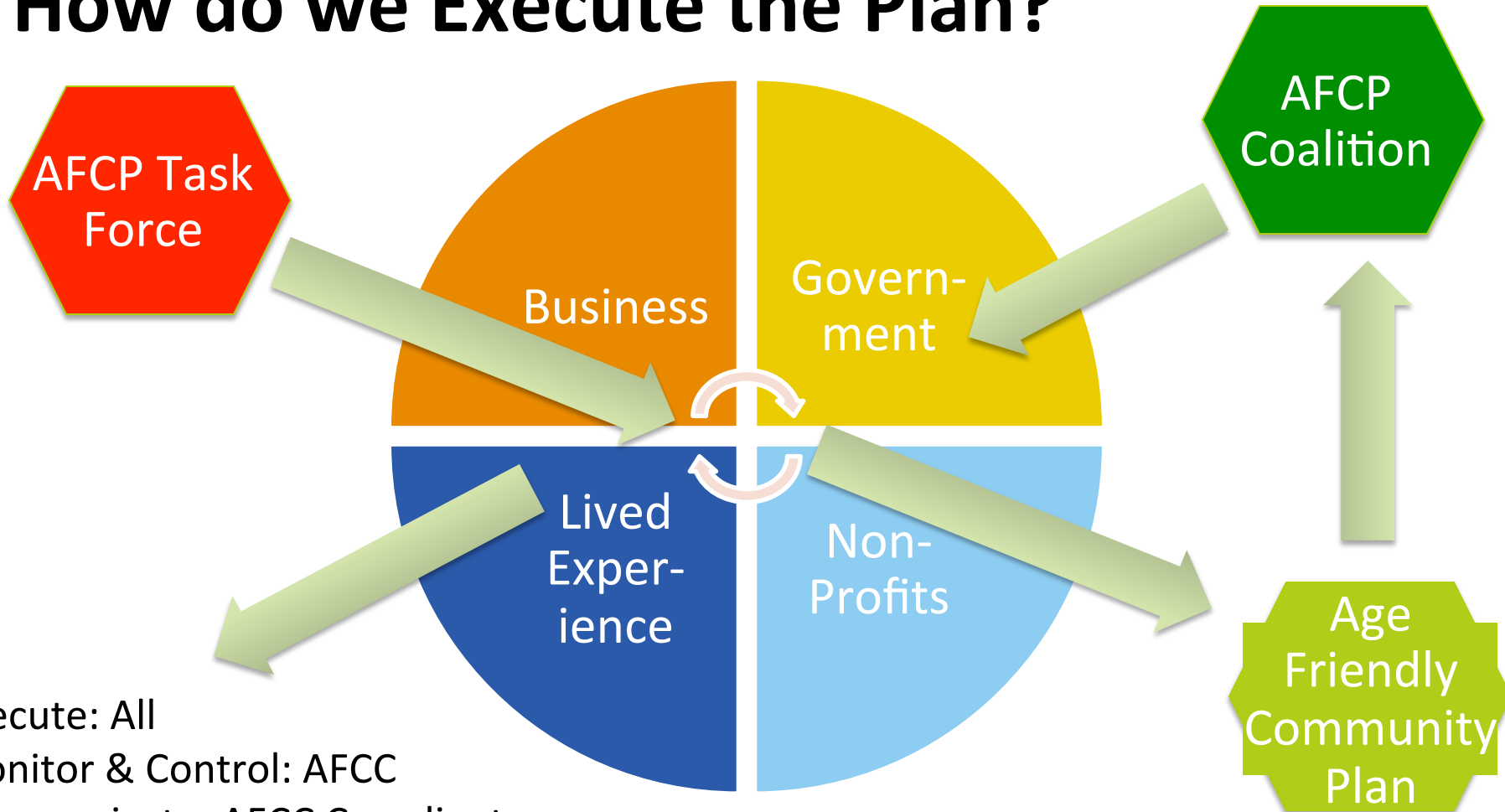


Adapted from Hashagan 2002 and Sydney Dep't of Planning 2003

# Who did we Engage?



# How do we Execute the Plan?



Execute: All

Monitor & Control: AFCC

Communicate: AFCC Coordinator

# AFCP Golden: Vision & Goals

## Vision

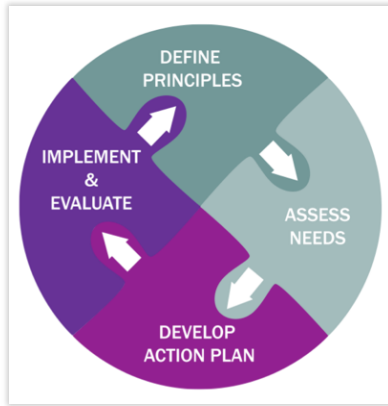
1. To ensure that Golden is a great community to be an older adult
2. To create a welcoming environment for older adults
3. To work together as a community to sustain a continuum of older adult services
4. To be a part of a model of community collaboration

## Goals

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 (QoL) – increase for 50+



# 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



Downloaded from <http://ajph.org/> on November 10, 2014



- 1<sup>st</sup>: Community support and health services
- 2<sup>nd</sup>: Housing
- 3<sup>rd</sup>: Transportation
- 4<sup>th</sup>: Outdoor spaces and public buildings
- 5<sup>th</sup>: Social participation
- 6<sup>th</sup>: Communication and information
- 7<sup>th</sup>: Respect and social inclusion
- 8<sup>th</sup>: Civic participation and employment

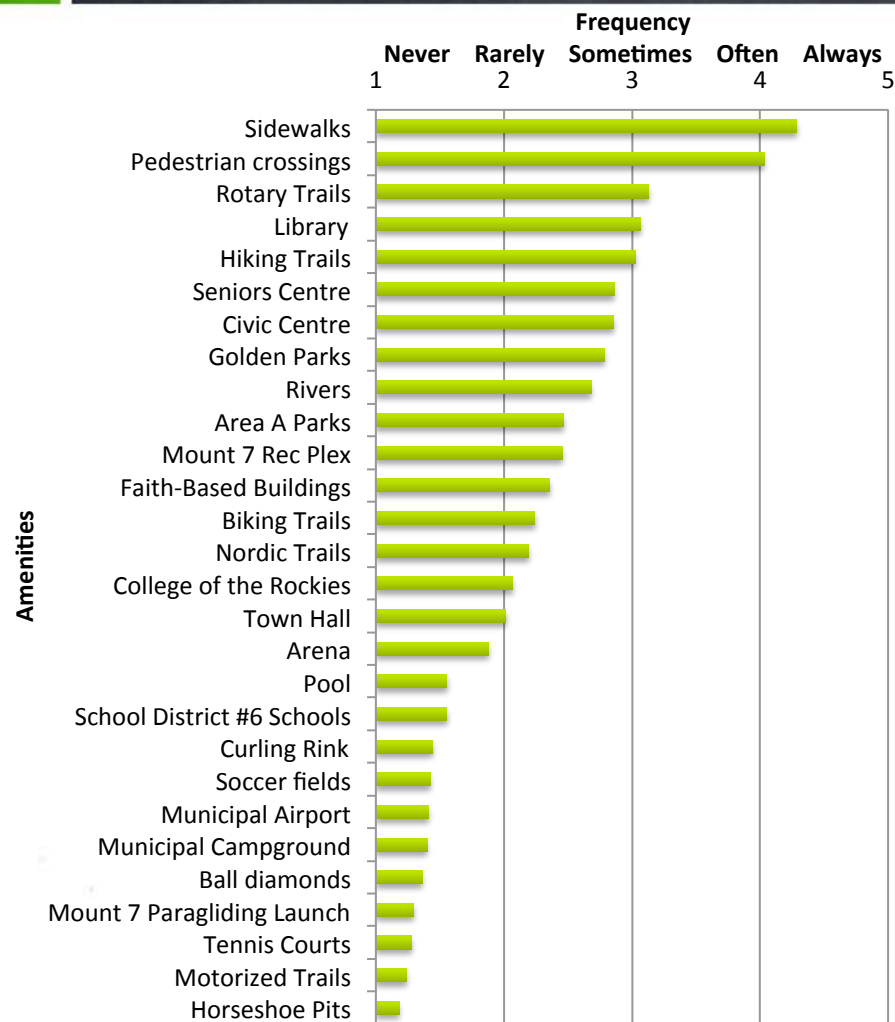


# Presentation of Plan

For all of Golden



# 1. Outdoor Spaces and Public Buildings: Analysis



## Most frequently used:

1. Sidewalks
2. Pedestrian crossings
3. Rotary Trails

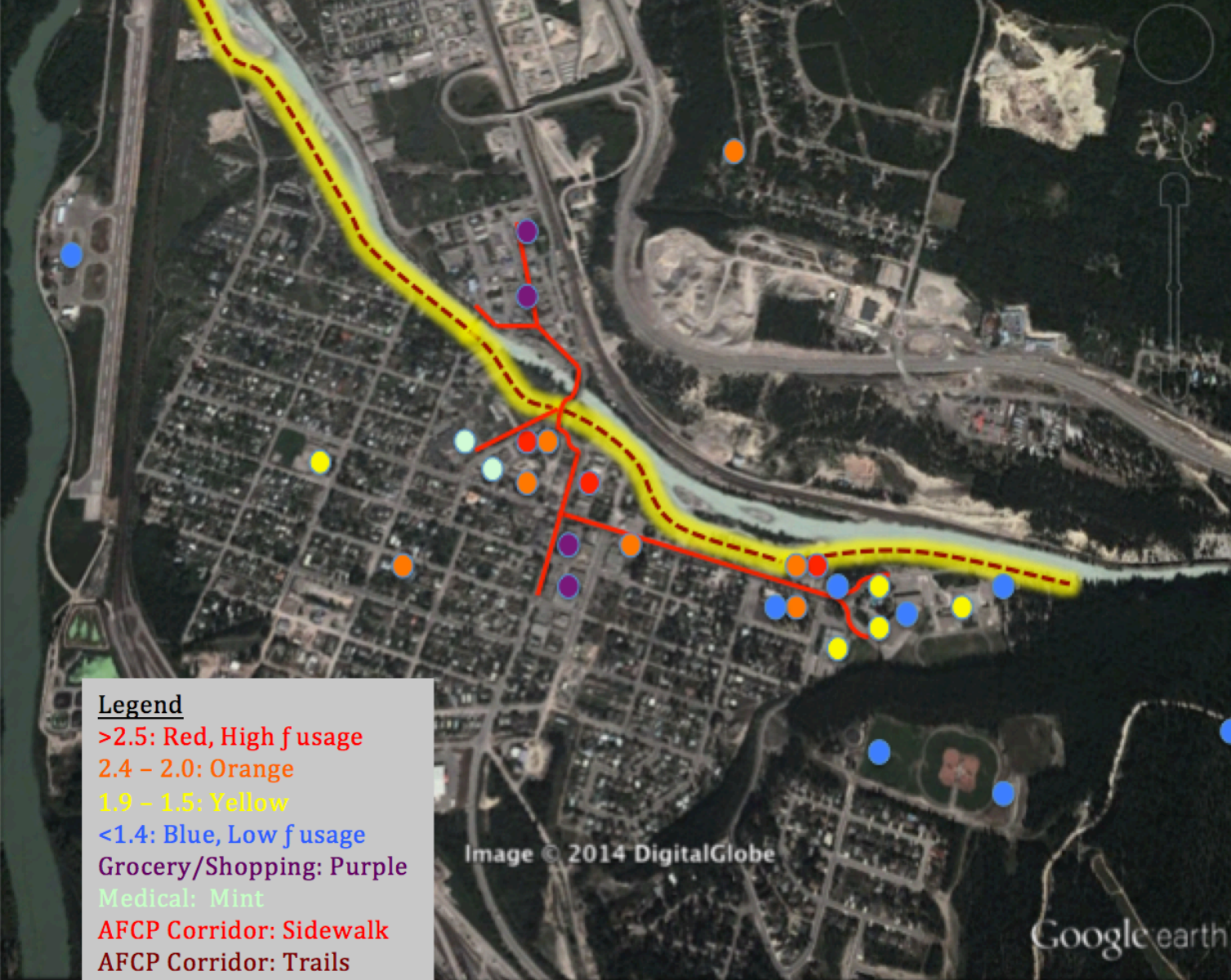
## Least frequently used:

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

# Corridor



## Legend

>2.5: Red, High f usage

2.4 – 2.0: Orange

1.9 – 1.5: Yellow

<1.4: Blue, Low f usage

Grocery/Shopping: Purple

Medical: Mint

AFCP Corridor: Sidewalk

AFCP Corridor: Trails



# 1. Outdoor Spaces and Public Buildings: Recommendations



# 1. Outdoor Spaces and Public Buildings: Recommendations

Aspect	Initiative	Priority
Sidewalk condition and availability	Increase 'sidewalk budget'	High (AFCP Gap: 1.22)
Sidewalk snow and ice clearing	Promote 'seniors snow clearing program'	High (Gap: 0.97)
Pedestrian crossings	Age Friendly/Accessible Pedestrian Crossings	High (AFCP Gap: 0.96)
Snow & ice clearing	Promote "Seniors snow clearing program"	High (AFCP Gap: 0.95)
Accessibility and inclusion	Update OCP with a commitment to accessibility and inclusion in the overall mission	High

# 1. Outdoor Spaces and Public Buildings: Recommendations

Aspect	Initiative	Priority
Public Washroom	Public Washroom Promotion – Signage, Opening Hours, Seasonal Dates	Moderate
Public Buildings	Centralized booking and facility management	Moderate
Public Buildings	Install Electric Doors on Public Buildings	Moderate
Public Buildings	Hydraulic Lift in Pool	Moderate
Public Buildings	Wheelchair Lift to Arena Lounge	Moderate



# 1. Outdoor Spaces and Public Buildings: Recommendations

Aspect	Initiative	Priority
Public Buildings Awareness	Public Space Promotion – “Scavenger Hunt/Amazing Race” and “Photo Contest”	Low
Public Building s Awareness	Public Space of the Week:	Low
Snow & ice clearing	Public Sanding Boxing along high foot traffic areas	Low
Sidewalk condition and availability	Increase ToG reserves for ‘Paving, Patching & Sidewalks’	Low
Trail condition and availability	Rotary Trail Enhancements	Low
Sidewalk condition and availability	Age Friendly Corridor & Active Transportation Mapping	Low
Trail condition and availability	Nordic skiing along Rotary Trails	Low

## 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).

## 2. Transportation: Recommendations

Aspect	Initiative	Priority
Sidewalk condition and availability	Increase 'sidewalk budget'	High (AFCP Gap: 0.97)
Sidewalk snow and ice clearing	Promote 'seniors snow clearing program'	High (AFCP Gap: 0.95)
Delivery services	Support businesses providing options (prescriptions, food delivery; companionship; driver training).	High
Weekday service within Golden	Service options: 1. Determine steps necessary to regain Provincial support for public transportation; 2. On-demand service (HandyDART;) 3. Formalize volunteer drivers program (medical and other)	Moderate (Gap: 0.39)
Weekday service within Golden	Transportations service between older adults' homes and community events/ programs (e.g. Winter Walking)	Low
Active transportation pathways in Golden	Age Friendly Corridor & Active Transportation Mapping	Moderate (Gap: 0.38)
Weekday service between Golden and other communities	Approach 'partners' (incl. SD#6, biz, other regional groups (RDEK, Invermere Seniors))	Moderate (Gap: 0.35)

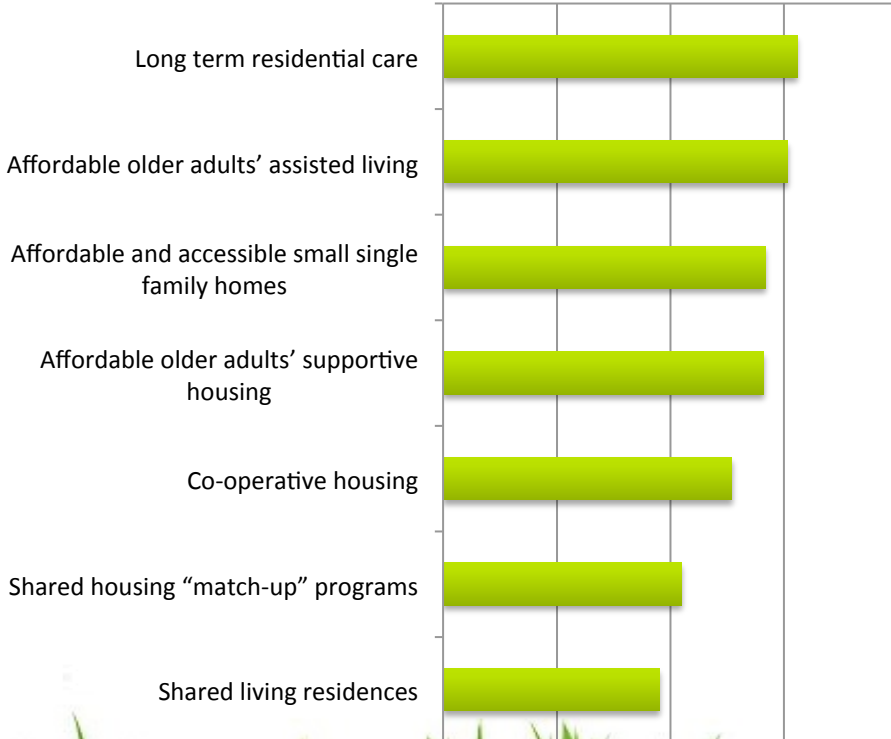
## 2. Transportation: Recommendations – cont'd

Aspect	Initiative	Priority
Driver training	Encourage driver training courses for those 50+	Low
Driver assessment	Lobby for improved DriveABLE Assessment service	Low (High importance: 4.18/5; but low probability of change)
Driver training and awareness	Scooter Rodeo	Low

# 3. Housing Services: Analysis

## Q3.2 Importance of Housing Services

1.0 2.0 3.0 4.0 5.0



## "Affordable"

...means many things to many people.

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

## Tactics:

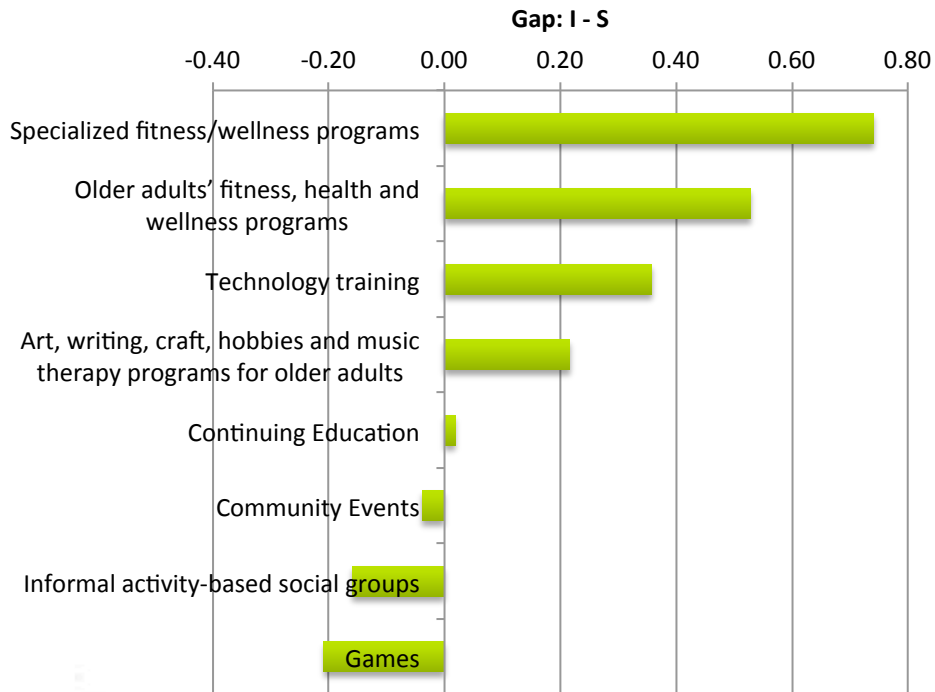
- Bring all past studies together (IH, ToG, Seniors Housing Society, etc.)
- Share info with IHA and private ALC companies
- Low cost: Start housing "match-up" program

### 3. Housing Services: Recommendations

Aspect	Initiative	Priority
Long term residential care	New long term residential units	High (Importance: 4.12)
Housing Supply & Needs Analysis	Local government's role in housing communication	High (Importance range: 3.54 – 4.03)
Shared housing “match-up” program	Housing “match up” program	Moderate
Housing Support	Housing Support Business Promotion (cleaning, home maintenance, yard work, snow clearing, computer maintenance, etc.)	Low
Housing Support	Volunteer Housing Support Programs	Low

# 4. Social Participation: Analysis

## Q4.1 & 4.2 Social Participation: Importance - Satisfaction

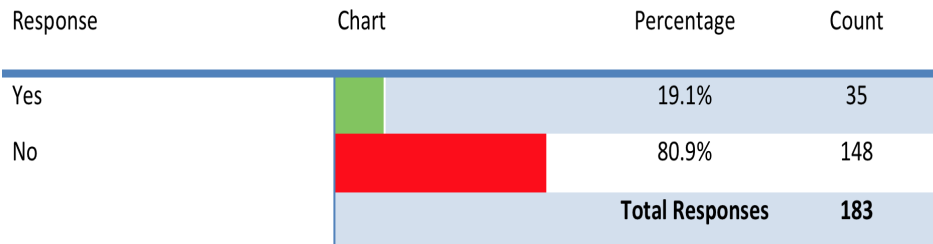
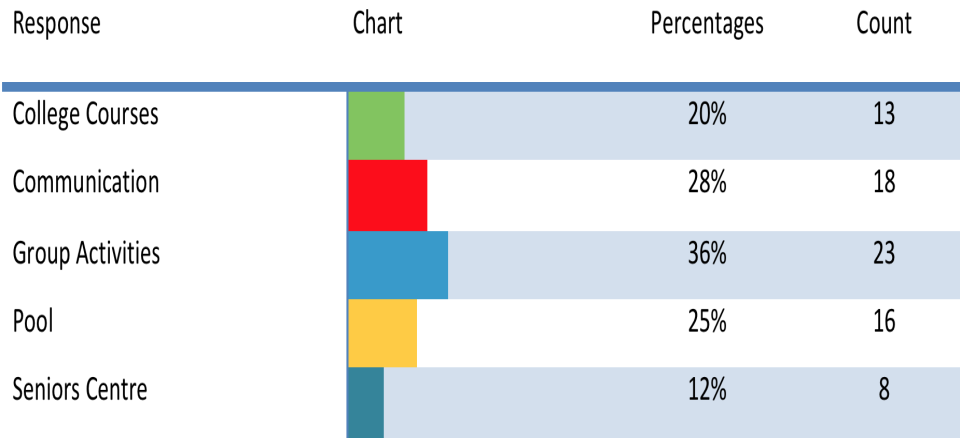


Action items and resources should be prioritized with the following:

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



### Issues:

- 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 pool planning process**.

## 4. Social Participation: Recommendations

Aspect	Initiative	Priority
Specialized fitness/wellness programs	Inventory specialized fitness/wellness programs	High (Gap: 0.74)
Older adults' fitness, health and wellness programs	Communication – Improved utilization of Community Calendar – through training and incentives (using inventory above)	Moderate (Gap: 0.53)
Technology training	Smart Phone, tablet and Windows 8 Support through COTR	Moderate (Gap: 0.36)
Activity promotion	Social Participation promotion at Soup Days	Moderate
Volunteer opportunities	Older adult needs integrated into infrastructure projects (indoor pool)	Moderate
Art, writing, craft, hobbies and music therapy programs	COTR – Senior Arts Program	Low (Gap: 0.22)
Community Events	Feed events into Community	Low (Gap: -0.04)

## 4. Social Participation: Recommendations

Aspect	Initiative	Priority
Continuing Education	Certificate, Diploma and Degree Programs	Low (Gap: 0.02)
Community Events	Community Participation Bursary Program for low income adults	Low (Gap: -0.04)
Social groups	Informal activity-based social groups	Low (Gap: -0.16)
Games	Games	Low (Gap: -0.21)

# 5. Respect and Social Inclusion: Analysis

## Q5.1 Respect and Social Inclusion Agreement

Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree  
1   2   3   4   5



### Lowest Agreement:

- "The community offers a welcoming environment for older adults."

### Tactics:

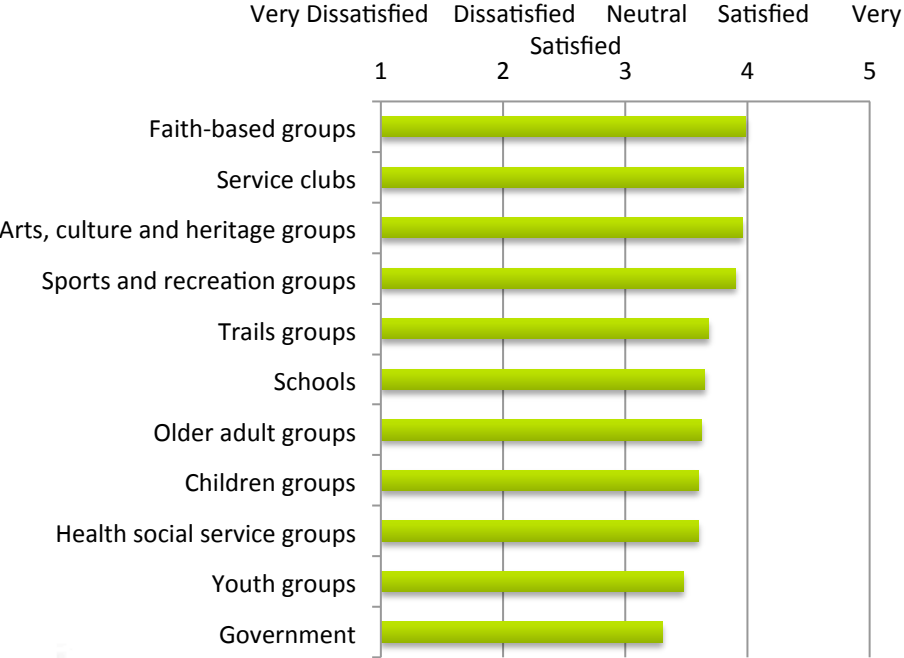
- Increased utilization of the Welcome Wagon
- Offering (perhaps subsidized) World Host or Super Host training programs to create more informal community ambassadors)
- Create formal ambassador program
- Increased promotion, awareness at Community Registration Night events
- Better messaging and outreach from local government and service clubs
  - Continue "Community Coordination" discussion from 2013
  - Are we aligned? How do we show it?

# 5. Respect and Social Inclusion: Recommendations

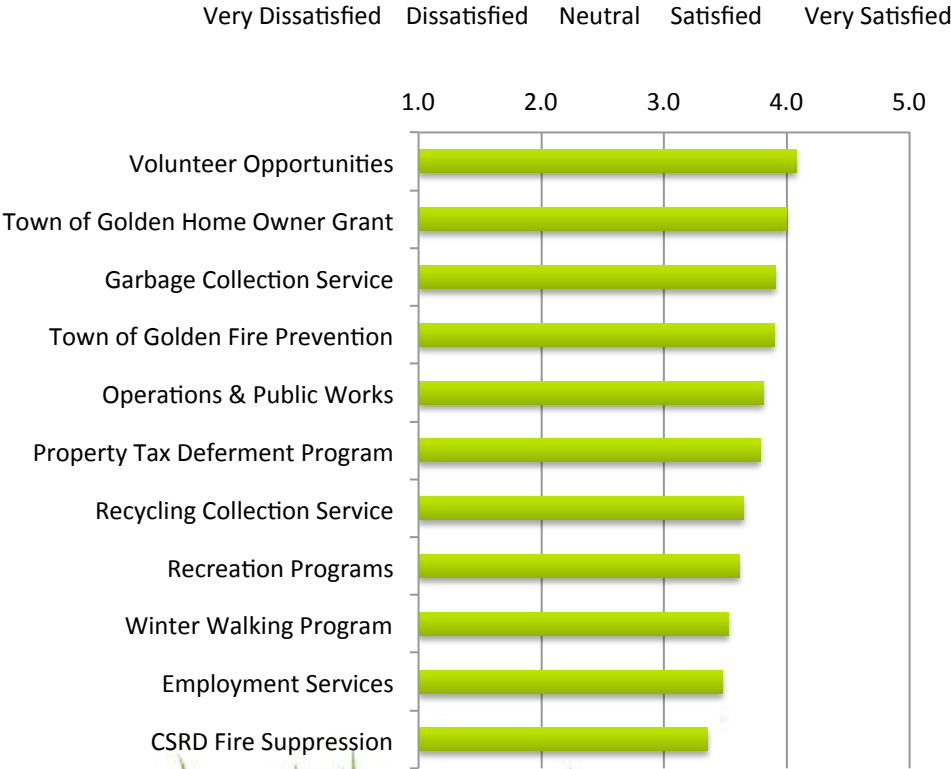
Aspect	Initiative	Priority
Inclusion	Increased promotion and utilization of Welcome Wagon program	High
Inclusion	Increased promotion of Community Registration Night	High
Respect	Volunteer Recognition for all volunteers	High
Respect	World/Super Host Customer Service Excellence Training for Volunteers	Moderate
Inclusion	Volunteer Development & Management Program	Moderate
Respect	Community Ambassador/ Host Program	Low

# 6. Civic Engagement and Employment: Analysis

## Q6.1 Satisfaction with Volunteer Opportunities



## Q6.2 Satisfaction with Older Adult Programs



## 6. Civic Engagement and Employment: Recommendations

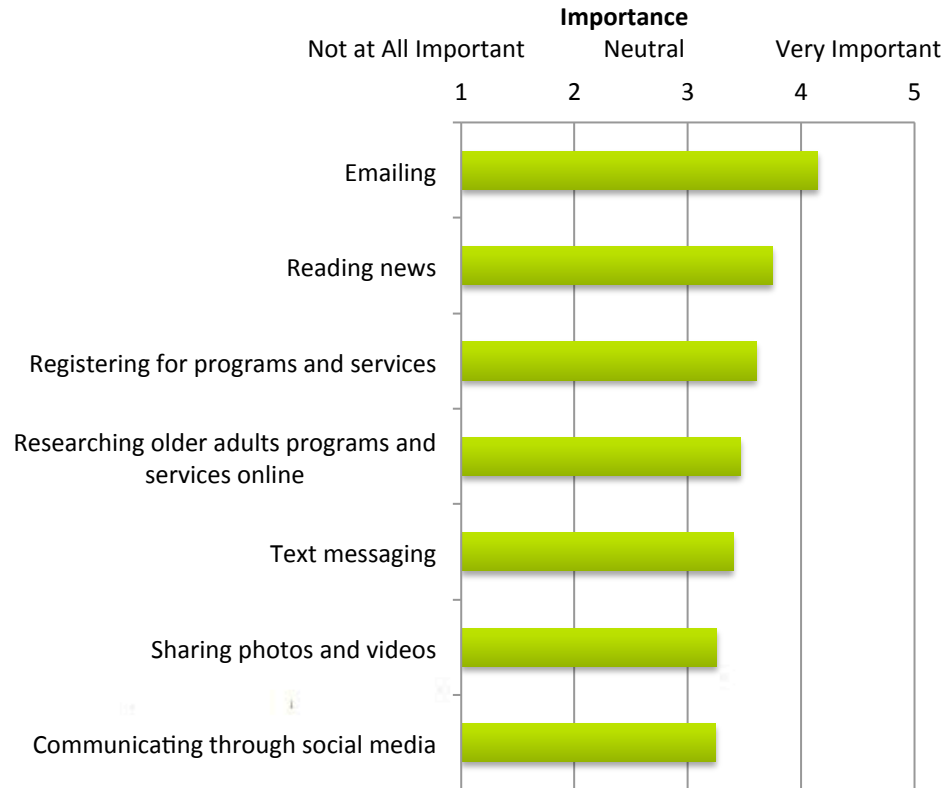
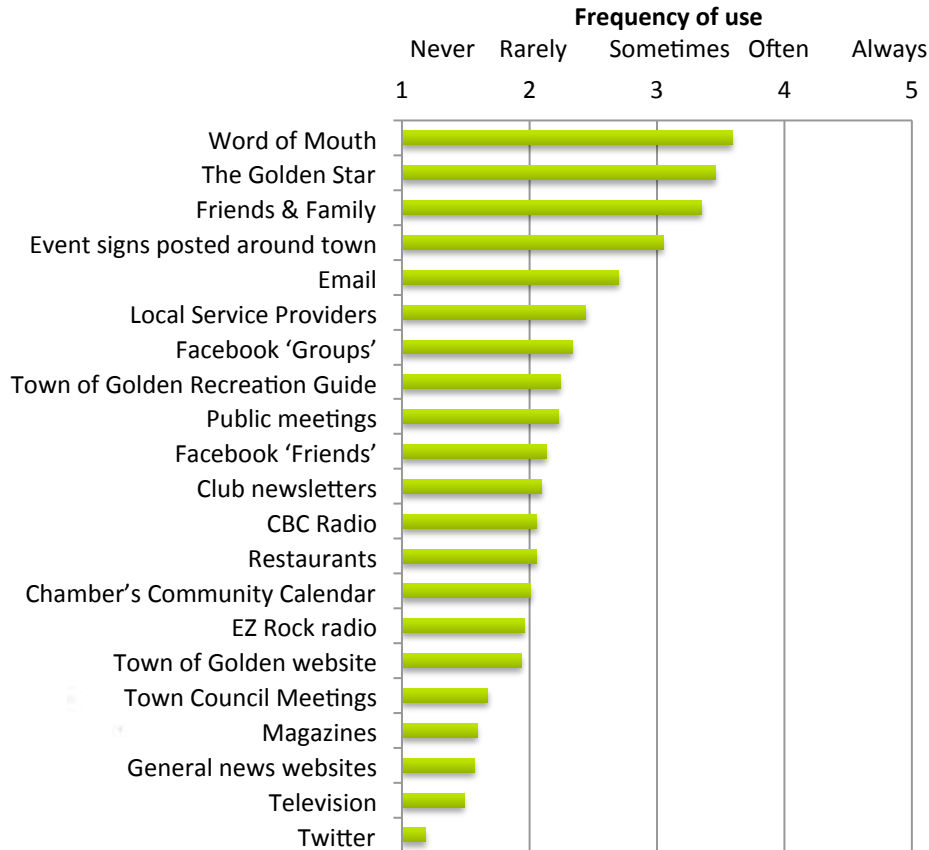
Aspect	Initiative	Priority
Employment	Secure Older Worker Program	High (Satisfaction: 3.5/5)
Civic Participation	Create Community Coordinator/ Developer Role	High
Civic Participation	Community Conversations	Medium
Civic Participation	Promotion and recognition of local government volunteers	Medium
Civic Participation	Volunteer Development and Management	Medium
CSRD Fire Suppression	Communicate review of CSRD Fire Services	Low



# 7. Communication and information: Analysis

## Q7.1 Frequency of use of Communication Medium

## Q7.3 Importance of using the internet in the future

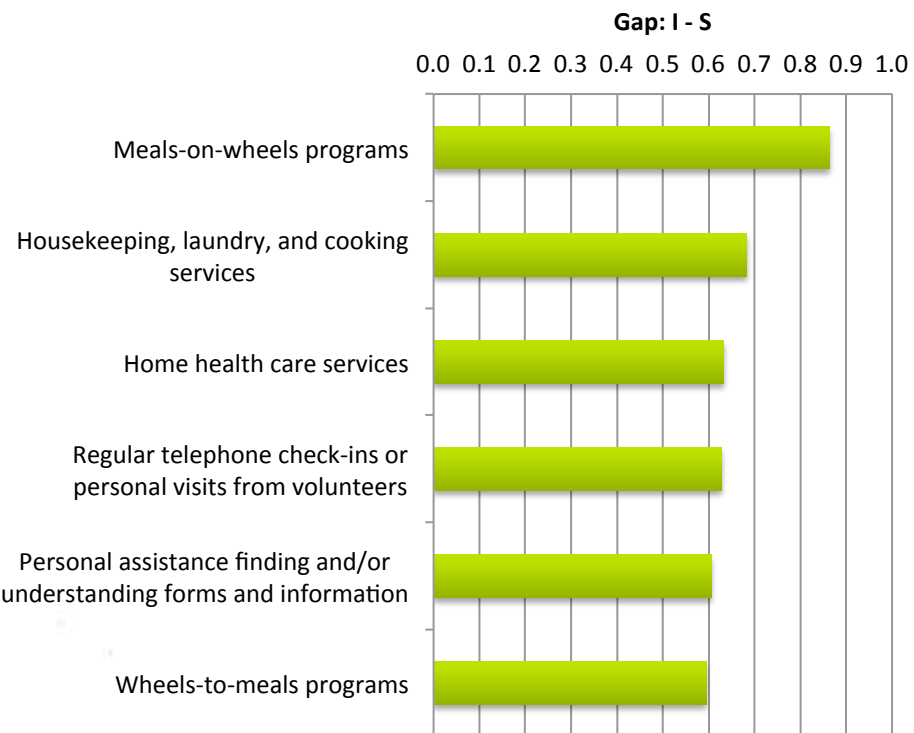


# 7. Civic Engagement and Employment: Recommendations

Aspect	Initiative	Priority
Communication	Community Calendar	High
Information	Community Registration Night	High
Communication	Community Collaboration	High
Communication	Event Promotion – WOM, Print and Online for all	Moderate
Communication	Non profit list	Moderate
Communication	Technology Training Program	Moderate
Information	Local report record keeping	Moderate
Information	Local report record keeping	Low
Information	Older adult participation in Indoor Pool project discussion	Low

# 8. Community Support and Health Services: Analysis

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



## Q8.3. Does the cost prevent you?

Response	Chart	Percentage	Count
Yes		19.4%	35
No		80.6%	145
Total Responses			180

## Q8.4. Health services that you regularly need that you cannot get in Golden?

Response	Chart	Percentage	Count
Yes		36.2%	64
No		63.8%	113
Total Responses			177

# 8. Community Support and Health Services: Recommendations

Aspect	Initiative	Priority
Community Support	Connect local caterers, IH and Meals on Wheels recipients	High
Community Support	Age Friendly Business Program	High
Community Support	Seniors/Older Adult Coordinator	Moderate
Community Support	Inventory Older Adult Programs	Moderate

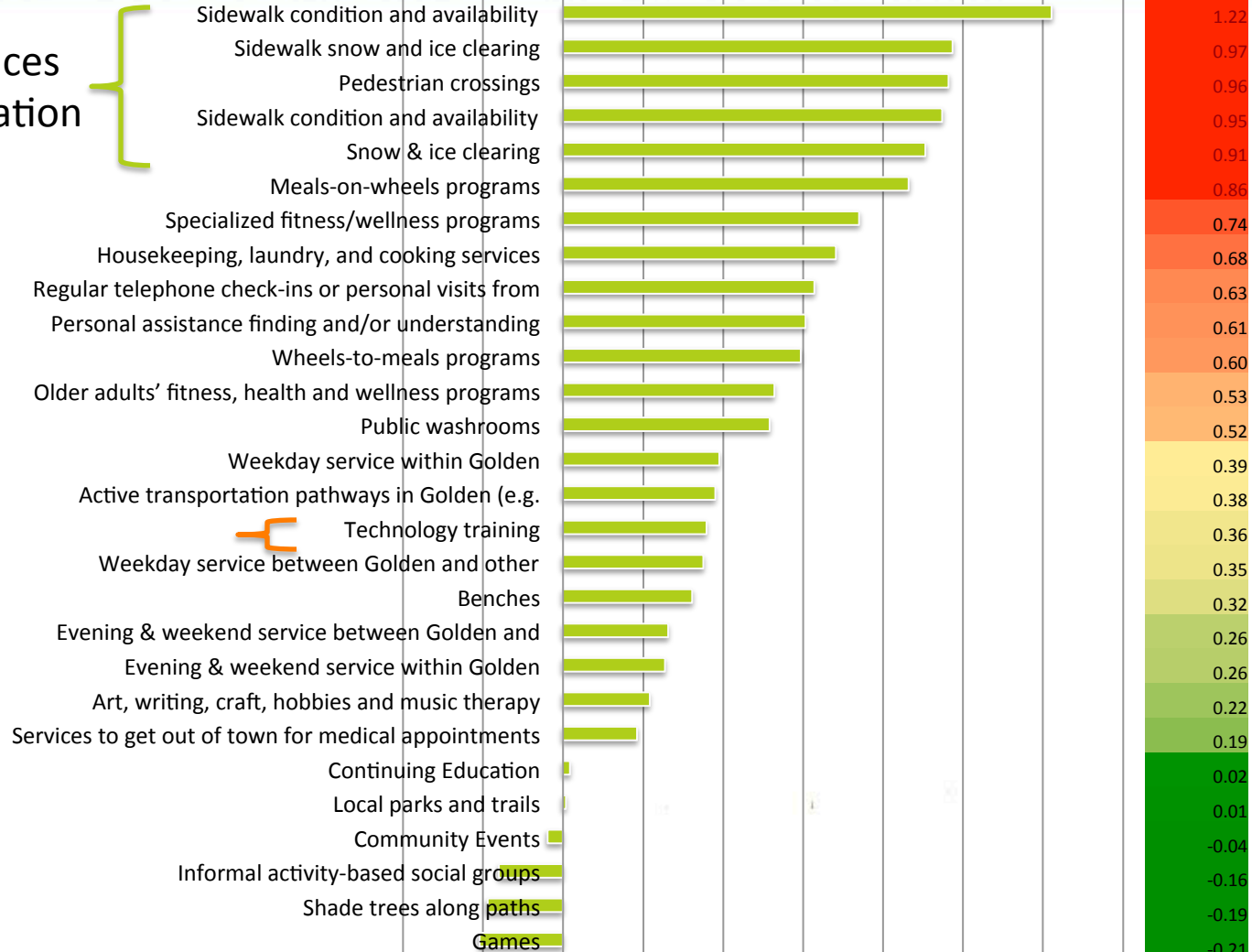
# 9. Overall: Analysis

## Gap: Importance - Satisfaction

-0.40 -0.20 0.00 0.20 0.40 0.60 0.80 1.00 1.20 1.40

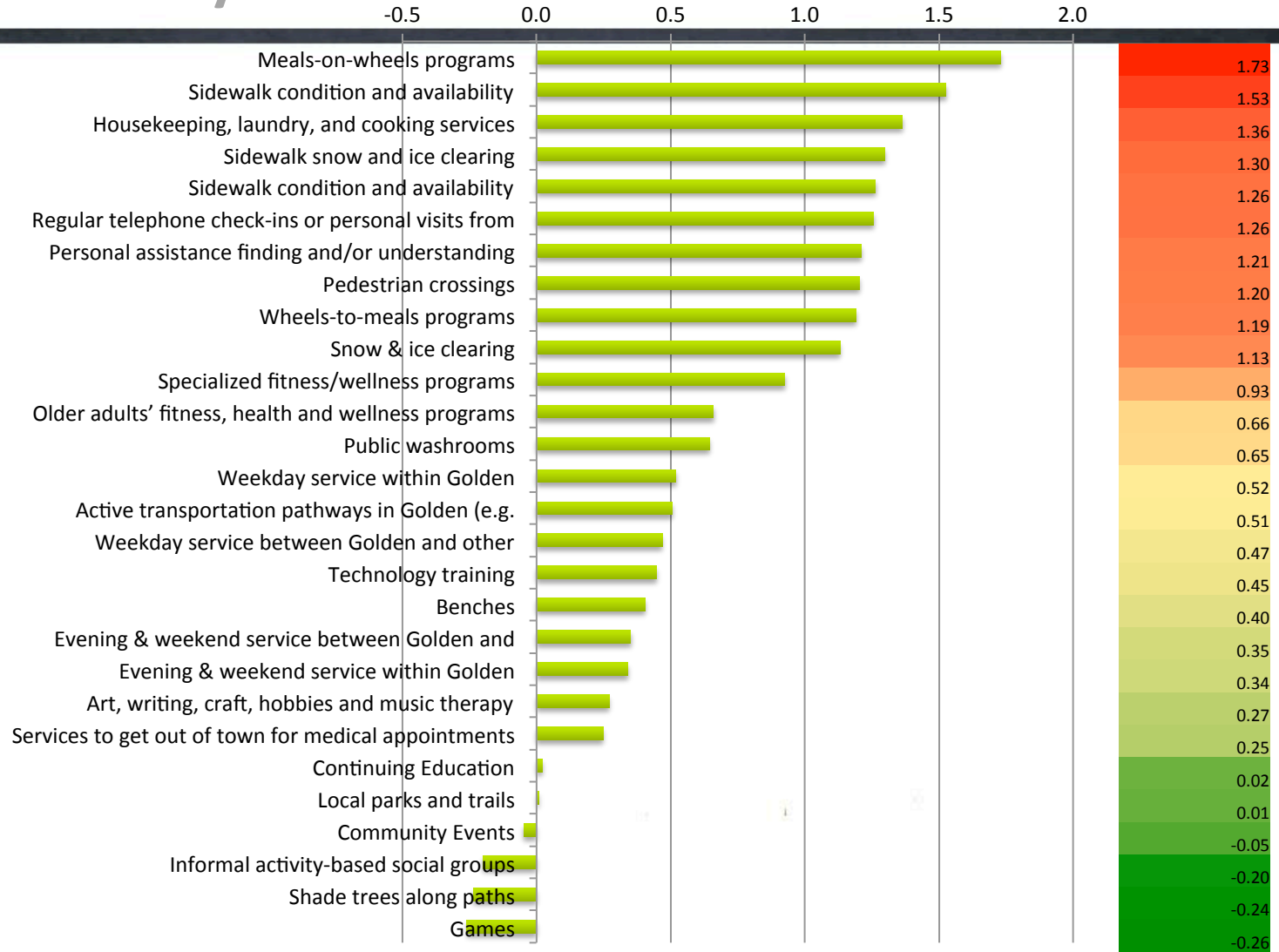
### 1. Outdoor Spaces & 2. Transportation

Possible  
new  
ventures/  
programs





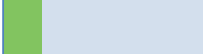

# 9. Overall: Analysis



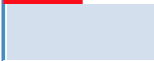
## Weighted Priorities



# 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

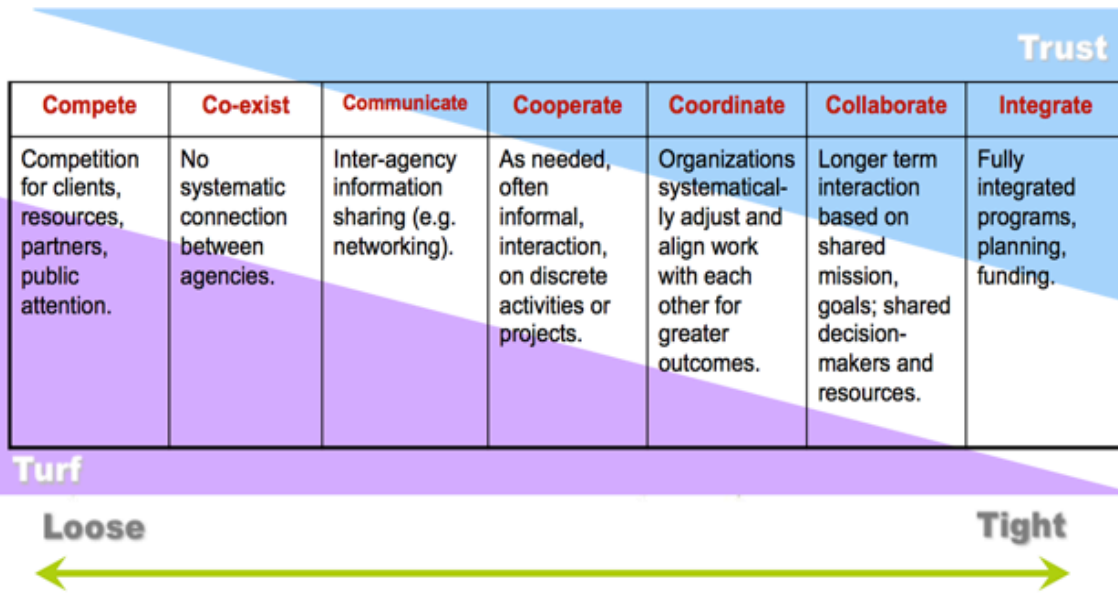
## Geography:

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



# Conclusions & Next Steps

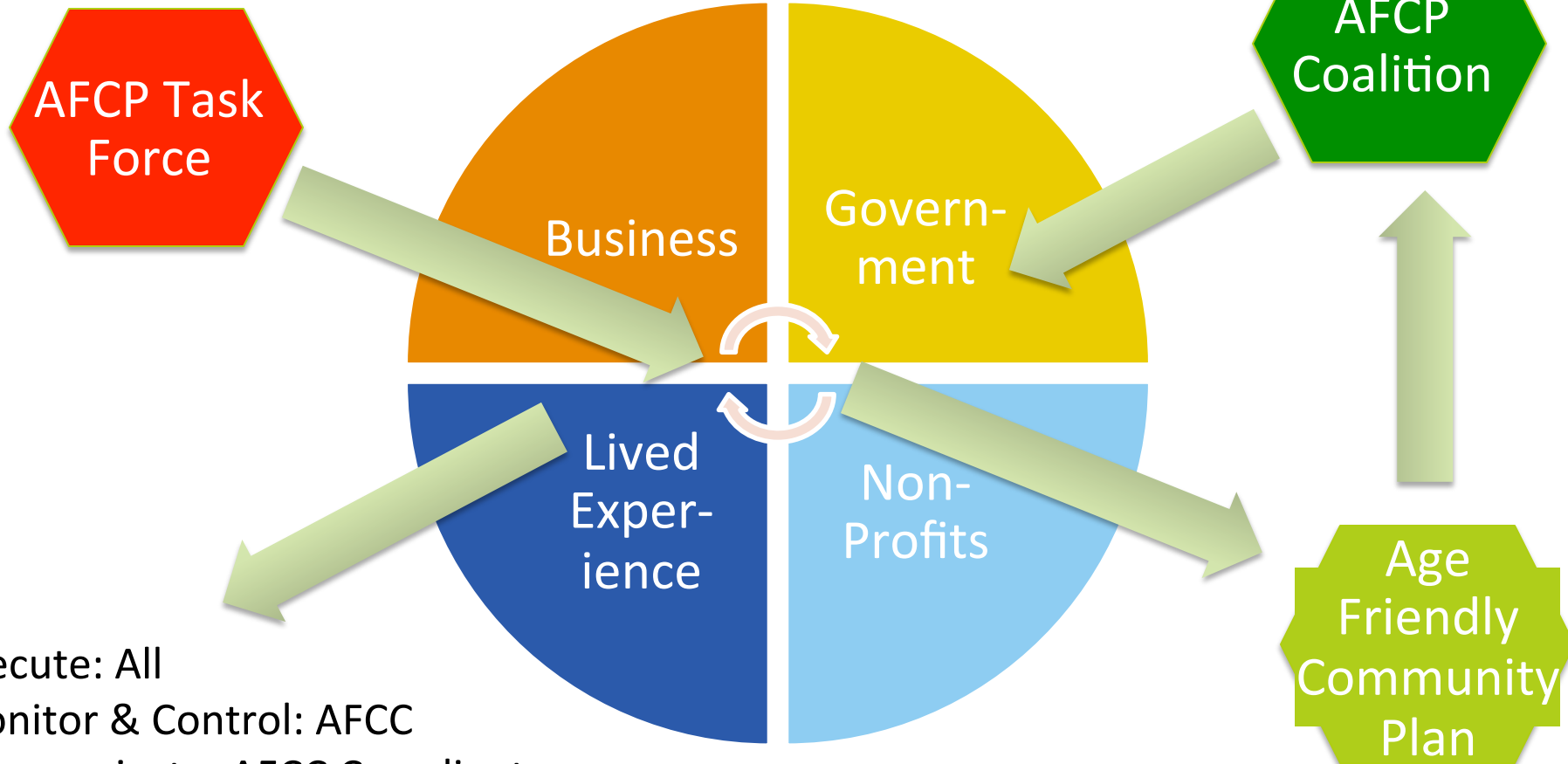
## The Collaboration Continuum



## Imperatives:

- Backbone Organization
- Collaboration
- People
  - Residents
  - Staff
  - Volunteers
- Coordinator Support
- Place & Facility Alignment
- Resource Alignment

# How do we Execute the Plan?



Execute: All

Monitor & Control: AFCC

Communicate: AFCC Coordinator

# Age Friendly Community: BC Recognition Program



## Steps:

1. Establish an age-friendly advisory or steering committee. – Complete & concluded
  2. Pass a local council or board resolution that actively supports, promotes and works towards becoming age-friendly.
  3. Conduct an age-friendly community assessment. - Complete
  4. Develop and publicize an action plan in consultation with older adults. - Complete
  5. Submit required attachments and/or website links.
- ✓ Completed!

# AFCC Golden: Vision & Goals

## Vision

1. To ensure that Golden is a great community to be an older adult
2. To create a welcoming environment for older adults
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## Goals

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8. Quality of Life (QoL) – increase for 50+

# Collective Impact Conditions: Taking Stock

Condition	Current State	Desired State
Form Advisory Committee & TOR	AFCP Task Force is wrapping up. It's done.	Form Advisory committee, establish TOR, ID & invite stakeholders
Backbone Organization	AFCP Task Force	Age Friendly rep on Community Team
Coordination	Coordinator... until Dec 2015	Involve Advisory Committee, communicate
Pass resolution & AFC submit application	Complete	Sustained job for Coordinator & Advisory Committee
Collaboration	Started with Task Force	Integration; more seniors involved;
Local Organizations	Some have narrow mandate; limited holistic approach; many providing services.	Durand Manor Community Project; trade show-style event for older adults; Soup Day combo
Businesses	Loose; challenge with terms; uncertainty of market size, needs, profitability	Surveyed; Age Friendly Business Program; bridging the gaps – services for seniors
Residents	Relatively little awareness; 'ageism'; challenge with labels	Awareness of Plan; of neighbours; of needs Support; volunteer bank (specific); Ambassador Program & Horse's Mouth; inclusion of men's services (Men's Shed, Tool Library, etc.)
Reporting & Communication	Age Friendly Calendar started – paper & online; services & contacts being collected	A 'guide' – digital & hardcopy; need someone to report to.

# 6 Month Commitment: Action Plan



**When I leave here today, I will involve:**

- A
- B
- C

**In the next 3 months, I will partner:**



- D
- E
- F

**6 months from now, I will have enabled:**

- G
- H
- I

**Next Meeting Date, Time & Location:**





Oct 9, 2015

Monitoring a

# Age Friendly Community Plan

