


Town of Golden Staff Meeting 

Implementing an

# Age Friendly Community Plan



# Today's Activities



Ask questions as they form. 





# Age Friendly Community Plan

Getting close.

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 (QoL) – increase for 50+

AFCP Task Force Members	Organization
Sheldon Dwyer	IH/Durand Manor
Karen Cathcart	COTR
Monica De	CBAL
Connie Barlow	GCRS
Mel Myers & Stephanie Findlater	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	Teacher (retired) & Nurse
Renee Quanstrom	Golden CCRR
Ruth Hamilton & Lori Baxendale	Chamber of Commerce
Joanne Brown	Golden Seniors Centre



# 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
<b>Planning</b>																					
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					█	█														
<b>Execute - Baseline Survey</b>																					
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											Mtg									
Incorporate conclusions into AF Plan	Consultant										█	█	█	█							
<b>Execute - Age Friendly Research</b>																					
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								
<b>Monitor &amp; Control -</b>																					
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														Draft						
Receive Coalition feedback	Consultant															█	█				
Incorporate into AF Plan	Consultant																				
Present and publish final AF Plan	Consultant & Coalition																	Report			
<b>Close Out -</b>																					
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	

# 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

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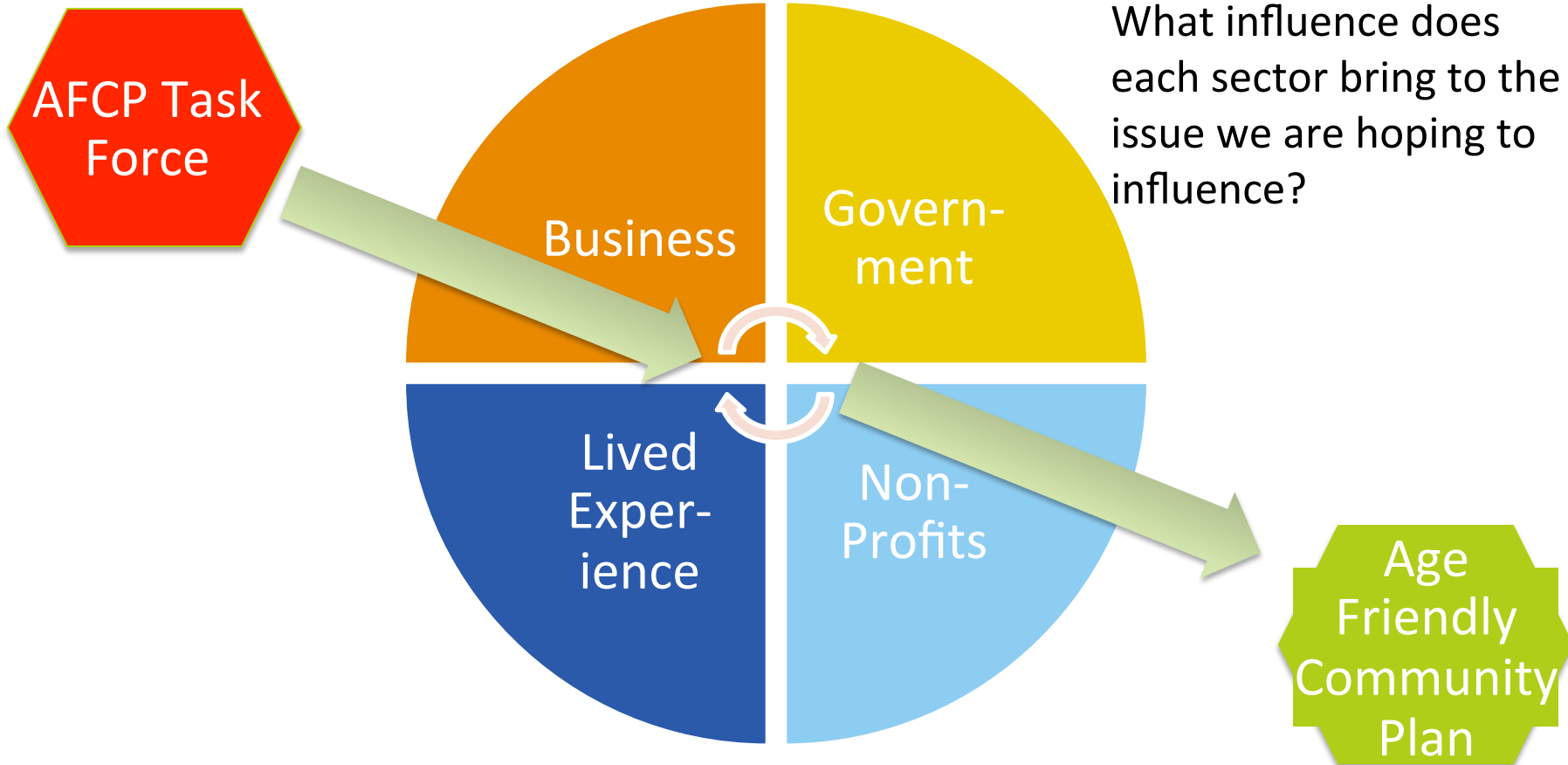


# Analysis

## Survey Results

What did our respondents say?

# Who did we Engage?



# Listing Our Prospects: Dec 3, 2013

Business	Government	Non Profits	Lived Experience
<p>Glen Ewan, John &amp; 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 &amp; 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 &amp; Sheryl Walker, GNSC Mickey Balas, Jim &amp; 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 &amp; Palliative (Judy Doyle) Victim Services Golden Curling Club Old Timers Hockey Seniors Badminton Golden &amp; District Community Foundation Golden District Historical Society Youth Coordinator – Patrick O'Neill</p>	<p>Phil Taylor, Jim deBolebec, Ingrid Hambruch, Betty Holland, Ralph &amp; Barb Leigan, Cathy Johnson, Janis Tarchuk, Jeff &amp; Joan Dolinsky, Judy Doyle, Julia Cundliffe, John Dawes, Roy &amp; 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 &amp; Ann Younger, Al &amp; 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&amp;W – Morning Group Tim Horton's Groups Tom &amp; Jean Sime,</p>



# Local Demographics: Survey Respondents

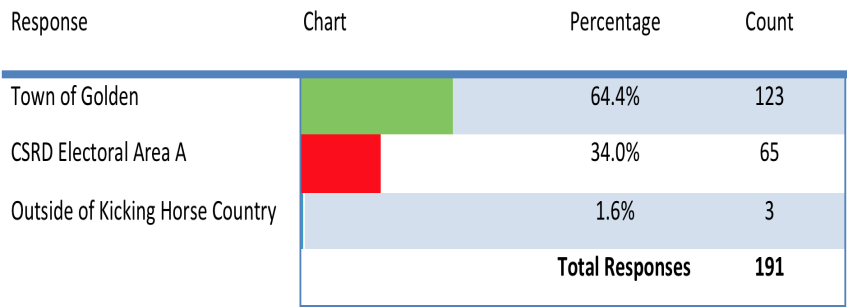
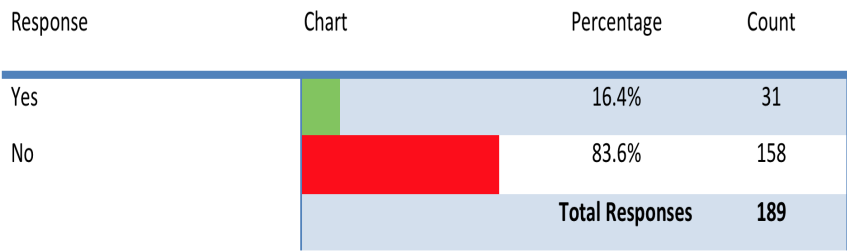
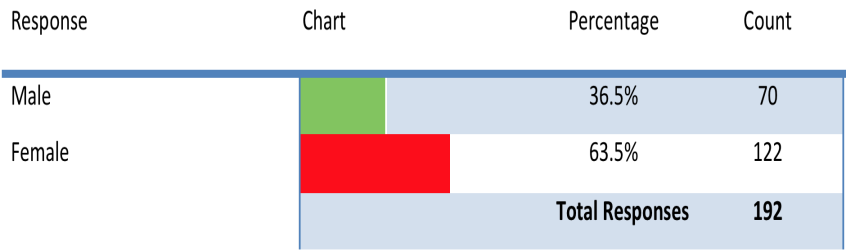
Golden - Town (Census subdivision)

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

# 10. Demographics: Analysis



## Sex:

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

## Caregivers:

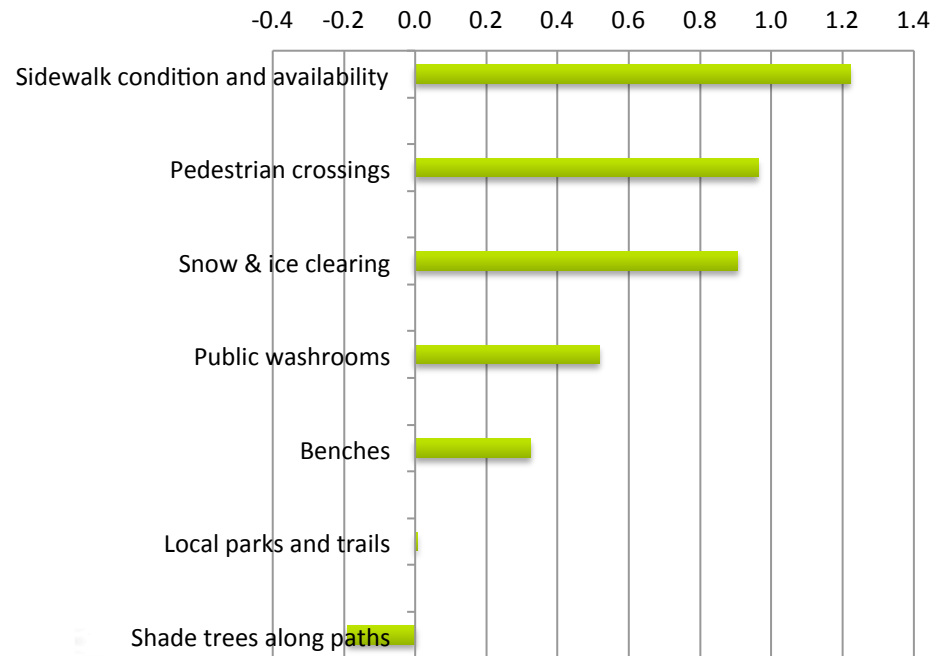
- Need to include specifics on how to support caregivers (Mickey)

## Geography:

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

# 1. Outdoor Spaces and Public Buildings: Analysis

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

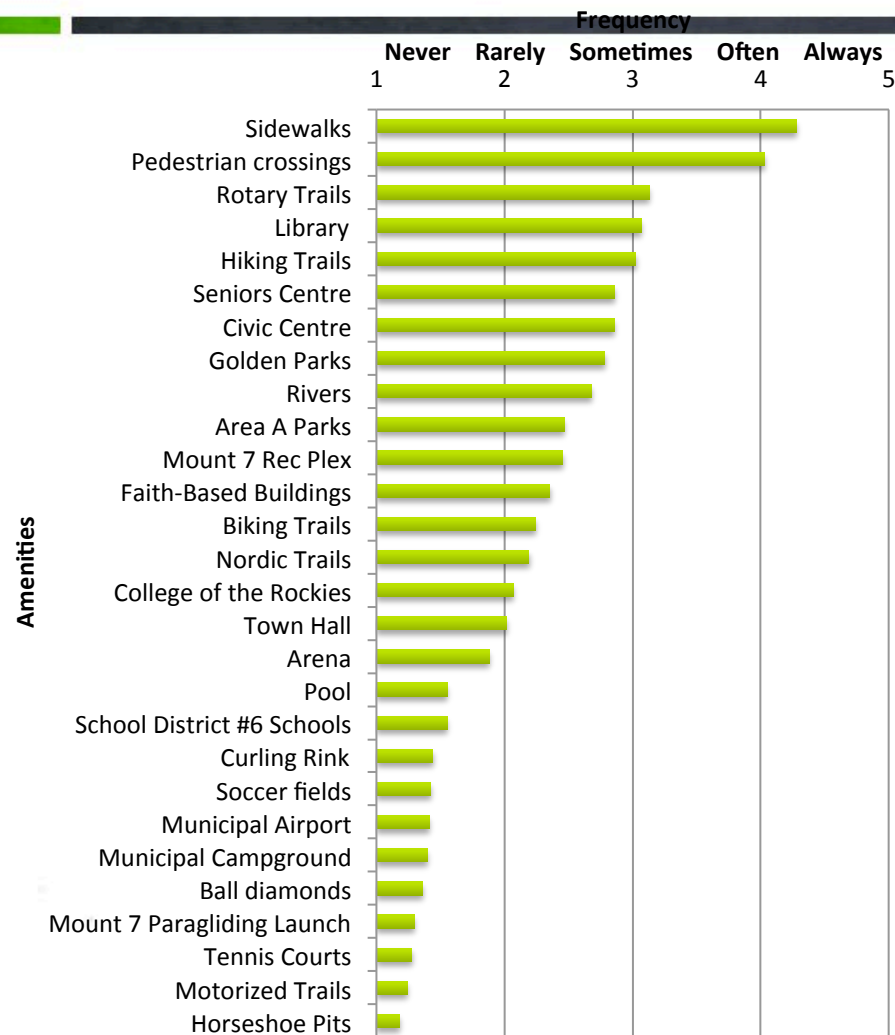


Action items and resources should be prioritized with the following:

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



## Most frequently used:

1. Sidewalks
2. Pedestrian crossings
3. Rotary Trails

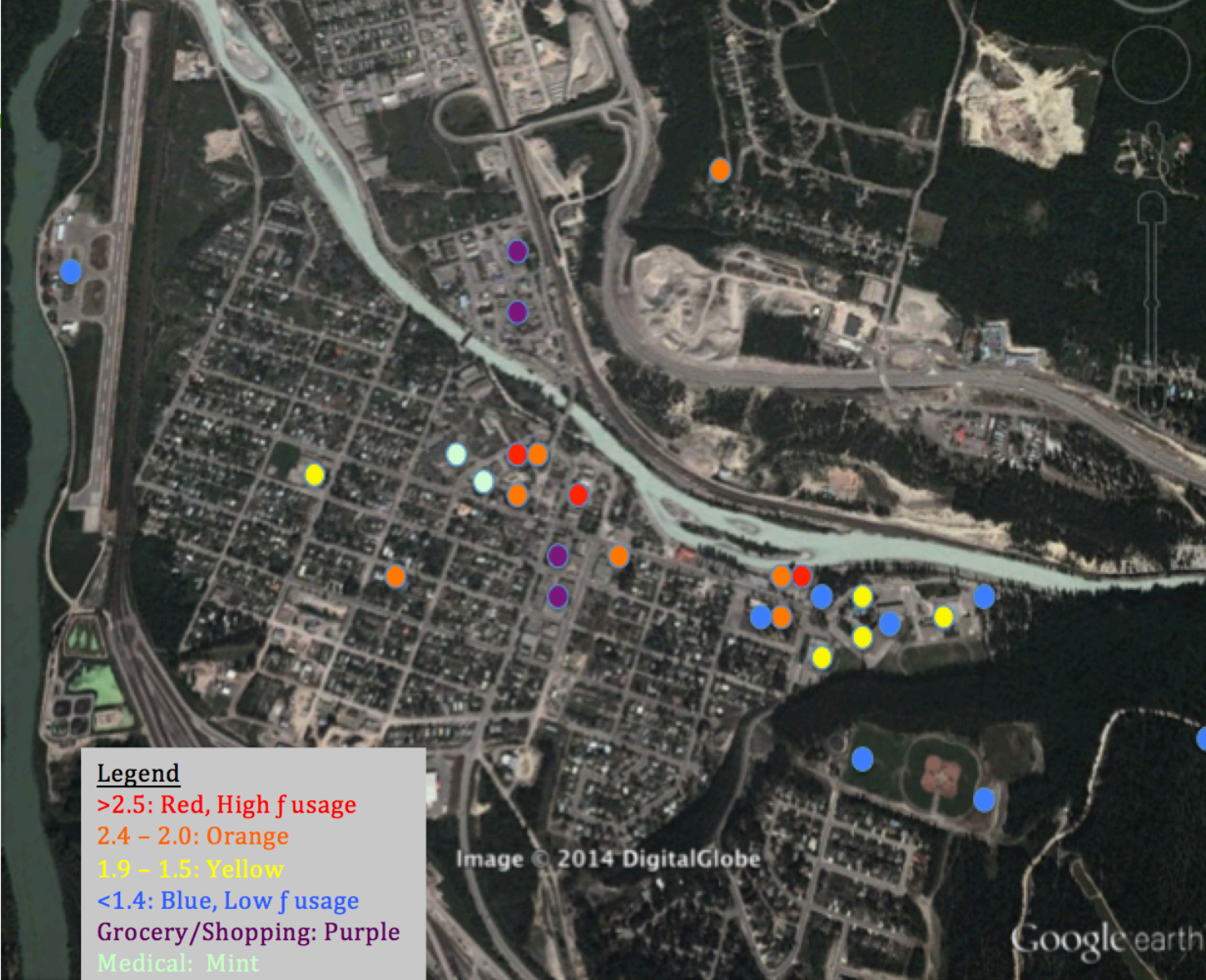
## Least frequently used:

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

# Heat Map





# Sidewalks



## Legend

>2.5: Red, High f usage

2.4 - 2.0: Orange

1.9 - 1.5: Yellow

<1.4: Blue, Low f usage

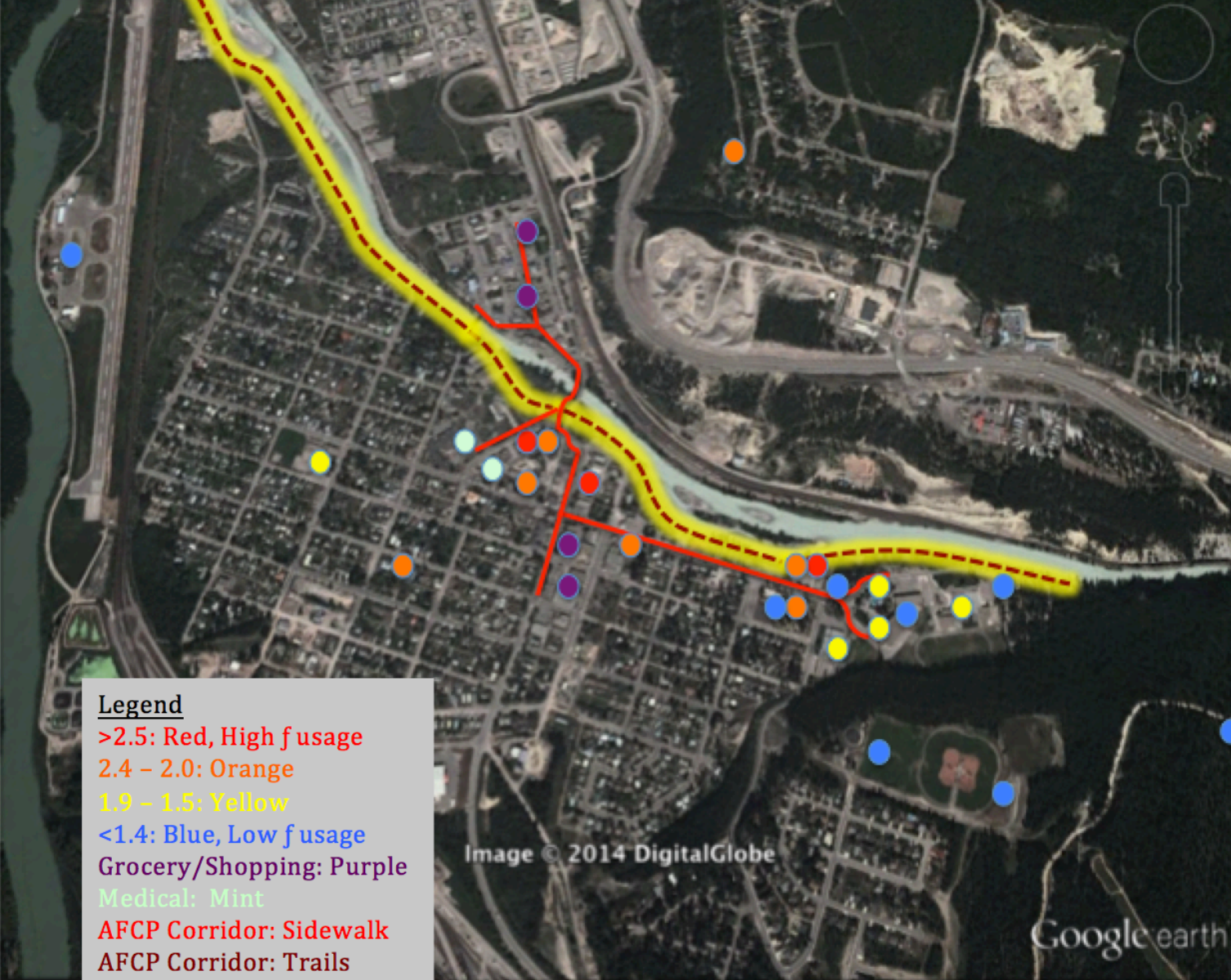
Grocery/Shopping: Purple

Medical: Mint

AFCP Corridor: Sidewalks



# Trails



## 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: Analysis



## Access & Utilization:

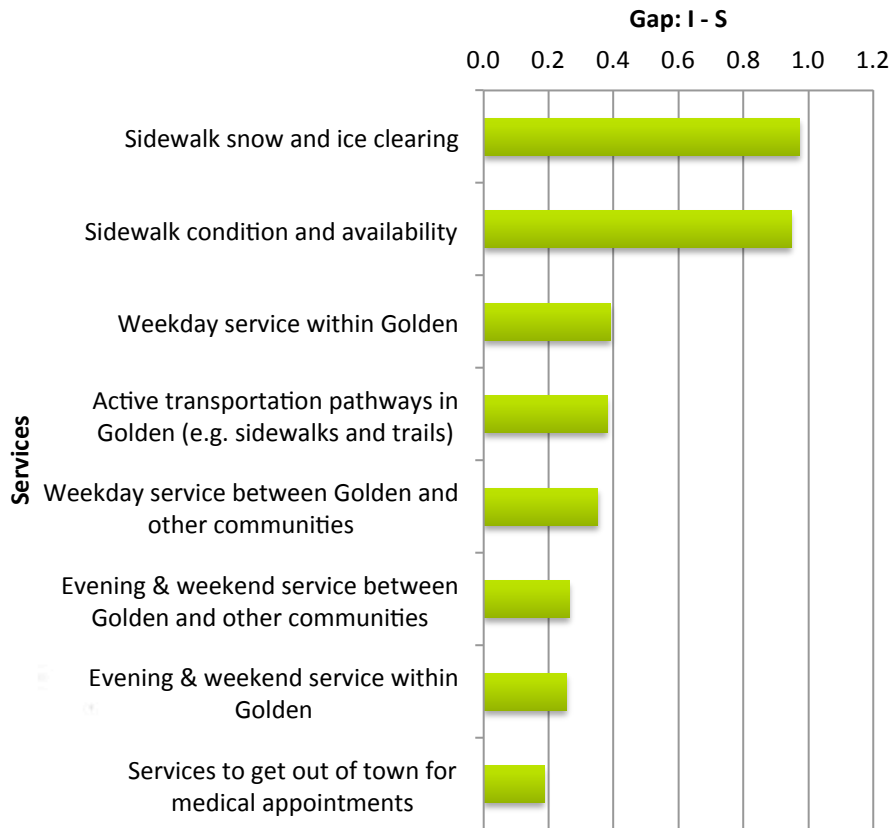
Public resources are optimized when we maintain the most utilized outdoor spaces and building and providing easy access to each.

## Possible Tactics:

- Promote the 'seniors snow clearing program'
- Promote 'seniors waste pickup program'
- Better signage for 'public washrooms' (Campground, Rec Plex, Confluence Park, Airport, Spirit Square, Reflection Lake, and address gaps along Rotary Trails).
- Increase ToG \$ reserves for 'Paving, Patching & Sidewalks'
- Increase ToG \$ budget for sidewalks
- Offer 'sand boxes' for all pedestrians to use on trails they feel are icy.
- Joint Use Agreements – ToG, CSRD, SD6, etc.
- Centralized facility booking and management
- Improved access between 'service' and facility clusters (sidewalks, snow removal, crossings, etc.)
- Designation of 'Age Friendly Corridors'

## 2. Transportation: Analysis

### Q2.1 & 2.2 Transportation: Importance - Satisfaction

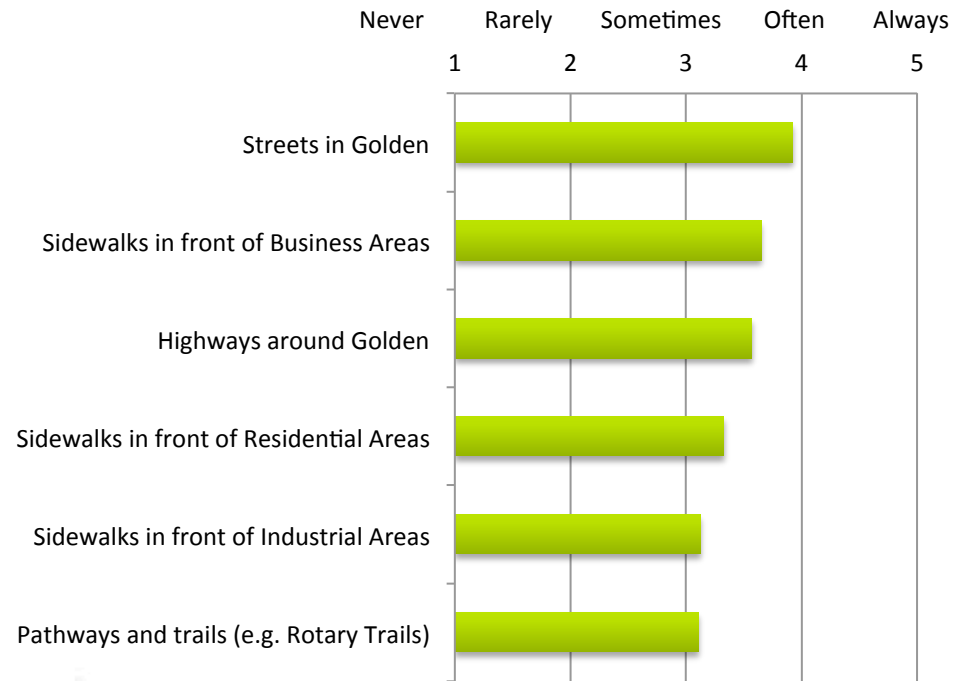


#### Gaps:

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 rated poorest.
- Signs could be used to 'close' areas that can't been controlled right away.
- 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.
- ...Yet only 5 & 6 referrals per year (2013, 2012).



## 2. Transportation: Analysis



### Public:

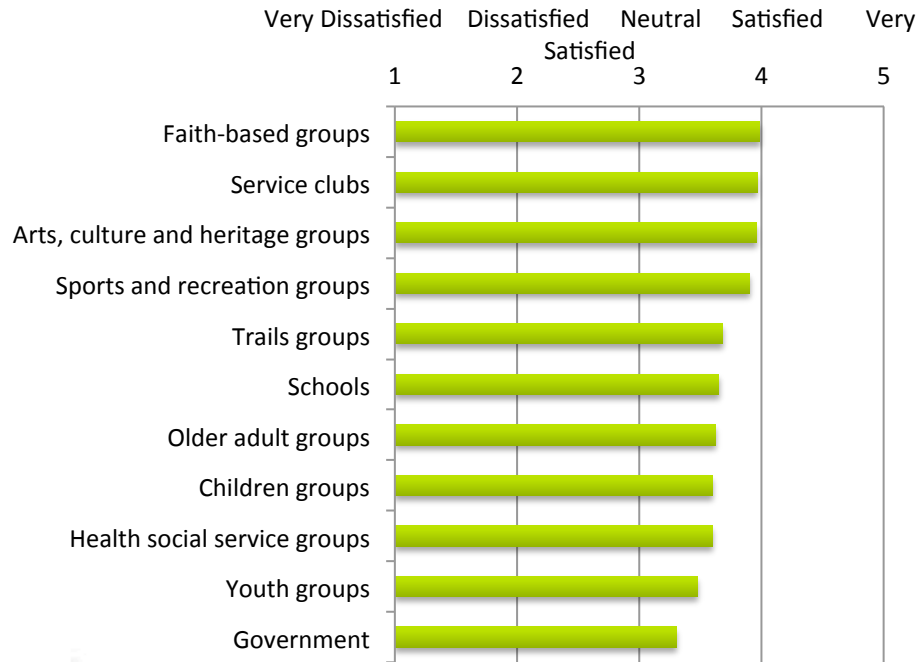
- "No Opinion" represented approximately 1/3 of all responses, with "Neutral" as the second most frequent.
- This suggests that very few people in Golden have experience with the transportation services, likely because there are very few transportation services or their needs are met (self-sufficient).

### 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 (HandyDART)
- Formalize volunteer drivers program (medical and other).
- Support businesses providing options (prescriptions, food delivery; companionship).

# 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 respondents 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

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

1.0   2.0   3.0   4.0   5.0



### Highest Satisfaction:

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

### Lowest:

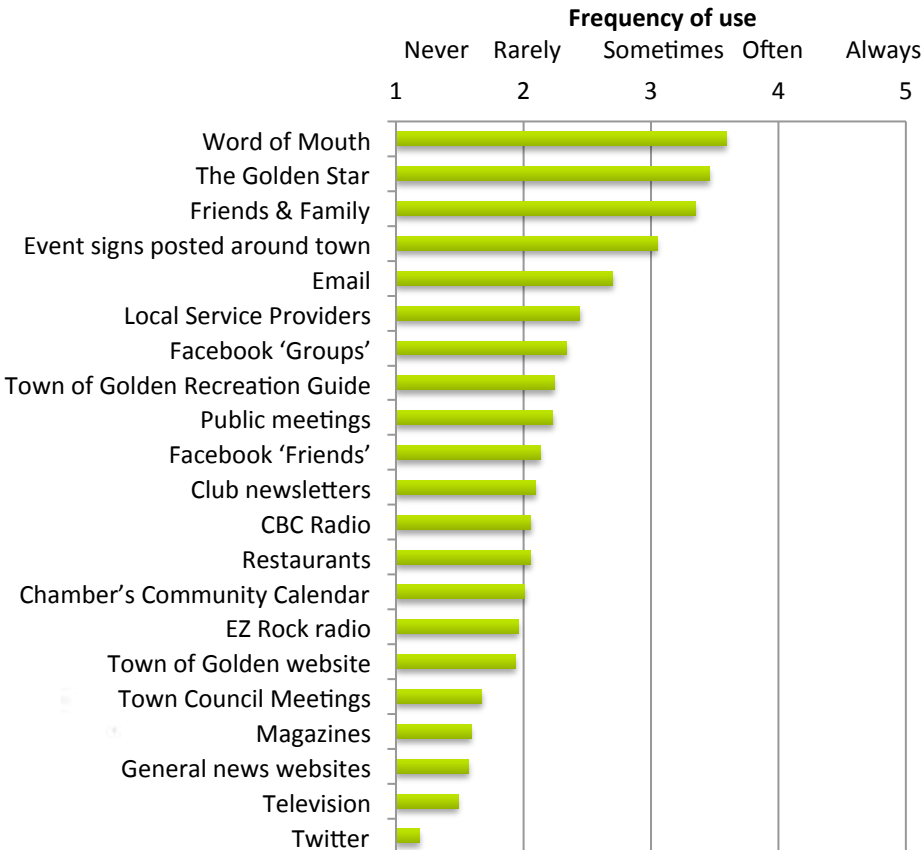
- CSRD Fire Suppression
- Employment Services
- Winter Walking Program

### Tactics:

- Older Adult Worker Program – COTR
- Age Friendly Business Program - KHCCC
- 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:

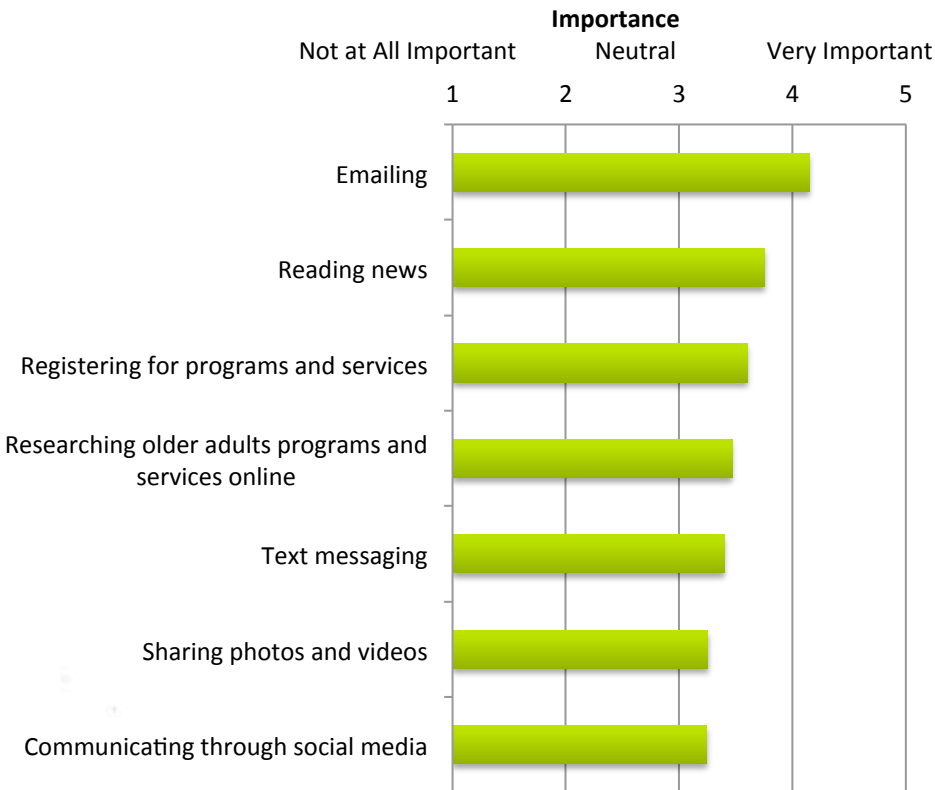
1. Word of mouth
2. Newspaper
3. Friends & family
4. Posters around town
5. Email

### 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

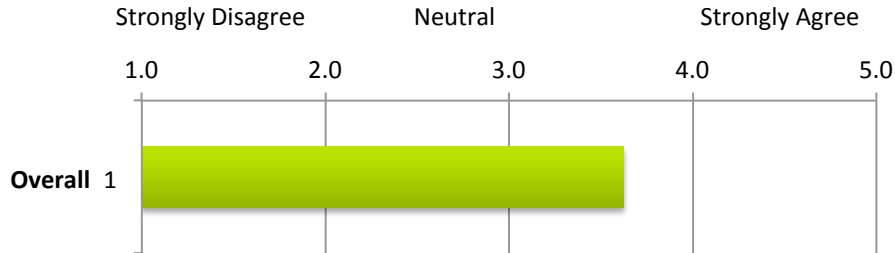


### Tactics:

- 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)

## 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."



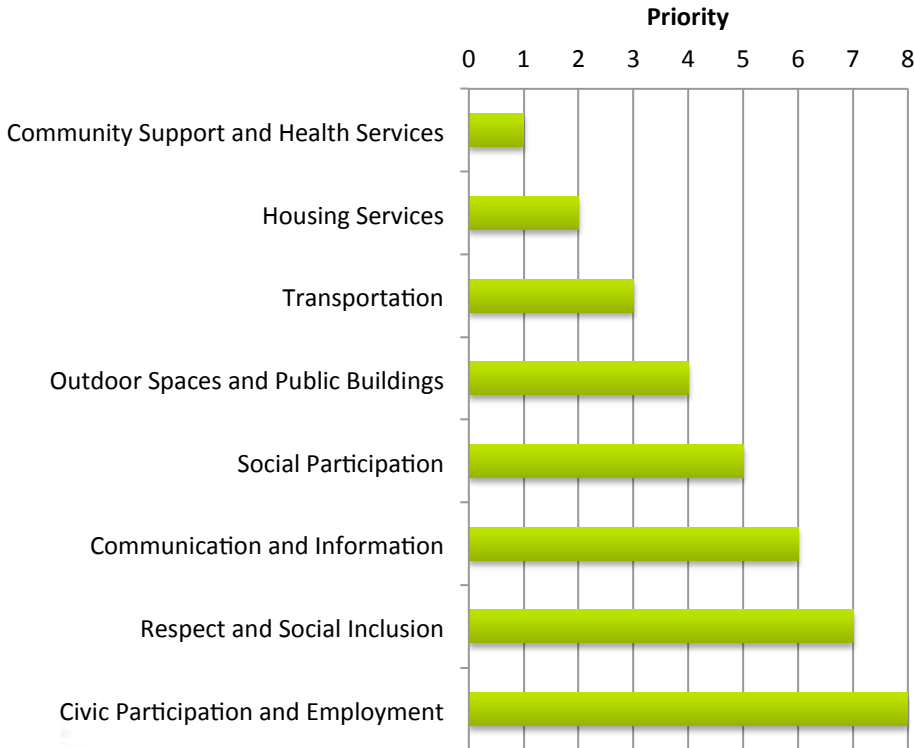
The overall response seems positive, ranging between “Neutral” and “Agree.”

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.

**Who will lead?**

# 9. Overall: Analysis

## Q9.2 Dimensions and Priorities



**1<sup>st</sup>:** Community Support and Health Services (1,089 points)

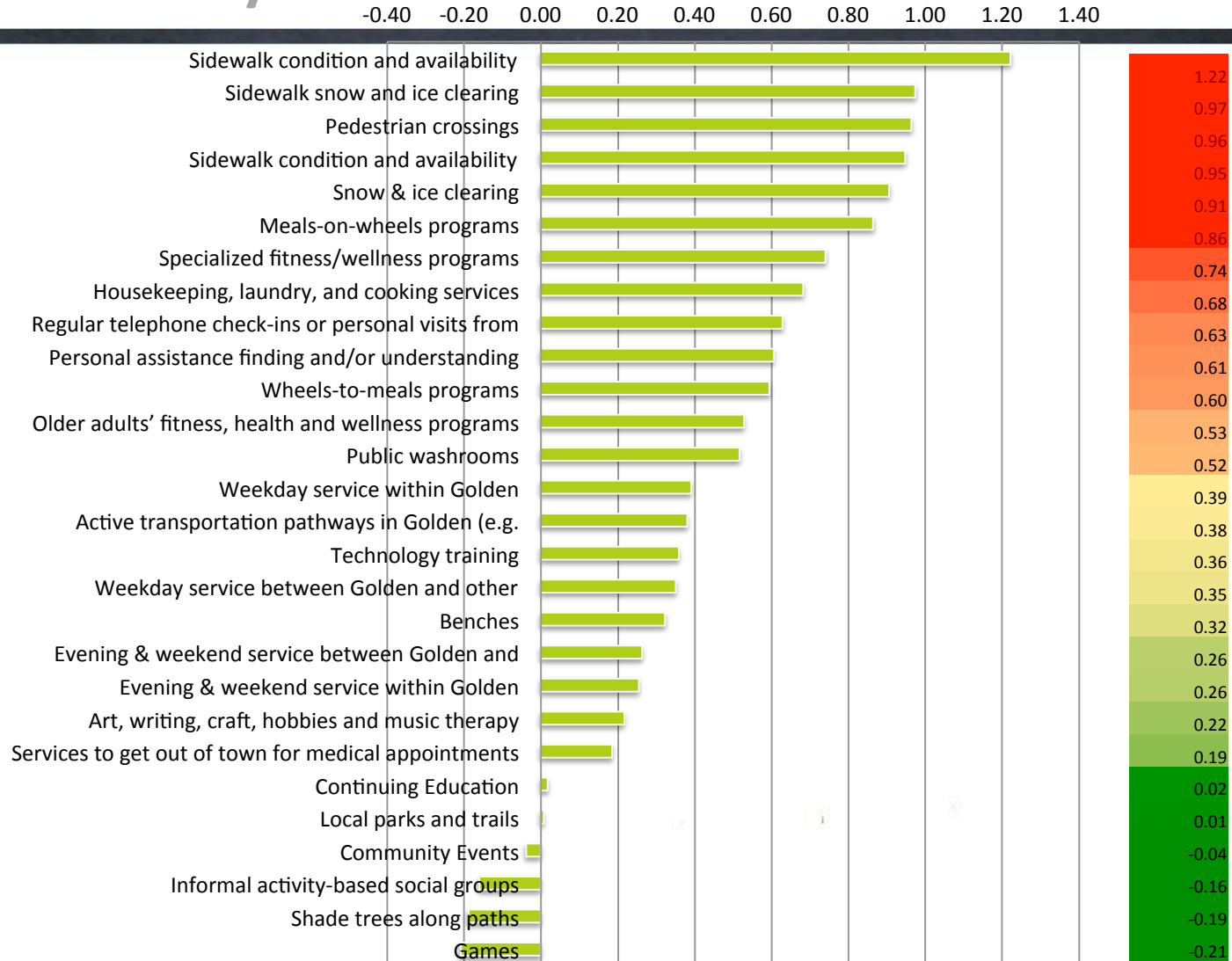
**2<sup>nd</sup>:** Housing Services (802)

**3<sup>rd</sup>:** Transportation (543)

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

# 9. Overall: Analysis

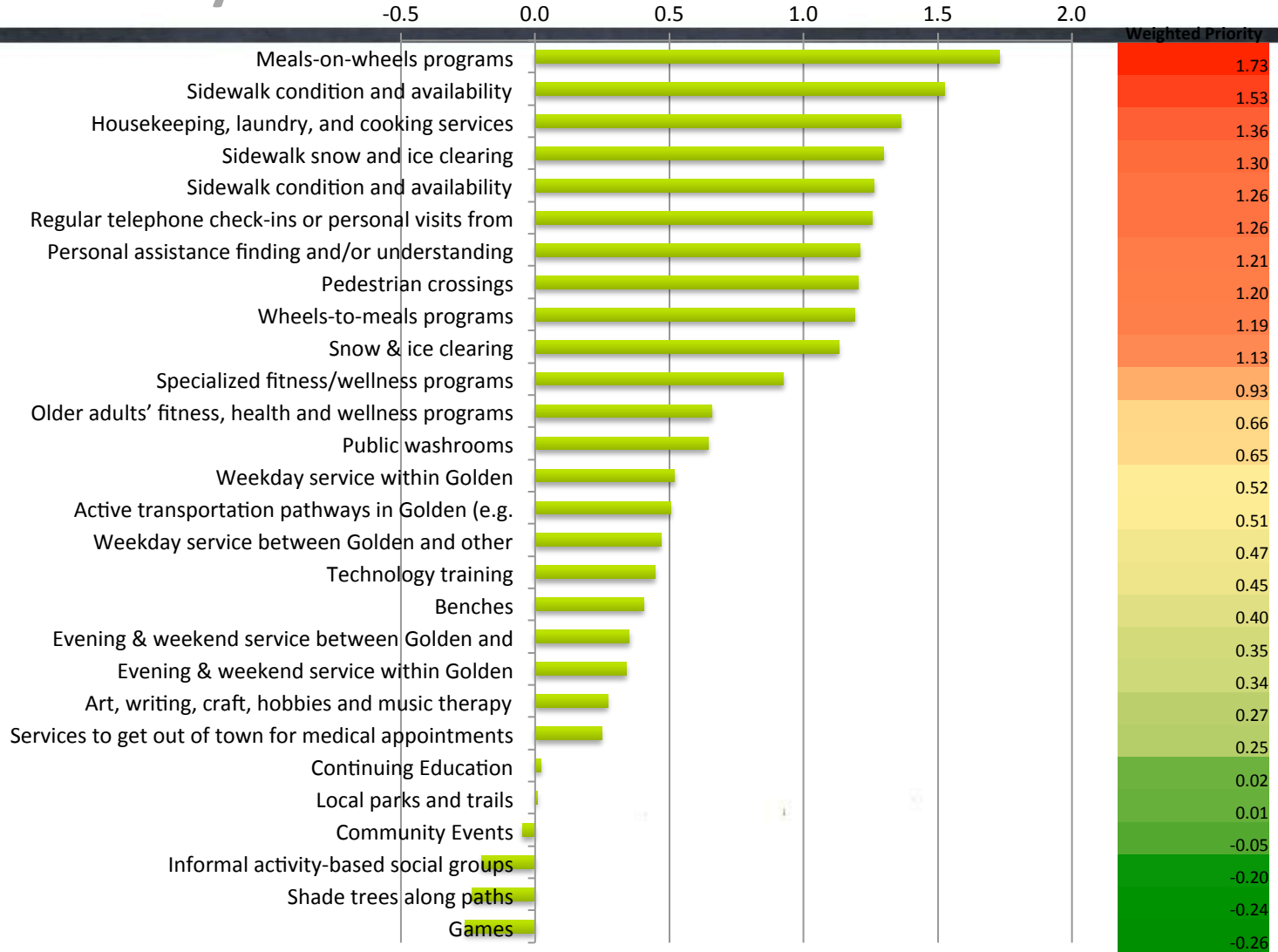
Gap: I-S





# 9. Overall: Analysis

## Weighted Priorities





# Presentation of Plan

What is our message? How do we get the plan actioned?







# Priorities: Age Friendly Community Plan & the Town



## Dimensions

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

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

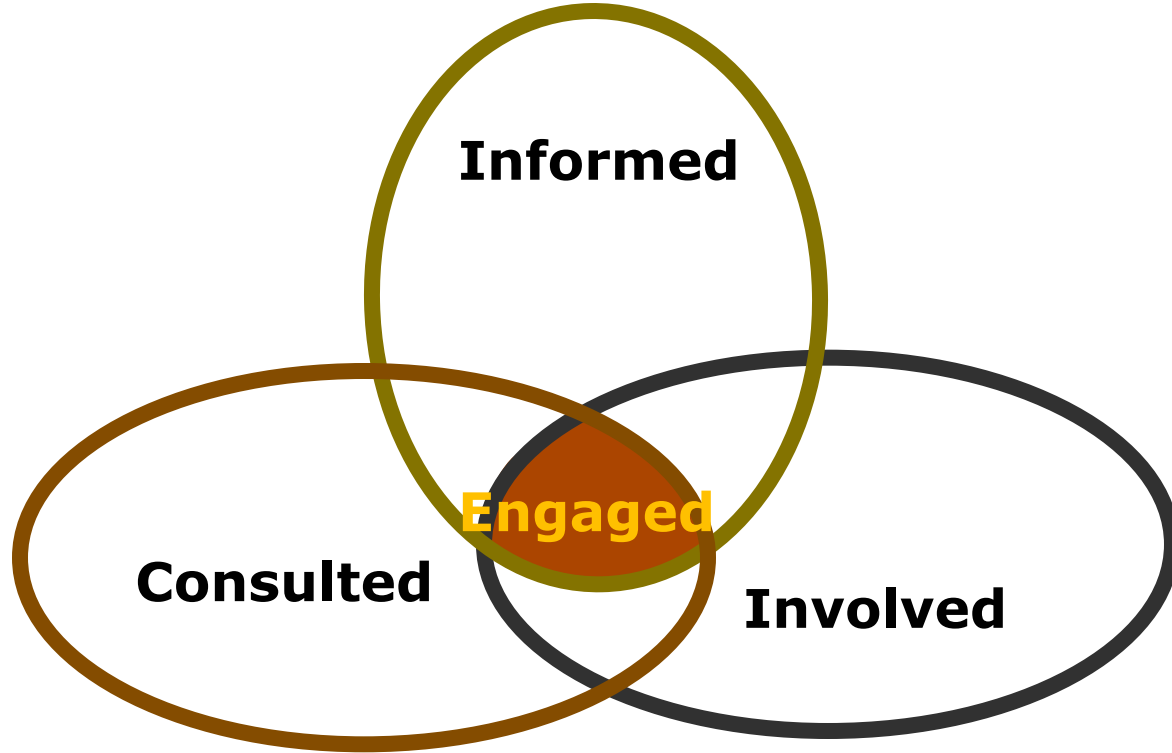
5<sup>th</sup>: Social participation

6<sup>th</sup>: Communication and information

7<sup>th</sup>: Respect and social inclusion

8<sup>th</sup>: Civic participation and employment

# Why People Commit



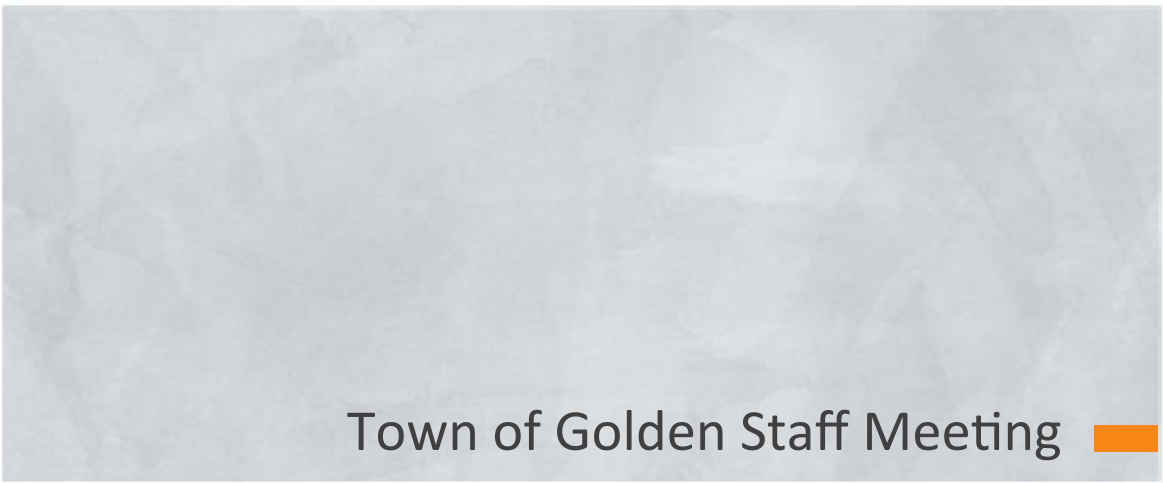




# Today's Activities



Ask questions as they form. 





Town of Golden Staff Meeting 

Implementing an

# Age Friendly Community Plan

