



AGE-FRIENDLY COMMUNITY ACTION PLAN

2016

Pitt Meadows

Seniors Engaged, Energized, and Collaborative:
Community Dialogue and Action Planning



Provincial funding administered by Union of BC Municipalities

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1. Spaces & Buildings

Does the natural and built environment help older persons get around easily and safely in the community and encourage active community participation?

Goal 1: Improve green spaces and walkways				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To provide safe and accessible outdoor spaces, offering seniors and all populations a common place to socialize, interact and exercise. 	<ul style="list-style-type: none"> That this demographic enjoys outdoor spaces; however feel there is opportunity to improve accessibility. 		<ul style="list-style-type: none"> Record yearly, the number of new accessible features added within the community. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
Increase bench seating (with arm rests) in urban park areas: <ul style="list-style-type: none"> Hoffman Park; Other as identified. 	High	Incorporated within existing project budgets.	Considered within all new and retrofit projects.	<ul style="list-style-type: none"> City of Pitt Meadows Operations and Development Services Recreation Function
Increase bench seating (with arm rests) along specific seniors' walking routes within the core community: <ul style="list-style-type: none"> Harris Road (between Lougheed Hwy. and Civic Centre); Others as identified. 	Medium	Incorporated within existing project budgets.	Considered within all new and retrofit projects.	<ul style="list-style-type: none"> City of Pitt Meadows Operations and Development Services

Goal 2: Improve road and pedestrian safety				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To provide opportunities for this demographic to communicate with community officials regarding specific built environment access issues. To provide opportunities for this demographic to share feedback regarding road and pedestrian safety. 	<ul style="list-style-type: none"> That this demographic enjoys local shopping and walking opportunities; however, find the build environment to be inaccessible and unsafe. 		<ul style="list-style-type: none"> Record number of recommendations implemented from annual forum with city staff and stakeholders. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
Provide an opportunity for senior populations, city staff (engineering, parks, planning) and like organizations to walk the community looking specifically at: <ul style="list-style-type: none"> Sidewalk safety (cracks, roots, vegetation growth); Street crossing safety; Lighting; Sidewalk surfacing; Curb letdowns. 	High	Not applicable	2016 – Q3	<ul style="list-style-type: none"> Seniors Network City of Pitt Meadows <ul style="list-style-type: none"> Operations and Development Services Recreation Function Seniors Society
Look at feasibility of lowering speed limits within the core area of the City: <ul style="list-style-type: none"> Lower speed limit between Hoffman Park and Civic Centre. 	<i>*Road design is considered in all new and retrofit projects.</i> <i>**This issue has been explored and is not recommended based on 'best practices' within traffic engineering (studies); however reducing driving speeds is achievable through changes in road formation.</i> <i>***Operations and Development Services – will explore opportunities to extend park zone speed limit within the identified area.</i>			<ul style="list-style-type: none"> City of Pitt Meadows <ul style="list-style-type: none"> Operations and Development Services
Review Crosswalk systems: <ul style="list-style-type: none"> Evaluate the time duration for automated crosswalks, Evaluate the volume of the 	Medium	Not applicable at this time	<ul style="list-style-type: none"> Considered within all new and retrofit projects. 	<ul style="list-style-type: none"> City of Pitt Meadows <ul style="list-style-type: none"> Operations and Development Services

<p>automated cross walk systems,</p> <ul style="list-style-type: none"> • Multi lane cross walk safety (amber flashing cross walk control, street parking sight line). 			<ul style="list-style-type: none"> • Locations to be determined via walkability study. <p>*Upgraded crossing @ Hammond Rd by Albert (completed 2015)</p> <p>**Upgraded crossing @ Harris Road by Westcoast Express station (completed 2015)</p> <p>Locations to be</p>	<ul style="list-style-type: none"> • Active Transportation Committee (Committee of Council)
<p>Public education on:</p> <ul style="list-style-type: none"> • Cross walk safety • Walk/hand signals • Scooter Safety (Maneuvering tips and Right of way standards) • Driver/walker right of ways at intersections. 	<p>Medium</p>	<p>N/A</p>	<p>2016 - Q2</p> <p>*Pitt Meadows Senior Centre will be offering this type of training in May 2016.</p>	<ul style="list-style-type: none"> • Ridge Meadows RCMP • ICBC • Seniors Network • City of Pitt Meadows <ul style="list-style-type: none"> • Operations and Development Services

Goal 3: Improve cycling opportunities				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To provide opportunities for this demographic to use alternative forms of transportation. To provide this demographic with the necessary resources and equipment to participate in alternative forms of transportation. 	<ul style="list-style-type: none"> That this demographic is active and explores alternative modes of transportation, including cycling options. 		<ul style="list-style-type: none"> Record yearly, the number of existing and new multi use paths. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
Promote age-friendly cycling: <ul style="list-style-type: none"> Adult trikes, wheelchairs with hand-cycle attachments, etc. 	Medium	Not yet identified *will explore grant funding opportunities.	Not yet identified.	<ul style="list-style-type: none"> Cycling Community (HUB) Senior Society Senior Network
Develop and encourage more cycling specific routes with separation from high traffic areas.	Low	Not applicable at this time.	As Identified in the Active Transportation Plan. <i>*Hammond @ Albert - multiuse crossing upgrades completed 2015</i> <i>**Park and Summerset Multiuse path (2015/2016)</i>	<ul style="list-style-type: none"> City of Pitt Meadows Active Transportation Committee Operations and Development Services Recreation Function Cycling Community (Hub)

Goal 4: Expand outdoor recreation for seniors				
<u>Objective</u>	<u>Assumptions/Constraints</u>		<u>Performance Measure/Target</u>	
<ul style="list-style-type: none"> To provide community based active and social outdoor recreational opportunities, specifically targeting older adults. 	<ul style="list-style-type: none"> That this demographic enjoys participating in outdoor social and active based recreational opportunities. 		<ul style="list-style-type: none"> Create an inventory of ongoing accessible outdoor recreational opportunities. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
<u>Actions</u>	<u>Priority</u>	<u>Budget</u>	<u>Timing</u>	<u>Key Organizations</u>
Develop, implement and evaluate park based services and programming: <ul style="list-style-type: none"> Expand walking groups; Create park based Pickle Ball Courts; Design and install senior friendly park signage, including trail signage; Registered Programming opportunities for outdoor Pickle Ball. 				
	High	2016 Maple Ridge/ Pitt Meadows Community Services – Grant funding *confirmed*	2016	<ul style="list-style-type: none"> City of Pitt Meadows Recreation Function Seniors Society Maple Ridge and Pitt Meadows Community Services
	High	2016 capital budget	2016 business plan – Q2	<ul style="list-style-type: none"> City of Pitt Meadows Recreation Function
	High	Long Term Capital Budget	To be considered within new park development	<ul style="list-style-type: none"> City of Pitt Meadows Recreation Function
High	Not yet identified	To be considered – future business planning 2017/18	<ul style="list-style-type: none"> City of Pitt Meadows Recreation Function 	

Goal 5: Improve accessibility of public buildings				
Objective	Assumptions/Constraints		Performance Measure/Target	
To make it easier, safer and more comfortable for older adults to access public buildings	<ul style="list-style-type: none"> • That this demographic enjoys shopping locally and look for store owners who provide exceptional and accessible services. • That this demographic relies on appropriate and accessible signage and wayfinding. • That snow removal is important and necessary. • That this demographic relies on access to public and accessible washrooms within shopping areas and the community. 		<ul style="list-style-type: none"> • Record yearly, the number of stakeholder complaints that are resolved, pertaining to inaccessible public buildings and/or bylaw violations. • Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
Develop/distribute material for local businesses highlighting the importance of: <ul style="list-style-type: none"> • Accessible entrances; • Accessible products and services (shelving, width of isles etc.); • Accessible and available washrooms for public use. 	High	Not yet identified.	Not yet identified.	<ul style="list-style-type: none"> • Seniors Network • Senior Society • City of Pitt Meadows <ul style="list-style-type: none"> • Operations and Development Services • Recreation Function
Provide education to residents and business owners regarding the City snow removal bylaw and enforce violators.	Medium	Not Applicable	Ongoing	<ul style="list-style-type: none"> • City Pitt Meadows <ul style="list-style-type: none"> • Communication Department • By-law Department • Recreation Function
Develop a signage and wayfinding policy for all City streets and buildings that is age-friendly and accessible: <ul style="list-style-type: none"> • Improve visibility of wayfinding 	Medium	Currently some funding available.	Prioritization and review process is under way.	<ul style="list-style-type: none"> • City Pitt Meadows <ul style="list-style-type: none"> • Operations and Development Services

<p>signage (font sizing, style, etc.);</p> <ul style="list-style-type: none"> • Improve visual cues within signage (multilingual and dementia friendly); • Develop consistency within signage and wayfinding. 				
<p>Provide access to public drinking fountains and water sources within the core of the community, urban parks and open spaces.</p>	<p>Low</p>	<p>Not yet Identified</p>	<p>For future consideration (2017 business planning)</p>	<ul style="list-style-type: none"> • City Pitt Meadows • Operations and Development Services • Recreation Function

2. Transportation

Can older persons travel wherever they want to go in the community, conveniently and safely?

Goal 1: Improve regional transportation services for local seniors				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To advocate that this demographics' transportation needs are met by regional services. To advocate safe and reliable local and regional transportation services. To ensure representation for this demographic at the regional Coast Mountain Bus Company transportation board. 	<ul style="list-style-type: none"> That public transportation is an important and vital service and needs to be more reliable and accessible to all users. 		<ul style="list-style-type: none"> Will record the number of years the municipality has representation on the identified action committees. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
Appoint representation from this demographic to one or more of the following council tables to represent senior transportation needs and issues: <ul style="list-style-type: none"> Municipal Advisory Committee on Accessibility Issues; Active Transportation Committee. 	High	Not Applicable	2016 – Q3	<ul style="list-style-type: none"> City Pitt Meadows Operations and Development Services Recreation Function Senior Network Senior Society
Appoint representation from this demographic to the existing Translink and/or Coast Mountain Bus Company User Committee.	High	Not Applicable	2016 – Q1 *Completed	Senior Network
Advocate to Translink to ensure: <ul style="list-style-type: none"> Adequate and appropriate bus connections, specific to age-friendly travel destinations (medical 	Medium	Not Applicable	On going	<ul style="list-style-type: none"> City Pitt Meadows Operations and Development Services

<p>appointments/ hospital visits etc.);</p> <ul style="list-style-type: none"> • Service is reliable and frequent to meet the needs of age- friendly demands (afterhours access to metropolitan areas for medical appointments); • Adequate weekend and evening service; • Ensure all bus stops are accessible and provide shelter and adequate seating and washrooms; • Bus schedules are easily accessible either in print format or electronically and provides adequate details. 				<ul style="list-style-type: none"> • Recreation Function • Senior Network • Senior Society
<p>Advocate to HandyDART to:</p> <ul style="list-style-type: none"> • Improve advance booking system (one time appointments); • Provide reliable and adequate service for specialist appointments that fall within and outside regular scheduled time frames and service locations (Pitt Meadows/ Maple Ridge to Mission/ Abbotsford area); • Decrease denial rate; • Improve security of transfer points, specifically in rural areas. 	Medium	Not Applicable	On going	<ul style="list-style-type: none"> • City Pitt Meadows Council • Recreation Function • Senior Network • Senior Society

Goal 2: Improve taxi service for seniors				
Objective	Assumptions/Constraints		Performance Measure/Target	
To advocate for safe, accessible and adequate alternative transportation services are available within community.	That alternative mode of transportation which are accessible and reliable are an important and vital service.		<ul style="list-style-type: none"> Will design and implement one educational session per year targeting staff of alternative modes of transportation. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
Develop/deliver educational material to local alternative transportation companies regarding: <ul style="list-style-type: none"> Supporting older adults; Accessibility and affordability of services; Needs and considerations when supporting this demographic; Demen Safety. 	High	Minimal Costs – look for sponsorship opportunities	2016 – Q3	Seniors Network

Goal 3: Improve parking and accessibility				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To increase safe, accessible and adequate parking within the city. To increase safe, adequate and standardized drop off zones. 	<ul style="list-style-type: none"> That this demographic relies heavily on personal and private modes of transportation and need accessible parking options. 		<ul style="list-style-type: none"> Record additional accessible parking and drop off zones as opportunities arise. Record the number of resolved municipal complaints pertaining to accessible parking. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
Review accessible parking design with city engineering, specifically: <ul style="list-style-type: none"> Proximity to buildings; Width of parking stalls; Time limits. 	Medium	Not yet identified	For future consideration – business planning 2017	<ul style="list-style-type: none"> City of Pitt Meadows Operation and Development Services Municipal Advisory Committee on Accessibility Issues Ridge Meadows Senior Society
Create more: <ul style="list-style-type: none"> Drop off zones in front of public buildings. 	Medium	Not yet identified	For future consideration – business planning 2017	<ul style="list-style-type: none"> City of Pitt Meadows Operation and Development Services Municipal Advisory Committee on Accessibility Issues Senior Society
Establish an inventory of: <ul style="list-style-type: none"> Current accessible parking within the core town; Need for additional accessible parking. 	Medium	Not yet identified	For future consideration – business planning 2017	<ul style="list-style-type: none"> City of Pitt Meadows Operations and Development Services Bylaws Department

Goal 4: Provide ridership education				
Objective	Assumptions/Constraints		Performance Measure/Target	
To provide this demographic with safe and accessible public transportation options.	That this demographic wants the freedom to use public transportation but may need education as to the service and how to access accessible features.		<ul style="list-style-type: none"> Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
Provide local ridership education, specific to age-friendly access to public transit: <ul style="list-style-type: none"> • Scooter, wheelchair and walker access; • Compass Card (payment format); • Taxi Saver Program; • Etc. 	High	Not applicable	2016 – Q3	<ul style="list-style-type: none"> • City of Pitt Meadows • Recreation Function • Coast Mountain Bus Company • Senior Society • Senior Network

3. Housing

Do older persons have housing that is safe and affordable and which allows them to stay independent as their needs change?

Goal 1: For local seniors to be involved in assessing and planning for new housing development				
<u>Objective</u>	<u>Assumptions/Constraints</u>		<u>Performance Measure/Target</u>	
To work towards securing and supporting options for accessible, affordable and independent senior living.	That affordable and accessible housing for all populations is in high demand and needs to be addressed at all levels of the government.		<ul style="list-style-type: none"> Record the number of implemented action items as outlined in the Pitt Meadows Housing Action Plan. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
<u>Actions</u>	<u>Priority</u>	<u>Budget</u>	<u>Timing</u>	<u>Lead Agency</u>
Form a Seniors Housing Coalition to: <ul style="list-style-type: none"> represent the needs of local seniors; conduct a needs assessment; develop strategic partnerships to encourage the development of new, affordable, rental accommodation for older adults. 	High	Not Applicable	For future consideration – business planning 2017	<ul style="list-style-type: none"> Seniors Network Senior Society City of Pitt Meadows <ul style="list-style-type: none"> Recreation Function
Advocate to the provincial government to increase the local stock of affordable rental housing for the seniors' population.	High	Not applicable	Ongoing	<ul style="list-style-type: none"> Seniors Network Senior Society City of Pitt Meadows <ul style="list-style-type: none"> Recreation Function
Advocate to the provincial government to reinstate subsidies to cooperative housing organization (this topic was discussed and voted on at the 2015 UBCM).	High	NA	Completed 2015 Q3	<ul style="list-style-type: none"> City of Pitt Meadows <ul style="list-style-type: none"> Recreation Function

Goal 2: For Mayor and Council to take a lead role in encouraging seniors housing development

<u>Objective</u>	<u>Assumptions/Constraints</u>		<u>Performance Measure/Target</u>	
<ul style="list-style-type: none"> To work towards improving the stock of affordable and accessible rental housing for this demographic within Pitt Meadows. To ensure that the local accessible building standard exceeds the current BC accessible building standards. 	<ul style="list-style-type: none"> That affordable and accessible housing for all populations is in high demand and needs to be addressed and endorsed within local government. That the City of Pitt Meadows needs to work with developers, encouraging accessible and affordable housing options within multi unit developments. 		<ul style="list-style-type: none"> Record the number of implemented action items as outlined in the Pitt Meadows Housing Action Plan. Record the number of new developments that focus on/or commit to building accessible and affordable rental housing. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
<u>Actions</u>	<u>Priority</u>	<u>Budget</u>	<u>Timing</u>	<u>Lead Agency</u>
Establish a time frame for implementation of the Housing Action Plan as it relates to the seniors' population.	High	Not Applicable	2017 – business planning and revisiting the Housing Action Plan	<ul style="list-style-type: none"> City of Pitt Meadows Operations and Development Services
Encourage the development of affordable housing by waiving development cost charges, applying inclusionary zoning and density bonuses and other methods.	High	Not yet identified	For future consideration – business planning 2017/2018	City of Pitt Meadows – Planning Department

Goal 3: For the community to support seniors aging in place in a healthy and inclusive way

<u>Objective</u>	<u>Assumptions/Constraints</u>		<u>Performance Measure/Target</u>	
<u>Actions</u>	<u>Priority</u>	<u>Budget</u>	<u>Timing</u>	<u>Lead Agency</u>
<ul style="list-style-type: none"> To ensure that this demographic is supported and safe within their homes. To ensure that this demographic has access to necessary supports and services in order to age in place. To provide this demographic with accessible and up-to-date housing referral options, including support with the application process. 	<ul style="list-style-type: none"> That this demographic would prefer to age in place; however need financial and physical assistance with property up keep. That this demographic relies on peer supports and community programs to ensure they do not become isolated and/or shut-in. 		<ul style="list-style-type: none"> Record the number of peer relationship matches made. Record the number of individuals waiting for peer relationship matches. Record the number of seniors accessing the referral service. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Educate administration of housing complexes and rental units on the importance of developing a pet-friendly policy, allowing seniors to age in place with their pets.	High	Not yet identified – explore grant funding opportunities	For future consideration – business planning 2017/18	<ul style="list-style-type: none"> Senior Society Senior Network City of Pitt Meadows <ul style="list-style-type: none"> Recreation Function
Support the creation of a Seniors Outreach Worker position to assist vulnerable seniors with finding and maintaining suitable housing.	Medium	Not yet identified – explore grant funding opportunities	For future consideration – business planning 2017/18	<ul style="list-style-type: none"> Senior Society Senior Network City of Pitt Meadows <ul style="list-style-type: none"> Recreation Function
Support building managers of seniors’ residential complexes by connecting them to community supports and health care.	Medium	Not yet identified – explore grant funding opportunities	For future consideration – business planning 2017/18	<ul style="list-style-type: none"> Senior Society Senior Network Fraser Health
Develop a program for peer relationships – senior visiting seniors (prevent isolation).	Medium	Not yet identified – explore grant funding opportunities	For future consideration – business planning 2017/18	<ul style="list-style-type: none"> Senior Society Senior Network City of Pitt Meadows <ul style="list-style-type: none"> Recreation

				Function
Develop a senior Neighbourhood Watch program.	Low	Not yet identified – explore grant funding opportunities	For future consideration – business planning 2017/18	<ul style="list-style-type: none"> • Senior Society • Senior Network • Ridge Meadows RCMP • City of Pitt Meadows <ul style="list-style-type: none"> • Recreation Function

4. Respect & Inclusion

Are public services, media, commercial services, faith communities and civic society respectful of the diversity of needs among seniors and willing to accommodate seniors in all aspects of society?

Goal 1: Increase opportunities for connection between generations				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To ensure that this demographic is supported and welcomed within local businesses and shopping districts. To ensure that this demographic has access to accessible and safe local shopping To ensure that this demographic is treated with respect and dignity when shopping locally. 	<p>That this demographic has life experiences and skills to offer a community and are looking for opportunities to share their knowledge and experiences with other populations.</p>		<ul style="list-style-type: none"> Record the number of businesses participating in the AFI business accreditation program. Record the number of businesses nominated and/or receiving AFI award recognition. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
Build an intergenerational garden, partnering with a local elementary school and the local seniors centre.	Medium	Capital Funding	2016/17	<ul style="list-style-type: none"> City of Pitt Meadows Recreation Function Senior Society
<p>Provide opportunities for local seniors to engage with youth and children through intergenerational learning opportunities (tapping into the knowledge of seniors and sharing experiences):</p> <ul style="list-style-type: none"> School reading buddies; School art buddies; Community festivals and events. 	Low	Not yet identified	<p>School Buddy program – Q2</p> <p>*other programs for future consideration – business planning 2017/18</p>	<ul style="list-style-type: none"> City of Pitt Meadows Recreation Function School District 42 Seniors Society Seniors Network

Goal 2: Improve continuing education opportunities				
<p>Objective</p> <p>To ensure access and opportunities for affordable continuing education.</p>	<p>Assumptions/Constraints</p> <p>That this demographics values learning opportunities through continuing education opportunities.</p>		<p>Performance Measure/Target</p> <ul style="list-style-type: none"> Record the number of free and/or low cost educational opportunities. Record the number of seniors registering in free and/or low cost educational opportunities. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
<p>Develop age-friendly, low or no cost learning opportunities with local post-secondary institutions:</p> <ul style="list-style-type: none"> Elder College. 	Medium	Not yet Identified	For future consideration – business planning	<ul style="list-style-type: none"> Senior Society CEED Centre School District 42 Post Secondary Intuitions
<p>Develop and promote a program for peer relationship – seniors visiting seniors (to combat isolation and improve security).</p>	Low	Not yet identified	For future consideration – business planning	<ul style="list-style-type: none"> Maple Ridge and Pitt Meadows Community Services Seniors Society

Goal 3: Improve accessibility and inclusiveness of local businesses and services

<p>Objective</p> <ul style="list-style-type: none"> • To ensure that this demographic is supported and welcome within local businesses and shopping districts. • To ensure that this demographic has access to accessible and safe local shopping. • To ensure that this demographic is treated with respect and dignity when shopping locally. 	<p>Assumptions/Constraints</p> <p>That this demographic contributes to community and need to feel welcomed and valued.</p>		<p>Performance Measure/Target</p> <ul style="list-style-type: none"> • Record the number of businesses participating in the AFI business accreditation program. • Record the number of businesses nominated and/or receiving AFI award recognition. • Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
<p>Actions</p>	<p>Priority</p>	<p>Budget</p>	<p>Timing</p>	<p>Lead Agency</p>
<p>Create an age-friendly business recognition award and age-friendly business accreditation process.</p>	<p>Low</p>	<p>Not yet identified</p>	<p>For future consideration – business planning</p>	<ul style="list-style-type: none"> • Ridge Meadows Chamber of Commerce • Seniors Society

Goal 4: Increase older adult use of recreation facilities and programs				
<p>Objective To ensure access to meaningful and affordable facility based recreational programming.</p>	<p>Assumptions/Constraints That this demographic is looking for opportunities to participate in social and active recreational opportunities.</p>		<p>Performance Measure/Target</p> <ul style="list-style-type: none"> Record the number of seniors who apply for and receive financial subsidy through the local Parks and Recreation department. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
<p>Actions</p>	<p>Priority</p>	<p>Budget</p>	<p>Timing</p>	<p>Lead Agency</p>
<p>Promote the availability of subsidized recreation fees for low-income seniors.</p>	<p>High</p>	<p>Not Applicable</p>	<p>2016 - Q4</p>	<ul style="list-style-type: none"> City of Pitt Meadows Recreation Function Senior Society

5. Social Participation

Do seniors have opportunities for developing and maintaining meaningful social networks in their neighbourhoods?

Are the needs and preferences of seniors considered in planning by a diverse range of agencies and institutions?

Goal 1: Improve accessibility of community events and festivals				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To ensure that all community events are inclusive. To ensure that all community events provide accessible and adequate service. 	That this demographic enjoys participating in inclusive and accessible community events and festivals.		<ul style="list-style-type: none"> Record the number of community events targeting this demographic. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
Develop and deliver educational material regarding age-friendly community events: <ul style="list-style-type: none"> Ensure adequate and accessible washroom facilities; Ensure adequate and accessible event seating; Ensure adequate and accessible event transportation and walkways, including the impact of road closures. 	Medium	Not applicable	For future consideration – business planning 2017/18	<ul style="list-style-type: none"> City of Pitt Meadows Recreation Function Communication’s Department

Goal 2: Expand recreation opportunities for seniors

<p>Objective</p> <ul style="list-style-type: none"> • To create opportunities for this demographic to participate in affordable and accessible recreational programming. • To create additional recreational programming and opportunities from this demographic. 	<p>Assumptions/Constraints</p> <p>That this demographic enjoys social and recreational opportunities; however may have financial constraints that limit their ability to participate.</p>		<p>Performance Measure/Target</p> <ul style="list-style-type: none"> • Record the number of affordable and accessible recreational programming offered through the Ridge Meadows Senior Society. • Record the number of participants partaking in programs and services offered through the Ridge Meadows Senior Society. • Record the number of affordable and accessible recreational programming opportunities offered through the municipal parks and leisure services. • Record the number of participants partaking in programs and services offered through municipal parks and leisure programs. • Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
<p>Actions</p>	<p>Priority</p>	<p>Budget</p>	<p>Timing</p>	<p>Lead Agency</p>
<p>Explore opportunities to ensure affordable recreational activities for seniors with lower income.</p>	<p>High</p>	<p>Not yet identified</p>	<p>For future consideration – business planning 2017/18</p>	<ul style="list-style-type: none"> • City of Pitt Meadows • Recreation Function • Senior Society
<p>Evaluate public programming to identify any service gaps and ensure the leisure and recreational needs of all seniors are met (including young seniors 55+ and vulnerable seniors).</p> <ul style="list-style-type: none"> • Physical, social, mental and emotional wellbeing; • Outreach to senior populations 	<p>Medium</p>	<p>Not yet identified</p>	<p>For future consideration – business planning 2017/18</p>	<ul style="list-style-type: none"> • City of Pitt Meadows • Recreation Function • Senior Society

<ul style="list-style-type: none"> • Senior specific programming; • Senior specific inclusion marketing. 				
<p>Develop and deliver educational material pertaining to the importance of:</p> <ul style="list-style-type: none"> • Age-Friendly Program planning; • Program implementation; • Specific needs of programming and implementing for this demographic. 	Medium	Not yet identified	For future consideration – business planning 2017/18	<ul style="list-style-type: none"> • City of Pitt Meadows • Recreation Function • Senior Society

Goal 3: Encourage businesses that provide social opportunities for seniors

<p>Objective</p> <ul style="list-style-type: none"> To support the private sector who focus on providing social opportunities for seniors. 	<p>Assumptions/Constraints</p> <p>That this demographic enjoys socialization and can benefit from pet therapy.</p>		<p>Performance Measure/Target</p> <p>Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates.</p>	
<p>Actions</p>	<p>Priority</p>	<p>Budget</p>	<p>Timing</p>	<p>Lead Agency</p>
<ul style="list-style-type: none"> Work with a local business to establish and operate a “cat café” (cats roam inside with customers). 	<p>Low</p>	<p>Not yet identified</p>	<p>For future consideration</p>	<p>Ridge Meadows Chamber of Commerce</p>

6. Communications & Information

Are seniors aware of the diverse range of programs and services available within their community?

Is information readily available, appropriately designed and delivered to meet the needs of seniors?

Goal 1: Improve communication of information to seniors				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To ensure that there are a variety of communication tools. To ensure that communication tools are readily accessible and available. To ensure that communication is widely distributed to all individuals. 	That this demographic is interested in being informed about community resources, events and happenings; however are limited in their ability to access information due to technology advancements and transportation constraints.		<ul style="list-style-type: none"> Record the number of publications/communications specifically targeting this demographic. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
Develop a mapping system that will highlight all services/opportunities within the community (including but not limited to): <ul style="list-style-type: none"> Places of worship; Health services providers; Shopping centres/grocery stores; Parks and recreational opportunities; Seniors centres. 	High	Not yet identified	For future consideration – business planning 2017/18	<ul style="list-style-type: none"> City of Pitt Meadows Communications Department Development/ GIS Services
Distribute communication via multiple media: <ul style="list-style-type: none"> Print; Internet/electronic material; Distribution centres; Information distribution systems to reach isolated populations; Phone tree. 	Medium	Not yet identified	For future consideration	<ul style="list-style-type: none"> City of Pitt Meadows Communications department Recreation Function Senior Society

<p>Explore opportunities to offer a local resource and referral information line (live and/or answering service with call back):</p> <ul style="list-style-type: none"> • Local government agencies and services; • Local housing; • Local social and special events information. 	Medium	Not yet identified	For future consideration	<ul style="list-style-type: none"> • City of Pitt Meadows • Communications Department • Recreation Function • Senior Society
<p>Improve distribution of print material and promotion of:</p> <ul style="list-style-type: none"> • Meals on Wheels; • Library outreach program (home delivery); • Information sheets/resources available at high visited locations (doctors' offices/pharmacists, etc.). 	Medium	Not yet identified	For future consideration	<ul style="list-style-type: none"> • Senior Society • Seniors Network
<p>Explore opportunities to ensure that all relevant age-friendly information is available in print format:</p> <ul style="list-style-type: none"> • Larger font size; • Contrasting colour schemes. 	Medium	Not yet identified	For future consideration	<ul style="list-style-type: none"> • City of Pitt Meadows • Communications Department • Recreation Function • Seniors Society
<p>Evaluate the need for FM equipped public meeting rooms to ensure individuals with hearing devices can actively participate in discussions.</p>	Medium	Not yet identified	For future consideration	<ul style="list-style-type: none"> • City of Pitt Meadows • Communications Department • Information and Technology Department
<p>Review the information included within any preferred newsletter (i.e. Grapevine):</p> <ul style="list-style-type: none"> • Use of plain language; • Ease of information access; • Relevance of information; 	Low	Not yet identified	For future consideration	<ul style="list-style-type: none"> • Senior Society • Seniors Network

<ul style="list-style-type: none"> • Number of yearly publications. 				
<p>Work with communication media to educate regarding simplicity of language:</p> <ul style="list-style-type: none"> • Using plain language; • Use of pictures and symbols. 	Low	Not yet identified	For future consideration	<ul style="list-style-type: none"> • City of Pitt Meadows • Communications Department
<p>Advocate for City websites being user-friendly and accessible to all abilities.</p>	Low	Not yet identified	For future consideration	<ul style="list-style-type: none"> • City of Pitt Meadows • Communications Department

7. Civic Participation & Employment

Do older persons have opportunities to participate in community decision-making?

Do older persons have opportunities to contribute their experience and skills to the community in paid or unpaid work?

Goal 1: Improve employment and volunteer opportunities for seniors				
Objective <ul style="list-style-type: none"> To ensure that this demographic has access to meaningful volunteer opportunities. To ensure that this demographic has access to meaningful employment opportunities 		Assumptions/Constraints <ul style="list-style-type: none"> That this demographic enjoys volunteerism and would like the opportunity to support their community further, however face a number of constraints, including expenses, transportation issues and accommodation needs. That this demographic would like the opportunity to work part time; however face a number of constraints, including transportation issues, technology issues and the need for potential workplace accommodations. 		Performance Measure/Target <ul style="list-style-type: none"> Record the number of seniors involved in community based volunteering (RMSS/ PL&S/ Community Volunteer hub etc.). Record the number of volunteer hours contributed by this population to community (RMSS/ PL&S/ Community Volunteer hub etc.). Record the number of seniors accessing Work BC employment opportunities. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates.
Actions	Priority	Budget	Timing	Lead Agency
Local government to advocate for the provision of incentives for senior to volunteer: <ul style="list-style-type: none"> Tax receipts; Cash savers for transportation costs (fuel reimbursement, taxi savers, bus fare, etc.). 	High	Not yet identified	For future consideration – business planning 2018/19	<ul style="list-style-type: none"> City of Pitt Meadows Recreation Function Seniors Society
Promote volunteer roles that will fit the needs of the isolated and/or not social engaged older adults within the community: <ul style="list-style-type: none"> Volunteers with cognitive 	Medium	Not yet identified	For future consideration – business planning 2018/19	<ul style="list-style-type: none"> City of Pitt Meadows Recreation Function Seniors Society

impairments; • Vulnerable seniors.				
Look to service providers/agencies to host an employment and volunteer fair specific to the seniors population.	Medium	Not yet identified	For future consideration	Pitt Meadows/ Maple Ridge Community Network
Offer employment information sessions targeting those 55+.	Medium	Not yet identified	For future consideration	WorkBC
Promote the creation of age appropriate employment opportunities.	Medium	Not yet identified	For future consideration	WorkBC
Develop and promote employment opportunities for older adults.	Medium	Not yet identified	For future consideration	WorkBC

8. Community Support & Health Services

Do older persons have access to social and health services they need to stay healthy and independent?

Goal 1: Improve accessibility of health services				
Objective	Assumptions/Constraints		Performance Measure/Target	
To ensure access to reliable, affordable and timely health services.	That health services are largely un-affordable, unreliable and inaccessible.		<ul style="list-style-type: none"> Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
See Transportation – ensure adequate availability of transportation to specialist appointments within and outside of the community.	High	See Section Transportation, Goal 1.	See Section Transportation, Goal 1.	Seniors Network
Build an open seniors clinic with multiple services available in one location: <ul style="list-style-type: none"> MD; Pharmacists; Home care; Social work; Physiotherapy; Occupational therapy; Mental health (information and assessments); Day programs; Dental services. 	Medium			Fraser Health will engage with internal FH specialized staff and groups (eg. Older adult clinical network team) who support senior’s work to discuss various initiatives existing and engage in discussion.
Explore alternatives to pay parking for seniors and/or all users of the medical services.	Low			Fraser Health City of Pitt Meadows

Goal 2: Expand and strengthen community health supports available to seniors

Objective To ensure seniors have access to a variety of health based programs and services.	Assumptions/Constraints That programs and services specifically related to health services are largely un-affordable and accessible.		Performance Measure/Target <ul style="list-style-type: none"> • Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
Hire a 'Seniors Outreach Worker' to assist seniors with: <ul style="list-style-type: none"> • System navigation; • Hospital discharge planning and follow-through Isolation intervention including light to moderate shopping and housework etc. 	High	Not yet identified – Grant funding dependent.	For future consideration – business planning 2016/17	<ul style="list-style-type: none"> • Maple Ridge/Pitt Meadows Community Services • Fraser Health
Offer adult respite services: <ul style="list-style-type: none"> • Increase in adult day programming options; • Increase respite hours available to older adults who continue to live independently (aging in place). 	Medium			Fraser Health will engage internal FH specialized staff and groups (eg. Older adult clinical network team) who support senior's work to discuss various initiatives existing and engage in discussion re partnership.
Explore funding opportunities to create and support a 'Dementia-Friendly Communities Project'.	Medium	Not yet identified – Grant funding dependent.	For future consideration – business planning 2017/18	Seniors Network

Goal 3: Improve community supports for seniors' dental care				
<p>Objective</p> <p>To ensure that this demographic has access to adequate and affordable dental care.</p>	<p>Assumptions/Constraints</p> <p>That local dental service is largely un-affordable and/or accessible.</p>		<p>Performance Measure/Target</p> <ul style="list-style-type: none"> Record the number of low cost dental clinic opportunities. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
<p>Actions</p>	<p>Priority</p>	<p>Budget</p>	<p>Timing</p>	<p>Lead Agency</p>
<p>Advocate for affordable dental services for low-income seniors:</p> <ul style="list-style-type: none"> Reinstate Community Dental Day – once a year event where low-income residents can receive a free dental check-up and cleaning; Advocate for the creation of a local, low-cost dental clinic. 	<p>High</p>	<p>Not yet identified – grant funding dependent.</p>	<p>For future consideration – business planning 2016/17</p>	<ul style="list-style-type: none"> Seniors Network BC Dental Association

9. Emergency Preparedness

In the event of an emergency or natural disaster are adequate plans and procedures in place to care for our older adults? – (This category was developed by the local Age-friendly Advisory Committee to respond to local concerns).

Goal 1: Improve community emergency preparedness				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To ensure that this demographic is included in all emergency planning initiatives. To ensure that this demographic has the necessary tools to plan in the event of an emergency. 	<ul style="list-style-type: none"> That this demographic is un-aware of programs and services that can aid in the event of a catastrophic and/or natural emergency. That Emergency Preparedness programs and services are unaware of the specialized needs of this demographics. 		<ul style="list-style-type: none"> Record the number of participants attending an emergency planning session. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Lead Agency
Offer education to vulnerable populations regarding importance of emergency preparedness: <ul style="list-style-type: none"> Notification of fire hall regarding physical evacuation needs; 72 hours self-sufficient preparedness; Education regarding earthquake and fire preparedness; Pet preparedness. 	Medium	Not yet identified	For future consideration – business planning 2017	<ul style="list-style-type: none"> City of Pitt Meadows <ul style="list-style-type: none"> Emergency Social Services Emergency Preparedness Fire Services Recreation Function Seniors Society Senior Network
Establish a seniors’ emergency preparedness protocol including: <ul style="list-style-type: none"> Mapping location of vulnerable residents; Develop evacuation procedures Sheltering protocol; Meeting medical needs . 	Low	Not yet identified	For future consideration – business planning 2017/18	<ul style="list-style-type: none"> Maple Ridge-Pitt Meadows Community Services – Volunteer Services City of Pitt Meadows <ul style="list-style-type: none"> Emergency Social Services

				<ul style="list-style-type: none">• Emergency Preparedness• Fire Services• Recreation Function• Seniors Society• Seniors Network
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Next Steps

Engage Lead Agencies

Many local service agencies and organizations participated in the Age-friendly Communities Initiative. Their participation has been integral to the depth and breadth of recommendations that have been generated by the project. Going forward the participation of these organizations will be essential to the success of implementing solutions and moving forward as age-friendly communities.

Conduct Annual Action Planning

Annual Action Planning will ensure that the Age-friendly Action Plan continues to be a living process and, most importantly, that it creates on-the-ground action and results. Those involved in the action planning should review the results of past actions, evaluate the most recent performance data, assess local and regional opportunities, and present a recommended set of actions for the following year. Ongoing communication and collaboration between community and service providers is essential to this process to ensure service gaps are identified and agencies work collaboratively to avoid duplication and create new programs and services where required.

