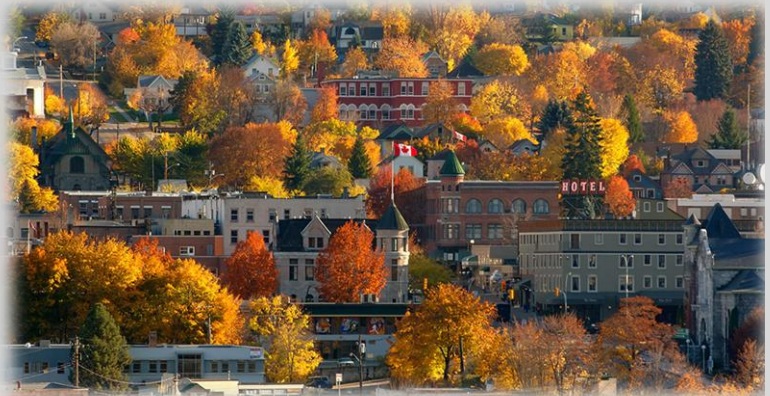
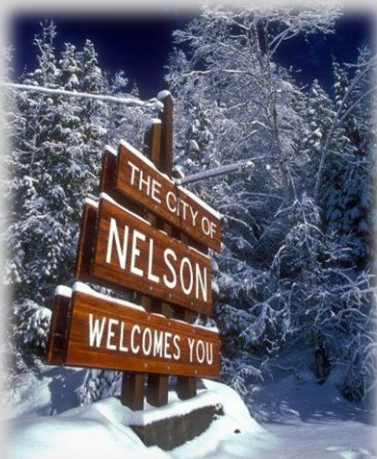


Age Friendly Community ASSESSMENT & ACTION PLAN Nelson, BC



The Age Friendly Community Assessment & Action Plan project is a partnership between Nelson CARES Society, the City of Nelson, and the Columbia Basin Rural Development Institute.



The project was funded by the Union of BC Municipalities Seniors' Housing and Support Initiative, with financial support from the Osprey Community Foundation.



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Age Friendly Community Assessment & Action Plan Project Nelson, BC 2016 - 2017



1) WHAT IS AN AGE FRIENDLY COMMUNITY?

The age friendly community movement was originally spearheaded by the World Health Organization (WHO) and it has become a global initiative with cities and towns worldwide working to make their communities' more age-friendly.

“An age-friendly world enables people of all ages to actively participate in community activities and treats everyone with respect, regardless of their age. It is a place that makes it easy for older people to stay connected to people that are important to them. And it helps people stay healthy and active even at the oldest ages and provides appropriate support to those who can no longer look after themselves.”

World Health Organization

The WHO established eight pillars of an age friendly community, indicators that cities and communities can use to assess and measure their progress towards age-friendliness: the built environment, transport, housing, social participation, respect and social inclusion, civic participation and employment, communication, and community support and health services. These pillars have been adapted to:

- Outdoor spaces
- Transportation
- Housing
- Respect & Social Inclusion
- Social Participation
- Communication & Information
- Civic Participation & Employment
- Health Services
- Community Supports

An age friendly community is one in which older persons are able to meet their needs and participate in community life. It enables seniors to age with dignity and respect, and to feel included and valued by their community. Making a community more age-friendly promotes healthy aging and enables more seniors to age in place.

According to the WHO, “Making both cities and rural communities age-friendly is an effective local policy approach for responding to population ageing. The physical and social environments are key determinants of whether people can remain healthy, independent and autonomous long into their old age”¹. By becoming more age-friendly, municipalities are better able to build sustainable, healthy communities. We will all be “seniors” someday; making communities more age-friendly benefits everyone.

2) CITY OF NELSON

The City of Nelson is a picturesque community nestled in the Selkirk Mountains on the shores of Kootenay Lake. Called “the prettiest small town in Canada” by the New York Times, Nelson is known for its natural beauty, diverse outdoor activities and historic landmark buildings. Designated the Heritage Capital of BC, Nelson has more heritage buildings per capita than any other city in the province.



Historic mountain communities like Nelson face particular limitations when working to become age-friendly. Nelson is built literally on the side of a mountain, making accessibility a constant issue for seniors, as well as persons with disabilities. Heritage buildings can also present challenges when retrofitting for accessibility. Accessibility is a key factor creating age-friendly communities.

With a population of 10,230, Nelson is also the administrative and economic centre for a rural population larger than its own. It is a preferred retirement destination, resulting in a large senior population, many of whom are isolated from family supports. And Nelson’s population 65+ is projected to rise significantly over the next ten years.² This will impact Nelson’s ability to meet the needs of seniors, particularly in community and health services, transportation, and housing sectors.

¹ World Health Organization. *Age Friendly Life Course. Age-friendly cities and communities*. Retrieved at <http://www.who.int/ageing/projects/age-friendly-cities-communities/en/>

² Interior Health Authority. 2014. *BC Community Health Profile – Nelson 2014*. Retrieved at <http://www.phsa.ca/Documents/Community-Health-Profile/Nelson.pdf>

3) BACKGROUND

Nelson CARES Society has been engaged in making Nelson more age-friendly since 2012 when they launched the Nelson & Area Age Friendly Community (AFC) Initiative, now in its second three-year phase. The AFC Initiative brought community stakeholders together to work collaboratively to identify gaps and barriers in services for seniors in the area. The Initiative has since launched four pilot projects to address the most urgent of these service gaps and barriers. Age friendly community indicators relating to this ongoing work include transportation, social inclusion, communication and information, health services, and community supports:

- The Moving Together project is improving seniors' transportation options in the West Kootenays. It is guided by a multi-sectoral Working Group that includes representation from transit, community-based transportation services, health and community services, seniors' organizations, and local and regional government. The project added a Seniors Transportation Coordinator to connect seniors to appropriate transportation services and help them prepare for "life after driving".
- The AFC Initiative launched and maintains the Kootenay Seniors website which includes a comprehensive searchable directory of services and resources.
- The Initiative oversees the Kootenay Seniors Service Provider Group which brings direct service workers from the community services sector to strengthen collaboration and improve service coordination.
- The Health Services Strategy Group is working to improve service coordination between community-based health services and Interior Health.
- Following up on a research project reaching out to isolated rural seniors, the Initiative is working to reduce social isolation among area seniors.



By mid-2015 the AFC Initiative had made significant progress in the areas of building sector capacity and in strengthening senior service coordination and provision. The Initiative Advisory Committee decided it would be a good time to turn a seniors-lens to matters like the built environment and to broaden the Initiative's focus beyond the community services sector. Nelson CARES approached the City of Nelson and a grant application for an age friendly community assessment was submitted to the Union of BC Municipalities (UBCM). The Columbia Basin Rural Development Institute was then engaged as a research partner.

4) PROCESS

Following is a summary of the steps undertaken to complete the project and prepare Nelson to work towards becoming a more age friendly community. These steps are also described in more detail in individual sections in this report.

Seniors Surveys

The Rural Development Institute (RDI) assigned two senior nursing students to conduct surveys of local seniors on Nelson's age-friendliness. Working with the RDI research lead, the students developed a survey based on the accepted indicators of an age friendly community; the survey also collected demographic information such as age, income, type of housing, etc. Two additional student researchers later conducted a second round using the same survey. In total 164 Nelson seniors were surveyed. Working with the project coordinator, the researchers connected with seniors by distributing posters at seniors' residences, community service agencies and public places seniors visit, shop or gather socially. They also sent out letter of introduction to health and community service contacts seeking referrals. The researchers offered to make home visits or meet seniors, individually or in groups at familiar settings like churches or day programs. The data gathered was analyzed and provided to the project coordinator in several useful formats, including PowerPoint slides that could be adapted for various presentations and settings.

Focus Groups

Two focus groups were held to "workshop" the survey findings and narrow it down to manageable priority issues. The first was with the Age Friendly Community Initiative Advisory Committee, which looked at larger, systemic issues indicated by the findings. The second brought together a small group of interested seniors to review the findings, identify the most pressing and brainstorm solutions. Instead of holding a third focus group, the findings were presented to a gathering of key City of Nelson staff and council members, along with draft recommendations for consideration and input.



Action Plan

Together the survey findings and focus group outcomes provided the information needed to draft an Action Plan to address the identified issues. The Action Plan will provide direction for the City of Nelson, community service organizations like Nelson CARES, and the larger community.

5) AGE FRIENDLY COMMUNITY SURVEY

Introduction

The Aging in the Kootenays: Exploring Health Service Provision and Community Age-Friendliness project explored seniors' (55+) experiences with and perceptions of health care services, the social determinants of seniors' health and how these aid or deter seniors from accessing health care services in the community, and perceptions related to the age-friendliness of Nelson, BC. This research was a critical first step towards enabling connections between health care providers and senior citizens in efforts to provide and improve access to optimal health care. It was also an important starting point to better understand how Nelson can become more 'age friendly'.



The overall project objectives included:

- To understand and document the current health care services senior citizens access;
- To understand which social determinants of health aid or become a barrier to accessing health care services;
- To identify barriers that impede access and supports that facilitate senior access to health care services; and
- To conduct an initial age friendly community assessment with the seniors population in Nelson.

This project was an applied research partnership between Selkirk College and Nelson CARES. This report presents the findings from the Age Friendly portion of the project.

Methods

The Aging in the Kootenays: Exploring Health Service Provision and Community Age-Friendliness project undertook a survey between October 2015 and April 2016. Data collection was completed by nursing students via an online survey using Survey Monkey, paper copies, and in some cases the survey was administered by a nursing student. A wide response was desired, and survey respondents were sought through word of mouth and by sharing information about the project to existing social and community networks. Paper copies of surveys were available for pick up and drop off at the Nelson CARES office. All completed surveys were entered into Survey Monkey by nursing students. In total 164 individuals participated in the survey.

Findings

The Aging in the Kootenays: Exploring Health Service Provision and Community Age-Friendliness research project explored seniors' (55+) experiences with and perceptions of health care services, the social determinants of seniors' health and how these aid or deter seniors from accessing health care

services in the community, and perceptions related to the age-friendliness of Nelson, BC. Two teams of third and fourth year nursing students from Selkirk College conducted the research in partnership with Nelson CARES between October 2015 and April 2016. Data was collected through online, paper and in-person surveys. The Columbia Basin Rural Development Institute at Selkirk's Applied Research and Innovation Centre provided research advisory services, including survey design and student mentoring. This report presents the findings from the Age Friendly portion of the project.

The first two sections of the report provide information on the demographics and household characteristics of the survey respondents. Briefly, of the 164 respondents, the majority were between 65 and 69 years of age, 61% were married, and 88% indicated that they were retired. The majority of respondents (56%) have lived in Nelson for more than 20 years and 59% indicate that they live in single family homes. 61% have no mortgage on the homes they own. 69% reported that their household was made up of two people, and 67% reported that those people were 55 years of age or older. The most commonly reported total personal income was \$25,000 - \$49,999 (35%) and the most commonly reported total household income was \$25,000 - \$49,999 (30%).

Highlights from the Community Age Friendly Assessment section shows that that the areas with the highest percentage of a combined 'strongly agree' or 'somewhat agree' responses include:

- Older adults are generally treated respectfully (55%)
- Speed limits are appropriate in populated areas (52%)
- Community activities bring together different generations (51%)
- Physicians are available to the community (50%)
- Medical equipment, rental or loans are available (50%)
- Volunteer opportunities give inter-generational involvement (49%)
- Activities include physical, recreational, indoor, outdoor, educational and cultural events (48%)
- Businesses clear snow and ice in front of their buildings (48%)
- Older adults are asked to participate in meetings and their contributions are recognized (46%)
- There is a range of social events for older adults of all ages (46%)
- Older adults are encouraged to volunteer and remain engaged in the community (46%)
- Programs such as mental health services, mammograms, diabetes clinics, and cancer support groups are available (44%)
- Parking lots are well maintained and cleared of snow and ice (40%)

Interestingly the area with the highest 'somewhat' or 'strongly agree' response (55%) was in support of the statement that older adults are generally treated respectfully.

Those areas with the highest percentage of a combined 'strongly disagree' or 'somewhat disagree' responses include:

- There are clear signs that direct pedestrians to washrooms (70%)
- Public washrooms are available (69%)
- Specialist services are readily available (57%)
- Snowbanks along sidewalks are removed so passengers can get in and out of vehicles (57%)
- Different types of appropriate and affordable housing are available (55%)
- Snow removal considers those who use scooters or wheelchairs (51%)
- Affordable supports are available to help older adults to stay in their homes (46%)
- Housing is located close to services (45%)
- Lines on pavement are clear and visible (44%)
- Affordable long terms care options are available (44%)

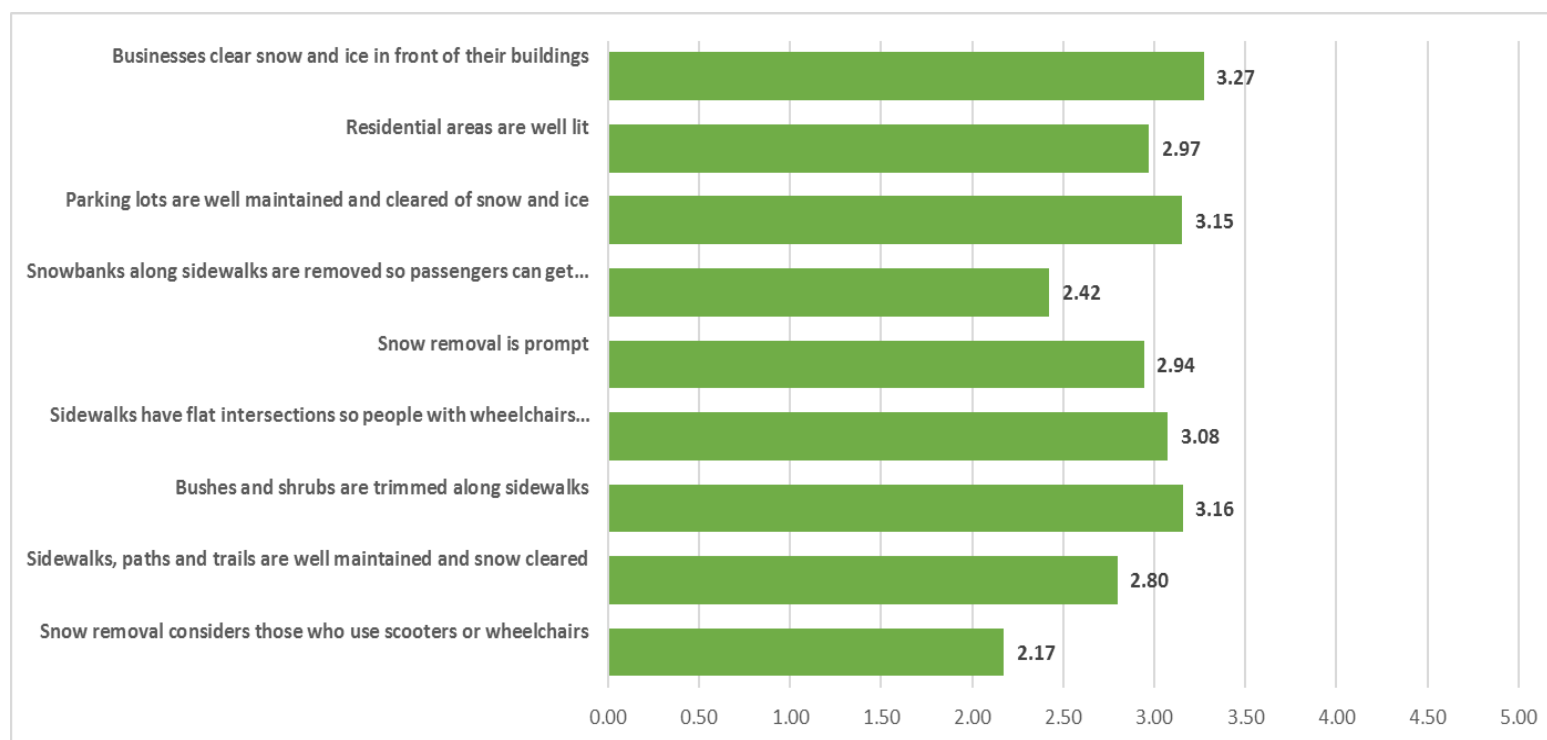
The issue of public washrooms received the highest response with 70% indicating that they 'strongly' or 'somewhat disagreed' with the statement that clear signage was available to direct pedestrians to washrooms, and an additional 69% disagreed with the statement that public washrooms are available.



**Please rate the age-friendliness of Nelson's
OUTDOOR SPACES: SIDEWALKS, PATHWAYS & TRAILS (1=poor, 5=excellent)**

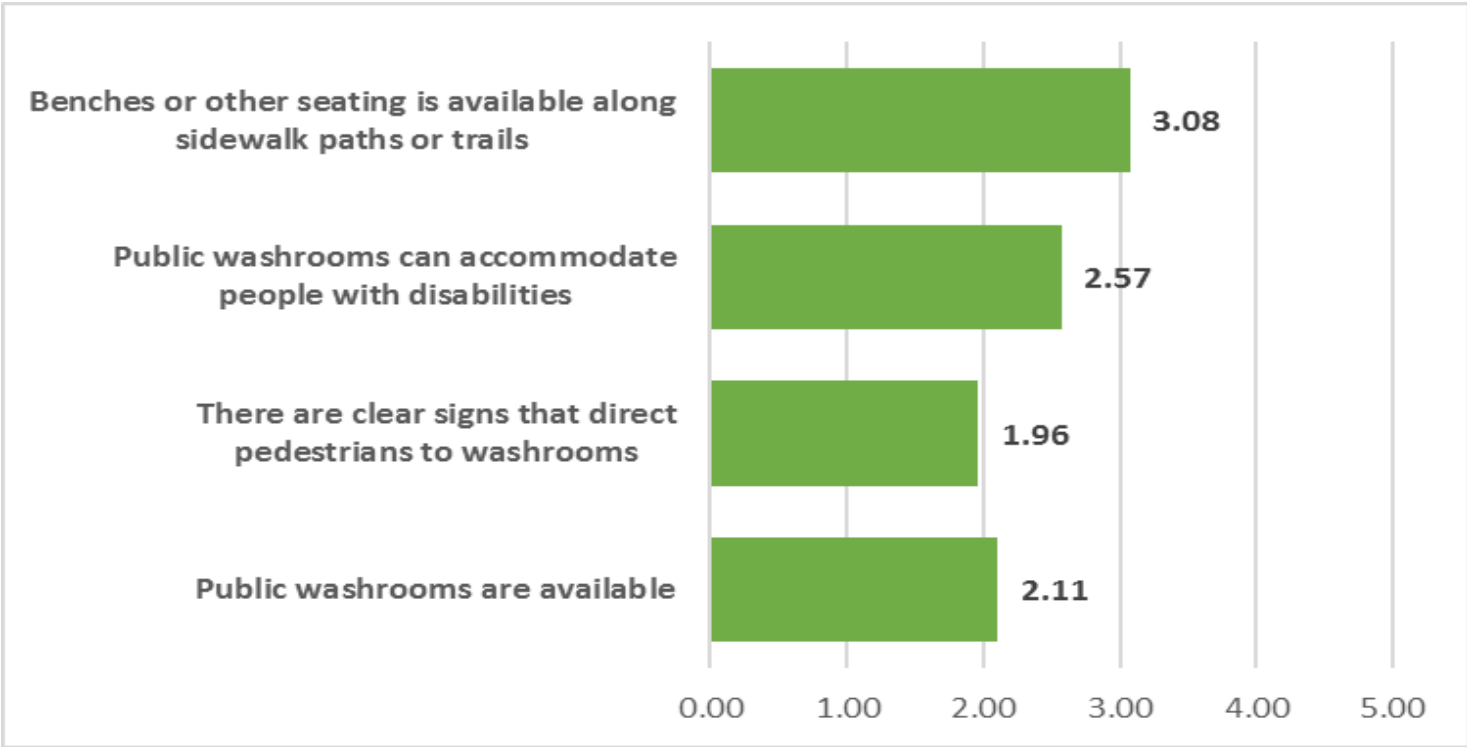
The statements that received the highest percentage of 'strongly agree' are: 'Businesses clear snow and ice in front of their buildings' (16% or 24 respondents) and 'Bushes and shrubs are trimmed along sidewalks' (16% or 24 respondents). The statements that received the highest percentage of 'strongly disagree' are: 'Snowbanks along sidewalks are removed so passengers can get in and out of vehicles' (22% or 33 respondents) and 'Snow removal considers those who use scooters or wheelchairs' (22% or 33 respondents)

This was the fourth highest priority by our seniors' focus group, in particular "Snow banks along sidewalks are removed so passengers can get"



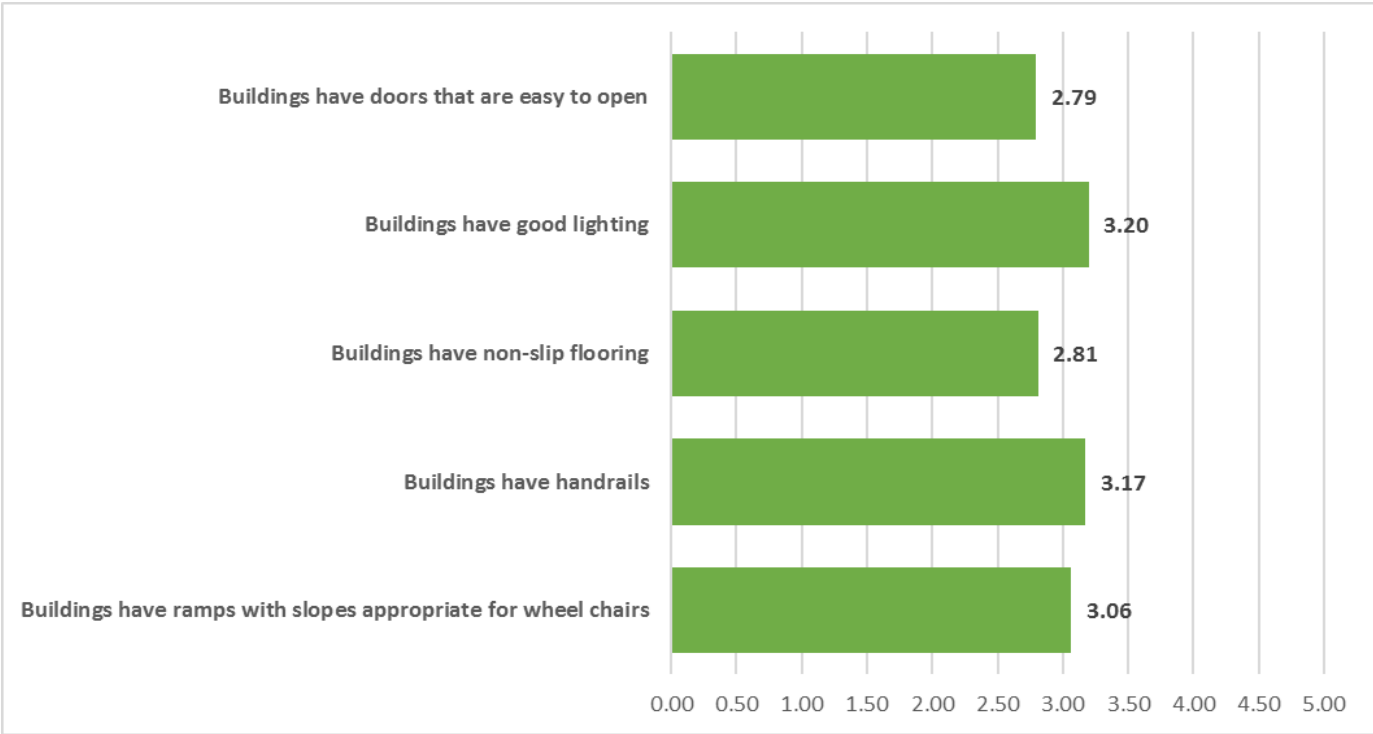
**Please rate the age-friendliness of Nelson’s
OUTDOOR SPACES: PUBLIC RESTROOMS & REST AREAS (1=poor, 5=excellent)**

The statement that received the highest percentage of ‘strongly agree’ is: ‘Benches or other seating is available along sidewalk paths or trails’ (11% or 16 respondents). The statement that received the highest percentage of ‘strongly disagree’ is: ‘There are clear signs that direct pedestrians to washrooms’ (43% or 65 respondents).



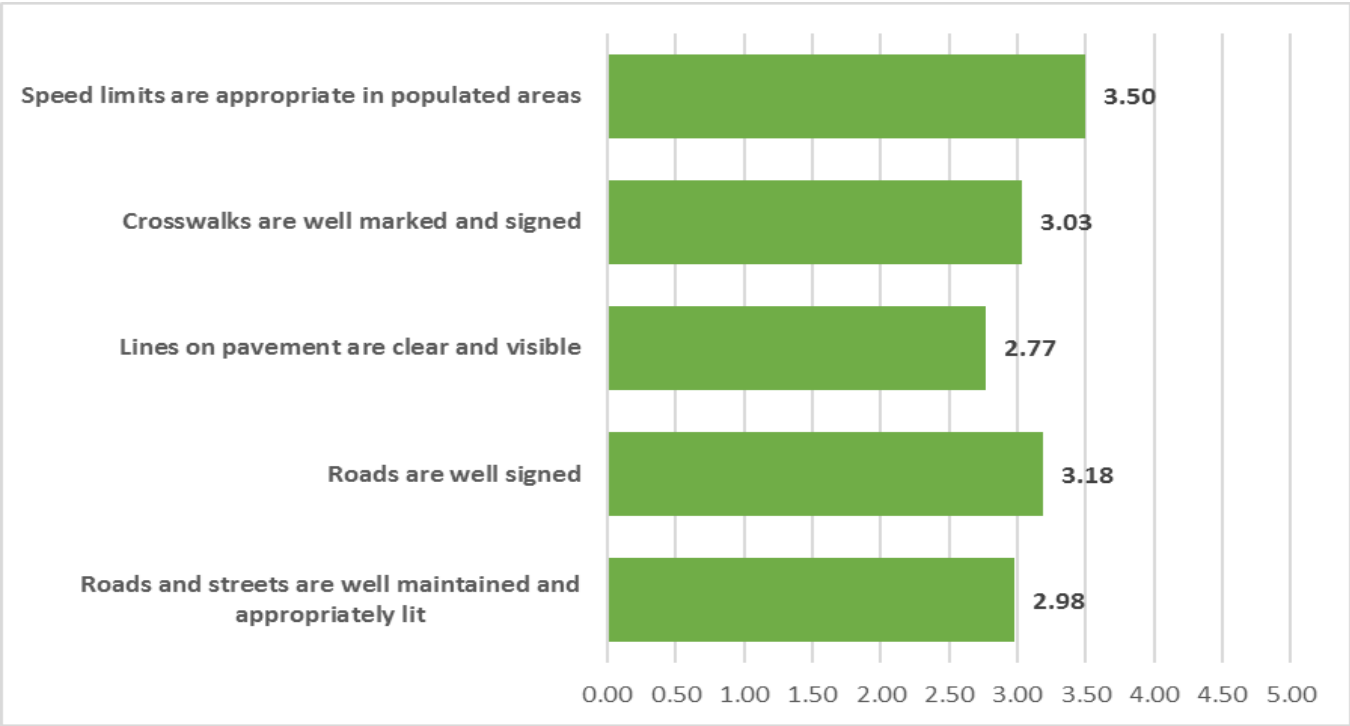
**Please rate the age-friendliness of Nelson’s
OUTDOOR SPACES: BUILDINGS (1=poor, 5=excellent)**

The statement that received the highest percentage of ‘strongly agree’ is: ‘Public and private buildings have good lighting’ (10% or 14 respondents).
The statement that received the highest percentage of ‘strongly disagree’ is: ‘Public and private buildings have doors that are easy to open’ (12% or 18 respondents).



Please rate the age-friendliness of Nelson’s
TRANSPORTATION: ROADS (1=poor, 5=excellent)

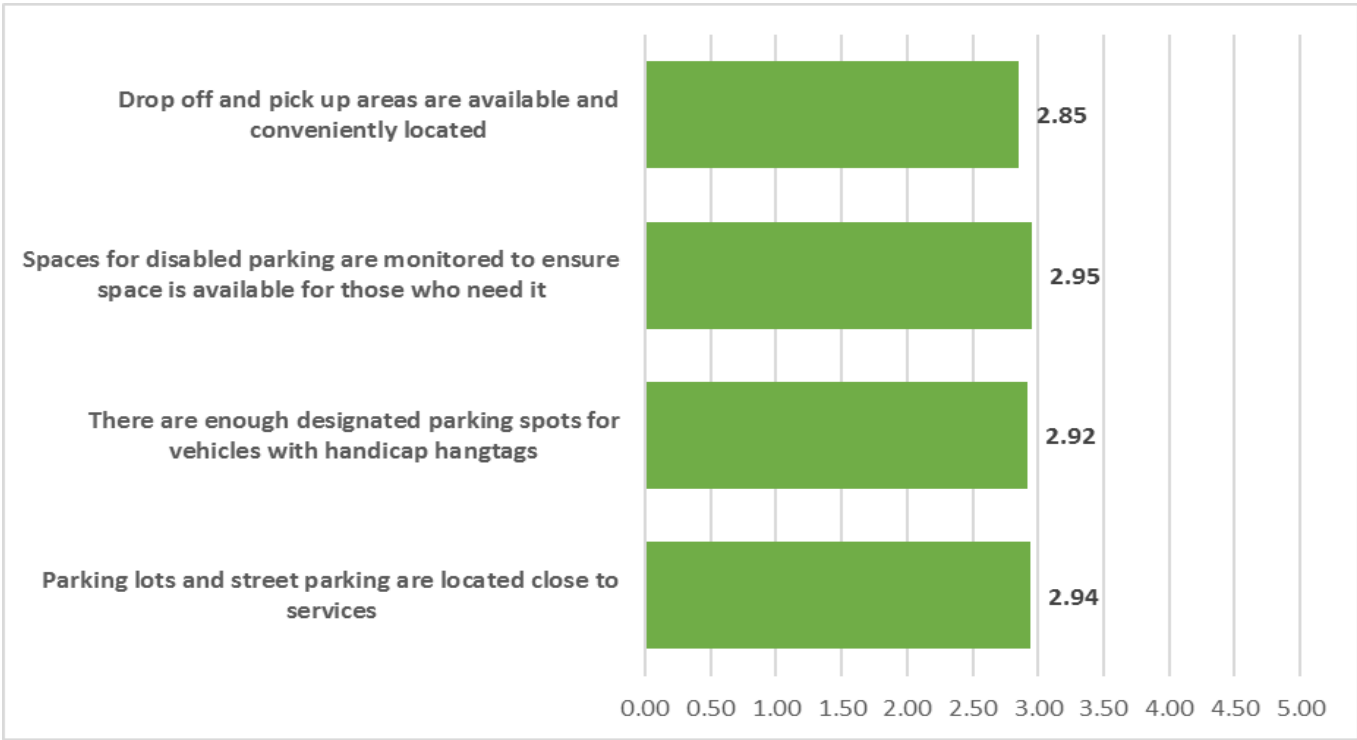
The statement that received the highest percentage of ‘strongly agree’ is: ‘Speed limits are appropriate in populated areas’ (17% or 24 respondents). This is one of just four statements that received a rating of 3.5 or greater (out of a possible 5 points). The statement that received the highest percentage of ‘strongly disagree’ is: ‘Lines on pavement are clear and visible’ (13% or 19 respondents).



Please rate the age-friendliness of Nelson’s
TRANSPORTATION: PARKING (1=poor, 5=excellent)

The statement that received both the highest percentage of ‘strongly agree’ (10% or 14 respondents) and ‘strong disagree’ (12% or 18 respondents) is: ‘Parking lots and street parking are located close to services’.

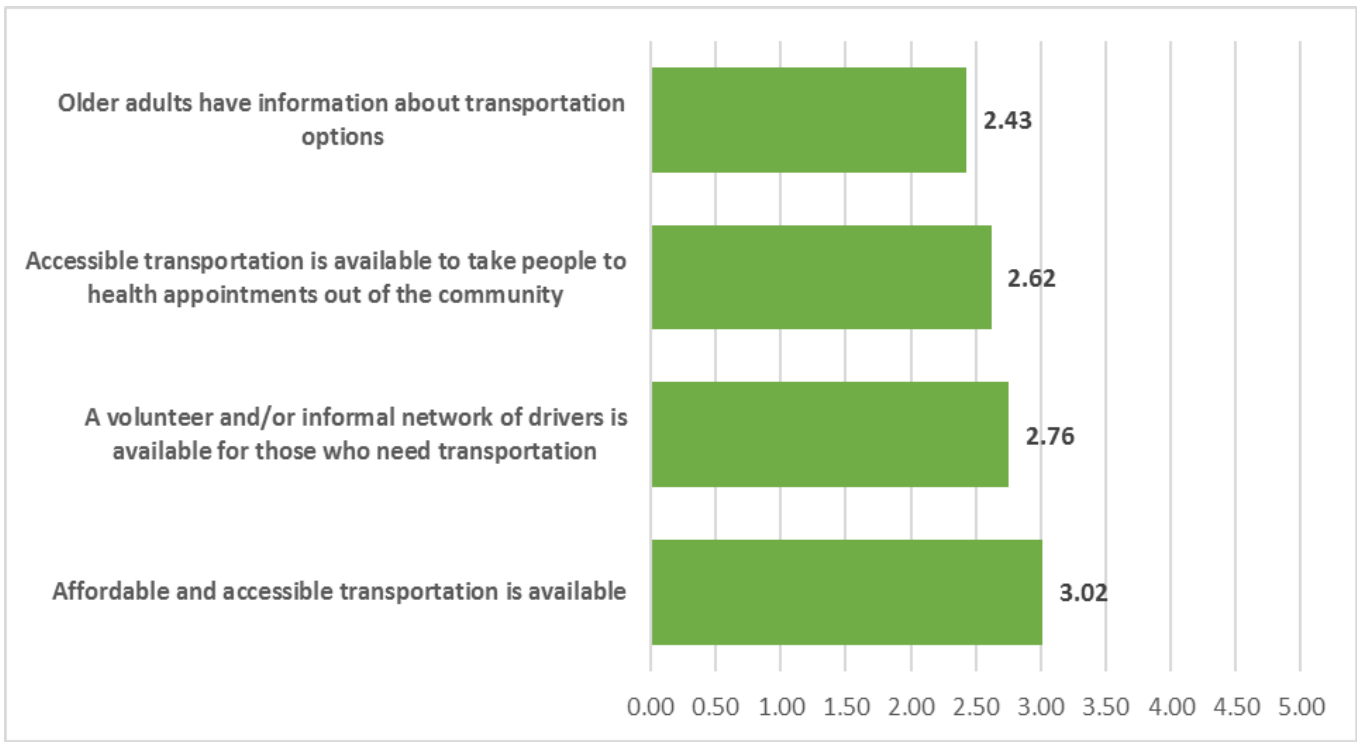
This may indicate a difference in the relative mobility of the participants



Please rate the age-friendliness of Nelson’s
TRANSPORTATION: COMMUNITY TRANSPORTATION SERVICES (1=poor, 5=excellent)

The statement that received the highest percentage of ‘strongly agree’ is: ‘Affordable and accessible transportation is available’ (9% or 13 respondents). The statement that received the highest percentage of ‘strongly disagree’ is: ‘Older adults have information about transportation options’ (21% or 30 respondents).

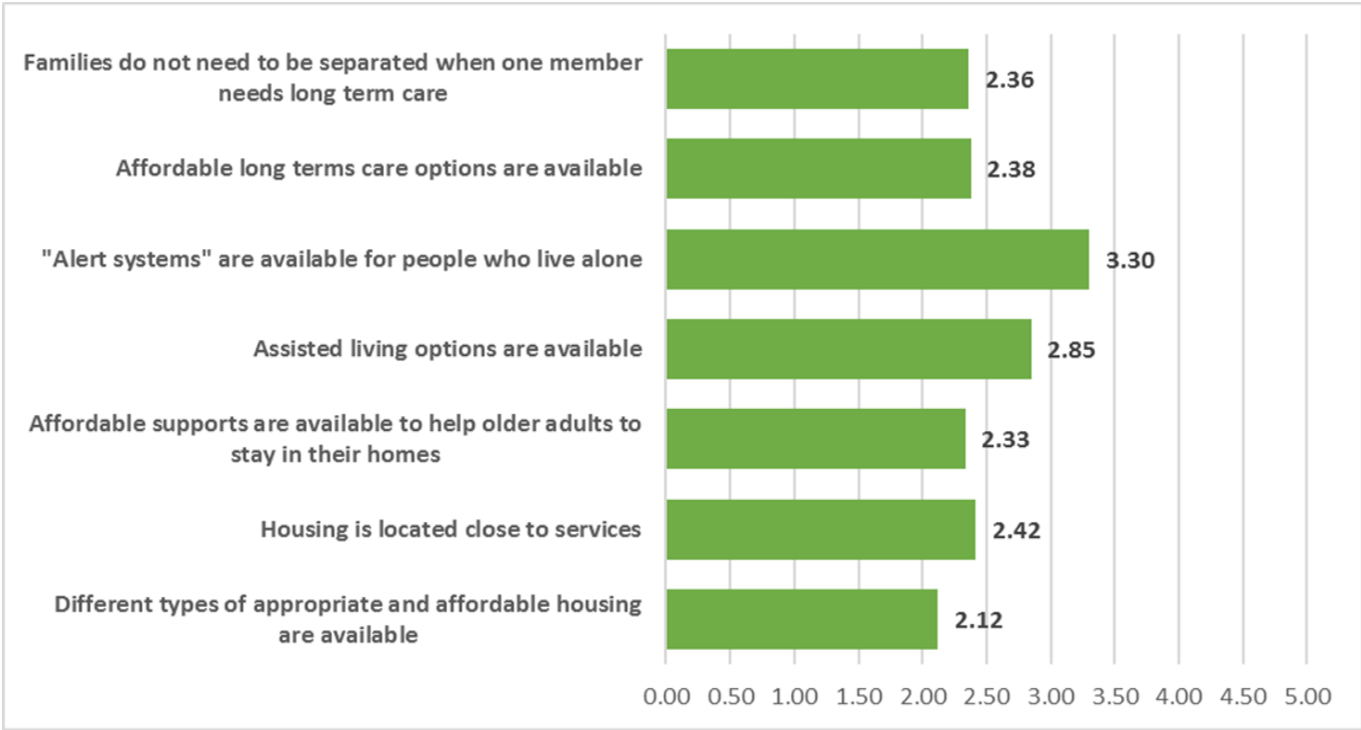
This was also the highest priority rated by the seniors’ focus group, especially “Accessible transportation is available to take people to health appointments out of the community”



**Please rate the age-friendliness of Nelson’s
HOUSING: HOUSING OPTIONS (1=poor, 5=excellent)**

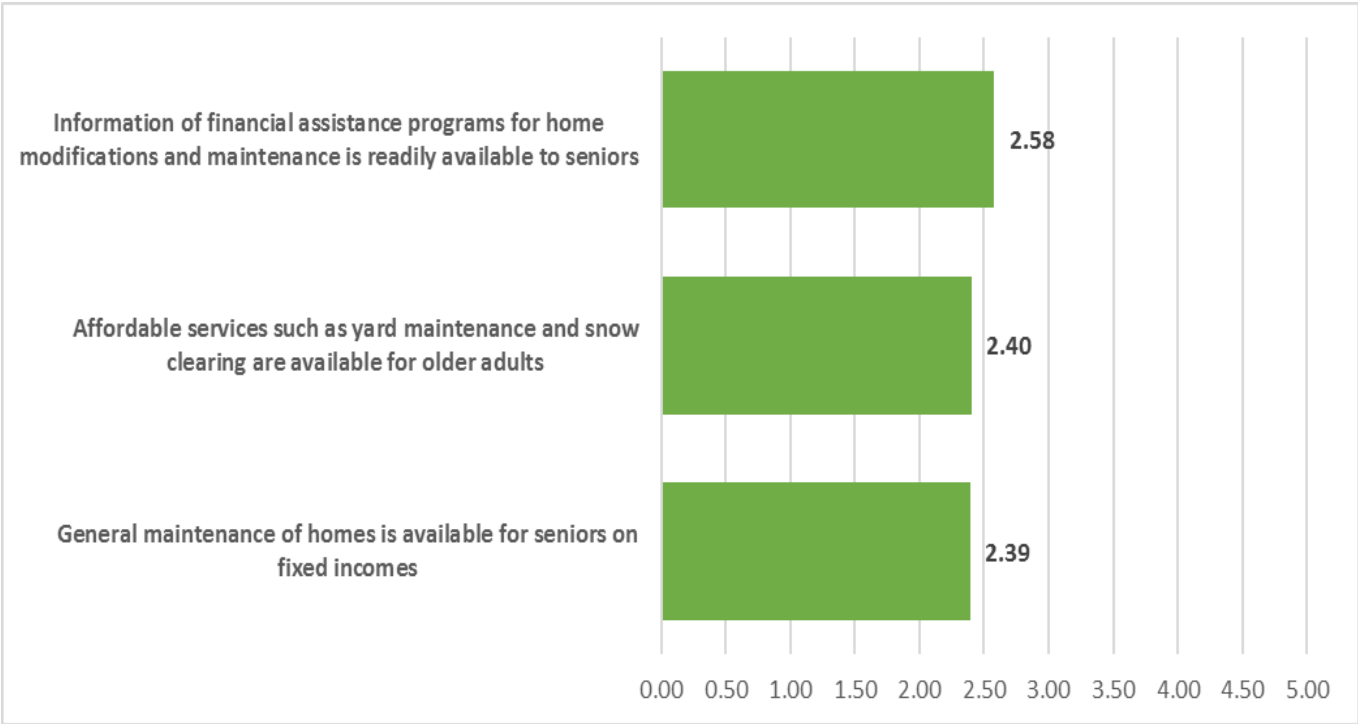
The statement that received the highest percentage of ‘strongly agree’ is: “Alert systems” are available for people who live alone’ (16% or 23 respondents). The statement that received the highest percentage of ‘strongly disagree’ is: ‘Different types of appropriate and affordable housing are available’ (29% or 42 respondents).

Appropriate and affordable housing for seniors was also the second highest priority for the seniors’ focus group



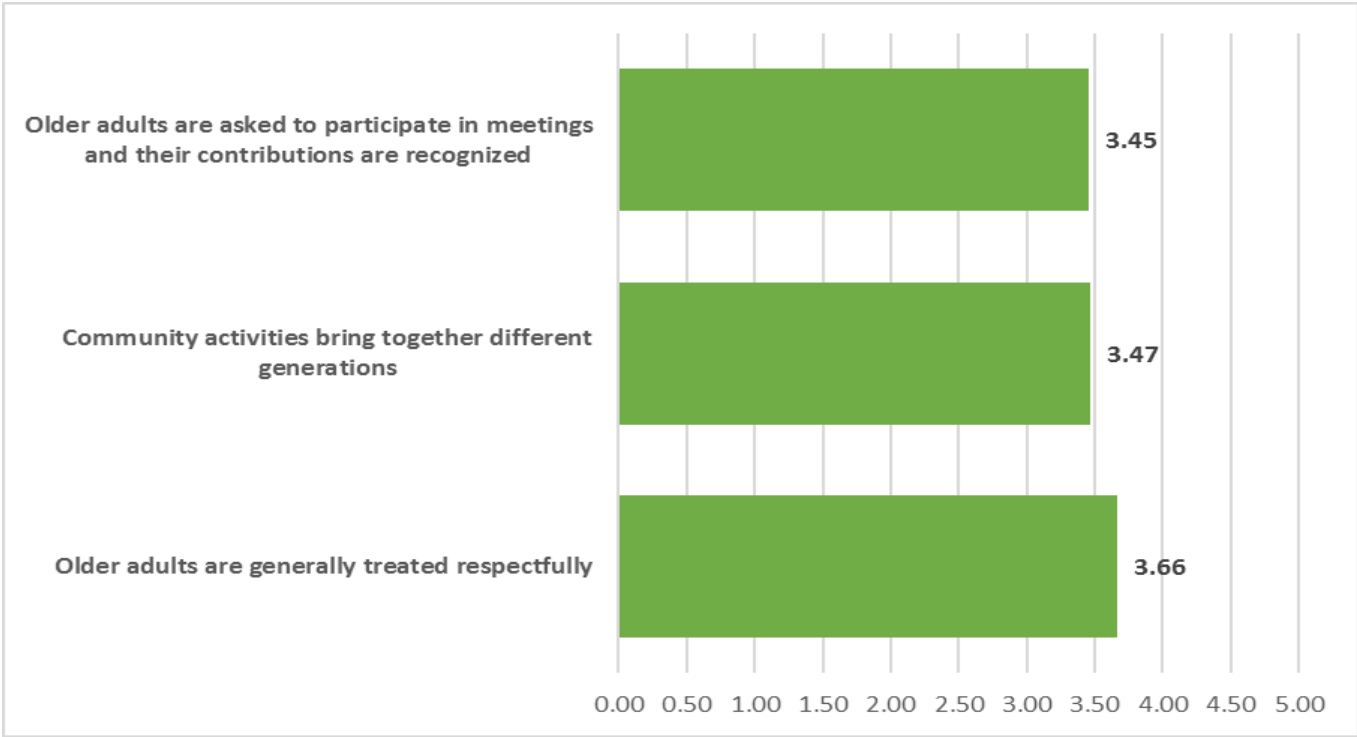
**Please rate the age-friendliness of Nelson’s
HOUSING: HOUSING MAINTENANCE AND MODIFICATIONS (1=poor, 5=excellent)**

The statement that received the highest percentage of ‘strongly agree’ is: ‘Information of financial assistance programs for home modifications and maintenance is readily available to seniors’ (5% or 7 respondents). The statement that received the highest percentage of ‘strongly disagree’ is: ‘General maintenance of homes is available for seniors on fixed incomes’ (17% or 25 respondents).



**Please rate the age-friendliness of Nelson’s
RESPECT AND SOCIAL INCLUSION (1=poor, 5=excellent)**

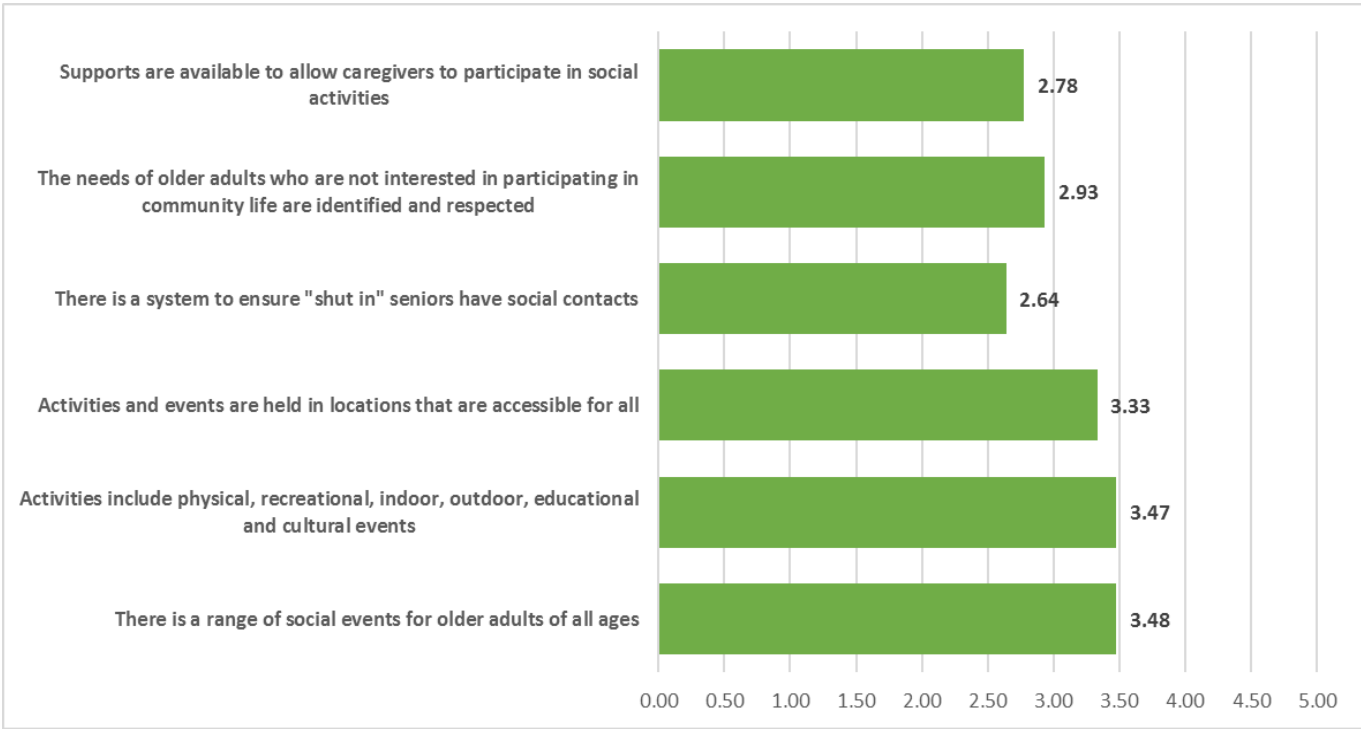
The statement that received the highest percentage of ‘strongly agree’ is: ‘Older adults are generally treated respectfully’ (19% or 27 respondents). This is one of just four statements that received a rating of 3.5 or greater. The statement that received the highest percentage of ‘strongly disagree’ is: ‘Community activities bring together different generations’ (7% or 10 respondents).



Please rate the age-friendliness of Nelson’s
SOCIAL PARTICIPATION (1=poor, 5=excellent)

The statement that received the highest percentage of ‘strongly agree’ is: ‘There is a range of social events for older adults of all ages’ (20% or 29 respondents). The statement that received the highest percentage of ‘strongly disagree’ is: ‘There is a system to ensure "shut in" seniors have social contacts’ (13% or 18 respondents).

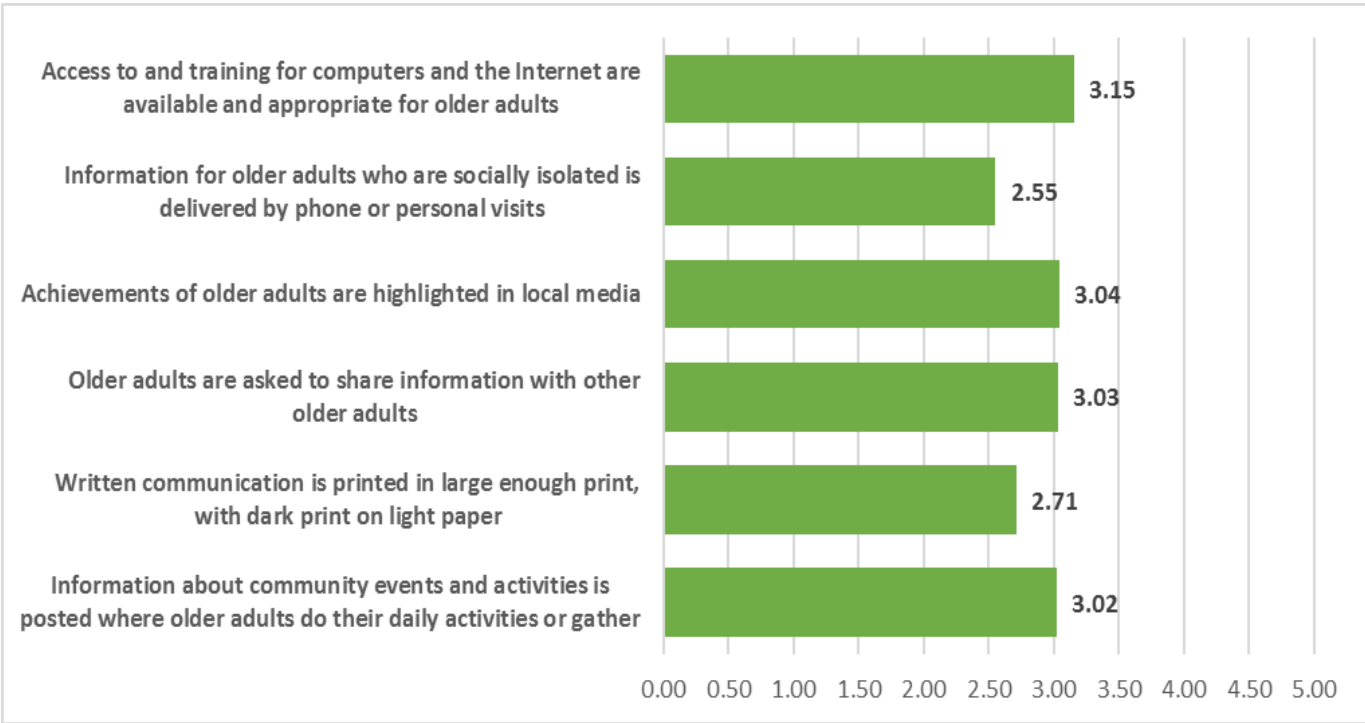
The seniors’ focus group echoed this result with the issue of social contacts for isolated seniors being their sixth highest priority



**Please rate the age-friendliness of Nelson’s
COMMUNICATION AND INFORMATION (1=poor, 5=excellent)**

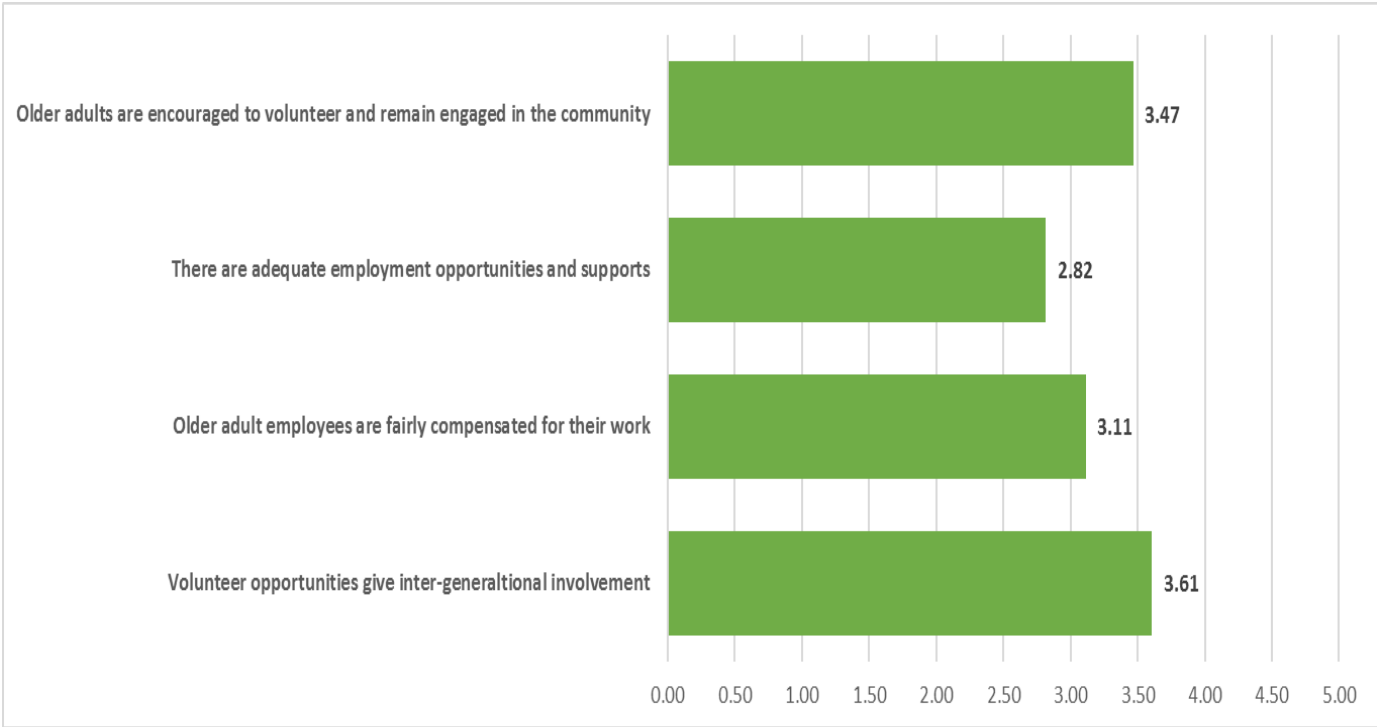
The statement that received the highest percentage of ‘strongly agree’ is: ‘Access to and training for computers and the Internet are available and appropriate for older adults’ (12% or 17 respondents). The statement that received the highest percentage of ‘strongly disagree’ is: ‘Written communication is printed in large enough print, with dark print on light paper’ (14% or 20 respondents).

*The complaint service providers hear most often is that information is not available in print AT ALL – everything is online
This issue will eventually become less urgent as many new seniors are more tech-savvy and used to going to the internet for information*



**Please rate the age-friendliness of Nelson’s
CIVIC PARTICIPATION & EMPLOYMENT OPPORTUNITIES (1=poor, 5=excellent)**

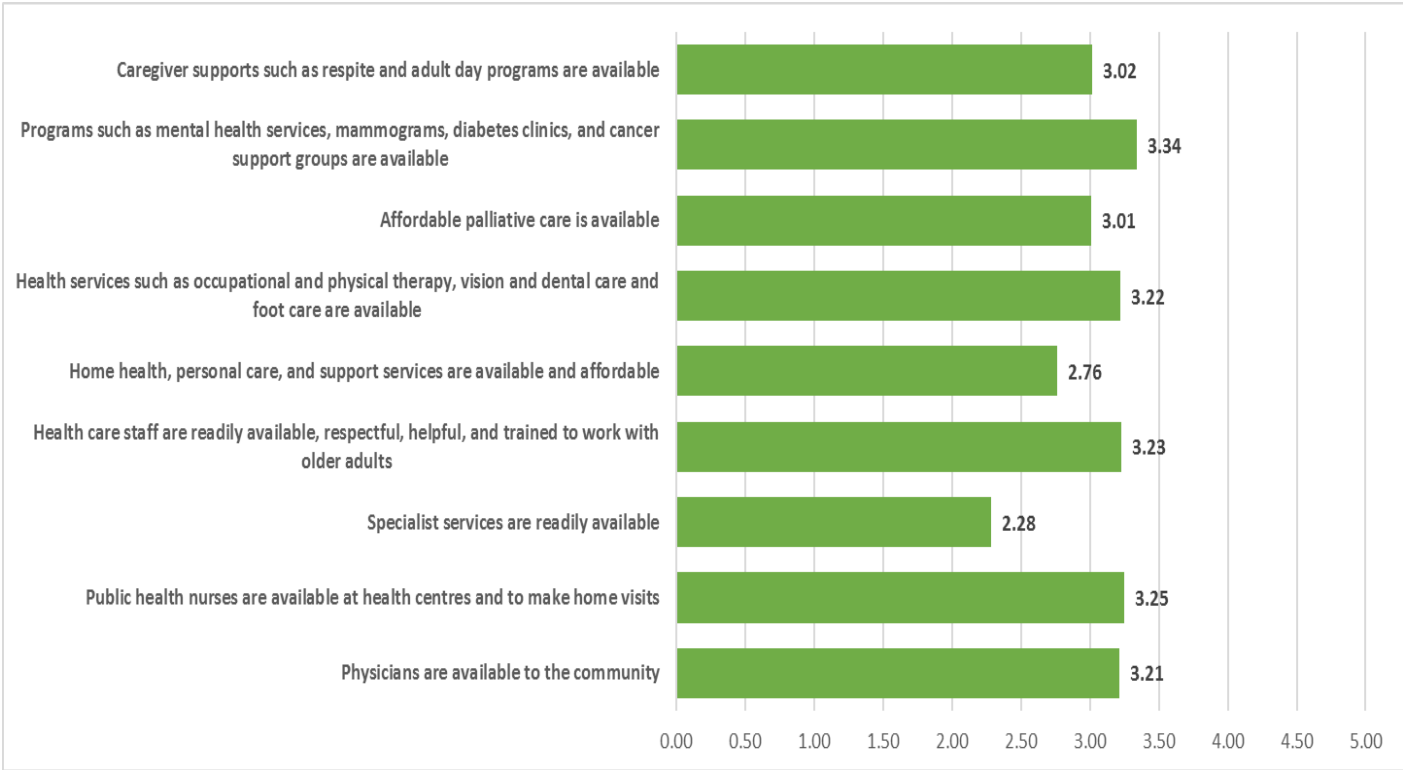
The statement that received the highest percentage of ‘strongly agree’ is: ‘Volunteer opportunities give inter-generational involvement’ (26% or 14 respondents). This is one of just four statements that received a rating of 3.5 or greater. The statement that received the highest percentage of ‘strongly disagree’ is: ‘There are adequate employment opportunities and supports’ (13% or 7 respondents).



**Please rate the age-friendliness of Nelson’s
HEALTH SERVICES (1=poor, 5=excellent)**

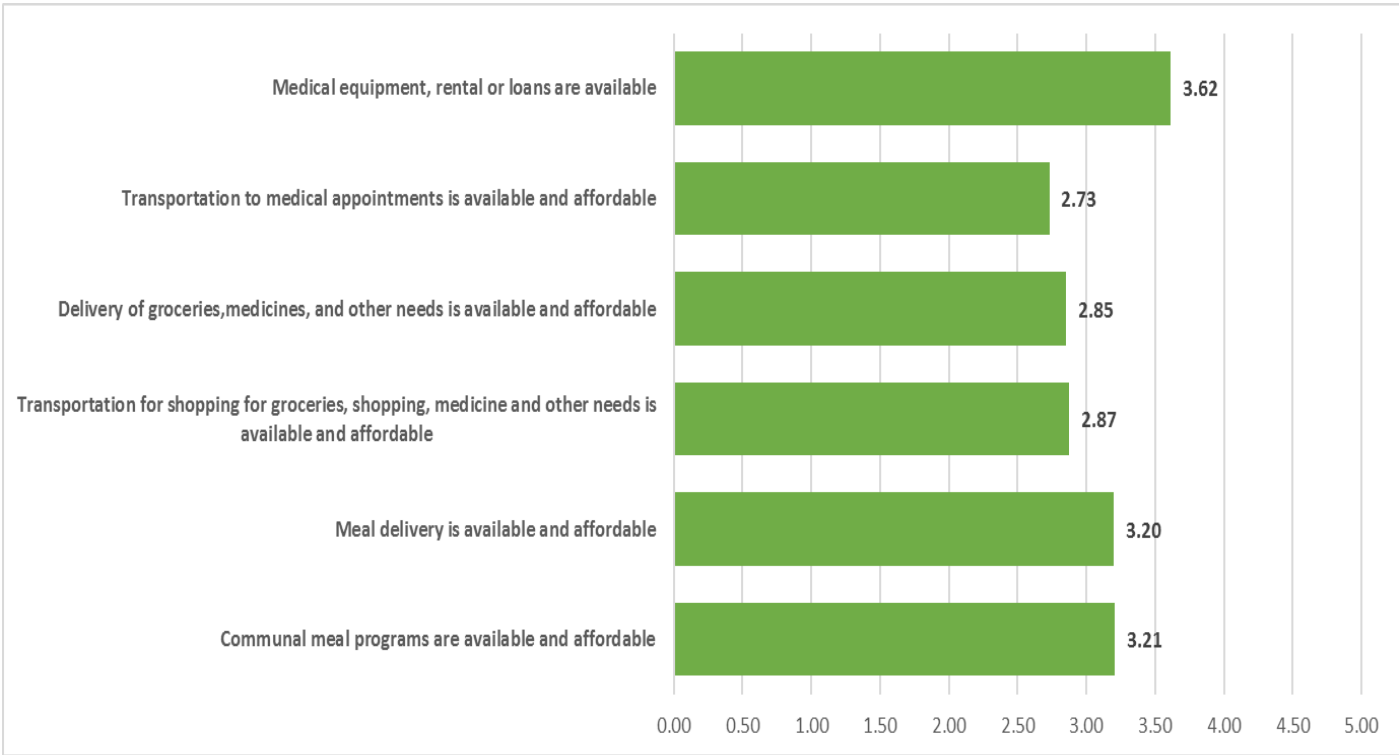
The statement that received the highest percentage of ‘strongly agree’ is: ‘Health care staff are readily available, respectful, helpful, and trained to work with older adults (13%)’. The statement that received the highest percentage of ‘strongly disagree’ is: ‘Specialist services are readily available’ (22% or 32 respondents)

The latter was echoed by the seniors’ focus group with this issue being the third highest priority they identified



**Please rate the age-friendliness of Nelson’s
COMMUNITY (HEALTH RELATED) SUPPORTS (1=poor, 5=excellent)**

The statement that received the highest percentage of ‘strongly agree’ is: ‘Medical equipment, rental or loans are available’ (19% or 27 respondents). This is one of just four statements that received a rating of 3.5 or greater. The lowest rated is “Transportation to medical appointments is available and affordable”, which also appears in Community Transportation Services where it received a similarly low rating.



6) FOCUS GROUPS

Focus Group 1: Age Friendly Community Initiative Advisory Committee

The Age Friendly Community Initiative Advisory Committee is comprised of 15 members and includes representatives from the City of Nelson, the Regional District, seniors' organizations, community service agencies, and Interior Health, as well as individual seniors. The Initiative Coordinator, Nelson CARES Executive Director, and the West Kootenay Seniors Transportation Coordinator also sit on this committee. The survey findings were presented to this group in a PowerPoint presentation. They identified the issues that are currently being addressed by the AFC Initiative and other agencies or organizations, and those that would fall within the sphere of city government. However, the discussion focused primarily on the overall poor rankings Nelson achieved in the survey, stating the need to address systemic issues with systemic solutions. The group also set benchmarks – goals for improvement to work towards.

Key Recommendations:

- Set benchmarks
- Apply a systemic approach to improving Nelson's age-friendliness
- Work collaboratively with the City of Nelson to affect change at a policy level
- Apply a "seniors lens" to development and planning
- Continue working to improve transportation, social inclusion, communication, and service coordination through ongoing AFC Initiative projects

Focus Group 2: Seniors Focus Group

A second focus group brought together a small group of Nelson seniors to review the survey findings, identify the most pressing issues, and brainstorm solutions. The group first viewed a PowerPoint presentation of the survey results and agreed that the issues needed to be narrowed down given that most received a rating below the newly defined benchmarks.

The participants then took part in a "dotocracy" exercise using large paper copies of the presentation slides placed on the walls of the meeting room. They each had a number of dots which they were directed to apply them to 1) the three most important slide headings (each an age-friendly pillar or subset thereof), and 2) the three most important issues identified under these slide headings. They were allowed to use multiple dots for one heading or issue if they thought it was of particular significance.

The participants discussed their choices and potential solutions over lunch while facilitators tabulated their choices and recorded the top six priorities, and the top issue under each. The group then reconvened and participants explained their choices and suggested potential solutions.

Seniors Focus Group Priorities

#1 Transportation: Community Transportation Services (6)

- Accessible transportation is available for health appointments out of town

Participant comments:

- No way to get home after emergencies
- Length of time of trips and financial costs too high
- Missing appointments due to no transportation
- No coordination between bus services
- IHA (Interior Health Authority) is not meeting regular standards for length of travel time for emergency medical care

Solutions:

- Volunteer driver program, drivers should wait till appointments are complete
- Nelson hospital should be upgraded to full services and have specialist come in on a regular basis; regionalized hospitals instead of local (is the problem)
- Accessible bus services (that are wheel chair accessible) designated to do runs to hospitals for outlying areas

#2 Housing Options (5)

- Different types of appropriate and affordable housing options are available

Participant comments:

- A need for the enforcement of standards of maintenance in some rentals
- Fears of rent increases should an inspection result in improvements
- Rent control is needed

Solutions:

- Use existing buildings for affordable housing
- Enforce standards of maintenance with inspections
- Provincial government bring back rent control protection
- Capital grants but not for operations

#3 Health Services (5)

- Specialist services are readily available

#4 Outdoor Spaces: Sidewalks, Pathways & Trails (3)

- Snow banks along sidewalks are removed

Participant comments:

- Just clearing sidewalks (corners not done) results in snow piles too high for seniors to step over; depth to step down due to snow is too high for seniors
- Sidewalks not cleared of snow, consistent issue; people end up walking on streets
- Grates on cross walks can be dangerous in winter

- Sidewalk sandwich board signs can present major tripping hazard, even if they are placed according to guidelines (near meters) but particularly when not
- Need more pedestrian crosswalks on Highway 3 (Nelson Avenue/Front Street), especially in front of Safeway

Solutions:

- Link traffic light and pedestrian crossing controls so that consecutive traffic lights (on stretches such as above) are triggered by one pedestrian crossing, slowing down oncoming traffic; Vancouver has such a system

#5 Housing: Maintenance & Modifications (2)

- Yard maintenance, general maintenance and snow clearing is available and affordable

Participant comments:

- Need affordable services: snow removal, lawn care, home repair, etc

Solutions:

- Offer services with a sliding scale rate
- Start a social enterprise, business with focus on seniors needs
- Job creation through grants and working with current employment agencies

#6 Social Participation (2)

- There is a system in place to ensure “shut in” seniors have social contact

Participant comments:

- Need for more outreach to isolated seniors

Participants were given a “last say”, an opportunity to add something that they thought was important but had not come up in the discussions:

- Need someone on City Council that sees through the senior’s lens
- Think of who is using public transportation
- Need for public washrooms and water fountains
- People don’t stop at cross walks, needs reinforcement
- New buildings not age friendly/accessibile, e.g. Chamber of Commerce public meeting room
- Transportation services need better coordination
- There is too much distance between bus stops

Healthy aging describes the process of improving opportunities for physical, social and mental health to enable seniors to take an active part in society without discrimination and to enjoy independence and quality of life.

The Chief Public Health Officer’s Report on the State of Public Health in Canada, 2010

Presentation & Consultation: City of Nelson

The Advisory Committee suggested that we take a systemic approach to solutions and many of the identified priorities are of specific concern to the city government. So the project coordinator did a third, separate presentation to key City staff and council members, including the Director of Public Works & Utilities and a Senior Planner from Development Services & Engineering. The Lead Hand for Nelson Transit was unable to attend but provided input separately; he is also an active member of Nelson CARES Moving Together Working Group and is great support in the work to make transit more age-friendly. Two City Councilors who are familiar with the work of the AFC Initiative attended as well (one sits on the AFC Initiative Advisory Committee, both on the Moving Together Working Group). They were asked for their input on the following recommendations:

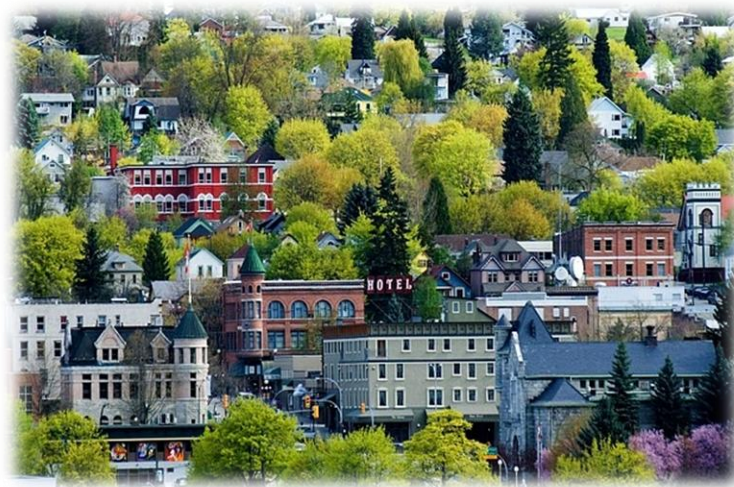
- Apply an age-friendly lens to future planning and development endeavours
- Embed accessibility (a key element of age-friendliness) in documents like the Official City Plan, Active Transportation Plan and Sustainability Strategy
- Create a Councilor's "Age Friendly" portfolio
- Provide leadership: Support developments/redesigns that include wheelchair accessibility and other age friendly indicators
- Apply the following benchmarks when re-evaluating relevant age-friendly ratings from the survey
 - 3.5 minimum acceptable rating
 - 4 goal rating
 - 5 long-term goal
- Work collaboratively: City of Nelson, health & community services sectors, and the larger community
- Strike a City/Community Age Friendly Advisory Committee

The participants supported all of the recommendations with the following additions/revisions:

- Apply an age-friendly lens to future planning and development endeavours
- Embed accessibility (a key element of age-friendliness) in documents like the Official City Plan, Active Transportation Plan and Sustainability Strategy
- Provide leadership: Support developments/redesigns that include wheelchair accessibility and other age friendly indicators
 - Also include regulatory documents and procedures
 - The City "encourages" universal design;³ need incentives and/or enforcement
 - Need to move from voluntary compliance to bylaws
 - Apply incentives like those for green building developments; could also apply to accessibility and affordability

³ Universal design refers to broad-spectrum ideas meant to produce buildings, products and environments that are inherently accessible to older people, people without disabilities, and people with disabilities (Wikipedia)

- Create a Councilor's "Age Friendly" portfolio
- Strike a City/Community Age Friendly Advisory Committee
 - There is already a Seniors Portfolio and the City Councilor who holds it already sits on the AFC Advisory Committee
 - Collaboratively review and revise the Seniors Portfolio terms of reference
 - More fully utilize the opportunities provided by having the support of this position
 - Instead of creating a new committee, utilize the existing AFC Initiative Advisory Committee; create a sub-committee with additional representation from individual seniors; the Councilor with the seniors portfolio could chair and act as liaison with the City
 - AFC Initiative Coordinator seek seat on key City committees and commissions, e.g. the Advisory Planning Commission, representing seniors concerns and age friendly perspectives
- Work collaboratively: City of Nelson, health & community services sectors, and the larger community
 - Engage and inform the larger community with a marketing plan and clear messaging; age-friendliness makes Nelson better for everyone
 - Change the language: cost of making accessible at the development phase is far less than the cost of refits to make it accessible later



7) ACTION PLAN

Issue	Solution	Lead
<p>Systemic approach to ensuring future City or City-supported developments include age-friendliness and accessibility in planning process</p> <p>Support developments/redesigns that include wheelchair accessibility and other age friendly indicators</p>	Seek opportunities for age-friendly input when reviews are taking place of documents like the Official Community Plan, Active Transportation Plan, etc	AFC Coordinator City Councilor, Seniors Portfolio
	Advocate with relevant City committees for changes to regulatory and procedural documents, and bylaws, to ensure compliance with changes to above documents	
	Seek seat for Age Friendly Community representative on key committees and commissions, e.g. the Advisory Planning Commission	AFC Coordinator
	Enforce (or incentivize) universal design practices in City or City-supported developments	City of Nelson
	Apply incentives like those for green building developments; could also apply to accessibility and affordability	
<p>Engage partners and supporters in addressing priority issues identified in the survey</p> <p>Engage and inform the larger community with a marketing plan and clear messaging; age-friendliness makes Nelson better for everyone</p>	Review Seniors Portfolio terms of reference, better engage City council through this relationship	AFC Coordinator City Councilor, Seniors Portfolio
	Expand the AFC Advisory Committee or form a multi-sectoral sub-committee that includes individual seniors; co-chaired by AFC Coordinator and City Councilor with Seniors portfolio	
	Committee to review priority issues identified by focus groups and continue developing solutions to address; add these to the Action Plan	AFC Coordinator AFC Advisory Committee
	Develop a marketing plan to inform and engage the larger community	
	Develop a logic model to continuously evaluate outcomes	
	Seek Age Friendly Community Designation for the City of Nelson	
Apply benchmarks to re-evaluate relevant age-friendly ratings from the 2016 survey	Conduct another age friendly survey in 2018, potentially at Seniors Fair (attended by 300+ seniors)	AFC Coordinator Kootenay Seniors Service Provider Group (Seniors Fair)

8) NEXT STEPS

The Action Plan will be presented to Nelson City Mayor and Council at first Committee of the Whole meeting after completion of project. The results will also be shared with the community through a joint media event with the City of Nelson and presentations to seniors groups. The AFC Initiative Coordinator will work with the City to seek Age Friendly Community Designation for the City of Nelson.

The Age Friendly Community Initiative will continue addressing both systemic issues and individual priority issues identified by the Focus Groups. By working collaboratively across sectors and engaging the larger community, together we can make Nelson an even greater place to live, work, play and grow older.



*Copies of this report and the full Age Friendly Community survey report are available from Nelson CARES
Call 270.352.2708 to inquire*