Township of Langley
Est. 1873

SENIORS ADVISORY COMMITTEE

Wednesday, November 17, 2021 at 7:00pm
Via Zoom

MINUTES

Present:
E. Brett, Community Co-Chair
Councillor P. Arnason, Council Co-Chair

C. Eaton, L. Gates, L. George, S. Hedao, and G. Wong

Guest:
A. Kupferschmidt, United Way Provincial Working Group on Seniors Transportation
R. Meijer Drees, New Westminster and Burnaby Walkers' Caucus
M. Wilson, New Westminster and Burnaby Walkers' Caucus

Staff:
C. Quin, Recording Secretary
P. Ward, Strategic/Social Planner

A. APPROVAL AND RECEIPT OF AGENDA ITEMS

1. Seniors Advisory Committee – November 17, 2021

Moved by L. Gates,
Seconded by S. Hedao,
That the Seniors Advisory Committee approve the agenda and receive the agenda items of the November 17, 2021 meeting.
CARRIED

B. ADOPTION OF MINUTES

1. Seniors Advisory Committee Minutes – October 20, 2021
Dementia-friendly Task Force Notes – October 20, 2021

Moved by G. Wong,
Seconded by C. Eaton,
That the Seniors Advisory Committee adopt the Minutes of the October 20, 2021 Seniors Advisory Committee meeting and receive the Notes of the October 20, 2021 Dementia-friendly Task Force meeting (see Attachment A).
CARRIED

C. DELEGATIONS AND PRESENTATIONS

1. United Way Provincial Working Group on Seniors Transportation

A. Kupferschmidt, member of the United Way Provincial Working Group on Seniors Transportation, provided the following information:

The Working Group makes recommendations to the Community-Based Seniors Services Leadership Council convened by the United Way of BC. Includes representation from:

- Community-based senior-serving agencies
- Health sector
- Municipal and regional governments across BC
- TransLink
- ICBC
- Better Environment Sound Transportation (BEST)

Five Priority Areas

- Transportation to medical appointments
- Public transit
- Paratransit
- Driving cessation
- Sedentary lifestyles

Provincial Consultation on Seniors' Transportation

- Group activities
- Interactive polls
- Breakout rooms

Suggested Community Adaptions

- Provide transportation to medical appointments
- Provide supportive programs
- Provide supportive built environments
- Rural context versus urban context

Priority Actions

- More funding
- Involve healthcare system
- Engage with policy makers
- Training programs
- Advocate for more transport options and built environment actions

Discussions ensued and comments as follows:

- TransLink's Community Travel Training is very successful and working well with HandyDART and bus ridership
- Need to bring a higher profile to Langley and promote partnerships
- Scooter mobility is a consideration
- Finding new ways for shuttle services from senior facilities to a variety of amenities
- Resources should be used to their full potential

C. DELEGATIONS AND PRESENTATIONS

2. Walkers' Caucus

R. Meijer Drees and M. Wilson, New Westminster and Burnaby Walkers' Caucus, provided the following information:

Pedestrian Advocacy 101

- Speaking up for folks who get around on foot
- Primarily concerned with walking as a transportation mode, rather than exercise
- Pedestrian advocacy is very local, focused on the built environment
- Three legs for change; requiring action from municipal staff, Council and the public
- Walkers' Caucus started five years ago, not a registered society
- Website, Facebook, Twitter, and Newsletters

Walkers' Caucus Strategic Plan

- Political Advocacy
- Membership Growth and Engagement
- Communication
- Partnerships

Projects and Events

- Walk30
- Jane's Walk
- Getting a dedicated seat on the City of New Westminster's Active Transportation Advisory Committee
- Provincial activism; the Pattullo Bridge Replacement project
- City activism; new crossing near a shopping mall

Discussions ensued and comments as follows:

- Advocacy is a long-term goal and is about partnerships and connections
- Audits done by citizens with a checklist of communities' walkability and safety for pedestrians

It was suggested that committee members review the Walkers' Caucus website for additional information.

D. REPORTS

1. Co-Chair Reports

Councillor Arnason:

- Thank you to Township of Langley's crews, staff, emergency responders, and community for diligently working through the storm.
- Council was well represented throughout the community attending virtual Remembrance Day ceremonies.

E. CORRESPONDENCE

F. WORK PROGRAM

1. Transportation for Seniors

G. Wong provided an update on a community-based seniors shuttle initiative, being led by Langley Seniors in Action. Research has shown that shuttle services differ throughout different communities based on their needs. Possible funding may be available through health-related resources for a shared bus or van. A transportation targeted survey is being considered to determine where there are gaps in the transportation resources.

2. Age- and Dementia-friendly Action Plan

MOTION
Moved by L. Gates,
Seconded by S. Hedao,
That the Seniors Advisory Committee endorse the Age- and Dementia-friendly Action Plan (see Attachment B).
CARRIED

COUNCIL
Moved by L. Gates,
Seconded by G. Wong,
That the Seniors Advisory Committee recommends that Council endorse the Age- and Dementia-friendly Action Plan (see Attachment B).
CARRIED

COUNCIL
Moved by L. George,
Seconded by C. Eaton,
That the Seniors Advisory Committee recommends that Council approve a presentation from the Seniors Advisory Committee on the proposed Age- and Dementia-friendly Action Plan at the December 13, 2021 Regular Council meeting.
CARRIED

F. WORK PROGRAM

It was suggested that the project consultant deliver the presentation on behalf of the committee.

G. COUNCIL REFERRALS

H. OTHER BUSINESS AND ITEMS FOR INFORMATION

I. NEXT MEETING

Date: December 15, 2021
Location: Zoom
Time: 7:00pm

J. TERMINATE

Moved by G. Wong,
Seconded by C. Eaton,
That the meeting terminate at 8:35pm.
CARRIED

CERTIFIED CORRECT:

Community Representative Co-Chair

Council Representative Co-Chair

TOWNSHIP OF LANGLEY
AGE- AND DEMENTIA-FRIENDLY ACTION PLAN

DEMENTIA-FRIENDLY TASK FORCE MEETING #8

Wednesday, October 20, 2021 from 7:00pm to 8:00pm via Zoom

In Attendance:

Cllr. P. Arnason, S. Aziz, E. Brett, K. Brown, C. Eaton, Cllr. S. Ferguson, L. George, M. Gill, S. Hedao, S. Martin, R. Oren, and G. Wong

Facilitators:

A. Penner, Community and Policy Planner; M. Larson, Consultant; P. Ward, Strategic/Social Planner

Summary Notes:

1. Welcome

P. Ward welcomed everyone to the meeting and reported that this would likely be the final meeting of the Task Force.

2. Review and discuss draft Action Plan

M. Larson reported on the updates that were made to the draft Age- and Dementia-friendly Action Plan since the last Task Force meeting. Discussion ensued and the following comments were provided:

- It will be important to keep the work going, and continue to engage with various groups
- The draft Action Plan covers all of the important discussions that took place
- There is an opportunity to clarify the term “cognitive accessibility,” or use a different term
- The implementation section would benefit from additional detail in terms of departmental responsibilities through the implementation phase
    - P. Ward noted that staff have developed an internal document that identifies the departments that will need to be involved through implementation
- The Action Plan can be used as a framework to seek grant funding
- There is an opportunity to better acknowledge the recreational opportunities provided by the Township

M. Larson reported that any additional comments may be sent via email following the meeting.

3. Reflections on the project

M. Larson asked Task Force members to reflect on the Age- and Dementia-friendly project. Discussion ensued and the following comments were provided:

- A disciplined project, with great balance of content
- An organized project and allowed inclusion from all
- Should be shared with other organizations/associations
- Highlights the opportunity to align age-friendly and dementia-friendly initiatives
- Information about promising practices in other communities can be redistributed to Task Force members
- Reaching out to fully engage with caregivers was limited, due to COVID-19
- It was a learning experience, and all were challenged to think more deeply about the issues
- Has laid a foundation for positive outcomes

4. Next steps

P. Ward reported that Task Force comments would be integrated into a revised draft Action Plan for the consideration of the Seniors Advisory Committee.

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M E M O R A N D U M

TO:	SENIORS ADVISORY COMMITTEE	**DATE:**	NOVEMBER 17, 2021
FROM:	PATRICK WARD STRATEGIC/SOCIAL PLANNER	**FILE NO:**	LSP00012
SUBJECT:	AGE- AND DEMENTIA-FRIENDLY ACTION PLAN		

The purpose of this memorandum is to provide information on the Age- and Dementia-friendly Action Plan (Action Plan), presented as Attachment A, with a view to advancing the Action Plan to Council for endorsement. The preparation of the Age- and Dementia-friendly Action Plan was recommended by the Seniors Advisory Committee (SAC) and guided by the Dementia-friendly Task Force, which was established by the SAC.

Background:

In 2018, the SAC began to explore issues related to dementia. Dementia is an overall term for a set of symptoms that are caused by disorders affecting the brain including memory loss and difficulties with thinking. While aging does not cause dementia, age is the strongest known risk factor.

At its May 15, 2019 meeting, SAC received a presentation from a representative with the Alzheimer Society of B.C. who provided an overview of its Dementia-friendly Communities initiative. Dementia-friendly communities support people with dementia and allow them to participate in their community to the fullest extent possible by addressing barriers in the social and built environment.

Subsequently, at its June 19, 2019 meeting, SAC passed the following motion:

> *That the Seniors Advisory Committee recommends a future application to the UBCM Age-friendly Communities Grant Program to assist the Township in working towards becoming a dementia-friendly community, by applying a dementia-friendly lens to its existing Age-friendly Strategy.*

Then, at its September 17, 2019 meeting, the SAC passed the following motion:

> *That the Seniors Advisory Committee endorse the draft Terms of Reference for the Age- and Dementia-friendly Action Plan and the Dementia-friendly Task Force.*

At its October 7, 2019 meeting, Council approved the Terms of Reference for the preparation of an Age- and Dementia-friendly Action Plan and the establishment of a Dementia-friendly Task Force, and authorized staff to submit an application to the Union of BC Municipalities (UBCM) for grant funding to support the planning work.

After being awarded $25,000 in UBCM grant funding, the project was initiated in late 2020 following the establishment of the Dementia-friendly Task Force by Council, as recommended by the SAC. The Task Force was comprised of the members of the SAC, a representative from the Alzheimer Society of B.C., and representatives from other stakeholder organizations.

Purpose of the Age- and Dementia-friendly Action Plan:

The purpose of the Age- and Dementia-friendly Action Plan is to guide Township actions, activities, and programs that support older adults, people living with dementia, and their caregivers to remain connected and included in community life. The Action Plan has a five-year implementation timeframe and is intended as an update to the Township's current Age-friendly Strategy that was prepared in 2014. In recognition of the increasing number of people living with dementia due to population aging, this updated Plan includes a dementia-friendly perspective.

Community Engagement:

The preparation of the Age- and Dementia-friendly Action Plan was guided by the Dementia-friendly Task Force. The Task Force supported the development of the project vision, the community engagement activities, and the recommended priorities and actions. Township staff and a consulting Gerontologist supported the work of the Task Force by facilitating the meetings, undertaking and sharing the results of research and community engagement, and preparing draft materials for input and feedback. The Task Force met eight (8) times over the course of the planning process.

Community engagement activities for the broader public and stakeholders between February and June 2021 included a virtual community forum, a survey, focus groups, interviews, and a workshop. Nearly 250 people participated in these activities, providing diverse perspectives on aging, living with dementia, and/or caregiving in the community. A more detailed summary of these activities and the input received is included in the Action Plan (Attachment A).

In addition, between October 6 and 25, 2021, the public was provided an opportunity to provide feedback on a draft Action Plan, which was shaped by the earlier engagement activities. The feedback opportunity was advertised in the local newspaper and Township digital communication channels including direct emails to individuals that had participated in earlier phases of the community engagement program. During the feedback period, 126 individuals visited the project webpage that included a summary of the draft Action Plan, with seven (7) individuals completing a digital feedback form. The feedback submitted is attached to this memorandum as Attachment B.

Priorities and Actions:

The table below summarizes the priorities and actions recommended by the Age- and Dementia-friendly Action Plan.

Priority Area	Action ID	Ongoing Actions	2022 – 2026 Actions
Civic Participation and Employment	1A	Engage older adults in planning processes	
	1B	Provide volunteer opportunities for all ages and abilities	
	1C	Administer the Age-friendly Business Recognition Program	
	1D		Address potential barriers to volunteering
	1E		Strengthen dementia-friendly components of the Business Recognition Program
	1F		Recognize older adults who continue to work
	1G		Strengthen the use of an age- and dementia-friendly lens
	1H		Facilitate skill and story-sharing across generations
Communication and Information	2A	Promote resources for older adults	
	2B	Liaise with community groups and committees	
	2C	Enhance accessibility features for accessing digital resources	
	2D		Expand cross-sectoral collaboration for communication
	2E		Reduce myths and stigma related to aging and dementia
	2F		Promote dementia-friendly resources
	2G		Ensure BC211 is updated regularly
	2H		Train staff and volunteers on age- and dementia-friendly
	2I		Collaborate to address technology barriers
	2J		Collaborate to promote low-cost local events
	2K		Review and implement consistent municipal signage
	2L		Strengthen promotion of parks, trails, and navigation resources
	2M		Further engage and include older adults in emergency preparedness

Priority Area	Action ID	Ongoing Actions	2022 – 2026 Actions
Places and Mobility	3A	Integrate accessibility improvements into facilities	
	3B	Implement the Housing Action Plan	
	3C	Advocate for improved public transit service	
	3D	Implement the Cycling Plan	
	3E	Integrate and retain historical landmarks in new development	
	3F		Integrate age- and dementia-friendly as part of the Transportation Strategy update
	3G		Convene residents and TransLink to discuss transit service
	3H		Explore cognitive accessibility in facilities
	3I		Enhance wayfinding resources and signage
	3J		Assess and promote availability of public washrooms
Community Support and Health	4A	Offer a wide range of recreation programs	
	4B	Support partner efforts to attract health care workers	
	4C	Liaise with Fraser Health to support health care planning	
	4D		Convene partners to explore enhanced health supports
	4E		Further include people living with dementia in recreation programs
	4F		Advocate for affordable non-medical support services
	4G		Advocate for caregiver financial support
Social Connection and Participation	5A	Provide community grants that strengthen social connection	
	5B	Continue to operate hubs of social connection	
	5C		Explore ways to enhance rural area supports
	5D		Identify gaps and opportunities with community gathering places
	5E		Strengthen social connection opportunities

Financial Implications:

Staff have undertaken a high-level review of the financial implications associated with the proposed Age- and Dementia-friendly Action Plan and estimate that an approximate budget of $120,000 would be required to support implementation (approximately $24,000 per year). As shown in the table below, budgets are required for seven (7) actions which are anticipated to require additional support and expertise from external consultants.

Action		**Estimated Budget**
2H	Train staff and volunteers on age- and dementia-friendly, integrated with existing initiatives, where possible	$10,000
2K	Review signage standards and implement consistent age- and dementia-friendly symbols/icons (e.g. facility and parks signage).	$30,000
2L	Explore opportunities to strengthen communication and promotion of parks, trails, and navigation resources.	$20,000
3I	Explore opportunities to enhance wayfinding resources and signage.	$20,000
3J	Assess the availability of public washrooms and seek opportunities to better promote the location of existing facilities (e.g. third party mapping applications).	$15,000
4E	Explore opportunities to better include people living with dementia in recreation programs.	$10,000
5D	Map and inventory community gathering places with a view of identifying gaps and opportunities.	$15,000

As described in the Action Plan, grant funding can be pursued to support implementation with requests for additional budgets submitted for consideration through the annual budget process, as needed.

In addition, given the integrated nature of age- and dementia-friendly planning and action, implementation will require the involvement and support of staff resources in various divisions/departments across the organization, including:

- Arts, Culture, and Community Initiatives
- Community and Policy Planning
- Corporate Communications
- Economic Investment and Development
- Facilities Planning and Construction
- Information Technology
- Parks Design and Development
- Parks Operations
- Protective Services – Fire (Emergency Management)
- Recreation
- Transportation

Consistent with the implementation framework described in the Action Plan, these divisions/departments will aim to incorporate the recommended actions into annual work plans within the five (5) year timeframe. Recognizing staff are currently operating at full capacity,

recommended actions that require a lower level of resources (e.g. can be integrated as a lens on existing programs and/or complement actions identified in other plans and strategies) are likely to be implemented before actions that require a greater level of resources. Based on existing staffing levels, it may be challenging to undertake all of the recommended actions within the five (5) year implementation timeframe; divisions/departments may submit requests for additional staff resources, as required, for consideration as part of the annual budget process to support the implementation of the Action Plan and other work plan items.

The Community and Policy Planning Department will be responsible for coordinating implementation, monitoring, and reporting for the Action Plan.

Next Steps:

Council endorsement of the Age- and Dementia-friendly Action Plan is required prior to implementation.

ATTACHMENT 1	Age- and Dementia-friendly Action Plan (Draft)
ATTACHMENT 2	Summary of Public Feedback on the Draft Action Plan

ATTACHMENT 1



Age- and Dementia-friendly Action Plan

Township of Langley
Est. 1873

Age- and Dementia-friendly Action Plan

Acknowledgments

We respectfully acknowledge that the Township of Langley is located on the traditional and unceded territories of the Katzie, Kwantlen, Matsqui, and Semiahmoo First Nations.

The Township would like to thank the individuals and organizations who provided their expertise and insight into the preparation of the Age- and Dementia-friendly Action Plan. A special thank you to the individuals that participated on the Dementia-friendly Task Force:

- Cassandra Eaton
- Chonna Munnalall
- Councillor Petrina Arnason
- Councillor Steve Ferguson
- Evan Brett
- Gabrielle Wong
- Kelly Brown
- Lisa George
- Lorraine Gates
- Manjit Gill
- Ramsey Oren
- Sana Aziz
- Shahin Soheili
- Shashank Hedao
- Sherri Martin

The preparation of this Action Plan was supported by the Alzheimer Society of B.C. and Mariam Larson Consulting.

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Introduction and Context

Our Vision: The Township of Langley is a community where older adults, people living with dementia, and their caregivers experience connection and inclusion.

Canadians are living longer and healthier than ever before and want to stay well and engaged with their communities in meaningful ways. The Age- and Dementia-friendly Action Plan is the second strategy focused on older adults prepared by the Township since 2014. This updated Plan was developed to help sustain Township actions, activities, and programs that help people age in the right place and be connected and active for as long as they choose. In recognition of the increasing number of people living with dementia due to population aging, this updated Plan includes a dementia-friendly perspective.

The Age- and Dementia-friendly Action Plan provides a framework for making Langley Township an even more welcoming and inclusive place for older adults, people living with dementia, and their caregivers. It builds on existing plans and programs, and emphasizes the importance of collaboration with others to achieve our vision.



Age-friendly communities

The World Health Organization (WHO) launched the Global Age-friendly Cities Project in 2006 in recognition that population aging—more people living longer—impacts a wide range of municipal policies, processes, programs, and infrastructure related to physical and social environments. WHO identified eight interconnected domains to help communities frame age-friendly initiatives. Canada joined the global effort in 2007, launching the Age-friendly Communities initiative; by 2011, over 560 communities committed to becoming age-friendly.

Age-friendly communities support and enable people to age in the right place with dignity, respect, and independence, and promote the participation of older adults in all areas of community life.

In addition to bringing an age-friendly lens to municipal services, local governments can play a role in bringing community partners together for a collaborative and coordinated approach to supporting older residents—as well as those who care for them. People of all ages, abilities, and backgrounds benefit from initiatives that increase safety, accessibility, social equity, and social inclusion.

Income inequality, urbanization, climate change, rapidly evolving technology, and other social trends significantly impact older adults. Lack of social supports, living on a fixed income, or having conditions that impact mobility are just a few of the many barriers that can reduce their safety, connectedness, and well-being.

Key terms:

Age in the right place: Age-friendly community work contributed to the idea of "aging in place", with a focus on planning for people to be able to stay in their home and community as they aged. The concept evolved to "aging in the right place" in recognition of the diversity of individual needs, preferences, capacity, and resources.

Social Equity: The fair distribution of resources among individuals and communities to facilitate full participation in community life, recognizing that different individuals and communities require different levels of support in order to thrive.

Social Inclusion: The right and opportunity for all individuals to celebrate their diversity and fully participate in all aspects of community life.

Community Profile

The Age- and Dementia-friendly Action Plan exists among a suite of Township plans and strategies, including the Housing Action Plan, Master Transportation Plan, and Official Community Plan. Priorities and actions in the Age- and Dementia-friendly Action Plan complement and are complemented by policies and actions in other Township plans and strategies. Collectively, these plans and strategies help make the Township a better place for older adults, people living with dementia, and their caregivers, and advance broader community goals related to social inclusion and sustainability.

Age-friendly Langley Township

Nearly 24,000 people aged 65 or older are living in the Township of Langley, making up 16.8% of the total population. By 2030, this age group is projected to increase to 38,000 (21.6%); by 2046, it is expected to increase to 52,500 (23.9%).

	Total population	65+ population	% 65+
2021	140,194	23,616	16.8%
2030	175,400	37,843	21.6%
2046	219,400	52,540	23.9%

The Township has been preparing for this demographic shift through a number of planning and engagement initiatives. In 2008, Township Council adopted the Sustainability Charter. The Charter envisions a community that is socially, culturally, economically, and environmentally balanced, and includes an objective to monitor changes in community values, aspirations, and needs. As the Township's highest level policy document, the Charter is implemented through other Township plans and strategies, including the Age-friendly Strategy launched in 2014. Implementation of the Strategy contributed to the Seniors' Healthy Living Secretariat of the Provincial Ministry of Health formally recognizing the Township as an age-friendly community under the Age-friendly BC Recognition program in 2015.

The Age-friendly Strategy Progress Report (2019) highlighted completion of 15 strategies and progress on another 25 strategies. Completed work includes the Age-friendly Business Recognition Program, an age-friendly parking program pilot, market analysis of older adults' housing preferences, implementation of a campaign promoting multi-generational interactions and age-friendly values, and other initiatives.

Dementia-friendly Langley Township

There are approximately 1,800 people living with dementia in Langley; these numbers are projected to rise to an estimated 3,200 people in 2030. Most people with dementia live at home in the community.

Dementia is an overall term for a set of symptoms that are caused by disorders affecting the brain, including memory loss and difficulties with thinking, problem-solving or language, severe enough to reduce a person's ability to perform everyday activities.

Aging does not cause dementia. While mild changes in cognition may come with aging, dementia is not a normal part of the aging process. However, age is the strongest known risk factor for dementia, though some younger people, in their 40s or 50s, are diagnosed with early onset dementia.

> Dementia-friendly communities complement age-friendly initiatives by adding nuance and depth with respect to the needs of people living with dementia.

People living with dementia and their caregivers often experience stigma and difficulty accessing services. This can negatively impact their mental and physical health and contribute to social isolation. Reducing stigma can improve community understanding and support, which can contribute to the overall well-being of people living with dementia and their caregivers. Applying a dementia-friendly lens to policies, processes, programs, and infrastructure can help people living with dementia and their caregivers sustain connections and engagement for as long as possible.



Creating the Action Plan

In 2018, the Township's Seniors Advisory Committee (the "SAC") began exploring ways to bring a dementia-friendly lens to the Age-friendly Strategy. The Seniors Advisory Committee is established by Council to represent the Township of Langley seniors' perspectives on municipal and other key seniors' issues. Its current membership includes older adults, a youth representative, a Fraser Health Authority representative, and adults of varying ages.

The Township's SAC invited the Alzheimer Society of B.C. to provide an overview of its Dementia-friendly Communities initiative. With the Society's support and funding from a UBCM Age-friendly Communities Grant, the Township started work in 2019 to update age-friendly actions and expand the scope to specifically include people living with dementia.

A Dementia-friendly Task Force ("Task Force") was established to inform the project. Members included representatives from Council and the SAC, community service providers, older residents, the business sector, and the Alzheimer Society of B.C. Efforts to include someone living with dementia were unsuccessful, in part due to the impact of COVID-19 on the community. In 2020, the Township engaged a consulting gerontologist to facilitate the Task Force and action planning activities.

The Task Force crafted the project vision, prepared key engagement questions to support the vision, and developed an engagement strategy, activities, and tools. Their work was based on:

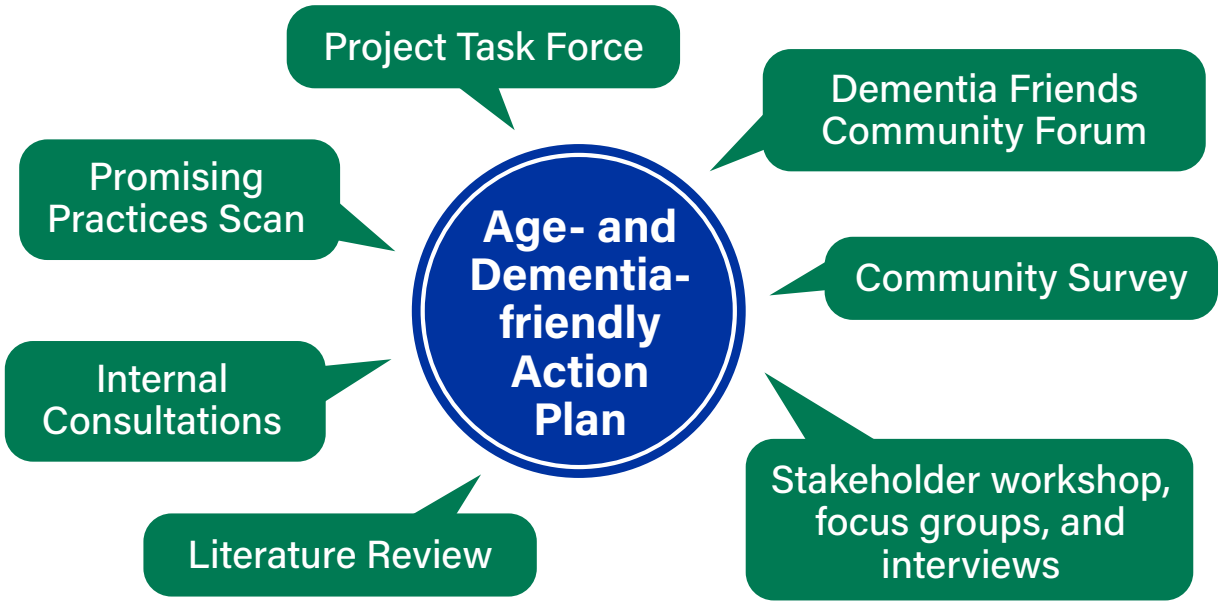
- a literature review;
- WHO age-friendly domains;
- learning from age- and dementia-friendly community initiatives conducted in other B.C. municipalities; and
- input from Township staff.

Key community engagement questions:

- What could be done to make the community more friendly and inclusive for older adults?
- What could be done to make the community more friendly and inclusive for people living with dementia?
- What could be done to better support unpaid or family caregivers?

Community engagement activities

The Township of Langley used a variety of methods to engage community members, stakeholders, and staff to learn what makes Langley Township age- and dementia-friendly—and what might make it more so.



Engagement activities included a virtual community forum, survey, focus groups with community groups and staff, and individual interviews with key stakeholders. Due to COVID-19 safety requirements, engagement options were limited to virtual approaches, which impacted participation rates, particularly by people living with or caring for people with dementia, and for those without access to—or familiarity with—technology. Health authority participation was also constrained by pandemic responsibilities restricting staff availability.

Nearly 250 people participated in activities, providing diverse perspectives on aging and/or living with dementia, or caregiving in our community. Responses collected through all activities were categorized into the 8 WHO age-friendly domains. Because many of the recommended actions fit in more than one domain, they were consolidated into five priority areas.

Township Age- and Dementia-friendly Community Priority Areas

Civic Participation and Employment: Everyone has opportunities to participate in community decision-making. Older adults also have opportunities to share their experiences and skills with the community through paid and volunteer work.

Communication and Information: Communication tools, content, and activities are respectful and accessible. Information about programs and resources to help people meet their needs is available, appropriately designed, and effectively delivered.

Community Support and Health: Older adults have access to the social and health services they need to stay healthy and independent, with appropriate, affordable support as needs change.

Places and Mobility: Outdoor and indoor environments are designed to help people get around safely and easily, encourage active healthy living, and provide opportunities for social interaction. Housing and transportation options allow older adults to age in the right place.

Social Connection and Participation: Older adults have opportunities to develop and maintain their social networks. Programs and services are developed with consideration of their needs and preferences.



Community engagement results and recommendations

From a broad perspective, participants provided insight about strengths, opportunities and challenges that impact older people across Langley Township's rural and urban neighbourhoods. Stakeholders and residents share a vision for the Township to take a role in facilitating collaboration across health, transportation, and housing service providers. They also emphasized opportunities and challenges to engage older residents, people living with dementia, and caregivers early and throughout community planning and processes.

Strengths

What makes Langley Township a great community for older adults?

- Enjoyable parks and trails
- Accessible buildings and businesses
- Feeling safe
- Social connections with friends and family
- Community centres and libraries
- Recreation and fitness programs
- Feeling welcomed and respected



Opportunities

Responses highlighted broad action recommendations.

- Build on existing Township projects/strategies (e.g. park and trail signage, and accessibility features)
- Enhance awareness and training related to aging and dementia
- Expand intergenerational and multi-cultural approaches (e.g. internet buddies and diverse food and/or music events)
- Strengthen collaborative relationships to help address challenges beyond Township mandate (e.g. public transit, and healthcare services)
- Improve access to age- and dementia-friendly information and resources

Challenges

Responses identified critical areas that can create barriers to having age- and dementia-friendly communities, including the need to:

- Communicate age- and dementia-friendly information, resources, and program impact comprehensively, effectively, and equitably—and overcome significant technology divides
- Identify and address needs in rural and urban areas equitably (e.g. transportation access, meeting and gathering spaces and programs, support and connection including for caregivers, housing options)
- Deliver both systemic and ground-level solutions (e.g. integrating age- and dementia-friendly perspectives across all programs—while differentiating between municipal and health roles—and including social connection opportunities with programs by offering refreshments and facilitating conversation after sessions)
- Bridge departmental and regional silos, e.g. municipality with health, transportation, housing sectors
- Address the impact of growth and change on a sense of familiarity and connection to neighbourhoods and the larger community
- Address resource capacity (financial and staff)

Recommendations reflected a variety of opportunities for age- and dementia-friendly impact, including:

- The need for better communication and education across all five priority areas
- Emphasis on the needs of caregivers for people living with dementia, the need for more day programs, and limited support to address complex and urgent care needs, which can only be addressed through health authority leadership

> Seniors are a very diverse group. Equity must be considered when addressing barriers to inclusion, participation, and connection.

Financial considerations

Financial recommendations that are largely beyond municipal control include a need for caregiver compensation and affordable long-term care. Care-receiving and caregiving participants can experience a significant impact on finances due to a reduced ability to work and unexpected costs to meet care needs.

Potential actions within municipal control may include convening cross-sector stakeholders to address financial gaps and barriers to well-being, as well as reducing or waiving program fees for unpaid caregivers who are supporting care-recipients in activities.

The impacts of poverty and low income can be particularly severe for seniors who may be faced with impossible decisions about paying for food and care supplies, as well as for housing and essential transportation.

COVID-19 considerations

Responses related to the COVID-19 pandemic ranged from general wishes that the virus be gone to more specific requests that recreation sites re-open and programs resume. Respondents also asked that programs and services developed to address seniors' needs during the pandemic be considered for continued funding and delivery; though it was a very difficult time, COVID-19 provided a rare opportunity to try new approaches to connecting with and supporting older people that could address pre-existing gaps and barriers.



Roles and Responsibilities

Building an age- and dementia-friendly community is a shared responsibility of all levels of government and requires involvement from numerous organizations, groups, and individuals. As a local government, the Township's role includes delivering recreation and culture programs, managing public parks, trails, and streets, and convening diverse organizations to foster collaborative action. Notably, the Township is not responsible for delivering or funding public transit or healthcare services. Actions that require financial or staff resources must be monitored to bring forward requests to Council as needed.

The Township will take a leadership role in implementing the Action Plan. Essential partners will include community organizations, businesses, and service providers, including health, transit, and housing providers.

> The Alzheimer Society of B.C. is working towards a dementia-friendly society, where people living with the disease are welcomed, acknowledged, and included. They provide a variety of education and support programs for people with all types of dementia.



Priorities and Actions

Age- and dementia-friendly actions are organized into five priority areas, which are presented in no order of significance. The actions build on and complement initiatives the Township has completed or initiated under the 2014 Age-friendly Strategy, as detailed in the 2019 Progress Report.

Given the broad scope of the Action Plan, some of the actions are more exploratory in nature, recognizing that additional research, community engagement, or prototyping may be needed as part of implementation. In some instances, initial ideas ("Here's an idea!") for these exploratory actions are included for illustrative purposes.

Recognizing new challenges and opportunities may emerge within the five-year timeframe of the Action Plan, the actions are subject to recalibration as part of the development of annual work plans. Similarly, the Township is not limited by the actions identified in the Action Plan.



Priority 1: Civic Participation and Employment

Everyone has opportunities to participate in community decision-making. Older adults also have opportunities to share their experiences and skills with the community through paid and volunteer work.

Ongoing Actions:

a. Continue to engage older adults early and throughout community engagement and planning processes, and support inclusion of those with diverse needs.

b. Continue to provide leadership and volunteer opportunities for all ages and abilities.

c. Continue to administer and promote the Age-friendly Business Recognition Program.

2022 – 2026 Actions:

d. Facilitate connections among volunteers to address barriers to participation, such as transportation.

e. Seek opportunities to strengthen dementia-friendly components of the Age-friendly Business Recognition Program.

f. Explore ways to recognize and support older adults who continue to work.

> **Here's an idea!** Help educate business and community groups about the benefits of older people in the workplace (e.g. business stability and access to diverse expertise), and the reasons why older people keep working (e.g. longer lifespan and the health benefits of staying active and engaged).

g. Strengthen the use of an age- and dementia-friendly lens throughout policy development, planning, and service delivery.

h. Explore additional opportunities to share skills and stories across generations.

> **Here's an idea!** Include how-to skill sharing activities at community gathering places and community events (e.g. small appliance repair; basic carpentry; canning and preserves; crochet, knitting, embroidery, and sewing). Host story events at libraries for long-timers and newcomers to share neighbourhood experiences.

Age-Friendly Business Recognition Program

This Township program recognizes local business that are committed to age-friendly practices. Age-friendly businesses are committed to serving people of all ages and abilities with dignity and respect.

Priority 2: Communication and Information

Communication tools, content, and activities are respectful and accessible. Information about programs and resources to help people meet their needs is available, appropriately designed, and effectively delivered.

Ongoing Actions:

a. Continue to promote community service and health service resources for older adults and update the Township's seniors website.

b. Continue to liaise and work with organizations and groups that support older adults through participation on various community groups and committees.

c. Continue to review and explore additional opportunities to enhance accessibility features for accessing digital resources.

2022 – 2026 Actions:

d. Work with community partners to expand cross-sector collaboration for communication, education, and training.

e. Help reduce stereotypes, myths, and stigma related to aging and dementia and reinforce diversity, capacity, and value of older adults' lifelong contribution to community.

> **Here's an idea!** Public service campaigns to identify and counter misperceptions of aging and dementia.

f. Promote dementia-friendly resources, services, and programs, such as the Alzheimer Society of B.C.

g. Develop processes with community partners to ensure BC211 is regularly updated.

h. Train staff and volunteers on age- and dementia-friendly, integrated with existing initiatives, where possible.

i. In collaboration with community partners, address technology barriers through training and support and by offering non-digital communication (e.g. use of print resources, where appropriate).

j. Convene community partners to explore opportunities to enhance the promotion of low-cost local events.

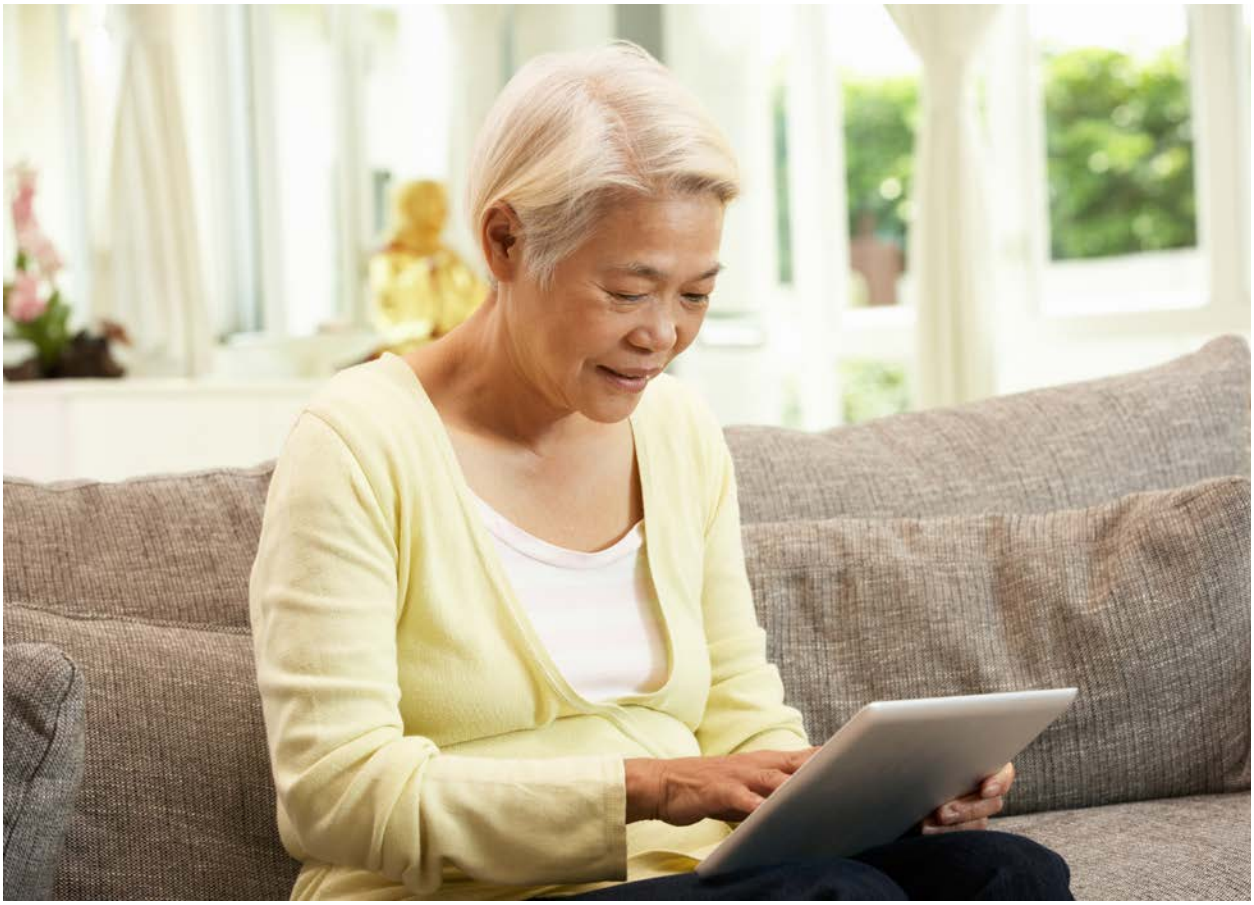
k. Review signage standards and implement consistent age- and dementia-friendly symbols/icons (e.g. facility and parks signage).

l. Explore opportunities to strengthen promotion of parks, trails, and navigation resources.

m. Seek ways to further engage older adults, people living with dementia, and caregivers in emergency preparedness programs, and ensure updates to emergency response guidelines are inclusive of the full diversity of residents.

BC211

BC211 is a provincial non-profit that connects people to community, health, and government resources for help, where and when they need it. Township service providers can work to develop a way to ensure the program is up to date, so residents have a singular, centralized place to learn about programs and services when needed.



Priority 3: Places and Mobility

Outdoor and indoor environments are designed to help people get around safely and easily, encourage active healthy living, and provide opportunities for social interaction. Housing and transportation options allow older adults to age in the right place.

Ongoing Actions:

a. Continue to assess Township buildings for accessibility and integrate recommendations as part of facility planning and improvements.

b. Continue to develop and implement plans and policies, such as the Housing Action Plan, that support appropriate, affordable, and accessible housing.

c. Continue to advocate for better transit options and routes.

d. Continue to implement the Cycling Plan.

e. Continue to integrate or retain historical landmarks or references in new developments wherever possible.

2022 – 2026 Actions:

f. Integrate an age- and dementia-friendly lens as part of the development of a new Transportation and Mobility Strategy with a view of strengthening accessibility features throughout the community.

g. Convene residents, including youth, older adults, and people with disabilities, local businesses, and TransLink to share information and identify opportunities to improve transit services, including HandyDART.

h. Explore opportunities to consider cognitive needs and the provision of quiet spaces in Township buildings as part of facility planning and improvements.

i. Explore opportunities to enhance wayfinding resources and signage.

j. Assess the availability of public washrooms and seek opportunities to better promote the location of existing facilities (e.g. third party mapping applications).

Adaptable Housing

Adaptable homes have design features that facilitate easy retrofits to enable individuals with limited mobility, due to age or disability, to live in their homes with relative independence. The Township has required adaptable design features in many new housing developments for over a decade and, in 2016, updated its policy to require adaptable housing in a proportion of all new housing developments across the Township.

Priority 4: Community Support and Health

Older adults have access to the social and health services they need to stay healthy and independent, with appropriate, affordable support as needs change.

Ongoing Actions:

a. Continue to offer a wide range of recreation programs that promote health and wellness, including programs targeted at older adults.

b. Continue to support community partner efforts to draw more health care professionals to the community, including ongoing efforts to promote the liveability and diversity of recreational and cultural opportunities in the Township.

c. Continue to liaise with Fraser Health Authority and other community partners to support health care planning and delivery.

2022 – 2026 Actions:

d. Convene health authority, social service organizations, and community members to share information and explore opportunities for more effective referrals and access to appropriate healthcare and support services.

e. Explore opportunities to better include people living with dementia in recreation programs.

> **Here's an idea!** Pilot quieter or shorter program sessions; encourage and support people with changing skill levels to continue participating in familiar activities; and facilitate caregiver social opportunities when care-recipients are participating in an activity or program.

f. Advocate for affordable non-medical services (e.g. housecleaning, home, and yard maintenance).

g. Advocate for financial support for family or informal caregivers.

Community Partnerships

The Langley Seniors Resources Society provides health, recreational, outreach, and food services for seniors and adults of all abilities. They also host adult day programs in partnership with Fraser Health, which increases connections and support for participants and caregivers.

Priority 5: Social Connection and Participation

Older adults have opportunities to develop and maintain their social networks. Programs and services are developed with consideration of their needs and preferences.

Ongoing Actions:

a. Continue to make grants available to community non-profit groups that organize age-friendly events that strengthen social interaction and participation.

b. Continue to deliver and operate "hubs" of social connection and participation, like community centres, parks, the Langley Centennial Museum, and libraries through the Fraser Valley Regional Library.

2022 – 2026 Actions:

c. Explore opportunities to enhance rural area access to supports and services.

d. Map and inventory community gathering places with a view of identifying gaps and opportunities.

e. Increase opportunities and support for building and strengthening social connections, including intergenerational connection (e.g. through new community-based or recreation programs or integrated within existing programs).

Here's an idea! Include intergenerational elements in as many programs and events as possible; collaborate with community partners, like the Fraser Valley Regional Library, in developing multigenerational discussion topics (e.g. what technology most impacted your childhood and how?); provide social time with conversation starters/games before or after fitness classes, recreational, and cultural programs.

Aldergrove Community Station House

In early 2021, the Township leased the former Aldergrove Fire Hall on 272 Street to Langley Meals on Wheels to facilitate the development of a neighbourhood hub that will provide a variety of community programs and services. Planning for the hub includes a commercial kitchen, healthy food, a volunteer run internet café, and artisan displays.

Implementation

The Age- and Dementia-friendly Action Plan is designed to be implemented incrementally over five years. The Township will continually monitor priorities over the five years and refine the actions as needed. The Action Plan should be fully reviewed and updated in five years.

Actions will be integrated into annual departmental work plans to facilitate implementation. The implementation schedule will be informed by the availability of Township resources and external grant funding opportunities. Requests for additional resources to support this Action Plan will be submitted through the annual budget process, as needed. Successful implementation will require flexibility in response to evolving needs, changes in resources, and related funding opportunities.

Implementation Principles

All actions will be expected to consider the following principles:

a. Advance social equity: Work to remove systemic barriers that cause inequality.

b. Collaborate across sectors: Engage a range of organizations and service providers to reflect population diversity across the Township.

c. Use resources effectively: Build on existing initiatives and collaborative partnerships for efficiency and impact.

d. Engage local organizations and community members: Ensure older adults, people living with dementia, and family and informal caregivers have the support necessary for participation.

Progress on actions will be monitored in conjunction with departmental work plans. Partners will also be engaged to develop ways to measure and share the impact across our community. Opportunities to create a monitoring dashboard that provides real time progress updates will be explored.

Conclusion

The Age- and Dementia-friendly Action Plan is designed to support the Township of Langley in being a community where older adults, people living with dementia, and their caregivers experience connection and inclusion. It reflects the vision and recommendations shared through community engagement and reinforces a collective commitment to helping Township residents age in the right place and be connected and active for as long as they choose.



Township of Langley
Est. 1873

20338 - 65 Avenue, Langley, British Columbia V2Y 3J1 | **tol.ca/agefriendly**

CD21-376

Draft Age- and Dementia-friendly Action Plan
Summary of public feedback received between October 6 and 25, 2021

People living alone with dementia often don't have the physical cues to remember to eat. Meal delivery programs do not provide the set up and frequent cueing reminders required during meal time for these seniors to keep eating and therefore to be able to maintain a healthy body weight. Also, many seniors with dementia need help with their medications multiple times a day, including insulin for some. The funded home support system does not provide either of the above, pharmacies are available for daily delivery but are expensive and often limited to once a day, max 2 times a day. Many people have meds 3-4 times a day. Funded home supports need to expand to allow for visits for stand alone meals or medications in order to support people to stay at home longer. Also, caregivers desperately need respite blocks which are very rarely given and are always the first to get cancelled because there are not enough care workers available. Langley is doing a horrible job at keeping home support staff and desperately needs to improve in order to support more people at home. Guidelines allow for extra respite blocks when needed, but Langley is refusing to add extra respite blocks in exceptional circumstances because they don't have staff and they claim caregivers are only eligible for 1-2 blocks per week which is not true as per the BC guidelines. Finally, consistency is key for patients with dementia, they need the same worker more often because they are scared of strangers and sending new people, multiple times a day is scary for them.
This is a comprehensive start. However, I understand that there is within Langley an increase of elderly people being forced to live on the streets and made homeless due to rising cost of accommodation. Am wondering if any age related program should incorporate this trend in the community planning going forward?
I believe that the section on social connection and participation should include a new Senior Centre in the Township. The Willoughby area should be the focus for this social infrastructure as it will contain our highest population density and therefore, we will have a heightened need for more social opportunities and engagement for seniors within that community. Given the dementia friendly community lens, I believe this centre should include dementia-related programming.
The City of Langley grants money to Langley Senior Resources Society to allow lower income seniors to access the programs provided there. The Township has not so far done this despite repeated asks. Many seniors want to recreate with their friends who attend LSRS. A grant to subsidize membership and program costs would go a long way towards equity in accessing these programs.
think is all inclusive and well written...

Is there a mechanism in place for information sharing between outside agencies and municipalities? I live in Delta and find what you are doing is sorely lacking here. I am part of LVB and LSA which are great. Not sure they can fulfill the roll as a hub for community agencies but the Township and City of Langley might. Just a sidebar: I taught In Langley for 30 years but due to a stroke and where I live I have lost a lot of my connections:(
As a leading agency providing social, recreational, educational and supportive programs and services for community-dwelling older adults and persons with dementia in Langley, we are excited that the Township has embarked on this new Age- and Dementia-friendly Action Plan. We see a role for our organization to play in supporting the Township to achieve many of these actions across all five priority areas. Most notably, we believe we can play a key role in helping to carry out actions 2A, 4A, 4C, 4D, 4E, 5A, 5C and 5E. We acknowledge that our two existing locations are based in the City of Langley. However, our catchment and service area includes the Township, a high proportion of our members and clients live in the Township, and our outreach services work to reach older adults in rural areas across the Township. We look forward to working closely with the Township to achieve these actions to improve the lives of older adults in our community.