Township of Langley

Est. 1873

SENIORS ADVISORY COMMITTEE

Wednesday, February 15, 2023 at 7:00pm
Salmon River Committee Room
4th Floor, 20338-65 Avenue, Langley, BC

A G E N D A

Welcome and Introductions

Welcome and introductions by the Council Co-Chair.

Code of Ethics Signing (pg. 1-6)

Members to sign the *"Code of Ethics, Confidentiality, and Conflict of Interest for Council Members and Appointees"* and submit electronically.

Election of Community Co-Chair

Council Co-Chair to provide information on the role of the Community Co-Chair and ask for members to consider if they would like to take on this position. The election may be held at the February or March meeting.

Page

A. APPROVAL AND RECEIPT OF AGENDA ITEMS

1. Seniors Advisory Committee – February 15, 2023

Recommendation that the Seniors Advisory Committee approve the agenda and receive the agenda items of the February 15, 2023 meeting.

B. ADOPTION OF MINUTES

7-9 **1. Seniors Advisory Committee – July 20, 2022**

Recommendation that the Seniors Advisory Committee receive the Notes of the July 20, 2022 meeting.

10-13 **2. Seniors Advisory Committee – June 15, 2022**

Recommendation that the Seniors Advisory Committee adopt the Minutes of the June 15, 2022 meeting.

C. DELEGATIONS AND PRESENTATIONS

Page

D. REPORTS

1. Council Co-Chair Report

E. CORRESPONDENCE

F. WORK PROGRAM

1. Orientation to the SAC

The SAC Terms of Reference, the Township's Age- and Dementia-friendly Action Plan, and the SAC's 2022 Work Plan are attached for reference purposes.

2. 2023 Work Plan

Brainstorming and discussion regarding the 2023 Work Plan.

G. COUNCIL REFERRALS

At the December 12, 2022 Regular Council meeting, Council made the following referral to the Seniors Advisory Committee for comment:

14-15 **1. Potholes**

The subject email correspondence is attached to the agenda.

H. OTHER BUSINESS AND ITEMS FOR INFORMATION

16-18 **1. Terms of Reference**

Seniors Advisory Committee Terms of Reference provided for review.

19 **2. 2023 Meeting Schedule**

Provided for information.

3. 2023 Membership List

To be provided on table.

20-43 **4. Age- and Dementia-friendly Action Plan**

Provided for information.

Page

H. OTHER BUSINESS AND ITEMS FOR INFORMATION

44-45 **5. 2022 Work Plan**

Provided for information.

6. SAC Photo

I. NEXT MEETING

Date: Wednesday, March 15, 2023
Location: Salmon River Committee Room
4th Floor, 20338-65 Avenue, Langley, BC
Time: 7:00pm

J. TERMINATE

Township of Langley

Est. 1873

COUNCIL POLICY

Subject: Code of Ethics, Conduct, Confidentiality, and Conflict of Interest for Council Members and Appointees

Policy No:	**01-025**
Approved by Council:	**2011-11-07**
Revised by Council:	**2016-05-30**

1. Purpose

1.1. The residents and businesses of the Township of Langley (the Township) are entitled to have a fair, honest, and responsible local government that has earned the public's full confidence for integrity. Therefore, the purposes of this Code of Ethics, Conduct, Confidentiality, and Conflict of Interest (the Code) are to ensure that:

1.1.1. all members of Council (Members) and all persons appointed by Council to boards, committees, commissions, panels, or task forces, whether they are members of Council or not (Appointees) carry out their duties with integrity, impartiality and independence

1.1.2. Members and Appointees treat one another, Township officers and employees, and the public with respect

1.1.3. the conduct of Members and Appointees in the performance of their duties and responsibilities with the Township is above reproach

1.1.4. Members and Appointees respect and uphold confidentiality requirements

1.1.5. Members and Appointees avoid any conflict of interest

2. Application of the Code

2.1. The Code is applicable to all Members and Appointees. The bodies to which Council can appoint Appointees are referred to collectively as Committees throughout this Code.

3. Policies

3.1. Code of Ethics

3.1.1. Members and Appointees will adhere to the following Code of Ethics:

3.1.1.1. maintain the highest ideals of honour, integrity, and accountability and discharge public duties in a manner that is fair, honest, professional, and responsible

3.1.1.2. comply with all applicable federal, provincial, and local laws in the performance of public duties. These laws include, but are not limited to, the Local Government Act, Community Charter, Freedom of Information and Protection of Privacy Act, Criminal Code, Human Rights Code, all laws pertaining to financial disclosures and employer responsibilities, and any other relevant Township bylaws and policies

3.1.1.3. base their decisions on the merit and substance of the matter at hand

3.1.1.4. refrain from abusive conduct, personal charge or verbal attacks upon the character or motives of other Members and Appointees, Township officers, and employees, or the public

3.1.1.5. respect and adhere to the structure of government as established in the Township. In this structure, the Council determines the policies of the Township with the advice, information, and analysis provided by Committees, staff, and the public. Members and Appointees, therefore, will not interfere with the administrative functions of the Township or with the professional duties of Township staff, nor will they impair the ability of staff to implement Council policy decisions.

3.1.1.6. not use public resources that are not available to the public in general, such as staff time, equipment, supplies or facilities, for private gain or personal purposes

3.1.1.7. not accept any gift, money, property, position or favour of any kind whether to be received at the present or in the future, from any person except as follows:

3.1.1.7.1. where such a gift or favour is authorized by law

3.1.1.7.2. where such contributions are lawful campaign contributions

3.1.1.7.3. where such gifts or favours are received as an incident of the protocol, social obligation, or common business hospitality that accompany the duties and responsibilities of the member, and then only in compliance with applicable laws

3.2. Confidentiality

3.2.1. Members and Appointees will adhere to the following requirements in relation to confidentiality:

3.2.1.1. unless otherwise authorized by Council or a Committee, keep in confidence any record held in confidence by the Township, until

the record is released to the public as lawfully authorized or required

3.2.1.2. unless otherwise authorized by Council or a Committee, keep in confidence information considered in any part of a Council meeting or Committee meeting that was lawfully closed to the public, until Council or the Committee discusses the information at a meeting that is open to the public

3.2.1.3. Members and Appointees will not use confidential information for the personal profit or gain of themselves or others

3.3. Conflict of Interest

3.3.1. Members and Appointees will adhere to the following requirements in relation to conflicts of interest:

3.3.1.1. be aware of and act in accordance with Division 6 of Part 4 of the *Community Charter* and the Oath of Office

3.3.1.2. be aware of and declare, in writing where necessary, any real or perceived conflicts of interest. A conflict of interest exists where:

3.3.1.2.1. a Member or Appointee is a director, member or employee of an organization seeking a benefit from he Township on which the decision making body will make a recommendation or decision

3.3.1.2.2. the Member or Appointee has a direct or indirect pecuniary interest in the outcome of deliberations

A conflict of interest does not exist if:

3.3.1.2.3. the pecuniary interest of the Member or Appointee is a pecuniary interest that is sufficiently in common with electors of the Township generally

3.3.1.2.4. the pecuniary interest is so remote or insignificant that it cannot reasonably be regarded as likely to influence the Member or Appointee in relation to the matter

3.3.1.2.5. where a conflict of interest exists, Members and Appointees must not participate in the discussion of the matter or to vote on a question in respect of the matter, must declare to the body that a conflict exists, and must remove themselves from the meeting during consideration of the issue to which the conflict relates. The declaration of a conflict and the Member's or Appointee's exit from and return to the meeting will be noted in the minutes

3.3.1.2.6. where in the opinion of Council or a Committee, a Member or Appointee is in a conflict of interest and has not so declared, the body may ask for a review of the matter by the Township Clerk. The matter, if unresolved, may then be referred to legal counsel or to Council for review.

3.4. Code of Conduct – Committee Appointees

3.4.1 Expressing Personal Opinions or Beliefs

In some circumstances and within certain programs, advisory committee members or board members may be required or requested to provide an opinion in regards to the nature of a program or service. It is extremely important that committee or board members use judgment before expressing specific opinions. Township advisory committee members and board members should refrain from expressing their personal convictions and ideals, such as religious or any other personal beliefs or philosophies, to fellow committee or board members or to the public

3.4.2 Representation to the Media

It is extremely important that only Council members or designated staff speak to the media in relation to Township issues. If at any time, advisory committee or board members are approached or contacted by a media representative, the member should contact the staff member coordinating the committee or board.

3.4.3 Comments

Advisory committee and board members will refrain from providing comments, either written or in an electronic format, to members of Council that do not advance or enhance the purpose of the committee/board.

4. Implementation of the Code of Ethics

4.1. This Code is intended to be self-enforcing. Members and Appointees should view the Code as a set of guidelines that expresses the standards of conduct expected of them. Implementation is most effective when Members and Appointees are thoroughly familiar with the Code and embrace its provisions. For this reason, the Code will be provided to candidates for Council and applicants to Committees.

4.2. Members and Appointees will be requested to sign the Statement, attached as Appendix A, affirming they have read and understood the Township of Langley Code. In addition, Council and Committees shall annually review the Code, and Council shall consider recommendations from Committees and update the Code as necessary.

5. Compliance and Enforcement

5.1. Members and Appointees themselves have the primary responsibility to ensure that the standards and requirements in this Code are understood and met, and that the public can continue to have full confidence in the integrity of the governance of the Township of Langley.

5.2. Council may impose sanctions on Members and Appointees whose conduct does not comply with the Township's Code. Council may:

5.2.1. impose a motion of censure on a Member

5.2.2. rescind the appointment of an Appointee to a Committee

5.2.3. take action under s. 117(2) of the *Community Charter* or under the *Offence Act*

5.2.4. control the Member's or Appointee's access to areas of the Township property or to officers and employees, including by phone or email

5.3. To ensure procedural and administrative fairness, a Member or Appointee who is alleged to have violated any provision of the Code shall have a minimum of one week or the time between two consecutive regular Council meetings, whichever is greater, to prepare his or her case, with legal counsel if the Member of Appointee so chooses, to respond to these allegations. Before considering a sanction, Council must ensure that a member has:

5.3.1. received a written copy of the case against him or her

5.3.2. a minimum of one week or the time between two consecutive regular Council meetings, whichever is greater, to prepare a defence against any allegations

5.3.3. a fair opportunity to be heard

6. Violation Not Cause to Challenge a Decision

6.1. A violation of this Code of Ethics shall not be considered a basis for challenging the validity of a Council or a Committee decision.

APPENDIX A:
MEMBER STATEMENT

Council of the Township of Langley and Council Appointees to Boards, Committees, Commissions and Task Forces

As a Member of the Township of Langley Council or an Appointee of a Township Committee or Board, I agree to uphold the Code of Ethics, Confidentiality and Conflict of Interest adopted by the Township and to conduct myself by the following model of excellence. I will:

- recognize the diversity of backgrounds, interests, and views in our community;
- help create an atmosphere of open and responsive government;
- conduct public affairs with integrity, in a fair, honest, and open manner;
- respect one another and the unique role and contribution each of us has in making the Township a better place to work and live;
- strive to keep the decision-making processes open, accessible, participatory, understandable, timely, just, and fair;
- avoid and discourage conduct which is not in the best interests of the Township;
- avoid any real or perceived conflict of interest and declare at the earliest opportunity, in writing, any interest that is or may be in conflict with the business of the body of the Township in which I am participating;
- respect and uphold confidentiality requirements; and
- treat all people with whom I come in contact in the way I wish to be treated.

I affirm that I have read and understood the Township of Langley Code of Ethics, Confidentiality, and Conflict of Interest.

Signature: _____ Date: _____

Name (please print): Office / Committee:

_____ _____

Township of Langley
Est. 1873

SENIORS ADVISORY COMMITTEE

Wednesday, July 20, 2022 at 7:00pm
Langley Regional Airport
#300, 5385-216 Street
Langley, BC

N O T E S

Present:
S. Hedao, Community Co-Chair
Councillor P. Arnason, Council Co-Chair

C. Chandra, K. Mackie, and L. Solomon

Staff:
P. Ward, Manager, Strategic and Social Planning
C. Quin, Recording Secretary

A. APPROVAL AND RECEIPT OF AGENDA ITEMS

1. Seniors Advisory Committee – July 20, 2022

Received and accepted.

B. ADOPTION OF MINUTES

1. Seniors Advisory Committee – June 15, 2022

Received and accepted.

C. DELEGATIONS AND PRESENTATIONS

D. REPORTS

1. Co-Chairs Report

Councillor Arnason:

- Commented on a new housing development in Vanderhoof, providing a mix of affordable rental homes for seniors and homes for people requiring on-site dementia care support
- Noted the upcoming Fort Langley Jazz and Art Festival
- Thanked all the SAC members for their hard work and dedication to the committee

E. CORRESPONDENCE

F. WORK PROGRAM

1. Adaptable Housing Policy Review

P. Ward reviewed a draft survey for occupants of adaptable housing units. It was noted that the survey was a component of the adaptable housing policy review, a project identified in the 2021 Housing Action Plan. Discussion ensued with the SAC providing comments and suggestions. It was noted that the survey would likely be administered in late 2022 or early 2023.

2. Seniors Advisory 2022 Annual Report

Received and accepted.

G. COUNCIL REFERRALS

H. OTHER BUSINESS AND ITEMS FOR INFORMATION

1. SAC Discussion

Discussion ensued on the following:

- Homelessness is more noticeable in urban areas than rural areas, where it is more hidden
- Statistics suggest the number of unhoused seniors is on the rise
- Businesses are beginning to close in areas where homelessness is apparent
- There is not enough advocacy for seniors who are on their own
- It can be hard for seniors to accept help, as they may feel a loss of control
- An advocacy group for seniors, similar to the Ombudsperson
- A levy on property taxes to help fund resources for seniors
- A levy supporting seniors would need public consultations and may be out of scope for a local government

I. NEXT MEETING

Date: TBD
Location: TBD
Time: 7:00 pm

J. TERMINATE

The meeting terminated 9:05pm.

Township of Langley
Est. 1873

SENIORS ADVISORY COMMITTEE

Wednesday, June 15, 2022 at 7:00pm
Langley Regional Airport
#300, 5385-216 Street
Langley, BC

MINUTES

Present:
S. Hedao, Community Co-Chair
Councillor P. Arnason, Council Co-Chair
Councillor S. Ferguson, Council Co-Chair

L. George, M. Kramer, K. Mackie, S. Martin, and L. Solomon

Staff:
K. Snowden, Assistant Fire Chief
P. Ward, Manager, Strategic and Social Planning
K. Stepto, Recording Secretary

A. APPROVAL AND RECEIPT OF AGENDA ITEMS

1. Seniors Advisory Committee – June 15, 2022

Moved by L. George,
Seconded by M. Kramer,
That the Seniors Advisory Committee approve the agenda and receive the agenda items of the June 15, 2022 meeting.
CARRIED

B. ADOPTION OF MINUTES

1. Seniors Advisory Committee – May 18, 2022

Moved by L. George,
Seconded by L. Solomon,
That the Seniors Advisory Committee adopt the Minutes of the May 18, 2022 meeting.
CARRIED

C. DELEGATIONS AND PRESENTATIONS

1. Multimorbidity and Socioeconomic Deprivation among Older Adults

Item deferred.

D. REPORTS

1. Co-Chairs Report

Councillor Arnason provided an update on upcoming events and public input opportunities in the Township.

Councillor Ferguson commented on the Metro Vancouver Liquid Waste Committee and the Indigenous Relations Committee meetings that he attended recently.

E. CORRESPONDENCE

F. WORK PROGRAM

1. Extreme Heat

2022 SAC Work Plan Item #8: Impact of climate change and extreme weather on seniors

- Age- and Dementia-friendly Action Plan Action 2M: 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.

K. Snowden, Assistant Fire Chief, provided an update on Extreme Heat Preparedness and Response. The following information was provided:

Langley Emergency Program Background:

- Joint Program of the Township and City of Langley
- All-hazards approach
- Maintain and update emergency plans
- Encourage citizens and businesses to be prepared
- Train responders to follow provincial model of response
- Train volunteers to respond
- https://www.langleyprepared.ca

Review of Extreme Heat Event Response Guidelines:

- Began in early April 2022
- Ongoing process
- Information from several agencies and community groups
- Need stakeholder input
- Working closely with Fraser Health
- Every level of government working on their response to extreme heat

F. WORK PROGRAM

Key Elements of Response:

Level 1 – Heat Warning
- Public communication

Level 2 – Extreme Heat Emergency
- Public communication
- Activation and communication of "places to keep cool"
- Possible activation of Emergency Operations Centre
- Community coordination meetings/communication
- Wellness checks from local organizations/neighbours/friends

Discussion ensued and the following comments were provided:
- It would be beneficial to train businesses to recognize heat distress.
- Having a registry of people who would like a wellness check would be helpful.
- Could mobile cooling units be used?
- Distribute air conditioners to facilities that have a common area where people congregate.
- How can seniors who don't walk or drive be transported to places to keep cool? Suggestions – facility busses, volunteer drivers, TransLink, Handy Dart.
- The Provincial Health Authority is working on a script for people to use who are doing wellness checks.
- Thermometer distribution to vulnerable people could be helpful.
- Knowing the location of vulnerable seniors would be very helpful during extreme heat events.

COUNCIL
Moved by K. Mackie,
Seconded by M. Kramer,
That the Seniors Advisory Committee recommends that Council direct staff to collect and develop maps on vulnerable senior populations to inform future planning initiatives, including extreme heat preparedness and response.
CARRIED

2. Spaces to Connect (Phase 1)

2022 SAC Work Plan Item #4: Seniors' centres
- Age- and Dementia-friendly Action Plan action 5D: Map and inventory community gathering places with a view of identifying gaps and opportunities.

P. Ward presented draft terms of reference for the "Spaces to Connect – Phase 1" project. The draft was based on the suggestions the committee provided at their March meeting. The project will focus on community gathering places that are intended for social interactions and social programs (e.g., community meeting spaces, multi-purpose rooms, and spaces with seating and/or games). The purpose is to better understand the availability and accessibility of gathering places. The scope of work will include mapping, data collection, and analysis,

F. WORK PROGRAM

promising practices research, and observations, implications, and recommendations for future work. Discussion ensued, with committee members indicating support for the proposed project.

G. COUNCIL REFERRALS

H. OTHER BUSINESS AND ITEMS FOR INFORMATION

I. NEXT MEETING

Date: July 20, 2022
Location: Langley Regional Airport
#300, 5385-216 Street
Time: 7:00 pm

J. TERMINATE

Moved by M. Kramer,
Seconded by K. Mackie,
That the meeting terminate at 9:02pm.
CARRIED

CERTIFIED CORRECT:

Community Representative Co-Chair

Council Representative Co-Chair

From: Natalie Franklin on behalf of MayorCouncil
Sent: Wednesday, December 07, 2022 4:35 PM
To: legservicesinfo
Subject: DL: Potholes

TOWNSHIP OF LANGLEY
DEC 8 2022
DISTRIBUTED TO COUNCIL

The email below was forwarded to the Engineering Division.

From: Aaron Ruhl <aruhl@tol.ca>
Sent: Monday, December 05, 2022 12:58 PM
To: rkblok@telus.net
Cc: MayorCouncil <mayorcouncil@tol.ca>; Ramin Seifi <rseifi@tol.ca>
Subject: RE: [EXTERNAL] Potholes

Dear Karen Blok,

Thank you for your email which has been forwarded to staff for review and follow-up.

After a review of the area, we can confirm the following will be added to our works program for early 2023; the existing section of asphalt sidewalk east of the Fernridge Park driveway will be remediated and a connection to the IGA parking lot driveway will be added. Please note these works require paving which is subject to favourable weather conditions.

If you have any further questions or concerns, please contact the undersigned at 604.532.7301.

Sincerely,

Township of Langley
Aaron Ruhl | Manager, Engineering Operations
Public Works | Engineering Division
4700 – 224 Street, Langley, BC V2Z 1N4
Direct line: 604.532.7301
Web | Facebook | Twitter | YouTube
expect excellence

-----Original Message-----
From: Karen Blok <rkblok@telus.net>
Sent: Tuesday, October 11, 2022 12:08 PM
To: opsinfo <opsinfo@tol.ca>
Subject: [EXTERNAL] Need Sidewalk

Hi there, I am a senior living in the Fernridge Park at 20071-24 Ave., Langley. I am writing on behalf of all the seniors in the park who use walkers and wheelchairs and generally have a difficult time getting around.
Around the corner from us is our local IGA and the Artful Dodger Pub where we sometimes get our meals. We frequent these locations often.
My complaint is the potholes and generally uneven ground we have to traverse to get there. This is extremely difficult for the elderly who are at risk of tripping and falling on this uneven ground.

My request to you is for a sidewalk that comes from our park entrance to the IGA parking lot. It's not a huge distance but would be extremely helpful for us.
Thanking you in advance for your consideration.
Sincerely,
Karen Blok
#80-20071-24 Ave.,
Langley
604-530-4997

Township of Langley
Est. 1873

TERMS OF REFERENCE

SENIORS ADVISORY COMMITTEE (SAC)

Approved by Council:	**Dec. 2012**
Amended:	**May 2013**
Amended:	**Oct. 2019**

1.0 ESTABLISHMENT

The SENIORS ADVISORY COMMITTEE (the "Committee") is established pursuant to the Advisory Committee Establishment Bylaw 2008 No. 4700, including its amendments, and is an advisory committee subject to the specific scope and mandate outlined in this Bylaw and as supplemented by the provisions of this document.

2.0 PURPOSE

The Committee is established by Council to:

2.1 represent the Township of Langley seniors' perspectives on municipal and other key seniors' issues (i.e. transportation, affordable housing, parks, cultural, and recreation services, and geographical service delivery)

2.2 provide a voice for Township of Langley seniors, exchanging information about current issues and emerging concerns

2.3 provide input to Township staff as requested on an ongoing basis

2.4 work toward identified goals as outlined in an annual work plan (work plan may include hosting seniors discussion forums, support strategic planning for development of local senior services, public information, etc.)

2.5 make recommendations to Council on related matters

3.0 MANDATE

The Committee is interested in raising awareness of seniors needs for services in terms of outdoor spaces and places, transportation, housing, social participation, respect and social inclusion, civic participation and inclusion, communication and information, and community support and health services in the community.

On May 13, 2013, Council designated the Seniors Advisory Committee as the "Age-Friendly Advisory Steering Committee", as per the Age-Friendly Status requirements.

4.0 COMPOSITION AND STRUCTURE

4.1 Community Representatives

In making its appointments to the Seniors Advisory Committee, Council is requested to consider Langley's geographic diversity and public interest, and appoint applicants who possess knowledge and expertise in these areas.

4.2 Duration of Appointments

Terms will be two years duration. Appointments made after the date of adoption of Council Advisory Committee Establishment Bylaw 2008 No. 4700 Amendment Bylaw 2012 No. 4905 will serve as year one in the calculation of service for all Committee appointees, and it is recommended that when the first appointments are made in January 2013 that half of the appointees be appointed to serve a one-year term and half be appointed to serve a two-year term to ensure coverage.

4.3 Remuneration

A member may be reimbursed for incidental and out of pocket expenses incurred for work on behalf of and approved by the Committee upon prior approval of Council.

5.0 ROLES AND RESPONSIBILITIES

5.1 Responsibilities of Committee Members

5.1.1 Co-Chairs

Council Advisory Committees will be co-chaired by the Council representative appointed to the Committee (non-voting) and a community member appointee (voting) as elected by the Committee. The Co-Chairs facilitate the meetings of the Committee and work with staff on related tasks between meetings. The Co-Chairs will consult with staff and Committee members to appoint liaison representatives to support the work of affiliated committees. The Co-Chairs speak for community participation, infrastructure, and environment issues, and represent the views of the Committee in any external liaisons and Township meetings.

5.1.2 Committee Members

Committee members work together to contribute community knowledge, expertise, and advice in matters related to Township of Langley seniors.

6.0 MEETINGS

6.1 Staff Support

The General Manager, Engineering and Community Development, or designate shall attend and support Committee meetings.

7.0 SUBCOMMITTEES

When and as required by other levels of government, and in maintenance of professional standards, accreditations or best practices Council may consider and allow the formation of subcommittees with specific expertise and oversight. As these subcommittees are not ad hoc or task force specific, the establishment of a subcommittee must be by a resolution of Township Council on a yearly basis.

8.0 TASK FORCES

The Committee may establish a task force for a specific purpose with duration of up to a maximum of 180 days unless approved by Council, to undertake special projects which may require extended consultation, review and planning, subject to prior approval by Council.

SENIORS ADVISORY COMMITTEE
MEETING SCHEDULE FOR 2023

February 15, 2023

March 15, 2023

April 19, 2023

May 17, 2023

June 21, 2023

September 20, 2023

October 18, 2023

November 15, 2023

December 20, 2023



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:

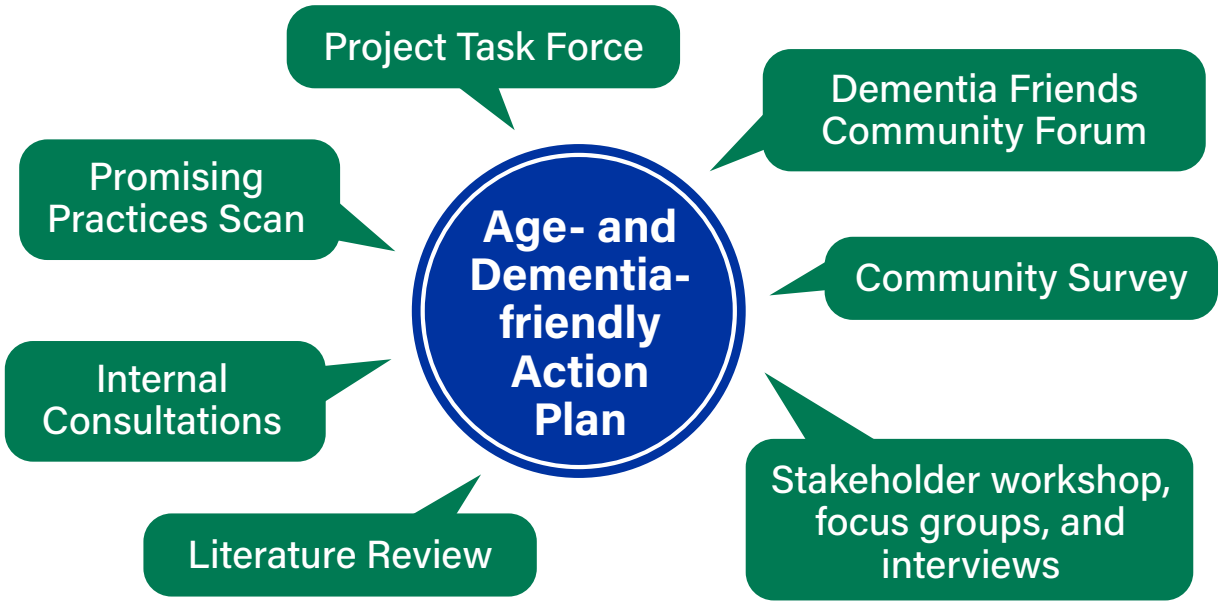
- a literature review;
- WHO age-friendly domains;
- learning from age- and dementia-friendly community initiatives conducted in other B.C. municipalities; and
- input from Township staff.

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.

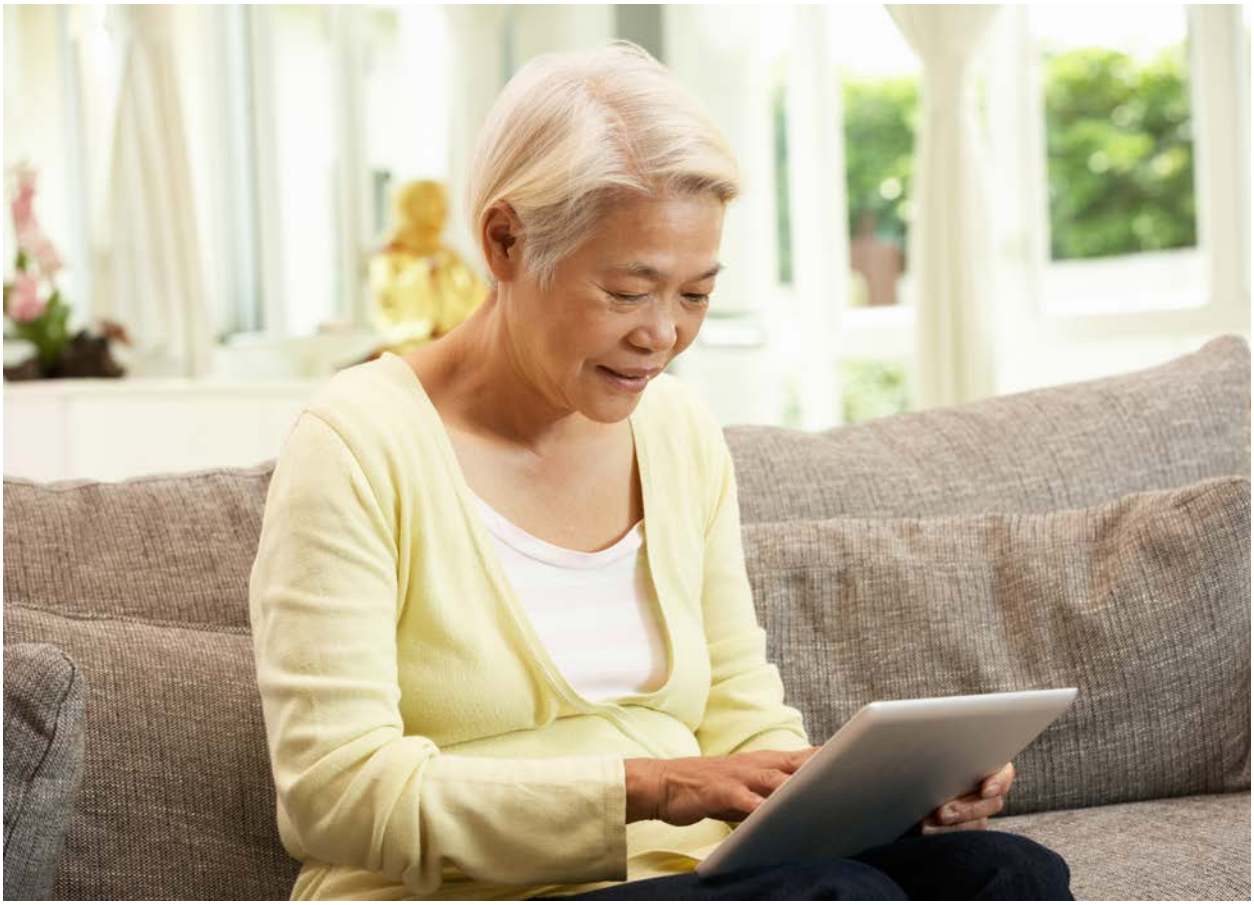
k. Review signage standards and implement consistent age- and dementia-friendly symbols/icons (e.g. facility and parks signage).

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.



Seniors Advisory Committee
2022 Work Plan

This document outlines the projects that the Seniors Advisory Committee (SAC) intends to undertake in 2022. In keeping with the Committee's Terms of Reference, engagement in these projects may include exchanging information, supporting strategic planning, making recommendations to Council, and providing input to Township staff. Each project includes information about the existing policy context.

2022 Projects

1. **Accessible and affordable housing**
   - Age- and Dementia-friendly Action Plan Action 3B: Continue to develop and implement plans and policies, such as the Housing Action Plan, that support appropriate, affordable, and accessible housing.

2. **Age- and dementia-friendly businesses**
   - Age- and Dementia-friendly Action Plan Action 1C: Continue to administer and promote the Age-friendly Business Recognition Program.
   - Age- and Dementia-friendly Action Plan Action 1E: Seek opportunities to strengthen dementia-friendly components of the Age-friendly Business Recognition Program.

3. **Social isolation**
   - Age- and Dementia-friendly Action Plan Action 5C: Explore opportunities to enhance rural area access to supports and services.
   - Age- and Dementia-friendly Action Plan Action 5E: 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).

4. **Seniors' centres**
   - Age- and Dementia-friendly Action Plan Action 5D: Map and inventory community gathering places with a view of identifying gaps and opportunities.

5. **Community health**
   - Age- and Dementia-friendly Action Plan Action 4D: 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.
   - Age- and Dementia-friendly Action Plan Action 4F: Advocate for affordable non-medical services (e.g. housecleaning, home, and yard maintenance).
   - Age- and Dementia-friendly Action Plan Action 4G: Advocate for financial support for family or informal caregivers.

6. **Mobility**
   - Age- and Dementia-friendly Action Plan Action 3F: 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.

7. **Public transit**
   - Age- and Dementia-friendly Action Plan Action 3G: 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.

8. **Impact of climate change and extreme weather on seniors**
   - Age- and Dementia-friendly Action Plan Action 2M: 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.

9. **Digital access and literacy**
   - Age- and Dementia-friendly Action Plan Action 2I: 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).

10. **Partnerships and Liaison with Local Seniors' Organizations**
    - Age- and Dementia-friendly Action Plan Implementation Principle: Collaborate across sectors – engage a range of organizations and service providers to reflect population diversity across the Township.