



# AGE-FRIENDLY STRATEGY

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## PROGRESS REPORT

### NOVEMBER 2019

Communities across Canada are aging, and the Township of Langley is no exception. This trend brings with it the need to adapt our physical environments; our approach to housing, transportation, and recreation; and the services and supports that we provide to our residents.

Endorsed by Council in 2014, the Township's award-winning Age-friendly Strategy provides a number of strategies to create an age-friendly community. In an age-friendly community, policies, programs, services, and infrastructure are designed to address the needs of people of all ages.

To implement the Age-friendly Strategy, an Implementation Plan was finalized in November 2015. The Implementation Plan includes specific actions for each strategy and establishes an implementation timeframe as follows:

#### ONGOING

Strategies to be implemented periodically or on an on going basis.

#### SHORT TERM (1-2 years)

Strategies to be implemented in 2016 - 2017.

#### MEDIUM TERM (3-6 years)

Strategies to be implemented in 2018 - 2021.

#### LONG TERM (7-10 years)

Strategies to be implemented in 2022 - 2025.

Note: While the work associated with some strategies may begin in the short or medium term, they may take several years to implement.



Based on the work undertaken as part of the Age-friendly Strategy, in June 2015, the Seniors' Healthy Living Secretariat of the Provincial Ministry of Health formally recognized the Township as an age-friendly community under the Age-friendly BC Recognition program.



## TOWARDS AN AGE-FRIENDLY COMMUNITY: OUR PROGRESS

The Age-friendly Strategy has reshaped the Township's organizational culture – an age-friendly lens is now being applied to all of our new policies and services. Since the implementation of the Age-friendly Strategy began in 2016:

- 10 short term strategies have been completed and 10 short term strategies are in progress (representing 100% of the 20 short term strategies)
- 4 medium term strategies have been completed and 10 medium term strategies are in progress (representing 88% of the 16 medium term strategies)
- 1 long term strategy has been completed and 5 long term strategies are in progress (representing 55% of the 11 long term strategies)

A full update on the status of all the strategies in the Implementation Plan is provided in Appendix A.

### DEMONSTRATING LEADERSHIP: PROJECT SPOTLIGHT

In 2018, the Township piloted an Age-friendly Business Recognition Program to acknowledge local businesses that made a commitment to age-friendly business practices. In 2019, the program continues and focused on an activation during Seniors' Week in June in a single community, Walnut Grove, an area that is home to the highest number of seniors in the Township. Working with care facilities and social organizations, Walnut Grove seniors were invited to nominate area businesses they felt met baseline age-friendly business practice criteria. The businesses were then invited to complete a full business self-assessment and commit to continuously improve its practices to better serve people of all ages and abilities. In August, 13 businesses received certificates. Nominating seniors were equally acknowledged for illuminating both the buying power and needs of seniors today. This program is the first of its kind in BC.

For a list of acknowledged businesses and for more information about the Age-friendly Business Recognition Program, visit [tol.ca/agefriendlybusiness](http://tol.ca/agefriendlybusiness).

APPENDIX A

**OUTDOOR SPACES & BUILDINGS**

| Strategy   | Specific Actions   | Lead Department(s)   | Key Partner(s)   | Priority Level / Timeframe | Indicator / Measure  | Status                  | Status Details   |
|--|--|--|--|----------------------------|--|-------------------------|--|
| 1. Ensure a diverse range of parks and public spaces that is well-distributed throughout the community to provide opportunities for active living and social interaction for people of all ages. | <ul style="list-style-type: none"> <li>Continue to review the distribution and range of parks and public spaces as part of neighbourhood planning and development review process.</li> <li>Update existing maps, when needed.</li> </ul>   | <ul style="list-style-type: none"> <li>ACCI – PSPDD</li> </ul> | <ul style="list-style-type: none"> <li>Community Development</li> <li>Geomatics</li> </ul>   | Ongoing                    | <ul style="list-style-type: none"> <li>Inventory of parks and public spaces.</li> <li>Commentary on neighbourhoods without access to parks or identified as priority areas.</li> </ul>   | Ongoing                 | <ul style="list-style-type: none"> <li>The distribution and range of parks and public spaces is reviewed as part of community and neighbourhood planning and development review processes.</li> <li>Maps are updated when needed.</li> </ul> |
| 2. Review trail guidelines for accessibility provisions, such as width, grade, surface materials, wayfinding, and lighting.  | <ul style="list-style-type: none"> <li>Research good practices in trail design and accessibility standards.</li> <li>Develop accessibility criteria for local trails.</li> <li>Review trail guidelines with criteria as a new lens.</li> <li>Update the trail guidelines with a new standard for accessible trails.</li> </ul>   | <ul style="list-style-type: none"> <li>ACCI – PSPDD</li> </ul> | <ul style="list-style-type: none"> <li>Metro Parks</li> <li>Community Development</li> </ul> | Short term                 | <ul style="list-style-type: none"> <li>Trail best-practices research completed.</li> <li>Accessibility criteria are established.</li> <li>Trail guidelines are updated.</li> <li>Commentary on number of trails that meet accessibility criteria.</li> </ul> | In progress             | <ul style="list-style-type: none"> <li>An update to the Township’s trail planning document (Community Connections) is underway.</li> </ul>   |
| 3. Expand opportunities for bench dedication in neighbourhood parks and public spaces.   | <ul style="list-style-type: none"> <li>Review and assess current practice for bench dedication.</li> <li>Update the program to make easier and more accessible for donors to dedicate benches and other features (e.g. tree planting) in parks, along trails, sidewalks, etc.</li> <li>Continue to promote program.</li> <li>Consider locating bench dedications in other priority locations such as outside facilities or public spaces.</li> </ul> | <ul style="list-style-type: none"> <li>ACCI – PSPDD</li> </ul> | <ul style="list-style-type: none"> <li>Corporate Administration</li> </ul>                   | Short term                 | <ul style="list-style-type: none"> <li>Review of bench dedication practices and siting completed.</li> <li>Bench dedication program updated.</li> <li>Number of benches installed.</li> </ul>  | In progress and ongoing | <ul style="list-style-type: none"> <li>The bench dedication pricing is under review.</li> <li>The bench dedication program continues to be promoted.</li> </ul>  |

## OUTDOOR SPACES & BUILDINGS

| Strategy  | Specific Actions   | Lead Department(s)   | Key Partner(s)   | Priority Level / Timeframe | Indicator / Measure   | Status                  | Status Details  |
|---|--|--|--|----------------------------|---|-------------------------|---|
| 4. Explore locations and funding sources to establish community gardens, both temporary and permanent, to foster connection with nature and social interaction between generations.             | <ul style="list-style-type: none"> <li>Review and assess potential locations for community gardens.</li> <li>Identify priority locations.</li> <li>Liaise with existing groups or promote the establishment of a new association to administer.</li> <li>Draft necessary agreements.</li> </ul>              | <ul style="list-style-type: none"> <li>ACCI – PSPDD</li> </ul> | <ul style="list-style-type: none"> <li>Healthier Community Partnership</li> <li>Fraser Health</li> <li>Langley Environmental Partners Society</li> </ul> | Short term                 | <ul style="list-style-type: none"> <li>Review of potential locations completed.</li> <li>Number of new associations created.</li> </ul> | In progress and ongoing | <ul style="list-style-type: none"> <li>New community gardens at Yorkson Community Park and Northeast Gordon Estates opened in 2018 (there are now 417 Township-owned plots throughout the municipality).</li> </ul>   |
| 5. Continue to involve the public in planning for new parks and public spaces, in the early community planning stages and in the design phase with the parks department and private developers. | <ul style="list-style-type: none"> <li>Continue current practice of community engagement in the early community planning stages and in the design phase of parks and public space planning.</li> <li>Review policy and practice of community engagement and ensure it is inclusive and effective.</li> </ul> | <ul style="list-style-type: none"> <li>ACCI – PSPDD</li> </ul> | <ul style="list-style-type: none"> <li>Community Development</li> </ul>  | Short term - ongoing       | <ul style="list-style-type: none"> <li>Review of existing engagement practices completed.</li> </ul>                                    | Completed and ongoing   | <ul style="list-style-type: none"> <li>A Public Engagement Strategy was endorsed by Council in 2016.</li> <li>The public continues to be engaged in the early stages of community planning and in the design phase of parks and public space planning.</li> </ul> |

## OUTDOOR SPACES & BUILDINGS

| Strategy   | Specific Actions  | Lead Department(s)   | Key Partner(s)  | Priority Level / Timeframe | Indicator / Measure   | Status                         | Status Details   |
|--|---|--|---|----------------------------|---|--------------------------------|--|
| 6. Develop criteria for age-friendly park design and identify priority locations where these elements should be added into existing parks and public spaces. | <ul style="list-style-type: none"> <li>• Research good practices for age-friendly parks and public spaces.</li> <li>• Consult with health practitioners in determining the optimal distance between benches for older adults and those with mobility issues.</li> <li>• Develop criteria suitable for local parks and public spaces, including elements such as benches, water fountains, washrooms, lighting, railings along pathways, and clear wayfinding signage.</li> <li>• Assess existing priority locations for potential application.</li> <li>• Develop an implementation schedule.</li> <li>• Identify priority locations where these elements should be added into existing parks and public spaces.</li> </ul> | <ul style="list-style-type: none"> <li>• ACCI – PSPDD</li> </ul> | <ul style="list-style-type: none"> <li>• Geriatric Specialists</li> <li>• Gerontological Nurses Association of BC (GNABC)</li> <li>• Seniors Advocacy Group</li> <li>• Fraser Health</li> </ul> | <b>Medium term</b>         | <ul style="list-style-type: none"> <li>• Research of best practices completed.</li> <li>• Consultation with health practitioners completed.</li> <li>• Accessible parks criteria developed.</li> <li>• Implementation schedule for priority locations developed.</li> </ul> | <b>In progress and ongoing</b> | <ul style="list-style-type: none"> <li>• Pickle ball lines added to 11 tennis courts and, in 2019, 5 stand-alone pickle ball courts were installed at the Willoughby Community Park.</li> <li>• Age-friendly exercise equipment installed at Derek Doubleday Arboretum in 2017.</li> <li>• Trail systems continue to be developed with various distance loop options.</li> </ul> |

## OUTDOOR SPACES & BUILDINGS

| Strategy   | Specific Actions   | Lead Department(s)  | Key Partner(s)   | Priority Level / Timeframe   | Indicator / Measure  | Status                         | Status Details   |
|--|--|---|--|------------------------------|--|--------------------------------|--|
| 7. Identify locations to create or improve physical connections between neighbourhood parks and other local destinations through sidewalks, bike routes, and off-street trail connections. | <ul style="list-style-type: none"> <li>Review and assess physical connections between neighbourhood parks and other local destinations through sidewalks, bike routes, and off-street trail connections (Community Connections Trail Plan).</li> <li>Consult with health practitioners in determining the optimal distance between benches for older adults and those with mobility issues.</li> <li>Identify priority improvement areas.</li> <li>Schedule improvements.</li> </ul> | <ul style="list-style-type: none"> <li>ACCI – PSPDD</li> </ul>                        | <ul style="list-style-type: none"> <li>Community Development</li> <li>Engineering</li> </ul>             | <b>Medium term</b>           | <ul style="list-style-type: none"> <li>Review of the physical connections between parks and other destinations completed.</li> <li>Consultation with health practitioners is completed.</li> <li>Improvement schedule is implemented.</li> </ul> | <b>In progress and ongoing</b> | <ul style="list-style-type: none"> <li>An update to the Township's trail planning document (Community Connections) is underway.</li> <li>Kelly Lake trail was resurfaced in 2017.</li> <li>A new accessible trail was added along the north side of Langley Airport and accessible trails were added at Jackman Wetlands Park.</li> </ul>  |
| 8. Assess public buildings and facilities to identify potential accessibility upgrades, related costs, and implementation timelines.   | <ul style="list-style-type: none"> <li>Develop criteria to be considered as part of the design process for buildings that are to be upgraded.</li> <li>Develop guidelines to consider during new construction and major renovations.</li> <li>Develop a prioritized list and schedule for facility upgrades.</li> </ul>  | <ul style="list-style-type: none"> <li>Engineering – Strategic Initiatives</li> </ul> | <ul style="list-style-type: none"> <li>Parks and Recreation</li> <li>Corporate Administration</li> </ul> | <b>Medium term - ongoing</b> | <ul style="list-style-type: none"> <li>Criteria and guidelines developed.</li> <li>Prioritized list and schedule established.</li> </ul>   | <b>In progress</b>             | <ul style="list-style-type: none"> <li>The Township awarded a community grant to the Langley Pos-Abilities Society in 2019 to support the development of accessibility criteria and an audit for buildings, and facilitated testing of the audit at the W.C. Blair Recreation Centre.</li> <li>The Township approved two separate capital budgets in 2019 to undertake projects that improve accessibility in various facilities.</li> </ul> |

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|--|--|---|---|----------------------------|--|-------------|---|
| 9. Work with Langley School District #35 to assess the potential to provide age-friendly features in schoolyards such as benches near playgrounds and outdoor water fountains. | <ul style="list-style-type: none"> <li>Identify appropriate features such as benches near playgrounds, outdoor water fountains etc.</li> <li>Review and assess schools and prioritize locations to implement changes.</li> <li>Work with Langley School District on a comprehensive or site-by-site basis to implement.</li> <li>Review/survey the 19 joint-site development locations to identify locations and appropriate elements to install.</li> </ul> | <ul style="list-style-type: none"> <li>ACCI – PSPDD</li> </ul>                  | <ul style="list-style-type: none"> <li>Langley School District #35</li> </ul> | Long term                  | <ul style="list-style-type: none"> <li>Inventory of services and facilities completed.</li> <li>Map is developed.</li> </ul> | Not started | <ul style="list-style-type: none"> <li>Scheduled for 2022 - 2025</li> </ul> |
| 10. Update map inventory to include relevant services and facilities.  | <ul style="list-style-type: none"> <li>Inventory a list of services and facilities, including shopping centres, publicly available washrooms, parks, Township facilities, other community venues, etc.</li> <li>Prepare a map that can be downloaded online showing locations. Ensure map is scalable to allow for neighbourhood-level display.</li> <li>Consider the development of a mobile app with the same content.</li> </ul>                          | <ul style="list-style-type: none"> <li>Corporate Administration - IT</li> </ul> | <ul style="list-style-type: none"> <li>Geomatics</li> </ul>                   | Long term                  | <ul style="list-style-type: none"> <li>Inventory of services and facilities completed.</li> <li>Map is developed.</li> </ul> | Not started | <ul style="list-style-type: none"> <li>Scheduled for 2022 - 2025</li> </ul> |

## TRANSPORTATION

| Strategy   | Specific Actions   | Lead Department(s)  | Key Partner(s)  | Priority Level / Timeframe | Indicator / Measure   | Status    | Status Details  |
|--|--|---|---|----------------------------|---|-----------|---|
| 1. Continue to work with TransLink to ensure bus stops are accessible; provide seating, weather protection, and lighting, where possible; and to improve accessibility, comfort, and safety.   | <ul style="list-style-type: none"> <li>Continue to prioritize list of bus stops and shelters that require upgrades each year.</li> <li>Work with TransLink to implement upgrades each year.</li> </ul>   | <ul style="list-style-type: none"> <li>Engineering</li> </ul> | <ul style="list-style-type: none"> <li>Parks and Recreation</li> <li>TransLink</li> </ul> | Ongoing                    | <ul style="list-style-type: none"> <li>Inventory and schedule of bus shelter upgrades established.</li> </ul> | Ongoing   | <ul style="list-style-type: none"> <li>Sidewalk and bus stop improvements continue under the existing Transit Related Road Infrastructure Program.</li> <li>TransLink introduced a new Walking Infrastructure to Transit program in 2017.</li> </ul>  |
| 2. Implement the Township Cycling Plan.  | <ul style="list-style-type: none"> <li>Continue applying for grants for infrastructure improvements.</li> <li>Continue to implement upgrades and expansion of bikes lanes as outlined in the Plan.</li> <li>Continue to incorporate bike lane improvements as part of major development projects or trail upgrading work.</li> </ul> | <ul style="list-style-type: none"> <li>Engineering</li> </ul> | <ul style="list-style-type: none"> <li>Parks and Recreation</li> </ul>                    | Ongoing                    | <ul style="list-style-type: none"> <li>Commentary on Cycling Plan implementation progress.</li> </ul>         | Ongoing   | <ul style="list-style-type: none"> <li>The Cycling Plan continues to be implemented through community planning and development.</li> <li>With assistance from TransLink grants, various network improvements have been implemented or are underway.</li> <li>Staff have identified projects for 2019 and 2020.</li> </ul> |
| 3. Review parking standards and consider introducing seniors parking spots at facilities offering services or programs for seniors (recreation centres, seniors centres, libraries, Municipal Hall); wider stalls located near building entrances; or time-limited restrictions during specific programs (see Walnut Grove Recreation Centre example). | <ul style="list-style-type: none"> <li>Sponsor a trial program at a community centre that designates two-age-friendly parking spots. Walnut Grove would be a good location for pilot program.</li> </ul>   | <ul style="list-style-type: none"> <li>Engineering</li> </ul> |   | Short term                 | <ul style="list-style-type: none"> <li>Pilot program has been established.</li> </ul>                         | Completed | <ul style="list-style-type: none"> <li>Pilot program established at Walnut Grove Recreation Centre (3 spots) in 2017.</li> </ul>  |

## TRANSPORTATION

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|--|--|---|---|----------------------------|--|-------------------------|--|
| 4. Advocate for improved transit service in areas that are currently under-served and identify priority areas for enhanced transportation services (HandyDart and taxi), and upgrades to transit exchanges to provide access to washrooms. | <ul style="list-style-type: none"> <li>Conduct community outreach and liaise with various groups (eg. Chamber of Commerce, etc.) to identify under-served areas and services. Focus on bus service, HandyDart services and taxi program, as well as the addition of washrooms at the transit exchanges.</li> <li>Prepare an advocacy strategy, ie prepare letters and schedule meetings with TransLink to present feedback.</li> </ul> | <ul style="list-style-type: none"> <li>Engineering</li> </ul> | <ul style="list-style-type: none"> <li>Chamber of Commerce</li> <li>TranskLink</li> <li>Langley Seniors Community Action Table (LSCAT)</li> </ul> | Short term                 | <ul style="list-style-type: none"> <li>Under-served areas identified.</li> <li>Commentary on community outreach activities.</li> <li>Advocacy strategy developed.</li> </ul> | In progress and ongoing | <ul style="list-style-type: none"> <li>The Township continues to advocate to TransLink for improved transit service.</li> <li>Recent transit improvements include new bus service along 208 Street, new community shuttle service along 72 Avenue and 203 Street in Willoughby, and articulated buses along Fraser Highway.</li> <li>TransLink is developing a plan for SkyTrain between Langley Centre and King George Station and will be introducing double-decker buses between Carvolth Exchange and Lougheed Station.</li> </ul> |

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|--|--|--|---|----------------------------|---|------------------------------|--|
| 5. Support alternative transportation options such as volunteer driver programs, community shuttles, and development of a co-op bus program for community use. | <ul style="list-style-type: none"> <li>Support community service providers in their efforts to implement alternative transportation programs, such as the volunteer driver programs and secondment of under-utilized buses.</li> <li>Provide information or communications support to community groups.</li> </ul> | <ul style="list-style-type: none"> <li>Corporate Administration</li> </ul> | <ul style="list-style-type: none"> <li>Engineering</li> <li>Community Groups involved in this work</li> </ul> | Short term                 | <ul style="list-style-type: none"> <li>Commentary on existing volunteer driver programs and under-served areas provided.</li> <li>Commentary on communications with community groups provided.</li> </ul> | <b>Completed and ongoing</b> | <ul style="list-style-type: none"> <li>Volunteer driver programs are communicated in the Langley Seniors Directory (linked on the Township's website)</li> <li>Additional opportunities to enhance awareness of community services, including transportation programs, are being explored as part of the development of the Social Sustainability Strategy and the Economic Development Strategy.</li> </ul> |

## TRANSPORTATION

| Strategy  | Specific Actions   | Lead Department(s)  | Key Partner(s)  | Priority Level / Timeframe | Indicator / Measure   | Status             | Status Details   |
|---|--|---|---|----------------------------|---|--------------------|--|
| 6. Conduct a pedestrian safety evaluation to identify intersections where sidewalks, curb cuts/letdowns, crosswalks, or pedestrian countdown timers can be introduced or improved. Prioritize actions for pedestrian network improvements based on available resources and opportunities. | <ul style="list-style-type: none"> <li>• Gather data from ICBC and RCMP on pedestrian-related incidents.</li> <li>• Review best practices and consider past research and walkability studies.</li> <li>• Establish criteria for prioritizing areas to evaluate and identify for improvement upgrades.</li> <li>• Prioritize areas to evaluate for pedestrian improvements. For prioritized areas, conduct a physical survey/review of sidewalks, curb cuts/letdowns, crosswalks, countdown timers, etc. and identify types of improvements.</li> <li>• Prioritize and schedule pedestrian network improvements.</li> </ul> | <ul style="list-style-type: none"> <li>• Engineering</li> </ul> | <ul style="list-style-type: none"> <li>• Community Development</li> <li>• Parks and Recreation</li> </ul> | <b>Medium term</b>         | <ul style="list-style-type: none"> <li>• Data identifying incidents gathered.</li> <li>• Research of best practices and walkability studies completed.</li> <li>• Priority area criteria are established.</li> <li>• Review of priority areas completed.</li> <li>• Implementation schedule established.</li> </ul> | <b>Not started</b> | <ul style="list-style-type: none"> <li>• Scheduled for 2020 – 2021.</li> <li>• While formal evaluations have not yet started, pedestrian network improvements are considered on an ongoing basis.</li> </ul> |

## TRANSPORTATION

| Strategy   | Specific Actions  | Lead Department(s)  | Key Partner(s)  | Priority Level / Timeframe | Indicator / Measure   | Status      | Status Details   |
|--|---|---|---|----------------------------|---|-------------|--|
| 7. Update traffic calming policy and practice to acknowledge the Township's age-friendly objectives.   | <ul style="list-style-type: none"> <li>Review the current traffic calming policy and update the criteria to capture age-friendly objectives.</li> <li>Undertake an assessment of Township roads for walkability and sense of safety, following the development of revised criteria above.</li> <li>Update the list of areas/locations that have been identified for traffic calming.</li> <li>Identify a prioritized list of areas that would benefit from traffic calming implementation.</li> <li>Develop installation schedule.</li> </ul> | <ul style="list-style-type: none"> <li>Engineering</li> </ul> |   | Medium term - ongoing      | <ul style="list-style-type: none"> <li>Traffic calming policy updated to reflect age-friendly criteria.</li> <li>Township road assessment completed.</li> <li>Priority areas identified.</li> <li>Installation schedule established.</li> </ul> | Not started | <ul style="list-style-type: none"> <li>Scheduled for 2020 – 2021.</li> </ul> |
| 8. Consider the impact of increasing motorized scooter use when reviewing road, sidewalk, and trail design standards. Also consider scooter use when reviewing parking requirements for residential, commercial, and institutional uses. | <ul style="list-style-type: none"> <li>Undertake research on the impact of scooter and Segway use and innovative solutions for integrating scooters into design and construction of trails, roads, sidewalks, and buildings.</li> <li>Adapt current standards for parking, sidewalks, and trails as well as design standards for commercial and residential construction if necessary or where applicable.</li> <li>Consider introducing locations for scooter users to recharge their batteries.</li> </ul>                                  | <ul style="list-style-type: none"> <li>Engineering</li> </ul> | <ul style="list-style-type: none"> <li>Community Development</li> <li>ACCI - PSPDD</li> </ul> | Long term                  | <ul style="list-style-type: none"> <li>Research on impacts completed.</li> <li>Parking and connections standards updated.</li> </ul>  | Not started | <ul style="list-style-type: none"> <li>Scheduled for 2022 – 2025.</li> </ul> |

## HOUSING

| Strategy   | Specific Actions  | Lead Department(s)  | Key Partner(s)   | Priority Level / Timeframe | Indicator / Measure   | Status                  | Status Details  |
|--|---|---|--|----------------------------|---|-------------------------|---|
| 1. Review and update the Adaptable Housing Policy regularly.   | <ul style="list-style-type: none"> <li>• Undertake BC-wide best practices research.</li> <li>• Identify the challenges with updating the adaptable housing policy.</li> <li>• Collaborate with the development industry in identifying potential amendments to the policy.</li> <li>• Identify political and staff champions.</li> <li>• Prepare communications materials to educate the public about what adaptable housing is.</li> <li>• Update policy in a manner that is fair and reasonable to the development community on a regular basis.</li> </ul> | <ul style="list-style-type: none"> <li>• Community Development – Community and Policy Planning</li> </ul> | <ul style="list-style-type: none"> <li>• Development Industry</li> <li>• Corporate Administration</li> </ul> | Short term                 | <ul style="list-style-type: none"> <li>• Research BC best practices completed.</li> <li>• Commentary on challenges with updating adaptable housing policy and potential amendments identified.</li> <li>• Adaptable housing communications materials developed for public education.</li> </ul> | Completed               | <ul style="list-style-type: none"> <li>• The Adaptable Housing Policy was updated in 2016 in conjunction with the OCP update.</li> <li>• The adaptable housing brochure has been updated and is available on the Township website.</li> </ul>   |
| 2. Implement the recommendations of the Housing Action Plan to ensure a wide range of housing options are available in the Township. | <ul style="list-style-type: none"> <li>• Prepare Housing Action Plan progress updates and identify priority areas of implementation.</li> <li>• Cooperate with developers in marketing a range of housing options.</li> <li>• Continue to work towards setting up the Sustainability Dashboard and regularly updating housing indicators.</li> </ul>  | <ul style="list-style-type: none"> <li>• Community Development – Community and Policy Planning</li> </ul> | <ul style="list-style-type: none"> <li>• Development Industry</li> </ul>                                     | Short term                 | <ul style="list-style-type: none"> <li>• Housing Action Plan progress updates completed.</li> <li>• Commentary on Sustainability Dashboard progress.</li> </ul>   | In progress and ongoing | <ul style="list-style-type: none"> <li>• Implementation of the Housing Action Plan, including annual monitoring of the critical housing indicators, is ongoing.</li> <li>• With the completion of the new Township website, work continues towards a Sustainability Dashboard.</li> </ul> |

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|--|--|---|---|----------------------------|---|-----------------------|--|
| 3. Encourage the construction of all new housing for older adults, including independent or assisted living, to be located in areas that are in proximity to transit and services. | <ul style="list-style-type: none"> <li>Identify what housing type older adults are interested in.</li> <li>Undertake a market analysis to confirm where older adults would be interested in living and identify the level/type of incentives suitable.</li> <li>Support the development of housing for older adults near transit and services – such as parking requirement reductions, etc.</li> <li>Support the development of various housing options through community plans and neighbourhood plans.</li> </ul> | <ul style="list-style-type: none"> <li>Community Development – Community and Policy Planning</li> </ul> | <ul style="list-style-type: none"> <li>Development Industry</li> </ul>  | Short term                 | <ul style="list-style-type: none"> <li>Market analysis completed.</li> <li>Commentary on the housing types preferred by older adults and the feasibility of their provision near transit and services.</li> <li>Number of older adult, independent or assisted living housing located near transit hubs.</li> </ul> | Completed and ongoing | <ul style="list-style-type: none"> <li>The Zoning Bylaw includes reduced parking requirements for seniors housing.</li> <li>A variety of housing options continues to be considered through community and neighbourhood plan processes.</li> </ul> |
| 4. Identify ways to support contractors and developers in the introduction of accessible or adaptable features in new homes.   | <ul style="list-style-type: none"> <li>Collaborate with Real Estate Board, developers etc. in promoting/marketing benefits of adaptable features.</li> </ul>   | <ul style="list-style-type: none"> <li>Corporate Administration</li> </ul>                              | <ul style="list-style-type: none"> <li>Community Development</li> </ul> | Short term                 | <ul style="list-style-type: none"> <li>Number of new housing developments that features accessible and adaptable features.</li> </ul>   | Completed and ongoing | <ul style="list-style-type: none"> <li>The benefits of adaptable housing continue to be promoted.</li> <li>The adaptable housing brochure has been updated and is available on the Township website.</li> </ul>                                    |

## HOUSING

| Strategy   | Specific Actions   | Lead Department(s)  | Key Partner(s)  | Priority Level / Timeframe | Indicator / Measure  | Status                  | Status Details  |
|--|--|---|---|----------------------------|--|-------------------------|---|
| 5. Work with the development community to identify ways to achieve more market rental and affordable units in the community.   | <ul style="list-style-type: none"> <li>• Hold workshop/forum with developers, real estate community, organizations and the public to identify innovative ways.</li> <li>• Liaise with other levels of government.</li> <li>• Create an incentive package that is supported by the development community and non-profit sector.</li> <li>• Amend necessary policies to support outcomes.</li> </ul> | <ul style="list-style-type: none"> <li>• Community Development – Community and Policy Planning</li> </ul> | <ul style="list-style-type: none"> <li>• Economic Development</li> <li>• Fraser Valley Real Estate Board</li> <li>• Development Industry</li> </ul>   | Medium term                | <ul style="list-style-type: none"> <li>• Workshop/forum established.</li> <li>• Commentary on policy alternatives for achieving more rental and affordable units.</li> <li>• Policies updated to reflect engagement outcomes.</li> </ul> | In progress             | <ul style="list-style-type: none"> <li>• Incentives for new affordable housing projects are outlined in the OCP, which was updated in 2016.</li> <li>• A DCC waiver bylaw for eligible affordable housing projects was adopted in 2018.</li> <li>• Opportunities to host a workshop/forum with community partners is being explored.</li> </ul> |
| 6. Advocate for additional subsidized assisted living and residential care beds to be developed in the Township.   | <ul style="list-style-type: none"> <li>• Consider supporting new developments through incentives of leased land.</li> <li>• Advocate for subsidized long-term care, assisted living, and residential care beds.</li> </ul>   | <ul style="list-style-type: none"> <li>• Corporate Administration</li> </ul>                              | <ul style="list-style-type: none"> <li>• Fraser Health</li> <li>• Langley Division of Family Practice</li> <li>• Economic Development</li> <li>• Private contractors / service providers</li> </ul> | Medium term                | <ul style="list-style-type: none"> <li>• Number of residential care and assisted living beds in Township.</li> </ul>   | In progress             | <ul style="list-style-type: none"> <li>• Township and Fraser Health staff have established recurring liaison meetings to discuss community health issues.</li> </ul>  |
| 7. Support the development of a diverse range of housing options for older adults, such as co-housing, single-level housing, and townhouses with bedrooms and bathrooms on the ground level. | <ul style="list-style-type: none"> <li>• Continue to support various housing options through community plans and neighbourhood plans.</li> <li>• Encourage developers to provide a range of housing for older people.</li> <li>• Identify incentives for housing forms that accommodate older adults, eg. parking requirement reductions.</li> </ul>   | <ul style="list-style-type: none"> <li>• Community Development</li> </ul>                                 | <ul style="list-style-type: none"> <li>• Economic Development</li> </ul>  | Long term - ongoing        | <ul style="list-style-type: none"> <li>• Policies supporting various housing options included in community and neighbourhood plans.</li> <li>• Incentives for housing forms that accommodate older adults identified.</li> </ul>         | In progress and ongoing | <ul style="list-style-type: none"> <li>• Community and neighbourhood plan processes consider a range of housing options, including options for older people.</li> <li>• The Zoning Bylaw includes reduced parking requirements for seniors housing.</li> </ul>  |

## RESPECT & SOCIAL INCLUSION

| Strategy  | Specific Actions   | Lead Department(s)   | Key Partner(s)   | Priority Level / Timeframe | Indicator / Measure  | Status                  | Status Details   |
|---|--|--|--|----------------------------|--|-------------------------|--|
| 1. Support programs and educational materials to encourage respectful behaviour, combat ageism, and prevent elder abuse.  | <ul style="list-style-type: none"> <li>Determine/define respectful behaviours.</li> <li>Identify organizations/agencies that are providing training and have materials/resources on how to be respectful.</li> <li>Collaborate with partners in marketing and distributing materials.</li> <li>Support BC Association of Community Response Networks (BCACRN).</li> </ul>      | <ul style="list-style-type: none"> <li>Corporate Administration</li> </ul> | <ul style="list-style-type: none"> <li>Chamber of Commerce</li> <li>Healthier Community Partnership</li> <li>RCMP</li> <li>BCACRN</li> </ul>                                 | Short term                 | <ul style="list-style-type: none"> <li>Criteria of respectful behaviours established.</li> <li>Training resources and organizations have been identified.</li> <li>Materials distributed.</li> </ul> | In progress             | <ul style="list-style-type: none"> <li>Representatives from the local Community Response Network provided a presentation to the Seniors Advisory Committee in 2019, which provided groundwork for future opportunities to collaborate in supporting programs and educational materials.</li> </ul> |
| 2. Encourage and promote recognition programs that acknowledge and celebrate the achievements and contributions of seniors and youth in the community.          | <ul style="list-style-type: none"> <li>Create eligibility criteria of community achievements.</li> <li>Create appropriate award(s) – “Age-friendly leader”.</li> <li>Advertise award winners at events, facilities, and website.</li> </ul>  | <ul style="list-style-type: none"> <li>Corporate Administration</li> </ul> | <ul style="list-style-type: none"> <li>Langley School District #35</li> <li>Langley Senior Resources Society</li> </ul>  | Medium term                | <ul style="list-style-type: none"> <li>Community achievement criteria established.</li> <li>Awards developed and promoted at facilities and on website.</li> <li>Awards distributed.</li> </ul>      | In progress and ongoing | <ul style="list-style-type: none"> <li>The Township continues to support the Volunteer Awards and Douglas Day.</li> </ul>  |
| 3. Implement programs or activities associated with Seniors Week, International Day of Older Persons, Grandparents Day, Family Day, or other recognized events. | <ul style="list-style-type: none"> <li>Prepare a list of current programs and activities that foster multi-generational interaction and promotion of age-friendly values.</li> <li>Partner with groups to develop a campaign of marketing and initiatives that can be implemented at established events.</li> <li>Partner with groups in implementing the campaign.</li> </ul> | <ul style="list-style-type: none"> <li>Parks and Recreation</li> </ul>     | <ul style="list-style-type: none"> <li>Arts, Culture and Community Initiatives</li> <li>Langley Seniors Resource Society</li> <li>Healthier Community Partnership</li> </ul> | Medium term                | <ul style="list-style-type: none"> <li>List of current programs completed.</li> <li>Marketing campaign developed.</li> <li>Campaign implemented.</li> </ul>  | Completed and ongoing   | <ul style="list-style-type: none"> <li>The Township continues to support activities that promote age-friendly values, including numerous events during Seniors’ Week.</li> </ul>   |

## RESPECT & SOCIAL INCLUSION

| Strategy   | Specific Actions  | Lead Department(s)   | Key Partner(s)  | Priority Level / Timeframe | Indicator / Measure  | Status             | Status Details   |
|--|---|--|---|----------------------------|--|--------------------|--|
| 4. Develop programs and initiatives to bring multiple generations together to foster mutual understanding and respect for diversity. | <ul style="list-style-type: none"> <li>Review current programs and initiatives that bring multiple generations together to foster mutual understanding and respect for diversity.</li> <li>Identify/create appropriate programs and initiatives.</li> <li>Update/create necessary guidelines and programming.</li> <li>Schedule and develop priority programs.</li> </ul> | <ul style="list-style-type: none"> <li>Parks and Recreation</li> </ul> | <ul style="list-style-type: none"> <li>Arts, Culture and Community Initiatives</li> <li>Langley Senior Resources Society</li> <li>Langley School District #35</li> <li>Other seniors-serving organizations</li> </ul> | <b>Medium term</b>         | <ul style="list-style-type: none"> <li>Commentary on existing multi-generational programs.</li> <li>Policies and programs created or revised.</li> </ul> | <b>In progress</b> | <ul style="list-style-type: none"> <li>Township and SD#35 staff assessed the feasibility of a seniors and youth community gardening program in late 2018, which identified the need to further explore potential funding sources.</li> </ul> |

## SOCIAL PARTICIPATION

| Strategy  | Specific Actions  | Lead Department(s)   | Key Partner(s)   | Priority Level / Timeframe | Indicator / Measure  | Status                | Status Details   |
|---|---|--|--|----------------------------|--|-----------------------|--|
| 1. Assess the need for additional facilities and explore opportunities to develop or co-locate facilities to serve this need.   | <ul style="list-style-type: none"> <li>As part of the community planning process, ensure that age-friendly facilities are considered and designed to meet residents' current and future needs.</li> <li>Consider the development of a library and cultural centre.</li> </ul>   | <ul style="list-style-type: none"> <li>Arts, Culture, and Community Initiatives</li> <li>Parks and Recreation</li> </ul> | <ul style="list-style-type: none"> <li>Community Development</li> <li>Engineering</li> </ul>   | Ongoing                    | <ul style="list-style-type: none"> <li>Co-location opportunities identified.</li> <li>Commentary on design features to meet resident's needs at facilities.</li> <li>Commentary on the need for a library and cultural centre.</li> </ul>  | Ongoing               | <ul style="list-style-type: none"> <li>Parks and Recreation continues to review the need for facilities as the community grows and changes.</li> <li>Township staff meet regularly with FVRL staff to discuss planning.</li> </ul>   |
| 2. Review the scheduling of recreational programs for older adults to provide opportunities for those who are working to also participate in social programs, fitness, and other recreational activities. | <ul style="list-style-type: none"> <li>Continually review program offerings and schedules to provide opportunities for older adults and those who are working to participate in social programs, fitness, and other recreational activities.</li> <li>Revise program offerings and schedule where necessary.</li> <li>Create necessary programs to meet needs.</li> </ul> | <ul style="list-style-type: none"> <li>Parks and Recreation</li> </ul>   | <ul style="list-style-type: none"> <li>Langley Senior Resources Society</li> <li>Healthier Community Partnership</li> <li>Other seniors-serving organizations</li> </ul> | Short term                 | <ul style="list-style-type: none"> <li>Review of programs completed.</li> <li>Program options identified to increase the number of registrants with scheduling challenges.</li> <li>Program offerings and schedule revised.</li> </ul>   | Completed and ongoing | <ul style="list-style-type: none"> <li>Parks and Recreation continually reviews its programs and event offerings.</li> <li>Program descriptions that target "older adults" are provided early evening, morning, and weekends.</li> </ul>   |
| 3. Expand opportunities for joint-use agreements and partnerships with Langley School District #35.   | <ul style="list-style-type: none"> <li>Explore how seniors could best utilize neighbourhood learning centres.</li> <li>Ensure seniors can capitalize on existing neighbourhood learning centre spaces.</li> </ul>   | <ul style="list-style-type: none"> <li>Parks and Recreation</li> </ul>   | <ul style="list-style-type: none"> <li>SD#35</li> </ul>  | Medium term                | <ul style="list-style-type: none"> <li>Commentary of exploratory findings into best use of neighbourhood learning centres.</li> <li>Additional joint-use agreements with Langley School District #35 established.</li> <li>Commentary on the opportunities that exist to expand joint-use agreements to include additional sites.</li> </ul> | Completed and ongoing | <ul style="list-style-type: none"> <li>Parks and Recreation staff meet regularly with SD#35 staff concerning new schools and Neighbourhood Learning Centres (NLC's).</li> <li>Opportunities exist at NLC's for seniors groups to book rooms and for seniors' activities to be undertaken.</li> </ul> |

## SOCIAL PARTICIPATION

| Strategy   | Specific Actions  | Lead Department(s)   | Key Partner(s)  | Priority Level / Timeframe | Indicator / Measure   | Status                         | Status Details   |
|--|---|--|---|----------------------------|---|--------------------------------|--|
| 4. Support efforts and create more opportunities to ensure low-income residents have access to social programs and services. | <ul style="list-style-type: none"> <li>Continue to offer and promote reduced admission rates to Township recreation facilities and programs.</li> <li>Collaborate with community service agencies and resource centres to review existing financial assistance programs to ensure low-income residents and seniors have access to social programs and services.</li> <li>Township to provide grants or funding for programs (LSRS). Current funding for outreach programs does not reach full client base.</li> </ul> | <ul style="list-style-type: none"> <li>Arts, Culture, and Community Initiatives</li> <li>Parks and Recreation</li> </ul> | <ul style="list-style-type: none"> <li>Healthier Community Partnership</li> <li>Langley Senior Resources Society</li> <li>Other seniors-serving organizations.</li> </ul> | <b>Medium term</b>         | <ul style="list-style-type: none"> <li>Review existing financial assistance programs completed.</li> <li>Commentary on financial assistance programs and whether existing programs are providing opportunities for low-income residents and seniors.</li> <li>Grants for funding provided.</li> </ul> | <b>In progress and ongoing</b> | <ul style="list-style-type: none"> <li>The Township continues to offer reduced admission rates for seniors and, in 2019, introduced a "super senior" admission rate.</li> <li>The Township provides a grant to the Langley Care Foundation for outreach programs, and in 2019 provided funding to the Langley Seniors Resource Society for a capital project.</li> <li>A review of the financial assistance program and grants program is underway.</li> </ul> |

## COMMUNICATION & INFORMATION

| Strategy  | Specific Actions  | Lead Department(s)   | Key Partner(s)   | Priority Level / Timeframe | Indicator / Measure   | Status                                | Status Details   |
|---|---|--|--|----------------------------|---|---------------------------------------|--|
| <p>1. Promote health and community service resources, such as phone lines, and update seniors' website regularly.</p> | <ul style="list-style-type: none"> <li>Identify available phone lines and resources to be promoted to the community.</li> <li>Corporate Administration to prepare, or collage, existing promotional material – posters, email content, handouts, etc.</li> <li>Host resource material on website and make sure that people are aware of information. Specifically, put posters up, talk about it in relevant classes, add to leisure guide, etc.</li> <li>Identify a contact person that can manage the website content and receive updated information from various departments and sources.</li> <li>Update seniors' content on website regularly.</li> </ul> | <ul style="list-style-type: none"> <li>Corporate Administration</li> </ul> | <ul style="list-style-type: none"> <li>Parks and Recreation</li> </ul> | <p><b>Short term</b></p>   | <ul style="list-style-type: none"> <li>Frequency of website updates.</li> <li>Promotional material access/inventory replenishment required by locations.</li> </ul> | <p><b>In progress and ongoing</b></p> | <ul style="list-style-type: none"> <li>The Township's website was updated in 2017 and includes seniors' resources.</li> <li>Langley.ca, supported by the Township, equally contains current data and resources.</li> <li>Resource material is available at various Township facilities.</li> </ul> |

## COMMUNICATION & INFORMATION

| Strategy  | Specific Actions  | Lead Department(s)   | Key Partner(s)   | Priority Level / Timeframe | Indicator / Measure   | Status      | Status Details  |
|---|---|--|--|----------------------------|---|-------------|---|
| 2. Identify key locations in public spaces and buildings to install senior specific information boards (e-boards) for news and resources available in the community and ensure materials are updated regularly. | <ul style="list-style-type: none"> <li>Identify locations that are most appropriate and prioritize the top facilities/community spaces where information will be distributed. Consider non-Township locations.</li> <li>Identify a staff person who would do the updating and key contacts at each community agency or department.</li> <li>Develop a schedule and approach for updating the information. Some information will stay up for a short time, long, flexible, etc.</li> </ul> | <ul style="list-style-type: none"> <li>Corporate Administration</li> </ul> | <ul style="list-style-type: none"> <li>Strategic Initiatives/ Facilities</li> <li>Recreation, Culture, and Parks</li> <li>Healthier Community Partnership</li> <li>IT</li> </ul> | Short term                 | <ul style="list-style-type: none"> <li>Number of sites with information boards.</li> <li>Frequency of updates.</li> </ul> | In progress | <ul style="list-style-type: none"> <li>Currently being considered as part of a broader advertising and marketing review.</li> </ul> |

## COMMUNICATION & INFORMATION

| Strategy   | Specific Actions  | Lead Department(s)   | Key Partner(s)  | Priority Level / Timeframe | Indicator / Measure  | Status      | Status Details  |
|--|---|--|---|----------------------------|--|-------------|---|
| 3. Develop a communication strategy and approach to ensure important information reaches all residents, including those with accessibility challenges. | <ul style="list-style-type: none"> <li>• Develop a communication strategy for the Township.</li> <li>• Ensure all communication tools/methods are reaching all residents, including persons with accessibility limitations.</li> <li>• Consider new technology to allow access to Township phone services by those people who are deaf, hard of hearing, or experience difficulty with speech.</li> <li>• Identify effective ways of public notification, eg. Outreach to seniors that don't have access to the internet or large print OCP.</li> </ul> | <ul style="list-style-type: none"> <li>• Corporate Administration</li> </ul> | <ul style="list-style-type: none"> <li>• Engineering</li> <li>• Parks and Recreation</li> <li>• Arts, Culture and Community Initiatives</li> <li>• Community Development</li> <li>• IT</li> <li>• Council Committees</li> </ul> | Short term                 | <ul style="list-style-type: none"> <li>• Development of a communication strategy.</li> </ul> | In progress | <ul style="list-style-type: none"> <li>• The development of a strategic communications plan is currently underway.</li> </ul> |

## COMMUNICATION & INFORMATION

| Strategy   | Specific Actions  | Lead Department(s)   | Key Partner(s)   | Priority Level / Timeframe | Indicator / Measure  | Status      | Status Details   |
|--|---|--|--|----------------------------|--|-------------|--|
| 4. Establish an age-friendly communications course and resources to Township staff, businesses, and service providers to help people learn to communicate effectively with people who are hearing impaired, or have communication challenges due to stroke, dementia, or other cognitive issues, and ensure front line staff is trained in how to communicate with and serve the needs of older customers. | <ul style="list-style-type: none"> <li>Identify partners.</li> <li>Work with relevant groups to develop communication materials and workshop curriculum to assist staff and organizations to communicate effectively with people who are hearing impaired or who have communication challenges due to stroke, dementia, or other cognitive issues.</li> <li>Identify a lead group to run the class/workshop for Township staff, local businesses, and service providers.</li> <li>Assist group with communication, funding, logistics for hosting, etc.</li> <li>Schedule/offer the course for staff and Council on a regular basis.</li> </ul> | <ul style="list-style-type: none"> <li>Corporate Administration</li> </ul> | <ul style="list-style-type: none"> <li>Economic Development</li> <li>Human Resources</li> <li>Engineering</li> <li>Parks and Recreation</li> <li>Arts, Culture and Community Initiatives</li> <li>Community Development</li> <li>Chamber of Commerce</li> <li>Healthier Community Partnership</li> <li>Organization to help create curriculum</li> </ul> | Long term                  | <ul style="list-style-type: none"> <li>Communication course developed.</li> <li>Frequency of course offerings.</li> <li>Number of registrants.</li> </ul>          | Not started | <ul style="list-style-type: none"> <li>Scheduled for 2022 – 2025.</li> </ul>   |
| 5. Designate a community age-friendly coordinator to work with agencies and community partners.  | <ul style="list-style-type: none"> <li>Designate a coordinator to facilitate communication and connections among agencies and community partners.</li> <li>The coordinator should be responsible for providing outreach to these agencies and partners and would facilitate strategies CI-1-5, CI-3-1, and CI-5-7.</li> </ul>   | <ul style="list-style-type: none"> <li>Parks and Recreation</li> </ul>     |  | Long term                  | <ul style="list-style-type: none"> <li>Position was created.</li> <li>Number of agencies and community partners that liaise regularly with coordinator.</li> </ul> | Completed   | <ul style="list-style-type: none"> <li>A social planner position was established in 2017 to, among other items, work with agencies and community partners.</li> <li>Various staff and councillors continue to work with community agencies and organizations.</li> </ul> |

## CIVIC PARTICIPATION & EMPLOYMENT

| Strategy  | Specific Actions  | Lead Department(s)   | Key Partner(s)   | Priority Level / Timeframe | Indicator / Measure  | Status      | Status Details   |
|---|---|--|--|----------------------------|--|-------------|--|
| 1. Review Terms of Reference for all Township committees to ensure there are no barriers to participate from older adults, youth, or person with disabilities.  | <ul style="list-style-type: none"> <li>Continually update Terms of Reference to ensure broad participation.</li> </ul>  | <ul style="list-style-type: none"> <li>Corporate Administration</li> </ul> | <ul style="list-style-type: none"> <li>All departments with an Advisory Committee.</li> </ul>  | Ongoing                    | <ul style="list-style-type: none"> <li>Terms of Reference updated to be more inclusive and have potential barriers removed.</li> </ul>   | Ongoing     | <ul style="list-style-type: none"> <li>Committee Terms of Reference are continually reviewed and updated.</li> </ul>   |
| 2. Develop a tool kit of methods to effectively target youth and older adults in stakeholder consultation when seeking public feedback on Township initiatives. | <ul style="list-style-type: none"> <li>Cooperate with other community groups to identify a tool kit of methods for effective engagement with youth and seniors.</li> <li>Identify other community groups to work with in identifying effective methods of engagement.</li> <li>Determine how the toolkit is going to be used. What does tool kit need to include?</li> <li>Reach out to key groups to identify engagement tools and approaches.</li> <li>Summarize/synthesize the findings of outreach with key groups in a guide or other document as determined earlier.</li> </ul> | <ul style="list-style-type: none"> <li>Corporate Administration</li> </ul> | <ul style="list-style-type: none"> <li>Parks and Recreation</li> <li>Community Development</li> <li>Healthier Community Partnership</li> </ul> | Short term                 | <ul style="list-style-type: none"> <li>Tool kit developed.</li> <li>Include engagement methods for youth and older adults.</li> <li>Commentary of number of Township departments engaged and aware of tool kit.</li> </ul> | In progress | <ul style="list-style-type: none"> <li>A draft toolkit was developed in 2018 to support the engagement program for the preparation of the Social Sustainability Strategy.</li> </ul> |

## CIVIC PARTICIPATION & EMPLOYMENT

| Strategy  | Specific Actions   | Lead Department(s)  | Key Partner(s)   | Priority Level / Timeframe | Indicator / Measure  | Status                | Status Details  |
|---|--|---|--|----------------------------|--|-----------------------|---|
| 3. Develop criteria to define age-friendly businesses with a recognizable brand and certification process.  | <ul style="list-style-type: none"> <li>Partner with relevant groups, such as Better Business Bureau, and Chamber of Commerce.</li> <li>Look to develop strategies to develop age-friendly businesses.</li> <li>Consider developing certification criteria.</li> </ul>  | <ul style="list-style-type: none"> <li>Corporate Administration – Economic Development</li> </ul> | <ul style="list-style-type: none"> <li>Chamber of Commerce</li> <li>Business Associations</li> <li>Better Business Bureau</li> </ul>   | Short term                 | <ul style="list-style-type: none"> <li>Developed criteria and branding program.</li> <li>Number of participating businesses.</li> </ul>                                  | Completed and ongoing | <ul style="list-style-type: none"> <li>Age-friendly business criteria have been developed and communicated in a brochure branded “Age-Friendly Business is Good Business.”</li> <li>A recognition program was piloted in 2018 and reactivated in 2019.</li> </ul> |
| 4. Develop a plan to establish a centralised volunteer bureau as a source of information and portal to match people’s interests, skills, abilities, and experience with community volunteering needs, | <ul style="list-style-type: none"> <li>Explore how best to implement a centralized volunteer bureau, e.g. Contracting out potential.</li> <li>Research other volunteer database programs/systems to maintain an inventory of volunteers or organizations needing volunteers, e.g. City of Richmond model.</li> <li>Review different models and assess/determine what is the most suitable tool/system for Langley.</li> <li>Create/assign a volunteer coordinator position to set up, train local groups, future users etc.</li> <li>Consider non-Township users/groups to ensure it is more effective and has greater reach.</li> </ul> | <ul style="list-style-type: none"> <li>Corporate Administration</li> </ul>                        | <ul style="list-style-type: none"> <li>Parks and Recreation</li> <li>Engineering</li> <li>RCMP</li> <li>Healthier Community Partnership</li> <li>Chamber of Commerce</li> <li>Human Resources</li> </ul> | Medium term                | <ul style="list-style-type: none"> <li>Research of different models completed.</li> <li>Coordinator position assigned.</li> <li>Volunteer bureau established.</li> </ul> | Completed             | <ul style="list-style-type: none"> <li>The Langley Volunteers Bureau (a local organization supported by the Township) was launched in 2017.</li> </ul>  |

## CIVIC PARTICIPATION & EMPLOYMENT

| Strategy   | Specific Actions  | Lead Department(s)   | Key Partner(s)   | Priority Level / Timeframe | Indicator / Measure  | Status                  | Status Details  |
|--|---|--|--|----------------------------|--|-------------------------|---|
| 5. Provide support to community organizations to develop and promote programs and events in the community. | <ul style="list-style-type: none"> <li>Identify organizations, programs and events that are aligned with Township age-friendly objectives.</li> <li>Cooperate with organizations in the development and marketing of programs and events.</li> </ul>  | <ul style="list-style-type: none"> <li>Arts, Culture, and Community Initiatives</li> <li>Corporate Administration</li> </ul> |  | Long term                  | <ul style="list-style-type: none"> <li>Number of organizations supported.</li> <li>Number of events promoted.</li> </ul>       | In progress and ongoing | <ul style="list-style-type: none"> <li>Through its community grants, program the Township supports local organizations in developing community programs and events.</li> <li>Tourism Langley (which is funded by the Township) has redeveloped its website and now offers a community calendar.</li> <li>Township staff are reviewing the corporate communications policy that will explore other opportunities to promote programs and events in the community.</li> </ul> |
| 6. Encourage institutions and facilities to recruit volunteers of all ages for community events.           | <ul style="list-style-type: none"> <li>Work with local organizations to foster volunteer positions that are intergenerational and age relevant.</li> <li>Permit local organizations to access Volunteer Bureau once developed (LSRS).</li> <li>Assist organizations in screening potential volunteers.</li> </ul> | <ul style="list-style-type: none"> <li>Arts, Culture, and Community Initiatives</li> </ul>                                   | <ul style="list-style-type: none"> <li>Parks and Recreation</li> <li>Langley Senior Resources Society</li> </ul> | Long term                  | <ul style="list-style-type: none"> <li>Number of volunteers and agencies registered with Volunteer Bureau annually.</li> </ul> | In progress             | <ul style="list-style-type: none"> <li>Township volunteer programs allow a range of ages to participate.</li> <li>The Township's in-house expertise in screening is shared with external agencies.</li> </ul>   |

## CIVIC PARTICIPATION & EMPLOYMENT

| Strategy  | Specific Actions  | Lead Department(s)  | Key Partner(s)  | Priority Level / Timeframe | Indicator / Measure  | Status                    | Status Details   |
|---|---|---|---|----------------------------|--|---------------------------|--|
| 7. Encourage local businesses to identify employment positions for person with disabilities and older adults who want to remain in or re-enter the workforce. | <ul style="list-style-type: none"> <li>Lobby other levels of government to incentivize positions.</li> <li>Encourage businesses to provide a range of shifts.</li> <li>Advocate putting issue on organization's agendas.</li> </ul> | <ul style="list-style-type: none"> <li>Corporate Administration – Economic Development</li> </ul> | <ul style="list-style-type: none"> <li>Chamber of Commerce</li> <li>Business Associations</li> <li>Healthier Community Partnership</li> </ul> | <p><b>Long term</b></p>    | <ul style="list-style-type: none"> <li>Commentary of the extent of liaison with local businesses and the level of support.</li> <li>Optional: survey local businesses with positions for older adults (55+) or persons with disabilities.</li> </ul> | <p><b>Not started</b></p> | <ul style="list-style-type: none"> <li>Scheduled for 2022 – 2025.</li> </ul> |

## COMMUNITY SUPPORT & HEALTH SERVICES

| Strategy  | Specific Actions   | Lead Department(s)  | Key Partner(s)   | Priority Level / Timeframe | Indicator / Measure   | Status                | Status Details   |
|---|--|---|--|----------------------------|---|-----------------------|--|
| 1. Support Fraser Health and community service providers in addressing community health needs.  | <ul style="list-style-type: none"> <li>• Work with Fraser Health and community service providers to identify community health needs.</li> <li>• Prioritize and identify those needs the Township can support.</li> <li>• Consider creating programs or refining existing programs to address those needs.</li> </ul> | <ul style="list-style-type: none"> <li>• Corporate Administration – Economic Development</li> </ul> | <ul style="list-style-type: none"> <li>• Langley Division of Family Practice (LDFP)</li> <li>• Healthier Community Partnership</li> <li>• Fraser Health</li> </ul> | Short term                 | <ul style="list-style-type: none"> <li>• Identified priority community needs health needs.</li> <li>• Programs created or modified to address those needs.</li> </ul>   | Completed and ongoing | <ul style="list-style-type: none"> <li>• Township staff continue to collaborate with Fraser Health staff on various issues.</li> <li>• Township and Fraser Health staff have established recurring liaison meetings to discuss community health issues.</li> <li>• The Township currently offers many active lifestyle programs through its recreation centres.</li> </ul> |
| 2. Promote information and resources for older adults through the web page ( <a href="http://www.tol.ca/seniors">www.tol.ca/seniors</a> or <a href="http://Langley.ca">Langley.ca</a> ), including “lifelong learning” opportunities at educational institutions. | <ul style="list-style-type: none"> <li>• Identify of information and resources to be made available.</li> <li>• Routinely update website with relevant information.</li> </ul>   | <ul style="list-style-type: none"> <li>• Corporate Administration – Economic Development</li> </ul> | <ul style="list-style-type: none"> <li>• IT</li> </ul>   | Short term                 | <ul style="list-style-type: none"> <li>• Frequency of website updates.</li> <li>• Information about educational opportunities have been made available on the website and on information boards at facilities.</li> </ul> | Completed and ongoing | <ul style="list-style-type: none"> <li>• Agency and resource materials are available on <a href="http://tol.ca/seniors">tol.ca/seniors</a> and in hard copy at various Township facilities.</li> </ul>   |

## COMMUNITY SUPPORT & HEALTH SERVICES

| Strategy  | Specific Actions   | Lead Department(s)  | Key Partner(s)  | Priority Level / Timeframe | Indicator / Measure   | Status                       | Status Details  |
|---|--|---|---|----------------------------|---|------------------------------|---|
| 3. Support efforts to draw more geriatric specialists and health care professionals to the community. | <ul style="list-style-type: none"> <li>• Support promoting Langley lifestyle to medical community.</li> <li>• Lobby government for compensation for specialists.</li> <li>• Participate/support in the recruitment strategy of the Langley Division of Family Practice (LDFP) to attract and retain GP's.</li> <li>• Research other recruitment strategies utilized by the Economic Development department in attracting other business.</li> <li>• Assist Health Match BC in finding placements for health care professionals.</li> </ul> | <ul style="list-style-type: none"> <li>• Corporate Administration – Economic Development</li> </ul> | <ul style="list-style-type: none"> <li>• LDFP</li> <li>• Tourism Langley</li> </ul> | <b>Medium term</b>         | <ul style="list-style-type: none"> <li>• Research of recruitment strategies completed in collaboration with the Langley Division of Family Practice.</li> <li>• Number of General Practitioners.</li> </ul> | <b>Completed and ongoing</b> | <ul style="list-style-type: none"> <li>• The Township supports the LDFP medical student tour as a means to encourage future location in the community.</li> </ul> |

## COMMUNITY SUPPORT & HEALTH SERVICES

| Strategy  | Specific Actions   | Lead Department(s)   | Key Partner(s)  | Priority Level / Timeframe | Indicator / Measure   | Status                                | Status Details   |
|---|--|--|---|----------------------------|---|---------------------------------------|--|
| <p>4. Work with Fraser Health to develop/enhance rehab, health, and fitness related programs available through Township facilities.</p> | <ul style="list-style-type: none"> <li>Identify the health, rehab, and fitness programs that would best complement Fraser Health patients needs and improve health related outcomes.</li> <li>Select individuals from Recreation, Culture, and Parks and Fraser Health who will work to develop the content for each program, class, or activity.</li> <li>Revise/develop programs.</li> <li>Implement collaboratively such that Fraser Health can refer clients to Recreation, Culture, and Parks programs.</li> <li>Through the Healthier Community Partnerships initiative, collaborate with Fraser Health to create new programs and update existing programs. The focus will be to agree on content and referral approach, particularly for rehabilitation type programming.</li> </ul> | <ul style="list-style-type: none"> <li>Parks and Recreation</li> </ul> | <ul style="list-style-type: none"> <li>Fraser Health</li> <li>Langley Division of Family Practice (LDFP)</li> </ul> | <p><b>Medium term</b></p>  | <ul style="list-style-type: none"> <li>Identified health, rehab, and fitness programs that best complement patients' needs.</li> <li>Number of total programs developed with Fraser Health at Township facilities.</li> </ul> | <p><b>In progress and ongoing</b></p> | <ul style="list-style-type: none"> <li>Parks and Recreation collaborates with Fraser Health on Cardiac Rehab and Together in Movement and Exercise programs.</li> <li>Work with Fraser Health and other communities is ongoing to develop consistent approaches to referral programs.</li> </ul> |

## COMMUNITY SUPPORT & HEALTH SERVICES

| Strategy  | Specific Actions   | Lead Department(s)   | Key Partner(s)  | Priority Level / Timeframe | Indicator / Measure   | Status                  | Status Details   |
|---|--|--|---|----------------------------|---|-------------------------|--|
| 5. Advocate for additional access to home support and in-home health services.  | <ul style="list-style-type: none"> <li>Identify service providers.</li> <li>Advocate for more home support and in-home health services.</li> <li>Support community health service initiatives.</li> </ul>  | <ul style="list-style-type: none"> <li>Corporate Administration</li> </ul> | <ul style="list-style-type: none"> <li>Fraser Health</li> <li>Langley Division of Family Practice (LDFP)</li> <li>Healthier Community Partnerships</li> </ul> | Medium term                | <ul style="list-style-type: none"> <li>Providers of home support and in-home health services identified.</li> <li>Number of total home support and home health service programs and/or number of clients services.</li> </ul>   | In progress             | <ul style="list-style-type: none"> <li>Township and Fraser Health staff have established recurring liaison meetings to discuss community health issues.</li> </ul>   |
| 6. Collaborate with Fraser Health in preparation of a Master Site Plan for the Langley Memorial Hospital.   | <ul style="list-style-type: none"> <li>Identify staff time and collaborate with Fraser Health on plans for Langley Memorial Hospital.</li> <li>Comments/encourage design and planning of hospital site and buildings to be friendly to all ages.</li> <li>Encourage better linkages between hospitals and seniors housing facilities.</li> </ul> | <ul style="list-style-type: none"> <li>Community Development</li> </ul>    | <ul style="list-style-type: none"> <li>Fraser Health</li> <li>Healthier Community Partnership</li> <li>Other Health Service Providers</li> </ul>              | Long term - ongoing        | <ul style="list-style-type: none"> <li>Staff time has been identified.</li> <li>Commentary on the amount and quality of liaising with Fraser Health and what is required for the Township to encourage better linkages between hospitals and seniors housing facilities.</li> </ul> | In progress             | <ul style="list-style-type: none"> <li>Township and Fraser Health staff have established recurring liaison meetings to discuss community health issues, including site planning at Langley Memorial Hospital.</li> </ul> |
| 7. Encourage active living and health promotion/illness prevention for people of all ages through education; appropriate and affordable recreation programs; and accessible parks and trails. | <ul style="list-style-type: none"> <li>Consider ways to further enhance existing active living and health promotion efforts for all ages.</li> <li>Consider ways to work with other groups in this area.</li> <li>Collaborate with School District #35 in developing programs.</li> </ul>  | <ul style="list-style-type: none"> <li>Parks and Recreation</li> </ul>     |   | Long term - ongoing        | <ul style="list-style-type: none"> <li>Inventory of active living and health promotion programs at Township facilities and schools.</li> <li>Commentary on existing programs.</li> </ul>  | In progress and ongoing | <ul style="list-style-type: none"> <li>The Township continues to promote active lifestyles and healthy living through its recreation programs and facilities, parks, and trails.</li> </ul>                              |