

Township of Langley

AGE FRIENDLY STRATEGY



Stakeholder Engagement SUMMARY

Prepared by CitySpaces Consulting | June 2014

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STAKEHOLDER ENGAGEMENT



INTRODUCTION

In order to identify key issues, opportunities, priorities and directions for an age-friendly Township, three consultation workshops were organized with targeted stakeholder groups representing community service providers, key partner agencies and members of the Seniors Advisory Committee and Youth Advisory Committee. As the primary tools of engagement, these workshops were structured as strategic information-gathering meetings.

At each of the workshops, the Consultants set the stage by providing an overview of age-friendly planning principles, preliminary results of the background review findings and the challenges and issues that were identified in the 2010 community consultation initiative. With a focus on moving towards strategies and solutions that will inform the development of the Age-friendly Strategy, each workshop involved intensive discussion on each of the eight principles of age-friendly planning, with an emphasis on identifying priority strategies.

A wide variety of community service providers and partner agencies were invited to send representatives to the workshops. To insure the process was inclusive, workshops were also advertised on the Township's dedicated age-friendly website and in the newspaper to allow for other organizations or members of the general public to participate.

The workshops generated valuable information and ideas for making the Township more age-friendly. Collectively, the three workshops, along with the background policy and promising practices review, will serve as a foundation for the development of an Age-friendly Strategy for the Township.

WORKSHOP HIGHLIGHTS

A wide range of topics were discussed in each workshop, with many creative and practical ideas to address age-friendly issues in the Township emerging. While there were many unique ideas shared in each workshop, there were also some common themes and strategies discussed by all three groups. Some of the suggested strategies identified in the workshops are summarized below:

OUTDOOR SPACES & BUILDINGS

- Improving the distribution of parks.
- Creating active living opportunities for all, including intergenerational programs, facilities, and spaces.
- Increasing the appeal of parks, by making them multi-use, safe, and accessible.
- Including design features such as benches, public washrooms, wayfinding signage, and lighting.
- Increasing adaptability requirements for residential buildings.

TRANSPORTATION

- Supplementing Handy-Dart with other programs, such as the local door-to-door “Co-op bus” and volunteer driver program.
- Enhancing streets and street design, including the addition of sidewalks, bus shelters, and seating where needed; accommodating scooters and providing scooter training; and introducing age-friendly walk signal sounds and duration.
- Improving pedestrian connectivity between parks and facilities.

HOUSING

- Supporting housing that is affordable, appropriate, and accessible.
- Increasing the Township requirements for adaptable housing.
- Establishing incentives and partnerships to improve affordability.
- Providing information on services available to help seniors age in place.
- Centralizing new housing for seniors and support services (medical and non-medical) in areas that are walkable and accessible.
- Ensuring there is progressive levels of care available within seniors housing complexes.



COMMUNITY SUPPORT & HEALTH SERVICES

- Exploring ways to enhance collaboration between service providers, partner agencies, and the Township.
- Enhancing advocacy efforts for health services.
- Connecting with seniors and families to provide information on health services, e.g. workshops and meetings.
- Attracting senior-specific medical practitioners.

COMMUNICATION & INFORMATION

- Combatting isolation through better communication.
- Utilizing age-friendly methods of communication, in age-friendly locations.
- Providing opportunities for seniors to connect on many levels, e.g. peer-to-peer, intergenerational connections, mentoring, and volunteering.
- Strengthening communication between service providers and agencies and ensuring there is shared knowledge of available services and programs, i.e. “Educate the Educators.”

RESPECT, SOCIAL & CIVIC PARTICIPATION & EMPLOYMENT

- Establishing a volunteer bureau to organize opportunities and reach out to participants.
- Establishing community-wide and neighbourhood hubs to provide space and information.
- Dedicating staff to facilitate and foster community partnerships, e.g. between neighbourhood associations, service providers, and the Township.
- Identifying and supporting age-friendly businesses.

WORKSHOP 1: COMMUNITY SERVICE PROVIDERS

WORKSHOP OVERVIEW



Identifying priority strategies.

Date: May 13, 2014
Location: Langley Events Centre
Participants: 18
Organizations Represented: 12

- Langley Seniors Resources Society
- Langley Seniors Village
- Langley Association for Community Living
- Langley Lodge Complex Care Residence
- Brookwood Seniors Centre
- Langley Hospice Society
- Langley Community Support Groups Society
- Stepping Stone Community Services Society
- Comfort Keepers
- Aldergrove Legion
- Literacy Outreach
- Seniors Advisory Committee

Participants in this workshop represented a cross section of community groups and service providers such as home care service providers, seniors housing providers, Langley Community Services, Langley Seniors Resources Society, and others. Several members of the public and representatives from organizations outside the Township also participated.

The same format was followed as the workshop with partner agencies. Following a brief presentation, participants were asked to self select a discussion group based on their area of practice or interest. The small groups were assigned a set of the World Health Organization (WHO) eight principles of age-friendly planning principles to discuss (see box at right).

Each group spent a few minutes confirming key issues for each topic and then focusing on identifying strategies and solutions to address the issues. The groups were responsible for reporting out on highlighted strategies and solutions to share in a plenary session.

SMALL GROUP RESULTS

The major issues and suggested strategies identified by community service providers and other participants during this workshop are presented in the following sections. These comments and ideas have been paraphrased for readability and context.

Outdoor Spaces

KEY ISSUES

- Sidewalks are fragmented; it is not a well-connected system.
- There is a lack of benches in public spaces, which is challenging for seniors when they need a rest.
- More picnic sites and gathering spaces are needed.
- Opportunities to pursue active, healthy lifestyles are important. More recreational opportunities to support seniors staying active are needed.
- Seniors in the Township face challenges aging in place. In a car-oriented community, connecting with needed services gets more difficult once a person is no longer driving.

DISCUSSION TOPICS

Group 1

- Transportation
- Communication & Information

Group 2

- Outdoor Spaces & Buildings
- Respect & Inclusion
- Social & Civic Participation
- Employment

Group 3

- Housing
- Community Support & Health Services

SUGGESTED STRATEGIES

- Improve sidewalk connections, especially to popular destinations for seniors.
- Include benches in gathering spaces or along walking routes frequented by seniors.
- Increase opportunities for healthy and active living for people of all ages.

Inclusion, Social Participation & Volunteering

KEY ISSUES

- Isolation is a key issue affecting many seniors.
- Mobile home parks offer affordable housing and connected communities, but are disappearing.
- There is a lack of coordination or information about volunteer opportunities. A central source of information is needed.

SUGGESTED STRATEGIES

- Create opportunities for peer to peer interaction among seniors.
- Tap into the great resource of willing volunteers in the Township and develop a volunteer bureau geared towards identifying opportunities for seniors.
- Explore potential employment opportunities through a mentorship program, e.g. seniors sharing knowledge and experience in schools, libraries, and hospitals.

Transportation

KEY ISSUES

- Most mobile home parks do not have sidewalks.
- Inconsistency in bus stop design means that some are accessible and some are not. Additionally, some that are well designed may not have sidewalks leading to them.
- Non-accessible bus stops are common, especially in rural areas. Stops might be on uneven ground, or the bus pad may be difficult to step up onto.
- Safety is an issue at the Langley central bus loop. There is no security; there is an active drug trade in the area; and abandoned retail space contributes to a lack of activity and natural surveillance.
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- Getting around by public transit is challenging for those who depend on the system, including seniors, youth and others who do not drive. Routes are indirect, connections are lengthy and service in some areas is infrequent.
- HandyDART is a necessary service that is very well used; however, the service is overwhelmed, making it difficult to access.
- HandyDART trips are often long, with many pickups and drop offs and no bathroom stops.
- Access to public washrooms is important for those who are taking public transit – at trip start and end or at connection points.
- Scooters are becoming more popular and the increase in use can lead to conflicts and safety concerns. This includes crowding on sidewalks and riding on streets or on bike lanes.
- Parking issues arise for seniors who may still be driving but may not be fully mobile on foot. For example, people using walkers do not necessarily qualify for disabled parking and may have trouble finding parking that is close to entrances.
- Isolation is a real issue for seniors on rural properties. It can be difficult to access services without a car.

SUGGESTED STRATEGIES

- Support volunteer driver programs and other options such as a co-op bus service that individuals can join.
- Address the provision, repair, and maintenance of sidewalks in areas where many seniors tend to live:
 - Create an inventory and prioritize areas of need.
 - Include an assessment of bus stops that describes level of accessibility, shelter, and lighting.
- Explore ways to provide access to washrooms in public areas, especially on transit routes. Use the “Safe Harbour” program as model. Facilities should be age-friendly and accessible. Getting businesses on board to allow access to washrooms is another potential strategy.
- Advocate for increased HandyDART and transit frequency.
- Improve marketing and communication about the volunteer driver program to let people know services are available, how to access them, as well as advertise for new volunteers.



- Initiate an outreach program for isolated seniors, which may include a guided tour of the transit system or tour of key services and facilities. Look at the White Rock program as a model.
- Design a Travelsmart (Translink) program specifically for seniors that will:
 - Outline transportation options.
 - Provide a pamphlet of information.
 - Provide a source of information to communicate issues related to the transit system, e.g. times/routes of wheelchair accessible buses.

Communication & Information

KEY ISSUES

- It is important to provide information to isolated seniors. Many do not know what resources are available.
 - There are a number of good resource guides and lists that have been produced, but not well distributed.
 - The Township web page is useful but not all seniors are knowledgeable about how to use the internet.
 - 211/811 information lines are excellent resources but they are not widely known.
- Attitudes need to change such that accepting help is not seen as “charity”. Misunderstandings and pride limit the potential for people to take advantage of the services that may be available to them.
- Affordability (low or fixed incomes) may prevent some seniors from using services or participating in programs.
- The faith community is not always at the table in community-wide strategy discussions.
- The print media can improve accessibility by increasing font size in special seniors pull-outs in newspapers (Living 60+).
- Many older immigrants do not have access to the information they need due to language barriers.

SUGGESTED STRATEGIES

- It is important to get messages out to seniors in the places they frequent or through appropriate media channels, including:
 - Libraries, doctors offices, medical labs, banks, recreation centres, and casinos.

- Local talk radio stations and community announcements on TV.
- At City Hall and at local politicians' offices (MP/MLA).
- Dedicate more/specific space in community centres, recreation centres, and other public facilities to provide information to seniors.
- Provide more programs such as "food and friends" (\$5 for a meal and info session held twice a month in various locations). These sessions provide information and encourage social interaction.
- Introduce community ambassadors to set up information displays at community events or in places where seniors gather. This would need a coordinator and funding source, but could otherwise be volunteer-run.
- Provide essential information in multiple languages.

Housing

KEY ISSUES

- It is challenging to know where to find information on the housing choices that may be available.
- Affordable and adaptable housing is important but can be difficult to find.
- More seniors experience crisis, such as a death of a spouse, loss of income, inability to manage finances, and emerging mental health issues. This may put them at risk of homelessness.
- There are many people using services such as the Langley Seniors Resource Centre, but there is a need to find ways to reach those in more isolated and/or rural locations.
- Many seniors do not have the necessary skills, knowledge, or support they need to "age in place" as long as possible.

SUGGESTED STRATEGIES

- Use the community planning process to encourage/require seniors-appropriate housing and services to be located together and identify locations for central clusters or communities of care.
- Review and consider increasing the required percentage of adaptable housing for new developments.
- Improve communication about services that will help seniors remain in their homes longer by actively promoting information related to low-cost housing options, accessing



home care (e.g. Better at Home and other home supports), and information lines such as #211 and #811. Also see *Communication & Information* Section.

- Organize Town Hall meetings to provide resources and information on housing resources, or different ways to help people age in place. This could include mobile workshops and information sessions.
- Engage in advocacy or lobbying at the provincial level to raise awareness and seek solutions for funding and/or services that are provided by the Government of BC.
- Identify ways for the Township and City of Langley to coordinate and share information with local seniors about housing programs and funding sources and jointly advocate for housing support for seniors to the Province.
- Involve the faith community in strategizing to improve housing options in the Township and potentially identify land and partnerships to provide housing options.
- Support community events and initiatives to collaborate and brainstorm about housing solutions, such as the Triple-A Housing Forum.

Community & Health Services

KEY ISSUES

- Overall, there is a lack of seniors health services available in the region.
- Housing and health services are dispersed. There is a need to bring housing and services together in a campus of care model.
- More co-ordination is needed between the Township and City of Langley to offer a range of recreation and health services to local seniors.
- There is a lack of acknowledgement of cultural differences among seniors, e.g. food offered in care homes and hospitals, language/translation of information, and important religious or cultural dates.

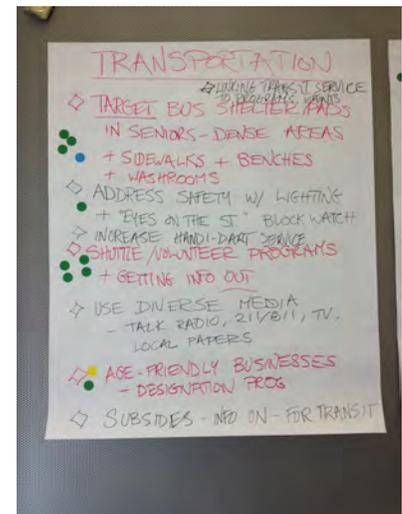
SUGGESTED STRATEGIES

- Improve communication about services that are available in the community. See *Communication & Information* section.
- Improve coordination between the Township and City of Langley to provide information about the types, times and locations of recreation programs and health services.

PRIORITY STRATEGIES

Using sticky dots, each participant had an opportunity to identify the strategies that they felt were most critical for the Township's efforts towards becoming a more age-friendly community. The following key areas received the greatest number of "dots," suggesting that these areas were of particular interest to this stakeholder group. The top strategies included:

- Continued collaboration, co-operation and advocacy to improve community and health services, such as with the development of a Health Master Plan. (7 votes)
- Encourage active living options for seniors and promote these opportunities through appropriate media. (6 votes)
- Community planning efforts to include measures to encourage/require identification of appropriate places for seniors housing and services to be located. (5 votes)
- Increase the options for door-to-door transportation, e.g. a co-op bus program that seniors pay into. (4 votes)
- Increase the amount of adaptable housing being built. (4 votes)
- Create multi-use facilities that accommodate multiple generations and provide a wide range of activities. (4 votes)



WORKSHOP 2: PARTNER AGENCIES

WORKSHOP OVERVIEW

- Date:** May 13, 2014
- Location:** Aldergrove Kinsmen Centre
- Participants:** 16
- Organizations Represented:** 12
 - Fraser Health
 - Royal Canadian Mounted Police (RCMP)
 - Langley Seniors Community Action Table
 - Langley Division of Family Practice
 - Langley Arts Council
 - Langley Hospice Society
 - Township of Langley (TOL) Fire Department
 - TOL Cultural Services Department
 - TOL Development Planning Department
 - TOL Recreation Department
 - TOL Economic Development Advisory Committee
 - TOL Seniors Advisory Committee

The represented partner agencies included government agencies such as Fraser Health and the RCMP, Township departments, and others that play a role in shaping policy, implementing programs, or providing services to Township residents. Many of these agencies serve multiple population groups and interests, e.g. seniors, youth, persons with disabilities, families, and others. Several members of the public also attended the workshop.

Following a brief presentation, participants were asked to self select a discussion group based on their area of practice or interest. The small groups were assigned a set of the World Health Organization (WHO) eight principles of age-friendly planning principles to discuss (see box at right).

Each group spent a few minutes confirming key issues for each topic and then focusing on identifying strategies and solutions to address the issues. The groups were responsible for reporting out on highlighted strategies and solutions to share in a plenary session.

SMALL GROUP RESULTS

The major issues and suggested strategies identified by participants during this workshop are presented in the following sections. These comments and ideas have been paraphrased for readability and context.

Outdoor Spaces

KEY ISSUES

- The parks and outdoor spaces are spread out, especially in Aldergrove.
- Accessibility is a key concern, including issues of on-site mobility, distance to travel to get to parks, and parks not being located along bus routes or bikeways.
- The green spaces in Langley are typically rural, open areas and fields as opposed to planned parks.
- There are few walking trails and connections between parks.
- The aesthetics of local parks are poor and need improvement; there is a limited range of activities and uses at each park.

DISCUSSION TOPICS

Group 1

- Transportation
- Communication & Information

Group 2

- Outdoor Spaces & Buildings
- Respect & Inclusion
- Social & Civic Participation
- Employment

Group 3

- Housing
- Community Support & Health Services



Working Session to identify strategies and solutions.

SUGGESTED STRATEGIES

- Improve signage and way finding in parks.
- Plan and design multi-use parks.
- Add bathrooms and water fountains to parks.
- Create opportunities for multiple generations and activities to come use parks at the same time, which would enhance safety and appeal, e.g. increase programming at parks and ensuring the programs are for a variety of age groups.
- Look towards parks in other communities for park design and programming ideas, e.g. John Hendry in East Vancouver which has a variety of trails, play area, beach, etc.
- Ensure that local residents and park neighbours have an opportunity to contribute to the planning of local parks and developments.
- Diversify the types of green spaces available in the Township, including small pocket parks and community gardens.
- Introduce parks in new developments, with park-related costs to be shared between developers. The Township can make sure there is clear policy language around parks in the Official Community Plan, with an emphasis on having parks in all new neighbourhoods and conserving existing trees and natural space.

Participation, Engagement, Social & Recreation Issues

KEY ISSUES

- The Township is such a spread out community. It needs more places for people to meet, such as community centres.
- There are few events and activities that are multi-generational. Most events, buildings, and programs are targeted to specific sub-populations, such as seniors, youth, families, etc. As a result, there are few opportunities for interaction across generations.
- There is a need to identify creative spaces, places, and initiatives that engage the community, e.g. roundabouts, place-making events, and other types of social infrastructure. There are many local regulations and procedures to hosting small scale community events.
- Non-market housing for seniors are often mixed buildings that house seniors as well as adults with disabilities, including persons with behavioural challenges. This mix has caused conflict in seniors building, with some seniors feeling unsafe.

- These issues often cross departments and agencies, such as Planning, Parks and Recreation, Engineering, RCMP, and Fraser Health. There is limited cooperation between departments on these issues.

SUGGESTED STRATEGIES

- Involve schools, neighbourhood groups, and churches in neighbourhood planning and park design.
- Designate a staff person to help connect organizations, put information out, and organize events.
- Improve access to information on community events and initiatives, e.g. using social media, list serves, organizing information meetings, and other approaches.
- Have more community hubs and spaces available, e.g. churches as gathering places.
- Improve the level of cooperation and integration between departments and agencies to facilitate planning and implementation of ideas.
- Implement a “block watch” style approach for parks, where local residents could work together to improve safety in parks.

Transportation, Communication & Information

KEY ISSUES

- Access to HandyDART is limited with increasing demand for this service. There have been some innovative local initiatives to address this shortfall, e.g. a community bus program that uses under-utilized vans and buses owned by seniors housing complexes to take people to health appointments and other services.
- There are a number of major transportation challenges in the Township including:
 - Difficulties achieving walkability in such a spread out community.
 - Accessibility/connectivity within neighbourhoods and across the Township.
 - The frequency of transit makes it difficult for many people to use transit regularly.
 - The availability of any transit access in certain areas is a serious limitation, e.g. Aldergrove.



SUGGESTED STRATEGIES

- Improve street design and walkability of streets, e.g. by reviewing the time countdowns at cross walks and adding sidewalks and other features.
- Ensure the distribution of services across different areas is equitable.
- Offer training for people who use scooters so that there are fewer incidents and collisions between scooters and pedestrians, cyclists, or cars.
- Create opportunities for peer to peer engagement, e.g. volunteering and driving programs.
- Recognize there is a unique character and sense of place to each sub area in the Township. How can we make Langley age-friendly, while maintaining this unique character?
- Strengthen and support informal networks as they emerge.

Housing

KEY ISSUES

- There are many townhouses, but few are appropriate or targeted for seniors.
- What types of housing would be appropriate for seniors and what are the amenities that would support seniors to age in place? A comprehensive consideration of housing needs and types is needed.
 - The Housing Action Plan is a good start towards providing information on housing. More detailed descriptions of housing types may be needed (in policies and plans) to focus and promote senior-appropriate housing types, e.g. ground-entry rancher.
- There are no assisted living housing options in Aldergrove.
- Seniors housing should be located close to shopping and amenities and it should be safe and accessible.
- Private assisted living options are expensive. At the same time, there is a gap in the availability of home care services and issues with eligibility for home care (level of need must be quite high). There is a need to address this shortfall by improving accessibility of home care services and assisted living beds/units.
- Housing affordability is a challenge in rental as well as ownership housing.

SUGGESTED STRATEGIES

- Providing incentives to facilitate assisted living.
- Facilitate better cooperation between the Township and the development community in order to achieve a range of affordable housing.
- Involve church groups and community service providers in discussion on affordable housing and identify opportunities for development and redevelopment of existing lands and assets.
- Support housing forums and initiatives that explore local housing needs and options, e.g. Triple A Housing Forum.
- Focus on seniors in policy documents and neighbourhood plans.
- Increase the adaptable housing requirements.
- Facilitate the development of purpose built rental through partnerships.
- Explore alternative housing options such as home sharing.

Community Support & Health Services

KEY ISSUES

- There is a shortage of access to family doctors and nurse practitioners and there are no geriatric specialists in Langley.
- Understanding the health care system is difficult. There is a need for patient advocacy and a consistent line of care that bridges the gap between hospital care and home or personal care needs.

SUGGESTED STRATEGIES

- Focus on attracting medical practitioners to Langley. Doctors, nurses and seniors health specialists.
- Continue collaboration, co-operation, and health advocacy.
- Develop a Health Master Plan.
- Increase awareness of services that are available, including #211 and #811.



PRIORITY STRATEGIES

Using sticky dots, each participant had an opportunity to identify the strategies that they felt were most critical for the Township's efforts towards becoming a more age-friendly community. The following key areas received the greatest number of "dots," suggesting that these areas were of particular interest to this stakeholder group. The top strategies included:

- Addressing isolation by creating opportunities for seniors to connect and be engaged in their community. (10 votes)
- Planning considerations for health and housing, e.g. establishing care clusters and improving housing affordability. (10 votes)
- Improving connections between housing, health, and support services housing. (7 votes)
- Lobbying and advocacy efforts to improve access to services. (6 votes)
- Making transit more friendly by improving/adding bus shelters and accessible shelter pads; adding sidewalks and benches; and improving access to washrooms. (4 votes)

WORKSHOP 3: SENIORS & YOUTH ADVISORY COMMITTEES

WORKSHOP OVERVIEW

Date:	May 20, 2014
Location:	Township Hall
Participants:	12
Organizations Represented:	2
	<ul style="list-style-type: none">• Seniors Advisory Committee• Youth Advisory Committee

The third workshop was held with members of the Seniors Advisory Committee and Youth Advisory Committee. As the committee tasked with overseeing the age-friendly project, this group is well-informed and directly involved in a variety of initiatives throughout the Township. The insights and perspectives of this group were considered to be a key component of the stakeholder engagement.

To begin the workshop, the consultants provided a brief overview of the work done to date and the next steps in the age-friendly project. Highlights from the workshops with

community service providers and key partner agencies were shared, to provide the group with an understanding of some of the emerging strategies identified by these groups.

The workshop was structured as a facilitated discussion, with a focus on identifying strategies to address key age-friendly challenges in the community. Organized around the eight principles of age-friendly planning, facilitators prompted participants to move quickly from issues to solutions, resulting in a number of well-developed ideas. Each participant also had a pad of sticky notes to jot down ideas that were recorded separately. Ideas from both the group discussion and individual sticky notes are reflected below.

KEY FINDINGS

The suggested strategies under six topic areas are presented below. As was the case with the other workshops, these ideas have not been fact-checked or validated. They have been paraphrased for context and readability.

Outdoor Spaces and Buildings

- Improve connectivity between parks/trails:
 - Utilize natural corridors and create linear trails. Walnut Grove has some successful examples.
 - Utilize the adopt-a-trail program to maintain and promote particular trails.
 - Utilize bench sponsorship program to provide resting places along trail connections.
 - Extend the Trans Canada Trail where possible.
 - Seek out ways to improve connectivity between undeveloped and newly developed lands, e.g. along 80th Ave east of 208th. Temporary sidewalks and lighting may need to be provided to ensure safety and connectivity.
- Increase the number of community gardens, which are excellent venues for outdoor activity and intergenerational learning/mentoring opportunities. This could include:
 - Identify locations, including permanent and temporary sites, e.g. development sites or under-utilized Township lands.
 - Promote participation to ensure gardens are effectively used.
 - Identify participating partners, including the Township, schools, Rotary and other service clubs.

DISCUSSION TOPICS

- Outdoor Spaces & Buildings
- Transportation
- Housing
- Community Support & Health Services
- Communication & Information
- Respect, Social & Civic Participation, & Employment

- Ensure gardens are accessible; located in areas that are relatively easy to get to by walking or transit; have smooth walkways and raised beds.
- Identify financing options, e.g. service clubs, Township, and community grants.
- Provide fitness options to encourage healthy active living such as an exercise circuit with outdoor fitness machines, e.g. in Abbotsford at Mill Lake and in Burnaby parks.
- Introduce pocket parks, i.e. multiple small park spaces with good access in urban areas.
- Neighbourhood groups should be consulted on park/circuit design.
- Establish “age-friendly” trail guidelines, including:
 - Safe use instructions, e.g. rules for scooters, cyclists, and walkers.
 - Clear and visible signage.
 - Design parameters appropriate to the intended use.
 - Safety considerations like adequate lighting.
- Messaging related to outdoor spaces should be carefully considered to ensure broad understanding. For example, clearly communicate that a community garden on a development site is *temporary* so people aren’t surprised/upset when it is replaced.
- School yards are often well-used as community parks out of school hours. Often there are no outdoor seating options, which are valued by seniors and parents watching their children. Work with the School Board to identify ways to improve school park sites. This would be especially relevant for schools with Neighbourhood Learning Spaces, as these schools will be more frequently used by a variety of groups.

Transportation

- Support the development of a Co-op bus program, that is available for seniors, but also open to other residents. This will require a coordinator position and continued discussions with Translink about the availability of buses and other resources.
- Advocate for increased rural bus service for areas like 16th Ave, 216th, 224th, 240th and 232nd.
- Advocate for increased frequency in express bus service from Carvolth Exchange. Additionally, there are no options to connect Willoughby to the Carvolth Exchange. Explore options to provide this link.

- Consider a Township-based transport system and/or advocate for more autonomy from Translink.
- Review bus stop locations when new developments are in the design stage to ensure there is good placement of sidewalks, pathways, and “desire lines” (where people want to go when they get off a bus). This will provide maximum efficiency and prevent jaywalking.
- Ensure that the streets, sidewalks, and bus stops are designed to be accessible, i.e. curb cuts/angles, bus pads, sidewalk widths for wheelchairs, walkers, and strollers.
- Washrooms in transit station areas are important facilities to make transit more comfortable and viable for seniors.
 - Explore partnerships with businesses in these areas to provide access to washrooms.
- Bike lanes would be valuable to increase cycling as a transportation option, especially in more rural areas where bus service is infrequent or non-existent. Identify routes that are well placed and safe, preferably not along arterials. Bike lanes could be painted rather than separated to lower costs.
- Improve vehicle safety by addressing blind spots caused by vegetation, e.g. at driveway entrances.
- Consider “seniors” parking spots that are a little larger and located near business entrances.
- Lower vehicle speeds in residential areas by using speed bumps.
- Recognize that street parking is a necessary element in residential neighbourhoods, especially when they are not served by transit. Parking restrictions in certain areas, such as Willoughby, make it difficult for visitors to access homes.

Housing

- Explore ways the Township can provide incentives for more affordable housing to be built. For example, reduce fees and charges; review the community amenity policy to ensure community amenity contributions do not impede affordable housing development; and reduce taxes or other development charges.
- Consider a program to grant bonus density for developments that include affordable rental housing options.
- Generally, smarter planning to increase land utilization and efficiency is needed. Ensure community planning emphasizes density and affordability in areas close to services and amenities.



- Allow for mortgage helpers in multi-family housing, e.g. suites in townhouses.
- Explore flexible development permits and zoning to allow property owners to update the housing stock incrementally and support infill opportunities to maximize efficiency of land.
- Advocate for increased funding to address homelessness (including youth and seniors). Housing with supports can have a positive effect, reducing the costs associated with extended hospital stays and support services.
- Consider increasing the percentage requirement for adaptable housing units in *all* new development to 25% as a minimum, with consideration of an increase to 50%.
- Encourage forms of housing that is appropriate for seniors, i.e. ranchers, 1 or 2 storey townhouses, patio homes, manufactured homes, and pocket neighbourhoods. Also, different types of living arrangements such as co-housing could be good options for seniors to share housing costs and support services.
- Mobile home parks are a valuable source of affordable and appropriate housing and are often tight-knit, supportive communities. Consider measures to protect existing mobile home parks and seek alternatives for people who must transition out of these communities.
- Concern was noted regarding the fast pace of growth and development and how this affects affordability and changes at the neighbourhood level. It was suggested that the Township control or slow down the pace of change.
- Support community and regional discussions and initiatives focused on exploring solutions to housing issues, e.g. John K. Friesen (SFU Gerontology) Conference and Triple A Housing forum.

Community Support & Health Services

- Recognize the value of nature to improve health and wellness for people of all ages.
- Dementia and Alzheimer's cases are on the rise, bringing specific care needs that the community will have to address:
 - Provide for long term care needs (more facilities).
 - Advocate for more beds and funds.
 - Look for partnerships to provide more spaces.
 - Look for dementia-friendly plans and strategies from other communities.

- Establish recreation and social programs geared towards people with dementia and Alzheimer's.
- Encourage more geriatric and seniors services that are health-promotion and illness-prevention focused. These are less costly to deliver and prevent hospital admissions. For example, link cardiovascular health education with recreational programs.
- Promote healthy living and provide educational opportunities so people have the information they need to make healthy choices and take responsibility of their own health.
- More primary health care services and providers are needed and unique formats should be explored, including more nurse practitioners, geriatric specialists, and centralized medical services. This could help to reduce the number of emergency room visits and hospital stays.
- Help to overcome isolation and facilitate engagement in the community by matching interests and skills through volunteer positions, e.g. docent positions where volunteers provide cultural and historic education in local facilities.
- Develop programs and opportunities to bring generations together such as:
 - Career fairs or conferences for youth and seniors to interact/share skills and experiences.
 - Promote and celebrate Grandparents Day.
 - Integrate respect for community elders into school programming.
- Provide opportunities to support nutrition and socialization through community meal programs. Continue to support programs like Food and Friends.
- Create adult day programs with Fraser Health or privately with sponsorship or support by the Township or other partner agencies.
- There is a concern that the level of increased health care needs cannot be supported into the future. At a provincial scale, while advocating for increased services, perhaps there should also be a wider conversation about increasing MSP rates to offset increasing demand for healthcare as our communities grow and age.
- Continually strive to be a more caring, respectful and inclusive community.



Communication & Information

- Strengthen communication between service providers, building on the success achieved through the formation of the Langley Community Response Network (CRN) and providing a coordinated response to adult abuse, neglect and self-neglect (www.bccrns.ca).
- Create a position for an informed, skilled, and engaged community facilitator to build connections in the community. Try to break down the barriers between agencies, organization, and departments. Encourage community development through engaging residents.
- Continue to publish newspapers, which are an accessible source of information for people of all ages, incomes and interests and should not become obsolete.
- Install bulletin boards in public parks to provide local announcements or event information that is refreshed regularly by Township staff or volunteers.
- Develop a “push” strategy to disseminate information through kiosks at recreation centres, local malls, community halls, or mobile displays that could be set up in seniors communities to bring information to residents.
- Encourage development of intergenerational programs in every school and pre-school.
- Create partnerships with local learning institutions such as Trinity Western University and Kwantlen College to offer free audit courses to seniors.
- Establish newsletters geared towards seniors offering valuable information relative to their health and well-being.

Respect, Social & Civic Participation, & Employment

- Encourage local businesses to identify opportunities to employ or create volunteer positions for seniors.
- Develop criteria to become an “age-friendly business” with a recognizable decal/certification.
 - Establish annual awards for age-friendly businesses (similar to volunteer of the year award).
- Create more community centres in the Township, to provide information hubs and activity centres for people to meet and engage.

- Establish a volunteer bureau to connect seniors to others in the community; matching skills and experience with community needs.
- Organize neighbourhood days, Walnut Grove Day, Willoughby Day, etc., aimed at bringing together members of the community to enhance community pride and establish connections between neighbours.
- Focus on social sustainability in community design, with a goal of creating active, integrated, socially supportive neighbourhoods.
- Instill a sense of respect through school and community programs. Incentivize and reward respectful behaviour and do not tolerate disrespect or abuse.
- Encourage and support opportunities to create decent positions, on a paid or volunteer basis, that are associated with community gatherings and cultural activities.





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