



SENIORS ADVISORY COMMITTEE

TUESDAY, September 20, 2016 at 7:00pm
Salmon River Committee Room
4th Floor, 20338 – 65 Avenue, Langley, BC

A G E N D A

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A. APPROVAL AND RECEIPT OF AGENDA ITEMS

1. Seniors Advisory Committee – September 20, 2016

Recommendation that Seniors Advisory Committee approve the agenda and receive the agenda items of the September 20, 2016 meeting.

B. RECEIVAL OF NOTES

1-6

1. Seniors Advisory Committee – June 15, 2016

Recommendation that Seniors Advisory Committee receive the Notes of the June 15, 2016 meeting.

C. DELEGATIONS AND PRESENTATIONS

7-8

1. Business Walk

Val Gafka to provide information on 2016 Business Walk and seek input from committee.

Motion to Council

Whereas, the seniors population in Langley is projected to grow from the current 13% to 22% by 2030; and

Whereas, on June 10, 2015, the Provincial Ministry of Health officially announced that the Township of Langley was recognized as an Age Friendly Community; and

Whereas, the Township's Age-Friendly Strategy resolution includes eight principles which include: Outdoor Spaces and Buildings, Transportation, Housing, Respect and Social Inclusion, Social Participation, Communication and Information, Civic Participation and Employment and Community Support and Health Services ; and further

Whereas, the Economic Development Department piloted a successful Business Walk in the Brookwood community in 2015;

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C. DELEGATIONS AND PRESENTATIONS

Therefore be it resolved, that the Seniors Advisory Committees recommends that Council approve an age-friendly component be incorporated as part of the Business Walk initiative in 2016, and future years, that will help businesses do a self-assessment and will raise awareness about conducting business in a manner that is comfortable for seniors, and in turn, people of all ages and abilities.

2. Township of Langley – Recreation, Culture and Parks Division

Parks, Programs and Services – Al Neufeld and Peter Tulumello

D. REPORTS

1. Co-Chairs Reports

E. CORRESPONDENCE

9-10

1. Brookwood-Fernridge Community Plan Update

F. WORK PROGRAM

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1. Age Friendly Funding

Committee to consider options for allocating remaining AF funding for 2016 and to consider the following options:

- Age-friendly Parking Signs
- Public charging Stations for Scooters
- Benches
- Dementia Friendly Initiative
- Fitness Park
- Age-Friendly Business
- Celebration of Strategy
- Elevated Community Garden Beds

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F. WORK PROGRAM

2. BC Healthy Communities – Age-Friendly Recognition Program

Committee to discuss the following survey questions:

1. What are the benefits of pursuing age-friendly recognition?
2. How can the recognition award be improved (would you change or modify anything)? Is it valuable?
3. Is the four-milestone process challenging to complete? Why or why not? (Establish an AF committee. Pass a Local Council Resolution. Conduct AF Assessment. And Develop and Publish an Action Plan.)
4. How could communities be better supported to pursue age-friendly recognition?

G. COUNCIL REFERRALS

H. OTHER BUSINESS AND ITEMS FOR INFORMATION

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1. Age-Friendly Bus Shelter Ad

I. NEXT MEETING

Date: October 19, 2016
Location: Salmon River Committee Room
4th Floor, 20338 – 65 Avenue
Time: 7:00 pm

J. TERMINATE



SENIORS ADVISORY COMMITTEE

Wednesday, June 15, 2016 at 7:00pm
 Salmon River Committee Room
 4th Floor, 20338 – 65 Avenue, Langley, BC

NOTES

Present:

Sherry Baker (Co-Chair)
 Councillor Angie Quaale (Co-Chair)
 Councillor Charlie Fox (Alternate Co-Chair)

Coral Kaliciak, Jeanne Murko-Wust, and Kathy Reddington

Staff:

Paul Cordeiro, Manager, Transportation Engineering
 Lesley Visser, Community Recreation Manager
 Kim Stepto, Recording Secretary

As there was no quorum present, Notes only were taken.

A. APPROVAL AND RECEIPT OF AGENDA ITEMS

1. Seniors Advisory Committee – June 15, 2016

The agenda of the June 15, 2016 meeting was received.

B. ADOPTION OF MINUTES

1. Seniors Advisory Committee –May 18, 2016

The Minutes of the May 18, 2016 meeting were received.

C. DELEGATIONS AND PRESENTATIONS

1. Township of Langley Engineering – Transportation

Paul Cordeiro, Manager, Transportation Engineering, provided an update on the strategies/tasks in the Age Friendly Implementation Plan that have been assigned to the Transportation Department. He commented on the following strategies, their time frames, and any actions to date:

C. DELEGATIONS AND PRESENTATIONS

Continue to work with TransLink to ensure bus stops are accessible, provide seating, weather protection, lighting – where possible; and to improve accessibility, comfort and safety:

Continue to prioritize list of bus stops and shelters that require upgrades each year.

- Ongoing time frame
- Focus has been on accessibility and sidewalk improvements.

Work with TransLink to implement upgrades each year.

- Ongoing discussion with TransLink on route and facility improvements

Implement the Township Cycling Plan

Continue to apply for grants for infrastructure improvements.

- Ongoing
- Cycling Plan approved in 2015. TransLink and Provincial grants awarded

Continue to implement upgrades and expansion of bike lanes as outline in the Plan.

- Ongoing
- 5 year improvement plan adopted by Council and numerous routes implemented and underway

Continue to incorporate bike lane improvements as part of the major development projects or trail upgrading work.

- Ongoing
- Development required to provide bicycle facilities in Cycling Plan as well as trails. Capital projects and new neighbourhood plans include cycling facilities.

Review parking standards and consider introducing seniors parking spots at facilities offering services or programs for seniors; wider stalls located near building entrances, or time limited restrictions during specific programs.

Sponsor a trial program at a community centre that designates two age friendly parking spots.

- Short term
- Pilot program established at Walnut Grove Recreation Centre – 3 spots.

Advocate for improved transit service in areas that are currently underserved and identify priority areas for enhanced transportation services (HandyDart and Taxi) and upgrades to Transit Exchanges to provide access to washrooms.

Conduct community outreach and liase with various groups (eg Chamber of Commerce) to identify underserved areas and services. Focus on bus service, HandyDart, and taxi programs, as well as the addition of washrooms at the transit exchanges.

C. DELEGATIONS AND PRESENTATIONS

- Short term – start in 2017 Q2. Note: transit services are provided by TransLink and TOL's role is limited to advocacy. TransLink policy is to NOT provide washrooms at transit facilities.

Prepare an advocacy strategy, ie. prepare letters and schedule meetings with TransLink to present feedback.

- Short term – start in 2017 Q3/A4.

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.

Gather data from ICBC and RCMP on pedestrian related incidents.

- Medium Term – 2018-2020

Review best practices and consider past research and walkability studies.

- Medium Term – 2018-2020

Establish criteria for prioritizing areas to evaluate and identify for improvement upgrades.

- Medium Term – 2018-2020

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.

- Medium Term – 2018-2020

Prioritize and schedule pedestrian network improvements.

- Medium Term – 2018-2020

Update Traffic Calming policy and practice to acknowledge the Township's age friendly objectives.

Review the current traffic calming policy and update the criteria to capture age-friendly objectives.

- Medium Term – 2019-2020. Note, reviewed practices of other municipalities and updated policy in 2012.

Undertake an assessment of Township roads for walkability and sense of safety, following the development of revised criteria above.

- Medium Term – 2019-2020. Note, current list of 100 locations have been assessed.

Undertake the list of areas/locations that have been identified for traffic calming.

- Medium Term – 2019-2020. Note, current criteria includes a neighbourhood ballot and public consultation.

C. DELEGATIONS AND PRESENTATIONS

Identify a prioritized list of areas that would benefit from traffic calming implementation.

- Medium Term – 2019-2020

Develop installation schedule.

- Medium Term – 2019-2020. Note, subject to funding. Currently funding for 1-2 locations per year.

Consider the impact of increased 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.

Undertake research on impact of scooter and segway use and innovative solutions for integrating scooters in design and constructions of trails, roads, sidewalks, and buildings.

- Long term – 2019/2020

Adapt current standards for parking, sidewalks, trails, as well as design standards for commercial and residential construction, if necessary, or where applicable.

- Long term – 2019/2020

Consider introducing locations for scooter users to recharge their batteries.

- Long term – 2019/2020

D. REPORTS

1. **Co-Chairs Reports**

Councillor Quaale reported that she attended the Federation of Canadian Municipalities conference in Winnipeg where she attended a trade show that had a booth to showcase innovations in playground equipment for seniors. She further commented on the new Solid Waste program in the Township which will provide garbage cans on wheels and will be easier for seniors. A Public Art unveiling took place at McLeod Athletic Park where a senior provided one of the pieces of art.

2. **Seniors Health Care Report (LINC)**

K. Reddington reported that the Community Resource Guide has been sent to the prevention and outreach committee for review. Also, a groups of seniors have been asked to do a trial run of the End of Life Workshop for Seniors and their Families to give their critique.

E. CORRESPONDENCE

1. **Collective Impact Webinar**

June 23
11:30am – 1:30pm.

2. **Canada Day**

Information provided in package for information.

F. WORK PROGRAM

1. **Age Friendly Funding**

The Committee discussed options for allocating the remaining Age Friendly funding (\$1,000 - \$12,000). L. Visser presented the previous ideas suggested:

- Age-Friendly Parking Signs
- Public Charging Station for scooters
- Benches
- Dementia Friendly Initiative
- Fitness Park
- Age-Friendly Business
- Celebration of Strategy

Discussion ensued and the following other suggestions were provided:

- Elevated Community Garden Beds
- Installation of fitness equipment on trails
- Promote age friendly initiative on seniors parking stalls
- Age Friendly poster in each community centre
- Branding

G. COUNCIL REFERRALS

H. OTHER BUSINESS AND ITEMS FOR INFORMATION

1. **Declaration of the Township Business Walks to feature Age-Friendly Component**

MOTION

Whereas, the seniors population in Langley is projected to grow from the current 13% to 22% by 2030; and

Whereas, on June 10, 2015, the Provincial Ministry of Health officially announced that the Township of Langley was recognized as an Age Friendly Community; and

H. OTHER BUSINESS AND ITEMS FOR INFORMATION

Whereas, the Township's Age-Friendly Strategy resolution includes eight principles which include: Outdoor Spaces and Buildings, Transportation, Housing, Respect and Social Inclusion, Social Participation, Communication and Information, Civic Participation and Employment and Community Support and Health Services ; and further

Whereas, the Economic Development Department piloted a successful Business Walk in the Brookwood community in 2015;

Therefore be it resolved, that the Seniors Advisory Committees recommends that Council approve an age-friendly component be incorporated as part of the Business Walk initiative in 2016, and future years, that will help businesses do a self-assessment and will raise awareness about conducting business in a manner that is comfortable for seniors, and in turn, people of all ages and abilities.

Clerk's Note: This item will be moved to the September meeting.

I. NEXT MEETING

Date: September 20, 2016
Location: Salmon River Committee Room
4th Floor, 20338 – 65 Avenue
Time: 7:00 pm

J. TERMINATE

The meeting terminated at 8:55pm.

CERTIFIED CORRECT:

Community Representative Co-Chair

Council Representative Co-Chair

Age-Friendly Business is Good Business

The Facts

- Loyal customers are the result of people who have enjoyable experiences with your business. Make your business welcoming, accessible and friendly to all. **Repeat business is good business.**
- BC's aging population is growing. Today, over 800,000 British Columbians are over the age of 65 and they are healthier, more educated and more affluent than previous generations of seniors in Canada's history. **Strategic inclusivity is good business.**
- The greatest asset of any business is its employees. Making your business more attractive and welcoming creates an environment where people want the opportunity to work. **Progressive hiring is good business.**
- The Township of Langley has been designated by the Province of BC as an Age-Friendly Community. Our collective social responsibility is a powerful expression of inclusion. **Enhancing your company's reputation and goodwill is good business.**

The Fundamentals

- ✓ **Accessibility, Mobility & Visibility** | Every customer's mobility and vision is different
 - Use signage with solid lettering and good contrast to make it easier to see
 - Train employees to effectively help customers who have visibility, hearing or mobility challenges
 - Keep background music volume low to help customers hear and have conversations with staff and each other.
- ✓ **Customer Service & Respect** | Every customer's business affects your bottom-line
 - Treat everyone with genuine professionalism, patience, understanding
 - Respond promptly and courteously to issues and errors
 - Train staff and recognize their above and beyond customer care
- ✓ **Safety & Security** | Every customer's well-being is a factor in their return business
 - Ensure adequate area lighting on the exterior of your business
 - Provide sturdy railings and bannisters to help prevent falls
 - Ensure floor surfaces are non-slip, especially when wet

Your Age-Friendly Business Checklist

Use this checklist to assess how age-friendly your business is and to determine improvements that you can expand your customer base.

Outside | Accessibility and Safety

- ☐ Designated accessible and seniors' parking spaces.
- ☐ Parking lot surface is smooth, without major cracks and bumps.
- ☐ Customer pick-up and drop-off areas are convenient and clearly marked.
- ☐ Pathways and parking lots are well marked, clear of obstructions & have sufficient lighting.
- ☐ Entrance door ramps are in place for elevation changes.
- ☐ Entrance doors have automatic open access buttons.
- ☐ Designated area near entrance for customers to park scooters
- ☐ Doorways are sufficiently wide for wheelchairs, and for people walking beside wheelchair.

Inside | Accessibility, Mobility and Safety

- ☐ Sturdy, regular-height seating is available in line-up or waiting areas.
- ☐ Designated wheel-chair accessible area.
- ☐ Stairways have sturdy handrails and stair edges are clearly marked.
- ☐ Flooring is non-slip and floor mats are well secured.
- ☐ Aisles are sufficiently wide for wheelchairs, and for people walking beside wheelchair.
- ☐ Service counters have a place to hook a cane so that it does not fall.
- ☐ Popular items are shelved at medium height.
- ☐ Obstacles, such as wet floor, are clearly marked.
- ☐ Customer washrooms are clearly signed and contain at least 1 wheelchair accessible toilet cubicle and hand washing area.

Inside | Comfort, Visibility and Hearing

- ☐ Temperature is maintained at comfortable levels.
- ☐ Sufficient lighting.
- ☐ Signage contains large, easy-to-read letters with good contrast.
- ☐ Print materials (ie: menus, packages, price tags, etc.) contain readable letter sizes.
- ☐ Background music volume is low so customers can hear conversations clearly.
- ☐ Designated quiet area/space for private discussions (ie: medications, financial, family, etc.).

Inside | Customer Service

- ☐ Friendly and patient staff.
- ☐ Staff trained to assist customers with vision or hearing challenges.
- ☐ Staff trained to identify a person experiencing medical emergency and to notify authorities.
- ☐ Staff trained to assist seniors, disabled persons, etc. in an emergency (ie: evacuation).
- ☐ Handle errors and issues promptly and courteously.
- ☐ Website is easy to navigate
- ☐ Online or phone-in ordering is available, and delivery service.
- ☐ Carry-out service to assist customers with their purchases to vehicle, taxi, bus, etc.
- ☐ Consider including illustrations of seniors, disabled persons, etc. on your promotional material.



MEMORANDUM

TO: Seniors Advisory Committee
c/o Lesley Visser

DATE: July 15, 2016

FROM: Russell Nelson
Senior Long Range Planner

FOLDER: LRP00013

RE: Brookwood-Fernridge Community Plan Update

The Township of Langley is in the early stages of a planning process to update the Brookwood-Fernridge Community Plan. The Brookwood-Fernridge area is located in the southwest of the Township of Langley and has a current population of approximately 13,360.

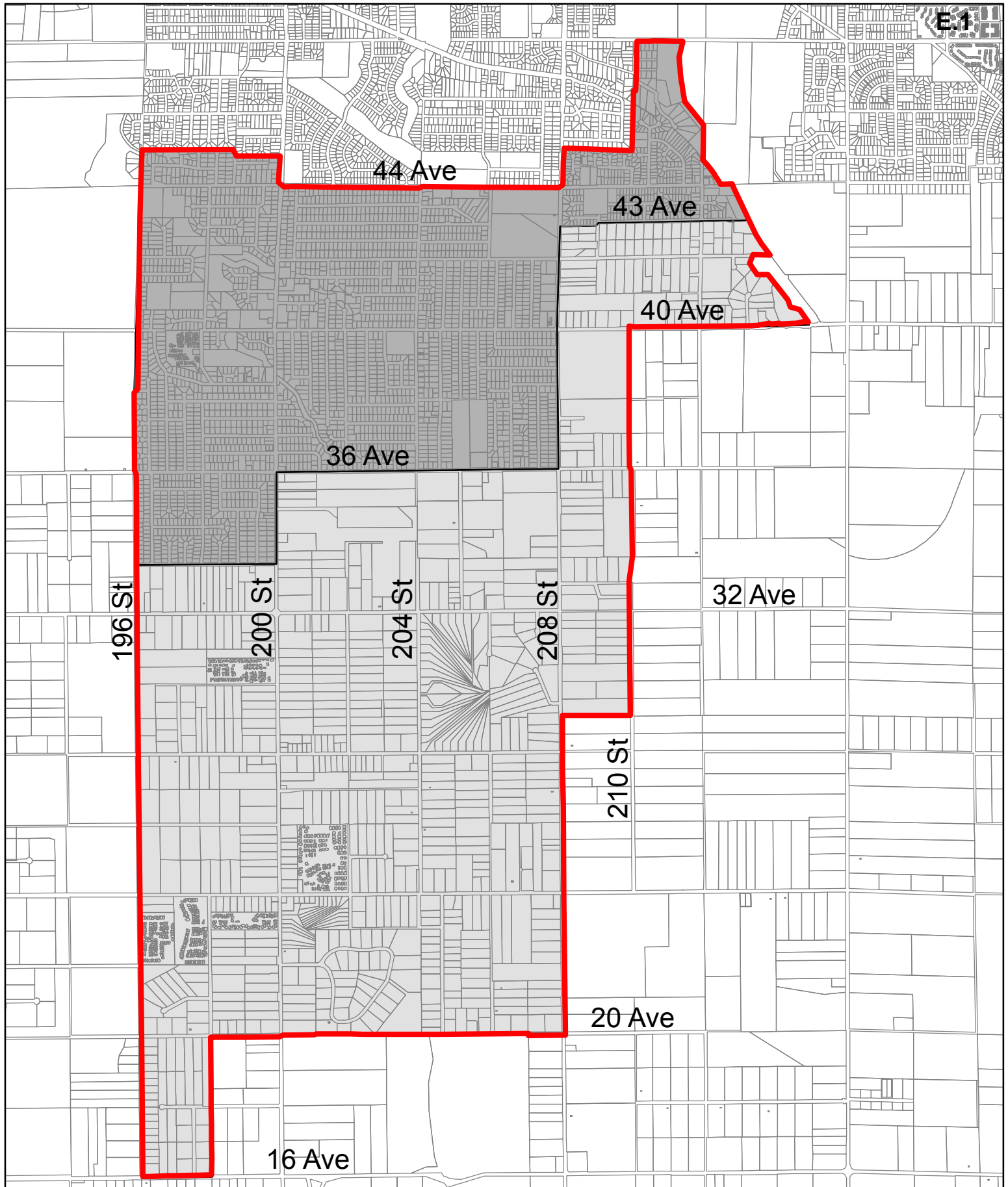
The existing Brookwood-Fernridge Community Plan was adopted by Township Council in 1987. The Plan provides a long term vision for the area as an urban community and includes policies to guide future development. The existing Community Plan forecasts an ultimate population of approximately 35,000 residents for the area.

The update to the Community Plan will focus primarily on the "Undeveloped Area" of Brookwood-Fernridge to provide opportunities for growth and redevelopment in the "Undeveloped Area" while maintaining the existing land uses and densities in the "Developed Area" (see attached map). It is anticipated that the updated Brookwood-Fernridge Community Plan will accommodate an ultimate population between 35,000 and 43,000 residents. For more information about this community planning process, we encourage you to visit the project webpage at tol.ca/bfrfcp.

If you wish to participate in this community planning process, please contact the undersigned by email (rnelson@tol.ca) or telephone (604.533.6056) to further discuss consultation opportunities. Township staff may also contact you at various points throughout the community planning process to seek your input on specific items.

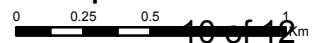
Thank you.

Att.



Brookwood-Fernridge Community Plan Area

 Community Plan Boundary  Undeveloped Areas  Developed Areas





September 2, 2016

File No. 0230-20

CARP South Fraser
c/o Evan Brett
Unit 54 – 24330 Fraser Hwy
Langley, BC, V2Z 1N2

Dear Evan:

Re: Fitness Equipment Project at Derek Doubleday Arboretum

This letter has been written in support of an initiative of CARP South Fraser to fund a fitness equipment installation project at Derek Doubleday Arboretum located in the 21200 block of Fraser Highway in the Township of Langley. The Parks Administration, Design & Development Department supports the idea of installing outdoor fitness equipment stations along the existing accessible perimeter trail that circumnavigates this 16 acre passive park. Currently, this developing park is seeing increasing numbers of people using the park to walk the trails, enjoy community gardening, observe nature and learn about the various plants that have been incorporated into the park design. The addition of fitness equipment along the perimeter trail would encourage more people to use the park. The proposed fitness stations would be spaced evenly along the 940 meter trail and will provide accessible access for people of all ages to enjoy.

CARP is actively pursuing funding opportunities for this project and will be able to utilize the Township of Langley's Neighbourhood Initiative Program for matching funds up to \$5,000 towards this project.

As the fitness equipment will be located within a Township of Langley park, ongoing maintenance would be included as part of our regular Parks Operations activities so that continued public access and benefit can be assured.

We support this initiative of CARP South Fraser and wish you well in your fund raising efforts to see this project become a reality.

Yours truly,

Peter Tulumello
ACTING DIRECTOR, RECREATION, CULTURE, AND PARKS

Copies to: Al Neufeld, Manager, Parks Administration, Design & Development

Frame

Township of
Langley



Est. 1873



Towards an Age-Friendly Township

tol.ca/agefriendly

