



SENIORS ADVISORY COMMITTEE

Wednesday, January 16, 2019 at 7:00pm
Salmon River Committee Room
4th Floor, 20338 – 65 Avenue, Langley, BC

A G E N D A

Code of Ethics Signing

Signing of the *"Code of Ethics, Confidentiality, and Conflict of Interest for Council"*
(pg. 1-6)

Page

A. APPROVAL AND RECEIPT OF AGENDA ITEMS

1. Seniors Advisory Committee – January 16, 2019

Recommendation that Seniors Advisory Committee approve the agenda and receive the agenda items of the January 16, 2019 meeting.

B. ADOPTION OF MINUTES

7-11

1. Seniors Advisory Committee – June 20, 2018

Recommendation that Seniors Advisory Committee adopt the Minutes of the June 20, 2018 meeting.

C. DELEGATIONS AND PRESENTATIONS

D. REPORTS

E. CORRESPONDENCE

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F. WORK PROGRAM

- 1. Icebreaker Activity**
- 2. Review of Items for Information**

Review and discussion of:

- Seniors Advisory Committee Terms of Reference
- Seniors Advisory Committee 2018 Annual Report
- Township of Langley Age-friendly Strategy
- Township of Langley Age-friendly Strategy Implementation Plan
- Age-friendly Strategy Progress Report (November 2017)

- 3. 2019 Work Plan**

Brainstorming regarding the 2019 Work Plan.

G. COUNCIL REFERRALS

H. OTHER BUSINESS AND ITEMS FOR INFORMATION

- | | |
|---------|---|
| 12-14 | 1. Terms of Reference

Seniors Advisory Committee Terms of Reference provided for review. |
| 15-17 | 2. 2018 Annual Report

Seniors Advisory Committee 2018 Annual Report provided for review. |
| 18-50 | 3. Township of Langley Age-friendly Strategy

Township of Langley Age-friendly Strategy provided for review. |
| 51-101 | 4. Township of Langley Age-friendly Strategy Implementation Plan

Township of Langley Age-friendly Strategy Implementation Plan provided for review. |
| 102-125 | 5. Age-friendly Strategy Progress Report (November 2017)

Age-friendly Strategy Progress Report (November 2017) provided for review. |
| | 6. 2019 Meeting Schedule

To be provided on table. |

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H. OTHER BUSINESS AND ITEMS FOR INFORMATION

7. 2019 Membership List

To be provided on table.

8. SAC Picture

I. NEXT MEETING

Date: February 13, 2019

Location: Salmon River Committee Room
4th Floor, 20338 – 65 Avenue

Time: 7:00 pm

J. TERMINATE



COUNCIL POLICY

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

Policy No:
Approved by Council:
Revised by Council:

01-025
2011-11-07
2016-05-30

1. Purpose

- 1.1. The residents and businesses of the Township of Langley (the Township) are entitled to have a fair, honest, and responsible local government that has earned the public's full confidence for integrity. Therefore, the purposes of this Code of Ethics, Conduct, Confidentiality, and Conflict of Interest (the Code) are to ensure that:
 - 1.1.1. all members of Council (Members) and all persons appointed by Council to boards, committees, commissions, panels, or task forces, whether they are members of Council or not (Appointees) carry out their duties with integrity, impartiality and independence
 - 1.1.2. Members and Appointees treat one another, Township officers and employees, and the public with respect
 - 1.1.3. the conduct of Members and Appointees in the performance of their duties and responsibilities with the Township is above reproach
 - 1.1.4. Members and Appointees respect and uphold confidentiality requirements
 - 1.1.5. Members and Appointees avoid any conflict of interest

2. Application of the Code

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

3. Policies

- 3.1. Code of Ethics
 - 3.1.1. Members and Appointees will adhere to the following Code of Ethics:
 - 3.1.1.1. maintain the highest ideals of honour, integrity, and accountability and discharge public duties in a manner that is fair, honest, professional, and responsible

- 3.1.1.2. comply with all applicable federal, provincial, and local laws in the performance of public duties. These laws include, but are not limited to, the Local Government Act, Community Charter, Freedom of Information and Protection of Privacy Act, Criminal Code, Human Rights Code, all laws pertaining to financial disclosures and employer responsibilities, and any other relevant Township bylaws and policies
- 3.1.1.3. base their decisions on the merit and substance of the matter at hand
- 3.1.1.4. refrain from abusive conduct, personal charge or verbal attacks upon the character or motives of other Members and Appointees, Township officers, and employees, or the public
- 3.1.1.5. respect and adhere to the structure of government as established in the Township. In this structure, the Council determines the policies of the Township with the advice, information, and analysis provided by Committees, staff, and the public. Members and Appointees, therefore, will not interfere with the administrative functions of the Township or with the professional duties of Township staff, nor will they impair the ability of staff to implement Council policy decisions.
- 3.1.1.6. not use public resources that are not available to the public in general, such as staff time, equipment, supplies or facilities, for private gain or personal purposes
- 3.1.1.7. not accept any gift, money, property, position or favour of any kind whether to be received at the present or in the future, from any person except as follows:
 - 3.1.1.7.1. where such a gift or favour is authorized by law
 - 3.1.1.7.2. where such contributions are lawful campaign contributions
 - 3.1.1.7.3. where such gifts or favours are received as an incident of the protocol, social obligation, or common business hospitality that accompany the duties and responsibilities of the member, and then only in compliance with applicable laws

3.2. Confidentiality

- 3.2.1. Members and Appointees will adhere to the following requirements in relation to confidentiality:
 - 3.2.1.1. unless otherwise authorized by Council or a Committee, keep in confidence any record held in confidence by the Township, until

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

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

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

3.3. Conflict of Interest

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

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

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

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

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

A conflict of interest does not exist if:

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

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

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

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

3.4. Code of Conduct – Committee Appointees

3.4.1 Expressing Personal Opinions or Beliefs

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

3.4.2 Representation to the Media

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

3.4.3 Comments

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

4. Implementation of the Code of Ethics

- 4.1. This Code is intended to be self-enforcing. Members and Appointees should view the Code as a set of guidelines that expresses the standards of conduct expected of them. Implementation is most effective when Members and Appointees are thoroughly familiar with the Code and embrace its provisions. For this reason, the Code will be provided to candidates for Council and applicants to Committees.
- 4.2. Members and Appointees will be requested to sign the Statement, attached as Appendix A, affirming they have read and understood the Township of Langley Code. In addition, Council and Committees shall annually review the Code, and Council shall consider recommendations from Committees and update the Code as necessary.

5. Compliance and Enforcement

- 5.1. Members and Appointees themselves have the primary responsibility to ensure that the standards and requirements in this Code are understood and met, and that the public can continue to have full confidence in the integrity of the governance of the Township of Langley.
- 5.2. Council may impose sanctions on Members and Appointees whose conduct does not comply with the Township's Code. Council may:
 - 5.2.1. impose a motion of censure on a Member
 - 5.2.2. rescind the appointment of an Appointee to a Committee
 - 5.2.3. take action under s. 117(2) of the *Community Charter* or under the *Offence Act*
 - 5.2.4. control the Member's or Appointee's access to areas of the Township property or to officers and employees, including by phone or email
- 5.3. To ensure procedural and administrative fairness, a Member or Appointee who is alleged to have violated any provision of the Code shall have a minimum of one week or the time between two consecutive regular Council meetings, whichever is greater, to prepare his or her case, with legal counsel if the Member or Appointee so chooses, to respond to these allegations. Before considering a sanction, Council must ensure that a member has:
 - 5.3.1. received a written copy of the case against him or her
 - 5.3.2. a minimum of one week or the time between two consecutive regular Council meetings, whichever is greater, to prepare a defence against any allegations
 - 5.3.3. a fair opportunity to be heard

6. Violation Not Cause to Challenge a Decision

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

**APPENDIX A:
MEMBER STATEMENT**

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

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

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

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

Signature: _____

Date: _____

Name (please print):

Office / Committee:



SENIORS ADVISORY COMMITTEE

Wednesday, June 20, 2018 at 7:15pm
 Salmon River Committee Room
 4th Floor, 20338 – 65 Avenue, Langley, BC

MINUTES

Present:

S. Higginbotham (Co-Chair)
 Councillor A. Quaale (Co-Chair)

S. Baker, C. Kaliciak, J. Megahy, and C. Munnalall

Staff:

P. Ward, Strategic/Social Planner
 K. Stepto, Recording Secretary

Guest:

H. Cowie, Provincial Coordinator, Dementia-friendly Communities, Alzheimer Society of B.C.

A. APPROVAL AND RECEIPT OF AGENDA ITEMS

1. Seniors Advisory Committee – June 20, 2018

Moved by J. Megahy,
 Seconded by C. Munnalall,
 That the Seniors Advisory Committee adopt the agenda and receive the agenda items of the June 20, 2018 meeting.

CARRIED

B. ADOPTION OF MINUTES

1. Seniors Advisory Committee – March 21, 2018

Moved by C. Kaliciak,
 Seconded by S. Baker,
 That the Seniors Advisory Committee adopt the Minutes of the March 21, 2018 meeting.

CARRIED

C. DELEGATIONS AND PRESENTATIONS

1. Dementia-friendly Communities

Heather Cowie, Provincial Coordinator, Dementia-friendly Communities, Alzheimer Society of B.C, provided a presentation regarding the importance of becoming a Dementia-friendly Community, and the Society's provincial initiative. She commented that until a cure is found, the Society's vision for a world without

C. DELEGATIONS AND PRESENTATIONS

dementia must begin with a dementia-friendly society – a world where people living with the disease are welcomed, acknowledged, and included.

Dementia is the umbrella term for any disease that causes physical changes in the brain. The number of people living with dementia in Langley has increased from 1,013 in 2005/2006, to 1,637 in 2014/2015. These numbers are expected to rise due to increases in the aging population. Approximately 60% of people who have dementia live in their own homes. These people begin to experience new barriers in their communities. Going grocery shopping, taking out a library book, and attending a yoga class, for example, all become more challenging due to the physical and cognitive changes people living with dementia experience.

Dementia-friendly Communities (DFCs) are communities that have a heightened awareness about dementia and through that, support people with dementia to participate in their community to the fullest extent possible. DFCs address barriers in the social and built environment.

Physical characteristics of a DFC include:

- Safe;
- Familiar;
- Accessible;
- Distinctive (signage is clear, legible, etc.);
- Comfortable (calm, welcoming, pedestrian-friendly spaces);
- Inclusive (well designed built environment – curb-cuts, etc.).

Social characteristics of a DFC include:

- Dementia education;
- Recognize signs;
- Communicate effectively;
- Job-specific strategies;
- Inclusive programs;
- Government action;
- Supportive businesses.

Currently, five communities in the Province have developed Dementia-friendly Action Plans: City of Burnaby, City of New Westminster, The North Shore (West Vancouver, City of North Vancouver, and District of North Vancouver).

The process to becoming a Dementia-friendly Community involves:

- Setting up dementia-friendly working group;
- Developing a dementia-friendly action plan (or apply a dementia-friendly lens to an existing age-friendly plan);
- Implementing your action plan;
- Staying accountable.

D. REPORTS

1. Co-Chair Reports

S. Higginbotham reported the following:

- The LGBTQ Seniors Group is continuing to meet and would like to get involved with LGBTQ seniors living in care homes. Cass Elliot, Seniors' Program Coordinator at QMUNITY in Vancouver, has offered to come to Langley to provide training.
- The Langley Division of Family Practice (LDFP) Seniors' Work Group addressed the gaps, barriers, and needs of seniors. LDFP presented an overview of the Complex Seniors Project that focuses on increased access, increased intra-professional communication, and decreased gaps in seniors' care. The presentation concluded with Emma's story, a case study of the pathway of care and its breakdown due to lack of communication and collaboration among organizations. Discussion followed.
- At their last meeting, the Langley Seniors Community Action Table (LSCAT) had an insufficient number of members come forth to form the Executive. A decision was made for LSCAT to take a four month recess. A committee was formed to study the ways of reinventing LSCAT.

Councillor Quaale reported the following:

- Shepherd of the Valley church will likely be proceeding to Council in the near future regarding their non-market housing development proposal.
- Council approved its continued financial support for the Langley Lodge.
- The artist behind the rainbow crosswalk in Fort Langley also provided tiles to 400 students to paint which were used to create two diversity benches in Derek Doubleday Arboretum.
- The Aldergrove Credit Union Community Centre and Otter Co-Op Outdoor Experience will have an official opening ceremony on June 29.

E. CORRESPONDENCE

F. WORK PROGRAM

1. Social Sustainability Task Force

S. Baker and P. Ward reported that the Task Force has had two initial meetings. A panel discussion, "Thriving or Surviving", was held in March which explored key elements of social sustainability and helped provide initial ideas for the Social Sustainability Strategy. Between late April and early June, the Township facilitated various public engagement activities to obtain input, which staff are now in the process of reviewing.

2. Age-friendly Strategy Implementation Projects (UBCM Grant)

P. Ward provided the following update:

F. WORK PROGRAM

- The Community Garden project in Yorkson Community Park is anticipated to start construction soon and be open in July. Recreation staff are looking at starting fall gardening programs.
- The Age-friendly Business Recognition Pilot Program was officially launched during Seniors' Week with a self assessment and application form for local businesses. Businesses that complete the form and score a certain average, will receive a certificate recognizing that they are aware and committed to being an Age-friendly Business. The program will be promoted further at the Stakeholder Engagement Forum on July 5.

3. **2018 Annual Report**

P. Ward presented the draft SAC annual report for the committee to review. Discussion ensued regarding the composition of the committee and the need for more seniors representation. It was suggested that the committee appointment process could be promoted directly to seniors and that if the meetings were held during the day, then potentially more seniors would participate. It was further suggested to include the following on the 2019 SAC Work Plan:

- Work towards a Dementia-friendly Community through a review of the Age-friendly Strategy.
- Review and input into projects identified in the Age-friendly Strategy.

MOTION

Moved by C. Munnalall,

Seconded by C. Kaliciak,

That the Seniors Advisory Committee receive and endorse the SAC 2018 Annual Report, as amended, and ask staff to forward it to Council.

CARRIED

COUNCIL

Moved by S. Baker,

Seconded by J. Megahy,

That the Seniors Advisory Committee recommends that Council review the promotion, composition, and time of the meetings for the Seniors Advisory Committee with a view to increasing the number of members that are seniors.

CARRIED

G. COUNCIL REFERRALS

H. **OTHER BUSINESS AND ITEMS FOR INFORMATION**

1. **Age-friendly Business Recognition Pilot Program**

COUNCIL

Moved by S. Higginbotham,

Seconded by C. Kaliciak,

That the Seniors Advisory Committee recommends that Council recognize the Long Range Planning and Economic Investment & Development Departments for their efforts in launching the Age-friendly Business Recognition Pilot Program.

CARRIED

J. **TERMINATE**

Moved by S. Baker.

That the meeting terminate at 8:55pm.

CARRIED

CERTIFIED CORRECT:

Community Representative Co-Chair

Council Representative Co-Chair



TERMS OF REFERENCE

SENIORS ADVISORY COMMITTEE (SAC)

Approved by Council:
Amended:
Amended:

Dec. 2012
May 2013

1.0 ESTABLISHMENT

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

2.0 PURPOSE

The Committee is established by Council to:

- 2.1 represent the Township of Langley seniors’ perspectives on municipal and other key seniors’ issues (i.e. transportation, affordable housing, parks, cultural, and recreation services, and geographical service delivery)
- 2.2 provide a voice for Township of Langley seniors, exchanging information about current issues and emerging concerns
- 2.3 provide input to Township staff as requested on an ongoing basis
- 2.4 work toward identified goals as outlined in an annual work plan (work plan may include hosting seniors discussion forums, support strategic planning for development of local senior services, public information, etc.)
- 2.5 make recommendations to Council on related matters

3.0 MANDATE

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

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

4.0 COMPOSITION AND STRUCTURE

4.1 Community Representatives

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

4.2 Duration of Appointments

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

4.3 Remuneration

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

5.0 ROLES AND RESPONSIBILITIES

5.1 Responsibilities of Committee Members

5.1.1 Co-Chairs

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

5.1.2 Committee Members

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

6.0 MEETINGS

6.1 Staff Support

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

7.0 SUBCOMMITTEES

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

8.0 TASK FORCES

The Committee may establish a task force for a specific purpose with duration of up to a maximum of 90 days to undertake special projects which may require extended consultation, review and planning, subject to prior approval by Council.



SENIORS ADVISORY COMMITTEE 2018 ANNUAL REPORT

Co-Chairs: S. Higginbotham and Councillor A. Quaale
Date: June 20, 2018

INTRODUCTION

This report responds to the Council direction that Advisory Committees prepare an annual report for Council's information, which includes a summary of the activities undertaken in the current year, any suggestions for revisions to the Advisory Committee's current terms of reference and/or mandate, and the proposed work plan for the following year and budget requirements.

PURPOSE OF THE SENIORS ADVISORY COMMITTEE

As outlined in the Seniors Advisory Committee (SAC) Terms of Reference, the purpose of the Committee is to:

- Represent the Township of Langley seniors' perspectives on municipal and other key seniors' issues;
- Provide a voice for Township of Langley seniors, exchanging information about current issues and emerging concerns;
- Provide input to Township of Langley staff as requested;
- Work toward identified goals as outlined in an annual work plan; and
- Make recommendations to Council on related matters.

MEMBERSHIP AND STAFF SUPPORT

The 2018 SAC included five (5) voting members, as follows:

S. Baker
S. Higginbotham
C.I Kaliciak
J. Megahy
C. Munnalall

And two (2) non-voting members:

Councillor A. Quaale
Councillor C. Fox

The Committee was supported by:

P. Ward, Strategic/Social Planner
K. Stepto, Council and Committee Clerk

ELECTION OF CO-CHAIR

S. Higginbotham was elected Co-Chair for 2018 with Councillor Quaale serving as Council Co-Chair.

2018 WORK PLAN

The 2018 Work Plan for the SAC included the following projects:

- Appointment of the Social Sustainability Task Force
- Review and input into the proposed Fort Langley projects
- Review and input into two age-friendly projects (community gardens and the age-friendly business recognition pilot program) that are being funded in part by the UBCM Age-friendly Communities grant awarded to the Township for 2018
- Receipt of presentations and consideration of potential actions on dementia

Presentations were received as follows:

- January Proposed Fort Langley Projects
P. Tulumello, Director, Arts, Culture, and Community Initiatives
- March Dementia – Township of Langley Context and Initiatives
B. Stack, Langley Division of Family Practice
S. Woykin, Langley Meals on Wheels
- June Dementia-friendly Communities
H. Cowie, Alzheimer Society of B.C.

In addition, the SAC reviewed and provided input into a draft concept plan for the community gardens at Yorkson Community Park and the proposed seniors gardening programs. The SAC did not have an opportunity to review and provide input into the age-friendly business recognition pilot program as the April and May meetings did not proceed due to lack of quorum. Both of these age-friendly projects are being funded in part by the UBCM Age-friendly Communities grant awarded to the Township, which the SAC endorsed in 2017.

RECOMMENDATIONS MADE TO COUNCIL

- That the Seniors Advisory Committee recommends that Council endorse the appointment of the following individuals to the Social Sustainability Strategy Task Force:
 1. Amanda Henderson (Langley Rivermen Junior A Hockey)
 2. Austen Bietenbeck (Student at Kwantlen Polytechnic University)
 3. Barb Stack/Ellen Peterson (Langley Division of Family Practice)
 4. Chantelle Wegwitz (Seyem' Qwantlen Business Group and Coast Salish Arts & Cultural Society)
 5. Deanna Horn (Agricultural Advisory and Economic Enhancement Committee and Langley Memorial Hospital Foundation)
 6. Erin Easingwood (Langley School District Foundation and Fort Langley Legacy Foundation)

7. Gary Jones (Kwantlen Polytechnic University and Langley Sustainable Agriculture Foundation)
 8. Janet Burden/Fraser Holland (Stepping Stone Community Services Society)
 9. Juliet Henderson-Rahbar (Connect Communities)
 10. Kristine Carrick (Langley Animal Protection Society)
 11. Lisa George (Langley Figure Skating Club)
 12. Lisa Sadler (Langley Refugee and Immigrant Advisory Committee)
 13. Sherry Baker (Seniors Advisory Committee and Encompass Support Services)
 14. Fraser Health Representative
 15. School District No. 35 Representative
- That the Seniors Advisory Committee recommends that Council review the promotion, composition, and time of the meetings for the Seniors Advisory Committee with a view to increasing the number of members that are seniors.
 - That the Seniors Advisory Committee recommends that Council recognize the Long Range Planning and Economic Investment & Development Departments for their efforts in launching the Age-friendly Business Recognition Pilot Program.

REPORTS AND UPDATES

Members of SAC were involved in the following community initiatives with reports and updates being brought back to the Committee table:

- Seniors of Langley (SOL), a social group for LGBTQ seniors
- TransLink Access Transit Users' Advisory Committee, a committee that provides ongoing advice on all TransLink plans, programs, and initiatives, making sure that accessibility issues are always considered

RECOMMENDED REVISIONS TO THE COMMITTEE'S MANDATE

No changes are recommended to the committee's mandate for 2019.

PRELIMINARY WORK PLAN ITEMS FOR 2019

The 2019 work plan proposed by the SAC will focus on but not be limited to:

- Work towards a Dementia-friendly Community through a review of the Age-friendly Strategy
- Review and input into projects identified in the Age-friendly Strategy

Pursuant to Council Advisory Committee Establishment Bylaw No. 4700, a more detailed and prioritized 2019 work plan will be submitted to Council in 2019.

CLOSING

On behalf of the members of the Committee, this report is respectfully submitted by the Co-Chairs, S. Higginbotham and Councillor A. Quaale.

Township of
Langley



Est. 1873



Age-Friendly Strategy



Approved
September 8, 2014



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INTRODUCTION

Communities in Metro Vancouver, British Columbia, and Canada are aging. 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 communities provide to residents. The concept that cities should work for people who are eight or eighty years old exemplifies the emerging discussion about how the physical environment affects health, social connectedness, and mobility — for people of all ages. While some aspects of age-friendly planning can be specific, such as the provision of housing and health services for seniors, age-friendly communities address the full spectrum and span of life.

Along with the expected boom in the seniors' population, is the trend towards people living longer; being more active and physically fit; and continuing to seek opportunities to participate in their communities. In addition to adapting to these trends, communities are seeking strategies to increase housing choice and affordability, while striving to provide the right mix of support services that give residents the option to age in place.

Overall, the Township of Langley is a young and rapidly growing community, with many young people and families making their homes here. However, as in many communities, the number and proportion of older adults in the Township of Langley is expected to grow significantly, as more people enter their senior years, and a larger proportion of this cohort requires extra care and support. This anticipated shift calls for plans and initiatives that address the specific needs of older residents, support inter-generational connections, and continue to plan for healthy, livable communities that are welcoming to all ages.

In response to these trends, the Seniors Advisory Committee (SAC) recommended that Council undertake an age-friendly planning process and prepare a strategy that will help the Township meet the needs of its older residents, while providing a physical and social environment that works for all ages. In May 2013, Council passed resolutions to confirm its commitment to becoming an Age-friendly Community, and designate the SAC as the Age-friendly Advisory Steering Committee.



Pocket Park, Fort Langley

WHAT IS AN AGE-FRIENDLY COMMUNITY?

The *Age-friendly Community Initiative* was launched in 2006 by the World Health Organization (WHO) with the practical goal of adapting structures and services to be more inclusive of varying needs and capacities of people from all age groups.

In age-friendly communities, policies, programs, services, and infrastructure related to physical and social environments are designed to address the needs of all residents — not just the elderly. Accessible buildings and streets enhance mobility for people with limited mobility, but also parents with strollers, or cyclists and scooter-riders. Neighbourhoods and public places are safe and welcoming. Families are satisfied their older members can access the services and supports they need. Many voices are heard in making community decisions and, in general, the whole community benefits from the continued participation of older citizens in work or volunteer activities.

Through the *Global Age-friendly Cities Project*, WHO established eight themes to help evaluate issues and develop strategies to create age-friendly communities. These eight themes include:

1. **Outdoor Spaces & Buildings**
2. **Transportation**
3. **Housing**
4. **Respect & Social Inclusion**
5. **Social Participation**
6. **Communication & Information**
7. **Civic Participation & Employment**
8. **Community Support & Health Services**

The Township of Langley adopted these themes to guide conversations with stakeholders and members of the public. As well, these themes provided the framework for developing the Age-friendly Strategy.



New housing development



Celebrating Langley's pioneers



Age-friendly walking routes

TOWARDS AN AGE-FRIENDLY TOWNSHIP

Prior to initiating the Age-friendly Strategy, the Township completed an age-friendly evaluation in 2010 and has been implementing a range of policies, programs, and practices to address the needs specific to older adults in the community. Selected examples of what is being done include: an adaptable housing policy for new residential development; participation on Council Advisory Committees by youth, as well as older adults; and ongoing support for community initiatives and partnerships that address the changing needs of residents.

Building upon this strong foundation, the Township worked with CitySpaces Consulting to prepare an Age-friendly Strategy. Developing the Strategy involved the following:

1	Reviewing existing policies and actions.	APR 2014
2	Researching examples of successful age-friendly practices from other communities.	
3	Holding information gathering workshops with key stakeholders and local residents.	MAY/JUN 2014
4	Identifying key challenges and emerging directions.	
5	Seeking public input on emerging directions through a series of community engagement events and an online mapping tool.	JUN/JUL 2014
6	Developing the draft strategy.	JUL/AUG 2014
7	Presenting the draft strategy to the Seniors Advisory Committee and Council.	AUG/SEP 2014
8	Finalizing the strategy.	

In order to identify key issues, opportunities, priorities, and directions to inform the Strategy, three 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. Workshops were also advertised on the Township webpage dedicated to this initiative as well as in local newspapers to allow for additional organizations or members of the general public to participate.

With a focus on moving towards ideas and solutions that would inform the development of the Age-friendly Strategy, each workshop gave participants an opportunity to discuss the eight themes of age-friendly planning, with an emphasis on identifying priority strategies.

The information and ideas gathered from these workshops, along with the background policy and promising practices review, served as the foundation

for the development of strategies for an age-friendly Township. Emerging directions were presented to the public in an open house format. In total, six events were held at the end of June and early July 2014. They were held at the Walnut Grove Community Centre, International Festival Days, Fort Langley Canada Day event, W.C. Blair Recreation Centre, the Langley Seniors Resource and Recreation Centre, and the Aldergrove Veterans and Seniors Centre. Additional feedback was gathered using an interactive mapping tool, CoMap, which allowed residents to provide comments about issues and opportunities in specific locations around the Township.

The process has resulted in an Age-friendly Strategy that represents a wide spectrum of issues and opportunities and reflects the input of a variety of institutions, agencies, service providers, and other individual community members.



Accessible entry to live/work unit, Fort Langley

VISION

The Township of Langley is an age-friendly community where people can enjoy all stages of life and actively age with dignity, respect and independence.

GUIDING VALUES & PRINCIPLES

- Social inclusion for all
- Commitment to action and leadership
- Focus on key priorities
- Collaboration and partnership
- Respect and dignity
- Health and wellbeing
- Access to a safe living environment
- Community engagement and contribution
- Innovation, flexibility, and adapting to changing needs

THE ROLE OF THE TOWNSHIP

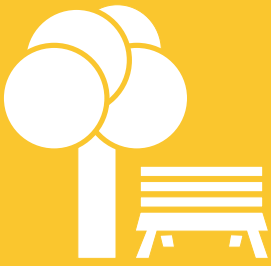
- Policy development and planning
- Partnering with businesses, community organizations, & other government agencies
- Providing leadership, insight, and strategic support on selected issues
- Providing services, spaces, and funding within legislative mandate
- Making information available
- Advocacy and awareness-raising
- Engaging the community to monitor changing needs and trends

AGE-FRIENDLY CULTURE

To achieve the Vision of the Age-friendly Strategy, the Township and the community must develop and reinforce a culture that allows for people to actively age with dignity, respect, and independence. Nurturing a corporate culture and commitment to an age-friendly future will be an essential factor in successfully implementing the strategies in each of the eight themes.

For the Township, an age-friendly culture includes:

- Viewing all community issues through an age-friendly lens;
- Applying a comprehensive approach to integrate age-friendly initiatives into a community-wide, inter-generational agenda;
- Strengthening connections and partnerships with service groups and government agencies that support age-friendly initiatives;
- Continuing to encourage the Senior Advisory Committee and the Youth Advisory Committee to collaborate on initiatives of mutual interest; and
- Liaising with agencies, such as Age-friendly BC (AFBC) and Union of BC Municipalities (UBCM) to support age-friendly initiatives.



OUTDOOR SPACES & BUILDINGS

In an age-friendly community, the natural and built environment is designed to help people get around easily and safely, encourages active healthy living, and provides opportunities for social interaction.

WHAT ARE THE ISSUES?

- Many areas of the Township need sidewalks or other pedestrian safety upgrades.
- Parks and public gathering places are far apart and not well connected.
- Parks and public spaces lack places for rest and respite, such as benches, water fountains, and washrooms.
- Many parks have limited use (e.g. play fields) that do not encourage a diversity of activities and enjoyment.
- Some buildings lack accessibility features, such as ramps, automatic doors, and handrails.



Multi-use trails, Aldergrove Lake Park

WHAT IS BEING DONE NOW?

- The *Sustainability Charter* identifies goals and objectives to develop livable and vibrant communities, and integrate transportation and community planning.
- *Library Services Master Plan* identifies facilities that will need accessibility upgrades.
- Ongoing implementation of the *Community Connections Plan* to develop and expand the municipal trail system, as well as development of a *Recreation, Culture and Parks Master Plan* to promote and facilitate active living.

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- 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.
- Develop criteria for age-friendly park design, including elements such as benches, water fountains, washrooms, lighting, railings along pathways, and clear wayfinding signage. Include these features in the design of new public spaces, where possible, and identify priority locations where these elements should be added into existing parks and public spaces.
- Identify locations to create or improve physical connections between neighbourhood parks and other local destinations through sidewalks, bike routes, and off-street trail connections.
- Review trail guidelines for accessibility provisions, such as width, grade, surface materials, wayfinding, and lighting. Consider the creation of an *accessible trail* standard.
- 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.
- Explore locations and funding sources to establish community gardens, both temporary and permanent, to foster connection with nature and social interaction between generations.
- Assess public buildings and facilities to identify potential accessibility upgrades, related costs, and implementation timelines.
- Include consideration for the increasing use of wheelchairs, walkers, and motorized scooters in the design of sidewalks, trails, and access to buildings.
- Work with School District No. 35 to assess the potential to provide age-friendly features in school yards, such as benches near playgrounds and outdoor water fountains.
- Expand opportunities for bench dedication in neighbourhood parks and public spaces.
- Consider introducing incentives for developers to include public washrooms as part of their development plans.



Accessible trail, Aldergrove Lake Park



Dedicated bench in Fort Langley



Places to gather, McLeod Park



Accessible entry ramp, Township Civic Facility



TRANSPORTATION

In an age-friendly community, transportation options allow people of all ages and abilities to travel wherever they want to go in the community, conveniently and safely.

WHAT ARE THE ISSUES?

- Public transit services are limited in some neighbourhoods and between neighbourhoods.
- There is a growing demand for alternative transportation options such as HandyDART and volunteer driver programs.
- Buses and bus stops are not always accessible for people with reduced mobility.
- Washroom facilities are often not available around transit areas.
- Accessibility and safety are a concern on some trails, pathways, and bike routes.
- Anticipated increase in scooter use will have implications on street and sidewalk design, parking requirements, and building access.



HandyDART drop-off, Walnut Grove Community Centre

WHAT IS BEING DONE NOW?

- Volunteer driver programs have been initiated and are currently being operated by community organizations at a small scale.
- Mapping and promotional materials have been provided to raise awareness about all bike routes in the Township.

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Advocate for transit service in areas that are currently underserved and work with Translink to identify priority areas for enhanced bus service.
- Work with Translink to ensure bus stops are accessible. Introduce seating, weather protection, and lighting, where possible, to improve accessibility, comfort, and safety.
- Advocate for enhanced HandyDart services in the Township to meet increasing demands.
- Support alternative transportation options such as volunteer driver programs, community shuttles, and development of a co-op bus program for community use.
- Support initiatives that use school buses or other available vehicles to transport older adults during off hours or when not in use.
- Review parking standards and consider introducing seniors parking spots at facilities offering services or programs for seniors; wider stalls located near building entrances (see Walnut Grove Recreation Centre example); or time-limited restrictions during specific programs (recreation centres, seniors centres, libraries, Municipal Hall).
- 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.
- Explore the creation of a dedicated bike lane network off major arterials, utilizing painted lines and symbols to demarcate bike lanes and additional signage as needed. Update route maps and promotional materials as needed.
- Consider ways to provide access to washrooms at transit exchanges or along major bus routes.
- Introduce traffic calming measures in areas around parks, schools, and neighbourhood shopping nodes to improve walkability and a perception of safety.
- 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.
- Develop neighbourhood-level maps to assist people with trip planning, particularly to the key areas and services that they like and need to access.



Aldergrove bus loop



Bus service, Aldergrove



Getting around by bike



HOUSING

In an age-friendly community, a wide variety of housing options, including market and non-market, are available. Older adults are able to access and maintain housing options that are appropriate, affordable, and accessible, allowing them to *age in place*, and remain independent, or access supports and care as their needs change.

WHAT ARE THE ISSUES?

- Many people face challenges finding housing that is appropriate, affordable, and accessible in the Township.
- Demand for assisted living and residential care beds are reported to exceed current supply.
- Introducing accessibility features to enable adults to age in place involves costly retrofits or renovations.
- Housing units, support services, and funding to address homelessness are limited.



Housing options, Fort Langley

WHAT IS BEING DONE NOW?

- The *Sustainability Charter* identifies a compact urban form and mixed-use neighbourhoods as part of developing livable and vibrant communities.
- The Township's *Official Community Plan* aspires to meet the needs of all residents and provide housing and transportation that is accessible and affordable.
- The *Housing Action Plan* identifies community housing needs and identifies priorities and actions for market and non-market housing in the Township.
- *Adaptable Housing Policy* currently requires a proportion of single detached, townhouse units, and apartment units in new developments to be adaptable.

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Implement the recommendations of the Housing Action Plan, to ensure a wide range of housing options are available in the Township.
- Review and update the Adaptable Housing Policy, on a regular basis, to reflect demographic changes, needs assessment results, and market trends.
- Identify ways to support contractors and developers in the introduction of accessible or adaptable features in new homes.
- Work with the development community to identify ways to achieve more market rental and affordable units in the community.
- Advocate for additional subsidized assisted living and residential care beds to be developed in the Township.
- 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.
- 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.



Single detached home



Multi-unit development



Adaptability features



Independent living



RESPECT & SOCIAL INCLUSION

In an age-friendly community, public services, media, commercial services, faith communities, agencies, service providers, and society as a whole are respectful of the diversity of needs among older adults, and provide opportunities to accommodate them in all aspects of society.

WHAT ARE THE ISSUES?

- An increasing number of people face communication or cognitive challenges due to stroke, deafness, dementia, and Alzheimer's.
- Ageism and elder abuse are ongoing societal concerns that can be challenging to identify and address.
- Some residents experience social isolation, which can be detrimental to health and well-being.



Seniors gathering, Aldergrove Kinsmen Community Centre

WHAT IS BEING DONE NOW?

- Recognition programs, such as the Eric Flowerdew, Pete Swensson, and John and Muriel Arnason awards recognize community leaders and volunteers. Douglas Day celebrations acknowledge pioneer contributions in the community.
- Council Advisory Committees bring younger and older members of the community together.
- The *Arts and Cultural Services Plan* and *Library Services Master Plan* recognize the distinct needs and interests of older adults in programming and design of facilities.
- Service clubs, faith-based organizations, and volunteer groups reach out to older members of the community in a variety of ways (e.g., grocery delivery and volunteer driving).

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Encourage and promote recognition programs that acknowledge and celebrate the achievements and contributions of seniors and youth in the community.
- Implement programs or activities associated with Seniors Week, International Day of Older Persons, Grandparents Day, Family Day, or other recognized events.
- Develop programs and initiatives to bring multiple generations together to foster mutual understanding and respect.
- Support programs and educational materials to encourage respectful behaviour, combat ageism, and prevent elder abuse.
- Recognize and respect differences in culture, language, religion, needs, abilities, and interests.
- Actively seek to include a cross-section of ages on Council Advisory Committees.
- Welcome the participation of every resident in community activities and events, regardless of their age or ability.



Township award recognition



Social events at Aldergrove Kinsmen Community Centre



SOCIAL PARTICIPATION

In an age-friendly community, older adults have opportunities to develop and maintain meaningful social networks. Their needs and preferences are considered in the development of programs and services by a diverse range of agencies and institutions.

WHAT ARE THE ISSUES?

- Places for seniors to meet and interact are limited. As a *community of communities*, the Township is challenged to provide space and services equitably for all of its distinct communities.
- Physical or financial barriers may prevent people from accessing programs or services.
- Residents who are physically isolated are often also socially isolated.
- Intergenerational events or activities are infrequently provided or promoted.



Walnut Grove Community Centre social network

WHAT IS BEING DONE NOW?

- Admission rates for seniors to Township recreation facilities are discounted to 75% of the adult rate.
- The *Sustainability Charter* identifies goals and objectives to provide and support community-based leisure opportunities, including arts and culture, and recreation.
- Recreation, Culture and Parks offers a variety of programs and services geared towards youth and older adults.
- Implementing the *Community Connections Plan* to develop and expand the municipal trail system, as well as development of a *Recreation, Culture and Parks Master Plan* to promote and facilitate active living.

- The *Arts and Cultural Services Plan* and *Library Master Plan* recognize the distinct needs and interests of older adults in programming and design of facilities.
- Through the Healthier Community Partnership, the Langley Seniors Community Action Table was created to facilitate the involvement of seniors within the community.
- A Neighbourhood Learning Centre was established at the Lynn Fripps Elementary School enabling community access through a joint use agreement with the Township.
- The Township provides Capital Improvement and Community Grants to non-profit organizations that serve seniors in the Township.

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Expand social and recreation facilities, programs, and services to address the needs and interests of older adults in the Township and to meet growing demands.
- Support efforts and create more opportunities to ensure low-income residents have access to social programs and services.
- Identify formal and informal gathering spaces in Township facilities, parks, and public spaces, through partnerships with schools and community organizations and in new developments. Make a list of these spaces publicly available.
- Assess the need for additional seniors and youth centres and explore opportunities to develop or co-locate facilities to serve this need.
- Establish or increase volunteer, peer-to-peer, and mentorship opportunities as a means to get more seniors involved in their community.
- Develop events and programs that will encourage interaction between generations.
- 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.
- Encourage service providers to implement a buddy system or phone tree system for interested residents and older adults to facilitate sharing of information about events and activities.
- Expand opportunities for joint use agreements and partnerships with the Langley School District #35.



Langley knitting club



COMMUNICATION & INFORMATION

In an age-friendly community, older adults are aware of the diverse range of programs and services available to them. Relevant information to help people meet their needs is available, appropriately designed and effectively delivered.

WHAT ARE THE ISSUES?

- There is a lack of knowledge about the range of programs, services, and other types of support available.
- Getting important information to isolated seniors can be difficult.
- Financial barriers may prevent access to programs, classes, and other resources.
- People who are hearing impaired, and those living with the effects of stroke, dementia, or Alzheimer's disease experience challenges communicating.
- Continued effort to improve coordination and communication between community partners is needed.



Township of Langley Council Chambers

WHAT IS BEING DONE NOW?

- The *Sustainability Charter* identifies the need to monitor changes in community values, aspirations, and needs, and respond to community and social needs.
- Township participation in the Langley Healthier Community Partnership to encourage enhanced communication, share resources, and create partnerships.
- United Way Resource Handbook, bc211, and HealthLink BC's 811 provide information to seniors and caregivers.
- Seniors Advisory Committee established a seniors resource page on the Township website at www.tol.ca/seniors.

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Encourage important information for seniors be made available in the places they frequent, including libraries, doctors' offices, pharmacies, banks, shopping malls, grocery stores, and recreation centres.
- Promote information through appropriate media channels that will reach seniors, such as newspaper pull-outs, radio stations, community TV stations, and websites.
- Work with agencies and community partners to designate a community age-friendly coordinator to facilitate communication and build connections between agencies, organizations, and municipalities.
- Identify key locations in public spaces and buildings to install senior-specific information kiosks or bulletin boards for news and resources available in the community and ensure materials are updated regularly.
- Promote key health and community service resources, such as the bc211 and 811 phone lines and regularly update the Township's seniors' website (tol.ca/seniors).
- Encourage learning institutions such as Kwantlen Polytechnic University and Trinity Western University to provide opportunities for seniors to audit courses or attend events. Explore the idea of introducing a scholarship program for low-income seniors.
- Provide age-friendly communication resources to municipal 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. Ensure front line staff is trained in how to communicate with and serve the needs of older customers.
- Explore technology services to provide access to Township phone services to people who are deaf, hard of hearing, or experience difficulty with speech.
- Continue to offer and promote reduced admission rates to Township recreation facilities and programs.



Information sharing



Public engagement



CIVIC PARTICIPATION & EMPLOYMENT

In an age-friendly community, everyone has opportunities to participate in community decision-making. Older adults also have opportunities to share their experiences and skills with the community through paid and volunteer work.

WHAT ARE THE ISSUES?

- Potential volunteers are not aware of the full range of opportunities available.
- Organizations have limited ability to effectively recruit volunteers with the needed skills and experience.
- Persons with disabilities may face additional challenges accessing employment and volunteer opportunities.



Getting out to vote

WHAT IS BEING DONE NOW?

- Council Committees, including the Seniors Advisory Committee and Youth Advisory Committee, provide opportunities for involvement in community decisions.
- Volunteer opportunities are available in community centres and Township facilities.
- Township residents are active and involved in organizing events and undertaking community initiatives. Examples include Triple A (Affordable, Accessible & Appropriate) Senior Housing, volunteer driver programs, service clubs, and other volunteer-based organizations.



HandyDART workers

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

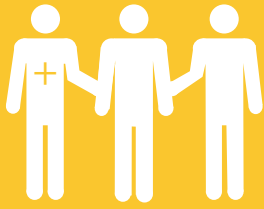
- Promote a centralized volunteer bureau as a source of information and portal to match people's interests, skills, abilities, and experience with community volunteering needs.
- Review terms of reference for all Township committees to ensure there are no barriers to participation from older adults, youth, or persons with disabilities.
- Encourage institutions and facilities to create docent positions, on a paid or volunteer basis, to act as guides at community gatherings and cultural activities.
- Provide support to community organizations to develop and promote programs and events in the community.
- Identify effective ways to target youth and older adults in stakeholder consultation when seeking public feedback on Township initiatives.
- Encourage local businesses to identify employment positions for persons with disabilities and older adults who want to remain in or re-enter the workforce.
- Develop criteria to define age-friendly businesses with a recognizable brand and certification process.



Taking part in a planning workshop



Volunteers at work



COMMUNITY SUPPORT & HEALTH SERVICES

In an age-friendly community, older adults have access to the social and health services they need to stay healthy and independent as their needs change over time.

WHAT ARE THE ISSUES?

- Seniors-specific health services in the Township are insufficient.
- Health services and housing are dispersed and disconnected.
- Coordination between the Township, the City of Langley, and Fraser Health is limited.
- Patients and families are reported to experience difficulty navigating the health care system.



Keeping active, Aldergrove Kinsmen Community Centre

WHAT IS BEING DONE NOW?

- The Langley Memorial Hospital is currently developing a *Master Site Plan*, which includes a community component.
- The *Sustainability Charter* identifies community-based leisure opportunities as a means of improving personal well-being.
- Successful Recreation, Culture and Parks programs, such as *Arthritis Aquafit* and other rehabilitation programs, plus community partner programs, such as *Stroke Recovery* and *Healthy Heart* offer education, therapy, and social interaction.
- The Langley Division of Family Practice works to address common health care goals. This initiative seeks to improve patient care; increase family physicians' influence on health care delivery and policy; and provide professional satisfaction for physicians.
- Some community organizations offer free senior's health education programs to educate and inform seniors on available health services, age-related health issues, and navigating the health-care system.

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Support efforts to draw more geriatric specialists and health care professionals to the community.
- Consider the proximity of housing for seniors and health care services during the community planning process.
- Work with Fraser Health and community service providers to establish and promote drop-in and day programs for older adults.
- Advocate for additional access to mobile home support services or other in-home health services.
- 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.
- Continue to promote senior-specific information and resources on the Township webpage: www.tol.ca/seniors.
- Advocate for Fraser Health and community service providers to establish health system navigators, to assist individuals and families to gain awareness and access the services they need.
- Collaborate with Fraser Health in preparation of a Master Site Plan for the Langley Memorial Hospital.
- Assist community organizations to promote free programs designed for seniors.



Activities for all ages, W.C. Blair Recreation Centre



Medical clinic, Willowbrook

IMPLEMENTATION

The Age-friendly Strategy acknowledges work that has been completed to date and presents a set of actions that respond to the community’s current and future needs. The actions focus on the items that were seen to be the most pressing, and those that are within the Township’s jurisdiction to implement or support. For those recommendations that are outside of the Township’s scope, the municipality will advocate to those organizations that can effect change.

The following table provides a starting point to identify a suggested lead to implement the strategies. Implementation will depend on identified priorities, capacity of Township staff, and the availability of funding and other resources where necessary. While some strategies may be achieved by approaching projects and initiatives with an age-friendly lens, some will require the direction of Council and the commitment of one or more Township Division or department. Additionally, outreach and collaboration

with partner agencies, service providers and community organizations will be required to achieve the vision of an age-friendly Township. The table below suggests lead departments and, in some cases, identifies participation from other community organizations and partners. Specific lead and partner organizations will be explored and confirmed prior to implementation.

With this Strategy, the Township has a framework to guide decisions and support initiatives that will lead to a more age-friendly community. As a next step, a more detailed and prioritized implementation plan identifying the involvement of Township Council and Committees, Staff, community organizations, agencies, and private sector partners will be developed.

Implementing these strategies and actions and becoming a more age-friendly community will require the continued effort, thoughtful input, and dedication of the Township and all its partners.



OUTDOOR SPACES & BUILDINGS

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> 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. 	<i>Community Development with Recreation, Culture & Parks</i>
<ul style="list-style-type: none"> Develop criteria for age-friendly park design, including elements such as benches, water fountains, washrooms, lighting, railings along pathways, and clear wayfinding signage. Include these features in the design of new public spaces, where possible, and identify priority locations where these elements should be added into existing parks and public spaces. 	<i>Recreation, Culture & Parks and Engineering</i>
<ul style="list-style-type: none"> Identify locations to create or improve physical connections between neighbourhood parks and other local destinations through sidewalks, bike routes, and off-street trail connections. 	<i>Recreation, Culture & Parks and Community Development</i>
<ul style="list-style-type: none"> Review trail guidelines for accessibility provisions such as width, grade, surface materials, wayfinding, and lighting. Consider the creation of an accessible trail standard. 	<i>Engineering with Recreation, Culture & Parks and Community Development</i>
<ul style="list-style-type: none"> 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. 	<i>Community Development with Recreation, Culture & Parks</i>
<ul style="list-style-type: none"> Explore locations and funding sources to establish community gardens, both temporary and permanent, to foster connection with nature and social interaction between generations. 	<i>Recreation, Culture & Parks and Community Development with SAC & community partners</i>
<ul style="list-style-type: none"> Assess public buildings and facilities to identify potential accessibility upgrades, related costs, and implementation timelines. 	<i>Engineering</i>
<ul style="list-style-type: none"> Include consideration for the increasing use of wheelchairs, walkers, and motorized scooters in the design of sidewalks, trails, and access to buildings. 	<i>Engineering</i>
<ul style="list-style-type: none"> Work with Langley School District #35 to assess the potential to provide age-friendly features in school yards such as benches near playgrounds and outdoor water fountains. 	<i>Recreation, Culture & Parks and Langley School District #35</i>
<ul style="list-style-type: none"> Expand opportunities for bench dedication in neighbourhood parks and public spaces. 	<i>Recreation, Culture & Parks</i>
<ul style="list-style-type: none"> Consider introducing incentives for developers to include public washrooms as part of their development plans. 	<i>Community Development</i>

TRANSPORTATION

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Advocate for transit service in areas that are currently underserved and work with Translink to identify priority areas for enhanced bus service. 	<i>Council, Engineering</i>
<ul style="list-style-type: none"> Work with Translink to ensure bus stops are accessible. Introduce seating, weather protection, and lighting, where possible, to improve accessibility, comfort, and safety. 	<i>Engineering</i>
<ul style="list-style-type: none"> Advocate for enhanced HandyDart services in the Township to meet increasing demands. 	<i>Council, SAC</i>
<ul style="list-style-type: none"> Support alternative transportation options such as volunteer driver programs, community shuttles, and development of a co-op bus program for community use. 	<i>Council, SAC</i>
<ul style="list-style-type: none"> Support initiatives that use school buses and other available vehicles to transport older adults during off hours or when not in use. 	<i>SAC</i>
<ul style="list-style-type: none"> Review parking standards and consider introducing <i>seniors parking</i> 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). 	<i>Engineering and Community Development</i>
<ul style="list-style-type: none"> 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. 	<i>Community Development and Engineering</i>
<ul style="list-style-type: none"> Explore the creation of a dedicated bike lane network off major arterials, utilizing painted lines and symbols to demarcate bike lanes and additional signage as needed. Update route maps and promotional materials as needed. 	<i>Engineering</i>
<ul style="list-style-type: none"> Consider ways to provide access to washrooms at transit exchanges or along major bus routes. 	<i>Community Development, Engineering</i>
<ul style="list-style-type: none"> Introduce traffic calming measures in areas around parks, schools, and neighbourhood shopping nodes to improve walkability and a perception of safety. 	<i>Engineering</i>
<ul style="list-style-type: none"> 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. 	<i>Engineering and Community Development</i>
<ul style="list-style-type: none"> Develop neighbourhood-level maps to assist people with trip planning, particularly to the key areas and services that they like and need to access. 	<i>Community Development</i>

HOUSING

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Implement the recommendations of the Housing Action Plan, to ensure a wide range of housing options are available in the Township. 	<i>Council and Community Development</i>
<ul style="list-style-type: none"> Review and update the Adaptable Housing Policy, on a regular basis, to reflect demographic changes, needs assessment results, and market trends. 	<i>Council, Community Development and the Development Industry</i>
<ul style="list-style-type: none"> Identify ways to support contractors and developers in the introduction of accessible or adaptable features in new homes. 	<i>Community Development</i>
<ul style="list-style-type: none"> Work with the development community to identify ways to achieve more market rental and affordable units in the community. 	<i>Community Development</i>
<ul style="list-style-type: none"> Advocate for additional subsidized assisted living and residential care beds to be developed in the Township. 	<i>Council and SAC</i>
<ul style="list-style-type: none"> 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. 	<i>Council and Community Development</i>
<ul style="list-style-type: none"> 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 	<i>Council and Community Development</i>

RESPECT & SOCIAL INCLUSION

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Encourage and promote recognition programs that acknowledge and celebrate the achievements and contributions of seniors and youth in the community. 	<i>Council/Corporate Administration/SAC and YAC</i>
<ul style="list-style-type: none"> Implement programs or activities associated with Seniors Week, International Day of Older Persons, Grandparents Day, Family Day, or other recognized events. 	<i>Corporate Administration and Recreation, Culture & Parks</i>
<ul style="list-style-type: none"> Develop programs and initiatives to bring multiple generations together to foster mutual understanding and respect. 	<i>Recreation, Culture & Parks</i>
<ul style="list-style-type: none"> Support programs and educational materials to encourage respectful behaviour, combat ageism, and prevent elder abuse. 	<i>Community partners</i>
<ul style="list-style-type: none"> Recognize and respect differences in culture, language, religion, needs, abilities, and interests. 	<i>All</i>
<ul style="list-style-type: none"> Actively seek to include a cross-section of ages on Council Advisory Committees. 	<i>Council and Committees</i>
<ul style="list-style-type: none"> Welcome the participation of every resident in community activities and events, regardless of their age or ability. 	<i>All</i>

SOCIAL PARTICIPATION

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Expand social and recreational facilities, programs, and services to address the needs and interests of older adults in the Township and to meet growing demands. 	<i>Recreation, Culture & Parks with Direction from Council</i>
<ul style="list-style-type: none"> Support efforts and create more opportunities to ensure low-income residents have access to social programs and services. 	<i>Recreation, Culture & Parks</i>
<ul style="list-style-type: none"> Identify formal and informal gathering spaces in Township facilities, parks and public spaces, through partnerships with schools and community organizations, and in new developments. Make a list of these spaces publicly available. 	<i>Recreation, Culture & Parks and Community</i>
<ul style="list-style-type: none"> Assess the need for additional seniors and youth centres and explore opportunities to develop or co-locate facilities to serve this need. 	<i>Recreation, Culture & Parks</i>
<ul style="list-style-type: none"> Establish or increase volunteer, peer-to-peer, and mentorship opportunities as a means to get more seniors involved in their community. 	<i>Recreation, Culture & Parks</i>
<ul style="list-style-type: none"> Develop events and programs that will encourage interaction between generations. 	<i>Recreation, Culture & Parks and Community Partners</i>
<ul style="list-style-type: none"> 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. 	<i>Recreation, Culture & Parks</i>
<ul style="list-style-type: none"> Encourage service providers to implement a buddy system or phone tree system for interested residents and older adults to facilitate sharing of information about events and activities. 	<i>SAC</i>
<ul style="list-style-type: none"> Expand opportunities for joint use agreements and partnerships with Langley School District #35. 	<i>Council</i>

COMMUNICATION & INFORMATION

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Encourage important information for seniors be made available in the places they frequent, including libraries, doctors' offices, pharmacies, banks, shopping malls, grocery stores, and recreation centres. 	<i>All Departments producing materials relevant to seniors</i>
<ul style="list-style-type: none"> Promote information through appropriate media channels that will reach seniors, such as newspaper pull-outs, radio stations, community TV stations, and websites. 	<i>Corporate Administration & Department Project Managers for specific initiatives to collaboratively identify appropriate media/approach</i>
<ul style="list-style-type: none"> Work with agencies and community partners to designate a community age-friendly coordinator to facilitate communication and build connections between agencies, organizations, and municipalities. 	<i>Council and SAC/Task Force to identify Internal Department Lead, Potential Partners & Funding Sources</i>
<ul style="list-style-type: none"> Identify key locations in public spaces and buildings to install senior-specific information kiosks or bulletin boards for news and resources available in the community and ensure materials are updated regularly. 	<i>Recreation, Culture & Parks</i>
<ul style="list-style-type: none"> Promote key health and community service resources such as the bc211 and 811 phone lines and regularly update the Township's seniors' website (tol.ca/seniors). 	<i>Corporate Administration</i>
<ul style="list-style-type: none"> Encourage learning institutions, such as Kwantlen Polytechnic University and Trinity Western University, to provide opportunities for seniors to audit courses or attend events. Explore the idea of introducing a scholarship program for low-income seniors. 	<i>Corporate Administration, in Partnership with Local Learning Institutions</i>
<ul style="list-style-type: none"> Provide age-friendly communication resources to municipal 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. 	<i>Corporate Administration in Partnership with Recreation, Culture & Parks, Community Development (and any Departments with staff that interact with the public on a regular basis)</i>
<ul style="list-style-type: none"> Explore technology services to provide access to Township phone services to people who are deaf, hard of hearing, or experience difficulty with speech. 	<i>Corporate Administration and All Departments in direct contact with the public</i>
<ul style="list-style-type: none"> Continue to offer and promote reduced admission rates to Township recreation facilities and programs. 	<i>Recreation, Culture & Parks</i>

CIVIC PARTICIPATION & EMPLOYMENT

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Promote a centralized volunteer bureau as a source of information and portal to match people's interests, skills, abilities, and experience with community volunteering needs. 	<i>Corporate Administration and Community Partners</i>
<ul style="list-style-type: none"> Review terms of reference for all Township committees to ensure there are no barriers to participation from older adults, youth, or persons with disabilities. 	<i>Council and Committees</i>
<ul style="list-style-type: none"> Encourage institutions and facilities to create docent positions, on a paid or volunteer basis, to act as guides at community gatherings and cultural activities. 	<i>Recreation, Culture & Parks</i>
<ul style="list-style-type: none"> Provide support to community organizations to develop and promote programs and events in the community. 	<i>Council</i>
<ul style="list-style-type: none"> Identify effective ways to target youth and older adults in stakeholder consultation when seeking public feedback on Township initiatives. 	<i>Corporate Administration (Communications), Community Development and Recreation, Culture & Parks</i>
<ul style="list-style-type: none"> Encourage local businesses to identify employment positions for persons with disabilities and older adults who want to remain in or re-enter the workforce. 	<i>Council Committees (e.g., SAC & Economic Development)</i>
<ul style="list-style-type: none"> Develop criteria to define age-friendly businesses with a recognizable brand and certification process. 	<i>Council, Corporate Administration and Council Committees</i>

COMMUNITY SUPPORT & HEALTH SERVICES

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Support efforts to draw more geriatric specialists and health care professionals to the community. 	<i>Council, SAC/Task Force, Economic Development Committee, and Community Partners (e.g., Langley Healthier Community, Greater Langley Chamber of Commerce)</i>
<ul style="list-style-type: none"> Consider the proximity of housing for seniors and health care services during the community planning process. 	<i>Community Development and the Development Industry</i>
<ul style="list-style-type: none"> Work with Fraser Health and community service providers to establish and promote drop-in and day programs for older adults. 	<i>Recreation, Culture & Parks</i>
<ul style="list-style-type: none"> Advocate for additional access to mobile home support services or other in-home health services. 	<i>Council and SAC</i>
<ul style="list-style-type: none"> 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. 	<i>Recreation, Culture & Parks</i>
<ul style="list-style-type: none"> Continue to promote senior-specific information and resources on the Township webpage: www.tol.ca/seniors. 	<i>Corporate Administration (Communications)</i>
<ul style="list-style-type: none"> Advocate for Fraser Health and community service providers to establish health system navigators to assist individuals and families to gain awareness and access the services they need. 	<i>Council and SAC</i>
<ul style="list-style-type: none"> Collaborate with Fraser Health in preparation of a Master Site Plan for the Langley Memorial Hospital. 	<i>Community Development</i>
<ul style="list-style-type: none"> Assist community organizations to promote free programs designed for seniors. 	<i>Recreation, Culture & Parks</i>

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Seniors Advisory Committee

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- Donna Horton
- Marc Kinna
- Melody Leskun
- James Marchand
- Les Roberson
- Colleen Ryans
- Patreace Starr
- Steve Trummler
- Councillor Bob Long
- Councillor Kim Richter
- Raynah McIvor (YAC Rep)
- Hannah Cenaiko (YAC Rep)

Stakeholder Groups

- Aldergrove Legion
- Brookswood Seniors Centre
- Comfort Keepers
- Fraser Health
- Langley Arts Council
- Langley Association for Community Living
- Langley Community Support Groups Society
- Langley Division of Family Practice
- Langley Hospice Society
- Langley Lodge Complex Care Residence
- Langley Seniors Community Action Table
- Langley Senior Resources Society
- Langley Seniors Village
- Literacy Outreach
- Royal Canadian Mounted Police (RCMP)
- Stepping Stone Community Services Society
- TOL Recreation, Culture and Parks Department
- TOL Development Planning Department
- TOL Economic Development Advisory Committee
- TOL Fire Department
- TOL Seniors Advisory Committee
- TOL Youth Advisory Committee

Township Staff

- Lesley Visser,
Recreation, Culture and Parks
- Jason Chu,
Long Range Planning
- Teresa Kaszonyi,
Long Range Planning

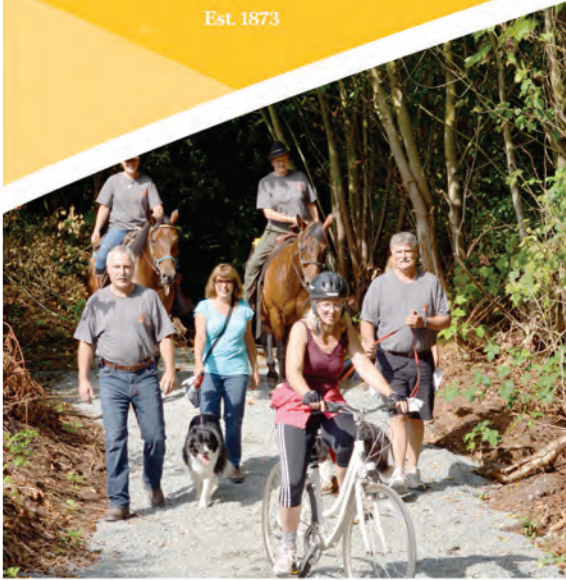
Consultant Team

- Kate Lambert, Noha Sedky, and Joanna Gauld - CitySpaces Consulting
- Cherie Enns - Cherie Enns Consulting
- Morgan Hawkes, Research Assistant

Township of
Langley



Est. 1873



AGE-FRIENDLY STRATEGY

Implementation Plan



NOVEMBER 2015

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INTRODUCTION

BACKGROUND

Communities in Metro Vancouver, British Columbia, and Canada, are aging. This trend brings with it the need to adapt our physical environments, our approach to housing, transportation, recreation and the services and supports that communities provide to residents. The concept that cities should work for people who are eight or eighty years old exemplifies the emerging discussion about how the physical environment affects health, social connectedness, and mobility — for people of all ages. While some aspects of age-friendly planning can be specific, such as the provision of housing and health services for seniors, age-friendly communities address the full spectrum and span of life.

Along with the expected boom in the seniors' population, is the trend towards people living longer, being more active and physically fit, and continuing to seek opportunities to participate in their communities. In addition to adapting to these trends, communities are seeking strategies to increase housing choice and affordability, while striving to provide the right mix of support services that give residents the option to age in place.

Overall, the Township of Langley is a young and rapidly growing community, with many young people and families making their homes here. However, as in many communities, the number and proportion of older adults in the Township of Langley is expected to grow significantly, as more people enter their senior years, and a larger proportion of this cohort requires extra care and support. This anticipated shift calls for plans and initiatives that address the specific needs of older residents, support inter-generational connections, and continue to plan for healthy, livable communities that are welcoming to all ages.

In response to these trends, the Seniors Advisory Committee (SAC) recommended that Council undertake an age-friendly planning process and prepare a strategy that will help the Township meet the needs of its older residents, while providing a physical and social environment that works for all ages. In May 2013, Council passed resolutions to confirm its commitment to becoming an Age-friendly Community, and designate the SAC as the Age-friendly Advisory Steering Committee.

CONTEXT & RECOGNITION

In September 2014, Council formally approved the Age-friendly Strategy, providing further commitment to the Township's objective of becoming an age-friendly community. This commitment was recognized in June 2015 with the Seniors' Healthy Living Secretariat of the Ministry of Health formally recognizing the Township as an age-friendly community under the Age-Friendly BC Recognition program.

The approval of the Age-friendly Strategy was the pinnacle to work carried out over a number of years and is the culmination of policies, programs and practices that demonstrate the Township's ongoing commitment to becoming an Age-friendly Community. Through implementation of the Age-friendly Strategy, the Township will ensure that appropriate housing, transportation options, services, programs and social opportunities are available for residents of all ages and residents can actively age with dignity, respect and independence.

Working with the SAC, Township staff and community partners, the Age-friendly Strategy identified a number of strategies across the World Health Organization's (WHO) eight themes for global age-friendly cities for the Township to adopt. These strategies were to guide the municipality in adapting its structures and services towards becoming more accessible to and inclusive of residents with varying needs and capacities. The eight themes are shown to the right.

Building on this previous work, this Age-friendly Strategy Implementation Plan advances the Township's age-friendly objectives by updating and refining the strategies and providing clear, straight-forward actions. In doing so, the Implementation Plan provides a set of tools, practices, and approaches that will create physical and social environments that support active living for all residents and enable older adults to continue contributing in all aspects of community life. The Implementation Plan provides guidance for future policy development that will address the opportunities and challenges faced by an aging community.



1		OUTDOOR SPACES & BUILDINGS
2		TRANSPORTATION
3		HOUSING
4		RESPECT & SOCIAL INCLUSION
5		SOCIAL PARTICIPATION
6		COMMUNICATION & INFORMATION
7		CIVIC PARTICIPATION & EMPLOYMENT
8		COMMUNITY SUPPORT & HEALTH SERVICES

TOWARDS AN AGE-FRIENDLY TOWNSHIP

Building on previous work, the Township worked with community partners and CitySpaces Consulting to identify the specific actions required to successfully implement the Age-friendly Strategy. Developing the Age-friendly Strategy Implementation Plan involved the following:

2010	SPRING/ SUMMER 2014	SEPTEMBER 2014	SUMMER 2015	FALL 2015	NOVEMBER 2015
Age-friendly Evaluation	Stakeholder Consultation	Age-friendly Strategy Adopted	Develop Implementation Approach	Implementation Plan Review Process	Implementation Plan Finalized

AGE-FRIENDLY CULTURE

To achieve the Vision of the Age-friendly Strategy Implementation Plan, the Township and the community must develop and reinforce a culture that allows for people to actively age with dignity, respect and independence. Nurturing a corporate culture and commitment to an age-friendly future will be an essential factor in successfully implementing the strategies in each of the eight themes.

For the Township, an age-friendly culture includes:

- Viewing all community issues through an age-friendly lens;
- Applying a comprehensive approach to integrate age-friendly initiatives into a community-wide, inter-generational agenda;
- Strengthening connections and partnerships with service groups and government agencies that support age-friendly initiatives;
- Continuing to encourage the Seniors Advisory Committee and other Township advisory committees to collaborate on initiatives of mutual interest; and
- Liaising with agencies, such as Age-friendly BC (AFBC) and Union of Municipalities of BC (UMBC) to support age-friendly initiatives.



Photo credit: BC Housing

VISION

The Township of Langley is an age-friendly community where people can enjoy all stages of life and actively age with dignity, respect and independence.

GUIDING VALUES & PRINCIPLES

- An Inclusive Approach
- Multi-generational Scope
- Effective Engagement
- Township-Wide Focus
- Achievable Goals
- Measurable Outcomes

THE ROLE OF THE TOWNSHIP & COUNCIL

- Policy development and planning
- Partnering with businesses, community organizations, & other government agencies
- Providing leadership, insight, and strategic support on selected issues
- Providing services, spaces, and funding within legislative mandate
- Making information available
- Advocacy and awareness-raising
- Engaging the community to monitor changing needs and trends

PLAN OBJECTIVES

- Prioritize age-friendly strategies for implementation.
- Work collaboratively with the Seniors Advisory Committee, Township Staff, and community partners.
- Identify the participants and the actions necessary to achieve priority strategies.
- Monitor and evaluate the success of the Implementation Plan over time.

METHODOLOGY

To prepare the Implementation Plan, a detailed review of the original strategies was undertaken. A number of strategies were found to be duplicated or partially captured by another strategy. Several strategies were also found to be less relevant due to other initiatives already underway in the Township or were considered to be beyond the scope or jurisdiction of the municipality to realistically implement. As a result, the original set of strategies was streamlined and adjusted to become more actionable, achievable and measurable.

Creating the Implementation Plan for a large number of diverse strategies also required a rigorous methodology for evaluating and prioritizing individual strategies. This involved developing a list of criteria against which each strategy was evaluated and empirically scored to establish the initial prioritization list. The list was then reviewed, refined and tested, resulting in a final prioritization list to be put into action.

In summary, the process involved 6 strategies listed on the next two pages.

1

Review each strategy to determine the inherent action, or rephrase to reflect a specific action that could be evaluated and scored.

2

Combine strategies where inherent objectives overlapped or shared a similar intent. Remove strategies where there was a duplication of an existing practice or the objective was too broad to implement. This resulted in a finalized list of 52 strategies to score.

3

Develop criteria to evaluate, and eventually prioritize, each of the strategies.

COST	The less costly an action is to the Township, the higher the score the strategy received. When scoring “cost”, consideration was given to: capital; administration; and operating costs related to successfully implementing and/or maintaining a strategy.
TIME	This criteria reflects the amount of time required to initiate the strategy. Strategies that can be undertaken quickly received a higher score.
COMMUNITY IMPACT	Impact refers to the associated benefits a strategy will have on the community. Impact was considered in terms of community need; a target issue; or a target population (community-wide, intergenerational, frail seniors, etc).
OPPORTUNITY	This criteria considers the potential to capitalize on internal and/or external opportunities. Considerations included: relevance to existing policies and programs; momentum (“easy wins”); ability to augment existing programs; and external funding opportunities.
COMPLEXITY	How complex will it be to implement this strategy? The “complexity” criteria considered: interdepartmental coordination; policy context; multi-jurisdictional implications; coordination and/or agreements with multiple partners; and legal factors (e.g. liability).

4

Through comparative analysis, determine the relative importance, or weight, of the select criteria. This was achieved by comparing each criteria against each other, determining which criteria was relatively more important than the other, and by what factor. The following table summarizes the results and identifies the respective weight that was assigned to each criteria through the comparative analysis process.

CRITERIA	TOTAL POINTS	PERCENT	WEIGHT
A: Cost	3	25%	3
B: Time	0	0%	1
C: Community Impact	7	58%	4
D: Opportunity	2	17%	2
E: Complexity	0	0%	1
TOTAL	12	100	

5

Score each strategy against the select criteria using a decision making analysis matrix. Each strategy received a score that evaluated the strategies' performance against each of the select criteria. The relative weight of the criteria determined in the previous step was then applied to the score. "Total Score" determined the strategy's priority for implementation. The following table illustrates an example of the scoring outcomes.

STRATEGY	CRITERIA										TOTAL SCORE
	COST		TIME		COMMUNITY IMPACT		OPPORTUNITY		COMPLEXITY		
	3	Weighted Score	1	Weighted Score	4	Weighted Score	2	Weighted Score	1	Weighted Score	
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.	10	30	6	6	3	12	1	2	4	4	54
Work with the development community to identify ways to achieve more market rental and affordable units in the community	5	15	6	6	6	24	3	6	5	5	56

6

As a final step in prioritizing, review the list with SAC to identify any "misplaced" priorities. This validation added a secondary subjective lens to the prioritization process to ensure the process "got it right". Adjustments were made to the priority ranking where appropriate.

STRATEGIES

The 2014 Township of Langley Age-friendly Strategy identified a total of 71 strategies across the eight core themes developed by the WHO. In the process of developing this detailed Implementation Plan, these strategies were re-examined. The purpose was to create strategies that allowed for clearly definable and specific actions and to remove any redundancies that may have existed previously. As such, the original strategies were refined, rephrased, deleted, or merged with other strategies where appropriate, resulting in a final list of 52 strategies. Through this extensive review and refinement process, the Implementation Plan now represents the most current set of Township strategies.

Furthermore, a number of policies, programs and initiatives have been developed or have been in the process of development in recent years and since the Age-friendly Strategy was adopted. The initiatives that will have an impact on the Implementation Plan moving forward have been identified under the appropriate core theme.

PRIORITY LEVEL/TIMEFRAME

The Township cannot initiate the implementation of all strategies at once. Levels of priority were established so the necessary scheduling and appropriation of Township resources can be managed. In consultation with SAC, four levels were established:

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

SHORT TERM (1-2 years)	The first to be initiated, these strategies received the highest scores in the prioritization process, and/or were viewed as being a pressing issue in the community.
MEDIUM TERM (3-6 years)	These strategies scored as second tier priority. They represent important issues, but are viewed as less critical than the short term strategies.
LONG TERM (7-10 years)	These strategies reflect areas that continue to be important to the Township, but were the least urgent or particularly costly or complicated to implement.
ONGOING	These strategies are related to similar initiatives or policies that already exist, or have some momentum in the community already. They represent strategies that will be most effective if implemented periodically, or on an ongoing basis.



OUTDOOR SPACES & BUILDINGS

In an age-friendly community, the natural and built environment is designed to help people get around easily and safely, encourages active healthy living, and provides opportunities for social interaction.

WHAT IS CURRENTLY BEING DONE?

- The *Sustainability Charter* identifies goals and objectives to develop livable and vibrant communities, and integrate transportation and community planning.
- Ongoing implementation of the *Community Connections Plan* to develop and expand the municipal trail system.
- The Township's *Recreation, Culture and Parks* division is currently reviewing services, facilities, and programs in the community to identify priority and under-served areas.



STRATEGIES (See *Outdoor Spaces & Buildings* table, page 27)

1. Ensure a diverse range of parks and public spaces that is well-distribute throughout the community to provide opportunities for active living and social interaction for people of all ages.	ONGOING
2. Review trail guidelines for accessibility provisions, such as width, grade, surface materials, wayfinding, and lighting.	SHORT TERM
3. Expand opportunities for bench dedication in neighbourhood parks and public spaces.	SHORT TERM
4. Explore locations and funding sources to establish community gardens, both temporary and permanent, to foster connection with nature and social interaction between generations.	SHORT TERM
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.	SHORT TERM - ONGOING
6. Develop criteria for age-friendly park design and identify priority locations where these elements should be added into existing parks and public spaces.	MEDIUM TERM
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.	MEDIUM TERM
8. Assess public buildings and facilities to identify potential accessibility upgrades, related costs, and implementation timelines.	MEDIUM TERM - ONGOING
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.	LONG TERM
10. Update map inventory to include relevant services and facilities.	LONG TERM



TRANSPORTATION

In an age-friendly community, transportation options allow people of all ages and abilities to travel wherever they want to go in the community, conveniently and safely.

WHAT IS CURRENTLY BEING DONE?

- Volunteer driver programs have been initiated, and are currently being operated by community organizations at a small scale.
- The *Cycle Plan* was completed in September 2015, and identifies appropriate treatments and cycling infrastructure developments required to realize the *Ultimate Cycling Network*. This plan will assist the Township in achieving its sustainability goals, and in promoting healthy lifestyle choices and alternative transportation options for all residents.
- Upgrades to bus stops and shelters. Each year the Township works closely with Translink to identify and prioritize bus stops and shelters that need accessibility upgrades. Presently, 70% of all stops are accessible.
- Township is currently conducting research into the potential impacts of increased scooter and segway use on pedestrian networks, and broader community services and infrastructure in general.



Handy Dart bus

STRATEGIES (See *Transportation* table, page 30)

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.	ONGOING
2. Implement the Township Cycling Plan.	ONGOING
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.	SHORT TERM
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.	SHORT TERM
5. Support alternative transportation options such as volunteer driver programs, community shuttles, and development of a co-op bus program for community use.	SHORT TERM
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.	MEDIUM TERM
7. Update traffic calming policy and practice to acknowledge the Township's age-friendly objectives.	MEDIUM TERM - ONGOING
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.	LONG TERM



HOUSING

In an age-friendly community, a wide variety of housing options, including market and non-market, are available. Older adults are able to access and maintain housing options that are appropriate, affordable, and accessible, allowing them to age in place, and remain independent, or access supports and care as their needs change.

WHAT IS CURRENTLY BEING DONE?

- The *Sustainability Charter* identifies a compact urban form and mixed-use neighbourhoods as a part of developing livable and vibrant communities.
- The Township's *Official Community Plan* aspires to meet the needs of all residents and provide housing and transportation that is accessible and affordable.
- The *Housing Action Plan* identifies community housing needs and identifies priorities and actions for market and non-market housing in the Township.
- The Township is routinely reviewing the *Adaptable Housing Policy* looking for opportunities to update the policy fairly and reasonably. A key component of this will involve collaborating with the development community to identify policy amendments that are practical. The *Policy* currently requires a proportion of single detached, townhouse units, and apartment units in new developments to be adaptable.



Rose Manor sunny porch

STRATEGIES (See *Housing* table, page 33)

1. Review and update the Adaptable Housing Policy regularly.	SHORT TERM
2. Implement the recommendations of the Housing Action Plan to ensure a wide range of housing options are available in the Township.	SHORT TERM
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.	SHORT TERM
4. Identify ways to support contractors and developers in the introduction of accessible or adaptable features in new homes.	SHORT TERM
5. Work with the development community to identify ways to achieve more market rental and affordable units in the community.	MEDIUM TERM
6. Advocate for additional subsidized assisted living and residential care beds to be developed in the Township.	MEDIUM TERM
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.	LONG TERM - ONGOING



RESPECT & SOCIAL INCLUSION

In an age-friendly community, public services, media, commercial services, faith communities, agencies, service providers, and society as a whole are respectful of the diversity of needs among older adults, and provide opportunities to accommodate them in all aspects of society.

WHAT IS CURRENTLY BEING DONE?

- Recognition programs, such as the *Eric Flowerdew and Muriel Arnason Community Volunteer Awards*, and Douglas Day celebrations acknowledge pioneer contributions in the community.
- The *Arts and Cultural Services Plan* recognizes the distinct needs and interests of older adults in programming and design of facilities.
- Council Advisory Committees bring younger and older members of the community together.
- Service clubs, faith-based organizations, and volunteer groups reach out to older members of the community in a variety of ways (e.g., grocery delivery and volunteer driving).
- The Langley Community Response Network (CRN) has been awarded a \$5,000 grant from the BC CRN to create a multi-page Community Education Booklet to bring awareness to the abuse, neglect, and self neglect of vulnerable adults.

STRATEGIES (See *Respect & Social Inclusion* table, page 35)

1. Support programs and educational materials to encourage respectful behaviour, combat ageism, and prevent elder abuse.	SHORT TERM
2. Encourage and promote recognition programs that acknowledge and celebrate the achievements and contributions of seniors and youth in the community.	MEDIUM TERM
3. Implement programs or activities associated with Seniors Week, International Day of Older Persons, Grandparents Day, Family Day, or other recognized events.	MEDIUM TERM
4. Develop programs and initiatives to bring multiple generations together to foster mutual understanding and respect for diversity.	MEDIUM TERM





SOCIAL PARTICIPATION

In an age-friendly community, older adults have opportunities to develop and maintain meaningful social networks. Their needs and preferences are considered in the development of programs and services by a diverse range of agencies and institutions.

WHAT IS CURRENTLY BEING DONE?

- Admission rates for seniors to Township recreation facilities are discounted to 75% of the adult rate.
- The *Sustainability Charter* identifies goals and objectives to provide and support community-based leisure opportunities, including arts and culture and recreation.
- The *Arts and Cultural Services Plan* recognizes the distinct needs and interests of older adults in programming and design of facilities.
- Recreation, Culture and Parks offers a variety of programs and services geared towards youth and older adults.
- Implementing the *Community Connections Plan* to develop and expand the municipal trail system, as well as the *Recreation, Culture and Parks* division currently reviewing services, facilities, and programs in the community to identify priority and under-served areas to promote and facilitate active living.
- Through the Healthier Community Partnership, the Langley Seniors Action Table was created to facilitate the involvement of seniors within the community.
- There are three joint-use agreements that have been established between Neighbourhood Learning Centre schools and the Township. These agreements facilitate community use of school grounds and facilities during off-school hours.
- The Township provides Capital Improvement and Community Grants to non-profit organizations that serve seniors in the Township.
- Recreation access for low income households. The Township offers reduced rates to low-income households at recreation facilities and programs.

STRATEGIES (See *Social Participation* table, page 36)

1. Assess the need for additional facilities and explore opportunities to develop or co-locate facilities to serve this need.	ONGOING
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.	SHORT TERM
3. Expand opportunities for joint-use agreements and partnerships with Langley School District #35.	MEDIUM TERM
4. Support efforts and create more opportunities to ensure low-income residents have access to social programs and services.	MEDIUM TERM





COMMUNICATION & INFORMATION

In an age-friendly community, older adults are aware of the diverse range of programs and services available to them. Relevant information to help people meet their needs is available, appropriately designed and effectively delivered.

WHAT IS CURRENTLY BEING DONE?

- The *Sustainability Charter* identifies the need to monitor changes in community values, aspirations and needs, and respond to community and social needs.
- Established the Langley Healthier Community Partnership to encourage enhanced communication, share resources, and create partnerships.
- Partnered with the United Way, the BC211 phone lines, and the Red Book to provide information about the community, social and government programs. HealthLink BC's 811 phone line provides free health information and advice.
- The Township is in the process of developing a corporate communication strategy. This strategy will provide a Township-wide approach to effective practices in disseminating important information to all residents. This will assist with making residents aware of programs and services that meet their needs in an appropriate way that minimizes the challenges or constraints facing them.

STRATEGIES (See *Communication & Information* table, page 38)

1. Promote health and community service resources, such as phone lines, and update seniors' website regularly.	SHORT TERM
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.	SHORT TERM
3. Develop a communication strategy and approach to ensure important information reaches all residents, including those with accessibility challenges.	SHORT TERM
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.	LONG TERM
5. Designate a community age-friendly coordinator to work with agencies and community partners.	LONG TERM



Photo credit: Norwood Adult Services



CIVIC PARTICIPATION & EMPLOYMENT

In an age-friendly community, everyone has opportunities to participate in community decision-making. Older adults also have opportunities to share their experiences and skills with the community through paid and volunteer work.

WHAT IS CURRENTLY BEING DONE?

- Council Committees, including the Seniors Advisory Committee and youth representatives, provide opportunities for involvement in community decisions.
- Volunteer opportunities are available in community centres and seniors centres.
- Older adults in the Township are active and involved in organizing events and undertaking community initiatives. Examples include the Triple A Housing Forum, volunteer driver programs, service clubs, and other volunteer-based organizations.
- A Mayoral Standing Committee was established in January 2015 to review current engagement processes and to conduct best practices research on how to better connect with the public on planning and development processes and projects. Once completed, the findings will be used towards preparing the Township to better engage people on important issues.
- The Township has initiated research on different models of online volunteer bureaus or portals. Examples from other municipalities have been considered and there is a strong interest by a number of departments to adopt a model that is suitable for the Township.

STRATEGIES *(See Civic Participation & Employment table, page 40)*

1. Review terms of reference for all Township committees to ensure there are no barriers to participation from older adults, youth, or persons with disabilities.	ONGOING
2. Develop a tool kit of methods to effectively target youth and older adults in stakeholder consultation when seeking public feedback on Township initiatives.	SHORT TERM
3. Develop criteria to define age-friendly businesses with a recognizable brand and certification process.	SHORT TERM
4. Develop a plan to establish a centralized volunteer bureau as a source of information and portal to match people's interests, skills, abilities, and experience with community volunteering needs.	MEDIUM TERM
5. Provide support to community organizations to develop and promote programs and events in the community.	LONG TERM
6. Encourage institutions and facilities to recruit volunteers of all ages for community events.	LONG TERM
7. Encourage local businesses to identify employment positions for persons with disabilities and older adults who want to remain in or re-enter the workforce.	LONG TERM



COMMUNITY SUPPORT & HEALTH SERVICES

In an age-friendly community, older adults have access to the social and health services they need to stay healthy and independent as their needs change over time.

WHAT IS CURRENTLY BEING DONE?

- The Langley Memorial Hospital is currently developing a *Master Site Plan*, which includes a community component.
- The *Sustainability Charter* identifies community-based leisure opportunities as a means of improving personal well-being.
- Successful Recreation, Culture and Parks programs, such as *Arthritis Aquafit* and other rehabilitation programs, plus community partner programs, such as *Stroke Recovery* and *Healthy Heart* offer education, therapy and social interaction.
- The Langley Division of Family Practice is a group of physicians, organized at the local level, who work to address common health care goals. This initiative was designed to improve patient care, increase family physicians' influences on health care delivery and policy, and provide professional satisfaction for physicians.
- A current and ongoing push within the Recreation, Culture and Parks department is the promotion of an "active living" lifestyle in the community, with specific focus on children. This initiative is meant to address the growing concern that children are not developing good movement skills early in life.
- Langley Division of Family Practice has a recruitment process in place for medical practitioners.
- Langley Division of Family Practice has established a health system navigator role that is reported to be effective at addressing community health needs.

STRATEGIES (See *Community Support & Health Services* table, page 43)

1. Support Fraser Health and community service providers in addressing community health needs.	SHORT TERM
2. Promote information and resources for older adults through the web page (www.tol.ca/seniors or Langley.ca), including “lifelong learning” opportunities at educational institutions.	SHORT TERM
3. Support efforts to draw more geriatric specialists and health care professionals to the community.	MEDIUM TERM
4. Work with Fraser Health to develop/enhance rehab, health and fitness related programs available through Township facilities.	MEDIUM TERM
5. Advocate for additional access to home support and in-home health services.	MEDIUM TERM
6. Collaborate with Fraser Health on the Langley Memorial Hospital site.	LONG TERM - ONGOING
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.	LONG TERM - ONGOING

IMPLEMENTATION

IMPLEMENTATION PLAN OUTLINE

The Age-friendly Strategy Implementation Plan comprises the information necessary to effectively and systematically implement the strategies identified. The components of the Implementation Plan include:

STRATEGY

This is the statement that captures the intent of the initial Age-friendly Strategy. This statement may have been revised or clarified through the Implementation Plan process to ensure the strategy's intent is accurately captured. The strategy statement allows for clear actionable items to be identified and removes any redundancies or overlap that may exist with other strategies.

SPECIFIC ACTIONS

Lists action items required to realize the intent of the strategy. These specific actions may be adjusted over time to reflect the context and Township staff capacity when implemented.

LEAD DEPARTMENT

Identifies the lead Township department responsible for the management/administration of the strategy's specific actions and reporting.

KEY PARTNERS

Identifies the key partners involved in realizing the strategy. This may include other Township departments and/or external agencies.

PRIORITY LEVEL/TIMEFRAME

Identifies the strategy's priority level – short, medium, long term, or ongoing. As a living document, it is anticipated that some strategies may be scheduled sooner or later depending on emerging opportunities or constraints in the community over time.

INDICATOR/MEASURE

Identifies appropriate means of measuring and monitoring the strategies specific actions. This will enable the Township to evaluate the success of implementing each strategy.

Note: in addition to the above, a preliminary order of magnitude cost estimate for the implementation of the actions was provided for each of the strategies. This information is available for staff consideration.

ROLES

TOWNSHIP LEAD

A Township lead department and, where applicable, appropriate community partners have been identified for each strategy. The lead department will be responsible for managing and initiating the implementation of the strategy, as well as ongoing administration. This may involve collecting data, liaising with identified stakeholders and partners, collating all necessary resources and reports; finalizing and administering necessary submissions to Council or government agencies; monitoring progress; and other day-to-day tasks required for implementing each strategy. In many cases, a single department will be responsible for a number of strategies at any given time.

COMMUNITY PARTNERS

For many strategies, community partners have been identified. This is particularly important where the related tasks and responsibilities do not fall under the jurisdiction of the Township, are out of scope of the Township's typical functions, or where the Township lacks the resources or connections to successfully implement the strategy independently. In these cases, the Township may provide a support or secondary role.

SENIORS ADVISORY COMMITTEE

The Seniors Advisory Committee played an essential role in the development of this plan. SAC provided continual advice throughout the process and gave the sign off on key project milestones, including; the development of evaluation criteria; criteria weighting; strategy scoring and validation; and the development of specific actions for each strategy. SAC is anticipated to continue to play an advisory role to staff and Council in the implementation of the Strategy.

Note: The Advisory Committee structure will encourage youth representation on each advisory committee.

IMPLEMENTATION PLAN TABLES

The following tables provide a framework for strategy implementation. The strategies, with their specific actions, are categorized by theme and ranked by priority level. The tables also provide direction in monitoring, or measuring, strategy outcomes. The ability to provide measurable outcomes is an important aspect of the implementation plan, demonstrating an expectation of success, which is to create social and physical environments that support active living for all residents in the Township.

OUTDOOR SPACES & BUILDINGS (1 OF 3)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
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"> Continue to review the distribution and range of parks and public spaces as part of neighbourhood planning and development review process. Update existing maps, when needed. 	Recreation, Culture & Parks – Parks Design	<ul style="list-style-type: none"> Community Development – Geomatics 	Ongoing	<ul style="list-style-type: none"> Inventory of parks and public spaces. Commentary on neighbourhoods without access to parks or identified as priority areas.
2. Review trail guidelines for accessibility provisions such as width, grade, surface materials, wayfinding, and lighting.	<ul style="list-style-type: none"> Research good practices in trail design and accessibility standards. Develop accessibility criteria for local trails. Review trail guidelines with criteria as a new lens. Update the trail guidelines with a new standard for accessible trails. 	Recreation, Culture & Parks – Parks Design	<ul style="list-style-type: none"> Metro Parks Community Development 	Short term	<ul style="list-style-type: none"> Trail best-practices research completed. Accessibility criteria are established. Trail guidelines are updated. Commentary on number of trails that meet accessibility criteria.
3. Expand opportunities for bench dedication in neighbourhood parks and public spaces.	<ul style="list-style-type: none"> Review and assess current practice for bench dedication. 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. Continue to promote program. Consider locating bench dedications in other priority locations such as outside facilities or public spaces. 	Recreation, Culture & Parks – Parks Design	<ul style="list-style-type: none"> Corporate Communication 	Short term	<ul style="list-style-type: none"> Review of bench dedication practices and siting completed. Bench dedication program updated. Number of benches installed.
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"> Review and assess potential locations for community gardens. Identify priority locations. Liaise with existing groups or promote the establishment of a new association to administer. Draft necessary agreements. 	Recreation, Culture & Parks – Parks Design	<ul style="list-style-type: none"> Healthier Community Partnership Fraser Health Langley Environmental Partners Society 	Short term	<ul style="list-style-type: none"> Review of potential locations completed. Number of new associations created.

OUTDOOR SPACES & BUILDINGS (2 OF 3)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
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"> Continue current practice of community engagement in the early community planning stages and in the design phase of parks and public space planning. Review policy and practice of community engagement and ensure it is inclusive and effective. 	Recreation, Culture & Parks – Parks Design	<ul style="list-style-type: none"> Community Development 	Short term - Ongoing	<ul style="list-style-type: none"> Review of existing engagement practices completed.
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"> Research good practices for age-friendly parks and public spaces. Consult with health practitioners in determining the optimal distance between benches for older adults and those with mobility issues. 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. Assess existing priority locations for potential application. Develop an implementation schedule. Identify priority locations where these elements should be added into existing parks and public spaces. 	Recreation, Culture & Parks – Parks Design and Development	<ul style="list-style-type: none"> Geriatric Specialists Gerontological Nurses Association of British Columbia (GNABC) Seniors Advocacy Group Fraser Health 	Medium term	<ul style="list-style-type: none"> Research of best practices completed. Consultation with health practitioners completed. Accessible parks criteria developed. Implementation schedule for priority locations developed.
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"> Review and assess physical connections between neighbourhood parks and other local destinations through sidewalks, bike routes, and off street trail connections (Community Connections Trails Plan). Consult with health practitioners in determining the optimal distance between benches for older adults and those with mobility issues. Identify priority improvement areas. Schedule improvements. 	Recreation, Culture & Parks – Parks Design	<ul style="list-style-type: none"> Community Development Engineering 	Medium term	<ul style="list-style-type: none"> Review of the physical connections between parks and other destinations completed. Consultation with health practitioners is completed. Improvement schedule is implemented.

OUTDOOR SPACES & BUILDINGS (3 OF 3)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
8. Assess public buildings and facilities to identify potential accessibility upgrades, related costs, and implementation timelines.	<ul style="list-style-type: none"> Develop criteria to be considered as part of the design process for buildings that are to be upgraded. Develop guidelines to consider during new construction and major renovations. Develop a prioritized list and schedule for facility upgrades. 	Engineering - Strategic Initiatives	<ul style="list-style-type: none"> Recreation, Culture & Parks Corporate Administration 	Medium-term - Ongoing	<ul style="list-style-type: none"> Criteria and guidelines developed. Prioritized list and schedule established.
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"> Identify appropriate features such as benches near playgrounds, outdoor water fountains, etc. Review and assess schools and prioritize locations to implement changes. Work with Langley School District on a comprehensive or site-by-site basis to implement. Review/survey the 19 joint-site development locations to identify locations and appropriate elements to install. 	Recreation, Culture & Parks	<ul style="list-style-type: none"> Langley School District #35 	Long term	<ul style="list-style-type: none"> Appropriate features identified. Implementation schedule established.
10. Update map inventory to include relevant services and facilities.	<ul style="list-style-type: none"> Inventory a list of services and facilities, including shopping centres, publicly available washrooms, parks, Township facilities, other community venues, etc. Prepare a map that can be downloaded online showing locations. Ensure map is scalable to allow for neighbourhood-level display. Consider the development of a mobile app with the same content. 	Corporate Administration - IT	<ul style="list-style-type: none"> Geomatics 	Long term	<ul style="list-style-type: none"> Inventory of services and facilities completed. Map is developed.

TRANSPORTATION (1 OF 3)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
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"> Continue to prioritize list of bus stops and shelters that require upgrades each year. Work with Translink to implement upgrades each year. 	Engineering	<ul style="list-style-type: none"> Recreation, Culture & Parks Translink 	Ongoing	<ul style="list-style-type: none"> Inventory and schedule of bus shelter upgrades established.
2. Implement the Township Cycling Plan.	<ul style="list-style-type: none"> Continue applying for grants for infrastructure improvements. Continue to implement upgrades and expansion of bike lanes as outlined in the Plan. Continue to incorporate bike lane improvements as part of major development projects or trail upgrading work. 	Engineering	<ul style="list-style-type: none"> Recreation, Culture & Parks 	Ongoing	<ul style="list-style-type: none"> Commentary on Cycling Plan implementation progress.
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"> 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. 	Engineering		Short term	<ul style="list-style-type: none"> Pilot program has been established.

TRANSPORTATION (2 OF 3)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
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"> Conduct community outreach and liaise with various groups (e.g. Chamber of Commerce, etc.) to identify under-served areas and services. Focus on bus service, HandyDart service and taxi program, as well as the addition of washrooms at the transit exchanges. Prepare an advocacy strategy, i.e. prepare letters and schedule meetings with Translink to present feedback. 	Engineering	<ul style="list-style-type: none"> Chamber of Commerce Translink Langley Seniors Community Action Table (LSCAT) 	Short term	<ul style="list-style-type: none"> Under-served areas identified. Commentary on community outreach activities. Advocacy strategy developed.
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"> Support community service providers in their efforts to implement alternative transportation programs, such as the volunteer driver programs and secondment of under-utilized buses. Provide information or communications support to community groups. 	Corporate Administration	<ul style="list-style-type: none"> Engineering Community Groups involved in this work 	Short term	<ul style="list-style-type: none"> Commentary on existing volunteer driver programs and under-served areas provided. Commentary on communications with community groups provided.
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"> Gather data from IBCB and RCMP on pedestrian-related incidents. Review best practices and consider past research and walkability studies. Establish criteria for prioritizing areas to evaluate and identify for improvement upgrades. 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 improvement. Prioritize and schedule pedestrian network improvements 	Engineering	<ul style="list-style-type: none"> Community Development Recreation, Culture and Parks 	Medium term	<ul style="list-style-type: none"> Data identifying incidents gathered. Research of best practices and walkability studies completed. Priority area criteria are established. Review of priority areas completed. Implementation schedule established.

TRANSPORTATION (3 OF 3)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
7. Update traffic calming policy and practice to acknowledge the Township's age-friendly objectives.	<ul style="list-style-type: none"> Review the current traffic calming policy and update the criteria to capture age-friendly objectives. Undertake an assessment of Township roads for walkability and sense of safety, following the development of revised criteria above. Update the list of areas/locations that have been identified for traffic calming. Identify a prioritized list of areas that would benefit from traffic calming implementation. Develop installation schedule. 	Engineering		Medium term - Ongoing	<ul style="list-style-type: none"> Traffic calming policy updated to reflect age-friendly criteria. Township road assessment completed. Priority areas identified. Installation schedule established.
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"> 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. Adapt current standards for parking, sidewalks, and trails as well as design standards for commercial and residential construction if necessary or where applicable. Consider introducing locations for scooter users to recharge their batteries. 	Engineering	<ul style="list-style-type: none"> Community Development Parks Design and Development 	Long term	<ul style="list-style-type: none"> Research on impacts completed. Parking and connections standards updated.

HOUSING (1 OF 2)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
<ol style="list-style-type: none"> Review and update the Adaptable Housing Policy regularly. Implement the recommendations of the Housing Action Plan to ensure a wide range of housing options are available in the Township. 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"> Undertake BC-wide best practices research. Identify the challenges with updating the adaptable housing policy. Collaborate with the development industry in identifying potential amendments to the policy. Identify political and staff champions. Prepare communications materials to educate the public about what adaptable housing is. Update policy in a manner that is fair and reasonable to the development community on a regular basis. 	Community Development - Long Range Planning	<ul style="list-style-type: none"> Development Industry Corporate Communications 	Short term	<ul style="list-style-type: none"> Research BC best practices completed. Commentary on challenges with updating adaptable housing policy and potential amendments identified. Adaptable housing communications materials developed for public education.
	<ul style="list-style-type: none"> Prepare Housing Action Plan progress updates and identify priority areas of implementation. Cooperate with developers in marketing a range of housing options. Continue to work towards setting up the Sustainability Dashboard and regularly updating housing indicators. 	Community Development - Long Range Planning	<ul style="list-style-type: none"> Development Industry 	Short term	<ul style="list-style-type: none"> Housing Action Plan progress updates completed. Commentary on Sustainability Dashboard progress.
	<ul style="list-style-type: none"> Identify what housing type older adults are interested in. Undertake a market analysis to confirm where older adults would be interested in living and identify the level/type of incentives suitable. Support the development of housing for older adults near transit and services – such as parking requirement reductions, etc. Support the development of various housing options through community plans and neighbourhood plans. 	Community Development - Long Range Planning	<ul style="list-style-type: none"> Development Industry 	Short term	<ul style="list-style-type: none"> Market analysis completed. Commentary on the housing types preferred by older adults and the feasibility of their provision near transit and services. Number of older adult, independent or assisted living housing located near transit hubs.

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
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"> Collaborate with Real Estate Board, developers etc. in promoting/marketing benefits of adaptable features. 	Corporate Administration	<ul style="list-style-type: none"> Community Development 	Short term	<ul style="list-style-type: none"> Number of new housing developments that feature accessible and adaptable features.
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"> Hold workshop/forum with developers, real estate community, organizations and the public to identify innovative ways. Liaise with other levels of government. Create an incentive package that is supported by the development community and non-profit sector. Amend necessary policies to support outcomes. 	Community Development - Long Range Planning	<ul style="list-style-type: none"> Economic Development Fraser Valley Real Estate Board Development Industry 	Medium term	<ul style="list-style-type: none"> Workshop/forum established. Commentary on policy alternatives for achieving more rental and affordable units. Policies updated to reflect engagement outcomes.
6. Advocate for additional subsidized assisted living and residential care beds to be developed in the Township.	<ul style="list-style-type: none"> Consider supporting new developments through incentives or leased land. Advocate for subsidized long-term care, assisted living and residential care beds. 	Corporate Administration	<ul style="list-style-type: none"> Fraser Health Langley Division of Family Practice Economic Development Private contractors / Service Providers 	Medium term	<ul style="list-style-type: none"> Number of residential care and assisted living beds in Township.
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"> Continue to support various housing options through community plans and neighbourhood plans. Encourage developers to provide a range of housing for older people. Identify incentives for housing forms that accommodate older adults, e.g. parking requirement reductions. 	Community Development	<ul style="list-style-type: none"> Economic Development 	Long term - Ongoing	<ul style="list-style-type: none"> Policies supporting various housing options included in community and neighbourhood plans. Incentives for housing forms that accommodate older adults identified.

RESPECT & SOCIAL INCLUSION

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
1. Support programs and educational materials to encourage respectful behaviour, combat ageism, and prevent elder abuse.	<ul style="list-style-type: none"> Determine/define respectful behaviours. Identify organizations/agencies that are providing training and have materials/resources on how to be respectful. Collaborate with partners in marketing and distributing materials. Support BC Association of Community Response Networks (BCACRN). 	Corporate Administration	<ul style="list-style-type: none"> Chamber of Commerce Healthier Community Partnership RCMP BCACRN 	Short term	<ul style="list-style-type: none"> Criteria of respectful behaviours established. Training resources and organizations have been identified. Materials distributed.
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"> Create eligibility criteria of community achievements. Create appropriate award(s) – “age-friendly leader”. Advertise award winners at events, facilities and website. 	Corporate Administration – Corporate Communications	<ul style="list-style-type: none"> SD35 Langley Senior Resources Society 	Medium term	<ul style="list-style-type: none"> Community achievement criteria established. Awards developed and promoted at facilities and on website. Awards distributed.
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"> Prepare a list of current programs and activities that foster multi-generational interaction and promotion of age-friendly values. Partner with groups to develop a campaign of marketing and initiatives that can be implemented at established events. Partner with groups in implementing the campaign. 	Recreation, Culture & Parks	<ul style="list-style-type: none"> Langley Seniors Resources Society Healthier Community Partnership 	Medium term	<ul style="list-style-type: none"> List of current programs completed. Marketing campaign developed. Campaign implemented.
4. Develop programs and initiatives to bring multiple generations together to foster mutual understanding and respect for diversity.	<ul style="list-style-type: none"> Review current programs and initiatives that bring multiple generations together to foster mutual understanding and respect for diversity. Identify/create appropriate programs and initiatives. Update/create necessary policies and programming. Schedule and develop priority programs. 	Recreation, Culture & Parks	<ul style="list-style-type: none"> Langley Senior Resources Society SD 35 Other seniors-serving organizations 	Medium term	<ul style="list-style-type: none"> Commentary on existing multi-generational programs. Policies and programs created or revised.

SOCIAL PARTICIPATION (1 OF 2)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
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"> As part of the community planning process, ensure that age-friendly facilities are considered and designed to meet residents' current and future needs. Consider the development of a library and cultural centre. 	Recreation, Culture & Parks	<ul style="list-style-type: none"> Community Development Engineering 	Ongoing	<ul style="list-style-type: none"> Co-location opportunities identified. Commentary on design features to meet residents needs at facilities. Commentary on the need for a library and cultural centre.
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"> 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. Revise program offerings and schedule where necessary. Create necessary programs to meet needs. 	Recreation, Culture & Parks	<ul style="list-style-type: none"> Langley Senior Resources Society Healthier Community Partnership Other seniors-serving organizations 	Short term	<ul style="list-style-type: none"> Review of programs completed. Program options identified to increase the number registrants with scheduling challenges. Program offerings and schedule revised.

SOCIAL PARTICIPATION (2 OF 2)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
3. Expand opportunities for joint-use agreements and partnerships with Langley School District #35.	<ul style="list-style-type: none"> Explore how seniors could best utilize neighbourhood learning centres. Ensure seniors can capitalize on existing neighbourhood learning centre spaces. 	Recreation, Culture & Parks	<ul style="list-style-type: none"> SD 35 	Medium term	<ul style="list-style-type: none"> Commentary of exploratory findings into best use of neighbourhood learning centres. Additional joint-use agreements with Langley School District #35 established. Commentary on the opportunities that exist to expand joint-use agreements to include additional sites.
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"> Continue to offer and promote reduced admission rates to Township recreation facilities and programs. 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. Township to provide grants or funding for programs (LSRS). Current funding for outreach programs does not reach full client base. 	Recreation, Culture & Parks	<ul style="list-style-type: none"> Healthier Community Partnership Langley Senior Resources Society Other seniors-serving organizations 	Medium term	<ul style="list-style-type: none"> Review existing financial assistance programs completed. Commentary on financial assistance programs and whether existing programs are providing opportunities for low-income residents and seniors. Grants or funding provided.

COMMUNICATION & INFORMATION (1 OF 2)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
1. Promote health and community service resources, such as phone lines, and update seniors' website regularly.	<ul style="list-style-type: none"> Identify available phone lines and resources to be promoted to the community. Corporate Administration to prepare, or collate, existing promotional material – posters, email content, handouts, etc. 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. Identify a contact person that can manage the website content and receive updated information from various departments and sources. Update seniors website regularly. 	Corporate Administration	<ul style="list-style-type: none"> Recreation, Culture & Parks 	Short term	<ul style="list-style-type: none"> Frequency of website updates. Promotional material access / inventory replenishment requested by locations.
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"> Identify locations that are most appropriate and prioritize the top facilities/community spaces where information will be distributed. Consider non-Township locations. Identify a staff person who would do the updating and key contacts at each community agency or department. Develop a schedule and approach for updating the information. Some information will stay up for a short time, long time, flexible etc. Ensure material is updated according to agreed upon schedule. 	Corporate Administration	<ul style="list-style-type: none"> Strategic Initiatives/ Facilities Recreation, Culture & Parks Healthier Community Partnership IT 	Short term	<ul style="list-style-type: none"> Number of sites with information boards. Frequency of updates.
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"> Develop a communication strategy for the Township. Ensure all communication tools/methods are reaching all residents, including persons with accessibility limitations. Consider new technology to allow access to Township phone services by those people who are deaf, hard of hearing, or experience difficulty with speech. Identify effective ways of public notification. E.g. outreach to seniors that don't have access to the Internet or large print OCP. 	Corporate Administration	<ul style="list-style-type: none"> Engineering Recreation, Culture & Parks Community Development IT Council Committees 	Short term	<ul style="list-style-type: none"> Development of a communication strategy.

COMMUNICATION & INFORMATION (2 OF 2)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
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.	<ul style="list-style-type: none"> Identify partners. 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. 	Corporate Administration	<ul style="list-style-type: none"> Economic Development Human Resources Engineering Recreation, Culture & Parks Community Development Chamber of Commerce Healthier Community Partnership Organization to help create curriculum 	Long term	<ul style="list-style-type: none"> Communication course developed. Frequency of course offerings. Number of registrants.
5. Designate a community age-friendly coordinator to work with agencies and community partners.	<ul style="list-style-type: none"> Designate a coordinator to facilitate communication and connections among agencies and community partners. This 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. 	Recreation, Culture & Parks		Long term	<ul style="list-style-type: none"> Position was created. Number of agencies and community partners that liaise regularly with coordinator.

CIVIC PARTICIPATION & EMPLOYMENT (1 OF 3)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
1. Review terms of reference for all Township committees to ensure there are no barriers to participation from older adults, youth, or persons with disabilities.	<ul style="list-style-type: none"> Continually update Terms of Reference to ensure broad participation. 	Corporate Administration	<ul style="list-style-type: none"> All departments with an Advisory Committee 	Ongoing	<ul style="list-style-type: none"> Terms of Reference updated to be more inclusive and have potential barriers removed.
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"> Cooperate with other community groups to identify a tool kit of methods for effective engagement with youth and seniors. Identify other community groups to work with in identifying effective methods of engagement. Determine how the toolkit is going to be used. What does tool kit need to include? Reach out to key groups to identify engagement tools and approaches Summarize/synthesize the findings of outreach with key groups in a guide or other document as determined earlier. 	Corporate Administration	<ul style="list-style-type: none"> Recreation, Culture & Parks Community Development Healthier Community Partnership 	Short term	<ul style="list-style-type: none"> Tool kit developed. Include engagement methods that youth and older adults. Commentary of number of Township departments engaged and aware of tool kit.
3. Develop criteria to define age-friendly businesses with a recognizable brand and certification process.	<ul style="list-style-type: none"> Partner with relevant groups, such as Better Business Bureau, and Chamber of Commerce. Look to develop strategies to develop age-friendly businesses. Consider developing certification criteria. 	<ul style="list-style-type: none"> Corporate Administration Economic Development 	<ul style="list-style-type: none"> Chamber of Commerce Business Associations Better Business Bureau 	Short term	<ul style="list-style-type: none"> Developed criteria and branding program. Number of participating businesses.

CIVIC PARTICIPATION & EMPLOYMENT (2 OF 3)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
4. Develop a plan to establish a centralized 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"> Explore how best to implement a centralized volunteer bureau. E.g. contracting out potential. Research other volunteer database programs/systems to maintain an inventory of volunteers or organizations needing volunteers, e.g. City of Richmond model. Review different models and assess/determine what is the most suitable tool/system for Langley. Create/assign a volunteer coordinator position to set up, train local groups, future users etc. Consider non-Township users/groups to ensure it is more effective and has greater reach. 	Corporate Administration	<ul style="list-style-type: none"> Recreation, Culture & Parks Engineering RCMP Healthier Community Partnership Chamber of Commerce Human Resources 	Medium term	<ul style="list-style-type: none"> Research of different models completed. Coordinator position assigned. Volunteer bureau established.
5. Provide support to community organizations to develop and promote programs and events in the community.	<ul style="list-style-type: none"> Identify organizations, programs and events that are aligned with Township age-friendly objectives. Cooperate with organizations in the development and marketing of programs and events. 	Recreation, Culture & Parks		Long term	<ul style="list-style-type: none"> Number of organizations supported. Number of events promoted.

CIVIC PARTICIPATION & EMPLOYMENT (3 OF 3)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
6. Encourage institutions and facilities to recruit volunteers of all ages for community events.	<ul style="list-style-type: none"> Work with local organizations to foster volunteer positions that are intergenerational and age relevant. Permit local organizations to access Volunteer Bureau once developed (LSRS). Assist organizations in screening potential volunteers. 	Recreation, Culture & Parks	<ul style="list-style-type: none"> Langley Senior Resources Society 	Long term	<ul style="list-style-type: none"> Number of volunteers and agencies registered with Volunteer Bureau annually.
7. Encourage local businesses to identify employment positions for persons with disabilities and older adults who want to remain in or re-enter the workforce.	<ul style="list-style-type: none"> Lobby other levels of government to incentivize positions. Encourage businesses to provide a range of shifts. Advocate putting issue on organization's agendas. 	<ul style="list-style-type: none"> Corporate Administration Economic Development 	<ul style="list-style-type: none"> Chamber of Commerce Business Associations Healthier Community Partnership 	Long term	<ul style="list-style-type: none"> Commentary of the extent of liaison with local businesses and the level of support. Optional: survey local businesses with positions for older adults (55+) or persons with disabilities.

COMMUNITY SUPPORT & HEALTH SERVICES (1 OF 3)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
1. Support Fraser Health and community service providers in addressing community health needs.	<ul style="list-style-type: none"> Work with Fraser Health and community service providers to identify community health needs. Prioritize and identify those needs the Township can support. Consider creating programs or refining existing programs to address those needs. 	Economic Development	<ul style="list-style-type: none"> Langley Division Family Practice (LDFP) Healthier Community Partnership Fraser Health 	Short term	<ul style="list-style-type: none"> Identified priority community health needs. Programs created or modified to address those needs.
2. Promote information and resources for older adults through the web page (www.tol.ca/seniors or Langley.ca), including "lifelong learning" opportunities at educational institutions.	<ul style="list-style-type: none"> Identify of information and resources to be made available. Routinely update website with relevant information. 	Corporate Administration	IT	Short term	<ul style="list-style-type: none"> Frequency of website updates. Information about educational opportunities have been made available on the website and on information boards at facilities.
3. Support efforts to draw more geriatric specialists and health care professionals to the community.	<ul style="list-style-type: none"> Support promoting Langley lifestyle to medical community. Lobby government for compensation for specialists. Participate/support in the recruitment strategy of the Langley Division of Family Practice (LDFP) to attract and retain GPs. Research other recruitment strategies utilized by the Economic Development department in attracting other business. Assist Health Match BC in finding placements for health care professionals. 	<ul style="list-style-type: none"> Corporate Administration Economic Development 	<ul style="list-style-type: none"> LDFP Tourism Langley 	Medium term	<ul style="list-style-type: none"> Research of recruitment strategies completed in collaboration with the Langley Division of Family Practice. Number of General Practitioners.

COMMUNITY SUPPORT & HEALTH SERVICES (2 OF 3)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
4. Work with Fraser Health to develop/ enhance rehab, health and fitness related programs available through Township facilities.	<ul style="list-style-type: none"> Identify the health, rehab and fitness programs that would best complement Fraser Health patients needs and improve health related outcomes. Select individuals from Recreation, Culture & Parks and Fraser Health who will work to develop the content for each program, class or activity. Revise/develop programs. Implement collaboratively such that Fraser Health can refer clients to Recreation, Culture & Parks programs. Through the Healthy 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. 	Recreation, Culture & Parks	<ul style="list-style-type: none"> Fraser Health Langley Division Family Practice (LDFFP) 	Medium term	<ul style="list-style-type: none"> Identified health, rehab, and fitness programs that best complement patients' needs. Number of total programs developed with Fraser Health at Township facilities.
5. Advocate for additional access to home support and in-home health services.	<ul style="list-style-type: none"> Identify service providers. Advocate for more home support and in-home health services. Support community health service initiatives. 	Corporate Administration	<ul style="list-style-type: none"> Fraser Health Langley Division of Family Practice (LDFFP) Healthier Communities Partnership 	Medium term	<ul style="list-style-type: none"> Providers of home support and in-home health services identified. Number of total home support and home health service programs and/or number of clients serviced.

COMMUNITY SUPPORT & HEALTH SERVICES (3 OF 3)

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure
6. Collaborate with Fraser Health in preparation of a Master Site Plan for the Langley Memorial Hospital.	<ul style="list-style-type: none"> Identify staff time and collaborate with Fraser Health on plans for Langley Memorial hospital. Comment/encourage design and planning of hospital site and buildings to be friendly to all ages. Encourage better linkages between hospitals and senior's housing facilities. 	Community Development	<ul style="list-style-type: none"> Fraser Health Healthier Community Partnership Other Health Service Providers 	Long term - Ongoing	<ul style="list-style-type: none"> Staff time has been identified. 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 senior's housing facilities.
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"> Consider ways to further enhance existing active living and health promotion efforts for all ages. Consider ways to work with other groups in this area. Collaborate with School District #35 in developing programs. 	Recreation, Culture & Parks		Long term - Ongoing	<ul style="list-style-type: none"> Inventory of active living and health promotion programs at Township facilities and Schools. Commentary on existing programs.

MONITORING & EVALUATION

MONITORING PROGRESS

Effective monitoring and evaluation of strategy implementation will be ensured through regular progress reports. Full progress reports are expected to be completed every two years, while progress updates are expected to be provided annually.

REPORTING BACK

It is recommended that the task of collating and coordinating all the materials, data and other monitoring information from the various departments (i.e., Those responsible for managing and administering the strategies) be performed by one staff member. This will streamline and simplify what could be a complex and arduous task if managed by each department separately.

FUNDING SOURCES

There are several age-friendly focused initiatives and grants available in BC that the Township and other agencies may consider pursuing. Such grants may serve to offset the capital and operating costs of implementing the strategies identified in this plan. The Township and community partners are encouraged to seek additional sources of funding as new opportunities emerge.

BC GOVERNMENT

Community Recreation Program

(Applications closed)

http://www.cscd.gov.bc.ca/Lgd/infra/infrastructure_grants/community_recreation_program.htm

Infrastructure Planning Grant Program

Provincial funding program for long-term plans and assessment studies to support local government infrastructure. Up to \$10,000 available for plans that include, but not limited to: capital asset management, integrated storm water management plans, water master plans and liquid waste management

http://www.cscd.gov.bc.ca/Lgd/infra/infrastructure_grants/infrastructure_planning_grant.htm

BC Seniors' Home Renovation Tax Credit

A tax credit to assist individuals of 65 and over with the cost of permanent home renovations to improve accessibility and mobility in their home. Up to \$1,000 per tax year.

<http://www2.gov.bc.ca/gov/content/taxes/income-taxes/personal/credits/seniors-renovation>

Cycling Infrastructure Funding/Bike BC

Cost sharing cycling program to help local governments with bicycle infrastructure.

<http://www2.gov.bc.ca/gov/content/transportation/funding-programs-and-engagement/funding-grants/cycling-infrastructure-funding>

BC HOUSING

Home Adaptations for Independence

Program provides financial assistance to help eligible low-income seniors and people with disabilities in BC for home adaptation to improve accessibility and promote safe, independent living. Up to \$20,000 per home.

http://www.bchousing.org/Options/Home_Renovations

Project Development Fund

Supports innovative housing solutions for British Columbians most in need.

<http://www.bchousing.org/Initiatives/Financing/HEF#sthash.CSuXeNSe.dpuf>

Community Partnerships Initiative

Program provides advice, referrals to partnership opportunities and arranges construction or long-term financing for non-profit societies to create self-sustaining, affordable housing developments.

<http://www.bchousing.org/Initiatives/Financing/CPI#sthash.JZOjKEOt.dpuf>

BC HEALTHY COMMUNITIES

BC Healthy Communities Initiative

Provides grants for eligible local governments to develop local policies and actions to help residents lead healthier lives.

<http://bchealthycommunities.ca/localgovernmentfunding>

BC REHAB FOUNDATION

Project Grant Program

Supports initiatives and projects designed to benefit people with disabilities. Values for the grants are between \$2,000 and \$5,000.

<http://www.bcrehab.com/applications/project-grant-programs>

CANADA MORTGAGE & HOUSING

Seed Funding

Program offers financial assistance to housing proponents who are in the early stages of developing an affordable housing project. Seed funding is available for up to \$20,000 per housing project (up to \$10,000 as a grant and an additional \$10,000 in the form of an interest free loan).

http://www.suma.org/cmsupload/fckeditor/Grants_alpha/cmhc_seed_funding.pdf

EMPLOYMENT & SOCIAL DEVELOPMENT CANADA

New Horizons for Seniors Programs

Supports community based projects that help promote volunteerism, senior mentoring, awareness of elder abuse, social participation of seniors, and capital assistance for new and existing projects and programs for seniors.

<http://www.esdc.gc.ca/eng/seniors/funding/about/index.shtml>

REAL ESTATE FOUNDATION

Grant Program

Support real estate and land use related research, public and professional education, and law reform, as well as other real estate and land use related initiatives intended for the public or professional good.

<http://www.refbc.com/grants>

THE STEVE NASH FOUNDATION

BC Grants

Each year the foundation awards grants to child-focused non-profits that provide direct health and education services to under-served children throughout BC.

<http://stevenash.org/bc-grants/>

UNION OF BC MUNICIPALITIES

Seniors Housing & Support Initiative

Provides grants for community planning initiatives or projects. Twenty five grants are available in 2016 for up to \$20,000 per initiative.

<http://www.ubcm.ca/EN/meta/news/news-archive/2015-archive/age-friendly-grant-program-continues.html>

UNITED WAY OF THE LOWER MAINLAND

Grant Opportunities

Specifically targets investments to children age 0-6, children age 6-12, seniors and a foundational strategy of *Building Strong Communities*. Grant opportunities arise occasionally.

<http://www.uwlm.ca/about-us/>

VETERANS AFFAIRS CANADA

Veterans Independence Program

Financial assistance for veterans to remain independent in their own home. Based on circumstances and needs, financial assistance may be used to obtain services to care for individuals and their homes.

<http://www.veterans.gc.ca/eng/services/health/veterans-independence-program>

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- Paul Cordeiro, Engineering
- Derik Woo, Geomatics
- Bill Storie, Bylaws
- Kim Stepto, Recording Secretary

STAKEHOLDER GROUPS

- BC Association of Community Response Networks
- Chartwell Langley Gardens
- Fraser Health Authority
- Fraser Valley Regional Library
- Langley Arts Centre
- Langley Division of Family Practice
- Langley Senior Resources Society
- Langley Seniors Community Action Table
- Langley Stroke Recovery
- Langley School District #35
- TOL Community Development Department
- TOL Community and Transportation Safety Advisory Committee
- TOL Corporate Administration Department
- TOL Recreation, Culture and Parks Department
- TOL Engineering Department
- United Way of the Lower Mainland

CONSULTANT TEAM

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AGE-FRIENDLY STRATEGY

PROGRESS REPORT

NOVEMBER 2017

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 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.

Did You Know?

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, almost all of the short term strategies have been completed or are in progress, and work has already begun on many of the medium and long term strategies. A full update on the status of all the strategies in the Implementation Plan is provided in Appendix A. The list below highlights just some of the actions that have been completed.

2016 – 2017 HIGHLIGHTS:

- Age-friendly exercise equipment was installed at the Derek Doubleday Arboretum.
- An age-friendly parking space pilot program was launched at the Walnut Grove Community Centre.
- The adaptable housing requirements were updated to require new residential developments in all areas of the Township to provide adaptable units.
- Numerous programs and events were offered free of charge during Seniors' Week.
- Recreation programs that target older adults and seniors were reviewed and, where necessary, revised.
- The Township's website was updated and includes information and resources for seniors.
- Age-friendly business criteria were developed and communicated in an "Age-friendly Business is Good Business" brochure.
- In partnership with Fraser Health, rehab programs were offered (and continue to be offered) at various recreation centres.

OUTDOOR SPACES & BUILDINGS

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
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"> Continue to review the distribution and range of parks and public spaces as part of neighbourhood planning and development review process. Update existing maps, when needed. 	<ul style="list-style-type: none"> Parks and Recreation – PADD 	<ul style="list-style-type: none"> Community Development Geomatics 	Ongoing	<ul style="list-style-type: none"> Inventory of parks and public spaces. Commentary on neighbourhoods without access to parks or identified as priority areas. 	<ul style="list-style-type: none"> Ongoing: The distribution and range of parks and public spaces is reviewed as part of community and neighbourhood planning and development review processes. Maps are updated when needed.
2. Review trail guidelines for accessibility provisions, such as width, grade, surface materials, wayfinding, and lighting.	<ul style="list-style-type: none"> Research good practices in trail design and accessibility standards. Develop accessibility criteria for local trails. Review trail guidelines with criteria as a new lens. Update the trail guidelines with a new standard for accessible trails. 	<ul style="list-style-type: none"> Parks and Recreation – PADD 	<ul style="list-style-type: none"> Metro Parks Community Development 	Short term	<ul style="list-style-type: none"> Trail best-practices research completed. Accessibility criteria are established. Trail guidelines are updated. Commentary on number of trails that meet accessibility criteria. 	<ul style="list-style-type: none"> In progress: An update to the Township's trail planning document (Community Connections) is underway.
3. Expand opportunities for bench dedication in neighbourhood parks and public spaces.	<ul style="list-style-type: none"> Review and assess current practice for bench dedication. 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. Continue to promote program. Consider locating bench dedications in other priority locations such as outside facilities or public spaces. 	<ul style="list-style-type: none"> Parks and Recreation – PADD 	<ul style="list-style-type: none"> CCE 	Short term	<ul style="list-style-type: none"> Review of bench dedication practices and siting completed. Bench dedication program updated. Number of benches installed. 	<ul style="list-style-type: none"> In progress and ongoing: The bench dedication pricing is under review. The bench dedication program continues to be promoted.

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OUTDOOR SPACES & BUILDINGS

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
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"> Review and assess potential locations for community gardens. Identify priority locations. Liaise with existing groups or promote the establishment of a new association to administer. Draft necessary agreements. 	<ul style="list-style-type: none"> Parks and Recreation – PADD 	<ul style="list-style-type: none"> Healthier Community Partnership Fraser Health Langley Environmental Partners Society 	Short term	<ul style="list-style-type: none"> Review of potential locations completed. Number of new associations created. 	In progress and ongoing: <ul style="list-style-type: none"> 7 community gardens exist on park sites in the TOL with a total of 342 plots. Design for new community gardens at Yorkson Community Park is underway.
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"> Continue current practice of community engagement in the early design phase of parks and public space planning. Review policy and practice of community engagement and ensure it is inclusive and effective. 	<ul style="list-style-type: none"> Parks and Recreation – PADD 	<ul style="list-style-type: none"> Community Development 	Short term - ongoing	<ul style="list-style-type: none"> Review of existing engagement practices completed. 	Completed and ongoing: <ul style="list-style-type: none"> A Public Engagement Strategy was endorsed by Council in 2016. The public continues to be engaged in the early stages of community planning and in the design phase of parks and public space planning.
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"> Research good practices for age-friendly parks and public spaces. Consult with health practitioners in determining the optimal distance between benches for older adults and those with mobility issues. 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. Assess existing priority locations for potential application. Develop an implementation schedule. Identify priority locations where these elements should be added into existing parks and public spaces. 	<ul style="list-style-type: none"> Parks and Recreation – PADD 	<ul style="list-style-type: none"> Geriatric Specialists Gerontological Nurses Association of BC (GNABC) Seniors Advocacy Group Fraser Health 	Medium term	<ul style="list-style-type: none"> Research of best practices completed. Consultation with health practitioners completed. Accessible parks criteria developed. Implementation schedule for priority locations developed. 	In progress and ongoing: <ul style="list-style-type: none"> Pickle ball lines added to 11 tennis courts in 2016. Age-friendly exercise equipment installed at Derek Doubleday Arboretum in 2017. Trail systems continue to be developed with various distance loop options.

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OUTDOOR SPACES & BUILDINGS

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
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"> 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). Consult with health practitioners in determining the optimal distance between benches for older adults and those with mobility issues. Identify priority improvement areas. Schedule improvements. 	<ul style="list-style-type: none"> Parks and Recreation – PADD 	<ul style="list-style-type: none"> Community Development Engineering 	Medium term	<ul style="list-style-type: none"> Review of the physical connections between parks and other destinations completed. Consultation with health practitioners is completed. Improvement schedule is implemented. 	<p>In progress and ongoing:</p> <ul style="list-style-type: none"> An update to the Township's trail planning document (Community Connections) is underway. Kelly Lake trail was resurfaced in 2017. A new accessible trail was added along the north side of Langley Airport.
8. Assess public buildings and facilities to identify potential accessibility upgrades, related costs, and implementation timelines.	<ul style="list-style-type: none"> Develop criteria to be considered as part of the design process for buildings that are to be upgraded. Develop guidelines to consider during new construction and major renovations. Develop a prioritized list and schedule for facility upgrades. 	<ul style="list-style-type: none"> Engineering – Strategic Initiatives 	<ul style="list-style-type: none"> Parks and Recreation Corporate Administration 	Medium term - ongoing	<ul style="list-style-type: none"> Criteria and guidelines developed. Prioritized list and schedule established. 	<p>Not started:</p> <ul style="list-style-type: none"> Formal guidelines have not yet been developed, but current projects are being assessed for accessibility (e.g. W.C. Blair renovations). The development of formal guidelines and a prioritized list of facility upgrades is scheduled for 2018 – 2021.
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"> Identify appropriate features such as benches near playgrounds, outdoor water fountains etc. Review and assess schools and prioritize locations to implement changes. Work with Langley School District on a comprehensive or site-by-site basis to implement. Review/survey the 19 joint-site development locations to identify locations and appropriate elements to install. 	<ul style="list-style-type: none"> Parks and Recreation – PADD 	<ul style="list-style-type: none"> Langley School District #35 	Long term	<ul style="list-style-type: none"> Inventory of services and facilities completed. Map is developed. 	<p>Not started:</p> <ul style="list-style-type: none"> Scheduled for 2022 - 2025

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OUTDOOR SPACES & BUILDINGS

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10. Update map inventory to include relevant services and facilities.	<ul style="list-style-type: none"> Inventory a list of services and facilities, including shopping centres, publicly available washrooms, parks, Township facilities, other community venues, etc. Prepare a map that can be downloaded online showing locations. Ensure map is scalable to allow for neighbourhood-level display. Consider the development of a mobile app with the same content. 	<ul style="list-style-type: none"> Corporate Administration - IT 	<ul style="list-style-type: none"> Geomatics 	Long term	<ul style="list-style-type: none"> Inventory of services and facilities completed. Map is developed. 	<ul style="list-style-type: none"> Not started: Scheduled for 2022 - 2025

TRANSPORTATION

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
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"> Continue to prioritize list of bus stops and shelters that require upgrades each year. Work with TransLink to implement upgrades each year. 	<ul style="list-style-type: none"> Engineering 	<ul style="list-style-type: none"> Parks and Recreation TransLink 	Ongoing	<ul style="list-style-type: none"> Inventory and schedule of bus shelter upgrades established. 	<ul style="list-style-type: none"> Ongoing: Sidewalk and bus stop improvements continue under the existing Transit Related Road Infrastructure Program. TransLink introduced a new Walking Infrastructure to Transit program in 2017.
2. Implement the Township Cycling Plan.	<ul style="list-style-type: none"> Continue applying for grants for infrastructure improvements. Continue to implement upgrades and expansion of bikes lanes as outlined in the Plan. Continue to incorporate bike lane improvements as part of major development projects or trail upgrading work. 	<ul style="list-style-type: none"> Engineering 	<ul style="list-style-type: none"> Parks and Recreation 	Ongoing	<ul style="list-style-type: none"> Commentary on Cycling Plan implementation progress. 	<ul style="list-style-type: none"> Ongoing: The Cycling Plan continues to be implemented through community planning and development. With assistance from TransLink grants, various network improvements have been implemented or are underway. Staff are reviewing potential projects for 2018.

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TRANSPORTATION

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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"> 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. 	<ul style="list-style-type: none"> Engineering 		Short term	<ul style="list-style-type: none"> Pilot program has been established. 	<ul style="list-style-type: none"> Completed: Pilot program established at Walnut Grove Recreation Centre (3 spots) in 2017.
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"> 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. Prepare an advocacy strategy, ie prepare letters and schedule meetings with TransLink to present feedback. 	<ul style="list-style-type: none"> Engineering 	<ul style="list-style-type: none"> Chamber of Commerce TransLink Langley Seniors Community Action Table (LSCAT) 	Short term	<ul style="list-style-type: none"> Under-served areas identified. Commentary on community outreach activities. Advocacy strategy developed. 	<ul style="list-style-type: none"> In progress and ongoing: The Township continues to advocate to TransLink for improved transit service (note: current TransLink policy is to not provide washrooms at transit facilities). Recent transit improvements include new bus service along 208 Street and new community shuttle service along 72 Avenue and 203 Street in Willoughby. TransLink is proposing to implement a new B-Line bus service along Fraser Highway in 2018.

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Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
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"> Support community service providers in their efforts to implement alternative transportation programs, such as the volunteer driver programs and secondment of under-utilized buses. Provide information or communications support to community groups. 	<ul style="list-style-type: none"> Corporate Administration 	<ul style="list-style-type: none"> Engineering Community Groups involved in this work 	Short term	<ul style="list-style-type: none"> Commentary on existing volunteer driver programs and under-served areas provided. Commentary on communications with community groups provided. 	<ul style="list-style-type: none"> In progress: Volunteer driver programs are communicated in the Langley Seniors Directory (linked on the Township's website) A seniors only shuttle bus was referred to the Seniors Advisory Committee in 2015.
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"> Gather data from ICBG and RCMP on pedestrian-related incidents. Review best practices and consider past research and walkability studies. Establish criteria for prioritizing areas to evaluate and identify for improvement upgrades. 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. Prioritize and schedule pedestrian network improvements. 	<ul style="list-style-type: none"> Engineering 	<ul style="list-style-type: none"> Community Development Parks and Recreation 	Medium term	<ul style="list-style-type: none"> Data identifying incidents gathered. Research of best practices and walkability studies completed. Priority area criteria are established. Review of priority areas completed. Implementation schedule established. 	<ul style="list-style-type: none"> Not started: Formal evaluations have not yet started, but pedestrian network improvements are underway near the new Aldergrove Credit Union Community Centre. A pedestrian safety evaluation is scheduled for 2018 – 2021.

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7. Update traffic calming policy and practice to acknowledge the Township's age-friendly objectives.	<ul style="list-style-type: none"> Review the current traffic calming policy and update the criteria to capture age-friendly objectives. Undertake an assessment of Township roads for walkability and sense of safety, following the development of revised criteria above. Update the list of areas/locations that have been identified for traffic calming. Identify a prioritized list of areas that would benefit from traffic calming implementation. Develop installation schedule. 	<ul style="list-style-type: none"> Engineering 		Medium term - ongoing	<ul style="list-style-type: none"> Traffic calming policy updated to reflect age-friendly criteria, Township road assessment completed. Priority areas identified. Installation schedule established. 	<ul style="list-style-type: none"> Not started: Scheduled for 2018 – 2021.
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"> 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. Adapt current standards for parking, sidewalks, and trails as well as design standards for commercial and residential construction if necessary or where applicable. Consider introducing locations for scooter users to recharge their batteries. 	<ul style="list-style-type: none"> Engineering 	<ul style="list-style-type: none"> Community Development PADD 	Long term	<ul style="list-style-type: none"> Research on impacts completed. Parking and connections standards updated. 	<ul style="list-style-type: none"> Not started: Scheduled for 2022 – 2025.

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HOUSING

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
1. Review and update the Adaptable Housing Policy regularly.	<ul style="list-style-type: none"> Undertake BC-wide best practices research. Identify the challenges with updating the adaptable housing policy. Collaborate with the development industry in identifying potential amendments to the policy. Identify political and staff champions. Prepare communications materials to educate the public about what adaptable housing is. Update policy in a manner that is fair and reasonable to the development community on a regular basis. 	<ul style="list-style-type: none"> Community Development – Long Range Planning 	<ul style="list-style-type: none"> Development Industry CCE 	Short term	<ul style="list-style-type: none"> Research BC best practices completed. Commentary on challenges with updating adaptable housing policy and potential amendments identified. Adaptable housing communications materials developed for public education. 	<ul style="list-style-type: none"> Completed and ongoing: The Adaptable Housing Policy was updated in 2016 in conjunction with the OCP update. The adaptable housing brochure has been updated and is available on the Township website.
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"> Prepare Housing Action Plan progress updates and identify priority areas of implementation. Cooperate with developers in marketing a range of housing options. Continue to work towards setting up the Sustainability Dashboard and regularly updating housing indicators. 	<ul style="list-style-type: none"> Community Development – Long Range Planning 	<ul style="list-style-type: none"> Development Industry 	Short term	<ul style="list-style-type: none"> Housing Action Plan progress updates completed. Commentary on Sustainability Dashboard progress. 	<ul style="list-style-type: none"> In progress and ongoing: A Housing Action Plan progress report is scheduled for completion in early 2018. With the completion of the new Township website, work continues towards a Sustainability Dashboard.

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HOUSING

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
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"> Identify what housing type older adults are interested in. Undertake a market analysis to confirm where older adults would be interested in living and identify the level/type of incentives suitable. Support the development of housing for older adults near transit and services – such as parking requirement reductions, etc. Support the development of various housing options through community plans and neighbourhood plans. 	<ul style="list-style-type: none"> Community Development – Long Range Planning 	<ul style="list-style-type: none"> Development Industry 	Short term	<ul style="list-style-type: none"> Market analysis completed. Commentary on the housing types preferred by older adults and the feasibility of their provision near transit and services. Number of older adult, independent or assisted living housing located near transit hubs. 	<ul style="list-style-type: none"> In progress and ongoing: <ul style="list-style-type: none"> The Zoning Bylaw includes reduced parking requirements for seniors housing. A variety of housing options continues to be considered through community and neighbourhood plan processes.
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"> Collaborate with Real Estate Board, developers etc. in promoting/marketing benefits of adaptable features. 	<ul style="list-style-type: none"> Corporate Administration 	<ul style="list-style-type: none"> Community Development 	Short term	<ul style="list-style-type: none"> Number of new housing developments that features accessible and adaptable features. 	<ul style="list-style-type: none"> Completed and ongoing: <ul style="list-style-type: none"> The benefits of adaptable housing continue to be promoted. The adaptable housing brochure has been updated and is available on the Township website.
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"> Hold workshop/forum with developers, real estate community, organizations and the public to identify innovative ways. Liaise with other levels of government. Create an incentive package that is supported by the development community and non-profit sector. Amend necessary policies to support outcomes. 	<ul style="list-style-type: none"> Community Development – Long Range Planning 	<ul style="list-style-type: none"> Economic Development Fraser Valley Real Estate Board Development Industry 	Medium term	<ul style="list-style-type: none"> Workshop/forum established. Commentary on policy alternatives for achieving more rental and affordable units. Policies updated to reflect engagement outcomes. 	<ul style="list-style-type: none"> Not started: <ul style="list-style-type: none"> Scheduled for 2018 – 2021.

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HOUSING

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6. Advocate for additional subsidized assisted living and residential care beds to be developed in the Township.	<ul style="list-style-type: none"> Consider supporting new developments through incentives of leased land. Advocate for subsidized long-term care, assisted living, and residential care beds. 	<ul style="list-style-type: none"> Corporate Administration 	<ul style="list-style-type: none"> Fraser Health Langley Division of Family Practice Economic Development Private contractors / service providers 	Medium term	<ul style="list-style-type: none"> Number of residential care and assisted living beds in Township. 	<p>Not started:</p> <ul style="list-style-type: none"> Scheduled for 2018 – 2021.
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"> Continue to support various housing options through community plans and neighbourhood plans. Encourage developers to provide a range of housing for older people. Identify incentives for housing forms that accommodate older adults, eg. parking requirement reductions. 	<ul style="list-style-type: none"> Community Development 	<ul style="list-style-type: none"> Economic Development 	Long term - ongoing	<ul style="list-style-type: none"> Policies supporting various housing options included in community and neighbourhood plans. Incentives for housing forms that accommodate older adults identified. 	<p>In progress and ongoing:</p> <ul style="list-style-type: none"> Community and neighbourhood plan processes consider a range of housing options, including options for older people. The Zoning Bylaw includes reduced parking requirements for seniors housing.

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RESPECT & SOCIAL INCLUSION

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
1. Support programs and educational materials to encourage respectful behaviour, combat ageism, and prevent elder abuse.	<ul style="list-style-type: none"> Determine/define respectful behaviours. Identify organizations/agencies that are providing training and have materials/resources on how to be respectful. Collaborate with partners in marketing and distributing materials. Support BC Association of Community Response Networks (BCACRN). 	<ul style="list-style-type: none"> Corporate Administration 	<ul style="list-style-type: none"> Chamber of Commerce Healthier Community Partnership RCMP BCACRN 	Short term	<ul style="list-style-type: none"> Criteria of respectful behaviours established. Training resources and organizations have been identified. Materials distributed. 	<ul style="list-style-type: none"> Not started: Scheduled for 2018.
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"> Create eligibility criteria of community achievements. Create appropriate award(s) – “Age-friendly leader”. Advertise award winners at events, facilities, and website. 	<ul style="list-style-type: none"> Corporate Administration – CCE 	<ul style="list-style-type: none"> Langley School District #35 Langley Senior Resources Society 	Medium term	<ul style="list-style-type: none"> Community achievement criteria established. Awards developed and promoted at facilities an on website. Awards distributed. 	<ul style="list-style-type: none"> In progress and ongoing: The Township continues to support the Volunteer Awards, Seniors Picnic and Health Fair, and Douglas Day.
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"> Prepare a list of current programs and activities that foster multi-generational interaction and promotion of age-friendly values. Partner with groups to develop a campaign of marketing and initiatives that can be implemented at established events. Partner with groups in implementing the campaign. 	<ul style="list-style-type: none"> Parks and Recreation 	<ul style="list-style-type: none"> Arts, Culture and Community Initiatives Langley Seniors Resource Society Healthier Community Partnership 	Medium term	<ul style="list-style-type: none"> List of current programs completed. Marketing campaign developed. Campaign implemented. 	<ul style="list-style-type: none"> In progress and ongoing: The Township continues to support activities that promote age-friendly values, including a Walk & Talk with the Mayor during Seniors' Week and a flag raising for the International Day of Older Persons.

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RESPECT & SOCIAL INCLUSION

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4. Develop programs and initiatives to bring multiple generations together to foster mutual understanding and respect for diversity.	<ul style="list-style-type: none"> Review current programs and initiatives that bring multiple generations together to foster mutual understanding and respect for diversity. Identify/create appropriate programs and initiatives. Update/create necessary guidelines and programming. Schedule and develop priority programs. 	<ul style="list-style-type: none"> Parks and Recreation 	<ul style="list-style-type: none"> Arts, Culture and Community Initiatives Langley Senior Resources Society Langley School District #35 Other seniors-serving organizations 	Medium term	<ul style="list-style-type: none"> Commentary on existing multi-generational programs. Policies and programs created or revised. 	<ul style="list-style-type: none"> In progress: Intergenerational programs are currently under development.

SOCIAL PARTICIPATION

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
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"> As part of the community planning process, ensure that age-friendly facilities are considered and designed to meet residents' current and future needs. Consider the development of a library and cultural centre. 	<ul style="list-style-type: none"> Parks and Recreation 	<ul style="list-style-type: none"> Arts, Culture and Community Initiatives Community Development Engineering 	Ongoing	<ul style="list-style-type: none"> Co-location opportunities identified. Commentary on design features to meet resident's needs at facilities. Commentary on the need for a library and cultural centre. 	<ul style="list-style-type: none"> Ongoing: Parks and Recreation continues to review the need for facilities as community grows and changes. The Aldergrove Credit Union Community Centre is scheduled to open in 2018. Township staff meet regularly with FV/RL staff to discuss planning.

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SOCIAL PARTICIPATION

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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"> 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. Revise program offerings and schedule where necessary. Create necessary programs to meet needs. 	<ul style="list-style-type: none"> Parks and Recreation 	<ul style="list-style-type: none"> Langley Senior Resources Society Healthier Community Partnership Other seniors-serving organizations 	Short term	<ul style="list-style-type: none"> Review of programs completed. Program options identified to increase the number of registrants with scheduling challenges. Program offerings and schedule revised. 	<ul style="list-style-type: none"> Completed and ongoing: Parks and Recreation continually reviews its programs and event offerings. Program descriptions that target "older adults" are provided early evening, morning, and weekends.
3. Expand opportunities for joint-use agreements and partnerships with Langley School District #35.	<ul style="list-style-type: none"> Explore how seniors could best utilize neighbourhood learning centres. Ensure seniors can capitalize on existing neighbourhood learning centre spaces. 	<ul style="list-style-type: none"> Parks and Recreation 	<ul style="list-style-type: none"> SD#35 	Medium term	<ul style="list-style-type: none"> Commentary of exploratory findings into best use of neighbourhood learning centres. Additional joint-use agreements with Langley School District #35 established. Commentary on the opportunities that exist to expand joint-use agreements to include additional sites. 	<ul style="list-style-type: none"> In progress and ongoing: Parks and Recreation staff meet regularly with SD#35 staff concerning new schools and Neighbourhood Learning Centres (NLC's). Opportunities exist at NLC's for seniors groups to book rooms and for seniors' activities to be undertaken.

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SOCIAL PARTICIPATION

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
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"> Continue to offer and promote reduced admission rates to Township recreation facilities and programs. 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. Township to provide grants or funding for programs (LSRS). Current funding for outreach programs does not reach full client base. 	<ul style="list-style-type: none"> Parks and Recreation 	<ul style="list-style-type: none"> Healthier Community Partnership Langley Senior Resources Society Other seniors-serving organizations. 	Medium term	<ul style="list-style-type: none"> Review existing financial assistance programs completed. Commentary on financial assistance programs and whether existing programs are providing opportunities for low-income residents and seniors. Grants for funding provided. 	<ul style="list-style-type: none"> In progress and ongoing: The Township continues to offer reduced admission rates for seniors. A review of financial assistance programs and grants and funding for programs is scheduled for 2018 – 2021.

COMMUNICATION & INFORMATION

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

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COMMUNICATION & INFORMATION

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
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"> Identify locations that are most appropriate and prioritize the top facilities/community spaces where information will be distributed. Consider non-Township locations. Identify a staff person who would do the updating and key contacts at each community agency or department. Develop a schedule and approach for updating the information. Some information will stay up for a short time, long, flexible, etc. 	<ul style="list-style-type: none"> Corporate Administration 	<ul style="list-style-type: none"> Strategic Initiatives/ Facilities Recreation, Culture, and Parks Healthier Community Partnership IT 	Short term	<ul style="list-style-type: none"> Number of sites with information boards. Frequency of updates. 	<ul style="list-style-type: none"> Not started: Scheduled for 2018.
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"> Develop a communication strategy for the Township. Ensure all communication tools/methods are reaching all residents, including persons with accessibility limitations. Consider new technology to allow access to Township phone services by those people who are deaf, hard of hearing, or experience difficulty with speech. Identify effective ways of public notification, eg. Outreach to seniors that don't have access to the internet or large print OCP. 	<ul style="list-style-type: none"> Corporate Administration 	<ul style="list-style-type: none"> Engineering Parks and Recreation Arts, Culture and Community Initiatives Community Development IT Council Committees 	Short term	<ul style="list-style-type: none"> Development of a communication strategy. 	<ul style="list-style-type: none"> In progress: The development of a strategic communications plan is being planned.

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COMMUNICATION & INFORMATION

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
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"> • Identify partners. • 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. • Identify a lead group to run the class/workshop for Township staff, local businesses, and service providers. • Assist group with communication, funding, logistics for hosting, etc. • Schedule/offer the course for staff and Council on a regular basis. 	<ul style="list-style-type: none"> • Corporate Administration 	<ul style="list-style-type: none"> • Economic Development • Human Resources • Engineering • Parks and Recreation • Arts, Culture and Community Initiatives • Community Development • Chamber of Commerce • Healthier Community Partnership • Organization to help create curriculum 	Long term	<ul style="list-style-type: none"> • Communication course developed. • Frequency of course offerings. • Number of registrants. 	<ul style="list-style-type: none"> • Not started: Scheduled for 2022 – 2025.
5. Designate a community age-friendly coordinator to work with agencies and community partners.	<ul style="list-style-type: none"> • Designate a coordinator to facilitate communication and connections among agencies and community partners. • 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. 	<ul style="list-style-type: none"> • Parks and Recreation 		Long term	<ul style="list-style-type: none"> • Position was created. • Number of agencies and community partners that liaise regularly with coordinator. 	<ul style="list-style-type: none"> • Not started: Although an age-friendly coordinator has not been designated, a social planner position was established in 2017 to, in part, work with agencies and community partners. • Various staff and councilors continue to work with community agencies and organizations.

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CIVIC PARTICIPATION & EMPLOYMENT

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
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"> Continually update Terms of Reference to ensure broad participation. 	<ul style="list-style-type: none"> Corporate Administration 	<ul style="list-style-type: none"> All departments with an Advisory Committee. 	Ongoing	<ul style="list-style-type: none"> Terms of Reference updated to be more inclusive and have potential barriers removed. 	<ul style="list-style-type: none"> Ongoing: Committee Terms of Reference are continually reviewed and updated.
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"> Cooperate with other community groups to identify a tool kit of methods for effective engagement with youth and seniors. Identify other community groups to work with in identifying effective methods of engagement. Determine how the toolkit is going to be used. What does tool kit need to include? Reach out to key groups to identify engagement tools and approaches. Summarize/synthesize the findings of outreach with key groups in a guide or other document as determined earlier. 	<ul style="list-style-type: none"> Corporate Administration 	<ul style="list-style-type: none"> Parks and Recreation Community Development Healthier Community Partnership 	Short term	<ul style="list-style-type: none"> Tool kit developed. Include engagement methods for youth and older adults. Commentary of number of Township departments engaged and aware of tool kit. 	<ul style="list-style-type: none"> Not started: Scheduled for 2018 (note: these actions align with some of the actions under the Public Engagement Strategy).
3. Develop criteria to define age-friendly businesses with a recognizable brand and certification process.	<ul style="list-style-type: none"> Partner with relevant groups, such as Better Business Bureau, and Chamber of Commerce. Look to develop strategies to develop age-friendly businesses. Consider developing certification criteria. 	<ul style="list-style-type: none"> Corporate Administration – Economic Development 	<ul style="list-style-type: none"> Chamber of Commerce Business Associations Better Business Bureau 	Short term	<ul style="list-style-type: none"> Developed criteria and branding program. Number of participating businesses. 	<ul style="list-style-type: none"> In progress: Age-friendly business criteria have been developed and communicated in a brochure branded "Age-Friendly Business is Good Business." Consideration of a certification process is scheduled for 2018 – 2019.

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CIVIC PARTICIPATION & EMPLOYMENT

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
4. Develop a plan to establish a centralized 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"> Explore how best to implement a centralized volunteer bureau, e.g. Contracting out potential. Research other volunteer database programs/systems to maintain an inventory of volunteers or organizations needing volunteers, e.g. City of Richmond model. Review different models and assess/determine what is the most suitable tool/system for Langley. Create/assign a volunteer coordinator position to set up, train local groups, future users etc. Consider non-Township users/groups to ensure it is more effective and has greater reach. 	<ul style="list-style-type: none"> Corporate Administration 	<ul style="list-style-type: none"> Parks and Recreation Engineering RCMP Healthier Community Partnership Chamber of Commerce Human Resources 	Medium term	<ul style="list-style-type: none"> Research of different models completed. Coordinator position assigned. Volunteer bureau established. 	<ul style="list-style-type: none"> Completed: The Langley Volunteers Bureau (a local organization supported by the Township) was launched in 2017.
5. Provide support to community organizations to develop and promote programs and events in the community.	<ul style="list-style-type: none"> Identify organizations, programs and events that are aligned with Township age-friendly objectives. Cooperate with organizations in the development and marketing of programs and events. 	<ul style="list-style-type: none"> Arts, Culture, and Community Initiatives 		Long term	<ul style="list-style-type: none"> Number of organizations supported. Number of events promoted. 	<ul style="list-style-type: none"> Not started: Scheduled for 2022 – 2025.
6. Encourage institutions and facilities to recruit volunteers of all ages for community events.	<ul style="list-style-type: none"> Work with local organizations to foster volunteer positions that are intergenerational and age relevant. Permit local organizations to access Volunteer Bureau once developed (LSRS). Assist organizations in screening potential volunteers. 	<ul style="list-style-type: none"> Arts, Culture, and Community Initiatives 	<ul style="list-style-type: none"> Parks and Recreation Langley Senior Resources Society 	Long term	<ul style="list-style-type: none"> Number of volunteers and agencies registered with Volunteer Bureau annually. 	<ul style="list-style-type: none"> In progress: Township volunteer programs allow a range of ages to participate. The Township's in-house expertise in screening is shared with external agencies.

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CIVIC PARTICIPATION & EMPLOYMENT

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

COMMUNITY SUPPORT & HEALTH SERVICES

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
1. Support Fraser Health and community service providers in addressing community health needs.	<ul style="list-style-type: none"> Work with Fraser Health and community service providers to identify community health needs. Prioritize and identify those needs the Township can support. Consider creating programs or refining existing programs to address those needs. 	<ul style="list-style-type: none"> Corporate Administration – Economic Development 	<ul style="list-style-type: none"> Langley Division of Family Practice (LDFP) Healthier Community Partnership Fraser Health 	Short term	<ul style="list-style-type: none"> Identified priority community needs health needs. Programs created or modified to address those needs. 	<p>In progress and ongoing:</p> <ul style="list-style-type: none"> Township staff continue to collaborate with Fraser Health staff on various issues. The Township currently offers many active lifestyle programs through its recreation centres.

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COMMUNITY SUPPORT & HEALTH SERVICES

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
2. Promote information and resources for older adults through the web page (www.tol.ca/seniors or Langley.ca), including "lifelong learning" opportunities at educational institutions.	<ul style="list-style-type: none"> Identify of information and resources to be made available. Routinely update website with relevant information. 	<ul style="list-style-type: none"> Corporate Administration – Economic Development 	<ul style="list-style-type: none"> IT 	Short term	<ul style="list-style-type: none"> Frequency of website updates. Information about educational opportunities have been made available on the website and on information boards at facilities. 	<p>Completed and ongoing:</p> <ul style="list-style-type: none"> Agency and resource materials are available on tol.ca/seniors and in hard copy at various Township facilities.
3. Support efforts to draw more geriatric specialists and health care professionals to the community.	<ul style="list-style-type: none"> Support promoting Langley lifestyle to medical community. Lobby government for compensation for specialists. Participate/support in the recruitment strategy of the Langley Division of Family Practice (LDFP) to attract and retain GPs. Research other recruitment strategies utilized by the Economic Development department in attracting other business. Assist Health Match BC in finding placements for health care professionals. 	<ul style="list-style-type: none"> Corporate Administration – Economic Development 	<ul style="list-style-type: none"> LDFP Tourism – Langley 	Medium term	<ul style="list-style-type: none"> Research of recruitment strategies completed in collaboration with the Langley Division of Family Practice. Number of General Practitioners. 	<p>In progress and ongoing:</p> <ul style="list-style-type: none"> The Township supported the LDFP medical student tour as a means to encourage future location in the community.

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COMMUNITY SUPPORT & HEALTH SERVICES

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
4. Work with Fraser Health to develop/enhance rehab, health, and fitness related programs available through Township facilities.	<ul style="list-style-type: none"> Identify the health, rehab, and fitness programs that would best complement Fraser Health patients needs and improve health related outcomes. Select individuals from Recreation, Culture, and Parks and Fraser Health who will work to develop the content for each program, class, or activity. Revise/develop programs. Implement collaboratively such that Fraser Health can refer clients to Recreation, Culture, and Parks programs. 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. 	<ul style="list-style-type: none"> Parks and Recreation 	<ul style="list-style-type: none"> Fraser Health Langley Division of Family Practice (LDFP) 	Medium term	<ul style="list-style-type: none"> Identified health, rehab, and fitness programs that best complement patients' needs. Number of total programs developed with Fraser Health at Township facilities. 	<ul style="list-style-type: none"> In progress and ongoing: <ul style="list-style-type: none"> Parks and Recreation collaborates with Fraser Health on Cardiac Rehab and Together in Movement and Exercise programs. Work with Fraser Health and other communities is ongoing to develop consistent approaches to referral programs.
5. Advocate for additional access to home support and in-home health services.	<ul style="list-style-type: none"> Identify service providers. Advocate for more home support and in-home health services. Support community health service initiatives. 	<ul style="list-style-type: none"> Corporate Administration 	<ul style="list-style-type: none"> Fraser Health Langley Division of Family Practice (LDFP) Healthier Community Partnerships 	Medium term	<ul style="list-style-type: none"> Providers of home support and in-home health services identified. Number of total home support and home health service programs and/or number of clients services. 	<ul style="list-style-type: none"> Not started: <ul style="list-style-type: none"> Scheduled for 2018 – 2021.

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COMMUNITY SUPPORT & HEALTH SERVICES

Strategy	Specific Actions	Lead Department	Key Partner(s)	Priority Level / Timeframe	Indicator / Measure	Status
6. Collaborate with Fraser Health in preparation of a Master Site Plan for the Langley Memorial Hospital.	<ul style="list-style-type: none"> Identify staff time and collaborate with Fraser Health on plans for Langley Memorial Hospital. Comments/encourage design and planning of hospital site and buildings to be friendly to all ages. Encourage better linkages between hospitals and seniors housing facilities. 	<ul style="list-style-type: none"> Community Development 	<ul style="list-style-type: none"> Fraser Health Healthier Community Partnership Other Health Service Providers 	Long term - ongoing	<ul style="list-style-type: none"> Staff time has been identified. 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. 	<ul style="list-style-type: none"> Not started: Scheduling is dependent on Fraser Health's schedule.
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"> Consider ways to further enhance existing active living and health promotion efforts for all ages. Consider ways to work with other groups in this area. Collaborate with School District #35 in developing programs. 	<ul style="list-style-type: none"> Parks and Recreation 		Long term - ongoing	<ul style="list-style-type: none"> Inventory of active living and health promotion programs at Township facilities and schools. Commentary on existing programs. 	<ul style="list-style-type: none"> In progress and ongoing: The Township continues to promote active lifestyles and healthy living through its recreation programs and facilities.

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