

WHAT MAKES A COMMUNITY AGE FRIENDLY?

VILLAGE OF HARRISON HOT SPRINGS

PLACE OF

SAFETY * BELONGING * WELCOMING * COMFORT
ACCESSIBLE * INTERGENERATIONAL
CONNECTING * AGE IN PLACE * AFFORDABLE
LONG TERM LIVING

SUITABLE & AFFORDABLE HOUSING

- "AGE IN PLACE"
- HANDICAP ACCESS

SAFETY

- WELL LIT
- WIDER SIDEWALKS
- COMMUNITY WATCH

ACCESS TO INFORMATION

- COMMUNITY BULLETIN BOARDS
- NEWSLETTERS
- SERVICES

ACCESSIBLE TRANSPORTATION

- AVAILABLE
- AFFORDABLE

ACCESS TO HEALTH CARE

- TRADITIONAL
 - DR.'S OFFICES
 - LABS
 - CLINICS

- ALTERNATIVE
 - MASSAGE
 - PHYSIO
 - CHIROPRACTIC

INCLUSIVE & SOCIAL

- VOLUNTEER OPPORTUNITIES
- RECREATION & SPORTS
- SHARING EVENTS

VOLUNTEERS

FOOD

- ACCESSIBLE
- HEALTHY
- FRESH
- OPTIONS

GROCERY

FARM FRESH

Village of Harrison Hot Springs AGE-FRIENDLY ACTION PLAN APPENDICES

2015

HARRISON HOT SPRINGS

Naturally Refreshed

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APPENDIX 1: ACTION PLAN DEVELOPMENT & COMMUNITY CONSULTATION

The Village of Harrison Hot Spring Age-Friendly Action Plan was developed between May 2014 and January 2015. In creating an Age-Friendly Action Plan for the Village of Harrison Hot Springs, the need for community consultation and understanding of the unique qualities and context of the Village were identified as priorities. Surveys, a webpage, social media, video development, community consultations, service provider workshops, and a community walk-about informed the basis of analysis and findings from which the priorities were identified and the resulting Action Plan developed. Details of the Action Plan development and community consultation are described below.

PHASE 1 | SERVICE PROVIDER WORKSHOP

At the initial stage of development a service provider workshop was held with 35 local and regional service providers attending. At this workshop, age friendly community priorities were identified, along with a vision for an age-friendly Village of Harrison Hot Springs.

PHASE 2 | COMMUNITY CONSULTATIONS

As a second phase of engagement, three targeted community consultations were held, with approximately 63 people from community agencies, service providers, community members, and local government representatives. The community consultations involved a community drop-in session wherein community members stopped by to fill out surveys and discuss age-friendly community ideas; a workshop with a seniors group where strengths, weakness, opportunities and challenges of an age-friendly community was discussed, and a community walk-about town to identify areas of the Village wherein age-friendly design and guidelines should be implemented.

COMMUNITY CONSULTATIONS

EVENT DATE	TYPE	PARTICIPANTS
April 1, 2014	Service Provider Workshop	35
May 12, 2014	Drop-in Community Café	27
June 14, 2014	Walk a Mile in “My Orthopedic Shoes”	17
June 19, 2014	Community Check-in	5
June 19, 2014	Seniors Community Workshop	15

PHASE 3 | URBAN DESIGN

As part of the identification of needs, during the community walk-about, an urban designer walked with a group of residents listening to the concerns and the identification of priorities within the community. These ideas were implemented in the drawings of some of the design guidelines and recommendations for the Village.

PHASE 4 | DRAFT ACTION PLAN

Upon analysis of surveys, consultations, and workshops, several areas of priority: health services, transportation, economic security, walkability, and social inclusion, were identified. These priorities informed the resulting strategies and recommendations that are the focus of the Action Plan.

The service provider and community surveys were used to identify what an age-friendly community meant for the Village of Harrison. The findings showed inclusion of all ages, walkability, safety, economic development, transportation, housing, and service provision as high priorities within the Village.

The webpage and social media outreach were used to engage community discussion and to provide updates to the community, and will be used to disseminate the final findings of the Action Plan. A video was created (<https://vimeo.com/111065712>) to promote the age-friendliness of Harrison with respect to both a retirement and tourist destination.

The service provider workshop identified areas where there are gaps in service provision to the aging community members. The workshop also informed service providers of what an age-friendly community entails and provided a foundation from which the community workshops and surveys were developed. During the workshop, break-out groups identified the strengths and weaknesses, opportunities, and challenges in the Village of Harrison in creating an age-friendly community and implementing the various aspects therein.

Community consultations included drop-in discussions with community members at-large, a small “kitchen-table” discussion with targeted community members, and group consultation with seniors. Of great importance was the community walk-about, where community members and an urban designer walked through the community of Harrison identifying areas where there is need for better walkability, safety, and age-friendliness. This included identifying areas where there was need of better pathways (walking trails and cycling designated areas), wider sidewalks, wheelchair ramps and access, parking, and street lighting. The main purpose of this exercise was to identify specific urban design guidelines that would increase the mobility of aging community members.

Through the community consultations, age-friendly community aspects of health, transportation, service delivery, walkability, safety, inclusion, housing, and economic security were discussed and priorities for the community identified by the community members. This started to inform the inclusion of design principles and a greater understanding of strategies that could be put forth for implementation by the Village of Harrison.

Community Agencies & Service Providers

BC Health Care Navigators, Third Phase
Agassiz Community Health Centre
Agassiz Community Health Clinic
Harrison Agassiz Chamber of Commerce
The Residences of Cheam Village
Elder College
Work BC Agassiz
Agassiz-Harrison Observer
Agassiz-Harrison Senior Peer Support
Fraser Health Authority
Driving Miss Daisy
Harrison Hot Springs Fire Department
Fraser Basin Council
We Care Association
Kent Harrison Arts Council
Spirit Yoga
Fraser Valley Regional Library
Harrison Festival
University of the Fraser Valley
Fraser Valley Regional District



APPENDIX 2: COMMUNITY ENGAGEMENT REPORT

AGE-FRIENDLY



VILLAGE OF HARRISON HOT SPRINGS COMMUNITY ENGAGEMENT FINAL REPORT

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SERVICE PROVIDER WORKSHOP

What: A Service Provider Workshop on Age-Friendly Communities

Who: 35 people in attendance including Cherie Enns Consulting, community members, and various Fraser Valley organization representatives.

Where: Harrison Hot Springs Hotel Cascade Room. 100 Esplanade Avenue, Harrison Hot Springs, BC.

When: April 1, 2014 from 8:00 AM to 10:00 AM

Pieter Steyn, PhD, a retired professor of Human Services and Gerontology and a practicing consultant, shared a thought-provoking overview of what perspectives should be considered in planning for the given Age Friendly Plan. Topics were geared around the central idea of improving and maintaining quality of life, including:

- **Needs:** Basic Needs, Belonging, Contribution, Freedom, Fun
- **Diversity:** Age, Gender, Personality, Culture
- **Age Friendly Community Dimensions:** Outdoor Spaces and Buildings, Transportation, Housing, Respect and Social Inclusion, Social Participation, Communication and Information, Civic Participation and Employment Opportunities, Community Support and Health Services





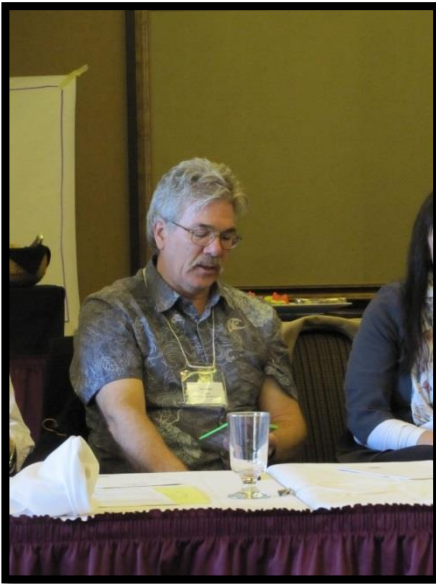
Cherie Enns, of Cherie Enns Consulting, spoke on “What makes a Community Age Friendly”, while those in attendance generated ideas for group discussions. According to the World Health Organization, an age friendly community is a community where policies, services and structures related to the physical and social environment are designed to support and enable older people to live in a secure environment, enjoy good health, and continue to participate fully in society.

Melissa Kendzierski , of Cherie Enns Consulting, records attendee responses to later create a graphic representation of the workshop. Some of the questions asked were:

- What makes a community age friendly?
- What are the strengths and challenges (including missing services) of Harrison in regards to level of and type of services as a community inclusive of all ages?
- What are the opportunities for change, particularly in service provisions, in Harrison to be an age friendly community?



Village of Harrison Hot Springs Councilor, John Buckley (bottom left), shares a summary of his group discussion. Another group (bottom right), discusses various topics as guided by the facilitation questions.



As a part of the Service Provider Workshop, service providers met over breakfast at the Harrison Hot Springs Hotel to listen and discuss what it means to be age friendly in Harrison.



HARRISON HOT SPRINGS

SERVICE PROVIDER WORKSHOP ON AGE-FRIENDLY COMMUNITIES


APRIL 1, 2014 • 8 - 10 AM
HARRISON HOT SPRINGS HOTEL



WELCOME • SIGN IN • BREAKFAST



SPEAKER: PIETER STEYN
AGE FRIENDLY COMMUNITY PLANNING:
NEEDS & CONSIDERATIONS AROUND QUALITY OF LIFE



INTRO/BACKGROUND: CHERIE ENNS
PLANNING AGE FRIENDLY COMMUNITIES



DIALOGUE

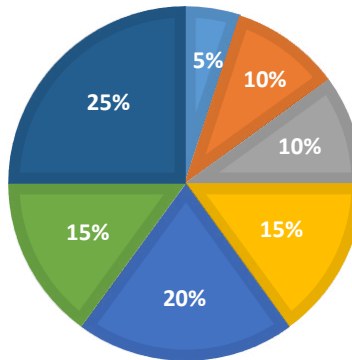
1. WHAT MAKES A COMMUNITY AGE FRIENDLY ???
2. WHAT ARE THE STRENGTHS & CHALLENGES (including missing services) OF HARRISON IN REGARDS TO LEVEL OF & TYPE OF SERVICES AS A COMMUNITY INCLUSIVE OF ALL AGES ???
3. WHAT ARE OPPORTUNITIES FOR CHANGE - PARTICULARLY IN SERVICE PROVISIONS IN HARRISON, TO BE AN AGE FRIENDLY COMMUNITY ???



SURVEY/FEEDBACK/RAFFLE

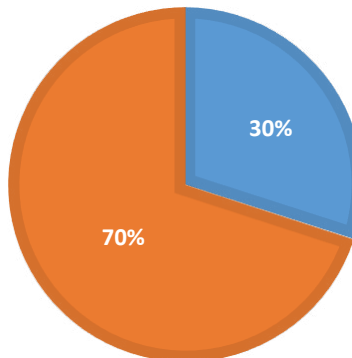
AGE GROUP FOR WHOM YOU PROVIDE SERVICES

■ 0-12 ■ 13-19 ■ 20-35 ■ 36-54 ■ 55-64 ■ 65-74 ■ 75+



IS THERE ENOUGH SUPPORT FOR YOUTH, SENIORS, AND NEW PARENTS IN HARRISON?

■ yes ■ no



Transportation

100% of those who responded to the question of whether the referral service was complimentary for service providers responded no, stating that there were no such referral services.

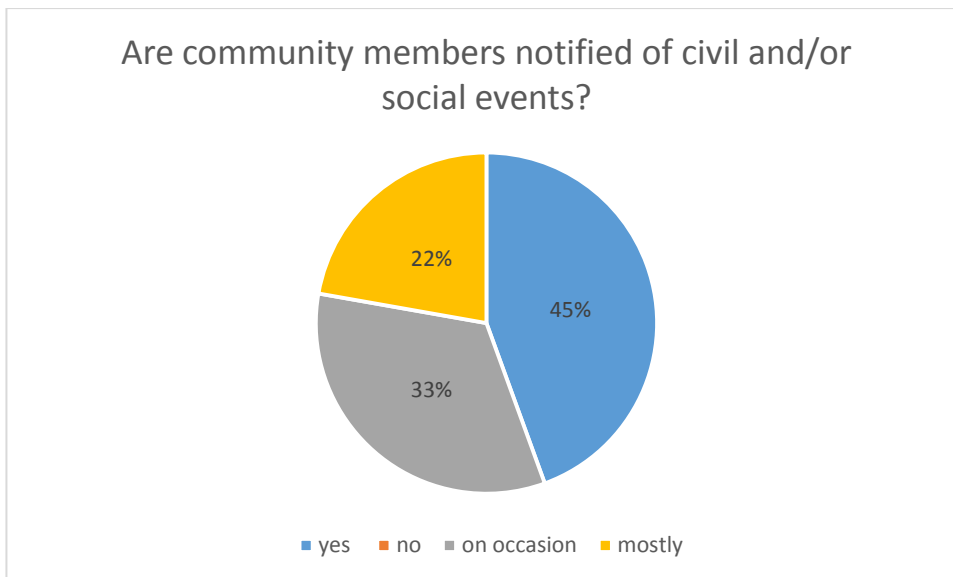
Half of the respondents said that there is reliable age-friendly transportation in Harrison, while the other half said that transportation in Harrison is not age-friendly.

88% of respondents agreed that Harrison is a barrier-free, walkable community that is safe.

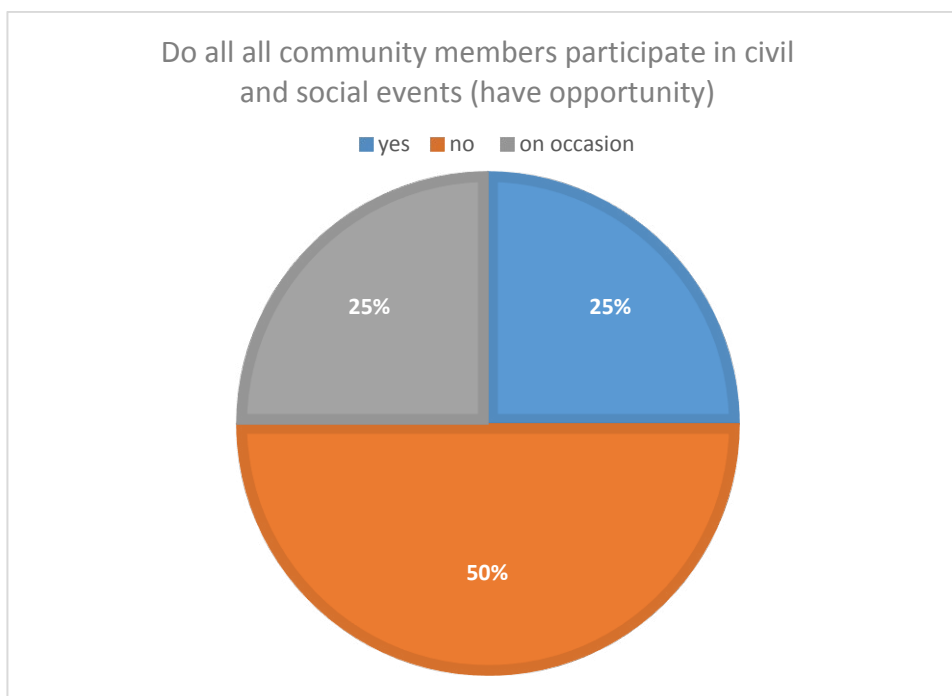
Social and Civic Participation

Over 88% of respondents stated that there is opportunity for community members (age specific) to gather in Harrison.

Half of respondents, however, made note that there are not opportunities for inter-generational gathering, with 25% stating that there were opportunities, on occasion.



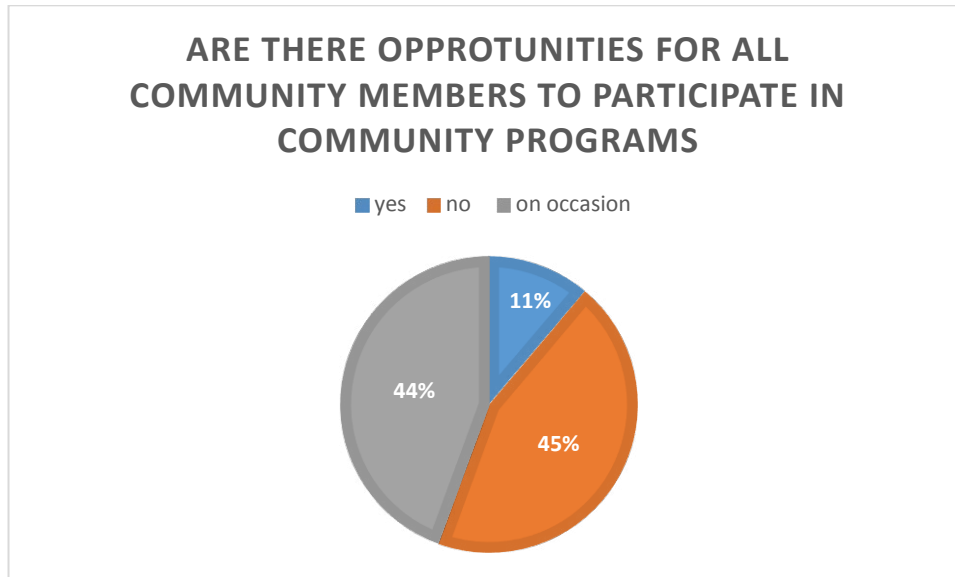
100% stated that there is opportunity for the community members to participate in civic events and meetings.



According to service providers, there is opportunity for community members, especially seniors to vote in federal, provincial, and municipal elections. Although there is the opportunity to participate in such events, it was noted that this depends on the reliability of transportation.

Most respondents identified that there are limited to no resources to receive or transmit information throughout the community.

Additionally, when asked about community programs, such as computer literacy, writing, drawing, dance, and recreational programs within the community, 45% said there are occasional opportunities, but for the most part, there are none.



Employment and Volunteerism

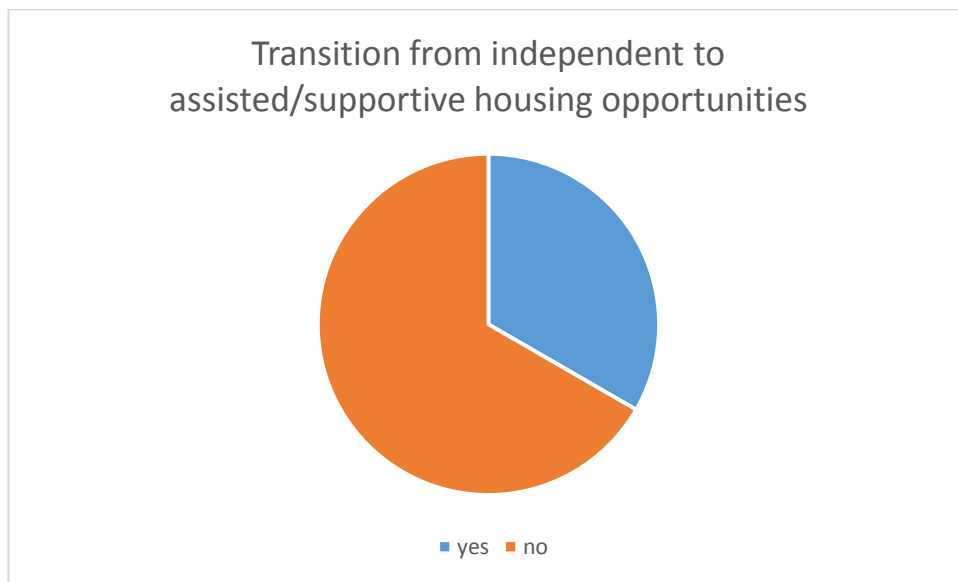
In regards to work and volunteerism, 78% of respondents stated there was little to no opportunity to work in the community and accordingly, little opportunity to maintain economic independence. While, 78% of respondents stated there was opportunity to volunteer (with 2% stating on occasion) in Harrison.

Housing

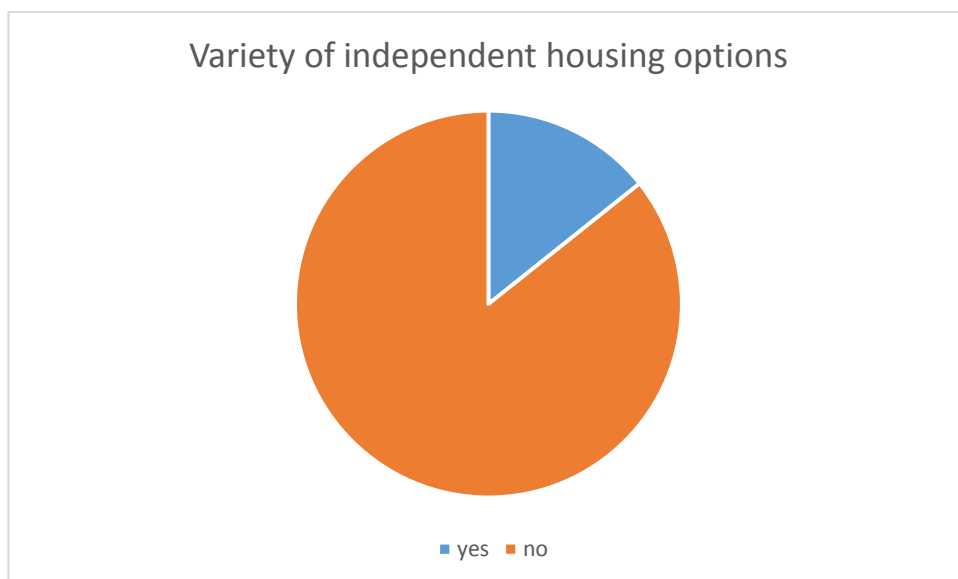
The questions pertaining to housing are as follows:

1. Are there opportunities for community members to transition from independent housing to assisted/supportive housing and care facilities?
2. Are there enough independent housing options available for community members (rentals, subsidized, ownership etc.)?
3. Is there opportunity for community members to “age in place”?
4. Is housing barrier free and adaptable to suit the changing needs of community members?
5. Are there opportunities for community members to remain with their spouse, or family as their needs change?

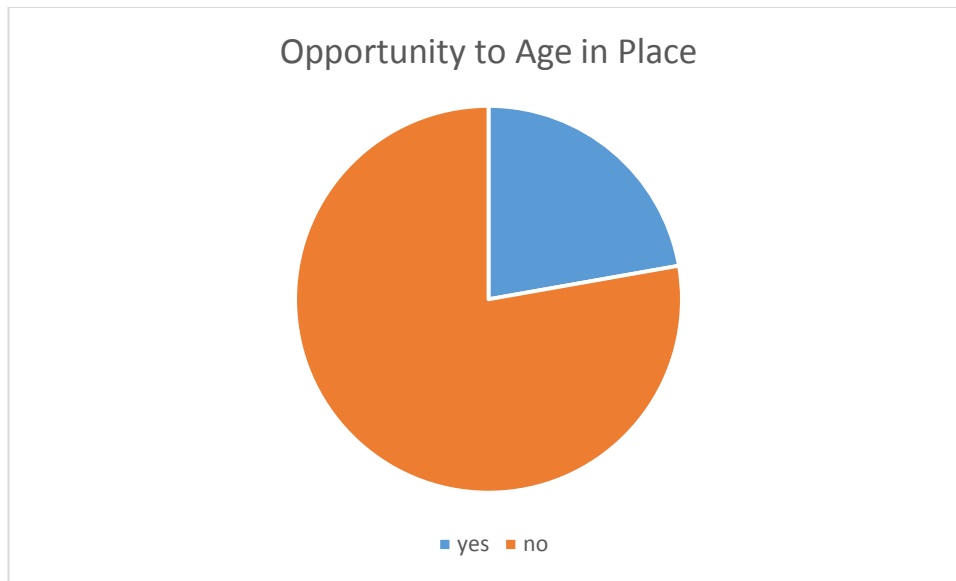
The following is the response analysis for the housing questions:



It is important to note that some of the “yes” responses stated that this could be done in the nearby town of Agassiz, but not in Harrison.

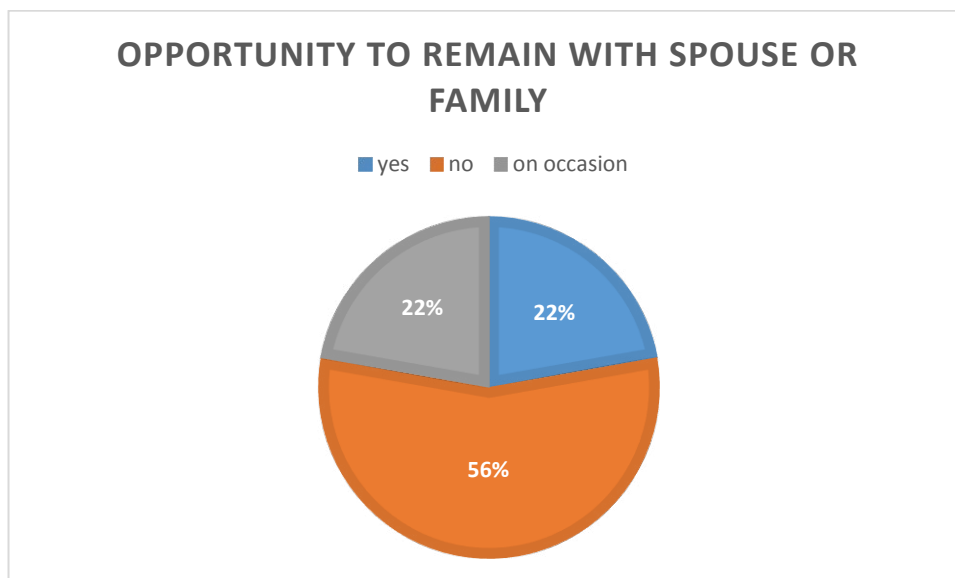


Again, the “yes” responses were based on utilizing the housing options in Agassiz.



The “yes” responses reflect the opportunities in Agassiz, not Harrison.

There was consensus that housing within the Village of Harrison is not barrier free or adaptable to suit the changing needs of the community.

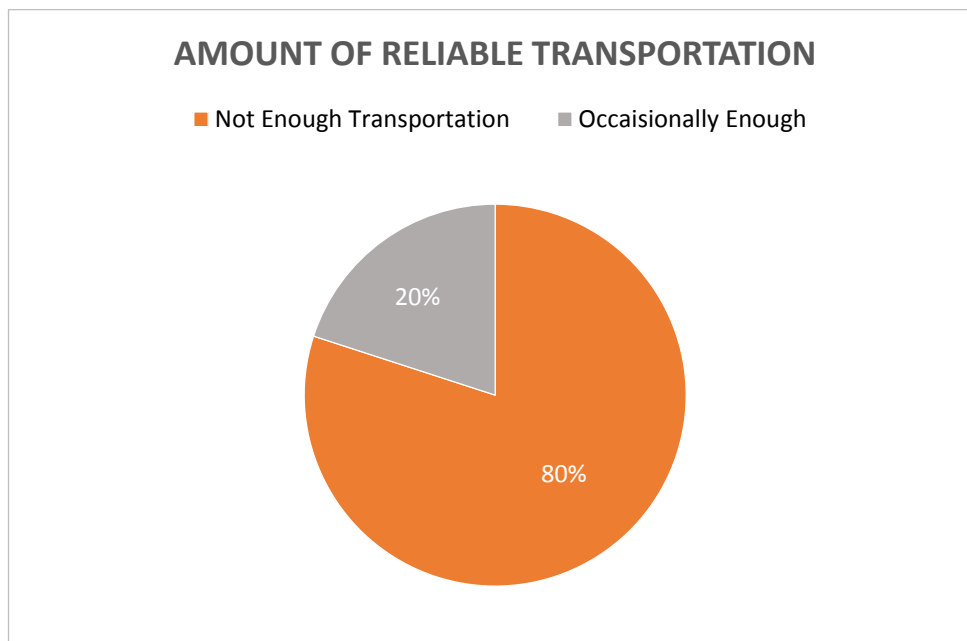


22% of respondents that indicated that there is, on occasion, opportunity to remain with their spouse or family identified that this opportunity only arose if they were able to stay in their own home or their family’s home.

Health

A number of questions pertaining to health were asked of service providers. The questions included meeting health needs (food, clothing, shelter, medical, etc.); adequate access to medical practitioners and care facilities; reliable transportation to medical practitioners, pharmacies, and care facilities; opportunities to meet nutritional needs (grocery markets, community gardens etc.); opportunities for participation in exercise, health and nutrition, and preventative health programs in the community. The results were as follows:

1. 100% of respondents stated that there was not adequate opportunity for community members to meet health needs.
2. 100% of respondents stated that there was not adequate access to medical practitioners and care facilities.



3. 80% of respondents stated that there was not enough reliable transportation services to various health service providers, the other 20% stated that there was enough occasionally, but not regularly.
4. 86% of respondents stated that there were not many opportunities to meet nutritional needs.
5. 57% of respondents stated that there were occasional health programs in the community in which community members could participate, but for the most part, there were not enough.

Discussion

From the results, it is possible to identify the key needs of the growing aging population within Harrison. While some of the general comments stated that Harrison is walkable, beautiful, clean, safe, and healthy, other comments highlighted that Harrison is isolated, had poor transportation services, and a limited economic and tax base, which creates barriers to the development of an age-friendly community.



The key priorities identified through this initial survey are housing, health care, and reliable transportation. While there are unmet issues—such as lack of communication networks, lack of community programs, and lack of intergenerational gatherings—there are also opportunities to plan and easily implement direct responses. Housing, health care and access, and reliable transportation, however, are large-scale developmental infrastructures that take creativity, ingenuity, creative funding (such as hotel tax), and partnerships to create, maintain, and sustain into the future.

The first session with service providers and community members created an opportunity to develop a vision of an age-friendly Village of Harrison Hot Springs by including the following key features:

1. Housing
 - a. Suitable and affordable
 - b. Age-in-place
 - c. Handicap access
2. Safety
 - a. Well lit
 - b. Wider sidewalks
 - c. Community watch
3. Access to information
 - a. Community bulletin boards
 - b. Newsletters
 - c. Services
4. Accessible transportation
 - a. Available
 - b. Affordable
5. Access to Health care
 - a. Traditional – Dr.'s offices, labs, clinics
 - b. Alternative – massage, physio, chiropractic
6. Inclusive and social
 - a. Welcoming
 - b. Volunteer opportunities
 - c. Recreation and sports
 - d. Sharing events
 - e. Intergenerational connecting
7. Food
 - a. Accessible
 - b. Healthy
 - c. Fresh
 - d. Options



Opportunities for change within services identified key areas within the following categories:

1. Communications
2. Partnerships
3. Infrastructure and transportation
4. Services

HARRISON HOT SPRINGS

WHAT ARE THE OPPORTUNITIES FOR CHANGE, PARTICULARLY IN SERVICE PROVISION IN HARRISON, TO BE AN AGE FRIENDLY COMMUNITY ??



COMMUNICATIONS

- ▶ MEDICAL SERVICES DIRECTORY
- ▶ EXPAND & IMPROVE COMMUNICATIONS THROUGH THE LEISURE GUIDE
- ▶ INFO GUIDE / HANDBOOK FOR AGASSIZ & HARRISON
- ▶ INCREASE PUBLICITY ON WHAT'S HAPPENING
- ▶ VOLUNTARY MAIL DELIVERY SERVICE



PARTNERSHIPS

- ▶ INCREASED PARTNERSHIPS BETWEEN BUSINESSES, SERVICE PROVIDERS, RESIDENTS & TOURISM



INFRASTRUCTURE & TRANSPORTATION

- ▶ INCREASED WALKING/ SCOOTER/BIKE PATHS
- ▶ SUPPORT LOCAL TRANSPORT OPTIONS THAT EXIST & HAVE POTENTIAL
- ▶ TRANSPORTATION & ACCESS TO HEALTH INFRASTRUCTURE



SERVICES

- ▶ EXTENDED HOURS AT WALK-IN CLINICS
- ▶ PARTNER WITH OTHER ORGANIZATIONS FOR HEALTH CARE SERVICES
 - THINK MORE REGIONALLY ABOUT HEALTH CARE
- ▶ HOME CARE SUPPORT - SERVICES TO SUPPORT EXTENDED LIVING AT HOME
- ▶ SENIOR CARE COUNSELLOR
 - ★ PEER COUNSELLOR AVAILABLE 1x / WEEK

From the results of this first workshop and survey analysis, there is starting point from which an age-friendly plan can be developed. The workshop provided an analysis of the opportunities, threats, strengths and weaknesses with Harrison, while also increasing the awareness of priorities for age-friendly community development.

DROP-IN COMMUNITY CAFÉ – May 12, 2014

COMMUNITY DROP-INS FOR AN AGE FRIENDLY HARRISON

**The Village of Harrison Hot Springs
Invites you to join us on:**

05 ★ 12 ★ 14

WHAT MAKES COMMUNITY AGE FRIENDLY?
VILLAGE OF HARRISON HOT SPRINGS

PLACE OF SAFETY • BELONGING • WELCOMING • COMFORT
ACCESSIBLE • INTERGENERATIONAL
CONNECTING • AGE IN PLACE • AFFORDABLE
LONG TERM LIVING

SUITABLE & AFFORDABLE HOUSING
• AGE IN PLACE
• HANDICAP ACCESS
• COMMUNITY WATCH

SAFETY
• THROUGHOUT
• WALKER SIDEWALKS
• COMMUNITY WATCH

ACCESSIBLE TRANSPORTATION
• AVAILABLE
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ACCESS TO HEALTH CARE
• TRADITIONAL
• E.S.S.
• POLICE
• FIRE
• ALTERNATIVE
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• CHIROPRACTIC

INCLUSIVE & SOCIAL
• VOLUNTEER OPPORTUNITIES
• CELEBRATION & SPORTS
• SHARING EVENING

ACCESS TO INFORMATION
• COMMUNITY BULLETIN BOARDS
• NEWSLETTERS
• SERVICES

FOOD
• ACCESSIBLE
• HEALTHY
• FRESH
• OPTIONS

GROCERY

Memorial Hall | 290 Esplanade | Harrison Hot Springs, BC

COMMUNITY ASSESSMENT | GAMES | PRIZES

Upcoming events:
Monday May 12, 2014 1:00 - 4:00 pm
Saturday June 14, 2014 11:00am - 2:00 pm

COMMUNITY ASSESSMENT

- ♦ COMMUNITY MAPPING
- ♦ SURVEYS
- ♦ FOOD
- ♦ PRIZES
- ♦ AND MORE

FOR MORE INFORMATION AND TO CONFIRM YOUR ATTENDANCE, PLEASE CONTACT

CHERIEENNSCONSULTING@GMAIL.COM or
Shana Roberts at (778) 982-2225

HARRISON HOT SPRINGS
Naturally Refreshed

At the drop-in community café, 17 community members over the age of 55 years and three community members under the age of 20 participated in the discussion of “What makes an age-friendly community?”

Transportation

During the discussion and through survey analysis, community members stated that while there is an increase in busing and public transportation availability, there is still a need for community drivers to take seniors to appointments outside of Harrison to surrounding communities for appointments, activities, and personal needs.

Another key part of the discussion was the need for a built environment that supports alternative transportation methods, specifically walking and cycling. Community members identified that many of the sidewalks were not suitable for walking two-by-two, with a walker, cane, or stroller, while also letting another person pass by. The boardwalk and main street of Esplanade were identified as areas where vast improvements were made, yet other areas are still missing sidewalks and bicycle paths. Such

improvements would help meet the needs of community members, especially parents of younger children and seniors (refer to Map 1).

Social and Civic Participation

When asked about social and civic participation the following areas of concern were identified:

1. There is little notification of events that were easily found or highly promoted.
2. Limited or no opportunity for multi-generational gatherings.
3. There are few community programs in Harrison Hot Springs. Many have to go to Agassiz in order to participate. This is especially true for seniors and for children and youth. Participants identified that the lack of provision of community programs in Harrison Hot Springs increases the need for travel and related transportation.

Some benefits of Harrison include:

1. Many festivals and community events, though targeted for people outside of the community.
2. Participation in civic events, voting, and awareness of such events is high.

Employment and Volunteerism

During the community café, employment and economic opportunity were highlighted as a key issue in creating a complete community where residents can live, work, play, and age-in-place.

There are many opportunities to volunteer within Harrison at specific events. While those opportunities are available, they are based on summer events and tourist seasons. During the winter months community members do not volunteer within Harrison as readily, and often go to Agassiz for such opportunities.

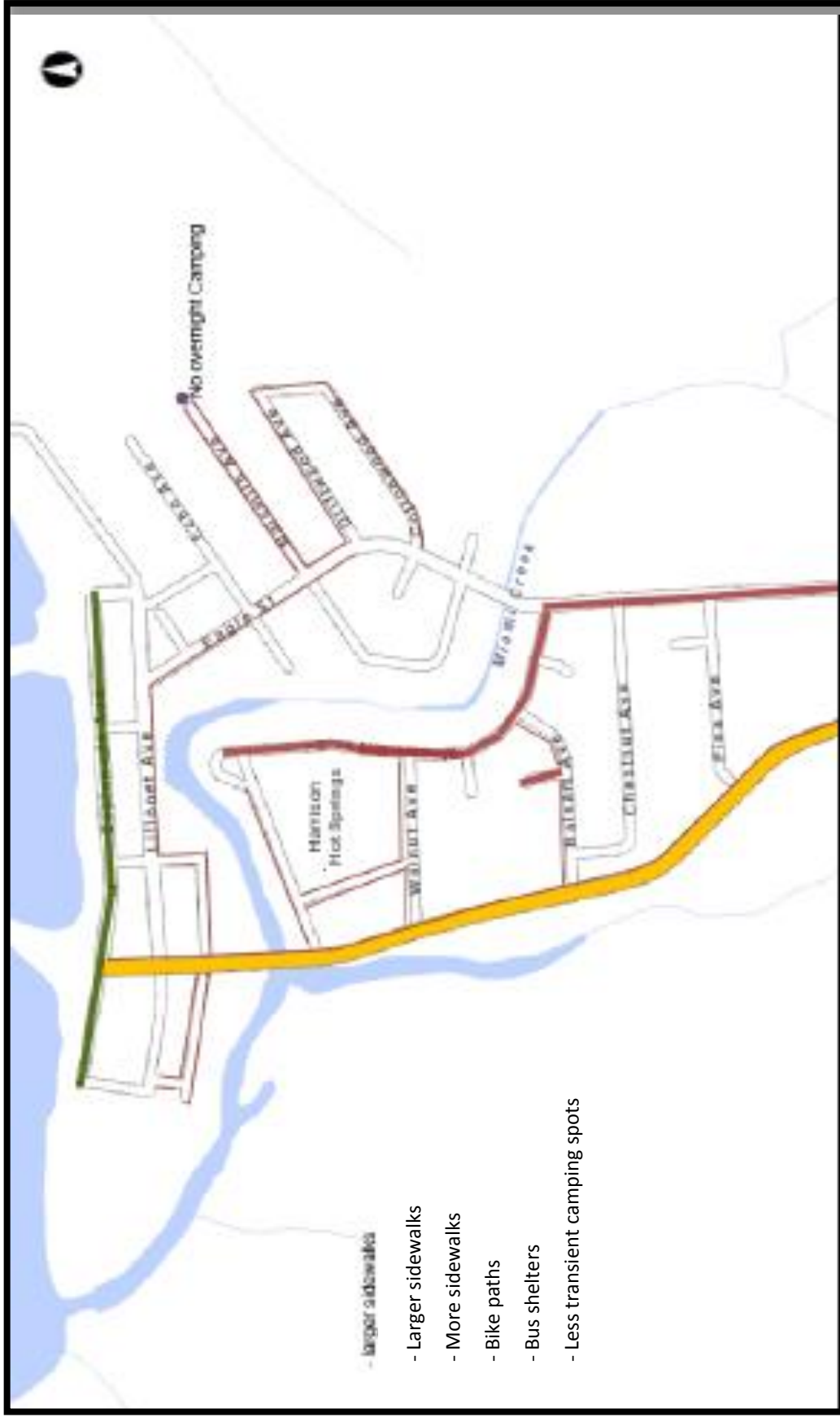
Housing

Specific questions regarding housing were asked to investigate the current and future needs of the aging population and viability of housing options for aging-in-place. Participants agreed that there are limited options for housing that is representative of adaptability, including transitional housing, independent housing, the ability to remain with spouse, and the ability to age-in-place. Some participants also discussed concerns with the housing market limiting their ability to move out of the community for better standard of living.



The drop-in community café, at Memorial Hall, was a chance for community members to stop by and share thoughts, opinions, concerns and their vision for maintaining Harrison as an age-friendly place, in a casual atmosphere.





Map 1. Identification of areas that require better sidewalks and cycling paths, as well as areas where safety is reduced as a result of transient overnight RV parking.

Green = excellent; Red Bold = sidewalks missing; Red Line = sidewalks and bike paths needed

Health

The health and well-being of community residents and the ability to maintain high health standards and alternative medicines were analyzed on a broad, community level. While most agreed that community members meet their health needs, there were specific issues that were identified relating to health and well-being, including meeting all nutritional needs, access to practitioners, and transportation to health services. While there are opportunities to meet the current needs, specific needs for the future were identified, including access to pharmacies, increased transportation options (i.e. community drivers), and access to alternative medicine and health programs.

Discussion

In discussing age-friendly communities, the following were identified as integral to being age-friendly:

1. Affordability
2. Easy to walk (flat, good sidewalks, safe)
3. Provision of services
4. Encouragement of community members
5. Inclusivity
6. Acceptance and respect of all ages, their conditions, and their knowledge
7. Friendly people and activities
8. Meeting places

The strengths, barriers, and opportunities in making the Village of Harrison Hot Springs age-friendly are shown in Table 1.

As discussed, the current needs of many of the participants are met to a certain degree, but there is a need for increased house and home care, better health care, and greater respect for seniors. The future needs include multi-level housing, check-in for seniors, transportation and greater assistance. Key priorities for an age-friendly Harrison include multi-level senior housing, effective exercise programs, contact person for services and advice at the local government level, assisted living facility, and a palliative care centre.

Through these discussions, participants identified several opportunities for integration of the community including the following:

1. Committees related to parks and trails, community programs
2. Seniors Advisory Committee – working with municipal government, with one youth member for mentoring program
3. Use of RV rentals and taxation for development of community programs
4. Use of school and Memorial Hall for community functions, barn dances, dancing lessons, bingo, music programs and more

The community members who participated in this event expressed the desire for more engagement opportunities that are informal and casual, wherein they felt that their voice and opinion is being heard and recognized.

Table 1: SWOT analysis of the Village of Harrison Hot Springs in becoming Age-Friendly

What are the strengths of Harrison?	What are the weaknesses?	What are the opportunities for change in Harrison?	What are the challenges?
1. compact	1. seasonal highs	1. multi-level senior housing	1. hard for residents to get a say, focused on tourism
2. flat	2. council meetings not allowing full participation	2. use of schools as community centre	2. lack of good neighbours
3. scenery	3. lack of programs in community, makes us have to drive to other communities	3. have someone designated to clean up bird poop off beaches	3. communication
4. local for most communities	4. not enough home care	4. designated dog off leash area by the water	4. too quiet
5. beautiful scenery, good roads with local traffic	5. nothing to do after 3 or 4pm during the winter	5. need strong active groups such as this	5. connecting people with one another at community events
6. the lake and summer weather	6. no list of services	6. plenty if there is the will	6. newcomers not connected
7. the beach	7. lack of information to public	7. multi-generational parks	7. no sense of connectedness
8. scenery		8. utilize school for adopt a grandparent or grandchild	9. no informal meeting places
9. climate			10. need enhancement of things available
10. beauty			11. advertising of events/get-togethers
11. social club, hiking groups, luncheons			12. seasonal opening hard on residents
12. Kent/Harrison Choir			13. nothing to do in winter
13. complimentary Harrison/Agassiz communities			14. lack of economic development
			15. divided village - hidden agendas; development versus non-development, personality divide

WALK A MILE IN “MY ORTHOPEDIC SHOES” – June 14, 2014

AGE FRIENDLY VILLAGE OF HARRISON HOT SPRINGS

Focusing on the Health and Well-being of our Seniors

Reminder to Join us on June 14, 2014 11am-2pm

MEMORIAL HALL | 290 ESPLANADE | HARRISON HOT SPRINGS



A community that helps seniors be active participants of the community, enjoy a healthy lifestyle, have options that meet their needs and stay connected to friends, family, community, and peers. An age friendly community includes the following 8 concepts in community policies and design:

Transportation | Civic Participation | Social Participation | Employment and Volunteerism | Communication and Information | Health and Well-being | Healthy spaces | Housing

Walk a mile in my “Orthopedic” Shoes

- Community Walk—Community Mapping
- Age Friendly Survey and Score Cards
- Food—music – All ages welcome

Come and give your input on how Harrison can become even a better place for our seniors.

CONFIRM YOUR ATTENDANCE TO CHERIEENNSCONSULTING@GMAIL.COM

OR 604-649-1255 BY JUNE 9, 2014



Community Report Card

The following items are the result of the community rapid appraisal that was the focus of this event.

REPORT CARD LEGEND

GREEN – EXCELLENT CONDITION

YELLOW – NEEDS IMPROVEMENT

RED – LACKING IN THE COMMUNITY

Outdoor spaces and buildings

Public areas are clean and pleasant.

Good number of green spaces and that are well-maintained and safe.

Pavements are well-maintained, free of obstructions and pedestrian-friendly.

Pavements are non-slip, wide enough for wheelchairs and have dropped curbs to road level.

Ample number of pedestrian crossings - safe for people with different levels and types of disability, with nonslip markings, visual/audio cues and enough crossing time.

Drivers give pedestrians the right of way at intersections and pedestrian crossings.

Cycle paths are separate from pedestrian walkways.

Outdoor safety is promoted by good street lighting, police patrols and community education.

Services are situated together and are accessible.

Special customer service arrangements are provided for older people.

Buildings are well-signed outside and inside, with ample seating, toilets, with accessible elevators, ramps, railings, stairs, and non-slip floors.

Ample number of public toilets outdoors and indoors that are clean, well-maintained and accessible.

Transportation

Public transportation costs are consistent, clearly displayed and affordable. No benches

Public transportation is reliable and frequent, including night and weekends/ holidays.

All village areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.

Specialized transportation is available for disabled people.

Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.

Transport stops and stations are conveniently located, accessible, safe, clean, well lit and well-marked, with adequate seating and shelter.

Complete and accessible information is provided to users about routes, schedules and special needs facilities.

Voluntary transport service is available where public transportation is limited.need more subsidy

Taxis are accessible and affordable, and drivers are courteous and helpful.

Roads are well-maintained, with covered drains and good lighting.

Traffic flow is well-regulated. But overdone

Roadways are free of obstructions that block drivers' vision.

Traffic signs and intersections are visible and well-placed.

Driver education and refresher courses are promoted for older drivers.

Parking and drop-off areas are safe, sufficient in number and conveniently located.

Priority parking and drop-off spots for people with special needs are available and respected.





LEGEND

GREEN – EXCELLENT

YELLOW – NEEDS IMPROVEMENT

RED – LACKING INFRASTRUCTURE

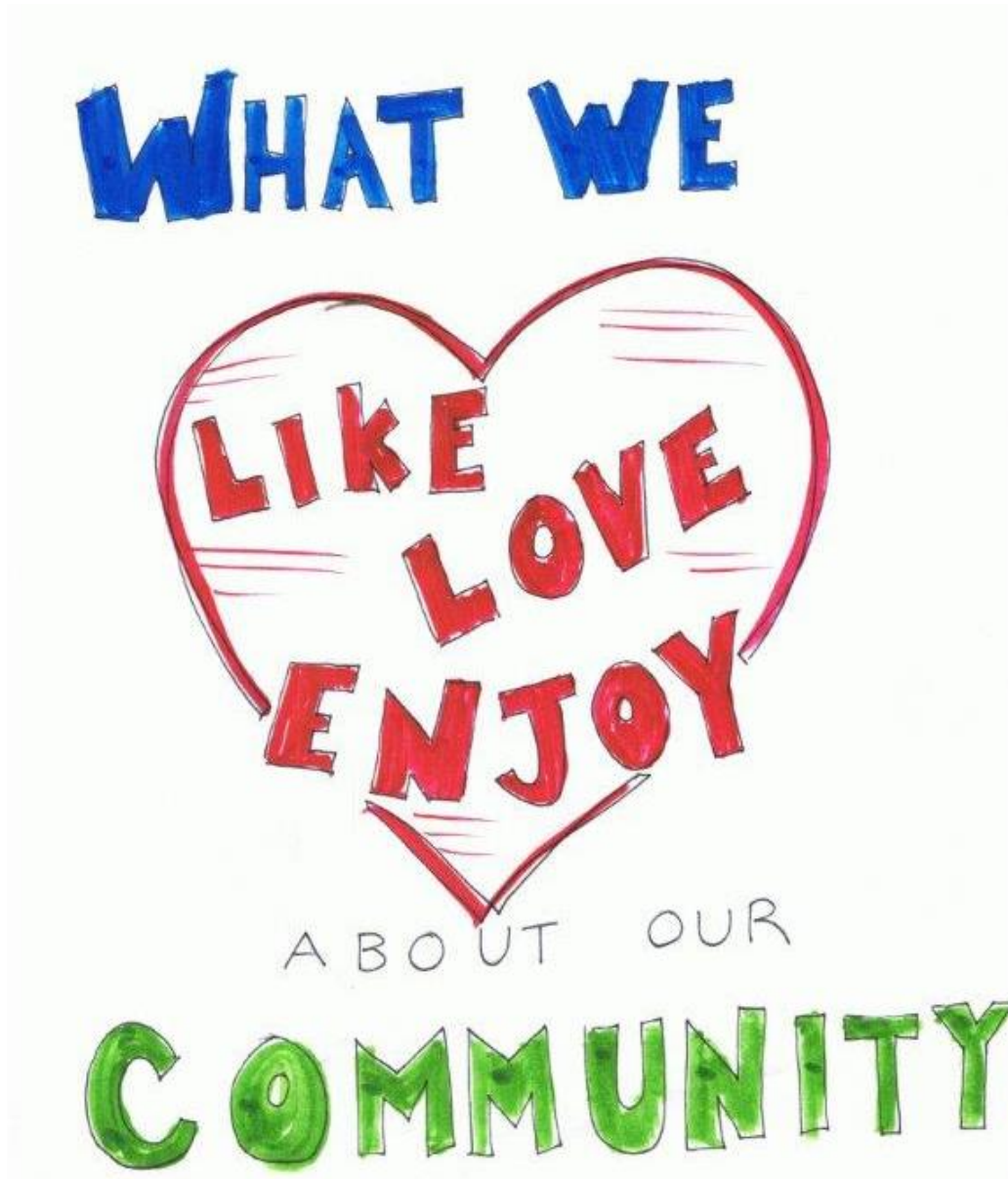
COMMUNITY CHECK-IN – June 19, 2014

There were several key informal advisors who met during the community check-in: Seniors Peer Support Counsellor; Community Health Specialist; Seniors Transitional Services Coordinator and a doctor.

During the community check-in, the approach for the age-friendly community assessment and plan were reviewed. Another important agenda item was an assessment of the issues in the Village of Harrison and opportunities for change. One need identified, was that of meeting places where seniors can meet in order to reach those who are shut in and to combat loneliness felt by seniors as they need more support in leaving their homes. One of the greatest needs, that is often identified, is health services.

SENIORS COMMUNITY WORKSHOP – June 19, 2014

This session focused on hearing the concerns and ideas from a community seniors club as to what is needed in the Village of Harrison to meet their current and future needs.









COMMUNITY RESPONSES AND DISCUSSIONS

Transportation

During the discussion and through survey analysis, community members stated that there is adequate transportation for their current needs, but can foresee improvements that are necessary in the near future, including:

- a. increased number of buses per hour
- b. increased personal driving services

Community members identified that there are areas that they did not consider “walkable”, due to a number of reasons:

- a. too narrow
- b. too uneven

Community members also stated a need for a great number of seating areas along pathways and around the lagoon area, and the need for covered bus shelters and areas for sitting.

Social and Civic Participation

When asked about social and civic participation the following areas of concern were identified:

1. There are a limited number of recreational opportunities that involve seniors and babies.
2. That there is opportunity to increase communication to the community.
3. Although there are a number of festivals and events in Harrison, there should be more community events that are of a more community nature so they can meet and get to know one another as a community.
4. There is opportunity for improvement for community programs by opening up different areas of Harrison, such as Memorial Hall, schools, and park areas for events and gatherings, as well as a dog park.

Employment and Volunteerism

Community members expressed the need for increased opportunity to financial support themselves through economic development improvements. Although there are many ways to volunteer at events and festivals that it would be good to create an “adopt a grandparent/adopt a grandchild” sort of program that will create intergenerational activities while also fulfilling a volunteering need within the Village.

Housing

Most of the respondents clearly stated that it would be necessary for housing size to be reduced to ensure that there will be an ability to maintain the aesthetics and the safety of the house and that housing will need to adapt to the changing needs of the residents.

Health

Most respondents stated that there will be a change in their medical and health needs as they age in Harrison. As such, respondents stated there was a need for better access to medical services and transportation to medical appointments. Some suggested a “roving nursing station” or urgent care centre where there is a triage-based assessment with follow-up emergency or non-emergency care.

Discussion

In discussing age-friendly communities, the following were identified as integral to being age-friendly:

1. Inclusivity – something for all ages
2. Participation within the community
3. A community that meets all the needs of all the residents, including facilities for all ages, small homes, and mobility requirements of community members
4. Good communication

Transportation, inter-community networking through community events, respect for older residents' knowledge and experience, and medical services were highlighted as being the key barriers to being age-friendly in the Village of Harrison Hot Springs. The age-friendly Village of Harrison priority areas highlighted were medical care and transportation, including improved walkability.

As discussed, the current needs of many of the participants are mainly being met. Future needs identified include increased and continual health care, smaller houses that are easier to maintain, sidewalks, ramps, and appropriate traffic calming measures; and increase respect and care for the older community residents.

Through these discussions, participants identified several opportunities for integration of the community including the following:

1. Off-leash areas, and dog parks
2. Increased community gatherings and gathering areas
3. Use of hospitality/tourism taxes to increase opportunity in Harrison
4. Use of school and Memorial Hall for community functions
5. Community fairs
6. Programs like adopt-a-grandma/pa or adopt-a-granddaughter/son



APPENDIX 3: MATERIAL FROM EVENTS



Age-Friendly Community Assessment Service Provider Questionnaire¹

The purpose of this survey is to gather information regarding the age friendliness of the Village of Harrison Hot Springs. By completing this survey, we will use the details you provide to guide consultations with community members, and to highlight key areas that need to be strengthened in order to promote age friendly community design for the Village of Harrison Hot Springs. The goal is to develop an age-friendly community plan that meets the current and future needs of the aged community therein.

Thank you for taking the time to complete this survey.

General Information		
Name:	Position:	
Organization:	Service Provided:	
Age Group: newborn-12 <input type="radio"/> 13-19 <input type="radio"/> 20-35 <input type="radio"/> 36-54 <input type="radio"/> 55-64 <input type="radio"/> 65-74 <input type="radio"/> 75+ <input type="radio"/>		
Check all that apply.		
Contact information:		
Survey	Comments	
What makes a community “age-friendly”?		
What are the strengths of Harrison as a community inclusive of all ages?		
What are the barriers in creating an age friendly/inclusive community?		
Support and Support Services		
Do you believe there is enough support for community members, specifically seniors, youth, new parents, in Harrison?	Yes No	

¹ Survey adapted from original survey developed for the Township of Langley Age-friendly Community Evaluation Study (ACES) prepared by Cherie Enns Consulting and Life Changes Consulting

Do you feel that the referral process for services in Harrison compliment the provision of services?	Yes No	
Transportation		
Do you feel that Harrison offers age-friendly transportation services?	Yes No	
Are reliable transportation services offered?	Yes No On occasion	
Is the Village of Harrison barrier free and walkable for community members for whom mobility is somewhat or largely restricted (walkers, wheelchairs, etc.)?	Yes No	
Is the Village of Harrison (in the perception of community members) a safe place to walk and be alone?	Yes No	
Social and Civic Participation		
Are there opportunities for all community members to gather?	Yes No On occasion	
Are there opportunities for all community members to engage with all generations?	Yes No On occasion	
Are there opportunities for all community members to participate in civic events and meetings?	Yes No On occasion	
Are all community members notified of events, civil or social, that should be inclusive of all community members?	Yes No On occasion	

Do all community members participate in local civil and social events?	Yes No On occasion	
Are all community members aware of and able to vote in municipal, provincial, and federal elections (accessibility, notification, transportation etc.)?	Yes No On occasion	
Are there resources for all community members to receive and transmit information?	Yes No	
Are there opportunities for all community members to participate in community programs, such as computer literacy, writing, drawing, dance, and recreational programs within the community?	Yes No On occasion	
Employment and Volunteerism		
Are there opportunities for all community members to work in Harrison?	Yes No	
Are there opportunities for all community members to maintain economic independence in Harrison?	Yes No	
Are there opportunities for all community members to volunteer within the community?	Yes No On occasion	
Housing		
Are there opportunities for community members to transition from independent housing to assisted/supportive housing and care facilities?	Yes No	
Are there enough independent housing options available for community members (rentals, subsidized, ownership etc.)?	Yes No	

Is there opportunity for community members to “age in place”?	Yes No	
Is housing barrier free and adaptable to suit the changing needs of community members?	Yes No	
Are there opportunities for community members to remain with their spouse, family, etc. as their needs change?	Yes No On occasion	
Health		
Is there adequate opportunity for community members to meet their health needs (food, clothing, shelter, medical etc.)?	Yes No	
Is there adequate access to medical practitioners and care facilities within the Village of Harrison?	Yes No	
Is there enough reliable transportation to medical practitioners, pharmacies, and care facilities as needed by community members within the community?	Yes No On occasion	
Are there many opportunities for community members to meet their nutritional needs, such as grocery markets, community gardens, etc.?	Yes No	
Are there opportunities for community members to participate in exercise, health and nutrition, and preventative health programs within the community?	Yes No On occasion	
General		
What are the current needs of your client group?		
What will be the future needs of your client group?		
What do you feel would be the priority in created an age-		

friendly community in Harrison, at present?	
What do you feel will be the priority in maintaining an age-friendly community in Harrison, in the future?	
What are the opportunities for change in Harrison?	
What other community's initiatives would fit Harrison?	
Questions/general comments:	

Thank you for taking the time to complete this survey. Your name will be placed in a draw for a chance to win one of two \$50.00 gift certificates to the Copper Room. Surveys end date is **Friday April 18, 2014**. Please send completed surveys to cherieennsconsulting@gmail.com. **The draw will take place on May 2, 2014, we will contact the winners of the gift cards via email or telephone.** If you would like more information pertaining to the Age Friendly Village of Harrison project, please contact Cherie Enns Consulting at cherieennsconsulting@gmail.com or at 604-649-1255.

Workshop Questions – April 1, 2014 Service Provider Workshop

1. What makes a community age friendly?
2. What are the strengths of Harrison, in regards to level of and type of services, as a community inclusive of all ages?
3. What are the barriers to providing services, including missing services, within Harrison to make it an age friendly/inclusive community?
4. What are the opportunities for change, particularly in service provisions, in Harrison to be an age friendly community?



Age-Friendly Community Assessment Child and Youth Questionnaire¹

The purpose of this survey is to gather information regarding the age friendliness of the Village of Harrison Hot Springs. By completing this survey, we will highlight key areas that need to be strengthened in order to promote an age friendly community within the Village of Harrison Hot Springs. The goal is to develop an age-friendly community plan that meets the current and future needs of the aged community therein.

Thank you for taking the time to complete this survey.

General Information		
Name (First Name only please)		
Age Group: 5-10 <input type="checkbox"/> 11-14 <input type="checkbox"/> 15-18 <input type="checkbox"/>		
Survey	Comments	
What do you like about Harrison?		
What don't you like about Harrison?		
Do you want to stay in Harrison and raise your family here?	If yes, why?	
	If no, why not?	
Transportation		
Do you think that Harrison offers enough transportation services?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Why?
Can you use the transportation on your own?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Why?
Can you walk around Harrison easily?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Why?

¹ Survey adapted from original survey developed for the Township of Langley Age-friendly Community Evaluation Study (ACES) prepared by Cherie Enns Consulting and Life Changes Consulting



Community Survey Instrument Assessment and Identification of Priorities

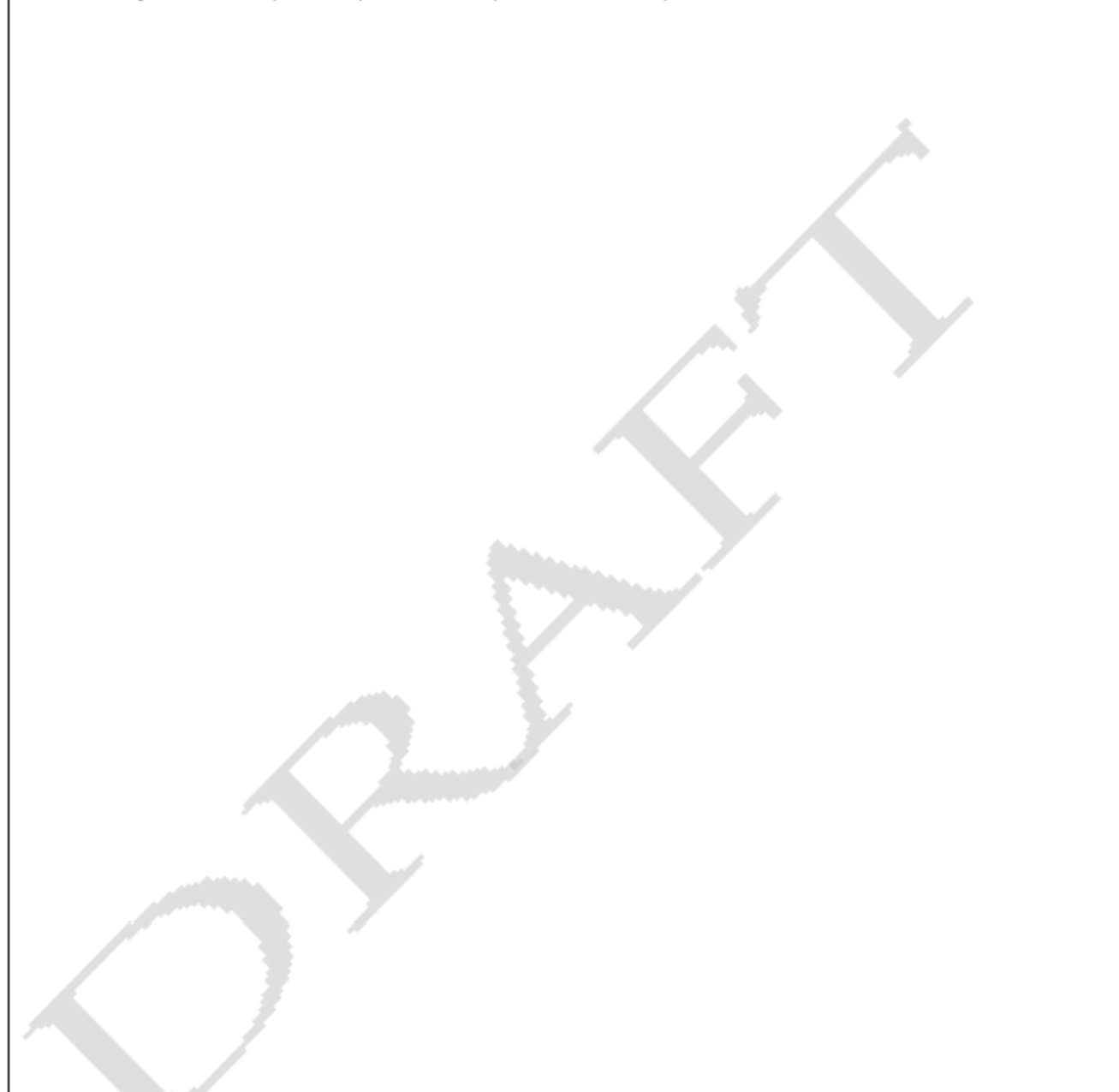
Is the Village of Harrison a safe place?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Why?
Social and Civic Participation		
Are you able to meet with your friends?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Where?
Are there times when you can meet with older people, in a safe and comfortable place?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Where?
Can you attend community events?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Which ones?
Do you know where to find information about events and services in Harrison?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Are there enough community programs to join?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Which ones?
Employment and Volunteerism		
Will there be opportunities for you to work in Harrison when you are older?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Will there be opportunities for you to volunteer when you are older?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Housing		
When you are older, and your family has grown up, do you think you will be able to live in Harrison?	If yes, why?	
	If no, why not?	
Do you like your neighbourhood?	If yes, why?	
	If no, why not?	
Health		
Are there enough places for you to shop your needs in Harrison (food, clothing, medicine)?	Yes <input type="checkbox"/> No <input type="checkbox"/>	



Community Survey Instrument Assessment and Identification of Priorities

General

Please draw a picture of what you want your community to look like when you are older.



Thank you for taking the time to complete this survey. Surveys end date is **Friday June 20, 2014**. If you would like more information pertaining to the Age Friendly Village of Harrison project, please see our Cherie Enns-Consulting Facebook page: <https://www.facebook.com/profile.php?id=100008162914591>, Cherie Enns Consulting Website: <http://www.cherieennsconsulting.com/harrison-hot-springs.php> contact Cherie Enns Consulting at cherieennsconsulting@gmail.com or at 604-649-1255. Please drop off completed surveys at the Village of Harrison Hot Springs office at 495 Hot Springs Road, Harrison, BC.



Cherie Enns Consulting Inc.



Age-Friendly Community Assessment Community Questionnaire¹

The purpose of this survey is to gather information regarding the age friendliness of the Village of Harrison Hot Springs. By completing this survey, we will highlight key areas that need to be strengthened in order to promote an age friendly community within the Village of Harrison Hot Springs. The goal is to develop an age-friendly community plan that meets the current and future needs of the aged community therein.

Thank you for taking the time to complete this survey.

General Information		
Name:		
Age Group: 19-35 <input type="checkbox"/> 36-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65-74 <input type="checkbox"/> 75+ <input type="checkbox"/>	Are you a caregiver to an aged family member or an aged community member? <input type="checkbox"/> yes age: <input type="text"/> <input type="checkbox"/> no	
Contact information		
Mailing address:	Phone:	
	e-mail:	
Survey	Comments	
What makes a community "age-friendly"?		
What are the strengths of Harrison as a community inclusive of all ages?		
What are the barriers in creating an age friendly/inclusive community?		
Support and Support Services		
Do you believe there is enough support for community members, specifically seniors, in Harrison?	Yes <input type="radio"/> No <input type="radio"/>	
Can you easily find information about services in the Harrison area that support seniors?	Yes <input type="radio"/> No <input type="radio"/>	
Transportation		
Do you feel that Harrison offers age-friendly transportation services?	Yes <input type="radio"/> No <input type="radio"/>	
Is reliable transportation services offered?	Yes <input type="radio"/> No <input type="radio"/> On occasion <input type="radio"/>	

¹ Survey adapted from original survey developed for the Township of Langley Age-friendly Community Evaluation Study (ACES) prepared by Cherie Enns Consulting and Life Changes Consulting



Community Survey Instrument Assessment and Identification of Priorities

Is the Village of Harrison barrier free and walkable for community members for whom mobility is somewhat or largely restricted (walkers, wheelchairs, etc.)?	Yes <input type="radio"/> No <input type="radio"/>	
Is the Village of Harrison (in the perception of community members) a safe place to walk and be alone?	Yes <input type="radio"/> No <input type="radio"/>	
Social and Civic Participation		
Are there opportunities for seniors to gather?	Yes <input type="radio"/> No <input type="radio"/> On occasion <input type="radio"/>	
Are there opportunities for seniors to engage with all generations?	Yes <input type="radio"/> No <input type="radio"/> On occasion <input type="radio"/>	
Are there opportunities for seniors to participate in civic events and meetings?	Yes <input type="radio"/> No <input type="radio"/> On occasion <input type="radio"/>	
Are seniors notified of events, civil or social, that should be inclusive of all community members?	Yes <input type="radio"/> No <input type="radio"/> On occasion <input type="radio"/>	
Are seniors aware of and able to vote in municipal, provincial, and federal elections (accessibility, notification, transportation etc.)?	Yes <input type="radio"/> No <input type="radio"/> On occasion <input type="radio"/>	
Are there resources for seniors to receive and transmit information?	Yes <input type="radio"/> No <input type="radio"/>	
Are there opportunities for seniors to participate in community programs, such as computer literacy, writing, drawing, dance, and recreational programs within the community?	Yes <input type="radio"/> No <input type="radio"/> On occasion <input type="radio"/>	
Employment and Volunteerism		
Are there opportunities for seniors to work in Harrison?	Yes <input type="radio"/> No <input type="radio"/>	
Are there opportunities for seniors to maintain economic independence in Harrison?	Yes <input type="radio"/> No <input type="radio"/>	
Are there opportunities for seniors to volunteer within the community?	Yes <input type="radio"/> No <input type="radio"/> On occasion <input type="radio"/>	
Housing		
Are there opportunities for community members to transition from independent housing to assisted/supportive housing and care facilities?	Yes <input type="radio"/> No <input type="radio"/>	
Are there enough independent housing options available for community members (rentals, subsidized, ownership etc.)?	Yes <input type="radio"/> No <input type="radio"/>	
Is there opportunity for community members to "age in place"?	Yes <input type="radio"/> No <input type="radio"/>	
Is housing barrier free and adaptable to suit the changing needs of community members?	Yes <input type="radio"/> No <input type="radio"/>	
Are there opportunities for community members to remain with their spouse, family, etc. as their needs change?	Yes <input type="radio"/> No <input type="radio"/>	



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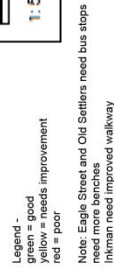
Community Survey Instrument Assessment and Identification of Priorities

	On occasion <input type="radio"/>	
Health		
Is there adequate opportunity for community members to meet their health needs (food, clothing, shelter, medical etc.)?	Yes <input type="radio"/> No <input type="radio"/>	
Is there adequate access to medical practitioners and care facilities within the Village of Harrison?	Yes <input type="radio"/> No <input type="radio"/>	
Is there enough reliable transportation to medical practitioners, pharmacies, and care facilities as needed by community members within the community?	Yes <input type="radio"/> No <input type="radio"/> On occasion <input type="radio"/>	
Are there many opportunities for community members to meet their nutritional needs, such as grocery markets, community gardens, etc.?	Yes <input type="radio"/> No <input type="radio"/>	
Are there opportunities for community members to participate in exercise, health and nutrition, and preventative health programs within the community?	Yes <input type="radio"/> No <input type="radio"/> On occasion <input type="radio"/>	
General		
What are your current needs or the current needs of your senior family member(s)?		
What will be your future needs and/or the future needs of your senior family member(s)?		
What do you feel would be the priority in creating an age-friendly community in Harrison, at present?		
What do you feel will be the priority in maintaining an age-friendly community in Harrison, in the future?		
What are the opportunities for change in Harrison?		
What other community's initiatives would fit Harrison?		
Questions/general comments:		

Thank you for taking the time to complete this survey. Surveys end date is **Friday June 20, 2014**. If you would like more information pertaining to the Age Friendly Village of Harrison project, please see our Cherie Enns-Consulting Facebook page: <https://www.facebook.com/profile.php?id=100008162914591>, Cherie Enns Consulting Website: <http://www.cherieennsconsulting.com/harrison-hot-springs.php> contact Cherie Enns Consulting at cherieennsconsulting@gmail.com or at 604-649-1255. Please drop off completed surveys at the Village of Harrison Hot Springs office at 495 Hot Springs Road, Harrison, BC.



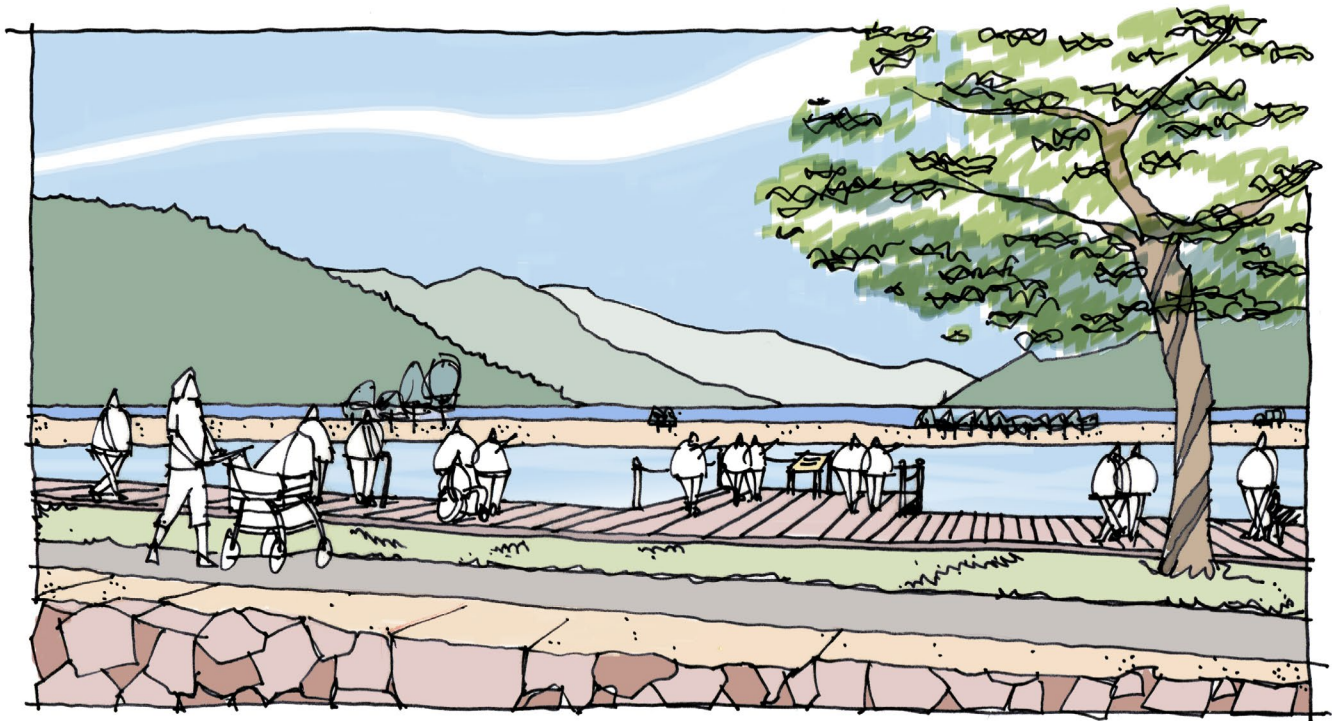
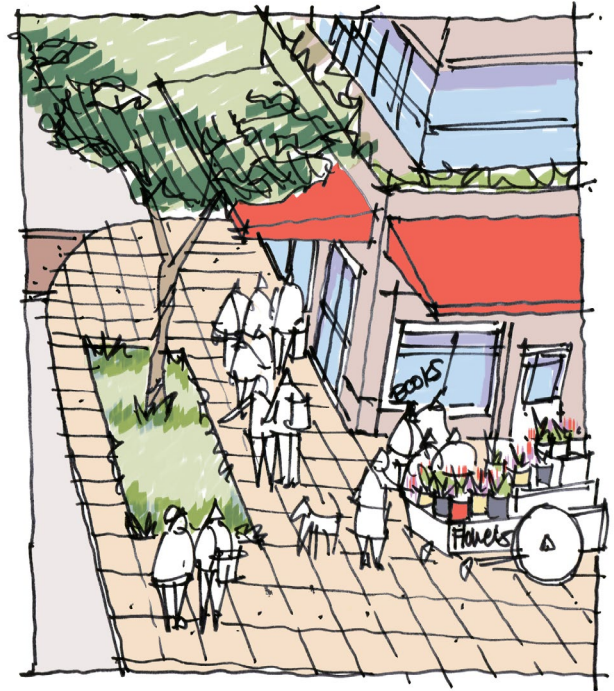
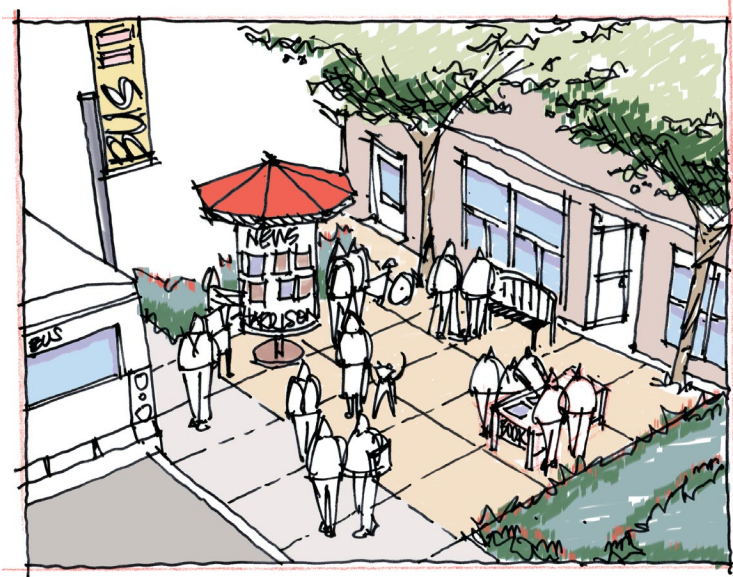
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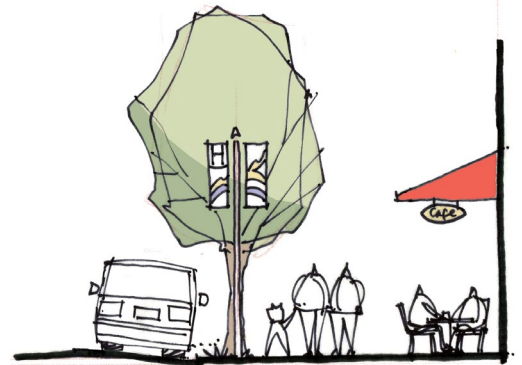
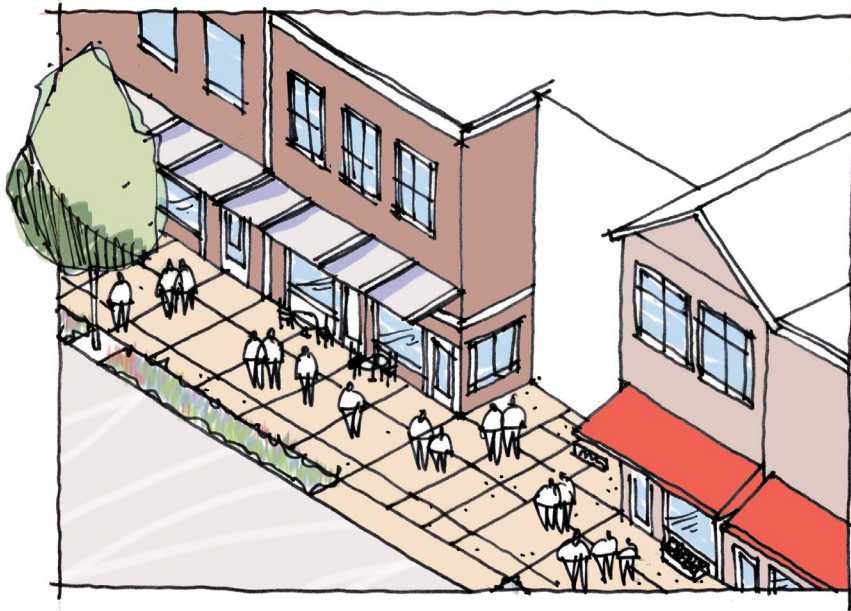




APPENDIX 5: PROPOSED DESIGNS

The following designs highlight ideas from the consultation sessions. All designs with detailed descriptions can be found in the Age-Friendly Action Plan.







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matthewroddisurbandesign+

CREATIVE  MEDIA HD

Funded by Union of BC Municipalities (UBCM) 2014 Age-Friendly Community Planning & Project Grants