



VILLAGE OF HARRISON HOT SPRINGS NOTICE OF MEETING AND AGENDA

AGE-FRIENDLY COMMITTEE MEETING

Date: Thursday, July 18, 2019
Time: 10:30 a.m.
Location: Council Chambers, 495 Hot Springs Road
 Harrison Hot Springs, British Columbia

1. CALL TO ORDER

Meeting called to order by the Chair.

2. INTRODUCTION OF LATE ITEMS

3. APPROVAL OF AGENDA

4. ADOPTION OF MINUTES

(a) THAT the Minutes of the Age-friendly Committee Meeting held May 2, 2019 be adopted. Item 4(a)
Page 1

5. ITEMS FOR DISCUSSION

(a) Age-friendly Action Plan Review Item 5(a)
Page 3
Time Allotted: 7 minutes

(b) Active Transportation Item 5(b)
Time Allotted: 5 minutes

(c) Projects

i. Social Events Item 5(c)(i)
Time Allotted: 10 minutes

ii. Health Item 5(c)(ii.)
Time Allotted: 5 minutes

iii. Housing Item 5(c)(iii.)
Time Allotted: 5 minutes

iv. Homelessness Item 5(c)(iv.)
Time Allotted: 5 minutes

v. Funding Requirements Item 5(c)(v.)
Time Allotted: 5 minutes

(d) Partnership Opportunities with Agassiz-Harrison Community Services Item 5(d)
Time Allotted: 5 minutes

(e) Aging Community – Strength or Weakness Item 5(e)
Time Allotted: 5 minutes

(f) Meeting Schedule Update Item 5(f)
Time Allotted: 3 minutes

6. ADJOURNMENT

VILLAGE OF HARRISON HOT SPRINGS
AGE-FRIENDLY COMMITTEE MEETING

DATE: Thursday, May 2, 2019
TIME: 1:39 p.m.
PLACE: Council Chambers
495 Hot Springs Road, Harrison Hot Springs, BC

IN ATTENDANCE: Councillor Ray Hooper, Chair
Allan Jackson
Ken Gisborne

Deputy Chief Administrative Officer/Corporate Officer, Debra Key
Community Services Coordinator, Rhonda Schell

ABSENT:

Recording Secretary: Jaclyn Bhatti

1. **CALL TO ORDER**

The Chair called the meeting to order at 1:39 p.m.

2. **INTRODUCTION OF LATE ITEMS**

None

3. **APPROVAL OF AGENDA**

Moved by Ken Gisborne
Seconded by Allan Jackson

THAT the agenda be approved.

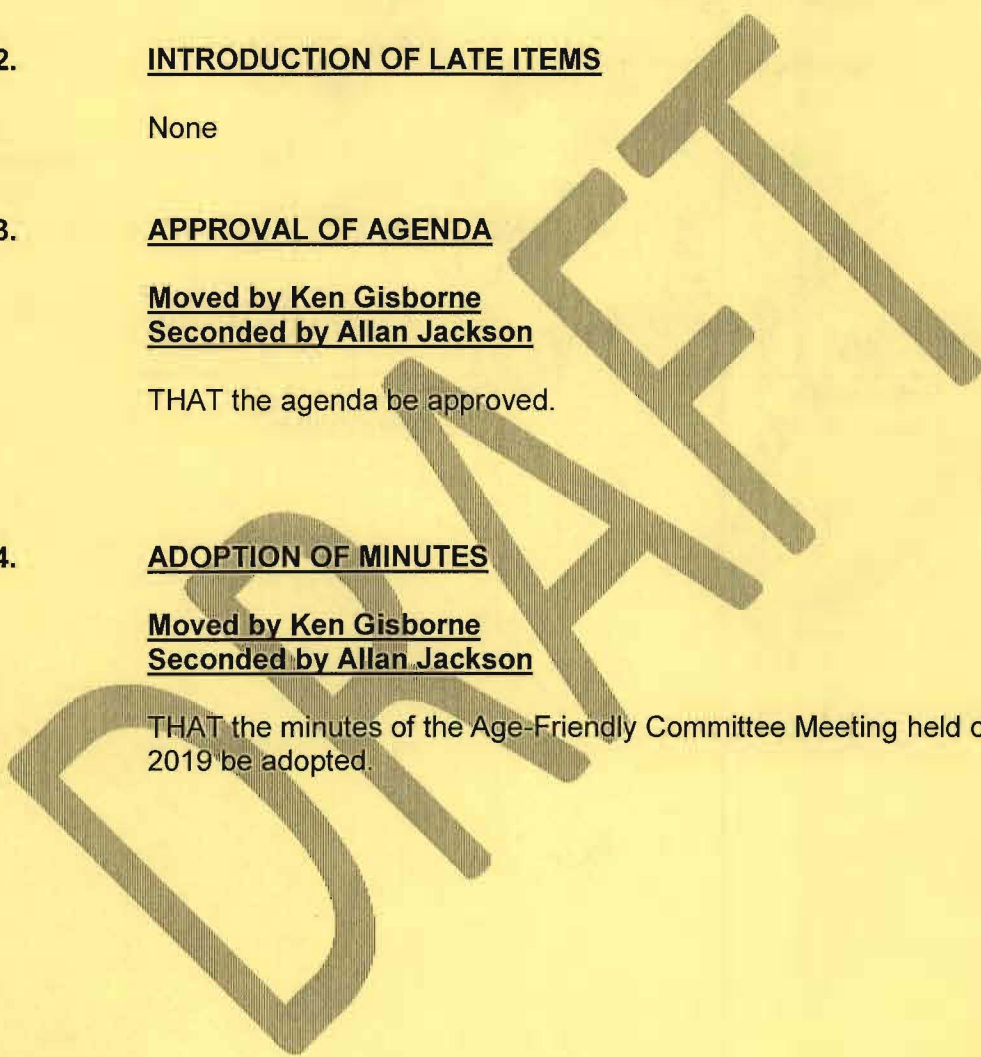
**CARRIED
UNANIMOUSLY**
AFC-2019-05-01

4. **ADOPTION OF MINUTES**

Moved by Ken Gisborne
Seconded by Allan Jackson

THAT the minutes of the Age-Friendly Committee Meeting held on February 28, 2019 be adopted.

**CARRIED
UNANIMOUSLY**
AFC-2019-05-02



Village of Harrison Hot Springs
Minutes of the Age-friendly Committee Meeting
May 2, 2019

5. **ITEMS FOR DISCUSSION**

(a) Expression of Interest

Moved by Allan Jackson
Seconded by Ken Gisborne

THAT Allison Douglas and Brent Douglas be appointed to the Age-friendly Committee.

**CARRIED
UNANIMOUSLY**
AFC-2019-05-03

7. **ADJOURNMENT**

Moved by Ken Gisborne
Seconded by Allan Jackson

THAT the meeting be adjourned at 1:41 p.m.

**CARRIED
UNANIMOUSLY**
AFC-2019-05-04

Ray Hooper
Chair

Debra Key
Corporate Officer



Village of Harrison Hot Springs
AGE-FRIENDLY ACTION PLAN

2015



In researching and preparing this document efforts were taken to ensure that all reported and otherwise provided information was accurate. If, in the event, inaccurate information is found within this document please do not hesitate to contact Cherie Enns Consulting at cherieennsconsulting@gmail.com. If possible, appropriate, and in agreement with Cherie Enns Consulting and the project owner, errata could be corrected as soon as feasible. Neither Cherie Enns Consulting nor any of its agents, employees and sub-contractors shall be liable to for any claim, loss, demand or damages whatsoever (whether such claims, loss, demands or damages were foreseeable, known or otherwise) arising out of or in connection with the use of the report(s), other provided information, or content and materials included on the Cherie Enns Consulting website.

TABLE OF CONTENTS

1	INTRODUCTION	1
2	AGE-FRIENDLY COMMUNITY.....	2
	World Health Organization Age-Friendly City	2
3	HARRISON HOT SPRINGS COMMUNITY PROFILE.....	4
4	CONSULTATION & RESEARCH PROCESS.....	5
5	COMMUNITY RESPONSES & POLICY RECOMMENDATIONS.....	8
	Community Input.....	8
	Priority Action Areas.....	10
6	SUMMARY & NEXT STEPS	22
	Age-Friendly Requirements	22
	Implementation	23
	Age-Friendly Harrison.....	23
7	DEFINITIONS	24
8	SOURCES	24

APPENDICES (available as a supporting document)

APPENDIX 1: ACTION PLAN DEVELOPMENT & COMMUNITY INPUT

APPENDIX 2: COMMUNITY ENGAGEMENT REPORT

APPENDIX 3: MATERIAL FROM EVENTS

APPENDIX 4: SURVEY DATA

APPENDIX 5: PROPOSED DESIGNS



1 INTRODUCTION

The Village of Harrison Hot Springs is a destination community that offers residents and visitors' alike beautiful surroundings, natural hot springs, great community, and a developed tourism industry. These qualities make Harrison a great place to stay, short term and live, long term. However, a vibrant residential community should also be a nurturing and healthy environment that allows residents to age in place. The ability to age in place is a valuable community asset that many seek when considering where to live, especially in later stages of life.

Over one-third of Harrison residents are 65 years and older, while the median age is 54 years¹ demonstrating many seniors are attracted to this picturesque community. This age group has unique needs that may evolve as they age. It is integral to maintain and improve the quality of life for these residents by having a long term plan in place that ensures residents ample services, public space, activities, amenities, and other community aspects that allow them to age in place, in the best way possible. This Age-Friendly Action Plan highlights key findings related to the Village of Harrison Hot Springs age-friendly planning project and outlines key action areas with respect to the creation of an even more age-friendly community.

"We will ultimately be judged with respect to how we treat the most vulnerable among us. Organizations large and small can and should provide leadership in ensuring that all communities offer the type of environment that gives all of us choices throughout our lifespan and enables a high quality of life as we age."²

- Robert McNulty, President, Partners for Livable Communities

2 AGE-FRIENDLY COMMUNITY

An age-friendly community encourages active aging by optimizing opportunities for health, participation and security in order to enhance quality of life as people age. Globally, more and more communities are adopting a cross-disciplinary approach including:

- Government policies that provide a high quality of life for persons of all ages;
- A built environment that facilitates healthy lifestyles, safety, and social connectedness;
- An aging network that considers the effect of the support environment on the well-being of consumers;
- Universities that partner with the community to create cutting-edge research; and
- Emerging leaders from all fields who incorporate older adults into their work.²

Recognizing that the age-friendly concept will vary within a smaller more rural context, in practical terms, an age-friendly community adapts its structures and services to be accessible to and inclusive of older people with varying needs and capabilities.³ The focus of this Action Plan is to outline actions that target the environmental, social and economic factors that influence the health and well-being of older adults.

WORLD HEALTH ORGANIZATION AGE-FRIENDLY CITY

The consultation and research contained within this report closely follow the internationally recognized eight essential features of an age-friendly city, according to the World Health Organization.⁴



Photo credit: Haliburton, Kawartha, Pine Ridge District Health Unit

Outdoor Spaces & Buildings⁵

Does the natural and built environment help older persons get around easily and safely in the community and encourage active community participation?



Photo credit: BC Transit

Transportation

Can older persons travel wherever they want to go in the community, conveniently and safely?



Photo credit: Canada Mortgage and Housing Corporation

Housing

Do older persons have housing that is safe and affordable and that allows them to stay independent as their needs change?



Photo credit: Unavailable

Respect & Social Inclusion

Are public services, media, commercial services, faith communities and civil society respectful of the diversity of needs among seniors and willing to accommodate seniors in all aspects of society?



Photo credit: Unavailable

Social Participation

Do seniors have opportunities for developing and maintaining meaningful social networks in their neighbourhoods? Are the needs and preferences of seniors considered in planning by a diverse range of agencies and institutions?



Photo credit: Liberty Village Toronto

Communication & Information

Are seniors aware of the diverse range of programs and services available within their community? Is information readily available, appropriately designed and delivered to meet the needs of seniors?



Photo credit: City of Surrey

Civic Participation & Employment

Do older persons have opportunities to participate in community decision making? Do older persons have opportunities to contribute their experience and skills to the community in paid or unpaid work?



Photo credit: Canada Mortgage and Housing Corporation

Community Support & Health Service

Do older persons have access to the social and health services they need to stay healthy and independent?

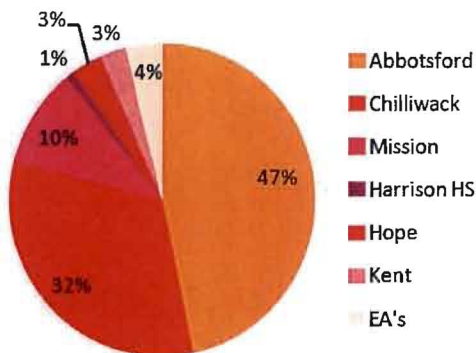
Age-Friendly BC (an initiative implemented by the Provincial Government) has reinforced the above-mentioned eight characteristics as essential to creating an age-friendly community. These aspects of community living, or variations thereof, have become the standard in most age-friendly planning practices.⁶

3 HARRISON HOT SPRINGS COMMUNITY PROFILE

The Village of Harrison Hot Springs is located within the Fraser Valley Regional District (FVRD). Over the next 30 years, the elderly population within the FVRD is projected to increase from 15% to 21% of the total population.⁷ Currently, the FVRD has approximately 41,000 senior residents and it is estimated that by 2041, one in every five residents will be 65 or older, bringing the total population of seniors close to 100,000.⁷ Within Harrison Hot Springs in 2011, 30% of the population was over 65 years and 50% of the population over 50 years.⁷ A review of demographics for Harrison indicate this trend will continue.



Seniors by Area of Residence within the FVRD

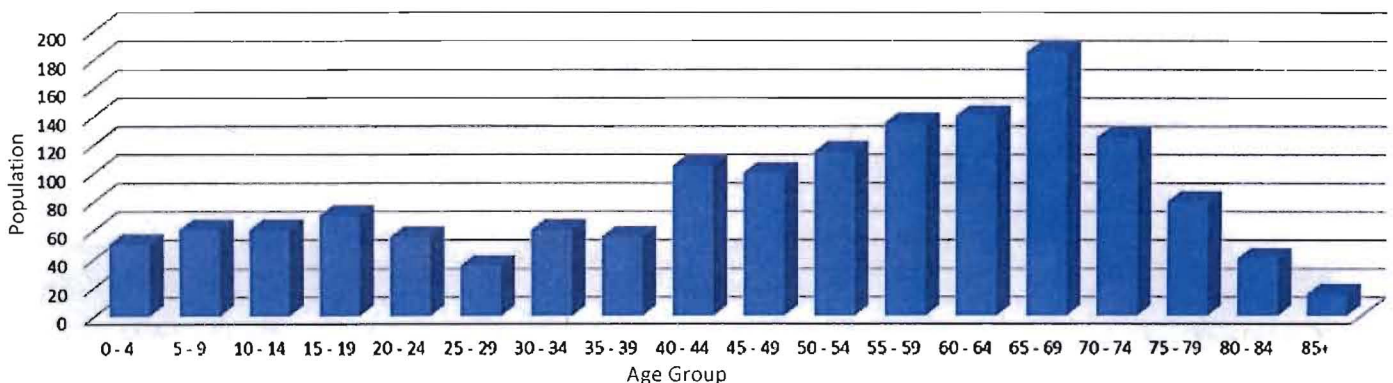


Source: Fraser Valley Regional District, Regional Snapshot Series: Aging⁷

Seniors living within the FVRD have an average annual income of \$36,000⁷. It is important to note that seniors tend to be more asset rich and more likely to own their own homes and vehicles. Smaller communities such as Hope, Kent, and Harrison Hot Springs have a larger proportion of seniors when compared to their total populations, and it is the senior population within these smaller communities and rural areas that face the most challenges.⁷ For example, in more rural areas, the smaller tax base often can make it difficult to provide seniors with necessary services, such as local health services or transportation and other services required to maintain their personal health and well-being.⁷

Harrison is a vibrant community with a variety of age groups, ethnicities, cultures and incomes. These various groups have differing values and needs that must be met within their immediate surroundings, if this largest group of residents is to retain quality of life as they age in place.

Village of Harrison - Population by Age Group



Source: Statistics Canada 2011 Census¹

4 CONSULTATION & RESEARCH PROCESS

Following the approach taken in many communities it was important to provide a snapshot of the existing lifestyle for seniors in Harrison and to identify a long-term strategy to achieve a more age-friendly community. A detailed report of the consultation process and key findings is included in the appendices document.

Important concepts and steps reflected in the planning and research process for the Action Plan included the following:

- Review existing policies and bylaws, services, infrastructure, and programs that exist and help achieve an age-friendly community.
- Develop tools such as an age-friendly video to assist Harrison in becoming more age-friendly and allowing seniors to age-in-place, recognizing that the Village is a small community with a limited resource base.
- Employ creative and innovative approaches such as the walking tour with seniors to overcome barriers identified through research, consultation and analysis work.
- Work collaboratively with residents, stakeholders and Village staff.
- Consult and engage residents and stakeholders through a clearly identified consultation strategy.
- Host and facilitate a workshop with stakeholders in partnership with Fraser Health and a Healthy Communities grant.
- Produce an Age-Friendly Action Plan that has clear and tangible recommendations with priorities for implementation. The final Plan will be used as a background document for an Official Community Plan update that is anticipated to take place in the coming years.

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 plan developed.





The public and stakeholder consultation process included the following five events:

- Service Provider Workshop: Tuesday, April 1, 2014
- Drop-In Community Café: Monday, May 12, 2014
- Walk a Mile in "My Orthopaedic Shoes": Saturday, June 14, 2014
- Community Check-in: Thursday, June 19, 2014
- Seniors Community Workshop: Thursday, June 19, 2014

The goal of these consultations was to obtain the views of community members and gain a deeper depth of participation that only residents and stakeholders can contribute.

Surveyed target stakeholders included:

- General public
- Fraser Health Authority
- Agassiz Harrison Healthy Communities Committee
- Agassiz Harrison Community Services
- Community Resource Nurse
- Fraser Valley Regional Library
- Seniors Centre and Pensioner Association
- Seniors Peer Support Counsellor
- Community Health Specialist
- Seniors Transitional Services Coordinator
- Various other groups/individuals identified through the consultation process

Images that reflect what seniors value in the Village of Harrison Hot Springs



Citizens and stakeholders were encouraged to attend one or more of the multiple public consultation meetings. In these events materials were brought together for recording public opinions; opportunities for questions and discussions were fostered through a relaxed atmosphere, a central location, advertising, food and prizes.

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

Through these discussions, participants identified several opportunities for integration into the community. The following include ideas that cross on age segments:

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

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

- Event promotion is limited and not easily found.
- Limited or no opportunity for multi-generational gatherings.
- 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:

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

5 COMMUNITY RESPONSES & POLICY RECOMMENDATIONS

COMMUNITY INPUT

Through various stakeholder events and community analysis both strengths and challenges related to 'age-friendly' character of the Village of Harrison Hot Springs were identified. These ideas are summarized in the Priority Action Areas section and are organized into the following headings:

1 TRANSPORTATION & BUILT ENVIRONMENT

2 SOCIAL & CIVIC PARTICIPATION

3 EMPLOYMENT & VOLUNTEERISM

4 HOUSING & HEALTH

Transportation, inter-community networking through community events, respect for older residents' knowledge and experience, and medical services were highlighted as being some of 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.



Through discussion with community members, the current needs of many of the participants are mainly being met. There is a lot to celebrate with respect to Harrison including the beauty and community events.

Future needs identified include increased respect and care for the older community residents, as well as increased and continual health care, sidewalks, ramps and appropriate traffic calming measures. Participants also identified the need for a variety of housing options, including smaller houses that are easier to maintain and more ground oriented development such as single family housing with secondary suites.



PRIORITY ACTIONS AREAS



TRANSPORTATION & BUILT ENVIRONMENT

Challenges

- Limited economic and tax base.
- Not enough reliable transportation services to various health service providers or groceries.
- Narrow sidewalks in some areas.
- Need for community drivers to take seniors to appointments outside of Harrison.
- Built environment does not support alternative transportation methods, specifically walking and cycling.



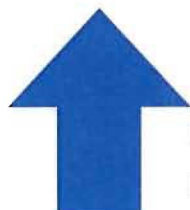
Key Action Areas

- Increasing connectivity to Agassiz for unmet services and programs.
- Improvement to sidewalks to ensure suitability for walking two-by-two, with a walker, cane, or stroller, while also letting another person pass by.
- Municipal facilities to include ramps, handrails and other amenities to improve access.
- Explore opportunities such as Development Permit Guidelines for improving sign and wayfinding that are clearer for seniors and those with disabilities.
- Sidewalk and curb improvement programs which emphasize accessibility with crosswalks and curb cuts.
- Development of trail guidelines to promote better access to trails for all ages.
- Identify key locations for bench installation in parks and at bus stops to allow rest areas for the public.

During the discussion and through survey analysis, community members stated that while there is an increase in the availability of public transportation, there is still a need for community drivers to take seniors 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.

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



- Increased number of buses per hour
- Increased personal driving services

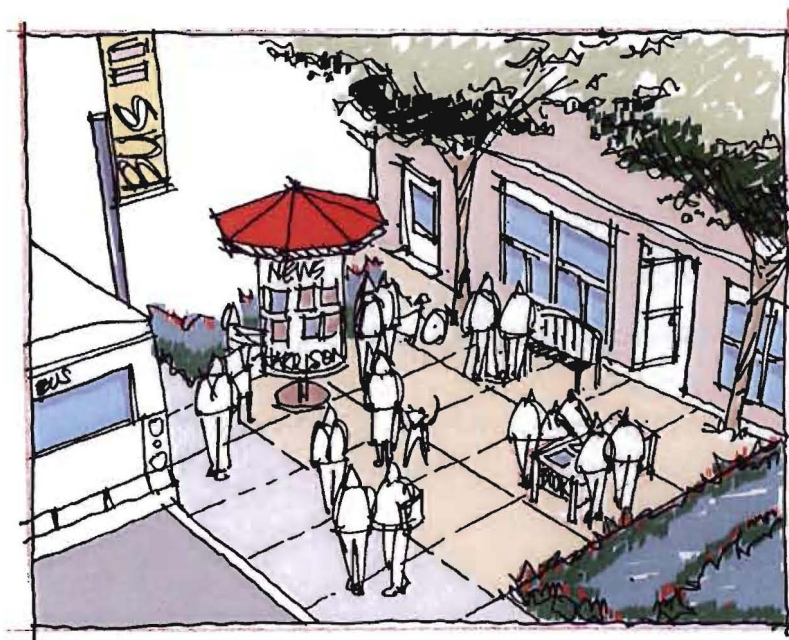
Transportation is a key factor in maintaining mental and physical health among seniors as adequate transportation would enable participation in fitness programs, social activities, and it would also enable seniors to live in their own homes longer, reducing care facility costs and increasing senior independence and overall quality of life.⁷ Currently there are minimal options for senior transportation aside from public transit and services like Handydart that only serve seniors in more urban areas such as Abbotsford and Chilliwack.⁷ However, Senior Transportation Access and Resources (STAR) and Driving Miss Daisy are both examples of organizations that work with communities on providing options for senior transportation.

Mobility is a significant challenge for seniors living in rural areas as they often face struggles over unfavorable terrain and more frequently require others to drive for them in the absence of high density urban transit. Community members also stated a need for a greater number of seating areas along pathways and around the lagoon area, and the need for covered bus shelters and areas for sitting.

Community members identified areas that they did not consider as walkable due to the areas being too narrow or uneven. They also 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 seniors and parents of younger children.

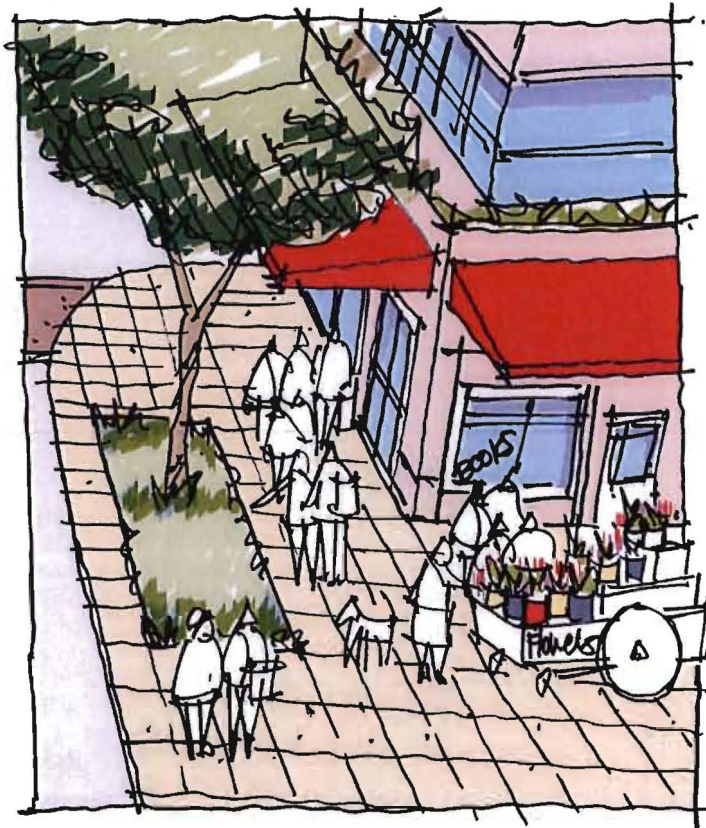
Proposed Design Diagrams & Concepts

The following designs highlight ideas from the consultation sessions including a design concept that provides a community hub that offers flexibility in terms of where and how people can meet, interact, and gather.



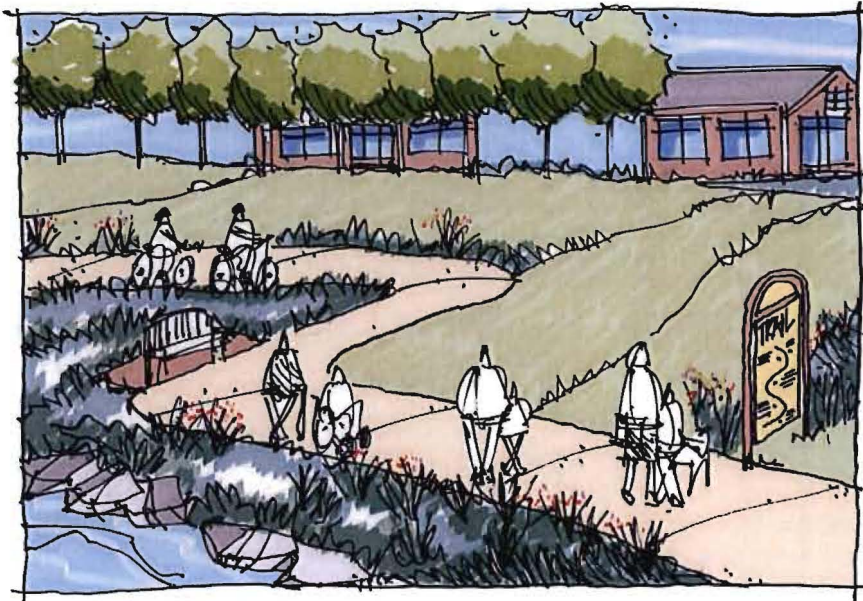
COMMUNITY HUB

Creating a community hub that revises an everyday space can turn it into a location where people meet, interact, and gather such as the pictured bus stop. Public space can then be defined by the adjacent shops, special materials, and landscaping. The area becomes a local neighbourhood focus with community notice boards allowing the sharing of services and goods, seating and bike parking, and an area for 'pop-up' activities like local book sales, etc.



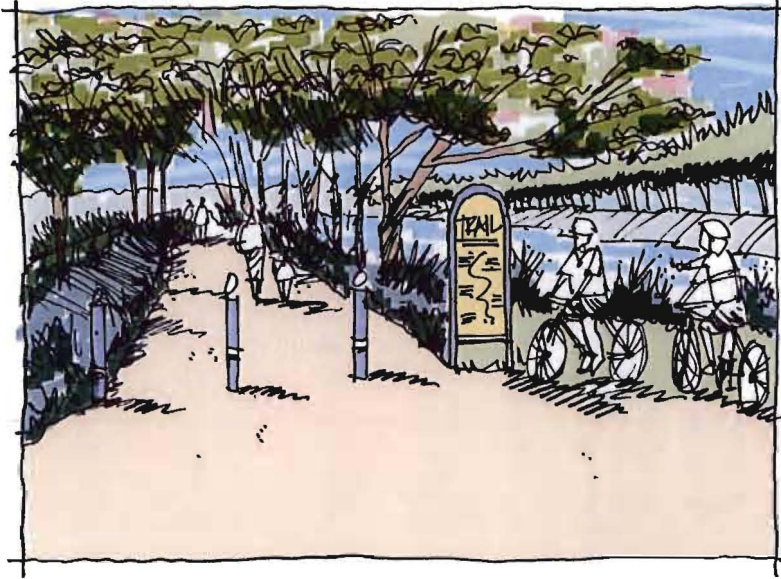
CANOPIES

This diagram illustrates how canopies can be used for weather protection and provide shade and shelter both in high tourist seasons and for residents year round. Canopies can help define a public space and give presence to a particular location. Also use non-standard building frontages or articulation as public space for local activities, such as market sales, etc. Canopies can also help to establish a human scale along the street.



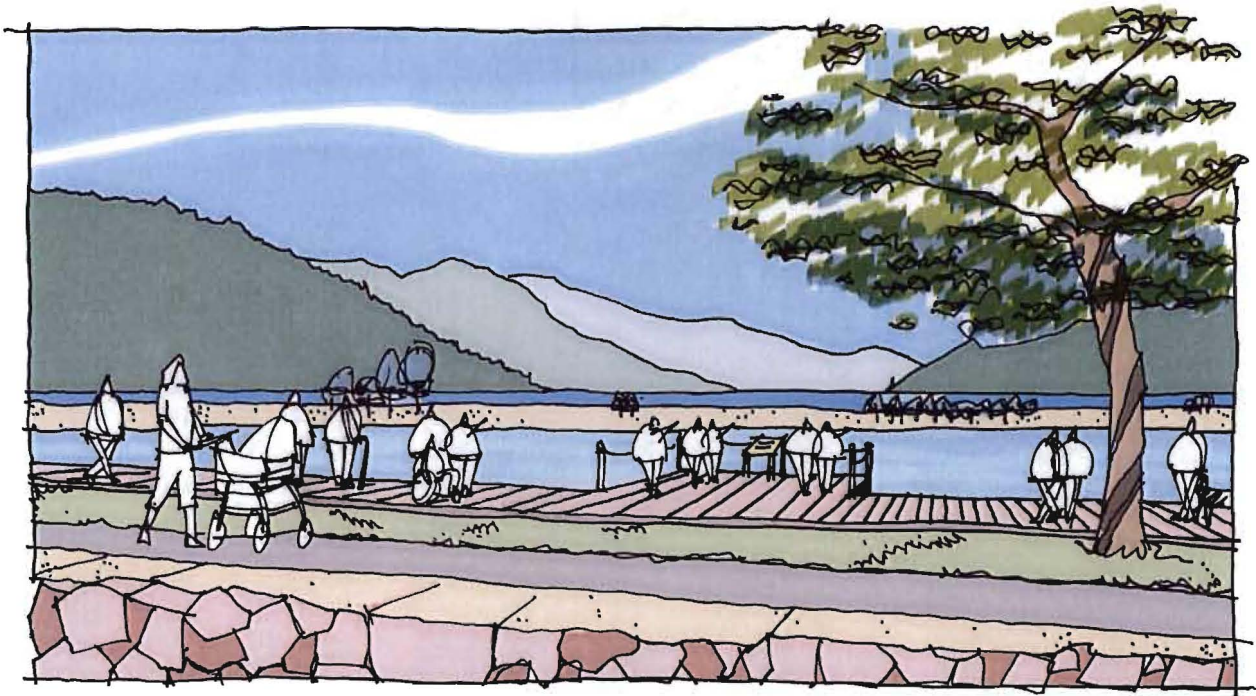
TRAILS

It is important to citizens to increase the number of forest walks and lake trails while simultaneously accommodating a range of users from those in a wheelchair and elderly to pedestrians and bikes. This includes places for respite (i.e. benches, water fountains) along the way to allow people to stop and rest if needed. Clear signage is key for people to know where they are and where the trail is leading. Ensure safe overlook from adjacent houses.



WALKWAYS & SIGNAGE

This design shows the important elements of using signs to clearly mark the pathway and how it should be used. It is important to show clear way finding (signage) to make people feel comfortable and to display the path as part of a larger network of trails, which allows users to engage various lengths of trails at their leisure. Entries should also be visibly marked to attract users to the space.

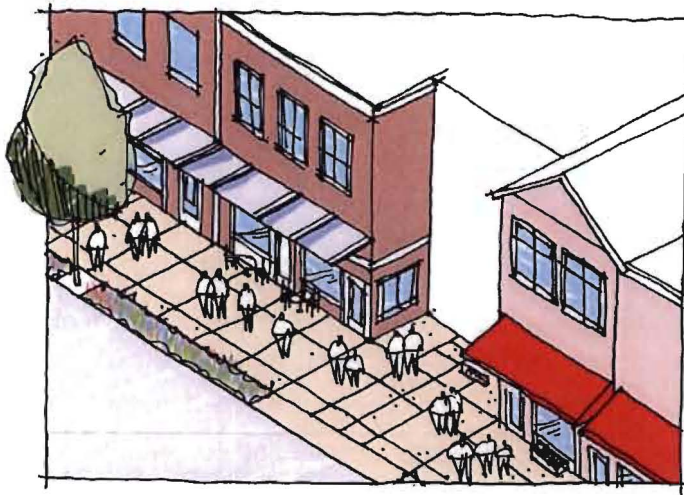


BOARDWALK

A boardwalk space could be created looking out over the lagoon that keeps the current pathway alongside the existing parking on Esplanade Ave and adding towards the beach edge. Boardwalks are able to accommodate wheelchairs, elderly, strollers, etc. and could include small areas for lookouts with way finding or interpretive materials of interest. The choice of building materials should maintain connectivity with the suite of material already used at the beach, including wood.

SHOPS & CANOPIES

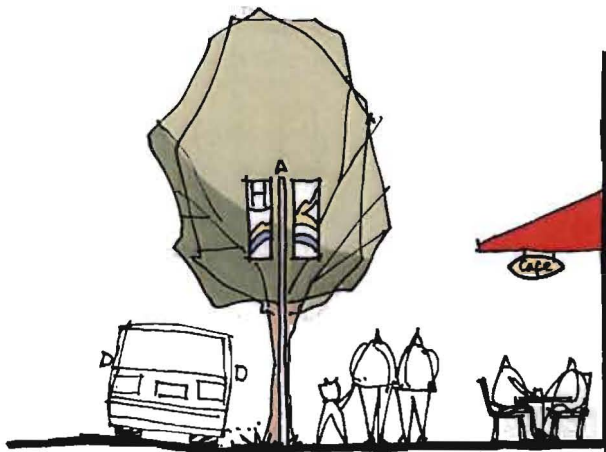
Canopies and awnings, potentially along Esplanade Ave shopping street, can help define the shop frontages as individual locations or to tie a series of shops together with a consistent design element. Pedestrians also will appreciate all year weather protection allowing for additional 'spill out' space to enliven the street (i.e. café seating, fruit stand, flower stand, etc.).



Another canopy sketch, using the existing street view as the basis of looking at before/after for adding a canopy to Esplanade Ave buildings. This illustrates the potential for using the exterior area spillover space to sell goods, etc. and how the canopy could be used to give definition to the shop front and help define a human scale on the street.

STREET ENVIRONMENT

Improving the street environment turns a façade into a lively, functional authentic space. The adjacent sketch illustrates canopies relative to the street environment: parking, boulevard for trees or special poles with banners, etc., wide walking area, 'spill over' space from adjacent businesses to accommodate outdoor café seating, etc.



2

SOCIAL & CIVIC PARTICIPATION

Challenges

- Isolation is affecting many seniors.
- Difficulty in reaching those who have become socially isolated.
- Mobile home parks offer affordable housing and connected communities, yet they are disappearing.
- Lack of coordination or information about volunteer opportunities.
- Few inter-generational gathering opportunities.
- Limited resources to receive or transmit information throughout the community.



Photo credit: Unavailable

Key Action Areas

- Create opportunities for peer-to-peer interaction.
- Foster home visits.
- Encourage intergenerational activities.
- Create a municipal Seniors Advisory Committee.
- Create on-line and community public bulletin boards in several locations.
- Create a directory guide of services available in Harrison Hot Springs and Agassiz.
- Examine and expand information on Agassiz-Harrison Community Services including updating the website and increasing promotion among seniors.
- Provide grants for innovative projects supporting the vision of Harrison as a community that values, respects and actively supports the well-being of seniors and promotes an age-friendly community.
- Healthy Village of Harrison Senior Friendly Business Decal program assesses and recognizes local businesses that apply age-friendly principles and practices.

Elderly people should be treated with respect and be included in civic life within rural communities and they should have opportunities to participate in leisure, social, cultural, and spiritual activities with people of all ages and cultures in their community.⁸ Kindness, courtesy, accommodation, and consultation should be promoted and exercised toward elderly people in the community, and events could be held to spread awareness of aging issues and provide seniors with an opportunity to tell their stories to younger generations.^{9, 10}

Social participation within rural senior communities could be promoted through physical recreation opportunities like group fitness and walking clubs, food-related gatherings, cultural events with music and theatre, non-physical recreation (playing cards, chess, or bingo) at local community centres or other nearby civic buildings. Community members expressed the need for intergenerational activities and for in-home social visits for those who find it difficult to get out in order to promote inclusiveness and connectedness.

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

- There are a limited number of recreational opportunities that involve seniors and infants.
- There is opportunity to increase public communication within community.
- There is opportunity for improvement of community programs by opening up different areas of Harrison, such as Memorial Hall, and schools.



Photo credit: BC Healthy Communities Society

- Demand for increased park areas for events and gatherings, as well as a dog park.

Although there are a number of festivals and events in Harrison, community members commented on a desire to increase events that are more community focused in nature so they can meet and get to know one another as a community. This could include: community barbecues/picnics (through churches, etc.), outdoor movie nights or fireworks hosted by the Village, winter caroling, or other events and programs.

Building on the success of other communities, other social and civic community improvement ideas and opportunities include:

1. Intergenerational recreation and social programs bring young and old together in a social setting to play cards, games, billiards and share good conversation.
2. Participation of older persons on Advisory Committees of Council and Municipal Task Forces encourage the building of relationships and inclusive practices.
3. Health education workshops and seminars offered through municipal recreation facilities improving public awareness of health issues facing the older population such as Diabetes Education and Heart and Stroke indicators.
4. Honouring pioneers of the community through the creation of a "Village History Book" and through the delivery of community milestone celebrations.
5. A Senior Friendly Business Decal program recognizing local business for efforts in supporting age-friendly environments.
6. Community centres that provide vibrant, safe environments for the delivery of daytime programs and services focused on older adults.
7. Foster the development of local, self-supporting, community based groups of seniors to provide social and recreational activities for seniors in their local neighbourhoods, for example, the Cordova Bay 55 Plus Association, in Victoria, work with the School Districts to provide physical space and intergenerational programs for a variety of seniors groups and associations.
8. Increase the amount of audio system use, ensuring those experiencing hearing difficulties can listen and are being involved in meetings and forums.
9. Education workshops that cover strategies for reducing or eliminating common barriers to participation for seniors offered in partnership with the Fraser Health Authority.

3

EMPLOYMENT & VOLUNTEERISM



Challenges

- Little to no opportunity to work in the community for seniors.
- Little opportunity to maintain economic independence.
- Volunteer opportunities are often only during events and summer season.

Key Action Areas

- Tap into the great resource of willing volunteers in the Village and in Agassiz working with Fraser Health Authority and Healthy Communities to develop a volunteer bureau geared towards identifying opportunities for seniors.
- Explore potential employment opportunities through a mentorship program, e.g. seniors sharing knowledge and experience in schools, libraries, and hospitals.
- Establish a part-time WorkBC Employment Service Centres (ESC) in the Village of Harrison (similar to that of Boston Bar).
- Seniors Award System.
- Create winter programs that increase volunteer opportunities.

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. Community members expressed the need for increased opportunity to financially support themselves through economic development improvements.

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. It would be good to create an “adopt a grandparent/adopt a grandchild” type of program that will create intergenerational activities while also fulfilling a year-round volunteering need within the Village.



Recognition of senior's roles and legacy within the community requires formal recognition. Providing opportunities for meaningful participation and involvement of older persons in a variety of service activities and showing appreciation for the valuable contribution of the collective knowledge and skills of this population will attract and retain volunteers to a deeper participatory commitment. Also, educating the older population in the health and social benefits of participation in recreation and leisure services and civic or community activities in conjunction with the Fraser Health Authority (e.g. sharing personal success stories through the media) may also increase volunteer participation.

4

HOUSING & HEALTH

Challenges

- Knowing where to find information on the housing choices that may be available.
- Difficult to find affordable and adaptable housing options.
- Crises such as a death of a spouse, loss of income, inability to manage finances, and emerging mental health issues.
- Few opportunities to transition from independent to assisted/supportive housing locally.
- Community members cannot meet health needs or access to medical practitioners within Harrison.



Photo credit: Google Maps

Key Action Areas

- Use the community planning process to encourage/require seniors-appropriate housing and services to be located together and identify locations for clusters or communities of care.
- Review and consider increasing the required percentage of adaptable housing for new developments.
- Organize senior's fairs to provide resources and information on housing, or different ways to help people age in place. This could include mobile workshops and information sessions.
- Engage in advocacy or lobbying at the provincial level to raise awareness and seek solutions for funding and/or services that are provided by the Government of BC.
- Identify ways for the Village to coordinate and share information with local seniors about housing programs and funding sources and jointly advocate for housing support for seniors to the Province.
- Involve the faith community in strategizing to improve housing options in the Village and potentially identify land and partnerships to provide housing options.
- Provide support for community events and initiatives to collaborate and brainstorm about housing solutions, such as the Township of Langley's support of the Triple A Senior Housing Summit. The Summit was planned and presented by community organizations concerned for senior's interests and issues.¹¹
- The Township of Langley's role is Review the Zoning Bylaw to identify if amendments are needed to incorporate age-friendly design elements.
- Implement an E-Health program and nursing outreach services.

Most of the respondents clearly stated that it would be necessary for housing size to be reduced to ensure 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, including:

- Encouraging mixed-use housing options within all neighbourhoods to facilitate an older person to move into alternative housing enabling the retention of social networks (e.g. townhouse, apartment, supportive living).
- Incorporating seniors housing within mixed-use housing developments (e.g. Housing agreements to encourage a range of housing by type, price and tenure).
- Ensuring adequate area and appropriate quality of outdoor/indoor social amenity spaces are provided.
- Investigating options for addressing affordability barriers (e.g. additional contributions to the regional housing affordability fund, flex housing, co-housing, incentives for affordable housing and well-designed infill housing).

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.



Photo credit: Nurse Next Door



Photo credit: Profit Guide

A key focus is to improve communication about services that will help seniors remain in their homes longer by actively promoting information related to low-cost housing options and accessing home care. Other ideas that have been implemented successfully elsewhere include:

- Consider making the voluntary adaptable housing guidelines mandatory for townhouses and single family housing similar to Saanich.⁵
- Explore requirements for single family and town housing to include a multi-use room on the ground floor that could be converted into a bedroom, and facilitate independent living and aging in a preferred place.

- Support zoning for demonstration homes to educate builders and the public and facilitate partnerships in providing housing options for seniors.
- Investigate options for small houses and “granny flats”.
- Explore feasibility of co-housing options in Harrison Hot Springs.
- Consider programs such as meals on wheels, as well as housekeeping and home maintenance services, delivery services, and having health care services in close proximity to each other, medical alert systems, and respite services for in-home caregivers.¹⁰
- Explore opportunities to partner with Fraser Health Authority to provide additional health services including pop-up, mobile or rotating services.

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 options for housing that could assist aging-in-place.

Some current housing solutions for seniors include making it easier to live at home by introducing in-home health care services, housekeeping services, and cooking services.⁷ This promotes longer living of seniors in their own homes, and lessens the burden on the health care system, and is also a more affordable option to living in costly senior care facilities.⁷ Other options include senior’s daycare, which offers meal plans, access to health services and recreational activities, and offers respite to caregivers.⁷ Assisted living facilities are another option for seniors; however, most seniors cannot afford to live in such facilities.⁷

Accessible Housing for Seniors⁹

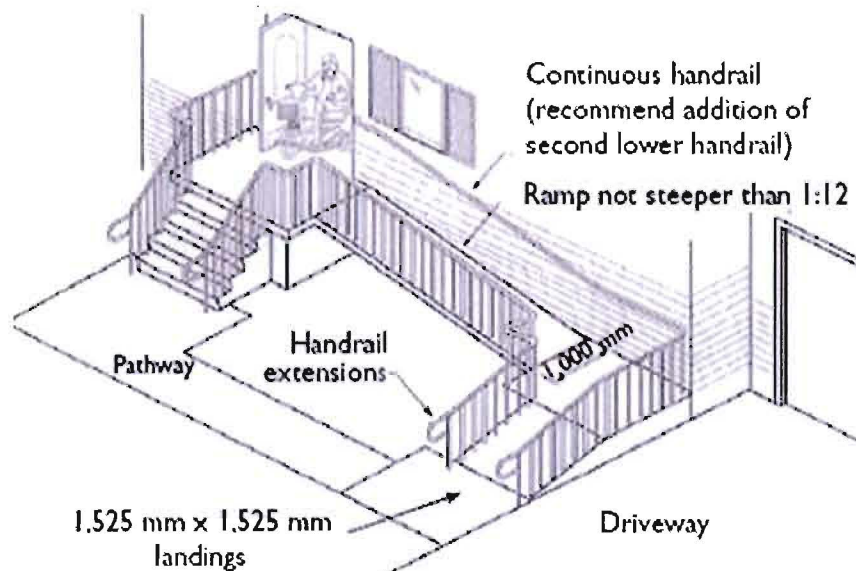


Photo credit: Canada Mortgage and Housing Corporation

Although the majority of seniors in the FVRD live in single detached homes, which they own debt free, many seniors live on fixed incomes of approximately \$36,000 a year, and with the high costs of housing, lack of adequate transportation, and increased health issues, many seniors are forced out of their homes.⁷ To keep up with demand for affordable housing for low income seniors, communities within the Fraser Valley will have to explore partnerships and funding to assist with development of more affordable housing options.

Current trends show that the overwhelming majority of senior citizens do not have financial savings, which means by the time they reach retirement they will not have any financial security outside of their assets to live off of in retirement.⁷ This need for affordable, age-friendly housing could be an opportunity to accommodate the aging population and design communities that promote healthy living, which in turn can benefit the entire population by reducing some long-term costs to the health care system.⁷



Source: Fraser Valley Regional District, Regional Snapshot Series: Aging⁸

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.



Photo credit: BC Transit

6 SUMMARY & NEXT STEPS

AGE-FRIENDLY REQUIREMENTS

Participants involved in the age-friendly project identified the following as integral to being age-friendly:

- Inclusivity – something for all ages
- Participation within the community
- A community that meets the needs of all residents, including facilities for every age, small homes, and mobility requirements of community members
- 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 proposed design concepts in the Action Plan integrate important suggestions made during consultation.

Another key part of the discussion was the need for a built environment that supports alternative transportation methods, specifically walking and cycling. 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.

Many participants also discussed how their current needs are mostly being met. Future needs identified include increased respect and care for the older community residents, as well as increased and continual health care, sidewalks, ramps and appropriate traffic calming measures. Participants also identified the need for a variety of housing options, including smaller houses that are easier to maintain and more ground oriented development such as single family housing with secondary suites.

Participants also identified several age-friendly ideas and opportunities for integration of the community, which have been used in other communities:¹¹

- Off-leash areas, and dog parks
- Increased community gatherings and gathering areas
- Use of hospitality/tourism taxes to increase opportunity in Harrison
- Use of school and Memorial Hall for community functions
- Community fairs
- Programs like adopt-a-grandma/pa or adopt-a-granddaughter/son
- Seniors Advisory Committee – working with municipal government, with one youth member for mentoring program
- Use of RV rentals and taxation for development of community programs
- Use of school and Memorial Hall for community functions, barn dances, dancing lessons, bingo, music programs and more

IMPLEMENTATION

It is recommended that the policy concepts presented in this Action Plan be reviewed, followed by an implementation plan with a funding strategy that looks for government, corporate and non-profit resources to be developed. There may be opportunity to work with Agassiz partnering with both for-profit and non-profit organizations, as well as corporations to implement selected priorities that also add value to the tourism industry.

Applying for age-friendly designation from the Province of British Columbia could further position the Village of Harrison in implementing many of the key ideas presented in 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 video is an important tool as it links improvements such as a Community Square/Wireless Amenity Transportation Hub Projects to funding generated through resort and tourism related initiatives.

Once communities have established an advisory committee, adopted a local government resolution, conducted a needs assessment and developed an action plan they can apply for an Age-Friendly Recognition Award. This award is provided by the BC Ministry of Health (Seniors.bc.ca) in collaboration with BC Healthy Communities, and includes a small grant that can go toward a community celebration, buying a park bench, or many other things that will help to support and acknowledge age-friendly activities.

According to Age-Friendly BC achieving age-friendly status links communities in BC to a broader network of national and international age-friendly communities, initiated by the World Health Organization (WHO) Age-Friendly Cities and further developed by Canadian Rural and Remote Age-Friendly Communities.⁶ It is hoped the Action Plan will be an important economic development tool as well as provide a basis for subsequent funding applications. The Action Plan will be presented to community members beginning in early 2015.

AGE-FRIENDLY HARRISON

The next steps for the Village of Harrison as it works towards becoming a more age-friendly community is adoption in principle by Council of the Action Plan, consideration of potential linkage of recommendations to the Resort Municipality Funding Initiative with respect to several intergenerational capital beautification and enhancement projects related to improvements to built form. Following the formation of a senior's advisory committee, an important first step in creating an age-friendly Harrison is applying for age-friendly designation with the Province of British Columbia.



7 DEFINITIONS

Age-Friendly: In an age-friendly community, the policies, services and structures related to the physical and social environment are designed to help seniors “age actively.”¹²

Age in place: The ability of people to choose to live in the home and community of their choice as independently and safely as possible.¹³

Senior: An elderly person, especially a person over 65.¹⁴

Stakeholder: Any group or individual who can affect or is affected by the achievement of the organization's objective.¹⁵

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

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



Village of Harrison Hot Springs AGE-FRIENDLY ACTION PLAN APPENDICES

2015

APPENDICES

APPENDIX 1: ACTION PLAN DEVELOPMENT & COMMUNITY CONSULTATION.....	1
APPENDIX 2: COMMUNITY ENGAGEMENT REPORT	3
APPENDIX 3: MATERIAL FROM EVENTS.....	36
APPENDIX 4: SURVEY DATA.....	48
APPENDIX 5: PROPOSED DESIGNS.....	50

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



AGE-FRIENDLY



VILLAGE OF HARRISON HOT SPRINGS

COMMUNITY ENGAGEMENT FINAL REPORT

Table of Contents

Service Provider Workshop.....	3
Drop-In Community Café – May 12, 2014	17
Walk a Mile in “My Orthopedic Shoes” – June 14, 2014	23
Community Check-in – June 19, 2014.....	27
Seniors Community Workshop – June 19, 2014	28
Community Responses and Discussions.....	32

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 ???

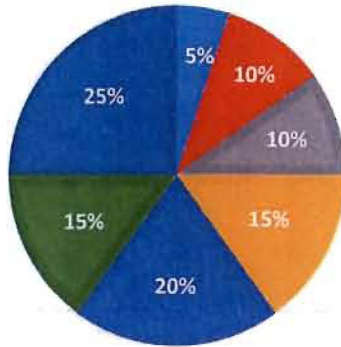
2. WHAT ARE THE STRENGTHS & CHALLENGES (including missing services) OF HARRISON IN REGARDS TO LEVEL OF & TYPE OF SERVICES AS A COMMUNITY INCLUSIVE OF ALL AGES ???

3. WHAT ARE OPPORTUNITIES FOR CHANGE - PARTICULARLY IN SERVICE PROVISIONS IN HARRISON, TO BE AN AGE FRIENDLY COMMUNITY ???

 **SURVEY/FEEDBACK/RAFFLE**

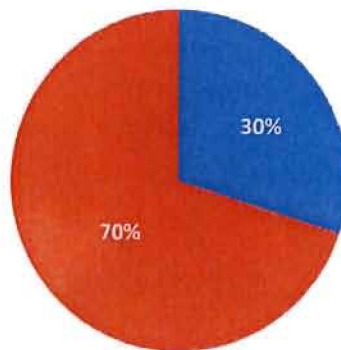
AGE GROUP FOR WHOM YOU PROVIDE SERVICES

■ 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.

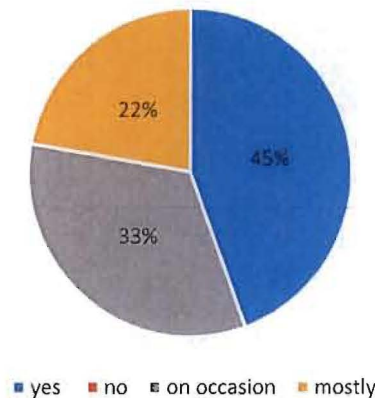
88% of respondents agreed that Harrison is a barrier-free, walkable community that is safe.

Social and Civic Participation

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

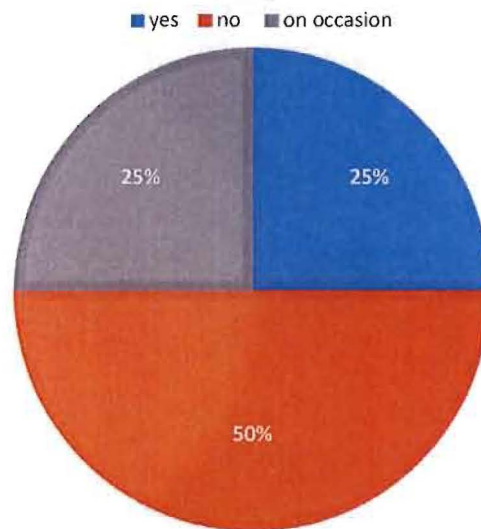
Half of respondents, however, made note that there are not opportunities for inter-generational gathering, with 25% stating that there were opportunities, on occasion.

Are community members notified of civil and/or social events?



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

Do all all community members participate in civil and social events (have opportunity)



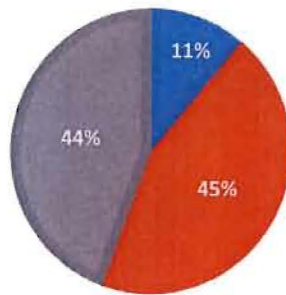
According to service providers, there is opportunity for community members, especially seniors to vote in federal, provincial, and municipal elections. Although there is the opportunity to participate in such events, it was noted that this depends on the reliability of transportation.

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.

ARE THERE OPPROTUNITIES FOR ALL COMMUNITY MEMBERS TO PARTICIPATE IN COMMUNITY PROGRAMS

■ yes ■ no ■ on occasion



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.

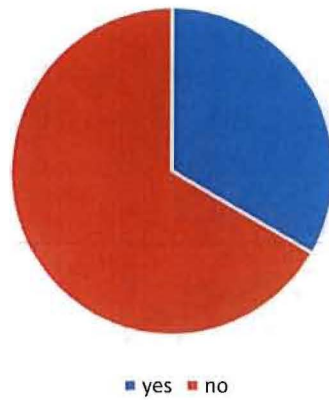
Housing

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 their 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?

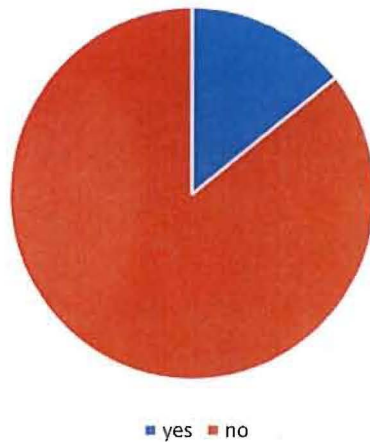
The following is the response analysis for the housing questions:

Transition from independent to assisted/supportive housing opportunities



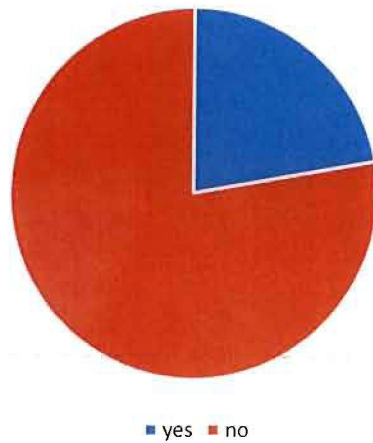
It is important to note that some of the "yes" responses stated that this could be done in the nearby town of Agassiz, but not in Harrison.

Variety of independent housing options



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

Opportunity to Age in Place

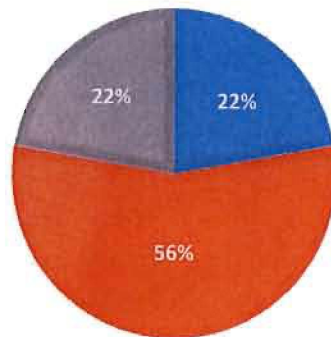


The "yes" responses reflect the opportunities in Agassiz, not Harrison.

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

OPPORTUNITY TO REMAIN WITH SPOUSE OR FAMILY

■ yes ■ no ■ on occasion

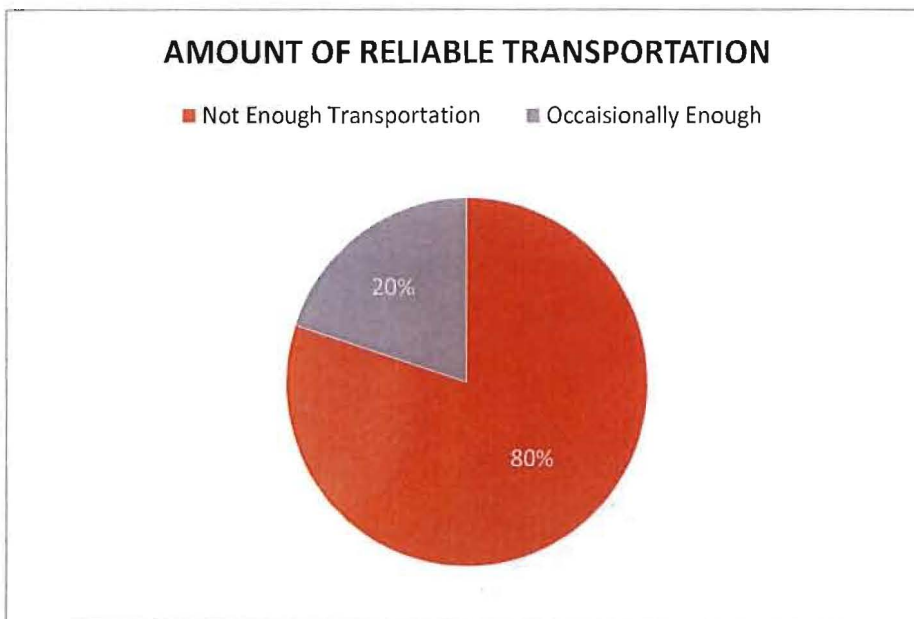


22% of respondents that indicated that there is, on occasion, opportunity to remain with their spouse or family identified that this opportunity only arose if they were able to stay in their own home or their family's home.

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??

INFRASTRUCTURE & TRANSPORTATION

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

COMMUNICATIONS

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

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 COUNCELLOR & PEER COUNCELLOR AVAILABLE 1x/WEEK

PARTNERSHIPS

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

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



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



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.



19



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

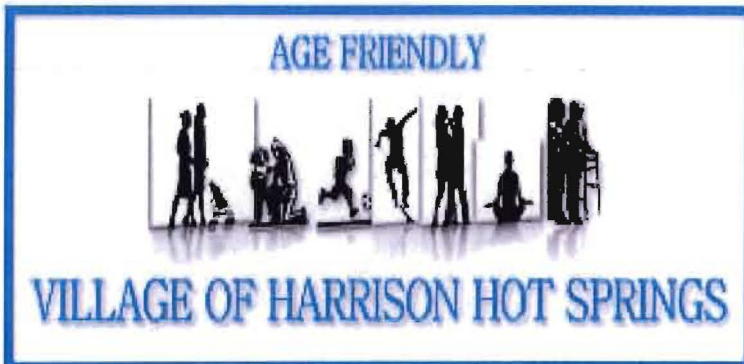
WALK A MILE IN "MY ORTHOPEDIC SHOES" – June 14, 2014

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

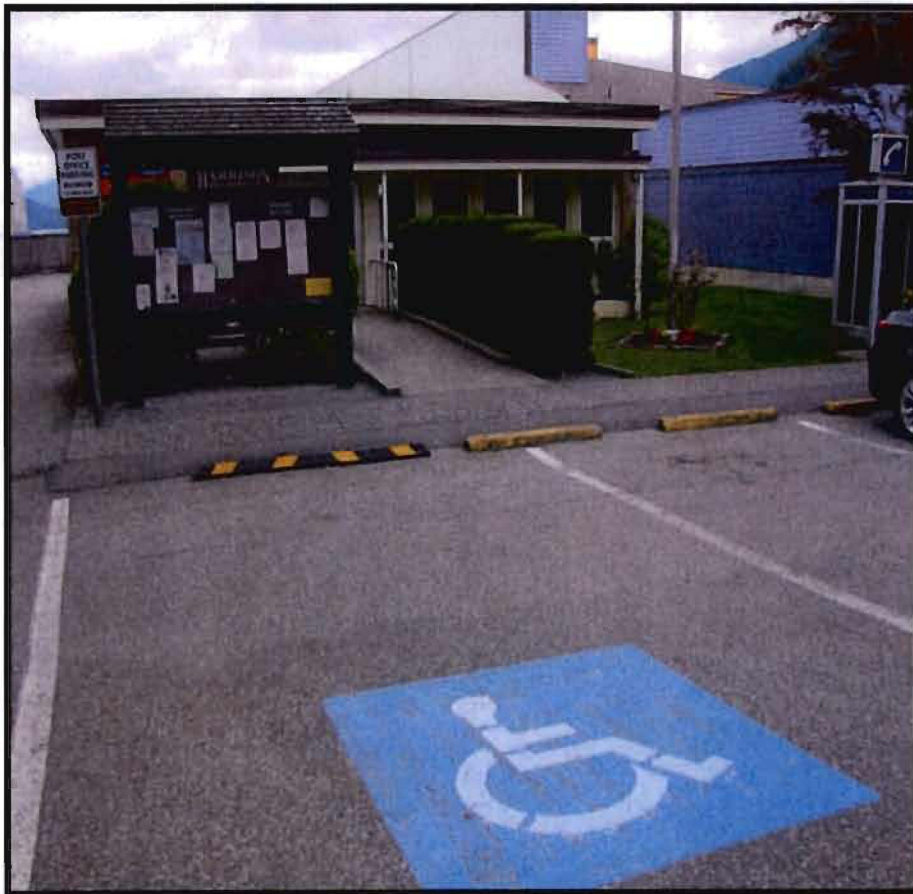
Roadways are free of obstructions that block drivers' vision.

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.





<u>LEGEND</u>	
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

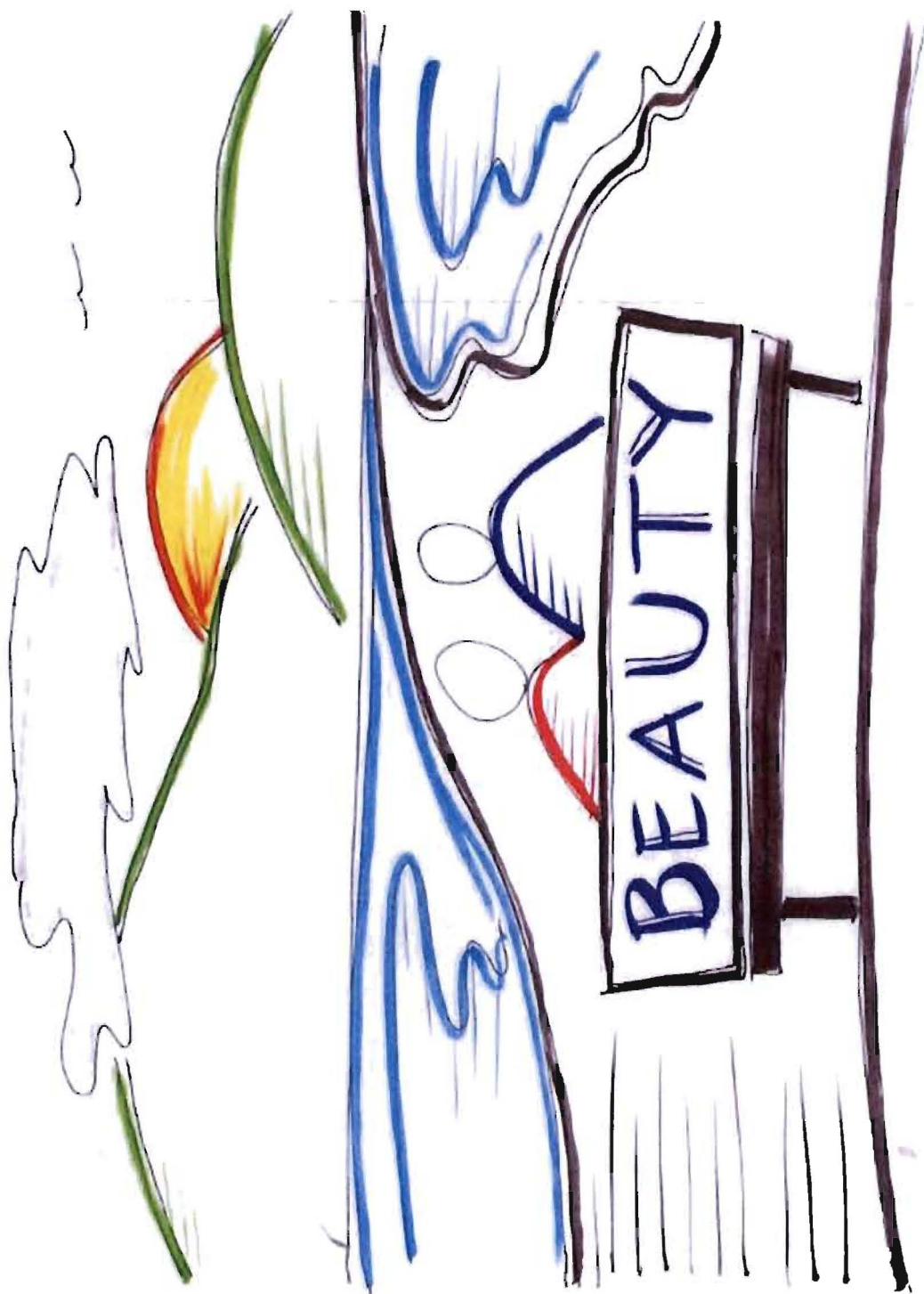
This session focused on hearing the concerns and ideas from a community seniors club as to what is needed in the Village of Harrison to meet their current and future needs.

WHAT WE



ABOUT OUR

COMMUNITY



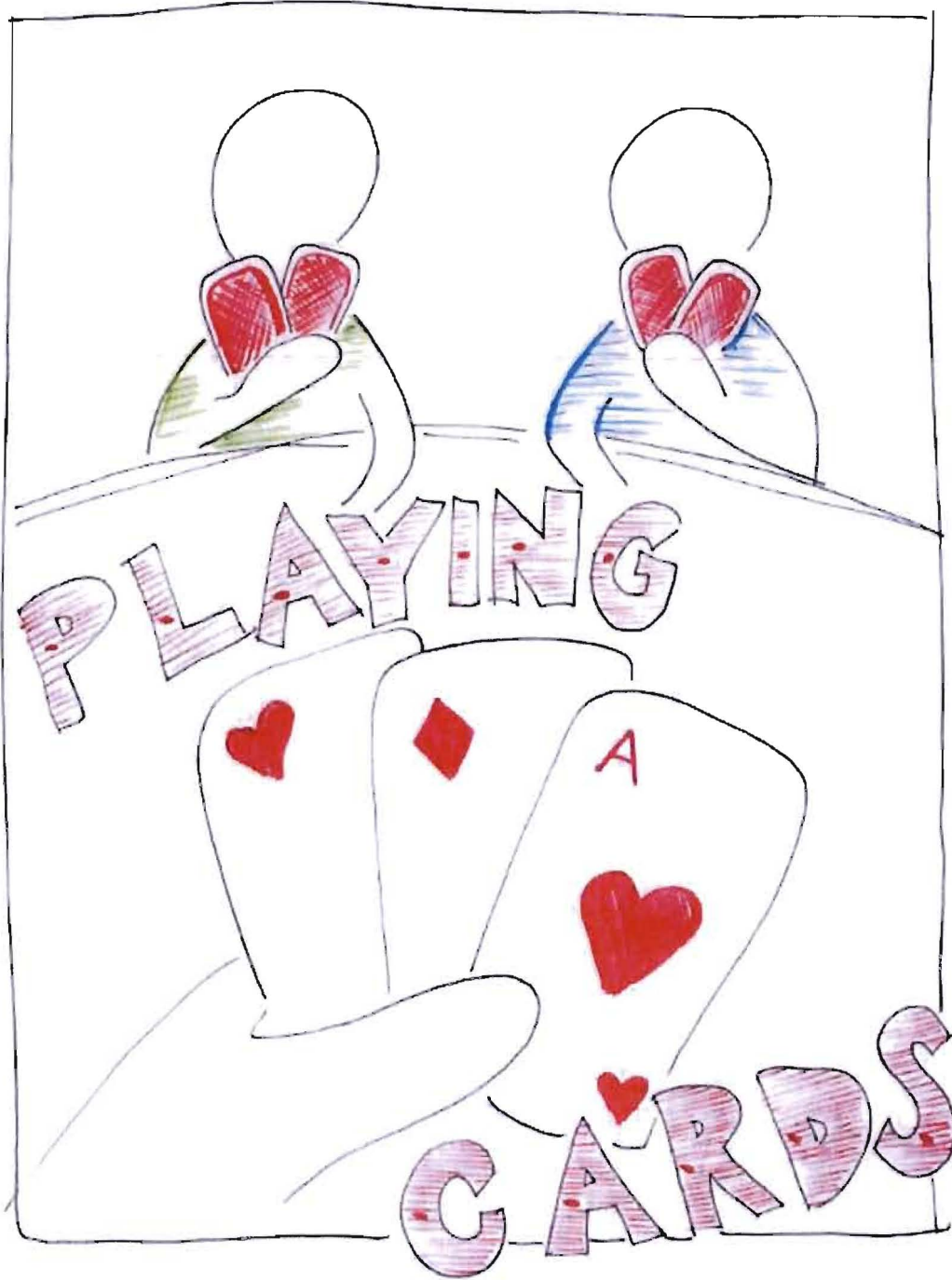
FESTIVALS



ACTIVITIES



HARRISON HOT SPRINGS



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 Questionnaire 1

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

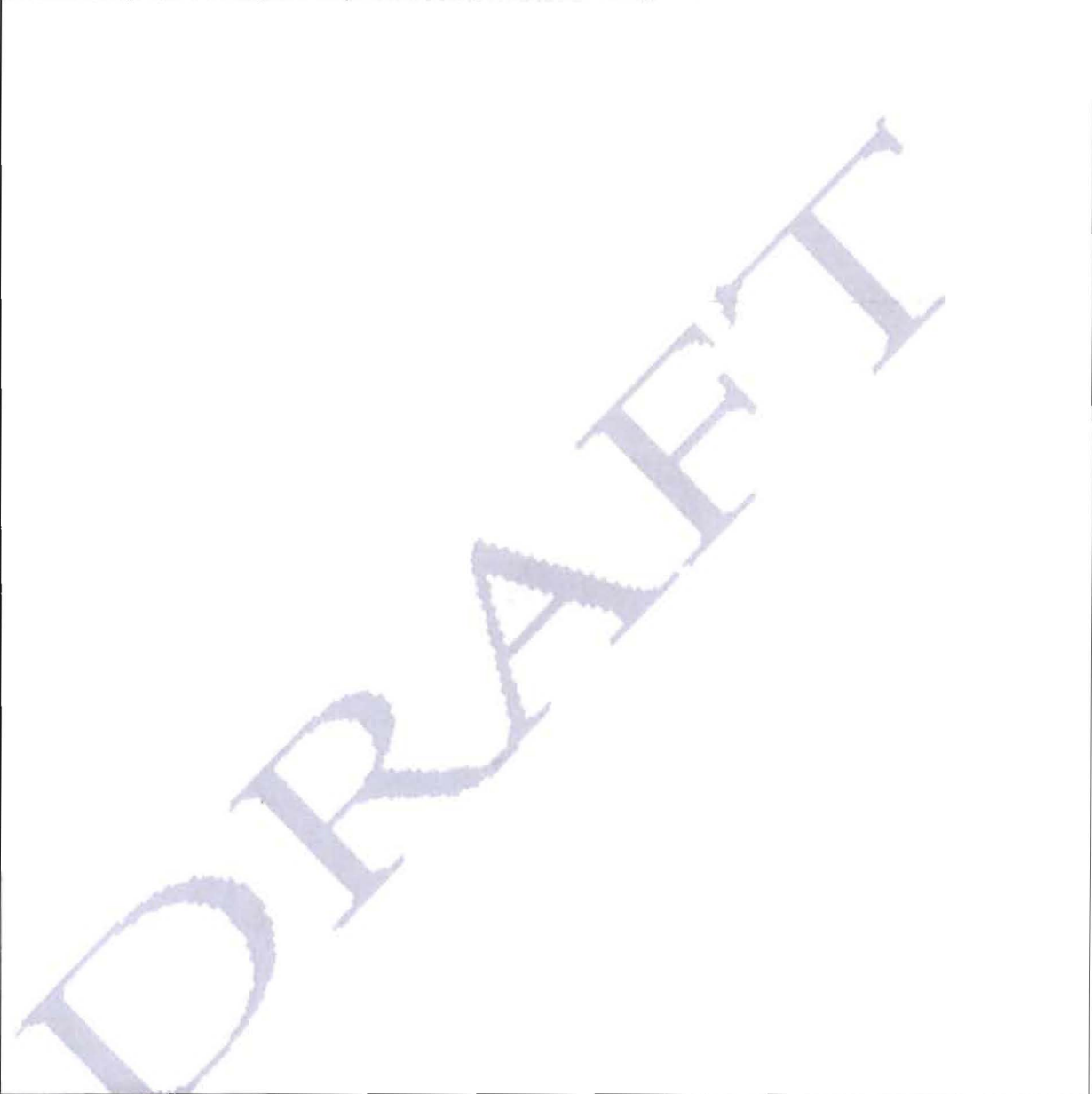
Is the Village of Harrison a safe place?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Why?
Social and Civic Participation		
Are you able to meet with your friends?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Where?
Are there times when you can meet with older people, in a safe 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"/>	



Cherie Enns Consulting Inc.

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 Questionnaire 1

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 checked="" 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



Cherie Enns Consulting Inc.

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 checked="" type="radio"/>	
Are there opportunities for seniors to engage with all generations?	Yes <input type="radio"/> No <input type="radio"/> On occasion <input checked="" 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 checked="" 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 checked="" 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 checked="" 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 checked="" 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 checked="" 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"/>	



Cherie Enns Consulting Inc.

Community Survey Instrument Assessment and Identification of Priorities

	On occasion <input checked="" 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 checked="" type="radio"/>	
Is there adequate access to medical practitioners and care facilities within the Village of Harrison?	Yes <input type="radio"/> No <input checked="" 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 checked="" 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 checked="" 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 checked="" 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 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. 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.

APPENDIX 4: SURVEY DATA

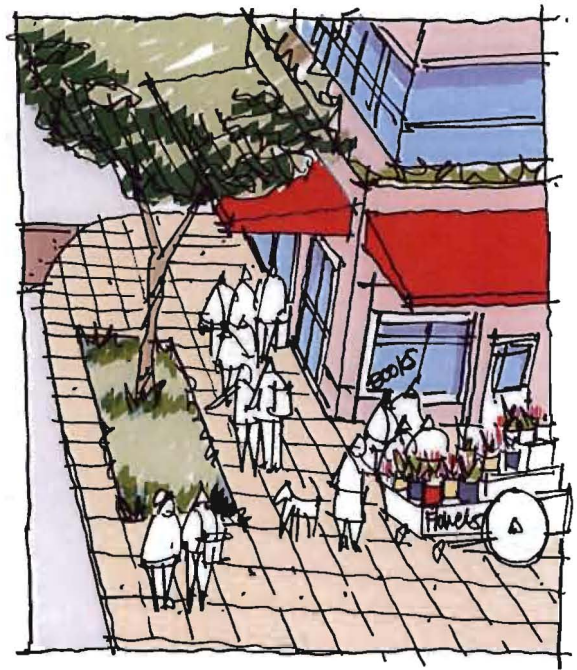
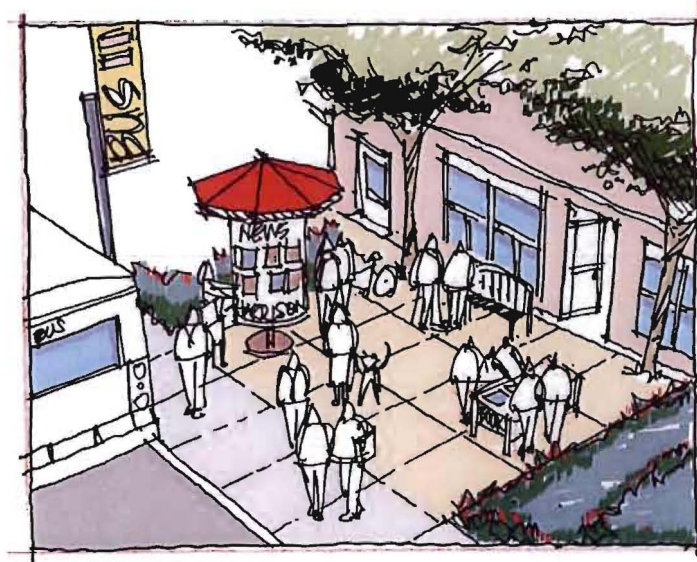


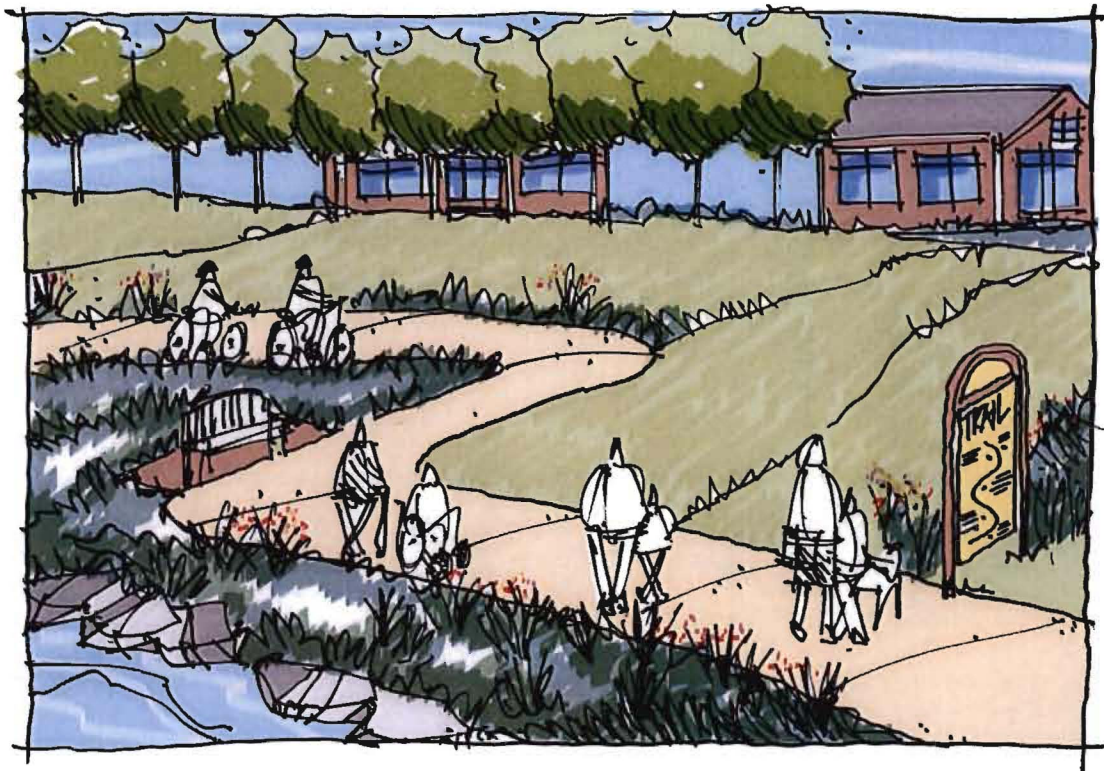
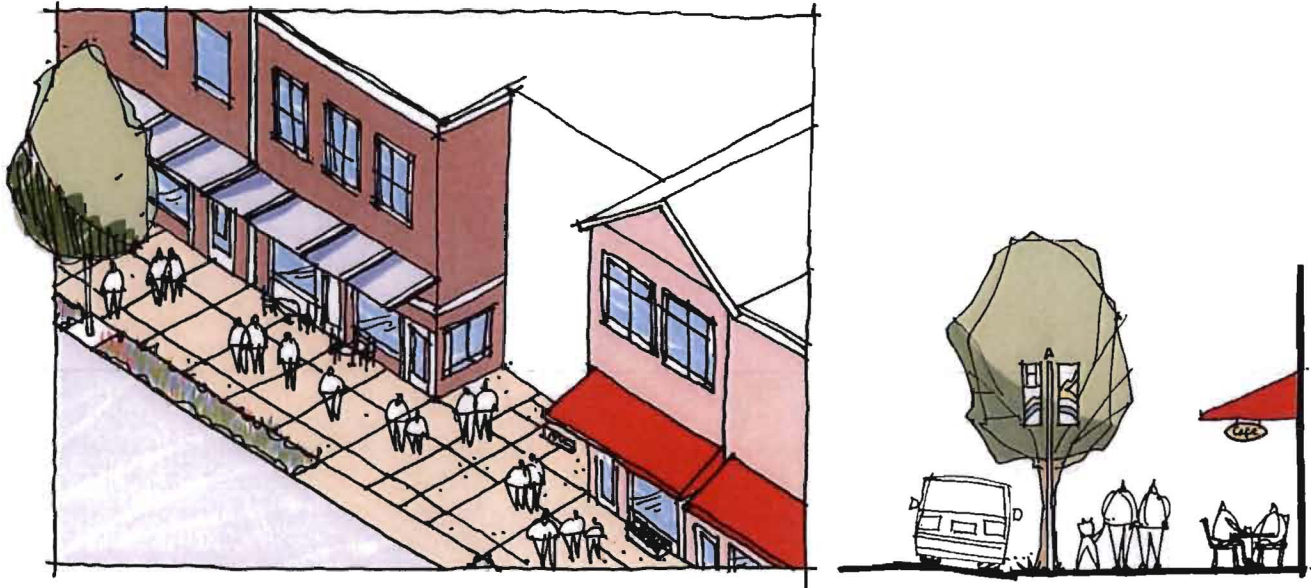


Map 1. Identification of areas that require better sidewalks and cycling paths. As well as areas where safety is reduced as a result of transient overnight RV parking. Green = excellent; Red Bold = sidewalks missing; Red Line = sidewalks and bike paths needed

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.







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



VILLAGE OF HARRISON HOT SPRINGS

TERMS OF REFERENCE

Age-Friendly Committee

MISSION STATEMENT

The Age-friendly Committee aims to promote opportunities, information, services and events that may benefit, enhance or augment the lives of residents of Harrison Hot Springs.

PURPOSE

To provide recommendations and advice to Council on matters relating to age-friendliness in the Village of Harrison Hot Springs (the Village). Age-friendliness is recognized to include improvements and amenities which benefit people of all ages and abilities.

MEMBERSHIP

The committee shall consist of six (6) members and should have a minimum of five (5) members at all times, as appointed by Council. One member of the committee will be a member of Council. A quorum shall consist of three members.

PROCEDURES

1. The Chairperson shall be appointed by Council.
2. The Committee may meet as required and shall structure its activities to meet at least three times per year. The Committee is not required to meet every month of the year.
3. Upon adoption, Committee meeting minutes shall be forwarded to Council for information.
4. The time and date of the next Committee Meeting shall be scheduled at the end of each Committee meeting.
5. Committee meetings are open to the public.
6. If a Committee member is absent from a meeting for four (4) consecutive regularly scheduled meetings, a member may be disqualified from holding office as a Committee member. Disqualification will not apply if the absence is due to illness or injury or is with leave of the membership.

RESPONSIBILITIES

1. The Age-Friendly Committee shall consider the following or other matters as directed by Council:
 - a) Provide recommendations on the implementation of the Age-Friendly Action Plan;
 - b) Serve as the age-friendly champion for the community by developing a vision, gathering momentum and encouraging action;
 - c) Develop a coordinated approach between local government, citizens, service providers and community organizations to make the community age-friendly;
 - d) Promote awareness of age-friendly principles to residents, local agencies and businesses;
 - e) Encourage the community to view policies, projects and programs with an age-friendly lens;
 - f) Monitor changes to age-friendliness, with consideration of the impact on people of all generations and abilities; and
 - g) Make recommendations to local government on a regular basis to continue age-friendly initiatives.

2. The Committee may hear and consider representations by any individual, organization or delegation of citizens on matters regarding the above or as may be referred to it by Council.

REPORTING AND AUTHORITY

In the provision of their services to the Village, the Age-Friendly Committee and its members have a responsibility to act in the best interests of the Village and within the procedures, policies and guidelines established by the Village.

TERMINATION OF THE COMMITTEE

The Committee exists at the pleasure of Council and may be reconstituted at the first meeting of Council in January of each year.

Save with respect to matters expressly dealt with or provided for in this bylaw, the rules governing proceedings of the Committee shall be those governing proceedings of the Council under the "Village of Harrison Hot Springs Council Procedure Bylaw No. 1002, 2012".



VILLAGE OF HARRISON HOT SPRINGS

IMPLEMENTATION & PROTOCOL STRATEGY

Age-Friendly Committee

PURPOSE

To provide guidance to the Harrison Hot Springs Age-Friendly Committee in how to implement the Responsibilities of the Committee, as described in the Committee Terms of Reference.

COMMITTEE IMPLEMENTATION PROCESS

1. The Committee will set Objectives and identify Opportunities which address the mandate of the Committee as identified in the Committee Terms of Reference. All proposed actions and initiatives will relate to the Objectives and Opportunities as identified by the Committee.
2. For each Objective or Opportunity the Committee will undertake the following:
 - Determine whether or not the initiative or action falls within the purview of the Committee
 - Clearly identify the desired outcome of the initiative or action
 - Identify the intended customer or beneficiary of the initiative or action (i.e. Seniors, Youth, Tourists, Council)
 - Assess the impact of the initiative or action with respect to:
 - Cost of implementation
 - Maintenance and lifecycle costs
 - Administrative resources required for implementation
 - Evaluate the risks/constraints to implementation of the action or initiative, where applicable, with respect to:
 - Safety
 - Environmental Impact
 - Compliance with existing policies, laws and bylaws including the Village of Harrison Hot Springs Official Community Plan
 - Community support
 - Impact on stakeholder
 - Determine measurable milestones from each action or initiative
 - Assign responsibilities and completion dates for each objective

- Review actions and initiatives upon completion and implantation to determine how successful they are in delivering the desired outcome

COMMITTEE PROTOCOL

- Committee members will treat Council, staff and each other with respect and listen respectfully to input from all stakeholders.
- The Committee will stay focused on the objective of providing recommendations and advice to Council on matters relating to Age-Friendly initiatives and planning.
- Committee members commit to participate openly and honestly and will exclude themselves from participating in any discussion or decision in which they may have a personal or professional conflict of interest.
- The Committee will approach all matters in an open-minded manner and will embrace the concept that 'no idea is too small or too big.'
- Committee members are encouraged to question anything that they don't understand and are free to ask or suggest anything which falls under the Committee's mandate and responsibilities.
- When issuing statements or recommendations, the Committee speaks as one and forwards those statements or recommendations through staff to Council.