



# NOTICE OF MEETING AND AGENDA AGE-FRIENDLY COMMITTEE

Wednesday, March 20, 2024, 2:00 PM  
Village Office, 495 Hot Springs Road  
Harrison Hot Springs, BC V0M 1K0

**THIS MEETING WILL BE CONDUCTED IN-PERSON AND VIA ZOOM VIDEO CONFERENCE**

<b>1. CALL TO ORDER</b>
Meeting called to order by the Corporate Officer.
<b>2. INTRODUCTION OF LATE ITEMS</b>
<b>3. APPROVAL OF AGENDA</b>
<b>4. ITEMS FOR DISCUSSION</b>
(a) Introductions
(b) Designation of the Chair
(c) Review of Council Procedure Bylaw No. 1164, 2021
(d) Terms of Reference
(e) Report of Community Services Manager dated March 20, 2024 Re: Age-Friendly Action Plan and Grant
(f) Committee Members
<b>5. ADJOURNMENT</b>

Amanda Graham  
Corporate Officer



Record of Amendments to Council Procedure Bylaw No. 1164		
Amending Bylaw No.	Summary of Amendments	Date of Adoption
1173	Sections 3(i) through (k) Meetings of Council Sections 4(b) and (i) Agenda Section 7 Conflict of Interest Sections 15(a), (i) and (ii) Special Meetings of Council Section 16(a) Public Hearings and Public Information Meetings	December 20, 2021

**VILLAGE OF HARRISON HOT SPRINGS**  
**COUNCIL PROCEDURE BYLAW NO. 1164**  
**(CONSOLIDATED)**



**December 20, 2021**

**THIS CONSOLIDATION IS FOR CONVENIENCE AND REFERENCE PURPOSES ONLY.** If there is any discrepancy between this consolidation and the original Bylaw and any amending Bylaws, the original Council Procedure Bylaw No. 1164 and any amending Bylaws are correct. For confirmation of the exact terms of the Bylaw, you must consult the original Bylaw and the amending Bylaws.





**VILLAGE OF HARRISON HOT SPRINGS  
BYLAW NO. 1164**

A bylaw to establish the rules of procedure for Council of the Village of Harrison Hot Springs

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**WHEREAS** under Sections 124 (1) of the *Community Charter*, Council must by bylaw establish the general procedures to be followed by Council and Council Committees in conducting their business,

**NOW, THEREFORE**, the Council of the Village of Harrison Hot Springs in open meeting assembled enacts as follows:

**1. CITATION**

This Bylaw may be cited for all purposes as “Village of Harrison Hot Springs Council Procedure Bylaw No. 1164, 2021” and comes into effect on the date of adoption.

**2. DEFINITIONS**

In this bylaw, unless the context otherwise requires:

“Acting Mayor” means a member of Council appointed by council to preside at any meeting of council in the absence of the mayor or member appointed as deputy mayor;

“Charter” means *Community Charter*;

“Commission” means a municipal commission established under s.143 of the *Community Charter*;

“Committee” means a select, standing, or other committee duly appointed by the Council, but does not include COW;

“COW” or “Committee of the Whole” means all of the members of the Council present at a meeting sitting in Committee;

“Councillor” means a Councillor of the Village of Harrison Hot Springs;

“Corporate Officer” means the Corporate Officer for the Village of Harrison Hot Springs appointed by Council or designate;

“Council” means the Municipal Council of the Village of Harrison Hot Springs;

“Deputy Mayor” means a member of Council who is nominated by Mayor and appointed by Council to act in the place of mayor when the Mayor is absent or otherwise unable to act or when the office of mayor is vacant pursuant to s. 130 of the *Community Charter*;

“In Camera meeting” means a meeting closed to the public;

“Mayor” means the duly elected Mayor of the Village of Harrison Hot Springs;

“Member” means a member of the Municipal Council of the Village of Harrison Hot Springs and includes the Mayor;

“Meeting” shall include all meetings of Council whether regular or otherwise unless specifically stated;

“Motion” means a formal proposal made by a member of Council that the Council undertake or approve a specified course of action; and

“Municipal Hall” means Harrison Hot Springs Municipal Hall located at 495 Hot Springs Road, Harrison Hot Springs, British Columbia;

“Public Notice Posting Place” means the Village’s website at [www.harrisonhotsprings.ca](http://www.harrisonhotsprings.ca) and all public notice bulletin boards’

“Village” means the Village of Harrison Hot Springs;

“Village Website” means the electronic information resource at [www.harrisonhotsprings.ca](http://www.harrisonhotsprings.ca)

### **3. MEETINGS OF COUNCIL**

- (a) Following the general local election, the first Council meeting shall be held on the first Monday in November in the year of the election;
- (b) After the inaugural meeting, regular meetings of Council shall be held on the first and third Mondays of each month, except for the months of July, August and September, when there shall only be one meeting per month and that meeting shall be on the second Monday of the month for those three months;
- (c) Where the regular meeting day of Council occurs on a statutory holiday, the regular meeting will take place on the day immediately following such holiday, or another date set by Council;
- (d) Regular Council meetings may:
  - (i) be cancelled by the Mayor or Council, provided that two consecutive meetings are not cancelled; and
  - (ii) be postponed to a different day, time, and place by the Mayor, provided the Corporate Officer is given at least two (2) days written notice.
- (e) Council meetings may be held at any venue within municipal boundaries.
- (f) Regular meetings of Council shall be held at 7:00 pm.
- (g) Regular meetings of Council must adjourn by 10:00 p.m. on the day scheduled for the meeting, unless Council resolves to proceed beyond that time;
- (h) Council and all of its Committees will ordinarily meet in person;

- (i) *Regular Council or Special Council meetings may be conducted in person or by means of electronic or other communication facilities; (AB#1173)*
- (j) *If the meeting is held electronically, the facilities must enable the meetings' participants to hear, or watch and hear the meeting at a specified place; except for any part of the meeting that is closed to the public, and a designated municipal officer must be in attendance at the specified place; (AB#1173)*
- (k) *Council members who are unable to attend open Regular or Special meetings in person may participate in the meeting by means of electronic or other communication facilities; except for any part of the meeting that is closed to the public, and the facilities must enable the public to hear, or watch and hear, the participation of the member; (AB#1173)*
- (l) *Council members participating electronically are deemed to be present at the meeting and must act and vote accordingly; (AB#1173)*
- (m) *If at the time a meeting is called and it is declared to take place electronically, then all members attending and participating electronically, must use the computer software as specified by the Village in order to attend and participate;(AB#1173)*
- (n) Members attending through electronic means are responsible for their own connection costs;
- (o) If the Chair or majority vote of members determines that the connection quality of a member attending electronically is inadequate to allow that member to participate, they may deem that member to no longer be in attendance, which must be recorded by the Corporate Officer;
- (p) If at any time, there is loss of quorum due to electronic communication links, the meeting shall be adjourned and reconvene as soon as possible once quorum can be achieved. If the meeting cannot be reconvened within fifteen (15) minutes, the meeting will be reconvened at a later date and public notice will be posted as soon as possible.

#### 4. **AGENDA**

- (a) Prior to each regular meeting, the Corporate Officer shall prepare an agenda of all business to be brought before the Council at such meeting.
- (b) *Pursuant to section 127 of the Community Charter, the Corporate Officer must give public notice of the time, place and date of a Council meeting by way of:*
  - (i) *posting a notice at the public notice posting places stating the way in which the meeting will be conducted either in person or by means of electronic or other communication facilities indicating the place where the public may attend to hear, or watch and hear, the proceedings that are open to the public. (AB#1173)*
  - (ii) provide a complete Council Agenda package to each member of Council.

- (c) The Mayor or presiding member may add correspondence, reports or other items to the agenda of a regular meeting of Council in that meeting providing Council concurs to the late items by resolution.
- (d) A member of Council may request that an item be added as New Business to the agenda of a regular meeting of Council in that meeting providing Council approves the New Business by resolution.
- (e) All documents intended to be considered by Council at a meeting must be delivered to the Corporate Officer not later than 12:00 noon on the Wednesday preceding the day of the meeting of the Council.
- (f) The Council shall proceed with business in the order set out in the agenda, unless the majority of the Council present otherwise directs.
- (g) Those items that are considered routine in nature and do not require debate such as, but not necessarily restricted to, adoption of bylaws and correspondence, will be included in the Consent Agenda.
  - (i) If Council wishes to remove an item from the Consent Agenda or move it to another section of the agenda, Council must approve the change by resolution.
- (h) Except as Council otherwise resolves and, in any event, only to the extent that business exists at a particular meeting under each of the following subject headings, the usual order of business at a Regular Meeting of Council shall be:
  1. Call to Order
  2. Introduction of Late Items
  3. Approval of Agenda
  4. Adoption of Council Minutes
  5. Business Arising from Minutes
  6. Consent Agenda
    - i. Bylaws
    - ii. Agreements
    - iii. Committee and Commission Minutes
    - iv. Correspondence
  7. Delegations/Petitions
  8. Correspondence
  9. Business arising from Correspondence
  10. Reports of Councillors, Committees, COW and Commissions
  11. Reports from Mayor
  12. Reports from Staff
  13. Bylaws
  14. New Business
  15. Question Period (Pertaining to Agenda Items Only)
  16. Adjournment
- (i) When any order, motion, or question is lost, by reason of the Council or any Committee thereof breaking up for want of a quorum, the order, resolution, or question so lost shall be the first item of business to be proceeded with and

disposed of at the next meeting of the Council or Committee under that particular heading.

## **5. OPENING PROCEDURES**

- (a) The Mayor shall take the chair and call the members to order as soon after the hour of meeting when a quorum is present.
- (b) The Deputy Mayor shall take the chair and call the members to order in case the Mayor does not attend within 15 minutes after the time appointed for a meeting; or if the Deputy Mayor is absent, the Corporate Officer shall call the members to order and, if a quorum is present, the members shall appoint an Acting Mayor who shall preside during the meeting or until the arrival of the Mayor.
- (c) Should there be no quorum within 15 minutes after the time appointed for the meeting, the Corporate Officer shall ensure minutes of the meeting are recorded with the name of the members present and if quorum is lost due to means of electronic communication or technology issues, the meeting shall stand adjourned until another meeting is held, where items on the agenda shall be added to the next meeting's agenda.

## **6. RULES OF CONDUCT AND DEBATE**

- (a) The Council Code of Conduct Policy applies to all Council bodies;
- (b) Every member shall address the Chair before speaking to any question or motion;
- (c) The Mayor will be addressed as "Your Worship" or "Mayor [surname]"
- (d) Councillors will be addressed as "Councillor [surname]." If a Councillor is Chairing a meeting, they may be addressed as "Chair" or if the Mayor is absent, they may be addressed as "Deputy Mayor [surname]"
- (e) No member shall:
  - (i) speak disrespectfully of the reigning sovereign, a member of the Royal Family, the Governor General, or a Lieutenant Governor;
  - (ii) use offensive words in Council or against any member thereof;
  - (iii) speak beside the question in debate or reflect upon a vote of the Council, except for the purposes of moving that the vote be rescinded;
  - (iv) leave his seat or make any noise or disturbance while a vote is being taken and until the result is declared;
  - (v) interrupt a member who is speaking, except to raise a point of order;
  - (vi) disobey the rules of the Council or disobey the decision of the Mayor or presiding member on points of order or practice, or upon the interpretation of the Rules of Council by the Mayor or presiding member, except any member shall have the right of appeal against the Chair as provided for in the *Charter*.

- (f) If any member takes an action prohibited, the member shall be ordered by a majority vote of the Council or on the order of the Mayor or presiding member to leave their seat for that meeting, and in the case of their refusing to do so, may, on order of the Mayor or presiding member, be removed from the meeting by a Peace Officer.
- (g) However, if a member offending subsection 6(f) apologizes to the Council, the Council may, by majority vote, permit them to resume their seat.
- (h) No member may speak more than once to the same question without leave of the Council, except to explain a material part of their speech which may have been misconceived, and in doing so the member may not introduce new information.
- (i) A member who has made a substantive motion to the Council shall be allowed to reply, but not a member who has moved an amendment.
- (j) The Mayor or presiding member, or any member through the Mayor or presiding member, may call a point of order to a member who is speaking. When such action is taken, the Mayor or presiding member shall immediately suspend debate and the member in question shall refrain from speaking until the Mayor or presiding member determines the point of order.
- (k) After a question is finally put by the Mayor or presiding member, it shall be conclusive and no member shall speak to the question nor shall any other motion be made until after the result of the vote has been declared.
- (l) A member of Council may, by right, require the motion under discussion be read for informational purposes at any period of the debate, but not so as to interrupt any member speaking.
- (m) No member shall speak to any motion or in reply for longer than five minutes, without leave of the Council except the mover of a motion shall be allowed to reply to the motion for up to three minutes and close the debate.
- (n) If the Mayor or presiding member desires to leave the chair for purposes of taking part in a debate or otherwise, he shall call upon the Deputy Mayor or, in the absence of the Deputy Mayor, another member of Council to take the chair until the Mayor or presiding member resumes the chair.
- (o) A Council member or former Council member must, unless specifically authorized otherwise by Council:
  - (i) keep in confidence any record held in confidence by the Village, until the record is released to the public as lawfully authorized or required; and
  - (ii) keep in confidence information considered in any part of an In Camera Council, COW or committee meeting, until the Council, COW or committee discusses the information at a meeting that is open to the public or releases the information to the public.

## 7. **CONFLICT OF INTEREST**

- (a) Should a member of Council or as a member of a Council Committee, deem to have a direct or indirect pecuniary interest in any matter before a meeting, he shall verbally declare such a conflict, state the general nature that this is to be the case and remove himself from the meeting.
- (b) *If a member of Council is attending and participating in a meeting by way of electronic means or other communication facilities and the member declares a conflict of interest, the Corporate Officer will have the member temporarily removed from the meeting by disconnecting and placing the member in the virtual waiting room. (AB#1173)*
- (c) The Mayor/Chair or presiding member of the Council or as a member of a Council Committee at meetings, must ensure that the member is not present at the meeting at the time of any vote in respect of the matter.

## 8. **VOTING**

- (a) Each member present, including the Mayor or presiding member, shall have one vote;
- (b) If the meeting is held in person, voting will be conducted by raising hands;
- (c) If a member is participating electronically, they must verbalize their vote;
- (d) If a member abstains from voting or does not indicate how they vote, the member is deemed to have voted in the affirmative;
- (e) A motion on a bylaw or resolution, or any other question before Council, is decided by a majority of the Council members present at the meeting, including the Mayor;
- (f) A voting member may request that recommendations be taken separately or together and the Chair will decide whether or not to accede to the request;
- (g) When a question is called, all voting members present are required to vote (unless the member has declared a conflict of interest);
- (h) The Chair will call for those in favour and those against;
- (i) If a motion receives equal votes for and against then it is defeated;
- (j) Council shall not reconsider any motion more than once at the same meeting, except by unanimous consent of Council.

## 9. **MOTIONS**

- (a) Motions must be moved and seconded before they may be debated or voted upon;
- (b) If any motion is contrary to the rules of procedure, the Mayor or presiding member may apprise the members without proposing the question and shall cite without argument or comment, the rule or authority applicable to the case;

- (c) When the debate is closed, the Mayor or presiding member shall immediately put the question to a vote;
- (d) The mover of a motion may withdraw it with the consent of the seconder;
- (e) A withdrawn motion may be re-proposed by any other member;
- (f) When a question is under consideration, no motion shall be received except the following:
  - (i) To refer an item
  - (ii) To amend
  - (iii) To postpone (defer)
  - (iv) To postpone indefinitely
  - (v) To adjourn

## 10. **AMENDMENTS TO MOTIONS**

- (a) A member may move that a motion be amended in one of the following ways:
  - (i) by leaving out certain words;
  - (ii) by leaving out certain words and inserting or adding others;
  - (iii) by inserting or adding certain words; or
  - (iv) by substitution.
- (b) The Mayor or presiding member shall not permit an amendment which negates the purpose of the main motion.
- (c) When a member moves to amend a motion, the Mayor or presiding member shall state the original motion followed by the amendment and then shall put the question of the amendment to the Council.
- (d) If the motion is defeated, the Mayor or presiding member shall again propose the main question and debate may continue.
- (e) Members, other than the member who moved the defeated amendment, may submit amendments.
- (f) If the amendment is passed, then the debate continues on the amended motion. It shall be competent for a member to move other amendments subject to the limitations set forth in the following sections.
- (g) The Mayor or presiding member shall allow only one amendment to an amendment.
- (h) Once Council defeats an amendment, it cannot be moved a second time.
- (i) The Mayor or presiding member shall put amendments to Council in the reverse order to that in which they are moved. When there is a main motion, a primary



amendment and a secondary amendment thereto, the motion and appendages shall be put to the Council in the following order:

- (i) The secondary amendment.
- (ii) The primary amendment to the main motion.
- (iii) The main motion.

## 11. **BYLAWS**

- (a) The Corporate Officer shall have every proposed bylaw prepared before it is considered by Council and every member shall be given a copy at least 24 hours prior to the meeting of Council, or all Council members unanimously agree to waive this requirement.
- (b) Only the title and the intended object of the Bylaw shall be read by the Mayor, presiding member or Corporate Officer at first reading of the Bylaw.
- (c) If a motion to introduce a Bylaw fails or is not made and seconded, the Bylaw shall be considered defeated and shall be removed from the agenda and shall not be brought forward as unfinished business on a subsequent agenda.
- (d) The Mayor or presiding member shall not allow any amendments or debate at first reading of a Bylaw.
- (e) Second reading of the Bylaw shall consist of debate upon the general principles of the Bylaw.
- (f) Every Bylaw other than an official community plan or zoning bylaw, shall be adopted not less than one clear day after it has received third reading, unless the *Community Charter* or any other *Act* directs otherwise.
- (g) Where the *Charter* or *Local Government Act* requires that a Public Hearing be held, it shall be held after first reading and before third reading of the Bylaw.
- (h) Subject to section 135(3) of the *Community Charter*, three readings may be given on the same day, however, section 477 and 480 of the *Local Government Act* provides that Council may adopt an official community plan or zoning bylaw at the same meeting at which the plan or bylaw passed third reading.
- (i) The Corporate Officer shall endorse upon every Bylaw, the date of the readings, the effective date and the date of adoption.
- (j) A Bylaw is not valid unless it has been given three readings and has then been adopted by the Council, pursuant to the *Community Charter*.
- (k) A Council member may request that the whole or any part of the Bylaw shall again be read before the motion for reconsideration and adoption is put.
- (l) Upon reconsideration, the bylaw may be approved or rejected.

- (m) Nothing in this section shall require the Council to introduce a Bylaw or give it any reading or readings.
- (n) Every adopted and signed bylaw shall be kept indefinitely by the Corporate Officer among the corporate records of the municipality.

## **12. DELEGATIONS**

- (a) No person or group of persons wishing to appear before Council may do so unless the Corporate Officer has first been provided a written application prior to 12:00 noon on the Wednesday before the meeting to be included on the agenda and attendance is approved by the Mayor.
- (b) Council will not hear from more than two delegations at a single meeting, unless expressly authorized by the Mayor
- (c) A delegation shall appoint a speaker or, upon a vote of the majority of Council members present at a meeting, more than one speaker.
- (d) The Mayor or presiding member shall allow up to 10 minutes for the presentation and may be extended by a majority vote of Council.
- (e) Council reserves its authority in whole or in part to not deliberate on any matters presented at a delegation until the subsequent meeting.

## **13. PETITIONS**

- (a) Council may dispose of a petition or submission at the meeting, refer the subject matter to staff or a Committee, or take such other action as it deems expedient.
  - (i) A petition presented to Council shall legibly include the subject matter and date of the petition on each page.
  - (ii) A petition presented to Council must include the full name, signature, and physical address of each petitioner.
  - (iii) In the case of a corporation, it is required that the signature on a petition include written authority signed by a Director of the corporation under the corporate seal.

## **14. MINUTES OF MEETINGS**

- (a) Minutes of Council, Committee and Commission meetings must be taken, including the provision to certify the minutes;
- (b) The minutes of Council, Committee and Commission meetings, once adopted, are the official record of those meetings.

## 15. **SPECIAL MEETINGS OF COUNCIL**

Except as Council otherwise resolves and, in any event, only to the extent that business exists at a particular meeting under each of the following subject headings, the usual order of business at a Special Council meeting shall be:

1. Call to Order
2. Introduction of Late Items
3. Approval of Agenda
4. Delegations
5. Reports from Staff
6. Bylaws
7. Question Period (Pertaining to Agenda Items Only)
8. Adjournment

- (a) *Except where notice of a special meeting is waived by unanimous vote of all Council members under Section 127 (4) of the Community Charter, at least twenty-four hours before a special meeting of Council the Corporate Officer must give advance notice of the special meeting in accordance with Section 127 (2) of the Community Charter by:*
- (i) *posting a notice at the public notice posting places stating the way in which the meeting will be conducted either in person or by means of electronic or other communication facilities indicating the place where the public may attend to hear, or watch and hear, the proceedings that are open to the public; and a designated municipal officer must be in attendance at the specified place.*

AB#1173

## 16. **PUBLIC INFORMATION MEETINGS (AB#1173)**

### (a) **Public Information Meetings**

- (i) At least 24 hours before a Public Information Meeting, the Corporate Officer shall give public notice of the time, place and date of the meeting by way of posting a notice at the public notice posting places.

## 17. **ATTENDANCE OF PUBLIC AT MEETINGS**

- (a) Subject to Sections 89 and 90 of the *Community Charter*, all Council meetings must be open to the public.
- (b) Before a meeting or part of a meeting is to be closed (In Camera) to the public, Council must state by resolution, the fact that the meeting is to be closed (In Camera) and the basis under Section 90 of the *Community Charter* on which the meeting is to be closed.
- (c) This section applies to meetings of bodies referred to in Section 93 of the *Community Charter* including, without limitation:
- (i) Standing or select committees;
  - (ii) Commissions;
  - (iii) Committee of the Whole

## 18. **COMMITTEE OF THE WHOLE**

Except as Council otherwise resolves and, in any event, only to the extent that business exists at a particular meeting under each of the following subject headings, the usual order of business at a Committee of the Whole shall be:

1. Call to Order
  2. Introduction of Late Items
  3. Approval of Agenda
  4. Items for Discussion
  5. Adjournment
- (a) A quorum of the Council is quorum for the Committee of the Whole.
  - (b) A meeting of the Committee of the Whole may be called at any time by the Mayor.
  - (c) At least twenty-four hours before a meeting of the Committee of the Whole, the Corporate Officer or designate must give public notice of the time, place and date of the meeting by way of posting an agenda at the public notice posting places;
  - (d) During a Regular Council meeting, Council may, by resolution, resolve itself into the Committee of the Whole to consider specific matters.
  - (e) The Mayor shall preside at the Committee of the Whole, unless the Council appoints another member of Council to preside.
  - (f) The rules of the Council shall be observed in the Committee of the Whole so far as may be applicable, except that;
    - (i) the number of speeches by a member to any question shall not be limited;
    - (ii) no member shall speak for a longer total time of five minutes to a question; and
    - (iii) a seconder to a motion is not required.
  - (g) A record will be recorded of how members voted.
  - (h) A motion in the Committee of the Whole to rise without reporting, or that the Chair of the Committee leave the chair, is always in order and shall take precedence over any other motion.
  - (i) Debate on a motion referred to in Section 18(f) shall be allowed, but no member shall speak more than once to the motion and, on further vote, shall be considered disposed of in the negative, and the Chair of the Committee of the Whole shall resume the Chair and proceed with the next order of business.
  - (j) When all matters referred to the Committee of the Whole have been considered, a motion to rise and report shall be adopted. The Committee, when it has partly considered a matter, may report progress and ask leave to sit again. In

resumption of regular Council business, the Chair of the Committee of the Whole shall report to the Council and the Council may:

- (i) adopt the report;
  - (ii) reject the report;
  - (iii) adopt the report with amendments;
  - (iv) refer the subject matter for further consideration, either in part or in whole;
  - (v) postpone action on the report; or
  - (vi) approve the request of the Committee to sit again, the Committee having reported progress after partial consideration of the subject.
- (k) A resolution at a Regular meeting of Council to adopt minutes of a Committee of the Whole meeting shall constitute ratification of all motions therein. Issues are finalized and authorized once the Council has passed the resolution to adopt.

## **19. STANDING AND SELECT COMMITTEES AND COMMISSIONS**

The usual order of business at a Standing, Select Committee and Commission of Council shall be:

1. Call to Order
2. Introduction of Late Items
3. Approval of Agenda
4. Adoption of Minutes
5. Items for Discussion
6. Adjournment

### **(a) Standing Committees**

- (i) The Mayor must establish standing committees for matters the mayor considers would be better dealt with by committee and must appoint persons to those committees;
- (ii) At least half of the members of a standing committee must be Council members;
- (iii) Subject to 19(a)(i), persons who are not Council members may be appointed to a standing Committee.
- (iv) The Mayor shall designate one member of each Committee to act as Chair and the Chair will be entitled to one vote.
- (v) The Mayor shall be an ex-officio member of all Committees and be entitled to vote at all meetings thereof.
- (vi) Members of Council, other than members appointed to a Standing Committee, may attend the meetings of a Standing Committee and shall not be allowed to vote, but may, with the consent of the Committee, be

allowed to take part in any discussion or debate by permission of a majority vote of the members of the Committee.

- (vii) A majority of voting members appointed to a Standing Committee shall constitute a quorum.
- (viii) Standing Committees must consider, inquire into, report, and make recommendations to Council about all of the following matters:
  - (a) matters that are related to the general subject indicated by the name of the Committee;
  - (b) matters that are assigned by Council;
  - (c) matters that are assigned by the Mayor;
  - (d) as required by Council or the Mayor, or at the next Council meeting, if possible, if the Council or Mayor does not specify a time.

(b) Select Committees

- (i) Council may establish and appoint a select committee to consider or inquire into any matter and to report its findings and opinion to the Council.
- (ii) At least one member of a select committee must be a Council member;
- (iii) Subject to 19(b)(i), persons who are not Council members may be appointed to a select committee.
- (iv) The Mayor shall designate one member of each Committee to act as Chair and the Chair will be entitled to one vote.
- (v) The Mayor shall be an ex-officio member of all Committees and be entitled to vote at all meetings thereof.
- (vi) A Select Committee shall, upon completion of its assignment and upon submission of its final report to the Council, be automatically dissolved.
- (vii) A majority of voting members appointed to a Select Committee shall constitute a quorum.
- (viii) Select Committees must consider, inquire into, report and make recommendations to Council about the matters referred to the committee by the Council;
- (ix) Select Committees must report and make recommendations to Council at the next Council meeting, if possible, unless Council specifies a different date and time.

(c) Commissions

- (i) Council may establish and appoint a commission to do one or more of the following:
- (ii) A Council member is not eligible to be a member of an advisory planning commission, but may attend at a meeting of the commission in a resource capacity.
- (iii) A Council member is eligible to be a member of any other commission;
- (iv) A majority of voting members appointed to a Commission shall constitute a quorum.
- (v) Commissions must consider, inquire into, report and make recommendations to Council about all of the following matters:
  - (a) matters that are related to the general subject indicated by the name of the commission;
  - (b) on matters that are assigned by Council or the Mayor;
    - (i) as required by Council or the Mayor, or
    - (ii) at the next Council meeting, if possible, if the Council or Mayor does not specify a time.
- (d) At least twenty-four hours before a meeting of Standing and Select Committees or Commissions, the Corporate Officer or designate must give public notice of the time, place and date of the meeting by way of posting a notice at the public notice posting places;
- (e) In the transaction of business, all Standing and Select Committees and Commissions shall adhere, as far as possible, to the rules governing proceedings at the meetings of Council.
- (f) A resolution at a Regular meeting of Council to adopt minutes of standing, select committees and commissions shall constitute ratification of all motions therein. Issues are finalized and authorized once Council has passed the resolution to adopt.

**20. INCOMING CORRESPONDENCE**

All correspondence addressed to the Mayor and Council, to any one of them individually, or to Village personnel, whether or not marked as personal or confidential, will be received and processed by the Corporate Officer, and may be subject to disclosure in accordance with the Freedom of *Information and Protection of Privacy Act*.

## 21. **REPORTS**

- (a) Reports of activities, as required by Council, shall be submitted through the Chief Administrative Officer for inclusion on the next Regular Council agenda for the following areas:
  - i. Administration
  - ii. Bylaw Enforcement
  - iii. Finance
  - iv. Fire Department
  - v. Operations
  - vi. Planning and Development

## 22. **UNPROVIDED CASES**

Except as provided in this Bylaw or in the *Community Charter*, the Council, its Standing and Select Committees, Commissions and Committee of the Whole, shall follow the rules contained in the Roberts Rules of Order.

## 23. **SUSPENSION OF RULES**

- (a) Any provision of this bylaw, except those required by the Community Charter or the Local Government Act, or any other applicable legislation, may be temporarily suspended for a single meeting by a motion passed by a two-thirds vote of all Council Members present.
- (b) No action of Council is rendered invalid solely by reason of any breach, inadvertent or otherwise, of any provisions of this Bylaw.

## 24. **SEVERANCE CLAUSE**

If any section, subsection, sentence, clause or phrase of this bylaw is, for any reason, held to be invalid by the decision of any Court of competent jurisdiction, the invalid portion shall be severed and the decision that it is invalid shall not affect the validity of the remainder of this Bylaw.

## 25. **GENDER NEUTRAL**

- (a) This bylaw is gender neutral and accordingly, any reference or phrase to one gender includes the other.
- (b) Words in the singular include the plural and words in the plural include the singular.

## 26. **REPEAL**

Bylaw 1002, 2012 cited as "Village of Harrison Hot Springs Council Procedure Bylaw No. 1002, 2012" is hereby repealed in its entirety.



27. **THIS BYLAW** may not be amended or repealed and substituted unless Council first gives notice in accordance with section 94 of the *Community Charter*.

In Compliance with section 124(3) of the *Community Charter*, public notice was given May 7, 2021 and May 14, 2021 in accordance with section 94 of the *Community Charter*.

"Village of Harrison Hot Springs Council Procedure Bylaw No. 1164, 2021" adopted on the 7<sup>th</sup> day of June, 2021.

Amendment Bylaw No. 1173 adopted on the 20<sup>th</sup> day of December, 2021.

"Leo Facio"  
Mayor

"Debra Key"  
Corporate Officer





## **VILLAGE OF HARRISON HOT SPRINGS**

### **TERMS OF REFERENCE**

#### **Age-Friendly Committee**

##### **1. PURPOSE**

To provide recommendations and advice to Council on matters relating to age-friendliness in the Village of Harrison Hot Springs (the Village). An age-friendly community benefits people of all ages and abilities.

##### **2. MEMBERSHIP & MEETINGS**

- 2.1 To the extent possible, the Committee's members will reflect the diversity of persons in British Columbia. The committee shall consist of up to seven (7) voting members, and should have a minimum of five (5) members at all times, as appointed by Council. One (1) member of the committee will be a member of Council. A quorum shall consist of a majority of voting members.
- 2.2 The Chairperson shall be appointed by the Mayor.
- 2.3 The Committee may meet as required and shall structure its activities to meet at least three (3) times per year.
- 2.4 The Committee meeting schedule will be posted on the Village of Harrison Hot Springs' website. Committee meetings are open to the public.
- 2.5 Meeting minutes will be taken by Village staff. Upon adoption, Committee meeting minutes shall be forwarded to Council for information.
- 2.6 If a Committee member is absent from a meeting for two (2) consecutive regularly scheduled meetings, that member may be disqualified from holding office as a Committee member. Disqualification will not apply if the absence is due to illness, injury or is with leave of the Chair.

##### **3. RESPONSIBILITIES**

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) Promote awareness of age-friendly principles to residents, local agencies, and businesses;
- c) Encourage the community to view policies, projects and programs with an age-friendly lens; and
- d) Make recommendations to the Village to continue age-friendly initiatives.

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.

In the provision of their services to the Village, the Environmental Advisory 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.

#### **4. REPORTING AND AUTHORITY**

The Committee Chair will be the spokesperson for the Committee. The Committee does not have the authority to directly change bylaws or policies. All recommendations must be referred to Council.

Save with respect to matters expressly dealt with or provided for in this Terms of Reference, 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. 1164, 2021."

#### **5. TERM**

The term of the Committee shall commence upon approval of the Terms of Reference document and terminate annually on September 30<sup>th</sup>. This Select Committee exists at the pleasure of Council and may be reconstituted at the first meeting of Council in October of each year.

## Age-Friendly Committee

File No: 0360-20-03  
Date: March 20, 2024

To: Age-Friendly Committee  
From: Christy Ovens, Community Services Manager  
Subject: Age-Friendly Community

---

### SUMMARY

To provide background and information to the appointed members of the Age-Friendly Committee.

### BACKGROUND

In 2015 the Village of Harrison Hot Springs created an Age-Friendly Plan which gained the Village recognition as an Age-Friendly Community from BC Healthy Communities. A copy of the plan is attached to this report for your review.

### DISCUSSION

In November 2023, the Village received news that its grant application was successfully approved in the amount of \$15,000.00. These funds were allocated towards Age-Friendly Committee Meeting expenses, advertising and expenses for the upcoming Health and Wellness Fair, staff time to administer website updates and create promotional materials, community surveys regarding community programs and services, and the implementation of a Community Walking Group.

As part of the community engagement portion of the grant, staff conducted an initial survey from late January to February 14<sup>th</sup>, 2024 regarding Community Programs and Services. 76 responses were received. Highlights from this survey include the following:

- 75.7% of respondents would like to know more about available programs and services.
- 90.7% of respondents access community programs and services by walking.
- 53.4% of respondents report that they currently walk between 5-7 days in the community.
- 56.8% of respondents wish there were more recreation activities and social gathering opportunities in the Village.
- 53.6% of respondents indicated they would be interested in participating in a walking group if offered in the Village.

## **FINANCIAL CONSIDERATIONS**


There are no financial considerations associated with this report.

## **POLICY CONSIDERATIONS**

### 2023 Strategic Plan Priorities

Healthy Livable Community – To promote and enhance a healthy lifestyle for all ages.

Respectfully submitted:

A handwritten signature in black ink, appearing to read "Christy Owens". The signature is fluid and cursive, with the first name "Christy" written in a larger, more prominent script than the last name "Owens".

---

Christy Owens  
Community Services Manager

Attachment: 2015 Age-Friendly Action Plan



# 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](mailto: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.



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## 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 years<sup>1</sup> 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."*<sup>2</sup>

- 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.<sup>2</sup>

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.<sup>3</sup> 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.<sup>4</sup>



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

#### Outdoor Spaces & Buildings<sup>5</sup>

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?

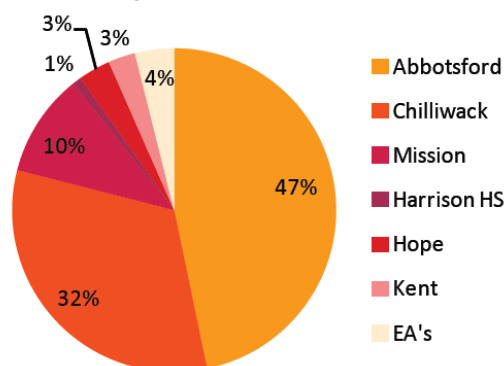
Age-Friendly BC (an initiative implemented by the Provincial Government) has reinforced the above-mentioned eight characteristics as essential to creating an age-friendly community. These aspects of community living, or variations thereof, have become the standard in most age-friendly planning practices.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



### 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.<sup>7</sup> 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.<sup>7</sup> Within Harrison Hot Springs in 2011, 30% of the population was over 65 years and 50% of the population over 50 years.<sup>7</sup> A review of demographics for Harrison indicate this trend will continue.

#### Seniors by Area of Residence within the FVRD

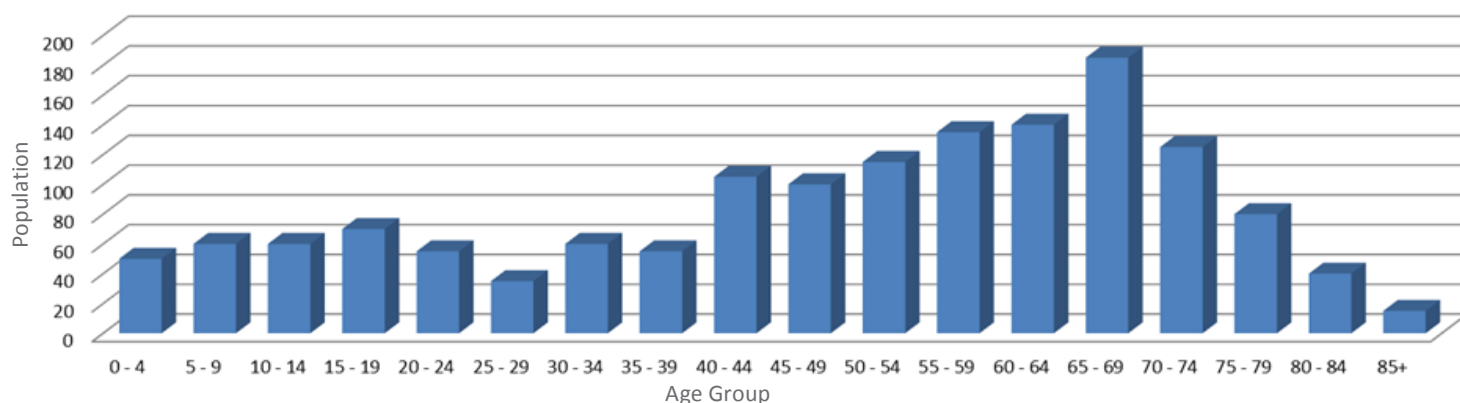


Source: Fraser Valley Regional District, Regional Snapshot Series: Aging<sup>7</sup>

Seniors living within the FVRD have an average annual income of \$36,000<sup>7</sup>. 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.<sup>7</sup> 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.<sup>7</sup>

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 Census<sup>1</sup>



Photo credit: Google Earth

## 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:



#### TRANSPORTATION & BUILT ENVIRONMENT



#### SOCIAL & CIVIC PARTICIPATION



#### EMPLOYMENT & VOLUNTEERISM



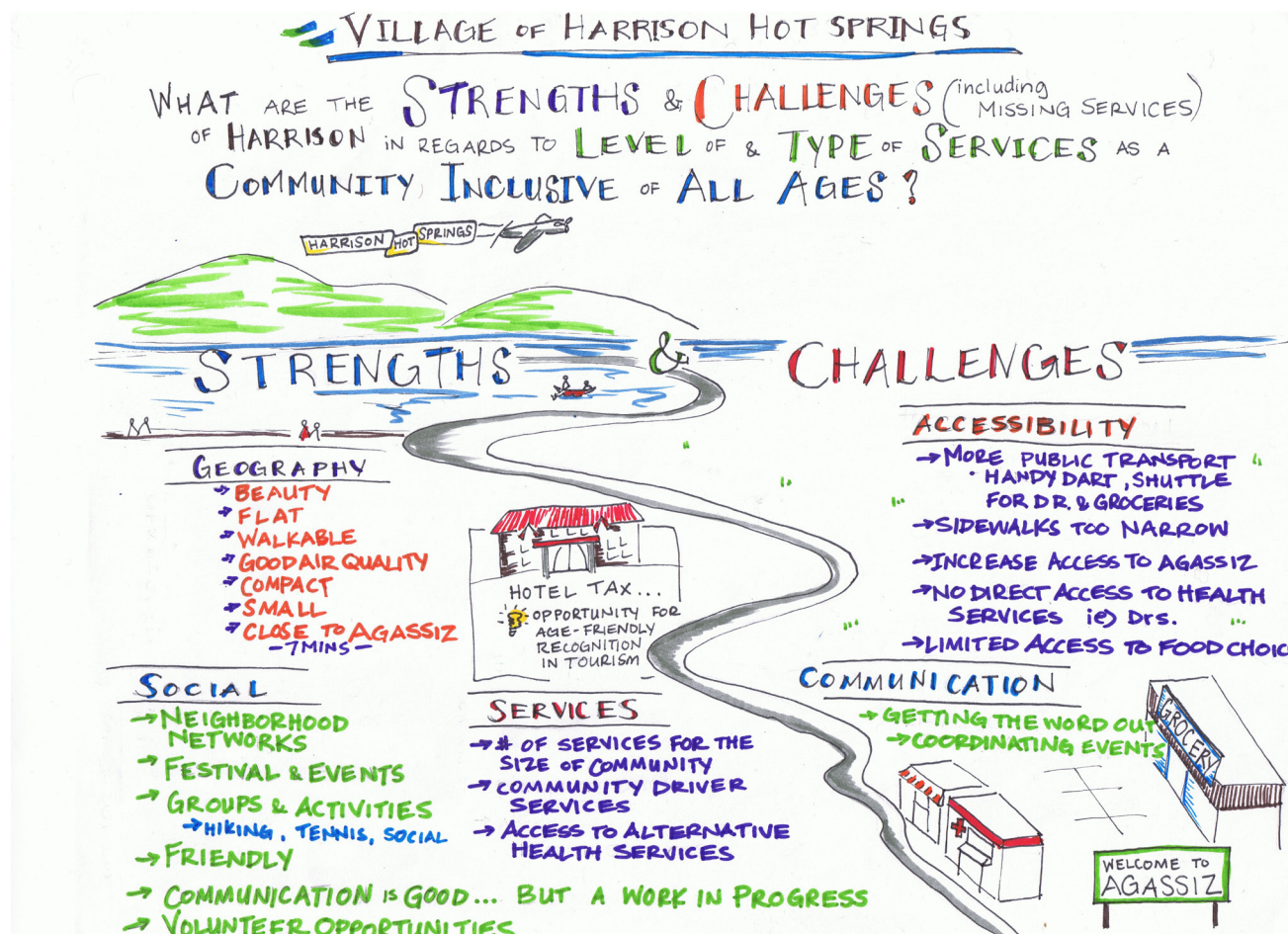
#### HOUSING & HEALTH

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.



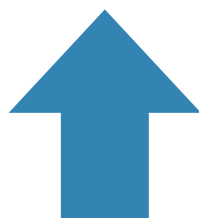
#### Key Action Areas

- 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

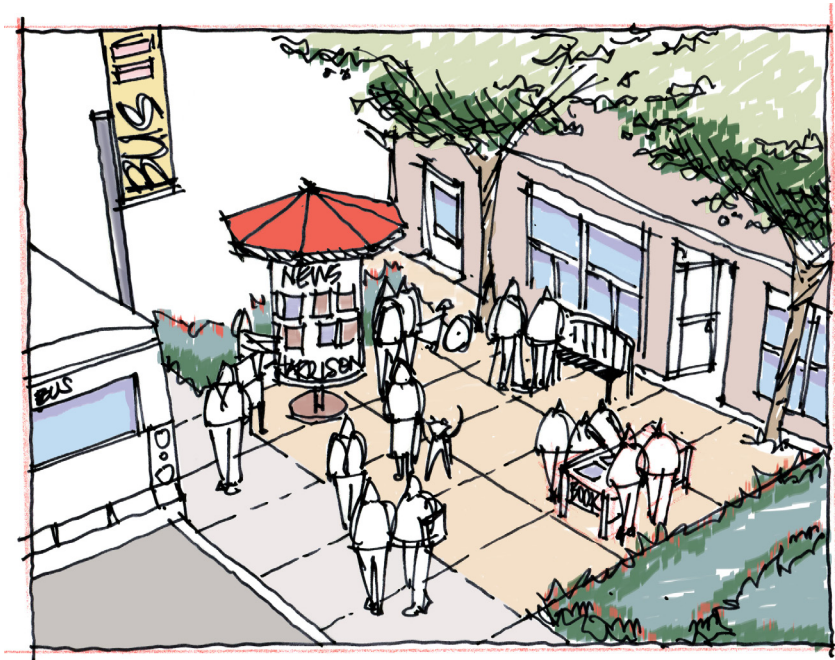
Transportation is a key factor in maintaining mental and physical health among seniors as adequate transportation would enable participation in fitness programs, social activities, and it would also enable seniors to live in their own homes longer, reducing care facility costs and increasing senior independence and overall quality of life.<sup>7</sup> 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.<sup>7</sup> 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

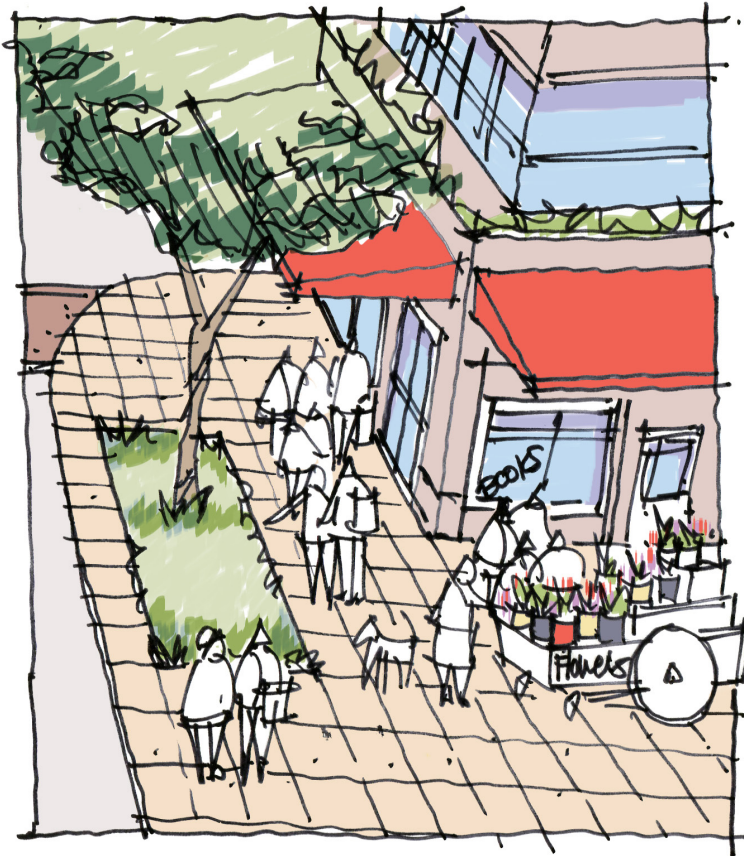
The following designs highlight ideas from the consultation sessions including a design concept that provides a community hub that offers flexibility in terms of where and how people can meet, interact, and gather.



#### 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.





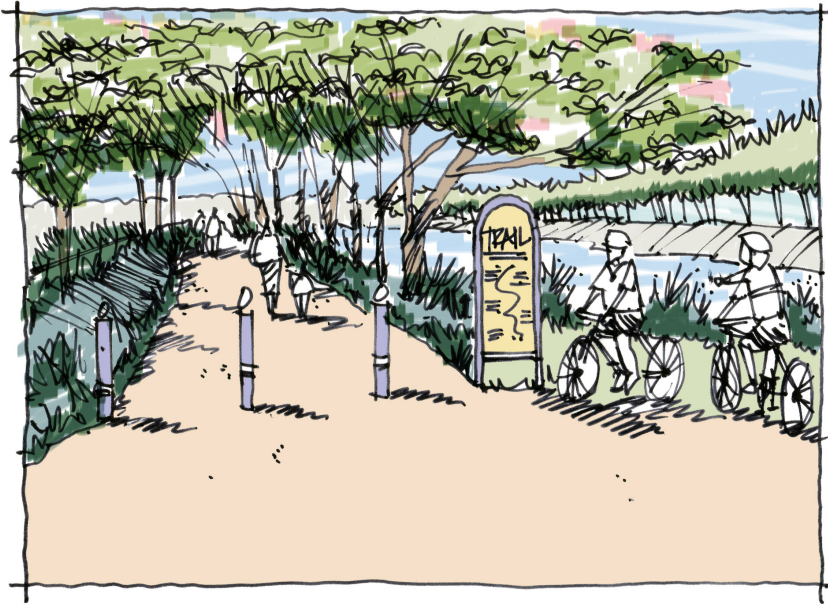
## CANOPIES

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.



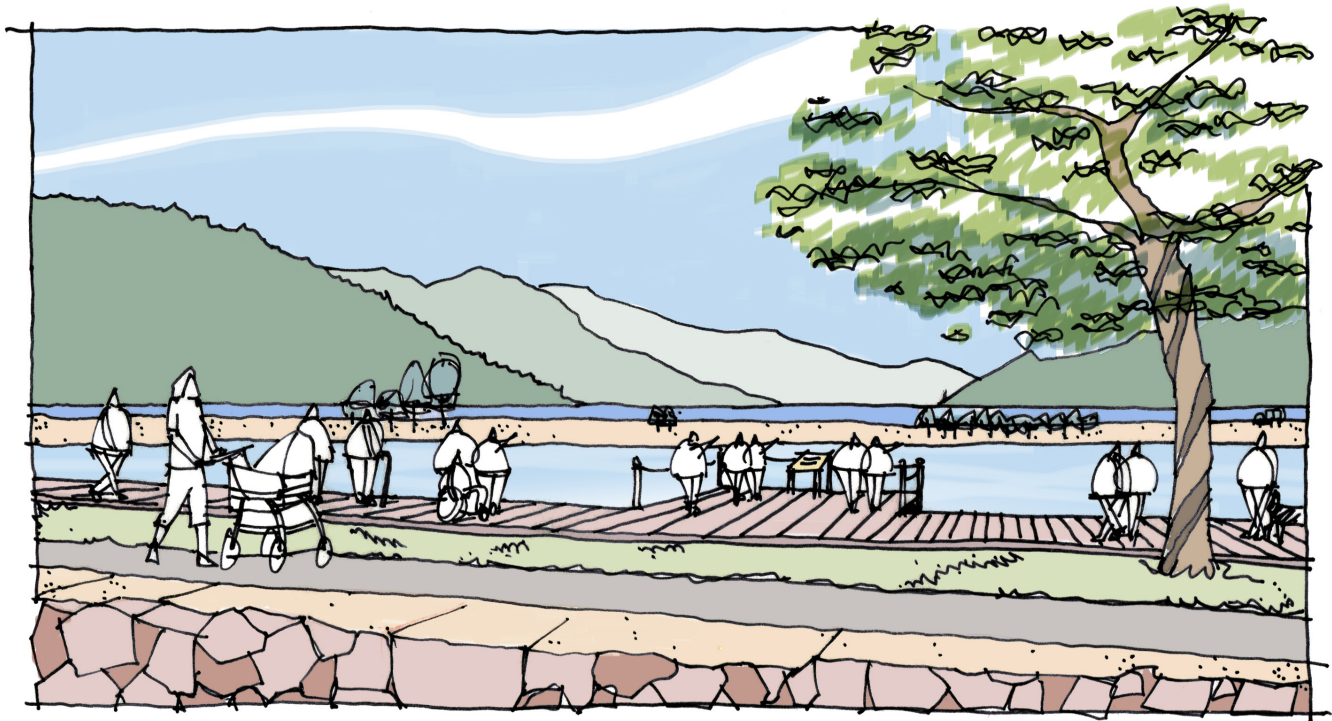
## TRAILS

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.



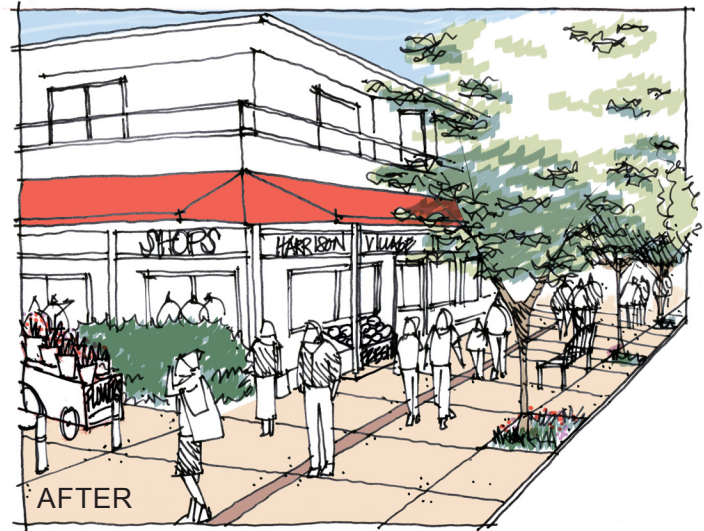
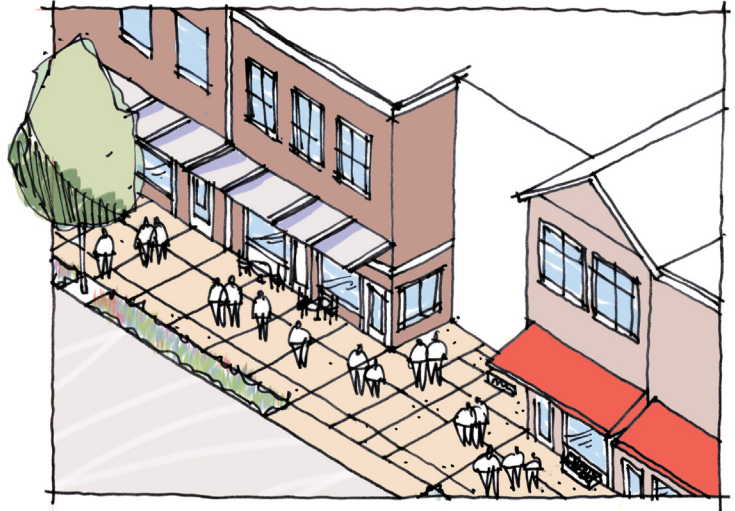
### BOARDWALK

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

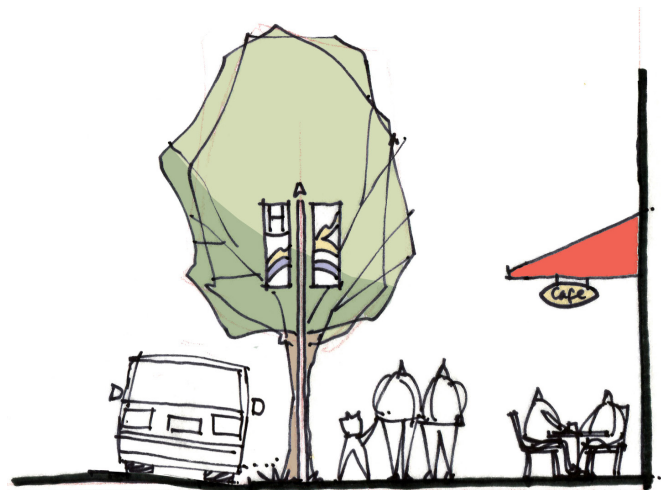
Canopies and awnings, potentially along Esplanade Ave shopping street, can help define the shop frontages as individual locations or to tie a series of shops together with a consistent design element. Pedestrians also will appreciate all year weather protection allowing for additional 'spill out' space 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.<sup>8</sup> 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.<sup>9, 10</sup>

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.<sup>11</sup>
- 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.<sup>5</sup>
- 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.<sup>10</sup>
- 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.<sup>7</sup> 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.<sup>7</sup> Other options include senior’s daycare, which offers meal plans, access to health services and recreational activities, and offers respite to caregivers.<sup>7</sup> Assisted living facilities are another option for seniors; however, most seniors cannot afford to live in such facilities.<sup>7</sup>

### Accessible Housing for Seniors<sup>9</sup>

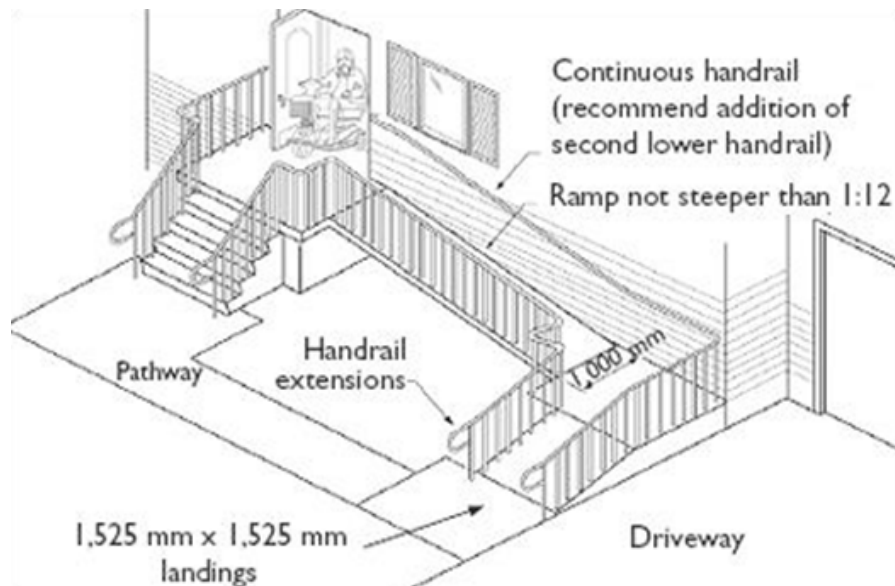
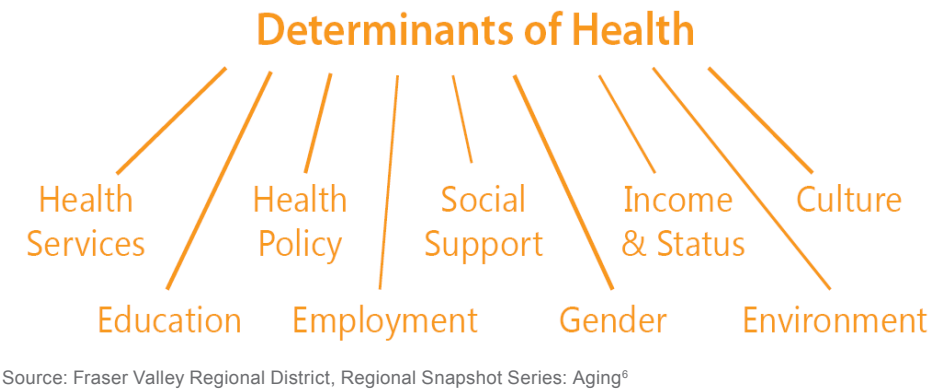


Photo credit: Canada Mortgage and Housing Corporation

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.<sup>7</sup> 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.<sup>7</sup> 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.<sup>7</sup>



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:<sup>11</sup>

- 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.

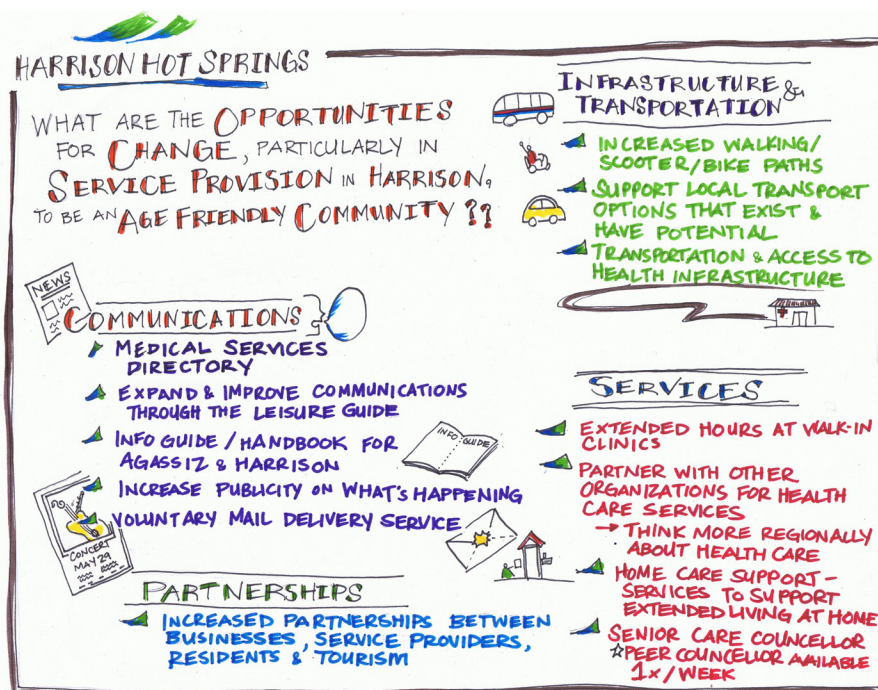
Applying for age-friendly designation from the Province of British Columbia could further position the Village of Harrison in implementing many of the key ideas presented in the Action Plan. A video was created (<https://vimeo.com/111065712>) to promote the 'age-friendliness' of Harrison with respect 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](http://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.<sup>6</sup> 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.”<sup>12</sup>

**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.<sup>13</sup>

**Senior:** An elderly person, especially a person over 65.<sup>14</sup>

**Stakeholder:** Any group or individual who can affect or is affected by the achievement of the organization’s objective.<sup>15</sup>

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# WHAT MAKES A COMMUNITY AGE FRIENDLY?

## VILLAGE OF HARRISON HOT SPRINGS

PLACE OF

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

### SUITABLE & AFFORDABLE HOUSING

- "AGE IN PLACE"
- HANDICAP ACCESS

### SAFETY

- WELL LIT
- WIDER SIDEWALKS
- COMMUNITY WATCH

### ACCESS TO INFORMATION

- COMMUNITY INFORMATION
- COMMUNITY BULLETIN BOARDS
- NEWSLETTERS
- SERVICES

### ACCESSIBLE TRANSPORTATION

- AVAILABLE
- AFFORDABLE

### ACCESS TO HEALTH CARE

- TRADITIONAL
  - DR.'S OFFICES
  - LABS
  - CLINICS
- ALTERNATIVE
  - MASSAGE
  - PHYSIO
  - CHIROPRACTIC

### INCLUSIVE & SOCIAL

- VOLUNTEER OPPORTUNITIES
- RECREATION & SPORTS
- SHARING EVENTS

### VOLUNTEERS

### FOOD

- ACCESSIBLE
- HEALTHY
- FRESH
- OPTIONS

### GROCERY

FARM FRESH

## Village of Harrison Hot Springs AGE-FRIENDLY ACTION PLAN APPENDICES

2015

HARRISON HOT SPRINGS

Naturally Refreshed

## APPENDICES

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## APPENDIX 1: ACTION PLAN DEVELOPMENT & COMMUNITY CONSULTATION

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

### PHASE 1 | SERVICE PROVIDER WORKSHOP

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

### PHASE 2 | COMMUNITY CONSULTATIONS

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

### COMMUNITY CONSULTATIONS

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

### PHASE 3 | URBAN DESIGN

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



## PHASE 4 | DRAFT ACTION PLAN

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

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

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

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

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

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

### Community Agencies & Service Providers

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



## APPENDIX 2: COMMUNITY ENGAGEMENT REPORT

### AGE-FRIENDLY



## VILLAGE OF HARRISON HOT SPRINGS COMMUNITY ENGAGEMENT FINAL REPORT

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## SERVICE PROVIDER WORKSHOP

**What:** A Service Provider Workshop on Age-Friendly Communities

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

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

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

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

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





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

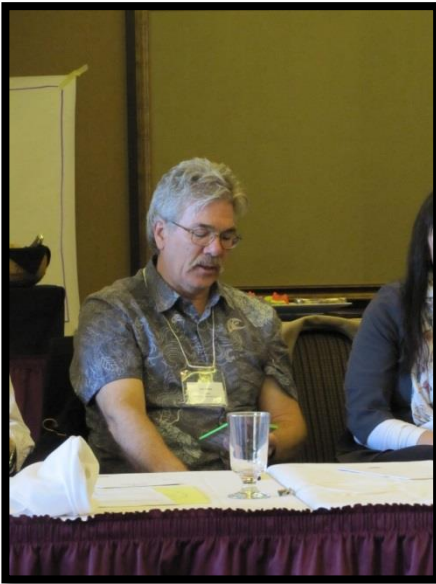
Melissa Kendzierski , of Cherie Enns Consulting, records attendee responses to later create a graphic representation of the workshop. Some of the questions asked were:

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





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



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



# HARRISON HOT SPRINGS

## SERVICE PROVIDER WORKSHOP ON AGE-FRIENDLY COMMUNITIES


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



WELCOME • SIGN IN • BREAKFAST



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



**INTRO/BACKGROUND: CHERIE ENNS**  
PLANNING AGE FRIENDLY COMMUNITIES



### DIALOGUE

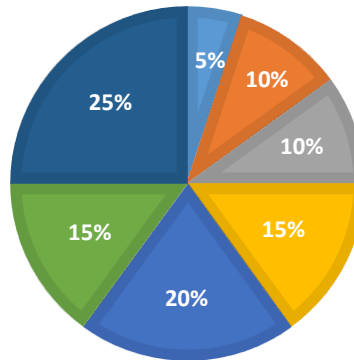
1. WHAT MAKES A COMMUNITY AGE FRIENDLY ???
2. WHAT ARE THE STRENGTHS & CHALLENGES (including missing services) OF HARRISON IN REGARDS TO LEVEL OF & TYPE OF SERVICES AS A COMMUNITY INCLUSIVE OF ALL AGES ???
3. WHAT ARE OPPORTUNITIES FOR CHANGE - PARTICULARLY IN SERVICE PROVISIONS IN HARRISON, TO BE AN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



**SURVEY/FEEDBACK/RAFFLE**

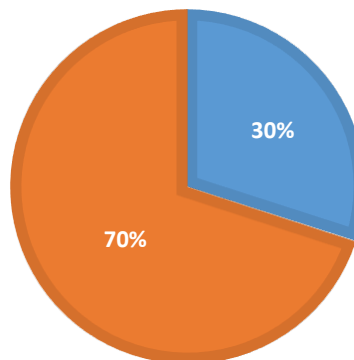
### AGE GROUP FOR WHOM YOU PROVIDE SERVICES

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



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

yes no



#### Transportation

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

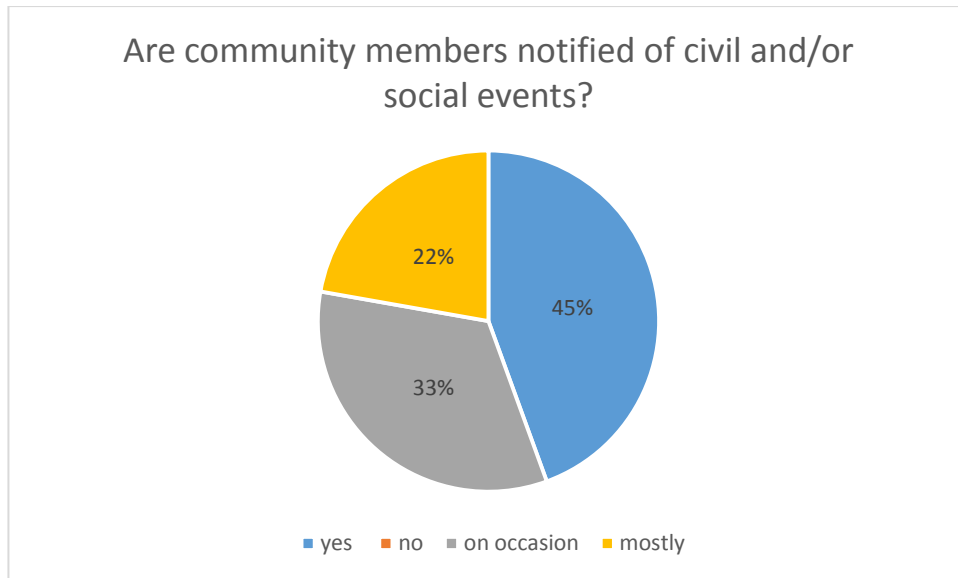
Half of the respondents said that there is reliable age-friendly transportation in Harrison, while the other half said that transportation in Harrison is not age-friendly.

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

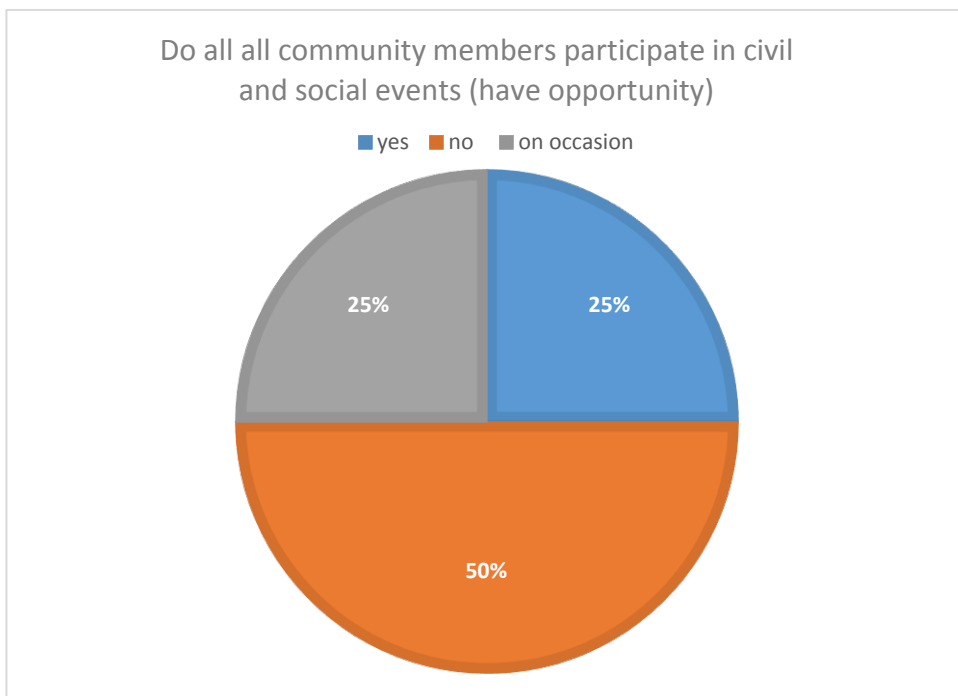
#### Social and Civic Participation

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

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



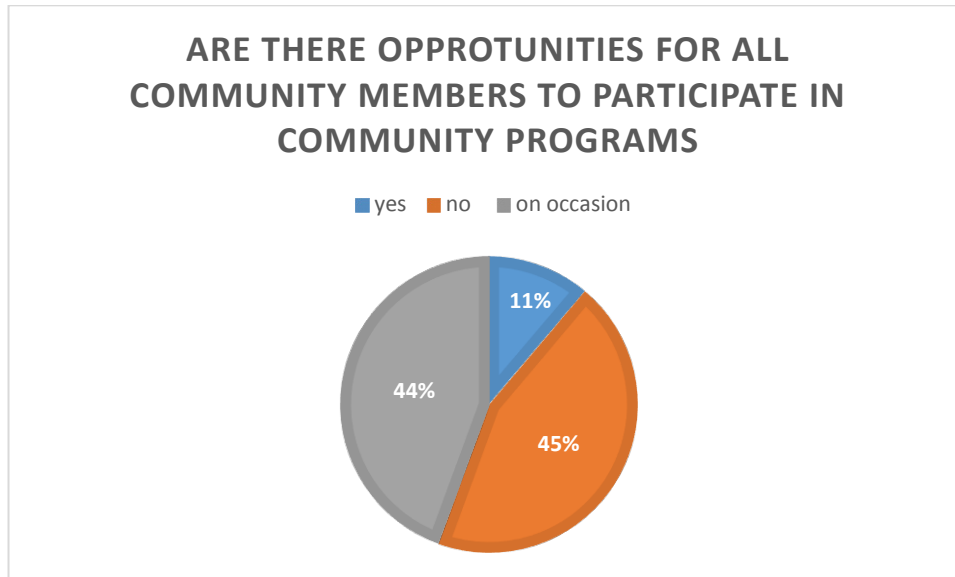
100% stated that there is opportunity for the community members to participate in civic events and meetings.



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

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

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



### Employment and Volunteerism

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

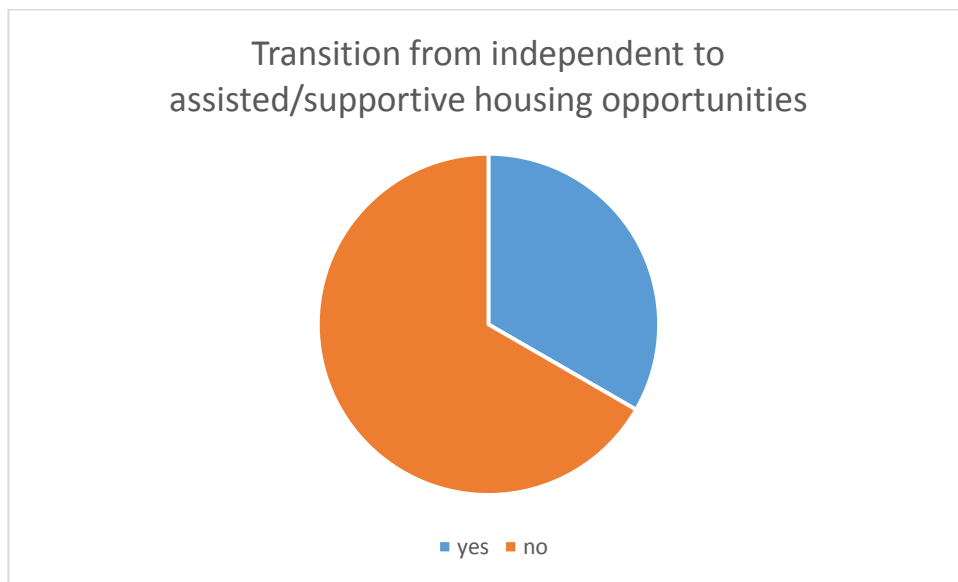
### Housing

The questions pertaining to housing are as follows:

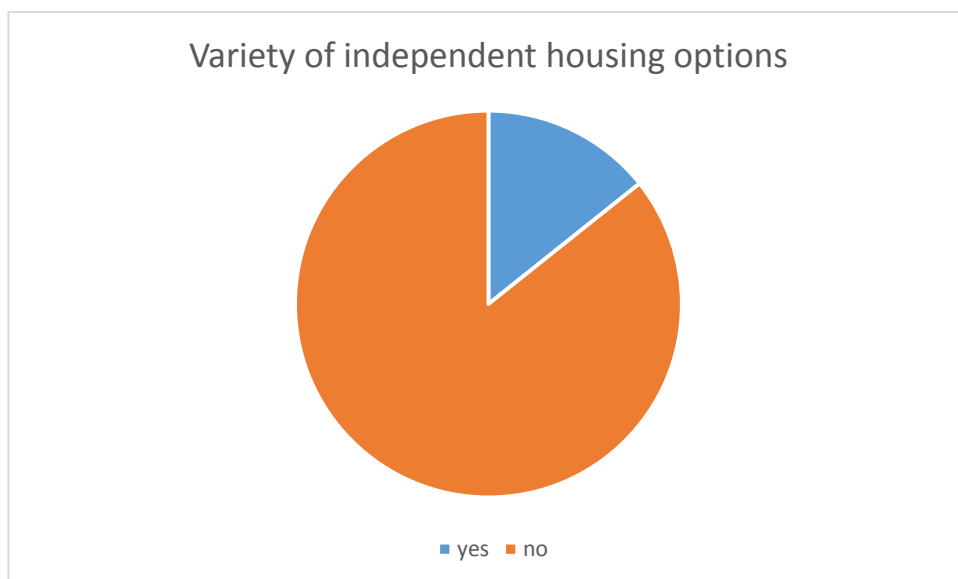
1. Are there opportunities for community members to transition from independent housing to assisted/supportive housing and care facilities?
2. Are there enough independent housing options available for community members (rentals, subsidized, ownership etc.)?
3. Is there opportunity for community members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



The following is the response analysis for the housing questions:

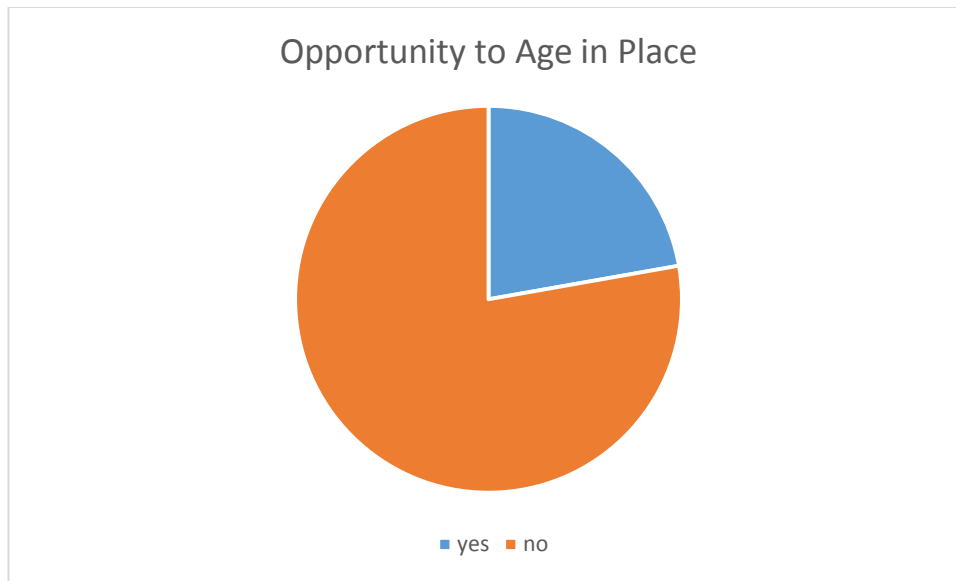


It is important to note that some of the “yes” responses stated that this could be done in the nearby town of Agassiz, but not in Harrison.



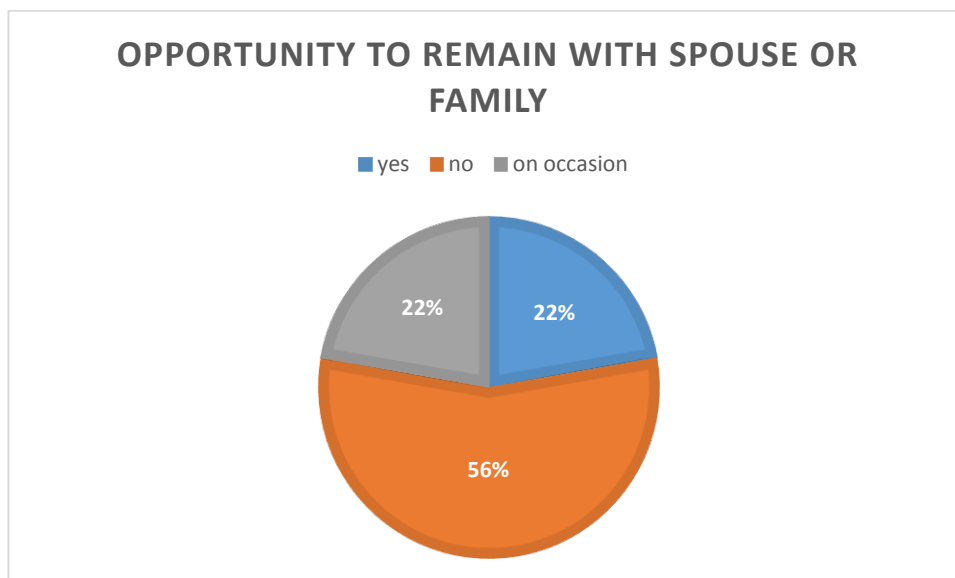
Again, the “yes” responses were based on utilizing the housing options in Agassiz.





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

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

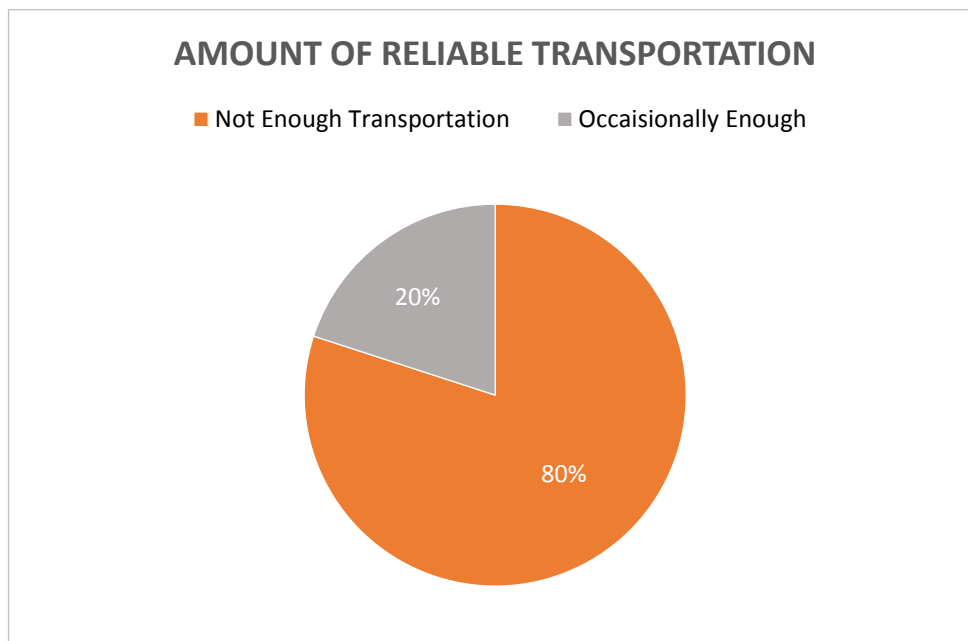


22% of respondents that indicated that there is, on occasion, opportunity to remain with their spouse or family identified that this opportunity only arose if they were able to stay in their own home or their family’s home.

## Health

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

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



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

## Discussion

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



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

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

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



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

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



# HARRISON HOT SPRINGS

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



## COMMUNICATIONS

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



## PARTNERSHIPS

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



## INFRASTRUCTURE & TRANSPORTATION

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



## SERVICES

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

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



## DROP-IN COMMUNITY CAFÉ – May 12, 2014

**COMMUNITY DROP-INS FOR AN AGE FRIENDLY HARRISON**

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

**05 ★ 12 ★ 14**

**WHAT MAKES COMMUNITY AGE FRIENDLY?**  
VILLAGE OF HARRISON HOT SPRINGS

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

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

**SAFETY**  
• THROUGH  
• SIDEWALKS  
• COMMUNITY WATCH

**ACCESSIBLE TRANSPORTATION**  
• AVAILABLE  
• AFFORDABLE

**ACCESS TO HEALTH CARE**  
• TRADITIONAL  
• E.S.S.  
• POLICE  
• ALTERNATIVE  
• MASSAGE  
• CHIROPRACTIC

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

**ACCESS TO INFORMATION**  
• COMMUNITY BULLETIN BOARDS  
• NEWSLETTERS  
• SERVICES

**FOOD**  
• ACCESSIBLE  
• HEALTHY  
• FRESH  
• OPTIONS

**GROCERY**

Memorial Hall | 290 Esplanade | Harrison Hot Springs, BC

COMMUNITY ASSESSMENT | GAMES | PRIZES

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

**COMMUNITY ASSESSMENT**

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

**FOR MORE INFORMATION AND TO CONFIRM YOUR ATTENDANCE, PLEASE CONTACT**

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

**HARRISON HOT SPRINGS**  
Naturally Refreshed

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

### Transportation

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

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

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

## Social and Civic Participation

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

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

Some benefits of Harrison include:

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

## Employment and Volunteerism

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

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

## Housing

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



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





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

## 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](mailto: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.





## COMMUNITY CHECK-IN – June 19, 2014

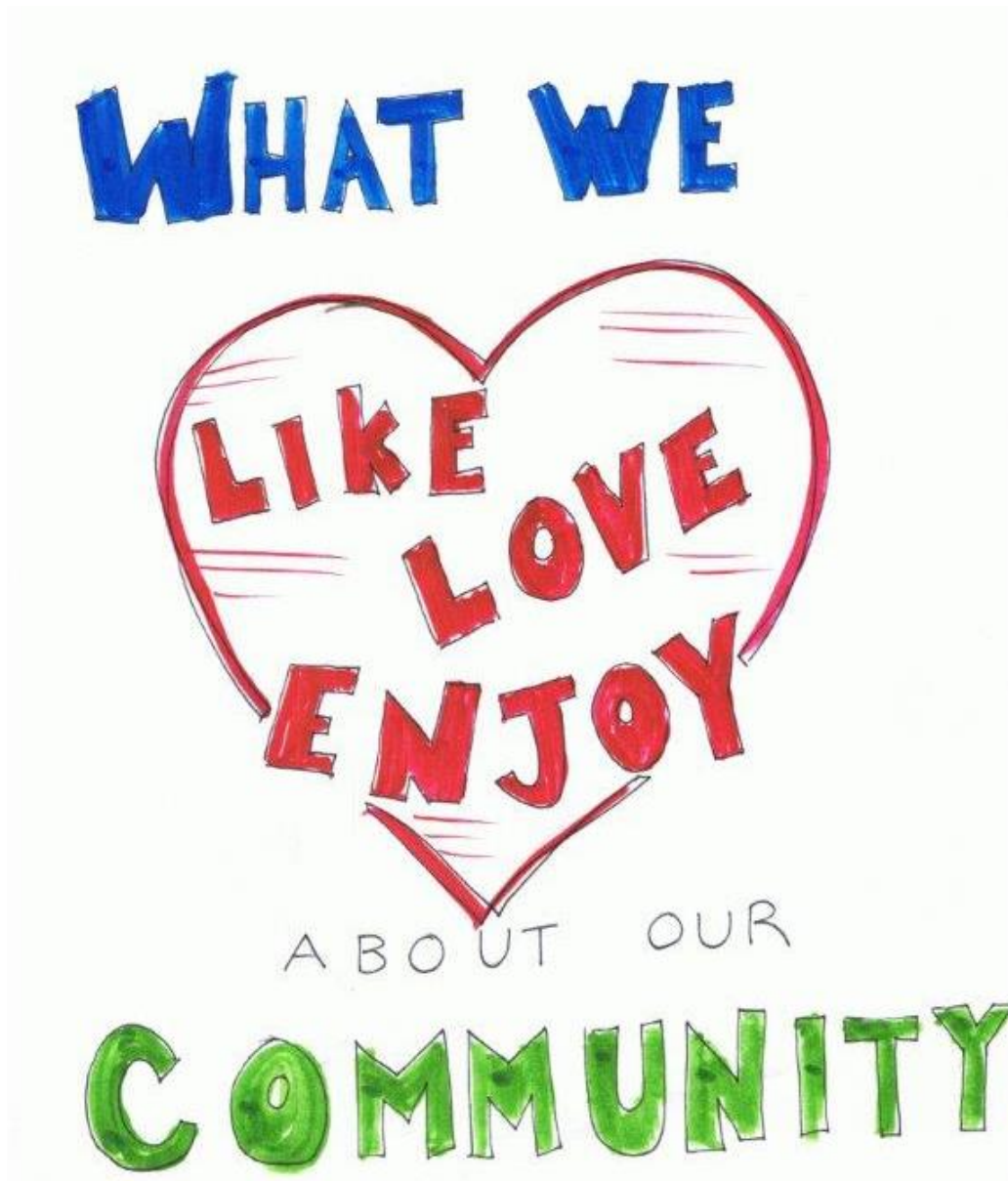
There were several key informal advisors who met during the community check-in: Seniors Peer Support Counsellor; Community Health Specialist; Seniors Transitional Services Coordinator and a doctor.

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

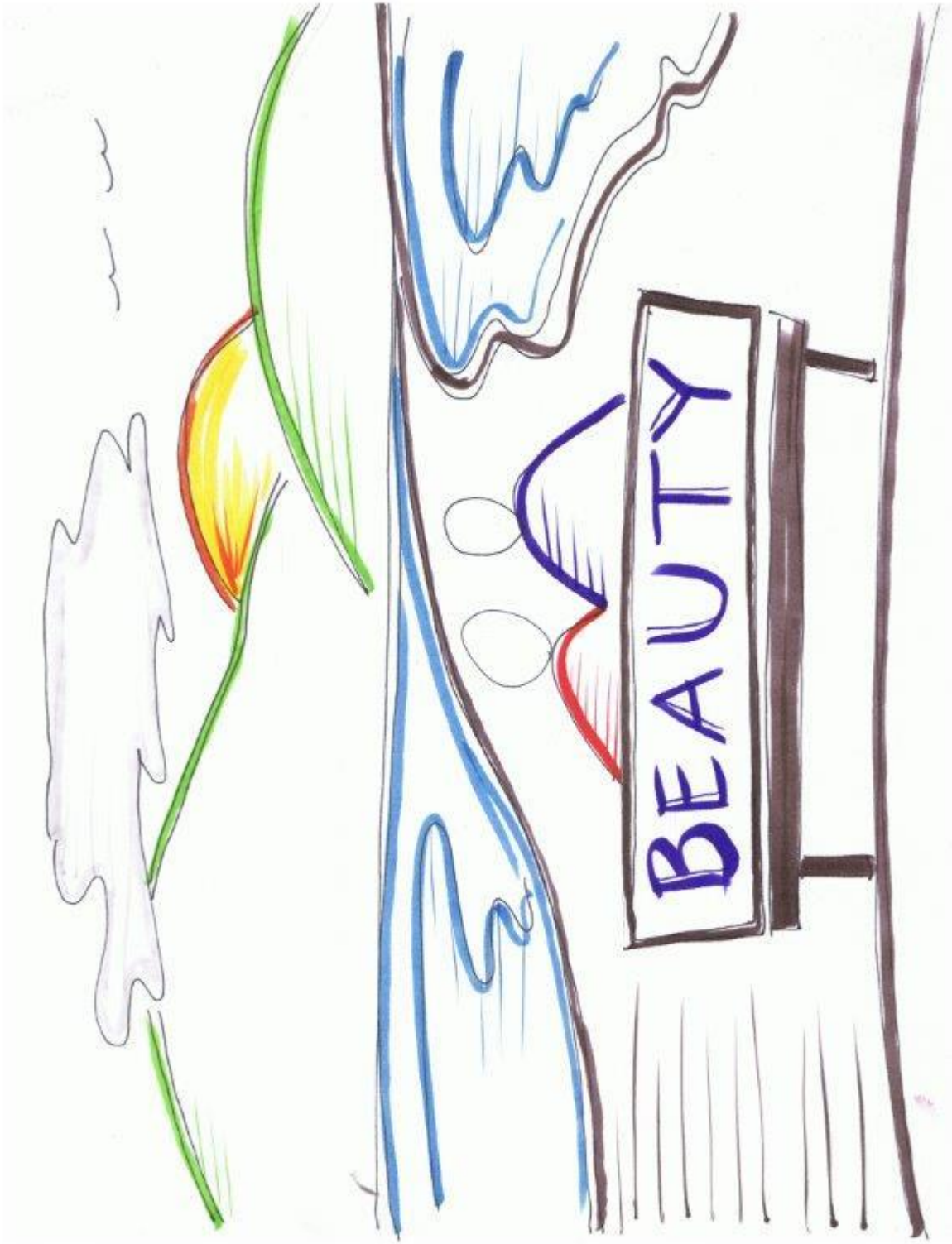


## SENIORS COMMUNITY WORKSHOP – June 19, 2014

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











## COMMUNITY RESPONSES AND DISCUSSIONS

### Transportation

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

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

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

- a. too narrow
- b. too uneven

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

### Social and Civic Participation

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

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

### Employment and Volunteerism

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

### Housing

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

### Health

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



## Discussion

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

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

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

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

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

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





## APPENDIX 3: MATERIAL FROM EVENTS



### Age-Friendly Community Assessment Service Provider Questionnaire<sup>1</sup>

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"/>		
<b>Check all that apply.</b>		
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	

<sup>1</sup> 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	
<b>Transportation</b>		
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	
<b>Social and Civic Participation</b>		
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	
<b>Employment and Volunteerism</b>		
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	
<b>Housing</b>		
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	
<b>Health</b>		
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	
<b>General</b>		
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](mailto: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](mailto: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<sup>1</sup>

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?

<sup>1</sup> 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?
<b>Social and Civic Participation</b>		
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?
<b>Employment and Volunteerism</b>		
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"/>	
<b>Housing</b>		
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?	
<b>Health</b>		
Are there enough places for you to shop your needs in Harrison (food, clothing, medicine)?	Yes <input type="checkbox"/> No <input type="checkbox"/>	



## Community Survey Instrument Assessment and Identification of Priorities

### General

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

Thank you for taking the time to complete this survey. Surveys end date is **Friday June 20, 2014**. If you would like more information pertaining to the Age Friendly Village of Harrison project, please see our Cherie Enns-Consulting Facebook page: <https://www.facebook.com/profile.php?id=100008162914591>, Cherie Enns Consulting Website: <http://www.cherieennsconsulting.com/harrison-hot-springs.php> contact Cherie Enns Consulting at [cherieennsconsulting@gmail.com](mailto: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<sup>1</sup>

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

Thank you for taking the time to complete this survey.

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

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



### Community Survey Instrument Assessment and Identification of Priorities

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



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### Community Survey Instrument Assessment and Identification of Priorities

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

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



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**Legend**  
 green = good  
 yellow = needs improvement  
 red = poor

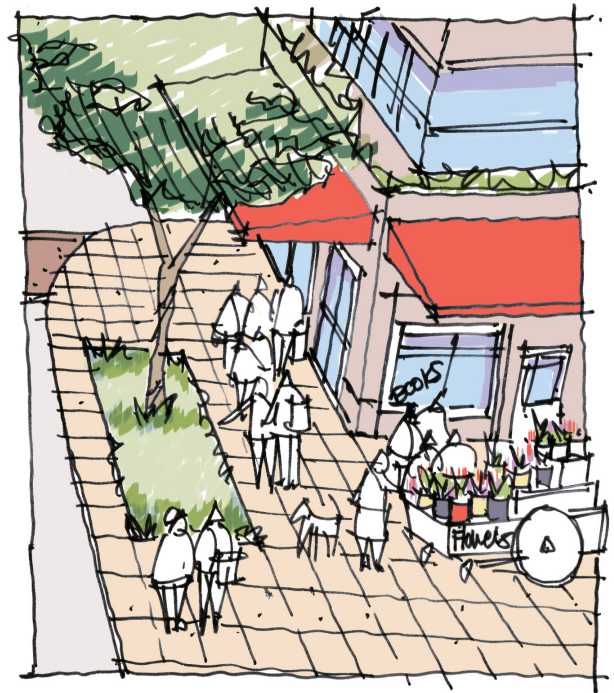
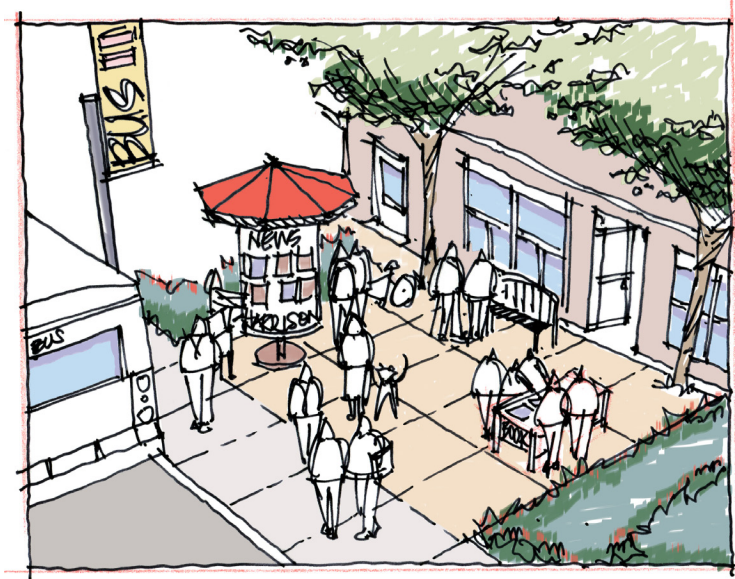
**Scale**  
 0 0.10 0.2 km  
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**Notes:** Eagle Street and Old Settlers need bus stops  
 need improved walkway  
 need improved walkway  
 need improved walkway

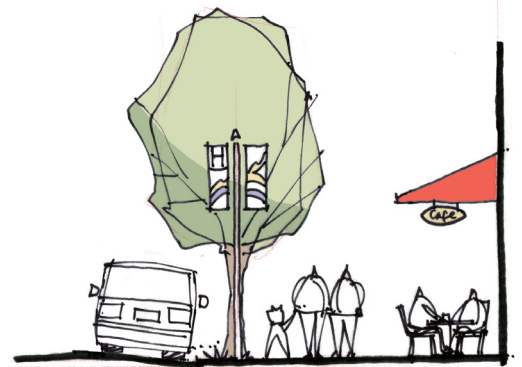
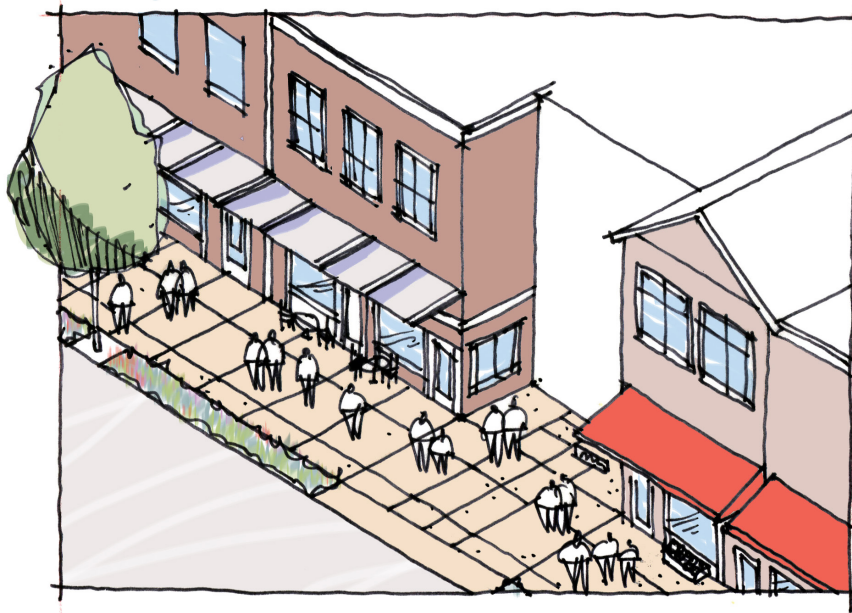


## APPENDIX 5: PROPOSED DESIGNS

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











# WHAT MAKES A COMMUNITY AGE FRIENDLY?

## VILLAGE OF HARRISON HOT SPRINGS

PLACE OF

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

### SUITABLE & AFFORDABLE HOUSING

- "AGE IN PLACE"
- HANDICAP ACCESS

### SAFETY

- WELL LIT
- WIDER SIDEWALKS
- COMMUNITY WATCH

### ACCESS TO INFORMATION

- COMMUNITY BULLETIN BOARDS
- NEWSLETTERS
- SERVICES

### ACCESSIBLE TRANSPORTATION

- AVAILABLE
- AFFORDABLE

### ACCESS TO HEALTH CARE

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

- ALTERNATIVE
  - MASSAGE
  - PHYSIO
  - CHIROPRACTIC

### INCLUSIVE & SOCIAL

- VOLUNTEER OPPORTUNITIES
- RECREATION & SPORTS
- SHARING EVENTS

### VOLUNTEERS

### FOOD

- ACCESSIBLE
- HEALTHY
- FRESH
- OPTIONS

### GROCERY



## Village of Harrison Hot Springs AGE-FRIENDLY ACTION PLAN APPENDICES

2015

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## APPENDIX 1: ACTION PLAN DEVELOPMENT & COMMUNITY CONSULTATION

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

### PHASE 1 | SERVICE PROVIDER WORKSHOP

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

### PHASE 2 | COMMUNITY CONSULTATIONS

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

### COMMUNITY CONSULTATIONS

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

### PHASE 3 | URBAN DESIGN

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



## PHASE 4 | DRAFT ACTION PLAN

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

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

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

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

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

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

### Community Agencies & Service Providers

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



## APPENDIX 2: COMMUNITY ENGAGEMENT REPORT

### AGE-FRIENDLY



## VILLAGE OF HARRISON HOT SPRINGS COMMUNITY ENGAGEMENT FINAL REPORT



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## SERVICE PROVIDER WORKSHOP

**What:** A Service Provider Workshop on Age-Friendly Communities

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

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

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

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

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





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

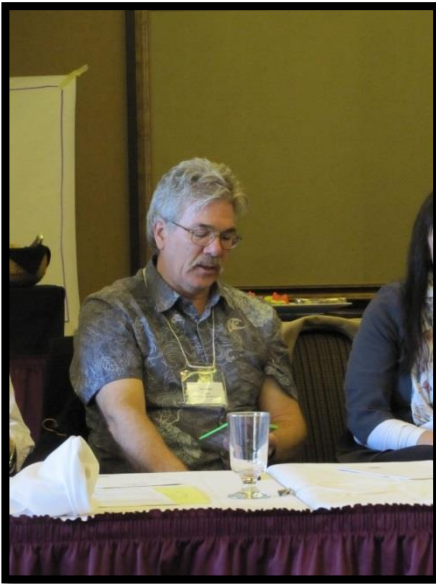
Melissa Kendzierski , of Cherie Enns Consulting, records attendee responses to later create a graphic representation of the workshop. Some of the questions asked were:

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





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



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



# HARRISON HOT SPRINGS

## SERVICE PROVIDER WORKSHOP ON AGE-FRIENDLY COMMUNITIES


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



WELCOME • SIGN IN • BREAKFAST



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



**INTRO/BACKGROUND: CHERIE ENNS**  
PLANNING AGE FRIENDLY COMMUNITIES



**DIALOGUE**

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

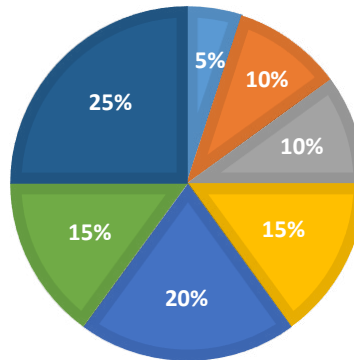


**SURVEY/FEEDBACK/RAFFLE**



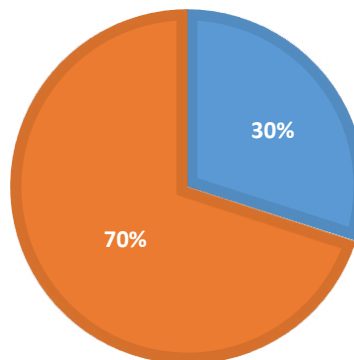
### AGE GROUP FOR WHOM YOU PROVIDE SERVICES

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



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

■ yes ■ no



#### Transportation

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

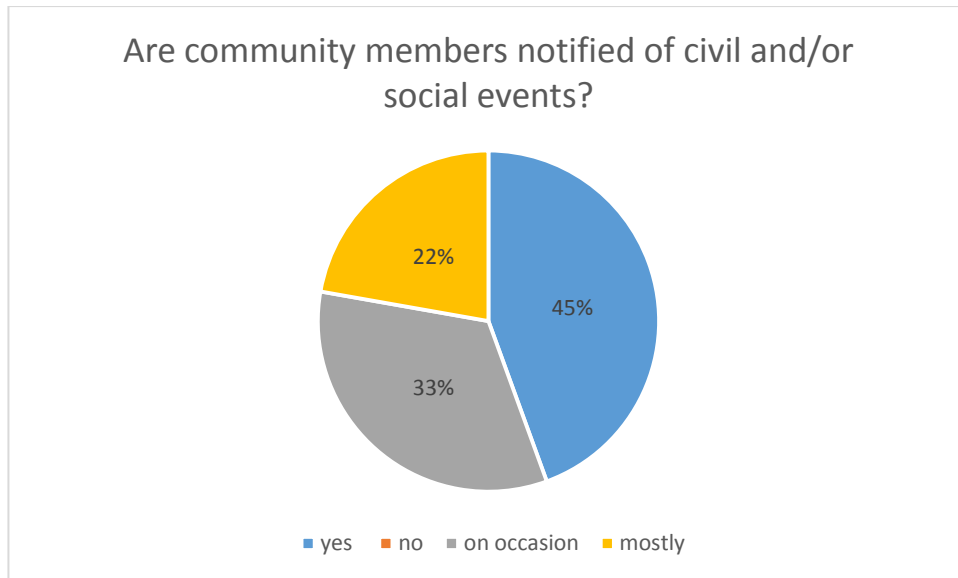
Half of the respondents said that there is reliable age-friendly transportation in Harrison, while the other half said that transportation in Harrison is not age-friendly.

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

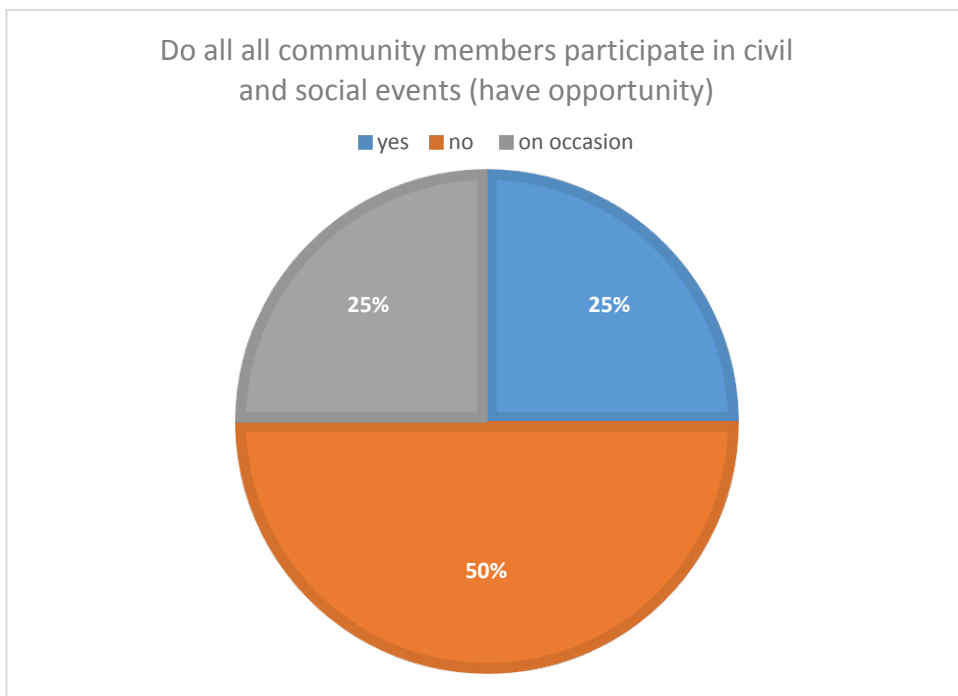
#### Social and Civic Participation

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

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



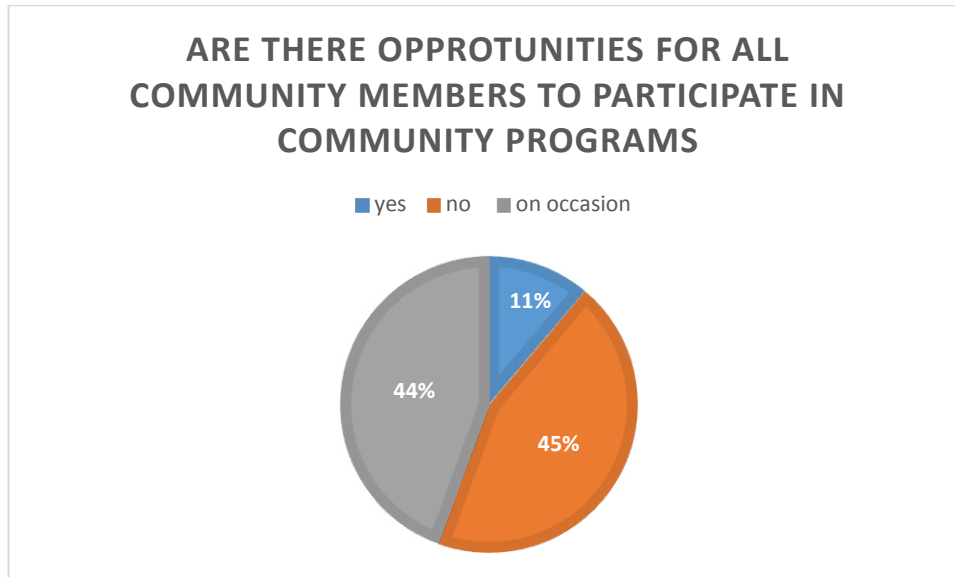
100% stated that there is opportunity for the community members to participate in civic events and meetings.



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

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

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



### Employment and Volunteerism

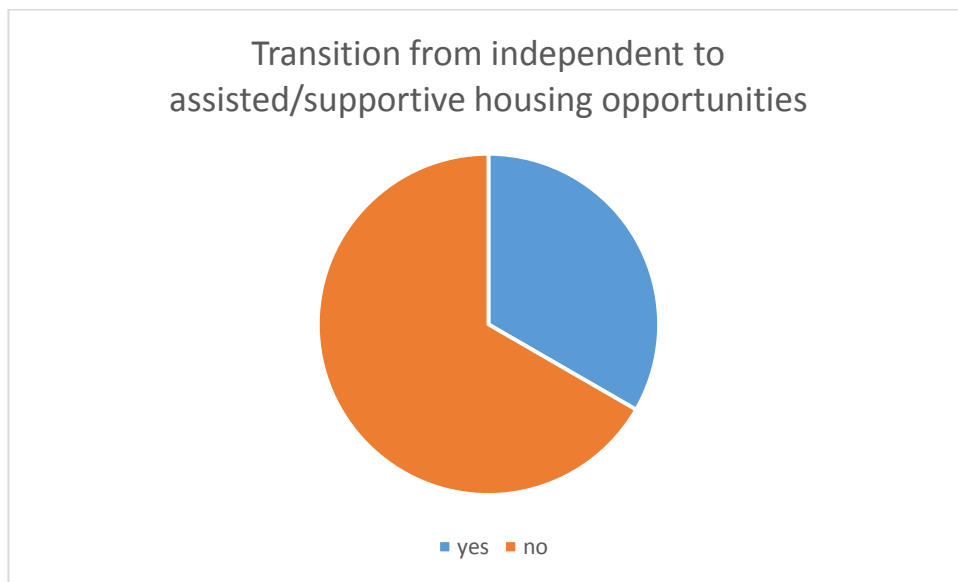
In regards to work and volunteerism, 78% of respondents stated there was little to no opportunity to work in the community and accordingly, little opportunity to maintain economic independence. While, 78% of respondents stated there was opportunity to volunteer (with 2% stating on occasion) in Harrison.

### Housing

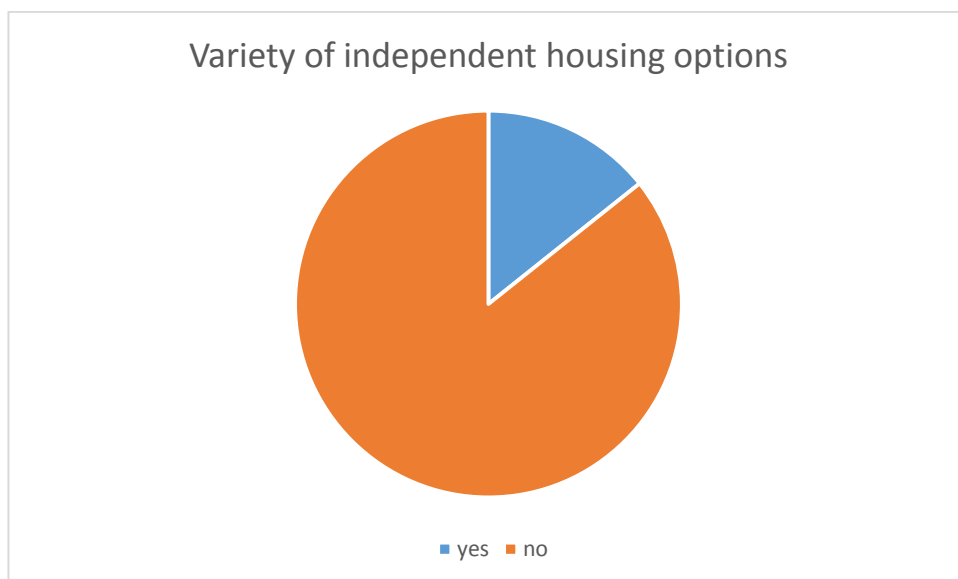
The questions pertaining to housing are as follows:

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

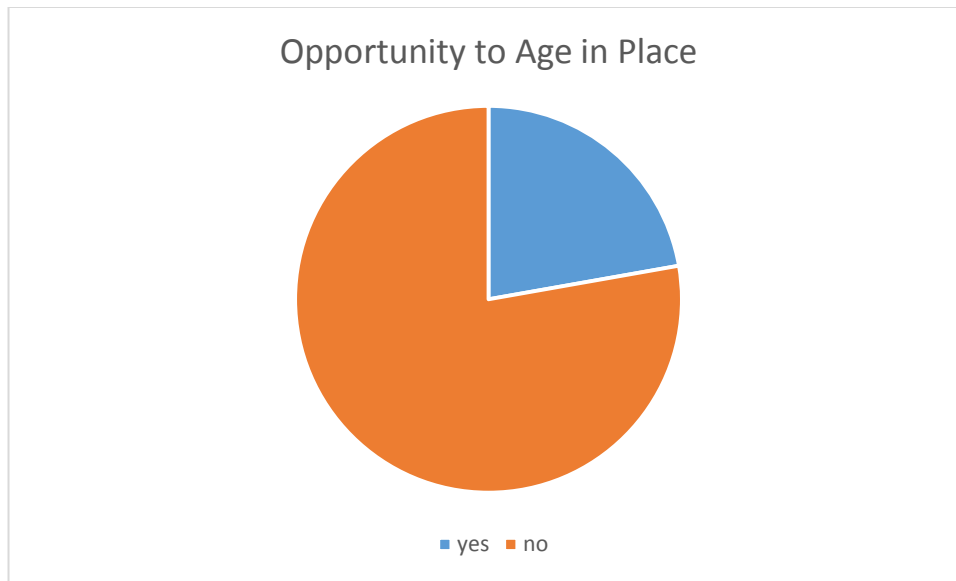
The following is the response analysis for the housing questions:



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

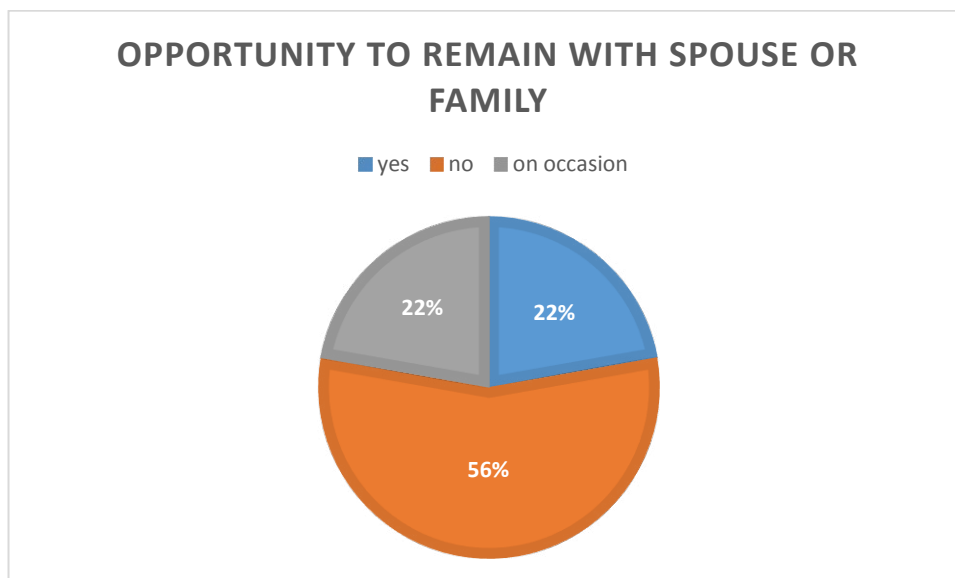


Again, the “yes” responses were based on utilizing the housing options in Agassiz.



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

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



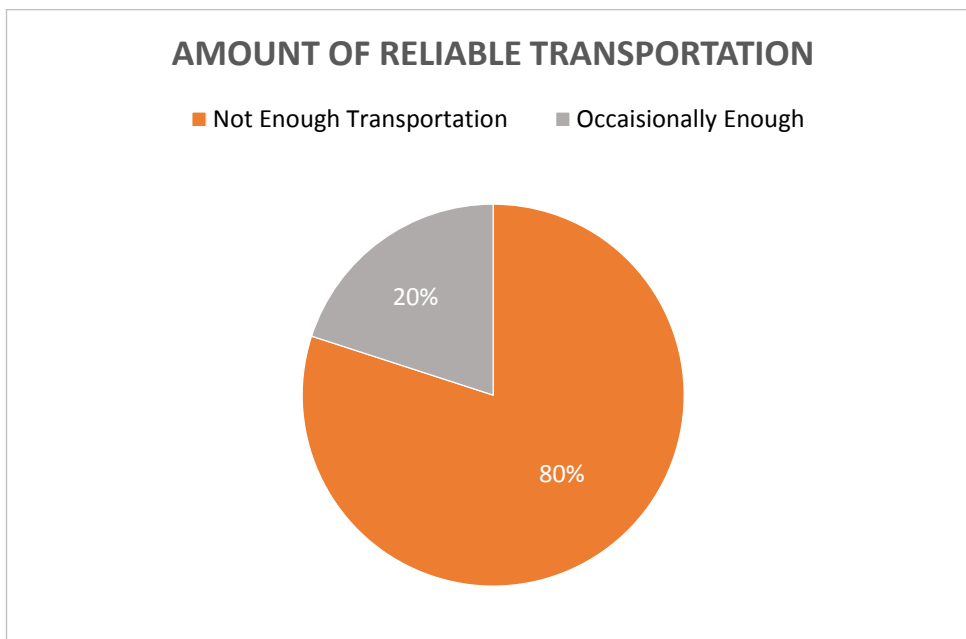
22% of respondents that indicated that there is, on occasion, opportunity to remain with their spouse or family identified that this opportunity only arose if they were able to stay in their own home or their family’s home.



## Health

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

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



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

## Discussion

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



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

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

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



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

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



# HARRISON HOT SPRINGS

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



## COMMUNICATIONS

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



## PARTNERSHIPS

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



## INFRASTRUCTURE & TRANSPORTATION



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



## SERVICES

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

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



## DROP-IN COMMUNITY CAFÉ – May 12, 2014

**COMMUNITY DROP-INS FOR AN AGE FRIENDLY HARRISON**

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

05 ★ 12 ★ 14

**WHAT MAKES COMMUNITY AGE FRIENDLY?**  
VILLAGE OF HARRISON HOT SPRINGS

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

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

**SAFETY**  
• THROUGH  
• SIDEWALKS  
• COMMUNITY WATCH

**ACCESSIBLE TRANSPORTATION**  
• AVAILABLE  
• AFFORDABLE

**ACCESS TO HEALTH CARE**  
• TRADITIONAL  
• E.S.S.  
• PHYSICIAN  
• ALTERNATIVE  
• MASSAGE  
• CHIROPRACTIC

**INCLUSIVE & SOCIAL**  
• VOLUNTEER OPPORTUNITIES  
• RECREATION & SPORTS  
• SHARING EVENING

**ACCESS TO INFORMATION**  
• COMMUNITY BULLETIN BOARDS  
• NEWSLETTERS  
• SERVICES

**FOOD**  
• ACCESSIBLE  
• HEALTHY  
• FRESH  
• OPTIONS

**GROCERY**

Memorial Hall | 290 Esplanade | Harrison Hot Springs, BC

COMMUNITY ASSESSMENT | GAMES | PRIZES

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

**COMMUNITY ASSESSMENT**

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

**FOR MORE INFORMATION AND TO CONFIRM YOUR ATTENDANCE, PLEASE CONTACT**

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

**HARRISON HOT SPRINGS**  
Naturally Refreshed

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

### Transportation

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

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

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

## Social and Civic Participation

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

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

Some benefits of Harrison include:

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

## Employment and Volunteerism

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

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

## Housing

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



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





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

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

## Health

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

## Discussion

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

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

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

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

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

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

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



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

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

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

## AGE FRIENDLY VILLAGE OF HARRISON HOT SPRINGS

*Focusing on the Health and Well-being of our Seniors*

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

MEMORIAL HALL | 290 ESPLANADE | HARRISON HOT SPRINGS



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

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

### Walk a mile in my “Orthopedic” Shoes

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

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

**CONFIRM YOUR ATTENDANCE TO [CHERIEENNSCONSULTING@GMAIL.COM](mailto: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.

<b>REPORT CARD LEGEND</b>	
<b>GREEN – EXCELLENT CONDITION</b>	
<b>YELLOW – NEEDS IMPROVEMENT</b>	
<b>RED – LACKING IN THE COMMUNITY</b>	
<b>Outdoor spaces and buildings</b>	
Public areas are clean and pleasant.	GREEN
Good number of green spaces and that are well-maintained and safe.	GREEN
Pavements are well-maintained, free of obstructions and pedestrian-friendly.	GREEN
Pavements are non-slip, wide enough for wheelchairs and have dropped curbs to road level.	YELLOW
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.	GREEN
Drivers give pedestrians the right of way at intersections and pedestrian crossings.	GREEN
Cycle paths are separate from pedestrian walkways.	RED
Outdoor safety is promoted by good street lighting, police patrols and community education.	YELLOW
Services are situated together and are accessible.	YELLOW
Special customer service arrangements are provided for older people.	RED
Buildings are well-signed outside and inside, with ample seating, toilets, with accessible elevators, ramps, railings, stairs, and non-slip floors.	GREEN
Ample number of public toilets outdoors and indoors that are clean, well-maintained and accessible.	RED
<b>Transportation</b>	
Public transportation costs are consistent, clearly displayed and affordable. No benches	RED
Public transportation is reliable and frequent, including night and weekends/ holidays.	YELLOW
All village areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.	YELLOW
Specialized transportation is available for disabled people.	YELLOW
Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.	GREEN
Transport stops and stations are conveniently located, accessible, safe, clean, well lit and well-marked, with adequate seating and shelter.	YELLOW

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

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

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

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

Traffic flow is well-regulated. But overdone

Roadways are free of obstructions that block drivers' vision.

Traffic signs and intersections are visible and well-placed.

Driver education and refresher courses are promoted for older drivers.

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

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





LEGEND

**GREEN – EXCELLENT**

**YELLOW – NEEDS IMPROVEMENT**

**RED – LACKING INFRASTRUCTURE**



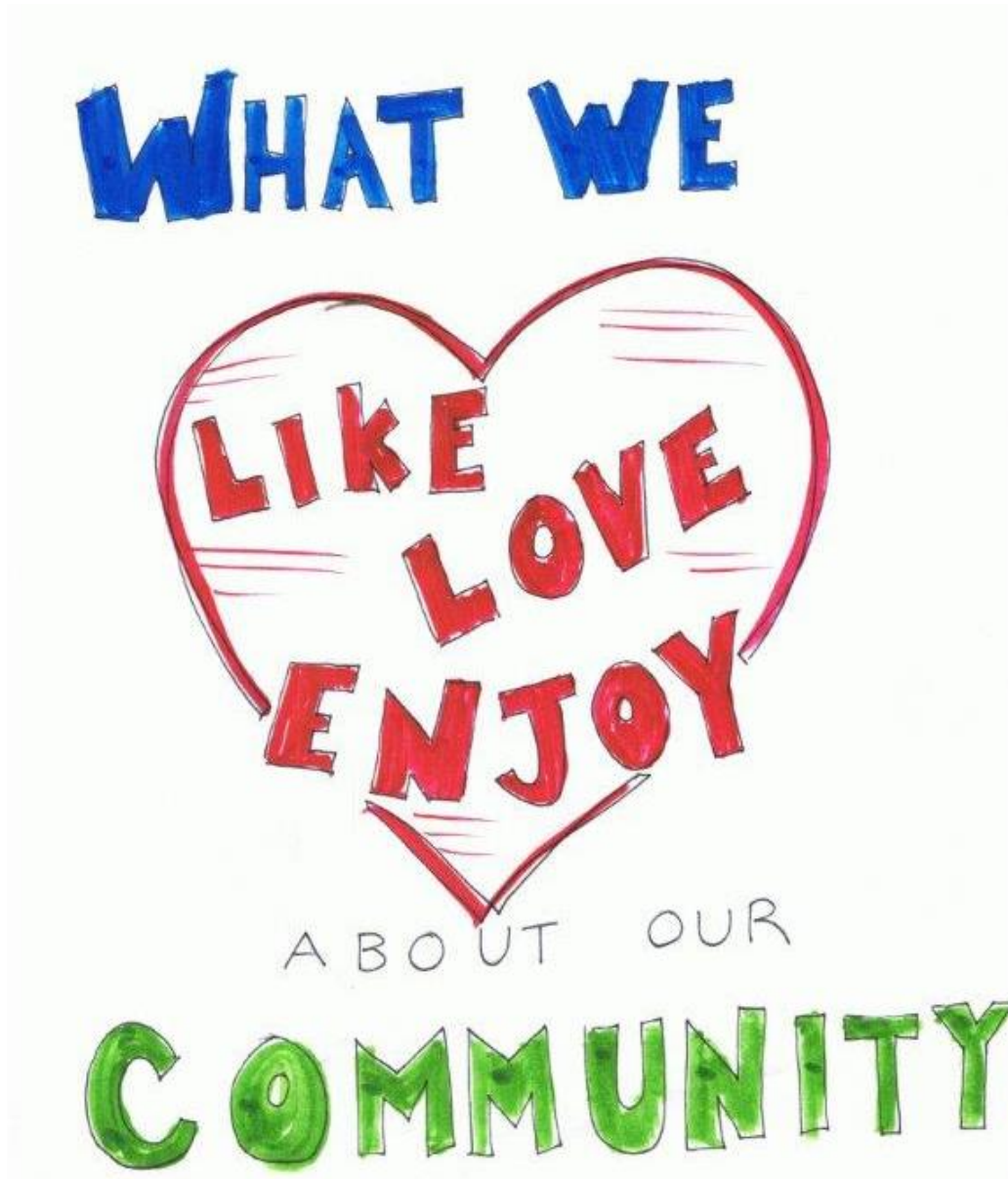
## COMMUNITY CHECK-IN – June 19, 2014

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

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

## SENIORS COMMUNITY WORKSHOP – June 19, 2014

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













## COMMUNITY RESPONSES AND DISCUSSIONS

### Transportation

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

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

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

- a. too narrow
- b. too uneven

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

### Social and Civic Participation

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

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

### Employment and Volunteerism

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

### Housing

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

### Health

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

## Discussion

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

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

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

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

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

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



## APPENDIX 3: MATERIAL FROM EVENTS



### Age-Friendly Community Assessment Service Provider Questionnaire<sup>1</sup>

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"/>		
<b>Check all that apply.</b>		
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	

<sup>1</sup> 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	
<b>Transportation</b>		
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	
<b>Social and Civic Participation</b>		
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	
<b>Employment and Volunteerism</b>		
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	
<b>Housing</b>		
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	
<b>Health</b>		
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	
<b>General</b>		
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](mailto: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](mailto: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<sup>1</sup>

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?

<sup>1</sup> 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?
<b>Social and Civic Participation</b>		
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?
<b>Employment and Volunteerism</b>		
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"/>	
<b>Housing</b>		
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?	
<b>Health</b>		
Are there enough places for you to shop your needs in Harrison (food, clothing, medicine)?	Yes <input type="checkbox"/> No <input type="checkbox"/>	





## Community Survey Instrument Assessment and Identification of Priorities

### General

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

Thank you for taking the time to complete this survey. Surveys end date is **Friday June 20, 2014**. If you would like more information pertaining to the Age Friendly Village of Harrison project, please see our Cherie Enns-Consulting Facebook page: <https://www.facebook.com/profile.php?id=100008162914591>, Cherie Enns Consulting Website: <http://www.cherieennsconsulting.com/harrison-hot-springs.php> contact Cherie Enns Consulting at [cherieennsconsulting@gmail.com](mailto: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<sup>1</sup>

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

Thank you for taking the time to complete this survey.

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

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



## Community Survey Instrument Assessment and Identification of Priorities

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



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### Community Survey Instrument Assessment and Identification of Priorities

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

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



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**Legend**  
 green = good  
 yellow = needs improvement  
 red = poor

**Scale**  
 0 0.10 0.2 km  
 1:5,000

**Notes:** Eagle Street and Old Settlers need bus stops  
 need improved walkway  
 need improved walkway  
 need improved walkway

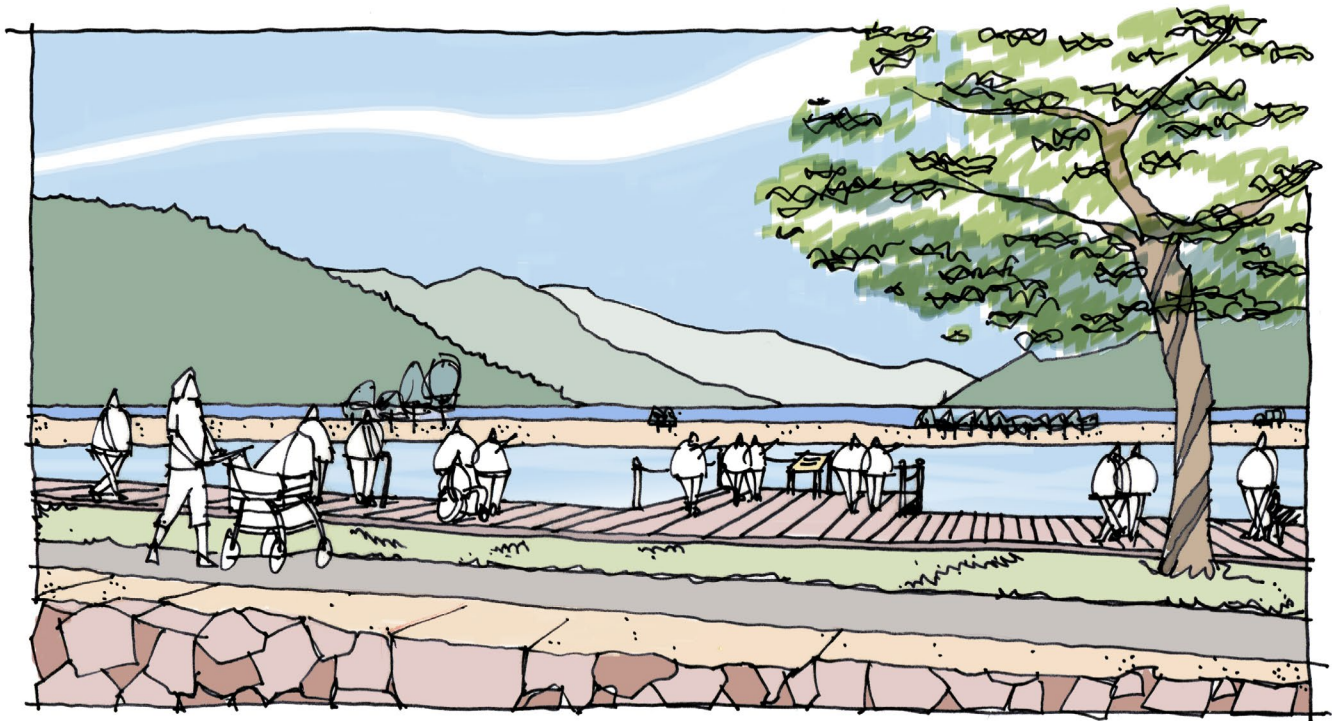
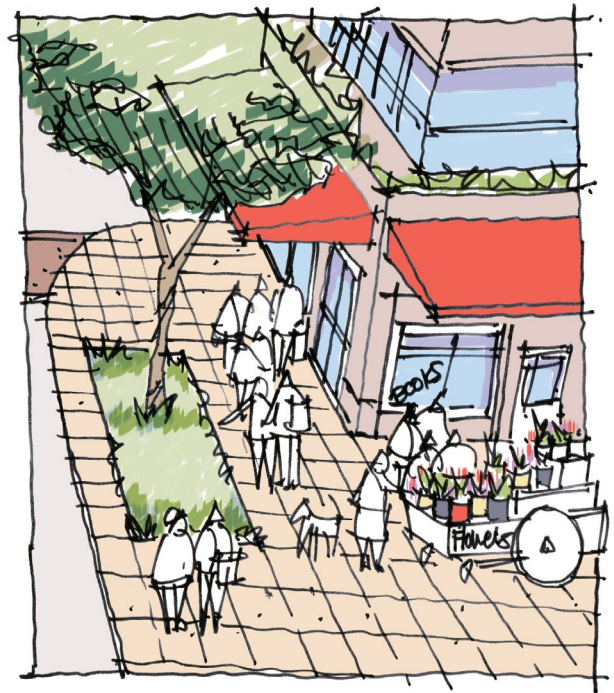
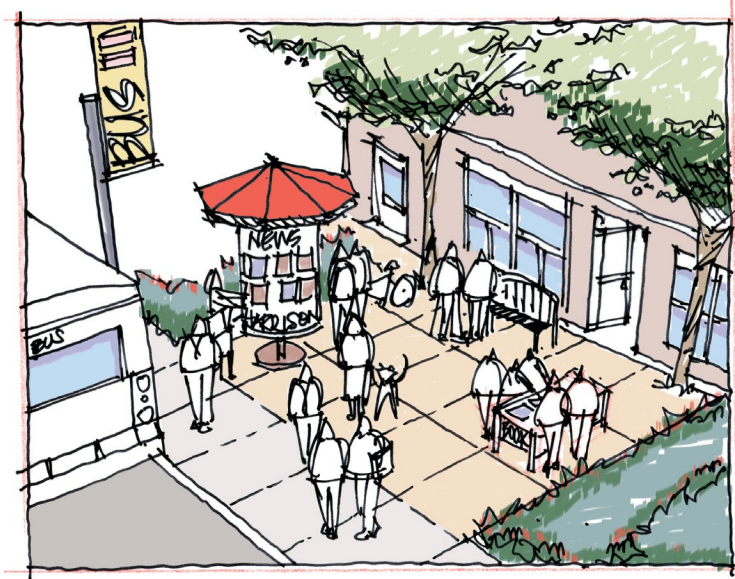




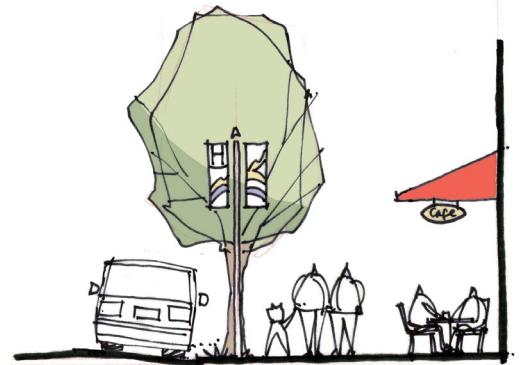
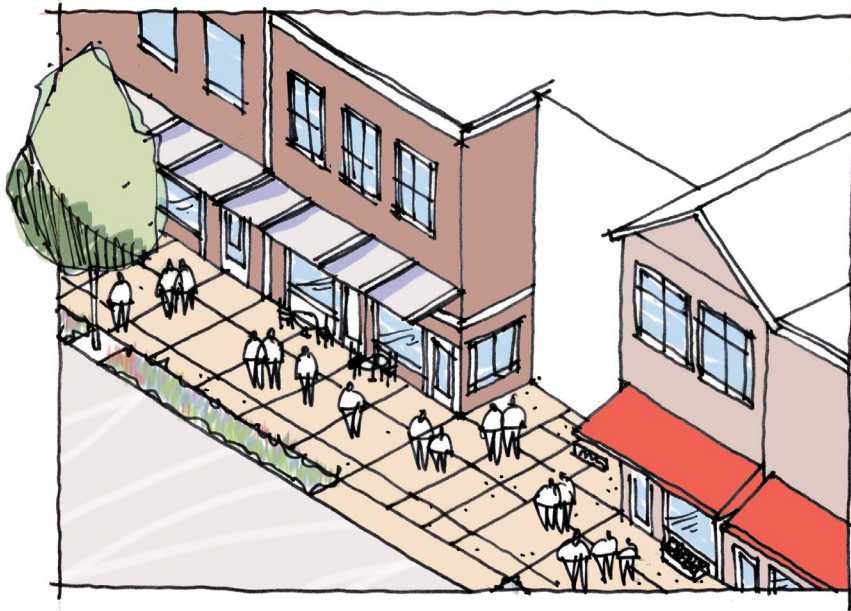
Map 1. Identification of areas that require better sidewalks and cycling paths. As well as areas where safety is reduced as a result of transient overnight RV parking. Green = excellent; Red Bold = sidewalks missing; Red Line = sidewalks and bike paths needed

## 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.









**CHERIE ENNS**  
**CONSULTING INC.**



**matthewroddisurbandesign+**

CREATIVE  MEDIA HD

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