

# Considered at July 28, 2020 Regular Council Meeting

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## City of Port Moody Report/Recommendation to Council

Date: June 22, 2020  
Submitted by: Planning and Development Department – Policy Planning Division  
Subject: Age-Friendly Assessment and Action Plan 2020-2030

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### Purpose

To seek Council endorsement of Port Moody's Age-Friendly Assessment and Action Plan.

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### Recommended Resolution(s)

**THAT the Age-Friendly Assessment and Action Plan be endorsed as recommended in the report dated June 22, 2020 from the Planning and Development Department – Policy Planning Division regarding the Age-Friendly Assessment and Action Plan 2020-2030;**

**AND THAT the City seek formal recognition as an Age-Friendly British Columbia (AFBC) community.**

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### Background

At the November 13, 2018 Regular Council Meeting, Council passed the following resolution:

#### RC18/573

THAT the submission of a UBCM Age-friendly Communities Grant application for \$25,000 for Stream 1 Age-friendly Assessments, Action Plans, and Planning Grant in support of an Age-friendly Assessment be authorized as recommended in the memo dated October 31, 2018 from the Community Services Department regarding UBCM Age-friendly Community Grant Application;

AND THAT the City provide overall grant management and pay for staff costs to meet the grant obligations.

In early 2019, the Union of British Columbia Municipalities (UBCM) awarded Port Moody a \$25,000 grant to prepare the Port Moody Age-Friendly Assessment and Action Plan (**Attachment 1**).

### Discussion

The Age-Friendly Cities movement was initiated by the World Health Organization (WHO) in 2007 to encourage communities to optimize the health, participation, and security of older adults by adapting structures and services to increase accessibility and inclusion throughout the

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course of aging. The Global Age-Friendly Cities Project conducted by the WHO identified the most important domains for healthy aging in place as:

- outdoor spaces and public buildings;
- transportation;
- housing;
- social participation;
- respect and social inclusion;
- civic participation and employment;
- communication and information; and
- community support and health services.

In July 2019, Cardea Heath Consulting was engaged to lead the development of the Port Moody Age-Friendly Assessment and Action Plan. Supported by the Age-Friendly Plan Steering Committee, which consisted of committee members from the City's Senior Focus Committee and Transportation Committee, Fraser Health Authority staff, and City staff, Cardea Health Consulting conducted a comprehensive needs assessment to establish the age-friendliness of Port Moody's physical environment, community infrastructure, community services, and city programs. This needs assessment was informed by desktop research, a survey, focus group sessions, and one-on-one interviews.

## Public Engagement

An extensive engagement process was undertaken from August 2019 to November 2019. In total, the Age-Friendly Assessment and Action Plan engaged 360 respondents using the following methods:

- 210 respondents to the survey in online and paper form;
- 128 participants in ten focus group sessions; and
- 23 one-on-one interviews with seniors, caregivers, and including older adults, service providers in the City, and key City personnel.

Efforts to include non-English-speaking older adults in the engagement process led to a Farsi-speaking focus group session and an interview with a Cantonese-speaking resident.

Additional information on the built environment was collected from older adult residents during a walkability assessment. The assessment was facilitated by a gerontology researcher from Simon Fraser University and SHARE Society.

## Report Findings

While only eight per cent of Port Moody's population is over the age of 65, 54 per cent are between the ages of 40 and 64. This will lead to a demographic shift in the near future where there are many more older adults in the community. To prepare the City for this change, 52 recommended actions were developed to ensure Port Moody has the necessary physical and social infrastructure in place for this aging cohort. These actions were established through the community engagement process and provide a wide range of recommendations across the eight WHO domains.

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The recommended actions are divided into short- (up to two years), medium- (two to four years), and long-term (more than four years) timeframes. Implementation of the actions will depend on City departments and some external partners as well. City departments have already identified a number of actions that are being supported through other municipal plans.

Next steps will involve the creation of an implementation plan that will establish any capital costs related to the Age-Friendly Assessment and Action Plan. Interim reports on the status of the actions will be presented to the Seniors Focus Committee annually, which will also provide staff with the chance to reprioritize actions when funding opportunities arise.

## Other Option(s)

THAT the City of Port Moody Age-Friendly Assessment and Action Plan be amended as follows:

...

## Financial Implications

The costs associated with Council endorsing the Age-Friendly Assessment and Action Plan are variable. In the short term, staff time will be needed to create an implementation plan for the recommended actions. Where possible, actions will be coordinated so they can be implemented with existing departmental work plans in order to minimize costs. External grants will also be sought to fund recommended actions where additional capital costs are required. Where necessary, additional financial resources may be requested on a project basis when actions are instigated.

## Communications and Civic Engagement Initiatives

Provide information on internal and external communication and civic engagement initiatives.

## Council Strategic Plan Objectives

The 2019-2022 Council Strategic Plan priority of Healthy City includes a focus on providing local services and access to amenities to meet the needs of all residents, ensuring community safety and emergency preparedness.

## Attachment(s)

1. Port Moody Age-Friendly Assessment and Action Plan.

## Report Author

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Social Planner

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## Report Approval Details

Document Title:	Age-Friendly Assessment and Action Plan.docx
Attachments:	- Attachment 1 - Port Moody Age-Friendly Assessment and Action Plan.pdf
Final Approval Date:	Jul 20, 2020

This report and all of its attachments were approved and signed as outlined below:

Mary De Paoli, Manager of Policy Planning - Jul 14, 2020 - 7:05 PM

André Boel, General Manager of Planning and Development - Jul 14, 2020 - 7:57 PM

Dorothy Shermer, Corporate Officer - Jul 15, 2020 - 4:06 PM

Rosemary Lodge, Manager of Communications and Engagement - Jul 15, 2020 - 5:55 PM

Jeff Moi, General Manager of Engineering and Operations - Jul 16, 2020 - 10:51 AM

Kate Zanon, General Manager of Community Services - Jul 16, 2020 - 12:28 PM

Paul Rockwood, General Manager of Finance and Technology - Jul 17, 2020 - 9:01 AM

Tim Savoie, City Manager - Jul 20, 2020 - 1:51 PM



## Age-Friendly Assessment and Action Plan 2020 - 2030



### Planning and Development

Policy Planning

City of Port Moody

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**Prepared for the City of Port Moody**

Kate Milne, MSc, MHS, CEP

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## Acknowledgements

This report would not have been possible without the involvement of many relevant stakeholders, including:

- The Union of B.C. Municipalities: Local Government Program Services
- Members of the Port Moody Seniors Focus Committee
- Members of the Port Moody Age-Friendly Steering Committee
- Tara Abraham, Fraser Health Authority
- Richelle Foulkes, Fraser Health Authority
- Gina Hortelano, SHARE Society
- Abigail Cameron, S.U.C.C.E.S.S
- Eliza Chang, S.U.C.C.E.S.S
- Kathleen Nadalin, ICBC
- Karen Tyrell, Dementia Solutions
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- Malia Pawson, City of Port Moody
- Angela Blackall, City of Port Moody
- Cleone Todgham, Rotary Club of Port Moody
- Gerry Nuttall, The Club
- Jim Millar, Port Moody Station Museum
- Muhammad Qureshi, Simon Fraser University

A special thanks to the many citizens of Port Moody who provided valuable feedback as part of the community engagement process.

## Executive summary

A community that supports older adults also addresses inequities among other people; age-friendly cities are those that support all ages and abilities with universal and accessible design. Age-friendly environments are safe and inclusive and support older adults to remain independent. This report outlines the results of an age-friendly needs assessment conducted for the City of Port Moody that took place between July and December 2019. The assessment was based on an age-friendly framework outlined in 2007 by the World Health Organization (WHO). The WHO approach assesses eight domain areas: outdoor spaces and public buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community support and health services.<sup>1</sup>

An Age-Friendly Steering Committee was formed specifically for this project and, along with the Seniors Focus Committee, provided advice and recommendations to help guide the needs assessment process. The assessment began with a review of related scientific literature and grey resources (e.g. relevant city documents, Statistics Canada data, and health authority information). The review provided data to conduct a community engagement process that included deploying a survey (both online and in print) with 210 respondents, facilitating ten focus groups (n=128) and conducting 23 one-to-one interviews with seniors, caregivers, and service providers. Additional information about specific features of the built environment was collected by community-dwelling older adults using a walkability assessment. The assessment was facilitated by a gerontology researcher from Simon Fraser University.

According to participants in the community engagement process, there are already many age-friendly features in Port Moody. Community members and service providers also identified key barriers that could be reduced with future age-friendly initiatives.

All the data collected during the community engagement process were grouped by the Public Health Agency of Canada age-friendly evaluation indicators in each of the eight WHO domains.<sup>2</sup> Each domain area includes recommendations listed as short (up to two years), medium (within four years), and long-term (more than four years) designed to increase age-friendly features in Port Moody.

Key findings that emerged during the course of this work included:

- Greater emphasis on alternating the built environment to meet all ages and abilities;
- Providing flexible transportation options and opportunities for an aging population;
- Increase access to affordable and accessible housing;
- More seniors-focused recreational amenities and opportunities;

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<sup>1</sup> World Health Organization (2007). Global age-friendly cities: a guide. Retrieved from [http://www.who.int/ageing/publications/Global\\_age\\_friendly\\_cities\\_Guide\\_English.pdf](http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf)

<sup>2</sup> Age-Friendly Communities Evaluation Guide: Using Indicators to Measure Progress (2015). Public Health Agency of Canada.

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- Create opportunities for inclusion and participation, while reducing isolation for some;
- Improve communication of City information for older adults; and,
- Improve access to community and health services.

Recommendations are outlined with actions, partners, and linkages. The last section of the report offers suggestions for successful implementation going forward.

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## Introduction

Individual behaviours such as regular access to physical activity, making healthy food choices, and practicing preventative care all play an essential role in staying healthy while getting older. But even more significant are the social determinants that impact population health in aging. Social and physical environments, access to healthcare, and being connected to one's community all influence the quality of life for older adults.

Cities play an important role in supporting the aging process for their citizens. The World Health Organization (WHO) recognizes the critical role of urban planning in the lives of older adults. Other important determinants in healthy aging include having secure social connections, participating in meaningful activities, having a safe and supportive built environment, being able to access reliable health services, and having access to high-quality information. Communities that support these aspects of healthy aging are considered to be age-friendly. The Global Age-Friendly Cities Project conducted by the WHO identified the most important domains for healthy aging in place as **outdoor spaces and public buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community support and health services.**

In 2019, the City of Port Moody started the process of age-friendly planning. This process follows the Public Health Agency of Canada (PHAC) model of a five-step approach.<sup>3</sup> The project includes forming an age-friendly advisory committee, securing a local resolution, conducting a needs assessment, developing an action plan, publicly posting the plan, and carrying out an evaluation of recommendations. This document reflects stages three and four in the cycle: the results of a needs assessment and an action plan that will help Port Moody become an age-friendly community.

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<sup>3</sup> Age-Friendly Communities Evaluation Guide: Using Indicators to Measure Progress (2015). Public Health Agency of Canada.

## Community profile

### Population

Port Moody's population has more than doubled over the past 20 years, and as of the 2016 Census, the City has a population of 33,550 residents. Projections set Port Moody's population in 2031 at 45,000 people.<sup>4</sup> While only eight per cent of Port Moody's population is over the age of 65, 54 per cent are between the ages of 40 and 64.<sup>5</sup> Many Port Moody residents are from another country; 17 per cent of Port Moody's population are immigrants from China, Iran, and South Korea. Three per cent of the population identifies as Aboriginal.<sup>6</sup>

### Housing

According to the Port Moody Official Community Plan (OCP), "...The combined forces of population growth, smaller households and higher prices are leading increasing numbers of people to seek housing options other than the detached single-family house, which is Metro Vancouver's traditional form of housing. Townhouses, apartments, duplexes, small-lot houses and detached houses with secondary suites are all sought after (p. 45)."<sup>7</sup> Ensuring enough affordable and accessible housing for older adults in this rapidly changing housing market is a significant issue.

### Income

The median household income in Port Moody is higher than the provincial average at \$93,000 per year, and yet 13 per cent of residents over 65 are classified as low income based on the low-income cut-offs, after tax.<sup>8</sup>

### Health

The five leading causes of death in older adults in Canada are chronic diseases (cardiovascular disease, diabetes, cancer, cerebrovascular disease, and chronic lower respiratory disease).<sup>9</sup> Chronic disease risk can be significantly lowered by implementing a healthy lifestyle. Reducing social isolation in those over the age of 65 can also reduce chronic disease risk and may speed recovery in those who fall ill.<sup>10</sup> Older adults who have supportive relationships have better mental and physical health and lower overall mortality risk. Older adults and seniors in the Fraser Health region have the highest rate of reported social isolation when compared to other age groups.<sup>11</sup>

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<sup>4</sup> Economic Profile (2016). City of Port Moody.

<sup>5</sup> My Health My Community: Community Health Profile: Port Moody (2018). Provincial Health Services Authority.

<sup>6</sup> 2016 Statistical Profile of Port Moody. Statistics Canada.

<sup>7</sup> Official Community Plan (2014). The City of Port Moody.

<sup>8</sup> 2016 Statistical Profile of Port Moody. Statistics Canada.

<sup>9</sup> 2020 Leading causes of death, total population, by age group. Statistics Canada.

<sup>10</sup> Umberson, D., & Montez, J. K. (2010). Social Relationships and Health: A Flashpoint for Health Policy. *Journal of Health and Social Behavior*, 51(Suppl), S54–S66.

<sup>11</sup> Vancouver Coastal Health and Fraser Health: Data Summary Sheets: Social Isolation (2019). My health my Community. Retrieved from [https://myhealthmycommunity.org/wp-content/uploads/2019/04/VCH\\_FH-data-summary-sheet-Social-Isolation\\_final.pdf](https://myhealthmycommunity.org/wp-content/uploads/2019/04/VCH_FH-data-summary-sheet-Social-Isolation_final.pdf)

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Many Port Moody residents practice healthy behaviours; only three per cent of the population smokes, 29 per cent say they eat five or more servings of fruits and vegetables per day, and 76 per cent of those 65 or older get 150 minutes of regular physical activity per week (almost double the national average). Fifty-one per cent of those 65 and older rated their health as “excellent” or “very good,” and 74 per cent rated their mental health as “excellent” or “very good.”<sup>12</sup> Port Moody residents also have good health care availability, including access to family doctors and a local hospital.

## Needs assessment methodology

The first stage in plan development was conducting a comprehensive needs assessment. A needs assessment provides detailed baseline data for understanding the age-friendliness of a city’s physical environment, community infrastructure, focus on inclusion and participation, community services, and city programs. A needs assessment typically includes community engagement to enlist community members to help guide the process of decision-making. An age-friendly needs assessment of the City of Port Moody was conducted between August and November 2019.

The needs assessment was designed to be used for future evaluation. Data collection in each age-friendly domain was based on indicators identified in the Public Health Agency of Canada’s (PHAC) *Age-friendly Communities Evaluation Guide*.<sup>13</sup> The PHAC indicators were developed from the work of the World Health Organization and tailored to a Canadian context. The indicators have been designed for communities to plan, implement, and evaluate age-friendly initiatives systematically. The use of indicators in the assessment process creates both a baseline measure and allows for a more seamless assessment of age-friendly efforts in the future.

The needs assessment was conducted using a mixed-methods approach which included desk research, a survey (both online and in print), focus groups, a Stakeholders Walkability/Wheelability Audit in Neighbourhoods (SWAN) assessment, and one-to-one interviews with seniors, caregivers, and service providers. The community engagement process provided qualitative data as well as comments and suggestions from participants that informed the recommendations listed in each domain. A more detailed account of the tools used during the needs assessment can be found in Appendix A.

The City has a Seniors Focus Committee that provides advice and recommendations to Council on general seniors’ issues in Port Moody, and an Age-Friendly Steering Committee that was formed specifically to inform this project. These committees include representatives from the general public, service organizations, Fraser Health Authority, and Port Moody City Council and

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<sup>12</sup> My Health My Community: Community Health Profile: Port Moody (2018). Provincial Health Services Authority.

<sup>13</sup> Age-friendly Communities Evaluation Guide: Using Indicators to Measure Progress (2015). *Public Health Agency of Canada*.

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staff. They provided the backbone to oversee the development of the age-friendly community engagement process.

## Desk research

Scientific literature provides a context to develop data collection strategies as well as to understand the results of the community engagement. The process began with:

- Reviewing the most relevant related academic literature and grey materials (i.e., information produced outside of traditional academic and research publications - examples include government documents, white papers, professional reports).
- Reviewing City strategic policies and documents.
- Evaluating characteristics, demographic profiles, social and emerging trends of Port Moody's local population.
- Reviewing secondary data, including administrative-level program and service data including the current program and service inventories.

## Survey

A survey provided quantitative and qualitative information as part of the needs assessment. There is currently no standardized survey tool to assess age-friendliness in communities. The instrument for this project was developed using a combination of demographic questions already in use by the Canadian Community Health Survey, indicators identified in the PHAC evaluation guide, and questions suggested by stakeholders in the City of Port Moody. The questions from the Canadian Community Health Survey allow for demographic comparisons to other cities, as well as for comparisons to national statistics.

Given the time and logistical constraints involved in sampling, survey responses were collected by way of a convenience sample. Although many seniors' services are designed for those aged 65 and older, the survey sample also included those between the ages of 45-64, and caregivers of any age. Moody. The survey targeted Port Moody residents but was also open to members of the Tri-Cities community. Ultimately 96% of respondents were from Port Moody.

## Focus groups and interviews

Stakeholders were also consulted by way of focus groups and interviews. Participants were recruited through City advertising and assistance from local service providers. Respondents were asked open-ended questions about their experiences with issues specific to older adults in Port Moody. They were also asked to share their thoughts about the age-friendly domains that they felt could be improved for seniors in the City. Multiple opportunities for providing input were offered, including:

- **Ten focus groups with 128 individuals** from a range of stakeholder groups (including older adults, caregivers, and service providers). This included a Farsi-speaking focus group, conducted with the assistance of a translator.

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- **In-depth interviews with 23 key informants**, including older adults, service providers in the City, and key City personnel. The interview process included a Cantonese-speaking resident of Port Moody, aided by a translator.

Through the survey, focus groups, and in-depth interviews over 360 individuals participated in the age-friendly public consultation process. Future age-friendly work should aim to include those who were unable to participate in the community consultation, including representatives from the Aboriginal Community, Fraser Health Authority Home and Community Care, and isolated or vulnerable seniors.

## Age friendly domains: detailed findings and recommendations

The following section of the report is arranged by way of the *Global Age Friendly Cities Guide's* eight domains related to age-friendliness. Each domain includes a section on the City's current age-friendly features, areas for improvement identified during the community engagement process, and recommendations made by community members and service providers for changes going forward. Survey respondents were asked to assess each indicator as "excellent," "good," "fair," "poor," or "don't know." Unless otherwise noted, the percentages listed as responses reflect the proportion of survey participants who responded to the questions with a rating of either "good" or "excellent."

Recommendations in each domain are listed as strategies with associated actions, and identify partnerships or municipal plan linkages accompanied by a timeline in which to achieve the action. Targets for completion are defined as being short-term (up to two years), medium-term (within four years), or long-term (more than four years).

The recommendations are intended to align with goals and actions outlined in other City plans, such as the Official Community Plan, Master Transportation Plan (TransPort Moody), Parks and Recreation Master Plan, and the Disaster Response Plan.

### Age-friendly business strategy

An overarching recommendation throughout the report is to develop an age-friendly business strategy. Involving local businesses in the age-friendly planning process increases accessibility, allows access to services not always available at public locations (e.g. restrooms, rest places), improves social connectedness, and is good for the local economy.

Many free resources are available to assist in the development of an age-friendly business strategy.<sup>14</sup> The Seniors Focus Committee could collaborate with the City's Manager of

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<sup>14</sup> <https://smallbusinessbc.ca/article/how-to-create-an-Age-friendly-business/>



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Economic Development to develop an age-friendly business strategy.

## 1. Outdoor spaces and public buildings

Older adults can be supported to maintain their independence, increase their mobility, ensure their safety, and improve their quality of life by focusing on important elements of building design and features of the built environment. Involving older community members in the planning and design of outdoor spaces and public buildings can help planners identify challenges and barriers experienced by older users of facilities and services in Port Moody. Using the perspective of older adults can help cities to understand the needs of a diverse group of users and focus on a more inclusive “enablement” model in planning.<sup>15</sup> An enablement lens encourages stakeholders to view disability as not only the function of individual impairment, but also as the result of barriers in the physical and social environment.

When neighbourhoods are designed for increased walkability, older adults will use their feet as a means of transportation more often. Researchers have identified street connectivity, mixed land use, and access to destinations as essential features to increase walkability for those over the age of 65. Shops, services, food outlets, transit stops, and meeting points have been identified as the most visited walking destinations by Canadian older adults.<sup>16</sup>

Encouraging older adults to walk serves an essential public health function: those who walk more often have a lower risk of diabetes, stroke and heart disease, lower blood pressure, better cognitive health, and reduced all-cause mortality (even when adjusting for other regular physical activity). Of course, more utility walking (walking rather than driving to frequent destinations) is also a step towards reducing carbon emissions.<sup>17,18</sup>

The City of Port Moody has committed to planning for increased walkability in official documents. These efforts include:

- Section 3.2.5 in the Official Community Plan commits to enhancing opportunities for public access to the waterfront.
- Section 7.13 in the Official Community Plan requires new developments to provide pedestrian and cycling facilities.<sup>19</sup>

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<sup>15</sup> Plouffe, L., & Kalache, A. (2010). Towards global Age-friendly cities: determining urban features that promote active aging. *Journal Of Urban Health: Bulletin Of The New York Academy Of Medicine*, 87(5), 733–739

<sup>16</sup> Cerin, E., Nathan, A., van Cauwenberg, J., Barnett, D. W., & Barnett, A. (2017). The neighbourhood physical environment and active travel in older adults: a systematic review and meta-analysis. *International Journal of Behavioral Nutrition & Physical Activity*, 14, 1–23.

<sup>17</sup> Amireault, S., Baier, J. M., & Spencer, J. R. (2019). Physical Activity Preferences Among Older Adults: A Systematic Review. *Journal of Aging & Physical Activity*, 27(1), 128–139.

<sup>18</sup> Cerin, E., Nathan, A., van Cauwenberg, J., Barnett, D. W., & Barnett, A. (2017). The neighbourhood physical environment and active travel in older adults: A systematic review and meta-analysis. *The International Journal of Behavioral Nutrition and Physical Activity*, 14, 5.

<sup>19</sup> Official Community Plan (2014). The City of Port Moody.

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- The Port Moody Master Transportation Plan (TransPort Moody) states, “The pedestrian environment must be accessible to a large cross-section of people, including people with disabilities, seniors, and parents with children. Accessibility is particularly important at intersections and crossings, as a difficult crossing can act as a barrier to walking, making trips much longer or creating safety issues, particularly for seniors, children, and people with physical and cognitive disabilities.”
- TransPort Moody provides a commitment to double the number of daily walking trips in the next 30 years by focusing on “...creating great places and destinations, improving sidewalks and pathways, improving safety and accessibility, and supporting programs that promote walking. In response to reported concerns from the community, the Plan focuses on addressing barriers and gaps, and providing safe, convenient, and comfortable walking environments throughout Port Moody.”

## Current age-friendly features

The outdoor spaces section represents by far the most amount of data collected in any domain. As a result, the format of this section has a more detailed analysis as compared to the others.

## Community engagement themes

The information below summarizes the survey responses in this domain. For each question, respondents were asked to rate (by choosing “excellent,” “good,” “fair,” “poor,” or “I don’t know”) specific features as they relate to adults aged 55 and older in Port Moody.

A per cent score under 50% was flagged for further opportunities for improvements in age-friendliness.

**Table 1.0: Survey responses related to outdoor spaces**

Survey responses related to outdoor spaces	
Survey Indicator	Responded “good” or “excellent”
Access to crime prevention strategies.	32%
Access to information about emergency preparedness.	35%
Snow and ice removal.	48%
Accessible washrooms.	32%
Available places to rest and distance between rest places.	49%
Access to healthy food options.	49%

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Participants in the community engagement process identified the following items as being the main age-friendly features of the outdoor spaces and public buildings in Port Moody:

- The Moody Centre neighbourhood and the Newport Village and Suter Brook Village developments provide compact, walkable areas to access services.
- The centralization of City Hall, the Recreation Complex, Inlet Theatre, and the Port Moody Public Library in one location provides an opportunity to access services all in one area.
- The beautiful and accessible greenspaces throughout Port Moody.
- Washroom availability at the Port Moody Police Station.
- Regular curb-cuts through the city.

## Areas for improvement

The following section outlines the most common concerns expressed during the community consultation.

### Walkability

Several indicators were used to assess walkability from the perspective of older residents in Port Moody. These included looking at the number of rest places (and the distance between them), the number of accessible washrooms, safe crosswalks, and sidewalks and trails that are in good condition. Survey questions, interviews, focus group input, and a Stakeholders Walkability/Wheelability Audit in Neighbourhoods (SWAN) all provided data regarding neighbourhood walkability.

#### **Indicator: Number of rest places and distance between rest places.**

Fewer than half of survey respondents indicated that the availability of rest places in the community was good or excellent. Many respondents indicated that increased seating throughout the city would help them to navigate the city more effectively.

Significant themes that arose from the community engagement were:

1. **Seating design:** For example, many respondents commented that seating at the Queens Street Plaza was not safe for those with mobility limitations or fear of falling.
2. **Amount of seating:** There is a lack of seating areas specifically designed to encourage people to gather and socialize.
3. **Rest places at bus stops:** The shortage of bus stops with rest places affects the decision to use transit for those with reduced mobility.

#### **Indicator: Number of accessible washrooms.**

Access to public washrooms is essential to older adults using public spaces. Fifty-four per cent of survey respondents rated the number of accessible washrooms in Port Moody as "fair" or "poor". Community engagement participants also indicated they feel there is a scarcity of public

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washrooms, particularly at Rocky Point Park, Newport Village, the loco Townsite, and Old Orchard Park.

**Indicator: Crosswalks are safe (e.g. with appropriate crossing times, mid-block crosswalks on long streets, median rest stops, good visibility).**

People over the age of 65 are the most at risk in crosswalks, accounting for 50 per cent of pedestrian injuries. When struck, they suffer more severe injuries, resulting in longer hospitalizations than younger people.<sup>20</sup>

The majority of survey respondents indicated that they felt the visibility and placement of crosswalks in Port Moody are good or excellent. Specific points of concern identified in the community engagement process were:

1. **Flashing crosswalk lights:** Many people indicated that they appreciated the new flashing lights installed in some intersections and suggested that more intersections be considered for similarly controlled crossings.
2. **Dangerous intersections:** St. Johns Street (between Douglas and Queens), loco Road (at the Ungless Way, Guildford Way, and Newport Drive intersections) were all identified as dangerous areas for pedestrians.
3. **Pedestrian-activated crosswalk access and timing:** Respondents indicated that many crosswalk countdowns are much too short for those with limited mobility. Proper access to pedestrian signal buttons can be challenging for those using mobility devices.
4. **The direction of curb cuts:** Some respondents indicated that some of the crosswalks ramps force those with mobility devices into traffic.

**Indicator: Sidewalks, trails, and walkways exist and are in a safe condition (e.g. have smooth surfaces, curb cuts, separated bike lanes, are wide, well lit, clear of ice and snow).**

While younger survey respondents indicated that sidewalks were “good” or “excellent,” those over the age of 65 had much lower ratings for safety. Specific concerns included:

1. **Newport Village:** Respondents indicated that there are many uneven sidewalks in Newport Village (due to heaving paving stones).
2. **Shoreline Trail:** Many people were concerned with the lack of separation between pedestrians and bicycles on the Shoreline Trail. Others indicated that cracks from tree roots create a significant tripping hazard.
3. **loco Road:** Narrow sidewalks on loco Road were identified as an area of safety concern. Respondents also indicated that they were worried about the speed of car travel on loco Road.

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<sup>20</sup> Lord, S., Cloutier, M., Garnier, B., & Christoforou, Z. (2018). Crossing road intersections in old age—With or without risks? Perceptions of risk and crossing behaviours among the elderly. *Transportation Research: Part F*, 55282-296. doi:10.1016/j.trf.2018.03.005

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4. **Glenayre:** Respondents raised issues about safety in the Glenayre area. These included poor lighting, missing sidewalks, uneven and cracked pavement, and overgrown foliage from some homes impeding access to paths.
5. **Wayfinding:** Respondents feel that more signage would be helpful for those able to use the more challenging hiking trails (e.g. Bert Flinn Park).
6. **Sidewalk width:** Respondents indicated that there are many sidewalks in Port Moody that are not wide or level enough for those with mobility challenges to safely use a mobility device.
7. **Connectivity:** Respondents stressed the need for connecting trail systems to limit the need to cross busy streets.
8. **Bikes routes:** Many people felt that more designated and safe bike paths are needed.

## Accessibility

### **Indicator: Public buildings have adequate access and maneuverability around buildings.**

Age-friendly communities are those that consider universal design, defined by the Centre for Excellence in Universal Design as the design and composition of an environment so that it can be accessed, understood, and used to the greatest extent possible by all people regardless of age, size, or ability. Being able to access public spaces and buildings freely has a significant impact on the quality of life for older adults. The Public Health Agency of Canada defines access and maneuverability as including access at ground level, level entry ways, wheelchair ramps, automatic doors, wide aisles to accommodate scooters and wheelchairs.

The majority of survey respondents rated the accessibility of civic facilities, community events, parks, and green spaces as good or excellent.

Respondents reported the following specific concerns regarding accessibility:

1. **Designated parking spots for those with mobility limitations:** Respondents said that there are not enough accessible spots near city parks, especially in busier summer months.
2. **Businesses without accessibility features:** Some respondents reported that they were unable to use specific local companies because of heavy, non-automated front doors that made access impossible.
3. **Wayfinding:** Respondents indicated that better wayfinding in the city centre and at SkyTrain stops would improve accessibility for many. Others expressed concern for not enough wayfinding safety efforts to serve those with dementia.
4. **Access to public buildings:** Some respondents were concerned with the unreliability of the automatic doors at City Hall and the lack of automated doors at the Old Orchard Hall.

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## Crime prevention

**Indicator: Availability of crime prevention strategies, courses, and programs for seniors.**

Participants in the community engagement process overwhelming rated Port Moody as a safe place to live. The main issue identified was regarding the lack of senior-specific safety training.



## Recommendations


The following table provides recommendations for strategies to increase age-friendliness in the domain of Outdoor Spaces and Public Buildings. The table includes timelines, actions, partnerships, and linkages.



Walkability Strategy 1: increase access to rest places in walking areas	
Proposed actions  <b>Timeline target: Medium-term</b>	1. Develop guidelines for new rest areas including spacing for benches on key pedestrian routes and recreational routes.
Partners	Engineering Linkages: TransPort Moody
Proposed actions  <b>Timeline target: Medium-term</b>	2. In areas identified for additional rest places, install friendship benches to provide additional seating and help reduce social isolation. A friendship bench is a distinctively coloured bench that provides seating and identifies an area where people can sit when they want someone to talk to.
Partners	Engineering, Parks Linkages: TransPort Moody
Proposed actions  <b>Timeline target: Medium-term</b>	3. Create patio areas with umbrellas and sturdy seats that are safe and comfortable in public areas such as outside the library or at the end of the galleria at City Hall.
Partners	Community Services, Parks Linkages: TransPort Moody
Proposed actions  <b>Timeline target: Short-term</b>	4. Change seating in Queens Street Plaza to a more senior-friendly design.
Partners	Community Services, Parks Linkages: TransPort Moody

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Walkability Strategy 2: increase access to accessible washrooms	
<p>Proposed actions</p>  <b>Timeline target: Short-term</b>	<p>1. Audit the number of accessible washrooms in public parks.</p>
Partners	Community Services, Parks
<p>Proposed actions</p>  <b>Timeline target: Medium-term</b>	<p>2. Work with local businesses to provide washroom access as an initiative of the age-friendly strategy.</p>
Partners	Economic Development




Walkability Strategy 3: improve crosswalk safety	
<p>Proposed actions</p>  <b>Timeline target: Medium-term</b>	<p>1. Have the Engineering department consult with the Seniors Focus Committee to develop age-friendly design guidelines for future crosswalk design or upgrades.</p>
Partners	Engineering, ICBC Linkages: TransPort Moody

Walkability Strategy 4: increase sidewalk and trail safety	
<p>Proposed actions</p>  <b>Timeline target: Medium-term</b>	<p>1. Consult with the Seniors Focus Committee to provide input in the establishment of pedestrian-priority streets, as is cited in TransPort Moody.</p>
Partners	Engineering, Community Services Linkages: TransPort Moody
<p>Proposed actions</p>  <b>Timeline target: Medium-term</b>	<p>2. Increase number of audible/accessible traffic signals.</p>
Partners	Engineering Linkages: TransPort Moody

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<p>Proposed actions</p>  <b>Timeline target:</b> <b>Medium-term</b>	<p>3. Consider increased walk clearance time at traffic signals where traffic conditions allow.</p>
Partners	<p>Engineering Linkages: TransPort Moody</p>
<p>Proposed actions</p>  <b>Timeline target:</b> <b>Medium-term</b>	<p>4. Consult the Seniors Focus Committee regarding pedestrian-focused snow clearance.</p>
Partners	<p>Engineering, Parks Linkages: TransPort Moody</p>


Accessibility strategy: ensure age-friendly accessibility design considerations	
<p>Proposed actions</p>  <b>Timeline target:</b> <b>Medium-term</b>	<p>1. Create an education program regarding accessibility as part of an age-friendly business strategy.</p>
Partners	Economic Development
<p>Proposed actions</p>  <b>Timeline target:</b> <b>Medium-term</b>	<p>2. Explore a “blue umbrella” program (business-supported wayfinding for those with dementia) as part of the age-friendly business strategy.</p>
Partners	Economic Development, Alzheimer’s Society
<p>Proposed actions</p>  <b>Timeline target:</b> <b>Medium-term</b>	<p>3. Post maps and clear signage near SkyTrain stations at Newport Village and Suter Brook Village, with obvious landmarks. Consider adding walking distances (e.g. 800m to the public library and recreation centre).</p>
Partners	<p>Engineering, Communications, Economic Development Linkages: TransPort Moody</p>



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<p>Proposed actions</p>  <b>Timeline target: Short-term</b>	<p>4. Enforce accessible parking access on public lands and/or City facilities</p>
Partners	Bylaws
<p>Proposed actions</p>  <b>Timeline target: Short-term</b>	<p>5. Develop guidelines for adding accessible street parking in key locations.</p>
Partners	Bylaws, Engineering
<p>Proposed actions</p>  <b>Timeline target: Medium-term</b>	<p>6. Consider locations for accessible park trails.</p>
Partners	Parks, Engineering

Crime prevention strategy increase crime prevention training for seniors	
<p>Proposed actions</p>  <b>Timeline target: Medium-term</b>	<p>1. Host community safety workshops for seniors on a regular basis.</p>
Partners	Port Moody Police Department

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## 2. Transportation

Having access to regular and reliable transportation is one of the most critical elements for maintaining independence in aging, as it helps older adults to get to the services and programs that they require, but it also connects them to social, cultural and recreational activities that work to decrease the risk for social isolation.

The car accounts for approximately 90 per cent of all personal trips for those over the age of 65, while walking and transit account for eight and two per cent, respectively. Many older drivers eventually have to give up their license; men outlive their ability to drive by almost six years and women by a decade.<sup>21</sup> When older adults can't drive themselves or access alternative transportation, many find themselves losing independence and being subsequently at risk for isolation.

### Current age-friendly features

The participants in the community engagement process identified the following age-friendly transportation features in Port Moody:

- Overall, participants reported that the transit system in Port Moody is excellent.
- The bus service is regular and consistent.
- The SkyTrain allows for easy access to other parts of the Lower Mainland.
- Transit is generally a positive experience; fellow transit riders are polite.
- Most people reported having access to bus or SkyTrain from where they live.

### Community engagement themes

The table below includes the survey results for questions related to transportation in the community survey. For each question, respondents were asked to rate (by choosing “excellent,” “good,” “fair,” “poor,” or “I don’t know”) specific features as they relate to adults aged 55 and older in Port Moody.

**Table 2.0:**

Response to transportation survey questions	
Survey Indicator	Responded “good” or “excellent”
Access to information about transit routes, schedules, and destinations	75%
Affordable options for public transit.	65%

<sup>21</sup> Freund, K., & Vine, J. (2010). Aging, Mobility, and the Model T: Approaches to Smart Community Transportation. *Generations*, 34(3), 76–81.

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## Areas for improvement

The following areas were identified as barriers to transportation for older residents of Port Moody:




- **Convenience and shelter:** Some respondents indicated that the city needs more bus stops that are covered, well-lit, and provide seating.
- **SkyTrain:** Some respondents commented that there is a lack of public washrooms and access to services in other languages.
- **Accessibility:** Some respondents said that buses do not always “kneel” for those with mobility limitations.
- **Location of bus stops:** Some respondents commented that bus stop locations need to include places like libraries, hospitals, and recreation centres, and more bus stops are needed in residential areas.
- **Access to medical transit and accessible taxis:** Some respondents said that more transportation is needed for those with medical needs – wheelchair taxis are hard to find.
- **Flexible transportation options:** Some respondents said that there are no options for short, local, on-demand trips other than taxis.
- **Parking:** For those who are still driving, access to parking in popular areas was reported by some respondents to be limited.
- **Speed and traffic congestion:** Many respondents reported that higher speed zones in pedestrian areas make older adults feel unsafe, and traffic congestion has negative environmental and health impacts.
- **Snow and ice removal:** This category had the most responses by far. Many respondents were concerned about what they see as a lack of enforcement for snow and ice removal by homeowners in the winter months. Many also expressed concern about City snow clearance that results in impassable sidewalks during snowfalls. Respondents reported that they would like to see more priority given to snow and ice clearance in pedestrian areas.

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## Recommendations

The following table provides recommendations for transportation strategies. The table includes timelines, actions, partnerships, and linkages.

Transportation Strategy 4: increase access to affordable and accessible transportation options	
Proposed actions  <b>Timeline target: Medium-term</b>	1. Encourage TransLink to provide an assisted-transportation system for older adults. Look to <a href="#">Age-Friendly Edmonton</a> and the <a href="#">TransLink's Transit On-Demand Pilot Program on Bowen Island</a> for examples of implementation.
Partners	TransLink Linkages: TransPort Moody
Proposed actions  <b>Timeline target: Short-term</b>	2. Ask TransLink to work on increasing bus driver awareness regarding the need for kneeling bus service for older adults.
Partners	TransLink
Proposed actions  <b>Timeline target: Medium-term</b>	3. Audit bus stops to determine progress toward City-defined goal of 100 per cent accessibility.
Partners	Engineering Linkages: TransPort Moody

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## 3. Housing

With increasing age comes changes in housing needs. Older adults hoping to age in place need access to safe, affordable, and accessible housing. Through the Official Community Plan (OCP), the City of Port Moody has encouraged senior-friendly housing options in areas such as Coronation Park, Westport, and Moody Centre. The OCP also allows for consideration of density bonuses (a density bonus is a zoning tool that can be used to allow developers to build more floor space than normally permitted, in exchange for amenities and affordable housing needed by the community) and encourages the development of low-income housing near transit stations and transit corridors.

### Current age-friendly features

There was a significant amount of discussion related to housing during the community engagement process. Eighty-four percent of survey respondents reported owning their own home. Respondents identified the following age-friendly housing features:

1. The addition of the Newport Village and Suter Brook Village areas that provide housing in compact, walkable neighbourhoods.
2. The availability of social events for older people in some of the high-rise towers.

### Community engagement themes

The information below summarizes the survey responses in this domain. For each question, respondents were asked to rate (by choosing “excellent,” “good,” “fair,” “poor,” or “I don’t know”) specific features as they relate to adults aged 55 and older in Port Moody.

A per cent score under 50% was flagged for further opportunities for improvements in age-friendliness.

**Table 3.0:**

Survey responses related to housing	
Survey Indicator	Responded “good” or “excellent”
Availability of affordable housing.	11%
Programs to make homes more accessible.	11%
Availability of services and resources to help with home maintenance.	18%
Rent subsidy programs.	2%
Availability of home retrofit and energy efficiency programs.	14%

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## Areas for improvement

Participants in the community engagement process expressed the following concerns about housing in Port Moody:

1. **Affordable housing:** More affordable housing for seniors is needed.
2. **Density:** Some respondents expressed worries about rapid growth changing the small-town feel of Port Moody.
3. **Rental housing:** There is a lack of affordable rental housing for older adults who are downsizing.
4. **Supportive housing:** Some respondents expressed worries about having to leave the community or leave a spouse when assisted living or residential care is needed.



## Recommendations

The following table provides recommendations for Age-friendly housing strategies. The table includes timelines, actions, and partnerships, and linkages. Strategies in these areas are intended to increase housing availability and increase the proportion of people aged 65+ who want to remain in their current residence.

Walkability Strategy 4: increase sidewalk and trail safety	
Proposed actions  <b>Timeline target: Long-term</b>	1. Investigate the timeline of creating new subsidized and senior-specific housing units in Port Moody. Have City planners consult with Seniors Focus Committee.
Partners	Planning
Proposed actions  <b>Timeline target: Short-term</b>	2. Ask the provincial government to consider creating awareness campaigns for two of their programs: <b>EfficiencyBC</b> , which offers financial incentives, information, and support to help households save energy and reduce greenhouse gas emissions by switching to high-efficiency heating equipment and making building-envelope improvements; and the <b>BC Seniors' Home Renovation Tax Credit</b> , which is a refundable personal income tax credit to assist individuals aged 65 and older with the cost of certain permanent home renovations.
Partners	Council, Planning

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<p>Proposed actions</p>  <b>Timeline target:</b> <b>Short-term</b>	<p>3. Ask BC Housing to consider creating an awareness campaign for their Home Adaptations for Independence Program, which provides financial assistance in the form of a grant eligible low-income households to complete home adaptations for independent living.</p>
Partners	Planning
<p>Proposed actions</p>  <b>Timeline target:</b> <b>Long-term</b>	<p>4. Work with the Fraser Health Authority to explore plans for more supportive care options in Port Moody.</p>
Partners	Fraser Health Authority, Planning

## 4. Social participation and recreation

Regular social participation can have an impact on quality of life, lower risk of illness, stave off cognitive decline, lessen the likelihood of hospitalization, and reduced mortality. Being able to access affordable and inclusive recreational opportunities helps to improve physical and mental health, and acts as a protective measure against social isolation.<sup>22</sup>

Recreation programmers in Port Moody must consider both population aging and a concurrent increase in the number of young adults in the city. Older adults and young adults have different recreational needs and interests, which means the demand for recreation programs and services will be diverse over the coming years.<sup>23</sup>

### Current age-friendly features

Community engagement participants identified many age-friendly social and recreational opportunities in Port Moody. These include:

- A wide variety of programs and services including the Port Moody Station Museum, the Recreation Complex, Kyle Centre and the Port Moody Arts Centre.
- Committed and enthusiastic recreation programmers and recreation staff (including the new staff position dedicated explicitly to programming for older adults), who are investing

<sup>22</sup> Levasseur, M., Dubois, M.-F., G  n  reux, M., Menec, V., Raina, P., Roy, M., ... St-Pierre, C. (2017). Capturing how Age-friendly communities foster positive health, social participation and health equity: a study protocol of key components and processes that promote population health in aging Canadians. BMC Public Health, 17, 1–11.

<sup>23</sup> Parks and Recreation Master Plan (2015). City of Port Moody.

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time and resources to understand how to improve programs and services for older adults.

- Centrally-located facilities.
- Innovative programs that accommodate differing abilities (e.g. walking soccer).
- Generally, affordable recreational programs.
- Outdoor recreation opportunities.
- A good mix of community events (e.g. arts, music).

## Community engagement themes

The information below summarizes some of the key survey responses in this domain. A score under 50 per cent was flagged as a further opportunity for improvements in age-friendliness. For each question, respondents were asked to rate (by choosing “excellent,” “good,” “fair,” “poor,” or “I don’t know”) specific features as they relate to adults aged 55 and older in Port Moody.

**Table 4.0:**

Survey responses related to social participation	
Survey Indicator	Responded “good” or “excellent”
Availability of less structured social opportunities (e.g. clubs, programs, gathering spaces)	32%
Programs that provide opportunities for older adults to participate with other age groups	31%

## Areas for improvement

The areas for improvement from the community engagement related to social participation and recreation were:

1. **Amenities:** As has been noted in the Parks and Recreation Master Plan, there is no local indoor pool. There were also a high number of requests for dedicated pickleball courts.
2. **Seniors Centre:** Respondents commented that there is no dedicated space for older adult programs or to gather and socialize. Services and programs are spread between several sites.
3. **Transportation:** Respondents commented that there is no shuttle between the Port Moody Recreation Complex and The Club.
4. **Kyle Centre:** Respondents feel that Kyle Centre is outdated and at the end of its useful life, and some commented that there are issues with programming that doesn’t suit all older adults. Some identified problems with the non-central location and others noted accessibility challenges because the building access is on a slope.





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5. **Affordability:** Even though some programs have a low price (e.g. as low as \$0.50 for certain programs at the Kyle Centre), some respondents felt that the cost of recreation was too high.
6. **Men's programs:** Some respondents commented that there are no dedicated social opportunities or programs for men (although programs like snooker and walking soccer are predominantly attended by men).
7. **LGBTQ2+ seniors' programs:** Responses indicate there is a lack of awareness of opportunities that may exist for recreation for LGBTQ2+ older adults.
8. **Intellectual programs:** Responses indicate there is a lack of awareness of opportunities for intellectual programs for older adults (although some programs are available at the library such as the Philosopher's Cafe, community engagement participants were not aware of them).
9. **The Club:** There was high praise for The Club, but many felt that the space, programs, and access need to be improved for those who are isolated or have mobility limitations.
10. **Scheduling:** Some respondents asked for an increase in older adult programming in both daytime and evening hours to accommodate differing schedules (e.g. for those caring for grandchildren, those who are working).
11. **Dementia-friendly programs:** There are no inclusive programs to welcome individuals with dementia into regular programming.
12. **A range of older adult programs:** Respondents requested programs for all older adults including frail individuals and the very fit. Suggestions were made to put less emphasis on age (e.g. 65+) and more on functional ability or interest.





## Recommendations

The following table provides recommendations for recreation and social participation strategies. The table includes timelines, actions, partnerships, and linkages.

Accessibility strategy: ensure age-friendly accessibility design considerations	
Proposed actions  <b>Timeline target: Long-term</b>	1. Consult with the Senior Focus Committee to identify the best options for a dedicated Seniors Centre space that could also potentially share space for other programs like preschools (which would additionally foster intergenerational programming).
Partners	Planning, Recreation
Proposed actions  <b>Timeline target: Short-term</b>	2. Consult Seniors Focus Committee for an option for increasing seniors programming for active and younger seniors and those looking for more educational programming.

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Partners	Recreation
Proposed actions  <b>Timeline target: Medium-term</b>	3. Consider partnering with the Alzheimer's Society of B.C. to run a Minds in Motion group in one of the recreation centres.
Partners	Recreation, Alzheimer's Society
Proposed actions  <b>Timeline target: Short-term</b>	4. Expand the "Get up and Go" balance and mobility class offerings.
Partners	Recreation, Fraser Health Authority, BC Women's Hospital Osteoporosis Program
Proposed actions  <b>Timeline target: Short-term</b>	5. Paint pickleball lines on existing tennis courts that have low usage, and is appropriate. Plan to build dedicated pickleball courts.
Partners	Parks, Recreation
Proposed actions  <b>Timeline target: Medium-term</b>	6. Support the Port Moody Station Museum to develop a <a href="#">Men's Shed</a> program. The museum has a dedicated space to start the program. The program could also form a collaboration with the United Way's <a href="#">Better at Home</a> program to offer expanded, volunteer home repair services.
Partners	Community Services, Port Moody Station Museum

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## 5. Respect and social inclusion

The World Health Organization defines the age-friendly domain of respect and social inclusion as one that "...deals with the attitudes, behaviour and messages of other people and the community as a whole towards older people."<sup>24</sup> As a result of population aging, social isolation is a significant and growing issue in cities across Canada and within the Lower Mainland.

### Current age-friendly features

Community engagement participants consistently reported that they felt respected and included by their community. Survey results revealed that only three percent of respondents indicated that they have a poor sense of belonging. The main themes that emerged were:

1. Port Moody is a generally friendly and inclusive community.
2. There is a sense of overall respect and inclusion of seniors by the community.
3. There is a very welcoming and inclusive environment in both the Recreation Complex and the Library.
4. Many people identified Port Moody as a great place to grow old.
5. Many respondents praised the City of Port Moody for its efforts to ensure seniors feel part of their community.

### Community Engagement Themes

The table below summarizes the responses related to social inclusion from the community survey.

**Table 5.0:**

Social inclusion survey responses	
Indicator	Responded "sometimes" or "often"
How often do you feel left out?	44%
How often do you feel you lack companionship?	49%
How often do you feel isolated from others?	38%
Indicator	Responded "satisfied" or "very satisfied"
How satisfied are you with your relationships with family members?	75%

<sup>24</sup> World Health Organization. (2007). Global Age-friendly cities: a guide. Retrieved from [http://www.who.int/ageing/publications/Global\\_age\\_friendly\\_cities\\_Guide\\_English.pdf](http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf)

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How satisfied are you with your relationships with friends?	87%
<b>Indicator</b>	<b>Responded “good” or “excellent”</b>
How would you describe your sense of belonging to the community?	60%

## Areas for improvement

Respondents also identified these areas for improvement:

1. **Social isolation:** This can be a significant problem for those who would not usually join activities or have difficulty joining because of health, mobility, or transportation issues. Living in a high-rise building was identified as particularly isolating for some respondents.
2. **Inclusion:** Some respondents commented that inclusion is an issue, especially for those with a disability, those who identify as LGBTQ2+, those new to the community, or those with limited English-language skills.

Of particular note, efforts to reduce isolation and improve inclusion should also have a focus on groups that are not traditionally included in planning efforts, such as low-income older adults and older adults with various cognitive and physical abilities.

1. **Older adults with dementia:** Dementia-friendly planning works to reduce the social stigmas surrounding dementia as well as to empower those who are living with dementia. In a dementia-positive, age-friendly community, those with dementia can remain involved as active members of their communities. Age-friendly city policies and planning should be designed to be inclusive of community members with dementia. Social inclusion is better achieved with efforts towards decreasing stigmatization and increasing awareness of those with dementia.<sup>25</sup>
2. **Aboriginal Elders:** Although many Aboriginal Elders may want the same community features as other older adults in an age-friendly approach (e.g. safe and affordable housing, opportunities for social participation, clean and accessible outdoor spaces), their experiences in post-colonial cities needs to be considered. Respecting and acknowledging Aboriginal heritage is an essential consideration in age-friendly planning. Providing opportunities for feedback and leadership in a culturally-safe setting is an important addition to age-friendly planning efforts.<sup>26</sup>
3. **Newcomers:** Newcomers to Canada and those with limited language skills can find themselves socially isolated or participating less in their communities. Increasing opportunities for, and awareness of, programs in different languages and including

<sup>25</sup> Shannon, K., Bail, K., & Neville, S. (2019). Dementia-friendly community initiatives: An integrative review. *Journal of Clinical Nursing* (John Wiley & Sons, Inc.), 28(11/12), 2035–2045.

<sup>26</sup> Brooks-Cleator, L. A., Giles, A. R., & Flaherty, M. (2019). Community-level factors that contribute to First Nations and Inuit older adults feeling supported to age well in a Canadian city. *Journal of Aging Studies*, 48, 50–59.





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various cultural groups is vital to reducing isolation. Providing translations of Port Moody's Happening Guide and Focus Newsletter for the main non-English speaking language groups in Port Moody could also help to reduce isolation.<sup>27</sup>

## Recommendations

The following table provides recommendations for ways to improve respect and social inclusion in Port Moody. The table includes strategies, timelines, actions, partnerships, and linkages.



Accessibility strategy: ensure age-friendly accessibility design considerations	
Proposed actions  <b>Timeline target: Short-term</b>	1. Actively recruit new members for the Seniors Focus Committee who represent new immigrants and Indigenous communities. Look to the City of Ottawa's Age-Friendly Strategy for an example.
Partners	Legislative Services, Local Immigration Partnerships
Proposed actions  <b>Timeline target: Short-term</b>	2. Look at the possibility of adding a land acknowledgment regarding the use of the unceded traditional territories of the Kwikwetlem, Musqueam, Squamish, Stó:lō and Tsleil-Waututh First Nations to any document that is part of any Age-friendly strategy. <sup>28</sup>
Partners	Communications
Proposed actions  <b>Timeline target: Short-term</b>	3. Consider offering a combined arts/culture and light snack program for those who are socially isolated. Collaborate with Fraser Health's Home and Community Care department to consider referring clients in need of social interaction to this program.
Partners	Fraser Health Authority, Community Services, The Club
Proposed actions  <b>Timeline target: Medium-term</b>	4. Work with local restaurants to provide a low-cost menu option as part of the age-friendly business program.

<sup>27</sup> Syed, M. A., McDonald, L., Smirle, C., Lau, K., Mirza, R. M., & Hitzig, S. L. (2017). Social Isolation in Chinese Older Adults: Scoping Review for Age-friendly Community Planning. *Canadian Journal on Aging*, 36(2), 223–245.<sup>27</sup>

<sup>28</sup> Brooks-Cleator, L. A., Giles, A. R., & Flaherty, M. (2019). Community-level factors that contribute to First Nations and Inuit older adults feeling supported to age well in a Canadian city. *Journal of Aging Studies*, 48, 50–59.

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Partners	Economic Development
Proposed actions  <b>Timeline target: Short-term</b>	5. Work with the Alzheimer's Society of B.C. to develop dementia-inclusive training for recreation staff. This training will ensure staff are better able to support those with dementia so they can take part in regular recreational programming. Add a dementia-friendly symbol in the online program guide to signify classes taught by those who have completed dementia awareness training.
Partners	Recreation, Alzheimer's Society
Proposed actions  <b>Timeline target: Medium-term</b>	6. Collaborate with the Alzheimer Society of B.C. to develop and deliver dementia awareness-training to frontline City staff, police, and fire services.
Partners	Alzheimer's Society, Human Resources

## 6. Civic participation and employment

The domain of Civic Participation and Employment is designed to support older adults to be active, engaged members of their communities. By volunteering, being employed, or being involved in local government affairs, older adults can continue to participate as productive members of their cities.

### Current age-friendly features

Community engagement uncovered the following age-friendly features related to Civic Participation and Employment:

1. The Seniors Focus Committee.
2. Port Moody's base of committed volunteers.

### Community engagement themes

The table below summarizes the responses related to civic engagement reported from the community survey. For each question, respondents were asked to rate (by choosing "excellent," "good," "fair," "poor," or "I don't know") specific features as they relate to adults aged 55 and older in Port Moody.

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**Table 6.0:**

Survey responses regarding civic engagement	
Indicator	Responded “sometimes” or “often”
Opportunities to volunteer in the community	55%
Accessibility of civic facilities	81%



## Areas for improvement

Community engagement participants also reported the following concerns:

1. No staff with a specific older adult portfolio: Respondents felt that there should be a dedicated staff member at City Hall dealing specifically with issues of interest or concern to older adults.
2. Awareness: Respondents asked for better advertising of volunteer and civic engagement opportunities. More information is needed about municipal committees and the work that they are doing.
3. Volunteering: Some respondents commented that there are not enough flexible volunteering opportunities that suit the needs of seniors who would like to volunteer periodically.



## Recommendations

The following table provides recommendations for civic engagement strategies. The table includes timelines, actions, partnerships, and linkages. The strategies are designed to be measurable against the original indicators used in the assessment.

Civic engagement strategy: increase civic participation and volunteerism	
Proposed actions  <b>Timeline target: Long-term</b>	1. Consider the feasibility of adding a dedicated City staff member to deal specifically with an older adult portfolio.
Partners	Planning, Finance
Proposed actions  <b>Timeline target: Short-term</b>	2. Post volunteer opportunities for seniors on the City's website.
Partners	Communications, Community Services

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Proposed actions  <b>Timeline target: Short-term</b>	3. Develop and implement a communications/marketing plan with the goal of increasing residents' awareness of all the ways they can be involved in City affairs.
Partners	Communications, Legislative Services
Proposed actions  <b>Timeline target: Short-term</b>	4. Consider having a Mayor and Council event for older adults.
Partners	Community Services

## 7. Communication and information

As part of helping older adults to age-in-place successfully, cities need to ensure equal access to news and information about events and activities. Although technology can serve an important role in the dissemination of information, cities should also be aware of accommodating differing needs by using a variety of communications tactics and channels.

### Current age-friendly features

1. Port Moody does well in soliciting input from citizens.
2. Online information from the City is useful.
3. Older-adult-specific kiosk/board located in the Civic Centre plus the library information and programs are very good.
4. The older-adult-specific edition of the recreation program guide with larger print is helpful.
5. TriCity News is suitable for those who don't use computers for information access.

### Areas for improvement

Lack of information was an overarching theme across all domains in the community engagement process, even though 68% of survey respondents indicated that access to public information was good or excellent. The following points are the specific areas of concern identified:







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1. **Placement:** Respondents commented that finding information about general and older-adult-specific programs is difficult. Online information excludes those who don't use or own computers.
2. **Older adult-specific resource:** There are no centralized means of accessing information about seniors' services and events (e.g. a seniors' directory).
3. **Reliance on online information:** This can prove difficult for seniors who are not computer savvy.



## Recommendations

The following table provides recommendations to improve communication and information-sharing strategies. The table includes timelines, actions, partnerships, and linkages.

Communication strategy improve communication of City information to older citizens	
Proposed actions  <b>Timeline target: Medium-term</b>	1. Consider offering information about services offered for older adults in Port Moody in City mailouts such as property tax notices and the Focus newsletter.
Partners	Communications
Proposed actions  <b>Timeline target: Medium-term</b>	2. Consider using regular ad space in the TriCity News to advertise events and programs aimed at older adults.
Partners	Communications
Proposed actions  <b>Timeline target: Short-term</b>	3. Collaborate with local strata councils to provide senior-specific information to residents.
Partners	Planning, Communications
Proposed actions  <b>Timeline target: Medium-term</b>	4. Explore the feasibility of developing both a paper-copy and online version of an older adults' directory that could offer a wide range of information for health, recreation, housing, social, and other services.  Partner with practicum students from local post-secondary programs (e.g. Therapeutic

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	Recreation at Douglas College) to inventory and develop a directory.
Partners	Planning, Post-Secondary Institutions, Communications
Proposed actions  <b>Timeline target: Short-term</b>	5. Increase awareness of 211, a free, multilingual telephone and texting service for anyone seeking information about community, social, or government services. This service is provided by bc211, a Vancouver-based non-profit organization.
Partners	Communications
Proposed actions  <b>Timeline target: Medium-term</b>	6. Host a monthly information workshop for older adults at City Hall on a variety of older-adult-specific issues.
Partners	Planning

## 8. Community support and health services

In age-friendly cities, older adults have access to a range of health services, including home care, social services, residential care, seniors housing, and fully-accessible health facilities. Health information is clear and accessible, and staff are respectful and helpful to older people. Finally, a range of affordable health and community support services are offered for both supporting and enhancing good health.

### Current age-friendly features

It is important to note that many health programs and facilities used by Port Moody residents are located in other municipalities, as they serve the whole Tri-City area. Participants in the community engagement process identified many age-friendly community and health services in Port Moody. These included:

1. A range of excellent social services supporting seniors, including cancer care, the hospital, home care, and the Port Moody Public Library.
2. The Patient Assessment and Transition to Home (PATH) unit and Respite Hotel at Eagle Ridge Manor, a long-term care facility operated by Fraser Health.
3. The United Way's Better at Home program.
4. SHARE Family and Community Services.
5. The SHARE food bank program.

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6. Eagle Ridge Hospital.
7. Crossroads Inlet Centre Hospice and palliative care

## Community engagement themes

The table below summarizes the responses related to Community and Health Services from the community survey. For each question, respondents were asked to rate (by choosing “excellent,” “good,” “fair,” “poor,” or “I don’t know”) specific features as they relate to adults aged 55 and older in Port Moody.

**Table 7.0:**

Survey responses related to community and health services	
Indicator	Responded “good” or “excellent”
Availability of health programs (e.g. vision health, blood pressure screening, fall prevention programs)	28%
Availability of end-of-life support programs (e.g. hospice, in-home supports)	24%
Availability of low-cost food programs (e.g. Meals on Wheels)	10%
Availability of assistance with daily activities (e.g. snow removal, shopping, yard work)	10%
Access to healthy food options	48%

## Highlight on emergency preparedness

### **Indicator: the level of awareness of emergency preparedness strategies**

A survey done in 2014 revealed that almost two-thirds of adults over the age of 50 had no emergency or disaster plan and were unaware of resources available during an emergency. Conversely, older adults can play an essential role in disaster response planning, including contributing experience and expertise, and assistance with mobilizing community resources.<sup>29</sup>

Responses to the age-friendly survey showed a significant number of people (28%) who indicated that they didn’t know how to access emergency preparedness information.

- **Awareness:** Many people expressed concern that they didn’t know what to do or where to get information in case of an emergency or natural disaster. Several people suggested that there should be information sessions to teach community members how to prepare for an emergency.
- **High-rise preparedness:** Some respondents worried about the ability of large numbers of older adults living in high-rises to evacuate safely.

<sup>29</sup> Shih, R. A., Acosta, J. D., Chen, E. K., Carbone, E. G., Xenakis, L., Adamson, D. M., & Chandra, A. (2018). Improving Disaster Resilience Among Older Adults: Insights from Public Health Departments and Aging-in-Place Efforts. *Rand Health Quarterly*, 8(1), 3.

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- **Refuge and disaster routes:** Respondents reported that they would like information about evacuation routes and areas of safe refuge during an emergency, especially for those with unstable medical conditions or mobility challenges.


## Areas for improvement

The following issues were identified as areas for improvement in the community and health services domain. It is important to note that health services are the responsibilities of the provincial Ministry of Health and the local health authority:

1. **Caregivers:** Caregivers need more information about services and support.
2. **Community services:** More non-medical home services (e.g., home repair) are needed for those who are isolated, ill, or who have mobility limitations.
3. **Transportation:** Some respondents commented that it can be difficult to access programs due to physical or cognitive limitations, or because there is no family member to get them safely to programs.
4. **Dementia programs:** There is a lack of programs for those with dementia and their caregivers.
5. **SHARE:** There is high demand and waitlisting for SHARE's programs for older adults.
6. **Food security:** Some respondents said improved access to healthy and nutritious food is needed for those who have a limited income or have trouble accessing groceries.
7. **Local Adult Day Program:** No adult day program is available in the community.
8. **Access to specialists and complex care:** These services are limited in Port Moody, so vulnerable seniors must find transportation to access services in other communities.
9. **Services for the visually impaired:** Some respondents commented that it can be difficult to access services for the visually impaired.




## Recommendations

The following table provides recommendations for Community and Health Service strategies. The table includes timelines, actions, partnerships, and linkages. Strategies in this area are intended to increase the likelihood of "aging in place" and reduce overall healthcare costs.

Health strategy: improve access to community and health services	
Proposed actions	1. Develop a senior-specific emergency preparedness strategy for use in disaster response planning. Use the World Health Organization document <a href="#">Older People in Emergencies: Considerations For Action and Policy Development</a> as a guide.
 <b>Timeline target:</b> <b>Medium-term</b>	
Partners	Port Moody Fire and Rescue, Health Emergency Management BC Linkages: Disaster Response Plan

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<p>Proposed actions</p>  <b>Timeline target:</b> <b>Short-term</b>	<p>2. Ask the Canadian National Institute for the Blind (CNIB) to explore the possibility of expanding services for visually-impaired seniors in Port Moody, and support CNIB's efforts where possible.</p>
Partners	Planning, CNIB
<p>Proposed actions</p>  <b>Timeline target:</b> <b>Short-term</b>	<p>3. Provide resources for caregivers of older adults on the City website, in one of the monthly proposed education sessions, or as part of an older adult directory.</p>
Partners	Planning, Communications
<p>Proposed actions</p>  <b>Timeline target:</b> <b>Short-term</b>	<p>4. Inventory health services of interest to older adults living in Port Moody. Consider adding into education sessions or an awareness campaign regarding the existing older adult resources directory.</p>
Partners	Planning, Fraser Health Authority

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## Moving forward

This Age-friendly Assessment and Recommendations for Action plan provides a framework for Port Moody to become an age-friendly community. Some of the crucial considerations going forward are:

1. Publicly post the Age-friendly Assessment and Recommendations for Action.
2. Have the Age-friendly Steering Committee and the Seniors Focus committee meet to develop a plan for prioritizing recommendations. Assign a timeframe and a champion to be involved in implementation efforts.
3. Establish partnerships and the resources needed for implementation.
4. Apply for grant-funding opportunities to provide additional resources for implementation.
5. Make a formal plan for monitoring and evaluating the age-friendly implementation process.
6. Use this report to seek formal recognition as an age-friendly British Columbia community.
7. Include a commitment to using an age-friendly lens in the overall vision or mission section of the Official Community Plan.
8. Extend the emergency planning processes to include people with disabilities and older people. Look to the train-the-trainer example being implemented in Comox, BC.
9. Commit to involving the Seniors Focus Committee in any applicable municipal plan updates (e.g. Official Community Plan, TransPort Moody).
10. Meet annually with senior staff working in departments related to areas of age-friendly planning and implementation.

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## Appendix A: data collection details

The following table provides a summary of data collection tools used in each domain area to collect information on individual Public Health Agency of Canada (PHAC) *Age-friendly Communities Evaluation Guide* and City-defined indicators:

Age-friendly domains	Indicators	Data collection tools
Outdoor spaces and public buildings	<p><b>Walkability:</b></p> <ol style="list-style-type: none"> <li>1. The number of rest places and distance between rest places.</li> <li>2. The number of accessible washrooms.</li> <li>3. Crosswalks are safe (e.g., with appropriate crossing times, mid-block crosswalks on long streets, median rest stops, Age-friendly visibility).</li> <li>4. Sidewalks, trails and walkways exist and are in a safe condition (e.g., have smooth surfaces, curb cuts, separated bike lanes, are wide, well lit, clear of ice and snow).</li> </ol> <p><b>Actual and Perceived Accessibility</b> Public buildings have adequate access and maneuverability around buildings (e.g., access at ground level, level entry, wheelchair ramps, automatic doors, wide aisles to accommodate scooters and wheelchairs).</p> <p><b>Crime Prevention</b> Availability of crime prevention strategies, courses and programs for seniors (including a focus on fraud and elder abuse).</p>	<p>Stakeholders</p> <p>Walkability/Wheelability Audit in Neighbourhoods (SWAN) Assessment</p> <p>Survey questions</p> <p>-Program audit</p> <p>-Survey questions</p>
Transportation	<p><b>Transportation Options and Public Transit</b></p> <ol style="list-style-type: none"> <li>1. Availability of a range of affordable options for transportation (e.g., public/private partnerships, volunteer driving program, park and go, shuttles).</li> <li>2. Proportion (or number) of buses that are accessible, clean, and with destination and number clearly displayed.</li> <li>3. Bus stops/shelters are safe and accessible (e.g., with seating, well lit,</li> </ol>	<p>-Program inventory</p> <p>-Survey questions</p>

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	<p>covered, snow removed, close to seniors' residences).</p> <p>4. Proportion of people aged 65+ who have access to and use public transportation.</p> <p><b>Age-friendly Streets and Parking</b></p> <ol style="list-style-type: none"> <li>1. Streets have clear and appropriate street signage and lane markers.</li> <li>2. Parking lots and spaces are kept clear of snow and ice.</li> </ol>	Survey questions
Housing	<p><b>Housing Availability</b></p> <ol style="list-style-type: none"> <li>1. Availability of affordable housing that is appropriately located, well built, well designed, secure, and for which waiting times are short.</li> <li>2. Availability of affordable multi-purpose and ageing-in-place housing options.</li> </ol> <p><b>Housing Programs and Resources</b></p> <ol style="list-style-type: none"> <li>1. Availability of programs for increasing accessibility, safety and adaptability of housing (e.g., handrails, ramps, smoke detectors).</li> <li>2. Availability of a resource listing Age-friendly home maintenance, support and caregiving services.</li> </ol> <p><b>Ability to Age in Place</b></p> <p>The proportion of people aged 65+ who want to remain in their current residence and are confident they will be able to afford to do so.</p> <p><b>Housing Support Awareness</b></p> <p>Awareness of rent subsidy or other programs (e.g., home loans) among seniors.</p>	<p>-Canadian Mortgage and Housing data</p> <p>-Survey questions</p> <p>-Program inventory</p> <p>-Survey questions</p> <p>Focus groups and interviews</p> <p>Survey questions</p>
Social participation and recreation	<p><b>Engagement in Social Activities</b></p> <p>The proportion of people aged 65+ who engage in social activities at least once a week (e.g., meet with friends/neighbours; take part in civic, spiritual or cultural activities; volunteer or work).</p> <p><b>Opportunities for Participation</b></p> <p>Availability of recreation and learning programs specifically for seniors (e.g., computer courses,</p>	<p>Stats Can</p> <p>Survey questions</p> <p>Survey questions</p>



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	<p>community gardens, crafts, games, exercise classes).</p> <p><b>Availability of intergenerational recreation and social programs.</b></p> <ol style="list-style-type: none"> <li>1. Availability of opportunities for social participation in leisure, social, cultural and spiritual activities with people of all ages.</li> <li>2. Affordability of seniors' recreation programs.</li> </ol> <p><b>Accessibility of Participation Opportunities</b> Public venues for community-based activities are accessible (e.g., adapted washrooms, a ramp to enter the building, better lighting, temperature control).</p>	
Respect and Social inclusion	<p><b>Availability of Intergenerational Activities</b> Availability of intergenerational family activities.</p> <p><b>Sense of Belonging</b> Level of sense of belonging in the community.</p>	<p>-Program inventory -Focus group and interviews - Survey -My Health, My Community</p>
Civic participation and employment	<p><b>Unemployment and Employment</b> Level of unemployment and employment among seniors.</p> <p><b>Training and Support</b></p> <ol style="list-style-type: none"> <li>1. Availability of support for volunteers (e.g., training, transportation, reimbursement of expenses, method of appreciation).</li> <li>2. Availability of training opportunities related to the accommodation of seniors' needs in the workplace.</li> </ol> <p><b>Accessibility</b> Municipal buildings/meetings are accessible</p>	<p>Stats Can: Labour Force survey</p> <p>Program inventory</p> <p>SWAN Assessment Survey questions</p>
Community and health services	<p><b>Primary Care Physician</b> The proportion of seniors who have a primary care physician.</p> <p><b>Supportive Health Services</b></p>	<p>My Health, My Community</p> <p>Program inventory Survey</p>

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	<ol style="list-style-type: none"> <li>1. Availability of prevention programs related to health issues of high relevance to seniors.</li> <li>2. Availability of end-of-life support for seniors, their families and caregivers.</li> </ol> <p><b>Community Services</b></p> <ol style="list-style-type: none"> <li>1. Availability of low-cost food programs (e.g., meals on wheels, wheels to meals, food banks).</li> <li>2. Availability of assistance for activities of daily living (e.g., yard work, shopping, snow removal, garbage collection).</li> </ol>	
Other considerations outside of the WHO domains	<ol style="list-style-type: none"> <li>1. Loneliness</li> <li>2. Level of satisfaction with social relationships</li> </ol>	Survey questions