



Age Friendly Community Plan – Golden: July 2014

Age Friendly Community Planning Task Force

Table of Contents

Executive Summary	8
Golden’s AFCP Process.....	8
Survey Participation.....	8
Limitations of Survey	9
Respondents’ Top Priorities.....	9
Gap Analysis	9
Recommendations.....	10
Next Steps	10
Project Overview	12
Task Force	14
Community Meetings.....	16
AFCP Dimensions.....	17
Age Friendly Community Process.....	18
A Review of the AFCP Process in Other Communities	20
Terms of Reference.....	22
AFCP Golden Vision.....	23
AFCP Golden Goals	23
Survey Development and Pilot Testing	23
Survey Administration and Promotion	24
Survey Summary.....	26
Ineligible Survey Respondents	26
Creating an Age Friendly Community.....	26
Why Create an Age Friendly Community	26
Community Profile	27
Geography	28
Weather and Climate.....	28
Population Estimates	30
Population Projections.....	31
Housing.....	33
Housing Summary.....	34
To Learn More About Housing.....	35
Income Levels	35
Golden Local Health Area Profile	36
Life Expectancy	36
Standardized Mortality Ratios.....	36
Preventable Chronic Disease.....	37
Inpatient Surgical Case Rate.....	37
Home Support & Community Care.....	37
Activity.....	37
To Learn More About Health.....	38
Mode of Transportation to Work 2005.....	38
Person-Environment Fit.....	40
8 Dimensions of AFCP	41
AFCP Survey Analysis.....	41
Application of Likert-Type Scale.....	41

Outdoor Spaces and Public Buildings	43
Gap Analysis: Importance - Satisfaction	47
Outdoor Spaces and Public Buildings Summary	53
Transportation	54
Gap Analysis: Importance - Satisfaction	57
Transportation Summary	60
Housing Services	61
Housing History	61
Housing Services Summary	66
Social Participation	68
Gap Analysis: Importance - Satisfaction	72
Social Participation Summary.....	74
Respect and Social Inclusion	75
Respect and Social Inclusion Summary	79
Civic Engagement and Employment	79
Civic Participation and Employment Summary	83
Communication and Information	83
Communication and Information Summary	88
Community Support and Health Services	88
Gap Analysis: Importance – Satisfaction	91
Community Support and Health Services Summary	94
Overall	95
Overall Summary.....	96
Priority Dimensions	96
Older Adults Needs	96
Care Givers	97
Summary Gap Analysis	99
Weighted Gap Analysis	100
Conclusions	102
Imperatives	103
Backbone Organization.....	104
Collaboration	104
People.....	104
Coordinator Support.....	105
Place & Facility Alignment.....	105
Resource Alignment.....	105
Recommendations	106
Local Government	106
Create an Age Friendly Committee	109
Age Friendly Committee’s Terms of Reference	109
Local Organizations	111
Businesses	112
Residents	112
Priority: #1 - Dimension 8. Community Support and Health Services	113
Priority: #2 - Dimension 3. Housing Services.....	114
Priority: #3 - Dimension 2. Transportation	115
Priority: #3 - Dimension 2. Transportation (cont’d).....	116
Priority: #4 - Dimension 1. Outdoor Spaces and Public Buildings	117
Priority: #4 - Dimension 1. Outdoor Spaces and Public Buildings (cont’d).....	118

Priority: #5 - Dimension 4. Social Participation.....	119
Priority: #5 - Dimension 4. Social Participation (cont'd)	120
Priority: #6 - Dimension 7. Communication and Information	121
Priority: #7 - Dimension 5. Respect and Social Inclusion.....	122
Priority: #8 - Dimension 6. Civic Participation and Employment.....	123
Appendices.....	124
Appendix A: Survey Instructions & Introduction.....	124
Appendix B: AFCP Survey Open-Ended Responses.....	125
Appendix C: Response from Ministry of Justice RE: DriveABLE Assessments	169
Appendix D: Age Friendly Community Designations.....	170
BC Seniors' Healthy Living Secretariat.....	170
World Health Organization (WHO)	170
Appendix E: Checklist of Age-Friendly Features	171
1. Outdoor Spaces and Buildings	171
2. Transportation	172
3. Housing.....	173
4. Respect and Social Inclusion.....	174
5. Social Participation.....	175
6. Communication and Information	176
7. Civic Participation and Employment Opportunities.....	177
8. Community Support and Health Services	178
Appendix F: Funding Sources	180
References.....	186

Table of Figures

Figure 1: Age friendly community planning is happening throughout Golden	7
Figure 2: Age friendly community planning benefits all generations in all seasons .	11
Figure 3: Community Coordination's "Seniors Groups" Meeting - November 2013 .	12
Figure 4: Community Coordination "Trails" Meeting	13
Figure 5: Wordle created from "Seniors Groups" Meeting on November 7, 2013	13
Figure 6: Golden's AFCP Project Plan.....	14
Figure 7: Golden's AFCP Task Force Members.....	15
Figure 8: The AFCP Task Force meetings were held at The Island Restaurant.....	16
Figure 9: AFCP Task Force and Council discuss next steps	17
Figure 10: Ron Oszust and Chris Hambruch discuss the AFCP at a Rotary meeting .	17
Figure 11: The Four Steps of the AFC Process	18
Figure 12: Golden's adaptation of Innoweave's Collective Impact Model.....	19
Figure 13: Potential Collective Impact participants - December 2013 meeting.....	19
Figure 14: AFCP in other communities	21
Figure 15: Why people commit	22
Figure 16: AFCP Task Force members test the survey.....	25
Figure 17: AFCP survey invitations and response summary.....	25
Figure 18: Map of Golden & CSRD Area A.....	28
Figure 19: Golden A Weather Station July & December data.....	29

Figure 20: Table of sunny hours and days in Golden and other BC communities.....	29
Figure 21: Graphs of sunny hours and days in Golden and other BC communities...	30
Figure 22: Golden Population and Dwelling Counts 2011.....	30
Figure 23: Golden & Area A Population in Age Groups.....	31
Figure 24: Golden & Area A Population & AFCP Sample.....	31
Figure 25: Average Annual Percentage Growth Projections 2013 - 2036.....	32
Figure 26: Population growth, 2013-2018.....	32
Figure 27: Household size.....	33
Figure 28: Dwellings by structure type.....	33
Figure 29: Dwelling by period of construction (Census 2006).....	34
Figure 30: Earnings and income and AFCP surveyed income before taxes.....	35
Figure 31: All returns for Golden and reported AFCP Golden income.....	36
Figure 32: Modes of transportation to work in Golden and BC (2005).....	38
Figure 33: Durand Manor and Mountain View are centrally located in Golden.....	39
Figure 34: Public washrooms in Spirit Square.....	45
Figure 35: Heat Map using Q1.3 frequency of use responses.....	50
Figure 36: Heat Map and proposed AFCP sidewalk corridors.....	51
Figure 37: Heat Map and proposed AFCP sidewalk and trail corridors.....	52
Figure 38: Home maintenance services are necessary for some older adults.....	63
Figure 39: Mountain View offers both independent and assisted living facilities.....	65
Figure 40: Housing Services affordability (Q3.3) and dwelling type (Q3.4).....	67
Figure 41: Newcomers welcomed at the Golden District Rod & Gun Club.....	68
Figure 42: Snow King MasqueParade attracts over 1,000 participants.....	70
Figure 43: Healthy communities are inclusive communities.....	75
Figure 44: Residents commemorate Remembrance Day.....	76
Figure 45: Winter walking and summer tennis at the Mt. 7 Rec Plex.....	78
Figure 46: Community Conversations saw steady participation.....	81
Figure 47: Good communication practices uses paper and digital mediums.....	87
Figure 48: Residents of Mountain View have meal plan options.....	92
Figure 49: Table of surveyed AFCP priorities.....	100
Figure 50: Table of surveyed AFCP weighted priorities.....	102
Figure 51: The Collaboration Continuum.....	103
Figure 52: Ice melter or sand can help improve sidewalks in the winter.....	112

Table of Equations

Equation 1: Arithmetic mean.....	42
Equation 2: Gap analysis formula.....	42
Equation 3: Gap analysis example.....	42
Equation 4: Weighted gap analysis formula.....	101
Equation 5: Weighted gap analysis example.....	101

This Plan was made possible through the support and leadership of the following groups and individuals. You have served Golden well!

- ✓ ***Town of Golden Council & Staff***
- ✓ ***Karen Cathcart, College of the Rockies***
- ✓ ***AFCP Task Force Members***
- ✓ ***All AFCP Survey Respondents***

Consultant to the Project: Ryan Watmough BSc MBA

Figure 1: Age friendly community planning is happening throughout Golden



Executive Summary

The Town of Golden (with the administrative support of the College of the Rockies) secured a 2013 [grant](#) from the [Seniors' Housing and Support Initiative \(SHSI\)](#) to complete an Age Friendly Community Plan (AFCP). This planning process began in February and was completed in June 2014.

Age friendly communities are communities where older people can live active, socially engaged lives through policies, services and structures designed to support them.

Age friendly communities do all of the following:

- Recognize the wide range of capacities and resources among older people
- Anticipate and respond flexibly to aging-related needs and preferences
- Respect decisions and lifestyle choices
- Protect those who are most vulnerable
- Promote inclusion and contribution in all areas of community life

Golden's AFCP Process

An open call-out for Task Force members went out in February, with 20 volunteers attending at least one of 6 meetings throughout the process; providing insight into community needs, programs; and assisting with survey administration.

While the Plan will be completed, it is expected that some of the Task Force members will be part of the implementation. And, hopefully, as progress is made, this group and their organizations will be part of the next reiteration of the Plan in the coming years.

Survey Participation

Over 200 people participated in the survey: 60 people completed paper surveys and 152 completed them online. A total of 193 surveys were eligible for data analysis.

Survey Respondents' Statistics:

Females to Males: 2:1

Age Range (Range): 50 to 85 years old and over (not upper limit was captured)

Age Range (Mode): 60 to 64 years old

Place of Residence: Golden – 129; Area A - 65

Household Income (Mode): \$70,001 and over

Limitations of Survey

As with any survey, there the Task Force encountered limitations. The critical task involves understanding the limitations of the data collected.

The survey was not administered randomly. Participants could self-select, hence there is an obvious bias.

None of questions were mandatory to prevent ‘forcing’ participants to answer a question they were not comfortable in answering. To honour all participants’ contribution, even (eligible) surveys that had only one question answered were included in data analysis.

Also, in order to design a survey that works both online and on paper, compromises in questions were necessary. Gap analysis was made more difficult for the Task Force to ensure that questions were easily understandable by all respondents, whether they used online or paper formats.

The questions were designed to elicit information on older adults’ priorities and needs applicable to their individual situation, rather than their opinion on the needs of older adults in general.

Respondents’ Top Priorities

Similar to the process of other communities’ AFCP (Murphy 2011), the survey asked participants to rank in order their top three of eight AFCP Dimensions. The prioritized responses, using a Likert Scale were as follows:

1. Community Support and Health Services (1,089 points)
2. Housing Services (802)
3. Transportation (543)

Coincidentally, this ordered rating matches that of the Osprey Community Foundation’s survey in Nelson in 2011.

Gap Analysis

To supplement the above priority ranking, some of the eight Dimensions used questions asking respondents to rate both Importance and Satisfaction. The difference between the two ratings on a particular variable can show where citizens’ priorities lie and begin the discussion around community resource allocation.

A gap analysis was performed on variables related to Outdoor Spaces and Public Buildings, Transportation, Social Participation, and Community Support and Health Services.

Recommendations

With the data analyzed and themes identified, the AFCP needed a holistic approach. This Plan is not the responsibility of one organization to fulfill, but rather, the entire community. The Quality of life (QoL) of Golden’s older adults needs to be the focus of the community’s efforts. With that lens in place, it is necessary to focus on key priorities (from the general survey responses in Section 9), relying on action from local government, non profits, businesses and residents.

The recommended initiatives in the Plan outline the AFCP Dimension, aspect, priority, planning horizon, convener, community engagement undertaken, timeline, costs & resources, follow up measurement, and status for addressing older adult issues in Golden.

Next Steps

The Town of Golden began this process to better understand the needs of older adults in the community. Now that older adults’ needs are understood, it’s time to adopt the plan, disseminate the findings, opportunities and implement changes with all related organizations in the community. In order to be officially recognized as an Age Friendly Community, the following steps will need to be taken:

1. Establish an age-friendly advisory or steering committee that included the active participation of older adults, including engagement in the planning and process of age-friendly activities.
2. Pass a local council or board resolution that actively supports, promotes and works towards becoming age-friendly.
3. Conduct an age-friendly community assessment.
4. Develop and publicize an action plan in consultation with older adults. The plan includes goals, objectives, timing, funding and other resources and target measures.

Figure 2: Age friendly community planning benefits all generations in all seasons



Project Overview

Golden’s AFCP process has had the benefit of some previous seniors group development efforts at the local level. In 2013, the Community Coordination project that had been led by Golden Community Resources Society (GCRS) hosted three ‘Seniors Groups Meetings’ in the fall at the Royal Canadian Legion.

Nancy Gale, Executive Director of the Cariboo Chilcotin Child Development Centre Association (CCCDA), who is experienced with facilitation of difficult conversations, opened the ‘Seniors Groups Meetings’ and conversation in the fall. Nancy was able to bring Golden’s various ‘seniors-focused’ groups together and breakdown barriers to collaboration.

Figure 3: Community Coordination's "Seniors Groups" Meeting - November 2013



The Community Coordination project was not just focused on “seniors groups.” There are many older adults in the Golden community that do not identify themselves as seniors (or even older adults, in some cases), and many of them participated in other Community Coordination events like “trails meetings” or an “events meeting.” Some older adult participants took in all or most of these meetings. Others just took in one. Collectively, over the course of several months, many older adults were introduced to the community coordination concept, collaboration models and they discussed how overall Quality of Life (QoL) improvements were in the control of multiple groups.

Figure 4: Community Coordination "Trails" Meeting



As the Community Coordination project was underway, Karen Cathcart of the College of the Rockies applied for the SHSI funding to craft this AFCP. She outlined the early progress of the Community Coordination project in order to convince the SHSI of the need for funding support.

Figure 5: Wordle created from "Seniors Groups" Meeting on November 7, 2013



While the three meetings were a great start, continued efforts were going to be necessary to bring together the participating volunteers, staff and groups that offered seniors programming. That support was the SHSI funding and the project was the AFCP for Golden.

Age Friendly Community Plan – Golden: July 2014

Upon the project's initiation in February, a project plan was created by the consultant and reviewed with the project sponsor, Karen Cathcart of the College of the Rockies.

Figure 6: Golden's AFCP Project Plan

Task: Age Friendly Community Plan	Responsible	Weeks																			
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Planning																					
Sign contract	Consultant & Karen	█																			
Develop draft work plan	Consultant		█																		
Informal (rural) Age Friendly planning literature review	Consultant		█	█																	
Finalize work plan	Consultant			█																	
Make call out for concerned citizens (Coalition)	Consultant			█																	
Initiate meeting with Coalition	Consultant				█																
Host meeting with Coalition	Coalition & Consultant					█															
Incorporate Coalition feedback into work plan	Consultant						█														
Circulate finalized work plan to client	Consultant							█													
Execute - Baseline Survey																					
Draft short survey	Consultant					█															
Circulate to Coalition	Consultant					█															
Coalition review and feedback	Coalition						█														
Receive feedback	Consultant							█													
Revise survey	Consultant								█												
Present & publish Final Survey to Coalition	Consultant									█											
Distribute to Coalition	Consultant										█										
Circulate to 125 targeted respondents	Coalition & Consultant											█									
Collect 100 completed surveys	Consultant												█								
Input completed survey data (as available)	Consultant													█							
Analyze survey data	Consultant														█						
Summarize survey data	Consultant & Coalition															█					
Present & circulate survey data/conclusions	Consultant																█				
Incorporate conclusions into AF Plan	Consultant																	█			
Execute - Age Friendly Research																					
Review other Age Friendly (AF) Plans	Consultant	█																			
Review various AF programs and practices	Consultant	█	█																		
Summarize AF practices	Consultant	█	█	█																	
Research Golden's AF programs	Consultant	█	█	█	█																
Summarize Golden's AF programs	Consultant	█	█	█	█	█															
Identify adjacent/influencing orgs/prgrms	Consultant	█	█	█	█	█	█														
Gap analysis - Golden v. Model Community	Consultant	█	█	█	█	█	█	█													
Present Gap analysis to Coalition & set priorities	Consultant	█	█	█	█	█	█	█	█												
Monitor & Control																					
Coalition Meetings (as identified above & below)	Coalition & Consultant																				
Circulate media release on project progress-to-date	Consultant																				
Compare Gap Analysis with Survey results	Coalition & Consultant																				
Collaboratively identify Priorities	Coalition & Consultant																				
Circulate Draft AF Plan	Consultant																				
Receive Coalition feedback	Consultant																				
Incorporate into AF Plan	Consultant																				
Present and publish final AF Plan	Consultant & Coalition																				
Close Out -																					
Sign off on AF Plan	Connie & Karen																				
Publish AF Plan	Seniors Coalition																				
Circulate Final AF Plan	Consultant & Coalition																				
Reconcile project expenses	Consultant & Karen																				
Submit invoice	Consultant																				
Receive payment	Connie & Karen																				
Post-project wrap up meeting with Coalition	Consultant & Coalition																				
Post-project wrap up meeting with Consultant	Connie & Karen																				

Particular attention was paid to building on the Community Coordination work and commitment from volunteers. With the high level of engagement in 2013, the AFCP process in 2014 was not going to start at zero. Rather, a level of engagement, trust, and excitement about the future provided an opportunity for these local individuals to take a much more active role in the AFCP.

That engagement meant that Golden could utilize a Task Force, rather than a more passive Steering Committee and save time, money and produce a better plan for all.

Task Force

An open call for participants was emailed out to Golden & Area A contacts. While a call for only those people with an email address may limit the number and type of participants, it was critical that those on the Task Force could communicate online.

Figure 7: Golden's AFCP Task Force Members

AFCP Task Force Members	Organization
Sheldon Dwyer	IH/Durand Manor
Karen Cathcart	College of the Rockies (COTR)
Monica De	Columbia Basin Alliance for Literacy (CBAL)
Connie Barlow	Golden Community Resources Society (GCRS)
Mel Myers & Stephanie Findlater	Golden Food Bank Society (GFBS)
Ron Oszust	BC Ambulance Service
Colleen Palumbo	Golden & District Historical Society (GDHS)
Erica Badior	Abbeyfield House Society (AHS)
Ann Younger	Retired Nurse
Jim deBolebec	Semi-retired
Mickey Balas	EK Seniors Care Givers Group
Jean Sime	Retired
Denise English	Vital Signs (GDCF), Columbia Woodlot Association (CWA)
Jim & Susan Halvorson	Teacher & Nurse
Renee Quanstrom	Golden Child Care Resource & Referral (CCRR)
Ruth Hamilton & Lori Baxendale	Kicking Horse Country Chamber of Commerce
Joanne Brown	Golden Seniors Centre

The Task Force has kept community engagement in mind throughout the entire process, examining the influence that each sector brings to the issue of Age Friendly Community Planning, and ensuring that there is broad representation from the entire community.

Figure 8: The AFCP Task Force meetings were held at The Island Restaurant



Community Meetings

This plan represents a lot of work in a short period of time. From March to June, AFCP Task Force met on the following dates:

1. March 6, 2014
2. March 20, 2014
3. March 27, 2014
4. April 3, 2014
5. May 8, 2014
6. May 29, 2014

And once the data had been analyzed and the preliminary findings summarized, the consultant and Task Force presented to the following groups:

- June 10, 2014 – Town of Golden Council
- June 12, 2014 – Town of Golden Management Staff
- June 19, 2014 – Rotary Club of Golden

Figure 9: AFCP Task Force and Council discuss next steps



Figure 10: Ron Oszust and Chris Hambruch discuss the AFCP at a Rotary meeting



The AFCP Task Force was then instrumental in reviewing the draft Plan and making useful edits. The entire community, not just older adults, owes them a debt of gratitude.

AFCP Dimensions

The AFCP Task Force began reviewing the World Health Organization's (WHO) 8 Age Friendly Community Planning Dimensions (WHO's Global Age-Friendly Cities: A Guide, 2007). This is the language of AFCP.

1. Outdoor spaces and Public Buildings
2. Transportation
3. Housing
4. Social Participation
5. Respect and social inclusion
6. Civic Participation and employment
7. Communication and information
8. Community support and health services

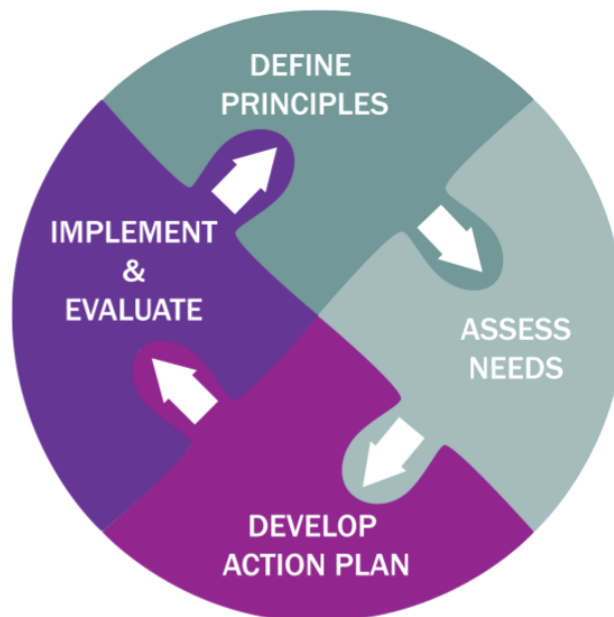
With this framework for discussion, the process was established.

Age Friendly Community Process

The Four Steps of the Age Friendly Community (AFC) Process include the following, regardless of the size of the community or the current status of its age-friendliness: (Government of Ontario, 2011, p. 16)

- Step 1: Defining Local Principles
- Step 2: Custom Needs Assessment
- Step 3: Developing and Action Plan
- Step 4: Implementation and Evaluation

Figure 11: The Four Steps of the AFC Process



(Government of Ontario, 2011, p.16)

In addition to the WHO's 8 Dimensions of Age Friendly Community Planning, we adapted Innoweave's Collective Impact model, explaining the interaction necessary

between the AFCP Task Force, and the stakeholders of Business, Government, Nonprofits and Live Experience in order to create an Age Friendly Community Plan.

Figure 12: Golden's adaptation of Innoweave's Collective Impact Model



(Innoweave, 2013)

Prior to the AFCP project, a Golden Community Resources led a Community Coordination project that hosted a series of three meeting with stakeholders from “senior groups.” This previous project helped to make connections and build the trust between various groups from Business, Government, Nonprofits and those with Lived Experience.

At the Community Coordination meeting on December 3, 2013, a list of potential future project participants was brainstormed and categorized based on their role in the community and Innoweave’s Collective Impact Model (see Figure above).

Figure 13: Potential Collective Impact participants - December 2013 meeting

Business	Government	Non Profits	Lived Experience
Glen Ewan, John & Penny Sheppard Bryce Piggott Overwaitea Sharon Eddy, CVCU CIBC KHCCC (Board) Medi-Chair Sobey’s Restaurants VitalAire Mount 7 Taxi Dentists	Chris Hambruch Ron Oszust Katherine Hamilton Karen Cathcart Garry Habart ToG Councillors Norm McDonald David Wilks Christina Benty CBT Interior Health Ministry of Housing Ministry of	Connie Barlow, GCRS Tricia Bowness, GCRS Lee Bedford, GFM Ruth Hamilton, KHCCC Sheldon Dwyer, IH Chris Gaetz, Golden Seniors Centre Society Mandy Cante, GFBS Monica De, CBAL Terry Hickey, RCL Stan & Sheryl Walker, GNSC Mickey Balas,	Phil & Jill Taylor Jim deBolebec Ingrid Hambruch Betty Holland, Ralph & Barb Leigan Cathy Johnson Janis Tarchuk, Jeff & Joan Dolinsky Judy Doyle, Julia Cundliffe John Dawes, Roy & Joyce Nixon Assisted Living

Age Friendly Community Plan – Golden: July 2014

<p>Doctors (Medical Clinics) BC Hydro EZ Rock The Golden Star Local Townie Members from Tourism Golden (Pool operators) KHMR/RCR Retailers LP CP Mountain Minerals Physiotherapists Chiropractors Optometrists Day Care (intergeneration) Tapestry Yoga (Wendy Grant)</p>	<p>Transportation Ministry of Health BC Housing Jordan Petrovics Chris Cochrane Joy & Leslie, MLA Office Ministry of Community Development Rocky Mountain School District Social Services IH – Home Care Court Services RCMP BC Ambulance Fire Departments</p>	<p>Jim & Susan Halvorson Abbeyfield Purcell View Royal Canadian Legion Veteran Affairs Service Clubs (Rotary, Lions) GWRC Metis Nation COTR PACs GYBA (shovelers) Golden Rockets Golden Family Centre Society Hospital Ladies Auxiliary Legion Ladies Auxiliary Kicking Horse Culture Golden Golf Club Churches Knights of Columbus Shriners UCW (United Church Women) Catholic Women’s League (CWL) Safe Homes (GWRC) Restorative Justice Program, Support Group for Caregivers of Seniors Hospice & Palliative (Judy Doyle) Victim Services Golden Curling Club Old Timers Hockey Seniors Badminton Golden & District Community Foundation Golden District Historical Society Youth Coordinator – Patrick O’Neill</p>	<p>Long-Term Care Independent Living Care Givers Seniors that moved away Veterans Senior from a different culture, Chuck Kucera Darcy Monchak Denise English Ann Sutton Paul Leasom Russ & Ann Younger Al & Anita Ure Past service club members, Retired CP, LP, foresters, guides, CMH workers Retired nurses Retired teachers Association Bakery Ladies – 3pm Group Bakery Men – Morning Group A&W – Morning Group Tim Horton’s Groups Tom & Jean Sime</p>
--	---	---	--

A Review of the AFCP Process in Other Communities

Community volunteers and leaders know that when it comes to plan development there is no point in reinventing the same wheel. And this is especially true of AFCPs that are focused on the same demographic, often with similar needs.

However, each community has slightly different demographics, different needs and with different hot button topics. Further, there is no one single organization that spearheads all AFCPs.

Therefore, it is worth noting the similarities and differences between other communities’ AFCPs and where Golden’s AFCP is focused.

Age Friendly Community Plan – Golden: July 2014

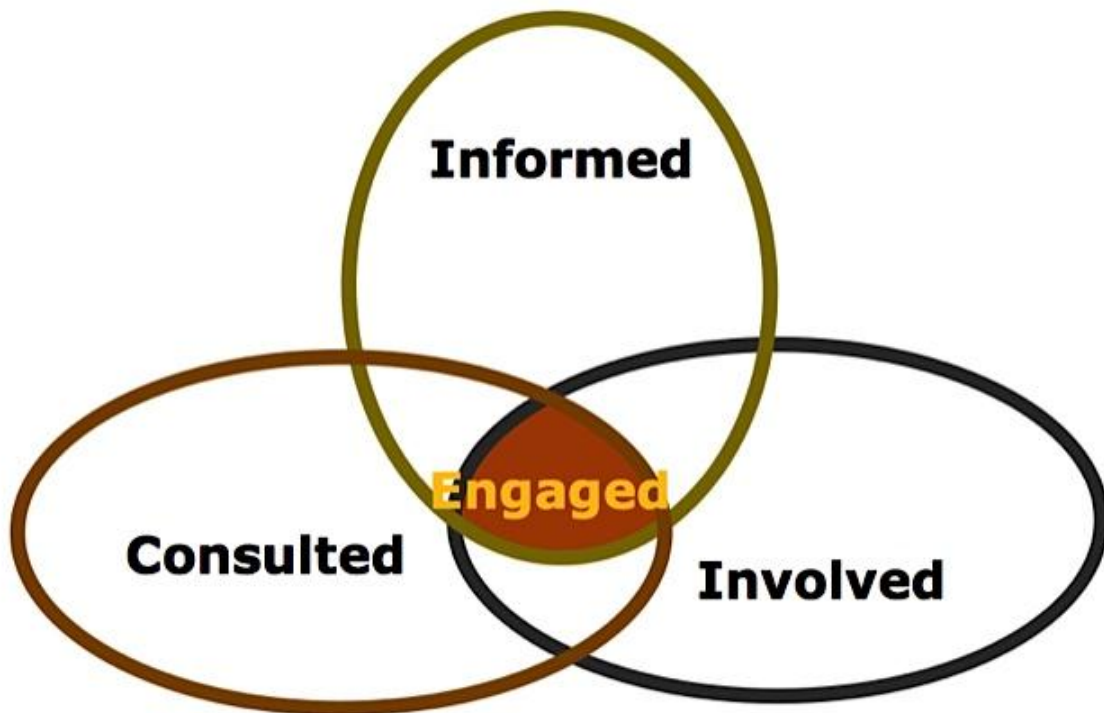
Figure 14: AFCP in other communities

Community	Report Title	Date Published	Age Focus	Participants	Leading Organization	Note worthy
Golden, BC	Golden's Age Friendly Community Plan	June 27, 2014	50+	200+ survey respondents; 2:1 females to males; 20 members Task Force	College of the Rockies (Town of Golden)	Extensive survey with gap analysis
Nelson, BC	Creating an Age-Friendly Community: Assessing Needs and Priorities	April 19, 2011	55+	300+ survey respondents; 70% female: 30% male	Osprey Community Foundation	Grant-making tool with priorities and needs assessment; community resource mapping
Nelson, BC	Age Friendly Community Plan	September 2012	"Seniors"	42 interviews (70 invitations)	Nelson CARES	Collected data provides insight into the "thinking" of the community; snapshot of current ideas
Revelstoke, BC	An Age-Friendly Plan for Revelstoke and Area	June 17, 2009	55+, Average age of survey respondents : 73.	Survey respondents	Revelstoke Community Social Development Committee for The City of Revelstoke	Published Seniors Guide in 2010
Castlegar, BC	CRN Age Friendly Questionnaire	N/A	55+	N/A	Castlegar CRN	Modified WHO's Dimension language to fit the target population
Slocan, BC	Age Friendly Vision	June 2010	55+ (with survey open to all residents)	36 survey respondents (14% response rate), 26 females: 10 males. Appointed steering committee as a sub-committee of OCP	Village of Slocan	Integrated into Official Community Plan (OCP)
Kaslo, BC	Kaslo's 2013/14 Age-Friendly Community Project	March 24, 2014	"Seniors"	60 service providers; 800 consultations (group & individual); 41 seniors survey respondents	North Kootenay Lake Community Services Society	Age friendly assets and needs comparison; satisfaction and service utilization evaluations
Qualicum Beach, BC	Take Back Your Sidewalks Café: Final Report	November 2, 2010	51+	40 in café context; 30 female: 10 male; 21 evaluation forms completed	Canadian Institutes of Health Research & Vancouver Island University	Pedestrian-friendly design focus
Brantford, ON	A Community for a Lifetime: A Master Aging Plan	September 16, 2008	"Older adults"	40 service providers; 100+ seniors in focus groups; 15 community leaders; 16 individuals with discussion paper	Alzheimer Society of Brant	"Roadmap" for coordinated community service delivery
Vancouver, BC	The Age-Friendly Action Plan 2013-15	2012	55+	Consultations with 400 seniors, caregivers and organizations through six Seniors Dialogues in 2012	City of Vancouver Social Policy Division	Series of 60 action to make Vancouver age-friendly

With a thorough understanding of what other communities had done, the Task Force went about determining what aspects they could borrow and what aspects they would have to develop to ensure that the process fit the resources and the needs of the community.

Following Innoweave’s model, the Task Force worked to enable as many people as possible to commit to the AFCP process. Tactics to increase commitment included informing, consulting and involvement as many older adults as possible and do so in a way that lead to true engagement.

Figure 15: Why people commit



(Innoweave, 2013)

Terms of Reference

Golden’s AFCP Task Force is focused on assessing the needs of Golden & Area A residents 50+ years of age.

While anecdotally, one may hear of older adults relocating to Golden & Area A because their children and grandchildren have moved here, stories of older adults moving to the Okanagan, Lower Mainland, Victoria and Calgary for medical care are troubling.

AFCP Golden Vision

To summarize the vision of all of the many activities of older adult programs, services and the collective AFCP in Golden is very complex. The first iteration can include the following statements:

1. To ensure that Golden is a great community to be an older adult
2. To create a welcoming environment for older adults
3. To work together as a community to sustain a continuum of older adult services
4. To be a part of a model of community collaboration

AFCP Golden Goals

Following the work of Nelson Cares on their age friendly community plan, goals for Golden's AFCP would include:

- ✓ A measurable increase in support for seniors in Golden
- ✓ A measurable increase in the use of existing and new services by seniors over time
- ✓ An indication that organizations are working collaboratively to address the needs of seniors
- ✓ An indicator for tracking the level of satisfaction by seniors using services and supports
- ✓ Increased resources available to address senior' needs.
- ✓ An indication of how the chosen approach to services will ensure sustainable access to seniors in future years
- ✓ An indication of how the service model (action plan) might be expanded beyond Golden
- ✓ An increase in the Quality of Life (QoL) for 50+ residents

Survey Development and Pilot Testing

Along with the aforementioned previous project, AFCP's were examined from Nelson and proved to be of great assistance when setting up the framework in Golden. In order to generate Golden's own survey, the Task Force reviewed Nelson's survey (2011), Castlegar's CRN Age Friendly Questionnaire and the Village of Slokan's Age Friendly Vision (2010). In addition to those individual surveys, as a better practice outlined by the WHO, the Task Force reviewed over 1,000 questions from a variety of surveys across North America, which were compiled in the "Instrument Database" by the University of Waterloo.

The Task Force broke out into small groups of 2 or 3 individuals per AFCP Dimension and reviewed the many historic questions available. From that long list

of questions, the survey questions for Golden were refined and condensed over many iterations until the survey was finalized.

Before publishing the Golden AFCP survey, the Task Force tested it on themselves, for timing, grammar and insight gained. After another set of edits, the survey was ready for public consumption.

Fluidsurveys.com was used to create and format the final questions. This ensured that all respondents were looking at the same content and format. However, the online survey only took 11 'page views', while the printed copies were 22 pages in length, single sided. Printed copies were paper clipped so that the respondents could easily review questions that covered more than one page.

Survey Administration and Promotion

Once the survey was published, approximately 200 copies were circulated through the AFCP Task Force through the following channels in Golden:

1. Town of Golden Administration Office
2. College of the Rockies
3. The Golden Star
4. Golden Employment Services
5. Durand Manor
6. Abbeyfield House
7. Purcell View Affordable Housing
8. Mountain View Assisted Living
9. Royal Canadian Legion Branch #122
10. Golden Seniors Centre
11. AFCP Task Force Members

The online survey program, FluidSurveys.com was used to manage both responses and invitations. Thanks to the AFCP Task Force's contacts, invitations were sent out to 328 email addresses, which the Task Force thought were within the target market (local residents – full or part time, and 50 years of age or older).

Figure 16: AFCP Task Force members test the survey



By sending out survey ‘invitations’ through email, the Task Force could monitor if the target respondent opened the link, completed the survey or ignored. If a respondent did not complete the emailed survey in a few days, a reminder was sent through email. Just a few days before the closing of the survey, a final reminder was sent.

Figure 17: AFCP survey invitations and response summary

Total Emails Sent (including reminders)	565	Invitations Sent	328
Responses Through Invitations	148	Invite Response Rate	45.12%
Completions Through Invitations*	138	Invite Completion Rate*	42.07%

**The term Completions Through Invitations is slightly misleading as it is a FluidSurveys metric. Surveys can be considered “complete” even if respondents did not answer all questions or complete all pages. While these surveys may be thrown out in an academic environment, they were included in the AFCP project results to honour any and all participation from local residents.*

At the end of the survey period, all 60 hard copies that had been completed were collected at the above-mentioned locations and inputted into a Microsoft .csv file (comma separated) before being uploaded to FluidSurveys.com.

Survey Summary

Out of the 198 people that completed a survey, 143 checked this “I agree to participate” box.

The Task Force deemed all of those that completed the survey eligible, regardless if they checked this box on the first page or not. In the future, it may be best to make this a mandatory question.

Ineligible Survey Respondents

This survey was designed for those local residents (full or part time) that are 50 years old and older. Unfortunately, 6 respondents selected the “Under 50 years old” box in Question 10.1, and they had to be removed. Other respondents may not have selected any age, but their responses were retained, as we have no reason to believe that they were not eligible.

Also, another 7 respondents were removed because although they started the online survey, they did not complete one single question.

Creating an Age Friendly Community

The World Health Organization (WHO) describes several key features that make a community “senior-friendly”:

1. Outdoor spaces and public buildings are pleasant, clean, secure and physically accessible for people using wheelchairs, walkers, scooters, etc.
2. Transportation is accessible and affordable
3. Housing is affordable, accessible, well-built, well-designed, conveniently located near services and transportation, safe and secure
4. Social participation opportunities in leisure, social, cultural and spiritual activities accommodate older adults’ interests and abilities and include people of all ages and cultures
5. Respect and social inclusion fosters positive images of aging and intergenerational understanding
6. Civic participation and employment includes older adults’ desire to be involved in volunteering, becoming politically active, vote, and help ensure economic security through remaining employed or finding new employment
7. Communication and information is both readily accessible and in formats that are appropriate for older adults
8. Community support and health services are well-located, easily accessible, affordable and appropriate to older adults’ needs

Why Create an Age Friendly Community

The Town of Golden (with the administrative support of the College of the Rockies) secured a 2013 [grant](#) from the [Seniors' Housing and Support Initiative \(SHSI\)](#) to

complete an Age Friendly Community Plan. This planning process began in February and was completed in June 2014.

The SHSI was created by the [Ministry of Community, Sport and Cultural Development](#) to assist local governments to prepare for an aging population. The [Ministry of Health](#) supported the initiative by providing funds to incorporate a focus on age friendly projects.

Age friendly communities are communities where older people can live active, socially engaged lives through policies, services and structures designed to support them.

The SHSI program is intended to assist local government to support aging populations, develop and implement policies and plans and/or develop projects that enable seniors to age in place and facilitate the creation of age friendly communities.

Age friendly communities:

- Recognize the wide range of capacities and resources among older people
- Anticipate and respond flexibly to aging-related needs and preferences
- Respect decisions and lifestyle choices
- Protect those who are most vulnerable
- Promote inclusion and contribution in all areas of community life
- Enable people to age in place, which adds to their quality of life.
- Facilitates healthy aging, with physical, social and mental health opportunities.
- Allow older adults to participate in society without discrimination.

(The Chief Public Health Officer’s Report on the State of Public Health in Canada, 2010, p.6, cited in Murphy, 2011).

Community Profile

This project focused on the needs, satisfaction and priorities of older adults (50+ years of age), living (at least part of the time) in Golden & Area A.

Located in the East Kootenays on the intersection of the Trans Canada Highway and Highway #95, as well as at the confluence of the Columbia and Kicking Horse Rivers, the Town of Golden responsible for the management of municipal services. Area A’s activities, with no staff in the area, is based out of the Columbia Shuswap Regional District office in Salmon Arm. Area A includes the smaller unincorporated communities of Donald, the Blaeberry, Moberly, Field, Habart, Nicholson and Parson.

Geography

The community of Golden is also known as Kicking Horse Country. The Town of Golden includes just 11 square kilometers for 3,400 residents; the surrounding CSRD Electoral Area A includes over 13,000 square kilometer with 3,4000 residents.

Figure 18: Map of Golden & CSRD Area A



For this population of older adults, most of the social services are located within the Town limits. And most of the recreation (non built) amenities are located in Area A.

The habitable areas are spread out along major roadways and are characterized by valleys (Columbia River and Blaeberry Valley) and bench land. Transportation and commuting for all ages is made challenging by the mountains and rivers.

Weather and Climate

For full-time residents, Golden & Area A experiences four very distinct seasons. Average minimum and maximum temperatures range from – 5C in February to +17.3C in July (Government of Canada – Climate, 2014). But, in the more distant past, Golden residents have seen extremes of -46.1C and +40C.

Over the course of an average year, Golden will see 325.2mm of rain and 158.7cm of snow. Higher elevations receive more snow, but are often above the low-lying cloud ceiling due to a temperature inversion.

Figure 19: Golden A Weather Station July & December data.

Golden A Weather Station	July	December
Daily Average (°C)	17.1	-8.4
Daily Maximum (°C)	24.4	-5.1
Daily Minimum (°C)	9.7	-11.7
Rainfall (mm)	47.7	6.6
Snowfall (cm)	0	49.3

Source: National Climate Data and Information Archive: [1971-2000 Climate normals & averages](#); cited in CBRDI's Golden Community Profile – Fall, 2013

While the extreme humidex peaked at 38.5 in July 1998, average relative humidity (1500LST) sits at 57%.

Frost stops being a factor for farmers and backyard gardeners as of May 22, as long as the crop is harvested by September 22, providing 129 day growing season. But as far as sunny hours go, Golden is rated quite low compared to its neighbours.

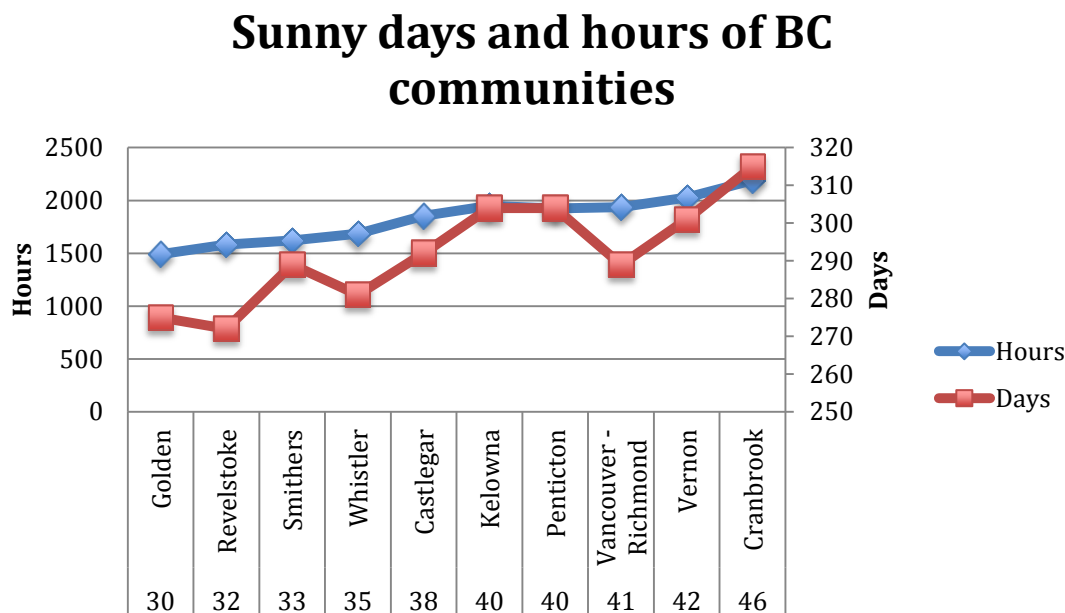
Figure 20: Table of sunny hours and days in Golden and other BC communities

Number of sunny hours and days a year on average

% Sun	Place	Hours	Days
30	Golden	1493	275
46	Cranbrook	2191	315
32	Revelstoke	1583	272
38	Castlegar	1854	292
41	Vancouver - Richmond	1938	289
35	Whistler	1684	281
33	Smithers	1621	289
40	Kelowna	1949	304
40	Penticton	1923	304
42	Vernon	2027	301

(Current Results, 2014)

Figure 21: Graphs of sunny hours and days in Golden and other BC communities



This data reinforcing what is often perceived: Golden does not get a lot of sun relative to other southern BC communities. And the amount of sunlight can have an impact on one’s outlook and health, whether or not they are very active outdoors or homebound.

Population Estimates

Both Golden and Area A are shrinking according to the Census since 2001. From 2006 to 2011, the Golden & Area A population decreased 2.1%.

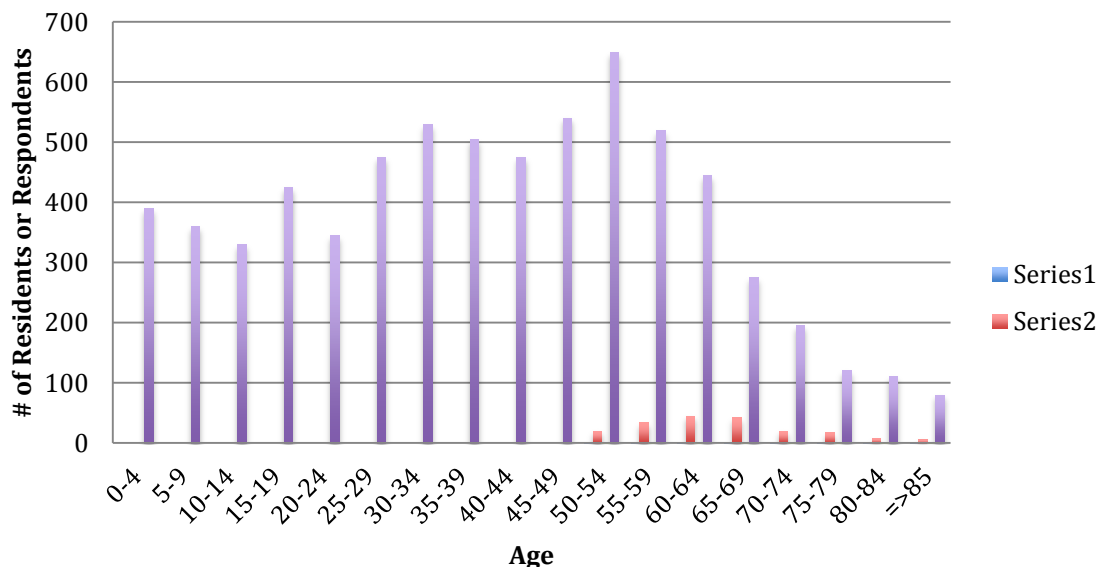
Figure 22: Golden Population and Dwelling Counts 2011

	2011 Population	2006 Population	2001 Population	2011 Area (km ²)	2011 Occupied Private Dwellings
Golden	3,701	3,811	4,020	11.41	1,539
Area A	3,065	3,097	3,135	13,458.29	1,324
Golden & Area A	6,766	6,908	7,155	13,469.70	2,863
BC	4,400,057	4,113,487		922,509.29	1,764,637

(BCStats cited in CBRDI, Golden Community Profile - Fall, 2013)

Figure 23: Golden & Area A Population in Age Groups

Golden & Area A (Series1) Age Characteristics and AFCP Respondents (Series2)



The mode of age ranges for Golden & Area A’s population is 50 to 54 years old and the mode of age ranges for AFCP survey respondents is 60 to 64 years old.

Figure 24: Golden & Area A Population & AFCP Sample

Kicking Horse Country (Golden Health Area)

	2011 AFCP %	2014 AFCP	2011%	2011
Age 55-64	45%	76	55%	965
Age 65-74	36%	60	27%	470
Age 75-84	15%	26	13%	230
Age 85 and over	4%	6	5%	80
Male	42%	71	53%	3650
Female	74%	124	47%	3256

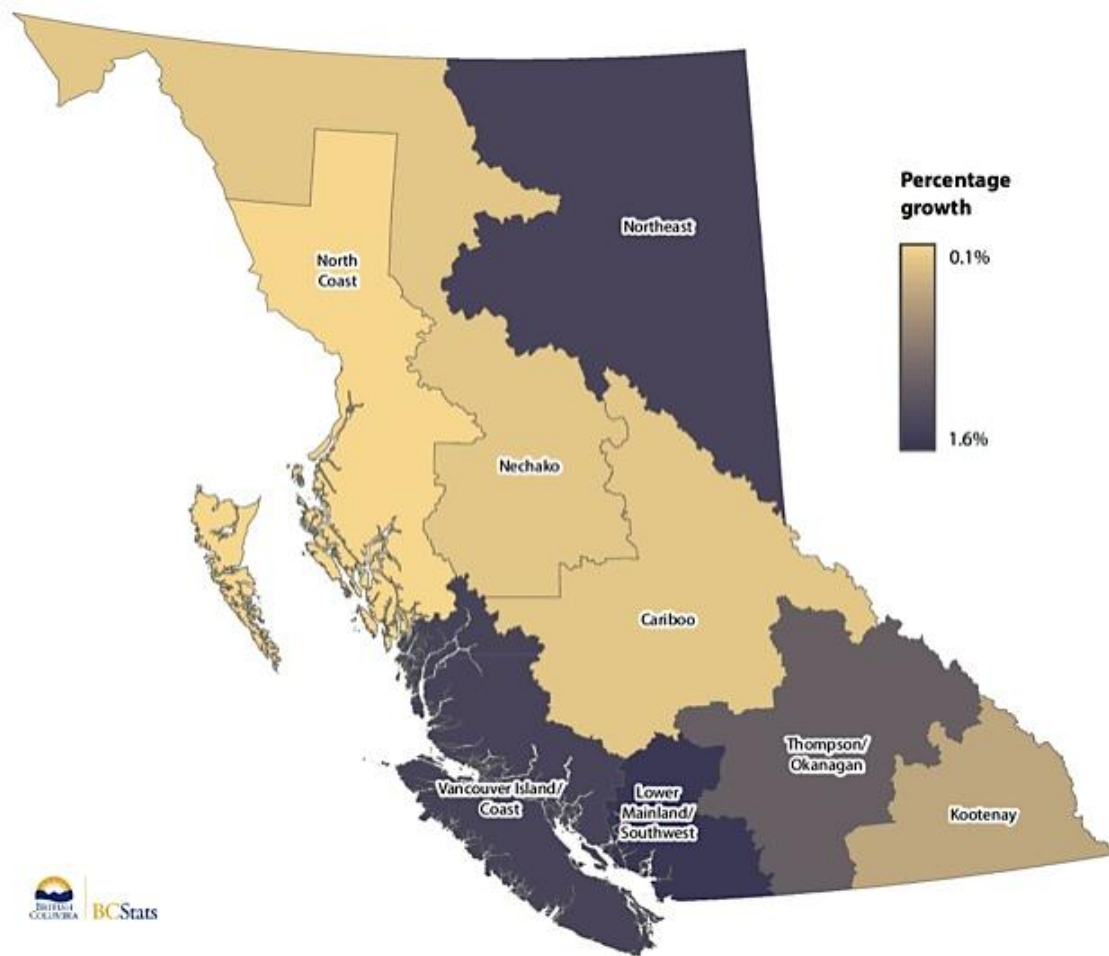
(Statistics Canada, Census 2011)

Population Projections

Population projections for the Thompson-Okanagan, of which Golden & Area A are a part of, show moderate growth, relative to BC. However, “the accuracy of the sub-

provincial population projections hinges on a number of assumptions including the accurate projections of future migration levels, the quality of the base population and the reliability of the projected BC level population” (BC Stats, 2013).

Figure 25: Average Annual Percentage Growth Projections 2013 - 2036



Looking just 5 years ahead to 2019, the proportion of 50+ in Golden & Area A residents will rise 3.2% to 40.8% of the local population (BC Stats, 2013). While few people will be retiring at the age of 50, it will take an increasing number of working age individuals to support a larger proportion of retired seniors (65+). Between 2013 and 2018, BC Stats expects the following population growth.

Figure 26: Population growth, 2013-2018

	Golden
Age 65+ Population	25.2%
Age 75+ Population	26.6%
Age 85+ Population	38.5%
Total Population Growth	4.7%

(BC Stats, 2013)

Housing

Golden households (2.4) are slightly smaller on average than the BC average (2.5), and Area households are smaller still (2.3). Of the AFCP survey respondents, the average household size was 1.8. While there is no immediate cause for concern, it should be noted that smaller household size could impact loneliness and an older adult's family support network. With smaller households, fewer residents shoulder the total household costs.

Figure 27: Household size

	Golden	Golden %	Area A	Area A %	AFCP Golden	AFCP Golden %	BC	BC %
Total Households	1,540	100.0%	1325	100%	193	100%	1,764,640	100%
1 Person	425	27.6%	355	27%	46	24%	498,925	28%
2 Persons	550	35.7%	550	42%	136	70%	613,270	35%
3 Persons	260	16.9%	180	14%	7	4%	264,135	15%
4 Persons	210	13.6%	165	12%	4	2%	237,725	13%
5 Persons	65	4.2%	50	4%	0	0%	91,600	5%
6+ Persons	30	1.9%	15	1%	0	0%	58,985	3%
Average Persons per Household	2.4		2.3		1.8		2.5	

(Statistics Canada, [Census 2011](#))

Figure 28: Dwellings by structure type

	Golden	Golden %	BC %	British Columbia
Total number of occupied private dwellings	1,540	100.0%	100.0%	1,764,635
Single-detached house	920	59.7%	47.7%	842,120
Apartment, building that has five or more storeys	0	0.0%	8.2%	143,970
Movable dwelling	230	14.9%	2.7%	46,960
Semi-detached house	80	5.2%	3.0%	52,825
Row house	110	7.1%	7.4%	130,365
Apartment, duplex	60	3.9%	10.4%	184,355
Apartment, building that has fewer than five storeys	130	8.4%	20.5%	361,150
Other single-attached house	5	0.3%	0.2%	2,885

(Statistics Canada, [Census 2011](#))

Golden has significantly more single detached homes than BC as a percentage of total dwellings. But the biggest difference is in the percentage of movable dwellings

(or mobile homes), which is 6 times more than BC. This large number of mobile homes may mean that older adults have an opportunity to spend less on their home costs.

With respect to duplex apartments and apartment buildings with fewer than five stories, Golden falls below the provincial percentages.

A homes age may tell how age-friendly it is. Older homes may have steeper stairwells, less accessibility in bathrooms and require more home maintenance. Up until 1970, Golden’s dwellings’ age as a proportion of the total is quite consistent with the provincial percentage total. However, from 1971 to 1980, there was a significant home construction boom in Golden compared to the rest of the province (31.0% vs. 21.5%).

Unfortunately, during the period from 1981 to 2006, Golden has seen much smaller growth compared to BC. (31.3% vs. 47.3% of total dwellings). This stat suggests that, in general, Golden’s housing stock is older than the BC average. Older houses would be built to older, less stringent building codes, with less energy efficiency, thereby resulting in higher household energy costs.

Figure 29: Dwelling by period of construction (Census 2006)

	Golden	Golden %	BC %	BC
Total number of occupied private dwellings	1595	100.0%	100.0%	1,643,150
Before 1946	120	7.5%	7.9%	129,240
1946 to 1960	170	10.7%	10.6%	174,250
1961 to 1970	315	19.7%	12.8%	209,685
1971 to 1980	495	31.0%	21.5%	353,310
1981 to 1985	125	7.8%	9.2%	150,850
1986 to 1990	95	6.0%	9.1%	150,005
1991 to 1995	65	4.1%	11.8%	193,695
1996 to 2000	125	7.8%	8.9%	145,665
2001 to 2006	90	5.6%	8.3%	136,450

(Statistics Canada, [Census 2006](#))

Housing stats for CSRD Electoral Area A are harder to find. Also, while all dwellings must be built to BC Code, there is no building inspection in Area A. Therefore, conclusions on Area A housing cannot be made in this report, although it is safe to assume that Area A housing stock would not be built to a higher level than in the Town of Golden.

Housing Summary

An older housing pool will likely result in a need for higher energy resources and maintenance to maintain it. Increased resources and increased costs can make living in older homes more expensive.

Golden has a lower than BC average for apartments as a percentage of all dwellings. This may mean that older adults spend more time and money on housing costs while in their single-family homes. With fewer apartments, it may mean that Golden’s older adults do not have the option to move into a smaller structure like an apartment or duplex as readily available as other communities.

To Learn More About Housing

For more information on Golden’s housing needs, please see the [Golden Housing Needs Assessment](#) by Butler Associates Consulting and Bazink Solutions Inc. from 2010.

Income Levels

It is very difficult to pull out the income levels of older adults in Golden. For the purpose of this plan, one can use the CBRDI data for Golden, which uses the tax returns in 2009, and compare it loosely to the AFCP survey responses for those 50+ years old.

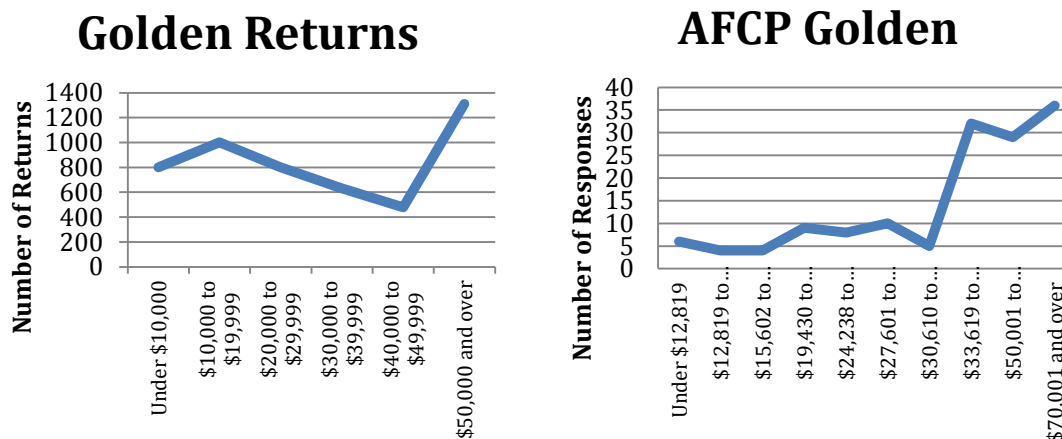
While both sets of data use arbitrary and different income groups, the graphs below the table show that both data groups very roughly follow the same curve. Flatness shown on the lower income levels of the AFCP Golden data can be attributed to the increased number in lower income segments.

Figure 30: Earnings and income and AFCP surveyed income before taxes

	Golden	AFCP Golden	
Total number of returns	5,010	191	Total Number of Responses
Total income reported (\$000)	180,984		
Number of returns under \$10,000	800	6	Under \$12,819
Number of returns \$10,000 to \$19,999	1,000	4	\$12,819 to \$15,602
		4	\$15,602 to \$19,429
		9	\$19,430 to \$24,237
Number of returns \$20,000 to \$29,999	800	8	\$24,238 to \$27,600
		10	\$27,601 to \$30,609
Number of returns \$30,000 to \$39,999	630	5	\$30,610 to \$33,618
Number of returns \$40,000 to \$49,999	480	32	\$33,619 to \$50,000
Number of returns \$50,000 and over	1,310	29	\$50,001 to \$70,000
		36	\$70,001 and over
		48	Prefer not to answer

(CBRDI 2014, Tax Returns, 2009)

Figure 31: All returns for Golden and reported AFPC Golden income



From the AFPC survey, the average (mean) income level indicated was \$30,610 to \$33,618. The mode or most frequently selected option was \$70,001 and over.

This suggests that the survey respondents may be generally more affluent than the general population of the same ages. This result could also be due to people over estimating their income or income growth between 2009 and 2013 that would not show up in the 2009 data.

Golden Local Health Area Profile

The Interior Health Authority (IH) manages acute and community care services in Golden and cover the entire Golden Local Health Area (LHA). The most recent Local Health Profile for Golden and Area A was completed in 2013. The follow section includes information pulled from the 2010 and 2013 reports.

Life Expectancy

Golden’s life expectancy at birth is 81.1 years – 84.4 years for women and 78.5 years for men (BC Stats, 2011) This is in-line with all IH (80), the EKHSA (81) and BC (81) (IHA, 2010). However, 2007/2009 data from the CANSIM Table 102-4307, shows a 3 year average of 79.6 years, lower than BC’s 81.7 and Canada’s 81.1 years (2014).

Standardized Mortality Ratios

“Diseases of the Circulatory System were the leading cause of death in the Golden LHA and accounted for 35.87% of the total deaths in the Golden LHA. Of the 66 deaths caused by Diseases of the Circulatory System, 33.33% were under 75 years of age.” (IHA, 2010)

There were more deaths than expected due to:

- Arteries/Arterioles/Capillaries, and
- Diseases of Circulatory System. (Golden LHA, 2003 to 2007)

There were no less deaths than expected. (BC Vital Statistics Agency, Annual Report 2007, cited in IHA's Golden Local Health Area Profile, by the IHA, 2010.)

Preventable Chronic Disease

"Of the conditions reported [in the Golden LHA, 2003 to 2007], Depression/Anxiety is the most prevalent chronic disease among residents of the Golden LHA, with a rate of 16.3%. This is lower than the rate of Depression/Anxiety for EKHSA, IHA and BC." (IHA, 2010)

Inpatient Surgical Case Rate

"Golden residents have a higher age standardized Inpatient Surgical case rate than Interior Health and B.C. residents, but slightly lower than the EKHSA rate. Age standardized Surgical Day Care case rates for Golden residents are lower than EKHSA, Interior Health and B.C. residents. Golden and EKHSA Surgical Day Care rates may be understated due to unavailability of data for use of services in Alberta." (IHA, 2010)

Home Support & Community Care

"Golden residents have one of the highest crude rates of Home Support clients per 1,000 65+ population of all Interior Health Local Health Areas. The Home Support hours rate is lower than the EKHSA rate and higher than the IH rate. Adult Day Services client rates for Golden are similar to the HSA and IH rates and the days rate is lower than the EKHSA rate and higher than the IH rate" (IHA, 2010).

"The Residential Care Days rate is higher than rates for EKHSA (31,172) and IH (30,371). The Golden Assisted Living Days rate is the highest per 1,000 65+ population of all Interior Health Local Health Areas" (IHA, 2010).

The Golden LHA surpasses the target (79 beds per 1,000 75+ population) in Home and Community Care bed rate targets. It also has a higher Residential Care & Short Stay and Assisted Living bed rate (with a target of 14 beds per 1,000 75+ population) than the EKHSA and IH (IHA, 2010).

Assisted Living units, Residential Care and Short Stay beds, and therefore, total home and community care beds per 1,000 individuals in the 75+ population, have decreased between 2011/12 (92.1) and 2012/13 (103.2) (IHA, 2013).

Activity

Obesity rates for 18+ population in East Kootenay are at 22.0% and have risen 8.6% between 2003 and 2013 (Statistics Canada, 2014).

"East Kootenay HSA residents have a higher percentage of population who report being active or moderately active when compared to the provincial and national rates, but a lower percentage than the Interior Health rate (IHA, 2010)." Yet, "a higher percentage of East Kootenay residents reported being either overweight or obese" compared to the regional (Interior Health), provincial and national rates (2010). In 2012, the Canadian Community Health Survey from Statistic Canada showed similar

results. To improve these stats, the Golden LHA Profile recommends individuals get regular physical activity, eat healthy, and eliminate tobacco use (2010).

To Learn More About Health

For more information about Health, and the many other Canadian Community Health Survey indicators, please see: [Stats Can](#) and [Interior Health](#).

Note:

“The Standardized Mortality Ratio (SMR) is the ratio of the number of deaths occurring to residents of a geographic area (e.g. Golden LHA) to the expected number of deaths in that area based on provincial age-specific mortality rates. An SMR less than 1 indicates fewer observed deaths than expected while an SMR greater than 1 indicates more deaths than expected. The SMR (all causes of death) for Golden is 1.06, which means there were slightly more, but not statistically significant, deaths than expected, given provincial rates.” (IHA, Golden Health Profile – 18, March, 2010)

Mode of Transportation to Work 2005

While many 50+ year old Golden & Area A residents are retired, when looking at the total employed labour force 15 years and older, Golden is ahead of the provincial average for using active transportation (walking or cycling) to get to and from work.

Figure 32: Modes of transportation to work in Golden and BC (2005)

	Golden	Golden %	BC %	British Columbia
Total employed labour force 15 years and older	1,965	100.0%	100.0%	1,890,055
Car, truck, van - as driver	1,350	68.7%	71.6%	1,353,790
Car, truck, van - as passenger	190	9.7%	7.7%	145,840
Public transit	15	0.8%	10.3%	195,145
Walked	285	14.5%	6.9%	130,280
Bicycle	80	4.1%	2.0%	37,365
Motorcycle	10	0.5%	0.3%	5,940
Taxicab	0	0.0%	0.1%	2,295
Other method	35	1.8%	1.0%	19,380

(Statistics Canada, [Census 2006](#))

Compared to the rest of BC, more than twice the percentage of Golden residents walk to work (14.5% vs. 6.9%). This is likely due to Golden’s compact size, the residents’ outdoor and active lifestyle; and facilitated by the 10km Rotary Trail network and other active transportation initiatives.

Unfortunately, Golden has a very small percentage of residents that take public transit or a taxi to work, which may impact those less mobile and less affluent workers. To counter this, Golden has a culture of hitchhiking and there is even a Facebook group called “Golden Ride Shares” that helps to match drivers and passengers for daily or special trips from Vancouver, BC to Quebec.

Figure 33: Durand Manor and Mountain View are centrally located in Golden



Person-Environment Fit

While the term person-environment fit has been used for over 30 years (http://en.wikipedia.org/wiki/Person%E2%80%93environment_fit, 2014), Ontario's Finding the Right Fit: Age Friendly Community Planning defines it specifically as:

“Person-environment fit (p-e fit) means the relationship between a person’s physical and mental capacity and the demands of his or her environment.¹¹ many approaches (for example, universal design, walkability or livable communities) based on the p-e fit concept seek to reduce environmental burdens so that older adults can age in place, age well and maintain independence.

Most people experience some decline in capacity as they age. Age-friendly communities aim to decrease the environmental demands on an individual, maintain a desirable p-e fit and enhance quality of life.

People with higher ability levels living in environments with lower demand levels create a desirable p e fit and appropriate conditions for aging in place. Lower levels of ability in conditions of high environmental demand create an undesirable p-e fit, which contributes to poorer quality of life.

Assessing individual needs can help identify tangible opportunities for improving a community’s age-friendliness by highlighting gaps in the community resources that should be supporting older adults’ needs. To do this, you have to collect information about:

The person: older adults’ ability to complete activities of daily living and their perceptions of what is relevant for achieving a high Quality of life (QoL) (for example, personal relationships, walkable neighbourhoods, etc.).

The environment: the extent to which your community’s physical and social environments support older adults’ ability to live independently, and whether these resources and the way we treat older adults fosters a high QoL.

A needs assessment based on p-e fit can help you accurately and clearly define existing gaps that threaten your community’s age-friendliness and that present opportunities for improvement.

(Ontario, Finding the Right Fit: Age Friendly Community Planning, 2011)

8 Dimensions of AFCP

For the first iteration of Golden’s AFCP process, the Task Force asked respondents about all 8 standard Dimensions of the WHO’s age friendly community planning.

1. Outdoor spaces and public buildings
2. Transportation
3. Housing services
4. Social participation
5. Respect and social inclusion
6. Civic participation and employment
7. Communication and information
8. Community support and health services

AFCP Survey Analysis

The following sections outline the results and conclusions of Golden’s AFCP survey and findings. First, the question, as written in the AFCP survey, is listed in **bold** type and follows the question numbering format. Consolidated responses to each question (referred to as Q1.1, Q1.2, and so on) are illustrated in a table or chart. Sometimes, when the data allowed, a gap analysis was performed and the resulting data explained.

Application of Likert-Type Scale

But in order to perform a gap analysis, first the data needed to be transposed into a Likert-type scale. To do that, the attitudinal responses to importance, satisfaction, and frequency questions were assigned scores from 1 to 5.

Table 1: Likert-type values for importance, satisfaction and frequency

Golden’s AFCP Likert Values						
Scale	1	2	3	4	5	No Opinion
Importance	Not important at all	Somewhat important	Neutral	Important	Very important	No Opinion
Satisfaction	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	No Opinion
Frequency	Never	Rarely	Sometimes	Often	Always	

This assignment of numerical values assumes that the range of responses is linear. Another popular Likert-type scale of 1 to 7 could be used, but that would require seven response options, which would overly complicate the process.

It is important to note that the AFCP survey offered the ‘No opinion’ response, which allows respondents without any experience or feelings about each variable to opt out of answering. By opting out with ‘No opinion’ their response will not be assigned a Likert-type scale value and will not skew the consolidated response values.

For each question using the Likert-type scale, the cumulative values were summed and divided by the number of responses to that question in order to get a mean or average value.

Equation 1: Arithmetic mean

$$AM = \frac{1}{n} \sum_{i=1}^n a_i = \frac{1}{n} (a_1 + a_2 + \dots + a_n)$$

(Wikipedia, 2014)

$$\text{Mean}_{\text{AFCP Variable}} = 1/n * (\text{score}_1 + \text{score}_2 + \dots + \text{score}_n)$$

Equation 2: Gap analysis formula

$$\text{Gap}_{\text{AFCP Variable}} = \text{Importance}_{\text{AFCP Variable}} - \text{Satisfaction}_{\text{AFCP Variable}}$$

Equation 3: Gap analysis example

$$\text{Gap}_{\text{AFCP Variable}} = \text{Importance}_{\text{AFCP Variable}} - \text{Satisfaction}_{\text{AFCP Variable}}$$

- **Sidewalk condition and availability**

$$\text{Gap}_1 = \text{Importance}_{\text{Sidewalk condition and availability}} - \text{Satisfaction}_{\text{Sidewalk condition and availability}}$$

$$\text{Gap}_1 = 4.4 - 3.2$$

$$\text{Gap}_1 = 1.2$$

- **Public Washrooms**

$$\text{Gap}_2 = \text{Importance}_{\text{Public Washrooms}} - \text{Satisfaction}_{\text{Public Washrooms}}$$

$$\text{Gap}_2 = 3.8 - 3.3$$

$$\text{Gap}_2 = 0.5$$

Once the gap between perceived importance and satisfaction has been calculated, the Task Force prioritized the gaps by comparing them against each other.

**Where Sidewalk condition and availability = Gap₁ = 1.2,
and Public Washrooms = Gap₂ = 0.5**

$$\text{Gap}_1 = 1.2 > \text{Gap}_2 = 0.5$$

Therefore, addressing sidewalk condition and availability should be a more immediate community priority than public washrooms.

A later section will outline recommendations for prioritizing and addressing these gaps.

Outdoor Spaces and Public Buildings

“The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people and affect their ability to ‘age in place.’ ... The recurring themes in cities around the world are quality of life, access and safety. (WHO, global Age-friendly cities: A guide, 2007: 12)

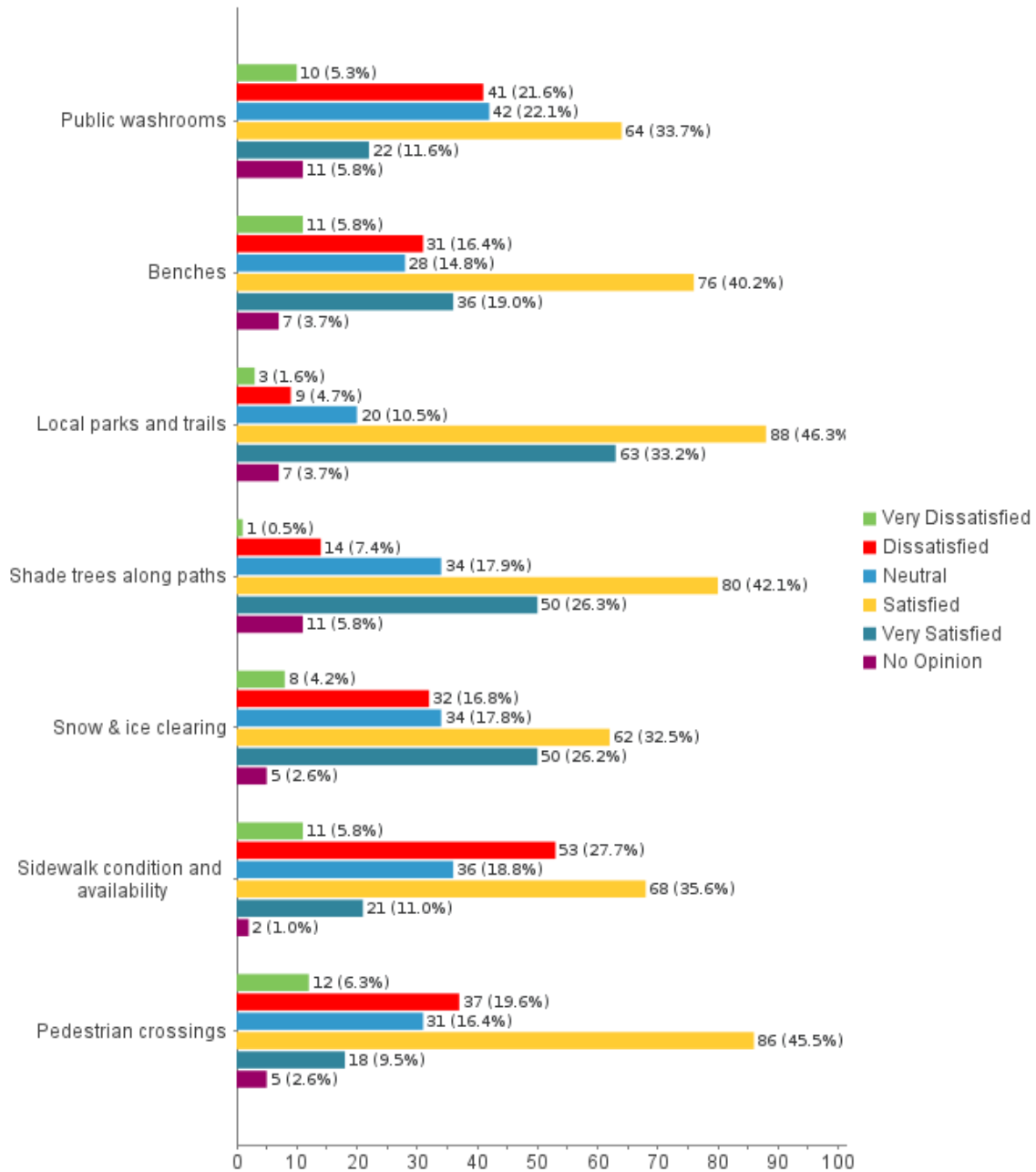
An accessible community is one where people of all abilities, including older adults, have the opportunity to participate in everyday life fully and in safety. Accessibility includes:

- *Indoor and outdoor spaces, both publicly and privately owned, that an individual might use as part of their daily activities, such as streetscapes, parks, grocery stores and pharmacies;*
- *The removal of barriers that limit opportunities for individuals with disabilities to participate actively in society or to access vital health and social services.*

Accessibility requires a much broader shift in awareness and attitudes and extends to questions of safety and perceptions of safety. How safe older adults feel in their communities can affect almost every aspect of their daily lives. A neighbourhood that people consider unsafe does not encourage outdoor activities or engagement with the community, limiting opportunities for physical fitness and social participation. Crime, traffic, noise and poor lighting are all safety factors, as well as social issues such as the extent of social interaction and mutual respect among citizens living in a neighbourhood. Improved community connections and awareness can enhance safety and security.”

(Ontario, Finding the Right Fit: Age Friendly Community Planning, 2011)

Q1.1. Please rate your satisfaction with the availability, accessibility and convenience of the following outdoor spaces and public facilities in Golden and/or Area A for older adults (aged 50+):



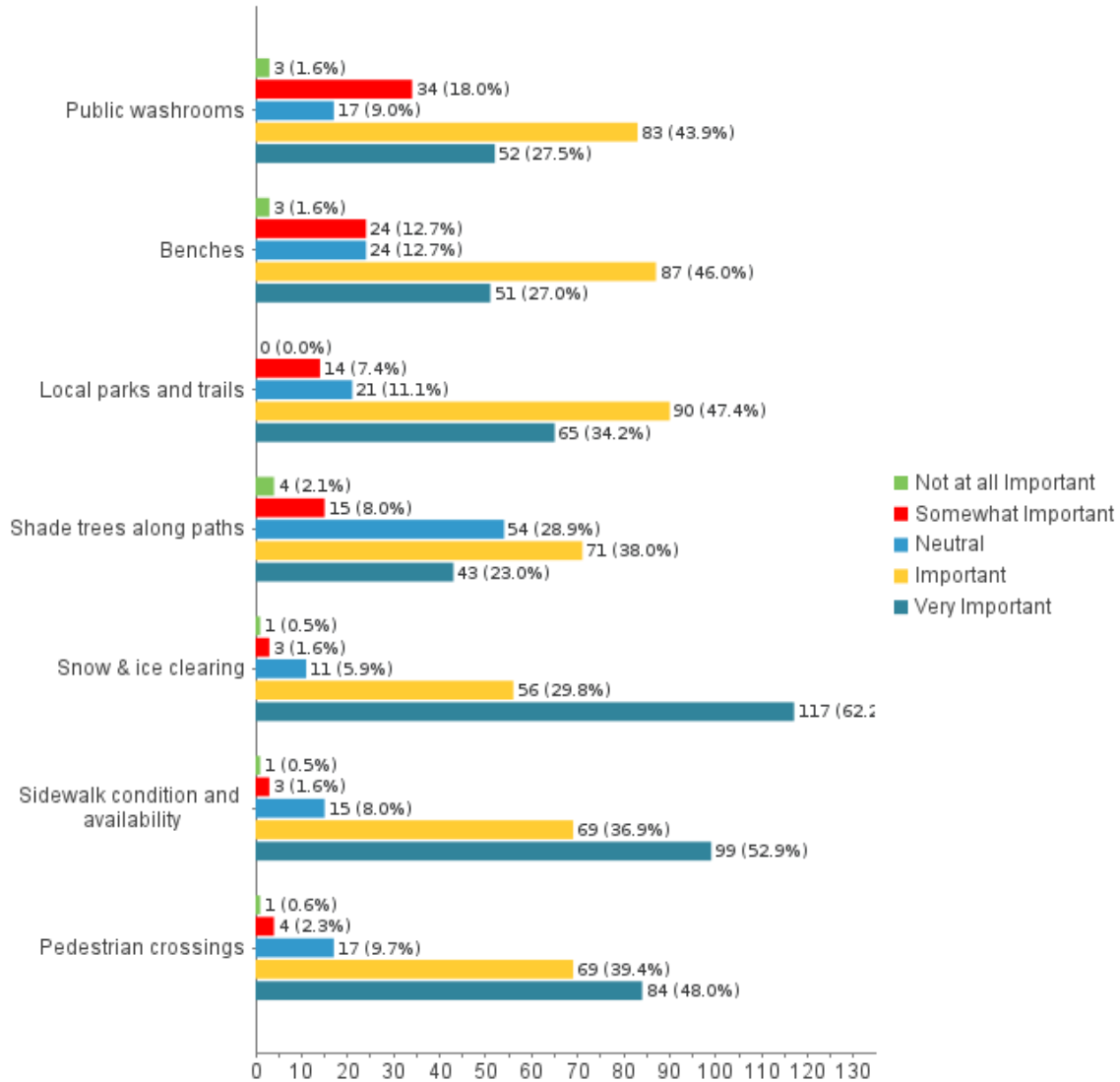
The satisfaction results above are quite complex. While “Public washrooms” were rated relatively poorly, there are in fact, 7 public washrooms found throughout the Town of Golden. Golden’s public washrooms are maintained by Town staff and contractors (as in the case of the Municipal Campground washrooms). The Rotary Club will be installing another public washroom at Confluence Park in summer 2014. While we were unable to drive deeper in the AFCP survey, the Task Force

wondered if the source of dissatisfaction was with a lack of awareness of the public washrooms available, a lack of signage (on the buildings or maps) or assumption of poor availability or accessibility of public washrooms. However, the Task Force needs to accept the AFCP survey results as they are and encourage those responsible for public washrooms (and all other variables) to review the data and determine how and when they can make improvements.

Figure 34: Public washrooms in Spirit Square



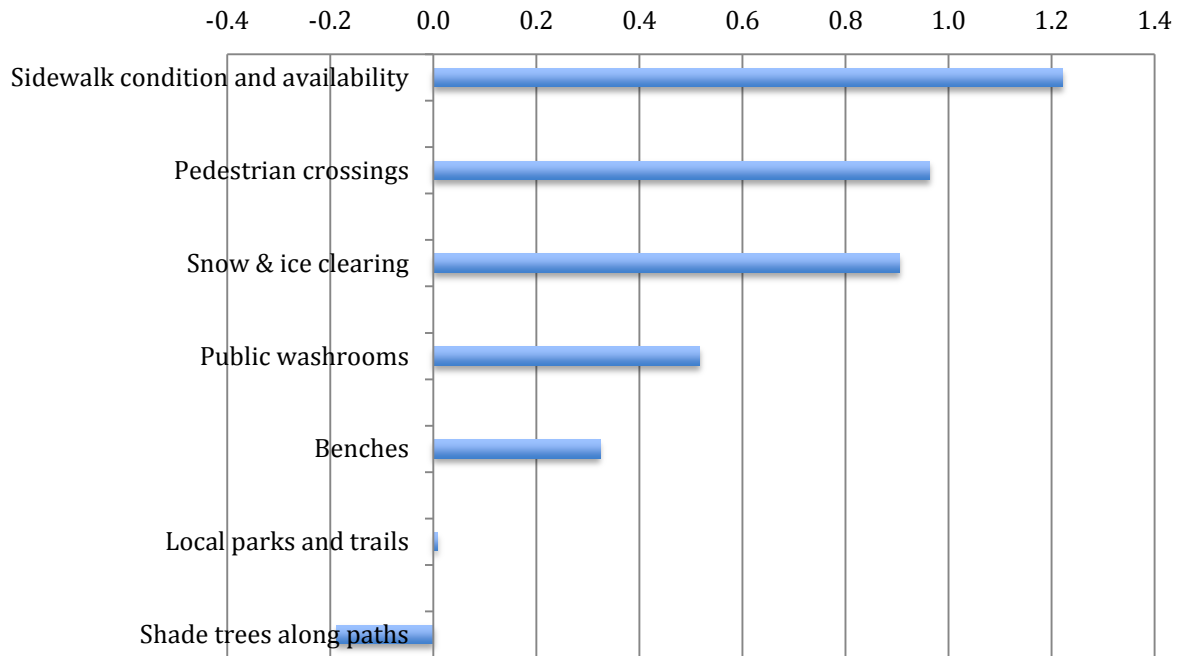
Q1.2. Please rate how important the availability, accessibility and convenience of the following outdoor spaces and public facilities in Golden and/or Area A for older adults (aged 50+) is to you:



The importance of being able to get around safely from one’s home to outdoor spaces and public buildings cannot be overstated. Older adults need to negotiate sidewalks, pathways, pedestrian crossings in the winter and summer. Golden’s climate and precipitation can make this particularly challenging for those that are less mobile or confident.

Gap Analysis: Importance - Satisfaction

Q1.1 & 1.2 Outdoor Spaces and Public Buildings: Importance - Satisfaction

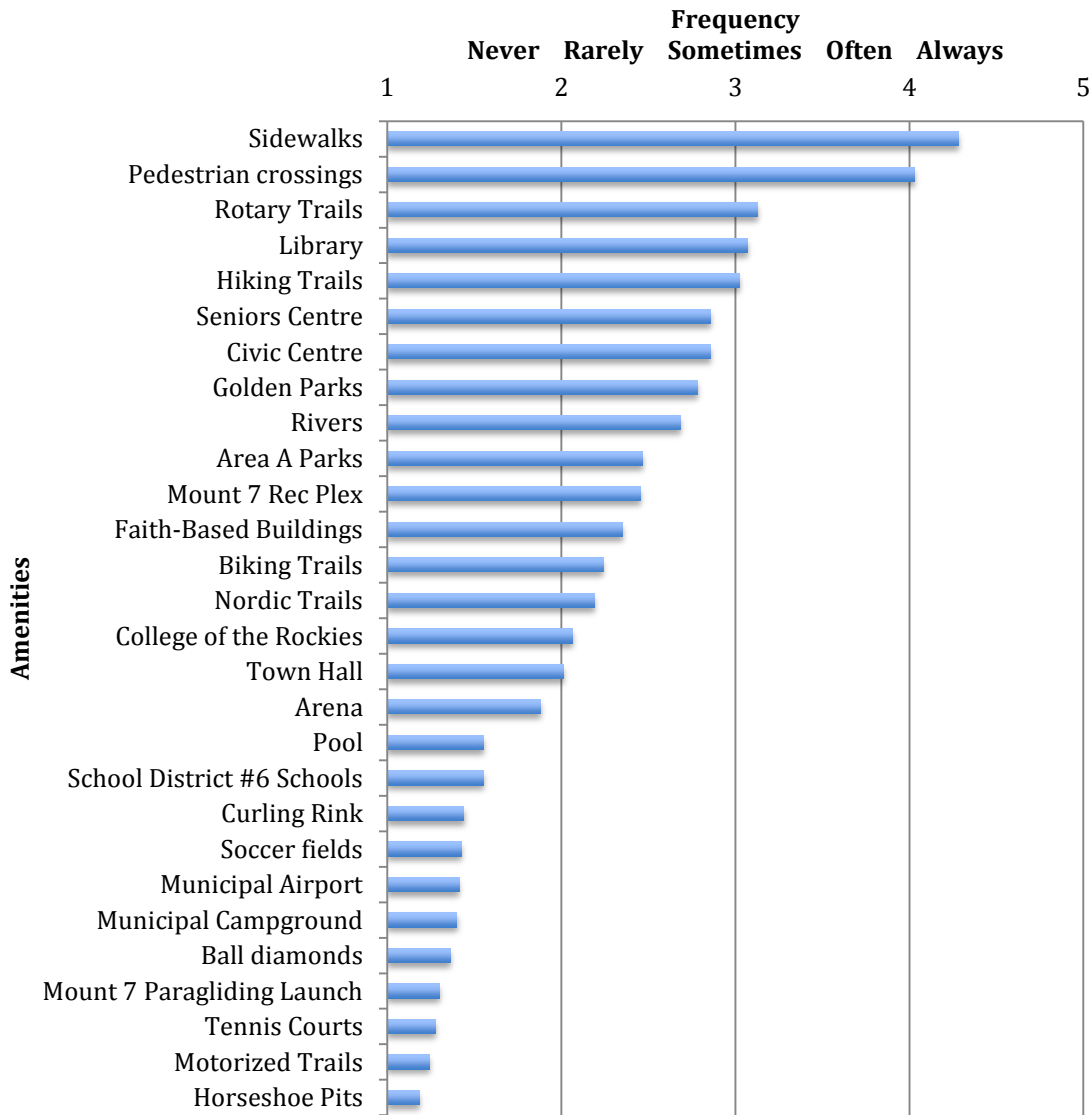


Therefore, if all other factors were equal, outdoor spaces and public buildings action items and resources should be prioritized in the following order:

- Sidewalk condition and availability
- Pedestrian crossings
- Snow & ice clearing
- Public washrooms
- Benches
- Local Parks and trails
- Shade trees along paths

Q1.3. Thinking back over the past 12 months, how often did you use each of the following facilities or amenities?

Q1.3 Frequency of use of Outdoor Spaces and Public Buildings



Q1.3 was transposed into a Likert Scale for analysis. It comes as no surprise that the most commonly used outdoor spaces and public buildings are the walking and cycling areas of the community. Nearly everyone surveyed uses sidewalks, pedestrian crossings, and most use the Rotary Trails.

Respondents reported to use the Horseshoe Pits, Motorized Trails and Tennis Courts the least.

The Okanagan Regional Library in Golden was the most frequented Public Building, with Civic Centre, Seniors Centre, Mount 7 Rec Plex and Faith-Based Buildings trailing.

The least used public building was the Curling Club, followed closely by the Pool. While these facilities are quite seasonal in nature, this may cue the Clubs and the building owners to find ways to increase utilization.

Most frequently used:

1. Sidewalks
2. Pedestrian crossings
3. Rotary Trails

Least frequently used:

1. Horseshoe Pits
2. Motorized Trails
3. Tennis Courts

Most frequently used buildings:

1. Okanagan Regional Library in Golden
2. Civic Centre
3. Seniors Centre
4. Mount 7 Rec Plex
5. Faith-Based Buildings

To show these collected responses geographically, the consolidated usage scores for each space were assigned colours based on survey response usage. A coloured circle representing each space was then placed on the map of Golden shown below. Together, the frequency of usage of each space can reveal traffic patterns.

The Recommendation section will outline opportunities for integrating this information into other proposed infrastructure projects, community-driven projects and programming.

Figure 35: Heat Map using Q1.3 frequency of use responses



Connecting the dots between the more frequently used outdoor spaces and public buildings, one must think about the active transportation routes. If one tries to connect the high use locations via sidewalks, the same map above may look like this.

Figure 36: Heat Map and proposed AFCP sidewalk corridors



As the Rotary Trails often follow more direct human flow patterns, and are frequented often by the AFCP survey respondents, special attention could be paid to them in order to make the age-friendly.

Figure 37: Heat Map and proposed AFCP sidewalk and trail corridors



Combined, Golden can become more age-friendly by focusing efforts at improving both the sidewalks and trails between the highest frequented public buildings. As those areas are built up, improvements can be made which radiate outward. Focused improvements like these benefit not just older adults but residents and visitors of all ages.

Q1.4. Please feel free to provide any other comments about Outdoor Spaces and Public Buildings for older adults in Golden:

Response	Chart	Percentages	Count
General Buildings & Facilities		23%	19
Getting Around		45%	37
Parks		14%	12
Pool		6%	5
Public Washrooms		9%	8

Getting Around accounted for 45% of the open comments, which should reveal that while public buildings are often the destination of older adults, getting to and from them presents many challenges.

Additional AFCP survey respondents’ comments on Outdoor Spaces and Public Buildings can be found under Q1.4. in Appendix B.

Outdoor Spaces and Public Buildings Summary

“Sidewalks and trails serve as critical links in the transportation network providing pedestrian access to commercial districts, schools, businesses, government offices, and recreation areas. Because sidewalks and trails provide such fundamental services to the public, they should be designed to meet the needs of the maximum number of potential users.”

(http://www.fhwa.dot.gov/environment/bicycle_pedestrian/publications/sidewalk2/sidewalks201.cfm#ben, 2014)

Two key themes can be pulled from the above responses:

4. Access
5. Utilization

While individual groups and businesses may find opportunities to increase utilization of the less frequented spaces, public resources should be dedicated to maintaining the most utilized outdoor spaces and building buildings and providing easy access to each.

Integration of multiple user groups, project partners and an engaged community fill be necessary to maximize the impact of resources (human, financial and time) into future outdoor spaces and public buildings projects.

In order to integrate these players and resources, “an open exchange of pedestrian-friendly environmental design information to identify factors in the built environment known to promote or hinder safe, convenient, and easy access for seniors” will need to be created (Qualicum Beach, 2011).

Transportation

“Transportation, including accessible and affordable public transport, is a key factor influencing active aging. ... in particular, being able to move about the city determines social and civic participation and access to community and health services.” (WHO, Global Age-Friendly Cities: A Guide, 2007: 20)

Personal mobility and transportation options determine an older adult’s mobility.

Personal mobility is directly influenced by:

- *Physical and mental health status*
- *Access to personal transportation*
- *Proximity to important amenities.*

Mobility is also indirectly affected by:

- *Perceptions of safety*
- *Awareness of alternative transportation options.*

At a community scale, mobility is affected by:

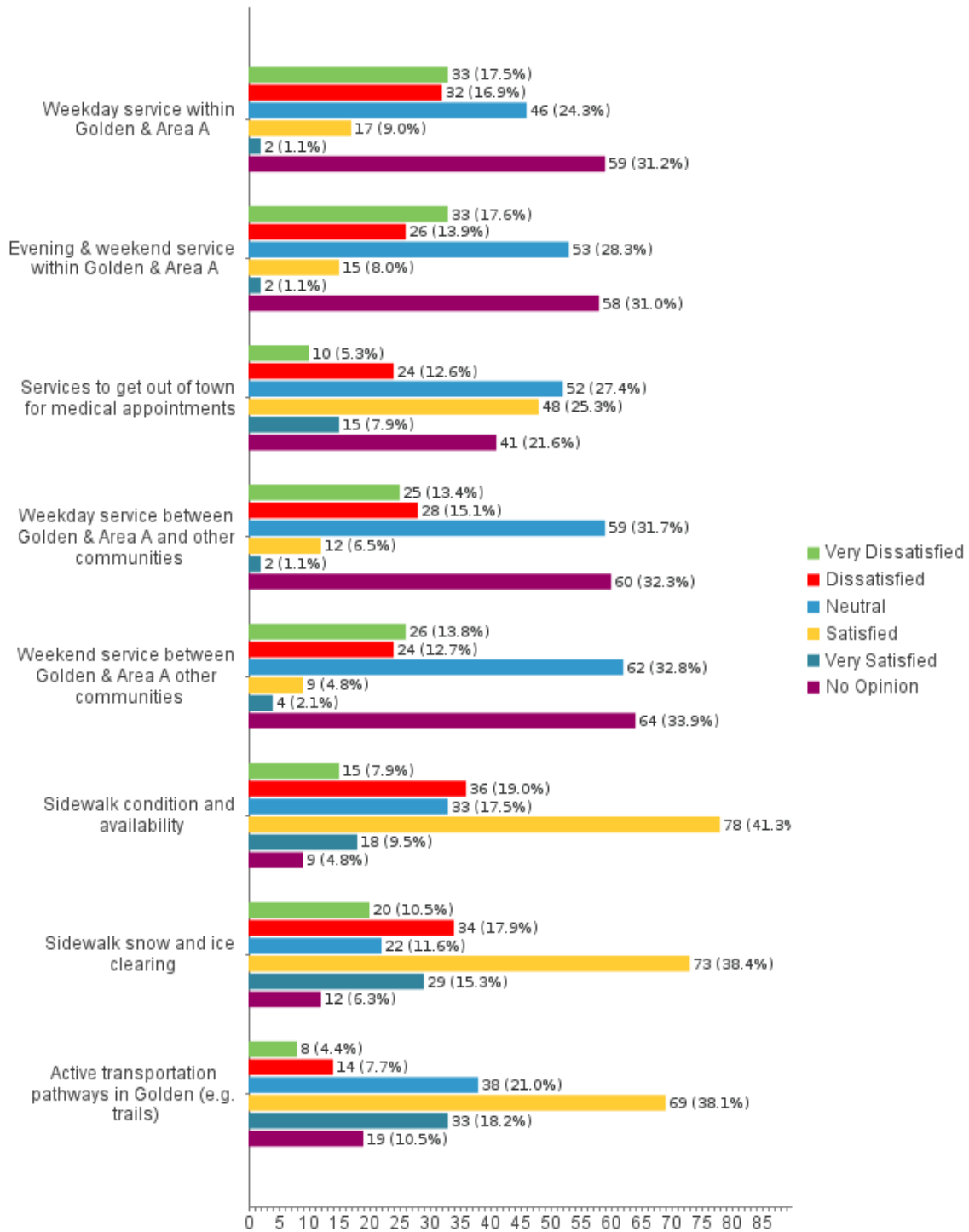
- *Quality and design of transportation infrastructure such as signage, traffic lights and sidewalks;*
- *Access to reliable, affordable public transit; this is increasingly important when driving may become stressful or prohibitive.”*

(Ontario, Finding the Right Fit: Age Friendly Community Planning, 2011)

Transportation History

- Kicking Horse Mountain Resort partnered with Mount 7 Taxi to offer a bus service between Golden, the hotels on the Trans Canada Highway frontage and Kicking Horse Mountain Resort. This arrangement carried on as a contract relationship for a number of years.
- With 16 hour per day service, Snow Shuttle ridership reached 26,000 visitors in 2006/07, spurring the Town of Golden to partner with BC Transit and create Kicking Horse Transit.
- Kicking Horse Transit service covered all communities in Golden & Area A (except Field and Kicking Horse Mountain Resort), some have argued poorly, making it difficult to use. CSRD Area A did not financially support the Snow Shuttle.
- Ridership of Kicking Horse Country Transit was deemed too low to continue funding.
- KHMR stopped contracting with Mount 7 Taxi for the Snow Shuttle service between KHMR and Golden.
- Some independent operators have tried to offer regular service, but without public funding it has not proven feasible.

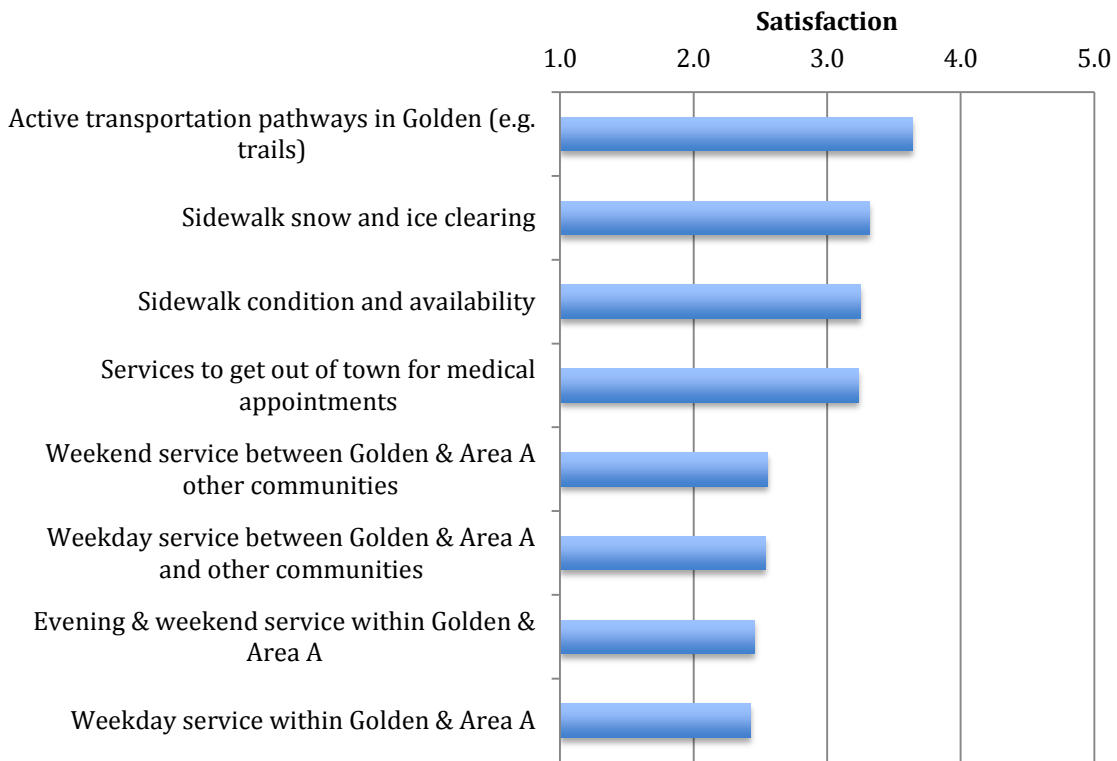
Q2.1. Please circle or mark a number below to rate your satisfaction with the following Golden and Area A transportation services (includes buses, taxis, medical bus, shuttles, Greyhound, active transportation pathways, etc.):



The response “No Opinion” represented approximately 1/3 of all responses for transportation services in Golden & Area A, with “Neutral” as the second most

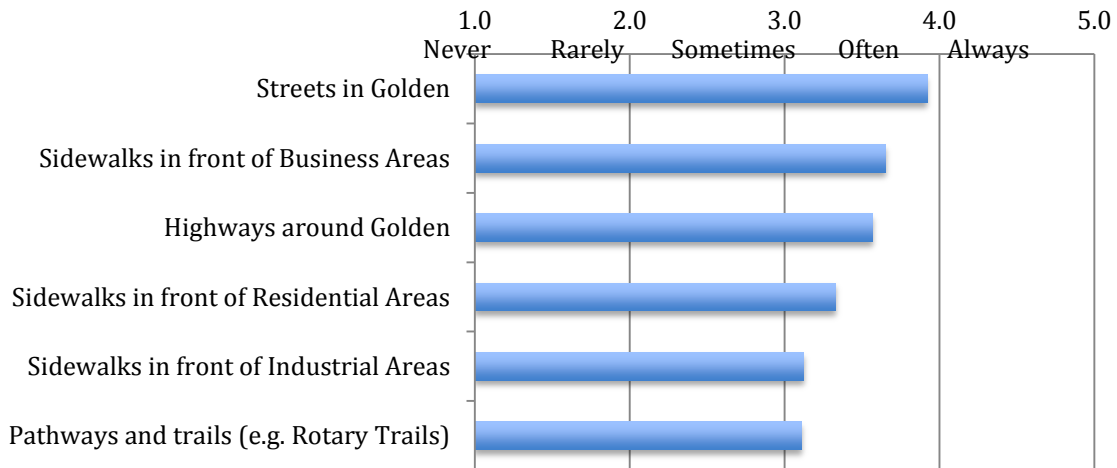
frequent. This suggests that very few people in Golden have experience with the transportation services, likely because there are very few transportation services. Currently, there is only a medical bus offered 2 days a week to Cranbrook (with a stop in Invermere) – no other public transportation is available.

Q2.1 Satisfaction with the following Golden and Area A transportation services



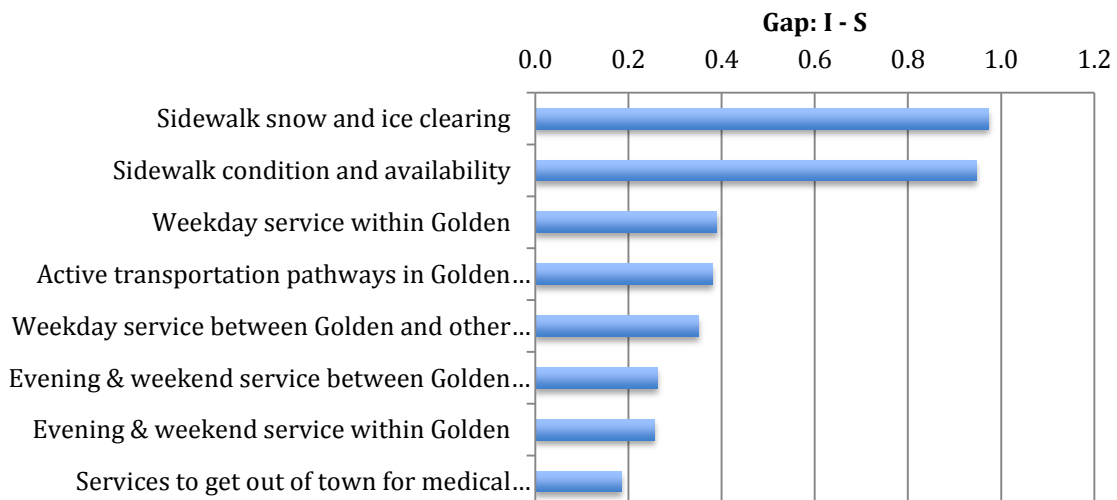
Q2.2. Please circle or mark a number to rate how important the following Golden and Area A transportation services (includes buses, taxis, medical bus, shuttles, Greyhound, active transportation pathways, etc.) are to you:

Q2.2 Adequacy of Snow & Ice Removal



Gap Analysis: Importance - Satisfaction

Q2.1 & 2.2 Transportation: Importance - Satisfaction

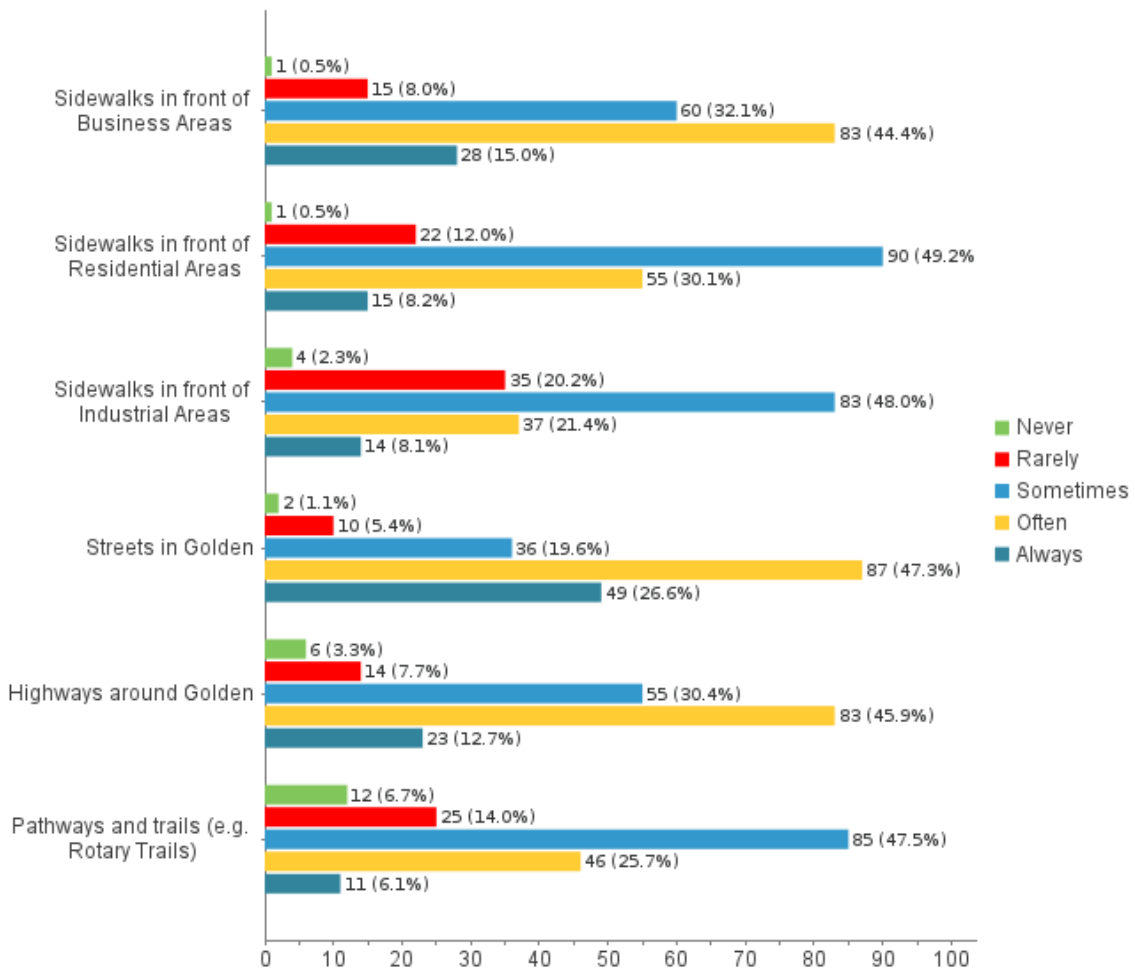


Therefore, if all other factors are equal, transportation action items and resources should be prioritized with the following:

- Sidewalk condition and availability
- Sidewalk snow and ice clearing
- Weekday service within Golden
- Active transportation pathways in Golden
- Weekday service between Golden and other communities
- Evening & weekend service between Golden and other communities
- Evening & weekend service within Golden
- Services to get out of town for medical appointments

“No Opinion” represented approximately 1/3 of all responses, with “Neutral” as the second most frequent. This suggests that very few people in Golden have experience with the transportation services, likely because there are very few transportation services or their needs are met (self-sufficient).

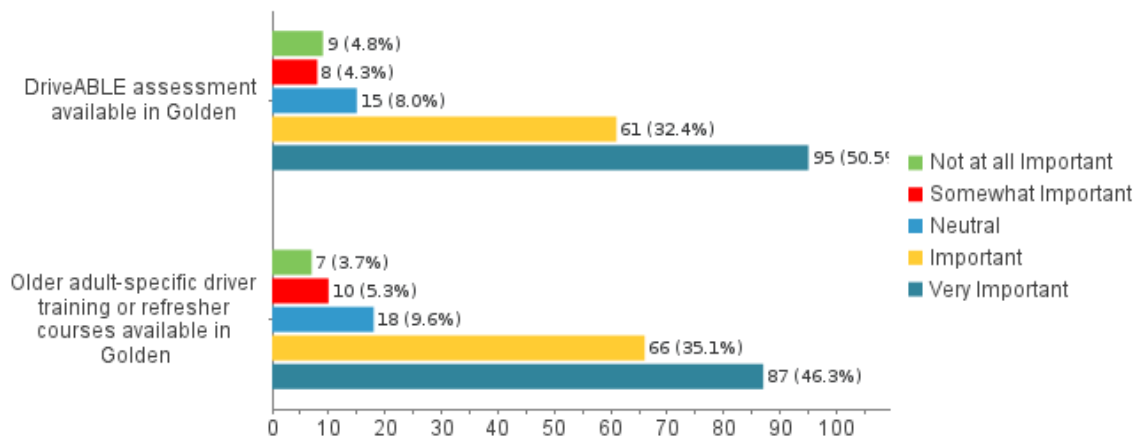
Q2.3. Do you feel the following transportation areas in Golden are adequately maintained for snow and ice removal during winter?



The AFCP survey respondents’ scores suggest that Pathways & Rotary Trails need better snow & ice management. Conversely, the good news is that snow & ice clearing is seen as generally well done.

Signs could be used to ‘close’ areas that cannot be controlled quickly after a storm. Bylaw ticketing for non-compliance is very difficult as there is no bylaw and the Town of Golden is responsible for snow clearing.

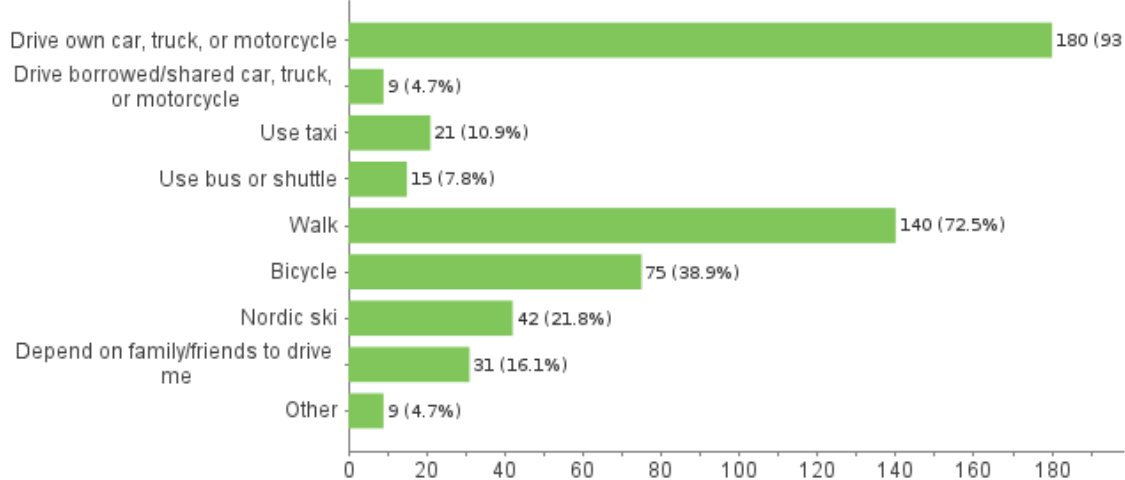
Q2.4. Currently, older adults who need to have a driving assessment must travel to Cranbrook for a DriveABLE assessment, and there are no older adult-specific driver training or refresher courses available in Golden. Please rate how important the availability of the following driver services in Golden and Area A are to you:



AFCP survey respondents made the resounding recognition that a local DriveABLE assessment option and local driver training is important. However an inquiry into the Ministry of Justice shows that Golden residents only used the DriveABLE Assessment 5 times per year. MLA Norm Macdonald has raised this issue in the past and did again when the survey results were shared.

Additional AFCP survey respondents’ comments on Transportation can be found under Q2.5. in Appendix B.

Q10.5. Please select all of the types of transportation that you use to get around Golden & Area A:



While automobiles are the most common mode of transportation, walking and biking are very important when discussing community transportation. Combining those that use a taxi, bus or shuttle, or depend on others to drive them, one realizes that 34.8% of the AFCP survey respondents rely on someone else to get them where they need to go (at some point).

Transportation Summary

Transportation in small communities like Golden can be difficult for older adults without an automobile and with mobility issues. It will be a long and difficult journey if the community (Golden and Area A) decides to bring public transportation back by accessing BC Transit support.

- Approach ‘partners’ (incl. SD#6, biz, other regional groups (RDEK, Invermere Seniors))
- Determine new ‘business plan’ for it.
- Negotiate funding for it or put the question to the electorate as a plebiscite.

Therefore, it is suggested that local and regional solutions be examined.

Looking south to the Columbia Valley, there are opportunities to build on the medical bus service to Cranbrook. But if there were adequate demand, then the provider would supply it.

Looking east, many tour operators offer service from Calgary International Airport to the Rocky Mountains, but stop short of Golden at Lake Louise. What would it take to provide a link from Golden to that existing service in Alberta?

Locally, an on-demand service (HandyDART) service could be explored, providing subsidized short-trips from local homes to appointments and services in Golden.

On the private business side, the community could evaluate the “Driving Miss Daisy” type business models. Driving Miss Daisy Bow Valley is the 54th franchise in Canada, offers driving service for medical appointments, church, meals, special events and “creative companionship for caregivers and their loved ones” (Driving Miss Daisy Bow Valley, 2014). Rates start at \$25/hour – cheaper than cab rates. Their greatest demand is for medical trips to Calgary. There are also Driving Miss Daisy locations in the BC Lower Mainland.

Rather than moving older adults to businesses, one can bring the product or service to the older adults. There is an opportunity to encourage and support businesses that provide delivery options (prescriptions, food, etc.).

The least costly option would be to formalize volunteer drivers program (medical and other). This would enable those that have an interest, time, and a vehicle to drive those that need to go to medical appointments, run errands or attend events. In order to make the program sustainable, a coordinator would need to be designated and mileage paid to the volunteer drivers. A local service club or social service non profit may be equipped to lead this type of initiative.

Housing Services

“Not surprisingly, people consulted by WHO in all regions have much to say on different aspects of housing structure, design, location and choice. There is a link between appropriate housing and access to community and social services in influencing the independence and quality of life of older people.” (WHO, Global Age-Friendly Cities: A Guide, 2007: 30)

For many older adults, aging at home is desirable. Appropriate housing models offer:

- 1. A diversity of prices, styles and locations;*
- 2. Proximity to services;*
- 3. Universal design principles that stress flexibility and adaptability to support different levels of need;*
- 4. Modification programs for those residents who wish to remain in a home that is not suited to their future needs.*

(Ontario, Finding the Right Fit: Age Friendly Community Planning, 2011)

Housing History

There are a number of seniors housing facilities in Golden, ranging from independent living to residential care.

One of the oldest facilities is Purcell View Seniors Housing Apartments. Purcell View was built in 1971 and offers 15 independent living rooms.

At the other end of the spectrum, Henry Durand Manor, a 1,500 square foot, single storey, residential care centre, offers 26 beds, 2 dining areas, lounge, bathing facilities and an activity room. Durand Manor was created with a bequest from Henry M. Durand.

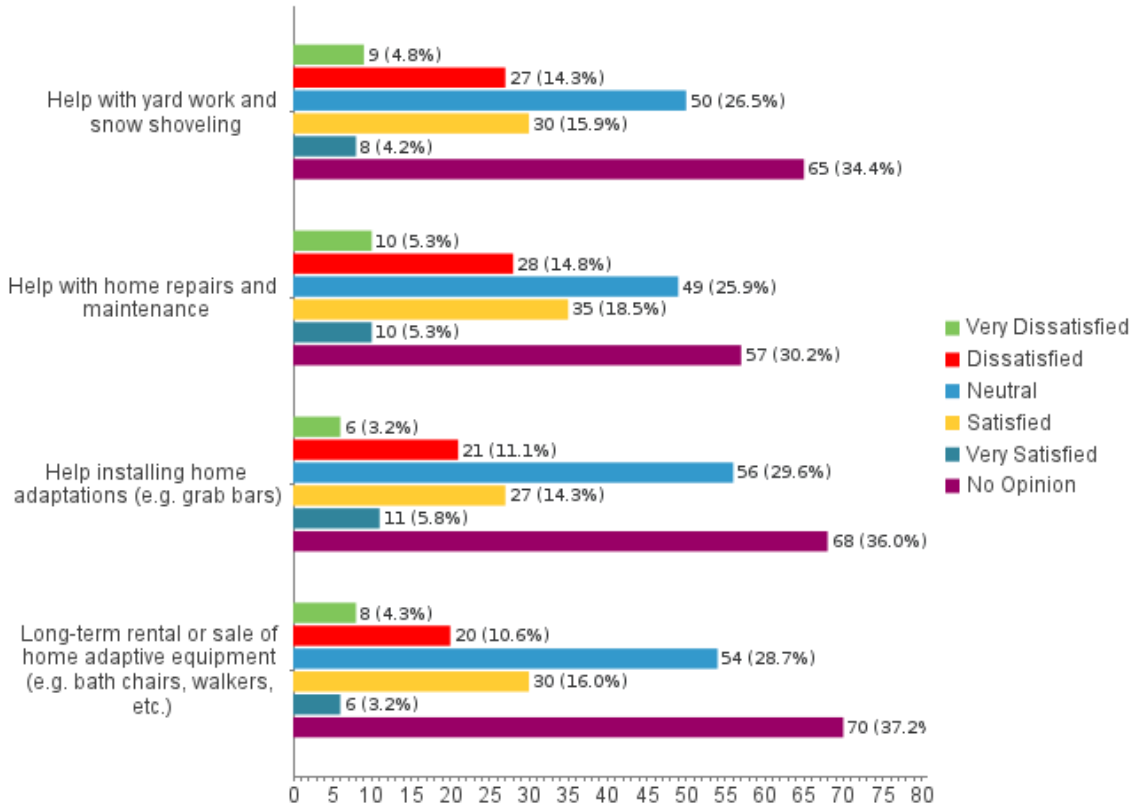
In early 2000s, a long-time resident, Annie Hammond, made a bequest for “seniors housing.” The bequest went to the East Kootenay Foundation for Health (EKFH), where it has been invested. When the conditions are right (demand is realized and IHA has the resources to begin an acceptable project), the Annie Hammond fund can be used for “seniors housing” projects, which fit with the intentions of the Will.

For unassisted living, a non profit group formed in the mid-2000s called the Golden Seniors Housing Society. This group was in discussions with the Golden Seniors Centre and the Town of Golden to build seniors accommodation adjacent to the Golden Seniors Centre at the current site of the Golden Horseshoe Club. Unfortunately, this proposed project did not proceed and the group disbanded.

While property values were climbing and newcomers were faced with increased housing costs, Town of Golden struck a volunteer Housing Committee. The Housing Committee was dismantled in 2010, after the 2008 recession, and after a consultant completed a housing study on Golden, showing that there was not a housing supply or cost crisis.

This series of attempts to improve the perceived housing issues in Golden has led to questions about the need for additional solutions and how those solutions could be realized.

Q3.1. Please rate your satisfaction with the availability of the following services and supports that may help you to continue living in your own home:

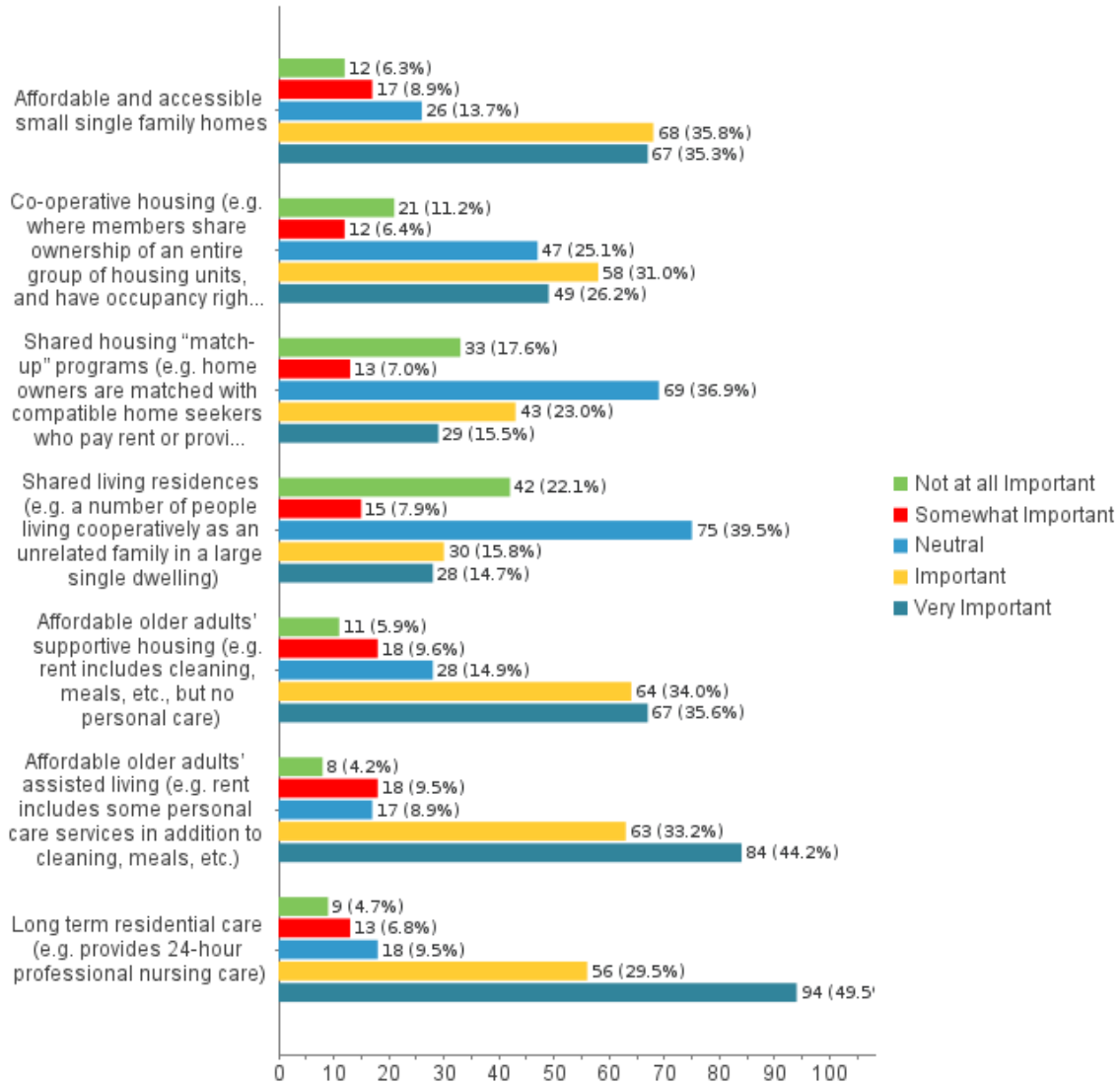


Results show very few respondents that are dissatisfied or very dissatisfied with the availability of housing services.

Figure 38: Home maintenance services are necessary for some older adults



Q3.2. Please rate how important the availability of the following services and supports that may help you to continue living in your own home is to you:









Q3.3. Does the cost of any of the above housing services prevent you from obtaining these services?

Response	Chart	Percentage	Count
Yes		34.3%	62
No		65.7%	119
Total Responses			181

The term “affordable” means many things to many people. Of the survey respondents, 34% indicated that cost was an issue, while 69% live in single detached homes. This could suggest a basic division between those seniors with means (have money and security) and those who may not.

Q3.4. The type of housing I live in is:

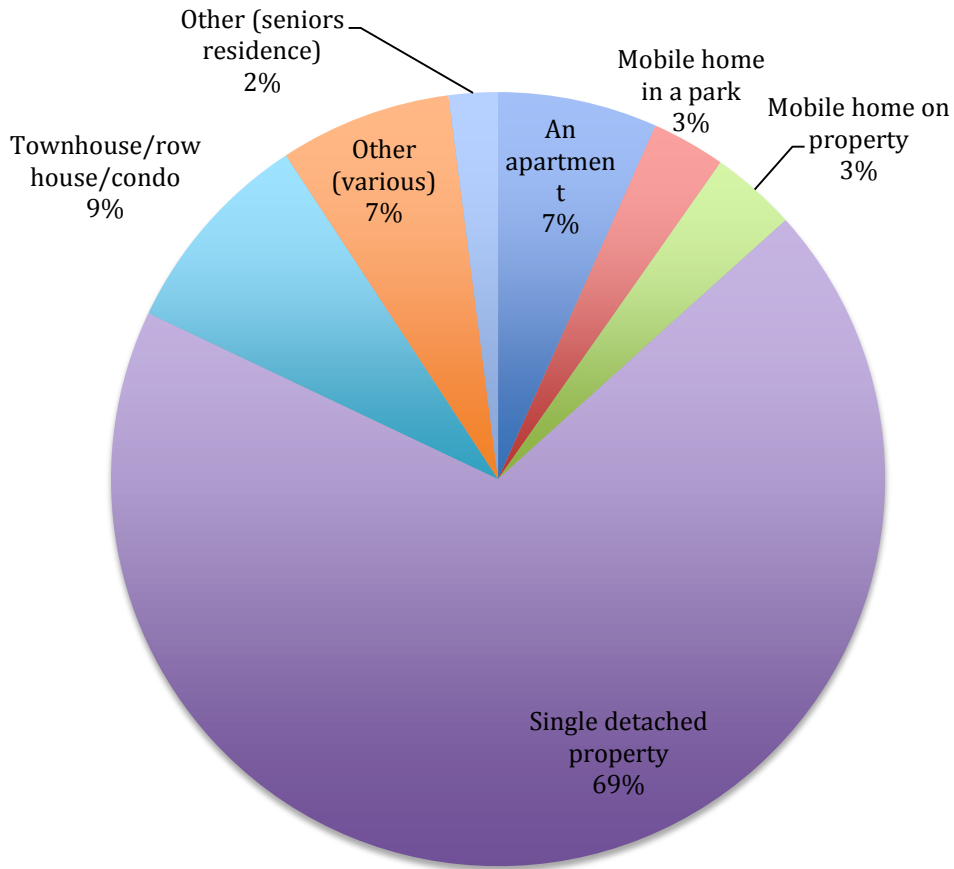
Response	Chart	Percentage	Count
An apartment		6.8%	13
Mobile home in a park		3.2%	6
Mobile home on property		3.7%	7
Single detached property		68.9%	131
Townhouse/row house/condo		9.5%	18
Other (Please specify)		8.9%	17
		Total Responses	190

Almost 69% of older adults surveyed are living in single detached homes. This figure jumps to over 75% if one includes mobile homes. Conversely, only 25% of survey participants are living in apartments, townhomes, or condos. This later percentage will likely climb in the future as older adults often choose to downsize.

Figure 39: Mountain View offers both independent and assisted living facilities



Q3.4 The type of housing I live in is:



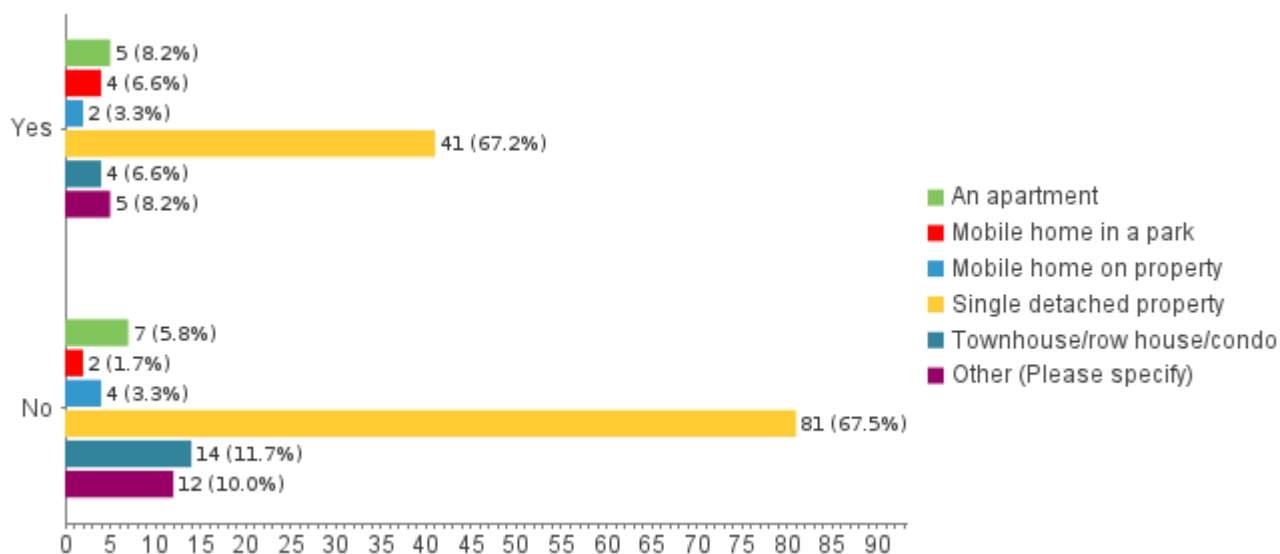
Housing Services Summary

From reading the AFCP survey responses and additional research, there is quite a history of successful and failed seniors housing initiatives in the community.

While 69% of AFCP survey respondents live in single detached properties, 34% indicate that cost is in an issue and prevents them from affording housing services. This may suggest that while homes are paid for, disposable income is being squeezed by the increase in costs of these services and the flat or decreasing income of retired individuals.

Additional AFCP survey respondents' comments on Housing Services can be found under Q3.5. in Appendix B.

Figure 40: Housing Services affordability (Q3.3) and dwelling type (Q3.4)



While some AFCP survey respondents stated that they want a Golden Life-style retirement accommodation building, Golden Life management has looked at the community and surmised that the market is already served by a portfolio of housing options including, Abbeyfield House, Mountain View, Purcell View and Durand Manor (Wilsgard, 2014).

Some of the more affluent segment of the older adult population may be looking for a more upscale housing option, and they are free to work directly with developers and homebuilders.

The most cost effective and low cost solution to reducing housing costs could be the creation of a housing “match-up” program, where those homeowners with extra rooms in their homes can be matched with those residents, who are looking to rent.

Hosting all past housing studies together (IH, ToG, Seniors Housing Society, etc.) and publishing them in one place (Town of Golden office and website), it would do much to increase housing knowledge in the community.

In general, the lack in satisfaction could be addressed with improved services and supports offered from a variety of providers.

1. Offered by volunteer groups
2. Snow shoveling: Snow Buddy program with youth;
3. Computer, home maintenance: Seniors Helping Seniors with seniors)
4. Offered by business
5. Yard work: landscaping businesses or seasonal, 1-time fundraisers, like ‘Rent-a-Kid,
6. Offered by individuals (odd jobs: odd jobs listing at Golden Employment Services).

Social Participation

“Participating in leisure, social, cultural and spiritual activities in the community, as well as with the family, allows older people to continue to exercise their competence, to enjoy respect and esteem, and to maintain or establish supportive and caring relationships. It fosters social integration and is the key to staying informed. ... the capacity to participate in formal and informal social life depends not only on the offer of activities, but also on having adequate access to transportation and facilities and getting information about activities.” (WHO, global Age-friendly cities: A guide, 2007: 38)

Social participation and personal relationships are distinct but integrally linked concepts that significantly affect an older adult’s ability to age in place. social participation is an important contributor to positive mental health and community awareness, and it involves:

- 1. The level of interaction that older adults have with other members of their community.*
- 2. The extent to which the community itself makes this interaction possible.*

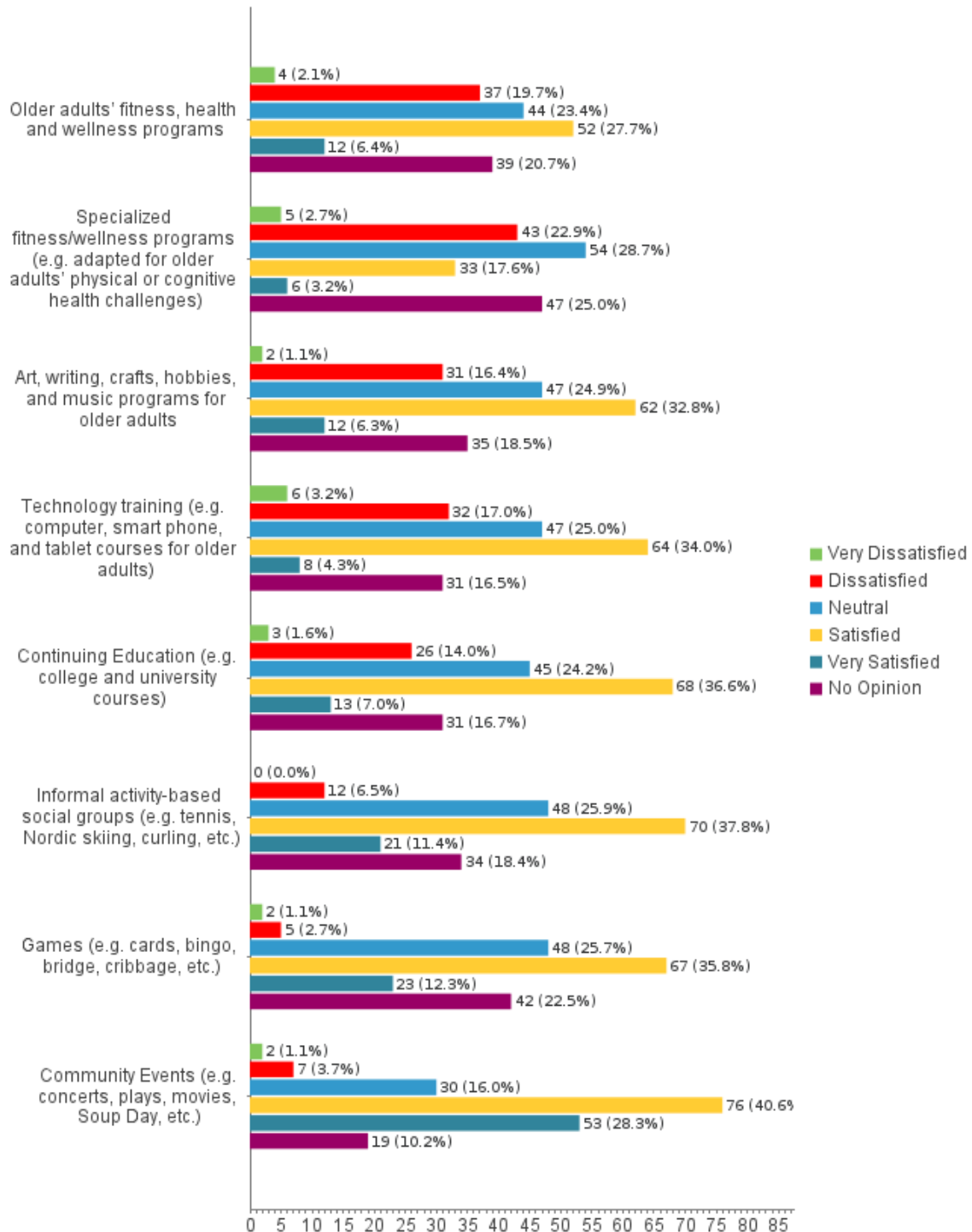
Both social participation and personal relationships are integral to prevent isolation, and the satisfaction one derives from these encounters measures an individual’s health and well-being. the strength of personal ties (rather than the number of casual interactions that someone has experienced) is central to measuring personal relationships.

(Ontario, Finding the Right Fit: Age Friendly Community Planning, 2011)

Figure 41: Newcomers welcomed at the Golden District Rod & Gun Club



Q4.1. Please rate your satisfaction with the availability of the following fitness, leisure, educational and social opportunities for older adults (aged 50+):



During the data analysis process, the Task Force was able to make some astute observations:

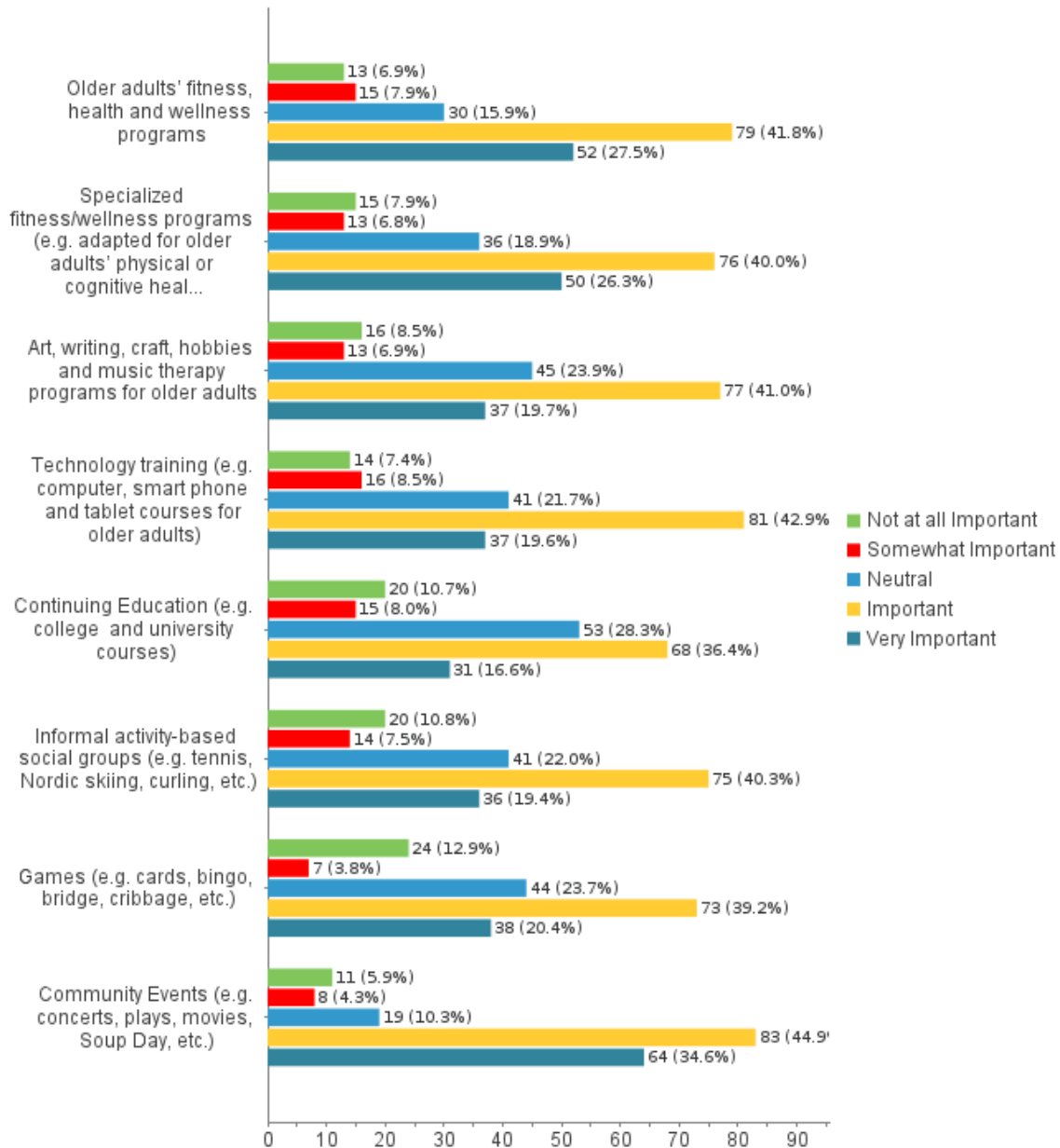
“It is clear that the respondents are satisfied with the availability of community events, plays, concerts, movies, etc. that are available in the community. There is a significant satisfaction rate identified specifically for social engagement such as: games, cards, bingo, cribbage, etc. and also for informal activities. In addition to having the 3 highest responses for satisfaction, they also have the smallest dissatisfied response.”

“It would appear that the respondents are the most dissatisfied or have no opinion with the health and wellness programs available. This could be an issue with not knowing about older adult fitness and wellness programs or that the current programming is not adequate.” – Ron Oszust & Karen Cathcart.

Figure 42: Snow King MasqueParade attracts over 1,000 participants



Q4.2. Please rate how important the availability of the following fitness, leisure, educational and social opportunities is to you:



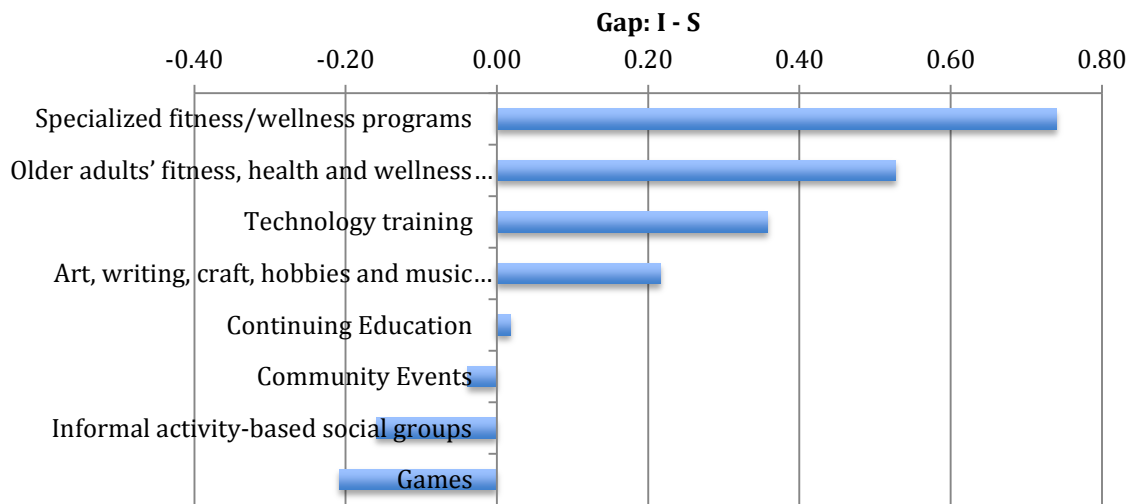
The social and cultural events availability is very important to the respondents. Following close behind is the health and wellness/fitness programming.

Availability of technology for older adults is important as well. Although the lowest rated response on importance is continuing education. And it is also the highest neutral category. Again, one could say that continuing education is not perceived as a need to this age group of respondents.

The not important data for this question is also streamlined across the graph with very low responses. It would appear that the availability of these items is important to older adults. And perhaps many of the older adults are not participating in the activities identified because they don't want to.

Gap Analysis: Importance - Satisfaction

Q4.1 & 4.2 Social Participation: Importance - Satisfaction



Action items and resources should be prioritized with the following:

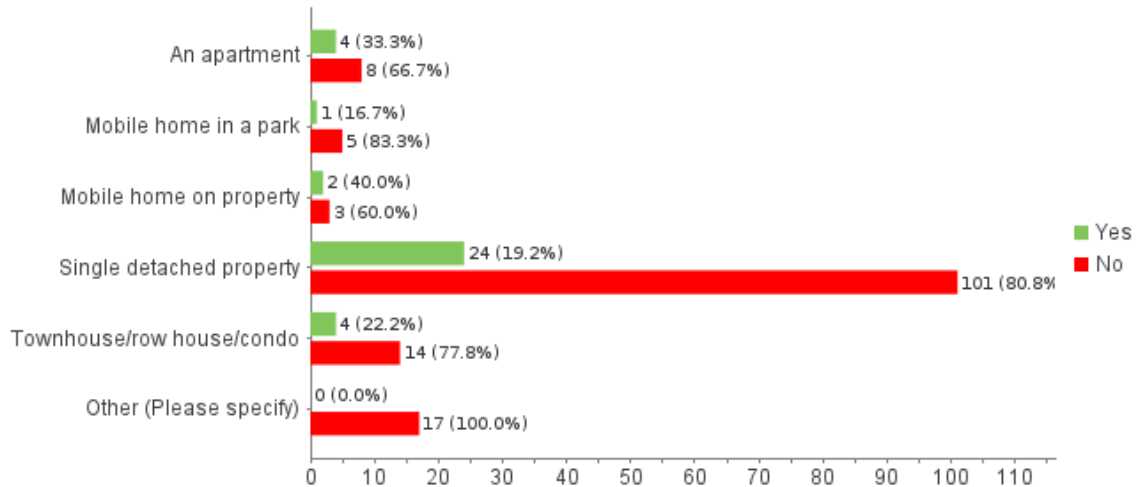
1. Specialized fitness/wellness programs (e.g. adapted for older adults' physical or cognitive health challenges)
2. Older adults' fitness, health and wellness programs
3. Technology training (e.g. computer, smart phone and tablet courses for older adults)
4. Art, writing, craft, hobbies and music therapy programs for older adults
5. Continuing Education (e.g. college and university courses)
6. Community Events (e.g. concerts, plays, movies, Soup Day, etc.)
7. Informal activity-based social groups (e.g. tennis, Nordic skiing, curling, etc.)
8. Games (e.g. cards, bingo, bridge, cribbage, etc.)

Q4.3. Does the cost of any of the above social participation opportunities prevent you from participating in these programs?

Response	Chart	Percentage	Count
Yes		19.1%	35
No		80.9%	148
		Total Responses	183

Respondents report that cost prevents 19.1% of respondents from participating in social participation programs.

When the above responses were cross referenced with home type, those AFCP survey respondents that lived in apartments (33.3%), a mobile home on property (40.%) or townhouse/row house/condo (22.2%) were more likely to be prevented from participating in social events because of the cost. However, it should be noted that the sample size of these three groups is quite low.



Q4.4. Please feel free to provide any other comments about Social Participation options for older adults in Golden and state any specific fitness, leisure, educational, and social activities or programs that you would like to participate in. You can include activities that may or may not be offered in Golden at this time.

Response	Chart	Percentages	Count
College Courses		20%	13
Communication		28%	18
Group Activities		36%	23
Pool		25%	16
Seniors Centre		12%	8

In the open response question, gap themes included the lack of a public indoor pool, other activities such as dance, fitness classes, as well as a social area. Reinforcing the need for technology training identified in Q4.1 and Q4.2, educational opportunities – especially technology training – are needed.

However, as the community already offers a wide range of these programs mentioned above, improved communication about programs, events and services is critical to any social participation event.

While there are programs that encourage children and youth participation in sports (Whitetooth Affordable Ski Program and others), there is a lack of a fair and equitable way for all older adults to participate in social activities, regardless of income.

Additional AFCP survey respondents’ comments on Social Participation can be found under Q4.4. in Appendix B.

Social Participation Summary

AFCP survey respondents would like to have the option to experience more social participation opportunities. Whether it is specialized fitness/wellness programs or technology training, they are seeking more opportunities to be active, healthy; exercising their bodies and brains.

Improved communication between groups offering social participation opportunities will help to coordinate activities, fill up enrollment and increase social participation rates.

Respect and Social Inclusion

“Older people report experiencing conflicting types of behavior and attitudes toward them. On the one hand, many feel they are often respected, recognized and included, while on the other, they experience lack of consideration in the community, in services and in the family. ... The extent to which older people participate in the social, civic and economic life of the city is also closely linked to their experience of inclusion.” (WHO, Global Age-Friendly Cities: A Guide, 2007: 45)

“Community attitudes, such as a general feeling of respect and recognizing the role that older adults play in our society, are critical factors for establishing an age-friendly community. Our shared attitudes toward aging can create significant social norms that may limit older adults’ capacity to achieve personal goals and maintain independence. Building positive community attitudes involves fostering positive images of aging and intergenerational understanding. It also requires you to recognize that older adults, as a broad demographic, share common experiences, but their experiences may also diverge in many ways. Our aging population encompasses several decades and demonstrates incredible diversity in terms of culture and ethnicity, sexual orientation, health and disability, education and socio-economic status, citizenship and immigration status, marital and family status, and other characteristics.”

(Ontario, Finding the Right Fit: Age Friendly Community Planning, 2011)

Figure 43: Healthy communities are inclusive communities



Q5.1. As an older adult living in Golden, how do you feel about the following statements?

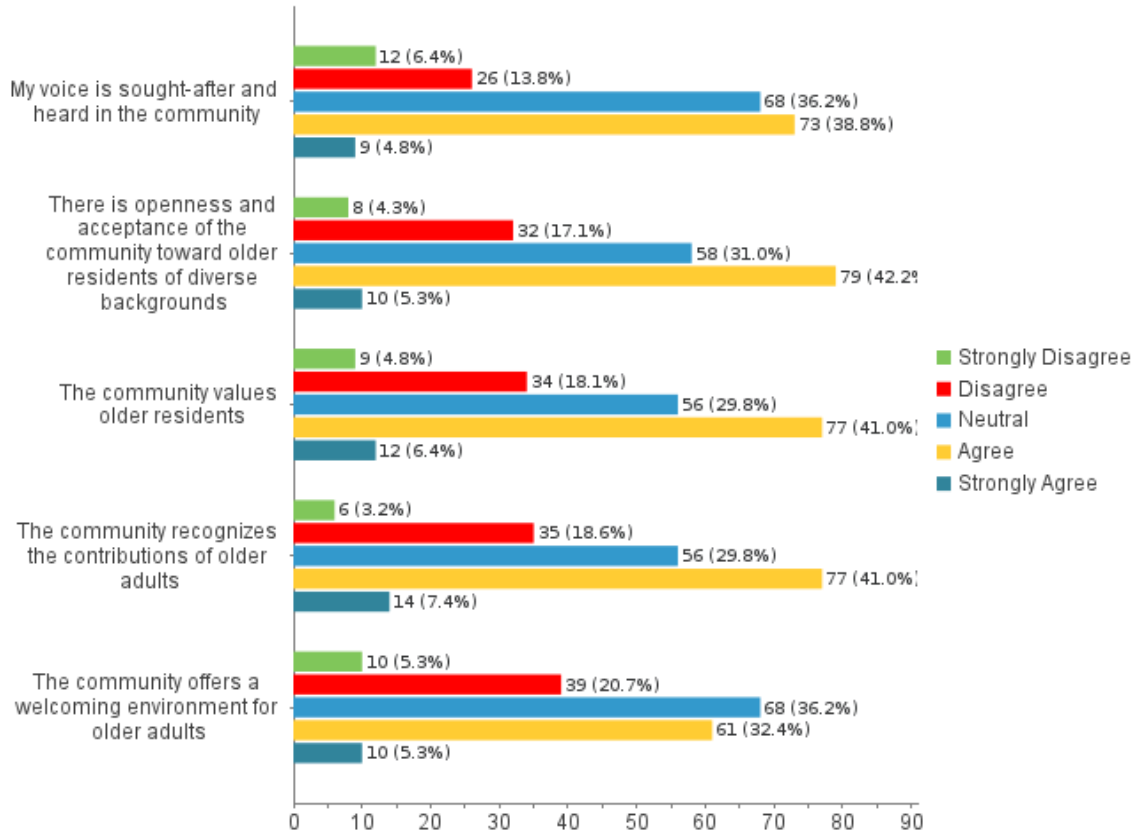
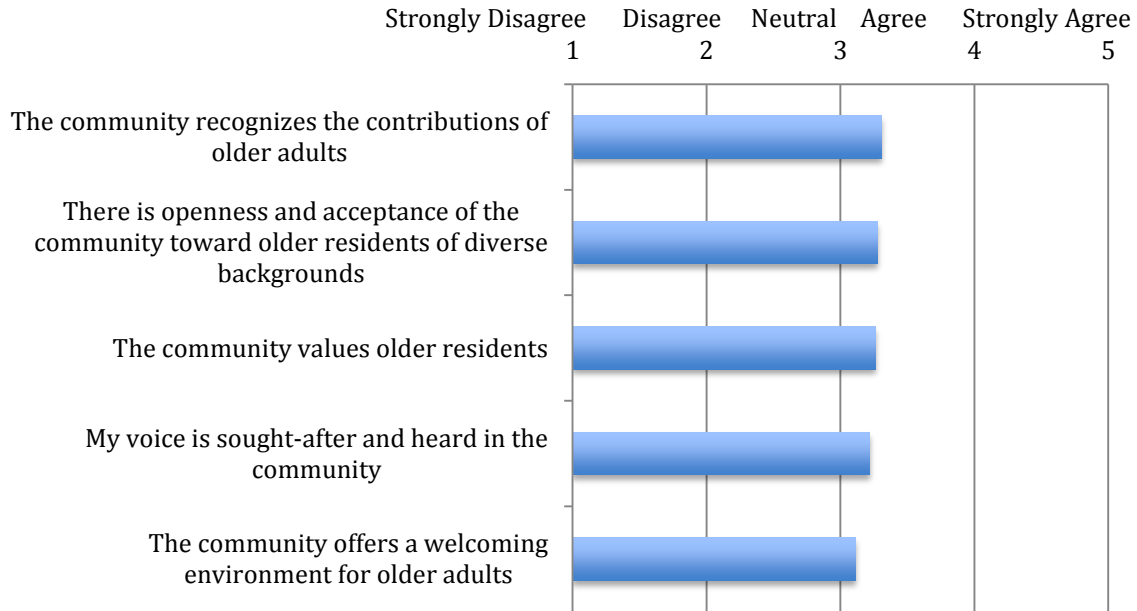


Figure 44: Residents commemorate Remembrance Day








Q5.1 Respect and Social Inclusion Agreement



The lowest collective rating of these questions went to “The community offers a welcoming environment for older adults,” with a mean of 3.1 out of 5. This may be attributed to any number of factors. However, it is in our community’s best interest to focus on the **type of welcome** we present to new comers. This could take the form of any number of small group programs to community-wide initiatives:

1. Increased utilization of the Welcome Wagon
2. Offering (perhaps subsidized) World Host or Super Host training programs to create more informal community ambassadors)
3. Formal ambassador program
4. Increased promotion, awareness at Community Registration Night events
5. Better messaging and outreach from local government and service clubs

Q5.2. Please feel free to provide any other comments about Respect and Social Inclusion options for older adults in Golden.

Response	Chart	Percentages	Count
Housing		6%	3
Older Adults		13%	6
Services		6%	3
Survey		6%	3
Young People		6%	3

Additional AFCP survey respondents’ comments on Respect and Social Inclusion can be found under Q5.2. in Appendix B.

Figure 45: Winter walking and summer tennis at the Mt. 7 Rec Plex



Respect and Social Inclusion Summary

While the community can work to try to improve all of the statements, a special effort should be made to ensure that all individuals feel welcome.

Lucky for Golden, wheels have already been invented. Golden can choose to celebrate “Seniors Week” as the first week in June, annually. A local “Group of Seniors Groups” or coalition can work with the Golden Star to showcase active seniors and senior’s services and opportunities; and include progress on the AFCP and how one can participate.

Older adults can play pivotal roles with existing programs like Welcome Wagon, Kicking Horse Mountain Resort’s Snow Host Program, and the BC Visitor’s Centre’s host program. These programs could be better connected to take advantage of WorldHost Training courses and offer a Golden Ambassador Program, which will benefit locals and visitors alike.

Civic Engagement and Employment

“Older people do not stop contributing to their communities upon retirement. Many continue to provide unpaid and voluntary work for their families and communities. In some areas, economic circumstances force older people to take paid work long after they should have retired. An age-friendly community provides options for older people to continue to contribute to their communities.” (WHO, Global Age-Friendly Cities: A Guide, 2007: 51)

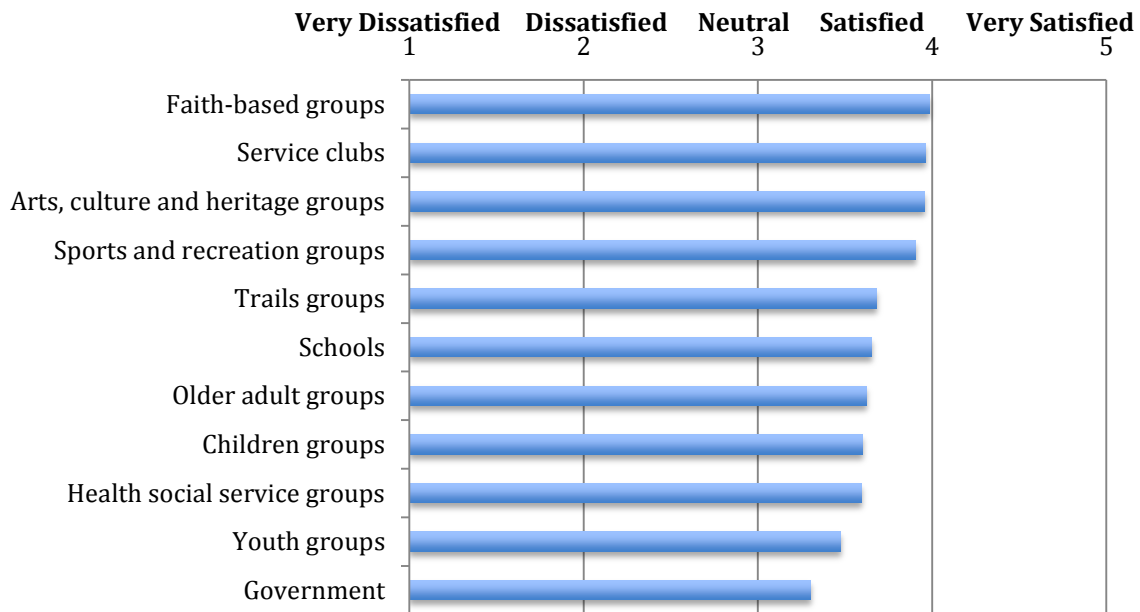
Older adults possess a wealth of knowledge and experience that is invaluable to community planning. Civic engagement includes older adults’ desire to be involved in aspects of the community beyond their normal daily lives, such as volunteering, becoming politically active, voting or contributing to local councils. Giving older adults a meaningful role in community development, providing opportunities for lifelong learning or helping to create interesting volunteer opportunities are all critical factors for measuring civic engagement.

Personal income and affordability influence almost every area of daily life. Remaining engaged in the workforce produces obvious economic benefits and security for the individual. It also benefits employers who recognize the advantages of engaging the experienced older workforce. Achieving economic security creates opportunities for older adults to stay engaged in communities through support of local businesses or participation in programs and events.

(Ontario, Finding the Right Fit: Age Friendly Community Planning, 2011)

Q6.1. Please rate your satisfaction with the opportunities in Golden to volunteer with the following:

Q6.1 Satisfaction with Volunteer Opportunities



The AFCP survey respondents rated the highest satisfaction for their volunteer opportunities to:

1. Faith-based groups
2. Service clubs
3. Arts, culture and heritage groups
4. Sports and recreation groups

Many groups were rated neutral, on average. This could mean that the respondents don't know about the volunteer opportunities available and that we are missing opportunities to integrate the older adult into these community sectors. And if those that are engaged enough in the community to do the survey, but don't know about how to participate, then this is a much greater concern when one thinks of those that didn't participate in the survey.

The lowest rated volunteer opportunities came from the following:

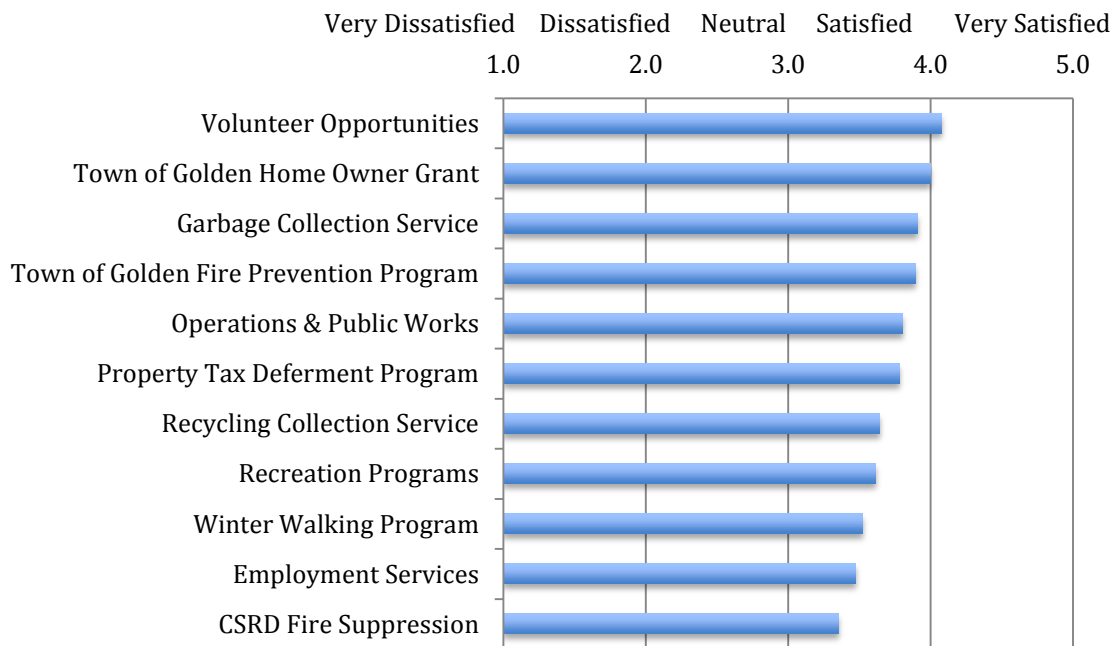
1. Government (committees & beyond!)
2. Youth groups (intergenerational opportunities)
3. Health and social service groups

Figure 46: Community Conversations saw steady participation



Q6.2. Please rate your satisfaction with the older adult programs in Golden:

Q6.2 Satisfaction with Older Adult Programs



While there is a wide range of respondents’ levels of satisfaction with specific volunteer opportunities (shown in the results of Q6.1), volunteer opportunities in general are viewed quite highly, relative to other programs in the community (Q6.2).

Highest Satisfaction:

1. Volunteer Opportunities
2. Town of Golden Home Owner Grant
3. Garbage Collection Service

Lowest:

1. CSRD Fire Suppression
2. Employment Services
3. Winter Walking Program

Q6.3. At what age did you, or do you expect to, retire completely and not work for pay at all?

Response	Chart	Percentage	Count
Under 50 years		3.7%	7
50 to 54 years		4.3%	8
55 to 59 years		12.8%	24
60 to 64 years		23.5%	44
65 to 69 years		33.7%	63
70 to 74 years		11.2%	21
75 to 79 years		4.3%	8
80 to 84 years		1.6%	3
85 years or older		4.8%	9
Total Responses			187

The most frequent response in the AFCP survey to the question of retirement age was 65 to 69 years old, with 5.4% not expecting to retire until they were at least 80 years old.

For many people, a longer life expectancy will also mean increased living expenses. Often increased expenses will result in older adults working longer or never retiring at all.

Additional AFCP survey respondents' comments on Civic Engagement and Employment can be found under Q6.3. in Appendix B.

Civic Participation and Employment Summary

There are some relatively easy or low-cost initiatives that could significantly address the satisfaction AFCP respondents had of civic participation and employment.

While this Plan was being crafted, the College of the Rockies has applied to bring an “Older Worker Employment Program” to Golden. This program is currently running in Invermere and, if the College is successful, should help address the needs and opportunities for those 55 and older.

Older adults that are retired often have skills and time that they would like to offer back to the community. Unfortunately, there is no program in Golden that promotes or matches volunteers with volunteer opportunities. A Volunteer Management program could optimize volunteers' time, help them build skills and reach their post-career goals.

While volunteers are not paid, they still need to be recognized. There are two awards given annually to volunteers that have made a lasting impact in the community. However, there are countless and important individuals that do not get recognized at all. This gap can be addressed by hosting regular volunteer appreciation events in the community, which will recognize those already participating and encourage those that have not yet.

With so many non profit organizations in the community it should be quite easy to create volunteer opportunities/programming that integrates, youth, children with the older adult demographic (incl. restorative justice).

To facilitate, collaborate and communicate these needs and initiatives, the Town of Golden, GCRS and others are discussing the creation of a Community Coordinator role. This position would help maximize the efforts of individuals and groups in the community, leveraging resources and planning programs.

Communication and Information

“Staying connected with events and people and getting timely, practical information to manage life and personal needs is vital for active aging. ... Yet the fear of missing information and of being left out of the mainstream is voiced almost everywhere. Rapidly evolving information and communication technologies are both welcomed as useful tools and criticized as instruments of social exclusion. ... the central concern expressed in the focus groups is to have relevant information that is readily accessible

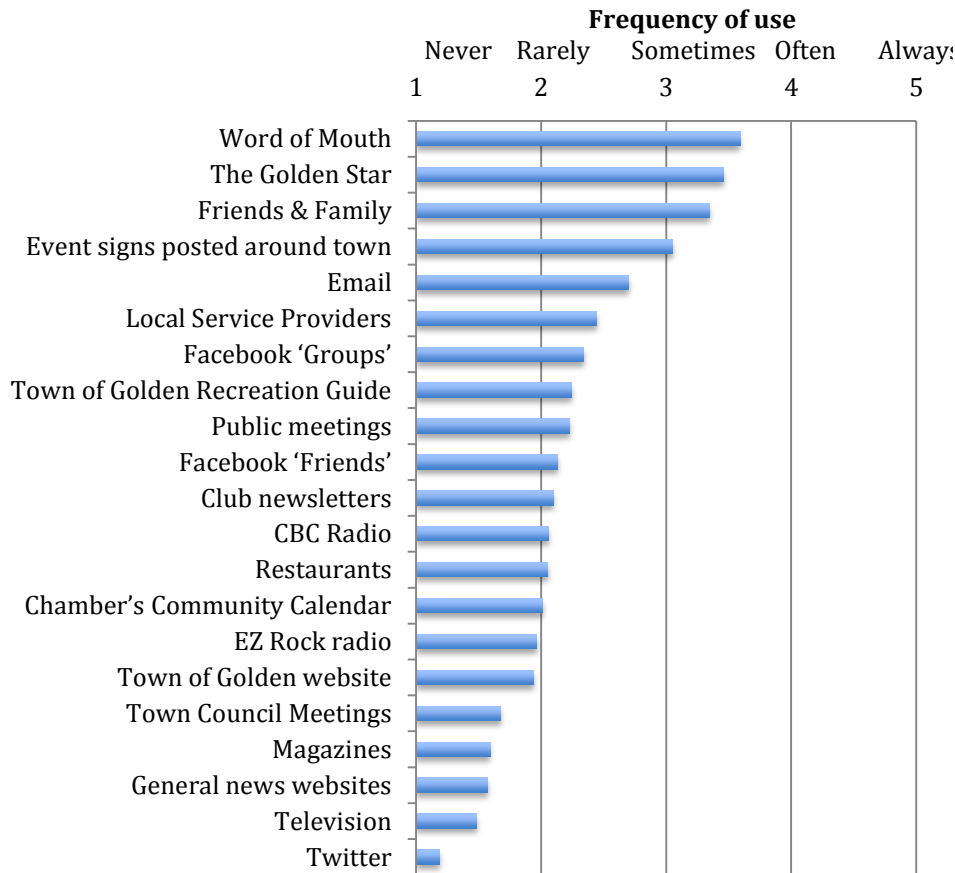
to older people with varying capacities and resources.” (WHO, Global Age-Friendly Cities: A Guide, 2007: 60)

Age-friendly communities ensure that information about community events or important services is both readily accessible and communicated or delivered in formats that are appropriate and available to older adults. new communications technologies can increase access to important information about ongoing or required local initiatives to improve the daily lives of older adults. Age-friendly communities recognize the diversity within the older adult population and promote outreach initiatives to non-traditional families, people from a range of ethnocultural backgrounds, newcomers and aboriginal communities.

(Ontario, Finding the Right Fit: Age Friendly Community Planning, 2011)

Q7.1. How do you learn about local events, programs and services?

Q7.1 Frequency of use of Communication Medium








The most popular mediums that older adults are currently learning about programs, services and events include:

1. Word of mouth
2. Newspaper
3. Friends & family
4. Posters around town
5. Email

Continuous communication is necessary, but groups need to follow better practices for all of their events. In order to effectively and efficiently communicate 2-ways, a 3-prong approach will need to be used by all groups.

- Word of Mouth & Friends & Family:
 - Their members at meetings.
 - Verbally over the phone or when out at public or private events
- Print:
 - Advertising and articles submitted to The Golden Star
 - Event signs posted around town (enlarge add or article above)
- Online:
 - Email to membership, which they can ask to forward to their contacts (and submit to EZ Rock, who will then read the announcement on the air – especially important for those who are visually impaired)
 - Community Calendar hosted by the Chamber of Commerce
 - Facebook’s Golden Community group (900+ members)

How important is it to have a resource for older adults to learn about specific older adult programs, events and services in the community?

Response	Chart	Percentage	Count
Very Important		47.3%	87
Important		37.5%	69
Neutral		8.7%	16
Somewhat Important		3.3%	6
Not at all Important		3.3%	6
Total Responses			184

Not surprisingly, respondents thought it would be important to have a resource for older adults to learn about specific older adult programs, events and services in the community. However, what form that resource is found in, how often it is produced and who produces it, is still uncertain.

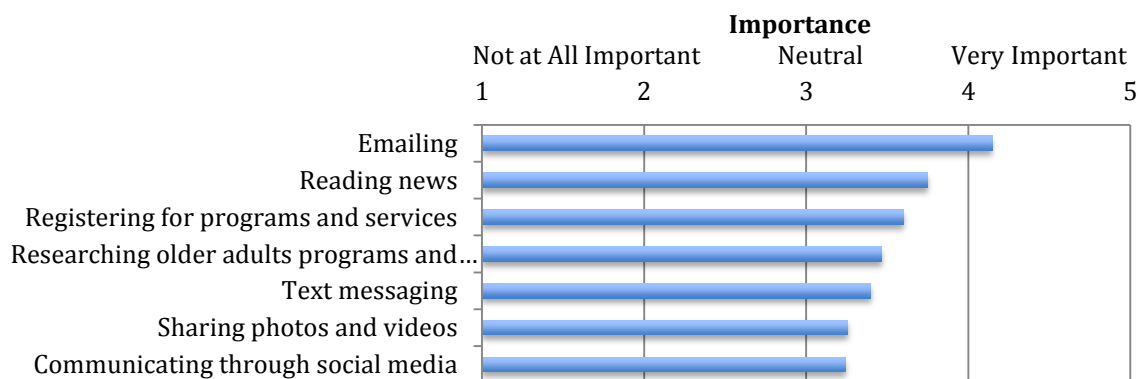
A resource could simply be a part-time funded Coordinator that pulls in information and events from all participating older adult program and service providers and publishes it both online and in print on a regular basis. The Early Childhood Development Coalition has a successful model for children services (0 – 6 year old) already working under Golden Community Resources Society.

To realize progress on this concept, those already involved in providing programs and services for older adults need to lead it.

Apply for a “New Horizons for Seniors” grant to create a specific resource for older adult programs, events and services in Golden.

Q7.3. How important do you think it will be for you to use a computer, tablet, smart phone or other internet-connected device in the future for the following tasks:

Q7.3 Importance of using the internet in the future



The findings with Q7.3 fit with the results of Q4.1 & 4.2 Gap Analysis, where Technology training (e.g. computer, smart phone and tablet courses for older adults) was rated as the 3rd highest priority.

The College of the Rockies and CBAL could provide technology training to older adults quite easily. Working in an intergenerational angle with Golden Youth Centre participation as mentors could a fit as well. The key to success will be great communication with those that need help the most and an instructor that is both capable and patient.

Q7.4. Please feel free to provide any other comments about Communication and Information options for older adults in Golden.

Response	Chart	Percentages	Count
Afford the Internet Services		12%	4
Communication		15%	5
Important		21%	7
Learn		12%	4
Social Media		18%	6

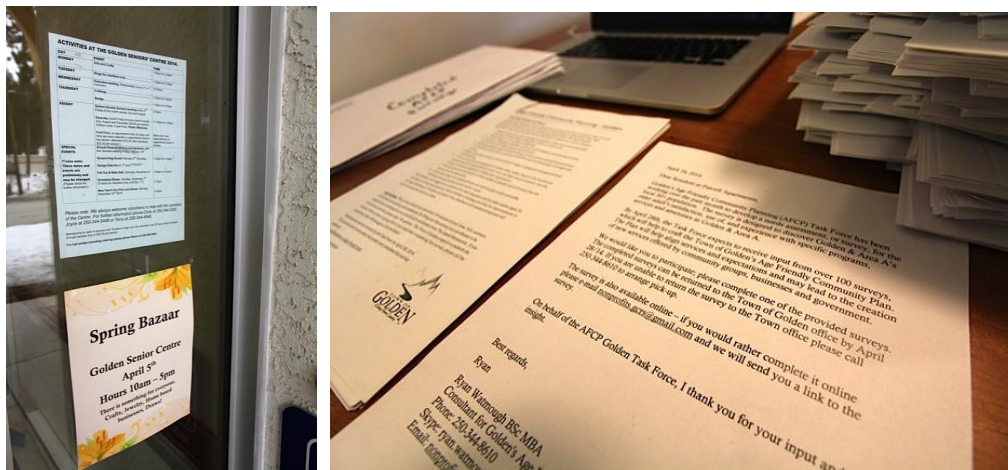
Everyone is responsible for communication. Good communication is a three-step process where the message is sent, received and confirmation of its reception returned.

Individuals need to let other groups know how to improve their communication efforts. Organizations do not have the resources to bend over backwards to send messages to those that those that chose to ignore them. Communication is a two-way street and there are an ever-increasing number of mediums that each party can use.

A unique issue in Area A that those in other, more populous communities don't have to worry about, is high-speed internet access. There are still areas and homes that cannot get reliable high-speed access at any cost. And for even those that can get internet access through satellite or specialty providers, the cost of the service is very high relative to other communities and other countries.

Additional AFCP survey respondents' comments on Communication and Information can be found under Q7.4. in Appendix B.

Figure 47: Good communication practices uses paper and digital mediums



Communication and Information Summary

With so many groups, so many programs and events, and so many mediums to communicate, it is not surprising that local activities can be missed or found out about after-the-fact.

Groups should look to communicate through at least three different mediums to older adults. If their message doesn't reach their intended target the first time, the message can still reach its destination through word of mouth.

Like business-to-business (B2B) marketing, group should look to connect with other groups and collaborate on larger events to pull-in their members & network.

Supporting groups cannot communicate directly with older adult groups, if they don't know about them. The Community Coordination project created an "All Non Profits List" on GoldenLoom.ca to keep current organization contact details. Groups are encouraged to update their records on the Google Doc spreadsheet and use the other groups' contact details to get their message out.

Future initiatives could include the creation of a seasonal calendar/guide. This program would use paid staff to pull events information into and from the Chamber's Community Calendar. Technology training programs are available through COTR and CBAL and offer smart device training sessions (older adult or intergenerational).

Community Support and Health Services

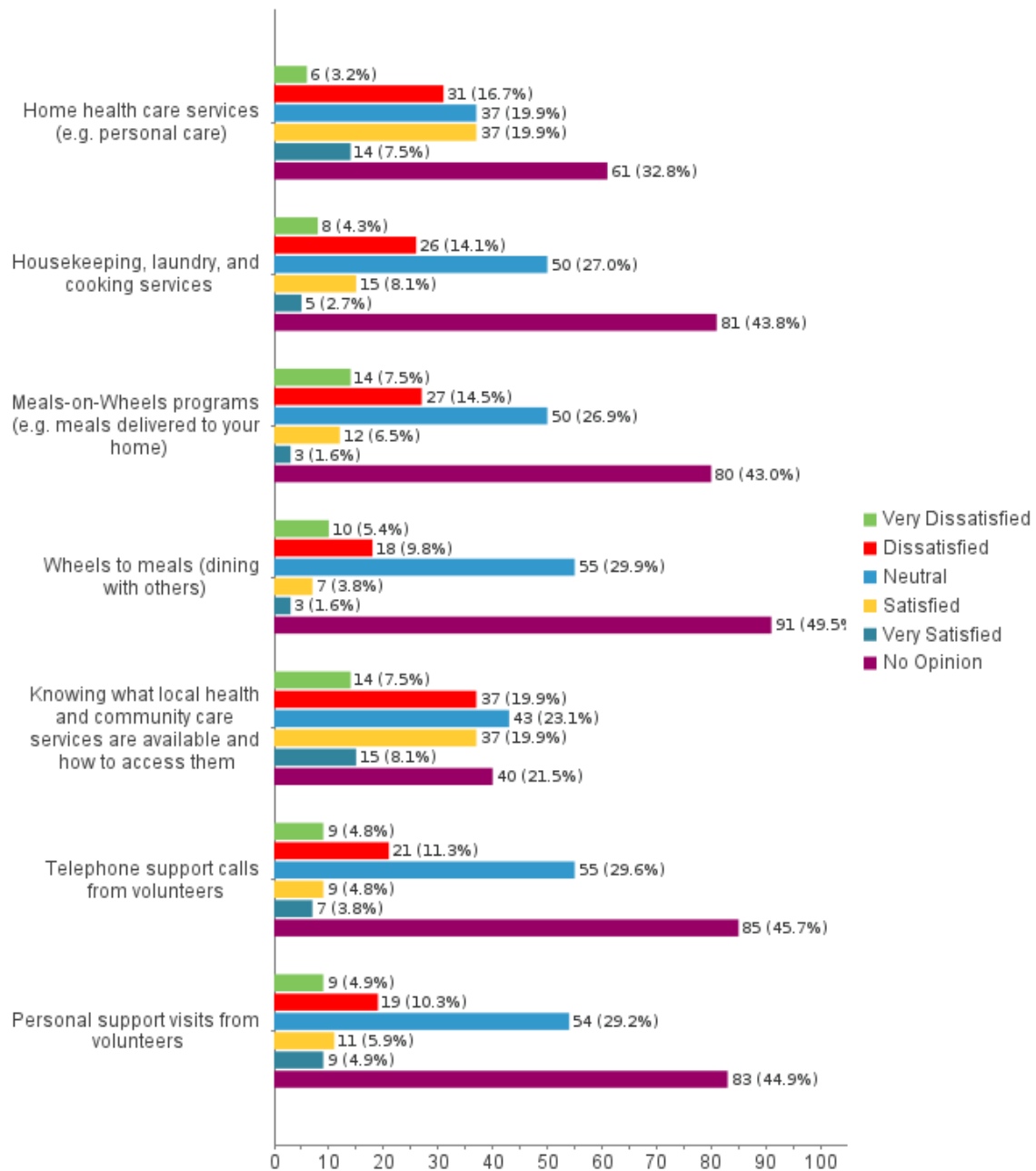
"Health and support services are vital to maintaining health and independence in the community. Many of the concerns raised by older people, caregivers and service providers in the focus groups deal with the availability of sufficient good quality, appropriate and accessible care." (WHO, Global Age-Friendly Cities: A Guide, 2007: 66)

Good mental and physical health is essential to quality of life and age-friendliness. Physical health includes the current state and self-awareness of an individual's general physical well-being, nutritional status and the presence or absence of chronic and acute conditions. Mental health involves the status of older adults' cognitive functioning, such as memory, and elements of emotional health, such as the presence or absence of feelings like confidence and self-worth or anxiety and depression. All of these factors are key determinants of one's ability to socialize and engage in civic activities.

The health dimension also considers access to community-related services that support physical or mental well-being, and the presence or absence of health promotion or awareness initiatives aimed at creating healthy behaviours and life choices.

(Ontario, Finding the Right Fit: Age Friendly Community Planning, 2011)

Q8.1. Please rate your satisfaction with the availability of the following Golden and Area A community support and health services:

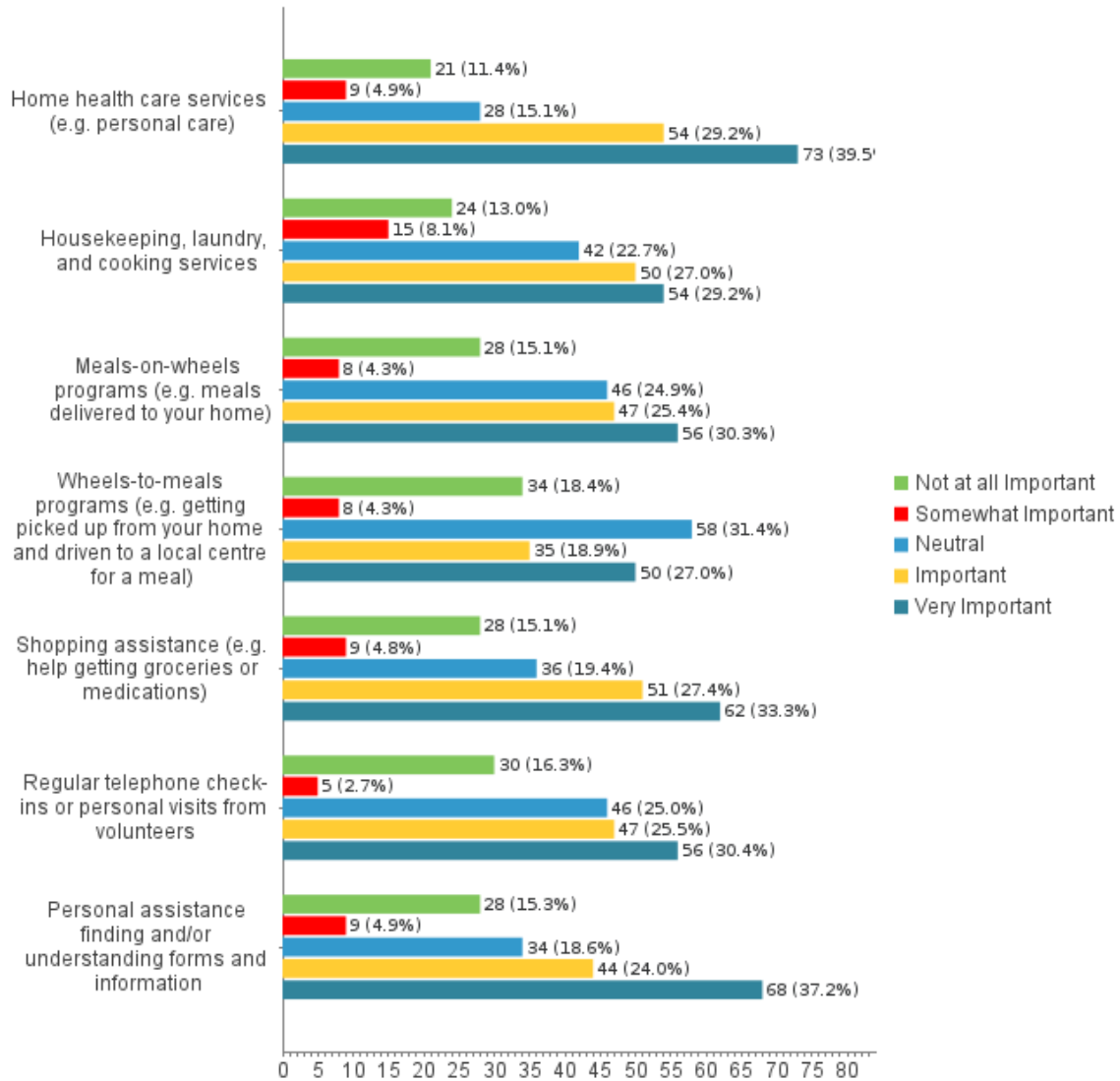


The AFCP survey respondents awarded the highest satisfaction to home health care services (3.2/5). On the other end of the scale, Meals-on-Wheels programs were awarded the lowest satisfaction scores (2.7/5).

Meals-on-Wheels program, once under Interior Health, no longer exists in Golden. Rhonda Burkin manages the Dinners @ Home program, which offers frozen meals prepared in Penticton, BC for pickup in Golden. Orders must be made 10 days in

advance and ordered in multiples of 8 or 16 meals per case. Variety packs may also be ordered.

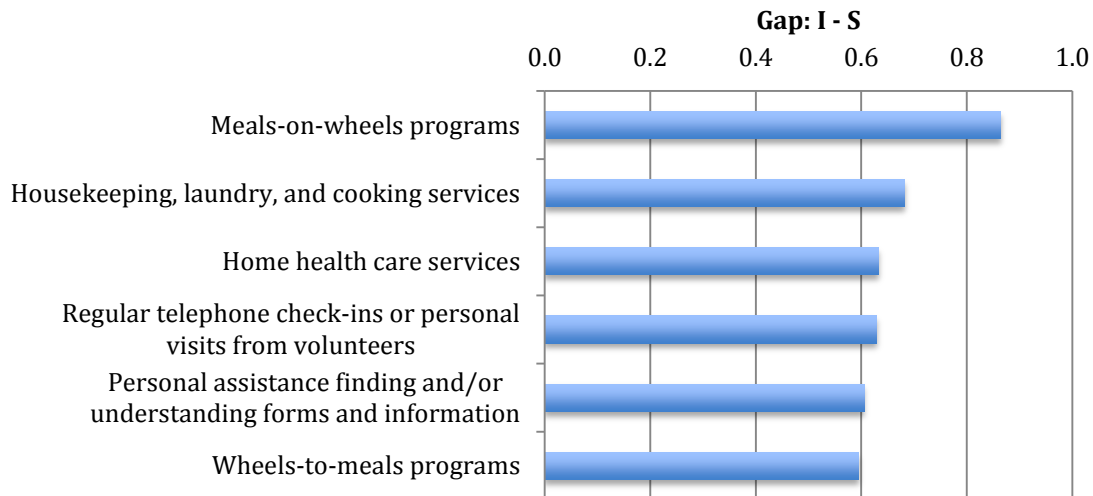
Q8.2. Please rate how important the availability of following Golden and Area A community support and health services are to you:



Home health care services were viewed to be of the highest importance (3.8/5), while wheels-to-meals programs were rated the lowest (3.3/5).

Gap Analysis: Importance – Satisfaction

Q8.1 & 8.2 Community Support and Health Services: Importance - Satisfaction



As some of the variables between Q8.1 & 8.2 were not the same, a modified Gap Analysis was done using the first four matching variables.

Action items and resources should be prioritized with the following:

1. Meals-on-wheels programs
2. Housekeeping, laundry, and cooking services
3. Home health care services
4. Regular telephone check-ins or personal visits from volunteers
5. Personal assistance finding and/or understanding forms and information
6. Wheels-to-meals programs

While the later three programs do not exist in the formal sense, there is an opportunity to collectively formalize them.

While the Dinners @ Home program works, there was discussion from the Task Force about encouraging existing local catering businesses to begin marketing to the older adult market.

Figure 48: Residents of Mountain View have meal plan options



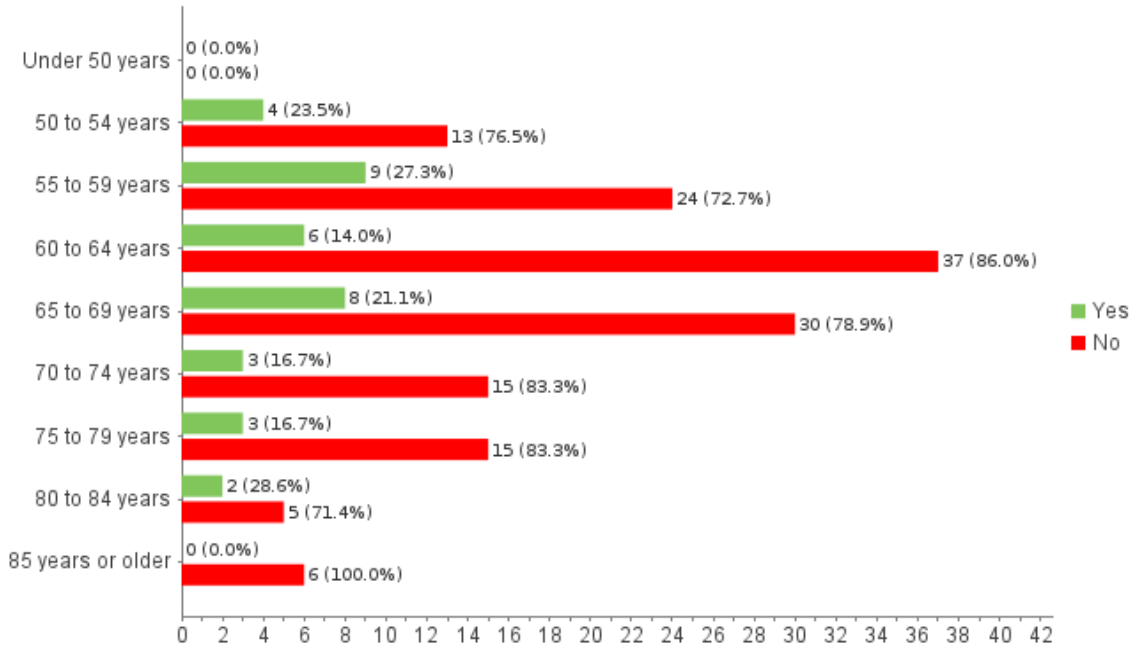
Local clergy already do occasional personal visits of the elderly or those in hospital. At one end of the spectrum, Wheels-to-meals programs can be simply a group of ladies getting together for a monthly lunch at a restaurant. Or at the other end, Wheels-to-meals can be as program to drive those unable or uncomfortable driving to a community dinner. Somewhere in the middle, there is the case where some restaurants, often those out of town, will upon request provide shuttle service for dining guests. There are many ways for the community to offer these services without creating a new organization or spending public funds.

Q8.3. Does the cost of any of the above community support and health services prevent you from obtaining these services?

Response	Chart	Percentage	Count
Yes		19.4%	35
No		80.6%	145
		Total Responses	180

This ration (80:20) follows the ratio found in Q4.3, which asked about cost and social participation opportunities.

Comparing Q8.3 with the respondents’ age, one can see that lack of affordability is perceived throughout the age spectrum surveyed – except for those 85 years and older.



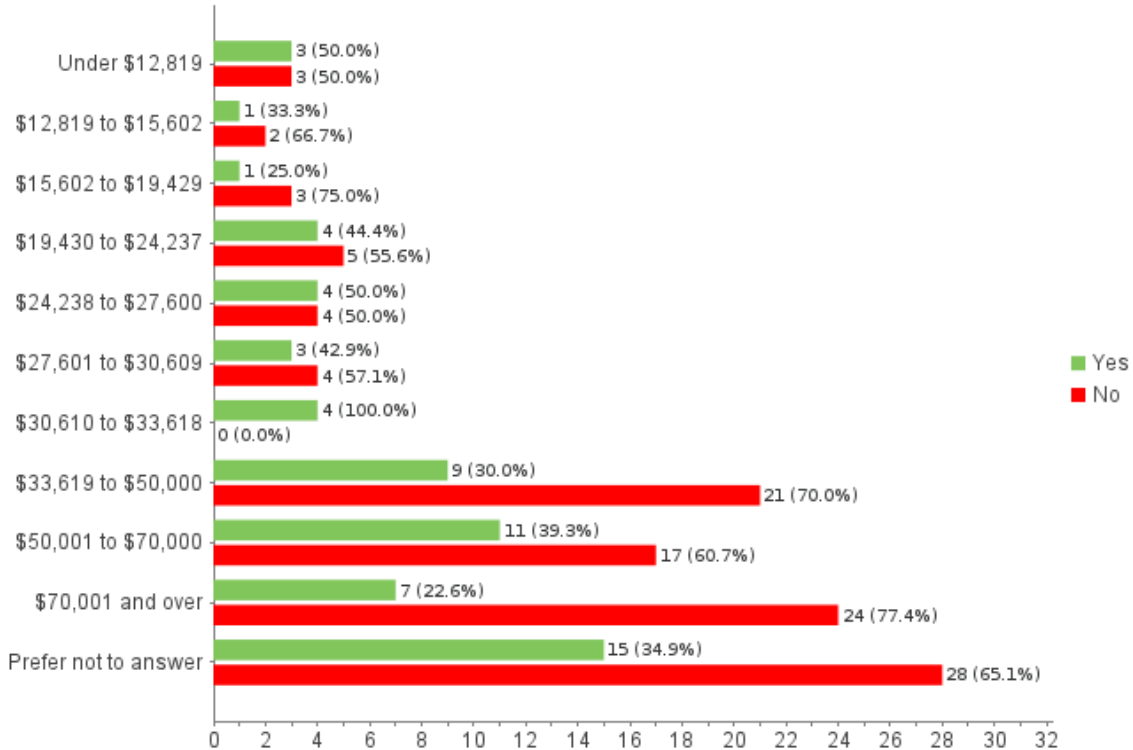
Q8.4. Are there health services that you regularly need that you cannot get in Golden?

Response	Chart	Percentage	Count
Yes		36.2%	64
No		63.8%	113
Total Responses			177

Of the regularly need services that are not locally available (36% of AFCP survey respondents), most are for specialists such as chemo, dermatology, audiologist, cat scans, glaucoma care, ophthalmologist, dialysis, dentist, hearing aids, speech therapy for stroke patients, cardiologist, orthopedic surgeon, MRI, rehab, etc.

Comparing Q8.4 with income levels, it is odd to see those that need medical services not available in Golden are more likely to have a household income that falls between \$19,430 and \$33,618.

Age Friendly Community Plan – Golden: July 2014



Community Support and Health Services is likely the most complex AFCP Dimension. There are many groups involved in trying to address older adults needs in a fair and equitable way. All AFCP survey respondents' comments on Community Support and Health Services can be found under Q8.5. in Appendix B.

Community Support and Health Services Summary

In the spirit of collaboration, the results of the AFCP survey should be shared with IHA, especially the responses regarding Specialists and Home Care needs. Drilling down in the data, there is a higher perceived importance in Golden than in Area A.

To address the perceived gaps, there are a number of possible initiatives, including connecting local caterers to older adults to provide a meal delivery program or help businesses with reach this demographic through the production of printed collateral (as a strictly online presence may not reach some potential customers).

There is also the opportunity to collect restaurant offers and promote 'seniors specials,' pushing older adults to certain products or hours and smoothing out demand for services.






While some close groups (mostly ladies) choose to get together on a regular basis for lunch, there are many older adults that are not part of one of these groups. In order to provide a social dining opportunity, service clubs and non profits should

think about offering ‘wheels-to-meals’ for existing fundraising dinners and community events, ensuring that everyone has the opportunity to participate.

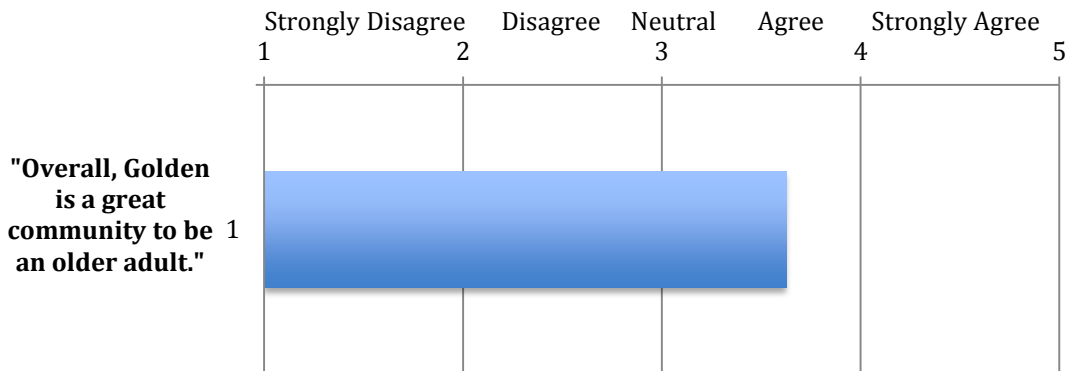
One way of pulling all of these needs and initiatives together into continuous and coherent programs is through the creation of a seniors outreach position. This “Seniors Coalition Coordinator” position could be modeled after the success of the Early Childhood Development Coalition (ECDC) and feed into larger, community-wide decision-making processes.

Overall

Q9.1. Do you agree or disagree with the following statement? "Overall, Golden is a great community to be an older adult."

Response	Chart	Percentage	Count
Strongly Agree		15.2%	29
Agree		47.6%	91
Neutral		24.1%	46
Disagree		11.0%	21
Strongly Disagree		2.1%	4
Total Responses			191

9.1. Do you agree or disagree with the following statement?



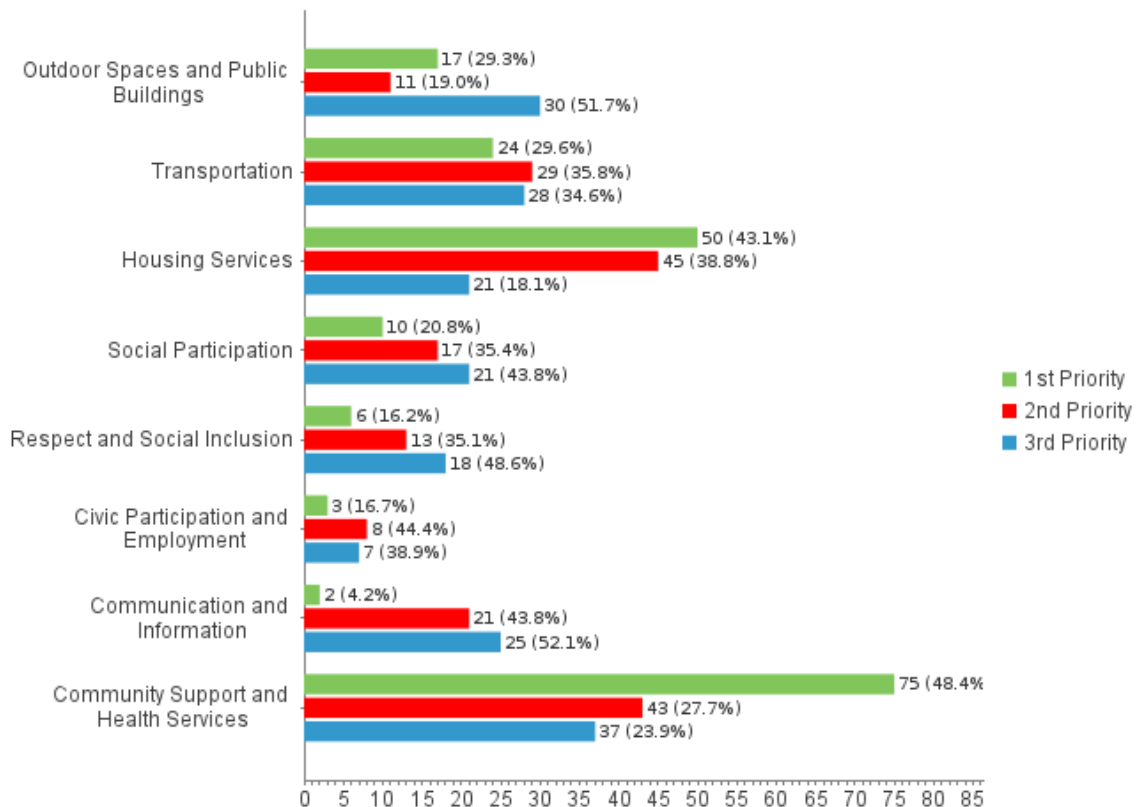
Overall Summary

The overall response to this question is positive. However, there are 13.1% of respondents who disagree with the above statement. Adding in the 24.1% that selected Neutral, more than 1/3 of respondents do not agree with that statement and do not believe Golden is a great community to be an older adult.

These results suggest that the community should focus on being more inclusive to all older adults – which is exactly what this AFCP should help to address.

Priority Dimensions

Forcing AFCP survey respondents to choose their top 3 priority Dimensions produced some clear results.



Community Support and Health Services, Housing Services and Transportation lead the way.

Older Adults Needs

The following open-ended question received some very thoughtful responses. Some said they needed “Life.” Others were focused on an “indoor pool.”

Q9.3. What will you need to live actively and socially engaged in Golden?

Response	Chart	Percentages	Count
1. Outdoor Spaces and Public Buildings		15%	15
2. Transportation		24%	24
3. Housing		25%	25
4. Social Participation		31%	31
5. Respect and Social Inclusion		5%	5
6. Civic Participation and Employment		6%	6
7. Communication and Information		5%	5
8. Community Support and Health Services		17%	17

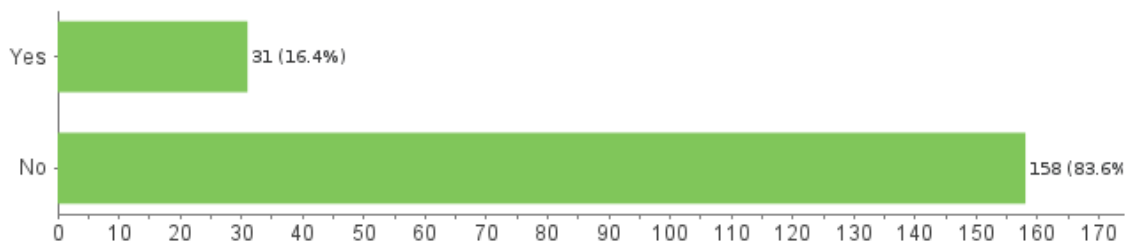
The Consultant went through the responses and grouped the responses into the 8 AFCP Dimensions. Oddly, one of the lower ranked priorities from Q9.2, Social Participation, was cited most often in these open-ended responses. However, just like in Q9.2., Transportation and Housing were rated #2 and #3, respectively.

To set priorities for the AFCP, the AFCP survey respondents’ rankings in Q9.2. will be used in the Recommendations tables.

Care Givers

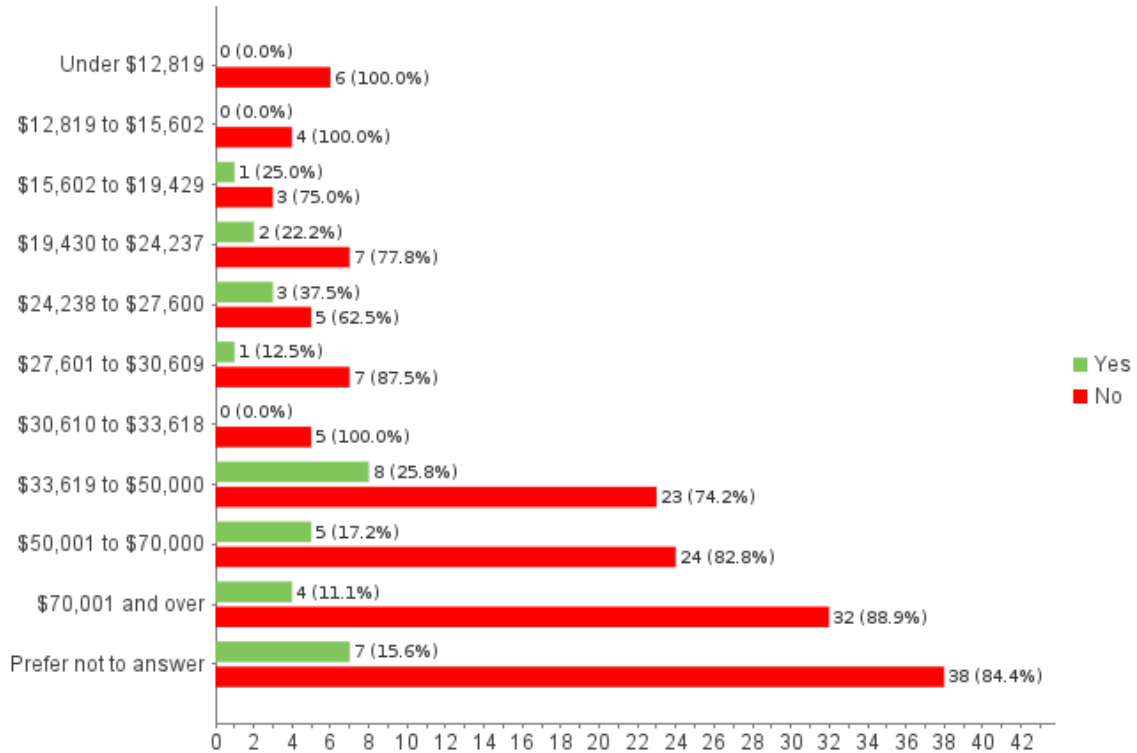
Special mention should be made of local caregivers. While only 16% of the AFCP survey respondents indicated they were a caregiver to an older adult living in Golden or Area A, this population is under considerable stress. Not only are they trying to meet their needs, they are trying to meet their dependent’s needs, too.

Q10.3. Are you a caregiver of an older adult living in Golden or Area A?

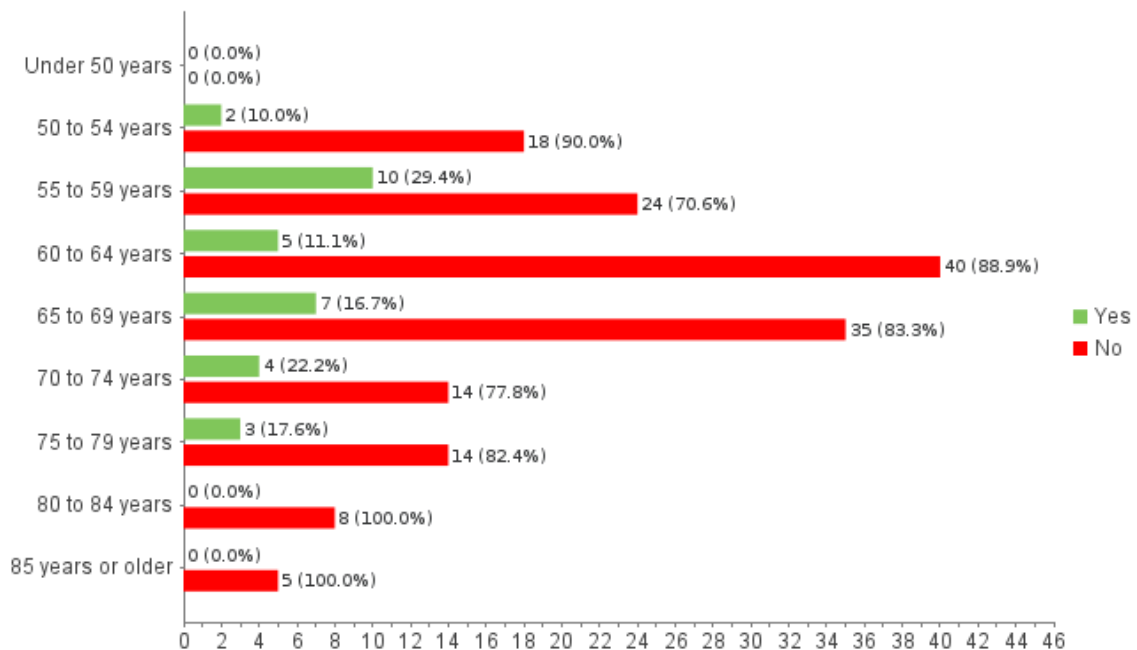


Age Friendly Community Plan – Golden: July 2014

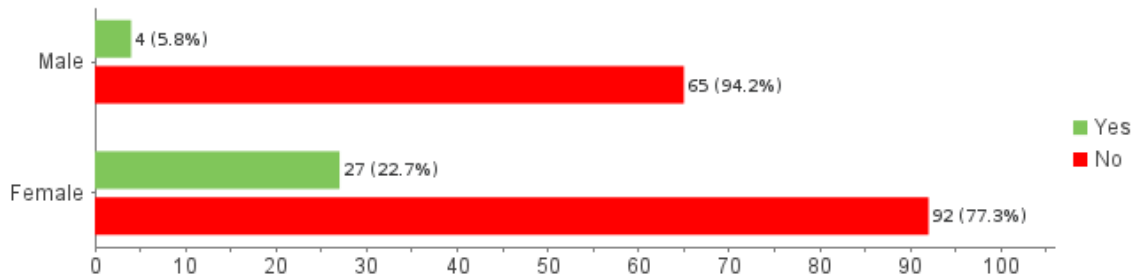
Of the survey respondents indicating both that they are caregivers (“Yes” shown in green coloured bar below) of older adults and their household income, the majority have modest incomes, where the mode income rang is \$33,619 to \$50,000.



Most often, these “older adult caregivers of older adults” are 55 to 59 years old.



And “older adult caregivers of older adults” are most likely to be woman, versus men.



Therefore, special consideration and support is available from the East Kootenay Senior Caregivers Network (EKSCN) – Golden.

Provide support for family caregivers of elderly persons who are living at home in the community or in a facility, the EKSCN Golden group meets on the 2nd Wednesday of every month, at the Golden District Hospital, at 6:30pm. This group meets to help reduce the isolation that the caregivers feel. The Golden Group is part of the [East Kootenay Senior Caregivers Network](#); supported by Interior Health. For more information call Mickey Balas at 250-344-6866 or 1-877 489-0803.

Summary Gap Analysis

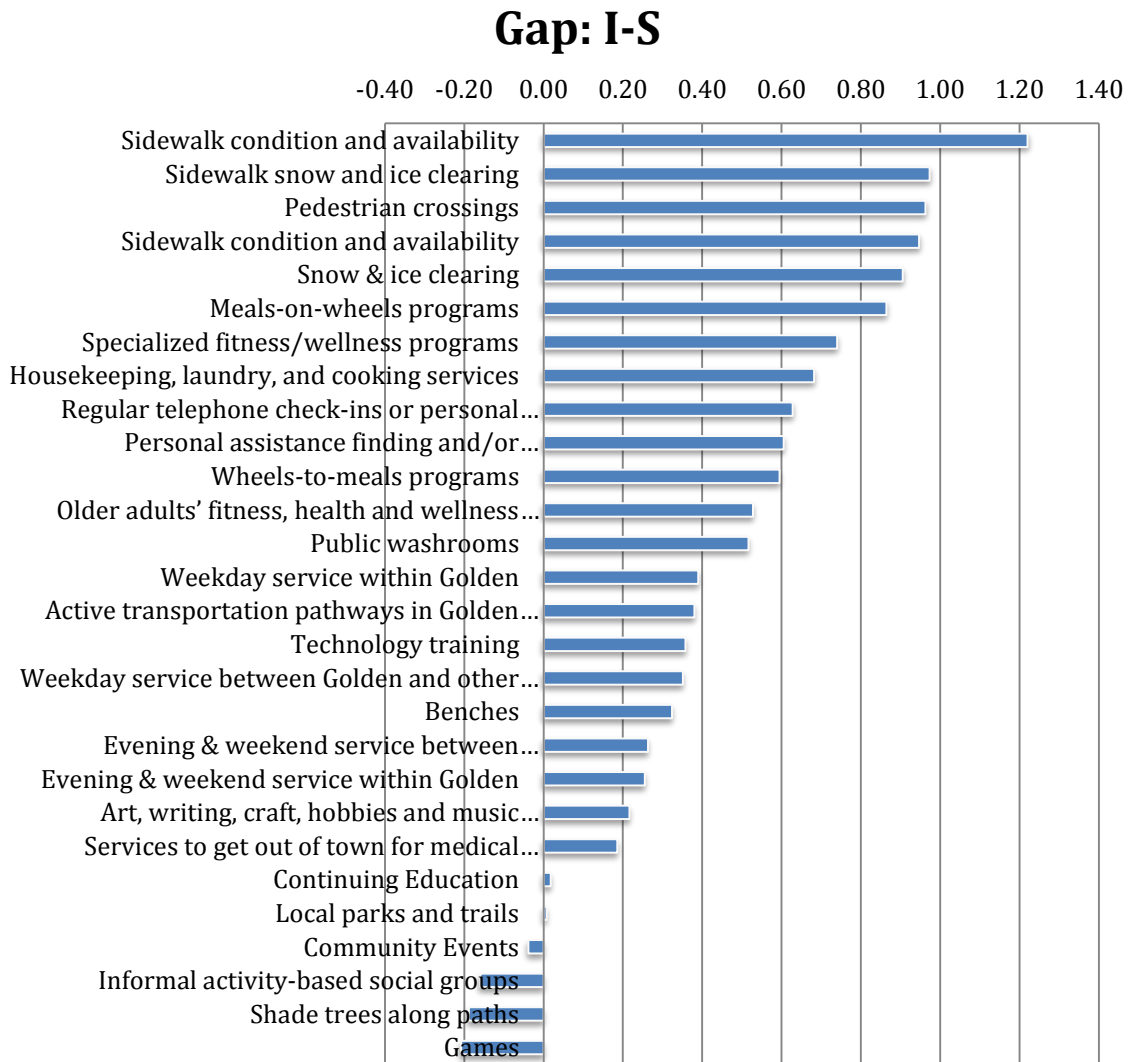
The following table is an order Gap analysis of all of the collect Importance and Satisfaction scores.

Sidewalks, snow clearing and crossings make up the top 5 largest gaps of all of the variables surveyed.

Conversely, social groups and games are 2 of the 3 variables that one could say Golden is providing greater satisfaction than the importance would necessitate. One could also surmise that survey respondents do not see a high need to add more shade trees along paths.

Local parks and trails are an example of one variable where resources are being applied appropriately creating a near perfect matching between importance and satisfaction.

Figure 49: Table of surveyed AFCP priorities



It should be noted that survey questions for only 3 of the 8 Dimensions collected data in the Gap analysis format (importance and satisfaction scores). Therefore, this Plan has only a Gap analysis on a small number of the many variables and programs offered by the Golden community.

Weighted Gap Analysis

In order to show the importance of the AFCP survey respondents' prioritization, a weighted gap equation was developed. This helps show community stakeholders the prioritization of all of the gaps between reported importance and satisfaction.

Survey Order	Dimension	AFCP Survey Priority
8	Community support and health services	1
3	Housing Services	2
2	Transportation	3
1	Outdoor spaces and public buildings	4
4	Social participation	5
7	Communication and information	6
5	Respect and social inclusion	7
6	Civic participation and employment	8

Equation 4: Weighted gap analysis formula

$$\text{Gap Weighted} = \text{Gap}_{\text{AFCP Variable}} \times (1 - 1/\text{Priority Dimension})$$

Performing this calculation will help to direct efforts toward those prioritized Dimensions **AND** those services, programs or assets that have the highest gap between importance and satisfaction.

Equation 5: Weighted gap analysis example

Where Community support and social services is 1st of 8 priority Dimensions, and the Gap Meals-on-wheels program = 0.86:

$$\text{Gap Weighted} = \text{Gap}_{\text{AFCP Variable}} \times (1 + 1 / \text{Priority Dimension})$$

$$\text{Gap Weighted: Meals-on-wheels program} = \text{Gap}_{\text{Meals-on-wheels program}} \times (1 + 1 / \text{Community support and health services})$$

$$\text{Gap Weighted: Meals-on-wheels program} = 0.86 \times (1 + 1/1)$$

$$\text{Gap Weighted: Meals-on-wheels program} = 0.86 \times (2)$$

$$\text{Gap Weighted: Meals-on-wheels program} = 1.73$$

Comparatively, where Outdoor spaces and public buildings is the 4th of 8 priority Dimensions, and the Gap Sidewalk condition and availability = 1.22:

$$\text{Gap Weighted: Variable} = \text{Gap}_{\text{AFCP Variable}} \times (1 + 1 / \text{Priority Dimension})$$

$$\text{Gap Weighted: Sidewalk condition and availability} = \text{Gap}_{\text{Sidewalk condition and availability}} \times (1 + 1 / \text{Priority Dimension})$$

$$\text{Gap Weighted: Sidewalk condition and availability} = 1.22 \times (1 + 1 / 4)$$

$$\text{Gap Weighted: Sidewalk condition and availability} = 1.22 \times (1.25)$$

$$\text{Gap Weighted: Sidewalk condition and availability} = 1.53$$

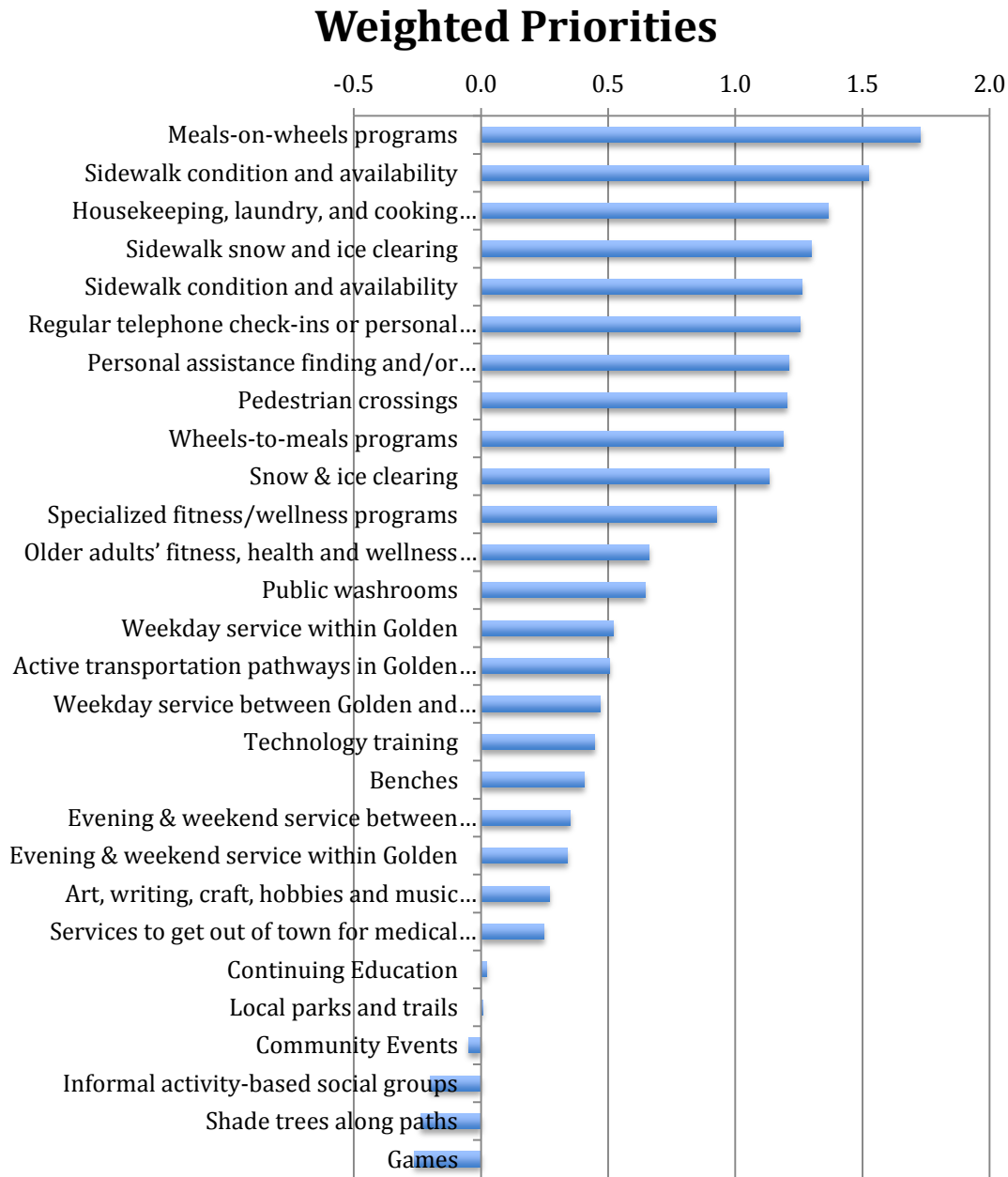
$$\text{Since Gap Weighted: Meals-on-wheels program} = 1.73$$

$$\text{Gap Weighted: Meals-on-wheels program} = 1.73 > \text{Gap Weighted: Sidewalk condition and availability} = 1.53$$

Therefore, if resources are limited, improving the Meals-on-wheels program is a higher priority than improving the Sidewalk condition and availability.

It should be noted that the weighting formula of $(1 + 1/\text{Priority Dimension})$ is arbitrary and can change the results of project prioritization if there was a greater or smaller range of scores.

Figure 50: Table of surveyed AFCP weighted priorities



Conclusions

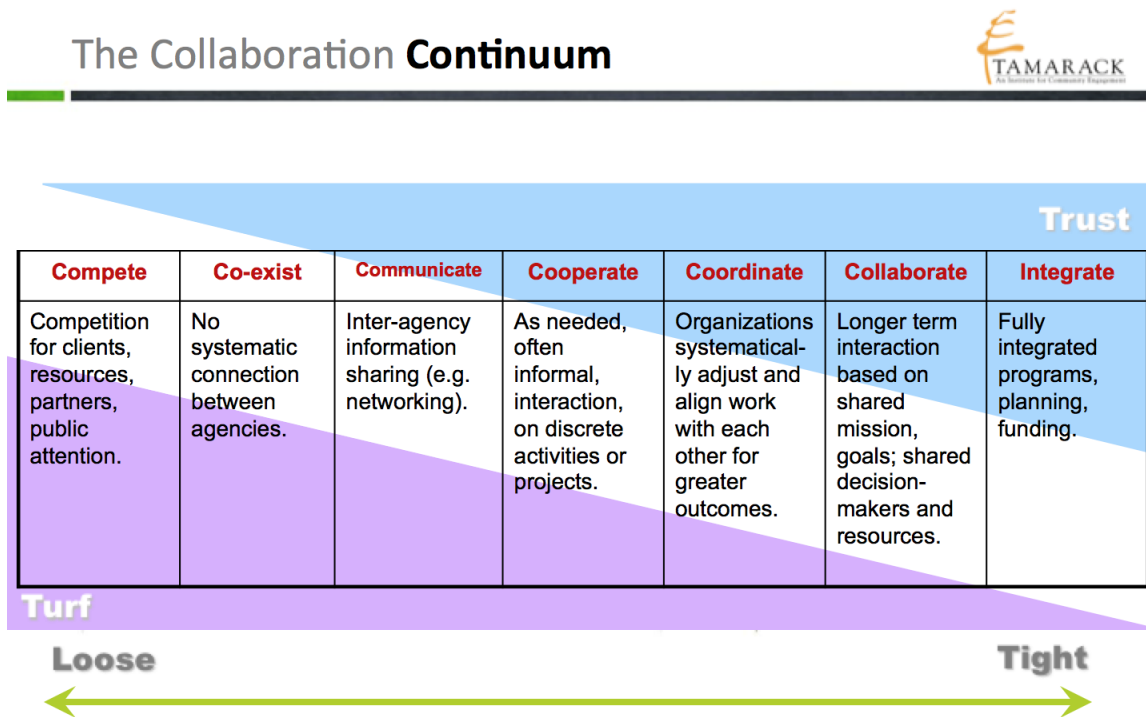
Groups cannot be expected to do more with fewer resources. With smaller populations, fewer volunteers (and hours), less funding and higher costs, the public

will need to adjust their expectations for services accordingly. If this is untenable, then existing resources need to be reallocated.

An age friendly Golden is possible – in fact necessary – to ensure the quality of life local residents have come to expect and those, whom the community hopes to attract. Age friendly community plan-related initiatives can provide real benefit to not just the target 50+ residents, but for all residents.

The complex challenge of creating an AFCP in Golden, will require collaboration and integration of principles, initiatives and groups toward the goal of sustainable solutions. In order to provide these services and programs and have collective impact on the target residents, organizations will need to “systematically adjust and align work with each other for greater outcomes” (Innoweave, 2013). Over time and interaction experience, missions and goals will need to be shared, as well as the decision-makers and all involved groups’ resources.

Figure 51: The Collaboration Continuum



(Innoweave, 2013)

Imperatives

To get there, trust will need to be developed to reduce the grip some groups have on turf. Groups and individuals will need to move from competition with one another for resources (members, volunteers, funding, facilities) to collaboration and integration of resources and assets. They will need to acknowledge that a collective

impact approach is required, establish clear and a shared goal or goals for change and identify principles to guide joint work together (Innoweave, slide 22, 2013).

Backbone Organization

A significant project like creating an age friendly community needs the guidance of vision and strategy of a backbone organization. This organization does not need to lead all activities, but it does need to support aligned age friendly activities. The backbone organization will help establish shared measurement, build public will, advance policy and mobilize funding (Innoweave, 2013).

“What makes the difference between a good movie and a bad movie? ‘Getting everyone involved to make the same movie!’ – Francis Ford Coppola” (Innoweave, 2013)

Golden needs to assign a backbone organization to manage the AFCP and host discussions and status updates to the plan.

Collaboration

The local government and groups of the Golden community will need to come together in a meaningful way. It is not simply appropriate to communicate with others and expects efficiencies will be realized. Plans need to be built with others.

Collaboration can be focused on ideas, initiatives, projects and programs and have impact on people, places and resources.

People

In small communities like Golden, involved or impacted persons may play multiple roles, depending on their age, need for service and whether they are a resident, staff of related organization or volunteer.

Residents

Local residents should communicate what they need through actionable channels. Residents need to be responsible for learning what programs are available and what the priority needs of the community are.

Staff

Depending on the organization and responsibility level, staff of age friendly related organizations will need to educate themselves on what is already available and in the planning process. Turf will need to be given up as trust is built in the name of providing better service to the community and it’s residents.

Volunteers

Volunteers should look at their volunteer career. Do they want to stay in a particular organization? It is easy to hear anecdotally that volunteers are tired and over-stretched. If this really is the case, we need to help groups to “wind-down” and thank them for their efforts. If done sensitively, this provides a great opportunity for knowledge transfer.

Coordinator Support

The Golden Early Childhood Development Coalition (ECDC) is a great example of how a dedicated part-time staff member can pull together all of the programs, services related to the newborn to 6 year old age group. The creation of a similar human resource for the older adult demographic could provide the capacity to bring these groups together and align them in an efficient and effective manner. Without this resource, volunteer organizations will not likely have the capacity, know-how or motivation to come together.

Place & Facility Alignment

Does Golden have an appropriate complement of older adult facilities? Are they being utilized? These questions need to be addressed in order to allocate resources effectively for older adults and the entire population.

Resource Alignment

Taxes, whether they are collected at the local, regional, provincial or national level, pay for service provided locally. Taxes also pay for the grants that Golden and Area A is able to secure each year. It is imperative that the connection between service levels, facility operations, and the taxes and user fees each individual pays are connected. If a community wants lower services than they *may* pay less tax. But if a community wants more or higher services, than they will likely pay more tax.

Once this correlation is understood and accepted, one may look to see how all grants are awarded. Does the size of grant correlate with the process and administration requirements? Do grants make an impact in the community? How great of an impact? Does the grant support Age Friendly Community Planning?

And how does a community ensure that it’s taxes and grants add up to provide optimized services for all? That question cannot be answered, but it is one that everyone should be thinking about when both requesting or awarding grants or participating in civic engagement.

Recommendations

With so much data from survey respondents and ideas from other communities' AFCPs and programs, the Task Force listed and prioritized initiatives so that stakeholders can determine quickly where they should turn their attention.

The categories of the plan include:

- **Dimension:** 1 of the 8 WHO AFCP Dimensions.
- **Initiative:** The idea or project proposed.
- **Priority:** High, medium or low, based on available data. When possible, summarized data was included in the cell.
- **Planning Horizon:** The forecasted timeline for addressing this issue and initiating this proposed project; from short, to medium to long.
- **Convener/Core Group:** The logical lead entity for the proposed project.
- **Community Engagement:** The existing report or data built on community engagement.
- **Timeline:** When project work would likely need to begin or, in program cases, be repeated.
- **Cost & Resources:** General lists of expenses items to include in a project budget and the possible resources available to cover the costs.
- **Follow up Measurements:** In order to understand if the project is making a sustained improvement, the most appropriate type of follow up measurements will need to be tracked.
- **Status:** The initiative's status ranging from "to be proposed, to "under review," to "continuous improvement," and "in progress."

Like any plan, Golden's AFCP must be adopted and updated regularly so that progress against it and against the goals can be monitored.

Local Government

In order to adopt Golden's AFCP, local government must include it in their plans and activities.

First, the Town of Golden Council would accept the AFCP as 'information received.' Then, the Council would adopt the recommendations of the AFCP into the OCP update.

As an OCP does not yet exist in CSRD Electoral Area A, the AFCP could help guide that process.

The Union of BC Municipalities (UBCM) outlines five steps to integrating AFCPs into communities in the document, [Planning for the Future: Age Friendly and Disability-friendly Official Community Plans](#) (2010).

“Guideline #1:

Include a commitment to accessibility and inclusion in the overall vision or mission section of the OCP.

Guideline #2:

Actively invite the participation of people with disabilities and older people in the development or revision of the OCP as well as in all other local government public participation processes. Include disability and senior-serving organizations, individuals, family members and other related groups and individuals.

Guideline #3:

Include goal statements in the OCP on key topics that have been shown to positively influence the quality of life of people with disabilities and older people, and to contribute to the development of healthy communities for everyone.

Guideline #4:

Complete an age-friendly and disability-friendly assessment of your community to discover what already works around accessibility and inclusion and what needs improvement.

Guideline #5:

In the OCP commit to having a local government committee that can continue to provide feedback and direction to elected officials and staff on aging and disability issues.”

(UBCM, 2010).

In order to complete the Age-Friendly BC Recognition Form, the Mayor or CAO must complete the following steps:

1. Established an age-friendly advisory or steering committee that included the active participation of older adults, including engagement in the planning and process of age-friendly activities.
 Complete
2. Passed a local council or board resolution that actively supports, promotes and works towards becoming age-friendly. (Attach a copy.)
 To be completed
3. Conducted an age-friendly community assessment. (Attach a copy.)
 Complete
4. Developed and publicized an action plan in consultation with older adults. The plan includes goals, objectives, timing, funding and other resources and target measures. (Attach a copy.)

Age Friendly Community Plan – Golden: July 2014

- ✓ Complete
- 5. Required attachments and/or website links.
 - a. Age-friendly committee terms-of reference
 - To be completed – a draft can be found below
 - b. Age-friendly council/board resolution, official community plan or strategic plan
 - To be completed – two drafts can be found below
 - c. Age-friendly needs assessment
 - ✓ Complete
 - d. Age-friendly action plan
 - ✓ Complete

A sample Town of Golden or Regional District Board resolution could include the following:

“WHEREAS older persons are under-represented in our workforce and in our community life;

WHEREAS older persons desire and deserve to fully participate in and contribute to the social and economic well-being of our community;

WHEREAS the age-friendly initiative is compatible with and supports other community efforts such as the Town of Golden’s Official Community Plan and Golden & Area A’s Vital Signs 2011 Report.

IT IS RESOLVED THAT:

The municipality/board of (Golden or CSRD Area A) endorses the age-friendly assessment and community planning process, and will work with community members to establish and age-friendly planning committee, which will be represented by councilor/director (name).”

(Province of BC, 2014)

Alternately, a less formal resolution may read as follows:

“That the community Golden (and CSRD Electoral Area A) actively participate, support, promote and work to implement an age-friendly initiative to assess and improve accessibility and inclusion of older persons and for the whole community.”

(Province of BC, 2014)

Once Golden (and Area A) becomes a BC designated and WHO-certified Age Friendly Community, additional support becomes available. This support can be found in the increased likelihood of receiving grants for infrastructure and social programs. And

this added support would make a larger impact in Golden, as it will fit with community-wide goals.

Create an Age Friendly Committee

It is wise that an Age-Friendly Committee be created to monitor the progress toward achieving the AFCP, regardless of the backbone organization.

This Committee should have adequate resources to monitor and report on the AFCP, with a reporting relationship to the Town of Golden Council and/or Regional District Board.

Golden and Area A already have an engaged and effective Task Force that has produced this Plan. While their volunteer commitment is complete with the submission of this Plan, some may be agreeable to working on the monitoring and controlling phase.

Age Friendly Committee's Terms of Reference

The following is an example of a Terms of Reference.

Context

Eleven percent of Golden & Area A's population (2006 Census) is 65 years and older, which is less than the BC average of 15% (Golden & Area A's Vital Signs, 2011)

Population

Golden & Area A's older adult population is expected to grow (from 37.6% to 40.8% for age 50 and older; and from 14.2% to 18.0% for age 65 and older) between 2014 and 2019.

The main focus will be on 'plugging leaks' and reducing the number of older adults leaving the community (from all cultural groups). The secondary focus will be on attracting new older adult residents.

This Committee will support and build on the existing plans and initiatives of local government, non profits and business.

Mandate of Committee

The Committee mandate is to:

- Serve as the age friendly champion for the community by developing a vision, gathering momentum for change and encouraging action;
- Develop a coordinated approach between local government, citizens, service providers and community organizations to make the community age friendly;

- Promote awareness of age-friendly principles to residents, local agencies and businesses;
- Encourage the community to view policies, projects and programs with an age-friendly lens;
- Connect with the Age-friendly British Columbia coordinator (email: AgeFriendlyBC@gov.bc.ca), and explore resources and tools available through the coordinator;
- Obtain formal local government commitment and public support for age-friendly initiatives;
- Monitor funding available for age-friendly initiatives, encourage local government or other eligible agencies to apply for this funding, and provide input on funding applications;
- Organize, promote and/or lead an age-friendly assessment of the community;
- Review the results of the age-friendly assessment and develop recommendations for priority actions;
- Oversee, promote and encourage implementation of the action plan and/or specific items in the action plan;
- Monitor changes to age-friendliness, with consideration of the impact on people of all generations and abilities; and
- Make recommendations to local government on a regular basis to continue age-friendly initiatives.

Reporting

The Committee will report to the Town of Golden Council and/or Town of Golden Council and CSRD Area A Director (and/or Community Team, should it be created), with a regular reporting schedule (semi-annually, with reports in the spring and fall each year) established at the time the committee is set up.

Committee Membership

The Committee, will be comprised of between 5 and 11 individuals, serving as volunteers, including:

- Member(s) of Council appointed by the Council;
- Director of CSRD Electoral Area A;
- Older individuals who have an active interest and awareness of concerns of residents in their age group; and (if possible)
- Individuals involved with one or more of the eight age-friendly categories (outdoor spaces and buildings, transportation, housing, respect and inclusion of seniors, social participation, communication and information, civic volunteerism and employment, health and community support), who have been nominated by their affiliated organizations

Term, Responsibility and Authority

- 3 members will be elected to 2 year terms; the remaining members will serve 1 year terms. There will be an option to serve on consecutive renewal terms. *(The term should be based on the time required to achieve the major tasks in the mandate. Consider establishing a different committee for different phases of age-friendly implementation if that is preferred by volunteers, but work to keep some consistency in membership through the phases.)*
- Chair; (name or organization represented).
- Vice-Chair;
- Secretary;
- Community Team Representative/Coordinator;
- Members of the committee are advisory to council; provide public relations or promotion of age-friendly initiatives; and in some cases lead implementation.
- Members will strive to represent the interests of older residents.
- Members will keep the media informed of age-friendly concerns and initiatives.
- Members will make recommendations to relevant organizations and to the Town of Golden Council and/or Town of Golden Council and CSRD Area A Director (and/or Community Team, should it be created).

Administration

- The Committee will meet quarterly.
- Meeting location: Any age friendly meeting space in Golden or Area A;
- Time: To be determined by the Committee.
- Administrative support provided by the Town of Golden or CSRD Electoral Area A.
 - *(Support might include sending meeting notices and agendas, recording notes, room and hospitality arrangements, guest speakers, transportation and general communication.)*
- Research support provided by _____.
 - (Research and administrative support could be provided by the same person. Support would include researching funding opportunities and best practices, analysis of the age-friendly assessment, and liaison with the Age-friendly British Columbia coordinator, email: AgeFriendlyBC@gov.bc.ca. GAI would have been the natural fit. The yet-to-be-finalized Community Team Coordinator could provide some support.)

Local Organizations

The action items found in Golden's AFCP are the responsibility of the community groups. We all hold each other accountable.

Businesses

Local businesses can play a pivotal role in addressing the needs of older adults in the community. Small businesses can react faster than non profit organizations and local government and they should feel empowered to provide services and products to the needs of the older adults in the community. These services can range from health services to meal preparation to yard maintenance. If businesses wish to become more aware or certified, the Age Friendly Business Program and Kicking Horse Country Chamber of Commerce are two great places to start.

Residents

Local residents can play the most pivotal role in the AFCP. Residents can:

- Communicate – Listen, read and watch age friendly discussions and communicate your priorities and opportunities
- Participate – Do your part to help older adults be engaged and active in the community, whether it is shoveling your sidewalk or helping someone cross the street safely
- Volunteer – Help local organizations become age friendly and seek out intergenerational opportunities
- Vote – Support businesses, organizations and elected leaders that are age friendly

Figure 52: Ice melter or sand can help improve sidewalks in the winter



The following tables outline the proposed Golden AFCP, by Priority and Dimension.

Age Friendly Community Plan – Golden: July 2014

Priority: #1 - Dimension 8. Community Support and Health Services

Aspect	Initiative	Priority	Planning Horizon	Convener/Core Group	Community Engagement	Timeline	Cost & Resources	Follow up Measurement	Status
Community Support	Connect local caterers, IH and Meals on Wheels recipients	High	Short	Local businesses/IH/ca regivers	AFCP	Fall 2014	Market-rate meals program	Satisfaction with 'meals on wheels'-type programs	Under review
Community Support	Age Friendly Business Program	High	Medium	Kicking Horse Chamber of Commerce	AFCP	Fall 2014	Staff time	Number of "Age Friendly Businesses"	Under review
Community Support	Seniors/Older Adult Coordinator	Moderate	Medium	GCRS/COTR/CBAL	AFCP, Community Coordination - Seniors Groups Meetings	Fall 2014	Staff wages	Support for Golden's older adults	To be proposed
Community Support	Inventory Older Adult Programs	Moderate	Long	TBD	AFCP	2015	Staff wages, publishing costs (print, web)	Program participation	To be proposed

Age Friendly Community Plan – Golden: July 2014

Priority: #2 - Dimension 3. Housing Services

Aspect	Initiative	Priority	Planning Horizon	Convener/Core Group	Community Engagement	Timeline	Cost & Resources	Follow up Measurement	Status
Long term residential care	New long term residential units	High (Importance: 4.12)	Long	Interior Health	IH data; AFCP survey	Ongoing	Undetermined; IH funding	Understanding of actual demand, resources and next steps	To be proposed
Housing Supply & Needs Analysis	Local government's role in housing communication	High (Importance range: 3.54 – 4.03)	Short	Town of Golden/ Staff	ToG Housing Committee; AFCP survey	Ongoing	Minimal; ToG Staff	Understanding of actual demand, resources and next steps	To be proposed
Shared housing "match-up" program	Housing "match up" program	Moderate	Medium	TBD	AFCP survey	Ongoing	Coordination; New Horizons grant, CBT Community Development Program grant	Waiting list for independent living spaces; number of participants "matched"	To be proposed
Housing Support	Housing Support Business Promotion (cleaning, home maintenance, yard work, snow clearing, computer maintenance, etc.)	Low	Short	KHCCC	AFCP survey	Seasonal	Coordination and promotion; training from Age Friendly Business Canada	Satisfaction with local services; ability to age in place longer	To be proposed
Housing Support	Volunteer Housing Support Programs	Low	Medium	TBD	AFCP survey	Ongoing	Coordination, communication, follow up; New Horizons, Plan H, etc.	Matched participants; satisfaction with program	To be proposed

Age Friendly Community Plan – Golden: July 2014

Priority: #3 - Dimension 2. Transportation

Aspect	Initiative	Priority	Planning Horizon	Convener/Core Group	Community Engagement	Timeline	Cost & Resources	Follow up Measurement	Status
Sidewalk condition and availability	Increase 'sidewalk budget'	High (AFCP Gap: 0.97)	Short	Town of Golden/ Council	OCP	Every summer	Tax revenue and infrastructure grants	Importance & satisfaction of Town of Golden services	To be proposed
Sidewalk snow and ice clearing	Promote 'seniors snow clearing program'	High (AFCP Gap: 0.95)	Short	Town of Golden/ Ops Staff	<i>Town of Golden annual survey</i>	Every winter	Creation, administration and summary of annual survey	Importance & satisfaction of Town of Golden services	To be proposed
Delivery services	Support businesses providing options (prescriptions, food delivery; companionship; driver training).	High	Short	Kicking Horse Chamber of Commerce	AFCP survey	Fall	Borne by the business and customer	Delivery revenue from 50+ market	To be proposed
Weekday service within Golden	Service options: 1. Determine steps necessary to regain Provincial support for public transportation; 2. On-demand service (HandyDART); 3. Formalize volunteer drivers program (medical and other)	Moderate (Gap: 0.39)	Medium	Town of Golden Planning Dept; Ministry of Transportation; Interior Health; Seniors Groups	IH data, OCP, AFCP	All year	Tax revenue and infrastructure grants, user fees (10%)	Vitals Signs, Interior Health; residents leaving the community permanently for health reasons	To be proposed
Weekday service within Golden	Transportations service between older adults' homes and community events/programs (e.g. Winter Walking)	Low	Long	Town of Golden, service clubs, activity providers	Town of Golden Staff	All year (especially in winter)	Costs of transportation borne by tax revenue, transit programs, service clubs	Ridership to community events	To be proposed
Active transportation pathways in Golden	Age Friendly Corridor & Active Transportation Mapping	Moderate (Gap: 0.38)	Long	Town of Golden/ Planning Staff (ATC)/ Rotary Club	OCP, AFCP, Active Transportation Committee	Spring 2015	Accessibility grants, CBT, Rotary, tax revenue, MoT	Active Transportation Audit	To be proposed
Weekday service between Golden and other communities	Approach 'partners' (incl. SD#6, biz, other regional groups (RDEK, Invermere Seniors))	Moderate (Gap: 0.35)	Long	Town of Golden	OCP, AFCP, Recreation Plan	Long	TBD; create plan for sharing of existing resources to increase overall utilization	Ridership; cost recovery through increased asset utilization	To be proposed

Age Friendly Community Plan – Golden: July 2014

Priority: #3 - Dimension 2. Transportation (cont'd)

Aspect	Initiative	Priority	Planning Horizon	Convener/Core Group	Community Engagement	Timeline	Cost & Resources	Follow up Measurement	Status
Driver training	Encourage driver training courses for those 50+	Low	Medium	KHCCC, local driver training businesses, COTR, RCMP	AFCP survey	Annually	Costs borne by participants (demand driven)	Number of trained drivers; accident rate for 50+ drivers	To be proposed
Driver assessment	Lobby for improved DriveABLE Assessment service	Low (High importance: 4.18/5; but low probability of change)	Long	MLA	AFCP; letters from MLA	Annually	TBD	Number of local residents losing their driver's licence	See response from Ministry of Justice in Appendix.
Driver training and awareness	Scooter Rodeo	Low	Long	RCMP and/or Rotary	AFCP survey	Every spring	Promotion, coordination, rodeo course	Number of trained drivers; awareness of scooter driver needs	To be proposed

Age Friendly Community Plan – Golden: July 2014

Priority: #4 - Dimension 1. Outdoor Spaces and Public Buildings

Aspect	Initiative	Priority	Planning Horizon	Convener/Core Group	Community Engagement	Timeline	Cost & Resources	Follow up Measurement	Status
Sidewalk condition and availability	Increase 'sidewalk budget'	High (AFCP Gap: 1.22)	Short	Town of Golden/Council	OCP	Every Summer	Tax revenue and infrastructure grants	Importance & satisfaction of Town of Golden services	To be proposed
Sidewalk snow and ice clearing	Promote 'seniors snow clearing program'	High (Gap: 0.97)	Short	Town of Golden/ Ops Staff	Town of Golden annual survey	Every winter	Creation, administration and summary of annual survey	Importance & satisfaction of Town of Golden services	To be proposed
Pedestrian crossings	Age Friendly/Accessible Pedestrian Crossings	High (AFCP Gap: 0.96)	Short	Town of Golden Planning Dept.; Ministry of Transportation	Traffic Studies, OCP, AFCP	When traffic necessitates	Tax revenue and infrastructure grants	Importance & satisfaction of Town of Golden services	To be proposed
Snow & ice clearing	Promote "Seniors snow clearing program"	High (AFCP Gap: 0.95)	Short	Town of Golden/ Ops Staff	Town of Golden annual survey	Winter	Time to promote, document feedback	Importance & satisfaction of Town of Golden services	To be proposed
Accessibility and inclusion	Update OCP with a commitment to accessibility and inclusion in the overall mission	High	Medium	Town of Golden/Council	AFCP survey, OCP Update	OCP update 2016	Included in planned OCP update process	Importance & satisfaction of Town of Golden services	To be proposed
Public Washroom	Public Washroom Promotion – Signage, Opening Hours, Seasonal Dates	Moderate	Short	Town of Golden Staff	AFCP survey	Spring 2015	RMI funding – signage initiative	Importance & satisfaction of Town of Golden services	To be proposed
Public Buildings	Centralized booking and facility management	Moderate	Medium	Town of Golden, CSRD, SD6, non profits that manage spaces	AFCP survey	Spring 2015	Software licences, training;	Utilization of public spaces, admin time used by groups	To be proposed
Public Buildings	Install Electric Doors on Public Buildings	Moderate	Medium	Town of Golden Staff	Feedback from Town Staff	Spring 2015	Accessibility grants, CBT, Rotary, tax revenue	Importance & satisfaction of Town of Golden services	To be proposed
Public Buildings	Hydraulic Lift in Pool	Moderate	Medium	Town of Golden Staff	Feedback from Town Staff	Spring 2015	Accessibility grants, CBT, Rotary, tax revenue	Importance & satisfaction of Town of Golden services	To be proposed
Public Buildings	Wheelchair Lift to Arena Lounge	Moderate	Medium	Town of Golden, CSRD	Feedback from Town Staff	Spring 2015	Accessibility grants, CBT, Rotary, tax revenue	Utilization of publicly funded facilities	To be proposed
Public Buildings	Joint Use Agreements	Moderate	Long	Town of Golden, CSRD, SD6	AFCP survey	Spring 2015	Substantial; savings could be considerable	Utilization of publicly funded facilities; costs to manage publicly owned facilities	To be proposed

Age Friendly Community Plan – Golden: July 2014

Priority: #4 - Dimension 1. Outdoor Spaces and Public Buildings (cont'd)

Aspect	Initiative	Priority	Planning Horizon	Convener/Core Group	Community Engagement	Timeline	Cost & Resources	Follow up Measurement	Status
Public Buildings Awareness	Public Space Promotion – “Scavenger Hunt/Amazing Race” and “Photo Contest”	Low	Short	Town of Golden Staff	AFCP survey	TBD	Recreation & Operations staff	Importance & satisfaction of Town of Golden services	To be proposed
Public Buildings Awareness	Public Space of the Week:	Low	Short	Town of Golden Staff	AFCP survey	TBD	Places chosen are seasonal; a contest to “guess where this photo was taken.”	Importance & satisfaction of Town of Golden services	To be proposed
Snow & ice clearing	Public Sanding Boxing along high foot traffic areas	Low	Short	Town of Golden/Ops Staff	Completed through OCP	Every Winter	10 plastic “sanding boxes,” sand and instructions (\$2,500); Tax revenue and infrastructure grants	Measure use of sand.	To be proposed
Sidewalk condition and availability	Increase ToG reserves for ‘Paving, Patching & Sidewalks’	Low	Medium	Town Council	AFCP	2015 budget	TBD	Reserve balance for future expense item	To be proposed
Trail condition and availability	Rotary Trail Enhancements	Low	Long	Rotary Club of Golden	AFCP Survey, OCP, Active Transportation Audit	2014-16	Fundraising	Active Transportation Audit	To be proposed
Sidewalk condition and availability	Age Friendly Corridor & Active Transportation Mapping	Low	Long	Town of Golden/ Planning Staff (ATC)/ Rotary Club	OCP, AFCP, Active Transportation Committee	Spring 2015	Accessibility grants, CBT, Rotary, tax revenue, MoT	Active Transportation Audit	To be proposed
Trail condition and availability	Nordic skiing along Rotary Trails	Low	Long	Town of Golden, Golden Nordic Ski Club	AFCP	Winter 2016	Reduced snow clearing along Rotary Trails	Active Transportation Audit	To be proposed

Age Friendly Community Plan – Golden: July 2014

Priority: #5 - Dimension 4. Social Participation

Aspect	Initiative	Priority	Planning Horizon	Convener/Core Group	Community Engagement	Timeline	Cost & Resources	Follow up Measurement	Status
Specialized fitness/wellness programs	Inventory specialized fitness/wellness programs	High (Gap: 0.74)	Short	Town of Golden Recreation Services; KHCCC; Mt.7 Rec Plex Society/users	IH data; AFCP survey	Fall, winter	Undetermined	Understanding of actual demand, resources and next steps	To be proposed
Older adults' fitness, health and wellness programs	Communication - Improved utilization of Community Calendar - through training and incentives (using inventory above)	Moderate (Gap: 0.53)	Short	KHCCC, Town of Golden	AFCP survey	Fall	Minimal; ToG, KHCCC Staff	Enrollment/participation in older adult programs	To be proposed
Technology training	Smart Phone, tablet and Windows 8 Support through COTR	Moderate (Gap: 0.36)	Short	COTR, CBAL, Golden Seniors	AFCP survey	Ongoing	Undetermined	Number of participants, competency/comfort with technology	In place
Activity promotion	Social Participation promotion at Soup Days	Moderate	Short	Golden Seniors; Town of Golden; KHCCC; COTR	AFCP survey	Fall	Minimal, staff/volunteers to staff desk, promotional materials	Participation rates with promoted activities	To be proposed
Volunteer opportunities	Older adult needs integrated into infrastructure projects (indoor pool)	Moderate	Short	Town of Golden; special interest groups	AFCP survey	Ongoing	Volunteers' time	Fit and perception of indoor pool proposal with 50+ residents	To be proposed
Art, writing, craft, hobbies and music therapy programs	COTR - Senior Arts Program	Low (Gap: 0.22)	Short	COTR	AFCP survey	Ongoing	TBD	Number of participants, satisfaction	Continuous Improvement
Community Events	Feed events into Community Calendar	Low (Gap: -0.04)	Short	KHCCC	AFCP survey	Ongoing	Minimal	Number of events in Community Calendar, attendance at promoted events	Continuous Improvement

Age Friendly Community Plan – Golden: July 2014

Priority: #5 - Dimension 4. Social Participation (cont'd)

Aspect	Initiative	Priority	Planning Horizon	Convener/Core Group	Community Engagement	Timeline	Cost & Resources	Follow up Measurement	Status
Continuing Education	Certificate, Diploma and Degree Programs	Low (Gap: 0.02)	Long	COTR	AFCP survey	Ongoing	TBD	Number of students, courses enrolled in, programs completed	Continuous Improvement
Community Events	Community Participation Bursary Program for low income adults	Low (Gap: -0.04)	Long	Town of Golden	AFCP survey, Whitetooth Affordable Ski Program	Fall	TBD	Increased participation from low income residents	To be proposed
Social groups	Informal activity-based social groups	Low (Gap: -0.16)	Long	Golden Seniors, Legion, Town of Golden Rec Services	AFCP survey	Ongoing	Status quo	Participation and satisfaction	Continuous Improvement
Games	Games	Low (Gap: -0.21)	Long	Golden Seniors/Royal Canadian Legion	AFCP survey	Ongoing	Status quo	Participation and satisfaction	Continuous Improvement

Age Friendly Community Plan – Golden: July 2014

Priority: #6 - Dimension 7. Communication and Information

Aspect	Initiative	Priority	Planning Horizon	Convener/Core Group	Community Engagement	Timeline	Cost & Resources	Follow up Measurement	Status
Communication	Community Calendar	High	Short	KHCCC	AFCP	Summer, Fall 2014	Staff time	Number of events, user groups on monthly calendar	Under review
Information	Community Registration Night	High	Short	Town of Golden	AFCP	Sep-14	Space, advertising, volunteer and staff time	Volunteer participation; public awareness of programs	Ongoing
Communication	Community Collaboration	High	Short	GCRS	Vital Signs	Summer 2014	Staff time, volunteer participation	Percentage of successful community projects	Under review
Communication	Event Promotion – WOM, Print and Online for all	Moderate	Medium	KHCCC	AFCP	Fall 2014	Staff time, presentation development	Event attendance	To be proposed
Communication	Non profit list	Moderate	Short	GCRS	AFCP, Community Coordination	Fall 2014	Staff time, BC Registry Services	Number of active, registered non profit organizations	Awaiting funding
Communication	Technology Training Program	Moderate	Medium	COTR/CBAL	AFCP	Fall 2014	TBD	Competency and comfort with technology	To be proposed
Information	Local report record keeping	Moderate	Medium	Town of Golden/GAI	AFCP	Fall 2014	Staff time	Number of inquiries, web clicks, page views	To be proposed
Information	Local report record keeping	Low	Long	Town of Golden/GAI	AFCP	2015	Staff time, scanning	Number of recorded local groups	To be proposed
Information	Older adult participation in Indoor Pool project discussion	Low	Long	Town of Golden/volunteer group	AFCP feedback	2015	Volunteer time	Integration of older adult needs in next Indoor Pool proposal	To be proposed

Age Friendly Community Plan – Golden: July 2014

Priority: #7 - Dimension 5. Respect and Social Inclusion

Aspect	Initiative	Priority	Planning Horizon	Convener/Core Group	Community Engagement	Timeline	Cost & Resources	Follow up Measurement	Status
Inclusion	Increased promotion and utilization of Welcome Wagon program	High	Short	Welcome Wagon	AFCP	Ongoing	TBD	Increase in “Golden is a welcoming community to be an older adult” rating	To be proposed
Inclusion	Increased promotion of Community Registration Night	High	Short	Town of Golden Rec Services	AFCP	Annual	Specialized messaging to older adult groups and older adults	Volunteer participation; enrollment in programs	To be proposed
Respect	Volunteer Recognition for all volunteers	High	Medium	Town of Golden/Service Clubs	AFCP	Annual	Volunteer recognition event; ~\$1,500	Volunteerism rates	To be proposed
Respect	World/Super Host Customer Service Excellence Training for Volunteers	Moderate	Medium	BCVC, Town of Golden, Tourism Golden	AFCP Survey	Every fall and spring	Host training, logo wear, iPads, signage; New Horizons grant	Volunteer participation; tourist response (Tourism Golden)	To be proposed
Inclusion	Volunteer Development & Management Program	Moderate	Long	Town of Golden, Social Service groups	AFCP Survey	Ongoing	Coordinator, program design, monitoring; grants	Importance & satisfaction of Town of Golden services	To be proposed
Respect	Community Ambassador/ Host Program	Low	Long	BCVC, Town of Golden, Tourism Golden	AFCP Survey	Every fall and spring; special events	RMI funding	Volunteer participation; tourist response (Tourism Golden)	To be proposed

Age Friendly Community Plan – Golden: July 2014

Priority: #8 - Dimension 6. Civic Participation and Employment

Aspect	Initiative	Priority	Planning Horizon	Convener/Core Group	Community Engagement	Timeline	Cost & Resources	Follow up Measurement	Status
Employment	Secure Older Worker Program	High (Satisfaction: 3.5/5)	Short	College of the Rockies	AFCP	Continuous	Service delivery agreement	Importance & satisfaction of employment services	Application under review
Civic Participation	Create Community Coordinator/Developer Role	High	Short	Town of Golden	AFCP/Community Coordination	ASAP	Jointly funded by Town of Golden, CBT, CSRD; CBT CDP and eventually Community-Directed Funds program	Civic and social participation;	In progress (since Dec 2013)
Civic Participation	Community Conversations	Medium	Medium	Town of Golden/Christina Benty/CBT	<i>Community Conversations Series 2013/14</i>	Jan-15	Facilitation, meeting space rental	Voter participation	To be proposed
Civic Participation	Promotion and recognition of local government volunteers	Medium	Medium	Town of Golden/CSRD	AFCP	Jan-15	Listing and recognition of all local government volunteers, volunteer appreciation event	Volunteer interest, participation	To be proposed
Civic Participation	Volunteer Development and Management	Medium	Medium	Town of Golden	<i>AFCP/Community Coordination</i>	Fall 2014	Coordinator, process, job descriptions, HR/volunteer management training	Civic participation, social participation	To be proposed
CSRD Fire Suppression	Communicate review of CSRD Fire Services	Low	Long	CSRD/Community Associations	CSRD	TBD	TBD	CSRD resident satisfaction	To be proposed

Appendices

Appendix A: Survey Instructions & Introduction

To brief all survey respondents on the project and the survey, the following was included on the first page of both online and printed surveys:

Assessing Priorities and Needs

Thank you for taking the time to complete this survey by the Town of Golden’s Age-Friendly Community Plan Task Force. The Task Force is undertaking an assessment of the “age-friendliness” of Golden (see below) for those aged 50 and older. The World Health Organization describes several key features that make a community “senior-friendly”:

- 1. Outdoor spaces and public buildings are pleasant, clean, secure and physically accessible for people using wheelchairs, walkers, scooters, etc.*
- 2. Transportation is accessible and affordable*
- 3. Housing is affordable, accessible, well-built, well-designed, conveniently located near services and transportation, safe and secure*
- 4. Social participation opportunities in leisure, social, cultural and spiritual activities accommodate older adults’ interests and abilities and include people of all ages and cultures*
- 5. Respect and social inclusion fosters positive images of aging and intergenerational understanding*
- 6. Civic participation and employment includes older adults’ desire to be involved in volunteering, becoming politically active, vote, and help ensure economic security through remaining employed or finding new employment*
- 7. Communication and information is both readily accessible and in formats that are appropriate for older adults*
- 8. Community support and health services are well-located, easily accessible, affordable and appropriate to older adults’ needs*

Your feedback and suggestions on the services and programs used by older adults (aged 50 and older) will help determine the Town of Golden’s funding priorities for improvements to the “age-friendliness” of Golden and Area A. Your feedback will remain private and will never be connected with your name.

Instructions: *This survey should only take about 20 minutes of your time. Your answers will remain anonymous and confidential. By filling out this survey you can choose to be entered into a drawing for one of six \$25 gift certificates from The Island Restaurant. If you do not use a service, please select “No opinion.” The Town of Golden expects to publish the results of this survey in spring 2014. If you need help completing this survey, please call the Consultant, Ryan Watmough at 250-344-8610.*

Submissions must be received by the Task Force by April 28, 2014. You can also learn more about this project and complete this survey online at:

www.goldenloom.ca/age-friendly.html.

I agree to participate

Appendix B: AFCP Survey Open-Ended Responses

AFCP survey respondents were able to provide comments under each Dimension.

Q1.4. Please feel free to provide any other comments about Outdoor Spaces and Public Buildings for older adults in Golden:

#	Response
1.	All adequate.
2.	[General Buildings & Facilities]Accessibility and affordability are important no matter what age we are considering. Many retirees live on a somewhat restricted income. The number of clients accessing the local food bank are indicative of income restrictions in much of the younger generation as well.
3.	[General Buildings & Facilities]Even though I am not using these spaces and buildings, they are still important in our community.
4.	[General Buildings & Facilities]I apologize for my lack of engagement in Golden. I do not live here, and generally work here and pass through. I can speak to my opinion on the importance of these things more than on my utilization of them....
5.	[General Buildings & Facilities]I don't think Golden has enough accomodation for self sufficient older adults in Golden.
6.	[General Buildings & Facilities]I think it is very important to provide for healthy inexpensive activities of all types for seniors and all residents. Helps us stay healthy and active.
7.	[General Buildings & Facilities]It is a shame that you did not include golf course in your questionnaire.
8.	[General Buildings & Facilities]Most places never have anybody there and other than the college offering a seniors' computer course, we have not heard of any seniors events unless someone tells us at the last minute. There is not enough communication.
9.	[General Buildings & Facilities]Right now I live out of town. Would use some of these facilities if I move to town to retire.
10.	[General Buildings & Facilities]The Boards of the Senior Centre and Rec Plex need to get their acts together and make their facilities welcoming and open.
11.	[General Buildings & Facilities]The low use of the facilities has to do with me not living and working in Golden but I really appreciate all of them. I imagine benefiting more of all those opportunities when I'm retired.
12.	[General Buildings & Facilities]The use of public buildings depends on events held. I use the arena to go watch hockey and faith based buildings because that is where I do yoga.

13.	[General Buildings & Facilities] There is always room for improvement. What we have is adequate.
14.	[General Buildings & Facilities] They are of no use to seniors who can not get to them.
15.	[General Buildings & Facilities] This page was difficult for me to do because the list was so long that I couldn't keep the headline labels in view of the lists and had to keep moving up and down it and while my fingers might work, others over 50 might have more difficulty.
16.	[General Buildings & Facilities] This questionnaire is poorly designed if one lives in Area A but spends time in TOG. The accuracy of answers is totally unreliable. For example 1.1. None of those things are available in Area A yet as a resident of Area A, I am in town a lot and therefore use those facilities/conveniences etc. and have an opinion.
17.	[General Buildings & Facilities] We are lucky we have them , so Towns don't.
18.	[General Buildings & Facilities] We have been here less then a year but feel we can contribute more input on future survey's
19.	[General Buildings & Facilities] Would have been useful to include private recreational facilities also, such as the climbing gym and workout gym. These facilities are used much more heavily by people over 50 in other communities and are under-utilized by Golden seniors. Also KHMR is probably well utilized by seniors.
20.	[General Buildings & Facilities] personally feel there is a good balance of facilities and services available. focus on enhancing and maintaining what we have before considering expanding.
21.	[Getting Around] All in all our town does provide good sidewalks, but there are a few streets that do not have sidewalks so seniors do have to walk on the street which can be a bit dangerous when traffic is going by fast.
22.	[Getting Around] Better bike route to access Selkirk Hill. Pedestrian crossing at 11th St. and 10th Ave is not safe. Second access across train tracks to access Columbia River at foot of 12th Street would improve access to river/outdoors.
23.	[Getting Around] Bus service should be brought back but should be concentrated in town so as to make more frequent service possible.
24.	[Getting Around] Crossings of Highway 95, though marked are NOT seen guests to community. Unclear what indicating "always" would mean.
25.	[Getting Around] DOG S--T on trails is one reason why I won't use certain trails!!!!!!! There needs to be before education making the public aware of cleaning up after their dogs !!!!!
26.	[Getting Around] Designated Bicycle lanes/paths are required throughout on Highway 1/95 S Access to hiking and snowshoe trails needs to be a focus. Need an indoor aquatic centre. Tennis courts need some serious maintenance for their long term survivability.
27.	[Getting Around] Doctor says not to walk more than 100 yards.

28. **[Getting Around]**Golden does a good job getting the sidewalks cleared and keeping pathways open. We live in a snowy place and all us 50+ persons need to recognize this. Part of the survey that does not exist, is the question: Would you be willing to pay for more amenities? This is tied with all the other questions. I think having a seasonal outdoor pool is excellent as it complements the opportunity to XC ski and skate in winter. It would be a shame to lose the outdoor pool and try to build an indoor one.
29. **[Getting Around]**Golden has lots of outdoor activities to offer for free that is great. but winter the only activity that seniors can use is the walking program to keep fit. The winter sidewalks aren't good enough to carry out a walking program, add dog owners who think it's okay to keep there dogs off leash on the trails and I am not as active in the outdoors. I am okay with buying cleats to walk but unless we have tougher dog control rules I am hesitant to risk winter roads and dogs. I person I know was bit by a dog and when they reported to the town of Golden it wasn't considered a viscous attack and nothing was done....that is wrong. why can't after a dog bit can't the town enforce muzzling? or at least fine for dogs off leashes.
30. **[Getting Around]**Handicapped parking is limited on the streets in town.
31. **[Getting Around]**I am 73 years old with some mobility concerns. I have a home in the Blaeberry but I spent this winter in the town of Golden. I can walk short distances and I like to enjoy the outdoors. I could be much more independent if there were more benches in town. It is very important to have benches...one per block (-: If vandalism is a problem, we do not have to have conventional benches all over... For example behind the mad trapper there is a flat stone - I use this and it works. Some should have back rests... But it is not always needed. A sculptural rock, fountain, or log seats can be placed throughout town. The important thing is that we need way more places to sit and rest in town. I could take a long walk but I must break it up with rests. There also needs to be a place to sit inside each grocery store. Benches and public washrooms are a very high priority for me. There is no public washroom on the south side shopping area. If you would like to contact me for more input I can be reached at Enid_petherick@hotmail.com
32. **[Getting Around]**I believe what we have here are more than adequate. there sometimes in winter is conflict, at entering the trails between the town snow clearing blicking access to trails. All in all the parks and trails are great, parking near the access points is available and the trails are adequately maintained. Maybe more dog poop bags and more trash cans to deposit the dog poop bags, please. Also some user friendly signage to ask people to clean up after their dogs.
33. **[Getting Around]**I live here for mountains, rivers and parks regionally. Amenities need to provide a sense of heritage and harmony with spirit of adventure and nature and facilitate new or existing nearby trails for hiking and biking that are friendly and suitable for older citizens too ie along the Columbia River and its natural wetlands nature. Two railway corridors plus rivers are significant barriers to getting around, and an opportunity to create unique community trail friendly connections for tourism, the young and old who are vehicle

<p>limited.</p>
<p>34. [Getting Around]I marked dissatisfied for sidewalk conditions. In reality many sidewalks are just fine, but there are some where sections have heaved. Of more concern are sections without sidewalks: e.g. between Sobeys and the Bad Habit cafe, along 7th street North and along Kicking Horse Trail, along 9th street North, and along the overpass and the business roads along the highway. There are residential areas there. Shade trees and evergreen trees could be added in many areas of town: not only is shade really needed in the summer, evergreen trees provide some shelter from winds in the winter.</p>
<p>35. [Getting Around]I think that more consideration needs to be put into developing sidewalks and modifying current trails so that people with mobility issues can maneuver around town easily. Durand Manor parking creates a hazard for people travelling in wheelchairs and on scooters, it's difficult to see them when you are backing out. Our farmers market is largely inaccessible to parents with strollers and people with mobility issues. The crosswalk on Hwy 95 is very dangerous. The market would be available to more people if it was held in spirit square.</p>
<p>36. [Getting Around]I think we need safe ways to navigate our Town. The Strip area to downtown. Downtown to the Confluence area. Town to Nicholson - at least along the highway. Safe ways include - sidewalks and/or paved trails to accommodate walkers and bike riders, lighting, snow/ice removal and safe ways to cross streets and/or highways. Benches at intervals would be nice and possibly public washrooms.</p>
<p>37. [Getting Around]Ideally, and not just for seniors, the Rotary trail system would be expanded to join the different sections of the town. This would include (expensive) a high pedestrian bridge across the Kicking Horse just upstream from the campground, with a trail leading up to the highway and trails leading from there through the upper neighbourhoods and then down to the highway again behind the Grizzly restaurant. Pedestrian overpasses would be needed in two places. This would, besides providing a fairly strenuous and interesting walk for Golden (including fit seniors), give our visiting tourists a way to pass some time and see the entire town, including a spectacular view of the Kicking Horse River.</p>
<p>38. [Getting Around]Love walking the Rotary Trail from 11 St S to Golden Transfer/Kicking Horse River. Would love to have a bench along the way to rest as I find a half hour too long before I need to sit down.</p>
<p>39. [Getting Around]Maintain river trail in the winter especially in the spring thaw.</p>
<p>40. [Getting Around]More areas open to off leash dog walking</p>
<p>41. [Getting Around]More walking and biking trails in town for adults.</p>
<p>42. [Getting Around]Need more benches and trails applying to seniors.</p>
<p>43. [Getting Around]Need more snow and ice cleared for access to rotary trails. Hard to get on and off.</p>

44.	[Getting Around] Sidewalks poor and none in older parts of town.
45.	[Getting Around] THE SIDEWALKS BY THE LIGHTS -ACROSS FROM APOSTOLES BY JACK WONGS OLD GARAGE ARE IN TERRIBLE SHAPE. WHEN TRYING TO PUSH SOMEONE IN A WHEELCHAIR, IT WAS NEARLY TIPPED OVER.
46.	[Getting Around] The KH River behind the Shoe Store and along to the Pedestrian Bridge, both sides, is frequently used by a lot of people - there used to be benches up there on the riverbank before the Spirit Square was renovated. It would be nice to have some benches back up there so people can look and listen to the River. Also more benches, picnic tables in all the parks eg., the park beside the Cinema. More signage indicating the name of the individual Park.
47.	[Getting Around] The cleaning of daily dirt and ice and snow removal on the sidewalks is one thing that merchants need to pay more attention to.
48.	[Getting Around] The crosswalk from the Bakery side of the street to Moon River Gallery is often a dangerous area as vehicles park too close to the crosswalk so a pedestrian is not seen by oncoming traffic. As well, the crossing on the south side of the bridge is often hazardous as vehicles continuing on Park Avenue towards the library often do not signal and are not always watching for pedestrians crossing to the concrete island.
49.	[Getting Around] The lack of sidewalks on the main corridor through downtown should be addressed. When one lane disappeared from that road I thought it was so sidewalks could be added.
50.	[Getting Around] The pathways are great in Golden - the Golden hill trail is well maintained year round. the supply of dog bags is nice and garbage's are usually available and dumped often.
51.	[Getting Around] These spaces including the walking trails are kept in good condition most of the time. In early spring they are often icy which limits the usage for older people because of the threat of falling. The Civic Centre should be more accessible to everyone and have less rules for usage.
52.	[Getting Around] Wheel chair access has been questionable in Golden. It was highlighted in the application to the Rick Hansen application for the Spray Park; and although we didn't receive the funding, the application process prompted one to really ask, "how are we doing in the area of continued improvement around easy access for everyone?" Undoubtedly, what we do for seniors also impacts families with children, particularly those with strollers. Addition of pedestrian flashing lights, particularly at 7/11 for crossing to the farmer's market could facilitate safer people movement here. Golden's aesthetic appeal has certainly been improving over the last few years. Given that I live outside of town, I recreate at home more than in town, nevertheless value these facilities and services for others.
53.	[Getting Around] good maintenance of walking routes (trails/ sidewalks) is esentail to encourage seniors to get out and get moving, but should not increase the risk to trips and

	falls.
54.	[Getting Around] safe access to buildings and outdoor spaces with no tripping/slipping hazards are very important
55.	[Getting Around] sometimes the rotary trails are too bumpy for an older senior citizen with a bad back
56.	[Getting Around] strategic placed benches would be appreciated. there are plenty of benches along the river around the pedestrian bridge. More with be appreciated east of the town office towards the secondary school. It would be nice to have a few benches along residential streets. There seems to be adequate shade on along the rotary trails, but many residential streets and neighborhoods could use more shade trees. Walking back from the pool in the summer can be a blistering ordeal. More trees are always a good idea. When sidewalks are cleared of snow, big piles should not remain at the end of the sidewalk, where I have been unable to push a stroller and have to retrace my steps. Sometimes the pedestrian light just east of the town office isn't working, making crossing dangerous. I walk all over town twice a week, so I am intimate with these issues.
57.	[Getting Around] we need the sidewalks to be at least walkable so we don't have to walk on the roads!!! the new garbage rules are not very satisfactory ,from my point of view. I thought the whole idea of separating garbage was to keep plastic(especially plastic store bags)out of the dump sites!
58.	[Parks] Downtown Benches Small park type areas
59.	[Parks] I live in Field and within an abundance of amazing outdoor spaces within Yoho National Park - public buildings so no problem.
60.	[Parks] More and better seating at Square for summer concerts and events. More with back rests.
61.	[Parks] No mention made of outdoor exercise equipment or bike share
62.	[Parks] No parks in north end of Golden. No signs to Confluence Park.
63.	[Parks] THE CURLING RINK, RE PLEX (WALKING IN WINTER), SENIORS CENTRE , ROTARY TRAILS, CONFLUENCE PARK & AIRPORT AREA ARE WONDERFUL SPOTS. THE GOLF COURSE IS ENJOYED BY MANY SENIORS.
64.	[Parks] The Spirit Square is a great place for entertainment or just relaxing.
65.	[Parks] There are no Area A parks in Habart Subdivision There were very dangerous snow and ice conditions in the streets and on sidewalks this year. Even when the street was well plowed and sidewalks were clear(ish) there was still a berm of snow/ice that prevented access to the sidewalk, and therefore access to local businesses.
66.	[Parks] This winter we had the opportunity to bring Pickleball to our community by the BC Pickleball Association who were willing to send a coach and equipment whenever it was convenient for us. Unfortunately our recreation coordinator was unable to find the funds, a

<p>mere \$300.00 required to help pay travelling costs from Oliver in order to make this happen. A practical way to keep seniors engaged should take precedent over a survey.</p>
<p>67. [Parks] We love to go to spirit square to the outdoor performances and think it is a very special place. We don't use the Mount 7 or extreme bike trails but do use the rotary trail to bike and walk a lot. The washrooms at spirit square were a very good addition to downtown Golden, they are usually well kept and stocked. The sidewalks and streets are very well maintained in the winter time, the Town crews are to be commended for a doing such a good job. It is nice to see outdoor skating rinks, skating is a life sport and many seniors could take advantage of these rinks.</p>
<p>68. [Parks] Would like to see Confluence Park developed for family picnic and fishing and beaches for grandpa to sit and watch them out of the mud. Maybe firepits for hotdog roasts. Maybe a pavilion with grant from CBT like other local parks.</p>
<p>69. [Parks] usage of above amenities like airport, means taking dog to the area for walks. Same for soccer fields, ball diamonds, schools etc.</p>
<p>70. [Pool] - need an indoor pool facility which allows for year round lane swimming all day, daytime exercise programs and rehab facilities. - need for a walking trail protected from the weather for winter use...and no, walking laps around the recplex doesn't appeal. - there is a need for shower facilities associated with exercise areas to encourage people who come in from Area A</p>
<p>71. [Pool] Golden needs a indoor year round swimming pool.</p>
<p>72. [Pool] I don't use the winter pool facilities as they are very inadequate. I was formally a user of the aqua fitness for my health condition, but had to quit due to these inadequate facilities (poor water turbidity, unregulated temperature, poor change room facilities). Otherwise, Golden's Rotary Trails are very useful. Winter walking is difficult at times, but this seems due to the nature of our climate, rather than the lack of snow/ice clearing.</p>
<p>73. [Pool] Our pool could do with a face lift - it is quite grungy on the bottom. Would love to be able to swim year round in a 25 meter pool</p>
<p>74. [Pool] With respect to pool above. If there was an indoor pool I would use it often in the winter months</p>
<p>75. [Public Washrooms] Area A and Golden Parks: 1. Washroom facilities. In a lot of older residential areas there are no sidewalks.</p>
<p>76. [Public Washrooms] Bathrooms at parks would be nice for us and grandbabies!</p>
<p>77. [Public Washrooms] I think that we would benefit from more than one public washroom, that would be a benefit for all age groups.</p>
<p>78. [Public Washrooms] Love having the washrooms at Spirit Square and the benches to sit on, use them several times a week during my walks.</p>
<p>79. [Public Washrooms] Need easy access year round to washroom near campground and</p>

	rotary trails Lack of relatively quick access from walking trails has been a problem
80.	[Public Washrooms]Needs to be a public washroom on the south side of town, near the Overwaitea.
81.	[Public Washrooms]Public Toilets are probably more important than any other facility. And not just for "older" adults.
82.	[Public Washrooms]Trails not well marked. Not enough outdoor washrooms.

Q2.5. Please feel free to provide any other comments about Transportation options for older adults in Golden.

#	Response
1.	Fortunately I am able to still walk around town and drive when it is necessary. I find the snow removal on my street prompt and efficient and on the Selkirk Hill/sidewalk. I know that the sidewalks do get icy, but generally that is the result of the type of weather event e.g. freezing rain, wet snow followed by colder temperatures or the thaw/freeze cycle in the late winter. I do not use the Medical bus (thank the Lord). Occaissionally we have visitors come on the Greyhound. Its service/facilities does leave much to desire.
2.	None thank you
3.	[Active Transportation]Again, the lack of sidewalks in some areas is a problem. There really are very few in the industrial areas.
4.	[Active Transportation]Again, unreliable statistics for Area A resident spending time in TOG. Transportation and snow clearing issues completely different for Area A resident than town person. I am happy with snow clearing in town when I need to navigate there but it is often days behind in rural area. That is a DOH issue though so again.....faults in the questionnaire.
5.	[Active Transportation]All seniors are afraid of falling, therefore icy sidewalks are frightening.
6.	[Active Transportation]As we spend most of the winter in Az the winter transportation and sidewalk clearing is non applicable thiough of course it is very important to everyone else see 2.2
7.	[Active Transportation]Designated bike route through residential area with lines would encourage older people to cycle as they would feel more comfortable.
8.	[Active Transportation]I am limited to needing very specific vehicle transportation, life equipped van, which I have one so public transportation isn't an option for me. I do use the sidewalks and trails regularly and fully support keeping them well maintained and useable.
9.	[Active Transportation]I live in a business district and have a covered walk part way to the area I most use so I have found this sidewalk well maintained. I have had little experience

<p>in the purely residential areas but feel they are not nearly so well maintained. I feel that snow and ice removal is important to allow for safe walking in winter. My husband walks a lot in winter.</p>
<p>10. [Active Transportation]I think sidewalks/trails are maintained fairly well by the town, but could be better which would allow one to consider walking on these more regularly. Usually I end of walking on the roads in town as they have been plowed. Not usually much traffic so I feel comfortable. Areas where there are no sidewalks or trails are not maintained making it necessary to walk on roadways (highways) with vehicles which I feel is unsafe even though I do it regularly. As I get older I may not consider this an option. Currently there are no safe ways to cross the highway from the overpass area and no safe ways to cross the highway heading to Habart or Nicholson. Riding up the ski hill road is a fun activity, but again no separation from vehicles. Many people of all ages ride to the Cedar Lake turn off and up to the bottom of the Ski Hill.</p>
<p>11. [Active Transportation]Live regionally, nearby but active transport pathways to Golden limited. Must drive so cannot comment, but favor better transport alternatives.</p>
<p>12. [Active Transportation]Over the past 30 years, I've witnessed tremendous growth in the area of transportation in Golden. The trails are exceptionally nice, and something that I use regularly for walking, chatting and visiting with friends. Living south of town, I do not always have access to walking trails, particularly in the winter when walking on the highway was dangerous. Coming to town, spontaneously running into people while I walk, well, that's important to me..keeps me connected.</p>
<p>13. [Active Transportation]Pathways and trails would be much safer if they were clean of garbage and animal waste.</p>
<p>14. [Active Transportation]The only reason I do not rate the bus transportation as being all that important to me is that I like to walk and Golden is small enough to allow a healthy person to walk everywhere if he/she has the time. People who are less capable or less inclined to walk would rate it higher.</p>
<p>15. [Active Transportation]There are more pathways being used by elderly people than the downtown pathways. I think the town should be maintaining all the rotary paths within the town all year long.</p>
<p>16. [Active Transportation]When it snows, the down town core is often left for a day or two before the streets are plowed. making it difficult to drive and get in and out od vehicles, this area should be given priority for snow removal. Also since parking is at a premium it is very frustrating when the spots normally available are taken up by out door patios.</p>
<p>17. [Active Transportation]did not notice if sidewalks in front of industrial areas are maintained in winter did not use rotary trails in winter</p>
<p>18. [Active Transportation]hard to get a wheel chair around in winter</p>
<p>19. [Medical Transport]As I have an appointment at Cranbrook Hospital in mid-week, I have to</p>

	find my own transportation as I don't have my own dependable vehicle.
20.	[Medical Transport] Better and more available volunteer driving in and around Golden for those special times when you can't do it yourself or have a family member or friend available.
21.	[Medical Transport] Medical transport to Cranbrook is workable. Otherwise, there is no transportation service in town that works. I tried the Town transportation bus and there were no parts that worked. Could not bring groceries on the bus and times to attend events or functions were not workable.
22.	[Medical Transport] Older adults (and younger family's) needing to go out of town, for medical treatment other than Cranbrook must find there own transportation. This can be very costly and involve friends or family getting them to out of town medical appointments. Having a drive assessment come to Golden would be very benefical, as this also can, be costly in time and in financial costs to a senior as well as family.
23.	[Medical Transport] Perhaps some kind of volunteer pool of drivers who could be called on to provide transportation could be established.
24.	[Personal Automobile Transportation] All of these things become more important as you age. Your ability to get around diminishes. Not clearing off snow on a highway like the #1 is criminal - the juice they use does NOT do the job properly.
25.	[Personal Automobile Transportation] It broke my spirit when they took my drivers license and then expected me to travel to Cranbrook and then Kelowna for Assessment. There needs to be assessments available in Golden even if its just twice a year.
26.	[Personal Automobile Transportation] It is my understanding that there is a driving school in Golden, perhaps this driving business could work on the above noted issue.
27.	[Personal Automobile Transportation] Most people in Golden rely on themselves or family to drive. I don't believe that many people who have driven for 60 years would actually take driver training if it was available, unless passing was a condition of licensing.
28.	[Personal Automobile Transportation] There are no options! I believe the discrimination of seniors when it comes to driving is obvious and wrong! Controlled and limited access to driving would be an option! Maybe travel and distance regulations could also be an option!
29.	[Personal Automobile Transportation] We cannot force rural seniors into a city style of old age care without having life expectancy consequences.
30.	[Personal Automobile Transportation] We shouldn't have to go out of town to take the test.
31.	[Public Transportation] - suggest increasing the bus service to Cranbrook from two days a week to three. The addition of a bus mid-week would be excellent.
32.	[Public Transportation] 2.4 is not important because I am not Canadian. My winter home is in Nicholson and Im would very much like to use public transportation for skiing, evening events, and shopping, but there is nothing available. Also, people without vehicles won't

<p>rent in Nicholson for the same reason, which affects many of my neighbors who could use help with their rent.</p>
<p>33. [Public Transportation]A Handy Dart bus or similar for appointments especially once you no longer have use of vehicle. Due to expense of and up keep or licence.</p>
<p>34. [Public Transportation]Because both myself and husband are capable of driving and have a high level of personal mobility, many of these questions are not as relevant or important to us at this stage of our life. In the future, my opinion will probably change. I am responding to this service as to how these services affect me right now and not anticipating what it may be like in the future. As far as the Driveable assessment, I have not had to give this much consideration. All through the years of my time in Golden, there have always been services that were only available in larger centers and due to the small population of Golden (and that is why I live here) some of these services are simply not affordable. A typical example of this was when Golden tried the pilot project of a community transportation system. It was not viable or even used enough to justify the cost.</p>
<p>35. [Public Transportation]Being still very mobile I don't really benefit from transportation options. Besides that, getting from Golden to another location/city is one thing, getting from A to B within that other location might be a totally different problem,which cannot be solved, if there is no public transport available.</p>
<p>36. [Public Transportation]Daily bus service to ski hill in winter & summer season (Dec to Mar + Jun to Sept)</p>
<p>37. [Public Transportation]Golden should look into a bus service within town boundaries. Area A can look after themselves. I think it would be a good idea to have this question during the next municipal elections. It should be simply worder with eithr a Yes or No reply required to see what the feeling of the town is.</p>
<p>38. [Public Transportation]Grocery delivery would be helpful. Affordable taxi cabs for out of town people.</p>
<p>39. [Public Transportation]I am not the usual in the I usually walk so buses and roads aren't so important normally. I do appreciate and have depended on the service to Cranbrook Monday and Friday for medical appointments. I think it is very important that sidewalks and trails being kept clear of snow and ice and/or sanded down as I have slipped and broken my ankle on an icy sidewalk. I have taken the Greyhound to Calgary and that was reasonably priced and convenient.</p>
<p>40. [Public Transportation]I am still mobile, so this is not affecting me yet, but this is a community without public transportation. This must present an issue to some seniors.</p>
<p>41. [Public Transportation]I do not need one yet, but it would be helpful if there was some kind of 'handy bus' service available on an all-day basis, at least from Mon-Fri. The cost should be affordable.</p>
<p>42. [Public Transportation]I don't often use the taxi service, but I understand that there is a</p>

<p>shortage of taxis</p>
<p>43. [Public Transportation] I don't think we should spend tax money on transit system for Golden. We choose were we live if you can no longer live in Area A then you need to consider to relocate to Golden or another community. I see area A residents participating in town of Golden conversations and they don't even pay municipal taxes....now if they feel they need transportation to Golden they can lobby for it.</p>
<p>44. [Public Transportation] I worry that there are very few opportunities for residents and their families to take advantage of events, celebrations because of an inability to arrange transportation for mobility challenged loved ones. Once in facility (Durand) or at home.... family events...especially in the evenings or on weekends (weddings, christmas dinner, baptisms, picnics at the park) often don't include those loved ones who are unable to get transportation arranged. It seems that being placed in a facility or a wheelchair can seriously restrict one's ability to be included in important events.</p>
<p>45. [Public Transportation] If you can't drive and don't have someone to drive you there is no affordable transportation in town.</p>
<p>46. [Public Transportation] It is the cruz in a small community to be able to access the services provided to senior. A senior who drives within Golden may not drive outside of town - the vehicle gets them to services and opportunities within the townsite. Without a vehicle they become dependent.</p>
<p>47. [Public Transportation] Many older adults won't drive the roads out of town during the winter months because of weather-related road conditions or potential conditions. When an older person has choices on how to get themselves to and from an appointment (medical, town office, DriveABLE assessment etc.) it reinforces their sense of autonomy, (like my father in law used to say) not having to swing on someone else's gate. I realize that government is trying to centralize but couldn't they consider the rights and lives of seniors to live as independant as they choose? It makes sense to have the DriveABLE assessment available in Golden as well as providing the refresher courses. Older adults wouldn't have to put themselves in jeopardy on the roads and all the while would preserve their sense of independance. Regarding bus service to and from other towns, it is a very generous and affordable option for seniors but I have heard from some that once they get to that town they can't get around easy to the stores they want to visit and a taxi would be too expensive for them. I don't think that there is a solution to this. However, I thought i would mention it, possibly explaining why the service isn't used more often by seniors.</p>
<p>48. [Public Transportation] Need a senior bus to take people shopping.</p>
<p>49. [Public Transportation] New Westminster had a partnership with taxi companies wherein seniors could get a pass which enabled them and one other companion to ride for half price.</p>
<p>50. [Public Transportation] OTHER THAN CRANBROOK THERE IS NO AVAILABILITY AS FAR AS I KNOW</p>

51.	[Public Transportation] Older adults without cars need help.
52.	[Public Transportation] Publicly funded transportation is obviously not possible in Golden; the costs are far too high for a community of this size. There is room for a quasi-volunteer organization with perhaps a small stipend for a co-ordinator to arrange volunteer transport perhaps from persons willing to donate an hour a month to drive a senior.
53.	[Public Transportation] Some form of public transportation (such as the us that ran for a time to the north bench and Parson) should be in place. Did not the province dedicate some gas tax to providing such services to smaller/rural communities? Of course, it won't make a profit, but it is a valuable/necessary service. Let's make them reconsider.
54.	[Public Transportation] Taxi service is poor and can not be relied upon to be on time. OK when it turns up.
55.	[Public Transportation] The medical bus is often not suitable for seniors that require transportation eg. in Cranbrook for surgery, unsure of discharge day and travelling post-surgery. Often appointments fall on days the bus doesn't run.
56.	[Public Transportation] There might be a separation of the transportation needs between Area A and the Town. Understanding the need for cost sharing, but usage might be considered. For more older adults residing in Area A, personal vehicles are the normal transportation. To provide a complete service to Area A is impractical and relocating to a central town only makes sense. The reality is that a large number of Area A residents are over 50. Aging is going to increase the need of this group to access many services. A practical means for these people to relocate into Town would reduce many long term government related costs. Many will relocate to affordable communities. Co-op housing options in Golden will provide possible affordable residences.
57.	[Public Transportation] To and from the ski hill must be considered.
58.	[Public Transportation] Transportation available for around town (community bus) is the only way to keep seniors living in Golden. Once there ability to drive or walking is taken away, how are they to get around town? Taxi is too expensive when they are on a fixed income. We loose them to the big cities because they can accommodate their needs.
59.	[Public Transportation] Very disappointed when the bus service was discontinued - seemed like a very short sighted move. More and more of us will rely on this form of transportation for financial and physical reasons. My comment is- this is a service and can not necessarily make profit.
60.	[Public Transportation] Very poor senior transport in and around Golden.
61.	[Public Transportation] We need transportation for those who do not drive and can't afford taxi every time they want to go to seniors centre, movie, church or shopping, etc.
62.	[Public Transportation] When I can no longer drive, I will require taxi services to be available within reasonable times. Medical transportation to Cranbrook or Calgary would

	be appreciated, but people with chronic pain have a difficult time travelling in a bouncy bus.
63.	[Public Transportation] Would like to see a better transportation service around town for appointments because the taxi is quite expensive.
64.	[Public Transportation] as of now I am able to drive myself to medical, dental, etc., appointments but I feel very strongly that there is a real need for better medical transportation. If a person is extremely sick there is NO WAY that the medical bus is an adequate form of transportation. Perhaps one solution to seniors getting around town for groceries, or appointments would be to offer seniors 1/2 half taxi fares (including another person, if need be, to help the senior with mobility or ?) this has been done in other places.
65.	[Public Transportation] at this time public transportation is not an issue for me as I am able to drive or get around town by walking or bike.
66.	[Public Transportation] it is unfortunate, not just for older adults, but many golden residents that the bus service was cancelled. It is important to provide public transportation for all residents who need it and want it. It is very difficult for those on low or fixed income to maintain a vehicle. right now, as far as I know, there are no transportation options for older adults or anyone other than walking, biking or driving
67.	[Public Transportation] taxi is important
68.	[Public Transportation] the loss of the BC Transit subsidized bus was very short sighted. But as everything Golden, the lack of partnership and support from Area A politicians and bureaucrats, plus lack of promotion, ie' use it or lose was a shame.
69.	[Public Transportation][Medical Transport] the provision of the medical bus is an asset to our community, however it is only available 2 days per week, many appointments and services are offered M-F therefore many individuals must drive to make their appointment (increased cost, more elderly on the roads etc). increase service to a minimum M, W, F or better to 5 days per week. a small fare increase (say \$5 each way) should still be affordable to most.
70.	[Rail & Air Travel] Is there a possibility of a commercial airline service; 1/3 times per week out of Golden to Cranbrook? Railway station stop for the tourist passenger train operating during the summer months. Bicycle corridor Golden to Cranbrook and to Banff.

Q3.5. Please feel free to provide any other comments about Housing services and options for older adults in Golden:

#	Response
1.	[Assisted Living] 3.3----Do not know the cost if any 3.2....As the population of older people is getting larger the need for assisted living and help and respite services increases so Golden should budget for this NOW
2.	[Assisted Living] From what I have been told, there are some gaps in our housing availability

	for people as they make the long slide from being completely self-supporting to being completely helpless, not that everyone makes the same downward progression.
3.	[Assisted Living] I don't know at the moment if the cost of long term care is prohibitive. But it may very well be, when the time comes that I require it. A large variety of options would provide more choice of services, cost variations to choose from
4.	[Assisted Living] I would like to see a variety of housing options from in-home assistance, assisted living facilities from minor to the 24/7 type so that people can stay in Golden where family and friends are. I do know a number of retirees who have moved because they are looking for warmer winters and less snow.
5.	[Assisted Living] My mother in law is living on her own at this time but with assistance from family and home support. We have been looking for either independent or assisted living for her for months. Nothing available. Very sad
6.	[Assisted Living] Seems is always wait list for Assisted Living and Mountain view. Many seniors are living at home with inconsistent care or the family being heavily burdened to provide care
7.	[Assisted Living] There is a huge need for more affordable housing in Golden which could provide a variety of needs for people who need some assistance and others who can live comfortably on their own. More places such as Mountain view should be built alongside the present units which the old nurses residence is demolished. Also, the old Town works yard should be used for a multi-level facility with an elevator which could be used for elders of all level of care with some in house cafeteria for all to use. Some units could be self contained with kitchens others like Abbeyfield and Mountain View and the lower level for those more restricted physically.
8.	[Assisted Living] There seems to be a gap between the housing provided by the independent living units and the almost total care provided by Mountainview and the one located on 9th St.
9.	[Assisted Living] Why aren't efforts at housing options proceeding? One ended for lack of support. What of the \$300,000 bequest that Interior Health absconded that was meant for such a facility?
10.	[Assisted Living] Would love a retirement residence for adults over 65 where you would have meals prepared for you, social activities planned like, crafts, bingo, cards, exercise, etc. and a bus for planned tours around Golden. You would rent a room equipped with frig and stove like Columbia Gardens in Invermere.
11.	[Independent Housing] 3.3 wouldn't let me answer NO Please correct
12.	[Independent Housing] Additional small square footage unit condo development within Town
13.	[Independent Housing] Again all this changes the older you get and the health issues you have. With the baby boomers we're going to need a lot of senior housing. When the boomers

<p>are gone we need to be able to use the housing for other things, i.e. apartments for young people starting out. If we don't do this, we are going to have all this space costing the taxpayer money to maintain.</p>
<p>14. [Independent Housing] Again, Golden's awareness around the value of multi-generational living seems to be growing. This is a very good thing. Connectivity - the ability to create spaces, environments, meeting places that truly reflect a sense of "belonging" and community "living" is what many of us envision as we think about the last third of our lives rolling out in Golden. As our town morphs and grows, the signs of blended housing development, inclusive of all ages and socioeconomic status, should naturally emerge from any discussions around community development - many of us talk about the "old neighbourhood feel." Shared living spaces, community connections, rest areas, all allow for good community "spontaneous" conversations... once the community conversations and surveys are completed. :)</p>
<p>15. [Independent Housing] Better AFFORDABLE support might keep more seniors living in their own home longer. We are lucky to have Durand Manor. The recent 'TAX INCREASES' in the form of Hydro rates, ICBC rates, MSP rates and other fees will drive more seniors into care than should be there. How about discounting these things for seniors based on income assessment.</p>
<p>16. [Independent Housing] But may be moving into town one day.</p>
<p>17. [Independent Housing] Co-op housing projects appear to be successful, particularly when aligned with a health care residency funded via Interior Health and or Provincial system in a portion of the operating cost is shared.</p>
<p>18. [Independent Housing] Gated seniors housing, owned outright.</p>
<p>19. [Independent Housing] Golden needs to encourage the development of affordable single dwellings like the "Eagle Homes" developments in our neighboring communities.</p>
<p>20. [Independent Housing] Have outstanding housing project completed...12 street and by CP Rail tracks</p>
<p>21. [Independent Housing] Housing for adults with food and services, etc. for middle income adults. Desperately need something similar to Invermere, Cranbrook, etc. (e.g. Golden Life). Seem to have much concern on low income. Therefore middle income leaving Golden to areas that have such housing and lifestyle.</p>
<p>22. [Independent Housing] I KNOW MANY SENIORS WHO WOULD LIKE TO CONTINUE TO LIVE IN GOLDEN BUT THERE ARE FEW OPTIONS OPEN TO THEM OTHER THAN FIFTH AVENUE ESTATES WHICH IS FLOODS. THEY WOULD LIKE THEIR OWN SMALLER HOME OR CONDO ON ONE LEVEL BUT NONE THAT ARE SUITABLE ARE AVAILABLE. PEOPLE ARE LEAVING GOLDEN BECAUSE THEY CAN'T FIND SUITABLE ACCOMMODATION.</p>
<p>23. [Independent Housing] I feel we have a great need for subsidized housing for seniors. Small apartments where the outside maintenance is taken care of. Inclusion of meals and social</p>

	opportunities is very important. We currently have about 30 people on the waiting list for Mountain View independent side.
24.	[Independent Housing] I have not given co-op housing much thought, but it is an option, similar to condo's
25.	[Independent Housing] I live in Purcell Apt's. It is the best of all for seniors that can look after themselves.
26.	[Independent Housing] I presently live in my own mobile home where I own the property in a mobile home subdivision. For now it is good, but I dread the day when I will have to give up my independence and move. I cannot get on a 'wait list' until I actually need the service, 'wait lists' in Golden are a mile long and what am I supposed to do while I wait. Home care in Golden is somewhat of a misnomer and I do not have any family here who might be able to 'help out'.
27.	[Independent Housing] I think there is a need for residential housing for seniors That is affordable offers privacy and is ground level
28.	[Independent Housing] If we did not have family in Golden we would move to an area of BC which offered more housing options for seniors. I know of several seniors in Golden who are looking for but not finding suitable housing so they are talking about relocating.
29.	[Independent Housing] It is not only older adults in Golden - there are a large number of us in Area A . It is a probability that we will in the future have to move in to Golden - and some of us will be financially very strapped. Affordable housing is a real concern.
30.	[Independent Housing] More rental accommodation with covered parking, elevators otherwise one will have to leave Golden to find this type of accommodation
31.	[Independent Housing] Most of the year I live in my own home in the Blaeberry Valley and have only spent the past winter in an apartment in Golden. I have had no experience with the situations pertaining to the preceding questions. I do feel that affordable housing and support services are extremely important for all seniors..
32.	[Independent Housing] Need maintained housing for independent living (non assisted).
33.	[Independent Housing] No cooperation from the Town of Golden when coop (aging in place) housing was being planned.
34.	[Independent Housing] Not affordable out of town housing or transport for elderly to stay in out-of-town home.
35.	[Independent Housing] Not enough independent, assisted and long term care housing options. Right now availability is largely controlled by applicant's economic position. Seniors who have been prudent and worked hard to create savings and assets do not qualify for local options. These seniors deserve access to housing options as much as do seniors in low income brackets.
36.	[Independent Housing] Options are good, but in this economy, it is probably best to work

	with specific interested groups, rather than have a "build it and they shall come" philosophy.
37.	[Independent Housing] Question 3-3 not answerable. Currently unable to judge.
38.	[Independent Housing] There is a need for far more choice of housing options in Golden for those who "can afford", e.g. high end condo/townhouse developments where maintenance e.g. yard and snow clearing is available and occupants can just turn the key and be away for long periods of time.
39.	[Independent Housing] There needs to be more options for seniors
40.	[Independent Housing] These concerns are not something that are high in my thoughts as I am still very able and happy living in my own space---as they say, I'm not dead yet. Also that yes/no button just keeps jumping back and forth and I don't even know where it stopped because it just ticked me off after a while, chasing it to try to say "No".
41.	[Independent Housing] Too many of our older people have to leave or choose to leave because there is no appropriate housing. We don't want to leave.
42.	[Independent Housing] Upscale condo choices limited.
43.	[Independent Housing] We definitely need a lot more senior housing.
44.	[Independent Housing] We definitely need more affordable seniors housing available in Golden ie. Mountain View.
45.	[Independent Housing] We don't need taxpayer subsidized "affordable" housing. People need to be able to fund their own housing requirements from their own resources.
46.	[Independent Housing] When my husband and myself can no longer drive and/or look after our country home, we will need some alternative supported housing in town.
47.	[Independent Housing] Would love a retirement residence to be built here along the lines as Columbia Village in Invermere. There is nothing like that here so when the time comes that we can no longer be independent in our own home we will be forced to move out of town where all our friends are and have to be Invermere.
48.	[Independent Housing] questions 3.3 tried to say NO, not sure if it worked?
49.	[Independent Housing] there never seems to be enough located appropriately.
50.	[Services] Affordable services to enable people to live in their homes is very important.
51.	[Services] At the present time none of these options & services apply to us.
52.	[Services] Cost of Living becoming unaffordable in Golden, ie propane and electricity, plus services, that are becoming less available and expensive.
53.	[Services] HOME CARE/ HOME SUPPORT COULD OFFER MORE SUPPORT.
54.	[Services] How do I get connected for home help services? Is there a list of available services

<p>that seniors can access?</p>
<p>55. [Services] I am not familiar enough with these services to comment</p>
<p>56. [Services] I believe there is sufficient resources to help out with snow removal, yard work and renovations; however, it comes at a cost that is a lot of the times beyond the elderly's financial abilities.</p>
<p>57. [Services] I feel a great need for help doing yard work, lawns, disposal of yard waste etc., along with maintaining a clean neat weather wise little piece of town property house and be happy living there without it costing a fortune. Perhaps some form of volunteer yard work to help seniors not capable anymore. Say a senior that likes gardening but doesn't have a yard. Or even a youth group to better connections between the generations. Or used as a punishment for delinquent property damage charges. Supervised of course. Money becomes a stopping point for seniors that only live on OAS minimum. A community that helps where help is needed to maintain cleanliness, beauty and friendliness between the generations. Make a younger person feel better by helping a senior in need. Then perhaps better communication about what is available to needy seniors in Golden and area.</p>
<p>58. [Services] I have my own home so many of the above questions deal with issues that are not yet relevant to me. I have considered and will at some time sell my home and move somewhere that I have less maintenance and that will be fine.</p>
<p>59. [Services] I think for a small town we provide good services-things could always be improved. I think HomeCare Services are lacking. This service has been reduced by Interior Health over the past few years. Expanding this service again would enable people to remain in their homes and receive care they require more regularly ex: dressings and medications are two of the more important things.</p>
<p>60. [Services] None thank you</p>
<p>61. [Services] Not applical</p>
<p>62. [Services] Service providers (like plumbers, gardeners, etc.) charge hourly rates for travelling to Nicholson to provide services. So people who want to live outside the high priced central district to save money end up paying a premium for help instead.</p>
<p>63. [Services] The above question does not address the issue of sustaining an independent lifestyle.</p>
<p>64. [Services] The cost of construction to maintain our home can be too expensive and as the cost of living continues to increase and income continually decreases. Homes become in disrepair because of the cost. BC Hydro continues to increase and because Natural gas will never happen residents (of all ages) should have a funds/rebate from the BC Natural Industry to offset what we will never have.</p>
<p>65. [Services] There is no quality of a meals on wheels program in this community, to assist seniors. I believe this program, has been dropped from Interior Health, as I no someone who was getting this program a year ago. However we discontinued this as the food was not</p>

	fit to eat. Having assistance with meals in there own home would be a great service for our seniors.
66.	[Services]These questions may look completely different to me in 10 years.
67.	[Services]Very poor.
68.	[Services]We are fortunate in being able to do these things ourselves as yet and in having a very helpful landlord, but the elderly are going to need all of the above at some time.
69.	[Services]We need more places where older adults still feel like they are worth something, not just living out their lives.
70.	[Services]there should be reognitin that access to some types of service is dependant on a needs assessment, and that there is a cost associtaed for use of these services whcih is mans tested.
71.	[Services]type of housing and services attached to what I need, is not an issue right now. Health will define the services needed in the future. At this time I'm not sure there are enough services to serve the aging population
72.	[Services]would be fantastic to have within the seniors complex an indoor pool for exercise and a gym.

Q4.4. Please feel free to provide any other comments about Social Participation options for older adults in Golden and state any specific fitness, leisure, educational, and social activities or programs that you would like to participate in. You can include activities that may or may not be offered in Golden at this time.

#	Response
1.	"Older adults" 50+ ? I'm 62 but not looking for activities oriented to people in their 70s or not yet. I get out walking, hiking, cycling etc as do many people my age who have stayed active. It seems to me that the questions are oriented at either sedentary people in who are 50+ or older people than I am. I would like good walking and hiking trails that are not always steep and long. I like the fact that they have paved the shoulders on higheay 95 which will make exercise cycling more practical. It would be fun if the local college had adult ed courses in subjects like history, literature, etc. I may be able to access such course online but they aren't the same although affordable internet is important.
2.	Access to the backcountry (eg. Susan Lake , Moberly Glacier, etc.) have all been cut off entirely or left in horrible shape because of short sited government cutbacks. Many seniors like to get out fishing but can't safely go because the roads are unsafe.
3.	Living in the Blaeberry rather hinders the attendance at too many activities as gas prices rise and the fixed income does not ! Also personally I am not a joiner and rather do many crafts at home. For conversation and contacts luckily we have lots of friends and

	neighbours.
4.	None thank you
5.	Please refer to comments made at the end of questions in first category.
6.	[College Courses] As you already know, the population in this community means that often there are not enough participants available for the many educational programs that are offered. The College is forced to cancel so many proposed programs. This is extremely frustrating to me personally. I particularly feel that I would benefit from technological education, but those courses are always being cancelled. I feel that life in Golden is so limited.
7.	[College Courses] Ongoing computer lessons.
8.	[College Courses] Our arts and culture program is outstanding and we need to ensure that it continues. I would like to see more educational programs offered for seniors eg: computer programs, learning a new language, dancing.
9.	[College Courses] We are very fortunate that the College fills in many gaps for seniors activities. I believe informal activity based groups are an individual responsibility.
10.	[College Courses] While I appreciate that the College must have enough people interested in it's programs. It has been my personal experience that the courses I have elected to participate in are usually cancelled due to lack of students.
11.	[College Courses] not appical but it appears many opportunities available in Town
12.	[College Courses] [Communication] I feel we are fortunate to have such a good cross section of all activities.
13.	[College Courses] [Communication] The college offers many different programs. I think an outreach program to the senior population might help enrollment.
14.	[College Courses] [Group Activities] Bingo, cell phone training.
15.	[College Courses] [Group Activities] [Communication] While I hear that many opportunities for seniors in Golden are supported by the College of the Rockies and the Seniors' group, I have not accessed these services personally. As I age in Golden, I really think about how time goes by quickly, very quickly, and that those activities that "pull" me out of the house and provide me a chance to visit with others, are the activities (e.g., Arts Council) that I enjoy the most. Coming to town means socialization for me. Golden provides opportunities for choice around formalized socialization activities/programs as well as natural meeting spaces (e.g., the Rotary trail is go to place for me) that encourage inclusion. Always bearing in mind, that seniors need connection, any future planning should reflect bringing multiple ages together - a multipurpose centre, covered pool, etc.
16.	[Communication] A few set places or something where someone could get a monthly etc list of things that are happening, not posters on a wall as this gets confusing or you miss things because there are so many. Coffee house around Tru Hardware would be great for

socializing.
17. [Communication] I am not personally interested in any of these activities, so do not feel able to comment. I am sure they are relevant to many people, but not to me personally at this time.
18. [Communication] I am still very active in all of these activities in my community so I am not sure of the hurdles some of the older seniors in this community face. In order to make this survey have merit, I hope hard copies have been taken to different senior groups and these questions are being put to these groups so the input can have value. Because I am only 60 and have not faced isolation and lack of opportunity to participate in activities, my opinion does not address the 80 year old senior needs and I hope the survey truly captures their struggles and needs.
19. [Communication] I think we are doing well with these and offering more every year !!!
20. [Communication] It may be that there is insufficient information about these programs. I would certainly participate much more in anything I knew about.
21. [Communication] No opinion as limited time to engage these activities but will be retired soon enough.
22. [Communication] Seniors under utilize the available resources in Golden such as the workout gym, yoga classes, climbing gym, and Nordic centre. In other communities these facilities have a much greater level of participation from people over 50.
23. [Communication] This is a very long survey. I want to get out and go for a walk.
24. [Communication] We can never have too many volunteers.
25. [Communication] unable to comment at this time as i am not within the demographic and manage my own social activities without assistance
26. [Group Activities] Golden is doing very well with programming. Lots of people are initiating programs on their own and they are very good quality.
27. [Group Activities] I am not aware of any fitness programs geared to older adults, other than what is offered at Durand. I'm still working full time so other leisure activities have not been a priority.
28. [Group Activities] I think it is important for the Senior Centre of Golden to be the catalyst for the organising and / or spreading the word of social options and programs for older adults of all ages; whether or not the events are within the centre or by another organisation. I believe this centre should be actively involved in our community more and encompassing more older adults beyond the Soup Day and cribbage.
29. [Group Activities] It is important that clubs and facilities remain a TOG function to prevent the formation of an "old boys club" where there is exclusion of members based on popularity.

30.	[Group Activities] It would be a bonus to get age impaired into the teaching mode if they have farming and gardening skills to go to the schools & give input. How about taking kids to care homes. We need to reconnect seniors and children.
31.	[Group Activities] It would be nice if there could be some programs offered involving physical activities for older adults who are still quite capable but do not want to have to keep up to the young adults, especially in more dangerous activities like, say, mountain biking. Some of the facilities offered need to allow for capable older adults who do not want to risk their health just by using them and again, mountain biking would be a perfect example.
32.	[Group Activities] More opportunities for dancing would be nice.
33.	[Group Activities] Singing for fun, not choir. Too much push about perfection. A pool for exercise and therapy with water temp a bit warmer. Dancing, not necessary lessons, but for fun.
34.	[Group Activities] The exercise programs are offered only at lunch hour or at a time for some of 50+ who are still working that is not really convenient. Some evening programs for exercise might be an option or even on a weekend.
35.	[Group Activities] There are many older people in Golden who are capable but do not take part in anything. Ways must be found to greatly increase the participation levels of people if any of the above are going to succeed.
36.	[Group Activities] Yoga for older inflexible adult classes, day bus tours from Golden for seniors to see the surrounding area.
37.	[Group Activities] at this time I am not looking at specialized activities for seniors. I believe there are a variety of options. It is hard to tell whether these will be cost prohibited at the time when I am on a fixed income.
38.	[Group Activities] yoga is accessible and excellent. Swimming needs a public indoor pool. Zumba is great, but social dancing options are of interest to me. I must leave Golden to pursue my education needs (University programs). Ongoing courses to upgrade computer technical knowledge is great, but I would imagine the college is not able to provide really low cost programs.
39.	[Group Activities] [Communication] I object to seniors having to pay to participate in the walking program at the Rec Plex
40.	[Group Activities] [Communication] SENIORS SHOULD BE ENCOURAGED TO BE INCLUDED IN VOLUNTEER ACTIVITIES SUITABLE FOR THEIR AGE.
41.	[Group Activities] [Seniors Centre] Seniors walking group, computer, dancing. I know a lot don't have partners but still can learn.
42.	[Group Activities] [Seniors Centre] Tai Chi
43.	[Group Activities] [Seniors Centre] Wanting to provide seniors with these programs is

	fabulous, but the problem is how are they to get to the pool for swimming or the senior center for crafts, etc? Especially if they live in Abbyfield and can't drive and walking is too far.
44.	[Group Activities][Seniors Centre]bus tours around our town to the Museum, Donald graveyard, Restaurants, bowling alley...
45.	[Group Activities][Seniors Centre][Communication]How would I get connected to volunteer for example - "grandmas at large"? All of these questions are irrelevant if I have no way to get to them. The bus system was not scheduled to participate.
46.	[Pool]An indoor pool would be wonderful - offering year round activities. Currently I would like to have an exercise class that is affordable and provides a specific program for older adults. (A weight program as we age is very important)
47.	[Pool]Availability of weekday transportation options, older fitness and specialized options are limiting. Some might say a swim pool would be part of the solution, though transportation is still an issue.
48.	[Pool]I would like to see an indoor swimming pool for year round exercise. It would be good for all ages.
49.	[Pool]If there was an indoor community swimming pool /Recreation complex I would consider staying in Golden. The lack of social amenities for older residents leads me to seek a community that has more activities and environments geared to Seniors.
50.	[Pool]Indoor pool would be beneficial for seniors.
51.	[Pool]Indoor pool would facilitate offering of year round activities for all ages
52.	[Pool]Too bad we couldn't have built the aquatic centre.
53.	[Pool]We need an indoor pool for year round use.
54.	[Pool]Year round aquatic centre essential.
55.	[Pool]a pool is very important to me
56.	[Pool]an indoor pool would be great
57.	[Pool][College Courses]I would love a year round swimming pool so that I could do an independent swim and exercise routine every day during the open swim session. Yes, the cost of attending a hotel pool daily would prevent my doing this now. When I stay in hotels though, they are chosen for a pool. Computer training will be important in future as well.
58.	[Pool][College Courses]There is a huge need for a year round swimming pool. Many people who can no longer ski gain huge benefits from swimming. I would like to highlight the amazing contribution of Kicking Horse Culture to the social and cultural life of Golden. Affordable (and free) entertainment is much appreciated. **I have been involved in teaching art to both adults and kids for many years, and have recently taught affordable and subsidised clay classes through the College of the Rockies in Golden through firstly a grant

	<p>through Lifelong Learning and then through COTR Adult Basic Education . They will end this year. There needs to be ongoing funding for these classes. Many of the students were over 50 and have told me that these art classes, which consisted of painting, drawing, handbuilding with clay, throwing on the wheel, basket weaving, and metal work, have been a "life-saver" during the long winter months. WE have to remember that while Golden offers huge opportunities to the physically fit, many people live here, who for physical or financial reasons, are unable to fully participate in these activities. Art provides a much needed path to a sense of wellbeing, connection to community, and an outlet for boundless creativity. I would like to see a partnership of COTR and Kicking Horse Culture and Lifelong Learning to continue subsidised -and therefore affordable- art classes and activities for our community.</p>
59.	<p>[Pool][College Courses][Group Activities]Swimming. Music Snowshoeing Travel group. Linkage with Banff/Canmore cultural activities SFU/UBC study groups</p>
60.	<p>[Pool][Communication]Golden tries hard to provide affordable entertainment. Pool fitness availability would be good to get.</p>
61.	<p>[Pool][Seniors Centre][Communication]I would like to be more informed about Aquafit classes, where, when, cost. Also Pilates, where, when, cost. Bingo It would be good to have a compilation of exactly what classes are offered, where, when, cost & are they age-specific, i.e., for older adults or for the general public.</p>
62.	<p>[Seniors Centre]I feel the Senior's Centre is an important hub for seniors to be involved in. It provides a place for comraderie and fun (bingo, stitching club etc). The building seems slightly underused. Creating additional older-adult activities/clubs could generate more seniors involvement. Transportation available to seniors to get to and from the Seniors' Centre would be helpful in seeing more participation in weekly events held that are held there.</p>
63.	<p>[Seniors Centre]It is medically proven that a healthy mobile body and a active mind keeps your aging process healthier. This one is a no brainer. Please put a fence around the outdoor gym.. if you think I will use the very expensive gym in the full view of traffic, school children and others you are crazy ask anyone whose not using it!! I know why.</p>

Q5.2. Please feel free to provide any other comments about Respect and Social Inclusion options for older adults in Golden.

#	Response
1.	Again...I don't live here, so any opinions I have are of not much value
2.	All age groups benefit from a welcoming, respectful environment. I don't truly believe it is appropriate to single out seniors from teens or tots.
3.	Area A residents are not represented by Garry Habart in any clear and visible way.

Age Friendly Community Plan – Golden: July 2014

4.	Do members of Town Council appreciate seniors are looking ahead at a smaller term than those 50 and under. Costs and changes to a thirty-something look quite different than to a 60-something. A million dollar loan by the town appears quite differently to a senior citizen than a younger citizen. Ten years in committee makes a project less helpful to a senior who needs it soon.
5.	Everything in Golden is gear toward the younger crowd.
6.	Golden Age friendly active lifestyles may attract more new residents, if promoted and delivered in a successful manner.
7.	Golden is very cliquy and there seems to still exist power groups in the seniors and other organizations that are not very welcoming. Especially not welcoming or accepting criticism of new ideas.
8.	Golden seems to look after the younger folks more than seniors, perhaps because there's more money to be made from them?
9.	Grey hairs appreciate grey hairs that are still productive but the younger crowd not so much.
10.	Have never had a problem with this tho' after residing here for 40 yrs find the businesses very helpful and friendly and it is a great place to live.
11.	I am particularly impressed with the KHMR ski school's proactive approach to older people.
12.	I believe the older community has a strong voice, which perhaps might dictate and carry more weight than it deserves.
13.	I don't know. I feel fine but am not included in some of the activities of the much younger adults but don't expect to be either. I am not interested in downhill mtn biking or catching a hot band at the bar.
14.	I have lived here my whole life, so I feel personally that my voice is heard, or would be if I offered it, but I don't know if it is heard as an older member of the community.
15.	I think that the clubs and groups that are formed sometimes have an exclusive membership based on formed communities with in the community
16.	I'm happy with my family who visit me regularly, which is all I want.
17.	In the community at the moment there is a strong push towards embracing 19 to 40 year old citizens and very little effort being made to improve conditions and respect for seniors.
18.	Most people in Golden are both polite and helpful
19.	None thank you - reside in Field
20.	Overall, there is still a sense of non-acceptance of new residents that may have new ideas, regardless of age. This is changing slowly - slower than in many communitites.
21.	Since I am still a working and money earning self-employed community member I don't

	really know what and how it will change, when I will be perceived as a senior.
22.	So odd. In early 50s, to be classified as an older resident. I'm comfortable with my aging but this is so irrelevant. Have you thought this through? How many 50 year old bingo players do you know?
23.	The United church is very friendly. Body Quest has been totally cooperative to my needs. These have been my main contacts.
24.	The communities senior base to date has evolved with the concept of the extended family being able do a lot for their aging parents. In the modern work senior can be left behind in a community as their children move to seek work. These seniors must rely on friends who are also aging to support them. It makes for a scary vision into the future fro someone who has lost a spouse and must use favors to feel worthy to ask people to assist them in some of their life's requirements that come as new to them in their aging world.
25.	We call them 'Elderly' where communities that respect older people call them 'Elders'.
26.	Well Remembrance Day we celebrate....What else?????
27.	While I am very satisfied with the situation, it takes continued work to ensure that recognition is made of the elders who have built our community. There needs to be a focus there.
28.	matter of personal choce
29.	[Housing]I believe the community could be more welcoming in a number of ways: Access - transportation and housing.
30.	[Housing]Older people do not choose to move to Golden because we do not have suitable housing. We move away to get this housing.
31.	[Housing]The lack of coop type housing limits the recreation and/or attraction of seniors. Most housing today is quite remote from the town centre. There have been numerous efforts to retain and attract but housing costs in comparison to say Okanagan is a negative. Coop type housing can go a long way to remedying.
32.	[Older Adults]It seems that older adults must claim their space, it is not offered.
33.	[Older Adults]It would help to have additional activities specifically for older adults to enhance the welcoming environment for older adults. When is the Seniors Centre open? What days,times? What activities take place there? I know about Soup Day but not about the other activities... crafts, sewing, knitting?
34.	[Older Adults]Older adults offer much to the community especially in volunteering and they have the knowledge to pass on to the younger generations
35.	[Older Adults]again i am not in the demographic, but i feel that my voice would be heard largely due to teh work i do in and for the community. i do feel the focus should be on providing for older adults, but looking forward rather than harping back to the 'old days'

36.	[Services]I believe that the missing piece in the community are the medical services and distance to access medical services (specifically cardiac care).
37.	[Services]The last question above - the community offers a welcoming environment - I responded 'neutral' because even though I believe there is respect for and acceptance of older residents, there are certainly services that need improvement.
38.	[Services][Survey]The town seems to cater more to the tourist than to the citizens of the community. Last year they discontinued the bus service even though a lot of people signed saying it was important to them, then spent \$10,000.00 doing a survey to look into providing a free bus service for tourist.
39.	[Survey]Golden has been moving towards a more social inclusion agenda for the past few months. This is good to see. Very necessary. As an example, this survey, in itself, demonstrates the need to seek input from "seniors"; it's a very, very beginning point in data collection around this population's needs...the survey is vague; and, my attention has been drawn to the fact that the survey's distribution is not representative of a wide spectrum of seniors. Perhaps, a breakdown of the demographic may help to alleviate this concern.
40.	[Survey][Older Adults]What I don't like about this survey is that I don't consider my age group as a sub group that should be be treated differently than any other group. In other words, when I participate in sports, have transportation issues, etc. I do not consider it an age issue. This makes it hard filling out this particular survey. (Maybe I will feel differently when I consider myself an older adult.)
41.	[Young People]- seniors programs and events should be incorporated with other age groups. The seniors' centre encourages the separation of the older folks in the community. It provides a very negative image for the community. As a senior I don't want to participate with only other seniors. I enjoy being with young people. There is no mention of the spray park....it's a great place to sit in the summertime for people of all ages.
42.	[Young People]As a recently retired teacher I enjoy a level of recognition among young people that not all older people would have. This will gradually change. However, even with young people not known to me, many will smile and offer a greeting as I and my wife are passing them on our walks. I think the town does not have many avenues through which to reach out to and make welcome any older newcomers to Golden. At this time, I do not see Golden as being particularly attractive to older people from outside the area unless they have younger relatives here.
43.	[Young People][Older Adults]I think the respect is there for me but I have the present circumstance of being a recently retired teacher, so a lot of kids and young adults still know me and greet me on the street. I am terrified of the possibility of one day moving to a town where I am just a little old man that nobody knows. If Golden wants to attract new people to retire here, or at least keep the older people we have, we have to figure out how to make people feel that they will be noticed in Golden and feel that they will still be able to have some influence over developments in the town culture. Somehow, we have to develop a community culture of acceptance and welcoming. Maybe we need to start in the schools.

The kids do not think I am old but they likely will as soon as all the ones I know move on. How can we give to our young people an appreciation for those who have done the work to make their town what it is? On the bright side, I do pass kids that I do not know on the streets and trails who look at me and smile or say something nice. So, we already have a start.

Q6.5. Please feel free to provide any other comments about Civic Participation and Employment opportunities for older adults in Golden.

#	Response
1.	Again, some of this applies and some doesn't as an Area A resident. I own property in town so I have an opinion on some of the issues as they apply to me there. What is CSRD fire suppression services.....is that the Nicholson Fire Department? That only covers a very small portion of Area A. Do you mean the BC Forest Service fire suppression which would hopefully apply to Area A residents?
2.	As I have already commented, I feel that as of now, the recycling is O.K. but the new rules are not very satisfactory to me.
3.	CSRD must improve the recycling program to handle the volume we all want to provide.
4.	Dissatisfied with public works because some streets do not even have sidewalks and are piled with snow and cluttered with parked cars. Side street sidewalks are often slipper or not cleared. Dissatisfied with recreation, because swimming is a great activity and we do not have an indoor pool for winter..
5.	Facilities and programs look great on paper - it is the number of seniors who comment to me - I am over 80 and do not drive so I have no way to get to these events.
6.	Getting young children exposed to skiing, swimming and biking as a community initiative.
7.	Golden in my experience is very dependent upon volunteers and this in itself makes the community a friendly/open town. Volunteers bring new ideas and vitality. Employment in a small town is always an issue but most person looking to retire here are seeking lifestyle not employment.
8.	Have a good recycling collection service at present but understand it is changing in May 2014. How are senior adults to manage the bins at Sears Building. Height of containers and how to transport to that location. Have a hard time to transport to curb side.
9.	I
10.	I have painted professionally since graduating from the Ontario College of Art. My exercise program and painting is where I spend most of my time. The art is done in my studio here or in the Blaeberry. Because the exercises I do are designed specifically for a scoliosis condition, I do my own individual program; rather than participating in group sessions in yoga, fitness etc. This winter I have had a 1-2 hour, usually daily session at Body Quest and

Age Friendly Community Plan – Golden: July 2014

<p>this has worked well for me. Because these occupations are done on my own and take up most of my time I do not have personal knowledge of the group offerings you have mentioned. As for retirement...artists don't retire!</p>
<p>11. I'm too old to volunteer</p>
<p>12. Like many seniors, I expect to have to supplement my small pension for as long as I am able - I have been lucky to be able to continue with teaching art and maintaining a studio to sell work, because job opportunities in Golden are few.</p>
<p>13. None thank you</p>
<p>14. Once more the age group for this survey is too broad. 52 and 72 have different concerns I believe</p>
<p>15. Volunteers are always needed whatever one's abilities but I have no experience with the employment of seniors</p>
<p>16. Where is the Employment Centre? More signage around town is req'd. More & better notification - in the Golden Star, for instance, of programs, services.</p>
<p>17. [Employment Opportunities] There isn't any employment opportunities for older adults unless it is an out of town computer job.</p>
<p>18. [Employment Opportunities] Very few part-time employment opportunities for seniors in Golden.</p>
<p>19. [Employment Opportunities][Volunteer Opportunities][Given] There are a number of volunteer opportunities, probably less employment opportunities. Given the economy, it is unlikely I will retire. This also means our youth must compete with other age groups for the few jobs. It is not surprising we are losing our youth from Golden.</p>
<p>20. [Employment Opportunities][Volunteer Opportunities][Given] Volunteerism is an individual experience and commitment. Many of us choose to volunteer for any number of complex reasons. Finding those chances in Golden is certainly a given IF one desires. Again, the term "older adult-applicable programming" doesn't appeal to me, at all, in civic participation or employment. It speaks of segregation and limiting factors. When we (my family) think about whether or not we will remain in Golden for our retirement years, my question to self and family is always one of "what opportunities exist for all of us here, together?" The conversation always returns to affordable housing, job opportunities, continued sound community ecological growth, and family. Connection, caring, compassion....not sure how one determines these qualities in a survey. :)</p>
<p>21. [Live in Area] A LOT OF THESE QUESTIONS ARE FOR ADULTS LIVING WITHIN THE TOWN OF GOLDEN, I LIVE IN THE RURAL AREA, I DO USE SOME OF THE PROGRAMS.</p>
<p>22. [Live in Area] I live in Area A - there is no recycling service, and it would likely be prohibitively expensive. The Town and CSRD rely too heavily on volunteers, who do an excellent job, for fire suppression.</p>

23.	[Matter] Is there a regional district, plan or strategy to deal with these matters, it is tougher for those living regionally, to make this transition, as you must be either self reliant, otherwise forced to leave under tough love conditions?
24.	[Matter] This part of the survey needs to be expanded to ask similar questions from an Area A resident perspective. We need to get to a single local government structure as a matter of urgency.
25.	[Matter] again, matter of choice
26.	[Part Time] Could do some part time personal work. For women many things never change - meals, laundry, housework, etc.
27.	[Part Time] I think a volunteer group of older adults looking at small ways to improve the appearance of the town would be a good idea. For example, picking up trash, planting trees, painting the pedestrian bridge, trimming back branches on the trails would be jobs that could be handled by such a group. They would ideally be jobs that do not necessarily have to be completed according to a particular time frame or could be completed fairly quickly. A list of jobs to be tackled could be made available and those who wished to take part could make themselves available as frequently and for as long as they wished. There would have to be a level of short-term commitment.
28.	[Part Time] Need to hear about more part time work
29.	[People][Given] The above doesn't respect those people who have given up careers to stay home to raise children and who are now very senior "home-makers"
30.	[People][Live in Area] Groups can assist aging and can provide a comfort for people wishing to continue to live in the area. Although this is a great idea it must be managed and encouraged by the right people who are comfortable seeking opportunities to share resources with those who can best use them.
31.	[People][Matter] Town council is very hostile to having anyone involved in Town matters other than a band of special favorites - the same people get appointed to all the committees and few of those people are significant employers or persons who have invested heavily in the Town, such as commercial property owners. CPR and LP are completely absent from participation.
32.	[Volunteer Opportunities] I believe there are lots of volunteer opportunities for those who want to participate. I think work opportunities are limited for seniors depending who you are and who you know.
33.	[Volunteer Opportunities] I have always found volunteer opportunities. I personally like the company of children and it might be interesting and useful to undertake a program matching up willing seniors with young families who are far from their own families, sort of a "borrow a granny". I get a lot of pleasure and benefit from taking babies out for walks, especially through the winter months. this gives the mother some free time and gives me a opportunity for outdoor exercise, taking advantage of the stability of a stroller or chariot.

This results in confident walking even when the streets and sidewalks are icy or snowy. this service could be expanded to other interactions for seniors and children. Golden has many young families, where the children's real grandparents are far away and the mixing of the generations is beneficial to all.

Q7.4. Please feel free to provide any other comments about Communication and Information options for older adults in Golden.

#	Response
1.	A lot of registering online is way to complicated for a lot of older adults. Should be able to register otherwise as well.
2.	Computer illiterate.
3.	I like the phone and paper!!!
4.	I notice in my work that we(employers, businesses, etc)assume a level of computer expertise and familiarity that is often non existent. That acts to preclude the non-literate from anything that is only available on-line, such as this survey.
5.	I personally like to get my information regarding programs and events by email or through websites. This survey was especially frustrating, as I was vaguely aware of it but couldn't seem to find a way to access it until I encountered it by accident while looking at the Golden community facebook page. Even then it seemed unnecessarily complicated and onerous to obtain the link for the survey. I am not sure you will get a real cross section of seniors participating in the survey when it appears one has to be very motivated to do so. How will you determine the needs of lower income seniors, who do not use the internet? Perhaps if you had the survey available at places like the Golden Food bank, you might access a demographic that is often overlooked and ignored. Or perhaps that is exactly what you want to do, ignore that particular demographic?
6.	I think a lot of information is there if we take the time to look. I do not use all sources as much as I might.
7.	I would appreciate a community "resource" guide for multiple ages, events, functions - not specific to one age group.
8.	In Area A many places do not have Cell phone service. High speed Internet is provided through satellite service, which is very expensive, but also essential. Telephone landlines are still very important- and there is the neighbourhood grapevine which is sometimes the most effective!
9.	None thank you
10.	On the previous page I think you have forgotten about stay-at-home moms who would still be high in proportion to the general population with this demographic. I may be one of the youngest in this category who am part of a family that chose to have a stay at home parent

<p>with a family that started later in life and who doesn't looks at retirement.</p>
<p>11. Poor internet service in Blaeberry is an issue. Could not complete this survey from home.</p>
<p>12. Since Golden has none it would be nice to be able to go on bus trips (short or long) to recreational places or concerts, etc. (not for gambling) that other towns may offer and to let us know far in advance to prepare.</p>
<p>13. [Afford the Internet Services]Because we live in a rural area the internet access is either very poor or very expensive or both. Gov't moves away from telephone access to online support but ignorantly assumes everyone has easy, affordable internet service. They need to get out of the lower mainland and see how people really live.</p>
<p>14. [Afford the Internet Services]The lack of economical internet access in rural areas is very negative to new/prospective residents. Golden & Area A being a truly remote community suffers from the lack of practical, affordable internet access without resolution will negatively impact overall growth of the entire region.</p>
<p>15. [Afford the Internet Services]lots of seniors not only do use a computer, they cannot afford the internet services</p>
<p>16. [Afford the Internet Services][Social Media]I can't afford to keep internet or TV services at home, so I use the facilities at the women's center. Time being limited, I don't follow many social media. I think there are many people my age with similar situations, or who can't afford computers anyway, who could wish for a more central source of information. AGOG does some work to this end, but maybe could do more.</p>
<p>17. [Communication]I think many older adults prefer traditional methods of communication eg. posters, newspaper</p>
<p>18. [Communication]Sorry, in spite of the push to do everything online, personal contact, phones (and !! even mail!!) will always have something in their favour. Maybe even privacy and secure communication will drive us (back) to it.</p>
<p>19. [Communication]Thanks, gives rise to creating interest to follow these matters now, however no clue as to the best communication options. So keep up advising on interests and activities that we need to begin being more active in this vital transition.</p>
<p>20. [Communication][Important]Bein able to communicate with current devices is important as that is how the world is moving and also so that you don't feel left behind by the changes</p>
<p>21. [Communication][Social Media][Important]We wanted to get into Social media - ie. facebook, and registered for a course at the College. My wife & I were the only two applicants so the course was cancelled. many people we know and of our age group do not like the hype around social media and all we hear on the news is the "mistakes" coming from social media. do not forget our generation likes verbal communication far more than being connected. We also lose touch with some of the younger generation who feel it is more important to answer their text message than talk to the people they are having dinner</p>

<p>or coffee with.</p>
<p>22. [Important]At this point I have no interest in spending my time at a computer. If I was unable to get around that could maybe change. If you're house bound, etc., then I think it could become very important.</p>
<p>23. [Important]Broadband access within the rural community is erratic and not consistently available. Who is responsible/accountable for the delivery of this lifeblood service? Garry Habart has talked about the importance of a broadband service but there appears to be no initiatives to provide a consistent service to the rural community. This inspite of the CBT's Broadband Corporation and the Federal Gov continuing to pump monies into rural broadband initiatives</p>
<p>24. [Important]Fail to see where this question is important. You either have or don't have. It is all available in Golden and it is up to us to take advantage of the services. Most people have computers etc prior to reaching this age.</p>
<p>25. [Important]Item 7.2 is required. Very important</p>
<p>26. [Important]Our mail box is 5 miles distant and this spring when the forestry plan to remove our nearest bridge access it will be 10+ miles. We do not regularly pick up our mail ! :-) In the last year with improved cell phone reception we can get cell reception at our house but not totally dependable. I get similar reception on my iPad. Last summer we depended on text messaging, sometimes phone, and iPad. Dependable rural mail delivery can be quite important.</p>
<p>27. [Learn]They need to have someone that comes around to us seniors that don't want to learn about computers to teach us what is available for seniors in Golden.</p>
<p>28. [Learn]Those of us that haven't learned to use the internet need to learn. It is the way of the future.</p>
<p>29. [Learn]technology is the best way to keep in touch and continue to learn</p>
<p>30. [Learn][Social Media]There should be an available service to help older people learn about setting up and using the various forms of internet connected social media.</p>
<p>31. [Social Media]Businesses and service agencies should not just 'assume' that everyone is computer-able. Some people get very frustrated when they are seeking information or help and are told to "call 1-800 etc" or go to website so-and-so. People need to recognize that it is often due to the work and history of these 'old people' that we now get to enjoy the benefits of social media. My own father was hard-of-hearing, blind and had severe arthritis in his hands so he was quite limited in the things he could do without a lot of help. He had no concept of computers and could not operate his debit card without assistance.</p>
<p>32. [Social Media]Social media and web based media is the #1 source of organizing my life.</p>
<p>33. [Social Media]The use of social media, smartphones etc. for seniors is critical for avoiding their future isolation. The many alternatives for providing tutoring in the use of computers,</p>

tablets, smart phones etc specifically for seniors should be looked into ...there are many.

Q8.5. Please feel free to provide any other comments about Community Support and Health Services in Golden.

#	Response
1.	Couldn't get NO on 8.3
2.	Fortunately have avoided need, so ignorance is bliss?
3.	I cannot comment on many of these sections because, thank god, I have no personal experience of them or current need of them
4.	None of this is applicable to me
5.	Somewhat confused with the questions 8.2 as to are they important to us now or would they be in the future? We answered as neutral because we do not need these services now however they are important if we needed them down the way.
6.	Sorry, not requiring these services, yet, thus, my "no opinion" reflects my ignorance. Has made me think about these services though.
7.	[Communication]Does not appear to be a priority with the town council
8.	[Communication][Medical Treatments]There is a need for high speed internet in order to facilitate affordable and accessible health care and financial access.
9.	[Communication][Medical Treatments]I think Durand Manor and a few other places are not adequately staffed and we will move from this community rather than end up in this warehouse for seniors.
10.	[Home Care]Assistance interpreting and filling out surveys - very important
11.	[Home Care]Being that I require no community health care support at this time nor do I know anyone personally that accesses these supports, I am not familiar with the services available so I declined to rate questions 8.1 and 8.2.
12.	[Home Care]Definitely have to help with yards, getting groceries, etc. Lots of lonely people.
13.	[Home Care]Home Care has a history of lack of continuity - new staff and management is the norm. Left hand doesn't know what the right hand is doing and the people who are hurt are their clients. IH needs to address the high turnover of management level staff and find out why they are leaving as soon as they can find another job.
14.	[Home Care]I WASN'T AWARE THAT THERE WAS A WHEELS TO MEALS PROGRAM HERE BUT I HAVE SEEN IT BE VERY SUCCESSFUL IN OTHER COMMUNITIES. IT GETS PEOPLE OUT TO SOCIALIZE AS WELL AS HAVE A HEALTHY MEAL.
15.	[Home Care]I still live independently so I have very little need for most of the questions

	asked. I am resourceful enough to find help when I need it.
16.	[Home Care] Is there a place where seniors can get information of the availability of the above noted services? A one stop shop for concise information would be very valuable. And a person to help with the follow through would be even better.
17.	[Home Care] My permanent home is in the Blaeberry Valley. We live on an un maintained road and off the grid location. My walking restrictions influenced our living in an apt in Golden this past winter. Because of this short term in town my use of and knowledge of available facilities and services has been limited. I have been relying totally on family members for pick up of items and transportation and were I to become a full time resident I would definitely be looking to available senior services in these areas. In summer the shopping itself might be doable but because I am using walking sticks, I can carry only the size and weight a small back pack will allow. So home delivery is important. I am surprised that nowhere in this survey is mental health mentioned. This is a very important area and there is a drastic lack of information, facilities and professional services in Golden for people with mental health issues. Depression is very common among seniors, and other mental problems as well. General practitioners are not trained and are not comfortable in this area.
18.	[Home Care] There is a great opportunity for a new business to offer services to seniors so they can stay in there own homes longer. Housekeeping, shopping, driving to apts., yardwork. The one person that is operating in town is very busy.
19.	[Medical Treatments] A dentist on the weekend!
20.	[Medical Treatments] Dialysis is important to have in Golden and should be here.
21.	[Medical Treatments] For the size of the town they are very good. Doctors should schedule their work so they are closer to being on time.
22.	[Medical Treatments] Health care for "aliens" is so overwhelmingly expensive (e.g. \$3500 flat charge for going to the hospital) that I would not use it again unless I were unable to crawl back over the border.
23.	[Medical Treatments] If I needed (or will need in the future) chemotherapy treatment, I would need to go out of town. This type of trip is becoming increasingly more expensive.
24.	[Medical Treatments] Medications should be cheaper for seniors.
25.	[Medical Treatments] My personal responses do not reflect what might be seen as important if my health became a problem as one ages.
26.	[Medical Treatments] OTHERS THAT I KNOW HAVE NEEDED SERVICES THAT THEY HAVE TO TRAVEL OUT OF TOWN FOR.
27.	[Medical Treatments] Ophthalmologist
28.	[Medical Treatments] The waiting time for some diagnostic tests is unacceptable,

29.	[Medical Treatments] Though it isn't an issue at present, the concern exists that the province, by changing policies over the years, has and may make access to needed care more difficult as one ages. Having to travel to Kelowna, even Cranbrook and Calgary for tests and treatment could affect health. One also often prefers the more easily accessible Calgary over Kelowna, though the trend seems to be to refer more in-province.
30.	[Medical Treatments] Too many people have to travel out of town for medical attention.
31.	[Medical Treatments] Very poor.
32.	[Medical Treatments] When it is time for me to need any of these services, I would like them to be there.
33.	[Medical Treatments] Would it be possible to train a nurse to do (e.g. chemo therapy treatments). I realize these services may not be needed full-time but having someone trained would really help people who have trouble getting to appointments out of town.
34.	[Medical Treatments] bringing the Specialist Doctors to Golden so we can see them in our own town is awesome, I hope this continues
35.	[Medical Treatments] note - provision of many of these services is population based.
36.	[Medical Treatments][Home Care] I am lucky that at present I do not need a lot of Community Health Care services. And I know that limited accessibility to some service is the price we pay for living in a rural area. However I do feel that the chemotherapy and dialysis needs of some patients could be catered to nearer to home, and it would avoid a lot of unnecessary travel and hardship.
37.	[Medical Treatments][Home Care] I don't need the Cancer care now, but when we did, it was abysmal. Most of the home support services listed are now private businesses - at least they exist. I have heard that meals on wheels are awful - not prepared fresh. That would absolutely stop me from accessing them.
38.	[Medical Treatments][Home Care] I have based this section on when my mother in law lived her. The access to services was difficult. We had to find someone on our own to help her in her house - there was no place to find referred people. Very limited services and can be expensive
39.	[Medical Treatments][Home Care] Not in need of community support at this time but very satisfied with the hospital and the clinic for taking such wonderful care of my wife on many occasions when she needed emergency medical care.
40.	[Medical Treatments][Home Care] Once someone is in care the staff does very well in spite of Interior Health Management, but it is left up to friends or family to try to offer enough support to keep seniors out of care.
41.	[Medical Treatments][Home Care] Right now I do not require any of these services. I may require them eventually. I would like to think I could access these services and that they would be affordable.

42.	[Medical Treatments][Home Care] Seems we do not need any of the above ourselves so far but of course they will all be very important to us and everyone else as we get older
43.	[Medical Treatments][Home Care] The medical bus is only twice a week on Mon and Fri. It would be nice to have it mid-week because sometimes it is difficult to get an appointment in Cranbrook just on a Monday or Friday. I cannot comment more on health services because at the moment I do not require housekeeping services, or assistance with shopping or any of the services indicated in item 8.1
44.	[Medical Treatments][Home Care] This is why a lot of adults that are aging are going to live in other areas, where programs are working.
45.	[Medical Treatments][Home Care] Use the BC Ambulance service to provide a call in service to elderly residents to provide a health/well being/social connection check, when they are on duty but not responding to an emergency. This might provide a better work/wage environment for our emergency health workers. This is being done in parts of rural Ontario and is reducing costs to the health system in general by providing early preventive diagnosis. Need some central natural health facilities, could be located with an indoor aquatic centre.
46.	[Medical Treatments][Home Care] We are fortunate in getting good medical attention in Golden but the provision of home care/assisted living is essential in enabling seniors to continue to live in their own homes.

Q9.3. What will you need to live actively and socially engaged in Golden?

#	Response
1.	A retirement residence like Columbia Village in Invermere. Would love this to be built in Golden in the next ten years as there is a great need for this here.
2.	Affordable home support.
3.	Better access to medical care that seniors require. If you are healthy Golden offers lot of opportunities. Once you are ill or have a long term debilitating illness you must go out of town for assistance and you never know if you will be referred to Cranbrook. Kelowna or Calgary or other, and often if both spouses need medical assistance then one goes to Calgary and the other to Cranbrook.
4.	I don't know. I am fine now but what I will need in the future will depend on my health, finances etc and what they will be in the future I don't know. I find this reduces complex questions, that often don't apply to me or I don't have any knowledge of yet, to simple answers that will tabulate and graph easily. I am doubtful whether those numbers and graphs will accurately reflect the reality of seniors or to be seniors. Its like taking an advanced university course and finishing it with a multiple choice test.
5.	I'm not there yet!

Age Friendly Community Plan – Golden: July 2014

6.	LIFE
7.	Life
8.	My three priorities listed above
9.	To move a t a later date into the central part of Town from the Blaeberry if health requires it---or to remain at home with more rural help available unless driving becomes impossible and family cannot help.
10.	To remain physically active
11.	loving winter
12.	[1. Outdoor Spaces and Public Buildings]A pool
13.	[1. Outdoor Spaces and Public Buildings]Aquatic Centre
14.	[1. Outdoor Spaces and Public Buildings]Fitness center,
15.	[1. Outdoor Spaces and Public Buildings]Indoor aquatic centre. A thriving library culture with staff who are willing and able to provide improved services. Stimulating academic arts and culture courses in a group setting. Sustainability of Film Kicks/ Opera at the Met/ and Kicking Horse Culture
16.	[1. Outdoor Spaces and Public Buildings]Indoor pool.
17.	[1. Outdoor Spaces and Public Buildings]Swimming poor
18.	[1. Outdoor Spaces and Public Buildings]To stay healthy.
19.	[1. Outdoor Spaces and Public Buildings]a pool that can be used in winter
20.	[1. Outdoor Spaces and Public Buildings][2. Transportation]Ease of accessibility, ie snow cleared from side walks, and more sidewalks.
21.	[1. Outdoor Spaces and Public Buildings][2. Transportation]The ability to get where I want and need to be. eg, trails, sidewalks, streets.
22.	[1. Outdoor Spaces and Public Buildings][2. Transportation][3. Housing]A lot depends on physical ability; however, walking is basic. Clean sidewalks, secure public spaces, accessibility throughout the community. Local provision of necessary services: affordable housing, health care, home care, even public transportation.
23.	[1. Outdoor Spaces and Public Buildings][2. Transportation][4. Social Participation]An indoor aquatic centre encouraging seniors to stay fit and active year round. The ability to walk during the winter without the limitation and fear imposed by snow and ice.
24.	[1. Outdoor Spaces and Public Buildings][4. Social Participation][5. Respect and Social Inclusion][6. Civic Participation and Employment]A place to live and a friendly town.
25.	[1. Outdoor Spaces and Public Buildings][7. Communication and Information]I will need to be able to access (physically) the venues where events are held. That means a better job on

	<p>snow and ice removal by Town and businesses. I will need information about what is available. I will need local access to health care. (I see an advocacy role here for TOG and CSRD)</p>
26.	<p>[1. Outdoor Spaces and Public Buildings][7. Communication and Information]Social contacts. Exercise (swimming) facility. Better newspaper</p>
27.	<p>[2. Transportation]I am a retired 86 year old man living in Abbeyfield and I need better transportation to get me out more</p>
28.	<p>[2. Transportation]Mobility within the community</p>
29.	<p>[2. Transportation]Need transportation to participate.</p>
30.	<p>[2. Transportation]On a personal level, I need my health to live actively and socially engaged. There are many factors that play into whether I will stay in Golden in my later years- desire to live closer to family (we have no family members here), affordability (food, housing), a fair amount of shopping needs to be done out of town (clothing, specialty items) therefore transportation is an issue. If I am unable to drive someday, it is unlikely I would remain in Golden. Weather- I know of older seniors for whom the winters become more unbearable each year.</p>
31.	<p>[2. Transportation]Projecting, some kind of rural transportation that will regularly offer ways in and out of Golden from Area "A"</p>
32.	<p>[2. Transportation]Transportation to take us to appointments and on social outings.</p>
33.	<p>[2. Transportation]Transportation.</p>
34.	<p>[2. Transportation][3. Housing]Housing and transportation.</p>
35.	<p>[2. Transportation][3. Housing]My husband and I returned to Golden at age 64. At the time we were physically active and enjoyed hiking, cycling and x-country skiing here. We did volunteer work for Abbeyfield, St. Paul's Church and thrift store. We felt an indoor pool would have been a benefit to the community and supported the referendum. As we took part in the planning process for a Seniors Cooperative Aging in Place Development. The lack of support from the Town of Golden was disappointing. Now at age 78 we realize the lack of housing, transportation for special medical needs, no support for care (i.e. meals), we have decided to relocate. The geographical location of Golden is a challenge to anyone over 75.</p>
36.	<p>[2. Transportation][3. Housing]Transportation in some form and rental accommodation preferably in the way of affordable apartment with more amenities such as covered parking, elevators, laundry services on each floor. Basically what one would expect to find in any community which is lacking in Golden</p>
37.	<p>[2. Transportation][3. Housing][4. Social Participation]Affordable housing, availability to get to appointments, social outings, groceries. Safe places to walk to keep active.</p>
38.	<p>[2. Transportation][3. Housing][4. Social Participation]Depending on my health, I expect to live independently for another 25 to 30years , at some point I expect I would like the option</p>

<p>of accommodation that has a common dining area, then eventually assisted living and/or long term care. I think transportation will be important as again at some point I will most likely have to give up driving. Having health care services available that will allow me to remain independent as long as possible is very important. The social aspect of having things to do and providing social stimulation is also an important consideration .</p>
<p>39. [2. Transportation][3. Housing][4. Social Participation]I will need an arts program that engages my soul and mind A swimming pool that keeps my body fit and functioning clean air subsidised very basic housing basic public transportation good nourishing affordable food(and this survey does not address food) already have great people and wonderful friends in Golden and the Area Awho will hopefully continue to be around for a number of years!</p>
<p>40. [2. Transportation][3. Housing][4. Social Participation]Suitable housing, transportation, interaction with others, health and personal services.</p>
<p>41. [2. Transportation][4. Social Participation]A transportation system the will get me from my home to an activity and return in a time frame that will accept that as a senior a lot of the time before leaving my house is spent getting ready and upon coming home resting from the outing. This all being without having a senior moment.</p>
<p>42. [2. Transportation][4. Social Participation]In the future: Good health services Affordable recreational activities Assistance with house repairs, snow shoveling, transportation to and from out of town appointments</p>
<p>43. [2. Transportation][4. Social Participation][8. Community Support and Health Services]I am not sure exactly is meant here. I would need good health, reasonable income and desire to be active socially. I do appreciate having a curling rink. I did use the arena when I was younger and do sometimes use the pool. At this time I generally use the trails and sidewalks.</p>
<p>44. [2. Transportation][5. Respect and Social Inclusion]Actually, I need to be able to live in the rural parts of Golden so having transportation to take me into town when i cant get there myself is important---but maybe I'm too young to be thinking about this yet.</p>
<p>45. [2. Transportation][8. Community Support and Health Services]ACCESS TO HEALTH, DENTAL AND VISION CLINICS. MOST LIKELY HOUSING, TRANSPORTATION, SIDEWALKS CLEAN, CLEAR AND FREE OF DOGS, BIKES, ETC. BENCHES FOR RESTING, DOORS IN BUILDINGS THAT I CAN OPEN. A SENIORS ADVOCATE IN THIS TOWN.</p>
<p>46. [2. Transportation][8. Community Support and Health Services]My health and being mobile. Once I loose them I feel Golden at this time will not be able to accommodate my needs.</p>
<p>47. [3. Housing]A retirement residence for seniors. If this is not available in 10 years time we will have to move to Columbia Gardens in Invermere. We need a similar residence like Columbia Gardens here in Golden.</p>
<p>48. [3. Housing]Accommodation with room to have family/friends visit and stay for a few days</p>

	... that would mean at least two bedrooms, two bathrooms, a den or office, plus kitchen and living room. An attached garage would be an asset. That seems like asking a lot, but seniors need "space" too. Some cleaning support should be available as well.
49.	[3. Housing]Affordable housing good medical care, e.g., sufficient doctors. emerg svcs. Accessible, frequent & detailed information about services, programs.
50.	[3. Housing]Affordable housing services
51.	[3. Housing]An affordable house (residence), confidence in the health care system to provide services for a average healthy senior and to be accepted as a functioning member of the community.
52.	[3. Housing]HOUSING WITH NEARBY ACTIVITIES IN ASE I CAN NO LONGER DRIVE.
53.	[3. Housing]Housing that lets you age in Golden. Where services are provided, shuttle to apt., food, cleaning, entertainment, etc. This will keep older adults in Golden. Over the years, many, many have had to move.
54.	[3. Housing]I'll need a place to stay when we can no longer live in our country home.
55.	[3. Housing]Long-term: good access to healthcare, specialist services, and home-support when needed; affordable housing options; year-round recreation activities and cultural activities.
56.	[3. Housing]One level homes, gated communities.
57.	[3. Housing][4. Social Participation]A place that is one level, laundry facilities able to sit around with a walker, wheelchair, to check by phone call, or personal visit. Could be a heart attack or stroke
58.	[3. Housing][4. Social Participation]Enough to do to keep me active, affordable housing, enough money saved to live till I die
59.	[3. Housing][4. Social Participation]Self sufficient housing that is close to and easy to get to social activities and that has readily accessible to home care. Most older women like myself love our flowers, my own little patio would be nice as well.
60.	[3. Housing][4. Social Participation][5. Respect and Social Inclusion]Life necessities (food, shelter) that is affordable. Social involvement with other community members. Friends!!
61.	[3. Housing][4. Social Participation][8. Community Support and Health Services]Reasonable health. Affordable housing. Social and cultural opportunities. Shorter winters!
62.	[3. Housing][6. Civic Participation and Employment]A job and affordable housing to get to retirement.
63.	[3. Housing][8. Community Support and Health Services]health services and housing
64.	[4. Social Participation]At this time,I am limited to participation, but continuing education, that Golden Agers can keep thinking, mentally challenged that may help contribute to being self more reliant, plus more time to create meaningful opportunities to benefit community

	with our experience and strengths.
65.	[4. Social Participation] Good health will make all the difference in what a person NEEDS to live actively and engaged socially, however I think Golden has a lot to offer seniors if they keep an open mind and participate as much as they can in activities offered now ie. seniors centre, kicking horse culture performances, quilting group etc. Good healthcare and home support system are extremely important.
66.	[4. Social Participation] I will need relatively good health and options for activities that interest me. Golden has many attributes that contribute to having a stimulating and engaged life without having to venture too far outside of town.
67.	[4. Social Participation] I would like to see more facilities and programs for adults in the winter to do physical activities
68.	[4. Social Participation] My family.
69.	[4. Social Participation] Opportunities to remain physically and socially active
70.	[4. Social Participation] Personal good health and programs thT would keep me active and engaged
71.	[4. Social Participation] Physically active and social groups inclusive of seniors.
72.	[4. Social Participation] Right now we are pretty self sufficient, but as we age, health services will become a key requirement. But as important, we want to live in a community that works together, is more open to change, and values the natural environment with a more long-term perspective.
73.	[4. Social Participation] Seniors social convenor employed through Community Resources (a paid position). Not Ministry of Health.
74.	[4. Social Participation] Stay strong. Make use of as many of the recreational facilities (including just places to walk or ride my bike) as possible in order to retain my mobility for as long as possible. Anything that encourages participation would be helpful for this.
75.	[4. Social Participation] We are actively and socially engaged at present. In the future we might well need assisted living accomodations. Will these be available?
76.	[4. Social Participation] We have everything we need in Golden to live actively & socially. We DO NEED industry to keep our young people here.
77.	[4. Social Participation] recreation opportunities, health services, community clubs, prosperous economy
78.	[4. Social Participation] [5. Respect and Social Inclusion] Friends, family, community connections, sense of belonging and opportunities for lifelong learning - knowing that I'm only as good as my health, thus, in addition - the need for community healthy living and service/support as my husband and I age.
79.	[4. Social Participation] [6. Civic Participation and Employment] to feel an inclusive intention

	from organizers
80.	[4. Social Participation][8. Community Support and Health Services]Health services need to be maintained at the current level - that is almost certainly the number one priority for seniors. Taxation needs to be kept under control - municipalities are the worst at cranking up taxes. Golden provides exception outdoor opportunities for people at virtually every level - eg. we have access to more wonderful hiking than any other community in Canada except possibly Banff. With a ski hill, a Nordic centre, a climbing gym and the National Parks I am pretty satisfied.
81.	[5. Respect and Social Inclusion][6. Civic Participation and Employment]I'm fairly happy with things now as I'm still able to get around myself and live on my own. (I'm 68.) I guess we'll see what the future holds. This survey is definitely a step in the right direction. Thank you.
82.	[6. Civic Participation and Employment]A brand new Council that will take the opinion of the majority and not the vocal minority.
83.	[6. Civic Participation and Employment]A job suitable for seniors will be a must for me but I think it is true for many of us.
84.	[7. Communication and Information]Communication
85.	[7. Communication and Information]Communication of opportunities.
86.	[7. Communication and Information]The. Above as listed in 9.2 plus communication and information.
87.	[8. Community Support and Health Services]Access to good health services, recreational opportunities and the arts.
88.	[8. Community Support and Health Services]Continuing education. Medical support.
89.	[8. Community Support and Health Services]Good health
90.	[8. Community Support and Health Services]Good health
91.	[8. Community Support and Health Services]Good health.
92.	[8. Community Support and Health Services]I,m not sure at this time of my life, probably more health related resources.
93.	[8. Community Support and Health Services]More money Good brain and health
94.	[8. Community Support and Health Services]My health
95.	[8. Community Support and Health Services]My mental and physical health.
96.	[8. Community Support and Health Services]Sustainable health, current standard of living, and continuing health resources.
97.	[8. Community Support and Health Services]good health

Appendix C: Response from Ministry of Justice RE: DriveABLE Assessments

From: "Murray, Kevin D JAG:EX"
Date: Monday, 9 June, 2014 12:40 PM
To: Ryan Watmough <nonprofits.gcrs@gmail.com>
Subject: FW: Golden area - DriveABLE query

Hello Ryan, I am writing in response to your enquiries at Insight Driving Solutions about the possibility of having DriveABLE assessments completed in the Golden area. DriveABLE locations are selected based on a number of factors, including client volumes, availability of qualified local service providers, and geographic gaps in service.

In 2012 many new locations were opened to increase access to services, particularly in northern and interior communities, which have traditionally had very few DriveABLE clients. Current locations include; Abbotsford, Burnaby, Campbell River, Chilliwack, Coquitlam, Courtenay, Cranbrook, Dawson Creek, Duncan, Kamloops, Kelowna, Langford, Nanaimo, Nelson, North Vancouver, Penticton, Powell River, Prince George, Richmond, Salmon Arm, Sechelt, Surrey, Terrace, Vancouver, Vernon, Victoria and Williams Lake. There are no immediate plans to expand the number of DriveABLE locations and given the extremely low volumes of clients in the Golden area (only six drivers were referred in 2011, and just five in 2012) it is unlikely we would be looking at Golden as a future location. In 2013 RoadSafetyBC evaluated the fitness to drive of over 155,000 drivers, and only approximately 3,000 - fewer than 2% - were referred for a DriveABLE cognitive assessments.

While we appreciate your desire to have these important assessment services available in your community, unfortunately the volume of assessments in Golden does not support this. Thank you for taking the time to enquire about the possibility.

Sincerely,

Kevin Murray RN, BScN, ENC
Team Lead, Driver Medical Fitness Program
Ministry of Justice



Appendix D: Age Friendly Community Designations

BC Seniors' Healthy Living Secretariat

For more information about age-friendly initiatives or how to start your own, contact the Age-friendly BC Coordinator at the Seniors' Healthy Living Secretariat by:

- ✓ Email: AgefriendlyBC@gov.bc.ca
- ✓ Phone: 250-387-4493
- ✓ Website: <http://www2.gov.bc.ca/gov/topic.page?id=89CBC67AB21B4EB995A4A94246BD6D8A>

World Health Organization (WHO)

Provinces or territories may seek additional recognition for their communities from the Public Health Agency of Canada. This pan-Canadian recognition from the Agency facilitates a connection to resources, tools and the Pan-Canadian Age-Friendly Communities Network. Recognition from the Agency would also facilitate entry for Canadian communities into the World Health Organization's Global Network of Age-Friendly Cities©.

For more information on making your community more age-friendly, please contact [your provincial or territorial ministry responsible for seniors](#).

For more information, please see: <http://www.who.int/ageing/en/>

Appendix E: Checklist of Age-Friendly Features

The following checklist was pulled from the Age-Friendly Rural and Remote Communities: A Guide, published by the Federal/Provincial/Territorial Ministers Responsible for Seniors in 2007.

While this is not the most up-to-date checklist – and most prescriptive than more recent guides, it provides a good, general framework for Age Friendly Planning in rural communities like Golden.

Using the research of locally-available programs and services, the consultant went through the Checklist and marked those items that have been achieved (to some degree) in Golden. The items provide good language for translating the results of AFCP surveys into general actions by local government, organizations and businesses.

1. Outdoor Spaces and Buildings

Sidewalks, Pathways and Trails

- ✓ Sidewalks, pathways and trails are well-maintained, cleared, non-slip and accessible.
- ✓ Sidewalks are continuous, with low curbs and can accommodate wheelchairs and scooters.
- ✓ Snow removal is prompt and considerate of seniors (e.g., consideration is given to how snow is piled for those who need to get in and out of cars, and that seniors may be in wheelchairs or using scooters).
- ✓ Parking lots are well-maintained and cleared of snow and ice.
- ✓ Streets are well-maintained.
- Rain shelters are available to support pedestrians.

Public Restrooms and Rest Areas

- ✓ Public washrooms are accessible and can accommodate people with a variety of disabilities (accommodations include push buttons, wide doors, hand rails, locks that are easy for those with arthritis to use) and are located at convenient locations with proper signage.
- ✓ Accessible benches (the appropriate height for seniors) are located along sidewalks, paths or trails and are spaced at regular intervals.

Safety and Security

- ✓ Action is taken to lower crime rate.
- ✓ Neighbourhoods and trails are well-lit.
- ✓ Traffic volumes are low and/or well-controlled.

Buildings

- ✓ Buildings are accessible and have the following:
 - ramps with a slope appropriate for wheelchairs
 - fewer stairs to get into buildings and within buildings
 - non-slip flooring
 - accessible washrooms located on the main floor
 - parking that is well-maintained and located near public buildings for easier access

Amenities (grocery stores, churches, government buildings, community centres)

- ✓ Services are grouped together, located in close proximity to where older people live and can be easily accessed (e.g., are located on the ground floor of buildings, include wheelchair ramps).

2. Transportation

Roads

- ✓ Roads are well-maintained, well-lit and are supported by clearly visible signage.
- ✓ Traffic flow is well-regulated (especially in summer cottage communities that experience increased traffic in the summer months).
- ✓ Flexible rules of the road—speed limit is not enforced (slower), not too many traffic lights, seniors given wide berth on the roads by other drivers.
- ✓ Traffic lines on pavement are clear and visible.

Snow Removal

- ✓ Snow removal of roads and parking areas is prompt.

Parking

- ✓ Parking lots and street parking are located close to amenities.
- ✓ Parking regulations are enforced (preventing people from parking in emergency zones and in disabled parking spaces).
- ✓ Drop-off and pick-up areas are clearly marked.
- ✓ There are a sufficient number of disabled parking spots.

Community Transportation Services

- Affordable and accessible community transport services (including shuttle vans) are available to take seniors to events, shopping excursions and field trips.
- Volunteer and/or an informal network of drivers are available and compensated (e.g., gas money) for their efforts.
- ✓ Health Transportation (including to larger centres)

- Accessible transportation services are available to take seniors to and from health appointments (including appointments in larger cities)—this includes boat and air transport from remote communities.

Assisted Transportation

- Accessible transportation for persons with a variety of disabilities is available across the range of transportation services.

Public Transport

- Accessible, affordable and convenient public transportation (buses, ferries, etc.) is available to older adults to conduct their daily activities—to reach such destinations as hospitals, health/community centres, shopping malls and banks.
- Public transportation services are coordinated.
- Services are available throughout the day and evening.

Taxis

- ✓ Taxis are available, accessible and affordable to seniors.

Information

- ✓ Information is provided to seniors about the range of transportation services (public and private) available to them, including information on how and where to access them, timetables and cost.
- ✓ The use of public and alternative transportation is promoted in the community.

3. Housing

Housing Options

- ✓ A range of appropriate and affordable housing options (for sale and for rent) is available and includes apartments, independent living, smaller condominiums and family homes.
- ✓ Housing is affordable and includes subsidized housing.
- ✓ Home sizes reflect the needs and lifestyles of seniors today.
- ✓ Housing is located in close proximity to services.
- ✓ Housing is adapted for seniors and those with disabilities.

Aging in Place

- Affordable supports are available to enable seniors to remain at home.
- ✓ Assisted living options are available to all.

- ✓ “In-between” housing is available (i.e., options between the large family home and the small apartment, but with more assisted living options that can be considered an “intermediary” step).
- ✓ “Alert systems” are available for seniors living alone (i.e., systems that alert someone when a senior needs help).

Long-Term Care

- ✓ Affordable long-term care options are available that prevent the separation of families and the need to move out the community.

Maintenance and Modifications

- ✓ General maintenance of homes is affordable by seniors on fixed incomes.
- ☐ Affordable or free general maintenance (e.g., yard work) is available for seniors.
- ✓ Housing is modified for seniors as needed and new housing is built with seniors in mind.
- ✓ Housing (including houses and apartments) meets the needs of those with disabilities.
- ✓ Housing modifications are affordable, with financial assistance provided in the form of grants and subsidies.
- ✓ Information on financial assistance programs for home modifications is readily available and easily accessible by seniors.
- ✓ Home insurance is affordable.

4. Respect and Social Inclusion

Respect, Kindness and Courtesy Shown

- ✓ Seniors are treated respectfully by the community as a whole—they are addressed using appropriate titles, their input on community issues is sought, their contributions are honoured and their needs are accommodated.

Intergenerational Respect and Interaction

- ✓ Community activities bring together different generations—they include pleasure activities (e.g., arts and crafts, etc.) and practical activities (e.g., youth-taught computer courses, “honorary grandparenting” programs).
- ☐ Programs are offered to children and youth that focus on how to treat seniors with respect, and to explain what it’s like to get older.

Inclusive Communities

- ✓ Seniors are asked to participate at council meetings and similar activities and are recognized for their contributions.

- ✓ Older persons are asked for their input to public issues (at the local and provincial levels).
- ✓ Seniors receive “social” visits from members of their community.

Recognition Events or Awards

- ✓ Contributions of seniors are honoured in the community through events and/or awards.
- ✓ Seniors are “celebrated” through the media (e.g., their stories are documented and shared).

5. Social Participation

Events and Activities

- ✓ There is a range of events and activities for seniors of all ages—some are age-specific and others are intergenerational. Activities include physical/recreational activities, spectator sporting events, church and school related events, gatherings with food, etc.
- ✓ Activities available include outdoor (e.g., walking) and indoor activities (e.g., bingo, cards, darts, etc.).

Transportation

- Events and activities are held in locations that are served by affordable and accessible transportation.

Preventing Isolation

- Home visits are provided to those who do not, or cannot, leave their homes.
- ✓ A buddy system is set up to include seniors who are not normally active in the community.
- ✓ The needs of seniors who are not interested in participating in community life are respected.

Courses, Crafts and Hobbies

- ✓ A wide range of courses is accessible and affordable (or free), and courses are offered in convenient locations (e.g., community centre, university) that are served by public transportation.

Affordability and Accessibility

- ✓ Activities and events are held in convenient locations and are accessible for all—including those with disabilities.
- ✓ Events, activities and cultural events (e.g., music, theatre) are affordable to all seniors.

Family-Oriented

- ✓ Events and activities are intergenerational and designed to appeal to people of different ages and backgrounds.

Promotion of Activities

- ✓ Activities are well-publicized to seniors.

6. Communication and Information

Widespread Communication

- ✓ There is regular and reliable distribution of information about events and programs (including contact information) through local government and/or voluntary organizations.
- ☐ Information is disseminated/ posted where seniors conduct their daily activities—such as the post office, places of worship, local centres and town halls.
- ✓ Local channels (TV and radio) advertise community events and news items of interest to seniors—for example, through “community access channels.”
- ✓ There is a central directory where older adults can find information about what activities and services are available, and how to access them (including phone numbers).

Interactive Contact (word of mouth)

- ☐ Important information is disseminated in public forums (including public meetings and information sessions).
- ☐ Information to older adults who are socially isolated is delivered by phone, or through personal visits.
- ✓ An interactive speaker series is created that delivers important information (e.g., on health issues, protecting against fraud).

Accessible Information

- ✓ Written communication is clearly printed in large letters and is easy to read, with simple messaging.
- ✓ Literacy programs are available.
- ✓ Seniors are recruited and used as volunteers as experts, disseminators of information and trainers.

New Technologies

- ✓ Access to computers and the internet is available at a local centre open to the public.

- ✓ Training courses on new technologies are available and accessible to seniors.

Types of Information

- Information of interest to seniors is disseminated—such as local events (including obituaries), vital information (health, security, etc.), and programs and services that are available to them.
- ✓ Seniors' accomplishments are highlighted occasionally in the media.

7. Civic Participation and Employment Opportunities

Volunteering

- ✓ Volunteers are supported in their volunteer work—for example, by providing them with transportation, reimbursing their costs and/or paying them an honorarium.
- ✓ A range of volunteer opportunities is available that meets the interests of seniors.
- ✓ Volunteering options allow for intergenerational involvement.
- ✓ Opportunities for volunteering are flexible (e.g., short-term) to accommodate seniors who travel or have other commitments.

Employment

- There is a range of paid employment opportunities for seniors.
- Older adults are fairly compensated for their work.

Accessibility

- ✓ Seniors with disabilities are accommodated in volunteer, civic or paid work.
- Transportation is available and accessible to older adults who want to participate in volunteer, civic or paid opportunities.

Encouragement to Participate

- ✓ Older adults are encouraged to volunteer and remain engaged in the community by providing them with flexible and accessible opportunities.
- ✓ Individuals are approached personally to participate in volunteer activities.

Training Opportunities

- Older adults expected to use newer technologies in paid, civic or volunteer work are provided with appropriate training.

Recognition and Appreciation

- ✓ Older adults are acknowledged for their contributions in volunteer, civic and paid work.

Civic Participation

- ✓ Older adults are well represented on councils, boards and committees.

8. Community Support and Health Services

Caring and Responsive Professionals

- ✓ Physicians are available in the community.
- ✓ Public health nurses are available at health centres and to conduct home visits.
- ✓ Specialists (including gerontologists) conduct assessments on a regular basis in the community and arrange follow-up with primary care physicians.

Home Health and Support Services

- ✓ Affordable and available health and home services are in place and include health, personal care and housekeeping.
- ✓ Home supports are available in a timely manner.
- ✓ Affordable meal programs are available to all seniors in the community, regardless of their health status.
- ✓ Delivery services (groceries, medicines, etc.) or escorted shopping services are available to seniors.
- ✓ Delivery of services is well-coordinated (e.g., through a “cluster of care” model).
- ✓ Health assessments are conducted during home visits.

Diversity of Health Services and Facilities

- ✓ Health care facilities include clusters of services (e.g., doctors, podiatrists, occupational therapists, pharmacists), providing “one stop” health or wellness services.
- ✓ Affordable palliative care services are available in the community.
- ✓ Specialty services are available in the community, including mental health services, mammogram and diabetes clinics, and cancer care outreach.

Availability of Equipment and Aids

- ✓ Medical equipment (including medical alerts) is available through a loan program, at no cost to seniors.

Caregiver Support (including respite)

- ✓ Caregivers are “given a break” from their responsibilities through programs such as home support and seniors daycare programs.

- Education programs on elder care and similar available services are provided to families who are, or will be, caring for an older adult.

Information

- ✓ Older adults are kept well-informed, through a variety of media, of the services that they may be entitled to and how they are accessed.
- ✓ A speaker series provides information to seniors on a range of health and wellness topics.

Appendix F: Funding Sources

There are many resources for addressing AFCP actions. Some of them have been summarized below.

New Horizons for Seniors Program

Submissions: Must be printed, signed and mailed to Kelowna

Deadline: July 4, 2014

Approvals: February/March 2015

Review Committee: Volunteer seniors from across BC

Contact:

Paul Myers, Kelowna

Paul.myers@servicecanada.gc.ca

855-249-2290 x1. 250-979-2449

New Horizons for Seniors Program

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

Enabling Accessibility in Communities

<http://www.esdc.gc.ca/eng/disability/eaf/community.shtml>

The Community Accessibility Stream of the Enabling Accessibility Fund is designed to provide funding to eligible recipients for projects that improve accessibility in communities across Canada. Projects may include:

- renovating, retrofitting or constructing community facilities where programs or services are offered to people with disabilities;
- retrofitting motor vehicles used as community-based transportation; and,
- providing information and communications technologies to make them more accessible for the community.

To be considered eligible for funding, projects must be directly related to removing barriers and increasing accessibility for people with disabilities in Canadian communities. All projects must also respond to funding priorities identified during calls for proposals, including support from their community.

Eligible types of recipients under the Enabling Accessibility Fund are:

- not-for-profit organizations;
- for-profit organizations;
- municipalities;
- aboriginal organizations (including band councils, tribal councils and self-government entities); and,
- territorial governments.

Please note that, based on funding priorities, eligibility criteria can be further specified during calls for proposals.

- Grants are for capital expenditures, rather than staffing or programming costs.
- Intake is not routinely scheduled.
- This program is complimentary to the other federal program, New Horizons for Seniors.
- In 2011, there were grants for both small and medium-sized projects, but no mention of the demarcation point. In 2012, there were just grants for small projects.

Union of British Columbia Municipalities (UBCM)

See **the UBCM website** (www.ubcm.ca/EN/main/funding.html) for a list of current and past grant programs that have been managed by UBCM's Local Government Program Services and Gas Tax Management Services since 2004, organized under the following headings:

- Community Safety
- First Nations Relations
- Healthy Communities
- Gas Tax Fund
- Public Transit Funding
- Tourism and Marketing

Age-friendly Community Planning & Project Grants are described in the “Healthy Communities” section.

<http://www.ubcm.ca/EN/main/funding/lgps/current-lgps-programs/seniors-housing-support-initiative.html>

www.SeniorsBC.ca

The goal is to provide the residents of B.C. with one place to go to find all the information they need to plan for and live a healthy, active aging lifestyle.

Better at Home

<http://betterathome.ca/>

A United Way managed program, helping seniors remain independent.

The closest service site to Golden is located in Creston, BC.

Age-friendly Planning and Project Grants

[UBCM | Seniors' Housing & Support Initiative](#)

BC Healthy Communities

New grant programs are often featured on BC Healthy Communities website and in the PlanH eNews.

<http://bchealthycommunities.ca/>

Plan H

<http://planh.ca/>

- Falls under Healthy Families program

- BC Healthy Communities manages Plan H
- Plan H provides grants to local government
- Workshops go to communities that are successful with grants
- More workshops will be available in the fall and may go beyond just the grant recipient communities. (Ryan has requested that Golden be considered a host for any and all workshops.)

Employment and Social Development Canada

New Horizons for Seniors Program

The New Horizons for Seniors Program (NHSP) is a federal Grants and Contributions program that supports projects led or inspired by seniors who make a difference in their communities and in the lives of others. Organizations are invited to apply for funding through calls for proposals.

www.hrsdc.gc.ca/eng/community_partnerships/seniors/index.shtml

BC Rehab Foundation – Community Partnership Initiative

The BC Rehab Foundation is a registered Canadian charity supporting people with physical disabilities. From time to time the foundation offers a grant program focused on funding B.C.-based projects that will increase community accessibility and opportunities for people living with physical disabilities.

www.bcrehab.com/applicationsnew.htm

Canada Mortgage and Housing Corporation (CMHC)

CMHC provides grants and sponsors partnerships to encourage research and initiatives that lead to solutions to the housing needs of Canadians. For information see the CMHC website.

<http://cmhc-schl.gc.ca/en/inpr/graw/index.cfm>

Vancouver Foundation

The Vancouver Foundation has a number of grant programs, including Health and Social Development grants to support projects that are designed to enhance the capacity of adults, families and communities to create healthy, caring, safe and supportive environments for all.

www.vancouverfoundation.ca/grants/health-and-social-development

Columbia Basin Trust – Funding

CBT's programs and initiatives aim to:

- improve environmental conditions in the Basin;
- identify social and economic priority issues and implement mechanisms to address them;
- improve Basin residents understanding and involvement in water issues; and
- ensure youth in the Basin are actively engaged in addressing social, economic, and environmental issues

Funding programs include:

- Community Development Programs – Large & Small
- Community Initiatives & Affected Areas Program (CIP/AAP) – administered by the Town of Golden
- Community Directed Funds – not yet available in Golden
- Sponsorship Program (events)
- Summer Works Program (employment)
- Training Fee Support Program (employment)

Columbia Basin Trust – Investments

Columbia Basin Trust has invested in eight seniors housing facilities in the Basin, providing 803 suites. Each of these facilities was developed with a joint venture partner composed of local investors. Together, the joint venture partners own the land and buildings and lease the facility to an operator, [Golden Life Management](#), a Basin-based business and includes 8 properties in the Basin, the closest being the 65 independent living and assisted living suites in Columbia Garden Village in Invermere.

http://cbt.org/Investments/?Care_Facilities

McConnell Foundation

Engages Canadians in building a more innovative, inclusive, sustainable, and resilient society.

<http://mcconnellfoundation.ca/en/granting/apply-for-a-grant/>

Catherine Donnelly Foundation

Considers projects that provide adult education to new Canadians and marginalized populations; environmental enhancement initiatives; and housing projects.

<http://www.catherinedonnellyfoundation.org/resource.html>

CIBC

Supports organizations assisting Canadians in need by encouraging leadership, civic engagement and independent living; celebrating the diversity of our communities; and, encouraging the volunteer spirit of CIBC employees.

The United Way is one of their most significant community programs, where the closest United Way office is located in Vernon, BC.

<https://www.cibc.com/ca/inside-cibc/community-matters/community.html>

BC Gaming – Community Gaming Grants

Funds existing programs in arts and culture, sport, environment, public safety, human and social services, or parent advisory councils.

<http://www.gaming.gov.bc.ca/grants/community-gaming.htm>

Community Gaming Grants - overview	
Eligibility	Non-profit organizations providing programs or services of direct benefit to the broader community. Details provided in Section 3 and 4 of Community Gaming Grant - Guidelines

	[PDF].						
Grant Amount	Local organizations: up to \$100,000 per year Regional organizations: up to \$225,000 per year Province-wide organizations: up to \$250,000 per year						
Application	Regular Application <ul style="list-style-type: none"> • One application per year. • Submit online or by mail. 						
Application Period	<table border="0"> <tr> <td> Arts and Culture Apply from Feb 1 - May 31 Final notification: Aug 31 </td> <td> Sport Apply from Feb 1 - May 31 Final notification: Aug 31 </td> </tr> <tr> <td> Public Safety Apply from Jul 1 - Aug 31 Final notification: Nov 30 </td> <td> Environment Apply from Jul 1 - Aug 31 Final notification: Nov 30 </td> </tr> <tr> <td colspan="2"> Human and Social Services Apply from Aug 1 - Nov 30 Final notification: Feb 28 (Community Charitable Gaming Associations may apply from Aug 1 to Nov 30) </td> </tr> </table>	Arts and Culture Apply from Feb 1 - May 31 Final notification: Aug 31	Sport Apply from Feb 1 - May 31 Final notification: Aug 31	Public Safety Apply from Jul 1 - Aug 31 Final notification: Nov 30	Environment Apply from Jul 1 - Aug 31 Final notification: Nov 30	Human and Social Services Apply from Aug 1 - Nov 30 Final notification: Feb 28 (Community Charitable Gaming Associations may apply from Aug 1 to Nov 30)	
Arts and Culture Apply from Feb 1 - May 31 Final notification: Aug 31	Sport Apply from Feb 1 - May 31 Final notification: Aug 31						
Public Safety Apply from Jul 1 - Aug 31 Final notification: Nov 30	Environment Apply from Jul 1 - Aug 31 Final notification: Nov 30						
Human and Social Services Apply from Aug 1 - Nov 30 Final notification: Feb 28 (Community Charitable Gaming Associations may apply from Aug 1 to Nov 30)							
Processing Fee	None						
Processing Time	Applicants will be notified by the appropriate 'final notification date' (see above).						

Fiskars – Project Orange Thumb

Provides funds (up to \$5,000) for neighbourhood beautification and community gardening initiatives.

<http://www.fiskars.ca/Project-Orange-Thumb/Project-Orange-Thumb>

Golden & District Community Foundation

The Grants Advisory Committee will use the 2011 Golden & Area’s Vital Signs Report for guidance, providing grants of \$5,000 to \$12,000 annually.

<http://www.goldencommunityfoundation.ca/grants.html>

Home Depot Foundation

Provides Community Grants to registered Canadian charities with funding for affordable housing and community-based improvement projects that benefit Canadians in need and encourage hands-on service through volunteer engagement.

www.homedepot.ca/foundation/how-we-help/grant-programs

Hosting BC

Provides funding to facilitate sport, economic, social and community development.

<http://viasport.ca/hosting-bc-grant-program>

Destination British Columbia - Advanced Sport Tourism Workshop
<http://www.hostingbc.ca/content/advanced-sport-tourism-workshop>
sport.tourism@gov.bc.ca

604-660-6391

The Advanced Sport Tourism Workshop brings together a community's sport, tourism, business and local government stakeholders to share ideas, form partnerships and develop strategies to grow sport tourism in their community.

References

Adams, Leslie. (2014) Email from Norm Macdonald, MLA; re: DriveABLE Assessment locations. June 4, 2014.

Butler Associates Consulting and Bazink Solutions Inc. (2010). Golden Housing Needs Assessment.
http://www.bcnpha.ca/media/EOIs%20and%20RFPs/GoldenFINALRFP_withAppendices.pdf.

Castlegar CRN, (2011). Questionnaire: Is Castlegar an Age-Friendly Community?

Columbia Basin Rural Development Institute (CBRDI) (2014). RDI Digital Basin Portal. <http://www.cbrdi.ca/state-of-the-basin/digital-basin-portal/>

Current Results (2014). <http://www.currentresults.com/Weather/Canada/British-Columbia/sunshine-annual-average.php>.

Dehnel, P. (2010). Village of Slokan's Age Friendly Vision, June 2010.

Driving Miss Daisy Bow Valley, (2014).
http://bowvalley.drivingmissdaisy.net/?page_id=103.

Government of Canada – Climate (2014).
http://climate.weather.gc.ca/climate_normals/results_1981_2010_e.html?stnID=1364&lang=e&dCode=1&StationName=GOLDEN&SearchType=Contains&province=AL&provBut=&month1=0&month2=12; 1981 to 2010 Canadian Climate Normals station data.

Government of Ontario (2011). Finding the Right Fit: Age-Friendly Community Planning, www.ontario.ca/seniors.

Hill, Christine. (2010) Golden – 18 Local Health Area Profile.

Interior Health Authority (2010). Golden – 18. Local Health Area Profile.
http://www.goldencommunityfoundation.ca/deepdatadownloads/Health_18-Golden_LHA.pdf.

Interior Health Authority (2013). Golden – 18. Local Health Area Profile,
https://www.interiorhealth.ca/AboutUs/QuickFacts/PopulationLocalAreaProfiles/Documents/Golden_LHA.pdf.

Murphy, J. (2011). Creating an Age-Friendly Community: Assessing Needs and Priorities.

[SurveyGizmo.com](http://www.surveygizmo.com/survey-blog/likert-scale-what-is-it-how-to-analyze-it-and-when-to-use-it/). (2014). <http://www.surveygizmo.com/survey-blog/likert-scale-what-is-it-how-to-analyze-it-and-when-to-use-it/>.

Statistics Canada (2014). Canadian Community Health Survey, Health Indicator Profile, for Canada, Provinces and Health Regions, 2007/2009 data: CANSIM Table 102-4307. Data based on a 3 year average.

Statistics Canada (2014). Canadian Community Health Survey, Health Indicator Profile, for Canada, Provinces and Health Regions, CANSIM Table 105-0501.

Tamarack. (2013). Innoweave Collective Impact: The Collective Impact Opportunity.

The Chief Public Health Officer. (2010). Report on the State of Public Health in Canada. p.6, cited in Murphy, 2011.

Union of BC Municipalities (2010). Planning for the Future: Age Friendly and Disability-friendly Official Community Plans.

US Department of Transportation Federal Highway Administration (2014). Designing Sidewalks and Trails for Access: Part II of II: Best Practices Design Guide. http://www.fhwa.dot.gov/environment/bicycle_pedestrian/publications/sidewalk2/sidewalks201.cfm#ben.

University of Waterloo. (2014). Instrument Database, <https://uwaterloo.ca/environment/finding-the-right-fit>.

Watmough, R. (2011). Golden Loom. <http://www.goldenloom.ca/co-location.html>. Edited in 2014.

Wilsgard, J. (2014) Interviewed by Ryan Watmough.

World Health Organization (WHO) (2007). Global Age-Friendly Cities: A Guide. http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf.