



City of Richmond

Report to Committee

To: Planning Committee
From: Cathryn Volkering Carlile
General Manager, Community Services
Re: Richmond Age-Friendly Assessment and Action Plan

Date: February 26, 2015
File: 08-4055-01/2015-Vol
01

Staff Recommendation

That:

1. The Richmond Age-Friendly Assessment and Action Plan be approved,
2. The Plan be sent to the Seniors Advisory Committee, the Richmond Community Services Advisory Committee, Community Partners, TransLink, Vancouver Coastal Health, the Chamber of Commerce, and Richmond MLAs and MPs, with a request to participate in implementation, and
3. BC Age-Friendly Recognition be sought.

Cathryn Volkering Carlile
General Manager, Community Services

Att. 3

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Arts, Culture & Heritage	<input checked="" type="checkbox"/>	
Parks Services	<input checked="" type="checkbox"/>	
Recreation Services	<input checked="" type="checkbox"/>	
Engineering and Public Works	<input checked="" type="checkbox"/>	
Human Resources	<input checked="" type="checkbox"/>	
Community Bylaws	<input checked="" type="checkbox"/>	
Community Safety	<input checked="" type="checkbox"/>	
Development Applications	<input checked="" type="checkbox"/>	
Policy Planning	<input checked="" type="checkbox"/>	
Transportation	<input checked="" type="checkbox"/>	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

On November 25, 2013, Council resolved:

That a letter be submitted to the Seniors Housing and Support Initiative to indicate Council's support for the City of Richmond's submission for a 2014 Age-Friendly Community Planning and Project Grant and the City's willingness to provide overall grant management for the proposed project, as presented in the staff report from the General Manager, Community Services titled 2014 Age-Friendly Community Grant Submission.

The Union of BC Municipalities, administering the Age-Friendly Community Planning & Projects Grant Program for the BC Ministry of Health, subsequently wrote to Mayor and Council advising that the City of Richmond had been awarded a grant to prepare an Age-Friendly Assessment and Action Plan. The purpose of this report is to seek Council's approval of the resulting Plan (Attachment 1).

This report supports Council's 2011 – 2014 Term Goal #2 Community Social Services:

2.1. Completion of the development and implementation of a clear City social services strategy that articulates the City's role, priorities and policies, as well as ensures these are effectively communicated to our advisory committees, community partners, and the public in order to appropriately target resources and help manage expectations.

Findings of Fact

The Age-Friendly Cities movement was initiated by the World Health Organization (WHO) in 2006 to encourage communities to optimize the health, participation and security of older adults by adapting structures and services to increase accessibility and inclusion throughout the course of aging. While developed in response to the global trend of population aging, age-friendly communities increase the quality of life for people of all ages by promoting healthy environments and increasing safety, accessibility, and inclusion. WHO identified essential features of Age-Friendly Cities, organized into a checklist based on the following eight categories (Attachment 2), for use by communities to assess their age-friendly attributes:

- Outdoor spaces and buildings,
- Transportation,
- Housing,
- Social participation,
- Respect and social inclusion,
- Civic participation and employment,
- Communication and information; and
- Community and health services.

An Age-Friendly BC (AFBC) initiative was implemented by the BC Ministry of Health to support and encourage local governments to build on the work of the WHO by creating age-friendly environments, structures and services throughout BC. One of the AFBC strategies was to provide small grants to municipalities for this purpose.

With Richmond receiving a 2015 BC Ministry of Health Age-Friendly Community Grant, Cardea Consulting was contracted to develop a draft Age-Friendly Assessment and Action Plan based on the WHO checklist of essential features (Attachment 2). A Steering Committee was established to guide the process, including representatives of Community Partners, older-adult serving agencies, Vancouver Coastal Health, Minoru Seniors Society, Richmond Seniors Advisory Committee and City Staff.

Cardea Consulting undertook an extensive consultation process that was conducted concurrently with consultation for the Older Adults Service Plan update, as many of the stakeholders and target audience are shared. This process included a representative survey of 378 older adults; 14 focus groups including 161 stakeholders and older adults; in-depth interviews with 23 key informants; and community mapping at 10 locations throughout the City. Both the Project Steering Committee and the Richmond Seniors Advisory Committee were consulted at key intervals.

Analysis

Richmond's demographic projections clearly demonstrate the need to become increasingly age-friendly. Projection reports estimate that there will be a 195 percent increase in older adults living in Richmond by 2036 with a 127 percent projected increase in residents 80 years and older. Further demographic information provided in Attachment 1 (Appendix A) reveals that Richmond has the highest life expectancy in Canada (84.9%), and one of the highest rates of self-reported good functional health among older adults (73%) in the Lower Mainland. On the other hand, Richmond's older adults include a high percentage with low-income (25%); a significant number with activity limitations (50%); and relatively few reporting a sense of community belonging (67.1%), compared with the BC average (73.8%).

Community consultations resulted in the identification of a wide range of actions; many City actions are currently underway, some are planned for the near future, and others will be undertaken at a later date. Of the 56 actions identified, 12 were prioritized to focus efforts and facilitate progress (Attachment 3).

While all stakeholders share the responsibility of making Richmond an age-friendly community, this Plan focuses on the City's role. As many of the proposed actions fall within the mandate of other authorities, the City's role is often that of liaising with other entities to support them taking appropriate action. Furthermore, many of the actions pertaining to programs and services will be addressed as part of the Older Adult Service Plan Update, also to be presented to Council this quarter.

Next steps identified include the establishment of an interdepartmental Staff Task Force to monitor progress on priority and other actions as work proceeds and opportunities arise. Specific actions, baselines, milestones and targets will be identified for City actions. For stakeholder

actions, the City will encourage those responsible to establish a similar monitoring framework. Interim reports will be presented to the Project Steering Committee and the Richmond Seniors Advisory Committee. In addition to interim reports, a final report will be presented to Council at the end of the five-year implementation period, with future steps proposed.

Financial Impact

There is no financial impact. Any additional resource requirements will be proposed to Council as the need arises.

Conclusion

Following an extensive consultation process, an action plan to make Richmond an increasingly age-friendly community has been identified. Based on the significant undertakings already underway, as well as future steps identified, staff will seek BC recognition as an Age-Friendly Community, and aspire “for Richmond to be the best place to age, at all stages, for all residents”.



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LS:ls

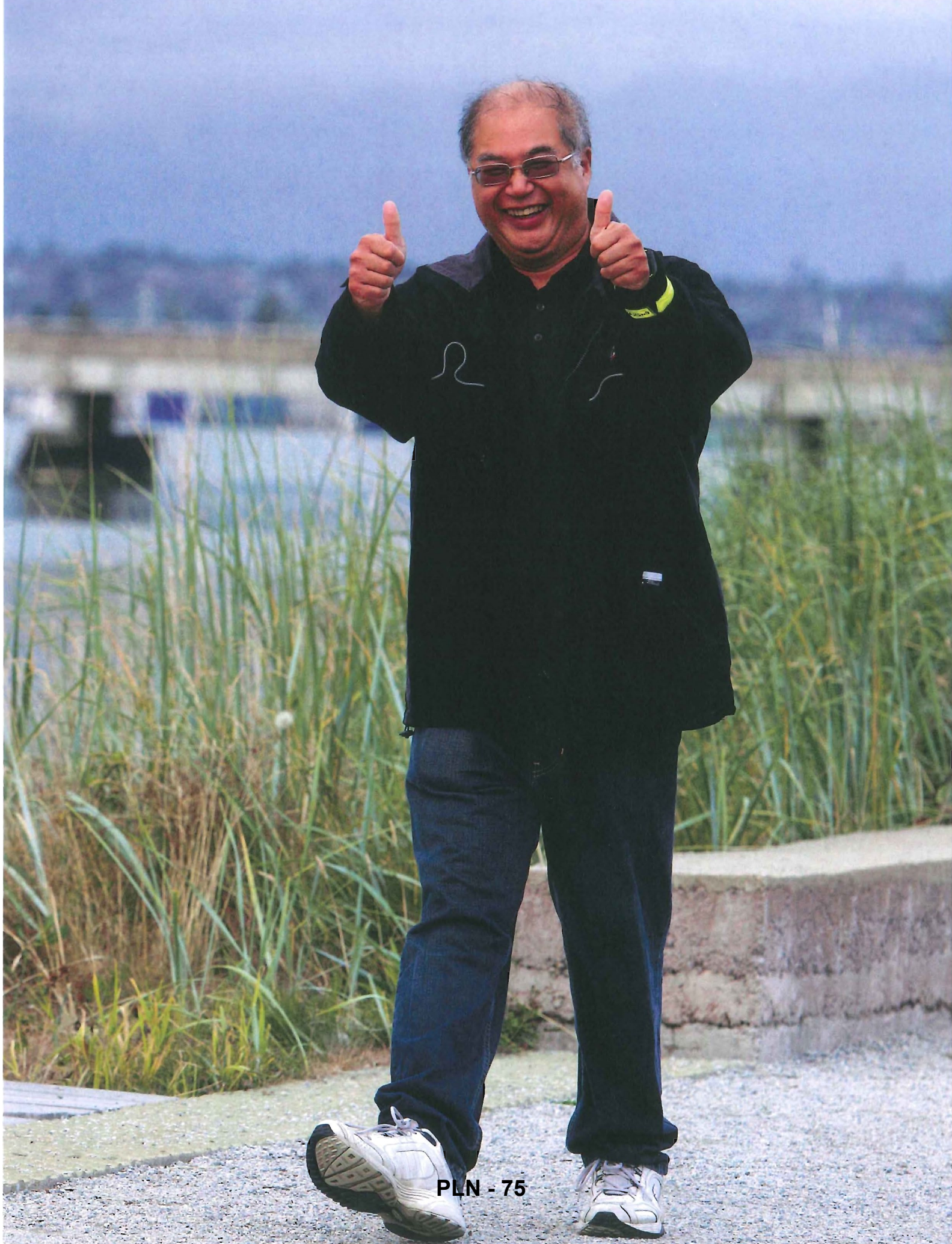
- Att. 1: Age-Friendly Assessment and Action Plan
2: WHO Checklist of Essential Features
3: Priority Actions



Age-Friendly Assessment and Action Plan

January 2015

PLN - 74



ACKNOWLEDGEMENTS

The process of creating the Age-Friendly Assessment and Action Plan depended on the involvement of many stakeholders and members of the community who volunteered their time to complete surveys and participate in focus groups and interviews. We are extremely grateful to all of those who contributed. We would like to acknowledge the special contribution of:

Richmond Age-Friendly Assessment and Action Plan Steering Committee

- Claire Adamson, Community Facilities Coordinator, City of Richmond
- Mandeep Bains, Project Manager, City of Richmond
- Olive Bassett, Richmond Seniors Advisory Committee
- Henry Beh, Richmond Chinese Community Society
- Belinda Boyd, Vancouver Coastal Health
- Susie Burbidge, Richmond Communities
- Eva Busich-Veloso, Coordinator, Seniors Services, City of Richmond
- Aileen Cormack, Richmond Seniors Advisory Committee
- Sean Davies, Coordinator, Diversity Services, City of Richmond
- Rishma Dhalla, Fall Prevention Team, Vancouver Coastal Health
- Carol Dickson, Richmond Cares, Richmond Gives
- John Foster, Manager, Community Social Development, City of Richmond
- Francine Gosselin, Richmond Addiction Services
- Debbie Hertha, Seniors Wellness Coordinator
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EXECUTIVE SUMMARY

Features of a city that encourage healthy and active aging also support better health and accessibility across the lifespan; it is these qualities of a city that are considered to be Age-Friendly. The City of Richmond is regarded as one of the best places in which to age, and residents are recognized as having the longest life expectancy in Canada. While Richmond has many Age-Friendly attributes, the City is seeking to increase the number and scope of these features, as well as to further develop Age-Friendly policies and programs.

To accomplish this goal, a data collection process was completed that assessed both the City's positive characteristics as well as identified key barriers faced by older residents. The work was guided using the World Health Organization's (WHO) *Checklist of Essential Features of Age-friendly Cities and Global Age-Friendly Cities: A Guide* documents. The process was informed by both an environmental scan and a community consultation process, both of which were framed by the WHO eight dimensions of an Age-Friendly city.

The community consultations took place from May to September 2014. A joint consultation process was developed to inform a concurrent update of the Older adults service Plan. A mix of consultation strategies was used to clearly paint a reliable and valid picture of the needs of older adults. This included a representative survey of 378 older adults from the City; fourteen focus groups engaging 161 individuals with a diverse range of stakeholders; in-depth interviews with 23 key informants; and community mapping at 10 locations throughout the City.

Results of the data collection process highlighted a significant number of existing and ongoing Age-Friendly features. Gaps and challenges were also identified. A framework was developed by assembling the results of all of the information compiled during the data collection process. The framework included both an inventory of Age-Friendly strategies and programs, and detailed a process for moving forward. Priorities for action were identified by project stakeholders, including Steering Committee and Richmond Seniors Advisory Committee members.

The following plan was written using the framework developed during the data collection process and is structured according to the WHO's eight Age-Friendly dimensions. Each dimension is discussed in terms of current Age-Friendly features and proposed areas for action. The proposed length of the work to implement actions has been specified as short (0–2 years), medium (2–4 years), long-term (5+ years), and ongoing. Lastly, suggestions for monitoring and evaluation have been outlined.





1.0 INTRODUCTION

The Age-Friendly Cities initiative, started by the World Health Organization (WHO) in 2006, was designed to optimize the health, participation and security of older adults throughout the course of aging by encouraging communities to adapt structures and services to increase accessibility and inclusion. An Age-Friendly city focuses on its social and physical environments with respect to a mix of land-use, street connectivity, access to green spaces, and neighbourhood aesthetics to promote healthy aging, as well as to support residents to maintain social ties to family and friends. Age-Friendly cities offer benefits for the entire population in retaining a sense of attachment, familiarity, and identity of home and environment. The Age-Friendly City is accessible, in that its features and services are easy to get to and can be used by everyone including people who use assistive devices such as walkers and wheelchairs, those with visual and hearing impairments, as well as other groups such as parents with strollers. Two key documents, "Global Age-Friendly Cities: A Guide"¹ and "Checklist of Essential Features of Age-Friendly Cities"², have been developed by WHO to help cities audit their own Age-Friendly features and plan for a future that best supports health across the lifespan.

Since 2009, the BC Ministry of Health, in partnership with the Union of BC Municipalities, has funded Age-Friendly projects in over 120 communities across the province. In 2014, the City of Richmond was awarded a grant to prepare an Age-Friendly Assessment and Action Plan. The purpose of this document is to provide an assessment of current Age-Friendly features in the City and to outline a framework that addresses priority areas moving forward.



¹ World Health Organization. (2007). Global Age-Friendly cities: a guide. Retrieved from www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf.

² World Health Organization. Checklist of essential features of Age-Friendly cities. Retrieved from www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf.



Part 1: Age-Friendly Richmond: Now

The City of Richmond has many Age-Friendly policies and practices in place. The adoption of an Age-Friendly Assessment and Action Plan will build on this foundation, bringing a more deliberate age-friendly focus to the many strategies and activities currently being pursued, and identify priority actions requiring attention over the next five years (2015–2019). Existing examples of age-friendly initiatives include:

- The **2041 Official Community Plan (OCP)**, the key document in planning for an Age-Friendly City, includes visions for housing, recreation and wellness, safety, mobility and access, and social inclusion and accessibility.
- The **2013–2022 Social Development Strategy** identifies a range of actions to support the needs of an aging population, including increased housing choices and enhanced community accessibility, citizen engagement, wellness, and safety.
- The **Older Adults Service Plan**, currently being updated (2015–2019), aims to ensure that effective, meaningful and appropriate programs and opportunities are provided for older adults.
- The **Affordable Housing Strategy (AHS)** identifies goals and mechanisms for the City to address affordable housing needs, accomplished by working with partners to provide a range of housing options for all ages, family types and incomes. The Kiwanis Development alone will provide 296 units of affordable rental housing for older adults. The updated AHS will also incorporate Access Guidelines.
- The **Community Wellness Strategy** (2010–2015) includes strategic directions to reduce barriers to living a physically active life for vulnerable populations and people living with a disability, by building connections and promoting health literacy.
- The **2022 Parks & Open Space Strategy** addresses the needs of an aging population by including a greater emphasis on accessibility and Age-Friendly programming of outdoor places.
- The **Accessible Pedestrian Signals (APS) Program** (2010–2020) includes provisions for all special crosswalks and traffic signals to be upgraded with APS features (e.g. locator tone, yellow pushbutton, verbal wayfinding message, audible walk indication tone, and Braille/raised letter street name).
- The **Recreation Access Card**, issued to residents living with permanent disability, entitles recipients to a 50% discount for drop-in City recreation activities.
- The **Low Cost, No Cost Brochure** of Parks, Recreation and Culture Opportunities, published four times a year, identifies programs, activities and special events that are free or under \$10, including those targeting older adults.
- The **Fall Prevention Program**, a public health program, provides health promotion and prevention through clinic and individual falls risk assessments, education sessions and community capacity building.

The City also has a number of committees that support Age-Friendly planning and programs in Richmond, including:

- **Richmond Seniors Advisory Committee**, provides advice to Council on matters related to older adults in Richmond.
- **Minoru Seniors Society**, the governing body of the Minoru Place Activity Centre, provides recreation and wellness programs for older adults.
- **Richmond Centre for Disability** (RCD), a non-profit agency with funding support from the City, provides advice to Council regarding accessibility and provides a range of services to persons with a disability.
- **Richmond Community Services Advisory Committee** provides advice to Council on social service matters affecting the wellbeing of Richmond residents, as well as recommendations for building capacity in the community service sector.
- **Advisory Design Panel**, reviewing multi-family, commercial and mixed-use projects, makes recommendations on design and character aspects of development.

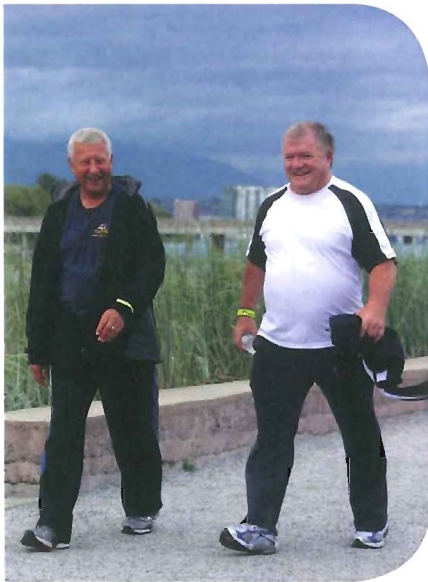
In addition, a number of initiatives are underway that will enhance Richmond's Age-Friendly attributes. Examples include:

- **Minoru Facilities Project**, which will include enlarged and enhanced replacement facilities for the Minoru Place Activity Centre, Minoru Aquatic Centre and Minoru Pavilion. The project is being designed with input from older adults as well as those with a disability.
- **Visitability Task Force** of the Canadian Centre for Disability, consisting of City, RCD and community partners, will be preparing recommendations for housing visitability enabling a visitor with mobility challenges to easily enter a unit and manoeuvre within it, including the bathroom.
- **Accessibility Rating Tools**, including the Access Richmond website, as well as the Rick Hansen Foundation's "planat" rating tool of facilities, to assess businesses and open spaces from a mobility, sight or hearing perspective.
- **Transportation** improvements, including increasing the number of accessible bus stops, on-street accessible parking spaces, illuminated overhead street name signs, yellow tactile surfaces and retrofits of existing roadways to improve accessibility.



Part 2: Age-Friendly Richmond: Looking Forward

During the course of this plan development, the City of Richmond was concurrently updating the Older adults service Plan. The community consultation process was completed in collaboration with the Older adults service Plan update, as many of the same stakeholders, members of the older adult population, and City staff were consulted for both projects. In addition, a joint Steering committee was formed to oversee preparation of both the Age-Friendly Assessment and Action Plan and Older adults service Plan Update. The committee represented a spectrum of stakeholders including older adults, community associations, non-profit agencies and City staff.



An extensive data collection strategy was implemented to assess how best to support the City of Richmond to expand its Age-Friendly features. The strategy included both primary and secondary research; a compilation of demographic information; and a review of relevant City documents. The community consultations included a survey of a representative sample of the older adult population, focus groups, interviews and community mapping (a more detailed description can be found in Appendix A and B). The results of the consultations identified three points as the city's key Age-Friendly features. These are:

1. Richmond's outdoor spaces and environment—the geography is flat, the City puts a great deal into the attractiveness of the environment and green spaces.
2. The facilities available to residents of Richmond (e.g., Minoru Place Activity Centre, Community Centres, the Richmond Public Library, the Richmond Oval).
3. The range of programs available to older adults aged 55+ years in the City.

The following sections are framed in each of the World Health Organization (WHO) core Age-Friendly dimensions of a city.³ The dimensions are discussed in terms of the current Age-Friendly features in the City of Richmond as well as the suggested actions for future Age-Friendly planning. The priority indicators were developed from data collected during the community consultation process and are aligned with the WHO *Checklist of Features of Age-Friendly Cities*.⁴

Vision and Principles

Developed from concepts provided by the Steering Committee and the Richmond Seniors Advisory Committee, the vision for this Age Friendly Assessment and Action Plan is:

For Richmond to be the best place to age, at all stages, for all residents.

³ World Health Organization. (2007). Global Age-Friendly cities: a guide. Retrieved from www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf.

⁴ World Health Organization. Checklist of essential features of Age-Friendly cities. Retrieved from www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf.

The following features of an Age-Friendly community were identified: celebrating diversity; optimizing health and safety; increasing accessibility for all ages and abilities; welcoming; comfortable; desirable place to live, work & play; social and community connections; inclusive; barrier free; all are valued and respected; involving; engaging; empowering; and reaching full potential.

This vision will be guided by these important principles:

We believe in:	We will:
Celebration	Recognize
Accountability	Evaluate
Coordination	Partner, consult
Respect	Include
Broad ownership	Engage with purpose
Champions	Seek Age-Friendly designation

Scope

As this Plan will focus on the City's role, the many Age-Friendly initiatives of community service agencies and Vancouver Coastal Health (VCH) are not listed herein, but clearly play critical roles in the make-up of an Age-Friendly community. To this end, the City works in collaboration with stakeholders to support many vital community initiatives. "Community Partners" refers to those organizations planning and funding program and events in City facilities, as listed at on the City website at: www.richmond.ca/parksrec/about/partners.htm.

The Age-Friendly Assessment and Action Plan will not duplicate existing actions, but will consolidate them in an Age-Friendly framework. There are a plethora of strategies, committees and initiatives already in place or underway to make Richmond an increasingly Age-Friendly City. Therefore, the benefit of an Age-Friendly Assessment and Action Plan will be to recognize the range of undertakings by diverse City departments, often in collaboration with stakeholders, and to prioritize a few key actions to be undertaken over the next five years to ensure targeted progress. Actions are outlined as short term (0–2 years), medium term (2–4 years), and long term (5+ years). The actions are listed as proposed future actions and priority actions; proposed actions were tabled to a diverse group of project stakeholders who were asked to identify actions they considered a priority for implementation in the next five years.



2.1 Outdoor Spaces and Public Buildings

Living in a pleasant, safe and clean environment with green spaces that encourage physical activity, such as walking and cycling, and social interaction can have a major impact on mobility, independence, quality of life, and ability to age in place. Long term studies show the quality of the physical environment near a residence (e.g. the presence of trees, reduced noise from businesses and traffic) has a positive association with the longevity of older adults. Having safe, walkable green streets and spaces near housing significantly and positively influences the survivability of older adults regardless of age, gender, attitude toward their own community and socioeconomic status.^{5,6}

Current Age-Friendly Initiatives

The City of Richmond has made considerable progress in developing a network of trails, greenways and neighbourhood links in an effort to develop connections between neighbourhoods, parks, community facilities, and major destinations. The following list highlights examples of ways in which the City of Richmond is already working towards becoming an Age-Friendly city:

- The **2022 Parks and Open Space Strategy** recognizes the need to design spaces for an aging population, including more resting areas along walking routes, more public washrooms, and incorporation of less strenuous activities (e.g., gardening, nature viewing).
- The **Official Community Plan (OCP)** acknowledges the need to upgrade pedestrian friendly design (e.g. install audible pedestrian features at crosswalks, traffic calming), implement pedestrian friendly traffic control, and increase overall road safety for vulnerable users (e.g. pedestrians, those with mobility challenges). The **OCP** aims to facilitate the creation of a high quality and appealing streetscape including pedestrian-friendly features (e.g., gathering and resting areas, street furniture, lighting, weather protection).
- **Street Hazard Reporting System** is in place to identify obstacles to pedestrians and those with mobility aids.
- Richmond RCMP, Richmond Fire-Rescue, and ICBC, with the support of City departments, hold regular **Pedestrian Road Safety Campaigns** to help teach pedestrians and motorists how to improve the safety of vulnerable road users. The campaign includes a focus on older adults. Richmond RCMP and ICBC also hold a series of one day driver education and enforcement campaigns throughout the year, **Project Swoop**, to help improve overall road safety.
- The **ACCESS Richmond** and **planat** websites provide accessibility rating tools for public and business facilities.



⁵ Takano, T., Nakamura, K., & Watanabe, M. (2002). Urban residential environments and senior citizens' longevity in megacity areas: The importance of walkable green spaces. *Journal of Epidemiology & Community Health*, 56, 913–918.

⁶ Van Cauwenberg, J., Van Holle, V., Simons, D., Deridder, R., Clarys, P., Goubert, L., Nasar, J., Salmon, J., De Bourdeaudhuij, I., & Deforche, B. (2012). Environmental factors influencing older adults' walking for transportation: A study using walk-along interviews. *International Journal of Behavioural Nutrition and Physical Activity*, 9, 85.

Proposed Future Actions

From an analysis of the data and stakeholder recommendations about outdoor spaces and public buildings, actions that were identified as a priority are:

1. **Auditing all marked crosswalks, with signalized and special crosswalks as priorities, to ensure they are Age-Friendly (well-lit, non-slip markings, visual and audio cues and adequate crossing times), making improvements as required.**
2. **Ensuring sufficient indoor and outdoor washrooms are available.**

Other proposed future actions include:

3. Increasing seating and lighting in green spaces.
4. Addressing discontinuous sidewalks throughout the city.
5. Promoting the accessibility of business premises by proposing an Age-Friendly Business Program designation.
6. Conducting a review of Richmond's Street Hazard Reporting System (e.g. average length of time between reporting and resolution) and implementing recommendations.
7. Increasing public education regarding street safety and older adults.



Implementation

Priority Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Auditing all marked crosswalks, with signalized and special crosswalks as priorities, to ensure they are Age-Friendly (well-lit, non-slip markings, visual and audio cues and adequate crossing times), making improvements as required. <i>Long-term (5+ yrs), Ongoing</i>	Increased street safety for older adults with a range of mobility functions.	Number of crosswalks where Age-Friendly system has been implemented.	Transportation ■ Audit ■ Implement	
Ensuring sufficient indoor and outdoor washrooms are available. <i>Short-term (0–2 yrs), Ongoing</i>	Increased access to indoor and outdoor public spaces.	Number of indoor and outdoor washrooms increased or open.	Facilities, Parks ■ Implement	■ TransLink

Further Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Increasing seating and lighting in green spaces. <i>Medium-term (2–4 yrs)</i>	Increased use of green spaces by older adults.	Number of seats and lights in green spaces has increased.	Parks ■ Implement	
Addressing discontinuous sidewalks throughout the City. <i>Ongoing</i>	Increased sidewalk access and safety.	Number of continuous sidewalks increased.	Transportation ■ Implement	
Promoting the accessibility of business premises by proposing an Age-Friendly Business Program designation. <i>Medium-term (2–4 yrs)</i>	Businesses receive Age-Friendly designation.	Age-Friendly Business Program established.	Community Services Liaise	■ Chamber of Commerce ■ Tourism ■ Richmond Committee on Disability
Reviewing Richmond's Street Hazard Reporting System and implementing recommendations. <i>Medium-term (2–4 yrs)</i>	Improved system and reduced street hazards.	Increased reports, reduced resolution time.	Engineering and Public Works ■ Review ■ Implement	Fall Prevention Network

Further Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Increasing public education regarding street safety and older adults. <i>Short-term (0–2 yrs)</i>	Safer streets for older adults.	Reduced collisions involving older adults.	Transportation <ul style="list-style-type: none"> Liaise Community Safety Educate 	<ul style="list-style-type: none"> ICBC TransLink RCMP Fire/Rescue Library



2.2 Transportation

Having a reliable and affordable source of transportation is crucial for older adults to continue to engage in social, cultural and recreational activities, thereby reducing the risk of isolation. Some challenges faced by older adults relating to transportation are availability, affordability, Age-Friendliness of vehicles (cars, taxis and public transit), reliability, safety and frequency of public transportation, driving conditions, finding parking close to buildings, and a public understanding and courtesy towards older drivers.⁷

Current Age-Friendly Initiatives

Public transit in Richmond is provided by TransLink, Metro Vancouver's regional transportation authority. The City is served by a number of bus routes (both conventional buses and community shuttles) HandyDART, and the Canada Line rapid transit system. TransLink also has a shared responsibility for the Major Road Network (e.g. No. 2 Road, Steveston Highway) and regional cycling.

The following features in Richmond provide examples of Age-Friendly transportation initiatives:

- The **Official Community Plan** has many Age-Friendly transportation policies including retrofitting existing transportation infrastructure to meet accessibility needs; re-designing streets around neighbourhood centres to better support walking, rolling, and cycling; pedestrian-friendly traffic control measures; and greater use of community shuttles to better serve local neighbourhoods.
- **Accessible Parking Permits** are provided by the Richmond Centre for Disability for qualified Richmond residents to allow parking in accessible parking stalls. Community Bylaws patrols on and off-street parking meters to ensure that valid permits are displayed and to discourage any misuse of the program.
- **People with Disabilities (PWD) Parking Decals**, granting free parking to residents with mobility issues, are issued by the Richmond Centre for Disability to residents whose ability to operate City parking meters is physically restricted.
- **Transportation improvements**, including increasing the number of accessible bus stops, on-street accessible parking spaces, illuminated overhead street name signs, yellow tactile surfaces and retrofits of existing roadways to improve accessibility, are underway.

Proposed Future Actions

Information from the community analysis suggests that the following action be made a priority in Age-Friendly planning:

1. **Seeking to increase community shuttle service in areas with high proportions of older adults.**

⁷ Richard, L., Gauvin, L., Gosselin, C., & LaForest, S. (2009). Staying connected: Neighbourhood correlates of social participation among older adults living in an urban environment in Montreal, Quebec. *Health Promotion International*, 24(1), 46–57.



Other proposed actions are:

2. Advocating for increased East/ West transit connections.
3. Meeting or exceeding the regional average number of accessible bus stops and ensuring bus stops are Age-Friendly.
4. Collaborating with partners to make transit information available in different languages for ESL speakers.
5. Advocating for HandyDART service improvements (e.g. scheduling, flexibility).
6. Reducing parking fees impacting older adults (e.g., at hospitals, medical facilities) and promoting respect for accessible parking spots.
7. Strengthening partnership with TravelSmart (TransLink) to offer transit orientation and training sessions for older adults.



Implementation

Priority Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Seeking to increase community shuttle service in areas with high proportions of older adults. <i>Short-term (0–2 yrs)</i>	Increased transit use by older adults.	Increased number of community shuttles in identified communities.	Transportation ■ Liaise	■ TransLink

Further Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Advocating for increased East/ West transit connections. <i>Short-term (0–2 yrs)</i>	Convenient East/ West transit routes available.	Increased East/ West transit options.	Transportation ■ Liaise	■ TransLink
Meeting or exceeding the regional average number of accessible bus stops and ensuring bus stops are Age-Friendly. <i>Long-term (5+ yrs)</i>	Transit stops and shelters are accessible and age-friendly.	Increased number of accessible bus stops and age-friendly shelters.	Transportation ■ Implement	■ TransLink ■ Richmond Centre for Disability
Collaborating with partners to make transit information available in different languages for ESL speakers. <i>Medium-term (2–4 yrs)</i>	Transit information reflects linguistic diversity.	TransLink customer service information is available in key languages.	Transportation ■ Liaise	■ TransLink
Advocating for HandyDART service improvements (e.g. scheduling, flexibility). <i>Short-term (0–2 yrs)</i>	HandyDart services reflect customer needs.	HandyDart provides more flexible scheduling.	Transportation ■ Liaise	■ TransLink
Reducing parking fees impacting older adults (e.g., at hospitals, medical facilities) and promoting respect for accessible parking spots. <i>Medium-term (2–4 yrs)</i>	Parking is affordable and accessible parking is available.	Parking fees are reduced or eliminated and accessible parking spots are monitored.	Transportation ■ Liaise Comm. Bylaws ■ Enforce	■ VCH ■ Parking companies ■ Shopping malls ■ Richmond Centre for Disability

Further Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Strengthening partnership with TravelSmart (TransLink) to offer transit orientation and training sessions for older adults. <i>Ongoing</i>	Older adults familiar and comfortable with transit use.	TransLink orientation and training sessions offered.	Transportation <ul style="list-style-type: none"> ■ Liaise Community Services ■ Facilities 	<ul style="list-style-type: none"> ■ TransLink



2.3 Housing

Housing needs can change as a result of aging. Two of the key challenges that arise are affordability and the type of housing options available. Additionally, proximity to relevant services, in-home mobility issues, support to remain in the home, and being able to maintain family and community connections also play an important role. Aging-in-place, whether in one's own home or community, requires local governments and partners to plan how to best meet the needs of all residents.

Current Age-Friendly Initiatives

The City of Richmond has undertaken many Age-Friendly housing initiatives, through such means as:

- The **OCP**, which requires that all townhouse developments provide units including “convertible housing” features (easily modified for those with mobility challenges); all apartment and single storey developments are to be “adaptable” with accessible features throughout; and all townhouse and apartment units are to include “aging-in-place” features (e.g., stairwell handrails, lever type handles, solid blocking for future grab bars).
- The **Affordable Housing Strategy (AHS)**, whereby the City secures affordable, accessible rental units in developments with over 80 units (e.g., the Kiwanis Towers and SUCCESS units have been secured specifically for older adults, while other studio, one and two-bedroom units have been secured throughout the City for all eligible residents, including older adults). In the case of Kiwanis Towers, community and health service amenity spaces and parking access for community health care provision have also been secured.
- The City encourages a range of **housing forms and tenures**, especially new or innovative affordable housing and pilot projects, for a diversity of lifestyles at all income levels in all neighbourhoods (e.g. secondary suites, coach houses and granny flats).
- **Affordable Seniors’ Supportive Housing Design Guidelines**, which addresses built form; access; design features; private space; common areas and amenities; safety features and location.
- **Housing and Care**, a housing resource guide, including housing for older adults.
- The City internal **Joint Operations Team** addresses safety issues (including hoarding) which impact vulnerable individuals.

In addition, the City participates in external initiatives including:

- The **Visitability Task Force**, preparing recommendations for housing visitability to enable residents and visitors with mobility challenges to easily enter a unit and manoeuvre within it.
- **Simon Fraser University’s Placemaking Research** for Kiwanis Towers residents, preparing recommendations for healthy built & social environments for older adults, including tenant programming in future planning for healthy aging initiatives.



Proposed Future Actions

Results of the community analysis suggest that the following actions be made a priority in Age-Friendly planning:

1. **Working with health partners to ensure that a continuum of options, from independent housing to residential care, is available.**
2. **Working with health partners to ensure sufficient supported, affordable housing is provided locally for disabled and frail older adults, as well as those with dementia and other mental health challenges.**

Other key actions include:

1. Planning for sufficient affordable housing for older adults as part of the ongoing implementation of the Affordable Housing Strategy and forthcoming Strategy Update.
2. Defining targets of affordable housing for older adults.



Implementation

Priority Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Working with health and other partners to ensure that a continuum of options, from independent housing to residential care, is available. <i>Long-term (5+ yrs)</i>	The housing and care continuum is available for all stages of aging; older adults know options and how to access.	Older adults in Richmond are able to access appropriate housing without leaving the community.	Community Services ■ Liaise Planning and Development ■ Land Use	■ VCH ■ Developers ■ Non-profit housing and service providers
Working with health partners to ensure sufficient supported, affordable housing is provided locally for disabled and frail older adults, as well as those with dementia and other mental health challenges. <i>Long-term (5+ yrs)</i>	Older adults in need of advanced or specialized care are appropriately housed and supported in Richmond.	A range of supported housing options is available for older adults in Richmond.	Community Services ■ Liaise	■ VCH ■ BC Housing ■ Non-profit housing and service providers ■ First responders

Further Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Planning for sufficient affordable housing for older adults as part of the ongoing implementation of the Affordable Housing Strategy and forthcoming Strategy Update. <i>Long-term (5+ yrs), Ongoing</i>	Older adults affordable housing needs will be met, with sufficient support from partners.	The number of affordable housing units available for, and accessed by, older adults increases; older adult homelessness diminishes.	Community Services ■ Liaise ■ Affordable Housing Strategy Update	■ BC Housing ■ Federal Government (ESDC) ■ Non-profit housing providers
Defining targets of affordable housing for older adults. <i>Medium-term (0–2 yrs), Ongoing</i>	The number of affordable housing units needed by Richmond's older adults, now and into the future, will be identified.	The required number of affordable housing units will be identified and conveyed to partners, with progress tracked.	Community Services ■ Liaise ■ Affordable Housing Strategy Update ■ Housing Action Plan	BC Housing ■ Federal Government (ESDC)

2.4 Social Participation

There is strong evidence that social participation and having strong social networks and support is related to longevity and good health throughout life. Barriers to social participation by older adults can include finding affordable activities, a limited range of opportunities for education and self-improvement, being aware of activities, needing to be encouraged and drawn out of isolation, and having the right opportunities to engage with younger generations.⁸

Current Age-Friendly Initiatives

The City of Richmond has a wide variety of programs and services specific to the older adult population. Some examples of City initiatives that encourage social participation are:

- The **Community Leisure Transport (CLT)** program, a unique service to encourage seniors and persons with disabilities to stay active and involved with the community for as long as possible. Richmond is considered to be ahead of all Lower Mainland recreation departments in providing this service.
- Many **Community Centres** have dedicated space for older adults.
- Steveston Community Society, South Arm Community Association, East Richmond Community Association, Thompson Community Association, and West Richmond Community Association have hired **Older adult coordinators** dedicated to coordinating programming for older adults.
- The **Wellness Connections Program** provides a fully supported outreach program for frail, at-risk and isolated older adults with bus transportation, social opportunities, fitness and educational opportunities.
- The seasonal "**Low Cost, No Cost**" guide highlighting programs that are free or cost less than \$10.00, including those targeting older adults.
- **Richmond Computer Access Initiative**, providing affordable access to computers and workshop series to promote older adult computer literacy.
- **Visitability Task Force**, preparing recommendations for housing visitability to enable a visitor with mobility challenges to easily enter and manoeuvre within a unit, including the bathroom.
- **Participation in the Kiwanis Tower Placemaking Project**, which included connecting residents with relevant services and with each other.

Proposed Future Actions

An analysis of the data along with stakeholder recommendations suggest that priority actions related to social participation for Richmond could be:

1. **Increasing the affordability of social participation activities through the development of and implementation of a Pricing Policy for recreation programs.**

⁸ Cockerman, W.C., & Yamori, Y. (2001). Okinawa: an exception to the social gradient of life expectancy in Japan. *Asia Pacific Journal of Clinical Nutrition*, 10(2), 154–158.



2. Continuing to work toward offering a variety of activities that appeal to diverse groups of older adults, e.g., increasing the proportions of social and intellectual programming, providing targeted activities for intercultural exchange for different cultural groups as well as LGBTQ older adults, in addition to promoting physical wellness.
3. Support consistent outreach to older adults at risk of social isolation.

One additional proposed action is:

1. Increasing library outreach programs.



Implementation

Priority Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Increasing the affordability of social participation activities through the development of and implementation of a Pricing Policy for recreation programs. <i>Short-term (1–2 yrs)</i>	Income will not be a barrier for older adults wishing to access recreation programs.	Increased availability of free, low-cost or subsidized recreation programs for older adults.	Community Services ■ Implement	■ Community Partners
Continuing to work toward offering a variety of activities that appeal to diverse groups of older adults, e.g., increasing social and intellectual programming, targeted activities for intercultural exchange as well as LGBTQ older adults, in addition to promoting physical wellness. <i>Long-term (5+ yrs)</i>	Diverse groups of older adults will feel connected, engaged and enriched through available programs.	Range of programs addressing social and intellectual interests, as well as physical wellness, is available.	Community Services ■ Liaise ■ Implement	■ Community Partners ■ Library
Supporting consistent outreach to older adults at risk of social isolation. <i>Ongoing</i>	Older adults will be socially connected.	Ongoing outreach to isolated seniors will demonstrate results.	Community Services ■ Liaise	■ VCH ■ Community Associations ■ Non-profit agencies

Further Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Increasing library outreach programs. <i>Medium-term (2–4 yrs)</i>	Older adults will have greater access to library materials.	Number of library outreach programs and older adults using them.	Community Services ■ Liaise	■ Library



2.5 Respect and Social Inclusion

Culture, gender, affluence and health status all influence attitudes towards and perceptions of older adults. In formulating policies, programs, and service delivery, the issues related to variables such as place of origin, immigration experiences, length of residence in Canada, language, cultural beliefs and practices, social support networks, sexual orientation, socio-economic status, health-seeking behaviour and coping strategies of older adults should all be taken into consideration.⁹

Current Age-Friendly Initiatives

Examples of Age-Friendly initiatives that encourage respect and social inclusion in the City of Richmond are:

- **Community consultations** which have been conducted with support from older adult volunteers of diverse cultural backgrounds (e.g. the Community Action Ambassadors coordinated by Volunteer Richmond Information Services in partnership with Richmond Addiction Services).
- **Minoru Place Activity Centre (MPAC)** that offers many programs connecting diverse older adults with each other, as well as other generations. Intergenerational connectivity is encouraged through the Greenhouse Social at Terra Nova Rural Farm, which connects older adults and youth through the process of planting, harvesting, and cleaning food grown for the Richmond Food Bank. Clubs, groups and programs in diverse languages connect new immigrants and cultural groups.
- **Community Facilities and MPAC offer programs for older adults from diverse cultural backgrounds** (e.g., South Arm 55+ programs include the Asian Group, the Chinese New Immigrant Support Group and MILAP for South Asian women). The City Centre Drop-in Social, a partnership between the City of Richmond, Vancouver Coastal Health and Volunteer Richmond, provides socialization, refreshments and presentations on health and wellness topics in Cantonese and Mandarin. West Richmond Community Centre offers “LGBTQ Connection” sessions for older adults.
- **Richmond Public Library** collects stories from older adults to include in Nostalgia Kits, visits home services clients and assisted living centres, and offers older adult book clubs and read-a-loud programs. The library will also offer such programs to Kiwanis Towers residents.



Proposed Future Actions

Placing priority on the following actions is recommended to help promote respect and social inclusion for older adults:

1. **Ensuring community facilities have 55+ specific activities and age-friendly spaces, and promoting the same.**
2. **Promoting Age-Friendly Business initiatives including a checklist for the positive portrayal of the diversity of older adults, innovative ways to include older adults, and the use of an Age-Friendly logo.**

⁹ Chow, H.P.H. (2012). Health care services needs and correlates of quality of life: A case study of elderly Chinese immigrants in Canada. *Social Indicators Research*, 106, 347–358.

Other proposed actions include:

1. Continuing regular City consultations with older adults about their needs and promoting the importance of this to other voluntary and commercial services.
2. Promoting the importance of providing different services and programs to meet the needs of diverse groups of older adults in community facilities, through staff education.
3. Promoting the integration of older adults from different ethno-cultural groups through program and service provision.
4. Working in a coordinated fashion with schools to provide intergenerational activities.
5. Finding ways to recognize the past and present contributions of older adults to the City of Richmond.



Implementation

Priority Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Ensuring community facilities offer 55+ specific activities and age-friendly spaces, and promote their use. <i>Long-term (5+ yrs)</i>	Older adults have access to and awareness of age-friendly space and activities throughout Richmond.	Increased number and use of age-friendly space and activities in different facilities and locations.	Community Services ■ Liaise ■ Implement	■ Community Partners ■ VCH ■ Non-profits ■ Library
Promoting Age-Friendly Business initiatives including a positive portrayal of diverse older adults, innovative ways to include older adults, and the use of an Age-Friendly logo. <i>Medium-term (2–4 yrs)</i>	Older adults feel welcomed and respected in, and have greater access to, businesses.	Businesses adopt an Age-friendly Plan addressing how older adults are portrayed and included, and number of businesses that receive a logo.	Community Services ■ Liaise	■ Chamber of Commerce

Further Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Continuing regular City consultations with older adults about their needs and promoting the importance of this to other voluntary and commercial services. <i>Ongoing</i>	City, voluntary and commercial sectors will become increasingly age-friendly based on regular consultations with older adults.	Consultations with older adults are regularly held and suggestions implemented by City, voluntary and commercial sectors.	Community Services ■ Liaise ■ Implement	■ Community Partners ■ Non-profits ■ Chamber of Commerce
Promoting the importance of providing different services and programs to meet the needs of diverse groups of older adults in community facilities, through staff education. <i>Medium-term (2–4 yrs)</i>	Staff in community facilities will be knowledgeable about how to meet the needs of diverse groups of older adults.	Staff education regarding meeting the needs of diverse groups of older adults will be offered and subscribed to.	Community Services ■ Liaise ■ Implement Human Resources ■ Implement	■ Community Partners ■ Library

Further Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Promoting the integration of older adults from different ethno-cultural groups through program and service provision. <i>Ongoing</i>	Older adults of diverse ethno-cultural backgrounds will be increasingly integrated in City programs and services.	Promotional activities, materials and strategies will be developed, and participation/use of City programs and services will increase.	Community Services ■ Liaise ■ Implement	■ Community Partners ■ Library
Working in a coordinated fashion with schools to provide intergenerational activities. <i>Long-term (4+ yrs)</i>	A range of Intergenerational activities is provided through coordination with schools.	A coordinated approach to engaging schools in intergenerational activities is established.	Community Services ■ Liaise ■ Implement	■ School District
Finding ways to recognize the past and present contributions of older adults to the City of Richmond. <i>Short-term (0–2 yrs)</i>	Older adults feel recognized and valued by the community.	Initiatives recognizing the contribution of older adults are established.	Community Services ■ Liaise ■ Implement	■ Community Partners ■ Library



2.6 Civic Participation and Employment

Making the transition from the labour force into retirement does not preclude older adults from continuing to contribute to their communities either through employment, voluntarism or political participation. These activities also help to create and maintain social connections while offering value from lifelong experience and skill development. This “generativity” is a state of mind that is characterized by the desire to engage in activities, such as volunteering, that can leave a legacy and contribute to the next generation.¹⁰ Age-Friendly cities offer flexible volunteering options to accommodate older workers, encourage civic engagement by meeting physical challenges such as improving accessibility, and support organizations to have policies and practices that value older adults’ contributions.

Current Age-Friendly Initiatives

Older adults are a major contributor to the volunteer force in Richmond. Examples of Age-Friendly employment and civic engagement efforts in the City are:

- The **Richmond Seniors’ Advisory Committee** (RSAC) a volunteer body appointed by City Council that considers and evaluates older adult issues referred by City Council, City staff and the community.
- Other City advisory committees (e.g., **Richmond Community Services Advisory Committee**; **Richmond Intercultural Advisory Committee**) provide advice to Council regarding matters impacting older adults (e.g., community service provision; cultural integration).
- The **Let’s Talk Richmond website** periodically offers opportunities for older adults and others to provide input on civic matters.
- **City consultations have benefitted from older adult volunteers**, e.g. Community Action Ambassadors.
- The **City’s Volunteer Development Coordinator has worked with Older Adult Coordinators** at a number of community facilities in recruiting, engaging and training the older adults programs’ participants to volunteer.
- From January to September, 2014, **184 volunteers at the Minoru Place Activity Centre** have provided 14,805 hours of services in 73 opportunities including Board, committee, wellness programs and support groups.
- The City of Richmond has **Human Resources** practices permitting the re-hiring of retired employees.



¹⁰ Son, J., & Wilson, J. (2011). Generativity and volunteering. *Sociological Forum*, 26(3), 644–667.

Proposed Future Actions

The summary of data presented suggests the following civic participation and employment actions could be considered for Richmond's Age-Friendly Plan. No actions were identified by project stakeholders as priorities in this dimension:

1. Encouraging a range of flexible and appropriately paid employment opportunities for older adults in the City.
2. Increasing opportunities to be involved in local government meetings and community matters.
3. Increasing the range of flexible options for older volunteers with a focus on working with Community Partners to foster older adult voluntarism at a local level.
4. Encouraging greater representation of key older adult target groups, e.g. ethno-cultural groups, LGBTQ, newcomers, and those with low income, on governance and other volunteer bodies.
5. Encouraging Age-Friendly employment practices, including information on how to find, hire and retain older adult workers.



Implementation

Further Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Encouraging a range of flexible and appropriately paid employment opportunities for older adults in the City. <i>Medium-term (2–4 yrs)</i>	Older adults wishing to work find suitable employment.	Employment programs and opportunities for older adults are developed and publicized as part of an Age-Friendly Business Plan.	Community Services ■ Liaise Human Resources ■ Implement Finance ■ Liaise	■ Community Partners ■ Businesses ■ Chamber of Commerce
Increasing opportunities to be involved in local government meetings and community matters. <i>Ongoing</i>	Older adults are engaged in local government processes and community matters.	The number of older adults engaged in local government processes and community matters increases.	Community Services ■ Liaise ■ Implement Planning and Development ■ Implement	■ Community Partners
Increasing the range of flexible options for older volunteers with a focus on working with community facilities to foster older adult voluntarism at a local level. <i>Medium-term (2–4 yrs)</i>	Older adults are engaged in a range of volunteer options at the local level through Community Associations.	The range of volunteer opportunities at the local level increases.	Community Services ■ Liaise	■ Community Partners ■ Library
Encouraging greater representation of key older adult target groups, e.g. ethno-cultural groups, LGBTQ, newcomers, and those with low income, on governance and other volunteer bodies. <i>Medium-term (2–4 yrs)</i>	Diverse groups of older adults are represented on governance and volunteer bodies.	Recruitment practices of governance and volunteer bodies target diverse groups of older adults.	Community Services ■ Liaise	■ Community Associations and Partners ■ Non-profits
Encouraging Age-Friendly employment practices, including information on how to find, hire and retain older adult workers. <i>Medium-term (2–4 yrs)</i>	Employers adopt Age-Friendly employment practices.	An Age-Friendly Business Plan is adopted, including employment practices.	Community Services ■ Liaise	■ Chamber of Commerce

2.7 Communication and Information

Keeping abreast of current events and getting timely relevant information to manage life is essential for active aging. Because people, regardless of age, have differing preferences and abilities to access information, Age-Friendly cities distribute information through a variety of avenues. While some older adults are very comfortable using technology (and complex and automated services) others prefer personal contact. Some common barriers to information accessibility are: print size in print media, a lack of awareness about existing support and assistance (existing benefits, concessions, and subsidies), and access to legal or consumer advice.¹¹

Current Age-Friendly Initiatives

Some of the current initiatives in Richmond that increase Age-Friendly information and communications are:

- The **Parks, Recreation and Culture Guide** includes a dedicated 55+ section that outlines all older adult programs and events.
- The **City Website** includes information “**About 55+/Seniors Services**”, outlining recreational, cultural, educational and social opportunities for older adults offered at most community centres as well as the Minoru Place Activity Centre.
- The **Let’s Talk Richmond Website** periodically offers opportunities for older adults and others to provide input on civic matters.
- **Minoru Place Activity Center programs and City-wide Senior Services events** are placed regularly in community newspapers.
- The **Richmond Public Library** participates in the coordination of information about older adults services and programs and will be providing help with e-readers and digital library resources.
- Through an operating grant, the City supports **Volunteer Richmond Information Services’ Seniors Information and Referral Program**. This free service is run by older adult volunteers who help participants with the completion of forms and referrals to community programs and services.

Proposed Future Actions

Actions for consideration to increase Richmond’s Age-Friendliness include:

1. Determining the City’s role in the coordination and dissemination of information about services relevant to older adults, both internally and externally to the City, including on-line information.
2. Translate appropriate City materials as needed.
3. Producing a monthly insert or feature for local newspapers about 55+ programs and services, each one spotlighting what is happening through a community facility, e.g. South Arm Community Centre, Richmond Public Library.
4. Working with Community Partners to develop an awareness campaign that ensures older adults know who to contact when they want to find out about 55+ services in Richmond.

¹¹ Everingham, J., Petriwskyj, A., Warburton, J., Cuthill, M., & Bartlett, H. (2009). Information provision for an Age-Friendly community. *Ageing International*, 34, 79–98.



Implementation

Further Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Determining the City's role in the coordination and dissemination of information about services relevant to older adults, both internally and externally to the City, including on-line communication. <i>Medium-term (2–4 yrs)</i>	The City's role in coordinating and disseminating information about City and non-City services for older adults is clearly defined.	Policies are developed regarding the City's role in coordinating and disseminating information about City and non-City services for older adults.	Community Services ■ Implement	<ul style="list-style-type: none"> ■ Community Partners ■ Non-profits ■ VCH ■ Library
Translate appropriate City materials as needed. <i>Ongoing</i>	Non-English speaking older adults' access to City documents increases.	Documents are identified and translated.	Community Services ■ Implement ■ Liaise	<ul style="list-style-type: none"> ■ Community Partners ■ Non-profits ■ Ethnocultural organizations ■ Library
Producing a monthly insert or feature for local newspapers about 55+ programs and services, each one spotlighting what is happening through a community facility, e.g. South Arm Community Centre, Richmond Public Library. <i>Short-term (0–2 yrs)</i>	Older adults knowledgeable about 55+ programs and services at community facilities.	Newspaper inserts about 55+ programs and services at community facilities appear regularly.	Community Services ■ Liaise	<ul style="list-style-type: none"> ■ Community Partners ■ Library
Working with Community Partners to develop an awareness campaign that ensures older adults know who to contact when they want to find out about 55+ services in Richmond. <i>Medium-term (2–4 yrs)</i>	Older adults know who to contact to learn about 55+ programs and services in Richmond.	Community Partner contact information is provided in newspaper inserts about 55+ programs and services.	Community Services ■ Liaise	<ul style="list-style-type: none"> ■ Community Partners ■ Library

2.8 Community Support and Health Services

To maintain health and independence, people need to have access to affordable good quality health care and health services. Age-Friendly cities offer a wider range of health services such as home care, nutrition advice and exercise programs, adult day care, caregiver respite, and residential facilities for people no longer able to live at home.

Current Age-Friendly Initiatives

Some of the current Age-Friendly community and health services initiatives in Richmond include:

- The **Richmond Community Services Advisory Committee (RCSAC)**, comprised primarily of Richmond community social service agency representatives, advises City Council regarding social service matters and social policy.
- The **City-Wide Wellness Connections program**, with support from VCH-Richmond, is a holistic program targeting older adults at risk of social isolation. The comprehensive program provides adaptive fitness classes, educational sessions, nutritious meals, ongoing leisure education, and door-to-door transportation.
- **Wellness Clinics** are a unique peer-to-peer health program that offers Richmond older adults health monitoring, holistic health options and information services supported by a dedicated group of skilled volunteers, offering older adults an opportunity to continue to give back to the community.
- The **Richmond Public Library** partners with health providers to offer information and programs regarding chronic conditions, self-care management and other health topics; and provides outreach services to home support recipients and assisted living residences.
- **Health, Social and Safety Grants** are provided to community service agencies in support of a range of programs enhancing the quality of life of older adults.

Proposed Future Actions

Areas identified as priority for action in community and health services are:

1. **Working with stakeholders to expand the range of home support services and to delineate responsibilities between health and community supports, including those provided by the City, in responding to clients with complex needs.**
2. **Advocating for additional adult day centre spaces.**



Other proposed actions include:

1. Collaborating with VCH-Richmond to facilitate the increase of residential care beds.
2. Continuing to support the coordination of information about community, health and social services for older adults.
3. Exploring the Dementia Friendly Communities Training initiative by Alzheimer's Society of BC.
4. Exploring the City's role in supporting non-profit space needs, including those targeting older adults.
5. Advocating for additional respite care.



Implementation

Priority Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Working with stakeholders to expand the range of home support services and to delineate responsibilities between health and community supports, including those provided by the City, in responding to clients with complex needs. <i>Long-term (4+ yrs)</i>	Home support services will be available for older adults with complex care needs, and roles clarified.	Increased range and availability of home supports for older adults with complex care needs, as well as a clear response and referral protocol outlining jurisdictional responsibilities.	Community Services ■ Liaise	■ VCH ■ Non-profits ■ Community Partners
Advocating for additional adult day centre spaces. <i>Short-term (0–2 yrs)</i>	Older adults have sufficient access to adult day centre spaces.	Increased number of adult day centre spaces in Richmond, reduced waitlists.	Community Services ■ Liaise	■ VCH ■ Non-profits

Further Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Collaborating with VCH-Richmond to facilitate the increase of residential care beds. <i>Long-term (4+ yrs)</i>	Older adults have sufficient access to residential care beds.	Increased number of residential care beds in Richmond, reduced waitlists.	Community Services ■ Liaise	■ VCH
Continuing to support the coordination of information about community, health and social services for older adults. <i>Ongoing</i>	Older adults are aware of community, health and social services.	Coordinated information about community, health and social services for older adults is available.	Community Services ■ Liaise	■ Non-profits ■ VCH ■ Community Partners ■ Faith Services ■ Library

Further Actions/ Timeframe	Outcome	Indicators	City Lead/ Role	Partners
Exploring the Dementia Friendly Communities Training initiative by Alzheimer's Society of BC. Short-term (0–2 yrs)	Richmond becomes increasingly dementia-friendly.	Training opportunities with the Alzheimer's Society of BC are pursued.	Community Services ■ Liaise	■ Alzheimer's Society of BC
Exploring the City's role in supporting non-profit space needs, including those targeting older adults. Short-term (0–2 yrs)	The City's role in supporting non-profit space needs is established.	City policies and practices in supporting non-profit space needs are established.	Community Services ■ Implement	■ Non-profits ■ Developers
Advocating for additional respite care. Short-term (0–2 yrs)	Caregivers receive sufficient respite.	Respite opportunities, including day centre spaces, are increased.	Community Services ■ Liaise	■ VCH ■ Non-profits

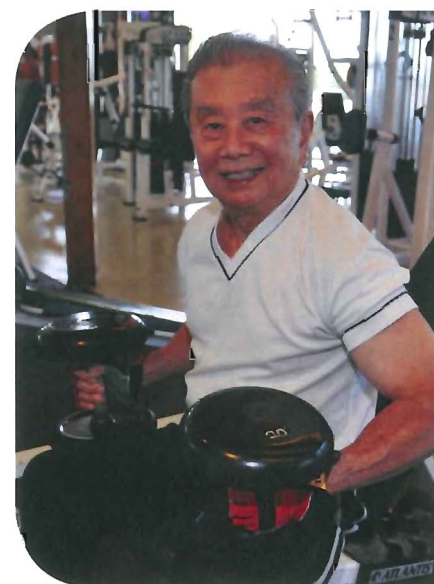


Part 3: Age-Friendly Richmond: Next Steps

In order to implement the Plan successfully, it is proposed that the following steps be taken:

1. **Align priority actions with relevant policies.**
2. **Encourage broad ownership.** Establish a work program (i.e. when things will get done and who is going to lead them), focusing on priority actions, through an Interdepartmental Task Force.
3. **Establish champions to oversee implementation.** Establish who will ensure action items are accomplished, or promoted through liaison with partner organizations.
4. **Identify goals that can be achieved quickly.** Early successes are important in order to demonstrate progress is being made. This is also helpful to maintain the energy and enthusiasm for larger and more significant projects.
5. **Ensure regular reporting** by all of those involved in implementation.
6. **Design a framework for monitoring and evaluation**, including:
 - Identifying key indicators (inputs, outputs and outcomes) to measure.
 - Planning for short, medium and longer-term monitoring and evaluation.
 - Deciding how best to collect evaluation data (e.g. program information, surveys etc.).
 - Determining who is responsible for each step of the evaluation process.
7. **Include steps to periodically revisit and refocus the plan.** On an annual basis, reconvene the Steering Committee to review progress. In five years, present results to Council and propose a Plan Update as required.
8. **Seek Age-Friendly BC Recognition.** Each year, the Seniors' Health Promotion Directorate of the BC Ministry of Health recognizes communities that are taking steps toward becoming increasingly age-friendly through awarding Age-Friendly BC Recognition.

The City of Richmond already has many key features in place that contribute to the vision of becoming an Age-Friendly City. The process of community consultation has highlighted key areas the City of Richmond should focus on to support healthy active aging and to support older residents to age in place. This plan and its recommendations should be used as a foundation on which to build an Age-Friendly City of Richmond.



APPENDIX A: SUMMARY OF RESEARCH FINDINGS

Secondary Research

City Document Review

Many City documents are relevant to the development of an Age-Friendly Richmond. These include the Official Community Plan, the Social Development Strategy, the Parks and Open Spaces Strategy, the Community Wellness Strategy, and the Affordable Housing Strategy. Two City documents specifically reference the need to develop Richmond as an Age-Friendly community: the Social Development Strategy, and the Community Wellness Strategy. The Social Development Strategy actions commit the City to “Support aging in place initiatives and the ongoing development of Richmond as an Age-Friendly community through such actions as pursuing the City of Richmond’s designation as an Age-Friendly City and joining the World Health Organization’s (WHO) Global Network of Age-Friendly Cities and Communities.”¹ The Community Wellness Strategy (Strategic Direction 5) includes an action item that recommends, “Explore and implement initiatives to ensure Richmond is an Age-Friendly Community. Continue to implement the PRCS Older adults service Plan: Active and Healthy Living in Richmond.”² In this regard, the Older Adults Service Plan is currently being updated and many of the goals of the plan were intended to align with the eight dimensions necessary for developing an Age-Friendly City.

Information Collected Regarding the Local Demographic Profile

Older Adult Age Bands

Age	Population
55 to 64 yrs	27,625
65 to 74 yrs	14,210
75 to 84 yrs	8,630
85 yrs plus	3,185

According to the 2011 Statistics Canada census, 53,650 residents of Richmond were 55 years or older. This represents 28 percent of the total population. Women make up a larger portion of the older adult population overall (53%). Those 55 to 64 years old are the largest cohort of older adults in Richmond and account for more than half of the older adult population (Table 1.1).

¹ Building Our Social Future: A Social Development Strategy for Richmond (2013-2022).

² Richmond Community Wellness Strategy: Living Well in Richmond (2010-2015).

Overall life expectancy in the City of Richmond is the highest in Canada at 84.9 years.³ Projection reports estimate that there will be a 195 percent increase in older adults living in Richmond by 2036 with a 127 percent projected increase in residents 80 years and older.⁴ However, older adults in Richmond are not a homogenous group. The following sections provide information regarding the different geographical distribution by age cohorts, numbers of those living alone, and other social and emerging trends facing older residents in the City of Richmond.

Cultural Diversity

The population of older adults in Richmond is a culturally diverse, growing group. According to the 2011 National Household Survey (NHS) almost 60 percent of Richmond residents were immigrants (those born outside of Canada). This compares to approximately 28 percent in the overall British Columbia population. China and Hong Kong were the most common countries of birth for Richmond's immigrant residents. Overall, visible minorities make up approximately 70 percent of the population in Richmond with the largest groups identifying as Chinese or South Asian.⁵

There were 1,390 senior immigrants who settled in Richmond between 2000-2010 (13 percent of Metro Vancouver numbers and 11 percent of BC respectively).⁶ For new immigrants, the acculturation process is a multidimensional one that includes physical, psychological, financial, spiritual, social, and family adjustments. This process can be very stressful for immigrant elders because they typically have fewer resources (e.g. income and education) to assist them in adapting to their new life situation.⁷

Many older adult immigrants in Richmond also face significant language barriers. Within Metro Vancouver municipalities, Richmond has the highest proportions of older adults who cannot speak English (24.4%). Those who speak English as a second language most frequently reported their mother tongue to be Chinese, primarily the Mandarin and Cantonese dialects.⁸

³ Statistics Canada, 2011 Census of Population, Age (131) and Sex (3) for the Publication of Canada, Topic Based Tabulations, Statistics Canada Catalogue Number 98-311-XCB2011018. Retrieved from: www12.statcan.gc.ca/census-recensement/2011/dp-pd/tbt-tt/index-eng.cfm.

⁴ Population Projections (2013). BC Stats. Province of British Columbia. Retrieved from www.bcstats.gov.bc.ca/StatisticsBySubject/Demography/PopulationProjections.aspx.

⁵ Statistics Canada. Ottawa: Statistics Canada. National Household Survey. 2012. Available from: www.statcan.gc.ca/survey-enquete/household-menages/5178-eng.htm.

⁶ Social Planning and Research Council of British Columbia and the United Way of the Lower Mainland (2013). *Seniors in the Lower Mainland: A Snapshot of Facts and Trends*.

⁷ Mui, A. C., & Kang, S. (2006). Acculturation Stress and Depression among Asian Immigrant Elders. *Social Work*, 51(3), 243-255.

⁸ Social Planning and Research Council of British Columbia and the United Way of the Lower Mainland (2013). *Seniors in the Lower Mainland: A Snapshot of Facts and Trends*.

Socioeconomics and Housing

Socioeconomic status is typically defined by income, education, and occupation.⁹ Low socioeconomic status among Richmond older adults is a growing problem. In 2006 the United Way reported that 19 percent of males and 24 percent of females aged 65+ years living in Richmond were considered to be of low income status. A quarter of all older adults in Richmond live below the poverty line and 8.5 percent of Richmond older adults (the largest percentage in Metro-Vancouver) receive the maximum Government Income Supplement.

Housing types for those ages 55+ years also vary. The most common kind of housing for older adults in Richmond is single detached houses without a secondary suite (45%), followed by low rise apartments. Although many older adults in Richmond may own their homes, there is still a significant proportion who rent. Rent in Richmond has increased by 5 percent since 2006 making social housing a necessity for many older adults. Richmond also has the fourth highest number of seniors social housing units in the Lower Mainland (1,036); in 2012 the number of households on the seniors and persons with disabilities waiting list for seniors social housing was over 100.¹⁰

There are 18.7 percent of older adult residents living alone city-wide in Richmond. This number is much lower than other census tracts in the Lower Mainland where, in many instances, 40 percent or more of older adults live alone. Of significant note, the number of older adults living alone decreased between 2000 and 2010 (in 2000 21% lived alone).

Other Important Trends In City Of Richmond Demographic Information

Some other important considerations about older adults in Richmond are:

- Fifty percent of older adults aged 65+ years in Richmond reported having activity limitations. Interestingly, in research conducted by the United Way, Richmond also had the one of highest rates of self-reported good functional health (73%) in the Lower Mainland.¹¹
- In 2011, older adults in Richmond reported one of the lowest rates of a sense of community belonging in the Lower Mainland at 67.1 percent.¹²
- The number of older adults who have a regular medical doctor has been steadily declining since 2003.¹³
- There is a high number (41%) of older adults living with arthritis (a significant factor for chronic pain and reduced function) in Richmond when compared to the rest of the Lower Mainland.¹⁴

⁹ Grundy, E., & Holt, G. (2001). The socioeconomic status of older adults: How should we measure it in studies of health inequalities? *Journal of Epidemiology and Community Health*, 55(12), 895-904.

¹⁰ Social Planning and Research Council of British Columbia and the United Way of the Lower Mainland (2013). *Seniors in the Lower Mainland: A Snapshot of Facts and Trends*.

¹¹ Social Planning and Research Council of British Columbia and the United Way of the Lower Mainland (2013). *Seniors in the Lower Mainland: A Snapshot of Facts and Trends*.

¹² Social Planning and Research Council of British Columbia and the United Way of the Lower Mainland (2013). *Seniors in the Lower Mainland: A Snapshot of Facts and Trends*.

¹³ Social Planning and Research Council of British Columbia and the United Way of the Lower Mainland (2013). *Seniors in the Lower Mainland: A Snapshot of Facts and Trends*.

¹⁴ 2011 United Way Seniors Vulnerability Report: Community Profiles. United Way of the Lower Mainland.

Primary Research: Community Consultation

The following sampling methods and tools were used to conduct a community-wide needs assessment:

- **A representative survey** of 378 older adults from the City. Adults were convenience sampled through community centres, local service providers and the “Let’s Talk Richmond” site. The known population size, the survey sample size and confidence level of 95% resulted in a confidence interval of ± 5 . The sample was weighted for gender, since the proportion of men completing the survey did not reflect the gender distribution of those aged 55+ years in the City. For a detailed demographic profile of the survey sample, see Appendix B.
- **Fifteen focus groups** engaging 176 individuals from a range of stakeholder groups, including older adults and service providers. Appendix C offers a detailed description of each focus group and the number of attendees.
- **In-depth interviews** with 33 key informants, including four older adults representing vulnerable target groups, older adults service providers in the City and key City personnel. Appendix C lists these interviewees.
- **Community mapping** at 10 locations around the City where residents could indicate things that made Richmond Age-Friendly and things that needed attention to make the City more Age-Friendly. Appendix C offers a list of map locations.

Key Trends

Except for the older adult participants, informant interviewees were asked to summarize the key trends about the older adult population that they believed the Age-Friendly Plan should take into account.

The main overarching trends that interviewees identified were:

- The recognition that older adults (55+ years) are a rapidly growing demographic group in Richmond, which can be further sub-divided into a range of different groups, either by age, functionality or specific target group (e.g. those with mental illness or living in poverty). The challenge is how to respond to the differing needs of each of these groups including the best strategy for the City to take in segmenting older adult customers.
- Many service providers noted the increasingly complex needs of the frail and vulnerable older adults that they are working with. They reported that as clients are living longer their needs increase and they are more vulnerable to mental and physical health difficulties. This situation makes service delivery more complex and makes drawing service boundaries a challenge. Helping those with complex needs to access City programs and services requires outreach and perhaps individualized support to do so.

- Assisting older adults aged 55+ years to access and negotiate services that they require within the context of increasingly complex needs and already overburdened services, i.e. respite and day care services, mental health services and so on.
- Generally, there was an identified need to ensure accessibility for older adults to services internal and external to the City employing the widest definition of that concept, including its physical, financial and psychological dimensions.
- The challenge of supporting the integration of newcomer and visible minority older adults and catering to the diversity of older adults in service provision.
- The need to emphasize inter-departmental and interagency work to achieve actions in the Age-Friendly Plan.

APPENDIX B: SURVEY PARTICIPANTS

Gender of Respondents

	Number of Older Adults	Percentage
Male	176	46.7
Female	202	53.3
Total	378	100

Age of Respondents

	Number of Older Adults	Percentage
55–59 yrs	31	8.4
60–64 yrs	68	18.0
65–69 yrs	81	21.6
70–74 yrs	76	20.4
75–79 yrs	44	11.6
80–84 yrs	51	13.5
85–89 yrs	19	5.1
90–94 yrs	4	0.9
95 yrs or older	2	0.4
Total	374	100

Gender of Respondents

	Number of Older Adults	Percentage
Yes	169	47.2
No	189	52.8
Total	358	100

Ethno-cultural Groups of Respondents

	Number of Older Adults	Percentage
Chinese	126	37.3
Caucasian	122	36.2
South Asian	33	9.7
Filipino	8	2.3
Japanese	5	1.4
Canadian	40	11.8
Other	4	1.2
Total	337	100

Membership of LGBTQ Community

	Number of Older Adults	Percentage
Yes	12	3.6
No	337	96.4
Total	349	100

Respondents Living Alone

	Number of Older Adults	Percentage
Yes	93	25.5
No	272	74.5
Total	365	100

Caregiving by Older Adults 55+

	55–64	65–74	75–84	85+	Total Number
One or more people age 60+	65.0	52.9	66.7	100.0	116
One or more people age 18–59	30.0	27.6	13.9	0	47
One or more people under age 18	5.0	19.5	19.4	0	27
Total Number	60	87	36	7	190

Employment Status Respondents

	Number of Older Adults	Percentage
Fully retired	266	74.9
Working full-time for pay	33	9.2
Working part-time for pay	22	6.3
Unemployed, looking for paid work	8	2.1
Providing full-time childcare without pay	9	2.7
Working full-time without pay	17	4.8
Total	355	100

APPENDIX C: DETAILED LIST OF FOCUS GROUPS, INTERVIEW PARTICIPANTS AND MAPS

Stakeholder Group	Location
1. Third Age older adults (n=2 focus groups) – 55–79 years	<ul style="list-style-type: none"> ■ Cambie Community Centre ■ Steveston Community Centre
2. Fourth Age older adults (n=2 focus groups) – 80+ years	<ul style="list-style-type: none"> ■ Minoru Place Activity Centre ■ West Richmond Community Centre
3. Older adults from the Chinese community (n=2, one Mandarin and one Cantonese)	<ul style="list-style-type: none"> ■ Richmond Chinese Community Society for Cantonese speakers ■ South Arm Community Centre
4. Older adults from the South Asian community (n=2 focus groups)	<ul style="list-style-type: none"> ■ Richmond Multicultural Community Services ■ Multicultural Helping House – Filipino speakers
5. Caregivers	<ul style="list-style-type: none"> ■ Volunteer Richmond Information Services
6. Older adults service Providers (from health authority, non-profit and profit organizations working with older adults)	<ul style="list-style-type: none"> ■ City Hall
7. Older Adult Coordinators in Community Centres and the Senior Services Team (City of Richmond)	<ul style="list-style-type: none"> ■ City Hall
8. Area Coordinators for Community Centres	<ul style="list-style-type: none"> ■ City Works
9. Older adults (55+) Russian	<ul style="list-style-type: none"> ■ Odessa Seniors Club
10. Older Adults from the LGBTQ community in Richmond	<ul style="list-style-type: none"> ■ West Richmond Community Centre

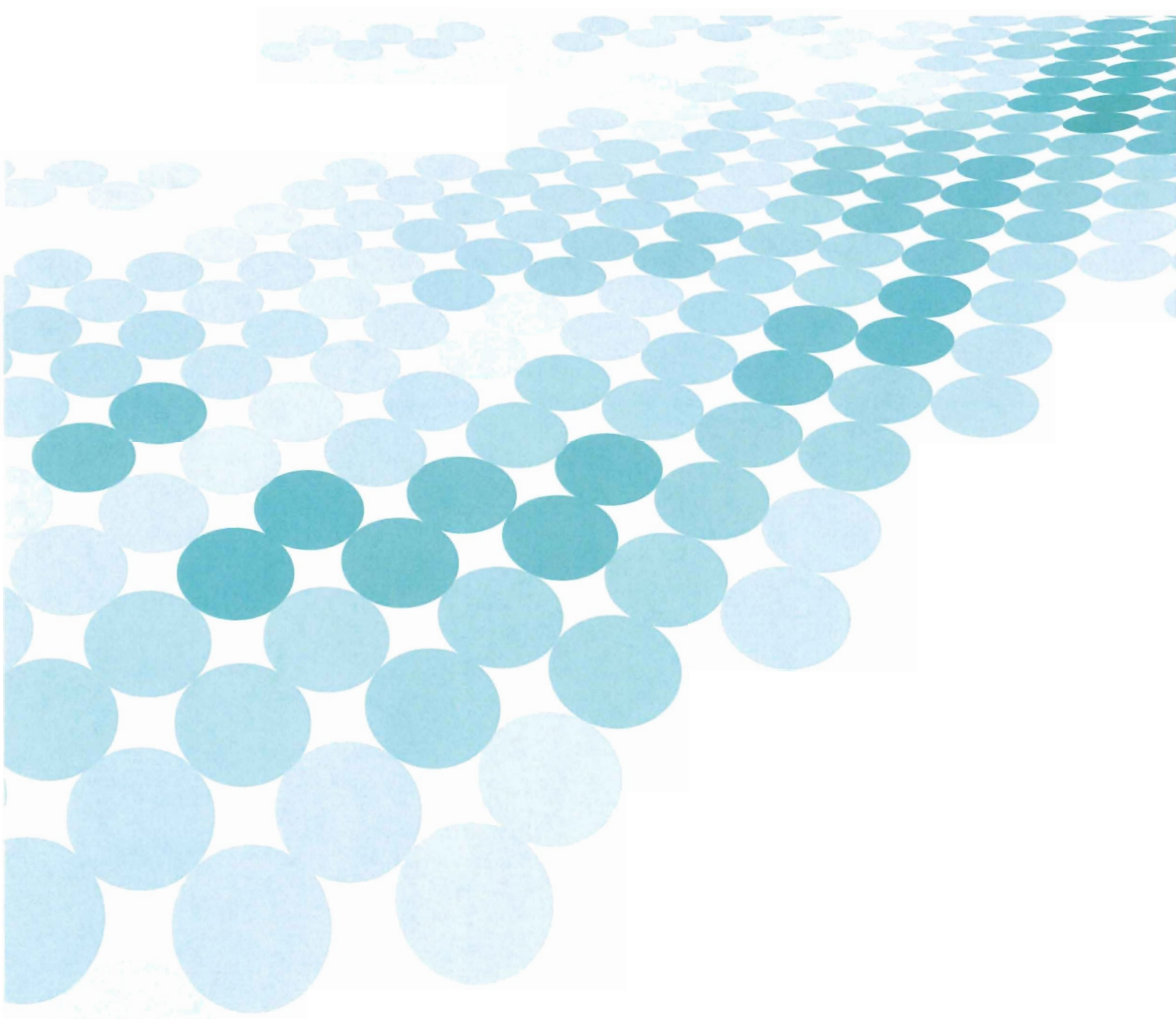
Key Informant Interviews

Role and Organization

1. Volunteer Richmond Information Services Director (now Richmond Cares, Richmond Gives) and Better at Home Program Coordinator
2. Program Director, Canadian Mental Health Association
3. Executive Director, Kinsmen Adult Day Centre
4. Richmond Public Library
5. Outreach, Rosewood Manor
6. Executive Director, Food Security Society
7. Case Management, Home and Community Care (VCH)
8. Community Engagement (VCH)
9. SUCCESS
10. Minoru help with recruitment
11. Older adult on a low income
12. Older adult living alone
13. Older adult living with mental illness
14. General Manager, Community Services, City of Richmond
15. Manager, Community Social Development, City of Richmond
16. Diversity Services Coordinator, City of Richmond
17. Cultural Diversity Coordinator, City of Richmond
18. Senior Manager, Parks, City of Richmond
19. Senior Manager and Team, Recreation and Sports Services, City of Richmond
20. Director – Arts, Culture and Heritage Services, City of Richmond
21. Volunteer Development Coordinator, City of Richmond
22. Senior Manager, Community Safety Policy and Programs, City of Richmond
23. Affordable Housing Coordinator, City of Richmond
24. Manager of Transportation Planning and Transportation Planner, City of Richmond
25. Manager of Policy Planning, City of Richmond
26. Public Education, Richmond RCMP

Community Map Locations

- Cambie Community Centre
- South Arm Community Centre
- Steveston Community Centre
- Thompson Community Centre
- West Richmond Community Centre
- Minoru Activity Centre/ City Centre Community Centre
- Hamilton Community Centre
- Richmond Centre Mall
- Landsdowne Mall



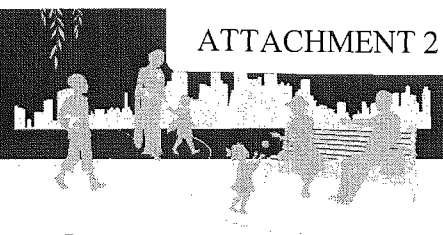
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Checklist of Essential Features of Age-friendly Cities

This checklist of essential age-friendly city features is based on the results of the WHO Global Age-Friendly Cities project consultation in 33 cities in 22 countries. The checklist is a tool for a city's self-assessment and a map for charting progress. More detailed checklists of age-friendly city features are to be found in the WHO Global Age-Friendly Cities Guide.

This checklist is intended to be used by individuals and groups interested in making their city more age-friendly. For the checklist to be effective, older people must be involved as full partners. In assessing a city's strengths and deficiencies, older people will describe how the checklist of features matches their own experience of the city's positive characteristics and barriers. They should play a role in suggesting changes and in implementing and monitoring improvements.

Outdoor spaces and buildings

- ☐ Public areas are clean and pleasant.
- ☐ Green spaces and outdoor seating are sufficient in number, well-maintained and safe.
- ☐ Pavements are well-maintained, free of obstructions and reserved for pedestrians.
- ☐ Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.
- ☐ Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times.
- ☐ Drivers give way to pedestrians at intersections and pedestrian crossings.
- ☐ Cycle paths are separate from pavements and other pedestrian walkways.
- ☐ Outdoor safety is promoted by good street lighting, police patrols and community education.
- ☐ Services are situated together and are accessible.
- ☐ Special customer service arrangements are provided, such as separate queues or service counters for older people.
- ☐ Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.
- ☐ Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.

Transportation

- ☐ Public transportation costs are consistent, clearly displayed and affordable.
- ☐ Public transportation is reliable and frequent, including at night and on weekends and holidays.
- ☐ All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.

- ☐ Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected.
- ☐ Specialized transportation is available for disabled people.
- ☐ Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.
- ☐ Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter.
- ☐ Complete and accessible information is provided to users about routes, schedules and special needs facilities.
- ☐ A voluntary transport service is available where public transportation is too limited.
- ☐ Taxis are accessible and affordable, and drivers are courteous and helpful.
- ☐ Roads are well-maintained, with covered drains and good lighting.
- ☐ Traffic flow is well-regulated.
- ☐ Roadways are free of obstructions that block drivers' vision.
- ☐ Traffic signs and intersections are visible and well-placed.
- ☐ Driver education and refresher courses are promoted for all drivers.
- ☐ Parking and drop-off areas are safe, sufficient in number and conveniently located.
- ☐ Priority parking and drop-off spots for people with special needs are available and respected.

Housing

- ☐ Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.
- ☐ Sufficient and affordable home maintenance and support services are available.
- ☐ Housing is well-constructed and provides safe and comfortable shelter from the weather.
- ☐ Interior spaces and level surfaces allow freedom of movement in all rooms and passageways.
- ☐ Home modification options and supplies are available and affordable, and providers understand the needs of older people.
- ☐ Public and commercial rental housing is clean, well-maintained and safe.
- ☐ Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.

Social participation

- ☐ Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.
- ☐ Events are held at times convenient for older people.
- ☐ Activities and events can be attended alone or with a companion.
- ☐ Activities and attractions are affordable, with no hidden or additional participation costs.

- ☐ Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.
- ☐ A wide variety of activities is offered to appeal to a diverse population of older people.
- ☐ Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.
- ☐ There is consistent outreach to include people at risk of social isolation.

Respect and social inclusion

- ☐ Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.
- ☐ Services and products to suit varying needs and preferences are provided by public and commercial services.
- ☐ Service staff are courteous and helpful.
- ☐ Older people are visible in the media, and are depicted positively and without stereotyping.
- ☐ Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.
- ☐ Older people are specifically included in community activities for “families”.
- ☐ Schools provide opportunities to learn about ageing and older people, and involve older people in school activities.

- ☐ Older people are recognized by the community for their past as well as their present contributions.
- ☐ Older people who are less well-off have good access to public, voluntary and private services.

Civic participation and employment

- ☐ A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.
- ☐ The qualities of older employees are well-promoted.
- ☐ A range of flexible and appropriately paid opportunities for older people to work is promoted.
- ☐ Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees.
- ☐ Workplaces are adapted to meet the needs of disabled people.
- ☐ Self-employment options for older people are promoted and supported.
- ☐ Training in post-retirement options is provided for older workers.
- ☐ Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.

Communication and information

- ☐ A basic, effective communication system reaches community residents of all ages.
- ☐ Regular and widespread distribution of information is assured and a coordinated, centralized access is provided.

- ☐ Regular information and broadcasts of interest to older people are offered.
- ☐ Oral communication accessible to older people is promoted.
- ☐ People at risk of social isolation get one-to-one information from trusted individuals.
- ☐ Public and commercial services provide friendly, person-to-person service on request.
- ☐ Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type.
- ☐ Print and spoken communication uses simple, familiar words in short, straightforward sentences.
- ☐ Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.
- ☐ Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.
- ☐ There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.

Community and health services

- ☐ An adequate range of health and community support services is offered for promoting, maintaining and restoring health.
- ☐ Home care services include health and personal care and housekeeping.
- ☐ Health and social services are conveniently located and accessible by all means of transport.
- ☐ Residential care facilities and designated older people's housing are located close to services and the rest of the community.
- ☐ Health and community service facilities are safely constructed and fully accessible.
- ☐ Clear and accessible information is provided about health and social services for older people.
- ☐ Delivery of services is coordinated and administratively simple.
- ☐ All staff are respectful, helpful and trained to serve older people.
- ☐ Economic barriers impeding access to health and community support services are minimized.
- ☐ Voluntary services by people of all ages are encouraged and supported.
- ☐ There are sufficient and accessible burial sites.
- ☐ Community emergency planning takes into account the vulnerabilities and capacities of older people.

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Priority Actions

Priority Action/ Timeframe	Outcomes	Indicators	City Lead/ Role	Partners
Outdoor Spaces and Buildings				
Auditing all marked crosswalks, with signalized and special crosswalks as priorities, to ensure they are Age-Friendly (well-lit, non-slip markings, visual and audio cues and adequate crossing times), making improvements as required. <i>Long-term (5+ years), Ongoing</i>	Increased street safety for older adults with a range of mobility functions	Number of crosswalks where Age-Friendly system has been implemented.	Transportation • Audit • Implement	• Translink
Ensuring sufficient indoor and outdoor washrooms are available. <i>Short-term (0 – 2 yrs), Ongoing</i>	Increased access to indoor and outdoor environments.	Number of indoor and outdoor washrooms increased or open	Parks, Project Development • Implement	• Business • Translink
Transportation				
Seeking to increase community shuttle service in areas with high proportions of older adults. <i>Short-term (0 – 2 yrs)</i>	Increased transit use by older adults	Increased number of community shuttles in identified communities	Transportation • Liaise	• Translink
Housing				
Working with health partners to ensure that a continuum of options, from independent housing to residential care, is available. <i>Long-term (5+ yrs)</i>	The housing and care continuum is available for all stages of aging;	Older adults in Richmond are able to access appropriate housing without leaving the community.	Community Services • Liaise Planning and Development • Land Use	• VCH • Developers • Non-profit housing and service providers
Working with health partners to ensure sufficient supported, affordable housing is provided locally for disabled and frail older adults, as well as those with dementia and other mental health challenges. <i>Long-term (5+ yrs)</i>	Older adults in need of advanced or specialized care are appropriately housed and supported in Richmond.	A range of supported housing options is available for older adults in Richmond.	Community Services • Liaise	• VCH • BC Housing • Non-profit housing and service providers • First responders

Priority Action/ Timeframe	Outcomes	Indicators	City Lead/ Role	Partners
Social Participation				
Increasing the affordability of social participation activities through the development of and implementation of a Pricing Policy for recreation programs. <i>Short-term (0 – 2 yrs)</i>	Income will not be a barrier for older adults wishing to access recreation programs.	Increased availability of free, low-cost or subsidized recreation programs for older adults.	Community Services • Pricing Policy	• Community Associations • Partners
Continuing to work toward offering a variety of activities that appeal to diverse groups of older adults, e.g., increasing the proportions of social and intellectual programming, providing targeted activities for intercultural exchange for different cultural groups as well as LGBTQ older adults, in addition to promoting physical wellness. <i>Long-term (5+ yrs)</i>	Diverse groups of older adults will feel connected, engaged and enriched through available programs.	Range of programs addressing social and intellectual interests, as well as physical wellness, is available.	Community Services • Liaise • Implement	• Community Associations • Partners
Support consistent outreach to older adults at risk of social isolation. <i>Ongoing</i>	Older adults will be socially connected.	Ongoing outreach to isolated seniors will demonstrate results.	Community Services • Liaise	• VCH • Community Associations • Non-profit agencies
Respect and Social Inclusion				
Ensuring community facilities have 55+ specific activities and spaces, and promoting the same. <i>Long-term (5+ yrs)</i>	Older adults have access to and awareness of dedicated space and activities throughout Richmond.	Increased number of dedicated, age-friendly space and activities in different facilities and locations, with increased use	Community Services • Liaise • Implement	• Community Associations • Community Partners

Priority Action/ Timeframe	Outcomes	Indicators	City Lead/ Role	Partners
Respect and Social Inclusion (cont.)				
Promoting Age-Friendly Business initiatives including a checklist for the positive portrayal of the diversity of older people, innovative ways to include older adults, and the use of an Age-Friendly logo. <i>Medium-term (2 -4 yrs)</i>	Older adults feel welcomed and respected in, and have greater access to, businesses.	Businesses adopt an Age-friendly Plan addressing how older people are portrayed and included, and how many businesses receive a logo	Community Services • Liaise	• Chamber of Commerce
Community and Health Services				
Working with stakeholders to expand the range of home support services and to delineate responsibilities between health and community supports, including those provided by the City, in responding to clients with complex needs. <i>Long-term (5+ yrs)</i>	Home support services will be available for older adults with complex care needs, and roles clarified.	Increased range and availability of home supports for older adults with complex care needs, as well as a clear response and referral protocol outlining jurisdictional responsibilities.	Community Services • Liaise	• VCH • Non-profits • Community Associations and Partners
Advocating for additional adult day centre spaces. <i>Short-term (0 – 2 yrs)</i>	Older adults have sufficient access to adult day centre spaces.	Increased number of adult day centre spaces in Richmond, reduced waitlists	Community Services • Liaise	• VCH • Non-profits