

City of Richmond

Engaging Seniors in Age-Friendly Planning

2020

Planning and Development Division





TABLE OF CONTENTS

- INTRODUCTION** 1
- BACKGROUND**..... 3
 - Age-Friendly Communities 3
 - Dementia-Friendly Community Action Plan 4
- STEPS TO ENGAGING SENIORS IN AGE-FRIENDLY PLANNING**..... 5
 - 1. Identify Project Goals 5
 - 2. Create a Stakeholder Committee 6
 - 3. Identify a Neighbourhood 7
 - 4. Recruit a Neighbourhood Group 9
 - 5. Conduct Neighbourhood Group Meetings 11
 - 6. Evaluate the Project..... 14
 - 7. Identify Project Outcomes 15
- CONCLUSION** 19
- APPENDIX A: ONE-PAGER PROJECT INFORMATION BULLETIN**..... 21
 - Age-Friendly Project – Creating a Plan to Engage Seniors in the Creation of Age-Friendly Neighbourhoods..... 21
- APPENDIX B: APPLICANT SCREENING QUESTIONNAIRE** 22
 - Engaging Seniors in Age-Friendly Planning Applicant Screening Questionnaire 22
- APPENDIX C: NEIGHBOURHOOD GROUP MEETING #1 AGENDA AND NOTES** 25
- APPENDIX D: PARTICIPANT SURVEYS**..... 27
 - Seafair Age-Friendly Neighbourhood Group Participant Pre-Survey June 2019 27
 - Seafair Age-Friendly Neighbourhood Group Participant Post-Survey September 2019 30
- APPENDIX E: ROUNDTABLE MEETING AGENDA**..... 33



INTRODUCTION



The goal of the Engaging Seniors in Age-Friendly Planning project was to provide the City of Richmond and other organizations with a framework to guide the engagement of seniors in age-friendly planning and conduct similar projects in other neighbourhoods. This project builds on previous Age-Friendly activities completed in Richmond including a 2015–2020 Age-Friendly Assessment and Action Plan, Age-Friendly City designation in 2015 and the creation of a Dementia-Friendly Community Action Plan in 2019. An Age-Friendly City is easily accessible by residents of all ages with varying needs and capabilities and supports them in living safely, enjoying good health and staying involved.

This project involved recruiting a group of diverse seniors in Richmond's Seafair neighbourhood to identify barriers and well-designed areas in the built environment that impact aging in place. Identifying and removing barriers to aging in place is crucial to supporting seniors to remain healthy and independent in their homes for as long as possible. Participants increased their understanding of City policy and

processes concerning age-friendly planning and felt empowered to be age-friendly ambassadors in their own surrounding neighbourhoods. Participants also increased their knowledge of programs and services for seniors aged 55+ years that will help support them to stay healthy and active in the community and successfully age-in-place. The project was funded by a 2019 Age-Friendly Communities Grant from the Union of BC Municipalities (UBCM).

The framework created through the Engaging Seniors in Age-Friendly planning project was based on project findings and information gathered from recruitment activities, participant surveys, and Stakeholder Committee and Neighbourhood Group meetings. This report includes an overview of project activities and outlines the steps taken to guide the engagement of seniors in age-friendly planning activities.



BACKGROUND

Age-Friendly Communities

This project builds upon previous work initiated towards making Richmond an Age-Friendly Community. In 2015, the City completed a 2015–2020 Age-Friendly Assessment and Action Plan as part of the Ministry of Health’s Age-Friendly BC initiative to encourage communities to become age-friendly. The City of Richmond received an age-friendly designation in 2015 for the City’s commitment to becoming more age-friendly by developing the Action Plan. Richmond’s 2015–2020 Age-Friendly Assessment and Action Plan complements the 2015–2020 Seniors Service Plan: Active and Healthy Living and is organized around the eight core dimensions of an Age-Friendly City including:

1. **Outdoor Spaces and Public Buildings** that are safe and accessible positively impact seniors’ mobility, independence, quality of life, and ability to age in place;
2. **Transportation** that is affordable and accessible allows seniors to continue to engage in activities and avoid isolation;
3. **Housing** that is affordable, safe, well designed and in proximity to support services and social connections positively impact the health and well-being of seniors;
4. **Social Participation** opportunities that are affordable and accessible allow seniors to avoid isolation, connect to their community and enjoy good health and longevity;
5. **Respect and Social Inclusion** of seniors positively impacts their well-being by decreasing ageism and stereotypes, increasing positive attitudes and perceptions about the aging population and fostering respectful social connections between all ages in the community;

6. **Civic Participation, Employment and Volunteer Opportunities** exist allowing seniors to maintain social connections, develop new skills and find meaningful ways to continue to contribute to their communities that positively impact their health and reduce stigma;
7. **Communication and Information** about programs and services is accessible and easy to understand by all seniors with varying needs and abilities allowing them to continue to be informed and actively engaged; and
8. **Community Support and Health Services** that are accessible and available in a range of options for all seniors with varying health conditions allow them to remain in their communities and maintain their health and independence.

The Age-Friendly Community initiative, developed by the World Health Organization (WHO) in 2006, was designed to optimize seniors’ health, participation and safety 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 including street connectivity, access to green spaces, and neighbourhood aesthetics to promote healthy aging and support residents to maintain social ties with family and friends. An Age-Friendly City is accessible, in that its features and services are easy to get to and use by all age groups of varying needs and capabilities.¹

An age-friendly community:

- Recognizes that seniors have a wide range of skills and abilities;
- Understands and meets the age-related needs of seniors;
- Respects the decisions and lifestyle choices of seniors;

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

- Protects those seniors who are vulnerable;
- Recognizes that seniors have a lot to offer their community; and
- Recognizes how important it is to include seniors in all areas of community life.²

Dementia-Friendly Community Action Plan

The City has also made progress towards making Richmond more age-friendly by creating a Dementia-Friendly Community Action Plan, funded by a 2018 Union of BC Municipalities (UBCM) Age-Friendly Community Grant. Richmond's Dementia-Friendly Community Action Plan was adopted by City Council on September 23, 2019 and is comprised of 25 actions categorized into four strategic directions that will be implemented over the next five years. The Dementia-Friendly Community Action Plan aims to ensure that all Richmond residents living with dementia are supported, valued and continue to be active and engaged with their community.

The Dementia-Friendly project utilized a specialized focus group called a walking interview to bring together staff from the City of Richmond and Alzheimer Society of B.C. with people living with dementia to address elements in the built environment that work well or needed improvement. City staff including those working in the areas of accessibility, seniors, policy planning, roads and construction and transportation. The walking interview was led by two people living with dementia and allowed staff to learn how people living with dementia view and interpret various aspects of the built environment and how certain elements impact their safety and well-being as they navigate around the community.³

The Engaging Seniors in Age-Friendly Planning project builds on the concept of involving seniors in age-friendly planning to identify barriers and well-designed elements in their neighbourhoods that impact seniors to successfully age-in-place.



² Government of Canada (2006). *Age-Friendly Communities*. Retrieved from: www.canada.ca/en/public-health/services/health-promotion/aging-seniors/friendly-communities.html

³ City of Richmond Dementia-Friendly Community Action Plan: www.richmond.ca/__shared/assets/Dementia-Friendly_Community_Action_Plan_201954645.pdf

STEPS TO ENGAGING SENIORS IN AGE-FRIENDLY PLANNING



The following sections give an overview of project activities and outline the steps taken during the project to engage seniors in age-friendly planning in Richmond.

1. Identify Project Goals

The City established the overall goal of the project by exploring the following questions:

- Should the project focus on all eight dimensions of an age-friendly neighbourhood or just a few?
- Should the project focus on one neighbourhood or multiple?
- Are there any potential areas for improvement in specific neighbourhoods?
- Should the project build on work that is already underway?
- Is the goal feasible based on the budget allocated for the project activities?

The main goal of the Engaging Seniors in Age-Friendly Planning project was to create a framework to continue age-friendly work in other locations of Richmond and to share it with organizations interested in engaging seniors in age-friendly planning. To achieve this goal, the project would bring together a diverse group of seniors from a designated neighbourhood in Richmond to identify barriers and well-designed elements in the built environment that impact their ability to successfully age in place. Identifying and removing barriers to aging in place is crucial to supporting seniors to remain healthy, active and connected to their community.

2. Create a Stakeholder Committee



The role of the Stakeholder Committee was to guide project work by providing input through their experiences living and working in the Richmond community. Committee members were chosen based on their ability to support project activities and overall goals. Further consideration for the committee membership was based on the member's expertise and subject knowledge, ability to recruit seniors for the Neighbourhood Group and access to and provision of resources to support neighbourhood group meetings (e.g. guest speakers and meeting space).

The Stakeholder Committee included representatives from community groups and organizations and members of the target population. The Committee met three times over the project period and was comprised of 18 individuals representing the following groups and organizations:

Stakeholder Committee, Engaging Seniors in Age-Friendly Planning Project

- Vancouver Coastal Health
- City of Richmond
- Richmond Cares, Richmond Gives
- Richmond Seniors Advisory Committee
- Richmond Intercultural Advisory Committee
- Richmond Addiction Services Society
- Minoru Seniors Society
- Richmond Centre for Disability
- Gilmore Gardens Retirement Residence
- RCMP

3. Identify a Neighbourhood



Key data from Richmond was reviewed to help identify a suitable neighbourhood for the project and be used for potential age-friendly projects in the future. Information was collected from various sources including the City of Richmond Official Community Plan; My Health, My Community Survey; and Statistics Canada.

Neighbourhood health indicators were reviewed from the My Health, My Community Report which provided an overview of health and wellness in Richmond and the factors that influence health in the community.

Health Indicators included the following domains:

- Socio-Economic;
- Health Status;
- Lifestyle;
- Primary Care Access;
- Built Environment; and
- Community Resiliency.

Information collected for each of the neighbourhoods/ planning areas in Richmond included:

- Percentage of seniors;
- Variety of living/dwelling types;
- Income;
- Disability and health conditions;
- Commercial development;
- Recreation and leisure services; and
- Transportation services and networks.

Seafair Neighbourhood

After careful consideration, the Seafair neighbourhood, which is located on the west side of Richmond, was identified for the project. Characteristics of the Seafair neighbourhood that made it a suitable choice for the project included the availability of a variety of dwelling types; a mix of green spaces and parks; a dyke and greenway trail; a community centre and a variety of schools. The neighbourhood was also a manageable

size to conduct a project of this scope with the resources available.

There were also various elements in the built environment identified as potentially impacting a senior's ability to age-in-place. Further analysis of the My Health, My Community data for the Seafair neighbourhood showed several indicators in the built environment identified by survey participants as "worse" compared to other areas of Richmond and the Metro Vancouver region. Indicators identified included:

- a higher number of residents who commute daily by car and public transit;
- a lower number of residents who commute by walking or cycling;
- a lower number of those whose primary mode to run errands by walking or cycling; and
- a lower number of transit stops in Seafair that are less than a five minute walk for residents.

It was felt that these indicators may impact residents in the Seafair neighbourhood and that they could benefit from further investigation through this project.⁴

City staff also identified the Seafair neighbourhood as an area for a future "Neighbourhood Centre". This Centre would include many improvements to significant transportation intersections and improvements to the built environment to better link and connect residents within their neighbourhood.



Seafair Neighbourhood Characteristics

LIVE:

- Predominantly larger single family residential lots;
- Coach houses and compact single family residential lots where permitted;
- Smaller single family residential lots;
- Multiple family residential including townhouse residential and apartment residential (predominately three-storeys);
- Concern that larger houses are replacing existing smaller ones; and
- Churches, a synagogue, a private school and an independent living seniors residence.

WORK:

- Key retail area is the Seafair Shopping Centre with smaller commercial developments scattered throughout the neighbourhood.

PLAY:

- West Richmond Community Centre;
- Hugh Boyd Secondary School;
- Four Elementary Schools: Dixon, Gilmore, Quilchena and Grauer;
- Pitch and Putt Course;
- West Dyke trail and Quilchena Golf Course; and
- Railway Greenway Trail.

⁴ Richmond Community Health Profile: My Health, My Community. Retrieved from: <https://myhealthmycommunity.org/community-profile/richmond/>

4. Recruit a Neighbourhood Group



Seafair Age-Friendly Neighbourhood Group

The City of Richmond is looking for residents 55+ years living in the Seafair Neighbourhood (West of Railway Avenue between Blundell Road and Williams Road) to participate in a City project aimed at identifying ways to make neighbourhoods more age-friendly. Age-friendly neighbourhoods allow residents of all ages to live safely, enjoy good health and stay involved.

Meetings will give Seafair residents who are 55+ years and older, an opportunity to identify what structures and services in the Seafair area support seniors and those that are barriers to remaining safe, healthy and connected in the community. This information will help move Richmond towards becoming more Age-friendly.

Members must be able to attend five meetings between June 25, 2019 to September 9, 2019. Meetings will be 2-hours in length from 10:00 a.m. to 12:00 p.m. in various locations in the Seafair neighbourhood.

- Meet with your neighbours
- Learn about 55+ programs and services available in Richmond
- Lunch provided
- No special expertise needed
- Transportation and translation available
- Space is limited

Call Emma at **604-204-8685** before **June 19, 2019** for more information and to register.



Seniors were recruited to play an integral role in the project and participate in the planning, implementation, and evaluation of the project. The project's goal identified the need to recruit seniors who represented the diversity of seniors living in the neighbourhood of Seafair including those with varying income levels, mental and physical abilities, living arrangements, languages, and participation in recreation and leisure activities.

a) Recruitment Criteria

Before recruiting for the neighbourhood group, criteria was developed for participation including the following:

- Age 55+ years or older;
- Residing in the chosen neighbourhood of Richmond;
- Ability to attend the majority of meetings based on meeting dates and times;
- Overall alignment between the interests of the senior and the aim of the project; and
- Ability of the senior to travel to the meeting locations.

b) Recruitment Materials

The following recruitment strategies were used to recruit seniors for the Neighbourhood Group:

- Promotional material including a poster, rack card and project information bulletin was distributed throughout the Seafair neighbourhood in areas such as churches, grocery stores, community centres, local shops and professional offices;
- Outreach and targeted recruitment through Stakeholder Committee member groups to their constituents;
- Promotion at seniors related city-wide events and activities; and
- Word of mouth.

Recruitment materials incorporated images of the target population, project goals, participant criteria and benefits to participation. All recruitment activities were conducted by the Stakeholder Committee members who were aware of the overall project goals and recruitment criteria. Committee members were provided with communication materials such as

posters and rack cards as well as a one-pager project information bulletin (See Appendix A). Members were also encouraged to communicate with potential participants on a one-on-one basis.

Empathy Mapping Exercise

To better understand the attitudes and behaviours of seniors living in the Seafair neighbourhood, the Stakeholder Committee underwent an empathy mapping exercise. An empathy map is a simple, easy visual that captures knowledge about a user's behaviors and attitudes. It is often described as a useful tool to help groups better understand their users. Empathy mapping is a simple workshop activity that can help build empathy for end-users and is an excellent exercise for groups. The information gained through the empathy mapping exercise guided recruitment strategies and key messaging for communication materials.

c) Participant Intake

Intake allowed an opportunity for City staff to gather necessary demographic information to ensure the Neighbourhood Group was diverse. See Appendix B for the Applicant Screening Questionnaire.

Information collected from participants included:

- Marital status;
- Health status (i.e. any chronic conditions);
- Type of living dwelling;
- Live alone or with someone; and
- Preferred communication method (email or phone).



Participants were asked additional information to determine what resources would be needed to support them with accessing the neighbourhood meetings such as:

- Transportation needs;
- Translation requirements;
- Use of assistive devices; and
- Caregiver requirements.

d) Neighbourhood Group

Fifteen seniors from the Seafair neighbourhood participated in the neighbourhood group and 12 attended the majority of the meetings. Three participants were unable to attend meetings due to health issues.

Neighbourhood Group Profile

n = 12

- Age: ranged from 65 to 91 years.
- Sex: 8 Females and 4 males.
- Language: All spoke English.
- Marital Status: 9 married, 1 widowed and 2 single.
- Assistive Device Use: 1 used a walker.
- Chronic Conditions: 1 with a chronic condition.
- Housing Status: 10 owned, 1 lived in a seniors residence and 1 rented.
- Living Arrangement: 2 lived alone, 10 lived with someone.

5. Conduct Neighbourhood Group Meetings



Neighbourhood Group Meetings provided participants with social opportunities through the provision of a healthy lunch as well as information and resources through a presentation by guest speakers focusing on a meeting topic.

a) Meeting Locations

The Stakeholder Committee identified potential locations for the Neighbourhood Group meetings based on availability and suitability, specifically considering

accessibility to seniors and sites that showcased programs and services as well as available resources.

Neighbourhood Group meetings took place at different locations throughout the Seafair area, including West Richmond Community Centre, St. Joseph the Worker Parish, Gilmore Gardens Seniors Residence, on the City's Community Leisure Transportation Bus, the Seniors Centre at Minoru Centre for Active Living, and Richmond City Hall. All meeting locations provided space in-kind. Each meeting was two hours, followed by a social lunch, which was the highlight among the majority of the group members.

Creative Meetings Keep Participants Engaged

A portion of one meeting took place on a City of Richmond Community Leisure Transportation (CLT) bus focussing on age-friendly elements in the built environment. The portable meeting format kept Neighbourhood Group participants engaged while learning about several improvements made to Seafair and other Richmond locations. A City Transportation Planner assisted in developing an easy to read map highlighting the stops which were available to participants during the tour.

b) Staff and Volunteer Needs

Often, staff or volunteers at the meeting locations were able to support the set up of meetings. The project utilized City and/or Community Association and Society staff for the following:

- Meeting set up and take down;
- Assisting participants into the meeting location from the parking lot and drop-off location;
- Meeting facilitation;
- Taking meeting notes;
- Resources table host; and
- Lunch preparation, set up/takedown.

Depending on the unique needs of the participants, staff and volunteers were available to support participants with a variety of activities including assistance getting from their vehicle to the venue

and arranging a taxi for pick up and drop off to the participant's home.

c) Meeting Resources

Each participant was given a binder at the first meeting that included background information on age-friendly communities, a nametag, pen, notebook, and give-a-ways. Examples of give-a-way that were donated by Stakeholder Committee members and meeting venues included free fitness passes, nametag lanyards, pens, morning refreshments, and a meeting lunch.

To keep participants informed and aware of programs and services available to seniors 55+ years in Richmond, a table was displayed at each meeting containing valuable resources collected from Steering Committee members, meeting hosts and other key community partners in Richmond.

d) Meeting Agendas

The first meeting included the opportunity to welcome participants and provide information about age-friendly communities and the project as well as meet other participants. See Appendix C for Neighbourhood Group Meeting #1 Agenda and Notes. Agenda items for the first meeting included the following:

- Ice-breaker for participants to get to know one another;
- Overview of project background;
- Summary of participant background;
- Community mapping exercise to identify barriers and well-designed areas in the built environment (or topic of interest);
- Identification of meeting themes;
- Completion of a pre-survey; and
- Discussion of next steps.

An agenda was created for each subsequent meeting so participants were familiar with what to expect. Each agenda followed a similar format that included:

- Welcome and introductions;
- Presentation or guest speaker on the topic of interest;

- Interactive activity (e.g. walkabout, group work, exploration by bus);
- Discussion of next steps; and
- Lunch and social time.

Subsequent meetings were guided by the participants' needs and interests and based on the discussions at the first meeting.

e) Hosting the Meetings

The six Neighbourhood Group meetings were held in June, July, September, and December of 2019. The following is a brief overview of the content and themes of each Neighbourhood Group meeting.

Meeting #1: Community Mapping

Location: West Richmond Community Centre

At the first meeting, seniors participated in a community mapping exercise to identify barriers and well-designed areas in the built environment and determine themes for future meetings. The Neighbourhood Group also completed a pre-survey that collected information on knowledge of community organizations serving seniors, programs and services available for seniors in Richmond and age-friendly elements in the neighbourhood.

Meeting #2: Built Environment and Transportation

Location: West Richmond Community Centre

The second meeting's focus was on addressing elements in the built environment including walkability, safety and transportation services and options available to seniors. The first half of the meeting included a presentation by Coast Mountain Bus Company on the public transportation services and supports for seniors and those experiencing health conditions.

The Neighbourhood Group also participated in a walking meeting in the Seafair Neighbourhood with City Transportation staff to discuss transportation issues including safety, accessibility, parking, walkability, crosswalks and intersections.

Meeting #3: Housing

Location: Gilmore Gardens Seniors Residence

Housing options were the meeting's focus, which included a tour of Gilmore Gardens Seniors Residence and a presentation by Richmond Cares, Richmond Gives (RCRG). The presentation by RCRG covered the various programs and services offered to seniors including accessing housing and information about seniors who utilize their services and common issues that arise for seniors who require housing. The host graciously provided lunch.

Meeting #4: Age-Friendly Elements and Seniors Programs and Services

Location: Bus Tour and Seniors Centre at Minoru Centre for Active Living

During the travelling meeting, the examination of age-friendly elements in the built environment took place while on a bus tour of the Seafair neighbourhood and other Richmond locations. The group also visited the Seniors Centre at the Minoru Centre for Active Living to tour the new facility and learn about the age-friendly features that were implemented into the building's design. The group also met with the Seniors Wellness Coordinator to learn about seniors' programs and services offered at the Seniors Centre and Citywide.

Areas of interest and topics of discussion on the bus tour included:

- Repainting of a crosswalk;
- Bus stop accessibility and signage;
- Sidewalk improvements and wayfinding;
- Railway Greenway Path challenges and the right of way for vehicles and bicycles; and
- Advances made to increase the accessibility of the pathway to the North Dyke (No.1 Road and River Road).

Meeting #5: Falls Prevention and Home Health Services

Location: St. Joseph the Worker Parish

At the fifth meeting, Vancouver Coastal Health (VCH) staff including an Occupational Therapist and a Registered Nurse, who delivered a presentation on falls prevention. Each participant completed a Falls Prevention Checklist and met one-on-one with VCH staff if they had any further questions or concerns. The presentation included tips for navigating and accessing health services for seniors available through Public Health and Home and Community Care.

Meeting #6: Focus Group and Celebration

Location: Richmond City Hall

The final meeting in the form of a focus group provided an outlet for the group to explore whether the concept of an age-friendly Neighbourhood Group was a success and to offer suggestions for future age-friendly activities in Richmond. This meeting also provided the group with an opportunity to celebrate the project's success and complete a post-survey. The survey collected information on participant learnings from the project including awareness and knowledge of community organizations in Richmond and future involvement in Age-Friendly Planning activities.

6. Evaluate the Project



Information to evaluate the project was collected through several evaluation methods including a pre and post-survey, a roundtable meeting involving Neighbourhood Group and Stakeholder Committee members and a focus group with the Neighbourhood Group. The information collected

was used to determine the project's success and support the creation of a document that will guide future work in Richmond and act as a resource for other communities interested in becoming more age-friendly.

Information on the methods utilized to evaluate the project included:

Pre- and Post-Survey

Neighbourhood Group participants completed a pre- and post-survey to collect data on basic demographics, outcomes of participation in the neighbourhood group, and current knowledge and awareness of organizations and services for seniors in Richmond. See Appendix D for the Participant Pre- and Post-Surveys.

Roundtable Meeting

On October 7, 2019, twenty participants from both the Stakeholder Committee and Neighbourhood Group participated in a roundtable meeting and luncheon to review project activities and outcomes. Participants provided feedback and

recommendations for future initiatives and next steps to implement the project in other neighbourhoods in Richmond. Stakeholder Committee members and Neighbourhood Group participants supported the continuation of the age-friendly Neighbourhood Group model in Richmond. See Appendix E for Roundtable Meeting Agenda.

Neighbourhood Group Focus Group Meeting

Neighbourhood Group participants met at the end of the project to discuss successes and challenges with the meetings they attended and provide suggestions for replicating in other communities and other future age-friendly initiatives in Richmond. This meeting was also a time for Neighbourhood Group participants to celebrate the project's completion, socialize over lunch, and discuss the positive outcomes.

7. Identify Project Outcomes



The Engaging Seniors in Age-Friendly Planning project successfully brought together a diverse group of

seniors for a series of meetings to identify barriers and well-designed areas in the built environment

that impact successful aging in place. When participants were asked to provide comments about their experience participating in the Neighbourhood Group, the majority of participants commented that they felt empowered to bring about change in their neighbourhood. One participant also commented that she had a “feeling of potential power and possibilities”. The Stakeholder Committee also expressed an on-going interest in continuing to guide age-friendly activities and projects in Richmond.

Responses from participants when asked what worked and what did not work for the project included:

What Worked

- Lunch and the opportunity to socialize and meet their neighbours;
- Learning about programs and services available for those aged 55+ years;
- Learning about their neighbourhood;
- Having a chance to do something different; and
- Making a difference in their neighbourhood.

What Did Not Work

- Promotion and recruitment as many did not know about the project; and
- The month-long break in between two meetings.

More specifically, Neighbourhood Group participants learned:

- About programs, services, tools, and resources available to support aging in place. The pre and post-survey showed that 70% of Age-Friendly Neighbourhood Group participants increased their awareness of services available for seniors in Richmond;
- How to reduce barriers in the built and natural environment and advocate for change (e.g. adjustments to traffic lights and the addition of multiple sets of speed bumps at Seafair Shopping Centre); and
- How to identify age-friendly barriers and supports in their neighbourhood.

Participation in the project impacted the Neighbourhood Group participants in the following ways:

- Increased awareness and understanding about programs and services available to seniors in Richmond;
- Increased awareness and understanding about age-friendly concepts, particularly the barriers and well-designed age-friendly components of the Seafair neighbourhood;
- Empowered individuals to advocate for change to support age-friendly communities and make a difference in their neighbourhoods. Neighbourhood Group members advocated for changes in the Seafair neighbourhood built environment and provided feedback on how to improve programming and services;
- Provided a sense of purpose and accomplishment through changes made to the built environment through the project (e.g. installation of crosswalks and speedbumps);
- Increased trust and connection with the City that resulted in changes made in their neighbourhoods;
- Increased social opportunities and connections with neighbours; and
- Provided an opportunity to be involved in something different as a volunteer.

Impact on future age-friendly projects and activities:

- Members of the Neighbourhood Group will continue to guide age-friendly activities and projects in other neighbourhoods. Seventy-five (75%) percent of the Neighbourhood Group participants expressed an interest in continuing to meet to encourage age-friendly enhancements and act as a resource to the City on future age-friendly initiatives;

- Members of the Neighbourhood Group expressed interest in serving as a resource and social connection for others living in the neighbourhood and as mentors in other age-friendly neighbourhood projects in Richmond;
- Recruitment tools and resources created can be utilized in future projects; and
- Connections and partnerships fostered between the City and community organizations may support future activities.

Neighbourhood Group Participants Bring Positive Change to their Neighbourhood

The Engaging Seniors in Age-Friendly Planning project resulted in changes to a traffic light at a busy intersection in the Seafair neighbourhood and to the walkability of a neighbourhood sidewalk. Project participants were also actively involved in discussions with the Seafair Shopping Plaza Property Management, voicing their concerns on behalf of several seniors living in the neighbourhood about pedestrian safety accessing the parking lot. As a result, the Seafair Shopping Plaza Property Management installed two speed bumps to the parking lot entrance to make walking safer for pedestrians.





CONCLUSION

The Engaging Seniors in Age-Friendly Planning project builds on and advances the work the City of Richmond has already completed as an Age-Friendly Community. This report provides a framework with steps to guide the engagement of seniors in age-friendly planning that will support Richmond and other organizations to conduct similar projects in their own neighbourhoods.

In addition to creating a framework, this project resulted in many positive impacts on the seniors involved in the project. Participants increased their knowledge and understanding of how to identify age-friendly barriers and supports in their neighbourhood, City policy and procedures regarding age-friendly planning, and resources available to seniors in Richmond. Participants also increased their confidence as age-friendly ambassadors in their neighbourhoods and benefited from the social opportunities and connections with neighbours.

The information collected through the Engaging Seniors in Age-Friendly Planning project will contribute to future age-friendly planning in Richmond and other areas in BC and support seniors to successfully age-in-place while being healthy, active, and connected to their communities.



APPENDIX A: ONE-PAGER PROJECT INFORMATION BULLETIN

Age-Friendly Project – Creating a Plan to Engage Seniors in the Creation of Age-Friendly Neighbourhoods

The City of Richmond has received a \$25,000 Age-Friendly Communities Grant from the Union of BC Municipalities (UBCM) to advance the work towards making Richmond an Age-Friendly Community and build upon the UBCM 2018 Age-Friendly Grant Project: Richmond Dementia-Friendly Community Action Plan. Age-friendly communities allow residents of all ages to live safely, enjoy good health and stay involved.

This new project will bring together a group of seniors who represent the diverse Richmond's 55+ population to identify barriers and well-designed areas in the built environment that impact successfully aging in place. Identifying and removing barriers to aging in place is crucial to support seniors to remain healthy and independent.

Project Activities

- **Identification of a Neighbourhood:** will take place in April utilizing background information including City strategies and documents, population, health and built environment research and brainstorming sessions with City staff.
- **Stakeholder Committee Recruitment:** will be comprised of 15–20 non-profit organizations, business providers and City and Association and Society staff who work in the built environment and with seniors. This committee will be built upon the existing Dementia-Friendly Stakeholder Group members who have agreed to continue on with age-friendly activities in Richmond.
- **Neighbourhood Group Recruitment:** will take place in May and June. Seniors aged 55+ years that live in the Seafair Area in Richmond who represent the diversity of seniors in Richmond will be invited to join the group including those at-risk and vulnerable, with physical and mental challenges, low income, ESL and varying living arrangements.
- **Neighbourhood Group Meetings:** this group of those aged 55+ years will meet five times from June to September to identify barriers and well-designed areas in their neighbourhood. Meetings will include a neighbourhood mapping exercise and brainstorming session for meeting topic development and several opportunities for hands-on/walking activities. Stakeholder Committee members will attend as well as workshop presenters and experts in the built environment field.
- **Roundtable Evaluation Forum:** will occur in Fall 2019 to share findings and lessons learned from the project activities as well as recommendations for moving forward with other neighbourhoods in Richmond. Stakeholder Committee members and Neighbourhood Group participants will be invited to attend.
- **Creation of a Plan to Engage Seniors in Age-Friendly Neighbourhood in Richmond:** will be created based on project activities and findings.

How can you get involved?

- Share any resources, expertise, connections or ideas you have to support project activities;
- Help with recruitment of seniors in the Seafair area by sharing promotional and marketing opportunities;
- Help market and promote project activities by posting flyers in the Seafair area; and
- Invite friends, neighbours or colleges in the Seafair area to join the neighbourhood group.

APPENDIX B: APPLICANT SCREENING QUESTIONNAIRE

Engaging Seniors in Age-Friendly Planning Applicant Screening Questionnaire

Contact Information

Applicant's Name: _____

Phone Number: _____ Email Address: _____

If the individual is calling on behalf of someone else, then ask the following questions:

Caller's Name: _____

Phone Number (if primary contact): _____ Email Address (if primary contact): _____

Does the applicant know you are calling? Yes No

Will you be attending with the applicant? Yes No

If yes, will you be assisting with:

Driving

Translation

Other: _____

If attending, what is the age of the caller? _____

What is your relationship to the applicant?

Spouse

Friend

Daughter/Son

Other: _____

Background

The City of Richmond aims to make the Seafair area more age-friendly by reducing the number of barriers in the built environment. Examples of built environment barriers could include a lack of benches, limited transportation or obstacles that impact mobility. A diverse group of Seafair residents will be consulted over the course of five meetings to identify existing barriers. The City of Richmond encourages individuals who may face barriers relating to mobility, health conditions, language, socioeconomic status or other factors to participate.

Eligibility Criteria

Do you live in Seafair? Yes No

What is your address? _____

What is your age? _____

Can you make the five meetings (2 hours each from 10:00a.m. to 12:00p.m. – location TBD in Seafair area)?

- Tuesday, June 25 (Gilmore Gardens) Yes No
- Wednesday, July 3 Yes No
- Thursday, July 18 Yes No
- Monday, July 29 Yes No
- Monday, September 9 Yes No

Additional Meeting Information

Each meeting will include two components. The first hour will be a sit-down meeting for information sharing and discussion. The second hour will involve some walking to identify barriers in the built environment. Are you able to safely navigate on your own during the second hour? It will require light walking or moving at a moderate pace.

- Yes No

Also, transportation during the meeting will be provided for all participants.

Additional Information

Are you able to get to meetings on your own (ex: driving, walking, biking, public transportation) or do you require assistance? Need Transportation No Transportation Required

If they need transportation, which type is needed?

- Bus
 Cab
 Other: _____

The five meetings are all conducted in English, will you need a translator? Yes No

If yes, can a family member or spouse translate for you? Yes No

What language do you need translated from English? _____

Do you currently access other community services in Richmond? Yes No

If yes, please select options below:

- Better at Home Grocery shopping support
 Home Support Seniors Wellness Clinics
 Recreation Fee Subsidy Program Other: _____

Are you married? Yes No Widowed

Are you working? Yes No

Are you participating alone or with a caregiver or translator? _____

Voluntary Information

*Do you use any assistive devices? Yes No

If yes, please select option(s) below:

Wheelchair

Scooter

Walker

Other: _____

Cane

*Do you have any chronic conditions that may limit your full participation in the meeting (ex: diabetes or Parkinson's)? Yes No

Select any that apply:

Diabetes

Asthma

Parkinson's

Other: _____

What type of housing do you live in?

Rent your housing

Live in a co-op

Own your housing

Live in a seniors home – Name: _____

Do you live in an independent/residential seniors care home? Yes No

If yes, what is the name of your residential care home? _____

*Do you live alone? Yes No

If yes, do you live with a:

Spouse

Roommate

Family member

Other: _____

Do you have anything else you would like to share? _____

Thank you for your interest in being part the Seafair Age-Friendly Neighbourhood Group. We will contact you after June 19 with more information.

Would you prefer us to telephone or email you the additional information (ex: times, dates, meeting locations, etc.)?

Telephone

Email

APPENDIX C: NEIGHBOURHOOD GROUP MEETING #1 AGENDA AND NOTES



City of
Richmond

Seafair Age-Friendly Neighbourhood Group

Tuesday, June 25, 2019

West Richmond Community Centre

10:00 a.m. to 12:00 p.m.

9:30 a.m. to 10:00 a.m. – Participant Arrivals & Coffee Time

Greet participants as they arrive, direct them to their tables where they can find their nametags, session binders and name cards. Have participants pin up on a map where they live. One staff should circulate around the parking lot for those who are not familiar with the location and meeting area.

10:00 a.m. to 10:10 a.m. – Welcome

Introduction of Consultant, Staff and Volunteers. Discussion of housekeeping items including location of washrooms. Review of what to expect today and at all meetings. Overview of meeting agreements including: privacy and confidentiality of meeting topics and being respectful.

10:10 a.m. to 10:20 a.m. – Participant Introductions

Ask participants to introduce themselves including their name, how long they have been living in Seafair and their favourite food. Add an ice breaker if time allows.

10:20 a.m. to 10:30 a.m. – Welcome from Host Organization, West Richmond Community Centre

Review of what programs and services they offer to seniors 55+ years.

10:30 a.m. to 10:45 a.m. – Project Background

Description of project funder, purpose of grant and role of working group; brief overview of age-friendly initiatives and show key age-friendly elements in the built environment utilizing posters.

10:45 a.m. to 11:00 a.m. – Participant Questionnaire

Brief explanation of the sections of the question. Staff will circulate to help support participants to fill out the questionnaire.

11:00 a.m. to 11:10 a.m. – BREAK

11:10 a.m. to 11:40 a.m. – Community Mapping Exercise and Identification of Meeting Themes

Equipment: Flipcharts, Sticky Notes, Pens, Markers, Arrow Pins

- Discussion in small group of the following four themes:
- Use of Locations and Services
 - Using flags have everyone mark on the map their engagement/involvement in Seafair: where they go (leisure and business) and what services they use.
 - Indicate through flags if someone goes outside of Seafair for a service or location with a flag on a sticky
 - Later you can ask them to indicate the where, why & how
- Identifying Barriers & Well-Designed Areas/Locations/Services
 - Use sticky notes to further elaborate on the flags put up from last question but add those that are well-designed and those that pose potential barriers (put on the flip chart or off to the side of map)
 - For those who go outside of Seafair – ask them to indicate the where, why & how i.e. I go outside of Seafair for restaurants (what); why? There are no Chinese restaurants in Seafair and how? I use my bike.
- Trying to understand those who want to get out but cannot
 - Is there anyone that used to get out more in the past but doesn't? Why?
 - Is there anything you can think of that is preventing you from getting outside your home? Mobility, services too far away, no driver's license etc.
 - What would you like to see in your neighbourhood to help you remain at home for as long as possible?
- Identifying Future Meeting Themes

11:40 a.m. to 12:00 p.m. – Group Reporting

Reporters will share with the larger group a summary of their discussions going through the four topics. Future meeting themes will be identified.

11:55 a.m. to 12:00 p.m. – Next Steps

Review location, guest speaker and intent of next meeting: Translink resources and programs for seniors and those with physical limitations and further discussion about age-friendly issues.

12:00 p.m. to 12:30 p.m. – LUNCH, SOCIAL TIME

Distribution of Resources for 55+

Each meeting resources collected from host organization and Steering Committee will be available for participants to look over and take home. Information on a variety of topics related to seniors was included such as transit maps, City of Richmond Parks, Recreation and Culture Guide, Seniors Guides and a local Seniors Directory.

APPENDIX D: PARTICIPANT SURVEYS

Seafair Age-Friendly Neighbourhood Group Participant Pre-Survey June 2019

Thank you for taking the time to participate in the Seafair Age-Friendly Neighbourhood Group and for completing this survey. Your input will help to make Richmond, a more age-friendly community. If you have any questions or concerns about the survey please do not hesitate to contact [insert name of staff or consultant].

Name: _____

1. Why did you join the Seafair Age-Friendly Neighbourhood Group (please tick all that apply):

- | | |
|--|--|
| <input type="checkbox"/> To meet my neighbours. | <input type="checkbox"/> To learn more about my neighbourhood. |
| <input type="checkbox"/> To make a difference in my neighbourhood. | <input type="checkbox"/> To do something different. |
| <input type="checkbox"/> To enjoy a free lunch. | <input type="checkbox"/> Other (please comment): _____ |
| <input type="checkbox"/> To learn more about programs and services available to support seniors. | _____ |

2. In the past six months have you participated in any of the following (please tick all that apply and if applicable, name the activity or group):

City of Richmond recreation, arts and culture programs and service

Please list: _____

Recreation, arts and culture related programs and services offered by non-profit and private groups and organizations

Please list: _____

Organized social activities (e.g. walking, knitting, coffee)

Please list: _____

Organized advisory groups, boards, committees e.g. Richmond Seniors Advisory Committee

Please list: _____

Health related groups, e.g. chronic disease prevention, healthy heart

Please list: _____

Workshops or information sessions on topics related to aging/55+

Please list: _____

Organized faith-based groups

Please list: _____

Other (please comment):

Please list: _____

3. Are you aware of any of the following organizations that serve seniors living in Richmond aged 55+?

- Minoru Centre for Active Living (formerly known as Minoru Place Activity Centre or the Seniors Centre)
- West Richmond Recreation Centre
- Richmond Cares/Richmond Gives
- Richmond Addiction Services Society
- Richmond Public Library
- Richmond Centre for Disability
- Richmond Multicultural Services Society
- Gilmore Gardens
- Richmond Seniors Advisory Committee
- R.C.M.P. Community Services
- TransLink/Coast Mountain Bus/HandyDART
- Vancouver Coastal Health Falls Prevention Program
- Vancouver Coastal Health Richmond Home and Community Care
- City of Richmond
- S.U.C.C.E.S.S.

4. We are interested in understanding how the Seafair neighbourhood supports seniors to be healthy, safe and connected to their community. Please consider the following:

In my neighbourhood:						
	Completely disagree	Somewhat disagree	Undecided	Somewhat agree	Strongly agree	Don't know
I feel safe.						
I can walk to parks and green space.						
I feel comfortable using crosswalks.						
There are plenty of places to sit within walking distance of my place.						
There are opportunities to participate in activities, programs and groups to meet people I know, or meet new people.						
I have transportation options nearby (e.g. bus, HandyDART).						
I have opportunities to contribute to my community (e.g. share expertise/skills) through volunteering or paid work.						
I know and talk to people.						
I have close friends and/or family that are nearby or accessible by car/transit.						
There is affordable housing.						
I am able to attend faith-based activities.						



In my neighbourhood:

	Completely disagree	Somewhat disagree	Undecided	Somewhat agree	Strongly agree	Don't know
There are options to purchase household supplies within walking distance from my home.						
I feel connected (sense of belonging) to my neighbourhood.						
I feel connected to, and aware of organizations serving seniors in Richmond.						
I have a good idea/know when activities for seniors are happening.						
I can access a health care professional when I need to.						
Please comment on any of the above:						

5. Please provide any general comments you have about your experience participating in the Seafair Neighbourhood Group.

Thank you for your time!



Seafair Age-Friendly Neighbourhood Group Participant Post-Survey September 2019

Thank you for taking the time to participate in the Seafair Age-Friendly Neighbourhood Group and for completing this survey. Your input will help to make Richmond, a more Age-Friendly Community. If you have any questions or concerns about the survey please do not hesitate to contact [insert name of staff or consultant].

Name: _____

1. As a result of my participation in the Seafair Age-Friendly Neighbourhood Group, I (please tick all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Met my neighbours. | <input type="checkbox"/> Learned more about my neighbourhood. |
| <input type="checkbox"/> Made a difference in my neighbourhood. | <input type="checkbox"/> Had an opportunity so do something different. |
| <input type="checkbox"/> Enjoyed a free lunch. | <input type="checkbox"/> Other (please comment): _____ |
| <input type="checkbox"/> Learned more about programs and services available to support seniors. | _____ |

2. As a result of my participation in the Seafair Age-Friendly Neighbourhood Group I will consider participating in the following (please tick all that apply):

- | | |
|--|--|
| <input type="checkbox"/> City of Richmond parks, recreation and cultural programs and services | <input type="checkbox"/> Health related groups, e.g. chronic disease prevention, healthy heart |
| <input type="checkbox"/> Recreation, arts and culture related programs and services offered by non-profit and private groups and organizations | <input type="checkbox"/> Workshops or information sessions on topics related to aging/55+ |
| <input type="checkbox"/> Organized social activities (e.g. walking, knitting, coffee) | <input type="checkbox"/> Organized faith-based groups |
| <input type="checkbox"/> Organized advisory groups, boards, committees e.g. Richmond Seniors Advisory Committee | <input type="checkbox"/> Other (please comment): _____ |
| | _____ |

3. Are you aware of any of the following organizations that serve seniors living in Richmond aged 55+ years?

- | | |
|---|--|
| <input type="checkbox"/> Minoru Centre for Active Living (formerly known as Minoru Place Activity Centre or the Seniors Centre) | <input type="checkbox"/> R.C.M.P. Community Services |
| <input type="checkbox"/> West Richmond Recreation Centre | <input type="checkbox"/> TransLink/Coast Mountain Bus/HandyDART |
| <input type="checkbox"/> Richmond Cares/Richmond Gives | <input type="checkbox"/> Vancouver Coastal Health Falls Prevention Program |
| <input type="checkbox"/> Richmond Addiction Services Society | <input type="checkbox"/> Vancouver Coastal Health Richmond Home and Community Care |
| <input type="checkbox"/> Richmond Public Library | <input type="checkbox"/> City of Richmond |
| <input type="checkbox"/> Richmond Centre for Disability | <input type="checkbox"/> S.U.C.C.E.S.S. |
| <input type="checkbox"/> Richmond Multicultural Services Society | |
| <input type="checkbox"/> Gilmore Gardens | |
| <input type="checkbox"/> Richmond Seniors Advisory Committee | |

4. We are interested in understanding how the Seafair neighbourhood supports seniors to be healthy, safe and connected to their community. Please consider the following:

In my neighbourhood:						
	Completely disagree	Somewhat disagree	Undecided	Somewhat agree	Strongly agree	Don't know
I feel safe.						
I can walk to parks and green space.						
I feel comfortable using crosswalks.						
There are plenty of places to sit within walking distance of my place.						
There are opportunities to participate in activities, programs and groups to meet people I know, or meet new people.						
I have transportation options nearby (e.g. bus, HandyDART).						
I have opportunities to contribute to my community (e.g. share expertise/ skills) through volunteering or paid work.						
I know and talk to people.						
I have close friends and/or family that are nearby or accessible by car/transit.						
There is affordable housing.						
I am able to attend faith-based activities.						
There are options to purchase household supplies and groceries within walking distance from my home.						
I feel connected (sense of belonging) to my neighbourhood.						
I feel connected to, and aware of organizations serving seniors in Richmond.						
I have a good idea/know when activities for seniors are happening.						
I can access a health care professional when I need to.						
Please comment on any of the above:						

APPENDIX E: ROUNDTABLE MEETING AGENDA



City of
Richmond

Agenda

Community Services Division
Community Social Development

Richmond Seafair Age Friendly Neighbourhood Group Roundtable Meeting

Wednesday, October 2, 2019
Minoru Centre for Active Living
7191 Granville Avenue
10 a.m. to 12:00 p.m.

10:00 a.m. to 10:10 a.m.

Welcome and review of agenda

Introductions of Project Team, Neighbourhood Group and Stakeholder Committee members.

10:10 to 10:45 a.m.

Creating Age-Friendly Neighbourhood and Communities

Review empirical findings about the importance of connected communities, description of our process and results of the pre/post survey.

10:45 a.m. to 11:00 a.m.

Break and Networking

Interactive session.

11:00 a.m. to 11:45 a.m.

Making a Difference

Review of what worked, what did not work and recommendations for the future. Will ensure this session is interactive and the group works together.

11:45 a.m. to 12:00 p.m.

Next Steps

Discussion of how the group can continue to work together to make a difference in their communities. Create some feasible recommendations for the future.

12:00 p.m. to 12:30 p.m.

Lunch

Will include working on next steps so those who have to leave do not miss the conversation.



City of Richmond

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