



An Age-Friendly Plan for Revelstoke and Area

JUNE 17, 2009

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LIST OF ABBREVIATIONS

CC	Community Connections (Revelstoke) Society
CED	City of Revelstoke, Department of Community Economic Development
CFDC, SE	Community Futures Revelstoke, Self Employment Program
IH	Interior Health
MCFD	Ministry of Children and Family Development
OC	Okanagan College
OCP	Official Community Plan
RCHS	Revelstoke Community Housing Society
RCSDC	Revelstoke Community Social Development Committee
RLAC	Revelstoke Literacy Action Committee
SHSI	Seniors' Housing and Support Initiative
UBCM	Union of BC Municipalities
WHO	World Health Organization

PART ONE: INTRODUCTION

1.1 Age-Friendly Guidelines

In 2004, UBCM launched the Seniors' Housing and Support Initiative (SHSI) to assist local governments to prepare for an aging population. In 2007, the Ministry of Healthy Living and Sport provided resources to further support the initiative and local age-friendly projects. The 2009 Age-friendly Community Planning Grant program represents an opportunity to further this initiative throughout municipalities in BC¹.

Age-friendly planning is based on guidelines established by the World Health Organization; an age-friendly community is a community where policies, services and structures related to the physical and social environment are designed to support and enable older people to live in a secure environment, enjoy good health, and continue to participate fully in society².

The eight key features of an age-friendly community are³:

1. Outdoor spaces and public buildings that are pleasant, clean, secure and physically accessible.
2. Public transportation that is accessible and affordable.
3. Housing that is affordable, appropriately located, well built, well designed and secure.
4. Opportunities for social participation in leisure, social, cultural and spiritual activities with people of all ages and cultures.
5. Older people are treated with respect and are included in civic life.
6. Opportunities for employment and volunteerism that cater to older persons' interests and abilities.
7. Age-friendly communication and information is available.
8. Community support and health are tailored to older persons' needs.

1.2 Background

Revelstoke is a small mountain community nestled in the heart of the Columbia Mountains on the banks of the Columbia River. It is located on the Trans-Canada Highway about halfway between Vancouver and Calgary. Revelstoke has a diverse economic base, with forestry, CP Rail, BC Hydro, and public service being major employers. As well, tourism is an ever-increasing contributor to the local economy, with 2 national parks and a major all-season resort development adjacent to the community.

In the past few years, Revelstoke has undergone fairly significant changes. With the opening of Revelstoke Mountain Resort in December of 2007, there is increased pressure on existing services and amenities by both new residents and visitors attracted by a plethora of outdoor activities and beautiful mountain scenery. Although the recent economic downturn has slowed the rate of change, housing prices have increased dramatically and rental vacancy rates have dropped. New residents tend to be younger people finding work in the hospitality and construction industries.

¹ 1. Seniors Housing and Support Initiative, <http://www.civicnet.bc.ca/siteengine/ActivePage.asp?PageID=217>

² Age-Friendly Program and Application guide, retrieved from <http://www.civicnet.bc.ca/siteengine/ActivePage.asp?PageID=217>

³ Age-Friendly Start-up guide, as above

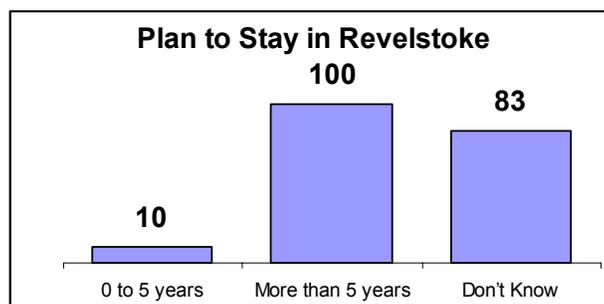
Despite changes, Revelstoke's overall population has remained fairly constant in the last 10 years. The table below shows that like most other communities in BC, the number of seniors is on the rise. In particular, it is estimated that within the next five years the 85+ age group will increase by over 40%.

Population Projections

Age	2001 ⁴	2006 ⁵	2008 ⁶	2008-2013 ⁷
45-54	1,195	1305	1547	
55-64	710	860	1024	
65-74	535	500	546	+15.5%
75-84	295	325	345	+ 6.1%
85+	85	100	128	+ 40.6%

Many of Revelstoke's older residents have lived in Revelstoke all their lives, and some families have been in the area for generations. A recent survey of Revelstoke seniors⁸ indicated that most want to stay in Revelstoke for the rest of their lives; those who 'didn't know' cited insecurity regarding affordability (rising cost of living), and whether enough services would be available to meet their needs.

Figure 1



Some of this insecurity stems from the rapid changes taking place. In the course of research and community consultation for the age-friendly plan, it became apparent that many older residents felt somewhat disengaged from a community they cared about deeply and the very process of community consultation was empowering for them.

1.3 Previous Planning Initiatives

In recent years, there have been some planning initiatives that include recommendations that would benefit the aging population.

In 1999, the Mayor's Advisory Committee for Persons with Disabilities completed an assessment report on 'Accessibility within the City of Revelstoke'. The purpose was to review municipal policies, public transportation, parking, housing and recreation as to appropriate access for persons with disabilities. The report contained a number of explicit recommendations, many of which have since been addressed. In 2008, a similar initiative followed suit. 'Measuring up: Accessibility and Inclusion within the City of Revelstoke', supported by the 2010 Legacies Now

⁴ Source: Retrieved October 28, 2008 from <http://www12.statcan.ca/english/profil01>

⁵ Source: Retrieved October 28, 2008 from <http://www12.statcan.ca/english/census06>

⁶ Source: Interior Health, Revelstoke Local Health Area Profile, revised December 07

⁷ As above

⁸ Revelstoke Seniors' Issues Survey Final Report, February 2009

program, included a community assessment regarding accessibility and inclusion as well as an implementation plan to identify and remove barriers faced by people with disabilities, seniors and others in four key areas: disability support services, access to information, economic participation, and community contribution. The assessment found the community had many achievements to be proud of, identified specific barriers and service gaps, and listed targets for improvement and priorities. The report came to the conclusion that the major obstacle to implementing initiatives would be a lack of municipal resources, leading to incremental implementation as resources become available.

In 2007, the Revelstoke Community Development Action Plan identified meeting seniors' needs and enabling seniors to continue to stay and live out their lives in Revelstoke as a key objective. Through extensive community consultation, the plan recognized that there is an increased uncertainty about the future among older residents, specifically with regard to the community's ability to meet a variety of needs – from transportation and health care to housing and mitigating social isolation. Again, a number of projects/tasks were listed to facilitate this objective⁹. Also in 2007, the Revelstoke Senior Citizen's Association conducted an informal survey of its membership to determine interest in programs and services.

In 2008, a nursing student doing a practicum at Revelstoke's Queen Victoria Hospital conducted a study on the impacts of isolation for elderly community members¹⁰. The purpose of the project was to determine each person's perception and experiences regarding isolation (16 people were interviewed), and make recommendations for programs and/or supports that would assist in alleviating barriers.

Findings and recommendations from all of the above documents have been taken into consideration in the preparation of this plan.

In the spring of 2008, the City of Revelstoke formed a new advisory committee of council, the Revelstoke Community Social Development Committee (RCSDC). Between July and September 2008, the newly contracted Social Development Coordinator conducted over 40 interviews with social service providers and active community members to assess community priorities and identify specific gaps that could be addressed through proactive social planning. 'Enabling our growing aging population to continue to live and be supported in Revelstoke' was identified as a top priority for action.

In November 2008, service providers and representatives from key organizations – including the Revelstoke Senior Citizens' Association – were brought together for a social planning session specific to seniors. The goals were to review existing services, ascertain needs, identify gaps, and prioritize short- and long-term actions that would enable seniors to more expediently access services. Once again, needs were identified in the areas of outdoor spaces and buildings (accessibility), transportation, housing, respect and social inclusion, social participation, and community support and health services (**see Appendix A**).

As well, Revelstoke has been undergoing a review and update of the Official Community Plan (OCP), with input on the draft in the spring of 2009.

Early in 2009, the City of Revelstoke obtained an SHSI Age-Friendly Community Planning Grant to assist the community to address two challenges: firstly, to ensure the new OCP is age-

⁹ Mountain Labyrinths Inc., (September 2007), Revelstoke and Area Community Development Action Plan, p. 59.

¹⁰ Ladner, Kelsey, RN (April 2008), Elderly Community Members: The Impact of Isolation.

friendly and secondly, to consolidate and supplement previous planning initiatives to focus on the aging population. These challenges would be addressed through reviewing the OCP using age-friendly guidelines, and by completing an age-friendly plan to implement over the next 3 to 5 years that would provide future direction for the community and be incorporated into the OCP as part of its implementation strategy.

1.4 Methodology

Community Consultation

In January 2009, a Senior's Planning steering committee was formed with the following members to oversee the Age-friendly planning process:

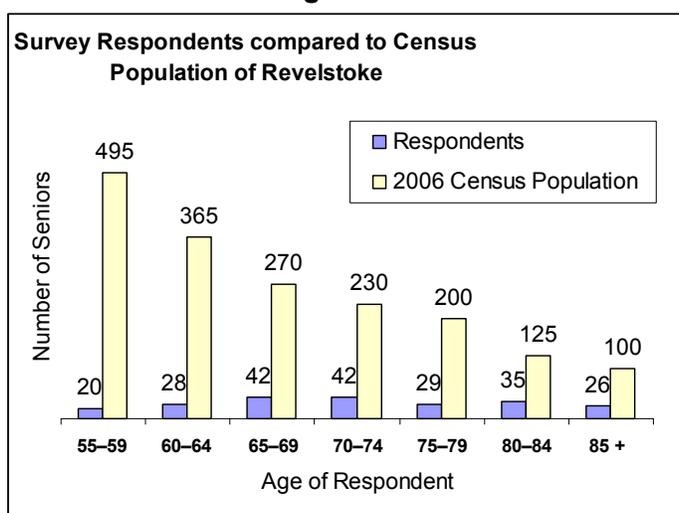
Name	Organization
Audrey Austin	Community Care Nurse, Home Care Services, Interior Health
Cathy Girling	Community Connections, Social Justice Advocate, RCSDC member
Julie Lowes	Manager of Revelstoke Health Services, Interior Health
Jane McNab	RCSDC member, recently retired
Dale Morehouse	Treasurer, Revelstoke Senior Citizens' Association
Tony Scarcella	City Councilor, RCSDC member, retired
Fred Schraeder	BOD, Revelstoke Senior Citizens' Association
Bev Wiege	Seniors' Counsellor, Revelstoke Senior Citizens' Association
Associate Members	
Nelli Richardson	Executive Director, Revelstoke Women's Shelter, RCSDC Chair
Mengia Nicholson	Community Response Network Coordinator

In February 2009, a Seniors' Issues Survey (**see Appendix B**) was created and distributed through a variety of means, including a mail-out to Revelstoke Senior Citizens' Association members and recipients of home care support, focus groups at places where seniors live, and for pick-up at various churches, thrift stores, the seniors' centre and community centre. The survey was available on-line on the home page of the City of Revelstoke's website, and was advertised on local radio.

A total of 230 surveys were completed and returned. The average age of respondents was 73 years. Over 25% of all Revelstoke residents aged 80 years or over participated in the survey.

On February 18th, a public meeting was held at the Revelstoke Seniors' Centre. The goals were to advise community members that the age-friendly planning process was underway and to have an open discussion forum regarding issues that were important to Revelstoke seniors. The meeting was well attended by 80 participants and input documented for the purposes of this report. On April 9th, a presentation to Senior Citizens' Association members reviewed the results of the survey and provided information regarding input to the OCP.

Figure 2



The initial community consultation phase of the project was highly successful through the broad-based representation on the steering committee and excellent response and direction via the Seniors' Issues Survey and public meeting.

Public and agency review of the draft Age-Friendly Plan took place during the first 2 weeks of June 2009 and feedback was incorporated into the final document.

Literature review

Past local planning initiatives were reviewed in terms of what has and has not been addressed, including:

- Assessment report: Accessibility within the City of Revelstoke (June 1999)
- Seniors' Association – general survey of membership (Spring 2007)
- Revelstoke & Area Community Development Action Plan (2007)
- Elderly Community Members: The Impact of Isolation (April 2008)
- Measuring Up: Accessibility and Inclusion within the City of Revelstoke (June 2008)

As well, Age-friendly plans from other communities were reviewed in terms of formatting, methodology, common trends, and creative community-based solutions, specifically:

- Creston Valley Age-Friendly Assessment (2008)¹¹
- Logan Lake Age-Friendly Consultation Report (June 15, 2008)¹²
- District of Saanich, BC, Canada, World Health Organization's Global Age-Friendly Cities Project (2007)¹³

Finally, the City of Revelstoke's Official Community Plan Pre-Final Draft (March 23, 2009) was reviewed, using the eight key features of an age-friendly community as guidelines.

PART TWO: THE WAY FORWARD

For each of the eight key features of an age-friendly community, there are three parts described below:

- *Common barriers* have been compiled from the literature review of past local planning initiatives, the November 4, 2008 planning session, the Seniors' Issues Survey results, and input from the public meeting and seniors' planning committee members
- *What we are doing* describes current initiatives in the community
- *Recommended actions* describes creative solutions

The graphs in this section derive from Seniors' Issues Survey results (February 2009), and clearly indicate priorities.

¹¹ City of Creston (2008), Creston Valley Age-Friendly Assessment, retrieved from <http://www.seniorsincommunities.ca/documentlibrary/index.php?SUID=b5323271107be4fba57ffd06d3776cb&selectedFolder=69>

¹² Age-Friendly Communities Implementation Team, (June 15, 2008). Logan Lake Age-Friendly Consultation Report, retrieved from *ibid*

¹³ District of Saanich, British Columbia, Canada, (2008), World Health Organization's Global Age-Friendly Cities Project, retrieved from *ibid*

2.1 Outdoor Spaces and Buildings

Outdoor spaces and buildings refer to the natural and built environment and enabling older people to get around easily and safely in the community, thereby encouraging community participation. Common barriers fall into 4 categories – winter conditions, benches and sidewalks, accessibility and safety.

Figure 3

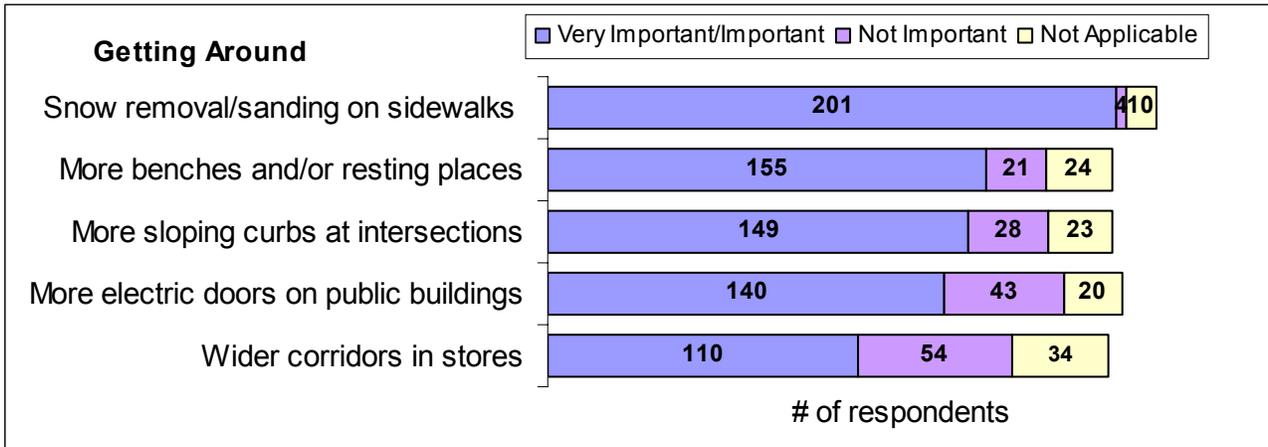
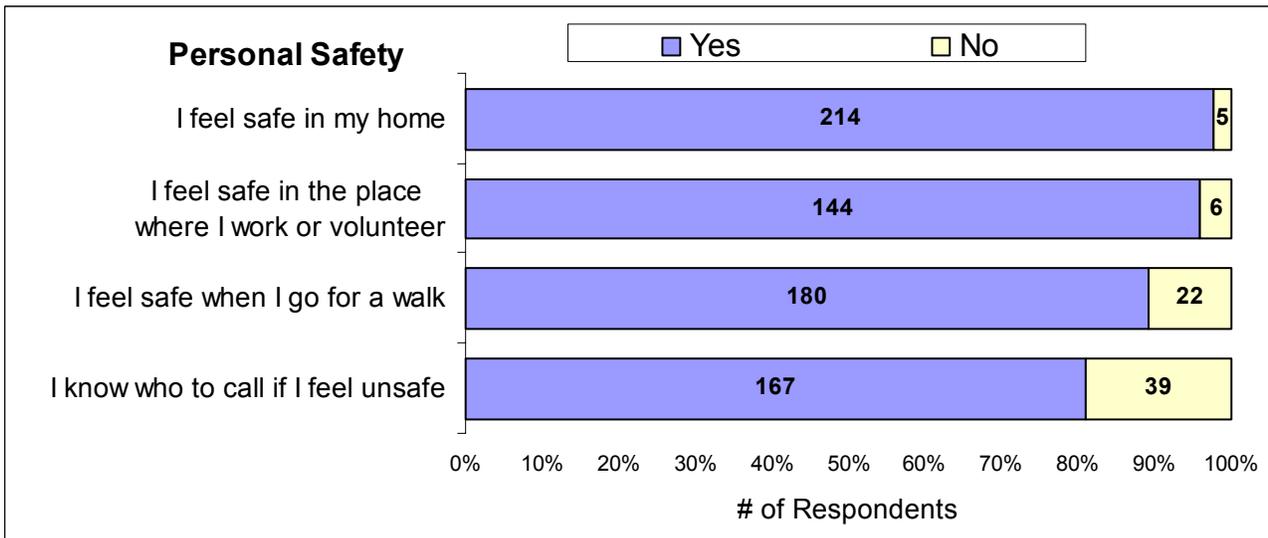


Figure 4



For Revelstoke seniors, walking is a priority. The icy, treacherous condition of sidewalks in winter and lack of enforcement of handicap parking spaces are key barriers to accessibility. Sidewalk ice makes getting around very difficult, especially with a walker. There is a need for more handicap parking. Sloping curbs are good in summer but treacherous if not maintained in winter. There are many sidewalks and curbs in need of repair. More benches are needed, particularly in particular locations identified in the table below. The majority of seniors feel safe during the day, but some not at night. Some don't feel safe in winter because of ice/snow on sidewalks, and in summer due to bears.

Improving outdoor spaces needs to take into consideration the condition and connectivity of streets, sidewalks, and crosswalks, street lighting, benches, and direct access to amenities and

services. As well, more aesthetic amenities like trees, gardens, and public art can make a difference to the 'walk-ability' of neighbourhoods¹⁴.

Outdoor spaces and buildings summary:

Common barriers	What we are doing	Recommended actions
1. Winter Conditions		
Icy, treacherous sidewalks in the winter affect ability to get in and out of a vehicle, and inhibit ability to walk or ride a wheelchair	Public works ploughs sidewalks but are under no obligation to do so	Develop and maintain seniors' walking routes (see OCP submission)
Fear of driving in the winter		Mature drivers workshop
Mounds of snow between sidewalk and roads are very difficult to navigate, especially with a walker		Target snow removal in specific locations
Generally, it is very difficult to get around with a walker in the winter		Improve transportation options; seniors walking routes
Mounds of snow in front of postal boxes at Southside, and between parking and doorway at People's		Target snow removal in specific locations
Sloped curbs okay in summer, dangerous in winter		Grit boxes; targeted snow removal
2. Benches and Sidewalks		
Need more benches - downtown, bus stops, greenbelt, in stores, shopping mall, Mackenzie Ave, between downtown & places where seniors live (Selkirk Gardens, Nims Manor etc), soccer/playing field so residents can watch games	Bench dedication program	Promote increase of bench dedication program; target specific locations on Seniors' Walking routes
Sidewalk needed on 4 th street hill – disappear as you near the Seniors' Centre		Set priorities for sidewalk improvements
No sidewalk on 6 th between Selkirk Gardens and Mackenzie		As above
No sidewalk on Front Street		As above
3. Accessibility		
Need more handicapped parking downtown, and better enforcement of existing handicapped parking spots – specifically in the front of the Credit Union, on Campbell Ave and the Medical Clinic	Parking committee	Increase number of handicapped parking spots in specific locations; begin to enforce parking regulations
Despite signage, seniors still have difficulty accessing parking at the Seniors Centre	Some spots designated as seniors' parking; Signage directing vehicles to west parking lot	Larger, more visible signage; Seniors' association issue parking permits to members; Designate more spots for seniors; Enforcement
Need more electric doors on public buildings		Graduated program as \$\$ becomes available
Elevators at Selkirk Medical Clinic & Court House elevators – too small, doors too fast		Advise
Stores – many have a step up, narrow aisles, slippery floors		Prepare 'age-friendly' brochure for store owners; Accessibility guidelines for commercial properties
The current location of the food bank is not wheelchair accessible	Community Connections has been searching for an alternative solution for several years; current rental cost for buildings with street level access prohibits a move. The food bank currently will deliver hampers to individuals home (volunteer program) or	Continue food bank accessibility policy

¹⁴ www.smartgrowth.bc.ca

	bring hampers to the door to avoid stairs.	
There is no wheelchair accessibility to the 2 nd floor of City Hall		Provide ground floor meeting space when necessary
4. Safety		
In some areas of the City the presence of bears in summer makes residents feel unsafe	Active Bear Aware program	Continue Bear Aware program

2.2 Transportation

Transportation takes into consideration convenience, safety, and enabling older persons to go wherever they want or need to in the community. For Revelstoke, there are two categories of transportation: in-town, and out-of-town.

In Revelstoke, a number of issues are cited regarding the existing taxi service – long wait times; lack of courteous drivers. For some seniors, the condition of the sidewalks/roads affects their ability to get in and out of a vehicle.

Figure 5

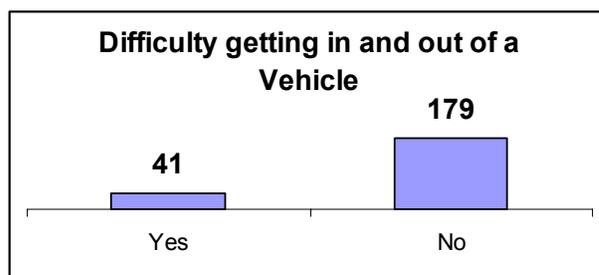
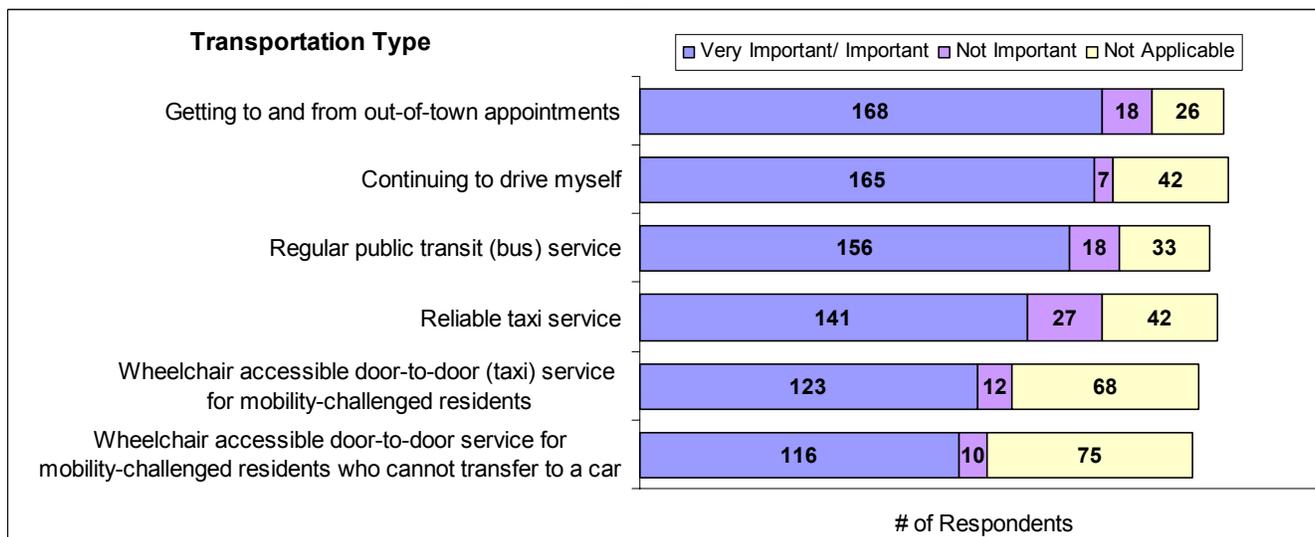


Figure 6



Many express concern that the public transit bus does not stop at the Community Centre or Seniors' Centre, and there is no transit service in the evenings. Another key issue for many is access to out of town medical appointments – particularly when requiring an overnight stay. This is difficult to arrange for many seniors. Accessible, alternative transportation options are needed for this and for appointments that must be made on dates when the medical bus is not available.

Transportation summary:

Common barriers	What we are doing	Recommended actions
1. In-town		
Taxi service is unreliable – long wait times, some driver's are not helpful for those who have difficulty getting into the taxi; increased costs/inefficient use of time for home care staff – in the past staff have had to drive clients because of unreliability	Some groups are advocating to the Transportation board to increase the number of licenses for the area; Community Care is working to improve working relations with the taxi service	Continue the same; Explore options to develop volunteer driver program
The Transit Bus does not stop at the Community Centre or Seniors' Centre, nor does it run in the evenings; frequency is also an issue		Review transit route to include a stop at the Seniors' centre; Advocate for a trial period of longer hours
Older people end up driving themselves when they shouldn't be – unsafe		Mature drivers' workshop; Improve public transportation options
Handydart – although wheelchair accessible bus has been purchased, there have been operational challenges		Review successful Handydart practices in other communities & develop transit plan
Many bus stops don't have benches or a shelter		Improve bus stops incrementally as resources allow
2. Out-of-town		
Access to out of town medical appointments requiring an overnight stay is difficult to arrange for many seniors - accessible, alternative transportation options are needed for this and for appointments that must be made on dates when the medical bus is not available	Health Connections bus runs on Tuesdays to Kamloops & Wednesdays to Kelowna for a \$5 cost one-way	Explore options to develop volunteer driver program, with a contingency to support gas/meal costs for drivers & clients
Expense involved in traveling to out-of-town appointments can be prohibitive		As above
Some don't have access to a support person or companion to travel with them for out-of-town appointments		As above

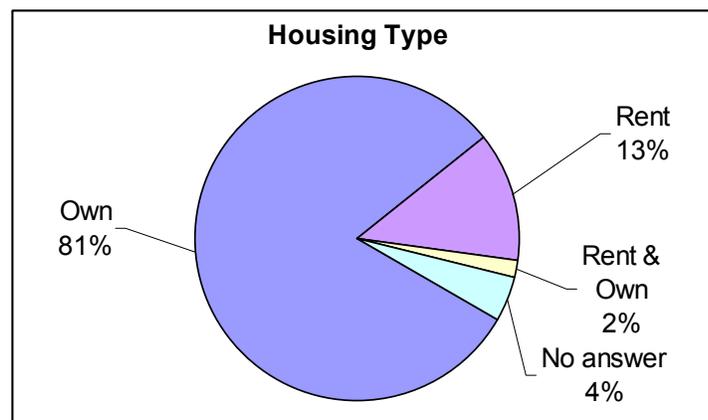
2.3 Housing

Older residents need to have access to housing that is safe and affordable, and allows them to stay independent as their needs change. In the continuum of housing needs there are three categories: independent, subsidized and housing support.

In Revelstoke, many older residents are well housed - 182 respondents to the Seniors' Issues Survey own their own homes.

However, although many feel fortunate to own their homes, they are not sure what to do if they had to move – nothing suitable is available or affordable for seniors; there are limited to no options for seniors needing or wishing to downsize. *"If I had to sell my home, where would I go?"* Furthermore, although the wait list for residential care fluctuates and currently is low, there has been a persistent wait list for assisted living.

Figure 7



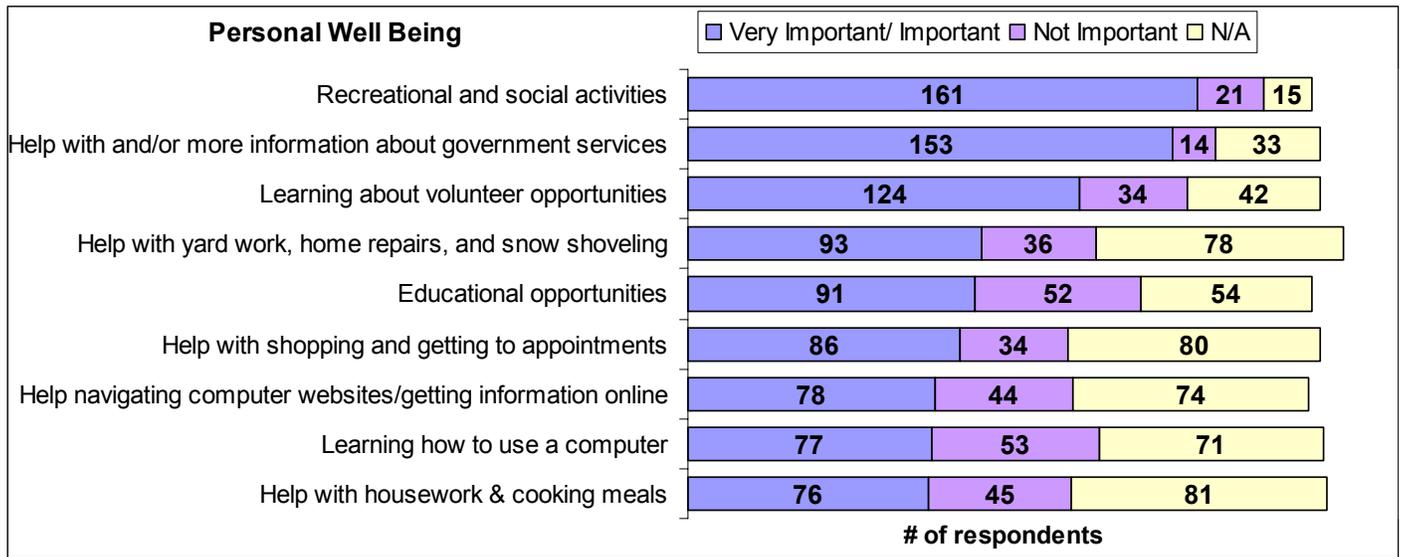
Housing summary:

Common barriers	What we are doing	Recommended actions
1. Independent		
Affordable, independent living (rental or ownership) options are very limited for seniors needing or wishing to downsize; Many older residents are fortunate to own their homes, but are not sure what to do if they had to move	Housing Outreach Worker and Social Justice Advocate at Community Connections can assist individuals in accessing other alternatives; Revelstoke Community Housing Society (RCHS) will be constructing small homes on small lots in Phase One	Need someone to facilitate or coordinate cooperative living/roommate living for seniors to offset increasing costs & decrease social isolation; Encourage private developers to meet this identified need; Encourage RCHS to do the same
2. Subsidized		
There are wait lists at both subsidized rental housing buildings for seniors and disabled	Social Justice Advocate and Housing Outreach Worker at Community Connects can assist individuals to apply to BC Housing and provide support for indicating urgency on wait lists; BC Housing announced the intention of constructing subsidized rental units for seniors/disabled in Revelstoke (May 09)	Advocate to BC Housing to increase the number of subsidized rental housing units for seniors/disabled in Revelstoke through community partnerships
The number of residential care beds and assisted living units is insufficient to address (fluctuating) wait lists and potentially meet future needs		Advocate to Interior Health to increase the number of 1) assisted living units and 2) residential care beds in Revelstoke
There is no shelter for men and/or people who are difficult to house	Emergency housing screening committee provides temporary support; RCHS forming an emergency housing committee to look at longer term solutions	RCHS to explore viable options to address this issue
There is no emergency or temporary housing	As above	As above
3. Support		
There is no housing resource centre	Community Connections has a Housing Outreach Worker to assist the Homeless, or those at risk of Homelessness;	RCHS to explore viable options to address this issue
There are no referral services, bonding or formalized service for housekeeping, yard maintenance, snow shoveling or handyman services – seniors have liability and safety concerns for people they would like to hire		Encourage this type of service be established in Revelstoke (through employment centre, SE program etc)

2.4 Social Participation

Social participation includes opportunities for developing and maintaining meaningful social networks within the community, and consideration of seniors' needs and preferences by a diverse range of agencies and institutions during planning processes. For seniors in Revelstoke, it is important to note that the condition of roads and sidewalks in the winter and limited hours of public transit affect social participation. Recreational and social activities, help with and/or more information about government services and learning about volunteer opportunities are top priorities.

Figure 8



Social participation summary:

Common barriers	What we are doing	Recommended actions
Condition of roads/sidewalks in winter affect residents ability to participate and leads to increased social isolation in the winter season	City of Revelstoke, winter snow removal program	Seniors' walking routes (see OCP submission); Improve public transportation options
For isolated seniors, other barriers to participation include physical ability, transportation, financial limitations, lack of services, lack of motivation, lack of support, and language issues	IH Home and Community Care, Community Care Social Work	Coordinate volunteers to provide telephone support calls or personal visits; ensure services are financially accessible; continue developing supportive programs
There is no public transportation in the evenings		Advocate for a trial period for longer hours of for public transit
More senior participation and events are needed at the Seniors' Centre	Seniors' Association is working towards increasing participation and events	Volunteer Coordinator (see below); Suggestions for events – Old-time dances, arts, crafts, cards (other than Bridge), lunch outings, bus trips out-of-town
Lack of capacity and/or commitment to organize events (no coordinator)		Explore options to establish a volunteer coordinator for seniors activities & programs
Activities need to be held during the day – it is difficult for many seniors to get out at night	Most activities at the Seniors' Centre are held during the day	

2.5 Respect and Social Inclusion

Respect and social inclusion encompasses the need for various aspects of the community, like public services, media, and commercial services, to be respectful of and willing to accommodate the diversity of needs among older people.

Respect and social inclusion summary:

Common barriers	What we are doing	Recommended actions
There is a feeling that with the development of Revelstoke Mountain Resort, seniors (who don't ski) have been left out and it has increased the level of uncertainty about the future	Developing an Age-Friendly Plan for Revelstoke	Ensure age-friendly considerations are embedded into all community planning processes
The focus of much of the new commercial ventures excludes seniors' interests (skate shops, bars – for young people)		Chamber of Commerce – prepare 'age-friendly' brochure for store owners; Accessibility guidelines for commercial properties
Loss of parking or access to parking - parking close to shops and medical facilities is important for those for whom walking any distance is difficult - there is frustration that non-seniors use the seniors' parking at the Community Centre and non-handicapped people use handicapped parking, and there is no enforcement to support seniors; also with increased traffic in town it is becoming more difficult to find a good parking spot	Parking committee	Increase number of handicapped parking spots in specific locations; Begin to enforce parking regulations; Larger, more visible signage; Seniors' association issue parking permits to members; Designate more spots for seniors
A lack of focus of the Draft Official Community Plan on the needs of the senior population	Submission to Draft OCP	Ensure OCP implementation plan incorporates 'age-friendly' recommendations

2.6 Civic Participation and Employment

Civic participation involves the inclusion of older persons in community decision-making processes. Employment refers to opportunities for older residents to contribute experience and skills to the community through both paid and unpaid work.

In Revelstoke, recently some businesses have encouraged older applicants for employment through signage and advertising. As previously mentioned, there is avid interest in finding out about volunteer opportunities – and again, transportation and the conditions of sidewalks and roads in winter months affect civic participation.

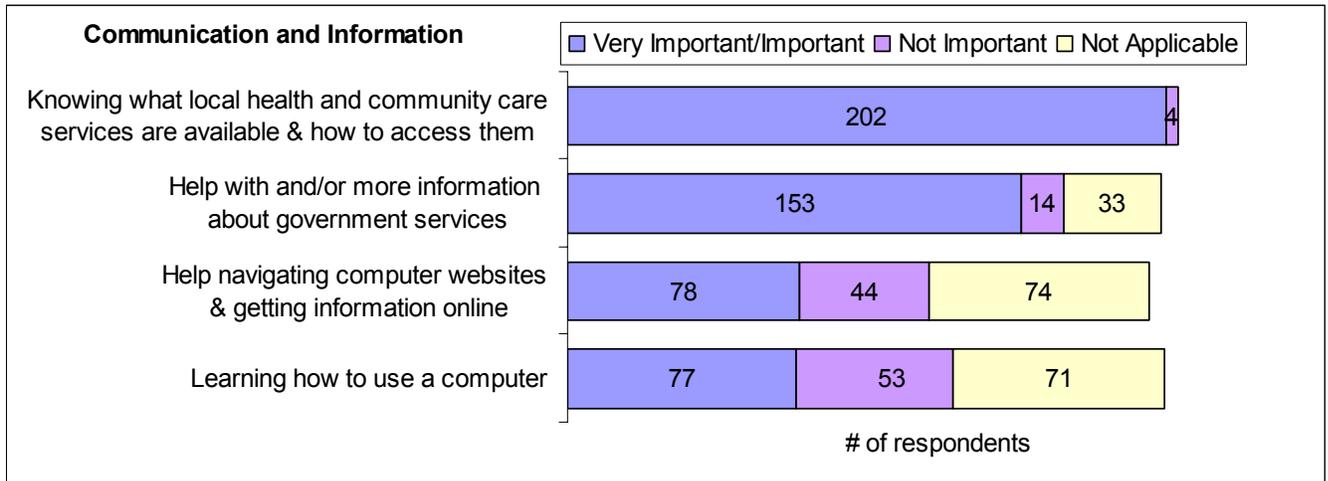
Civic participation and employment summary:

Common barriers	What we are doing	Recommended actions
There are limited job opportunities to match the skill set or abilities of older residents; there are concerns about affordability and rising cost of living, the economy – many seniors work out of necessity	Recently some businesses have encouraged older applicants for employment through signage and advertising; Community Connections Social Justice Advocate and the Seniors' Association counselor can help clients access services and financial supports; Revelstoke food bank	Continue to advocate for financial and other supports for those in need; Continue the food bank
Literacy & computer literacy	New equipment purchased for computer lab at seniors' centre; Computer literacy programming underway	Continue to support programming and technical upgrades of the Seniors' Centre Computer Lab
It can be challenging to find out about volunteer opportunities in the community	CFDC Volunteer Revelstoke initiative	Explore options to establish a volunteer coordinator for seniors activities & programs
Limited transportation options/lack of walkability in winter months	Transit bus; taxi pass	Seniors' walking routes; Review transit route & schedule

2.7 Communication and Information

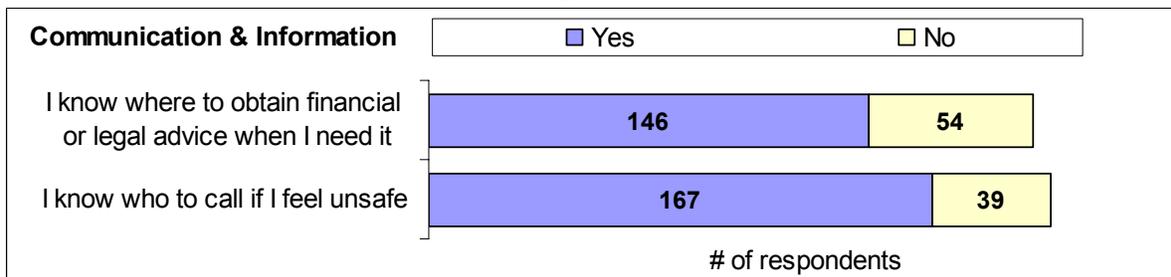
Communication and information refers to the availability, appropriate design and delivery of information in such a way as to ensure awareness of the full range of programs and services for seniors in the community. In Revelstoke, 95% of Seniors' Issue Survey respondents indicate that it is very important/important to know what local health and community care services are available and how to access them.

Figure 9



It is important to note that there are some seniors that do not know whom to call if they feel unsafe.

Figure 10



Communication and information summary:

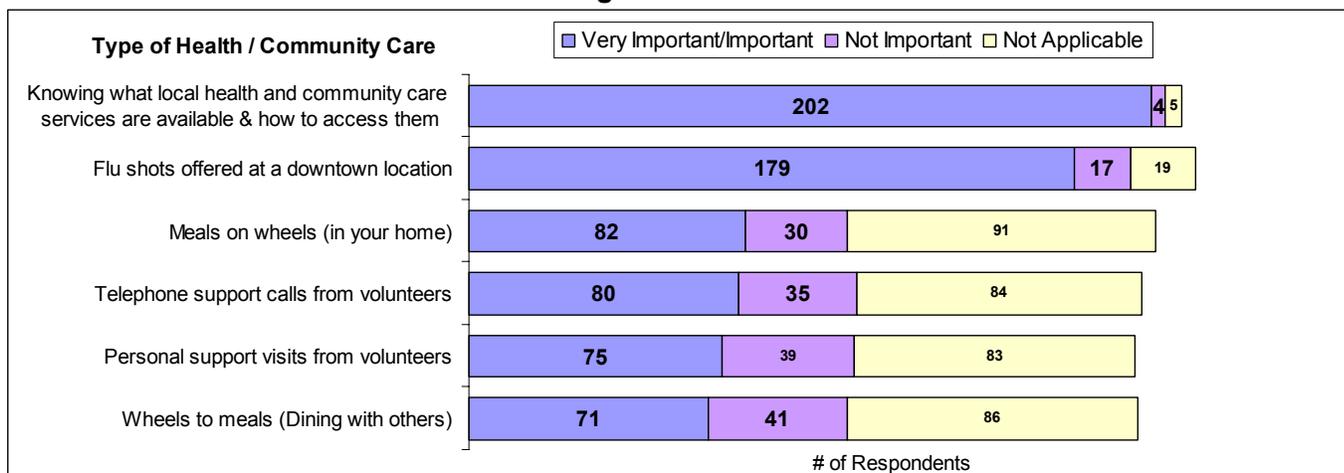
Common Barriers	What we are doing	Recommended actions
Limited knowledge of accessing government programs like G.A.I.N. and S.A.F.E.R. – very low uptake	Community Connections (CC) Social Justice Advocate can assist individuals to access these or other income supplements; Seniors' Assoc. seniors counsellor can do the same; Volunteers help with income tax forms for low income people & seniors	Develop a local resource guide for seniors
Limited knowledge of what Community Care services are available & for whom (some people have an unrealistic expectation of services)	Home & Community Care information session at the Revelstoke Seniors' Centre April 15 th , 2009 – over 60 participants	As above
Difficult to find Community Care phone numbers in the		Contact Telus directory services to

phone book; many phone numbers for local health services are incorrect in the phone book		ensure correct numbers and more accessible placement of numbers
No local resource guide for seniors		Develop a local resource guide for seniors
There is no income assistance office (Ministry of Housing and Social Development) or designated staff person for this in the community; clients must apply or ask for assistance via phone or internet; the nearest office is in Kamloops	CC Social Justice Advocate at can assist individuals to access these or other income supplements; Phone help line has recently improved; CC Housing Outreach Worker can access emergency IA quickly for homeless	As above; Continue to advocate for local income assistance office or contracted services in Revelstoke
Some seniors are intimidated by phone systems (computerized options), and/or have no access to the internet and/or have difficulty navigating websites	CC Social Justice Advocate can assist individuals to access electronic information; Seniors counsellor assists people in finding a person to talk to if they are having difficulty; Seniors' Centre computer lab	As above
Some have language barriers and need support	Okanagan College has embarked on the Welcoming and Inclusive Communities and Workplaces program	Translate resource guide into different languages
It is difficult to reach out to the more isolated seniors in the community to ensure they are receiving information	IH Home and Community Care, Community Care Social Work	Develop telephone support call or visitor support programs
The computer lab at the Seniors' Centre needs continuing support; although volunteer tutoring is available, it has been sporadic	New equipment purchased for computer lab at seniors' centre; Computer literacy programming underway	Continue to support programming and technical upgrades of the Seniors' Centre Computer Lab

2.8 Community and Health Services

Older residents need access to social and health services in the community in order to stay healthy and independent. Seniors' Issues Survey respondents were asked if they are, or would like to be on the wait list for home and community care services. A total of 31 respondents answered 'yes' to this question. Some respondents were already receiving home care support – private or otherwise. Again, knowing what programs and services are available and how to access them is critical. As well, because Revelstoke's Queen Victoria Hospital is not centrally located, it is very important to have some satellite services, like annual flu shots, offered at the seniors' centre or in another convenient location.

Figure 11



Community and health services summary:

Common barriers	What we are doing	Recommended actions
Location of the hospital and related services (Public Health, Mental Health etc) make it difficult to access for some residents	Community Bus	Improve transportation options; More availability of new Handydart bus; Develop outreach services when possible
No flu shots offered recently in a downtown location like the Seniors' Centre		Ensure flu shots will be available at the seniors' centre each year
Shortage of home care support staff (Community Health Workers)	Actively trying to recruit – different pay rate compared to care aides in residential care – collective agreement issue which is being discussed at present IH Wide	
Need to use Community Care resources more effectively (for example, not having to drive clients to appointments because of lack of transportation options)	IH Home and Community Care actively working to resolve this issue with the taxi service	IH, City of Revelstoke, BC Transit & Taxi – work together on city-wide transportation issues & create a viable operations plan
Home care services funded by Interior Health do not provide housekeeping	April 15 th 2009 workshop – A Quick Guide to Home & Community Care — over 60 attendees – provided information	Develop and distribute local seniors' resource guide Create a list of existing private housekeeping services
Although wait lists fluctuate, there is a need to increase the number of residential care beds and, more so, assisted living units to decrease wait lists and meet future needs/growing demand – the blanket formula used by IH does not adequately reflect the need	Across IH a new assessment tool has been implemented (InterRai) that enables a consistent approach to assessing residents and their dependency levels and will provide greater information for planning going forward in terms of resource requirements	Work with IH to deliver more assisted living units; Monitor information from InterRai to provide a clearer picture of how resources are to be targeted for residential care in communities
Residential care facilities are also isolated from the rest of the community by virtue of distance	Community transit bus	Improve use of handydart bus; Explore opportunities to involve residential care patients who are able, in Seniors' Centre activities
One result of residential care staff shortages is that if a patient in residential care (Mt. Cartier Court) needs to access the hospital and there is insufficient staff to supervise the other patients, an ambulance must be called to transport the patient to the hospital (at a cost of \$60 to the family), despite the fact that there is a covered walkway connecting residential care to the hospital	For non emergency appointments i.e. outpatient appointments, family members will be first asked if they can take their relative to the appointment, if they cannot then the clerk or activities worker can take them	Explore opportunities for volunteers to assist patients with no family members in town/available
No transitional beds to meet the needs of the community – particularly during the winter ski season		IH to establish protocols for when transitional beds are to be used i.e. seasonal fluctuations and obtain approval from (IH) Leadership
Meals on Wheels serving portions have decreased while the cost has remained constant for several years; also the quality of the food is not as good as it used to be	Satisfaction Survey completed in Feb 2009. Only 9 people responded with varying feedback; in process of being reviewed	Continue to monitor & address if necessary
There is no Walk-in Medical Clinic; there is no access to the medical clinic after 5 pm weekdays and Saturdays	The medical clinic has a doctor available daily (first come/first serve) for urgent care, as well as an on-call doctor for emergency care	Continue to advocate for extended hours to Selkirk Medical Clinic

PART THREE: OFFICIAL COMMUNITY PLAN SUBMISSION

The March 2009 Draft Official Community Plan (OCP) was reviewed. Although there are some references to seniors within the document and the principles inherent to Smart Growth are generally favorable for older people, the OCP lacks the emphasis needed for the community to remain inclusive of an increasing number of aging residents.

The primary recommendation is to include a section specific to seniors in the OCP. The following was submitted as input. The section is written as a draft in the format of the OCP.

Age-Friendly Plan – Draft OCP input – April 23, 2009

Seniors

In 2006, there were 1785 citizens aged 55 years and older in Revelstoke. Citizens aged 65 years and older represented just over half of this figure (925), about 12.8% of the overall population. As with most other communities, the aging population is expected to grow significantly over the next several years. In 2009, seniors' survey respondents indicated that most wanted to stay in Revelstoke for the rest of their lives; those who 'didn't know' cited insecurity regarding affordability and whether enough services would be available to meet their needs.

Currently, most seniors own and live in their own homes. However, there are wait lists for all independent living, subsidized housing, residential care, and assisted living facilities in the community. Furthermore, there are very limited rental, ownership or supported housing options for older residents needing to downsize.

For many seniors, walking is a priority. A key barrier to accessibility and social participation is the icy, slippery condition of sidewalks in the winter and mounds of snow blocking access to shops, bus stops, postal boxes and the like. Sloping curbs are fine in summer but treacherous in winter if not maintained. Although in recent years there have been improvements to sidewalks in the downtown core, there are many sidewalks and curbs in need of repair. More benches are needed at bus stops, shopping areas, and at other downtown locations. Other accessibility concerns include the need for more disabled parking spaces in the downtown core and the need to enforce existing parking (disabled and senior's parking at the Community Centre). Parking close to shops and medical facilities is important for those for whom walking any distance is difficult. The location of the hospital and related services far from the downtown core makes access difficult. As well, many commercial buildings have steps, narrow aisles and slippery floors.

The recent addition of a 'handydart' bus to the community will improve transportation options for mobility-challenged seniors and disabled who are unable to transfer from a wheelchair to a vehicle, once a viable operational plan is implemented. However, 2009 seniors' survey respondents pointed out that there is no public transit bus in the evenings, nor does the transit bus stop at the Community Centre or Seniors' Centre.

The vast majority of seniors feel safe in their homes and around the community, but a significant number do not know whom to call if they feel unsafe. As well, there is a need for better communication and information about accessing local health, community care and government services. The recent loss of a number of provincial offices in the community also affects accessibility to a variety of services and often necessitates traveling outside the community, or leaving the community altogether.

As the community grows and changes with the development of Revelstoke Mountain Resort, many seniors feel disengaged from planning processes and uncertain about the direction of community development. Concerns revolve around the rising cost of living and the impression that most of the new commercial ventures meet the needs of a younger generation (board and skate shops, bars).

Community Goals

Provide senior residents with the means to live as full a life as possible, by promoting:

- ❖ Access to housing that is safe and affordable, and allows seniors to stay independent as their needs change
- ❖ Management of both natural and built environments in order to enable older people to get around easily and safely in the community, thereby encouraging community participation
- ❖ Convenient, safe, transportation options that enable older persons to go where ever they want or need to in the community
- ❖ Opportunities for developing and maintaining meaningful social networks within the community, and consideration of seniors' needs and preferences by a diverse range of agencies, institutions and commercial ventures during planning processes
- ❖ Universal access to social and health services in the community

Policies

- ❖ Establish suitable locations for seniors' residential developments
- ❖ Ensure that residential design will accommodate changing abilities
- ❖ Set standards for accessibility
- ❖ Encourage Interior Health to increase the number of assisted living and residential care beds in the community
- ❖ Create and promote the use of 'Seniors' Walking Routes' between the places where seniors live and services in the downtown core with priority sidewalk construction and maintenance, bench placement, and in winter, priority snow removal, sanding, and grit boxes
- ❖ Create new disabled parking in key areas; enforce existing disabled parking
- ❖ Review the public transit route and revise to be conducive to the needs of seniors
- ❖ Ensure maintenance of existing services; support re-development and development of new services that will support an increased number of seniors in the community
- ❖ Encourage all community and commercial planning processes to include an 'age-friendly' component

Implementation

1. Strategies to Support Seniors' Housing

- ❖ Establish suitable sites for seniors' housing that include:
 - Central locations (close to shopping and other services important to seniors)
 - Smaller units (easier to maintain and more affordable); smaller properties
 - Accessible transit services
 - Comfortable walking environment, even in winter
- ❖ Support where ever possible the development of affordable rental housing
- ❖ Support seniors' housing initiatives based on partnerships and innovative uses of resources, including projects which incorporate services or retail components
- ❖ Support initiatives that assist seniors with resources (equity) to meet their housing needs
- ❖ Promote adequate design of seniors' housing which ensures that "aging in place" is possible, by utilizing locational and design guidelines in the City's development, review and assessment processes (for example, "Adaptable Design Guidelines and Strategies, City of North Vancouver, Community Development Department, <http://www.northvancouver.ca/server.aspx?c=3&i=237>)
- ❖ Seniors themselves will be considered potential resources to the City regarding seniors' housing concerns or development proposals

2. Accessibility

- ❖ Increase the number of disabled parking stalls
 - Areas identified for new disabled parking stalls: Campbell Avenue; in front of the Credit Union; key areas in the downtown core
 - Ensure enforcement of disabled parking
- ❖ Improve Bus Stops
 - Benches, covers, snow removal
- ❖ Sidewalks – areas identified for priority construction and repair
 - 4th Street between Mackenzie Ave and Rokeby
 - Pedestrian access to Seniors Centre from 4th street (south side of street); clearly demarcated through the parking lot
 - 6th Street between McArthur Ave and Mackenzie Ave
 - Front Street
 - Leach Street to 4th Street
- ❖ Services
 - Lobby for re-establishment an income assistance office in Revelstoke
 - Adopt strategies to promote universal accessibility to services
 - Ensure no other services are lost to the community

3. Seniors Walking Routes

- ❖ Create 'Seniors' Walking Routes' between the places where seniors live and services in the downtown core with priority (**see appendix C**):
 - Sidewalk construction and maintenance
 - Snow removal and sanding (by 11 am)
 - Placement of grit boxes
 - Benches installed at periodic intervals along routes

Note: The creation of pedestrian routes for seniors in the downtown core would also have the more universal effect of improving the general 'walkability' of neighbourhoods within this area, in keeping with Smart Growth principles

4. Public Transportation

- ❖ Transit bus: include a stop at the Community/Seniors' Centre; consider extending the hours of public transit to include evenings

5. 'Age-Friendly' Planning

- ❖ Develop planning protocol for municipal and community organizations and committees that encompasses the needs if an increasing senior population

PART FOUR: IMPLEMENTATION TABLES

4.1 Outdoor spaces and buildings

Recommended actions	Suggested lead agency
1. Winter Conditions	
Develop and maintain 'Seniors' Walking Routes' between the places where seniors live and services in the downtown core with priority (see Appendix C): <ul style="list-style-type: none"> Sidewalk construction and maintenance Snow removal and sanding (by 11 am) Placement of grit boxes Benches installed at periodic intervals along routes 	City of Revelstoke Public Works
Mature drivers workshops	RCMP
Target snow removal in specific locations <ul style="list-style-type: none"> Sloping curbs; postal box locations; mounds of snow between parking & sidewalks 	City of Revelstoke Public Works; Private businesses
Improve public transportation options	City of Revelstoke Transit committee
2. Benches and Sidewalks	
Promote increase of bench dedication program; target specific locations on Seniors' Walking routes (see Appendix B page 33)	City of Revelstoke
Set priorities for sidewalk improvements <ul style="list-style-type: none"> 6th St between Selkirk Gardens & Mackenzie Ave 4th St between Mackenzie Ave & Rokeby Ave Front street 	City of Revelstoke Public Works
3. Accessibility	
Increase number of handicapped parking spots in specific locations; begin to enforce parking regulations	City of Revelstoke Planning, Building & Bylaw
Larger, more visible parking signage at Seniors' Centre parking; Seniors' association issue parking permits to members; Designate more parking spots for seniors; Enforcement	City of Revelstoke Planning, Building & Bylaw; Revelstoke Senior Citizens' Association
Increase # of electric doors on public buildings as resources become available	City of Revelstoke
Prepare 'age-friendly' brochure for store owners; Accessibility guidelines for commercial properties	Chamber of Commerce City of Revelstoke Planning, Building & Bylaw
Continue food bank accessibility policy	Community Connections
Provide ground floor meeting space when necessary for civic input	City of Revelstoke
4. Safety	
Continue Bear Aware program	Revelstoke Bear Aware

4.2 Transportation

Recommended actions	Suggested lead agency
1. In-town	
Explore options to develop volunteer driver program within the city	Revelstoke Senior Citizens Association
Review transit route to include a stop at the Community/seniors' centre; Advocate for a trial period of longer hours for bus	City of Revelstoke Transit Committee
Mature drivers' workshop; Improve public transportation options	RCMP; City of Revelstoke Transit Committee
Review successful Handydart practices in other communities	RCSDC
Improve bus stops incrementally as resources allow	City of Revelstoke Public Works
2. Out-of-town	
Explore options to develop volunteer driver program, with a contingency to support gas/meal costs for drivers & clients	Revelstoke Senior Citizens Association

4.3 Housing

Recommended actions	Suggested lead agency
1. Independent	
Need someone to facilitate or coordinate cooperative living/roommate living for seniors to offset increasing costs & decrease social isolation;	Revelstoke Senior Citizens' Association;
Encourage private developers to build senior-appropriate housing; Encourage RCHS to do the same	Private developers RCHS
Promote adequate design of seniors' housing which ensures that "aging in place" is possible, by utilizing locational and design guidelines in the City's development, review and assessment processes	City of Revelstoke Planning Department
2. Subsidized	
Advocate to BC Housing to increase the number of subsidized rental housing units for seniors/disabled in Revelstoke through community partnerships	BC Housing City of Revelstoke/RCHS
Advocate to Interior Health to increase the number of 1) assisted living units and 2) residential care beds in Revelstoke	Interior Health (IH) City of Revelstoke CED
RCHS to explore viable options to address temporary or emergency shelters	RCHS
3. Support	
RCHS to explore viable options to address need for a housing resource centre	RCHS
Encourage bonded handyman and housekeeping services be established in Revelstoke	Revelstoke Employment Centre CFDC SE program

4.4 Social Participation

Recommended actions	Suggested lead agency
Seniors' walking routes (see Appendix C); Improve public transportation options	City of Revelstoke Planning; Public Works City of Revelstoke Transit Committee
Coordinate volunteers to provide telephone support calls or personal visits; ensure services are financially accessible; continue developing supportive programs	Revelstoke Senior Citizens' Association IH; City of Revelstoke
Advocate for a trial period for longer hours of for public transit	City of Revelstoke Transit Committee
Volunteer Coordinator (see below); Suggestions for events – Old-time dances, arts, crafts, cards (in addition to Bridge), lunch outings, bus trips out-of-town	Revelstoke Senior Citizens' Association
Explore options to establish a volunteer coordinator for seniors activities & programs	Revelstoke Senior Citizens' Association

4.5 Respect and Social Inclusion

Recommended actions	Suggested lead agency
Ensure age-friendly considerations are embedded into all community planning processes	City of Revelstoke – all departments
Chamber of Commerce – prepare age-friendly brochure for store owners; Accessibility guidelines for commercial properties	Chamber of Commerce; RCDSC
Increase number of handicapped parking spots in specific locations; begin to enforce parking regulations; larger, more visible signage; Seniors' Association issue parking permits to members; Designate more spots for seniors	City of Revelstoke Parking Committee; Building & Bylaw; Revelstoke Senior Citizens' Association
Ensure OCP implementation plan incorporates age-friendly recommendations	City Council

4.6 Civic Participation and Employment

Recommended actions	Suggested lead agency
Continue to advocate for financial and other supports for those in need; Continue the food bank	Community Connections Revelstoke Senior Citizens' Association
Continue to support programming and technical upgrades of the Seniors' Centre Computer Lab	Revelstoke Senior Citizens' Association RCSDC; RLAC; OC
Explore options to establish a volunteer coordinator for seniors activities & programs	Revelstoke Senior Citizens' Association
Seniors' walking routes; Review transit route & schedule	City of Revelstoke Planning; Public Works; City of Revelstoke Transit Committee

4.7 Communication and Information

Recommended actions	Suggested lead agency
Develop a local resource guide for seniors	RCSDC
Contact Telus directory services to ensure correct (Community Care) numbers and more accessible placement of numbers	IH
Continue providing support to those who have difficulty navigating phone systems, forms, computers, and the internet	Revelstoke Senior Citizens' Association Community Connections
Continue to advocate for local income assistance office or contracted services in Revelstoke	City of Revelstoke; CC; MCFD; RCSDC
Translate resource guide into different languages	RCSDC
Develop telephone support call or visitor support programs	Revelstoke Senior Citizens' Association
Continue to support programming and technical upgrades of the Seniors' Centre Computer Lab	Revelstoke Senior Citizens' Association RCSDC; RLAC; OC

4.8 Community and Health Services

Recommended actions	Suggested lead agency
Improve transportation options to hospital; More availability of new Handydart bus; Develop health care outreach services when possible	City of Revelstoke Transit Committee; IH (Public Health)
Ensure flu shots will be available at the seniors' centre each year	IH Public Health
Continue strategies to improve recruitment of home care support workers	IH
IH, City of Revelstoke, BC Transit & Taxi – work together on city-wide transportation issues & a viable operations plan	City of Revelstoke Transit Committee
Develop and distribute local seniors' resource guide Create a list of existing private housekeeping services	RCSDC
Work with IH to deliver more assisted living units; Monitor information from InterRai to provide a clearer picture of how resources are to be targeted for residential care in communities	IH
Improve use of handydart bus; Explore opportunities to involve residential care patients who are able, in Seniors' Centre activities	City of Revelstoke Transit Committee; IH; Revelstoke Senior Citizens' Association
Explore opportunities for volunteers to assist patients with no family members in town/available	IH; Revelstoke Senior Citizens' Association
IH to establish protocols for when transitional beds are to be used i.e. seasonal fluctuations and obtain approval from (IH) Leadership	IH
Continue to monitor Meals on Wheels service & address if necessary	IH
Continue to advocate for extended hours to Selkirk Medical Clinic	IH; City of Revelstoke

PART FIVE: EVALUATION AND CONCLUSION

The above tables summarize actions that will facilitate Revelstoke to become more inclusive of an aging population. They also represent a checklist that can be reviewed over time to ensure the success of age-friendly initiatives.

The implementation plan inherent in the OCP submission effectively pulls out key areas needing attention:

- Promoting 'aging in place' and the adoption of adaptability guidelines for new and re-development
- Accessibility in terms of parking, bus stops, sidewalks and services
- Enhancement of transportation options
- The development and maintenance of 'Seniors' Walking Routes', and
- Being mindful of aging residents during planning processes in general

Important additions are recommendations that include:

- The development and promotion of a local seniors' resource guide
- An age-friendly brochure for local business owners, and
- The creation of a volunteer coordinator position at the Seniors' Centre to coordinate volunteer drivers and other supports

In terms of health care, it is critical to:

- Continue to offer outreach services - like the annual flu shot - in an accessible location like the Seniors' Centre, and
- Increase the number of assisted living units and, eventually, residential care beds in the community.

As well as the 'checklist', the following are suggested indicators to help determine trends and success of initiatives:

- Population statistics for residents aged 55+ (age structure, demographic changes)
- Number of seniors receiving supplements like G.I.C. and S.A.F.E.R.
- Inventory of services for seniors
- Number of residents accessing services, programs, and events
- Number of subsidized housing units for seniors/disabled, assisted living units, and residential care beds
- Number of residents on the wait lists for the above
- Qualitative information: feedback from services providers; resident satisfaction surveys

APPENDIX A

SYNOPSIS OF

Revelstoke Community Social Development Seniors' Planning Session November 4th, 2008 11 am to 1 pm

A. List of Participants

Revelstoke Community Social Development Committee (RCSDC)

Nelli Richardson (RCSDC Chair, Women's Shelter)

Jill Zacharias (RCSDC Social Development Coordinator)

Community Connections

Cathy Girling (Social Justice Advocate, RCSDC)

Patti Larson (Outreach, BOD Hospice, BOD Hospital Auxiliary)

Community Response Network

Jennifer Neubeck

Mengia Nicholson (Coordinator)

Emergency Social Services

Luana Lewis (ESS Coordinator)

Housing

Shannon Krywa (Rev Property Management)

Interior Health

Julie Lowes (Manager)

Karen Herbert (Home Care Nursing)

Tuulikki Tennant (Community Care Social Work)

Wayne Heinrichs (Mental Health)

Seniors

Ruth Boettger (Secretatry, Seniors Ass) Bev

Wiege (Seniors Counselor)

Transportation

Alan Chell (Chair, City of Revelstoke Transportation Committee)

B. Introduction

The goals of this one-time session were to review existing services, ascertain needs, identify gaps, and prioritize short- and long-term actions that will enable seniors to more expediently access services, as well as build community capacity.

C. Identified Needs

1. Transportation

- Taxi service is unreliable; some driver's are not helpful for those who have difficulty getting into the taxi; increased costs/inefficient use of time for home care – have to drive clients because of unreliability.
- Lack of coordination for out-of-town medical appointments – difficulty for clients who have to stay overnight (post-surgical) – need for communication with out-of-town specialists?
- Older people end of driving themselves when they shouldn't be– unsafe
- Difficulty accessing flu shots (no seniors' health fair this year) (*Julie spoke to Public Health after this was identified & they are unable to do a flu clinic downtown this year – will see how the numbers are*)
- Handidart – not up & running yet

2. Health
 - Need for more coordination & planning to have flu shots accessible for seniors in a downtown location like the seniors' centre
 - As people age and additionally when they experience social and economic stressors their vulnerability to abuse, neglect and self-neglect (e.g. poor nutrition, misuse of their medications/alcohol, poor housing) can often escalate. Building community capacity with citizens more readily aware/alert to factors such as these that can impact what we are terming as senior 'safety'.
3. Housing
 - Affordable, independent living (rental)
 - Increased number of residential care beds and assisted living units to meet the need and decrease wait lists
 - More subsidized housing for those on fixed income
 - Need someone to facilitate or coordinate cooperative living/roommate living for seniors to offset increasing costs & decrease social isolation. Get creative!
 - Housing resource centre
 - Shelter for men and/or people who are difficult to house
 - Family care homes (foster care for seniors)
 - Emergency or temporary housing
4. Accessibility
 - More curb cuts
 - Selkirk Medical Clinic & Court House Elevators – too small, too fast, out-dated
 - More electric doors
 - Better snow removal – slippery sidewalks
 - Fear of driving in winter
 - Stores – many have a step up, narrow aisles, slippery floors – communicate with Chamber of Commerce
 - More benches to rest on in downtown & walking places
 - Increased awareness & better support accessing government programs like G.A.I.N. & S.A.F.E.R. & rental assistance programs)
 - Some seniors are intimidated by phone systems (ie computerized options), & navigating computer websites for info
 - Some have language barriers & need support
5. Community Care
 - Need to communicate what services are available & for whom (some people have unrealistic expectations of services)
 - Need more staff in home care nursing
 - Need to use resources more effectively (see problems with Taxi service)
6. Social Isolation
 - Leads to depression
 - Some need help with shopping & getting to appointments
 - Need help with yard maintenance, snow shoveling, minor repairs
 - Need more support with housekeeping
 - Promote volunteer opportunities for seniors

D. Short-term Actions (0 to 1 year)

- Information brochures/guides translated into different languages and large print
- Proactive planning to bring the flu shot to the Seniors' Centre every year
- Re-establish computer lab at the Seniors' Centre with regular tutors (from Feb – May 09) to promote computer literacy & increase comfort-level with website navigation.
- Wheels to Meals Program – communal dining (lunch)
- Volunteer telephone support calls (regular calls to isolated seniors) & 'Seniors Link Up' program – one on one home visits to isolated seniors
- Explore feasibility of partnering the C.A.P.P program at the high school to address snow shoveling/maintenance needs for seniors
- More city curbs ground down
- Handidart up & running
- Communications (pamphlets, radio spot, Channel 13) on how to access gov't service, what services are available, financial assistance & the like – focus on seniors
- Establish information referral service
- Mature Drivers' workshop
- Talk to Business/chamber of Commerce about accessibility difficulties
- Take action about the Taxi Service – letter to the licensing body from RCSDC; recommendation to Council to address the issue
- Increase the visibility of seniors' emergency housing needs in the community (through RCSDC or Emergency Housing Committee)
- Identify lead agency & build organizational capacity to address more housing needs in the community.
- Coordinate resources and/or volunteer base of people to drive seniors to out-of-town medical services – there will be an increased need for specialized medical attention.

E. Medium-term Actions (1 to 3 years)

- Establish transitional beds at the hospital that are flexible in use.
- More residential care beds and assisted living units.
- Men's Shelter
- United Way Emergency Housing program
- Research & access funding opportunities
- Research & establish Family Care Program
- Research & encourage roommate program
- More benches
- 'Adopt a Grandparent' program
- Host Workshops on: power of attorney/managing finances; personal safety – at home, on the phone, on the streets, in a volunteer workplace; managing change - what are people feeling about the changes that are taking place in the community and how can we encourage increased participation in events & uptake of services.

F. Long-term Actions (over 3 years)

- Promote a cultural shift to encourage more seniors to live together as room-mates, to decrease social isolation and help with costs
- Expansion of Mt. Begbie Manor – low cost independent living (rental)
- Promote construction of more ownership condos for seniors

- Encourage an increase in the development of private residential care facilities (attracting businesses)
- Keeping the inclusive nature of our rural community (viewing planning processes through an 'age-friendly' lens)

G. Next Steps

Actions	Timelines
Apply for Age-Friendly Community Planning Grant	Deadline Nov 14, 08
Community Consultation - Review identified needs and Actions with seniors for feedback and setting priorities: <ul style="list-style-type: none"> • Seniors' Association meeting • Family/resident council meeting at Mt. Cartier Court • Resident groups at Mt. Begbie Manor and Monashee Court • Service Groups 	By January 31, 09
Initiate/investigate feasibility of short-term actions (0 – 1 yr)	To October 31, 09

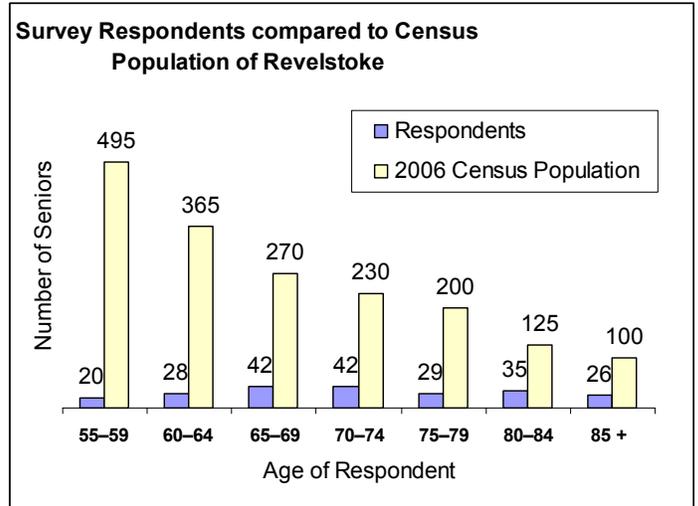
APPENDIX B

Seniors Issues Survey Report – February 2009

A total of **230** surveys were returned – **225** were valid, and **5** surveys were not valid due to the respondents being too young. Percentages cited are in relation to the number of responses per question. Verbatim responses stated here (comments) are those most frequently cited by respondents. Overall, many survey respondents noted that answers reflected their current healthy state, but questions could be of more concern as they aged or if they became injured or sick.

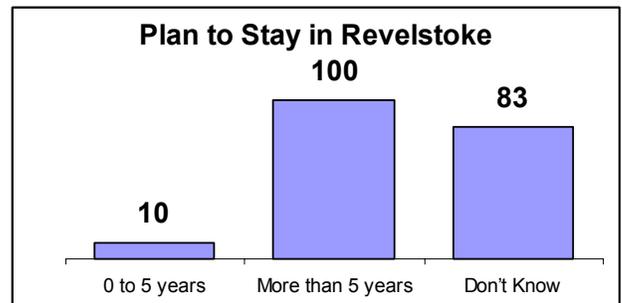
1. Firstly, what year were you born?

The average age of respondents was 73 years. Over 25% of all Revelstoke residents aged 80 years or over participated in the survey.



2. How long do you plan to stay in Revelstoke?

Length of stay	Percent
0 to 5 years	5%
More than 5 years	52%
Don't Know	43%

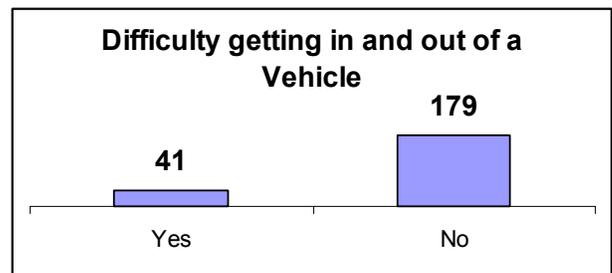


Comments:

Most people wanted to stay in Revelstoke for the rest of their lives; those who 'didn't know' cited insecurity regarding affordability (rising cost of living), and whether enough services would be available to meet their needs.

3. Accessible transportation

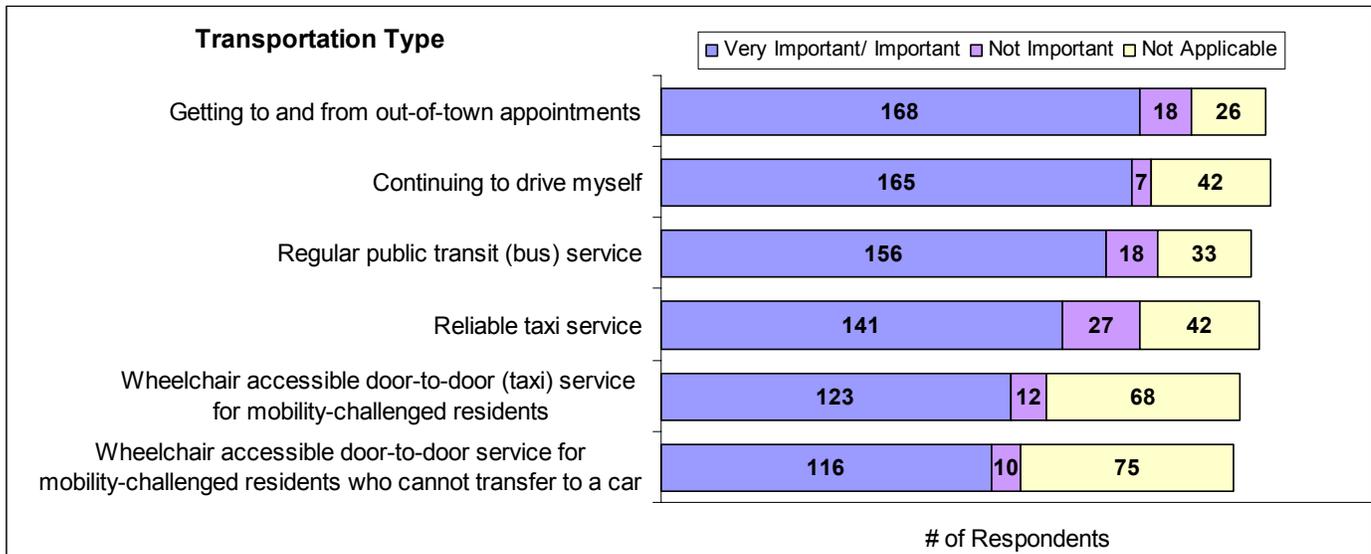
Do you have difficulty getting in and out of a vehicle?
 Yes: 19%
 No: 81%



Comments:

Some stated that the condition of the sidewalks/roads affected their ability to get in and out of a vehicle.

3a. Transportation	Very Important/ Important
Getting to and from out-of-town appointments	79%
Continuing to drive myself	77%
Regular public transit (bus) service	75%
Reliable taxi service	68%
Wheelchair accessible door-to-door (taxi) service for mobility-challenged residents	61%
Wheelchair accessible door-to-door service for mobility-challenged residents who cannot transfer to a car	58%



Comments:

A number of issues were cited regarding the existing taxi service – long wait times; lack of courteous drivers.

Many expressed concern that the public transit bus didn't stop at the Community Centre or Seniors' Centre, and there was no transit service in the evenings.

It was noted that access to out of town medical appointments requiring an overnight stay was difficult to arrange for many seniors - accessible, alternative transportation options were needed for this and for appointments that must be made on dates when the medical bus was not available.

4. Home care support

I would like to have, or am on the waiting list for, home care support services

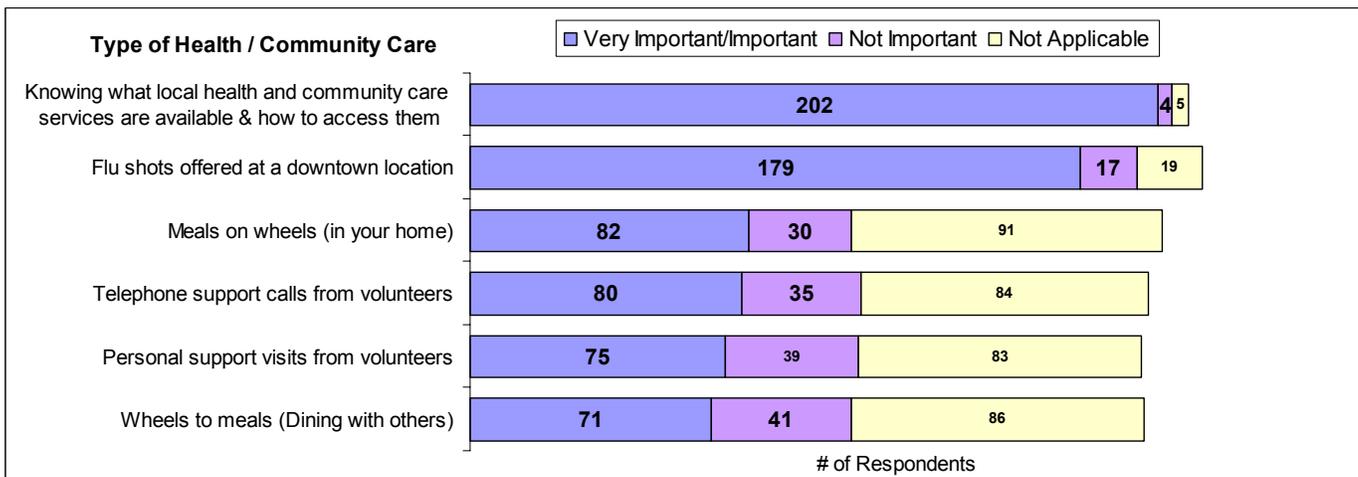
Yes: 15%

No: 85%

Comments:

A total of 31 respondents answered 'yes' to this question Some respondents were already receiving home care support – private or otherwise.

4a. Health and Community Care	Very Important/ Important
Knowing what local health and community care services are available & how to access them	95%
Flu shots offered at a downtown location	83%
Meals on wheels (in your home)	40%
Telephone support calls from volunteers	40%
Personal support visits from volunteers	38%
Wheels to meals (Dining with others)	36%

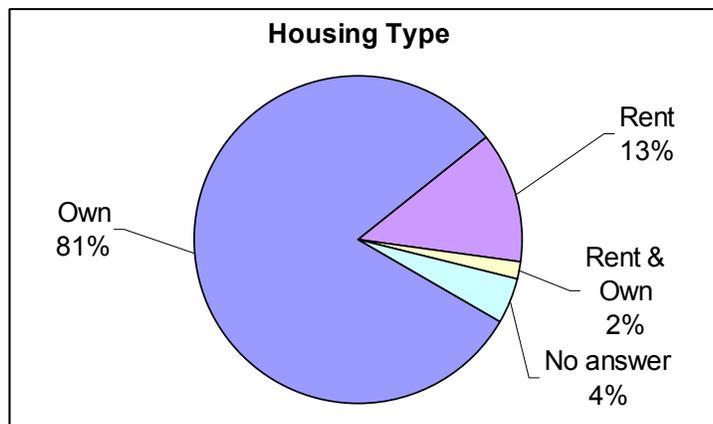


Comments:

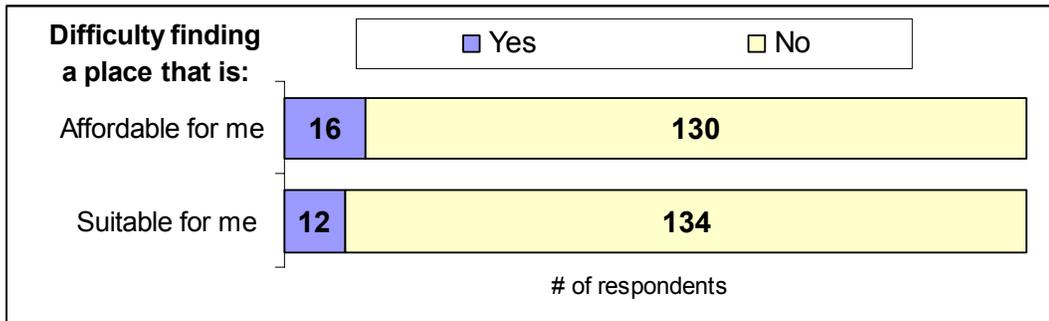
It was noted that Meals on Wheels serving portions had decreased while the cost had remained constant for several years.

Downtown access to flu shots was needed.

5. Housing to meet my needs
Most respondents (182) owned their own homes.



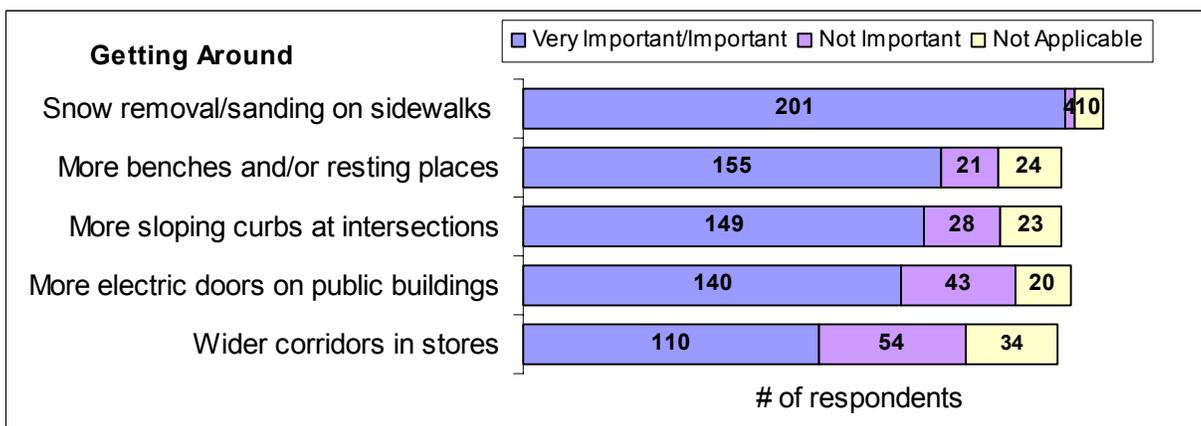
5a.	Yes	No
I am having difficulty finding a place to live that is suitable for me (for example – size or location)	8%	92%
I am having difficulty finding a place to live that is affordable for me	11%	89%



Comments:

Respondents felt fortunate to own their homes, but were not sure what to do if they had to move – nothing suitable was available or affordable for seniors; there were limited to no options for seniors needing or wishing to downsize. *“If I had to sell my home, where would I go?”*

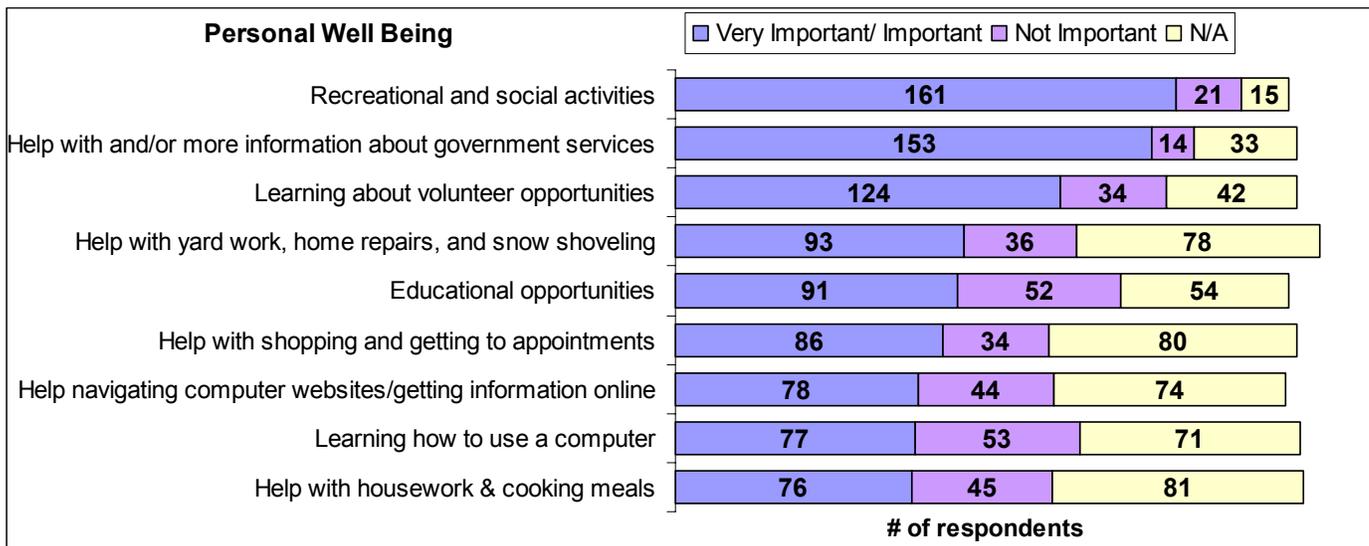
6. Getting around	Very Important/ Important	Where benches?
Snow removal/sanding on sidewalks	93%	<ul style="list-style-type: none"> • Downtown • Greenbelt • In stores • Shopping mall • Mackenzie Ave • Bus stops • Between downtown & places where seniors live (Selkirk Gardens, Nims Manor etc) • Soccer/playing field so you can watch games
More benches and/or resting places...	78%	
More sloping curbs at intersections	74%	
More electric doors on public buildings	69%	
Wider corridors in stores	56%	



Comments:

Walking was a priority for most respondents. The icy, treacherous condition of sidewalks in winter and lack of enforcement of handicap parking spaces were key barriers to accessibility. There was a need for more handicap parking. Sidewalk ice made getting around very difficult, especially with a walker. It was noted that sloping curbs were good in summer but treacherous if not maintained in winter. There were many sidewalks and curbs in need of repair. More benches were needed, particularly in the above locations.

7. Personal well-being	Very Important/ Important
Recreational and social activities	81%
Help with and/or more information about government services	77%
Learning about volunteer opportunities	62%
Educational opportunities	47%
Help with yard work, home repairs, and snow shoveling	45%
Help with shopping and getting to appointments	43%
Help navigating computer websites and getting information online	40%
Learning how to use a computer	39%
Help with housework & cooking meals	38%



Comments:

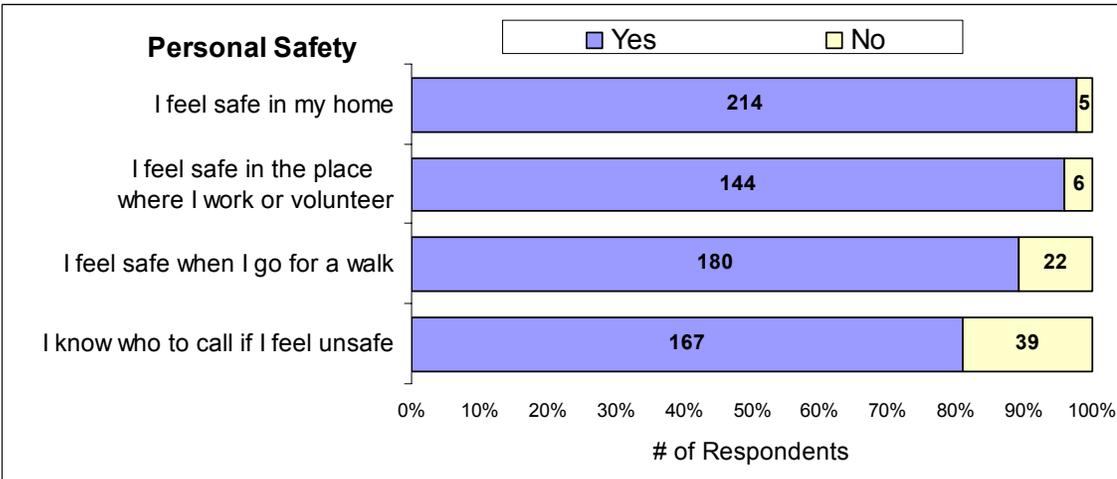
More senior participation and events were needed at the Seniors' Centre.

Suggestions for recreational and social activities:

Activities needed to be held during the day – it was difficult for many seniors to get out at night. Also, events needed to be affordable for all. Suggestions - Old-time dances, arts, crafts, cards (other than Bridge), lunch outings, bus trips out-of-town.

7a. Personal safety

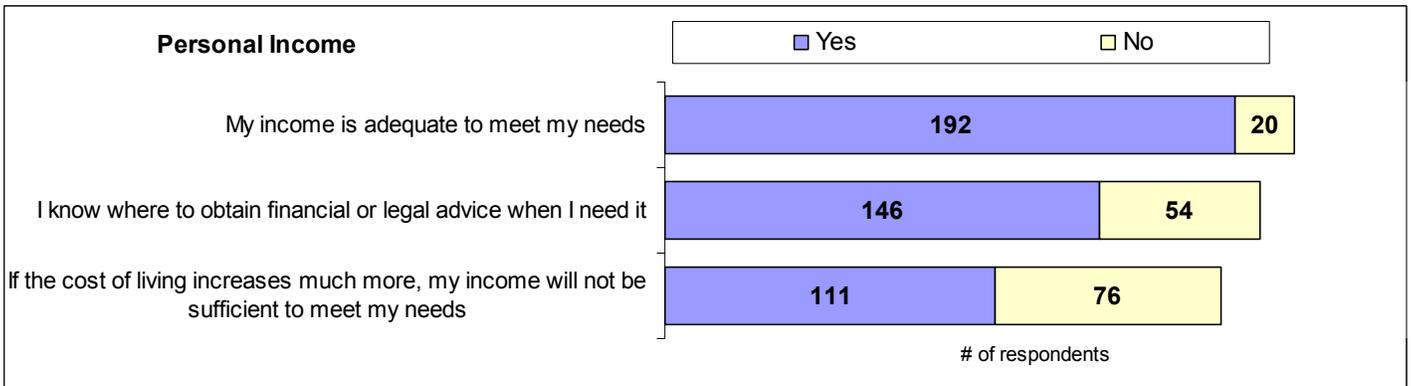
A total of 39 respondents did not know whom to call if they felt unsafe.



Comments:

Most respondents felt safe during the day, but some not at night. Some didn't feel safe in winter because of ice/snow on sidewalks, and in summer due to bears.

7b. Personal income	Yes	No
My income is adequate to meet my needs	91%	9%
I know where to obtain financial or legal advice when I need it	73%	27%
If the cost of living increases much more, my income will not be sufficient to meet my needs	59%	41%



Comments:

There were concerns about being on a fixed income and the rising cost of living – many felt affordability depended on the economy. Some stated that as long as they were still working, they were fine.

APPENDIX C

REVELSTOKE SENIORS WALKING ROUTES

- 1 Moberly Manor
- 2 Coopers Foods
- 3 Monashee Court
- 4 Colriver Manor
- 5 Post Office
- 6 Community/Seniors/Aquatic Centre
- 7 Nims Manor
- 8 Selkirk Gardens
- 9 Mt. Begbie Manor
- 10 Southside Foods

