



AGE-FRIENDLY COMMUNITY ACTION PLAN

2016

Maple Ridge

Seniors Engaged, Energized, and Collaborative:
Community Dialogue and Action Planning



Provincial funding administered by Union of BC Municipalities

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1. Outdoor Spaces & Buildings

Does the natural and built environment help older persons get around easily and safely in the community and encourage active community participation?

Goal 1: Improve green spaces and walkways				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To provide safe and accessible outdoor spaces, offering seniors and all populations a common place to socialize, interact and exercise. To provide a safe and accessible space for small dogs and their owners to exercise and socialize. 	<ul style="list-style-type: none"> That this demographic enjoys outdoor spaces; however feel there is opportunity to improve safety and accessibility. That this demographic are pet owners and are looking for opportunities to exercise small pets in safe urban settings. 		<ul style="list-style-type: none"> Record yearly, the number of new accessible and safety features added within the community. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Improve access to public washrooms.	High	Funding not yet identified	Working on stagey (identified in 2016 work plan)	<ul style="list-style-type: none"> City of Maple Ridge - <ul style="list-style-type: none"> Parks Department Engineering Department BIA
Create adequate and safe green spaces: <ul style="list-style-type: none"> Accessible walkways; Accessible surfacing; Adequate and safe lighting. 	High	Funding identified within development budgets	Considered within design and development of new spaces <i>*Follow municipal standards for new community park designs</i>	<ul style="list-style-type: none"> City of Maple Ridge - <ul style="list-style-type: none"> Parks Department
Increase bench seating (with arm rests) along specific seniors' walking routes: <ul style="list-style-type: none"> Downtown Core; 	Medium	Allocated within special project budgets.	On-going – seating is being incorporated in to new and retrofit	<ul style="list-style-type: none"> City of Maple Ridge - <ul style="list-style-type: none"> Parks Department Operations Depart.

Urban parks.		*Well established Park Gift program **Placement of seasonal additional picnic table seating in high traffic community parks	construction	<ul style="list-style-type: none"> • Planning Department • Municipal Advisory Committee on Accessibility Issues • BIA
Create accessible urban walking routes: <ul style="list-style-type: none"> • Accessible surfacing; • Adequate and safe lighting. *identified in OCP – Transportation	Medium	\$400,000 annual budget – Pedestrian/ sidewalk improvements (new, existing and retrofit funding)	On-going – as identified and recommended by City staff and stakeholders	<ul style="list-style-type: none"> • City of Maple Ridge - • Engineering Department • Operations Depart.
Improve the access (walkability) to waterfront areas: <ul style="list-style-type: none"> • Surfacing; • Gradient; • Lighting; • Safety *Specific Locations to include: <ul style="list-style-type: none"> • Haney Wharf; • 216th Dyke Access. 	Low	To be determined	<p>Identified issues will be explored by appropriate internal departments and dealt with/ resolved</p> <p>*216th Dyke Access – Identified and planning is in progress (2016)</p> <p>*identified in OCP – Transportation Plan and the P&LS Master Plan</p>	<ul style="list-style-type: none"> • City of Maple Ridge - • Parks Department • Operations Depart. • Engineering Department
Create additional off-leash dog area (small dogs within the core town area; close to high density age-friendly living areas).	Low	<p>Long Term Capital Budget</p> <p>*Potential to look at following Urban Locations</p> <ul style="list-style-type: none"> • Noki Park (2018/2019) 	<ul style="list-style-type: none"> • 2016 –future locations to be identified and consideration. • 2016 locations approved in 2015 process to be completed. • Westview Park – 	<ul style="list-style-type: none"> • City of Maple Ridge - • Park Department.

- *St Ann Park (2017)*
- *Raymond Park (2017)*

- completed.
- Upper Maple Ridge Park – In Progress.
- Hammond Park – Approved and in process of confirming final Location.

*(*Identified in the P&LS Master Plan*

Goal 2: Expand outdoor recreation for seniors				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To provide community based active and social outdoor recreational opportunities, specifically targeting older adults. 	<ul style="list-style-type: none"> That this demographic enjoys participating in outdoor social and active based recreational opportunities. 		<ul style="list-style-type: none"> Create an inventory of ongoing accessible outdoor recreational opportunities. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Develop, implement and evaluate park based services and programming:				
<ul style="list-style-type: none"> Expand walking groups; 	High	2016 Maple Ridge/ Pitt Meadows Community Services – Grant funding *confirmed*	For Consideration in 2017 business planning (RMSS)	<ul style="list-style-type: none"> City of Maple Ridge - <ul style="list-style-type: none"> Leisure and Recreational Services. Ridge Meadows Seniors Society Maple Ridge and Pitt Meadows Community Services
<ul style="list-style-type: none"> Create park based Pickle Ball Courts; 	High	2016 capital budget	2016 business plan – Q2	<ul style="list-style-type: none"> City of Maple Ridge - <ul style="list-style-type: none"> Parks Department. Leisure and Recreation Department
<ul style="list-style-type: none"> Design and install senior friendly park signage, including trail signage; 	High	Long Term Capital Budget	To be considered within new park development *1 court established in Hammond Park. **2 courts established at Garibaldi park.	<ul style="list-style-type: none"> City of Maple Ridge <ul style="list-style-type: none"> Parks Department Leisure and Recreation Department

<ul style="list-style-type: none">• Registered Programming opportunities for outdoor Pickle Ball.	High			<ul style="list-style-type: none">• City of Maple Ridge -<ul style="list-style-type: none">• Leisure and Recreation Department• Parks Department
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Goal 3: Improve road safety and pedestrian safety

<p>Objective To provide opportunities for this demographic to communicate with community officials regarding specific built environment access issues.</p>	<p>Assumptions/Constraints That this demographic enjoys local shopping opportunities; however, find the build environment to be inaccessible and unsafe.</p>	<p>Performance Measure/Target</p> <ul style="list-style-type: none"> Record number of recommendations implemented from annual forum/meeting/workshop with city staff and stakeholder. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates.
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Actions	Priority	Budget	Timing	Key Organizations
<p>Provide an opportunity for senior populations, City staff (engineering, parks, planning) and like organizations to walk the community (walkability study) looking specifically at:</p> <ul style="list-style-type: none"> sidewalk safety (roots and vegetation growth); Street crossing safety; lighting; sidewalk surfacing and cracks; curb letdowns 	High	Not Applicable	2016 Q2	<ul style="list-style-type: none"> City of Maple Ridge - <ul style="list-style-type: none"> Leisure and Recreation Department Engineering Department Operations Department Parks Department Council Representation Municipal Advisory Committee on Accessibility Issues Seniors Network Ridge Meadows Seniors Society BIA
<p>Public education on:</p> <ul style="list-style-type: none"> Cross walk safety Walk/hand signals Scooter Safety (Maneuvering tips and Right of way standards) <p>Driver/walker right of ways at intersections.</p>	High	Exploring Grant opportunities and/or sponsorship	2016 Q3 <i>*RMSS will be the host of the event and is investigating opportunities currently.</i>	<ul style="list-style-type: none"> Senior Network Committee City of Maple Ridge - <ul style="list-style-type: none"> Parks and Leisure Services Department Engineering

				Department <ul style="list-style-type: none"> • ICBC • RCMP • Ridge Meadows Senior Society
Review crosswalk systems: <ul style="list-style-type: none"> • Look at and evaluate automated cross walk (time allocation, pole locators etc.) • Multi lane cross walk safety (amber flashing cross walk control, street parking sight lines). 	High	NA – evaluation is currently under way	2016 – evaluation 2017 – installation	<ul style="list-style-type: none"> • City of Maple Ridge - Engineering Department.
	High	Capital – Engineering budget	2016 – Q4 evaluation with possible installation	
Explore opportunities to lower speed limit: <ul style="list-style-type: none"> • Along 222nd Street; • 224th Street. 	*Road design is considered in all new and retrofit projects. ** <i>This issue has been explored and is not recommended based on ‘best practices’ within traffic engineering (studies); however reducing driving speeds is achievable through changes in road formation.</i>			<ul style="list-style-type: none"> • City of Maple Ridge - Engineering Department.
Identify and enforce specific truck routes within the down town core area.	*This is achieved naturally, through the design of road networks. ** <i>It is noted that if trucks are on other (secondary) roads this is like due to fact that they are traveling to a delivery site.</i>			<ul style="list-style-type: none"> • City of Maple Ridge - Engineering Department. • Ridge Meadows RCMP

Goal 4: Improve cycling opportunities				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To provide opportunities for this demographic to use alternative forms of transportation. To provide this demographic with the necessary resources and equipment to participate in alternative forms of transportation. 	<ul style="list-style-type: none"> That this demographic is active and explores alternative modes of transportation, including cycling options. 		<ul style="list-style-type: none"> Record yearly, the number of existing and new multi use paths. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Partner with the local cycling community to promote age-friendly cycling: <ul style="list-style-type: none"> Adult trikes; Wheelchairs with hand cycle attachments. 	Medium	Dependent on grants and partnership opportunities.	Dependent on grants and partnership opportunities.	<ul style="list-style-type: none"> City of Maple Ridge - <ul style="list-style-type: none"> Leisure and Recreation Services Department Department Cycling Community (HUB) <i>*potential to partner with private sector</i>
Develop more cycling specific routes to include: <ul style="list-style-type: none"> Wayfinding cycling signage; Separation from high traffic areas 	Medium		<ul style="list-style-type: none"> 2016 - Ongoing construction-128th Ave, Multi use path. 	<ul style="list-style-type: none"> City of Maple Ridge - <ul style="list-style-type: none"> Engineering Department Cycling Community (Hub)
		\$20,000 annually	<ul style="list-style-type: none"> 117Ave corridor – work complete. Lougheed Hwy btw. Laity Street and 216th St. Multi Use Path joining existing cycling network – complete. 	
		Built into project costs	<ul style="list-style-type: none"> 132 Ave Multi use 	

<ul style="list-style-type: none">• surfacing		Built into project costs	path – complete. <i>*identified in OCP – Transportation.</i>	
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Goal 5: Improve accessibility of public buildings

<p>Objective To make it easier, safer and more comfortable for this demographic access public buildings.</p>	<p>Assumptions/Constraints</p> <ul style="list-style-type: none"> • That this demographic enjoys shopping locally and look for store owners who provide exceptional and accessible services. • That this demographic relies on appropriate and accessible signage and wayfinding. • That Snow removal is important and necessary. • That this demographic relies on access to public and accessible washroom within shopping areas and the community. 		<p>Performance Measure/Target</p> <ul style="list-style-type: none"> • Record yearly, the number of stakeholder complaints that are resolved, pertaining to inaccessible public buildings and/or bylaw violations. • Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
<p>Actions</p>	<p>Priority</p>	<p>Budget</p>	<p>Timing</p>	<p>Key Organizations</p>
<p>Develop/distribute accessibility materials for local businesses highlighting the importance of:</p> <ul style="list-style-type: none"> • Accessible entrances; • Accessible products and services (shelving, width of isles etc.); • Accessible and available washrooms for public use. 	<p>Medium</p>	<p>Not yet Identified</p>	<p>To be explored in 2017</p>	<ul style="list-style-type: none"> • Senior Network Committee • Downtown Maple Ridge BIA • Ridge Meadows Chamber of Commerce • City of Maple Ridge- <ul style="list-style-type: none"> • Leisure and Recreation Services Department • Maple Ridge/ Pitt Meadows Municipal Advisory Committee on Accessibility Issues
<p>Develop a signage and wayfinding policy for all City streets and buildings that is age-friendly and accessible:</p> <ul style="list-style-type: none"> • Improve visibility of wayfinding 	<p>Medium</p>	<p>Funding built into projects and maintenance budgets</p>	<p>Ongoing – incorporated into new building and retrofit projects. *Signage is being</p>	<ul style="list-style-type: none"> • City of Maple Ridge- <ul style="list-style-type: none"> • Leisure and Recreation Services Department

<p>signage (font sizing);</p> <ul style="list-style-type: none"> • Multi-lingual; <p>Dementia-Friendly.</p>	<p><i>*municipality adopted National standard as set forth by provincial and federal bodies.</i></p>		<p>developed for parks and trail heads to include location, degree of difficulty, estimated time of completion etc.</p>	<ul style="list-style-type: none"> • Parks Department • Engineering Department • Communications Department
<p>Ensure there is an adequate and up to date printed map available for the community, highlighting points of interest:</p> <ul style="list-style-type: none"> • Age Friendly Shopping • Health Services • Recreation and Parks <p>Place of Worship</p>	<p>Medium</p>	<p>Not yet Identified</p>	<p>For future consideration, Business planning 2017/18</p>	<ul style="list-style-type: none"> • Seniors Network • City of Maple Ridge- Leisure and Recreation Services Department • Parks Department • Communications Department
<p>Educate residents and business owners regarding the City snow removal bylaw and enforce regulations.</p>	<p>Low</p>	<p>Not Applicable</p>	<p>Ongoing and as opportunity presents itself (Snow days etc.)</p>	<ul style="list-style-type: none"> • City of Maple Ridge- Bylaw Enforcement • Leisure and Recreation Services Department
<p>Partner with community agencies and organizations to reinstate the Snow Angels program.</p>	<p>Low</p>	<p>Not yet Identified</p>	<p>For future consideration, Business planning 2017/18</p>	<ul style="list-style-type: none"> • Senior Network • City of Maple Ridge- Leisure and Recreation Services Department • Maple Ridge/ Pitt Meadows Municipal Advisory Committee on Accessibility

2. Transportation

Can older persons travel wherever they want to go in the community, conveniently and safely?

Goal 1: Improve regional transportation services for local seniors				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To advocate that this demographics' transportation needs are met by regional services. To advocate safe and reliable local and regional transportation services. To ensure representation for this demographic at the regional transportation board. (Transportation User Advisory Committee) 	<ul style="list-style-type: none"> That public transportation is an important and vital service and needs to be more reliable and accessible to all users. 		<ul style="list-style-type: none"> Record the number of participants attending a joint meeting. Record the number of stakeholder complaints resolved. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Appoint representation from this demographic to one or more of the following council tables to represent senior transportation needs and issues: <ul style="list-style-type: none"> Municipal Advisory Committee on Accessibility Issues; Social Policy Advisory Committee; Active Transportation Committee. 	High	Not Applicable	2016 – Q2	<ul style="list-style-type: none"> Seniors Network City of Maple Ridge- <ul style="list-style-type: none"> Leisure and Recreation Services Department Municipal Advisory Committee on Accessibility Issues Social Policy Advisory Committee
<ul style="list-style-type: none"> Appoint representation from this demographic to the existing Translink and/or Coast Mountain Bus Company User Committee. 	High	Not Applicable	2016 – Q1 *Completed	<ul style="list-style-type: none"> Senior Network

<p>Advocate to Translink to ensure:</p> <ul style="list-style-type: none"> • Adequate and appropriate bus connections, specific to age-friendly travel destinations (medical appointments/ hospital visits etc.); • Service is reliable and frequent to meet the needs of age- friendly demands (afterhours access to metropolitan areas for medical appointments); • Adequate weekend and evening service; • Ensure all bus stops are accessible and provide shelter and adequate seating and washrooms; • Bus schedules are easily accessible either in print format or electronically and provide adequate details. 	<p>Medium</p>	<p>N/A</p> <p><i>*RMSS receives lots of direct customer feedback – very invested in advocacy</i></p>	<p>On-going</p> <p><i>*Accessible bus stops – on going as identified.</i></p> <p><i>**identified in OCP – Transportation</i></p> <p><i>***Identified in the P&LS Master Plan</i></p>	<ul style="list-style-type: none"> • Ridge Meadows Senior Society • City of Maple Ridge- <ul style="list-style-type: none"> • Leisure and Recreation Services Department • Engineering Department • Municipal Advisory Committee on Accessibility Issues
<p>Advocate to HandyDART to:</p> <ul style="list-style-type: none"> • Improve advance booking system (one time appointments); • Provide reliable and adequate service for specialist appointments that fall within and outside regular scheduled time frames and service locations (Pitt Meadows/ Maple Ridge to Mission/ Abbotsford area); • Decrease denial rate; • Improve security of transfer points, specifically in rural areas. 	<p>Medium</p>	<p><i>*RMSS receives lots of direct customer feedback – very invested in advocacy.</i></p>	<p>On-going</p> <p><i>*identified in OCP – Transportation</i></p> <p><i>*Identified in the P&LS Master Plan</i></p>	<ul style="list-style-type: none"> • Ridge Meadows Senior Services • City of Maple Ridge- <ul style="list-style-type: none"> • Leisure and Recreation Services Department • Engineering Department • Municipal Advisory Committee on Accessibility Issues

Goal 2: Improve taxi service for seniors				
Objective	Assumptions/Constraints		Performance Measure/Target	
To advocate for safe, accessible and adequate alternative transportation services are available within the community.	<ul style="list-style-type: none"> That alternative modes of transportation which are accessible and reliable are an important and vital service. 		<ul style="list-style-type: none"> Will design and implement one educational session per year targeting staff of alternative modes of transportation. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Develop and deliver education material to local alternative transportation companies regarding: <ul style="list-style-type: none"> Supporting older adults; Accessibility and affordability of services; Needs and considerations supporting this demographic; Dementia Training; and, Safety. 	High	Explore opportunities for sponsorship (minimal costs associated with item)	2016 – Q3	<ul style="list-style-type: none"> Seniors Network Ridge Meadows Senior Society

Goal 3: Improve parking and accessibility				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To increase safe, accessible and adequate parking within the city. To increase safe, adequate and standardized drop off zones. 	<ul style="list-style-type: none"> That this demographic relies heavily on personal and private modes of transportation and need accessible parking options. 		<ul style="list-style-type: none"> Record additional accessible parking and drop off zones as opportunities arise. Record the number of resolved municipal complaints pertaining to accessible parking. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Review accessible parking design with city engineering, specifically: <ul style="list-style-type: none"> Proximity to buildings; Width of parking stalls; Time limits. 	Medium	Operating Budget	Completed upon request, pending an engineering evaluation.	<ul style="list-style-type: none"> City of Maple Ridge - Engineering Department Municipal Advisory Committee on Accessibility Issues
Create more: <ul style="list-style-type: none"> Drop off zones in front of public buildings; Drop off zones in front of medical (service agency) buildings; Free, long-term, downtown parking. 	Medium	Operating Budget	Completed upon request, pending an engineering evaluation.	<ul style="list-style-type: none"> City of Maple Ridge - Engineering Department Municipal Advisory Committee on Accessibility Issues
Establish an inventory of: <ul style="list-style-type: none"> Current accessible parking within the core town; Need for additional accessible parking. 	Medium	Within existing budget	2016 – Develop an internal plan to complete this work.	<ul style="list-style-type: none"> City of Maple Ridge - Engineering Department Municipal Advisory Committee on Accessibility Issues By Law Enforcement

3. Housing

Do older persons have housing that is safe and affordable and which allows them to stay independent as their needs change?

Goal 1: For local seniors to be involved in assessing and planning for new housing development				
Objective	Assumptions/Constraints		Performance Measure/Target	
To work towards securing and supporting options for accessible, affordable and independent senior living.	That affordable and accessible housing for all populations is in high demand and needs to be addressed at all levels of the government.		<ul style="list-style-type: none"> Record the number of implemented action items as outlined in the Maple Ridge Housing Action Plan. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Form a Seniors Housing Coalition to: <ul style="list-style-type: none"> Represent the needs of local seniors; Conduct a needs assessment; Develop strategic partnerships to encourage the development of new, affordable, rental accommodation for older adults. 	High	Minimal – Not yet Identified	2016 – Q4	<ul style="list-style-type: none"> Seniors Network City of Maple Ridge Leisure and Recreation Services Department
Advocate to the provincial government to increase the local stock of affordable rental housing for the seniors' population.	High	Not Applicable	To be explored in 2017	<ul style="list-style-type: none"> Seniors Network City of Maple Ridge Leisure and Recreation Services Department
Advocate to the provincial government to increase the 'SAFER' subsidy available through BC Housing for the senior population with lower income.	High	Not Applicable	Dependent on above action.	<ul style="list-style-type: none"> Seniors Network City of Maple Ridge Leisure and Recreation Services Department
Advocate to the provincial government to reinstate co-op subsidies.	High	Not applicable	<i>*This topic was discussed and voted on at the 2015 UBCM.</i>	<ul style="list-style-type: none"> Seniors Network City of Maple Ridge Leisure and Recreation Services

Goal 2: For Mayor and Council to take a lead role in encouraging seniors housing development

<p>Objective</p> <ul style="list-style-type: none"> To work towards improving the stock of affordable and accessible rental housing for this demographic within Maple Ridge. To ensure that the local accessible building standard exceeds the current BC accessible building standards. 	<p>Assumptions/Constraints</p> <ul style="list-style-type: none"> That affordable and accessible housing for all populations is in high demand and needs to be addressed and endorsed within local government. That the City of Maple Ridge needs to work with developers, encouraging accessible and affordable housing options within multi unit developments. 		<p>Performance Measure/Target</p> <ul style="list-style-type: none"> Record the number of implemented action items as outlined in the Maple Ridge Housing Action Plan. Record the number of new developments that focus on/or commit to building accessible and affordable rental housing. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
<p>Actions</p>	<p>Priority</p>	<p>Budget</p>	<p>Timing</p>	<p>Key Organizations</p>
<p>Implement all recommendations as outlined in the City endorsed Housing Action Plan as it relates to the seniors' population.</p>	<p>High</p>	<p>As per the Housing Action Plan Report - Implementation Plan</p>	<p>Housing Action Implementation Plan has been developed and approved by council - ongoing</p>	<ul style="list-style-type: none"> City of Maple Ridge - Leisure and Recreation Services Department
<p>Encourage the development of affordable housing by waiving development cost charges, applying inclusionary zoning and density bonuses and other methods.</p>	<p>Medium</p>	<p>As per the Housing Action Plan Report - Implementation Plan</p>	<p><i>*Identified in the Housing Action Implementation Plan – Medium Term</i> <i>*identified in OCP – Neighbourhoods & housing</i></p>	<ul style="list-style-type: none"> City of Maple Ridge - Leisure and Recreation Services Department Planning Department Bylaws Department
<p>Develop and endorse a bylaw specific to accessible housing in new multi-level building applications. Include a higher standard of the basic building code to ensure that accessibility modifications are implemented and easily achieved.</p>	<p>Medium</p>	<p>As per the Housing Action Plan Report - Implementation Plan</p>	<p><i>*Identified in the Housing Action Implementation Plan – Medium Term</i></p>	<ul style="list-style-type: none"> City of Maple Ridge - Leisure and Recreation Services Department Planning Department Bylaws Department
<p>Work with City government (planning department) to ensure that rental and affordable units are adequate in size.</p>	<p>Medium</p>	<p>As per the Housing Action Plan Report - Implementation Plan</p>	<p><i>*Identified in the Housing Action Implementation plan – ongoing</i></p>	<ul style="list-style-type: none"> City of Maple Ridge - Leisure and Recreation Services Department

			<i>*identified in OCP – Neighbourhoods & housing</i>	<ul style="list-style-type: none">• Planning Department• Bylaws Department
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Goal 3: For the community to support seniors aging in place in a healthy and inclusive way

<u>Objective</u>	<u>Assumptions/Constraints</u>		<u>Performance Measure/Target</u>	
<ul style="list-style-type: none"> To ensure that this demographic is supported and safe within their homes. To ensure that this demographic has access to necessary supports and services in order to age in place. To provide this demographic with accessible and up-to-date housing referral options, including support with the application process. 	<ul style="list-style-type: none"> That this demographic would prefer to age in place; however need financial and physical assistance with property up keep. That this demographic relies on peer supports and community programs to ensure they do not become isolated and/or shut-in. 		<ul style="list-style-type: none"> Record the number of peer relationship matches made. Record the number of individuals waiting for peer relationship matches. Record the number of seniors accessing the referral service. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
<u>Actions</u>	<u>Priority</u>	<u>Budget</u>	<u>Timing</u>	<u>Key Organizations</u>
Educate building managers of seniors' housing complexes and rental units, on the importance of developing a pet-friendly policy allowing seniors to age in place with pets.	High	Not Applicable	Ongoing - opportunities for pet friendly education to be included <i>*Identified in the Housing Action Implementation plan</i>	<ul style="list-style-type: none"> City of Maple Ridge <ul style="list-style-type: none"> Leisure and Recreation Services Department Senior Network - Housing Planning Table
Develop a seniors housing referral service to: <ul style="list-style-type: none"> Keep an up-to-date database of all affordable and accessible housing available within the community; Assist and advocate for seniors who need support in locating and accessing affordable housing (filing of appropriate documents and applications etc.). 	High	Not yet Identified	To be explored in 2017 business planning <i>*Identified in the Housing Action Implementation plan - ongoing</i>	<ul style="list-style-type: none"> Senior Network City of Maple Ridge - <ul style="list-style-type: none"> Leisure and Recreation Services Department CEED Centre Ridge Meadows Senior Society
Develop a senior neighbourhood watch program.	Low	Not yet Identified	To be explored in 2017 business planning	<ul style="list-style-type: none"> Ridge Meadows Senior Society Senior Network Ridge Meadows RCMP

<p>Develop a program for peer relationship – seniors visiting seniors (to combat isolation and improve security).</p>	<p>Low</p>	<p>Not yet Identified</p>	<p>To be explored in 2017 business planning</p> <p><i>*RMSS currently offers – Peer Counselling, Peer phone check-in, and Seniors helping Seniors (programs need to be branded and promoted)</i></p>	<ul style="list-style-type: none"> • Ridge Meadows Senior Society • Senior Network • MR/PM Community Services
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4. Respect & Inclusion

Are public services, media, commercial services, faith communities and civic society respectful of the diversity of needs among seniors and willing to accommodate seniors in all aspects of society?

Goal 1: Improve accessibility and inclusiveness of local businesses and services				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To ensure that this demographic is supported and welcome within local businesses and shopping districts. To ensure that this demographic has access to accessible and safe local shopping. To ensure that this demographic is treated with respect and dignity when shopping locally. 	<ul style="list-style-type: none"> That this demographic contributes to community and need to feel welcomed and valued. 		<ul style="list-style-type: none"> Record the number of businesses participating in the AFI business accreditation program. Record the number of businesses nominated and/or receiving AFI award recognition. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Develop a business related model to include: <ul style="list-style-type: none"> Sensitivity training; Age Friendly Award Recognition Program; Age Friendly Business Accreditation Program; Program specific to supporting and serving older adults. 	Medium	Will be explored	<ul style="list-style-type: none"> 2016 – Initial discussions and process etc. 2017 - Implementation 	<ul style="list-style-type: none"> Senior Network Downtown Maple Ridge Business Improvement Association (BIA) Ridge Meadows Chamber of Commerce City of Maple Ridge <ul style="list-style-type: none"> Leisure and Recreation Services Department Municipal Advisory Committee on Accessibility Issues

Goal 2: Increase opportunities for connection between generations				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To ensure that this demographic is supported and welcomed within local businesses and shopping districts. To ensure that this demographic has access to accessible and safe local shopping To ensure that this demographic is treated with respect and dignity when shopping locally. 	<ul style="list-style-type: none"> That this demographic has life experiences and skills to offer a community and are looking for opportunities to share their knowledge and experiences with other populations. 		<ul style="list-style-type: none"> Record the number of businesses participating in the AFI business accreditation program. Record the number of businesses nominated and/or receiving AFI award recognition. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Create a second intergenerational garden, partnering with a local elementary school and the local senior centre.	High	Long Term Capital Budget 2017	2017 Business Plan *highlighted in P&LS Master Plan	<ul style="list-style-type: none"> City of Maple Ridge - Leisure and Recreation Services Department Parks Department Ridge Meadows Senior Services
Engage seniors with a variety of local youth and children through intergenerational learning opportunities: <ul style="list-style-type: none"> School reading buddies; School art buddies; Community festivals and events. 	Medium	Highlighted in 2016 P&LS, Community Services Budget and Ridge Meadows Seniors Society	Highlighted in 2016 business plan and Ridge Meadows Seniors Society *Programs already in existence include the computer program and the intergeneration garden. *Identified in the P&LS Master Plan	<ul style="list-style-type: none"> City of Maple Ridge - Leisure and Recreation Services Department Ridge Meadows Senior Society Senior Network SD 42

<p>Create opportunities for the local seniors to engage with young mom's:</p> <ul style="list-style-type: none"> • Community kitchens; 	<p>Medium</p>	<ul style="list-style-type: none"> • Highlighted in 2016 P&LS, Community Services Budget 	<ul style="list-style-type: none"> • Highlighted in 2016 business plan <i>*Identified in the P&LS Master Plan</i> 	<ul style="list-style-type: none"> • Ridge Meadows Senior Society • City of Maple Ridge - • Leisure and Recreation Services Department • Golden Ears Feast Society • Senior Network
<ul style="list-style-type: none"> • Seniors helping young mom's (mentoring programs). 	<p>Medium</p>	<ul style="list-style-type: none"> • Highlighted in 2016 P&LS Community Services budget 	<ul style="list-style-type: none"> • Highlighted in 2016 business plan <i>*Identified in the P&LS Master Plan</i> 	<ul style="list-style-type: none"> • City of Maple Ridge - • Leisure and Recreation Services Department • Ridge Meadows Senior Society • Senior Network

Goal 3: Improve continuing education opportunities				
<p>Objective</p> <p>To ensure access and opportunities for affordable continuing education.</p>	<p>Assumptions/Constraints</p> <ul style="list-style-type: none"> • That this demographics values learning opportunities through continuing education opportunities. 		<p>Performance Measure/Target</p> <ul style="list-style-type: none"> • Record the number of free and/or low cost educational opportunities. • Record the number of seniors registering in free and/or low cost educational opportunities. • Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
<p>Actions</p>	<p>Priority</p>	<p>Budget</p>	<p>Timing</p>	<p>Key Organizations</p>
<p>Work with local post-secondary and continuing education facilities to develop age-friendly learning opportunities:</p> <ul style="list-style-type: none"> • Free or low cost. 	<p>Medium</p>		<p>Dependent on Grant opportunities - Funding</p>	<ul style="list-style-type: none"> • CEED Centre • City of Maple Ridge • Municipal Council

Goal 4: Increase older adult use of recreation facilities and programs				
Objective	Assumptions/Constraints		Performance Measure/Target	
To ensure access to meaningful and affordable facility based recreational programming.	That this demographic is looking for opportunities to participate in social and active recreational opportunities.		<ul style="list-style-type: none"> Record the number of seniors who apply for and receive financial subsidy through the local Parks and Recreation department. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Promote the availability of subsidized recreation fees for low-income seniors.	High	Not Applicable	2016 – Q3 <i>*RMSS – currently exploring subsidized services for its membership.</i>	<ul style="list-style-type: none"> City of Maple Ridge - <ul style="list-style-type: none"> Leisure and Recreation Services Department Ridge Meadows Senior Society

5. Social Participation

Do seniors have opportunities for developing and maintaining meaningful social networks in their neighbourhoods?

Are the needs and preferences of seniors considered in planning by a diverse range of agencies and institutions?

Goal 1: Improve accessibility of community events and festivals				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To ensure that all community events are inclusive. To ensure that all community events provide accessible and adequate service. 	That this demographic enjoys participating in inclusive and accessible community events and festivals.		<ul style="list-style-type: none"> Record the number of community events targeting this demographic. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Educate event organizers on the importance of planning age-friendly events:				
<ul style="list-style-type: none"> Ensure adequate and accessible washroom facilities; 	Medium	NA	For future consideration, Business planning 2017/18	<ul style="list-style-type: none"> City of Maple Ridge - Leisure and Recreation Services Department Parks Department
<ul style="list-style-type: none"> Ensure adequate and accessible event seating; 	Medium	NA	For future consideration, Business planning 2017/18	<ul style="list-style-type: none"> City of Maple Ridge - Leisure and Recreation Services Department Parks Department Municipal Advisory Committee on Accessibility Issues Seniors Network

<ul style="list-style-type: none"> • Ensure adequate and accessible transportation; 	Medium	NA	For future consideration, Business planning 2017/18	<ul style="list-style-type: none"> • City of Maple Ridge - <ul style="list-style-type: none"> • Leisure and Recreation Services Department • Parks Department • Municipal Advisory Committee on Accessibility Issues • Senior Network
<ul style="list-style-type: none"> • Ensure adequate and accessible transportation options; 	Medium	NA	For future consideration, Business planning 2017/18	<ul style="list-style-type: none"> • City of Maple Ridge - <ul style="list-style-type: none"> • Leisure and Recreation Services Department • Parks Department • Municipal Advisory Committee on Accessibility Issues • Senior Network
<ul style="list-style-type: none"> • Ensure adequate and accessible alternative transportation options is event involves road and/or walkway closures. 	Medium	NA	For future consideration, Business planning 2017/18	<ul style="list-style-type: none"> • City of Maple Ridge - <ul style="list-style-type: none"> • Leisure and Recreation Services Department • Parks Department • Municipal Advisory Committee on Accessibility Issues • Senior Network

Goal 2: Expand recreation opportunities for low-income seniors

<u>Objective</u>	<u>Assumptions/Constraints</u>		<u>Performance Measure/Target</u>	
<ul style="list-style-type: none"> To create opportunities for this demographic to participate in affordable and accessible recreational programming. To create additional recreational programming and opportunities from this demographic. 	<p>That this demographic enjoys social and recreational opportunities; however may have financial constraints that limit their ability to participate.</p>		<ul style="list-style-type: none"> Record the number of affordable and accessible recreational programming offered through the Ridge Meadows Senior Society. Record the number of participants partaking in programs and services offered through the Ridge Meadows Senior Society. Record the number of affordable and accessible recreational programming opportunities offered through the municipal parks and leisure services. Record the number of participants partaking in programs and services offered through municipal parks and leisure programs. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
<u>Actions</u>	<u>Priority</u>	<u>Budget</u>	<u>Timing</u>	<u>Key Organizations</u>
<p>Develop new social and recreational programs for low-income seniors.</p>	<p>High</p>	<p>To be considered in future financial plans</p>	<p>For future consideration, business planning 2017.</p>	<ul style="list-style-type: none"> City of Maple Ridge - Leisure and Recreation Services Department Ridge Meadows Senior Services
<p>Educate Parks and Leisure staff on the importance for planning, programming, implementing and working with the seniors' population.</p>	<p>Medium</p>	<p>To be considered in future financial plans</p>	<p>For future consideration, business planning 2017.</p>	<ul style="list-style-type: none"> City of Maple Ridge - Leisure and Recreation Services Department Ridge Meadows Senior Services
<p>Connect RMSS and Parks and Leisure Services to ensure the leisure and recreation needs of all seniors (and more specifically the newly retired seniors 55+)</p>	<p>Medium</p>	<p>To be considered in future financial plans</p>	<p>For future consideration, business planning 2017.</p>	<ul style="list-style-type: none"> City of Maple Ridge - Leisure and Recreation Services Department

<p>are being met (evening and weekend programming):</p> <ul style="list-style-type: none">• Physical, social, mental, emotional wellbeing;• Outreach to senior populations;• Senior specific programming;• Senior specific inclusion marketing.				<ul style="list-style-type: none">• Ridge Meadows Senior Services
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6. Communications & Information

Are seniors aware of the diverse range of programs and services available within their community?

Is information readily available, appropriately designed and delivered to meet the needs of seniors?

Goal 1: Improve communication of information to seniors				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To ensure that there are a variety of communication tools. To ensure that communication tools are readily accessible and available. To ensure that communication is widely distributed to all individuals. 	<p>That this demographic is interested in being informed about community resources, events and happenings; however are limited in their ability to access information due to technology advancements and transportation constraints.</p>		<ul style="list-style-type: none"> Record the number of publications/communications specifically targeting this demographic. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
<p>Develop a mapping system that will highlight all age-friendly services/opportunities within the community (including but not limited to the following):</p> <ul style="list-style-type: none"> Places of worship; Health Service providers; Shopping Centres/grocery stores; Parks and recreational opportunities; <p>Senior Centres.</p>	High	Funding Dependent – Grant Opportunities	<ul style="list-style-type: none"> Funding Dependent – Grant Opportunities 	<ul style="list-style-type: none"> City of Maple Ridge - <ul style="list-style-type: none"> Leisure and Recreation Services Department Information Services Department GIS Department Communications Department Municipal Advisory Committee on Accessibility Issues Ridge Meadows Senior Society
<p>Offer a local resource and referral information line (live and/or answering service):</p> <ul style="list-style-type: none"> Local government agencies and services; 	Medium	Not yet identified	<ul style="list-style-type: none"> Short Term – City hall Switch board operator Long Term – Include senior 	<ul style="list-style-type: none"> City of Maple Ridge - <ul style="list-style-type: none"> Communication Department (LA) Leisure and Recreation Services

<ul style="list-style-type: none"> • Local housing; • Local social and special events information. 			needs within the Municipal Customer Service Strategy	<p>Department</p> <ul style="list-style-type: none"> • Ridge Meadows Senior Society
<p>Review and evaluate distribution of print material:</p> <ul style="list-style-type: none"> • Meals on Wheels; • Library program (home delivery); • Kiosk information (events, programs, services); • Information sheets/resources available at frequently visited locations (Doctor Offices/ pharmacists etc.). 	Medium	Funding Dependent – Grant Opportunities	Funding Dependent – Grant Opportunities	<ul style="list-style-type: none"> • Ridge Meadows Senior Society (LA) • City of Maple Ridge - <ul style="list-style-type: none"> • Leisure and Recreation Services Department • Communications Department
<p>Evaluate the need for FM equipped public meetings rooms to provide individuals with hearing devices the ability to actively participate in discussions, including civic meetings.</p>	Medium	Funding Dependent – Grant Opportunities	Funding Dependent – Grant Opportunities	<ul style="list-style-type: none"> • City of Maple Ridge - <ul style="list-style-type: none"> • (LA) Information Services Department • Leisure and Recreation Services Department
<p>Make City websites user-friendly and accessible to people of all abilities.</p>	<p>Communication Department will offer annual Age Friendly Web access training to include:</p> <ul style="list-style-type: none"> • City Website access and accessibility • General Web search accessibility • Etc. <p>Communication Department exploring opportunities to film and post simple self help YouTube videos:</p> <ul style="list-style-type: none"> • Municipal Website Navigation • On line payment options • Etc. 			<ul style="list-style-type: none"> • City of Maple Ridge - <ul style="list-style-type: none"> • (LA) Communication Department • Leisure and Recreation Services Department • Communications Department • Information Services Department

Civic Participation & Employment

Do older persons have opportunities to participate in community decision-making?

Do older persons have opportunities to contribute their experience and skills to the community in paid or unpaid work?

Goal 1: Improve employment and volunteer opportunities for seniors				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To ensure that this demographic has access to meaningful volunteer opportunities. To ensure that this demographic has access to meaningful employment opportunities 	<ul style="list-style-type: none"> That this demographic enjoys volunteerism and would like the opportunity to support their community further, however face a number of constraints, including expenses, transportation issues and accommodation needs. That this demographic would like the opportunity to work part time; however face a number of constraints, including transportation issues, technology issues and the need for potential workplace accommodations. 		<ul style="list-style-type: none"> Record the number of seniors involved in community based volunteering (RMSS/ PL&S/ Community Volunteer hub etc.). Record the number of volunteer hours contributed by this population to community (RMSS/ PL&S/ Community Volunteer hub etc.). Record the number of seniors accessing Work BC employment opportunities. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Create a Seniors Advisory Committee that reports directly to the local government on senior-related city, provincial, and federal issues.	High			<ul style="list-style-type: none"> City of Maple Ridge - Leisure and Recreation Services Municipal Advisory Committee on Accessibility Issues Social Policy Advisory Committee
Develop and promote employment opportunities for older adults.	Medium			WorkBC
Host a volunteer fair specific to the senior population wishing to volunteer.	Low	Highlighted in 2017 Budget	Highlighted in 2017 RMSS business Plan	Ridge Meadows Senior Society

7. Community Support & Health Services

Do older persons have access to social and health services they need to stay healthy and independent?

Goal 1: Improve accessibility of health services				
Objective	Assumptions/Constraints		Performance Measure/Target	
To ensure access to reliable, affordable and timely health services.	That health services are largely un-affordable, unreliable and inaccessible.		<ul style="list-style-type: none"> • Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Adequate availability of transportation to specialist appointments within and outside of the community.	See Transportation	See Transportation	See Transportation	See Transportation
Build an open seniors clinic with multiple services available in one location: <ul style="list-style-type: none"> • MD; • Pharmacists; • Home care; • Social work; • Physiotherapy; • Occupational therapy; • Mental health (information and assessments); • Day programs; • Dental services. 	Medium	For future consideration	For future consideration	Fraser Health
Alternatives to pay parking for seniors and/or all users of the medical services.	Low	For future consideration	For future consideration	<ul style="list-style-type: none"> • Fraser Health • City of Maple Ridge - • Bylaw Department

Goal 2: Expand and strengthen community health supports available to seniors				
Objective	Assumptions/Constraints		Performance Measure/Target	
To ensure seniors have access to a variety of health based programs and services.	That programs and services specifically related to health services are largely un-affordable and accessible.		<ul style="list-style-type: none"> Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Hire a 'Seniors Outreach Worker' to assist seniors with: <ul style="list-style-type: none"> System navigation; Hospital discharge planning; Isolation intervention; In home support (including light to moderate shopping and housework). 	High	Funding Dependent – Grant Opportunities	Funding Dependent – Grant Opportunities *RMSS – Enhancement of existing Wellness program	<ul style="list-style-type: none"> Maple Ridge and Pitt Meadows Community Services Seniors Network Ridge Meadows Senior Society
Support building managers of seniors rental complexes: <ul style="list-style-type: none"> Connect residents to home support programs and services; Provide assistance with obtaining mental health assessments. 	High	For future consideration	For future consideration	Housing Planning Table Seniors Network
Offer adult respite services: <ul style="list-style-type: none"> Increase in adult day programming options; Increase respite hours available to older adults who continue to live independently (aging in place).	Medium	For future consideration	For future consideration	Fraser Health
Explore funding opportunities to create and support a 'Dementia-Friendly Communities Project'.	Medium	For future consideration	For future consideration	Seniors Network

Goal 3: Improve community supports for seniors' dental care				
Objective	Assumptions/Constraints		Performance Measure/Target	
To ensure that this demographic has access to adequate and affordable dental care.	That local dental service is largely unaffordable and/or accessible.		<ul style="list-style-type: none"> Record the number of low cost dental clinic opportunities. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Advocate for affordable dental services for low-income seniors: <ul style="list-style-type: none"> Reinstate Community Dental Day – once a year event where low-income residents can receive a free dental check-up and cleaning; Advocate for the creation of a local, low-cost dental clinic. 	High	For future consideration	For future consideration	Seniors Network BC Dental Association

8. Emergency Preparedness

In the event of an emergency or natural disaster are adequate plans and procedures in place to care for our older adults? – (This category was developed by the local Age-friendly Advisory Committee to respond to local concerns).

Goal 1: Improve community emergency preparedness				
Objective	Assumptions/Constraints		Performance Measure/Target	
<ul style="list-style-type: none"> To ensure that this demographic is included in all emergency planning initiatives. To ensure that this demographic has the necessary tools to plan in the event of an emergency. 	<ul style="list-style-type: none"> That this demographic is un aware of programs and services that can aid in the event of a catastrophic and/or natural emergency. That Emergency Preparedness programs and services are unaware of the specialized needs of this demographics. 		<ul style="list-style-type: none"> Record the number of participants attending an emergency planning session. Create and implement a survey every 3 years that captures stakeholder participation and satisfaction rates. 	
Actions	Priority	Budget	Timing	Key Organizations
Offer education to vulnerable populations regarding importance of emergency preparedness: <ul style="list-style-type: none"> Notification of fire hall regarding physical evacuation needs; 72 hours self-sufficient preparedness; Education regarding earthquake and fire preparedness; Pet preparedness.	Medium	For future consideration	For future consideration	<ul style="list-style-type: none"> City of Maple Ridge Emergency Preparedness Department Fire Department Leisure and Recreation Services Department Ridge Meadows RCMP Ridge Meadows Senior Services
Establish a seniors' emergency preparedness protocol including: <ul style="list-style-type: none"> Mapping location of vulnerable residents; Develop evacuation procedures; Sheltering protocol ; 	Low	For future consideration	For future consideration	<ul style="list-style-type: none"> City of Maple Ridge Emergency Preparedness Department Fire Department Leisure and

<ul style="list-style-type: none">• Meeting medical needs.				<p>Recreation Services Department</p> <ul style="list-style-type: none">• Ridge Meadows RCMP• Ridge Meadows Senior Services
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Next Steps

Engage Lead Agencies

Many local service agencies and organizations participated in the Age-friendly Communities Initiative. Their participation has been integral to the depth and breadth of recommendations that have been generated by the project. Going forward the participation of these organizations will be essential to the success of implementing solutions and moving forward as age-friendly communities.

Conduct Annual Action Planning

Annual Action Planning will ensure that the Age-friendly Action Plan continues to be a living process and, most importantly, that it creates on-the-ground action and results. Those involved in the action planning should review the results of past actions, evaluate the most recent performance data, assess local and regional opportunities, and present a recommended set of actions for the following year. Ongoing communication and collaboration between community and service providers is essential to this process to ensure service gaps are identified and agencies work collaboratively to avoid duplication and create new programs and services where required.

