



Explore your
TRAIL^{BC}

**AGE-FRIENDLY
ACTION PLAN 2018**

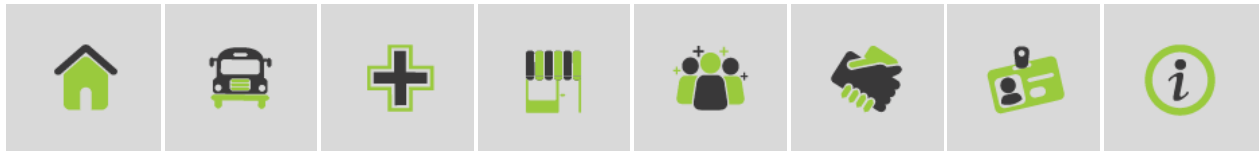
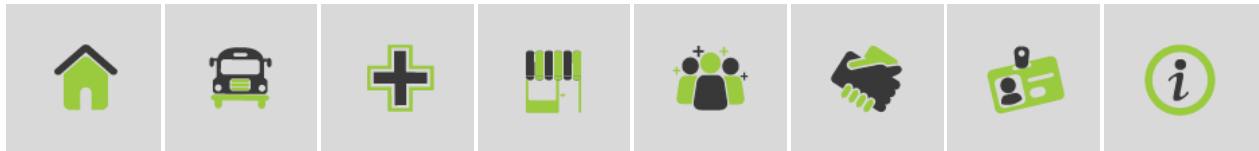


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INTRODUCTION

What is an age-friendly community?

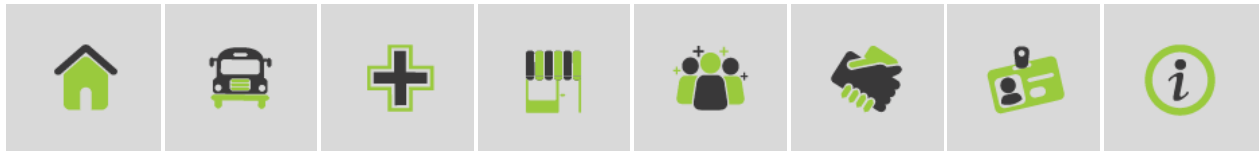
An age-friendly community is one where older adults can “age actively” – that is, to live in security, enjoy good health, and continue to participate fully in society. And the good news is that becoming age-friendly not only improves quality of life for seniors, it also creates a more inclusive, safe and accessible community for everyone.

Why is age-friendly planning important?

In 2016, 27% of Trail’s population was 65 years and older. This represents an increase of approximately 125 seniors over the 2011 Census data, which represents a 6.5% increase while the total population growth was less than 1%. At 27%, Trail’s proportion of seniors in the overall population is higher than the rest of the province where seniors now account for 18% of the population. Meanwhile, Trail’s population aged 55 to 64 represents another 17% of the population and the 45 to 54 year demographic group is another 13%, therefore the 65 and over population can be expected to grow significantly in the next 10 to 20 years.

Regardless of the numbers, Trail’s population is aging, and being able to age in one’s own community is a desirable objective; this is at the heart of this age-friendly planning process and the City of Trail’s decision to undertake it.





Age-friendly focus areas

The following World Health Organization (WHO) age-friendly themes, which are used extensively by other communities and cities within and beyond Canada, were used throughout Trail's age-friendly planning process and they provide the structure for this plan:



Housing: Includes the spectrum of housing needed through the aging process, as well as the housing-related services (e.g. home repairs) required through the spectrum.



Transportation: Includes private, public and volunteer transportation options, as well as the accessibility of non-motorized transportation modes such as walking, biking, scooters.



Community support and health services: Includes health care and preventive services, as well as health support at home with the aim that these services are accessible, affordable and meet the needs of seniors.



Outdoor spaces and buildings: Includes the safety, accessibility and suitability of public buildings and spaces for seniors.



Social participation: Includes opportunities for seniors to participate in a range of social, recreation, cultural and spiritual activities.



Respect and social inclusion: Focuses on ensuring that older people are treated with respect and are included in all aspects of community and civic life.

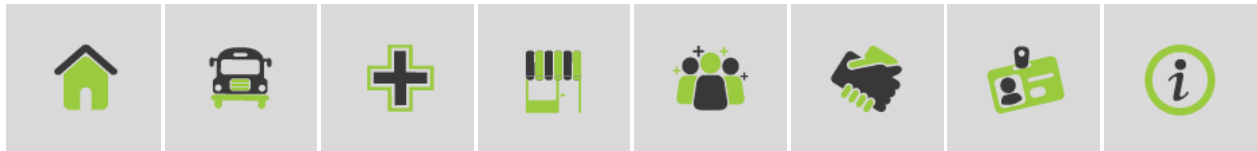


Civic participation and employment: Focuses on ensuring that opportunities for employment and volunteering include older generational interests and abilities.



Communication and information: Focuses on ensuring that information and communications is accessible to seniors of all ages and abilities.

The first three topics above (housing, transportation, and community support and health services) will require regional partnerships and solutions and cannot be addressed by Trail alone. The other topics also have regional linkages, but they should be delivered by and within each community as much as possible.



How this plan was developed

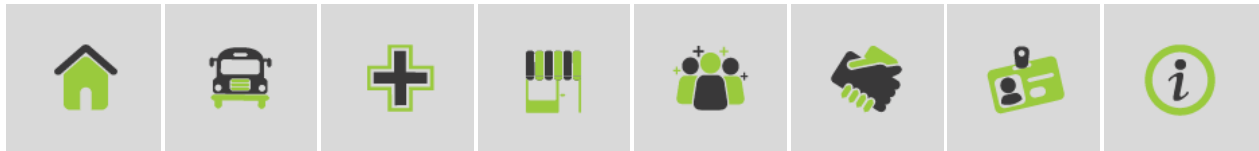
The City of Trail age-friendly planning process was done in conjunction with parallel processes undertaken by the Village of Montrose and the City of Rossland. All three age-friendly planning projects were fully funded by the Union of BC Municipalities' Age-Friendly Communities grant program and was led by the Whistler Centre for Sustainability.

The first phase of the process included an age-friendly assessment of the communities in each of the eight WHO topic areas. Community engagement to inform this age-friendly assessment included a survey, a drop-in event, and workshops with the Age-Friendly Task Force. These engagement opportunities are summarized below, and the results are reported in the 2018 Age-Friendly Assessment under separate cover. The second phase of the process included action planning workshops with the Task Force using the assessment information gathered through the first phase. The results of this second phase are the recommended actions contained in this document.

Community Survey: There were two slightly different versions of the survey – one for people under 60 and one for those older than 60; the number of respondents from these groups was 84 and 89 respectively for a total of 173 responses. The survey was available from early April to April 30, 2018. Two \$50 gift certificates for Trail Parks and Recreation were used to encourage residents to respond. The online survey was promoted through a number of communication channels, and the paper survey was available at City Hall and the Trail Aquatic and Leisure Centre for those unable to access the online version.

Community Drop-in Event: On April 10th from 4:00 to 6:00pm about 25 community members attended the drop-in event where the consultant delivered a brief presentation, followed by a table discussion and opportunity to provide input on posters around the room. Refreshments were provided, the event was held at the Trail Memorial Centre, and people were encouraged to drop-in 5 minutes or 50 – whatever their schedules would allow.

Age-Friendly Task Force Workshops: A joint task force of approximately 40 people was created to include residents from the three communities of Rossland, Montrose and Trail, representing a range of local organizations and areas of experience and expertise. Through a series of four workshops, the task force informed the age-friendly planning process, culminating in the development of the recommended actions to make their communities and the region more age-friendly.



AGE-FRIENDLY ASSESSMENT HIGHLIGHTS

As part of the age-friendly planning process conducted in 2018, an assessment of Trail’s current age-friendliness was undertaken. This section summarizes highlights of what was learned through the assessment phase of the planning process, and then the following pages include high-level assessment information for each of the eight WHO topics. The full assessment results can be found in the 2018 Age-Friendly Assessment document under separate cover.

Overall age-friendliness

When asked about the extent to which they agreed that Trail is an age-friendly community, the large majority of both the under 60 and over 60 groups participating in the age-friendly engagement process responded that Trail is generally an age-friendly place and that seniors are generally treated with respect in the community. Both groups shared these top five reasons for staying in Trail as they age: social connections, housing, health care, recreation and fitness opportunities and feeling safe. (Given the limited seniors’ and affordable housing, the housing referenced is likely the homes they currently own and reside in.)

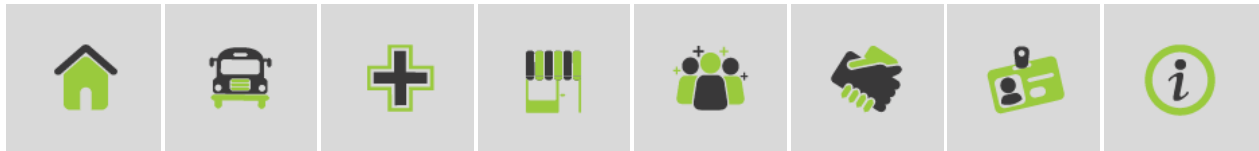
Generally, the over 60 group was slightly more positive about aging in Trail than the under 60 group, which suggests that there might be a gap between the perception and reality of what it’s like to age in Trail and further, that closing this gap might help to keep more residents in town into their retirement years.

Key assets and challenges

With the Kootenay Boundary Regional Hospital within Trail’s boundary, access to health care is not a main concern when it comes to aging in place in Trail. On the other hand, suitable housing and adequate public transit seem to be top of mind amongst those who responded to the survey.

Trail’s downtown was identified as very walkable and compact – a perfect location to concentrate services for the region’s seniors and eventually to locate a seniors’ housing development. While creating new seniors’ and affordable housing in the region with the new provincial and federal funding will be critical, this solution will be a longer-term undertaking for the region. In the meantime, focusing on extending the time seniors can remain in their existing homes is extremely important.

For many communities in BC, including Trail, the winter season exacerbates transportation challenges and presents additional challenges around the home with snow clearing of sidewalks, driveways and some rooftops. These challenges exist regardless of age, but can be especially challenging for seniors.

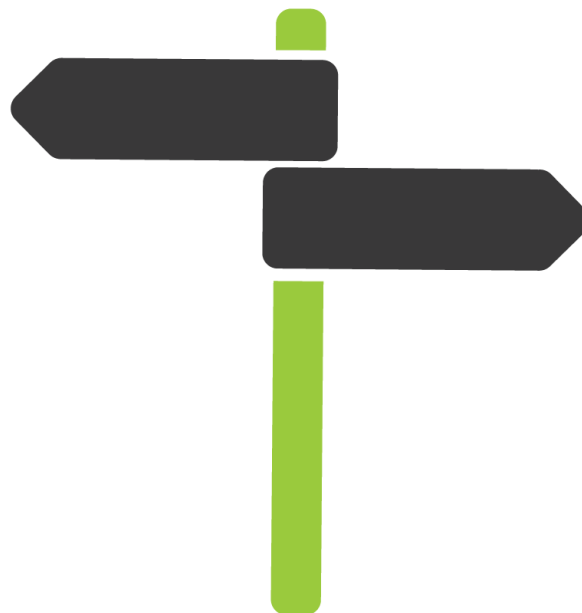


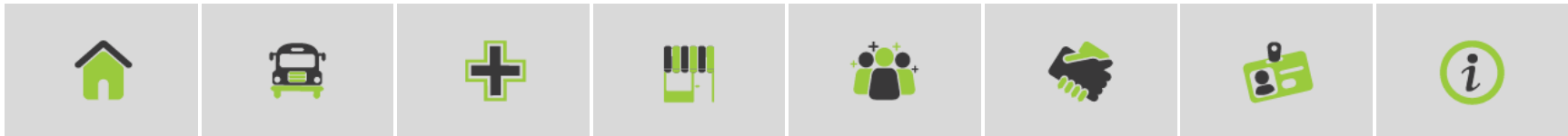
HOW WE'RE MOVING FORWARD (THE ACTION PLAN)

The actions on the following pages were recommended by the Age-Friendly Task Force as the most effective way to improve the age-friendliness of the communities and the region in the next few years. The following page provides an overview of all recommended actions, and then details for each WHO topic are provided on the pages after that.









The City of Trail will lead on the recommended actions as opportunities arise and as resources allow, except where other partners are identified and on the region-wide actions, which require many partners and are indicated with an asterisk (*).

In addition to the recommended actions, essential age-friendly features recommended by the World Health Organization (WHO) are also included within each theme to help guide future action planning processes.





Age-Friendly Plan on a Page

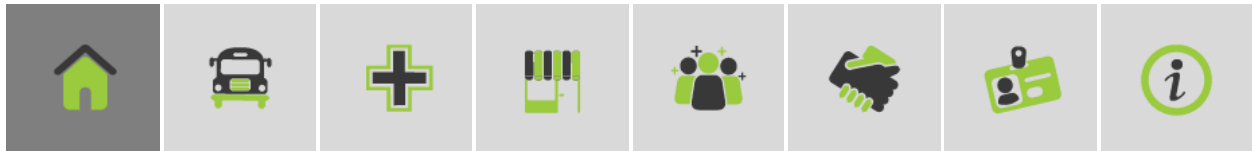
WHERE WE'RE GOING								
Vision	To become an age-friendly community and region where older adults can “age actively,” living in security, enjoy good health, and continuing to participate fully in society.							
Goals¹	Housing* 	Transportation* 	Community support and health services* 	Outdoor spaces and buildings 	Social participation 	Respect and social inclusion 	Civic participation and employment 	Communication and information 
	The community and region have a range of housing options that are affordable, appropriately located, well built, well designed and secure.	Public transportation and other mobility options exist, and they are accessible and affordable.	Community support and health services are accessible, affordable and meet the needs of seniors.	Outdoor spaces and buildings that are pleasant, clean, secure and physically accessible.	The community has opportunities for seniors to participate in a range of social, recreation, cultural and spiritual activities.	Older people are treated with respect and are included in all aspects of community and civic life.	Opportunities for employment and volunteering cater to older generational interests and abilities.	The community has accessible and available age-friendly information and communications.
HOW WE'RE MOVING FORWARD								
Actions	<p>Support regional efforts to increase the number of units of seniors' housing through: an attainable regional housing plan; coordination of housing providers; and strategic access to funding. **</p> <p>Grant tax-exemptions to developers of low-income housing.</p> <p>Address gaps in home repair, maintenance and other support services, by establishing a Better at Home program in the Lower Columbia to enable seniors to stay in their homes longer. **</p> <p>Support the recommendation made to the BC government to create a home maintenance/repair subsidy program for low-income home-owners, similar to the SAFER subsidy program for low-income renters. **</p>	<p>Explore opportunities to enhance the use of excess capacity within current transportation operators (private and public) and apply a subsidy program to enable access for low-income community members. **</p> <p>Encourage BC Transit to improve regional routes and infrastructure (e.g. bus stop seating, weather protection), and re-examine the manner in which service utilization data is considered. **</p> <p>Support the expansion of the West Kootenay Volunteer Driver Program Coordinator to more days per week and to include non-medical needs. **</p> <p>Advocate to the RDKB to establish a subsidy program for regional transportation options for low-income residents. **</p>	<p>Explore options for developing/re-introducing a meal delivery program for the region, ideally once per day for seniors in the region. **</p> <p>Address gaps in home repair, maintenance and other support services, by establishing a Better at Home program in the Lower Columbia to enable seniors to stay in their homes longer. ** (repeated from Housing section)</p>	<p>Add and improve public washrooms at key locations, including improved accessibility and family options to allow assistance; do this in partnership with the Family Action Network who has been working on accessible family washrooms.</p>	<p>Create a seniors' program for Rossland, Warfield and Trail that replicates the best practices of the Beaver Valley Seniors Program. (Rossland, Trail and Warfield)</p> <p>Enhance access to recreation programs for seniors, including transportation, program availability and affordability considerations.</p> <p>Engage seniors in the strategic planning process for the Trail Memorial Centre and explore the need for and feasibility of creating a rubberized walking track in the facility.</p>	<p><i>None identified. Trail is performing well at being inclusive of seniors, therefore it is relatively lower priority compared to the other topics at this time.</i></p>	<p>Increase educational, employment and volunteer opportunities for seniors, especially for younger seniors. (Consider replicating the Learning in Retirement Program from Nelson, for example.) (City of Trail, Selkirk College)</p> <p>Establish a City of Trail Seniors Advisory Committee, including the provincially designated regional seniors advocate if possible.</p>	<p>Support the ongoing production of the Closing the Gap seniors' guide for the Lower Columbia that provides all seniors' information in one place (online and on paper). **</p> <p>Regularly communicate the Closing the Gap seniors guide and elements of it (e.g. transportation, housing) to raise awareness about services available to seniors.</p> <p>Advocate for a Basin-wide Seniors Action Network coordinator following the Youth Action Network model whose responsibilities would include providing comprehensive information and advocacy services to seniors, and who would complement the coordinator(s) responsible for delivering seniors' programming in the region. **</p>

¹ These goals are summarized from the World Health Organization's age-friendly check-list that is structured according to the eight age-friendly themes. For a more detailed description of the goals within each topic, see the WHO age-friendly guide or checklist.

² How we're moving forward is made up of higher and lower priority actions that will be undertaken as resources permit and opportunities arise.

*Topics that require regional perspective and solutions and cannot be addressed by each specific community alone. The other topics also have regional linkages, but they should be delivered within each community as much as possible.

**Region-wide actions identified by the joint Age-Friendly Task Force. They reflect concerns shared by the three participating communities (Montrose, Rossland and Trail) and will require collaboration amongst regional partners to implement successfully.



HOUSING

Housing is essential to safety and well-being. Providing housing that offers progressively higher levels of support as people age is important for the region, as is enabling seniors to remain in their homes comfortably and safely for as long as possible.

Our goal: The community and region have a range of housing options that are affordable, appropriately located, well-designed, well-built and secure.

How are we doing?

Most seniors (approx. 85%) who participated in the age-friendly engagement process reported that their current housing meets their needs. Just over half indicated they plan to move sometime within a one- to ten-year timeframe and one third reported that they have no need or no interest in moving at all from where they are now.

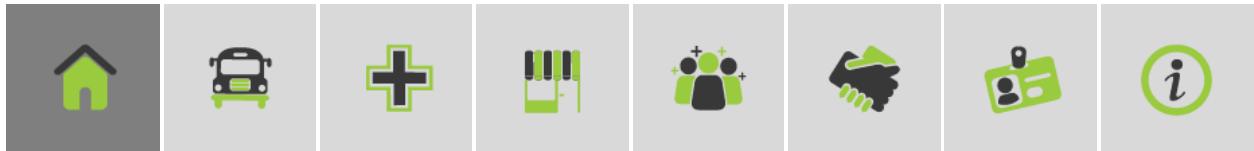
As far as the supply of suitable seniors housing options, Trail currently offers some rental and seniors housing options at various price points, but likely not enough to meet the upcoming demand. Creating new seniors' and affordable housing in the region, with new provincial and federal funding, is being initiated through the development of an attainable regional housing plan. However, this will be a longer-term undertaking, so in the meantime, focusing on extending the time that seniors can remain in their current homes is critical.

For more information, see the 2018 Age-Friendly Assessment document.

Age-Friendly Actions

The actions below are recommended to make Trail and the region more age-friendly. Those marked with an asterisk (*) are the regional-wide actions that reflect the concerns shared by the three participating communities (Montrose, Rossland and Trail); they will require regional collaboration to implement successfully.

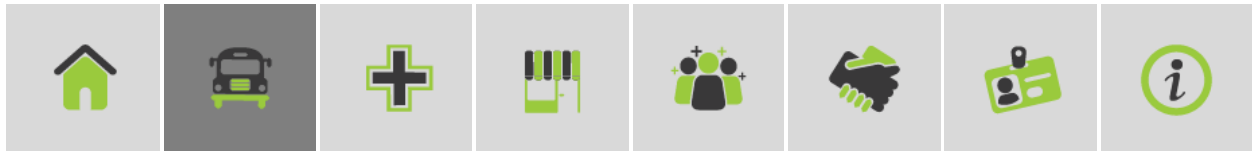
- Support regional efforts to increase the number of units of seniors' housing through: an attainable regional housing plan; coordination of housing providers; and strategic access to funding.*
- Grant tax-exemptions to developers of low-income housing.



- Address gaps in home repair, maintenance and other support services, by establishing a Better at Home program in the Lower Columbia to enable seniors to stay in their homes longer.*
- Support the recommendation made to the BC government to create a home maintenance/repair subsidy program for low-income home-owners, similar to the SAFER subsidy program for low-income renters.*

WHO Essential Features of Age-Friendly Cities/Communities

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



TRANSPORTATION

Transportation, including accessible and affordable public transport, is a key factor influencing active ageing. In particular, being able to move about the city determines social and civic participation, as well as access to community and health services. (WHO 2007)

Our goal: Public transportation and other mobility options exist, and they are accessible and affordable.

How are we doing?

Overall, getting around in Trail was not considered a major challenge by those participating in the age-friendly planning process given that many of the region's amenities and services are provided within Trail. Private vehicle and walking received the highest levels of satisfaction amongst the over 60 group participating, followed by biking and public transit.

The topography of some areas in Trail presents greater transportation challenges than others. Stairs and steep streets are all factors that make it difficult to get around in some neighbourhoods – especially with snow and ice in the winter.

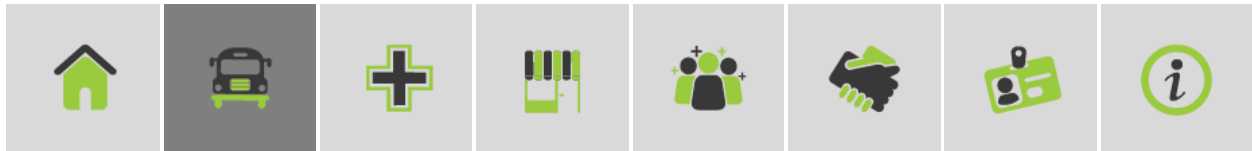
Getting between Trail and other communities in the region for those without a private vehicle is a key challenge and is especially important to address given that some critical services and amenities are provided elsewhere, like surgical and specialist services found in Kelowna.

For more information, see the 2018 Age-Friendly Assessment document.

Age-friendly Actions

The actions below are recommended to make Trail and the region more age-friendly. Those marked with an asterisk (*) are the regional-wide actions that reflect the concerns shared by the three participating communities (Montrose, Rossland and Trail); they will require regional collaboration to implement successfully.

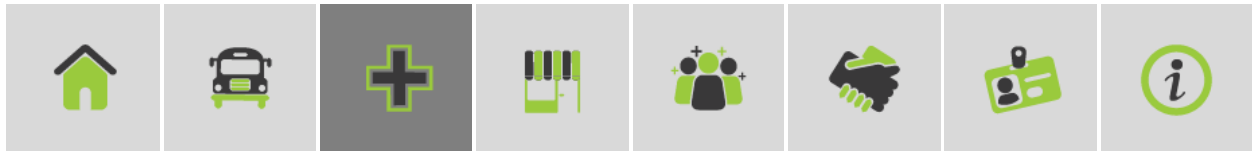
- Explore opportunities to enhance the use of excess capacity within current transportation operators (private and public) and apply a subsidy program to enable access for low-income community members.*



- Encourage BC Transit to improve regional routes and infrastructure (e.g. bus stop seating, weather protection), and re-examine the manner in which service utilization data is considered.*
- Support the expansion of the West Kootenay Volunteer Driver Program Coordinator to more days per week and to include non-medical needs.*
- Advocate to the RDKB to establish a subsidy program for regional transportation options for low-income residents.*

WHO Essential Features of Age-Friendly Cities/Communities

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



COMMUNITY SUPPORT AND HEALTH SERVICES

Affordable and accessible community support and health services are vital for seniors to maintain their health and independence in the community. (WHO 2007)

Our goal: Community support and health services are accessible, affordable and meet the needs of seniors.

How are we doing?

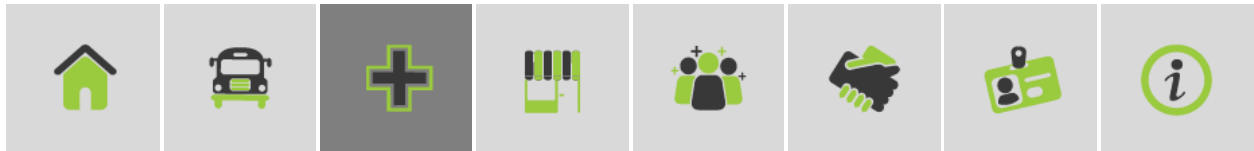
With the Kootenay Boundary Regional Hospital and many local health practitioners based in Trail, health care services were not a major concern for seniors engaged in the age-friendly planning process. For community support services, fewer than one-third reported being dissatisfied with home-based care services, transportation to healthcare, and other support services (e.g. snow clearing, home maintenance). In contrast, between 60 and 80% of the under 60 group reported being very concerned or somewhat concerned about all of the health care and community support services in Trail, suggesting that there might be a disconnect between reality and perception when it comes to this topic area.

For more information, see the 2018 Age-Friendly Assessment document.

Age-friendly Actions

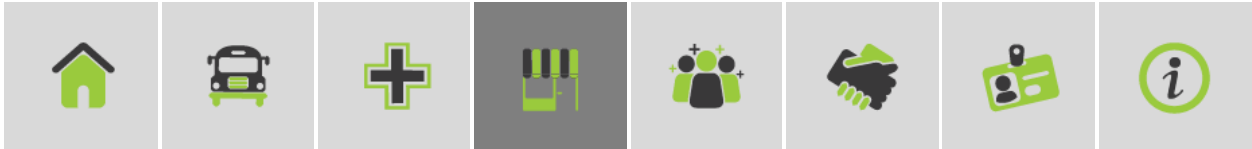
The actions below are recommended to make Trail and the region more age-friendly. Those marked with an asterisk (*) are the regional-wide actions that reflect the concerns shared by the three participating communities (Montrose, Rossland and Trail); they will require regional collaboration to implement successfully.

- Explore options for developing/re-introducing a meal delivery program for the region, ideally once per day for seniors in the region.*
- Address gaps in home repair, maintenance and other support services, by establishing a Better at Home program in the Lower Columbia to enable seniors to stay in their homes longer.* *(repeated from Housing section)*



WHO Essential Features of Age-Friendly Cities/Communities

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



OUTDOOR SPACES AND BUILDINGS

The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people, affecting their ability to age in place. (WHO 2007)

Our goal: Outdoor spaces and buildings that are pleasant, clean, secure and physically accessible.

How are we doing?

Public washrooms received the lowest satisfaction levels from seniors participating in the age-friendly process, and improving their accessibility and overall number of washrooms were key recommendations by all age groups. Sidewalks, crosswalks, streets, lighting in public spaces, and public buildings were all rated fairly well by participating seniors. Of least concern and highest satisfaction were Trail's parks and green spaces and trails.

While Trail's downtown is very walkable and has been enhanced by the pedestrian connection across the river, some of Trail's older buildings present some accessibility challenges for older seniors. As for accessible public spaces, the new library/museum and its outside seating areas by the river provide new assets for Trail and the region.

For more information, see the 2018 Age-Friendly Assessment document.

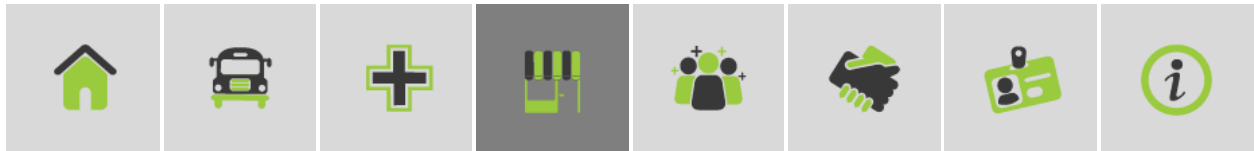
Age-friendly Actions

The actions below are recommended to make Trail and the region more age-friendly.

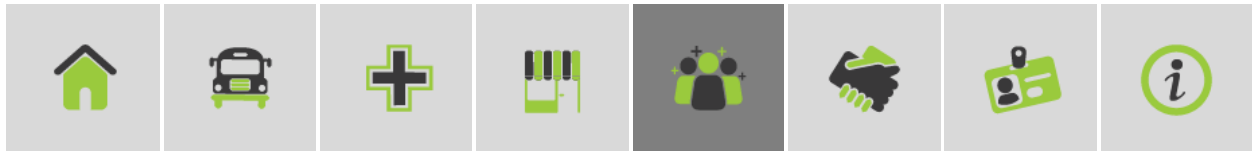
- Add and improve public washrooms at key locations, including improved accessibility and family options to allow assistance; do this in partnership with the Family Action Network who has been working on accessible family washrooms.

WHO Essential Features of Age-Friendly Cities/Communities

- Public areas are clean and pleasant.
- Outdoor safety is promoted by good street lighting, police patrols and community education.



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



SOCIAL PARTICIPATION

Social participation and social support are strongly connected to good health and well-being throughout life. Participating in leisure, social, cultural and spiritual activities in the community, as well as with the family, allows older people to continue to exercise their competence, to enjoy respect and esteem, to maintain or establish supportive and caring relationships. It fosters social integration and is the key to staying informed. (WHO 2007)

Our goal: The community has opportunities for seniors to participate in a range of social, recreation, cultural and spiritual activities.

How are we doing?

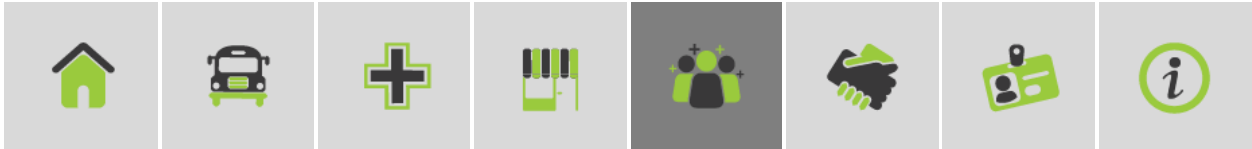
The Trail Memorial Centre and the outdoor walking amenities (i.e., trails and parks) are key assets to Trail seniors, cited as providing social support and participation opportunities. Over 80% of seniors who engaged in the age-friendly planning process were satisfied or very satisfied with their social participation in Trail, including social connections, community space and offerings, gathering places, as well as opportunities to engage in arts and culture, learning, and recreation and leisure activities. Affordability of social activities was identified as a challenge for some, along with adequate information about the opportunities that exist.

For more information, see the 2018 Age-Friendly Assessment document.

Age-friendly Actions

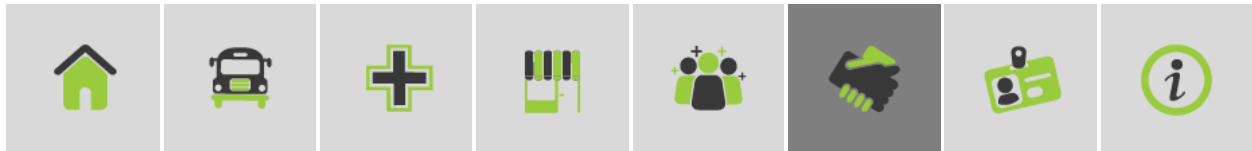
The actions below are recommended to make Trail and the region more age-friendly.

- Create a seniors' program for Rossland, Warfield and Trail that replicates the best practices of the Beaver Valley Seniors Program. (*Rossland, Trail and Warfield*)
- Enhance access to recreation programs for seniors, including transportation, program availability and affordability considerations.
- Engage seniors in the strategic planning process for the Trail Memorial Centre, and explore the need for and feasibility of creating a rubberized walking track in the facility.



WHO Essential Features of Age-Friendly Cities/Communities

- Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.
- Events are held at times convenient for older people.
- Activities and events can be attended alone or with a companion.
- Activities and attractions are affordable, with no hidden or additional participation costs.
- Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.
- A wide variety of activities is offered to appeal to a diverse population of older people.
- Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.
- There is consistent outreach to include people at risk of social isolation.



RESPECT AND SOCIAL INCLUSION

Respect and social inclusion of seniors is being threatened due to changes in society and behavioural norms, lack of contact between generations, and widespread ignorance about ageing and older people. It is also impacted by factors such as culture, gender, health and economic status. The extent to which older people participate in the social, civic and economic life of the city is closely linked to their experience of inclusion. (WHO 2007)

Our goal: Older people are treated with respect and are included in all aspects of community and civic life.

How are we doing?

Trail seniors reported very high levels of respect and inclusion through the 2018 assessment, and as a result, this age-friendly topic area was given lower priority relative to the other topic areas for the purposes of action planning by the Age-Friendly Task Force. The task force did note that lower income seniors and those who are isolated likely have different opinions and experiences about this topic area.

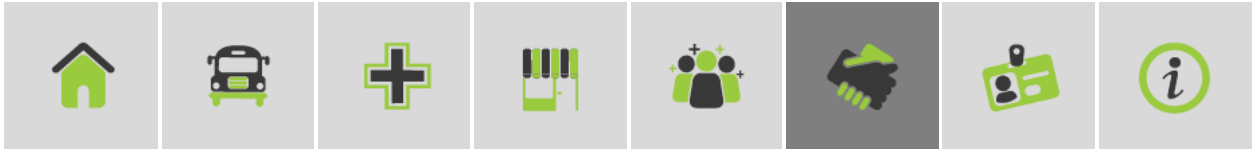
For more information, see the 2018 Age-Friendly Assessment document.

Age-friendly Actions

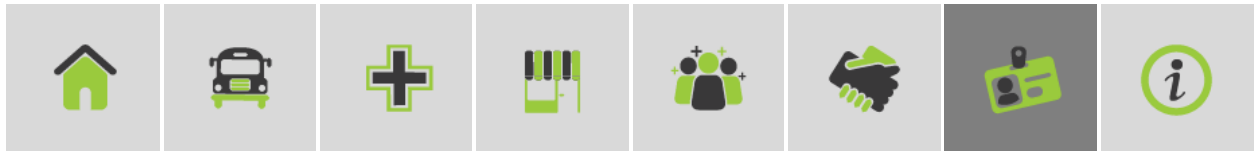
None identified in 2018. Trail is performing fairly well at being inclusive and welcoming of seniors, therefore it was determined to be lower priority by the task force relative to the other topics at this time.

WHO Essential Features of Age-Friendly Cities/Communities

- Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.
- Services and products to suit varying needs and preferences are provided by public and commercial services.
- Service staff are courteous and helpful.
- Older people are specifically included in community activities for “families”.
- Schools provide opportunities to learn about ageing and older



- Older people are visible in the media, and are depicted positively and without stereotyping.
- Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.
- Older people are visible in the media, and are depicted positively and without stereotyping.
- Older people are recognized by the community for their past as well as their present contributions.
- Older people who are less well-off have good access to public, voluntary and private services.



CIVIC PARTICIPATION AND EMPLOYMENT

Older people do not stop contributing to their communities on retirement. Many continue to provide unpaid and voluntary work for their families and communities. In some areas, economic circumstances force older people to take paid work long after they should have retired. An age-friendly community provides options for older people to continue to contribute to their communities, through paid employment or voluntary work if they so choose, and to be engaged in the political process. (WHO 2007)

Our goal: Opportunities for employment and volunteering cater to older generational interests and abilities.

How are we doing?

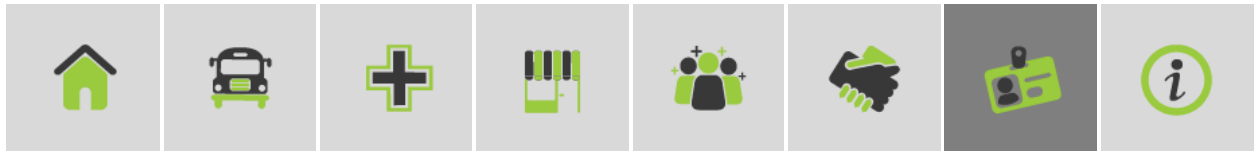
Generally, the sense is that many Trail seniors are highly involved in the community and engaged in volunteer opportunities of which there are many. With respect to employment opportunities, the majority of the over 60 group responding to the survey said they 'don't know'. Of those who did know, most were dissatisfied with the opportunities that exist. The task force suggested that employment training is not very inclusive of seniors, employers often overlook them, and yet they are a large untapped and growing resource.

For more information, see the 2018 Age-Friendly Assessment document.

Age-friendly Actions

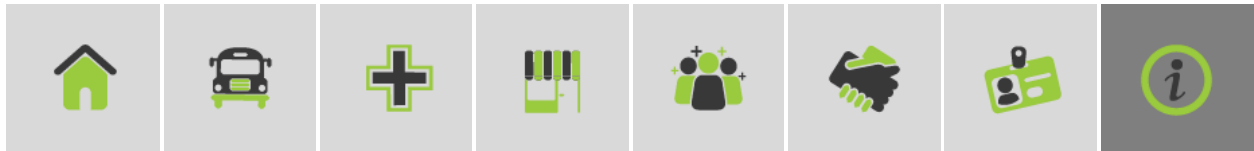
The actions below are recommended to make Trail and the region more age-friendly.

- Increase educational, employment and volunteer opportunities for seniors, especially for younger seniors. (Consider replicating the Learning in Retirement Program from Nelson, for example.) (*City of Trail, Selkirk College*)
- Establish a City of Trail Seniors Advisory Committee, including the provincially designated regional seniors advocate if possible.



WHO Essential Features of Age-Friendly Cities/Communities

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



COMMUNICATION AND INFORMATION

Staying connected with events and people and getting timely, practical information to manage life and meet personal needs is vital for active ageing. Rapidly evolving information and communication technologies are both welcomed as useful tools and criticized as instruments of social exclusion. Regardless of the variety of communication choices and the volume of information available, it is essential to have relevant information that is readily accessible to older people with varying capacities and resources. (WHO 2007)

Our goal: The community has accessible and available age-friendly information and communications.

How are we doing?

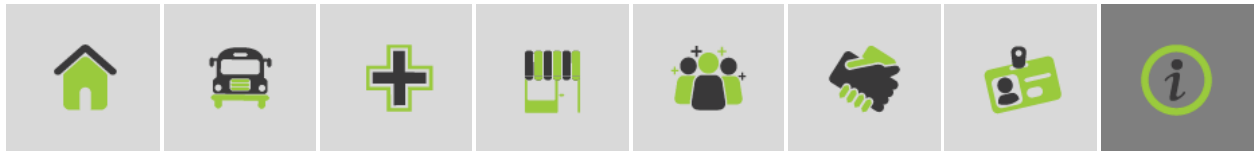
While general community and City information was rated very favourably by Trail seniors surveyed, knowing where to look to access information about services and programs specific to seniors was identified as a barrier through the age-friendly planning process. This is not surprising and in fact, information about services, activities, events, etc. is a barrier that is not unique to Trail or to seniors – it is often cited across communities and ages as one of the barriers to active community engagement and participation. A key asset in this area for Trail and the rest of the Lower Columbia area is the existence of the “Closing the Gaps in Seniors’ Care: A Guide to Public, Community and Private Services for Lower Columbia Seniors” that is updated annually and distributed in print and online at kb.fetchbc.ca. This is a comprehensive resource that simply needs broader distribution and use by community organizations, municipalities and seniors’ service providers.

For more information, see the 2018 Age-Friendly Assessment document.

Age-friendly Actions

The actions below are recommended to make Trail and the region more age-friendly. Those marked with an asterisk (*) are the regional-wide actions that reflect the concerns shared by the three participating communities (Montrose, Rossland and Trail); they will require regional collaboration to implement successfully.

- Support the ongoing production of the Closing the Gap seniors’ guide for the Lower Columbia that provides all seniors’ information in one place (online and on paper).*



- Regularly communicate the Closing the Gap seniors guide and elements of it (e.g. transportation, housing) to raise awareness about services available to seniors.
- Advocate for a Basin-wide Seniors Action Network coordinator following the Youth Action Network model whose responsibilities would include providing comprehensive information and advocacy services to seniors, and who would complement the coordinator(s) responsible for delivering seniors' programming in the region.*

WHO Essential Features of Age-Friendly Cities/Communities

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



IMPLEMENTATION

Implementing this action plan will require commitment and contributions by many community members and partners. This section outlines some of the key approaches to ensuring the plan is implemented and updated in the coming years.

Ongoing action planning

Annual or bi-annual action planning will ensure that the Age-Friendly Action Plan continues to be implemented and create on-the-ground action and results. Those involved in action planning should review the results of past actions, evaluate the most recent performance data (see monitoring section below), strategically assess local and regional opportunities, and then present a recommended set of actions for the following years.

Strengthening partnerships

Convening the various senior service providers has the potential to create lasting partnerships and achieve more progress than could otherwise be achieved by everyone working in isolation. The organizations and institutions providing services (of all kinds) to seniors should meet on a more regular basis to look for synergies and partnership opportunities. Partners should include provincial government agencies, the City of Trail and other municipalities, regional and community organizations, and senior citizens.

At the very least, these groups should be engaged in the action planning process. Beyond annual action planning, age-friendly partners can accept actions for implementation, align their decisions and activities with the Age-Friendly Action Plan, help to raise awareness about age-friendly issues, and engage others in creating a more age-friendly community and region.

Monitoring progress and performance

Monitoring progress and performance is essential to provide transparency, inform decision-making, and enable continuous improvement. Monitoring Trail's age-friendliness could include indicators such as the following gathered through surveys with Trail seniors:

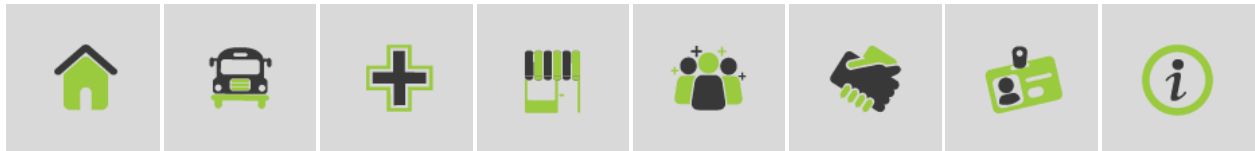
- Satisfaction with overall age-friendliness.
- Perception of respect and inclusion.
- Satisfaction with access to health services.
- Satisfaction with transportation services.



The age-friendly survey used to create this plan captures the indicators above (and more), so the questions are available and baseline data now exists to compare to future survey results.

Communicating results will build excitement and support for the overall process, and should ideally be done on a regular schedule in time for annual action planning. Reporting in the same format and using the same metrics year after year will allow for trend spotting and systematic updating. Benchmarking performance to other communities and to best cases around the world can also help to gauge performance.





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