

Age Friendly Lake Cowichan



Action Plan



November 9, 2015

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What is an Age Friendly Community?

An age-friendly community is one in which the policies, services and structures related to the physical and social environment are designed to support and enable older people to “age actively”— to live in security, enjoy good health and continue to participate fully in society.¹ The World Health Organization (WHO) identifies eight areas that contribute to an age friendly community. These are described below and colour coded to match the respective sections in this plan.

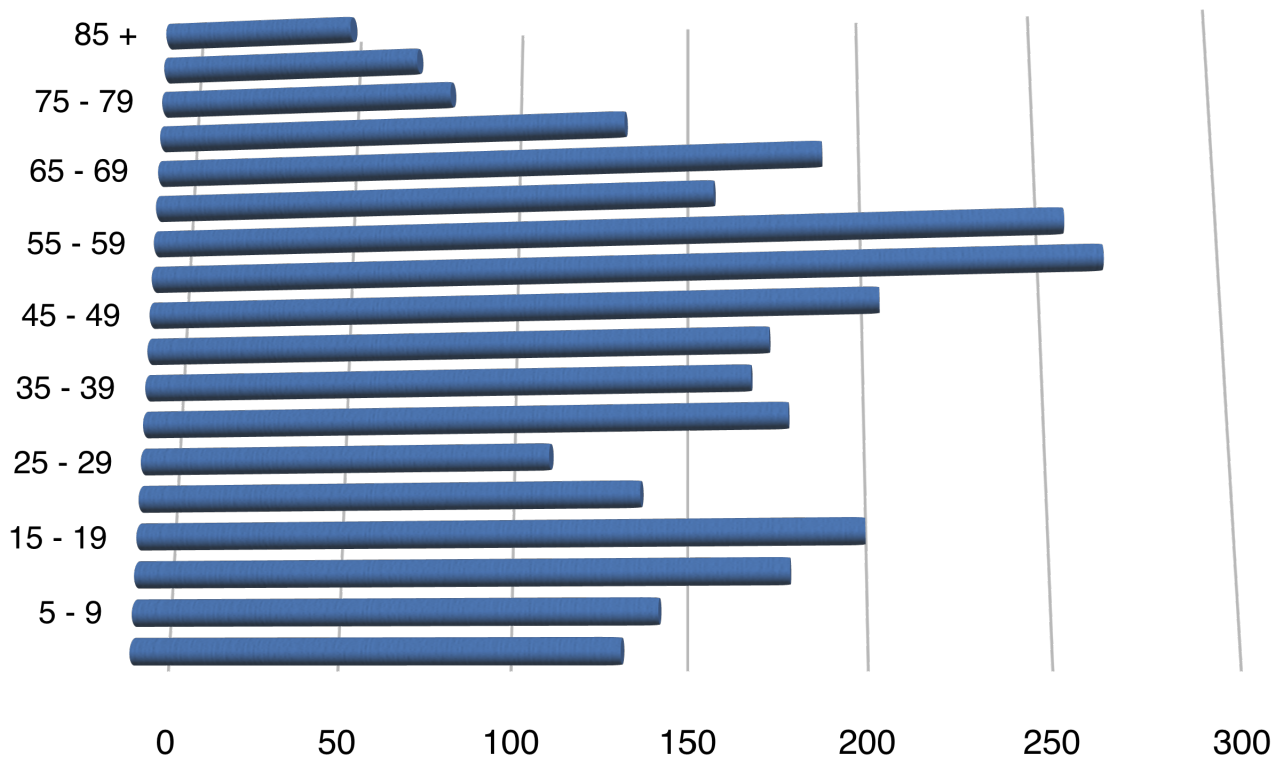
- ❖ **Outdoor spaces and public buildings** are pleasant, clean, secure and physically accessible;
- ❖ There are opportunities for seniors to **participate** in leisure, social, cultural and spiritual activities with people of all ages and cultures;
- ❖ There are safe places to walk and use **mobility** devices, and public transportation is accessible and affordable;
- ❖ **Housing** is affordable, appropriately located, well built, well designed and secure;
- ❖ Older people are treated with **respect** and are **included in civic life**;
- ❖ There are opportunities for **employment and volunteerism** that cater to older persons’ interests and abilities;
- ❖ Age-friendly **communication and information** is available; and
- ❖ **Community support and health services** are tailored to older persons’ needs.

¹ World Health Organization definition, referenced at http://www.who.int/ageing/projects/age_friendly_cities/en/, accessed August 31, 2015

Community Profile

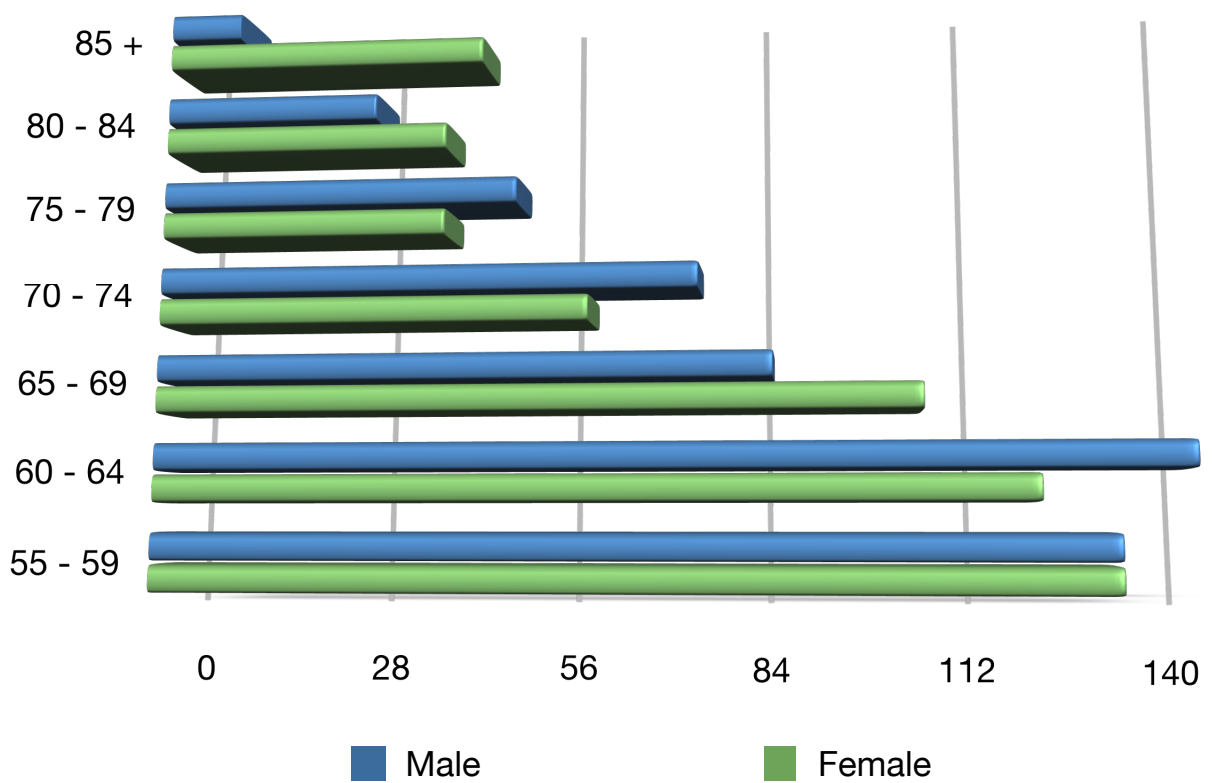
Demographics

Town of Lake Cowichan Population by Five Year Cohorts in 2011
(Source: Statistics Canada)



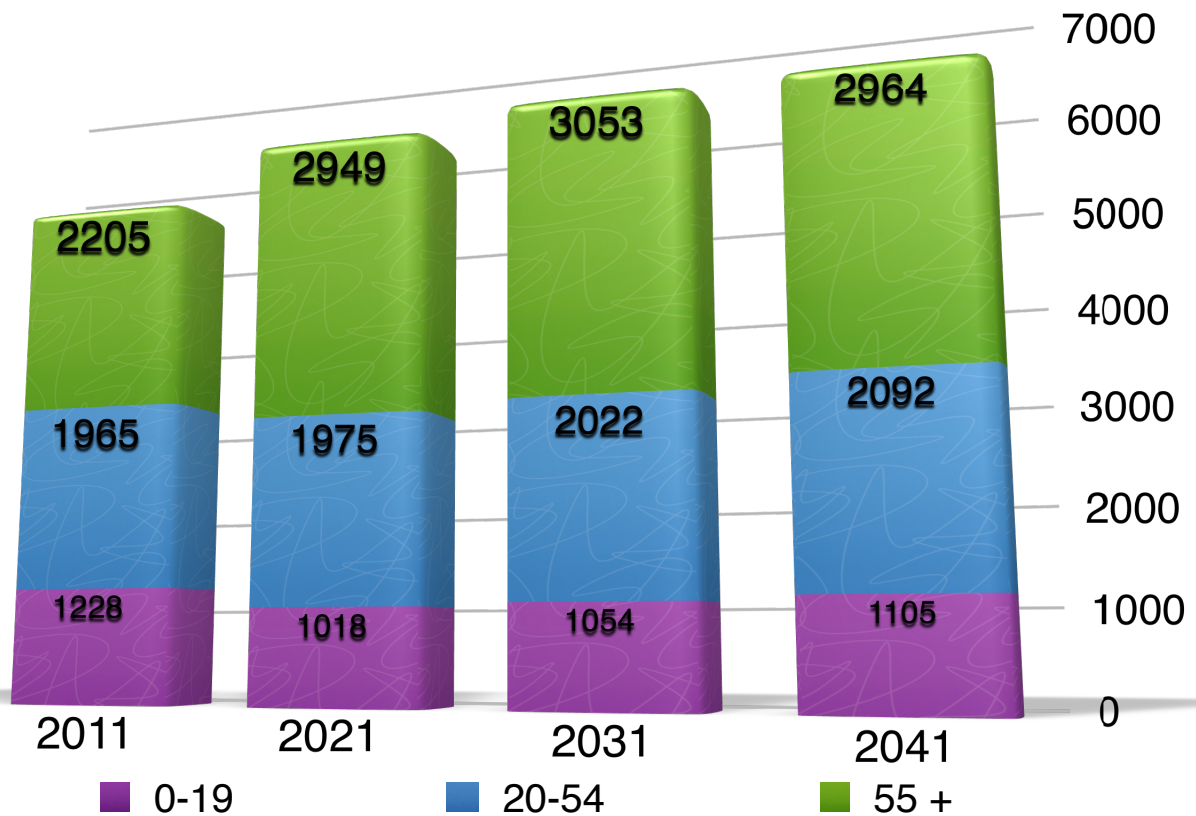
- Town of Lake Cowichan's population is currently (2014) estimated at **3,112**. (Source: B.C. Stats, P.E.O.P.L.E. 2014)
- The Lake Cowichan region's population (census division) in 2014 is estimated at **6,105**. (Source: B.C. Stats, P.E.O.P.L.E. 2014)

**Town of Lake Cowichan Male & Female Population
by Five Year Cohorts Ages 55 to 85 + in 2011 (Source:
Statistics Canada 2011)**



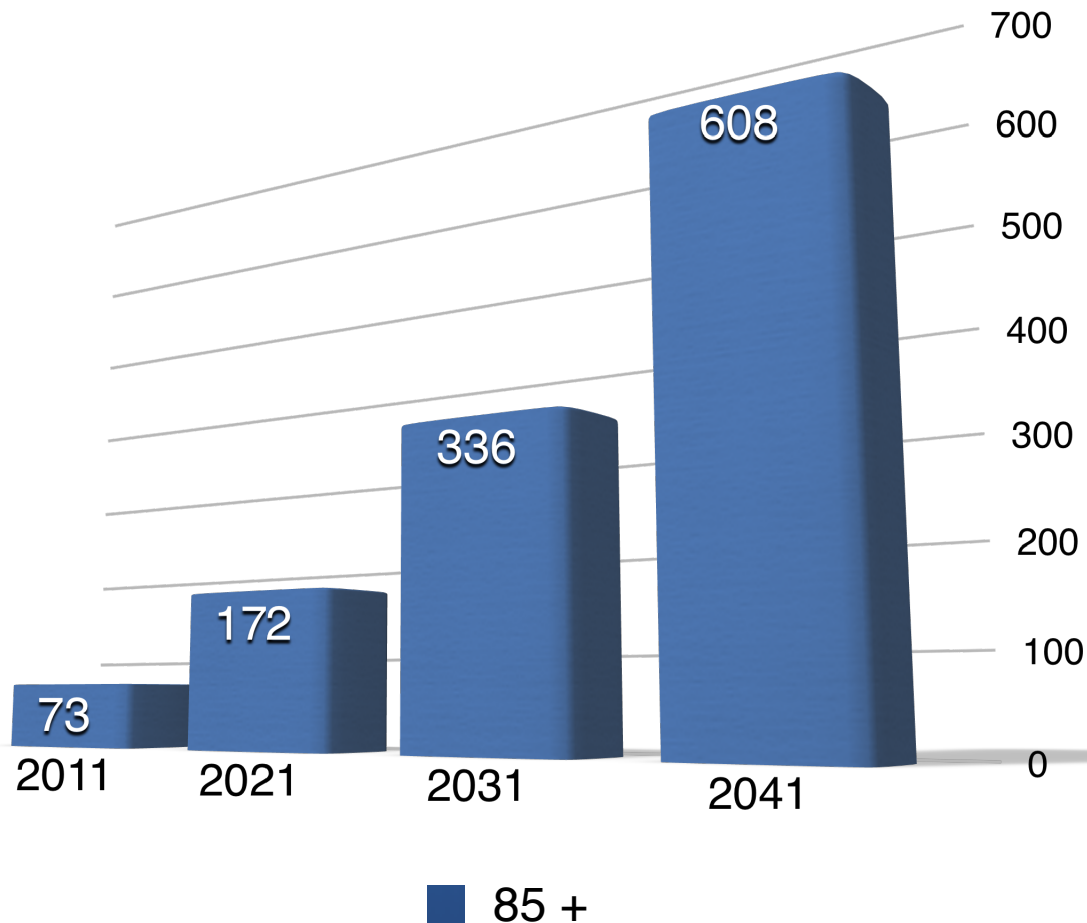
- 32% of the Town of Lake Cowichan population (2011) is age 55+.
- The median age is 46.5 — 4.5 years older than the BC median age of 41.9. (Source: Statistics Canada 2011)

Lake Cowichan Region (Census Division) Total Population Estimates to 2041 by Youth, Adult, and Older Adult/ Seniors Cohorts



The number of people over 75 will increase from 392 in 2011 to 1439 in 2041, a **367% increase**. This group will make up **22%** of the population in 2041 (Source: BC Stats, P.E.O.P.L.E. 2014)

Age 85 + Lake Cowichan Region



- In the Lake Cowichan Region the number of people over age 85 will increase from 73 in 2011 to 608 in 2041, **an 832% increase**. This group will represent **9.2%** of the population in 2041. (Source: BC Stats 2014)



Health and Wellbeing

Compared to Island Health as a whole, the Lake Cowichan area has:

- a lower birth rate;
- a higher rate of births to teen mothers and a higher maternal smoking rate;
- a lower life expectancy (80 years);
- lower rates of deaths due to chronic lung disease and suicide, but higher rates of death due to pneumonia and influenza, lung cancer and stroke; and
- similar prevalence of leading chronic conditions including depression/anxiety, hypertension and osteoarthritis.²

² Island Health, Community Health Facts 2013 for the Lake Cowichan Local Health Area -- Please visit www.viha.ca/mho/stats/lha_profiles to view the full Lake Cowichan Local Health Area Profile and to find more information on data sources.



Social Determinants of Health

- **Economic Wellbeing** – The Lake Cowichan area has a higher percent of people on income assistance, employment insurance and a higher unemployment rate (8.6% in 2011, BC Average 7.8%).
- **Prevalence of Low Income** - People age 65 and over is 20%; 12.8% for males, 23.7% for females. This compares to a 24.2% prevalence rate for the population as a whole in Lake Cowichan and a 16% rate in BC.³
- **Education** - The Lake Cowichan area has a lower percentage of adults with high school certificate and a lower percentage of 18 years olds graduating high school.
- **Crime** – The Lake Cowichan area has a higher rate of serious crime, motor vehicle theft and serious juvenile crime, but a lower rate of non-cannabis drug offences and illicit drug deaths.⁴

³ 2 Source: Statistics Canada; 2011 National Household Survey. Prevalence of low income is based on the after-tax low-income measure. Note that the non-response rate for the survey is 28%.

⁴ Island Health, Community Health Facts 2013 for the Lake Cowichan Local Health Area. Citation for Crime, Education and Economic Well Being component of report.

Needs Assessment

Approach and Highlights

The needs of an aging population were assessed using a community workshop, community survey, and key stakeholder & service provider interviews. The Age Friendly Advisory Committee provided insight on principles and which specific needs to prioritize.

Principles

- Focus on enabling people to age in place, both in the home and in the community.
- Direct resources to the community first rather than specific facilities
- Value and enable “self care.”
- Support family and friend care givers.

Highlights of the greatest needs include:

- Lack of a complex care and assisted living facility in town.
- Limited range of housing options such as accessory dwelling units and secondary suites that would enable folks to age in their own home.
- Limited home support (non-health) care available.
- Limited transit available for medical appointments (Supportive Transportation Program) and for those with disabilities (Handy DART).
- Mobility audit found specific improvements needed for crosswalks, sidewalks, curb letdowns, maintenance; and discovered significant accessibility deficiencies on several public buildings.
- Family and friend care givers are stretched with time and resources.
- Folks know about volunteer opportunities; however many more volunteers needed for mobility and home support services.
- Employment opportunities for seniors are lacking.

- Many seniors do not know about services that are available now such as the integrated health care team at the Kaatza Health Clinic.



Community Workshop

A community workshop was held at the 50 + Activity Centre on Saturday, May 23, 2015. Approximately 50 citizens participated in guided conversations around tables addressing the questions: 1) What is working well now? 2) Wow! What should we be aiming for? and 3) How? What physical changes, programs, and services needed? Each table identified their priority actions and had an opportunity to report out to the entire group. The results for priorities and top mentioned topics are summarized in bullet point form and illustrated using word clouds which visually represent the frequency of topics mentioned with larger font sizes.

Now – What is working well now?

Blue priority dots

- Level walking trails
- Health care
- Fifty + Activity Centre

Sticky notes top mentions

- More home care
- Extended care facility
- Better sidewalks
- Home/grocery delivery

How? -- Physical changes, programs and services needed

Blue dot priorities

- More subsidized apartments
- Need advocates to communicate needs of seniors to an uncaring government
- Build extended care facility



- Fill our empty stores, reduce rental price encourage more businesses
- Acceptance of light industrial businesses by town Council e.g. tax break
- Partnership with provincial and federal government
- Have Town Council and Public Works walking tour and survey of residents, mayor in a walker
- Lobby for better at home program for Lake Cowichan
- Government to assist to pay for manager for a senior centre, extra special grant

Community Questionnaire

There were 61 surveys completed: just over half were completed directly online at SurveyMonkey, the remainder completed on paper and the data placed online by the consultant.

The survey was designed as a voluntary “opt in” survey and anyone could complete it. It is not therefore a representative “scientific” sample of a given population. The information gathered is valuable nonetheless because it represents one of several streams of information and data collected in the process of creating the age friendly plan.



Surveys were distributed at the workshop of May 23. The URL address for taking the survey on line was provided at the workshop and sent out to their community networks via email by the advisory committee.

Highlights:

Housing

Question: Are you satisfied with housing options for seniors?

- 3% said they were; 27% said they were somewhat satisfied, 52% said they were not satisfied.

Question: What type of housing is needed?

- Affordable: indicated by 98% of respondents;
- Supportive care in own home : 93%;
- Assisted living and extended long term care: 98%

Question: Do you feel you can age in place in your own home?

- 40% said yes

Of the 37% who said no, they were asked what is needed: to help the age in place:

- 71% light house keeping
- 66% yard work
- 63% transportation
- 61% home renovations

Transit

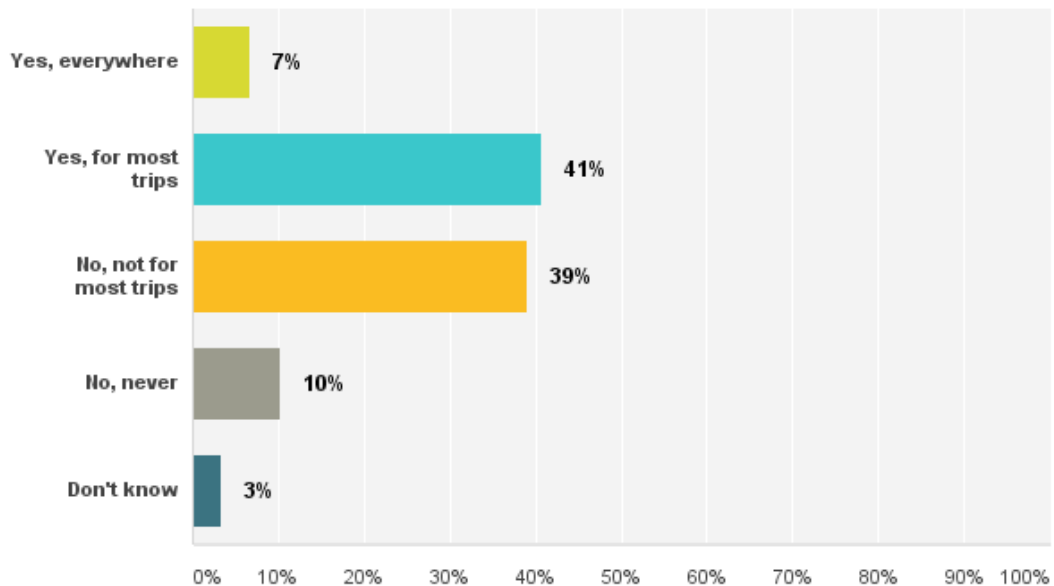
Question: Is public transit adequate for you?

- 9% said yes, very adequate, 28% said yes, usually; 26% said yes, sometimes

Transportation and infrastructure

Q9 Are safe and comfortable sidewalks available where you need to go?

Answered: 59 Skipped: 2



Question: Are street crossings convenient where you need to go?

- 12% said yes, everywhere, 68% said, yes, for most trips, 18% said no, not for most trips

Accessibility and safety

Question: Are businesses readily accessible to seniors?

- 9% said yes, always; 55% said yes, usually, 36% said sometimes

Question: Do you feel safe in Lake Cowichan?

- 28% said yes, always; 58% said yes, usually; 12% sometimes

Health and community support services

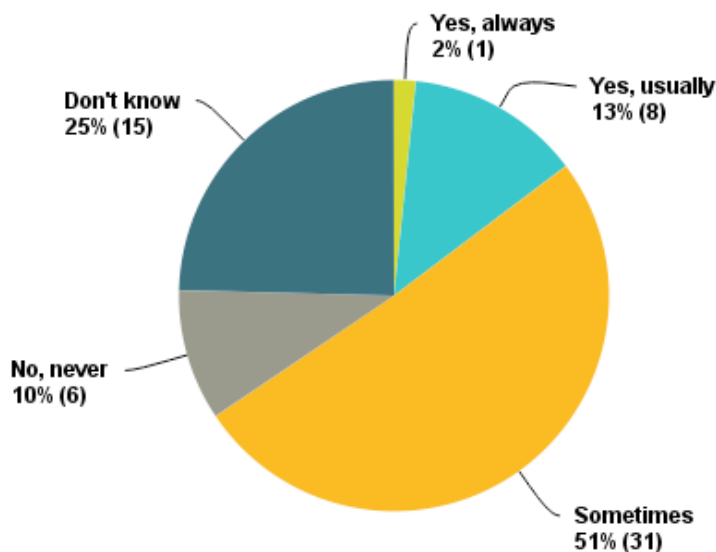
Question: Are health services for seniors adequate?

- 5% say yes, always, 44%, yes, usually; 28% say sometimes, 8% say no, never

Question: Are community services for seniors adequate?

Q16 Are community services for seniors adequate? (e.g. meals, delivery, home care)

Answered: 61 Skipped: 0



For the 26% of survey respondents who identified themselves as a caregiver of an elderly person, they were asked if they had adequate support.

- 29% said yes, usually; 39% sometimes, 22% no, none at all

Work force participation and volunteer opportunities

Question: Are there adequate employment opportunities for seniors?

- 69% said no, 3% said yes

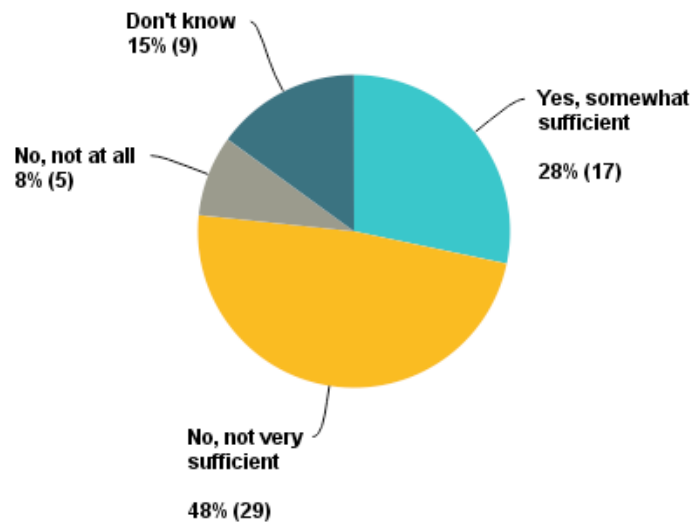
Question: Are you aware of volunteer opportunities in the community?

- 73% said yes, 20% no

Social participation

Q21 Are there sufficient recreation, learning, and social programs for seniors and older adults?

Answered: 60 Skipped: 1



Social inclusion

Question: Are you treated with respect in our community?

- 31% said yes always; 52% said yes, usually, 15% said sometimes

Information

Question: Is information about services and programs readily available?

- 3% said yes, always, 50% said yes usually, 38% said sometimes, 12% said no

Age friendliness

The most age friendly aspects are health services, social inclusion and respect, community safety, and community support. Housing, built environment and transportation are the least age friendly.

Q 24 What are the most age friendly aspects of Lake Cowichan? Choose 3

Answer Options	Response Percent	Response Count
Housing	11.1%	6
Transportation (transit, rides)	24.1%	13
Infrastructure/built environment (roads, sidewalks, trails, signage, parks, buildings)	16.7%	9
Community safety	38.9%	21
Community support (social, recreation, services)	37.0%	20
Health services	59.3%	32
Work and volunteer opportunities	22.2%	12
Social inclusion and respect	42.6%	23
Communication and information	13.0%	7

Q25 What are the least age-friendly aspects of our community? Choose 3

Answer Options	Response Percent	Response Count
Housing	61.4%	35
Transportation (transit, rides)	43.9%	25
Infrastructure/built environment (roads, sidewalks, trails, signage, parks, buildings)	50.9%	29
Community safety	10.5%	6
Community support (social, recreation, services)	22.8%	13
Health services	17.5%	10
Work and volunteer opportunities	28.1%	16
Social inclusion and respect	14.0%	8
Communication and information	33.3%	19

Interviews

Face to face and telephone interviews were conducted with community stakeholders and service providers to learn about their roles, successes and challenges in serving an aging population.

Stakeholders interviewed were:

- Mayor Ross Forrest (representing the Town)
- Bruce Bunting (representing the Lake Cowichan District Seniors Association)

Service providers interviewed:

Kaatza Health Centre

- Carolyn Labonski, Public Health Nurse
- Pam Bendes, Clinical Office Assistant

Island Health

- Emma James, Area Director for the Cowichan Valley

Town of Lake Cowichan Age Friendly Action Plan

- Melie de Champlain, Director of Transition Planning and Community Integration

- Chris Sullivan, Director of Residential Services

King George Affordable Housing Society

- Don Baldesi, Manager, operating the Evergreen Centre

Cowichan Valley Regional District

- Transit--Erin Annis, Transit Analyst

- Cowichan Lake Recreation Commission, Tanya Kaul, Programmer

Cowichan Seniors Community Foundation

- Vicki Holman, Executive Director

Interview questions are listed below. Topical areas were explored as required by the dynamics of individual conversations.

- Clarify and record interviewee's community role
- Identify which age friendly areas are affected by your role
- What is working well within your organization's mandate?
- What are your top challenges or obstacles?
- What opportunities do you see?
- What are your top outcomes for the age friendly action plan?
- What can you and your organization do to support?

Results of the interviews are incorporated in the challenges, Lake Cowichan good practices, and actions of each age friendly area in the plan.

Highlights:

Kaatza Health Centre plays a central role in providing not only essential health services, but also provides **integrated social participation** in its programs; serves as a valuable information provider; and enhances the dignity of everyone served by respecting and promoting ownership of their personal health.

Island Health views individual and public health in a holistic manner, promoting collaboration and community partnerships, innovation in

providing health services, self-care, aging in place (home and community), and supporting care givers. Island Health is a major player in providing direct and funded residential services of assisted living, complex care, and dementia care.

All forms of public and community transit are available to the Lake Cowichan Area; however, funding limits, low population and the availability of volunteers limits the extent of service available, particularly for medical appointments and for those with disabilities using the HandyDART service.

Affordable independent living units and a complex care facility are viewed as top priorities by community leaders.

Cowichan Lake Recreation Commission is a fine example of **customizing programs for an aging population**, offering physical literacy programs, and communicating its program offerings using a variety of media, including face to face.

Mobility Audit



The Lake Cowichan Age Friendly Advisory Committee participated in a mobility audit on June 29, 2015 as part of the creation of the Age Friendly Plan for the Town of Lake Cowichan.

Method

Participants walked along a planned route with Walkability / Mobility Audit Forms and a measuring tape. Individuals were assigned different aspects of the audit and the group stopped frequently for observations and discussion. One person travelled by scooter. The audit is limited to a small portion of the Town and observations are therefore limited in scope. Some recommendations speak to techniques to address mobility for the Town as a whole.

Aspects of the walking environment include:

- Pathways (sidewalks and trails)
- Crossings
- Street furniture and signage

- Personal safety
- Adjacent traffic
- Aesthetics and amenities
- Overall impression

Mobility Audit Route



The route was divided into two sections: 1) generally south and east of South Shore Road; 2) west of and along South Shore Road and the new town square. The route was selected because of the high number of destinations and mix of old and new infrastructure. Selected audit recommendations are included in the action items of this plan.

How the Plan's Actions are organized

Actions are organized by the age friendly areas of the World Health Organization (WHO) beginning with outdoor spaces and buildings and concluding with Community and Health Services . Each Age friendly area includes local challenges, good practices already in play in the town, and priority actions.

Immediate, within the next year, and ongoing priority actions are sorted out and identified with colours as follows:

1. High priority action —
within the next three
months.

2. High priority action —
within the next year.

3. Priority action —
Ongoing.

Outdoor Spaces & Buildings

Outdoor spaces and public buildings are pleasant, safe, secure and physically accessible

Challenges

- ◆ The mobility audit found significant accessibility deficiencies at several public buildings.
- ◆ Deficiencies in existing infrastructure need to be addressed with accessibility upgrades and retrofits.

Lake Cowichan Good Practices

- ◆ Level trails are viewed as a big plus.
- ◆ All new town infrastructure serving outdoor spaces (e.g. new town square) is built to modern accessibility standards.



Actions



1. Town direct Community Services to replace their deteriorating and dangerous access ramp.



2. Update the subdivision Bylaw and related design guidelines (Master Municipal Construction Documents) to address accessibility for developers and for Town capital improvements.



3. Partner with Island Health to address access deficiencies at the Kaatza Health Centre.

Social Participation & Recreation

There are opportunities for seniors to participate in leisure, social, cultural and spiritual activities with people of all ages and cultures.

Challenges

- ◆ Lake Cowichan is blessed with an abundance of age friendly appropriate recreation social participation opportunities: the biggest challenge is in getting the word out in a variety of age friendly ways.

Lake Cowichan Good Practices

- ◆ Kaatza Health Clinic offers education, exercise programs; a “huge” social element.
- ◆ Cowichan Lake Recreation Commission program offers robust programming and makes an effort to include seniors, custom design programs for seniors, and promotes greater physical literacy.
- ◆ 50 + Activity Centre provides a wide range of social activities.

Actions



1. Request Cowichan Lake Recreation to offer special seniors programs and that they be featured in a separate section in the program booklet along with an open invitation for suggestions.



2. Provide comprehensive information for seniors at the 50 + Activity centre and Community Services building.

Mobility

Lake Cowichan has safe places to walk, cycle and use mobility devices; public transportation is accessible and affordable.

Challenges

- ◆ BC Transit and the CVRD provides fixed route service between town and Duncan. The survey identified desired service modifications of earlier, later and more frequent runs.
- ◆ HandyDART, is a custom door to door service that provides bus service for people with disabilities is available, but on a more limited basis—Mondays and Thursdays. Rides to medical appointments are also available through the Cowichan Seniors Community Foundation’s supported transportation program.
- ◆ The mobility audit found specific improvements are needed for crosswalks, sidewalks, curb letdowns, and general maintenance.
- ◆ Rides are needed to recreation and social events sponsored by the 50+ Activity Centre and Cowichan Lake Recreation.
- ◆ There is a need for a single, consolidated information source on all transportation and transit options available.

Lake Cowichan Good Practices

- ◆ Cowichan Seniors Community Foundation through its Supportive Transportation Program provides rides for medical appointments.
- ◆ BC Transit and the CVRD offer “on request” transit services on Routes #20 (Youbou) and #21 (Honeymoon Bay) which can provide for pick up and drop off anywhere within 1.5 kilometres of the fixed routes for the same standard transit fare.

Actions



1. CVRD to request more service hours for HandyDART.



2. Town prepare a plan and program to logically address specific sidewalk and crossing improvements in its ongoing work program. E.g. sidewalks on North Shore and King George.

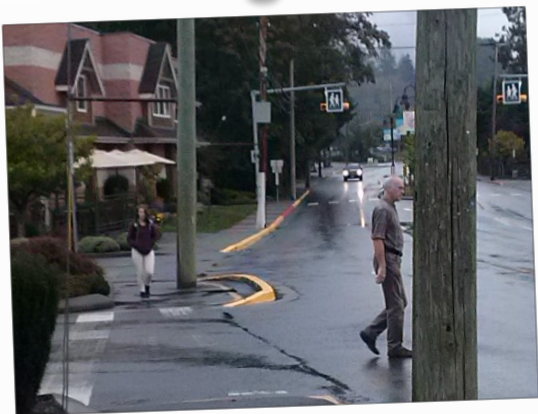


3. Secure more local volunteers to provide mobility and home support services through outreach via senior's organizations, local churches, and community service groups.

Actions



4. Encourage Cowichan Recreation to purchase van for rides.



5. Senior's organizations increase member's and client's awareness of transit services.

Housing

Housing is affordable, appropriately located, of many varieties, well built, well designed for an aging population and secure.

Challenges

- ◆ Desire expressed by many for complex care facility in town.
- ◆ Desire expressed by many for supportive care facility (assisted living).
- ◆ Accessory dwelling units desired but not permitted.
- ◆ Secondary suites desired but only permitted in limited number of zone districts.
- ◆ Interest in co-op housing.
- ◆ Desire for more affordable independent living units.
- ◆ Need for more non-health related supportive in home care (yard work, delivery service, etc.).

Lake Cowichan Good Practices

- ◆ King George/ Evergreen Seniors Housing provides affordable independent living units and has a waiting list; in workshop and survey people have expressed interest in more such units.



Actions



1. Town obtain membership in the BC Nonprofit Housing Association.



2. Allow secondary suites in all residential zones.



3. Town pursue pro active strategy to engage Island Health in order to secure assisted living and complex care beds in town.

Actions

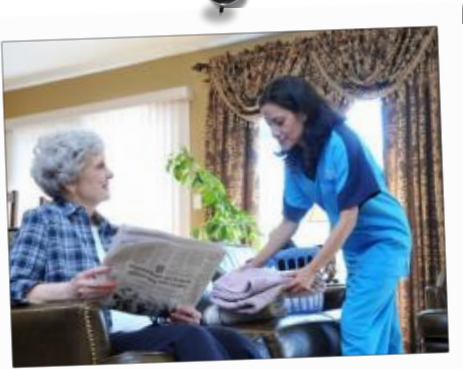


4. Town explore securing an Abbeyfield style assisted living care facility.



5. Town amend zoning bylaw to permit accessory dwellings.

6. Town support coop housing opportunities.



7. Secure more local volunteers to provide home support services through outreach via senior's organizations, local churches, and community service groups.

Respect & Civic Participation

Older people are treated with respect and are included in civic life.

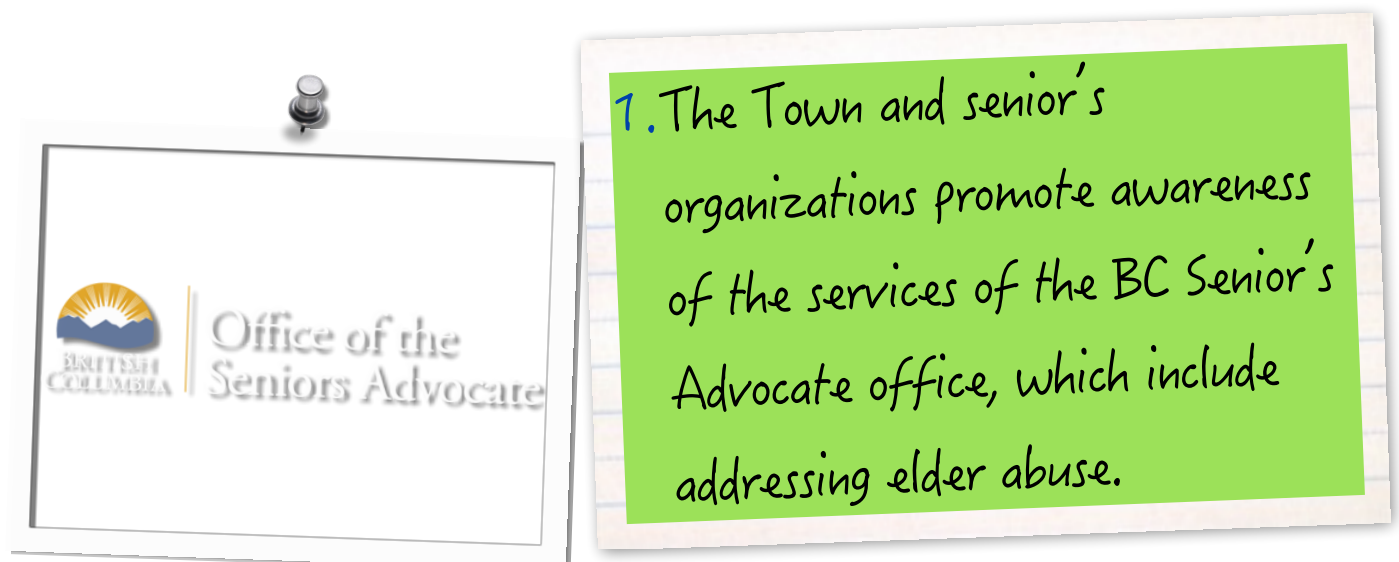
Challenges

- ◆ No particular challenges in this area were identified.

Good Practices

- ◆ Kaatza Health Clinic provides self referral services, recognizing and respecting personal responsibility.
- ◆ A high percentage of questionnaire respondents said they were usually or mostly respected.

Action



Employment & Volunteer Opportunities

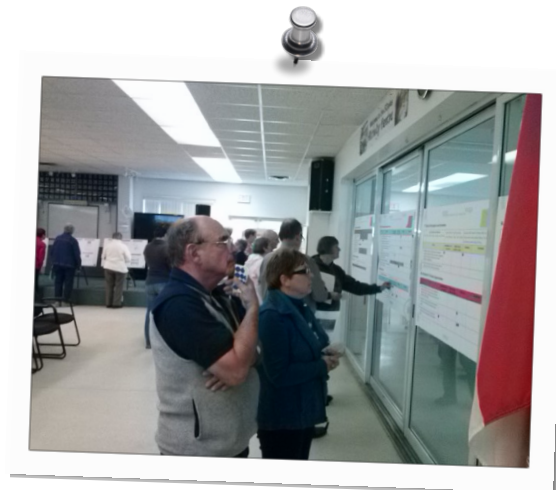
There are opportunities for employment and volunteerism that cater to older persons' interests and abilities.

Challenges

- ◆ Folks know about volunteer opportunities; however many more volunteers needed for mobility and home support services.
- ◆ Employment opportunities for seniors are lacking.

Lake Cowichan Good Practices

- ◆ Seniors are engaged as volunteers at the 50 + Activity Centre , local churches, and in civic leadership.



Actions



1. Secure more local volunteers to provide mobility and home support services through outreach via senior's organizations, local churches, and community service groups.



2. Chamber of Commerce and Town promote economic development that benefits all households and age groups.



3. Chamber and Town promote new industry to the area in collaboration with Electoral Areas.

Communication & Information

Age-friendly communication and information is used by government and nonprofits.

Challenges

- ◆ Many people are unaware of community support and health services such as the Integrated Health Care Team at the Kaatza Health Clinic, respite care and Choice in Supports for Independent Living (CSIL); all funded by Island Health. The Better at Home Program offered by United Way is an example of another community support service that is not well known.

Lake Cowichan Good Practices

- ◆ Kaatza Health Clinic provides a one stop and face to face source of information.
- ◆ Cowichan Lake Recreation uses a variety of communication channels to push its information out to the community, including face to face and by telephone, approaches particularly help for an aging population.

Actions



1. The Town, the CVRD (transit), Community Services, and Cowichan Volunteers should use age friendly face to face, telephone and print media to communicate to programs and services.



2. The Town will use its semi-annual Town Hall Meeting for face to face communication.



3. All service providers will collaborate to provide pamphlets about all programs and services for older adults.

Actions



4. Community Services and 50 + Centre hosts workshops to educate, invite health care team professionals.

Community Support & Health Services

Community support and health services are tailored to older persons' needs.

Challenges

Community Support

- ◆ Family and friend care givers are stretched with time and resources.
- ◆ Home support service (non medical) are lacking.

Health Services

- ◆ There is a need for more medical home care services.

Good Practices

Community Support

- ◆ None identified.

Health Services

- ◆ Integrated Health Care Team is valued highly.
- ◆ The Kaatza Health Clinic offers one stop, self referral service supported by a wide array of services.

COMMUNITY SUPPORT ACTIONS



1. Community organizations secure more volunteers to provide home support services.



2. Get word out about the "Better at Home Program" of United Way available in the Cowichan Valley.



3. Help family and friend care givers with information on Choice in Supports for Independent Living (CSIL) of Island Health of Island Health.

Community Support Actions



4.50 + Activity Centre work with Country Grocer and Cowichan Lake Community Services to secure affordable grocery delivery service.

HEALTH SERVICES ACTIONS



1. Get word out: "Use it or lose it." More education by Town that this clinic must be used. Inserts in tax notice an example of how town can get word out.



2. Encourage Island Health to increase budget for medical home care services.



3. Town pursue pro active strategy to engage Island Health in order to secure assisted living and complex care beds in town (repeated).

Changes to Local Government Operations

Mobility/sidewalks

- Develop a sidewalk and crossings plan and program.
- Council identify a year in which the entire capital improvement budget is reserved to address sidewalks alone.

Billing

- Printed information has large lettering and the main ideas are shown by clear headings and bold-face type.
- Don't put too much information on bills. Make things more clear.

Town Hall

- Upgrades in process will improve entry accessibility, privacy for employees, counter accessibility.

Solid waste pick up

- Encourage neighbours to assist the elderly or disabled who need help.

Parks and recreation

- Park facilities should be designed with older adults in mind.

Public washrooms

- Ensure public washrooms are accessible and can accommodate people with a variety of disabilities (accommodations include push buttons, wide doors, hand rails, locks that are easy for those with arthritis to use) and are located at convenient locations with proper signage.

Communication and information

- Information is disseminated and posted where older adults conduct their daily activities, such as the post office, places of worship, local centres and the town hall.
- Local channels (TV and radio) advertise community events and news items of interest to older adults, for example, through community access channels.
- Written communication is clearly printed in large letters and is easy to read, with simple messaging.
- An interactive speaker series is created that delivers important information (e.g. on health issues, protecting against fraud).
- 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.
- The Town Hall retrofit will include a digital reader board.
- Use local radio station.

Public meetings

- Activities and events are held in convenient locations and are accessible for all, including those with disabilities.
- Host town hall meetings twice a year at Centennial Hall.
- New Town Hall Council Chambers will have proper seating, all councillors mic'd, information board.

Civic participation

- Older adults are well represented on councils, boards and committees.

Changes to Policies and Bylaws

Official Community Plan

Age friendly domains of relevance to the Official Community Plan include outdoor spaces, buildings, transportation, and housing. A cross-cutting theme of relevance for an aging population is the concept of a “complete community.” The town has no direct policies on creating an age friendly community; instead there are various related policies that serve to create movement toward an age friendly community. These will be identified briefly and a new subsection on age friendly community will be proposed. The following discussion provides a brief summary of the topic, how it is or isn’t addressed in the OCP, and specific recommendations for changes to make the town more age friendly.

Recommendations

1. Outdoor spaces

- Identify specific **age friendly design elements** desired for all public gathering places and parks.
- Identify parks with specific desired age-friendly **features that align with senior’s interests.**

2. Buildings

- A new subsection in the plan regarding buildings should express that all public buildings, including town owned facilities, should be

retrofitted to universal accessibility standards. A target time line for completion is advisable. This effort will require partnerships with other governments, authorities, and agencies.

- Building policy should also provide incentives for **retrofitting existing commercial structures** to universal accessibility standards.

3. Transportation

- Adopt a complete street standard within the Subdivision Bylaw and through selected references and preferences for such within the Master Municipal Construction Documents (MMCD).
- Amend the Transportation Map 2 Mobility and Transportation of the OCP to include a sidewalk plan and a program of planned new and replacement sidewalks.

4. Housing & Institutions

- Specifically state “senior’s housing” in the affordable housing type list (Section 6.3.1 12)
- Add “accessory dwelling units” in the list of housing types list (Section 6.3.1 2))
- Add policy on “aging in place” and recognize the importance of retrofitting existing homes.

5. Complete Communities

Consider a policy section on aging in same community that reflects a comprehensive and holistic set of policies and actions. An appropriate and inclusive term for this concept “complete community.” This is defined as:

a community that “meets people’s needs for daily living throughout an entire lifetime by providing convenient access to an appropriate mix of jobs, local services, a full range of housing and community infrastructure including affordable housing, schools, recreation and open space for their residents.

Zoning Bylaw

Recommendations

1. Expand the number of zones in which secondary suites are permitted. It is reasonable to permit them within the R-1-A and R-2 zones as they have the largest minimum lot sizes of 667 square metres. The R-1-A zone already permits a bed and breakfast use. Possibly a secondary suite could be an optional accessory use if a bed and breakfast was not in operation.
2. Permit accessory dwellings in the R-1, R-1-A, and R-2 zones. The form of dwelling could be a garden suite (also referred to as a “granny flat”).
3. Proposed definition of the accessory dwelling and standards:
 - Definition: “Garden Suite” refers to a single-unit independent suite in a free-standing, single-story accessory building located behind the primary single family residential dwelling.
 - Maximum size: limit to 40% of gross floor area of the single family dwelling or 60 square feet, whichever is less
 - Minimum size: 30 square metres
 - Maximum number of bedrooms: two
 - Access to exterior entrance with outdoor lighting
4. Update the bylaw to reflect uses permitted under the Community Care and Assisted Living Act.

Subdivision Bylaw & Master Municipal Construction Documents (MMDC)

Recommendations

The Advisory Planning Commission work with Town staff and the planning consultant to update the Subdivision Bylaw and and a comprehensive and up to date accessibility standards for streets, sidewalks, and crossings in accordance with MMDC standards.

Indicators and Targets

Category	Indicators	Targets
Outdoor spaces and buildings	Accessible public spaces and buildings	100% of spaces and facilities accessible per modern standards
Mobility	Safe sidewalks	Within 10 years create safe sidewalk on at least one side of all streets; both sides for collector streets
	Safe crossings	Within 5 years create safe crossings at all intersections identified mid block locations
	Transit service for the disabled	Full week handyDART service or comparable volunteer community service
Housing	Number of local special needs housing units — assisted living, complex care, dementia	Within 10 years have local facilities for all senior special needs housing

Category	Indicators	Targets
	Adequate number of affordable independent living units to satisfy need	Double the number of affordable units within the next 10 years
Employment & volunteerism	Employment for seniors	75% of seniors surveyed have employment they desire within the next 5 years
	Volunteer needs are met	75% of volunteer positions are filled within the next 5 years
Communication and Information	Age friendly communication channels and information formats	All government and nonprofit agencies communicate using multiple media channels, including word of mouth, face to face, and large print
Community support and health services	Community support services for aging at home and in the community	A full spectrum of services are available, including support services for care givers for 75% of all seniors within the next 5 years

Summary of Actions and Priorities

Outdoor Spaces and Buildings Actions	Immediate Action (<3 months)	High Priority Action (< year)	Ongoing
1. Town work with Island Health to address access deficiencies at the Kaatza Health Centre.		X	
2. Town work with Community Services to replace unsafe access ramp to their building.	X		
3. Update Subdivision Bylaw and related design guidelines to address accessibility for developers and for Town capital improvements.	Already underway!		

Social Participation and Recreation	Immediate Action (<3 months)	High Priority Action (< year)	Ongoing
1. Request Cowichan Lake Recreation to offer special seniors programs and that they be featured in a separate section in the program booklet along with an open invitation for suggestions.	X		X
2. Provide comprehensive information for seniors at the 50 + Activity Centre and Community Services building.		X	

Mobility Actions	Immediate Action (<3 months)	High Priority Action (< year)	Ongoing
1. Senior’s organizations increase members and clients’ awareness of transit service.			X
2. Town and Senior’s organizations ask CVRD to request Province for more service hours for HandyDART, transit service for people with disabilities).		X	
3. Secure more local volunteers as drivers for Cowichan Seniors Community Foundation’s Supportive Transportation Program from local churches, senior associations and community service groups.		X	
4. Town prepare a plan and program to logically address specific sidewalk and crossings improvements in its ongoing work program.		X	
5. Encourage Lake Cowichan Recreation Commission to purchase van for rides for seniors to get to recreation activities.		X	

Housing Actions	Immediate Action (<3 months)	High Priority Action (< year)	Ongoing
1. Town engage Island Health directly to secure long term assisted living and complex care beds in Lake Cowichan.		X	X
2. Town explore Abbeyfield style (cottage for 6 to 9 adults) assisted living/ complex care facility.		X	
3. Town amend Zoning Bylaw to permit accessory dwellings.		X	
4. Town amend Zoning Bylaw to permit secondary suites in more zone districts.		X	
5. Town support co-op housing opportunities.			X
6. Town obtain membership in the BC Nonprofit Housing Association to support efforts for more affordable independent living units		X	
7. Secure more local volunteers to provide home support services through outreach by senior's organizations, local churches, and community service groups.		X	

Respect and Civic Participation Actions	Immediate action (<3 months)	High Priority Action (< year)	Ongoing
1. The Town and senior's organizations promote awareness of the services of the BC Senior's Advocate office, which include addressing elder abuse.			X

Employment and Volunteer Opportunities Actions	Immediate Action (<3 months)	High Priority Action (< year)	Ongoing
1. Seniors organizations secure more local volunteers to provide mobility and home support services through outreach via senior’s organizations, local churches, and community service groups.		X	
2. Chamber of Commerce and Town promote economic development that benefits all households and age groups.		X	
3. Chamber of Commerce and Town promote new industry to the area in collaboration with Electoral Areas.		X	

Communication & Information Actions	Immediate Action (<3 months)	High Priority Action (< year)	Ongoing
1. Town, CVRD (transit), Community Services, and Cowichan Volunteers enhance communication methods for transit services, requests for volunteers, and Town services.		X	X
2. All service providers collaborate to prepare a complete pamphlet of information.		X	
4. Town discusses age friendly services at Town Hall meeting.			X
5. 50 + Activity Centre hosts workshops to educate, invite health care team professionals.			X

Community Support Actions	Immediate Action (<3 months)	High Priority Action (< year)	Ongoing
1. Community organizations secure more volunteers to provide home supports services.	X		
2. Get word out about the “Better at Home Program” of United Way available in the Cowichan Valley.		X	
3. Community Services and 50 + Activity Centre hosts workshops to educate, invite health care team professionals.		X	X
4. Help family and friend care givers with information on Choice in Supports for Independent Living (CSIL) of Island Health of Island Health.		X	
5. 50+ Activity Centre work with Country Grocer and Cowichan Lake Community Services to secure affordable grocery delivery service.		X	

Health Service Actions	Immediate Action (<3 months)	High Priority Action (< year)	Ongoing
1. “Use it or lose it.” More information by Senior’s organizations via word of mouth and fliers about the Integrated Health care Team at the Kaatza Health Clinic.	X		
2. Encourage Island Health to increase budget for medical home care services.		X	X

Acknowledgements

Age Friendly Advisory Committee

- Ross Forrest, Mayor
- Tim McGonigle, Town Councillor
- Carlyne Austin, Town Councillor, President, Golden Agers Society
- Bruce Bunting, Lake Cowichan District Seniors Association
- Laurie Johnson
- Ted Gamble
- Rinda Munslow, Golden Agers Society
- Helen Wydenes, Golden Agers Society
- Maureen Loebus, Golden Agers Society
- David Lauther
- Jenn Pollner

Town staff

- Joseph Fernandez, Chief Administrative Officer
- Nagi Rizk, Superintendent of Public Works

Key Informant Interviewees

- Mayor Ross Forrest (representing the Town)
- Bruce Bunting (representing the Lake Cowichan District Seniors Association)
- Service providers interviewed:
 - Kaatza Health Centre
 - Carolyn Labonski, Public Health Nurse
 - Pam Bendes, Clinical Office Assistant
 - Island Health
 - Emma James, Area Director for the Cowichan Valley

- Melie de Champlain, Director of Transition Planning and Community Integration
- Chris Sullivan, Director of Residential Services
- Don Baldesi—Manager of the King George Affordable Housing Society which operates the Evergreen Centre
- Cowichan Valley Regional District
 - Transit – Erin Annis, Transit Analyst
 - Cowichan Lake Recreation Commission, Tanya Kaul, Programmer
- Cowichan Seniors Community Foundation – Vicki Holman, Executive Director

Consultant

- James van Hemert, van Hemert & Co.