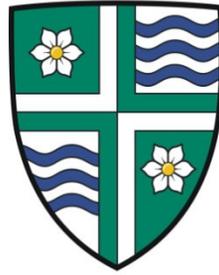


Township of
Langley



Est. 1873

Age-Friendly Community Evaluation Study Township of Langley

The Voice of Older Citizens



2010

Project Consulting Team:

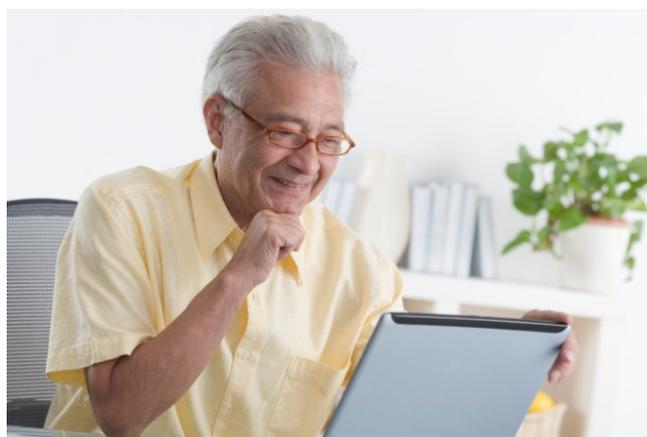
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Table of Contents

EXECUTIVE SUMMARY	2
INTRODUCTION	3
BACKGROUND	4
METHODOLOGY	5
COMMUNITY CONSULTATION RESULTS - FOUR COMMUNITY REPORTS	6
I. BROOKSWOOD/FERNRIDGE NEIGHBOURHOOD	7
II. ALDERGROVE NEIGHBOURHOOD	9
III. WALNUT GROVE NEIGHBOURHOOD	13
IV. WILLOUGHBY NEIGHBOURHOOD	15
CONCLUSION	18
RECOMMENDATIONS	19
SURVEYS	20
SENIOR'S SURVEY SUMMARY	21
SERVICE PROVIDER SURVEY SUMMARY	30
APPENDICES	37
APPENDIX ONE – SENIOR'S SURVEY INSTRUMENT	37
APPENDIX TWO – SERVICE PROVIDER SURVEY INSTRUMENT	40



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Age-Friendly Community Evaluation Study Township of Langley

The Voice of Older Citizens

Executive Summary

The overall goal of the Township of Langley's Age-Friendly Community Evaluation Study is to provide a template or framework for policy development and land use planning that responds to community input. The study, funded by a Union of BC Municipalities' grant, is in response to estimates that within 16 years, by 2026, the Township's over 65 populations will double to more than 22,000 citizens. Further compelling are the predictions that more than half of this population will be over the age of 85; the age when most support might be necessary to ensure quality of life. The Township's biggest challenge in meeting the needs of an increasing older population is the provision of accessible amenities and health care to a six unique communities scattered at the outer edges of the City of Langley.

The primary purpose of this consultation process is to give a voice to the issues and preferences of older citizens in the Township about the quality of their living environments. Community consultation dialogues were scheduled in March in four communities: Brookwood/Fernridge, Aldergrove, Walnut Grove, and Willoughby. The dialogues were supplemented by surveys designed to obtain quantitative and more specific input corresponding to the nine themes identified by the Township. More than 118 people attended the dialogues and 65 completed surveys (47 seniors and 18 service providers). Of the 47 who completed the seniors surveys 45% were aged 65 to 74, 34% aged 75 to 84, and 21% aged 85 or older. Although the data collected may not accurately or statistically represent the voice of 11,000 seniors, the age distribution of participants reflects the age distribution of older citizens in the Township. A few highlights of senior survey responses are incorporated in the community reports. Summaries of both surveys are located in the Survey section of this report. The service provider surveys have been summarized in a table but have not been reviewed. Service providers and non-profit agencies at the community dialogues expressed concern about their capacities to meet the increasing demands for services. Community dialogues created desired walls of change. **Three themes were identified by all four communities as priorities for the Township of Langley: awareness and communication, transportation and accessibility, and health services and overall well-being.** More analysis is needed to decipher the rich and thoughtful information contained in these surveys, extrapolate information relevant to planning and policies,

organize survey results according to the nine themes, combine the survey results with the dialogue walls of change, and set plans of action that will further mobilize communities.

The dialogues and surveys contain a lot of information representing the voices of older citizens residing in the Township of Langley and those who provide services. This report concludes with recommendations for next steps that must be carried out to maintain the integrity of this consultation and demonstrate value to the participants. The recommendations outline how the Township of Langley can ensure that their process is one that goes beyond consultation to implementation. Further work is necessary to provide direction for future planning and incorporate age-friendly policies that will improve the quality of life for all residents. Further work is necessary for the Township to achieve its overall goal.

Introduction

In May of 2009, the Township of Langley Council passed a resolution authorizing staff to apply for a Union of British Columbia Municipalities (UBCM) Age-Friendly Community Planning Grant. The grant application was successful and received funding



in June 2009. The overall goal of the Township of Langley's Age-Friendly Community Evaluation Study is to provide a template or framework for policy development and land use planning in response to the information collected. Longer term, the project will provide direction for future planning to incorporate age-friendly policies that will improve the quality of life for all residents.

This report covers a portion of the overall project which consisted of hosting four community dialogues with older persons and creating initial connections between the Township and its older citizens. The report provides the results of community input received from older citizens and service providers representing four distinct communities in the Township of Langley: Brookwood/Fernridge, Aldergrove, Walnut Grove, and Willoughby. The report is divided into five sections. The introduction includes a background piece that establishes the context for this study and explains the methodology used to obtain community input. This section is followed by a community profile and summary of each dialogue. The consultations included an opportunity for participants to complete survey questionnaires. The survey section of this report presents the data collected through seniors' surveys and service providers' surveys. The report concludes by identifying themes in the community dialogues and

recommendations for next steps. The report has several appendices with copies of the surveys used and databases of participants and service providers in the area.

Background

The Township of Langley is unique in that it is located within an urbanized region but has over 75% of its land in the Agricultural Land Reserve. The Township is a composite of several smaller urban communities scattered throughout the municipality. This presents many challenges in the provision of accessible amenities and health care, over distances, to the increasing number of mature seniors. Non-profit groups that provide a variety of services and resources in the Township of Langley and the surrounding areas are struggling to accommodate increasing demands.

According to the 2006 Census, 12% of the Township of Langley's population is over the age of 65 representing 11,360 residents. It is estimated that by 2026 this number will more than double! Further increasing the Township's wish for age-friendly guidelines is the estimate that indicates more than half of residents over age 65 will be over the age of 85, the time when most support is needed. There will be increased demand to meet older citizens' needs for improved health services, accessibility of services, and to meet daily psychological and physical needs through such provisional services as transportation, health and nutrition, community involvement, social and physical assistance. The opportunity to complete research and community engagement with older persons will assist the Township and community to better meet the needs of all its citizens.

The Terms of Reference for this study define an age-friendly community as '*a community for all ages and where policies, services and structures of the physical and social environment are designed to support older community residents in making choices that will enhance their health and well-being and reduce reliance on more costly alternatives*'. This definition was used to guide all engagement processes. The study aimed to include three age groups as identified in the terms of reference, 65 to 74 years defined as newly retired and active, 75 to 84 years defined as active but with increased health concerns and possibly the loss of a spouse, and 85+ years defined as generally having assistance and finding household chores and maintenance difficult. The WHO policy framework on Active Aging and Global Age-Friendly Cities projects as well as the 2007 Guide endorsed by provincial, territorial, and federal levels of government has been applied in this study.

Methodology

The primary purpose of this community consultation was to give a voice to the issues and preferences of the older residents in the Township of Langley about the quality of their living environments. The methods used to accomplish this were participatory dialogues in four distinct communities within the Township of Langley: Brookwood/Fernridge, Aldergrove, Walnut Grove, and Willoughby. Community dialogue locations were selected using geographies, demographics, and the availability of accessible community venues. It is hoped the four specific neighbourhoods will provide insight into the barriers to access relevant to socio-economic status. The community dialogue reports provide rich and thoughtful information that will be useful in guiding policy and future direction towards creating age-friendliness in the pocketed communities that make up the Township.

The dialogues were crafted to provide opportunities for all in attendance to participate. A framework was developed for the facilitation of the dialogues. With the exception of Langley Seniors Village, all facilitations followed the same agenda:

- Township staff (Planner) welcomed participants and introduced staff members, city officials, and council members and introduced the community consultation;
- Consultants provided a short presentation on the topic of age-friendly communities;
- Participants formed groups and were asked to share a good news story - one representative from each group shared their good news with the larger group;
- Participants created a Wall of Change using individual and group processes to reach consensus on their top priorities; and
- Township staff closed the event with next steps.

At Langley Seniors Village, the age and mobility of participants as well as the space, a big open foyer, presented challenges in the use of Wall of Change methodologies. In addition, many of the participants had a difficult time hearing even with the use of a microphone. Participants also came and went which resulted in inconsistent engagement. Participants were engaged using a facilitated flip charting process with the assistance of Township staff and members of the consulting team working one on one. The results were then grouped based on inside or outside influence to the home.

The good news story used a portion of Appreciative Inquiry to create a positive atmosphere. The Wall of Change combined techniques of participation with focused conversations aimed to achieve consensus in larger groups. These techniques intend to ensure every participant has a voice. Results at the community dialogues indicate that participants were very engaged and focused on creating a wall that represented the change they wanted to see. Facilitators and Township representatives received comments about the positive environment and the results created.

The community dialogues provided rich qualitative input and gave voice to a variety of older citizens. Senior and Service Provider survey questionnaires were developed to supplement the dialogues with quantitative data. All participants at community dialogues were given an opportunity to complete the survey. Service providers were contacted by phone or email. The surveys were designed according to the nine themes of the World Health Organization (WHO) policy guideline for age-friendliness which was adopted by Council for this study. The check list consists of the following nine themes:

- Outdoor spaces and buildings
- Transportation
- Housing
- Respect and social inclusion
- Social participation
- Community support and health services
- Communication and information
- Civic participation and employment
- Other to include particular information to pocketed communities

Copies of blank surveys are located in Appendix One and Two of this report.

Consultants developed a contact list for service providers engaged in seniors' services and maintained a database of all who participated (with the exception of Langley Seniors Village). The Township wrote press releases and distributed posters to invite communities to attend the dialogues.

Community Consultation Results - Four Community Reports

This section presents the details of each of the four community dialogues. Attendance at the community dialogues started low at seven participants in Brookwood and doubled for each of the following events with over 60 participants in Willoughby. In total, 118 people attended dialogues and 65 completed surveys (47 seniors and 18 service providers). No matter the size of the audience, each community dialogue netted rich and thoughtful ideas to inform policy and priorities for action.

Community dialogue reports have been organized to include general information about the community, the location, date, and time of the event, and attendance numbers. The community introduction is followed by highlights of the surveys collected at the consultations. The number of surveys completed does not always correspond with the event's total attendance due to the participation of service providers and their completion of a separate survey. Survey results also vary due to senior's hesitancy to share personal information such as age and marital status. The written section of the report concludes with the priorities established in the community's wall of change.

Participant good news stories and comments are highlighted throughout the report in text boxes. The last section of the community dialogue reports is the wall of change diagrams. It is important to note that each idea presented has not been changed and represents participants' exact wording. For some dialogues, participants had the opportunity to name the groupings on their walls of change, in others, facilitators named the groupings based on the items listed within it. For Langley Seniors Village, facilitators turned the flipcharts into a wall of change and grouped items based on inside or outside of the long term care facility. Dialogues are reported in chronological order of events: Brookwood/Fernridge March 16, Aldergrove March 18, Walnut Grove March 23, and Langley Seniors Village March 30.

I. Brookwood/Fernridge Neighbourhood

At a glance, a map of the Brookwood/Fernridge community with bus stops shows a substantial number of stops. Further research and analysis is necessary to determine whether the frequency and routes meet the needs of the neighbourhood. According to the 2006 Census the population demographics for Brookwood match the Township's overall population demographics with 12% of total population aged 65 or more. Brookwood/Fernridge has 1,510 older citizens.

"I was out in the community and as I walked across a road I was cut off by a truck. The driver stopped and apologized for his actions."

This first dialogue was held at the George Preston Recreation Centre on Tuesday, March 16th from 6:30 to 9:00pm. Attendance at this event was low with seven participants. Six participants completed surveys.

Four of the survey respondents were seniors, three aged 65 to 74 and one aged 75 to 84. Most were married and only one identified as a resident of the neighbourhood. The majority expected to continue living in their current residence for another 20 years and mobility was not a concern as all owned their own vehicles. All survey respondents felt health and community services met their needs at this moment. A complete survey summary is located in the Surveys section of this report.

Although the group at this dialogue was small, they generated an amazing amount of ideas which resulted with the wall of change (see diagram below). This group started by creating an overarching vision of what attitudes would have to present for a community to be age-friendly and liveable. This vision consisted of six words: attitude, vision, awareness, love, understanding, and empathy.

"There are a lot of volunteers in this community. Although funding has been secured to maintain the Langley Seniors Centre, the outreach volunteer program, which is driven mostly by volunteers is severely threatened"

A quick play with the order of these words created the acronym A + VALUE. The participants in this dialogue did not name their groupings. The priorities established by the wall of change for Brookwood/Fernridge include:

- Health and overall well-being
- Funding for the Langley Seniors Centre and specifically to support volunteer outreach
- Increased awareness or communication about services and social activities
- Home support and medical visits
- Social integration
- Policy design

At the end of the wall of change diagram additional ideas which were not put up on the wall of change are noted. Rich discussions included topics such as expanded use of schools for optimal and accessible community services, a better understanding of Senior’s Community Outreach services, and volunteers as critical and valuable assets in communities.

“I was recently involved in the Langley volunteer award selection. After reading the candidates profiles, deeds, etc., I was taken aback by the caliber and quality of residents who volunteer. Langley is a volunteer Mecca!”

Brookwood/Fernridge Wall of Change – Ideas and Vision

The ideas and vision created by the participants’ to better the quality of life the exists in the Township of Langley

*Overarching Vision	Attitude, Vision, Awareness, Love, Understanding and Empathy	A + VALUE
Theme	Idea or Vision	
Money to fund Langley Seniors Center	<ul style="list-style-type: none"> - Programs at Seniors Center Outreach: drivers who take seniors to Drs Appointments in Vancouver (specialists) Handi-dart doesn’t cover the above - Seniors Outreach, Money to Fund Outreach 	
Health and overall well-being	<ul style="list-style-type: none"> - Groceries Delivery service phone in order some stores have it - Age appropriate medical services - Subsidized meals 	
(un- named)	<ul style="list-style-type: none"> - Better understanding of how outreach works-EG Maximized by Volunteers - Awareness of services - Local Events For seniors-Public forums 	



Policy Design	<ul style="list-style-type: none"> - Bylaws for accessible properties (Malls) - Better age mixture rather than same age communities - More housing on one floor- ranch style of chair lifts - Better lighting on pathways and sidewalks - Improved senior housing and social groups for all ages to connect - Small dog parks + volunteer walkers
(un- named)	<ul style="list-style-type: none"> - Doctor or Nurses to do house calls - Home support visits - Peace of mind- program to assist seniors to process old wounds and work on relationship issues
Social Integration	<ul style="list-style-type: none"> - Community Schools-use of schools for/by community - Program to link teens with seniors - More local events (neighbourhood Focus) Block Parties
Additional ideas (<i>not add to wall of change</i>)	<ul style="list-style-type: none"> - Exercise Buddies - New resident orientations - Bus routes orientation night - Traffic calming Roundabouts - Outdoor shelter + rest places away from traffic - Better road maintenance and sidewalks - Under cover scooter parking at malls and apartment complexes - More opportunities for community engagement - Connect the communities challenge - More tolerance of different cultures, ages, and disabilities
*Note: wording is left exactly as participants' had written it	

The above report on the Brookwood/Fernridge neighbourhood consultation requires further analysis to combine the wall of change with the rich survey data. This data also needs to be positioned within demographic information and positioned for the creation of an action plan for the community. It is also critical that this information generates land use policies that will assist the Township when planning age-friendly neighbourhoods to provide the best quality of life for older citizens. This is the overall goal of the Age-Friendly Community Evaluation Study.

II. Aldergrove Neighbourhood

Aldergrove is the Township's most eastern community covering both sides of the Fraser Highway. At a glance, a map of bus stops in the area might indicate less service than in other communities. According to the 2006 Census the population demographics for Aldergrove show older citizens represent 4% of the community's total population, a number much lower than the overall Township which has 12%. Aldergrove has 495 citizens over the age of 65, most within the 65 to 74 age range.

This second dialogue was held at the Aldergrove Kinsmen Community Centre on March 18th from 1:30 to 4:00pm. Attendance at this event doubled with 15 participants. Nine participants completed seniors' surveys. A number of others completed the service providers' surveys.

"Handi-Dart drove me to New Westminster without a transfer! I got the opportunity to babysit my 20 month old granddaughter and have her all to myself."

Seven of the survey respondents were seniors; the majority aged 65 to 74. Most were married and six identified as living in the community of Aldergrove. The majority expected to continue living in their current residence between 20 and 30 years. In this community, mobility may be a concern with nearly half of respondents stating

"I have to go to St. Paul's hospital periodically. I usually drive to White Rock and catch the #351 bus to Vancouver. Last week I had to go but the 351 was discontinued. I had to take a new bus to Richmond, then to Waterfront, change platforms and come back to Burrard and get a bus to St. Paul's. I have a bad knee and walk with a cane; it took me 6 hours from the time I left to the time I got there, just to get medication. The good news is I had to sit down often because of the pain and at least three people asked if I needed help!"

dependence on alternative modes of transportation (Handi-Dart, bus, friends, taxi, and relatives). Most survey respondents felt health and community services met their needs at the moment. A complete survey summary is located in the Surveys section of this report.

The dialogue in Aldergrove was attended by a mix of seniors and service providers. This group did name their wall of change groupings. The priorities established by the wall of change for Aldergrove include:

- Public safety
- Transportation
- Health
- Political direction – more opportunities for input and ways to communicate
- Economic opportunities
- Communication
- Recreation
- Social interaction

At the end of the wall of change diagram additional ideas which were not added to the wall were identified and are noted in this report. Rich discussions included topics such

as crime prevention and a wish for increased RCMP presence, having reader boards for the sharing of community information and events, and more public area benches. There was definitely consensus on Aldergrove being the most remote community in the Township of Langley and lots of discussion on feeling excluded and not as important as the other communities that make up the Township.

“More attention needs to be given to Aldergrove. Just because we are at the end of the earth as far as the Township is concerned, doesn’t mean Aldergrove is a dead town. We want businesses back, exercise classes at the recreation centre. In 2009 Council budgeted a pool for Aldergrove – what happened? Where is the pool? More accountability!”

Aldergrove Wall of Change – Ideas and Vision

The ideas and vision created by the participants’ to better the quality of life the exists in the Township of Langley

Theme	Idea or Vision
Health	<ul style="list-style-type: none"> - Add X-Ray to local lab - Increased health services funding - Better access to medical services in Aldergrove
Public safety	<ul style="list-style-type: none"> - Sidewalks and street lighting - Enforce no littering- no smoking rules and handicapped parking - Crime prevention - Crime prevention + increase police presence - More sidewalks & better heavy truck route
Transportation	<ul style="list-style-type: none"> - Help + transit for house bound - User-friendly transportation- more buses and bus stops - Covered bus shelters - Increased frequency in bus service/schedules - More frequent bus service
Political Direction	<ul style="list-style-type: none"> - A political will to support healthy aging/healthy living initiatives - More attention given to Aldergrove- budgeted pool in 2009-neglected! - Aldergrove needs more input into decisions made for Aldergrove - More accessible affordable housing - More businesses - Develop dead shopping centre-Aldergrove Mall - Public area benches for seniors - Provide more public seating outdoors for seniors to rest
Social interactions	<ul style="list-style-type: none"> - A drop-in place for seniors + families + youth in Aldergrove; Could be part of a community centre neighbourhood house - A better place for young people to meet - More opportunities to celebrate youth in community

Communication	<ul style="list-style-type: none"> - Communicate to all concerned agencies about your services - Awareness- local information or 'reader' boards (community boards and drop in centres) - Train staff to communicate better with seniors (e.g. Hard of hearing)
Economic Opportunities	<ul style="list-style-type: none"> - work project-clean park signs - more work opportunities (no ageism) - giving (more) opportunities - Database of local- coordinate volunteers to assist neighbourhood seniors with tasks - Creative social enterprise projects which will support services for seniors –meals on wheels, community gardens/kitchens
Recreation	<ul style="list-style-type: none"> - Easier access to continuing education - Inside pool in Aldergrove - Accessible recreational facilities- POOL! For Aldergrove - Cultural opportunities theatre + outings - Add more physical/exercise opportunities for seniors - Age-friendly parks
Aldergrove additional ideas (not added to wall of change)	<ul style="list-style-type: none"> - Increase the availability of information for community services and activities- ONE STOP SHOP - More sharing of resources seniors+ adults+ children; sharing time & understanding - Local information centres for more opportunities - More community services information for referrals - Better access to a whole range of services and resources for seniors - Accessible services for all ages - A friendly open place to gather for socializing and accessing information and resources - More stores in Aldergrove - More participants in programs (youth and seniors) - Decrease taxes for seniors - More direct bus lines to Vancouver - More large print books, paperbacks, and magazines - Affordable assisted housing for seniors - Access to community activities- transportation - Improved access to parks and green spaces - Provide green areas for gardens in public spaces - Remove cobblestones-too bumpy for wheelchairs and walkers - Handicapped accessible facilities - Install more handicapped doors
*Note: wording is left exactly as participants' had written it	

The above report on the Aldergrove neighbourhood consultation requires further analysis to combine the wall of change with the rich survey data. This data also needs to be positioned within demographic information and positioned for the creation of an action plan for the community. It is also critical that this information generates land use

policies that will assist the Township when planning age-friendly neighbourhoods to provide the best quality of life for older citizens. This is the overall goal of the Age-Friendly Community Evaluation Study.

III. Walnut Grove Neighbourhood

Walnut Grove is one of two communities in the Township located on the north side of the No. 1 Freeway; the other is Fort Langley. No bus route map for the neighbourhood was available at the time of this report's printing. According to the 2006 Census the population demographics for Walnut Grove show older citizens represent 14% of the community's total population, a few percentage points higher than the Township of Langley at 12%. Walnut Grove has 2,720 citizens over the age of 65, the vast majority between the ages of 65 to 84. This third dialogue was held at the Walnut Grove Community Centre on Tuesday March 23 from 6:00 to 8:00pm. Attendance at this event doubled again with 32 participants. Twenty-one (21) participants completed seniors' surveys. A number of others completed the service providers' surveys.

"I noticed parking lots are getting friendlier and easier to navigate. The parking lot was full and one mother held her children back so I did not have to worry where her kids were while I parked."

Thirteen of the survey respondents were seniors; the majority aged 65 to 74. Large proportions were either married (11) or widowed (8). Eleven identified as living in the community of Walnut Grove, three from Murrayville, and one from Fort Langley. In this community, 16 respondents stated they expected to live in their current residences for less than 10 years. This result is quite different than the same questions results in Brookwood and Aldergrove where residents expected to live in their current residences for 20 or more years. Mobility is mixed in this community with the majority of respondents having their own vehicles but also the highest use of public transportation. Most survey respondents felt health and community services met their needs at the moment. A complete survey summary is located in the Surveys section of this report.

The Walnut Grove dialogue was attended by a mix of seniors, service providers, and non-profit agencies | groups. This group named their wall of change groupings and then through discussion started to dissociate items from groupings that no longer belonged due to the name. In the Walnut Grove diagram you will see the dissociated items as individual ideas that remained on the wall. The priorities established by the wall of change for Walnut Grove include:

- Seniors Centre in Walnut Grove
- Improved transit
- Outdoor areas that are more senior friendly
- Community referral services
- Welcome
- Provision of affordable housing
- Crime prevention

At the end of the wall of change diagram additional ideas which were not added to the wall were identified and are noted in this report. More awareness and more notice of things and events happening in the community was a key topic throughout this dialogue.

Walnut Grove Wall of Change – Ideas and Vision

The ideas and vision created by the participants' to better the quality of life the exists in the Township of Langley

Theme	Idea or Vision
Senior centre in Walnut Grove x3	<ul style="list-style-type: none"> - More social activities and more notice of them - More social programs - More recreating and gathering space - Seniors 'outreach' halls (at community halls) - Seniors' centre with cozy lounge in Walnut Grove - Seniors centre in Walnut Grove with Health Centre - Affordable recreation services - Exercises for older seniors - Affordable recreation services - Free swimming and exercises or less money- senior's rates - Exercise for seniors
Improved transit	<ul style="list-style-type: none"> - Bus service over Port Mann Bridge - Regular sized kneeling buses Affordable volunteer driver service - Bring back senior centre volunteer driving - More parking at Walnut Grove Community Centre - Shuttle from Walnut Grove Community Centre to Langley Senior Centre DAILY - More designated parking for disabled and seniors - Speed bumps
Outdoor areas that are more senior	<ul style="list-style-type: none"> - Increase length of time allowed walking across signed crosswalks - Beach at Ft. Langley - More walking paths in nature with stopping places - Benches on trail (like Fort Trail) - Sidewalks and better lighting (street) - Better street lighting - More garbage cans for doggie doo - Safe and accessible walkways and trails

Welcome	<ul style="list-style-type: none"> - 'Hill rails' to assist up and down walks - Pet friendly shops - Pedestrian friendly shopping centres - Small shopping centres spread around neighbourhoods - Store signs; Respect lives here
(unnamed)	<ul style="list-style-type: none"> - More money for seniors and less tax
(unnamed)	<ul style="list-style-type: none"> - Education in the high schools reminding the students of the worth of our seniors
Community referral services	<ul style="list-style-type: none"> - List of resources available for seniors - Longer library hours - Improve access to health services; More caregivers, More doctors - Local computer tutorials - Nutritious readymade meals
(housing)	<ul style="list-style-type: none"> - Provision of affordable housing- low rental and low cost - Ability to run programs where housing is - More tax help for seniors trying to stay in their homes - Affordable help with yard work and in home
(unnamed)	<ul style="list-style-type: none"> - No more building-except for seniors centre
Walnut Grove Additional Ideas	<ul style="list-style-type: none"> - More volunteer opportunities - Shuttles to Special Events

The above report on the Walnut Grove neighbourhood consultation requires further analysis to combine the wall of change with the rich survey data. This data also needs to be positioned within demographic information and positioned for the creation of an action plan for the community. It is also critical that this information generates land use policies that will assist the Township when planning age-friendly neighbourhoods to provide the best quality of life for older citizens. This is the overall goal of the Age-Friendly Community Evaluation Study.

IV. Willoughby Neighbourhood

The community of Willoughby covers the area between 196 and 216 Streets from 62 to the freeway. No bus route map for the neighbourhood was available at the time of this reports printing. According to the 2006 Census the population demographics for Willoughby show that older citizens represent 8% of the areas total population, a little less than the Township which has 12%. The Willoughby neighbourhood has 1,100 residents aged 65 or more.

This fourth and final dialogue was held at the Langley Seniors Village on March 30th from 1:30 to 3:30pm. Accurate attendance numbers were difficult to establish as participants consisted mostly of residents of the facility who attended intermittently. It is estimated that more than 60 older citizens participated at this event. The selection of a residence was intentional and assisted in capturing the voices of individuals over the age of 85. Seniors surveys were completed by 23 participants with nearly half over the age of 85. One service provider survey was completed at this event.

All of the survey respondents were seniors; the majority over the age of 75. There were twice as many widowed as there were married in this location and all identified as living in the Willoughby neighbourhood. It is to be expected that the majority of residents at this location depend on alternative modes of transportation with a high dependency rate on family and friends. Sixty percent of survey respondents felt health and community services met their current needs while forty percent disagreed. A complete survey summary is located in the Surveys section of this report.

“I wanted a crib partner as my husband and I used to play every night. When I moved into the facility I missed playing and really need a partner because I am legally blind. I was about to put up a notice on the board when a care worker asked if I played bridge. I explained I was looking for a crib partner and the worker found someone for me.”

The dialogue at Langley Seniors Village did not follow the same agenda due to mobility concerns, hearing challenges, and the large bright lobby area which made it difficult to facilitate. A Township Planner and one member of the consulting team worked with individuals to gain stories and areas of challenge while a facilitator noted the results on a flip chart. The flip charted items were arranged in clusters to resemble the other dialogues walls of change. The priorities established for Willoughby include:

- Transportation
- Accessibility
- Awareness and knowledge
- Inside facility services

This facility and neighbourhood is really feeling the impact of the cut of volunteer drivers from the Langley Seniors Centre. This was a service these older citizens truly relied on!

Langley Senior's Village Wall of Change – Ideas and Vision

The ideas and vision created by the participants' to better the quality of life the exists in the Township of Langley

Theme	Idea or Vision
Transportation	<ul style="list-style-type: none"> - Shuttle to Langley Seniors Centre – many state they are members - Don't like to pay for taxi to wait while I'm at my doctor appointments - Langley Seniors Village volunteer drivers - Handi-Dart -some thought it worked well other didn't know it was available
Accessibility	<ul style="list-style-type: none"> - A crosswalk at the end of the driveway. No crosswalk to get to Costco or Civic Centre except at either end of the streets; too far to walk - Seniors Crossing Signage - Curbs –crosswalk buttons on the other side of posts –hard to get to - Remove cobblestone at entry of building – hard to navigate with walkers, wheelchairs, and canes - Plan an event where planners, developers and city officials use walkers, scooters, wheelchair, etc... check it out- Use our wheels and walk a mile in our shoes
(unnamed)	Learning assistance with Apple -MAC
Awareness and Knowledge	<ul style="list-style-type: none"> - Need to know long in advance - Newspaper/booklets/flyers – not everyone can read - Of events and what is available and arrangements to get there - Information about community- how and where accessed? - Suggested hostess service at the centre – connect and familiarize people with each other and with what's available
Inside Facility	<ul style="list-style-type: none"> - Lonely in the evenings- no programming, no coffee or tea available, nothing after 5pm - On time, on site services - Post office - A nurse that does more than call the ambulance - Health services on site - Banking closer or on site

Conclusion

The overall goal of the Township of Langley's Age-Friendly Community Evaluation Study is to provide a template or framework for policy development and land use planning in response to the information collected. The purpose of this portion of the Age-Friendly Community Evaluation Study was to give voice to the issues and priorities of older citizens in four of the six communities that make up the Township of Langley. More than 118 individuals attended community dialogues and 65 surveys were completed. Although a complete analysis of the surveys has not been completed, the information from the consultations points in directions other than land use policy with the exception of the insight that assisted living facilities need to be centrally located with walkable access to services. The neighbourhood community consultation reports require further analysis to combine the walls of change with the rich survey data. Information pertinent to land use and policy development needs to be extrapolated from the surveys and research completed on best practices and policies. It would also be valuable to position the input within socio-economic and demographic data to prepare for the creation of an action plan for the Township. In addition an exploration of age-friendly policies would assist the Township when planning neighbourhoods to provide the best quality of life for older citizens. In the meantime, the Township will want to demonstrate they are responding to this wave of rich and thoughtful community input.

The four community dialogues held in Brookwood/Fernridge, Aldergrove, Walnut Grove, and Willoughby throughout the month of March have identified some common themes. Although the themes have been named differently in the dialogues, the similarity of the specifics within their clusters creates the following priorities for the Township of Langley's older citizens:

- Increased awareness, knowledge, and communication about services and activities was a strong desire in all communities
- Transportation and accessibility came up in each dialogue although the community's specific needs differed. The loss of the Langley Seniors Centre funding for Volunteer Outreach drivers has been noticed and felt by each of the four communities engaged in these dialogues.
- Health services and overall well-being was discussed in all dialogues but has been uniquely named by each community. Included in this theme are the following grouping names: social integration, home support and medical visits, health, social interaction, recreation, seniors centre in Walnut Grove, outdoor areas that are more senior friendly, inside facility structures.

Aldergrove and Brookwood identified public safety and crime prevention as priorities. A few of the dialogues had additional priorities that seemed to match the population demographics. For example, the majority of Aldergrove seniors are between the age of

65 and 74 and one of their ideas on the wall of change priorities was economic opportunities.

The dialogues and surveys contain a lot of rich information. The voices of older citizens residing in the Township of Langley have been heard. Now it is up to the Township’s staff and council to provide future direction. The next and final section of this report identifies next steps to bring the Township of Langley’s Age-Friendly Community Evaluation Study to its goal.

Recommendations

Next Step	Work to be completed
Present results of this consultation to Township of Langley Council. Obtain approval to seek further funding from UBCM Age-Friendly Grants	Staff report Invite / notice to participants at consultations
Distribution of consultation report to participants.	Print report for distribution Large print copies may be required
Complete action plan for the Township of Langley using the four communities as foundations for policy development	Analysis of data completed and most relevant extrapolated from surveys and demographics - develop Community Framework Action plans developed/approved by communities identifying short/medium/long term strategies Continue to position information within a community planning process Use the databases created by this dialogue to continue to engage participants and encourage further participation or opportunities for input Provide support to community leadership teams Action plans rolled up into overall Township plan
Develop framework and recommendations for age-friendly land use policies	Extrapolate survey information relevant to land use and age-friendly policies Research age-friendly policies and provide policy analysis of existing Township policies

<p>Facilitate a joint collaboration of service groups, health services, and care providers for the developing a information network system</p>	<p>Potentially in conjunction with Parks and Recreation, Culture, or other departments</p> <p>Review and complete analysis of service provider surveys – make presentations on input received to engage community and form network</p> <p>Action plans include accountabilities and leadership from a variety of leaders, businesses, seniors, service providers, and service clubs</p> <p>Older Citizens groups/leadership teams have been developed in the community to work towards the realization of their action plan</p>
<p>Complete one action item from the walls of change within the Township’s responsibility</p>	<p>Park bench, or something that is within budget and can be completed within the next year</p>
<p>Advocate for the Langley Seniors Centre funding and the needs of older citizens in the Township of Langley</p> <p>Advocate wherever possible for the needs of older citizens in the Township</p>	<p>Continue to seek further grants to build and continue to develop the momentum achieved by the consultation process</p>

The city of Edmonton, although a much larger urban centre, continues to develop and run an aging in place demonstration project. A quick scan of a power point on this project reveals many similarities in demographics including the estimates that senior’s population will double. Consideration for an aging in place pilot in one of the four communities is highly recommended.

List of Community Groups Participants

<ul style="list-style-type: none"> • Langley Care Society • Murrayville Library • Fresh Gourmet Take Away • ECU Fraser Health • Township of Langley, Recreation Culture and Parks Department • Langley Arts Council 	<ul style="list-style-type: none"> • Langley Community Services • Handi-dart • Karp Home Care • Aldergrove Neighbourhood Society • The Golden Chariot • Comfort Keepers • Driving Miss Daisy • Langley Seniors Village
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Thank-you to all participants

Surveys

This section includes all of the data collected by the senior surveys and the service provider surveys. In total 62 surveys were completed: 47 by attendees at the community dialogues and 15 by service providers. The senior's survey recap is divided by neighbourhoods. The numbers do not always add up as seniors seem to be hesitant to provide any personal information. Copies of blank surveys are located in Appendices One and Two. Following the senior's survey summary is the service provider's survey summary.

Senior's Survey Summary

Question	Facilitation Locations			
	Brookwood Fernridge	Aldergrove	Walnut Grove	Willoughby
Totals	Totals	Totals	Totals	Totals
Gender				
1-male	3	4	4	2
2-female	3	6	13	10
Age				
1-65-74	3	5	8	5
2-75-84	1	2	5	8
3-85+	0	0	0	10
4 – other	2	0	6	0
Marital Status				
1-married	5	7	11	7
2-single	1	1	1	2
3-widowed	0	1	8	14
Other			1	
Comments	- Husband in a different home as he needs more help and I am not able to help his needs. He lives in Aldergrove, Aldergrove Jackson Manor			
Neighbourhood				
Willoughby	1	0	0	15
Willowbrook	1	0	0	
Brookwood	1	0	0	1
Murrayville	2	1	3	
Strawberry Hill	1	0	0	
Aldergrove	0	6	0	
Walnut Grove	0	1	11	
Ft. Langley			1	
Tall Timbers			1	
Livingston			1	
Other	0	1	2	

	Facilitation Locations			
	Brookwood Fernridge	Aldergrove	Walnut Grove	Willoughby
What type of home do you live in?				
House	1	5	7	1
Condominium or townhouse	3	4	10	2
apartment	0	1	0	0
care home	0	0	0	15
retirement	0	0	0	8
Gated	2	0	1	0
Assisted living	0	0	0	2
Other	0	0	3	0
Comments: Walnut Grove	38 year old house is well kept suite this area is growing so fast with very few facilities for seniors I live in Coventry Hills and love it, great neighbours plan to downsize and live on one level, plan on moving to Langley, Wife has arthritis, and future mobility is a concern suite			
Willoughby	need more home help could be better, food is uneatable at times have only been here for 3 months			
Do you foresee living in your home for the next:				
10 years	1	1	16	10
20 years	3	2	3	0
30 years	1	3	0	0
Other		2	2	1
Comments: Brookwood Fernridge	moving to larger house we downsized with that expected residency in mind- depending on our health moving forward			
Aldergrove	The CSIL program facilitate independence at home ? At my age I hope 5 love our gardening and outdoor recreation			
Walnut Grove	10 years, I hope Hope to for 10 years 5-10 years less than five none of the foregoing 5-10, 2 months then new apartment or 1 level townhouse			
Willoughby	as long as I qualify senior's home age and health No			

	Facilitation Locations			
	Brookwood Fernridge	Aldergrove	Walnut Grove	Willoughby
Has it been difficult to find affordable and suitable housing?				
Yes	2	3	6	4
No	3	5	11	7
Comments:	Brookwood Fernridge	? Made no attempt real estate for all ages is terribly inflated		
	Walnut Grove	not yet n/a have lived in the same mobile home for 30 years		
	Willoughby	not looking for it		
Are the following accessible in your neighbourhood?				
health services	6	7	15	12
recreation	6	9	16	10
parks and outdoor spaces	6	9	18	10
social clubs	5	4	7	6
Grooming	5	3	12	11
Groceries	6	10	18	14
Retail	6	6	11	11
Banking	6	9	16	12
government services	4	2	2	3
legal services	5	5	6	5
Comment:	Aldergrove	not all - need to coordinate better with public transportation Dr. In Langley and Vancouver, mostly in Langley somewhat		
	Walnut Grove	Dr. And Lab Services I swim in Walnut Grove Pool regularly as I swim in the BC Senior Games, if find swimming is a good way to stay fit. We are about 8-12 minutes from the city of Surrey none are available where I live, I drive everywhere answers for Fleetwood		
	Willoughby	BUT to get to these places I need wheels, try using a walker, a wheelchair, a motorized chair or scooter and see what we face yes, I drive		

	Facilitation Locations			
	Brookwood Fernridge	Aldergrove	Walnut Grove	Willoughby
Is your neighbourhood walkable and Safe? (lights, sidewalks, stop signs, crosswalks)				
Yes	6	9	18	7
No		0	3	4
Comments: Brookwood	don't go out after dark side streets and pathways are dark, up to 5pm need better lighting			
Aldergrove	mostly ? not safe to walk outside complex at night			
Walnut Grove	especially daytime under construction 96th and 204th but questionable ie safe there are some lights, but not well lit, there are minimum sidewalks exception is the unlit pedestrian walkway house complex; member of block watch committee in complex and net work thru RCMP rep with other Block Watch groups in the community			
Willoughby	no lights, minimal sidewalks no cross walk to Costco, we either jaywalk or go in other direction to street light at 203rd and then backtrack, poor for us on 65th sidewalks are poor but not enough sidewalks, crosswalks, etc. no sidewalks			

	Facilitation Locations			
	Brookwood Fernridge	Aldergrove	Walnut Grove	Willoughby
Which of the following modes of transportation do you use?				
Handy-Dart	0	1	3	10
City Bus	0	2	4	1
Taxi	1	2	1	8
Personal Vehicle	6	9	18	3
Friends	0	1	2	3
Family	1	2	4	12
Other	0	1	2	2
Comments: Brookwood	all are available in community though			
Aldergrove	basically drive my own car bicycle for exercise			
Walnut Grove	walk Community bus is not good for seniors. A regular sized bus would be easier to board or alit from, especially with a shopping cart			
Willoughby	need help take city bus sometimes			
Are bus stops located close by?				
Yes	6	5	13	6
No	0	4	6	5
Comments: Brookwood	need more frequent stop locations, better seating and shelter, would help with kids			
Walnut Grove	about 1 mile away, and I believe the bus only goes twice a day to Aldergrove no buses or transit where I live so can not respond to shelters			
Willoughby	I don't know about the shelters			
Do bus stops offer shelter?				
Yes	2	2	3	4
No	4	7	11	2

	Facilitation Locations			
	Brookwood Fernridge	Aldergrove	Walnut Grove	Willoughby
Do you participate in:				
Community events	6	8	17	2
intergenerational activities	2	4	6	2
peer interest groups	4	4	8	2
social clubs	1	6	8	1
hobby related groups	2	4	5	5
Elections	3	7	10	2
civic processes	2	6	4	3
Comments: Aldergrove	- on several communities and volunteer groups			
Walnut Grove	<ul style="list-style-type: none"> - recreation swimming 3-4x a week - try to find outings but there are not a lot from my age group, especially if you are an active 60 year old - strata activities, running club - multicultural friendly events for seniors 			
Willoughby	groups in home			
Do you feel isolated?				
Yes	0	2	1	3
at times	1	1	7	6
Rarely	1	0	3	2
No	4	7	11	11
Comments: Brookwood	- The community of Murrayville is walkable, however the City of Langley is only accessible by bus or vehicle			
Walnut Grove	<ul style="list-style-type: none"> - I have a car and can go out anytime that I want - only because there are not a lot of groups, and things to do 			
Do you Volunteer?				
Yes	4	7	12	6
No	2	2	7	12
Comments: Brookwood	- 10-20 hrs/wk; 8-10hrs/wk; 20-205/mo			
Aldergrove	<ul style="list-style-type: none"> - when lived in Surrey - 20hrs/wk - 5 - 10 - 38 - 20 - Every now and then - litter pick up 			
Walnut Grove	<ul style="list-style-type: none"> - 5 hrs/week, 3 hrs/week, 30+ hours/month, 5 hrs/week not now - run a water exercise class in our pool in summer - volunteered for years, decided to spend more time for myself - 10 hrs/week; at our strata on Block Watch and with maintenance duties - many immigrants try to melt in the community, they are volunteer to local event, they also need English speaking opportunity 			
Willoughby	- 25 hrs/week, 12 hrs/wk, 10 hrs/week – depends			

	Facilitation Locations			
	Brookwood Fernridge	Aldergrove	Walnut Grove	Willoughby
Do you work?				
Yes	2	4	8	0
No	4	6	13	18
full time	1	0	2	0
part time	1	4	6	0
by choice	2	3	4	0
by necessity	0	3	1	0
Comments: Brookwood	- only volunteer, as on disability			
Aldergrove	- at home, have a workshop			
Willoughby	- have a hobby farm			
Which of the following communication methods do you use?				
residential phone	4	10	20	15
cellular phone	4	7	15	3
computer	4	7	15	5
e-mail	5	7	17	6
website + internet	3	7	12	1
social networking sites (i.e. facebook)	1	4	0	1
Comments: Aldergrove	- learning and keep up to speed or up to date with computer skills and understanding computer acronyms			
Walnut Grove	- uses computer, e-mail, and website and internet a small amount			
Where do you go to access information for activities, events, and news?				
newspapers	6	10	17	13
Flyers	1	6	9	4
newsletters	1	7	6	6
Internet	5	7	12	2
word of mouth	5	10	16	11
Library Notice Board			1	
Other			1	
	Facilitation Locations			
	Brookwood Fernridge	Aldergrove	Walnut Grove	Willoughby
Do community and health services meet your current needs?				
Yes	6	6	16	11
No	0	3	5	7
Comments: Brookwood	but i do not think that there are enough services available for seniors			
Aldergrove	- for now, I am very independent, cannot speak for what will be the case moving forward			
	- limited in programs for people with disabilities required need x-ray in Aldergrove			
Walnut Grove	am active right now but as I get older I may need to move to access help			
Willoughby	- Questionable after living in Alberta for 32 years downtown washrooms and doors too narrow for walkers and wheelchairs, toilets too low for some people			

What are your future needs as you see them?

Brookswood

Fernridge

1. accessibility to health
2. transportation for impaired - vision, hearing, mobility
3. better lighting, larger street signs to be more legible and better way finding to allow exploration and continued use of this community
4. more social clubs for community at large, affordable housing for seniors
5. Don't know yet
6. home cleaning
7. home handyman

Aldergrove:

1. improved transportation
2. wheelchair accessible housing
3. hospitals and doctors
4. affordable housing
5. continue staying healthy
6. continue to work
7. safe
8. accessibility to all services
9. exercise classes for seniors
10. education as to where to find items of interest and understanding meanings

Walnut Grove:

1. Better methods of transportation
2. help in home to keep independent and healthy
3. Meals
4. good health
5. learning to ask for help
6. senior services, especially health are key
7. social housing
8. fun seniors programs - including ones for health and mobility
9. ground floor housing, no stairs or elevators
10. affordable housing
11. don't know
12. I don't think I would stay in Walnut Grove as I age, no doctor and too hard to get to the hospital
13. Desire to 'age in place', to live in a community long-term, and be actively engaged in community issues and professional association; to help aging mother-in-laws to cope with living in her home

Willoughby

1. definitely more help re health and mobility
2. extended care
3. None
4. transportation
5. residence with more care
6. I would like to get access to help on my apple computer
7. transportation
8. more activities
9. home care
10. continued socializing with others in Langley Village

Observations and recommendations:**Brookswood Fernridge:**

1. planning - better orientation of buildings and shops toward "town centre" - build community space with seating and something to do rather than just green space and pathways - use solar orientation in open space and meadow space - proved better lighting on pathways and side streets and ensure trees/bushes are kept trimmed up (safety)
2. I would like to be able to stay in my home for as long as possible, that will probably require a variety of in home assistance services

Aldergrove:

1. improved street accessibility, curb cuts, lower cost for seniors programs
2. sidewalks, better transit to and from doctors and hospitals, help for seniors with disability, can't see, weak
3. more frequency in bus schedule, 30 minute interval between bus carriers discourage many people from taking public transit; probably smaller buses but with shorter intervals in between carrier will make public transport more convenient for the public and economical for the government
4. probably better connections to skytrain etc. from Walnut Grove
5. We need better transit in Aldergrove Service - rapid transit (streetcars like the old inter-urban), better store access, better recreation for all
6. increase police presence, Seniors have more input in City Hall
7. would like to see a little more help from Township for Seniors network group, looking forward to seeing our pool

Walnut Grove:

1. Bus stop or other form of transportation at Rennie and White
2. Lights on 44th Avenue, junction of 232 and Fraser Highway; sidewalk along 232 and Fraser Highway
3. There are no community events; transportation needs to be a priority, better transit services at 88th & 212th
4. Senior respected store, walk rails to assist at steps, going up hills and down
5. Transit needs improvement. Type of bus mentioned on page 3 (kneeling bus). Also bus times and connections not good. Last bus on Sunday from Langley Centre is around 6pm
6. Shelters in bus stop is needed (Walnut Grove Dr. #9145)
7. Transit near 212 street; need a senior centre; local buses go to bus station, you get off and transfer to another bus to get to Willowbrook, Why? Why is the Handy Dart run by Americans?
8. We should make better use of our school gyms for activities and have more variety for active and non-active seniors. If we stay active, we have less medical bills in the future. Would like some better bus services.
9. Need lights at 72 Ave at 232 St. I live in an area where seniors have trouble with this crossing eg Livingstone Trailer Court and a 2nd court. It is very dangerous for seniors as well as other people trying to access freeway. It is the only major intersection on to the freeway that has no lights up to Abbotsford and also is an exit from Hwy 10. Why - Why?
10. On behalf of my 86 year old mother-in-law, who lives in Langley City: need for more interaction with neighbours and peers; need for additional in-home support - even visitors for socialization; don't drive - no need some assistance with mobility for shopping medical appointments if son or daughter are available to help *my primary interest in attending the seminar is to find out about social services in Langley and Langley City that can help my mother-in-law
11. These meeting should be held in the daytime as many of us don't like walking home in the dark. I just heard someone say they don't like driving in dark either

Willoughby

1. lights on 65th or 64th and 203 – mentioned 3 x
2. more smooth accessible sidewalks for wheeled conveyance
3. more surveillance on homeless
4. better transit services
5. better street crossing from Langley Senior street complex to cross street to get to London Drugs etc.

Service Provider Survey Summary

Question	Comments	TOTALS
Do service providers in the Township work collaboratively to offer maximum benefits to older citizens?		
yes		5
no		1
on occasion		12
Comments		
	<p>I am a new business, so I am always working on expanding collaborators</p> <p>Libraries already work together with other agencies to provide programs – this could be increased</p> <p>In residential care this is our experience</p> <p>Still more organizations working in silos. Lots of room to partner</p> <p>This is happening occasionally, but needs to happen more</p>	
	<p>The few service providers in Langley do connect and refer clients back and forth as needed. The formal services have long waitlists and specific conditions under which services are provided. They 'download' a lot to the Seniors Outreach & volunteer services.</p> <p>Many service providers are severely hampered by government funding cuts and the need to constantly search for new funding and write proposals that are then usually only for start up costs.</p>	
	This is happening occasionally, but needs to happen more	
Are services connected with referrals to each other?		
yes		3
no		2
at times		11
Comment:		
	<p>Libraries could play a large role in referral</p> <p>Yes with respect to medical services only</p> <p>Some referrals from service providers but many self referrals</p> <p>Depends on organization and individuals</p>	
	<p>Outreach receives referrals from Doctors, Social Workers, Case Managers - LMH, Mental Health, RCMP, Victim Services etc. - We refer to Fraser Health Central Intake, Mental Health, Human Resources, Private Home Support, various meal services such as Meals on Wheels, Handy DART, Support Group, and of course, connect them within the Langley Seniors Resource & Recreation Centre, incl. Adult Day Programs, and the Bathing Program.</p>	
	fitness and rehabilitation services	

Do you believe older people transition smoothly across the years and within service systems?	
yes	2
no	12
Comment:	
	We need to somehow improve the system of communications for seniors to access
	The needs are always changing due to physical capability and health issues
	Gaps in Community Services Lack of Integrated opportunities for older individuals in care-facilities
	Seniors' needs grow exponentially and rapidly. There needs to be a rapid response to their changing situations
	mostly due to a lack of specific services (not enough to transition to)
	it depends on the individual, their capabilities, support systems, health condition, financial resources
	Transitional care is very difficult for seniors - moving is traumatic
	Generally, I don't think there can be seamless change and transition
	Not smoothly yet; many people are unaware of what is available. They don't know how to access the system or how it works, what they could qualify for and what not. The wait list can be long for services.
	More or less - our age categories for programs is youth/adult/seniors (60+)

Are there good bridging programs providing guidance for older persons?	
yes	7
no	8
Comments	
	Don't know - There may be services such as this, but I doubt there is much awareness my service - personalized to each individual's needs
	Programs are available, not sure the "isolated" older person has awareness/ability/mobility to access
	Community services can be patchwork but there are often several ways to access services
	refer to the Ombudsman's report " Getting it Right for Seniors in BC", families and seniors indicate that they struggle with finding information and support for elderly family members, the system is overly complicated and they don't know what they don't know
	Once one service steps in another ends - i.e. enters into case. Community providers stop providing services
	within the Langley Seniors Recreation and Resource Centre programs, i.e. educational, health related, senior counsellor, recreation, outreach services (including Information & Referral, Transportation, Shopping, Telephone buddies, Coffee and Connecting, Sharing & Caring Social) for both residents of the Langley Township and the City of Langley.

In your organization what the observed greatest needs/gaps in services for older persons?	
	at ANS we know there are service gaps for seniors; some kind of drop in seniors facility where all are welcome; an assisted living facility so seniors don't need to leave town to access such a facility; transportation is always issue for seniors
	Resource lists of all the services available for seniors, whether free, subsidized or private
	Opportunities for 'normal' to integrated community opportunities. Outdoor 'WC' community access
	Many veterans do not know they can get meals provided for free. Other seniors do not know about my services
	transportation
	greater resources
	transportation program funding
	In-home support ex. Cleaning - clinical support; transportation to and from appointments, shopping, etc; medication and substance abuse
	Elderly individuals without financial resources do not have access to the same level and range of services; non-profit providers are actively engaging in fundraising programs in order to provide "non-funded" services that are important for quality of life, and general wellness, but not considered mandatory by the Health Authorities.
	understand how to access services
	Getting the seniors population to know that we exist and what our service is all about
	Appropriate, affordable transportation, non-medical home support, supports for aging in place, social inclusion, affordable housing, information & referral (knowing who to call & being able to talk to a person).
	access to affordable local and healthy food
	lack of people giving services equals lack of services
	transportation cost/affordability; advertising/marketing; specific senior's centre in the TOL

Are there waitlists for any of your services/activities serving older persons?	
	No for 6 responses
	not as yet, I plan on expanding, as soon as that happens
	on-going
	not sure if Home Delivery still has a waitlist - Internet training has a waitlist
	no, but some rides denies, requests are at capacity
	Periodically, but generally not
	yes up to 1 year
	Yes in the Langley Adult Day centre, Bathing Program, Harrison Landing Supported Housing No, in the Seniors Outreach, as our volunteer force is increased, as is needed (but this funding has been cut by Fraser Health, see Comments....)
	yes, accessible gardening for seniors
	unknown
	tennis

Which of the following modes of transportation do your clients use?	
Handy Dart	12
city bus	7
taxi	5
own vehicle	12
friends	13
family	14
Other	8
Comments	
	Langley Senior Centres Volunteer Transportation!!!, my companions/caregivers
	Driving Miss Daisy
	We Deliver
	Also: volunteers; companion services; Langley Lodge has its own bus for recreational/social outings
Are bus stops located close by?	
yes	10
no	3
Do bus stops offer shelter?	
yes	3
no	7
Comments	
	If you don't live right in Aldergrove, near a bus stop, you're out of luck
	50 meters or more for bus stops
	our clients cannot use the bus system
	some bus stops (with shelters) close by
	very few sheltered bus stops in Aldergrove
Does your organization offer opportunities for older persons to participate in:	
community events	15
intergenerational activities	11
peer interest groups	10
social clubs	14
hobby related groups	13
elections	5
civic processes	4
Comments	
	Seniors are invited and welcome at all events; seniors help out with; harvest box - they are volunteers
	We encourage our clients to participate as much as possible to help keep them active and involved
	art club, knitting club, writing club, book club, Friends of the Library, Internet Training
	Buses from various Senior Facilities have come out to the Maples. They went home with fresh fruit they picked themselves. Several expressed an interest in gardening but needed transportation.
	bridge, knitting group, bus-trips (outings within and around lower mainland) (Thursdays 10-3)

If you could affect one change to increase the Township's older persons' overall quality of life, what would that ONE change be?	
	user friendly transportation
	Enable the Langley Seniors Centre to return the cancelled outreach program
	Doors -auto openers on all public buildings
	Appropriate areas to attend events or view sporting events. Wheelchair accessibility in community; stores in Murrayville area; wheelchair trails/seating area in parks
	more programs
	better communication so they are aware of programs available, seniors forum
	ensure everyone can be as involved in the community as they want and that it is intergenerational when appropriate
	transportation - more frequent buses, transport, skytrain
	access to arts programs that allow seniors to share knowledge and express themselves
	don't know; the research and input from affected age groups necessary first
	Educate the public on the importance of volunteering and supporting senior's organizations and seniors in our community. It is very difficult to engage people in this area of service; people are too busy, are working and supporting elders in their own families, or are distracted by other, more heart-wrenching charities. There is a false belief that the government wholly funds services for the elderly. Few people want to think about becoming frail and elderly.
	create an easy access to information or services available and how to access the services
	seniors involved in decision-making process
	some seniors tell us: Transportation to get out & about (loss of being able to drive is a huge issue in staying connected, and independent, i.e. shopping, banking, barber, health, care appointments, etc...)
	access to outdoor activities
	Being able to bring them in to the community centre, transportation; i.e. West Vancouver has a program where they bring seniors in with a bus, do chair exercise and activities
	encourage participation
	getting senior's out of their homes and to the community centre for social, physical and spiritual needs

How do you communicate with your clients? What types of media do you use?	
newspapers	10
flyers	12
newsletters	11
internet	15
word of mouth (friends/ relatives)	18
Comments	and magazines
	newspapers - not anymore - little response
	newspapers - in the future
	We will be using print media in 2010-2011. We have events that include family members; Langley Lodge has a family council; we phone family members and send letters. We have an active auxiliary group who are out in the community raising funds
	telephoning by volunteers, posters
	blog
	*communication lacking because of 'low traffic' centre (AKC)
What future needs do you foresee for your client group?	
	if we want seniors to live in, and feel valued in Aldergrove, more services need to be closer to "home";
	lobbying on their behalf for refundable tax credits for medical expenses etc. even for those that don't pay taxes but are out of pocket
	very difficult to project, but hopefully they will have more opportunity to experience life activities
	more of what we are already providing (books, programs); better designed buildings
	special diets and meals
	more medical needs, more transportation needs, more assistance to remain independent
	expanded population will need greater resources
	supported housing, peer contacts, social and educational workshops, technical assistance with computers, TV's etc, affordable medical care
	Keeping the lights on- literally. Funding is tight; we have a large facility upgrading project to pay for in future years and are actively fund raising to pay down the mortgage. Future financial resources are a concern.
	secure funding for services, financial assistance for low income seniors to provide an easier day to day quality of life
	hot nutritious meals, social meals, education
	affordable services needed to help them "age in place"; an increase of seniors in the area, possibly elders on limited income
	transportation accessibility
	more opportunities for socializing; more opportunities for active living/exercise
	more specific programs
	A meeting place - dedicated area for seniors; a variety of activities as baby boomers age but are not sedentary. They are active and looking for opportunities

How could the Township make social policy changes that would enhance quality of life for this age group?	
	inclusion of senior's needs in all planning processes
	the age and ability range is very diverse
	Ensure roadways, sidewalks, stores, services understand wheelchair accessibility and planned wheelchair routes. To have a real understanding of wheelchair accessibility for older individuals.
	facilities which are central, in small communities
	availability
	more community involvement
	bus shelter
	develop a policy integrating access to arts-based activities, as part of an over-all health and well-being plan for seniors
	I am not a proponent of higher taxes, but we all need to think about how we will support ourselves if/when we require 24 hour nursing care. Perhaps establishing a Heritage Fund for senior's services funded by a levy for property owners or hosts an annual senior's Exhibition to raise funds for senior's services.
	fund programs to support seniors as they age; our seniors helping seniors has been very successful for 17 years, but coordination of services and volunteers need to be financially supported
	making access to healthy local and affordable food to seniors who are nutritionally challenged, part of the OCP
	I commend the Township for Initiating this process
	Please contact - I would volunteer some of my time to help build a "resource" list - Andrea Droege; Surrey has a great one from Surrey City and comshare
	There are areas that are for wheelchair accessibility but very limited. Wouldn't it be nice to have these areas at parks, playing fields, Mall, local stores and more, than 1 sitting area? Many individuals in wheelchairs also may have visual, hearing losses so areas must consider this when planning where WC setting etc. will be. Physical access is not the only factor!
	the Seniors Outreach Programs have been cut in Aug 2009 by Fraser health Authority, and the City & Township of Langley have only been available for 'bridging funding' until March 31, 1020. These valuable services, such as the Transportation Assistance & Shopping services (offered by volunteers) to our elders will cease at the end of this month.
	we are actively trying to promote and expand bus trips (already planned for Thursdays)

Appendices

Appendix One – Senior’s Survey Instrument

Township of
Langley



Age-Friendly Community Evaluation Study

Senior’s Questionnaire

Est. 1873

Your responses to this questionnaire will assist us to gather valuable feedback for the Township of Langley’s Age-Friendly Senior’s initiative. This study is funded by the Union of BC Municipalities, Age-Friendly Community Planning Grants. The information gathered through surveys and community facilitations will be summarized in a report.

General Information			
Gender	Female	Male	Marital Status:
Age Group	65 - 74	75 – 84	85+ married widowed single
Postal Code			
Neighbourhood			
Questionnaire			Comments
What type of home do you live in?	house condominium or townhouse apartment care home retirement gated other _____		
Do you foresee living in your home for the next:	10 years 20 years 30 years		
Has it been difficult to find affordable and suitable housing?	yes no		

Age-Friendly Community Evaluation Study Township of Langley | 4/30/2010

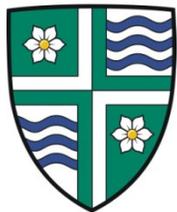
<p>Are the following accessible in your neighbourhood?</p>	<p>health services recreation parks + outdoor spaces social clubs grooming groceries retail banking government services legal services</p>	
<p>Is your neighbourhood walkable and safe? (lights, sidewalks, stop signs, crosswalks)</p>	<p>yes no</p>	
<p>Which of the following modes of transportation do you use?</p> <p>Are bus stops located close by?</p> <p>Do bus stops offer shelter?</p>	<p>Handi-Dart city bus taxi own vehicle friends family Other</p> <p>yes no</p> <p>yes no</p>	
<p>Do you participate in:</p>	<p>community events intergenerational activities peer interest groups social clubs hobby related groups elections civic processes</p>	
<p>Do you feel isolated?</p>	<p>yes at times rarely no</p>	

Do you volunteer?	yes no If yes, how many hours per month?	
Do you work?	yes no If yes: Full time Part time By choice by necessity	
Which of the following communication methods do you use:	residential phone cellular phone computer email website + internet social networking sites (Facebook or Twitter)	
Where do you go to access information for activities, events, and news?	newspapers flyers newsletters internet word of mouth	
Do community and health services meet your current needs?	yes no	
What are your future needs as you see them?		

Observations and recommendations:

Please provide detailed recommendations – for example, lights on my street (street name), better transit services at (name of area | street), more community events, etc.

Thank you for your valuable input, time and energy. The results of surveys will be presented, along with the results of 4 facilitated community events, in an overall Age-Friendly Community Input Report. This report will be available in May 2010 by contacting Terri Kaszonyi, Planner, at the Township of Langley.



Age-Friendly Community Evaluation Study

Service Provider Questionnaire

Est. 1873

Your responses to this questionnaire will assist us to gather valuable feedback for the Township of Langley's Age-Friendly Senior's initiative. This study is funded by the Union of BC Municipalities, Age-Friendly Community Planning Grants. The information gathered through surveys and community facilitations will be summarized in a report.

General Information				
Organization				Service:
Age Group Served	65 - 74	75 – 84	85+	Particular Criteria?
Location Postal Code				
Neighbourhood				

Questionnaire		Comments
Do service providers in the Township work collaboratively to offer maximum benefits to older citizens?	yes no on occasion	
Are services connected with referrals to each other?	yes no at times	
Do you believe older people transition smoothly across the years and within service systems?	yes no	
Are there good bridging programs providing guidance for older persons?	yes no	
In your organization, what are the observed greatest needs gaps in services for older persons?		
Are there wait lists for any of your services activities serving older persons?		
Which of the following modes of transportation do your clients use?	Handi-Dart city bus taxi	

<p>Are bus stops located close by?</p> <p>Do bus stops offer shelter?</p>	<p>own vehicle friends family Other</p> <p>yes no</p> <p>yes no</p>	
<p>Does your organization offer opportunities for older persons to participate in:</p>	<p>community events intergenerational activities peer interest groups social clubs hobby related groups elections civic processes</p>	
<p>If you could affect one change to increase the Township's older persons' overall quality of life, what would that ONE change be?</p>		
<p>How do you communicate with your clients? What types of media do you use?</p>	<p>newspapers flyers newsletters internet word of mouth (friends Relatives)</p>	
<p>What future needs do you foresee for your client group?</p>		
<p>How could the Township make social policy changes that would enhance quality of life for this age group?</p>		

Other comments:

Thank you for your valuable input, time and energy. The results of surveys will be presented, along with the results of 4 facilitated community events, in an overall Age-Friendly Community Input Report. This report will be available in May 2010 by contacting Terri Kaszonyi, Planner, at the Township of Langley.