



VILLAGE OF BURNS LAKE

COMMUNITY AGE-FRIENDLY ASSESSMENT & ACTION PLAN

2013

Purpose: to help identify and prioritize where gaps in the community currently exist that limits accessibility for local seniors.

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EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

The development of this report was a result of funding provided by the Union of BC Municipalities, who provided a \$20,000 grant to the Village of Burns Lake under its Seniors' Housing & Support Initiative program. With this funding, the Village of Burns Lake and the Age-Friendly Committee have partnered to conduct an assessment of the local infrastructure and culture. This assessment evaluates the strengths and opportunities of the village and its ability to be a welcoming community for people of all ages.

This report first outlines the need for such an assessment from both a global and local perspective. It continues to outline eight key areas of focus for the committee and the qualities that define a healthy community. The report then breaks down the methodology of the research, including the formation of the committee and the Terms of Reference, the decisions made to include both a community walkthrough and an open house event, and the efforts made by the committee to engage people in their daily lives on this issue and the responses received from the community at large.

The eight areas of focus that this report is built upon are:

1. Outdoor Spaces and Buildings
2. Transportation
3. Housing
4. Social Participation
5. Respect and Social Inclusion
6. Civic Participation and Employment
7. Communication and Information
8. Community Support and Health Services

From evaluating these eight areas, the committee has established a list of recommendations that span a broad area of impact and are inclusive of a variety of responsible partners, including recommendations for the Village and the Official Community Plan (OCP), Village Council, and other public and private partners.

This report outlines many areas of improvement for the community of Burns Lake, but it is important to note that many of the recommendations are possible only because of the solid foundation of infrastructure and social supports that already exist.

INTRODUCTION

INTRODUCTION

The global populations over the age of 60 will more than triple by 2050, putting pressure on communities around the world to ensure that they are welcoming environments for people of all ages.¹ The rise of the population of seniors leads to increases in demand for housing, accessibility to both indoor and outdoor spaces, and health care services that will cater to the unique needs of the aging population. Additionally, it calls for a change in social structures that includes intentional efforts made to create programs and an atmosphere that is welcoming to the population as it continues to age. With this in mind, the federal and provincial governments are supporting local governments in their pursuits to make sure communities are accessible and welcoming to residents of all ages.

While the majority of Canadians live in urban settings, a large proportion of seniors still live in rural areas. Rural communities, such as Burns Lake, face unique social and environmental challenges different from urban areas that can have an impact on health and healthy aging². Many seniors who wish to “age-in-place” face barriers in their communities that prevent them from remaining in their home and staying active and engaged. In addition, many seniors who live in rural communities are required to travel out of their communities to access necessary services, which can create challenges for themselves and their families. These challenges have been recognized by the federal government, who has developed the Age-Friendly Rural and Remote Communities Report in conjunction with the provinces.³ The report acts as a guide to rural communities, such as Burns Lake, that are looking to improve their age-friendliness. The report identifies key challenges that communities face based on the eight features of an age-friendly community as identified by the World Health Organization:

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

¹ World Health Organization. (2012) Interesting Facts about Aging.
<http://www.who.int/ageing/about/facts/en/index.html>

² Federal/Provincial/Territorial Ministers Responsible for Seniors. Age-Friendly Rural and Remote Communities: A Guide

³ *ibid.*

⁴ Ministry of Health. (2011) Becoming an Age-friendly Community: Local Government Guide

INTRODUCTION

In order to proceed with this assessment, it was important to first establish why age-friendliness is a concern for Burns Lake. Currently approximately 17% of the population in the Burns Lake area is age 65 or older. It is estimated that by 2036, people age 65 or older will represent about 32% of the population, greatly exceeding the expected provincial average of 25%. ⁵ The Village of Burns Lake has recognized age-friendliness as an issue and is working with guidelines provided by the Ministry of Health of British Columbia and Health Canada in order to ensure that the community is accommodating and accessible to residents and visitors. The results of the age-friendly assessment will be used to help guide future policies and planning by the Village of Burns Lake.

With a model set in place by both federal and provincial levels of government, the Village of Burns Lake assembled a committee to complete a community Age-Friendly Assessment. The function of the committee was to provide guidance to Village staff that will further increase accessibility for aging and disabled individuals. The committee included members from local seniors groups, First Nations and health officials, all of whom have experiences working with seniors and people with accessibility issues. The committee gathered information through data collection, first-hand analysis and public comment, and the information gathered has led to the recommendations discussed in this report regarding how to make Burns Lake a more age-friendly community. Additionally, the recommendations made will be considered in future updates of the Village of Burns Lake Official Community Plan.

⁵ BC Stats. (2013) Population Projections – Burns Lake Local Heath Area.
<http://www.bcstats.gov.bc.ca/StatisticsBySubject/Demography/PopulationProjections.aspx>

COMMUNITY ASSESSMENT PROCESS

PROCESS SUMMARY

In 2012, the Village of Burns Lake was awarded a grant from the Union of BC Municipalities to complete an age-friendly assessment. To complete this assessment, Village staff created a project assessment plan in order to determine the age-friendliness of the community. This process included:

- Establish a Select Committee of Council that represents the diversity of those impacted by the study
- Establish a committee Terms of Reference outlining the goals and structure of the assessment
- Engage with local residents to collect information regarding the strengths and opportunities in the community
- Promote age-friendly features and publicize the assessment process within the community.
- Review the results of the assessment and develop recommendations for the final report.
- Present the final report for review by Council for adoption

This report provides a summary of the process used to evaluate the accessibility of the community and contains short, medium, and long-term strategies and recommendations for the Village Council to consider.

TERMS OF REFERENCE

Prior to establishing the committee, the Village of Burns Lake set the Terms of Reference as a guideline for committee proceedings. The Terms of Reference was adopted by the Village of Burns Lake Council as an official community document. The document established the mandate of the committee: to assist the Village of Burns Lake in the completion of an Age Friendly Assessment that will help identify and prioritize where gaps in the community currently exist that prevent seniors from aging in place. It also outlined the functions, composition and minimum requirements of the committee and its members.

See Appendix I for the full Terms of Reference

COMMUNITY ASSESSMENT PROCESS

COMMITTEE CREATION

The assessment process was undertaken as a collaborative effort of local governments, community groups and other agencies throughout the community. The committee was chaired by 2 members of Council and consisted of representatives from a wide range of backgrounds so as to ensure that all facets of the study were properly addressed. Included on the committee were:

- Councillor John Illes -- Chair, Village of Burns Lake
- Councillor Wes Hart -- Co-Chair, Village of Burns Lake
- Ron Miller – President, Burns Lake and District Seniors Society
- Sandra Barth – Burns Lake and District Seniors Society
- Ken Solonas – Aboriginal Patient Liaison Worker, Northern Health
- Herbert Williams – Drug and Alcohol Councillor, Lake Babine Nation
- Krystin St. Jean – Economic Development Officer, Village of Burns Lake

DATA COLLECTION

Three main methods of outreach were used to collect information pertaining to seniors living in Burns Lake. First, the committee divided the town into six different sections and completed in-person walkthrough evaluations of each area. In addition to the community walkthrough, an open house was held as a platform to conduct a survey of local seniors. And third, over the course of a few months, the committee collected feedback through public commentary.

Community Walkthrough

The committee determined this was the optimal task for starting the evaluation as it had a wide spectrum of benefits. Not only did it give them the opportunity to perform an in-person assessment of Burns Lake's infrastructure, but it also acted as a learning session for the committee members so they would have a better understanding of the issues for the next steps.

Committee members and local guests split into groups and completed the village walkthrough on October 10, 2013. The walkthrough focused on areas of the town that are frequently used by residents and included both downtown and high-traffic residential areas.

Open House

Held at the Lakes District Secondary School on November 13, 2013, the open house allowed local and regional residents to provide feedback, voice their concerns and offer their ideas to the committee. The committee offered an incentive – up to \$200 in gift cards to community members who registered – as a draw to help increase attendance. This resulted in 65 attendees, who brought forth a variety of questions and ideas and provided responses via idea boards and an anonymous survey. The questions on the survey were designed to give participants a chance to have their input on a broad range of topics. The questions are as follows:

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- How do you usually get around Burns Lake?
- Which places or buildings in Burns Lake are easy/difficult to access and why?
- How do you find out about services/businesses/upcoming events in Burns Lake?
- Are there places, areas or spaces you generally avoid in Burns Lake?
- Please share any ideas about what would make it easier for you to move around Burns Lake?

See Appendix II for a full list of open house survey responses and community walkthrough notes

Public Comments

The collection of public feedback was ongoing throughout the entire research process. The Village of Burns Lake Office collected feedback from individuals who were conducting business at the office. The committee also took note of informal commentary and feedback that was vocalized to them as a part of their daily, casual encounters with people in the community.

Many of the results from the public engagement and the ideas brought to light at the open house are parallel with several of the actions recommended in the Burns Lake Integrated Community Sustainability Plan (ICSP) and the Burns Lake Active Transportation Plan.

With this information the committee created an analysis of the community and assessed the information based on the Eight Features of an Age-Friendly Community.

COMMUNITY ASSESSMENT ANALYSIS

COMMUNITY ASSESSMENT ANALYSIS

Outdoor Spaces and Buildings

The information gathered from the public indicated that there are many concerns about the outdoor spaces and buildings in Burns Lake. One concern that was voiced was the need to improve pedestrian infrastructure, such as sidewalks. Many sidewalks in Burns Lake are in the process of being improved during the current Downtown Revitalization process. However, work should continue to improve sidewalks along Highway 16 and in the downtown core. Residential areas in Burns Lake would benefit from more sidewalks, with a priority on high-traffic pedestrian areas, such as Center and 8th Avenue. It was noted that ice on sidewalks throughout the community decreases accessibility, as do split-level sidewalks – especially for disabled individuals. Additionally, some seniors consider the pedestrian systems throughout town to be dangerous as many drivers ignore road signage.

Sidewalk development aligns with both the ICSP and the Active Transportation Plan as an item with significant benefits. Not only do sidewalks increase accessibility, but by doing so they promote health and physical activity in the community. By creating a usable sidewalk system, parking demands also diminish as people would more frequently use alternatives to driving. To improve pedestrian infrastructure in Burns Lake, more work should be focused on implementing the sidewalk development recommendations made in the Active Transportation Plan.

The information gathered from the public also determined that, due to high congestion, there is significant demand for increased downtown parking that is close to businesses. In addition, handicap-designated spots are too sparse. One issue that the public engagement recognized is that there is no bylaw outlining the regulations for handicap-designated parking. Constructing an official handicap-designated parking spot bylaw could improve seniors' accessibility to the downtown core.

Currently there are no weather shelters at common outdoor waiting areas in Burns Lake. The Via Rail train stop was identified as a key opportunity in this regard.

A major concern that was brought forth by the public was the lack of accessibility to some businesses and other private spaces located in the community. This included outdoor spaces such as parking lots that are not maintained by the Village. Some of the concerns that were brought forth were inadequate handicap washroom facilities, tripping hazards both indoors and outside, icy parking lots in the winter and parking lots that fall into disrepair, which makes walking and driving hazardous. To ensure that all private and outdoor spaces are accessible and welcoming for seniors and residents with disabilities, the Village could work with the Chamber of Commerce and existing businesses to educate them on the features of an Age-Friendly community and help find solutions and improvements that can improve accessibility into buildings.

A popular recreation activity in the greater Burns Lake area is the parks and trails throughout the region. In 2013, a landscape, environment, access and freedom assessment was completed, outlining the quality and accessibility of regional outdoor spaces. The report concluded that the

COMMUNITY ASSESSMENT ANALYSIS

current setup of local recreational sites creates barriers for seniors and disabled people trying to access the sites, and it provided recommendations to the Lakes Outdoor Recreation Society for how to make them more user-friendly. ⁶

Transportation

The lack of transportation services limits many seniors' abilities to connect with the community. Currently, there are inadequate transit options for individuals who are unable to drive themselves. As such, it is worth exploring options for both public and private transit services. In addition to the lack of services available in town is the concern that the availability of transit options from Burns Lake to other centres has been diminishing in recent years.

Travelling from Burns Lake to other municipalities in the region has become increasingly more difficult over recent years due to a decline in private transport services. Because of this, Burns Lake, Smithers and other Northern communities are working together to develop and attract an affordable transit system between their communities - this is one of the main action items for sustainable transportation in the Integrated Community Sustainability Plan. However, it is important to note that the Northern Health Bus continues to provide regular trips to major centres for those in need of medical services that are not available locally.

The Village of Burns Lake could also initiate discussions with the Regional District of Bulkley-Nechako and BC Transit regarding the potential of a consistent, affordable transit service. It should be noted that BC Transit has operations across the province in communities of similar size as Burns Lake. Private options are another opportunity that could help alleviate transportation limitations in the community. Currently, there is one private transit service, known as the Seniors Rambler, which services residents who live in one of the four senior care facilities in Burns Lake. While this helps provides transportation services to some residents in the community, it does not assist those who live independently. Furthermore, there is currently only one taxi company that services Burns Lake, which often runs at full capacity and at undefined hours. To provide more transportation options, the Village Economic Development department could encourage more local entrepreneurs to invest in transportation based businesses, which can have benefits for the entire community.

Another potential improvement noted from open house discussion, was the development of a targeted transportation system that would service social events, which could facilitate social participation amongst many seniors within the community. Developing an informal "sign-up" system connecting drivers and passengers could increase event and activity attendance.

Housing

Burns Lake currently has four senior care facilities. These four facilities –Carroll Cottage, Heritage Manor, Tweedsmuir House and The Pines - offer housing for seniors who need various levels of support. These facilities are managed by the Lakes District Seniors Housing Association Board, which operates as the decision-maker.

⁶ Glenys SnowDymond. (2013) Landscapes, Environment, Access, Freedom Project

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While the four existing facilities offer a variety of options for seniors who require assisted living, the general consensus from public engagement is that there is a need for housing options for seniors who wish to live independently. This would include housing that is more affordable for seniors, constructed to be one level, low maintenance and located close to the downtown for easy access to shopping and services. Burns Lake could benefit from an independent-living seniors residence which would be designed for easy access with the freedoms and autonomy that is best-suited for their lifestyle. This recommendation has been noted in other Village documents. Following the 2012 Babine Mill incident, the Economic Development Association of British Columbia (EDABC) Economic Recovery Team identified the further development of seniors' residences as a key economic opportunity.⁷

To increase residential density close to the downtown, the Village should complete an assessment to ensure that current zoning allows for proper housing development in areas close to the downtown, and encourage potential developers to build the type of facility in the location that meets the long-term needs of the community. The Village should also ensure that regulations and recommendations regarding seniors' housing location and development are properly addressed in the Official Community Plan.

The development of more senior-friendly housing complexes has the potential to provide solutions for a range of issues for seniors in Burns Lake. The community could be in a strategic position to take advantage of a situation wherein like-minded individuals are in close proximity to one another. Due to the ease of access, hosting clubs and events in such a place could have an increased turnout and more success than if they were hosted elsewhere. Additionally, a transportation sharing program could be more easily developed within such a facility.

Improving communications to seniors could be a direct benefit of such a facility, as individuals there could use word of mouth as a popular method of information sharing. Additionally, the ripple effect of that information sharing could prove to have widespread beneficial effects for seniors throughout the region.

The Village should also work with BC Housing to determine best methods for meeting the expected increase in demand for seniors' housing. Additionally, the Village should encourage local seniors to contact BC Housing in regards to subsidies available - not only to seniors living in care facilities, but also those who have their own homes and those who live with their families.

Social Participation

There is great potential for increasing social participation amongst seniors throughout the community. From information gathered through the public engagement, there was a general opinion that there are not enough opportunities for seniors to get involved in local events. It was

⁷ Economic Development Association of British Columbia. (2012) EDABC Economic Recovery Team March 26-28, 2012

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also stated that communication methods for promoting these activities could be more senior-friendly and improve the rate of participation from seniors in community events.

The Village should continue to develop new communication methods. This aligns with the Integrated Community Sustainability Plan in its goal to promote local recreation and leisure clubs' and organizations' activities and events in one visible and easily accessible location or publication.

The Village Recreation Department should continue to expand and develop senior and all-ages programs in order to further increase the options available for local seniors. The Recreation Department already hosts senior-friendly programs including a seniors' curling league. The expansion of the multicentre will create new opportunities for the Recreation Department to better service the needs of local seniors both through new exercise opportunities and, with the use of the multi-use room, a range of social events.

Respect and Social Inclusion

The community is typically receptive and welcoming to individuals of all ages, and respondents felt that the downtown is generally very inviting and has a welcoming atmosphere to seniors. Many respondents gave credit to the 2013 downtown revitalization improvements as having a significant positive effect on the accessibility and atmosphere of the downtown core.

Some respondents felt that their input is marginalized when it comes to municipal affairs and would like to have more effort made to recognize their contributions to the community. Additionally, many of them would like to see an increase in opportunities for intergenerational interaction and activities.

The Village should determine and implement methods that are preferred by seniors in regards to providing feedback and input into Village business.

Civic Participation and Employment

The long-term economic health of Burns Lake will be influenced by the community's ability to utilize the experience and expertise of local seniors. As previously mentioned, approximately one-third of the local population will consist of seniors by 2036. In 2011, only 55.7% of Burns Lake's total population was employed⁸, compared to a North Coast and Nechako regional employment rate of 64.9%.⁹ Furthermore, Burns Lake's unemployment rate was 12.1%, compared to a regional unemployment rate of only 8.6% - indicating that Burns Lake is already in an economically sensitive position compared to the region. Many of the social and economic challenges created by the aging population, such as pressures on health care and increased demand for publicly-funded seniors' services are beyond the control and scope of a municipal government, as the provincial and federal

⁸ Statistics Canada. (2011) 2011 National Household Survey. <http://www12.statcan.gc.ca/nhs-enm/index-eng.cfm>

⁹ BC Stats. (2013). Labour Force Activity by B.C. Development Regional – Annual Averages. www.bcstats.gov.bc.ca/Files/9a667a21-4304-4371-85f1-0fd3892f0b2f/LabourForceActivitybyBCDevelopmentRegion-AnnualAverages.pdf

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governments have the toolkits needed to make an impact on both a local and global scale. The Village of Burns Lake should continue to collaborate with higher-level governments in order to maximize the services available to the community.

Employment options available to seniors are limited in Burns Lake, and the options for flexible and accessible work opportunities are difficult to find. The Village could consider working with the Burns Lake Chamber of Commerce and other local businesses to develop a work-enabling plan for seniors in the community. A labour-attraction strategy should also be developed in order to fill labour shortages for positions that are not suited for seniors.

Another issue of concern regarding an aging labour force is that many seniors do not have the opportunity to learn about new technologies, which could become a barrier to local businesses that are reliant on, or are trying to adapt modern equipment. In the past, the College of New Caledonia has offered courses to older and senior residents designed to provide the skills necessary to be successful with modern technology. In the future, the Village Economic Development department could work with the College of New Caledonia and local businesses to determine skills development courses that would be beneficial to the community.

Volunteer opportunities do exist in the community but they are often narrow in scope. Often the only options available are long-term commitments with limited exposure to the community. Many individuals would like to see more all-ages, short-term or single-event volunteer opportunities in the community. Additionally, there are some who feel that if additional support and services were provided to volunteers, then they would be more able to make more substantial commitments. Similarly, seniors with disabilities feel that they have little opportunity to contribute to the community through the venues currently available.

Seniors who are active in the community are quite positive about the events and activities that do occur, and feel that they are often intergenerational and are welcoming to people of all ages and backgrounds. However, many seniors would still prefer to see more opportunities for intergenerational integration.

Communication and Information

Open house responses indicate that the LD News is the most popular tool through which seniors receive information about the community. Word of mouth and bulletin boards are also popular mediums for spreading information about local happenings in the community.

Other areas of strength include the availability of public internet access for the community as the library is host to free-access computers. Also, word of mouth is a successful medium of communication amongst local seniors due to the strong, close-knit character of the community.

Community Support and Health Services

There are a variety of options that the Village of Burns Lake could further investigate that could improve community support and health in the community.

COMMUNITY ASSESSMENT ANALYSIS

A popular opinion, as indicated by the results of the open house survey, is that the idea that a therapeutic or swimming pool could have significant impacts on community involvement, an increase in intergenerational activity, and play a significant role in the long-term health of people of all ages. Potential options for pool development are to fund one publicly, privately, or through a partnership, whether at a new venue or as an expansion. The Village should consult with Northern Health, the Regional District of Bulkley-Nechako, and other potential partners in order to determine the necessity and feasibility of this type of facility in Burns Lake.

There is significant concern with the availability of medical services and the lack of access to doctors or professional advice. Additionally, there are some people who feel that an increase in in-house services would provide great benefit to individuals who have great difficulty leaving their homes. The Village has recognized this and is collaborating with Northern Health in order to attract skilled workers to fill this role.

Some open house responses indicate the demand for subsidized exercise and healthy living programs. Similar to the construction of a pool, exercise programs could have a positive influence on seniors' inclusion throughout the community, as well as having an impact on the physical health of seniors in the area. The Recreation Department should play a key role in developing active-living options at public indoor and outdoor facilities and should also collaborate with local companies that provide healthy-living services to the community.

The issues that came forward from the Committee's research align with the Integrated Community Sustainability Plan. The plan calls for the need to create an action plan to determine what is required to better emphasize and develop health-focused, ailment-preventing measures and programs, and also how to expand the reach of the medical services in the community so as to better reach those without access to the current health care facilities.

ACTION PLAN

ACTION PLAN

Note: To ensure that the recommendations from the community assessment are considered in future Village of Burns Lake activities, relevant Village of Burns Lake documents have been included to ensure that future updates to these documents will include the recommendations. Not all of the recommendations suggested have a related clause in Village documents but have been included to provide complete information.

Idea	Goal	Potential Scope of Action	Relevant Village of Burns Lake Planning Documents Sections
Improve pedestrian infrastructure on high traffic streets	Increase safety and mobility to highly used areas, such as the Lake District Hospital	Follow the Active Transportation Plan's vision for sidewalk development	OCP Chapter 8: Promote alternative routes and modes of transportation (including pedestrian trails, sidewalks and bicycles) for the purpose of improving public safety. ICSP Appendix B: Build wider and safer sidewalks in the high pedestrian area of Centre and 8 th Avenue
Have more accessible parking close to businesses and buildings	Improve the number of handicap parking spots located close to public and commercial buildings	Review the Village of Burns Lake Zoning Bylaw to include the required number of handicap parking stalls for each parking lot Establish a Handicap Parking Bylaw that will ensure handicap parking stalls are used by people with permits	Zoning Bylaw schedule B: Off Street Parking and Loading Regulations 1.1 Basic Off-Street Parking and Loading Provisions
Create comfortable outdoor waiting spaces	Add weather shelters at common waiting spots, such as near the VIA Rail train stop	Identify commonly used waiting areas and explore funding opportunities to install weather shelters at the top priorities Discuss with Via Rail regarding potential on-site infrastructure development	
Increase accessibility and safety in businesses and other privately	Improve accessibility by ensuring age-friendliness is a factor of	Partner with the Burns Lake and District Chamber of Commerce to educate local business owners on	

ACTION PLAN

owned buildings	consideration for business improvements	the age-friendly features	
Improve transportation options within Burns Lake and the area	Increase public and private transportation options in Burns Lake and the area	<p>Partner with the Regional District to explore possible public transportation opportunities</p> <p>Through the Economic Development department, encourage local entrepreneurs to provide more private options in the community</p> <p>Encourage local senior groups to offer a ride share program to local events and meetings</p>	
Have more independent senior housing options located in the community	Provide more accessible housing options located close to services in Burns Lake	<p>Assess current residential housing close to the Downtown to determine if higher density housing developments can be located there</p> <p>Review Official Community Plan to determine if objectives and policies meet the need of seniors housing.</p>	OCP 6.1.2 Encourage increased housing densities and uses as apartments, fourplex and rowhouse in areas designated Medium and High Density Residential as identified on the Future Land Use Map Use housing agreements pursuant to Section 905 of the Local Government Act to ensure affordable, senior citizen and special needs units are maintained where a developer agrees to provide such units into his development
Expand the amount of opportunities for seniors to be involved in local events	Communicate current opportunities more efficiently	Work to develop communications strategies that align with the ICSP to promote local recreation and leisure clubs and organizations' activities and events	ICSP Appendix B, Short Term Action Items: Promote local recreation and leisure clubs and organizations' activities and events in one visible and easily accessible location or publication
More inclusion of seniors in municipal affairs	Ensure the opinions of seniors' are considered in municipal decisions	Establish a medium for providing feedback to the Village that is preferred by seniors	

ACTION PLAN

Have more work opportunities in Burns Lake	Work with local businesses to develop a work-enabling plan for seniors.	Promote courses through the College of New Caledonia that teach employability skills to seniors	OCP 6.5.1 Policy 4 Work with CNC to continue to review and expand post secondary training programs to meet the needs of residents in the Lakes District, as part of the community's economic development strategy
Improve current health care options in the Burns Lake area	<p>Explore partnership opportunities to install a therapeutic pool in Burns Lake</p> <p>Have more Village programming geared towards older participants</p> <p>Continue efforts to attract new health care professionals to Burns Lake</p>	<p>Explore funding options to install a pool in Burns Lake</p> <p>Work with the Village Recreation Department to develop more all-ages and seniors friendly programs after the grand opening of the multi-use facility</p> <p>Follow up with Northern Health on recruitment initiatives and opportunities</p>	<p>OCP 6.5.3 Policy 2 Encourage the continued provision of transportation by air and ambulance to tertiary health facilities in larger centres</p> <p>ICSP Appendix B, Short Term Action Items: Build and Indoor Pool</p>

NEXT STEPS

NEXT STEPS

The Community Assessment and related Action Plan provide a framework for taking further steps in creating an age-friendly community.

Key next steps include:

- Presenting the assessment to Village of Burns Lake Mayor and Council and Staff to contribute to and guide further development of specific action items
- Presenting the assessment to Burns Lake seniors and the general public
- Invite interested citizens, particularly seniors, to contribute to and guide further development of specific action plan items
- Update Village documents, such as the Official Community Plan and Zoning bylaws, to include the community assessment recommendations
- Search for funding to support developed action plan items

Many of the ideas presented in this assessment are well aligned with the existing objectives of the Village. An age-friendly community greatly benefits seniors and works to support them to lead healthy active lives, and increases intergenerational interaction, benefitting children, families and people with disabilities.

APPENDIX I: TERMS OF REFERENCE AGE FRIENDLY COMMITTEE

MANDATE

The primary mandate of the Committee is to assist the Village of Burns Lake in the completion of an Age-Friendly Assessment. This assessment will determine what gaps exist in the community that prevent older residents from “aging-in-place” and to prioritize future projects to fill the gaps. The committee will provide suggestions to the Village of Burns Lake that will aid in the engagement of the older and use the information gathered to create recommendations on how to make a more Age-Friendly community

FUNCTIONS

Within their mandate, the Committee is to:

- Meet regularly throughout the duration of the assessment to determine what the best course of action will be in engaging local residents to collect data.
- Promote awareness of Age Friendly Features and advertise the Age Friendly Assessment process within the community. The Age Friendly Features include
 - Outdoor spaces and public buildings are pleasant, clean, secure and physically accessible;
 - Public Transportation is accessible and affordable;
 - Housing is affordable, appropriately located, well built, well designed and secure
 - Opportunities exist for social participation in leisure, social, cultural and spiritual activities with people of all ages and cultures;
 - Older people are treated with respect and are included in civic life;
 - Opportunities for employment and volunteerism 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.
- Review the results of the assessment and develop recommendations for the final report.

Within the Committee’s mandate, a Village of Burns Lake Councillor shall be appointed as Chair and the function of the Chair will be to:

- Work with Village staff to develop agendas and reports for the Committee’s consideration and schedule meetings as required.
- Chair the Committee meetings and ensure that minutes are recorded and follow-up action from the meetings is initiated as required.
- Based on the direction of the Committee, prepare recommendations and make presentations to Council for consideration and action.

Village of Burns Lake Staff are to be considered ex-officio, non-voting members of the committee.

APPENDIX I

MEMBERSHIP AND TENURE

The Committee shall be composed of a Chair and an alternate Chair who was appointed by the Village of Burns Lake council upon establishment of the committee.

No more than nine (9) members of the Committee, to be appointed by Council, shall include the following:

- No more than five (5) members of the community.
- No more than two (2) Village of Burns Lake staff members
- Two (2) members of Village of Burns Lake Council as appointed by the Mayor

The term of each committee member will expire upon completion of the Age-Friendly Assessment and no later than February 1, 2014.

MEETINGS

Meetings of the Committee will be called no less than once per month, and as often as required to complete the project. Decisions and recommendations will be approved based on a majority vote of those members in attendance.

A meeting shall require a quorum of at least four (4) members in order to proceed.

A member who is absent from three consecutive regular meetings of the Committee, except for reasons of illness or within the leave of the Committee, is deemed to have resigned effective the end of the third such meeting. In such an instance, the member will be informed in writing of the decision.

Village staff Age Friendly Assessment project manager will be available for technical and administrative support.

REPORTING

Minutes of all Committee meetings will be duly recorded by a Village of Burns Lake staff member and forwarded to Council for review and approval as required.

Minutes of all Committee meetings will be open and available for public review when requested.

APPENDIX II

APPENDIX II: OPEN HOUSE SURVEY RESPONSES AND COMMUNITY WALKTHROUGH NOTES

Public Comment from Age Friendly Open House

6:30 pm on November 13, 2013 at LDSS

Check marks (✓) note agreement for comment on board

How do you usually get around Burns Lake?

- Drive
- Drive
- We need dependable taxi service
- Drive, walk if roads not icy
- Drive walk (✓)
- Walk and Drive. There is lots of parking (✓)
- Seniors bus (Rambler) Tuesday and Thursday. Ride with Friends. Walk
- Not enough parking spots. Walking. Winter Drive
- Drive and walk
- Not easily-downtown not enough parking near businesses. Too much walking
- Car, especially in winter-if snow is not piled in driveway
- Car and on foot
- Usually Drive, then walk to some areas
- Mostly walk and drive to specific areas
- Handi Dart would be helpful for seniors etc to get access to meetings, shopping, entertainments etc.
- Drive around more if using side streets, more sidewalks
- I walk as much as possible. Bike whenever possible in spring/summer/fall and...of course...drive!
- A swimming pool for all ages and all people not just therapy pool
- If my arthritis is better I can walk around BL better
- Swimming Pool! Aquatic exercise is very good for Seniors and disabled people Burns Lake could benefit from a cost effective, low emission shuttle bus
- Post office, government and Gilgan makes very bad traffic flow. Waiting for a major accident to happen.
- By Car
- Car
- Drive or Walk
- Van or walking
- Car and Walk. Lots of time/experience helping a senior member with a walker
- With great difficulty as I use crutches. I come in by car usually with a friend

APPENDIX II

- Drive a Van-I usually have several people with me who have COPD, ___ and are on crutches or in a wheelchair and can only walk a short distance
- Drive, Park and walk-I appreciate the crosswalks
- In my own car
 - It's always hard to get on Hwy 16 (Main streets) from most of the side avenues...trouble spots are 1) coming down centre street at Home Hardware, the visibility westbound traffic is a blind spot 2)Turning left onto Hwy 16 from Government Street is always a big challenge
- Walking
 - The new crosswalk at Royal Bank to "New Leaf" is good, but why was the one at the hotel crossing removed? It is still an important one?
- Drive park and walk
- Drive or walk-I find I trip easily on even slightly uneven- at Heritage Manor , in town, any uneven sidewalks
- By car
- Car, walk
- Drive my car
- Walk around the town
- By car

Which places or buildings in Burns Lake are easy/difficult to access and why?

- Eyecare-has step in front people come out with eyedrops to dilate pupils and they trip on uneven sidewalk
- Really large holes in pavement behind A+W
- St Paul's United Church has two stairs people complain about
- Video Store-difficult
- Hospital-easy
- More level entry housing for seniors
- Village office easy to access
- More low income housing would be nice
- Spirit Square exercise equipment easy
- Downtown core sidewalks easy
- Snow and ice are a challenge for everyone in winter- the older the residents, the more the challenge. The better the job the Village can do with snow removal and sanding...the challenge will be somewhat mitigated
- New sidewalks are very very slippery
- Parking lots and filling stations are not friendly for trucks pulling a trailer or 5th wheel. Highway through town is okay.
- The post office is better but still nit great. The outer doors are a challenge for the physically impaired (Ramp on wrong side)

APPENDIX II

- I would encourage all local business/property owners to be much more aware of their building access and parking areas. Repair potholes (really repair them), remove snow, keep entrances dry and clean for all residents, esp older ones.
- Walking track needs attention in the early morning for seniors
- Hospital and dental clinic are difficult to access and parking is not good
- Confusion about the new access road off the railway road to the post office. Cars speed by the post office. It's dangerous
- Process 4 Gallery has wheelchair access plus handicap parking (Ramp into business at main entrances) Easy Access
- I love the new highway design. The carvings are beautiful. It feels open, the pods help to see past parked cars
- Appreciate that the handicapped (ladies) stall in Lakeview Mall has been moved to 2nd position. It avoids hitting someone when getting out.
- Cleaning the sidewalks after a snow needs to be done aggressively and done in the morning. Not late afternoon.
- Arena-easy
- Need shelter at VIA Rail Stop
- New coloured sidewalks not designed for the north. They are slippery when frosty and puddles occur in the uneven spots-ice forms
- Most of our local businesses could improve their accessibility-especially during the winter
- Handicap parking on Francois Lake drive gets plowed when the Highway is plowed
- Gone Hollywood-Not wheelchair accessible
- Dental clinics and Drs Office are difficult to access for wheelchair and walkers
- The modification to the sidewalk by the eye clinic is a plus! Thank you
- Wholesale club and Overwaitea needs carts inside the buildings in winter and smaller carts would be handy. Help out with groceries would be nice.
- Potholes beside A+W constant problems
- Library is wonderful, good parking. I cannot think of any building/business that is difficult for me to access
- The mall, Balmoral Plaza, driveway by A&W is terrible. Full of potholes and you have no idea what drivers are going to do, no signage for direction. Everyone going all directions. Temporary parking at new hospital is not suitable for large SUV's or trucks only small cars
- Difficult:
 - All over no close handicap parking downtown.
 - Fields end of mall-Double door heavy, hard to hold open
 - Warehouse store- Cars on downhill slope. If you have full cart can't hold on slope. Ice can be dangerous in winter, spring. Floors can be slippery.
 - Legion-Front door is difficult to get in if you're handicapped. Side door must be opened from inside.
 - Evergreen Mall-Sidewalk is terrible but eye clinic has been improved
 - Dragon Palace- Entrance in little space (no room for wheelchair) upsteps not wide enough for crutches. Main room should be accessible for fire escape.

APPENDIX II

- Royal Bank-Took away close parking by making the “beautifying walk” with the rocks in the sidewalk (as one of my young friends called it)
- Lakeland Hotel-Front door hard to open. Steps too shallow. Sidewalk has been icy in the past winters. Handicap ramp is in the back. No marked handicap parking. Parking lot is uneven, potholed and sometimes has glass broken on it.
- Comfort Zone-Steps up front-could you make door front parking lot
- Post Office-New configuration means you drive blocks to get there and parking lot by it is across street and away from businesses.
- Government street- Rough edges, potholes
- Lakeland Hotel-Almost impossible unless someone helps you. All buildings with heavy doors, especially if they are double. Lakes news, steps steps steps. I appreciate any gas station that pumps gas for me.
- Easy in summer (Malls, benches, stores in downtown). Difficult (Ice and slope of car park areas and entrances: Mall, CIBC, Wholesale Store
- Does the Post Office have handicap button operated doors.
- The ramps are good in the summer, but difficult and icy conditions in the winter
- Mall handicap parking near the door is difficult as the spaces are small and blocked by the concrete. (I always had to just about drive right into the mall to get my senior a safe place to get out of the car and into the mall.)
- Easy: Post office/shopping mall/wholesale store/ sears/ schools/ hospital/ Tweedsmuir House (One level)/Pines (One level)/ Heritage Manor (2 levels with elevators)
- Difficult: Wholesale store (in winter, slopped slippery hard for people with walkers)/Police Station-Lots of stairs for public access to office upstairs (is there an elevator?=Not obvious)/Tweedsmuir hotel at front door=big step up/CIBC=parking is kind of “uphill” at front door which is hard for older residents getting out of car without door closing back on them.
- OWT Mall-Lots of parking
- Balmoral Plaza-Entry by A&W is very pot holy. Parking?
- Superstore-Entry very slippery. Also has a very bad angle for shopping carts.
- Optometrist-Sidewalk has two levels
- Hospital Parking Lots-Temporary?
-

How do you find out about services/businesses/upcoming events in Burns Lake?

- Newspaper, John’s Newsletter, Free Classifieds
- LD News Billboards
- Newspaper
- Burns Lake Seniors (Burns Lake and District Senior Society) does a good job of disseminating information to members. I’m sure other similar groups, churches do the same.
- More free announcements in newspaper

APPENDIX II

- LDFC online and in print around businesses
- Facebook, VBL newsletters, Bulletin Board posters
- Newspaper, emails from various groups, friends, free classifieds
- Newspaper, John Barth's Art Notices, Friends, Posters
- VBL Facebook Page, Friends, Chamber of Commerce
- Facebook not the best way for info as many choose not to use facebook
- Free classifieds, word of mouth
- Newspaper, email, friends, free classifieds
- Flyers, word of mouth, advertising
- Should put more information in the SEDA newsletter
- LD News does an excellent job. Bulletin Boards around town are very important. The post office does a good job, also the mall, Alternative Grounds bulletin boards/notice boards help build community!
- Friends, posters
- John Barth email-art and community information
- In the mail, friends, posters
- Lots of information passed around at groups
 - Seniors luncheons
 - Church Bulletins
 - Etc
 - Newspaper, word of mouth
- Often from local newspaper, friends occasionally from posters
- Newspaper, posters, word of mouth
- Newspaper, classified ad, electronic board, bulletin boards at different businesses
- Post office, bulletin board/mall bulletin, lakes district newspaper
- Don't listen to BL Radio Station (AM 760)
- Paper, Word of Mouth
- Word of mouth, newspaper, bulletin boards
- LD News, School News Papers, Friends Call, Bulletin Boards
- LD News, Bulletin Boards
- Newspaper
- Newspaper
- Arts Council email- Thank you!
- Newspaper Sometimes
- I would like to see more exercise activities available in winter-I love to Swim it is goof exercise for arthritis. Please work at getting a swimming pool for Burns Lake

Are there places, areas or spaces you generally avoid in Burns Lake?

- Royal Bank- no parking. The 1st access onto the post office Road, the new one, limited visibility.

APPENDIX II

- Yes, the washrooms in the mall. Could VBL encourage a reno??? There is no access for a wheelchair!
- Avoid walking downtown in the winter as streets are very icy
- Downtown at night
- Train tracks are very busy. I find myself avoiding it now.
- Toilets in mall are in need of renovations
- Road Hwy 35 to Wholesale Club-Pot holes Huge. Who is responsible for this?
- When large vehicles are parked at corners, visibility cut off or down.
- We avoid walking to downtown from 8th Ave because there is no sidewalks
- Anywhere the sidewalks are icy in town.
- The washroom in the mall need to be cleaned more often
- The driveway behind A+W, the pot holes are a deep foot.
- Loose, wet mats in the mall in the winter
- Intersection by Home Hardware and highway. A little better with new highway upgrade but still not great.
- Rod Reid Trail has bridges with metal ramps at each end. These ramps are very slippery so hard rails would be helpful to people walking the trail
- Burns Lake mall bathrooms, very dirty and smelly
- Bottom of 5th Avenue. Hard to see oncoming traffic 5th/Hwy 16
- The mats at the Overwaitea Mall entry/exit are extremely dangerous. I've seen people trip and drop their grocery bags...often too embarrassed to report it.
- Can't see to make left hand turn by CNC-too many trees in the way.
- Generally I try to patronize businesses that are community-minded that "give back" to Burns Lake and avoid those that don't (or at least to me appear not to me)
- I usually don't use Main Street as traffic corridor- unless I'm going to a business there. I use Government Street
- Downtown-No parking
- I wanted to cross the street on Hwy 16 at the new crosswalk by the Royal Bank and at huge puddle
- No
- The pot holes on side streets and parking lots are dangerous to me and my vehicle. Burns Lake is a bait and switch driving experience. I know the pot holes are not public property but they are a huge safety hazard and can make our town look like a "woman" with too much paint on to cover up- Pot holes are bad
- The crosswalks by Alaska Way when School is out
- It depends on who is with me at the time-Crutches, wheelchairs, cerebral palsy etc
- Any and all places that require lots of walking
- Not really as far as buildings
- As far as roads, I avoid steep avenues in winter coming down to highway
- Cross walk by Royal Bank
- From A&W to Home Hardware

APPENDIX II

- Pulling out from 3rd Avenue to Main Street
- Pulling out from Husky Service Station

Please share any ideas about what would make it easier for you to move around Burns Lake?

- Better access to the post office
- Go for boundary expansion. Then necessary improvements could be supported \$\$ by all users, not just resident taxpayers.
- Rental accommodations within walking distance of downtown/shopping areas.
- Improved street lights on the avenues
- A way finding system of signage would be nice
- Easier access for seniors like city bus to get around
- While seniors respond to questions let us remember that they are taxpayers. When a Village and its recreation is centered for young seniors are not valued as persons who provide a major portion of finance via taxes
- Snow plowing should be done properly on Woyenne Rez. They never plow each corner of the road never did plow on the corners at all. Need more push button access on public access doors for wheelchair entrants.
- Where or how do you get handicapped parking stickers?
- Crosswalk is at the wrong place. It should be right at Royal Bank
- When walking Centre Street and 8th Avenue, need sidewalks
- Some form of public transit for seniors w/ disabilities-other than the Rambler
- Consideration for Southside Residents
- Stronger Street Lights
- Bypass-get rid of big trucks
- Flashing light crosswalk. Especially at Green Leaf
- No parking on 8th Avenue and Centre. Can't see if Cars are coming up
- Let's be willing to pay more taxes to make some of these happen (✓)
- Increased presence of RCMP to reduce speeding on the avenues. Especially Centre Street.
- Pot holes in roads and parking lots (Village Insurance) make driving a slalom challenge
- Health care – more accessible doctors
- Development of some “Senior Friendly” housing should be encouraged
 - 2 Bedroom
 - No Basement
 - Carport
 - On the flat!
- When snow plowing do not fill driveways with snow
- 8th Avenue and Centre Street to hospital to have sidewalks

APPENDIX II

- One senior I know avoids shopping at the Wholesale store during winter because of the parking lot's downslope - she's afraid the buggy will get away from her. She would like a carryout service
- More parking
- How about a handrail at the Split Sidewalk by the Beacon Theatre. It's amazing to me that there haven't been any mishaps
- Moving outside the box of the questions, an 8'x20' therapy pool would bring better mobility to many seniors. Of course pool by medical referral and with supervision by those trained in rehab.
- I appreciate this process and the effort the Village and volunteers are making to think about and plan for seniors and others with challenges. It will take time, persistence and not letting the process get stalled or forgotten. I can appreciate this was a lot of work. Thanks!
- Transportation for those unable to drive.
- More street lights better clean, wide sidewalks
- Need sidewalk along highway, south side, up the hill from the superstore all the way to Overwaitea complex
- Handicap parking by-law
- How about a sidewalk from Centre Street down to the Kinette Park on 4th Ave. People driving up the hill do not see pedestrians until they are at the brow of the hill.
- Public washrooms in the downtown core!
- Speed bumps in front of Laundromat. Proper drainage at the side of the Royal Bank as the water pools at this location-It's now starting to freeze
- Businesses need to park away from their place of business leaving limited parking for their customers
- One comments (Answers Age Friendly Features questions):
 - Outdoor spaces and buildings-would like to see more crosswalks and light controlled crossings
 - Transportation: Yes
 - Housing: Yes
 - Social Participation: a) Networks-There are some interest groups however they are few and could be non-inclusive if personalities clash. B) I do not believe that is addressed enough
 - Respect and Social Inclusion: I think inclusion of seniors in Burns Lake is limited
 - Civic Participation and Employment: a)They do to a limited capacity depending on their involvement in networks b) Certainly in volunteer postings, however it is limited in paid postings
 - Communication and participation: I am not sure this information is distributed. Not everyone has internet or can afford newspapers.
 - The health system in Burns Lake is appalling. Getting into a Doctor can take weeks. Getting good health advice is sometimes questionable. We need more healthy lifestyle programs and much better facilities like therapy pools and indoor facilities that provide subsidized exercise and healthy living programs for everyone.

APPENDIX II

- Suggestions from Canadian Cancer Society Volunteers
 - Crosswalk on Main Street somewhere near Dragon Place across to the parking lot and possibly one across from the Royal Bank.
 - One or two parking on Main Street from optometry office to the Cancer Society office – to encourage people to park in the parking lot. This would give space for those who need to make a quick stop at one of the businesses.
 - One or two handicapped parking spots along the street, in particular on in front of the optometry office. A loading zone near Dragon Palace would be helpful.
 - Speed bumps in various locations would help to slow down the traffic (particularly large trucks)



VILLAGE OF
BURNS LAKE
It's Only Natural!



Downtown /
Gilgan Drive

Ken Solonag
John Illes
Krystin St Jean.

Checklist of Age Friendly Features

Work Booklet

10/10/2013

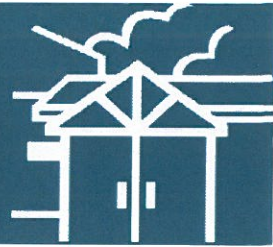
- Lack of side walks
- grad.

Heritage Building
- How to make
accessible



VILLAGE OF BURNS LAKE

It's Only Natural!



Introduction:

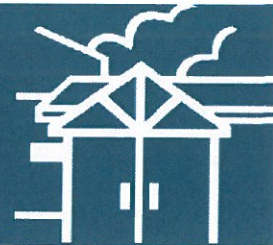
Throughout Canada, populations are aging and many communities are faced with the need for comprehensive planning and policy building that will allow people to age in place and help communities avoid a migration of their aging population. Recognizing this, the Village of Burns Lake is interested in becoming more “age-friendly”. The Village is beginning the process of conducting a community assessment to better understand what is needed to become a respectful, safe and inclusive community. The purpose of the project is to: develop a better understanding of what is needed in the community to better support the needs of older residents; create a series of recommendations and an action plan to prioritize future projects and who would be responsible for completing the tasks at hand; and incorporate some of the recommendations into Village policies to ensure that Age-Friendly initiatives are taken into consideration when making decisions.

With the guidance of the Age-Friendly Committee, Village staff has prepared this Age-Friendly Community Workbook for you to use and consider while you complete your walkthrough. While walking your route, please keep notes of what you observe and feel. The workbook will provide some direction on some of the issues you could make comment on. If there are concerns that are not listed in the workbook, please make note of them so we can include them in the assessment!



VILLAGE OF BURNS LAKE

It's Only Natural!



Instructions:

Please read this workbook thoroughly before beginning your community walkthrough. A strong knowledge of the Checklist will help you accurately evaluate your community for its "Age-Friendliness"

The workbook contains a map to help you complete your evaluation. This map will provide you with the route to complete the walk and the stops along the way.

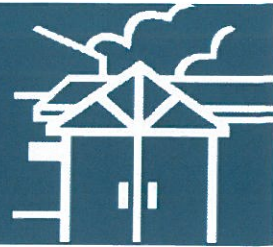
The workbook has been split into different areas for you to evaluate based on the Eight Key Features of an Age-Friendly Community:

1. Outdoor Spaces and Buildings;
2. Transportation;
3. Housing;
4. Respect and Inclusion;
5. Social Participation;
6. Communication and Information;
7. Civic Participation and Employment; and
8. Community Support and Health Services

Using the checklist provided, keep notes where you find features in the community that are/are not age-friendly (Feel free to mark down both good and bad features you encounter). Use whatever system you are comfortable with when making notes (e.g., you could use a scale from 0-10 to indicate the condition of sidewalks). No matter how you choose to document your evaluation, remember that the more information you gather, the better.

Finally, when documenting your evaluation please be sure to note:

- The location (address or relative location)
- What you are referring to (ie the sidewalk, the buildings, the park etc)
- What is/is not age-friendly based on the key features of an Age-Friendly Community.



Downtown/Gilgan Drive Walkthrough

This walkthrough will lead you through the downtown corridor of Burns Lake and down Gilgan Drive. Please follow your maps and make notes of any Age-Friendly related issues you may have, including buildings and facilities, programs offered and the condition of public spaces.

Lighting on buildings PIONEER PARK

Attractive features for walking - 2nd Ave
Hard to access buildings for wheelchair

La Léland - uneven sidewalk / with a dip / - icy!
- where old sidewalk cross walk.

- canopy sticks out further

- hard to access restaurant

- tripping hazard.

- Popular spot

- Parking lot is not paved.

Royal Bank
Parking lot

Too low
Rexall
Bench

- covered?

Rexall
- ramp

Leaving
Goods

LD
Printing

Widen
sidewalk

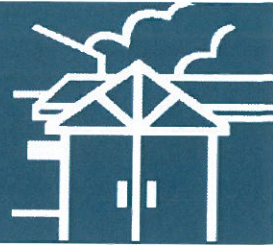
Red barns

- ramp to
garage

No pedestrian lighting.

Covered benches. bus stop posters.

New garbage cans? / recyclable. - First one up to mall
- Centre street / Hwy 16.



INTERSECTION OF HIGHWAY 16/CENTRE STREET

Burns Lake Eye care

- Building in the middle
- Impedes wheelchair
- Covered like lakeland

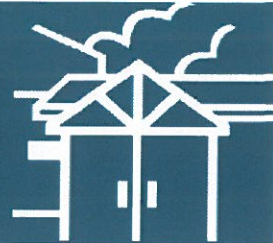
Re max

- could install ramp

Rio Tinto - good doorway

Dragon Palace

- poor access
 - poor lighting
- Canopy.



POST OFFICE

Wheelchair ramp accessible to building from
Curb - flower shop

Very long blocks, need benches.

Have wheelchair access at post office w/ door button
Have more sliding doors like Rexall

Lighting is poor along street (except post office)

- garbage cans w/ heavy lid.

- New benches
 - good height
 - with arm rests.

Eco-connection

- wide sidewalk
- shade

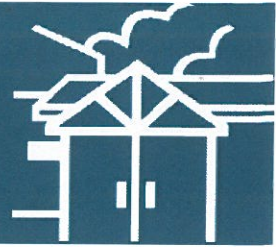
good use of cobblestone /
sidewalk.

- good garbage cans. use of canopy - shelter
 - wider canopy?
 - look up

Railing along bank.



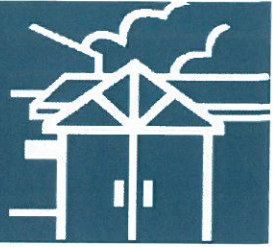
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NOTES



VILLAGE OF
BURNS LAKE
It's Only Natural!



NOTES

Mtg Thurs 17th • Checklist did not print ☐

BS

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Donie Charles
Ron West
Herbert Wm

From
Sandra
Barth
- Independent
Assessor

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2. Transportation
3. Housing
4. Respect and Inclusion
5. Social Participation
6. Communication and Information
7. Civic Participation and Employment and
8. Community Support and Health Services

Using the checklist provided, keep notes where you find features in the community that are/are not age-friendly. (Feel free to mark down both good and bad features you encounter). Use whatever system you are comfortable with when making notes (e.g., you could use a scale from 0-10 to indicate the condition of sidewalks). No matter how you choose to document your evaluation, remember that the more information you gather, the better.

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- What is/is not age-friendly based on the key features of an Age-Friendly Community.

- outside of RD
- split sidewalks

1. Outdoor Spaces and Buildings

Sidewalks, Pathways and Trails

Sidewalks, pathways and trails are well-maintained, cleared, non-slip and accessible.

Sidewalks are continuous, with low curbs and can accommodate wheelchairs and scooters.

Snow removal is prompt and considerate of seniors (e.g, consideration is given to how snow is piled for those who need to get in and out of cars, and that seniors may be in wheelchairs or using scooters)

Parking lots are well-maintained and cleared of snow and ice.

Streets are well-maintained.

Rain shelters are available to support pedestrians.

> NOT, especially Via Stations

Public Restrooms and Rest Areas

Track
locked!
washroom

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 arthritis to use) and are located at convenient locations with proper signage.

Accessible benches (appropriate height for seniors) are located along sidewalks, paths or trails and are spaced at equal intervals.

more benches
along track

Safety and Security

Action is taken to lower crime rate.

quicker response
to graffiti (including private property)

Neighbourhoods and trails are well-lit.

Traffic volumes are low and/or well-controlled.

Buildings

Buildings are accessible and have the following:

ramps with a slope appropriate for wheelchairs

fewer stairs to get into buildings and within buildings

non-slip flooring

accessible washrooms located on the main floor

parking that is well maintained and located near public buildings for easier access

Amenities (grocery stores, churches, government buildings, community centres)

mall
• mats-tripping
• doors stick
• no push button

Services are grouped together, located in close proximity to where older people live and can be easily accessed (e.g., are located on the ground floor of buildings, include wheelchair ramps)

2. Transportation

Roads

Roads are well-maintained, well-lit and are supported by clearly visible signage.

Traffic flow is well-regulated (especially during months that experiences increased traffic due to tourism or industrial activities) *winter conditions*

Flexible rules of the road – speed limit is not enforced (slower), not too many traffic lights, seniors given wide berth on the roads by other drivers.

Traffic lines on pavement are clear and visible.

Snow Removal

Snow removal of roads and parking areas is prompt. *A*

Parking

Parking lots and street parking are located close to amenities.

Parking regulations are enforced (preventing people from parking in emergency zones and in disabled parking spaces).

Drop-off and pick-up areas are clearly marked.

There are a sufficient number of disabled parking spots. *??*

Community Transportation Services

Affordable and accessible community transport services (including shuttle vans) *TWMP*
are available for seniors to events, shopping excursions and field trips. *TPines*

Volunteer and/or informal network of drivers are available and compensated (e.g., gas money) for their efforts.

taxi business conflict

Health Transportation

Accessible transportation services are available to take seniors to and from health appointments (including appointments in larger cities) – this includes boat and air transportation. *Northern Health bus*

Assisted Transportation

Accessible transportation for persons with a variety of disabilities is available across the range of transportation services. *N/A*

Taxis

Taxis are available, accessible and affordable to seniors. *?*

Information

Information is provided to seniors about the range of transportation services (public and private) available to them, including information on how and where to access them, timetables and cost. *?*

The use of public and alternative transportation is promoted in the community.

3. Housing

Housing Options

A range of appropriate and affordable housing options (for sale and for rent) is available and includes apartments, independent living, smaller condominiums and family homes.

Housing is affordable and includes subsidized housing.

Homes sizes reflect the needs and lifestyles of seniors today.

Home is located in close proximity to services.

Housing is adapted for seniors and those with disabilities.

*Hentage Manor
Carrick Cottage*

grant for low income → *4-plex
condos*

Aging in Place

Affordable supports are available to enable seniors to remain at home.

Assisted living options are available to all.

“In-between” housing is available (i.e., options between the large family home and the small apartment, but with more assisted living options that can be called an “intermediary” step).

“Alert systems” are available for seniors living alone (i.e. systems that alert someone when a senior needs help)

Long-Term Care

Affordable long-term care options are available that prevent the separation of families and the need to move out of the community.

Maintenance and Modifications

General maintenance of homes is affordable by seniors on fixed incomes.

Affordable or free general maintenance (e.g., yard work) is available for seniors.

Housing is modified for seniors as needed and new housing is built with seniors in mind.

Housing (including houses and apartments) meets the needs of those with disabilities.

Housing modifications are affordable, with financial assistance programs for home modifications is readily available and easily accessible by seniors.

Home insurance is affordable.

4. Respect and Social Inclusion

Respect, Kindness and Courtesy Show

Seniors are treated respectfully by the community as a whole – they are addressed using appropriate titles, their input on communities’ issues is sought, their contributions are honoured and their needed are accommodated. ✓

Intergenerational Respect and Interaction

Community activities bring together different generations – they include pleasure activities (e.g., arts and crafts, etc) and practical activities (e.g., youth-taught computer courses, “honouring grandparenting” programs).

Programs are offered to children and youth that focus on how to treat seniors with respect, and to explain what it is like to get older.

Inclusive Communities

Seniors are asked to participate at council meetings and in similar activities and are recognized for their contributions.

Older persons are asked for their input to public issues (at the local and provincial levels).

Seniors receive “social” visits from members of their community.

Recognition Events or Awards

Contributions of seniors are honoured in the community through events and/or awards.

Seniors are “celebrated” through the media (e.g., their stories are documented and shared)

5. Social Participation

Events and Activities

There is a range of events and activities for all seniors – some are age-specific and others are intergenerational. Activities include physical/recreational activities, spectator sporting events, church and school related events, gatherings with food, etc.

Activities available include outdoor (e.g., walking) and indoor activities (e.g., bingo, cards, darts, etc).

track

*curling
golf
caperst bowling*

Transportation

Events and activities are held in locations that are served by ~~by~~ affordable and accessible transportation.

Preventing Isolation

Home visits are provided to those who do not, or cannot, leave their homes.

A buddy system is set up to include seniors who are not normally active in the community.

Courses, Crafts and Hobbies

A wide range of courses is accessible and affordable (or free), and courses are offered in convenient locations (e.g., community centre, college)

Affordability and Accessibility

Activities and events are held in convenient locations and are accessible for all – including those with disabilities.

Events, activities and cultural events (e.g., music, theatre) are affordable to all seniors.

Family-Oriented

Events and activities are intergenerational and designed to appeal to people of different ages and backgrounds. *

Promotion of Activities

Activities are well-publicized to seniors. - BL & DSS

6. Communication and Information

Widespread communications

There is regular and reliable distributions of information about events and programs (including contact information) through local government and/or voluntary organizations

Information is disseminated/posted where seniors conduct their daily activities such as the post office, places of worship, local centres and town halls. - mall seniors board

Local channels (TV and radio) advertise community events and news items of interest to seniors – for example, through “community access channels”

There is a central directory where older adults can find information about what activities and services are available, and how to access them (including phone numbers) - senior booklet

Interactive Contact (Word of Mouth)

Important information is disseminated in public forums (including public meetings and information sessions)

Information to older adults who are socially isolated is delivered by phone, or through personal visits.

An interactive speaker series is created that delivers important information (e.g., on health issues, protecting against fraud)

Accessible Information

Written communication is clearly printed in large letters and is easy to read, with simple messaging.

Literacy programs are available

phone books!

Seniors are recruited and used as volunteers as experts, disseminators of information and trainers *

New Technologies

Access to computers and the internet is available at a local centre open to the public.

CNC
BUDGET COMING

Training courses on new technologies are available and accessible to seniors.

Types of Information

Information of interest to seniors is disseminated—such as local events (including obituaries), vital information (health, security, etc.), and programs and services that are available to them.

Seniors' accomplishments are highlighted occasionally in the media.

7. Civic Participation and Employment Opportunities

Volunteering

Volunteers are supported in their volunteer work—for example, by providing them with transportation, reimbursing their costs and/or paying them an honorarium.

A range of volunteer opportunities is available that meets the interests of seniors

Volunteering options allow for intergenerational involvement.

Opportunities for volunteering are flexible (e.g., short-term) to accommodate seniors who travel or have other commitments.

Employment

There is a range of paid employment opportunities for seniors.

Older adults are fairly compensated for their work.

?

Accessibility

Seniors with disabilities are accommodated in volunteer, civic or paid work.

Transportation is available and accessible to older adults who want to participate in volunteer, civic or paid opportunities.

Encouragement to Participate

Older adults are encouraged to volunteer and remain engaged in the community by providing them with flexible and accessible opportunities.

Individuals are approached personally to participate in volunteer activities.

Training Opportunities

Older adults expected to use newer technologies in paid, civic or volunteer work are provided with appropriate training.

Recognition and Appreciation


Older adults are acknowledged for their contributions in volunteer, civic and paid work.

Civic Participation


Older adults are well represented on councils, boards and committees. 7

8. Community Support and Health Services

Caring and Responsive Professionals

Physicians are available in the community. 

Public health nurses are available at health centres and to conduct home visits.

Specialists (including gerontologists) conduct assessments on a regular basis in the community and arrange follow-up with primary care physicians. 

Home Health and Support Services

Affordable and available health and home services are in place and include health, personal care and housekeeping.

Home supports are available in a timely manner.

Affordable meal programs are available to *all* seniors in the community, regardless of their health status.

Delivery services (groceries, medicines, etc.) or escorted shopping services are available to seniors.

Delivery of services is well-coordinated (e.g., through a “cluster of care” model).

Health assessments are conducted during home visits.

Diversity of Health Services and Facilities

Health care facilities include clusters of services (e.g., doctors, podiatrists, occupational therapists, pharmacists), providing “one stop” health or wellness services.

Affordable palliative care services are available in the community.

Specialty services are available in the community, including mental health services, mammogram and diabetes clinics, and cancer care outreach.

Availability of Equipment and Aids

Medical equipment (including medical alerts) is available through a loan program, at no cost to seniors. ??

Caregiver Support (including respite)

Caregivers are “given a break” from their responsibilities through programs such as home support and seniors daycare programs.

Education programs on elder care and similar available services are provided to families who are, or will be, caring for an older adult.

Information

Older adults are kept well-informed, through a variety of media, of the services that they may be entitled to and how they are accessed.

A speaker series provides information to seniors on a range of health and wellness topics.

Hospital/Woyenne Walkthrough

This walkthrough will lead you from the Lakes District Hospital through the community of Woyenne, with two stops at the Margaret Patrick Memorial Hall and Lake Babine Nation Office. Please follow your maps and make notes of any Age-Friendly related issues you may have. Record any positive notes as well.

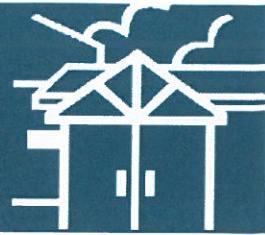
LAKES DISTRICT HOSPITAL AND HEALTH CLINIC

Margaret Patrick Hall

Lake Babine Nation Office



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8th Avenue / Centre
Street.

Harvey Funk
Viola Strimbold
Sandra Barth

Checklist of Age Friendly Features

Work Booklet

10/10/2013



Introduction:

Throughout Canada, populations are aging and many communities are faced with the need for comprehensive planning and policy building that will allow people to age in place and help communities avoid a migration of their aging population. Recognizing this, the Village of Burns Lake is interested in becoming more “age-friendly”. The Village is beginning the process of conducting a community assessment to better understand what is needed to become a respectful, safe and inclusive community. The purpose of the project is to: develop a better understanding of what is needed in the community to better support the needs of older residents; create a series of recommendations and an action plan to prioritize future projects and who would be responsible for completing the tasks at hand; and incorporate some of the recommendations into Village policies to ensure that Age-Friendly initiatives are taken into consideration when making decisions.

With the guidance of the Age-Friendly Committee, Village staff has prepared this Age-Friendly Community Workbook for you to use and consider while you complete your walkthrough. While walking your route, please keep notes of what you observe and feel. The workbook will provide some direction on some of the issues you could make comment on. If there are concerns that are not listed in the workbook, please make note of them so we can include them in the assessment!



Instructions:

Please read this workbook thoroughly before beginning your community walkthrough. A strong knowledge of the Checklist will help you accurately evaluate your community for its “Age-Friendliness”

The workbook contains a map to help you complete your evaluation. This map will provide you with the route to complete the walk and the stops along the way.

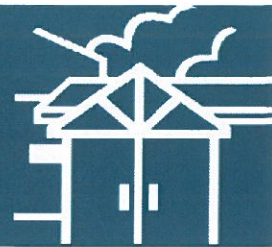
The workbook has been split into different areas for you to evaluate based on the Eight Key Features of an Age-Friendly Community:

1. Outdoor Spaces and Buildings;
2. Transportation;
3. Housing;
4. Respect and Inclusion;
5. Social Participation;
6. Communication and Information;
7. Civic Participation and Employment; and
8. Community Support and Health Services

Using the checklist provided, keep notes where you find features in the community that are/are not age-friendly (Feel free to mark down both good and bad features you encounter). Use whatever system you are comfortable with when making notes (e.g., you could use a scale from 0-10 to indicate the condition of sidewalks). No matter how you choose to document your evaluation, remember that the more information you gather, the better.

Finally, when documenting your evaluation please be sure to note:




- The location (address or relative location)
- What you are referring to (ie the sidewalk, the buildings, the park etc)
- What is/is not age-friendly based on the key features of an Age-Friendly Community.



8th Avenue/Centre Street

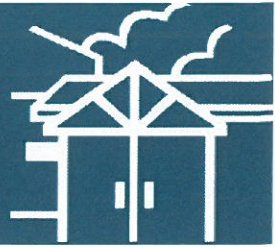
This walkthrough will lead you from up 8th Avenue and down Centre Street. Please follow your maps and make notes of any Age-Friendly related issues you may have, including buildings and facilities, housing options available and the condition of public spaces.

HOSPITAL Road
INTERSECTION OF 8TH AVENUE AND LORNE STREET

- * Visibility @ 8th & Babine - driving concern
 - * too much traffic flow
 - * Government @ 8th - need 
 - * Not much shoulder for walking,  no sidewalk LOTS of kid traffic (seniors try to avoid the school in/out times)
-
- * People going east ~~move~~ ^{speed} quickly; folks turning right ^{OK} ^{OFF LOOSE}  turning left a problem, esp. winter w/ snow piles; folks going ^{crazy - S} straight thru 8th also a problem STOP SIGN?? NO LEFT TURN??
 - * NO sidewalk; no shoulder



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INTERSECTION OF 8TH AVENUE AND CENTRE STREET

[H] - good

Trail signs - good

No problem, except speeding up 8th

*No sidewalk, no shoulder



CENTRE STREET

*Walking is out - esp. winter

4-way STOP - ok

From 5th - walking possible < flatter
wider

Parking limited for events @ United Church - people
park every which way.

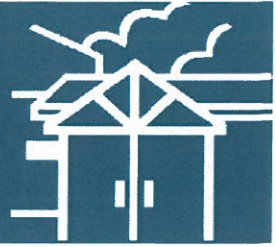
*We like the avenue STOP SIGNS but not too
confident re. safety at 1st and Centre.

Centre & 8th - much safer, visibility better off Centre
St onto Hwy.

- some locals are yet used to new entry
to Home Hardware parking



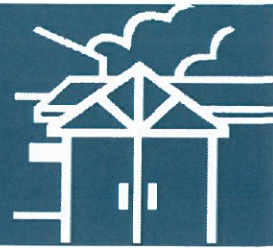
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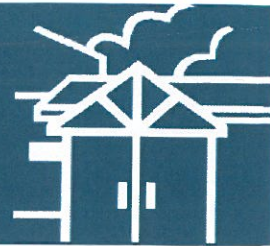
NOTES



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NOTES



Age-Friendly Checklist

1. Outdoor Spaces and Buildings

Sidewalks, Pathways and Trails

- most*
Older through seniors don't walk
in winter, sidewalks are still very
important.
- ☐ Sidewalks, pathways and trails are well-maintained, cleared, non-slip and accessible. *none on 8th*
- ☒ Sidewalks are continuous, with low curbs and can accommodate wheelchairs and scooters.
- ☐ Snow removal is prompt and considerate of seniors (e.g, consideration is given to how snow is piled for those who need to get in and out of cars, and that seniors may be in wheelchairs or using scooters)
- ☐ Parking lots are well-maintained and cleared of snow and ice.
- ☐ Streets are well-maintained. -- *deplorable w/potholes and cracks*
- ☐ Rain shelters are available to support pedestrians. *none at all in town - TRAIN AREA important area to cover*

Public Restrooms and Rest Areas

- *1 back washroom*
always locked!!
vandalism causes
some seniors distress
+ discomfort
BIFFY!
- ☐ 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 arthritis to use) and are located at convenient locations with proper signage.
- ☐ Accessible benches (appropriate height for seniors) are located along sidewalks, paths or trails and are spaced at equal intervals.

Safety and Security

- ☐ Action is taken to lower crime rate.
- ☐ Neighbourhoods and trails are well-lit.
- ☐ Traffic volumes are low and/or well-controlled.



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Buildings

- ☐ Buildings are accessible and have the following:
 - ☐ ramps with a slope appropriate for wheelchairs
 - ☐ fewer stairs to get into buildings and within buildings
 - ☐ non-slip flooring
 - ☐ accessible washrooms located on the main floor
 - ☐ parking that is well maintained and located near public buildings for easier access

Amenities (grocery stores, churches, government buildings, community centres)

- ☐ Services are grouped together, located in close proximity to where older people live and can be easily accessed (e.g., are located on the ground floor of buildings, include wheelchair ramps)

2. Transportation

Roads

- ☐ Roads are well-maintained, well-lit and are supported by clearly visible signage.
- ☐ Traffic flow is well-regulated (especially during months that experiences increased traffic due to tourism or industrial activities) — school hours
- ☐ Flexible rules of the road – speed limit is not enforced (slower), not too many traffic lights, seniors given wide berth on the roads by other drivers.
- ☐ Traffic lines on pavement are clear and visible. PROBLEMATIC

Snow Removal

- ☒ Snow removal of roads and parking areas is prompt.

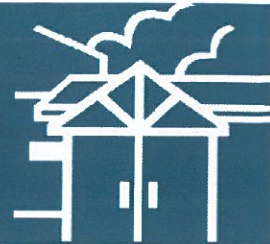
why is KINITH AVE STILL one way??
MIGHT RELIEVE TRAFFIC ON 8th

on 8th
OK



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Parking

- ☐ Parking lots and street parking are located close to amenities.
- ☐ Parking regulations are enforced (preventing people from parking in emergency zones and in disabled parking spaces).
- ☐ Drop-off and pick-up areas are clearly marked.
- ☐ There are a sufficient number of disabled parking spots.

Community Transportation Services

- ☐ Affordable and accessible community transport services (including shuttle vans) are available for seniors to events, shopping excursions and field trips.
- ☐ Volunteer and/or informal network of drivers are available and compensated (e.g., gas money) for their efforts.

Health Transportation

- ☐ Accessible transportation services are available to take seniors to and from health appointments (including appointments in larger cities) – this includes boat and air transportation. *NORTHERN HEALTH BUS*

Assisted Transportation

- ☐ Accessible transportation for persons with a variety of disabilities is available across the range of transportation services. *THE RAMBLER*

Taxis

- ☐ *ONE is* Taxis are available, accessible and affordable to seniors.

Information

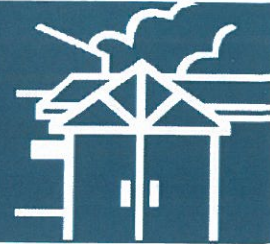
- ☐ Information is provided to seniors about the range of transportation services (public and private) available to them, including information on how and where to access them, timetables and cost.
- ☐ The use of public and alternative transportation is promoted in the community.

*WOULD THERE BE
MUCH CALL FOR IT?*

*NOT
AVAILABLE*



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3. Housing

Housing Options

- ☐ A range of appropriate and affordable housing options (for sale and for rent) is available and includes apartments, independent living, smaller condominiums and family homes. *run down* *needed*
- ☒ Housing is affordable and includes subsidized housing.
- some* ☐ Homes sizes reflect the needs and lifestyles of seniors today. *condos-ground level too many steps*
- ☐ Home is located in close proximity to services.
- ☒ Housing is adapted for seniors and those with disabilities.

Aging in Place

- ☒ Affordable supports are available to enable seniors to remain at home. *working on it*
- ☒ Assisted living options are available to all.
- ☐ "In-between" housing is available (i.e., options between the large family home and the small apartment, but with more assisted living options that can be called an "intermediary" step). *condos*
- ☒ "Alert systems" are available for seniors living alone (i.e. systems that alert someone when a senior needs help) *Life line*

Long-Term Care

- ☒ Affordable long-term care options are available that prevent the separation of families and the need to move out of the community. *Policy @ The Pines regarding couples a concern*

Maintenance and Modifications

- ☐ General maintenance of homes is affordable by seniors on fixed incomes.
- ☐ Affordable or free general maintenance (e.g., yard work) is available for seniors.
- ☐ Housing is modified for seniors as needed and new housing is built with seniors in mind.
- ☐ Housing (including houses and apartments) meets the needs of those with disabilities.



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- ☐ Housing modifications are affordable, with financial assistance programs for home modifications is readily available and easily accessible by seniors.
- ☐ Home insurance is affordable.

4. Respect and Social Inclusion

Respect, Kindness and Courtesy Show

- ☒ Seniors are treated respectfully by the community as a whole – they are addressed using appropriate titles, their input on communities' issues is sought, their contributions are honoured and their needed are accommodated.

Intergenerational Respect and Interaction

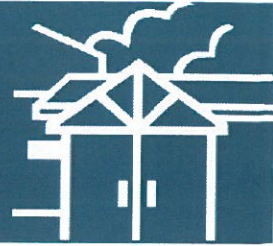
- ☐ Community activities bring together different generations – they include pleasure activities (e.g., arts and crafts, etc) and practical activities (e.g., youth-taught computer courses, "honouring grandparenting" programs). *Scrapbooking ☺*
- ☐ Programs are offered to children and youth that focus on how to treat seniors with respect, and to explain what it is like to get older. *bowling alley missing*

Inclusive Communities

- ☒ Seniors are asked to participate at council meetings and in similar activities and are recognized for their contributions. *e.g. Hospital issue, Nurses residence*
- ☐ Older persons are asked for their input to public issues (at the local and provincial levels).
- ☐ Seniors receive "social" visits from members of their community.

Recognition Events or Awards

- ☐ Contributions of seniors are honoured in the community through events and/or awards.
- ☒ Seniors are "celebrated" through the media (e.g., their stories are documented and shared) *LD NEWS*



5. Social Participation

Events and Activities

- ☐ There is a range of events and activities for all seniors – some are age-specific and others are intergenerational. Activities include physical/recreational activities, spectator sporting events, church and school related events, gatherings with food, etc. *BLDSS, churches*
- ☐ Activities available include outdoor (e.g., walking) and indoor activities (e.g., bingo, cards, darts, etc).

Transportation

- ☐ Events and activities are held in locations that are served by affordable and accessible transportation.

Preventing Isolation

- ☐ Home visits are provided to those who do not, or cannot, leave their homes.
- ☐ A buddy system is set up to include seniors who are not normally active in the community.

Courses, Crafts and Hobbies

- ☐ A wide range of courses is accessible and affordable (or free), and courses are offered in convenient locations (e.g., community centre, college)

Affordability and Accessibility

- ☐ Activities and events are held in convenient locations and are accessible for all – including those with disabilities.
- ☐ Events, activities and cultural events (e.g., music, theatre) are affordable to all seniors.



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Family-Oriented

- ☐ Events and activities are intergenerational and designed to appeal to people of different ages and backgrounds.

Promotion of Activities

- ☐ Activities are well-publicized to seniors.

- through LD New posters e-board seniors @ may

6. Communication and Information

Widespread communications

- ☐ There is regular and reliable distributions of information about events and programs (including contact information) through local government and/or voluntary organizations
- ☐ Information is disseminated/posted where seniors conduct their daily activities – such as the post office, places of worship, local centres and town halls.
- ☐ Local channels (TV and radio) advertise community events and news items of interest to seniors – for example, through “community access channels”
- ☐ There is a central directory where older adults can find information about what activities and services are available, and how to access them (including phone numbers)

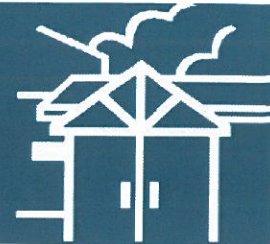
Interactive Contact (Word of Mouth)

- ☐ Important information is disseminated in public forums (including public meetings and information sessions)
- ☐ Information to older adults who are socially isolated is delivered by phone, or through personal visits.
- ☐ An interactive speaker series is created that delivers important information (e.g., on health issues, protecting against fraud)



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Accessible Information

- ☐ Written communication is clearly printed in large letters and is easy to read, with simple messaging.
- ☐ Literacy programs are available
- ☐ Seniors are recruited and used as volunteers as experts, disseminators of information and trainers

New Technologies

- ☒ Access to computers and the internet is available at a local centre open to the public. *BL PL*
- ☐ Training courses on new technologies are available and accessible to seniors.

Types of Information

- ☐ Information of interest to seniors is disseminated—such as local events (including obituaries), vital information (health, security, etc.), and programs and services that are available to them.
- ☐ Seniors' accomplishments are highlighted occasionally in the media.

7. Civic Participation and Employment Opportunities

Volunteering

- ☒ Volunteers are supported in their volunteer work—for example, by providing them with transportation, reimbursing their costs and/or paying them an honorarium.
- ☒ A range of volunteer opportunities is available that meets the interests of seniors
- ☐ Volunteering options allow for intergenerational involvement.
- ☐ Opportunities for volunteering are flexible (e.g., short-term) to accommodate seniors who travel or have other commitments.

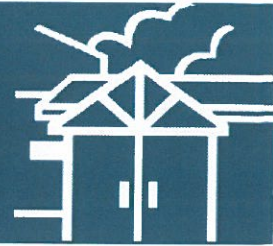
Employment

- ☐ There is a range of paid employment opportunities for seniors.
- ☐ Older adults are fairly compensated for their work.



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Accessibility

- ☐ Seniors with disabilities are accommodated in volunteer, civic or paid work.
- ☐ Transportation is available and accessible to older adults who want to participate in volunteer, civic or paid opportunities.

Encouragement to Participate

- ☐ Older adults are encouraged to volunteer and remain engaged in the community by providing them with flexible and accessible opportunities.
- ☐ Individuals are approached personally to participate in volunteer activities.

Training Opportunities

- ☐ Older adults expected to use newer technologies in paid, civic or volunteer work are provided with appropriate training.

Recognition and Appreciation

- ☐ Older adults are acknowledged for their contributions in volunteer, civic and paid work.

Civic Participation

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

8. Community Support and Health Services

Caring and Responsive Professionals

NOT
ENOUGH!

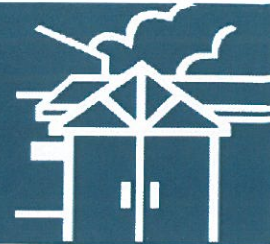
- ☒ Physicians are available in the community.
- ☒ Public health nurses are available at health centres and to conduct home visits.
- ☐ Specialists (including gerontologists) conduct assessments on a regular basis in the community and arrange follow-up with primary care physicians.

Home Health and Support Services

- ☐ Affordable and available health and home services are in place and include health, personal care and housekeeping.
- ☒ Home supports are available in a timely manner.
- ☐ Affordable meal programs are available to *all* seniors in the community, regardless of their health status.
- ☐ Delivery services (groceries, medicines, etc.) or escorted shopping services are available to seniors.



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- ☐ Delivery of services is well-coordinated (e.g., through a “cluster of care” model).
- ☐ Health assessments are conducted during home visits.

Diversity of Health Services and Facilities

- ☐ Health care facilities include clusters of services (e.g., doctors, podiatrists, occupational therapists, pharmacists), providing “one stop” health or wellness services.
- ☐ Affordable palliative care services are available in the community.
- ☐ Specialty services are available in the community, including mental health services, mammogram and diabetes clinics, and cancer care outreach.

Availability of Equipment and Aids

- ☐ Medical equipment (including medical alerts) is available through a loan program, at no cost to seniors.

Caregiver Support (including respite)

- ☐ Caregivers are “given a break” from their responsibilities through programs such as home support and seniors daycare programs.
- ☐ Education programs on elder care and similar available services are provided to families who are, or will be, caring for an older adult.

Information

- ☐ Older adults are kept well-informed, through a variety of media, of the services that they may be entitled to and how they are accessed.
- ☐ A speaker series provides information to seniors on a range of health and wellness topics.

Tania Cunningham.

Mobility

- Track.

- looks great

- rubberized ideal for mobility

- benches every 100m.

- Covered benches for hot and rainy day

- all trails (Rod Reid)

Rod Reid

- access and washrooms.

Mall

- backdoor

- extremely friendly

- frontdoor mats, extremely tripping hazard.

- Wheelchair access

- ~~M~~ Lighting

- indoor burnt out

- Parking lots

- Sidewalks.

- Heritage Areas
need better access.

Washroom

- ~~th~~ No high toilets

- Need railings.

- All too high.

Likes new benches
downtown.

Throw Mats in front of door are very dangerous - tripping hazards.

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#15-3rd Avenue
PO Box 570
Burns Lake, BC V0J 1E0

t 250 692-7587
f 250 692-3059
c 250 251-0741

www.burnslake.ca

From Ken Solonas

1) Automatic doors on banks & Gov. agents
offices

2 A Fence from Bar - Hotel to the
health food ~~stor~~ store to stop
jay walking and a pedestrian/car
collisions

personal grocery shopper ~~from~~ for
House bound people

perscription Pick up

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From

Ken Solonas.

1. Need separated sidewalk from the Babine Road. From the intersection to chief oputt's house for Pedestrian safety.
2. Need more benches, i.e. one at top of 9th ave/center for Pedestrians to rest after they mountain-goated up the hill.
3. Need Pedestrian walkway in the Gully - many times Pedestrians nearly hit by vehicles.
4. Need security patrol at certian hours (day & night) due to violent groups who attack innocent Pedestrians unprovoked. (especially when Bus drops off people at 3am & bars let out the drunks & they fight anyone walking by & there is No Taxi Service!)
5. Separate walkway for Pedestrians along the Gov't Street straight stretch.
6. Speed (slowdown) sign (thats says how fast ur going at the Cabaret Pedestrian crosswalk as have seen high school students almost hit after school.

over
←

7. LED Lights Decorations to light up the whole streets & alleys, safety precaution, some places are too dark.
8. Warning Signs along railroad tracks as more trains coming through, just caution the Pedestrians and drivers abit extra.
9. Put my favorite bench back (lol) across from post office & this time add a shade covering.
10. Most stop signs are not being obeyed. many times see vehicles fly right through them.

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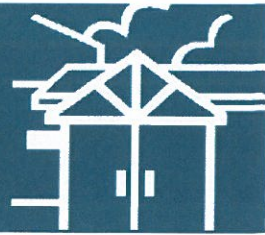
www.burnslake.ca

From Ken Solonas.

- seniors fitness programs run by village.
- seniors menus in restaurants.
- seniors walking trails with benches at intervals
- programs run by college for seniors. esp. in ^{winter} months.
- newspaper office difficulty to access by persons with mobility problems.



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Government Street/
Highway 16.

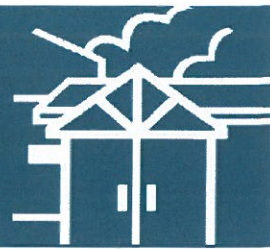
Betty + Wes Hart.

Checklist of Age Friendly Features

Work Booklet

10/10/2013

Compiled using **Age-Friendly Rural and Remote Communities: A Guide for the Healthy Aging and Wellness Working Group for the Federal/Provincial/Territorial Committee of Officials (Seniors)**



Introduction:

Throughout Canada, populations are aging and many communities are faced with the need for comprehensive planning and policy building that will allow people to age in place and help communities avoid a migration of their aging population. Recognizing this, the Village of Burns Lake is interested in becoming more “age-friendly”. The Village is beginning the process of conducting a community assessment to better understand what is needed to become a respectful, safe and inclusive community. The purpose of the project is to: develop a better understanding of what is needed in the community to better support the needs of older residents; create a series of recommendations and an action plan to prioritize future projects and who would be responsible for completing the tasks at hand; and incorporate some of the recommendations into Village policies to ensure that Age-Friendly initiatives are taken into consideration when making decisions.

With the guidance of the Age-Friendly Committee, Village staff has prepared this Age-Friendly Community Workbook for you to use and consider while you complete your walkthrough. While walking your route, please keep notes of what you observe and feel. The workbook will provide some direction on some of the issues you could make comment on. If there are concerns that are not listed in the workbook, please make note of them so we can include them in the assessment!



Instructions:

Please read this workbook thoroughly before beginning your community walkthrough. A strong knowledge of the Checklist will help you accurately evaluate your community for its “Age-Friendliness”

The workbook contains a map to help you complete your evaluation. This map will provide you with the route to complete the walk and the stops along the way.

The workbook has been split into different areas for you to evaluate based on the Eight Key Features of an Age-Friendly Community:

1. Outdoor Spaces and Buildings;
2. Transportation;
3. Housing;
4. Respect and Inclusion;
5. Social Participation;
6. Communication and Information;
7. Civic Participation and Employment; and
8. Community Support and Health Services

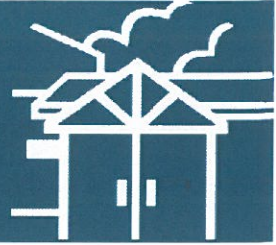
Using the checklist provided, keep notes where you find features in the community that are/are not age-friendly (Feel free to mark down both good and bad features you encounter). Use whatever system you are comfortable with when making notes (e.g., you could use a scale from 0-10 to indicate the condition of sidewalks). No matter how you choose to document your evaluation, remember that the more information you gather, the better.

Finally, when documenting your evaluation please be sure to note:

- The location (address or relative location)
- What you are referring to (ie the sidewalk, the buildings, the park etc)
- What is/is not age-friendly based on the key features of an Age-Friendly Community.



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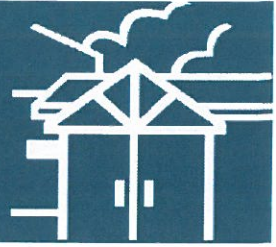
Government Street/Highway 16 Walkthrough

This walkthrough will lead you from the Village office and down Government Street and up back up Highway 16. Please follow your maps and make notes of any Age-Friendly related issues you may have, including buildings and facilities, programs offered and the condition of public spaces

LDSS TRACK AND FIELD



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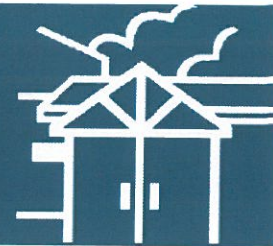


PUBLIC LIBRARY

- Accessible building (ramps etc) w/ internet access.
- Good facility, helpful, ample parking.

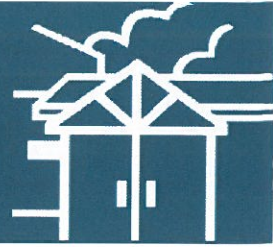


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COLLEGE OF NEW CALEDONIA

- Accessible building but no knowledge of anything geared towards seniors.



NOTES

- Concerns down Govt street -

- lack of sidewalks, uneven ground, not well lit, quickly moving vehicle traffic.
- lack of access to track for walkers or wheel chairs.
- well used by pedestrian traffic and not catered to it.

Hwy 16

- Uneven sidewalks - Dips in front of former Shell Station + in front of Lakeland
- Good overall for pedestrian traffic, sidewalks + cross walks etc., ample parking, well lit, wheel chair access
- No public washrooms if this is of concern.



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NOTES



Age-Friendly Checklist

1. Outdoor Spaces and Buildings

Sidewalks, Pathways and Trails

- Hwy 16 Only
- ☒ Sidewalks, pathways and trails are well-maintained, cleared, non-slip and accessible.
 - ☒ Sidewalks are continuous, with low curbs and can accommodate wheelchairs and scooters.
 - ☒ Snow removal is prompt and considerate of seniors (e.g, consideration is given to how snow is piled for those who need to get in and out of cars, and that seniors may be in wheelchairs or using scooters)
 - ☒ Parking lots are well-maintained and cleared of snow and ice.
 - ☒ Streets are well-maintained.
 - ☐ Rain shelters are available to support pedestrians.

Public Restrooms and Rest Areas

- ☐ 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 arthritis to use) and are located at convenient locations with proper signage.
- ☒ Accessible benches (appropriate height for seniors) are located along sidewalks, paths or trails and are spaced at equal intervals.

Safety and Security

- ☒ Action is taken to lower crime rate.
- ☒ Neighbourhoods and trails are well-lit.
- ☐ Traffic volumes are low and/or well-controlled.

high volume on both Govt St
and Highway 16. Well controlled
on Hwy. Not so much Govt St



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Buildings

- Downtown
WC Library*
- ☒ Buildings are accessible and have the following:
 - ☒ ramps with a slope appropriate for wheelchairs
 - ☒ fewer stairs to get into buildings and within buildings
 - ☒ non-slip flooring
 - ☐ accessible washrooms located on the main floor ?
 - ☒ parking that is well maintained and located near public buildings for easier access

Amenities (grocery stores, churches, government buildings, community centres)

- ☐ Services are grouped together, located in close proximity to where older people live and can be easily accessed (e.g., are located on the ground floor of buildings, include wheelchair ramps)

2. Transportation

Roads

- ☒ Roads are well-maintained, well-lit and are supported by clearly visible signage.
- ☒ Traffic flow is well-regulated (especially during months that experiences increased traffic due to tourism or industrial activities)
- ☐ Flexible rules of the road – speed limit is not enforced (slower), not too many traffic lights, seniors given wide berth on the roads by other drivers. ?
- ☐ Traffic lines on pavement are clear and visible. – Not on Govt St.

Snow Removal

- ☒ Snow removal of roads and parking areas is prompt.



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Parking

- ☒ Parking lots and street parking are located close to amenities.
- ☐ Parking regulations are enforced (preventing people from parking in emergency zones and in disabled parking spaces).
- ☐ Drop-off and pick-up areas are clearly marked.
- ☐ There are a sufficient number of disabled parking spots.

Community Transportation Services

- ☐ Affordable and accessible community transport services (including shuttle vans) are available for seniors to events, shopping excursions and field trips.
- ☐ Volunteer and/or informal network of drivers are available and compensated (e.g., gas money) for their efforts.

Health Transportation

- ☐ Accessible transportation services are available to take seniors to and from health appointments (including appointments in larger cities) – this includes boat and air transportation.

Assisted Transportation

- ☐ Accessible transportation for persons with a variety of disabilities is available across the range of transportation services.

Taxis

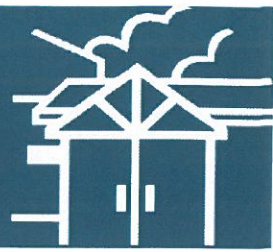
- ☐ Taxis are available, accessible and affordable to seniors.

Information

- ☐ Information is provided to seniors about the range of transportation services (public and private) available to them, including information on how and where to access them, timetables and cost.
- ☐ The use of public and alternative transportation is promoted in the community.

No when
was
bought
up by
Guest
as concern

Warren
Health



3. Housing

Housing Options

- ☒ A range of appropriate and affordable housing options (for sale and for rent) is available and includes apartments, independent living, smaller condominiums and family homes.
- ☒ Housing is affordable and includes subsidized housing.
- ☐ Homes sizes reflect the needs and lifestyles of seniors today.
- ☒ Home is located in close proximity to services.
- ☒ Housing is adapted for seniors and those with disabilities.

Aging in Place

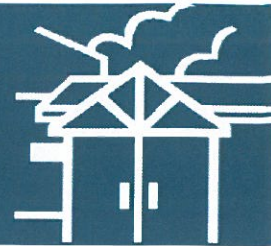
- ☒ Affordable supports are available to enable seniors to remain at home.
- ☐ Assisted living options are available to all.
- ☒ "In-between" housing is available (i.e., options between the large family home and the small apartment, but with more assisted living options that can be called an "intermediary" step).
- ☒ "Alert systems" are available for seniors living alone (i.e. systems that alert someone when a senior needs help)

Long-Term Care

- ☐ Affordable long-term care options are available that prevent the separation of families and the need to move out of the community.

Maintenance and Modifications

- ☒ General maintenance of homes is affordable by seniors on fixed incomes.
- ☐ Affordable or free general maintenance (e.g., yard work) is available for seniors.
- ☐ Housing is modified for seniors as needed and new housing is built with seniors in mind.
- ☐ Housing (including houses and apartments) meets the needs of those with disabilities.



- ☐ Housing modifications are affordable, with financial assistance programs for home modifications is readily available and easily accessible by seniors.
- ☐ Home insurance is affordable.

4. Respect and Social Inclusion

Respect, Kindness and Courtesy Show

- ☒ Seniors are treated respectfully by the community as a whole – they are addressed using appropriate titles, their input on communities' issues is sought, their contributions are honoured and their needed are accommodated.

Intergenerational Respect and Interaction

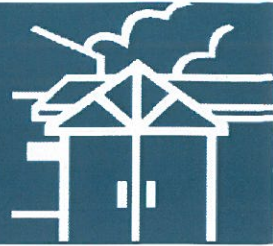
- ☒ Community activities bring together different generations – they include pleasure activities (e.g., arts and crafts, etc) and practical activities (e.g., youth-taught computer courses, “honouring grandparenting” programs).
- ☐ Programs are offered to children and youth that focus on how to treat seniors with respect, and to explain what it is like to get older.

Inclusive Communities

- ☒ Seniors are asked to participate at council meetings and in similar activities and are recognized for their contributions.
- ☒ Older persons are asked for their input to public issues (at the local and provincial levels).
- ☐ Seniors receive “social” visits from members of their community.

Recognition Events or Awards

- ☒ Contributions of seniors are honoured in the community through events and/or awards.
- ☒ Seniors are “celebrated” through the media (e.g., their stories are documented and shared)



5. Social Participation

Events and Activities

- ☐ There is a range of events and activities for all seniors – some are age-specific and others are intergenerational. Activities include physical/recreational activities, spectator sporting events, church and school related events, gatherings with food, etc.
- ☐ Activities available include outdoor (e.g., walking) and indoor activities (e.g., bingo, cards, darts, etc).

Transportation

- ☐ Events and activities are held in locations that are served by affordable and accessible transportation.

Preventing Isolation

- ☐ Home visits are provided to those who do not, or cannot, leave their homes.
- ☐ A buddy system is set up to include seniors who are not normally active in the community.

Courses, Crafts and Hobbies

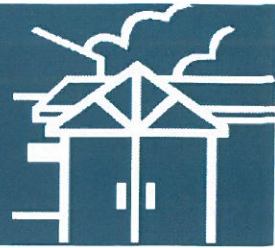
- ☐ A wide range of courses is accessible and affordable (or free), and courses are offered in convenient locations (e.g., community centre, college)

Affordability and Accessibility

- ☒ Activities and events are held in convenient locations and are accessible for all – including those with disabilities.
- ☒ Events, activities and cultural events (e.g., music, theatre) are affordable to all seniors.



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Family-Oriented

- ☒ Events and activities are intergenerational and designed to appeal to people of different ages and backgrounds.

Promotion of Activities

- ☒ Activities are well-publicized to seniors.

6. Communication and Information

Widespread communications

- ☒ There is regular and reliable distributions of information about events and programs (including contact information) through local government and/or voluntary organizations
- ☒ Information is disseminated/posted where seniors conduct their daily activities – such as the post office, places of worship, local centres and town halls.
- ☐ Local channels (TV and radio) advertise community events and news items of interest to seniors – for example, through “community access channels”
- ☐ There is a central directory where older adults can find information about what activities and services are available, and how to access them (including phone numbers)

Interactive Contact (Word of Mouth)

- ☐ Important information is disseminated in public forums (including public meetings and information sessions)
- ☐ Information to older adults who are socially isolated is delivered by phone, or through personal visits.
- ☐ An interactive speaker series is created that delivers important information (e.g., on health issues, protecting against fraud)



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Accessible Information

- ☐ Written communication is clearly printed in large letters and is easy to read, with simple messaging.
- ☐ Literacy programs are available
- ☒ Seniors are recruited and used as volunteers as experts, disseminators of information and trainers

New Technologies

- ☒ Access to computers and the internet is available at a local centre open to the public. *Uplink Library*
- ☐ Training courses on new technologies are available and accessible to seniors.

Types of Information

- ☐ Information of interest to seniors is disseminated—such as local events (including obituaries), vital information (health, security, etc.), and programs and services that are available to them.
- ☐ Seniors' accomplishments are highlighted occasionally in the media.

7. Civic Participation and Employment Opportunities

Volunteering

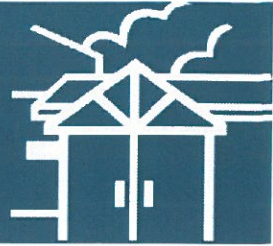
- ☒ Volunteers are supported in their volunteer work—for example, by providing them with transportation, reimbursing their costs and/or paying them an honorarium.
- ☒ A range of volunteer opportunities is available that meets the interests of seniors
- ☒ Volunteering options allow for intergenerational involvement.
- ☒ Opportunities for volunteering are flexible (e.g., short-term) to accommodate seniors who travel or have other commitments.

Employment

- ☐ There is a range of paid employment opportunities for seniors.
- ☐ Older adults are fairly compensated for their work.



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Accessibility

- ☐ Seniors with disabilities are accommodated in volunteer, civic or paid work.
- ☐ Transportation is available and accessible to older adults who want to participate in volunteer, civic or paid opportunities.

Encouragement to Participate

- ☒ Older adults are encouraged to volunteer and remain engaged in the community by providing them with flexible and accessible opportunities.
- ☐ Individuals are approached personally to participate in volunteer activities.

Training Opportunities

- ☐ Older adults expected to use newer technologies in paid, civic or volunteer work are provided with appropriate training.

Recognition and Appreciation

- ☐ Older adults are acknowledged for their contributions in volunteer, civic and paid work.

Civic Participation

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

8. Community Support and Health Services

Caring and Responsive Professionals

- ☐ Physicians are available in the community.
- ☒ Public health nurses are available at health centres and to conduct home visits.
- ☐ Specialists (including gerontologists) conduct assessments on a regular basis in the community and arrange follow-up with primary care physicians.

Home Health and Support Services

- ☐ Affordable and available health and home services are in place and include health, personal care and housekeeping.
- ☒ Home supports are available in a timely manner.
- ☒ Affordable meal programs are available to *all* seniors in the community, regardless of their health status.
- ☐ Delivery services (groceries, medicines, etc.) or escorted shopping services are available to seniors.



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- ☐ Delivery of services is well-coordinated (e.g., through a “cluster of care” model).
- ☐ Health assessments are conducted during home visits.

Diversity of Health Services and Facilities

- ☐ Health care facilities include clusters of services (e.g., doctors, podiatrists, occupational therapists, pharmacists), providing “one stop” health or wellness services.
- ☒ Affordable palliative care services are available in the community.
- ☐ Specialty services are available in the community, including mental health services, mammogram and diabetes clinics, and cancer care outreach.

Availability of Equipment and Aids

- ☐ Medical equipment (including medical alerts) is available through a loan program, at no cost to seniors.

Caregiver Support (including respite)

- ☒ Caregivers are “given a break” from their responsibilities through programs such as home support and seniors daycare programs.
- ☐ Education programs on elder care and similar available services are provided to families who are, or will be, caring for an older adult.

Information

- ☐ Older adults are kept well-informed, through a variety of media, of the services that they may be entitled to and how they are accessed.
- ☐ A speaker series provides information to seniors on a range of health and wellness topics.