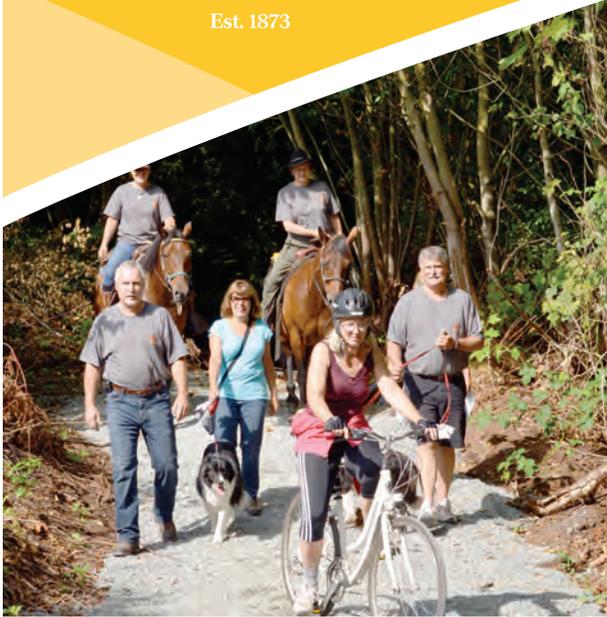


Township of
Langley



Est. 1873



Age-Friendly Strategy



Approved
September 8, 2014

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INTRODUCTION

Communities in Metro Vancouver, British Columbia, and Canada are aging. This trend brings with it the need to adapt our physical environments; our approach to housing, transportation and recreation; and the services and supports that communities provide to residents. The concept that cities should work for people who are eight or eighty years old exemplifies the emerging discussion about how the physical environment affects health, social connectedness, and mobility — for people of all ages. While some aspects of age-friendly planning can be specific, such as the provision of housing and health services for seniors, age-friendly communities address the full spectrum and span of life.

Along with the expected boom in the seniors' population, is the trend towards people living longer; being more active and physically fit; and continuing to seek opportunities to participate in their communities. In addition to adapting to these trends, communities are seeking strategies to increase housing choice and affordability, while striving to provide the right mix of support services that give residents the option to age in place.

Overall, the Township of Langley is a young and rapidly growing community, with many young people and families making their homes here. However, as in many communities, the number and proportion of older adults in the Township of Langley is expected to grow significantly, as more people enter their senior years, and a larger proportion of this cohort requires extra care and support. This anticipated shift calls for plans and initiatives that address the specific needs of older residents, support inter-generational connections, and continue to plan for healthy, livable communities that are welcoming to all ages.

In response to these trends, the Seniors Advisory Committee (SAC) recommended that Council undertake an age-friendly planning process and prepare a strategy that will help the Township meet the needs of its older residents, while providing a physical and social environment that works for all ages. In May 2013, Council passed resolutions to confirm its commitment to becoming an Age-friendly Community, and designate the SAC as the Age-friendly Advisory Steering Committee.



Pocket Park, Fort Langley

WHAT IS AN AGE-FRIENDLY COMMUNITY?

The *Age-friendly Community Initiative* was launched in 2006 by the World Health Organization (WHO) with the practical goal of adapting structures and services to be more inclusive of varying needs and capacities of people from all age groups.

In age-friendly communities, policies, programs, services, and infrastructure related to physical and social environments are designed to address the needs of all residents — not just the elderly. Accessible buildings and streets enhance mobility for people with limited mobility, but also parents with strollers, or cyclists and scooter-riders. Neighbourhoods and public places are safe and welcoming. Families are satisfied their older members can access the services and supports they need. Many voices are heard in making community decisions and, in general, the whole community benefits from the continued participation of older citizens in work or volunteer activities.

Through the *Global Age-friendly Cities Project*, WHO established eight themes to help evaluate issues and develop strategies to create age-friendly communities. These eight themes include:

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

The Township of Langley adopted these themes to guide conversations with stakeholders and members of the public. As well, these themes provided the framework for developing the Age-friendly Strategy.



New housing development



Celebrating Langley's pioneers



Age-friendly walking routes

TOWARDS AN AGE-FRIENDLY TOWNSHIP

Prior to initiating the Age-friendly Strategy, the Township completed an age-friendly evaluation in 2010 and has been implementing a range of policies, programs, and practices to address the needs specific to older adults in the community. Selected examples of what is being done include: an adaptable housing policy for new residential development; participation on Council Advisory Committees by youth, as well as older adults; and ongoing support for community initiatives and partnerships that address the changing needs of residents.

Building upon this strong foundation, the Township worked with CitySpaces Consulting to prepare an Age-friendly Strategy. Developing the Strategy involved the following:

1	Reviewing existing policies and actions.	APR 2014
2	Researching examples of successful age-friendly practices from other communities.	
3	Holding information gathering workshops with key stakeholders and local residents.	MAY/JUN 2014
4	Identifying key challenges and emerging directions.	
5	Seeking public input on emerging directions through a series of community engagement events and an online mapping tool.	JUN/JUL 2014
6	Developing the draft strategy.	JUL/AUG 2014
7	Presenting the draft strategy to the Seniors Advisory Committee and Council.	AUG/SEP 2014
8	Finalizing the strategy.	

In order to identify key issues, opportunities, priorities, and directions to inform the Strategy, three workshops were organized with targeted stakeholder groups representing community service providers, key partner agencies, and members of the Seniors Advisory Committee and Youth Advisory Committee. Workshops were also advertised on the Township webpage dedicated to this initiative as well as in local newspapers to allow for additional organizations or members of the general public to participate.

With a focus on moving towards ideas and solutions that would inform the development of the Age-friendly Strategy, each workshop gave participants an opportunity to discuss the eight themes of age-friendly planning, with an emphasis on identifying priority strategies.

The information and ideas gathered from these workshops, along with the background policy and promising practices review, served as the foundation

for the development of strategies for an age-friendly Township. Emerging directions were presented to the public in an open house format. In total, six events were held at the end of June and early July 2014. They were held at the Walnut Grove Community Centre, International Festival Days, Fort Langley Canada Day event, W.C. Blair Recreation Centre, the Langley Seniors Resource and Recreation Centre, and the Aldergrove Veterans and Seniors Centre. Additional feedback was gathered using an interactive mapping tool, CoMap, which allowed residents to provide comments about issues and opportunities in specific locations around the Township.

The process has resulted in an Age-friendly Strategy that represents a wide spectrum of issues and opportunities and reflects the input of a variety of institutions, agencies, service providers, and other individual community members.



Accessible entry to live/work unit, Fort Langley

VISION

The Township of Langley is an age-friendly community where people can enjoy all stages of life and actively age with dignity, respect and independence.

GUIDING VALUES & PRINCIPLES

- Social inclusion for all
- Commitment to action and leadership
- Focus on key priorities
- Collaboration and partnership
- Respect and dignity
- Health and wellbeing
- Access to a safe living environment
- Community engagement and contribution
- Innovation, flexibility, and adapting to changing needs

THE ROLE OF THE TOWNSHIP

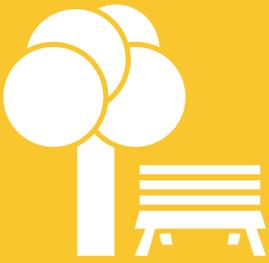
- Policy development and planning
- Partnering with businesses, community organizations, & other government agencies
- Providing leadership, insight, and strategic support on selected issues
- Providing services, spaces, and funding within legislative mandate
- Making information available
- Advocacy and awareness-raising
- Engaging the community to monitor changing needs and trends

AGE-FRIENDLY CULTURE

To achieve the Vision of the Age-friendly Strategy, the Township and the community must develop and reinforce a culture that allows for people to actively age with dignity, respect, and independence. Nurturing a corporate culture and commitment to an age-friendly future will be an essential factor in successfully implementing the strategies in each of the eight themes.

For the Township, an age-friendly culture includes:

- Viewing all community issues through an age-friendly lens;
- Applying a comprehensive approach to integrate age-friendly initiatives into a community-wide, inter-generational agenda;
- Strengthening connections and partnerships with service groups and government agencies that support age-friendly initiatives;
- Continuing to encourage the Senior Advisory Committee and the Youth Advisory Committee to collaborate on initiatives of mutual interest; and
- Liaising with agencies, such as Age-friendly BC (AFBC) and Union of BC Municipalities (UBCM) to support age-friendly initiatives.



OUTDOOR SPACES & BUILDINGS

In an age-friendly community, the natural and built environment is designed to help people get around easily and safely, encourages active healthy living, and provides opportunities for social interaction.

WHAT ARE THE ISSUES?

- Many areas of the Township need sidewalks or other pedestrian safety upgrades.
- Parks and public gathering places are far apart and not well connected.
- Parks and public spaces lack places for rest and respite, such as benches, water fountains, and washrooms.
- Many parks have limited use (e.g. play fields) that do not encourage a diversity of activities and enjoyment.
- Some buildings lack accessibility features, such as ramps, automatic doors, and handrails.



Multi-use trails, Aldergrove Lake Park

WHAT IS BEING DONE NOW?

- The *Sustainability Charter* identifies goals and objectives to develop livable and vibrant communities, and integrate transportation and community planning.
- *Library Services Master Plan* identifies facilities that will need accessibility upgrades.
- Ongoing implementation of the *Community Connections Plan* to develop and expand the municipal trail system, as well as development of a *Recreation, Culture and Parks Master Plan* to promote and facilitate active living.

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Ensure a diverse range of parks and public spaces that is well-distributed throughout the community to provide opportunities for active living and social interaction for people of all ages.
- Develop criteria for age-friendly park design, including elements such as benches, water fountains, washrooms, lighting, railings along pathways, and clear wayfinding signage. Include these features in the design of new public spaces, where possible, and identify priority locations where these elements should be added into existing parks and public spaces.
- Identify locations to create or improve physical connections between neighbourhood parks and other local destinations through sidewalks, bike routes, and off-street trail connections.
- Review trail guidelines for accessibility provisions, such as width, grade, surface materials, wayfinding, and lighting. Consider the creation of an *accessible trail* standard.
- Continue to involve the public in planning for new parks and public spaces in the early community planning stages, and in the design phase with the parks department and private developers.
- Explore locations and funding sources to establish community gardens, both temporary and permanent, to foster connection with nature and social interaction between generations.
- Assess public buildings and facilities to identify potential accessibility upgrades, related costs, and implementation timelines.
- Include consideration for the increasing use of wheelchairs, walkers, and motorized scooters in the design of sidewalks, trails, and access to buildings.
- Work with School District No. 35 to assess the potential to provide age-friendly features in school yards, such as benches near playgrounds and outdoor water fountains.
- Expand opportunities for bench dedication in neighbourhood parks and public spaces.
- Consider introducing incentives for developers to include public washrooms as part of their development plans.



Accessible trail, Aldergrove Lake Park



Dedicated bench in Fort Langley



Places to gather, McLeod Park



Accessible entry ramp, Township Civic Facility

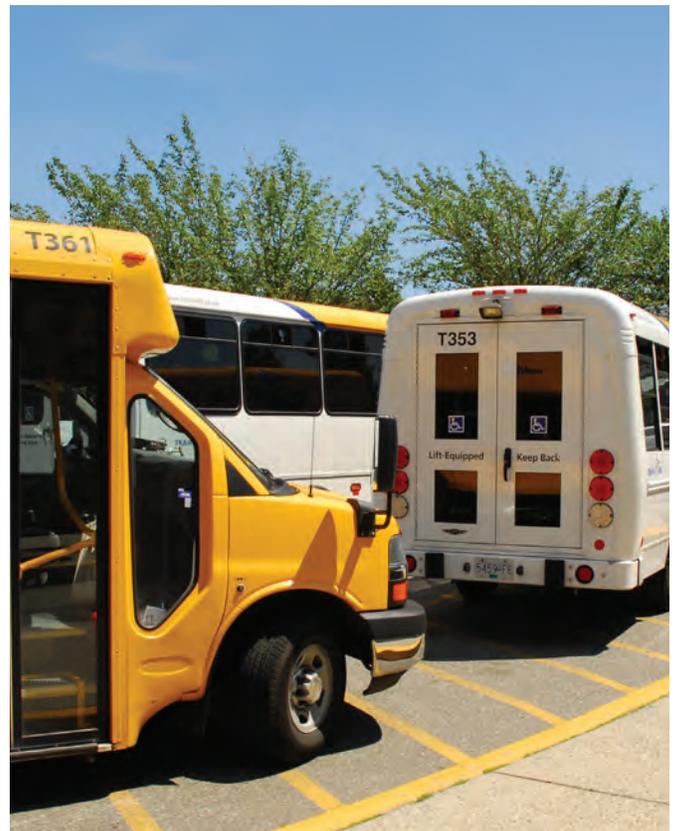


TRANSPORTATION

In an age-friendly community, transportation options allow people of all ages and abilities to travel wherever they want to go in the community, conveniently and safely.

WHAT ARE THE ISSUES?

- Public transit services are limited in some neighbourhoods and between neighbourhoods.
- There is a growing demand for alternative transportation options such as HandyDART and volunteer driver programs.
- Buses and bus stops are not always accessible for people with reduced mobility.
- Washroom facilities are often not available around transit areas.
- Accessibility and safety are a concern on some trails, pathways, and bike routes.
- Anticipated increase in scooter use will have implications on street and sidewalk design, parking requirements, and building access.



HandyDART drop-off, Walnut Grove Community Centre

WHAT IS BEING DONE NOW?

- Volunteer driver programs have been initiated and are currently being operated by community organizations at a small scale.
- Mapping and promotional materials have been provided to raise awareness about all bike routes in the Township.

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Advocate for transit service in areas that are currently underserved and work with Translink to identify priority areas for enhanced bus service.
- Work with Translink to ensure bus stops are accessible. Introduce seating, weather protection, and lighting, where possible, to improve accessibility, comfort, and safety.
- Advocate for enhanced HandyDart services in the Township to meet increasing demands.
- Support alternative transportation options such as volunteer driver programs, community shuttles, and development of a co-op bus program for community use.
- Support initiatives that use school buses or other available vehicles to transport older adults during off hours or when not in use.
- Review parking standards and consider introducing seniors parking spots at facilities offering services or programs for seniors; wider stalls located near building entrances (see Walnut Grove Recreation Centre example); or time-limited restrictions during specific programs (recreation centres, seniors centres, libraries, Municipal Hall).
- Conduct a pedestrian safety evaluation to identify intersections where sidewalks, curb cuts/letdowns, crosswalks, or pedestrian countdown timers can be introduced or improved. Prioritize actions for pedestrian network improvements based on available resources and opportunities.
- Explore the creation of a dedicated bike lane network off major arterials, utilizing painted lines and symbols to demarcate bike lanes and additional signage as needed. Update route maps and promotional materials as needed.
- Consider ways to provide access to washrooms at transit exchanges or along major bus routes.
- Introduce traffic calming measures in areas around parks, schools, and neighbourhood shopping nodes to improve walkability and a perception of safety.
- Consider the impact of increasing motorized scooter use when reviewing road, sidewalk, and trail design standards. Also consider scooter use when reviewing parking requirements for residential, commercial, and institutional uses.
- Develop neighbourhood-level maps to assist people with trip planning, particularly to the key areas and services that they like and need to access.



Aldergrove bus loop



Bus service, Aldergrove



Getting around by bike



HOUSING

In an age-friendly community, a wide variety of housing options, including market and non-market, are available. Older adults are able to access and maintain housing options that are appropriate, affordable, and accessible, allowing them to *age in place*, and remain independent, or access supports and care as their needs change.

WHAT ARE THE ISSUES?

- Many people face challenges finding housing that is appropriate, affordable, and accessible in the Township.
- Demand for assisted living and residential care beds are reported to exceed current supply.
- Introducing accessibility features to enable adults to age in place involves costly retrofits or renovations.
- Housing units, support services, and funding to address homelessness are limited.



Housing options, Fort Langley

WHAT IS BEING DONE NOW?

- The *Sustainability Charter* identifies a compact urban form and mixed-use neighbourhoods as part of developing livable and vibrant communities.
- The Township's *Official Community Plan* aspires to meet the needs of all residents and provide housing and transportation that is accessible and affordable.
- The *Housing Action Plan* identifies community housing needs and identifies priorities and actions for market and non-market housing in the Township.
- *Adaptable Housing Policy* currently requires a proportion of single detached, townhouse units, and apartment units in new developments to be adaptable.

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Implement the recommendations of the Housing Action Plan, to ensure a wide range of housing options are available in the Township.
- Review and update the Adaptable Housing Policy, on a regular basis, to reflect demographic changes, needs assessment results, and market trends.
- Identify ways to support contractors and developers in the introduction of accessible or adaptable features in new homes.
- Work with the development community to identify ways to achieve more market rental and affordable units in the community.
- Advocate for additional subsidized assisted living and residential care beds to be developed in the Township.
- Support the development of a diverse range of housing options for older adults, such as co-housing, single-level housing, and townhouses, with bedrooms and bathrooms on the ground level.
- Encourage the construction of all new housing for older adults, including independent or assisted living, to be located in areas that are in proximity to transit and services.



Single detached home



Multi-unit development



Adaptability features



Independent living



RESPECT & SOCIAL INCLUSION

In an age-friendly community, public services, media, commercial services, faith communities, agencies, service providers, and society as a whole are respectful of the diversity of needs among older adults, and provide opportunities to accommodate them in all aspects of society.

WHAT ARE THE ISSUES?

- An increasing number of people face communication or cognitive challenges due to stroke, deafness, dementia, and Alzheimer's.
- Ageism and elder abuse are ongoing societal concerns that can be challenging to identify and address.
- Some residents experience social isolation, which can be detrimental to health and well-being.



Seniors gathering, Aldergrove Kinsmen Community Centre

WHAT IS BEING DONE NOW?

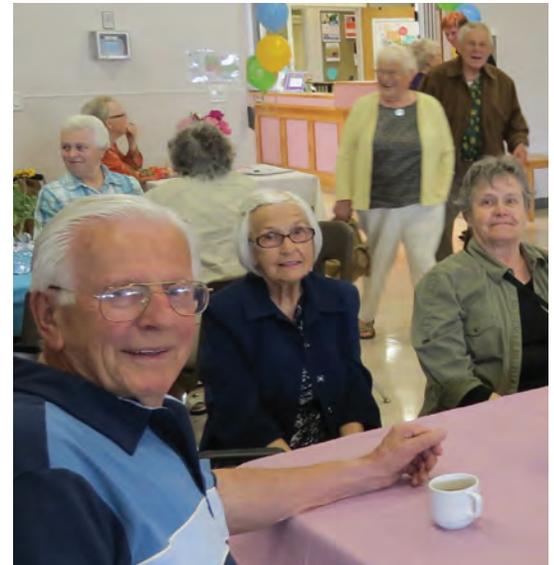
- Recognition programs, such as the Eric Flowerdew, Pete Swensson, and John and Muriel Arnason awards recognize community leaders and volunteers. Douglas Day celebrations acknowledge pioneer contributions in the community.
- Council Advisory Committees bring younger and older members of the community together.
- The *Arts and Cultural Services Plan* and *Library Services Master Plan* recognize the distinct needs and interests of older adults in programming and design of facilities.
- Service clubs, faith-based organizations, and volunteer groups reach out to older members of the community in a variety of ways (e.g., grocery delivery and volunteer driving).

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Encourage and promote recognition programs that acknowledge and celebrate the achievements and contributions of seniors and youth in the community.
- Implement programs or activities associated with Seniors Week, International Day of Older Persons, Grandparents Day, Family Day, or other recognized events.
- Develop programs and initiatives to bring multiple generations together to foster mutual understanding and respect.
- Support programs and educational materials to encourage respectful behaviour, combat ageism, and prevent elder abuse.
- Recognize and respect differences in culture, language, religion, needs, abilities, and interests.
- Actively seek to include a cross-section of ages on Council Advisory Committees.
- Welcome the participation of every resident in community activities and events, regardless of their age or ability.



Township award recognition



Social events at Aldergrove Kinsmen Community Centre



SOCIAL PARTICIPATION

In an age-friendly community, older adults have opportunities to develop and maintain meaningful social networks. Their needs and preferences are considered in the development of programs and services by a diverse range of agencies and institutions.

WHAT ARE THE ISSUES?

- Places for seniors to meet and interact are limited. As a *community of communities*, the Township is challenged to provide space and services equitably for all of its distinct communities.
- Physical or financial barriers may prevent people from accessing programs or services.
- Residents who are physically isolated are often also socially isolated.
- Intergenerational events or activities are infrequently provided or promoted.



Walnut Grove Community Centre social network

WHAT IS BEING DONE NOW?

- Admission rates for seniors to Township recreation facilities are discounted to 75% of the adult rate.
- The *Sustainability Charter* identifies goals and objectives to provide and support community-based leisure opportunities, including arts and culture, and recreation.

- Recreation, Culture and Parks offers a variety of programs and services geared towards youth and older adults.
- Implementing the *Community Connections Plan* to develop and expand the municipal trail system, as well as development of a *Recreation, Culture and Parks Master Plan* to promote and facilitate active living.

- The *Arts and Cultural Services Plan* and *Library Master Plan* recognize the distinct needs and interests of older adults in programming and design of facilities.
- Through the Healthier Community Partnership, the Langley Seniors Community Action Table was created to facilitate the involvement of seniors within the community.
- A Neighbourhood Learning Centre was established at the Lynn Fripps Elementary School enabling community access through a joint use agreement with the Township.
- The Township provides Capital Improvement and Community Grants to non-profit organizations that serve seniors in the Township.

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Expand social and recreation facilities, programs, and services to address the needs and interests of older adults in the Township and to meet growing demands.
- Support efforts and create more opportunities to ensure low-income residents have access to social programs and services.
- Identify formal and informal gathering spaces in Township facilities, parks, and public spaces, through partnerships with schools and community organizations and in new developments. Make a list of these spaces publicly available.
- Assess the need for additional seniors and youth centres and explore opportunities to develop or co-locate facilities to serve this need.
- Establish or increase volunteer, peer-to-peer, and mentorship opportunities as a means to get more seniors involved in their community.
- Develop events and programs that will encourage interaction between generations.
- Review the scheduling of recreational programs for older adults to provide opportunities for those who are working to also participate in social programs, fitness, and other recreational activities.
- Encourage service providers to implement a buddy system or phone tree system for interested residents and older adults to facilitate sharing of information about events and activities.
- Expand opportunities for joint use agreements and partnerships with the Langley School District #35.



Langley knitting club



COMMUNICATION & INFORMATION

In an age-friendly community, older adults are aware of the diverse range of programs and services available to them. Relevant information to help people meet their needs is available, appropriately designed and effectively delivered.

WHAT ARE THE ISSUES?

- There is a lack of knowledge about the range of programs, services, and other types of support available.
- Getting important information to isolated seniors can be difficult.
- Financial barriers may prevent access to programs, classes, and other resources.
- People who are hearing impaired, and those living with the effects of stroke, dementia, or Alzheimer's disease experience challenges communicating.
- Continued effort to improve coordination and communication between community partners is needed.



Township of Langley Council Chambers

WHAT IS BEING DONE NOW?

- The *Sustainability Charter* identifies the need to monitor changes in community values, aspirations, and needs, and respond to community and social needs.
- Township participation in the Langley Healthier Community Partnership to encourage enhanced communication, share resources, and create partnerships.
- United Way Resource Handbook, bc211, and HealthLink BC's 811 provide information to seniors and caregivers.
- Seniors Advisory Committee established a seniors resource page on the Township website at www.tol.ca/seniors.

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Encourage important information for seniors be made available in the places they frequent, including libraries, doctors' offices, pharmacies, banks, shopping malls, grocery stores, and recreation centres.
- Promote information through appropriate media channels that will reach seniors, such as newspaper pull-outs, radio stations, community TV stations, and websites.
- Work with agencies and community partners to designate a community age-friendly coordinator to facilitate communication and build connections between agencies, organizations, and municipalities.
- Identify key locations in public spaces and buildings to install senior-specific information kiosks or bulletin boards for news and resources available in the community and ensure materials are updated regularly.
- Promote key health and community service resources, such as the bc211 and 811 phone lines and regularly update the Township's seniors' website (tol.ca/seniors).
- Encourage learning institutions such as Kwantlen Polytechnic University and Trinity Western University to provide opportunities for seniors to audit courses or attend events. Explore the idea of introducing a scholarship program for low-income seniors.
- Provide age-friendly communication resources to municipal staff, businesses, and service providers to help people learn to communicate effectively with people who are hearing impaired, or have communication challenges due to stroke, dementia, or other cognitive issues. Ensure front line staff is trained in how to communicate with and serve the needs of older customers.
- Explore technology services to provide access to Township phone services to people who are deaf, hard of hearing, or experience difficulty with speech.
- Continue to offer and promote reduced admission rates to Township recreation facilities and programs.



Information sharing



Public engagement



CIVIC PARTICIPATION & EMPLOYMENT

In an age-friendly community, everyone has opportunities to participate in community decision-making. Older adults also have opportunities to share their experiences and skills with the community through paid and volunteer work.

WHAT ARE THE ISSUES?

- Potential volunteers are not aware of the full range of opportunities available.
- Organizations have limited ability to effectively recruit volunteers with the needed skills and experience.
- Persons with disabilities may face additional challenges accessing employment and volunteer opportunities.



Getting out to vote

WHAT IS BEING DONE NOW?

- Council Committees, including the Seniors Advisory Committee and Youth Advisory Committee, provide opportunities for involvement in community decisions.
- Volunteer opportunities are available in community centres and Township facilities.
- Township residents are active and involved in organizing events and undertaking community initiatives. Examples include Triple A (Affordable, Accessible & Appropriate) Senior Housing, volunteer driver programs, service clubs, and other volunteer-based organizations.



HandyDART workers

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Promote a centralized volunteer bureau as a source of information and portal to match people's interests, skills, abilities, and experience with community volunteering needs.
- Review terms of reference for all Township committees to ensure there are no barriers to participation from older adults, youth, or persons with disabilities.
- Encourage institutions and facilities to create docent positions, on a paid or volunteer basis, to act as guides at community gatherings and cultural activities.
- Provide support to community organizations to develop and promote programs and events in the community.
- Identify effective ways to target youth and older adults in stakeholder consultation when seeking public feedback on Township initiatives.
- Encourage local businesses to identify employment positions for persons with disabilities and older adults who want to remain in or re-enter the workforce.
- Develop criteria to define age-friendly businesses with a recognizable brand and certification process.



Taking part in a planning workshop



Volunteers at work



COMMUNITY SUPPORT & HEALTH SERVICES

In an age-friendly community, older adults have access to the social and health services they need to stay healthy and independent as their needs change over time.

WHAT ARE THE ISSUES?

- Seniors-specific health services in the Township are insufficient.
- Health services and housing are dispersed and disconnected.
- Coordination between the Township, the City of Langley, and Fraser Health is limited.
- Patients and families are reported to experience difficulty navigating the health care system.



Keeping active, Aldergrove Kinsmen Community Centre

WHAT IS BEING DONE NOW?

- The Langley Memorial Hospital is currently developing a *Master Site Plan*, which includes a community component.
- The *Sustainability Charter* identifies community-based leisure opportunities as a means of improving personal well-being.
- Successful Recreation, Culture and Parks programs, such as *Arthritis Aquafit* and other rehabilitation programs, plus community partner programs, such as *Stroke Recovery* and *Healthy Heart* offer education, therapy, and social interaction.
- The Langley Division of Family Practice works to address common health care goals. This initiative seeks to improve patient care; increase family physicians' influence on health care delivery and policy; and provide professional satisfaction for physicians.
- Some community organizations offer free senior's health education programs to educate and inform seniors on available health services, age-related health issues, and navigating the health-care system.

WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Support efforts to draw more geriatric specialists and health care professionals to the community.
- Consider the proximity of housing for seniors and health care services during the community planning process.
- Work with Fraser Health and community service providers to establish and promote drop-in and day programs for older adults.
- Advocate for additional access to mobile home support services or other in-home health services.
- Encourage active living and health promotion/illness prevention for people of all ages through education; appropriate and affordable recreation programs; and accessible parks and trails.
- Continue to promote senior-specific information and resources on the Township webpage: www.tol.ca/seniors.
- Advocate for Fraser Health and community service providers to establish health system navigators, to assist individuals and families to gain awareness and access the services they need.
- Collaborate with Fraser Health in preparation of a Master Site Plan for the Langley Memorial Hospital.
- Assist community organizations to promote free programs designed for seniors.



Activities for all ages, W.C. Blair Recreation Centre



Medical clinic, Willowbrook

IMPLEMENTATION

The Age-friendly Strategy acknowledges work that has been completed to date and presents a set of actions that respond to the community's current and future needs. The actions focus on the items that were seen to be the most pressing, and those that are within the Township's jurisdiction to implement or support. For those recommendations that are outside of the Township's scope, the municipality will advocate to those organizations that can effect change.

The following table provides a starting point to identify a suggested lead to implement the strategies. Implementation will depend on identified priorities, capacity of Township staff, and the availability of funding and other resources where necessary. While some strategies may be achieved by approaching projects and initiatives with an age-friendly lens, some will require the direction of Council and the commitment of one or more Township Division or department. Additionally, outreach and collaboration

with partner agencies, service providers and community organizations will be required to achieve the vision of an age-friendly Township. The table below suggests lead departments and, in some cases, identifies participation from other community organizations and partners. Specific lead and partner organizations will be explored and confirmed prior to implementation.

With this Strategy, the Township has a framework to guide decisions and support initiatives that will lead to a more age-friendly community. As a next step, a more detailed and prioritized implementation plan identifying the involvement of Township Council and Committees, Staff, community organizations, agencies, and private sector partners will be developed.

Implementing these strategies and actions and becoming a more age-friendly community will require the continued effort, thoughtful input, and dedication of the Township and all its partners.



OUTDOOR SPACES & BUILDINGS

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Ensure a diverse range of parks and public spaces that is well-distributed throughout the community to provide opportunities for active living and social interaction for people of all ages. 	<p><i>Community Development with Recreation, Culture & Parks</i></p>
<ul style="list-style-type: none"> Develop criteria for age-friendly park design, including elements such as benches, water fountains, washrooms, lighting, railings along pathways, and clear wayfinding signage. Include these features in the design of new public spaces, where possible, and identify priority locations where these elements should be added into existing parks and public spaces. 	<p><i>Recreation, Culture & Parks and Engineering</i></p>
<ul style="list-style-type: none"> Identify locations to create or improve physical connections between neighbourhood parks and other local destinations through sidewalks, bike routes, and off-street trail connections. 	<p><i>Recreation, Culture & Parks and Community Development</i></p>
<ul style="list-style-type: none"> Review trail guidelines for accessibility provisions such as width, grade, surface materials, wayfinding, and lighting. Consider the creation of an accessible trail standard. 	<p><i>Engineering with Recreation, Culture & Parks and Community Development</i></p>
<ul style="list-style-type: none"> Continue to involve the public in planning for new parks and public spaces, in the early community planning stages and in the design phase with the parks department and private developers. 	<p><i>Community Development with Recreation, Culture & Parks</i></p>
<ul style="list-style-type: none"> Explore locations and funding sources to establish community gardens, both temporary and permanent, to foster connection with nature and social interaction between generations. 	<p><i>Recreation, Culture & Parks and Community Development with SAC & community partners</i></p>
<ul style="list-style-type: none"> Assess public buildings and facilities to identify potential accessibility upgrades, related costs, and implementation timelines. 	<p><i>Engineering</i></p>
<ul style="list-style-type: none"> Include consideration for the increasing use of wheelchairs, walkers, and motorized scooters in the design of sidewalks, trails, and access to buildings. 	<p><i>Engineering</i></p>
<ul style="list-style-type: none"> Work with Langley School District #35 to assess the potential to provide age-friendly features in school yards such as benches near playgrounds and outdoor water fountains. 	<p><i>Recreation, Culture & Parks and Langley School District #35</i></p>
<ul style="list-style-type: none"> Expand opportunities for bench dedication in neighbourhood parks and public spaces. 	<p><i>Recreation, Culture & Parks</i></p>
<ul style="list-style-type: none"> Consider introducing incentives for developers to include public washrooms as part of their development plans. 	<p><i>Community Development</i></p>

TRANSPORTATION

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Advocate for transit service in areas that are currently underserved and work with Translink to identify priority areas for enhanced bus service. 	<p><i>Council, Engineering</i></p>
<ul style="list-style-type: none"> Work with Translink to ensure bus stops are accessible. Introduce seating, weather protection, and lighting, where possible, to improve accessibility, comfort, and safety. 	<p><i>Engineering</i></p>
<ul style="list-style-type: none"> Advocate for enhanced HandyDart services in the Township to meet increasing demands. 	<p><i>Council, SAC</i></p>
<ul style="list-style-type: none"> Support alternative transportation options such as volunteer driver programs, community shuttles, and development of a co-op bus program for community use. 	<p><i>Council, SAC</i></p>
<ul style="list-style-type: none"> Support initiatives that use school buses and other available vehicles to transport older adults during off hours or when not in use. 	<p><i>SAC</i></p>
<ul style="list-style-type: none"> Review parking standards and consider introducing <i>seniors parking</i> spots at facilities offering services or programs for seniors (recreation centres, seniors centres, libraries, Municipal Hall); wider stalls located near building entrances; or time-limited restrictions during specific programs (see Walnut Grove Recreation Centre example). 	<p><i>Engineering and Community Development</i></p>
<ul style="list-style-type: none"> Conduct a pedestrian safety evaluation to identify intersections where sidewalks, curb cuts/letdowns, crosswalks, or pedestrian countdown timers, can be introduced or improved. Prioritize actions for pedestrian network improvements based on available resources and opportunities. 	<p><i>Community Development and Engineering</i></p>
<ul style="list-style-type: none"> Explore the creation of a dedicated bike lane network off major arterials, utilizing painted lines and symbols to demarcate bike lanes and additional signage as needed. Update route maps and promotional materials as needed. 	<p><i>Engineering</i></p>
<ul style="list-style-type: none"> Consider ways to provide access to washrooms at transit exchanges or along major bus routes. 	<p><i>Community Development, Engineering</i></p>
<ul style="list-style-type: none"> Introduce traffic calming measures in areas around parks, schools, and neighbourhood shopping nodes to improve walkability and a perception of safety. 	<p><i>Engineering</i></p>
<ul style="list-style-type: none"> Consider the impact of increasing motorized scooter use when reviewing road, sidewalk, and trail design standards. Also consider scooter use when reviewing parking requirements for residential, commercial, and institutional uses. 	<p><i>Engineering and Community Development</i></p>
<ul style="list-style-type: none"> Develop neighbourhood-level maps to assist people with trip planning, particularly to the key areas and services that they like and need to access. 	<p><i>Community Development</i></p>

HOUSING

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Implement the recommendations of the Housing Action Plan, to ensure a wide range of housing options are available in the Township. 	<p><i>Council and Community Development</i></p>
<ul style="list-style-type: none"> Review and update the Adaptable Housing Policy, on a regular basis, to reflect demographic changes, needs assessment results, and market trends. 	<p><i>Council, Community Development and the Development Industry</i></p>
<ul style="list-style-type: none"> Identify ways to support contractors and developers in the introduction of accessible or adaptable features in new homes. 	<p><i>Community Development</i></p>
<ul style="list-style-type: none"> Work with the development community to identify ways to achieve more market rental and affordable units in the community. 	<p><i>Community Development</i></p>
<ul style="list-style-type: none"> Advocate for additional subsidized assisted living and residential care beds to be developed in the Township. 	<p><i>Council and SAC</i></p>
<ul style="list-style-type: none"> Support the development of a diverse range of housing options for older adults, such as co housing, single-level housing, and townhouses, with bedrooms and bathrooms on the ground level. 	<p><i>Council and Community Development</i></p>
<ul style="list-style-type: none"> Encourage the construction of all new housing for older adults, including independent or assisted living, to be located in areas that are in proximity to transit and services 	<p><i>Council and Community Development</i></p>

RESPECT & SOCIAL INCLUSION

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Encourage and promote recognition programs that acknowledge and celebrate the achievements and contributions of seniors and youth in the community. 	<p><i>Council/Corporate Administration/SAC and YAC</i></p>
<ul style="list-style-type: none"> Implement programs or activities associated with Seniors Week, International Day of Older Persons, Grandparents Day, Family Day, or other recognized events. 	<p><i>Corporate Administration and Recreation, Culture & Parks</i></p>
<ul style="list-style-type: none"> Develop programs and initiatives to bring multiple generations together to foster mutual understanding and respect. 	<p><i>Recreation, Culture & Parks</i></p>
<ul style="list-style-type: none"> Support programs and educational materials to encourage respectful behaviour, combat ageism, and prevent elder abuse. 	<p><i>Community partners</i></p>
<ul style="list-style-type: none"> Recognize and respect differences in culture, language, religion, needs, abilities, and interests. 	<p><i>All</i></p>
<ul style="list-style-type: none"> Actively seek to include a cross-section of ages on Council Advisory Committees. 	<p><i>Council and Committees</i></p>
<ul style="list-style-type: none"> Welcome the participation of every resident in community activities and events, regardless of their age or ability. 	<p><i>All</i></p>

SOCIAL PARTICIPATION

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Expand social and recreational facilities, programs, and services to address the needs and interests of older adults in the Township and to meet growing demands. 	<p><i>Recreation, Culture & Parks with Direction from Council</i></p>
<ul style="list-style-type: none"> Support efforts and create more opportunities to ensure low-income residents have access to social programs and services. 	<p><i>Recreation, Culture & Parks</i></p>
<ul style="list-style-type: none"> Identify formal and informal gathering spaces in Township facilities, parks and public spaces, through partnerships with schools and community organizations, and in new developments. Make a list of these spaces publicly available. 	<p><i>Recreation, Culture & Parks and Community</i></p>
<ul style="list-style-type: none"> Assess the need for additional seniors and youth centres and explore opportunities to develop or co-locate facilities to serve this need. 	<p><i>Recreation, Culture & Parks</i></p>
<ul style="list-style-type: none"> Establish or increase volunteer, peer-to-peer, and mentorship opportunities as a means to get more seniors involved in their community. 	<p><i>Recreation, Culture & Parks</i></p>
<ul style="list-style-type: none"> Develop events and programs that will encourage interaction between generations. 	<p><i>Recreation, Culture & Parks and Community Partners</i></p>
<ul style="list-style-type: none"> Review the scheduling of recreational programs for older adults to provide opportunities for those who are working to also participate in social programs, fitness, and other recreational activities. 	<p><i>Recreation, Culture & Parks</i></p>
<ul style="list-style-type: none"> Encourage service providers to implement a buddy system or phone tree system for interested residents and older adults to facilitate sharing of information about events and activities. 	<p>SAC</p>
<ul style="list-style-type: none"> Expand opportunities for joint use agreements and partnerships with Langley School District #35. 	<p>Council</p>

COMMUNICATION & INFORMATION

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Encourage important information for seniors be made available in the places they frequent, including libraries, doctors' offices, pharmacies, banks, shopping malls, grocery stores, and recreation centres. 	<p><i>All Departments producing materials relevant to seniors</i></p>
<ul style="list-style-type: none"> Promote information through appropriate media channels that will reach seniors, such as newspaper pull-outs, radio stations, community TV stations, and websites. 	<p><i>Corporate Administration & Department Project Managers for specific initiatives to collaboratively identify appropriate media/approach</i></p>
<ul style="list-style-type: none"> Work with agencies and community partners to designate a community age-friendly coordinator to facilitate communication and build connections between agencies, organizations, and municipalities. 	<p><i>Council and SAC/Task Force to identify Internal Department Lead, Potential Partners & Funding Sources</i></p>
<ul style="list-style-type: none"> Identify key locations in public spaces and buildings to install senior-specific information kiosks or bulletin boards for news and resources available in the community and ensure materials are updated regularly. 	<p><i>Recreation, Culture & Parks</i></p>
<ul style="list-style-type: none"> Promote key health and community service resources such as the bc211 and 811 phone lines and regularly update the Township's seniors' website (tol.ca/seniors). 	<p><i>Corporate Administration</i></p>
<ul style="list-style-type: none"> Encourage learning institutions, such as Kwantlen Polytechnic University and Trinity Western University, to provide opportunities for seniors to audit courses or attend events. Explore the idea of introducing a scholarship program for low-income seniors. 	<p><i>Corporate Administration, in Partnership with Local Learning Institutions</i></p>
<ul style="list-style-type: none"> Provide age-friendly communication resources to municipal staff, businesses, and service providers to help people learn to communicate effectively with people who are hearing impaired, or have communication challenges due to stroke, dementia, or other cognitive issues and ensure front line staff is trained in how to communicate with and serve the needs of older customers. 	<p><i>Corporate Administration in Partnership with Recreation, Culture & Parks, Community Development (and any Departments with staff that interact with the public on a regular basis)</i></p>
<ul style="list-style-type: none"> Explore technology services to provide access to Township phone services to people who are deaf, hard of hearing, or experience difficulty with speech. 	<p><i>Corporate Administration and All Departments in direct contact with the public</i></p>
<ul style="list-style-type: none"> Continue to offer and promote reduced admission rates to Township recreation facilities and programs. 	<p><i>Recreation, Culture & Parks</i></p>

CIVIC PARTICIPATION & EMPLOYMENT

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Promote a centralized volunteer bureau as a source of information and portal to match people's interests, skills, abilities, and experience with community volunteering needs. 	<p><i>Corporate Administration and Community Partners</i></p>
<ul style="list-style-type: none"> Review terms of reference for all Township committees to ensure there are no barriers to participation from older adults, youth, or persons with disabilities. 	<p><i>Council and Committees</i></p>
<ul style="list-style-type: none"> Encourage institutions and facilities to create docent positions, on a paid or volunteer basis, to act as guides at community gatherings and cultural activities. 	<p><i>Recreation, Culture & Parks</i></p>
<ul style="list-style-type: none"> Provide support to community organizations to develop and promote programs and events in the community. 	<p><i>Council</i></p>
<ul style="list-style-type: none"> Identify effective ways to target youth and older adults in stakeholder consultation when seeking public feedback on Township initiatives. 	<p><i>Corporate Administration (Communications), Community Development and Recreation, Culture & Parks</i></p>
<ul style="list-style-type: none"> Encourage local businesses to identify employment positions for persons with disabilities and older adults who want to remain in or re-enter the workforce. 	<p><i>Council Committees (e.g., SAC & Economic Development)</i></p>
<ul style="list-style-type: none"> Develop criteria to define age-friendly businesses with a recognizable brand and certification process. 	<p><i>Council, Corporate Administration and Council Committees</i></p>

COMMUNITY SUPPORT & HEALTH SERVICES

Proposed Strategy	Suggested Lead
<ul style="list-style-type: none"> Support efforts to draw more geriatric specialists and health care professionals to the community. 	<p><i>Council, SAC/Task Force, Economic Development Committee, and Community Partners (e.g., Langley Healthier Community, Greater Langley Chamber of Commerce)</i></p>
<ul style="list-style-type: none"> Consider the proximity of housing for seniors and health care services during the community planning process. 	<p><i>Community Development and the Development Industry</i></p>
<ul style="list-style-type: none"> Work with Fraser Health and community service providers to establish and promote drop-in and day programs for older adults. 	<p><i>Recreation, Culture & Parks</i></p>
<ul style="list-style-type: none"> Advocate for additional access to mobile home support services or other in-home health services. 	<p><i>Council and SAC</i></p>
<ul style="list-style-type: none"> Encourage active living and health promotion/illness prevention for people of all ages through education; appropriate and affordable recreation programs; and accessible parks and trails. 	<p><i>Recreation, Culture & Parks</i></p>
<ul style="list-style-type: none"> Continue to promote senior-specific information and resources on the Township webpage: www.tol.ca/seniors. 	<p><i>Corporate Administration (Communications)</i></p>
<ul style="list-style-type: none"> Advocate for Fraser Health and community service providers to establish health system navigators to assist individuals and families to gain awareness and access the services they need. 	<p><i>Council and SAC</i></p>
<ul style="list-style-type: none"> Collaborate with Fraser Health in preparation of a Master Site Plan for the Langley Memorial Hospital. 	<p><i>Community Development</i></p>
<ul style="list-style-type: none"> Assist community organizations to promote free programs designed for seniors. 	<p><i>Recreation, Culture & Parks</i></p>

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- James Marchand
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- Colleen Ryans
- Patreace Starr
- Steve Trummler
- Councillor Bob Long
- Councillor Kim Richter
- Raynah McIvor (YAC Rep)
- Hannah Cenaiko (YAC Rep)

Stakeholder Groups

- Aldergrove Legion
- Brookwood Seniors Centre
- Comfort Keepers
- Fraser Health
- Langley Arts Council
- Langley Association for Community Living
- Langley Community Support Groups Society
- Langley Division of Family Practice
- Langley Hospice Society
- Langley Lodge Complex Care Residence
- Langley Seniors Community Action Table
- Langley Senior Resources Society
- Langley Seniors Village
- Literacy Outreach
- Royal Canadian Mounted Police (RCMP)
- Stepping Stone Community Services Society
- TOL Recreation, Culture and Parks Department
- TOL Development Planning Department
- TOL Economic Development Advisory Committee
- TOL Fire Department
- TOL Seniors Advisory Committee
- TOL Youth Advisory Committee

Township Staff

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- Jason Chu, Long Range Planning
- Teresa Kaszonyi, Long Range Planning

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