



## ADMINISTRATIVE REPORT

Report Date: December 22, 2011  
Contact: Mary Clare Zak  
Contact No.: 604.871.6643  
RTS No.: 9431  
VanRIMS No.: 08-2000-20  
Meeting Date: January 17, 2012

TO: Vancouver City Council  
FROM: Managing Director of Social Development  
SUBJECT: UBCM Age-Friendly Community Planning Grant Application

### *RECOMMENDATION \**

THAT Council approve the submission of a \$20,000 Age-Friendly Community Planning grant application to the Union of BC Municipalities (UBCM).

### *REPORT SUMMARY \**

City of Vancouver Social Policy is seeking Council approval to proceed with a Union of BC Municipalities (UBCM) grant application for \$20,000. The grant will support dialogues with seniors, caregivers and community agencies to advise the Social Amenity Plan from an age-friendly perspective.

### *COUNCIL AUTHORITY/PREVIOUS DECISIONS \**

Council approval is a requirement of the UBCM grant application process.

### *CITY MANAGER'S/GENERAL MANAGER'S COMMENTS \**

The General Manager of Community Services recommends approval of the foregoing.

### *REPORT*

#### *Background/Context \**

The Social Amenity Plan is one of the corporate strategic business initiatives (9c). The City's application for funding to the Union of BC Municipalities (UBCM) Age-Friendly Community Planning Program (Appendix A) proposes to engage seniors, caregivers and community agencies in a series of three to six planning dialogues. These dialogues will directly inform the development of age-friendly principles, processes and guidelines for the Social Amenity Plan, and consequently, for future social amenities.

The dialogues will focus on two questions:

1. What are the priority neighbourhoods for future development of social amenities serving seniors?
2. What elements make existing and future social amenities more age-friendly for Vancouver's diverse seniors communities?

Consultant(s) specializing in the engagement of seniors will be contracted to work with City staff, partners and the City of Vancouver Seniors' Advisory Committee to develop and facilitate an appropriate, accessible and inclusive dialogue process.

The City's application is supported by partner agencies including the City of Vancouver Seniors Advisory Committee, the United Way of the Lower Mainland, Vancouver Foundation, Vancouver Coastal Health, and neighbourhood houses. Should the application proceed, it is proposed that additional partnership with organizations representing immigrant, refugee and Aboriginal seniors be developed.

Assessing current needs and gaps in the provision of age-friendly social amenities as experienced by older adults in the community will inform a more strategic response to a growing seniors' population by the City of Vancouver and other funders and service providers. The number of seniors in Vancouver is projected to grow from 13.1% of Vancouver's population in 2006 to over 20% in 2036 (BC Stats, Population Estimates and Forecasts, 2008).

The City of Vancouver and community partners provide funds to develop facilities and to support services such as community centres, neighbourhood houses, and seniors' groups. Input into the Social Amenity Plan by seniors, caregivers, community partners, and support agencies can better align City and partner resources to meet the needs of the growing population of seniors, and to support active aging.

### *Implications/Related Issues/Risk (if applicable)*

#### *Financial \**

If the application is successful, the City will receive \$20,000 to assist in conducting dialogues with seniors, caregivers and community agencies regarding the development of the Social Amenity Plan, and in particular, age-friendly social amenities.

City supports in the form of staff time, materials and summary report preparation will be drawn from the existing Social Amenity Plan budget at no additional cost to the City's annual operations budget.

### *CONCLUSION \**

This report recommends that Council approve the submission of a \$20,000 Age-Friendly Community Planning grant application to the Union of BC Municipalities (UBCM).

\* \* \* \* \*

*Seniors' Housing & Support Initiative*



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*2012 Age-friendly Community Planning & Project Grants*  
**APPLICATION FORM**

*The completed Application Form, with all required attachments, is due no later than **December 2, 2011**. Please type directly in this form or print and complete. Use additional space or pages wherever required.*

*Questions? Contact Local Government Program Services at [lgps@ubcm.ca](mailto:lgps@ubcm.ca) or (250) 356-5134.*

**Local Government Applicant Information**

**Local Government:** City of Vancouver

**Mailing Address:** Suite 501, 111 W Hastings St

**Contact person:** Carol Ann Young

**Position:** Senior Social Planner

**Phone:** 604 871-6042

**E-mail:** [carol.ann.young@vancouver.ca](mailto:carol.ann.young@vancouver.ca)

**Other Contact**

**Contact person:** Vanessa Kay

**Position:** Social Policy Analyst

**Organization:** City of Vancouver

**Mailing Address:** Suite 501, 111 W Hastings St

**Phone:** 604 871-6864

**E-mail:** [vanessa.kay@vancouver.ca](mailto:vanessa.kay@vancouver.ca)

**1. PROPOSED TYPE OF ACTIVITY**

- Age-friendly Project (e.g. seniors' community garden or fitness program)
- Age-friendly Community Planning (e.g. age-friendly assessment or actions plan)

**2. PROPOSED FOCUS AREA(S)**

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Outdoor spaces & buildings     | <input type="checkbox"/> Social participation                           |
| <input type="checkbox"/> Transportation (including traffic safety) | <input type="checkbox"/> Communication & information                    |
| <input type="checkbox"/> Housing                                   | <input type="checkbox"/> Civic participation & employment               |
| <input type="checkbox"/> Respect & inclusion                       | <input checked="" type="checkbox"/> Community support & health services |

**3. DESCRIPTION OF PROPOSED ACTIVITIES.** Please describe the specific activities you plan to undertake.

This project will engage seniors, caregivers, community partners, and agencies that support seniors and caregivers, in a series of three to six planning dialogues. The purpose of these dialogues will be to:

- identify existing needs, gaps and assets in the provision of age-friendly social amenities in the City of Vancouver; and
- advise the development of the City’s Social Amenity Plan.\*

The dialogues will focus on two questions:

1. What are the priority neighbourhoods for future development of social amenities serving seniors?
2. What elements make existing and future social amenities more age-friendly for Vancouver’s diverse seniors communities?

Consultant(s) specializing in seniors’ engagement will be contracted to work with City staff, partners and the City of Vancouver Seniors’ Advisory Committee to develop and facilitate an appropriate dialogue process. Development of the engagement process will be informed by the Seniors Engagement Toolkit developed by the City of New Westminster to shape municipal planning and development processes that are inclusive of seniors’ viewpoints and responsive to seniors’ needs. (2011, funded by the UBCM).

In addition to best practices related to engaging seniors and differently abled people, the material focus of the dialogues will be informed by the guiding principles of the City of Vancouver’s Social Amenity Plan:

- Cost effective delivery of amenities
- Needs and risk based planning
- Cross-sectoral planning
- Prioritized decision making
- Leveraging
- Flexible, multipurpose use
- Sustainability

A summary report of these dialogues will be produced and circulated to partner organizations and participants.

\*Contextual information about the Social Amenity Plan is included in section 10, below. The scope of social amenities considered for the present proposal will comprise City-owned and City-influenced social facilities and services, as outlined in section 10.

**4. PROGRAM GOALS & OBJECTIVES.** How will the project meet the goals of the 2012 SHSI program? How will the project make your community more age-friendly?

Assessing current needs and gaps in the provision of age-friendly social amenities as experienced by older adults in the community will inform a more strategic response to an expanding seniors' population by the City of Vancouver and other funders and service providers. The number of seniors in Vancouver is projected to grow significantly in the coming years, from 13.1% in 2006 to over one-fifth of the City's population in 2036 (BC Stats, Population Estimates and Forecasts, 2008.) The City of Vancouver and community partners provide funds to develop facilities and to support services such as community centres, neighbourhood houses, and seniors' groups. Input into the Social Amenity Plan by seniors, caregivers, community partners, and support agencies can better align City and partner resources to meet the needs of the growing population of seniors, and to support active aging.

Ensuring an inclusive consultation process and facilitating direct involvement of diverse seniors in this process will respond to the "Respect and Social Inclusion" and "Social Participation" criteria of the WHO's 'Checklist of Essential Features of Age-friendly Cities'. To shape the discussions and to ensure their inclusivity and accessibility, planners will draw on the advice of city-wide and neighbourhood-based seniors' groups, such as the City of Vancouver Seniors Advisory Committee, the Vancouver Cross Cultural Seniors Network, and neighbourhood-based seniors' groups and networks.

**5. INTENDED OUTCOMES & DELIVERABLES.** What do you hope the project will achieve? What will be the specific deliverables?

A brief summary report will be produced, outlining emergent themes and key findings raised in the community discussions.

Consultation findings will directly inform the development of Vancouver's Social Amenity Plan, influencing prioritization of resource allocation in providing age-friendly social amenities. Findings may also inform the adoption of age-friendly guidelines for adaptable and accessible multi-purpose social facility design and governance. As the City has done in the development of service "hubs" for children and youth, it can play a role in working with communities of seniors to develop service models, governance structures, standards and guidelines to prioritize provision of, and strengthen access to social services and facilities by older people. This will help the City and other funding and service agencies to strategically provide social amenities that are accessible to all seniors in Vancouver, and that enhance social engagement and inclusion of seniors with diverse needs, backgrounds and abilities. Age-friendlier social amenities would help to enhance the ability of older people to be active, socially engaged, healthier, and independent, and to contribute to their community.

This series of dialogues around seniors' amenities and services will help to shape a richer, more informed dialogue between local government and communities about the lived experience of accessing and using social services and facilities in Vancouver.

Information gathered through this process could shape and advise a future age-friendly policy statement for the City of Vancouver.

**6. COMMUNITY PARTNERS.** Please list all proposed and confirmed partners (e.g. health authority, community organization, First Nation, other local government, etc.).

Confirmed Partners:

- United Way of the Lower Mainland
- Vancouver Foundation
- Vancouver Coastal Health
- South Vancouver Neighbourhood House
- City of Vancouver Seniors Civic Advisory Committee

Proposed Partners

- Cross Cultural Seniors Network
- Vancouver Aboriginal Friendship Centre

**7. EVALUATION.** What tools will be used to evaluate the project and how will this information be used?

A brief survey of dialogue participants will assess the degree to which participation has:

- been a positive and empowering experience of engagement
- helped to build relationships and capacity within and between communities and agencies
- enhanced their own knowledge and understanding of age-friendly social amenities

Information from this evaluation will inform how findings are ultimately represented in the Social Amenity Plan, as well as future City engagement with communities of seniors.

**8. DEMONSTRATION OF PROMISING PRACTICES.** How is the project innovative? What lessons will it provide to other local governments?

The provision of age-friendly social amenities that are accessible to seniors is a forward-looking area of focus for the City of Vancouver, and a critical lens for enhancing the social engagement and inclusion of seniors, and to reduce social isolation. Social participation not only enhances quality of life for seniors but indeed has been demonstrated to be associated with positive health outcomes. (J. Veninga, "Social Capital and Healthy Aging", Health Canada Policy Research Bulletin, September 2006: 21–27.)

This project will model a participatory approach to setting priorities for the development of age-friendly social amenities. The engagement process itself will inform future City engagement with communities of seniors. A successful seniors' engagement process will require taking into account the diverse physical and mental abilities, ages, gender, economic status and ethnic and linguistic backgrounds of Vancouver seniors. Interpretation, translation of materials and peer supports will be provided as needed, within the limitations of the contract funding. Meetings will be strategically located to maximize accessibility, engaging seniors where they live or gather.

Implementing criteria for inclusion and accessibility for seniors with a range of abilities will result in universal accessibility. Therefore, applying the lens of age-friendly design to Vancouver's social amenities is seen as critical to the development of adaptable and accessible multi-purpose social amenities to serve all citizens. Findings concerning key characteristics that would make Vancouver's social amenities more age-friendly will be of interest to other local

governments and service providers, who increasingly recognize a focus on adaptable and accessible multi-purpose social facilities to allow the most efficient and equitable provision of services.

**9. SUSTAINABILITY.** Will the project be sustained after the funding? If yes, how?

The proposed series of dialogues will be finite in its timeline, concluding by the end of the 2012 calendar year. However, following the conclusion of this process, several outcomes will continue to support both seniors' engagement and the provision of age-friendly social amenities in Vancouver:

- Strengthened relationships among seniors' networks, service providers and City staff will increase capacity for future advocacy, consultation and engagement.
- The engagement process itself will inform City-wide practice in consulting with seniors and differently abled people.
- Learnings from the planning discussions will enhance understanding of social needs and governance structures for the provision of age-friendly social amenities in the City of Vancouver.
- The process will shape and inform the City of Vancouver's Social Amenity Plan by incorporating seniors' lived experience into creating strategies for determining equitable, effective and sustainable provision of age-friendly amenities. The City's Social Amenity Plan will be a 10-year strategy for developing sustainable social infrastructure and services, and a framework for long-term planning.

In these ways, the proposed project will help the City and partner agencies to meet the social facility and service needs of Vancouver's diverse and growing seniors' community into the future.

**10. ADDITIONAL COMMENTS.** Please use this space to add any additional comments.

**SOCIAL AMENITY PLAN - CONTEXT**

Because a key intent of this proposal is to inform the inclusion of age-friendly principles, processes, and guidelines in the development of a Social Amenity Plan for the City of Vancouver, a brief description of that project is provided here for additional context. A Social Amenity Plan is a framework and strategy for planning and influencing the development of social facilities and services. The mandate of City staff in developing the Plan is to "work in partnership with senior governments and other agencies to ensure appropriate social infrastructure and amenities are in place to provide social services for Vancouver residents." Three overarching objectives have been defined for the City's Social Amenity Plan, as follows:

1. 10-year strategy for developing sustainable social infrastructure and services.
2. Framework for long-term planning aligned with other key plans.
3. Data management strategy for ongoing planning and metrics.

The anticipated outcomes of the Social Amenity Plan are as follows:

- Inventory of social facilities, including those for seniors
- Framework for accountability of City resources and supports

- Strategy for delivering social amenities consistently with community need and City strategic direction
- Toolkit for planning, development and communication
- Guidelines for flexible facility design
- Metrics

#### SCOPE OF FACILITIES AND SERVICES

For the purposes of this project, the scope of social amenities considered will comprise the City-owned and City-influenced social facilities and services already identified as areas of focus for the Social Amenity Plan:

- Community Centres and Parks
- Libraries
- Immigrant and refugee services (and other services identified by Council)
- Social and supportive housing
- Mental health and addiction treatments and supports
- Neighbourhood Houses and Family Places
- Non-profit office and storage space
- Community meeting space
- Public washrooms
- Community Health Centres
- Kitchens & food distribution facilities
- Childcare facilities and schools

This scope includes three distinct areas of provision of facilities and services that are seniors-appropriate:

- Facilities
- Services offered in those facilities
- Access to services and facilities (including transportation and physical accessibility)

#### PROJECTS, PLANNING PROCESSES AND INITIATIVES TO BE CONSIDERED IN DEVELOPING THE DIALOGUES

Existing and ongoing projects, planning processes and initiatives will be reviewed as part of the Social Amenity Plan, and will be considered in the development of the dialogues series:

- The City of Vancouver's Seniors Background Paper: identifies needs, risks, barriers and assets as experienced by seniors
- South Vancouver Neighbourhood House Seniors' Hub, a 3-year pilot project starting January 2011. Brings together 5 organizations to coordinate activities and resources for seniors, operating out of the South Vancouver Neighbourhood House. Co-funded by the Seniors' funders table, the Vancouver Foundation, the City of Vancouver, VCH's SMART fund, and the United Way of the Lower Mainland



- "Sustaining Seniors Programs through the Neighbourhood House Model", a 2009 project addressing seniors' use of public space and the neighbourhood house model of service. Funded by the UBCM's SHSI and carried out through a partnership of the City of Vancouver, VCH, and three neighbourhood houses
- 2011 United Way Seniors Vulnerability Report and Vancouver/Greater Vancouver Community Profile, which provides demographic data related to complexity of seniors' needs and related issues
- The summary report from the "Linking Seniors Services" dialogue event held June 2011 for seniors' service providers in Vancouver to identify priority issues, network, and begin collaborations
- The City of New Westminster's Wheelability Assessment Project, which involved mobility aid users in assessing accessibility of the built environment. Funded in 2009 by the UBCM BEAT Community Grant Planning Program
- Better Environmentally Sustainable Transportation's Seniors Transportation Access and Resources Initiative
- Translink's Access Transit Strategy, which promotes transit accessibility to seniors, people with disabilities, youth and new Canadians
- Current community development and neighbourhood-specific initiatives:
  - The Vancouver Board of Parks and Recreation's Arts, Health and Seniors initiative
  - The Renfrew-Collingwood Seniors' Shuttle. Supported by the Community Action for Seniors Independence project, with funding from the United Way of the Lower Mainland and the Province of BC)
  - The City of Vancouver's Comox-Helmcken Greenway project, in particular the seniors-specific consultation conducted as part of the first design phase
  - Community planning processes that will be underway in four Vancouver neighbourhoods: West End, Marpole, Grandview-Woodlands and the Downtown Eastside

**11. REQUIRED ATTACHMENTS.** Please submit the following with your application:

- Council/Board Resolution
- Detailed budget

**12. AGE-FRIENDLY BC RECOGNITION.** For more information on the recognition program, please refer to Appendix 1 of the Program & Application Guide or contact:

Rosemary Lawrence, Age-friendly British Columbia Coordinator

E-mail: [AgeFriendlyBC@gov.bc.ca](mailto:AgeFriendlyBC@gov.bc.ca) Phone: 250-387-4493

**Please send the completed Application Form and all required attachments as an e-mail attachment to Local Government Program Services at [lgps@ubcm.ca](mailto:lgps@ubcm.ca). If you submit by e-mail, hardcopies and/or additional copies of the application are not required.**

**Please submit your application as either a Word or PDF file(s) and note "2012 SHSI" in the subject line.**