

PENTICTON'S Age-Friendly Action Plan



Summary of the Consultant Report

APRIL 27, 2021



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Acknowledgments

Territorial Recognition

We recognize and give thanks for being able to live, learn, work and play on the unceded and traditional territory of the Syilx people (Okanagan Nation).

With Appreciation

We would like to thank the volunteers and staff, from community-based non-profits, local business, the health sector, and the City of Penticton, who served on the Advisory Group. We appreciate the thoughtful comments and advice provided by everyone throughout the project, and the time, knowledge and energy that was contributed to this initiative.

We would also like to thank the many community members who contributed their ideas to the Shape Your City Penticton website and those who provided photos and stories for the photovoice project. And finally, we would like to thank Kaylah Vrabic, graduate student and valuable research assistant.

The perspectives and opinions shared in the report are ours and may not represent those of the City of Penticton.

Lesley Dyck and Heather Cooke
April 2021

This summary is based on the full report:

Dyck, Lesley and Cooke, Heather (2021). *Penticton's Age-Friendly Assessment and Action Plan. Technical Report and Recommendations*. City of Penticton. British Columbia, January 2021.



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“[I’m] grateful to be able to [go for a] daily walk lakeside, and sit to enjoy the beautiful views year-round ... Thank you parks maintenance crews for your excellent work hosing down tables, benches and walkways first thing in the morning ... Your care and maintenance ... is much appreciated. Health and wellness matters.”
– Penticton Resident, Shape Your City (SYC) Penticton, Age-Friendly website

Introduction

Penticton’s recently adopted Official Community Plan (OCP) describes an inclusive and sustainable vision for the City:

“A connected, vibrant, prosperous and healthy small city in a uniquely beautiful lakefront setting.”

- Penticton’s Official Community Plan, 2019

As part of making this vision a reality, the City of Penticton has collaborated with community partners to create a sustainable action plan for building an age-friendly community.

Penticton and the surrounding region have a high percentage of older adults compared to other communities (see [Appendix A](#) for a community profile). Developing a plan to support healthy aging will benefit both older adults and the community in general.

This action plan provides the **foundation** for a coordinated and collaborative approach to building an age-friendly community for the benefit of all.



“[I’m] grateful to be able to [go for a] daily walk lakeside.”
– SYC Penticton website

This action plan is the first step towards development of a community-based strategic plan.

What is an Age-Friendly Action Plan?

An age-friendly action plan is based on an **assessment of challenges and opportunities** for healthy aging in a healthy community. It considers issues and assets identified by residents that affect the day to day lives of older adults, and it assesses and supports the capacity of community partners to take action. Finally, it recommends strategies and activities based on best practices from other jurisdictions and local opportunities for intersectoral partnership.

This action plan for Penticton is the **first step** toward the development of a community-based strategic plan with specific tasks and timelines for community partners to integrate into their organizational strategic plans and annual work plans in the longer term.

For this action plan to be **sustainable**, it requires an intersectoral and collaborative approach to drive investment from across the community including from public bodies, private business, not-for-profit organizations, and citizens themselves. **Local government cannot do it alone.**

What is an Age-Friendly Community?

In an age-friendly community, policies, services, settings and structures enable older adults to age actively by:

- recognizing the wide range of capacities and resources among older people,
- anticipating and responding flexibly to aging-related needs and preferences,
- respecting decisions and lifestyle choices of older people,
- supporting those who are most vulnerable, and
- promoting inclusion and contribution of older people in all areas of community life.

What is an age-friendly city?

An age-friendly city is not just 'elderly-friendly.' Barrier-free buildings and streets enhance the mobility and independence of people with disabilities, young as well as old. Secure neighborhoods allow children, younger women and older people to venture outside in confidence to participate in physically active leisure and in social activities. Families experience less stress when their older members have the community support and health services they need. The whole community benefits from the participation of older people in volunteer or paid work. Finally, the local economy profits from the patronage of older adult consumers. The operative word in age-friendly social and physical urban settings is enablement.

- World Health Organization, 2007, pg. 6.

What is active aging?

Active aging is the process of optimizing opportunities for health, participation and security in order to enhance quality of life as people age.

- World Health Organization, 2002, pg. 12.

What does it mean to age-in-place?

The ability to live in one's own home and community safely, independently, and comfortably, regardless of age, income, or ability level.

- US Centers for Disease Control (n/d)

An age-friendly community enables mobility and independence for everyone, optimizes opportunities for health and participation, and enhances quality of life by helping people stay in their own home and community.

An age-friendly community has eight key features (see Figure 1). These features provide the framework for the *City of Penticton's Age-Friendly Action Plan*.

Figure 1: The 8 Key Features of an Age-Friendly Community



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/accessible 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.



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

Adapted from: Becoming an Age-Friendly Community. Local Government Guide, BC, 2014.



*Photo Credits: OneSky
Community Resources Society
& South Okanagan Seniors
Wellness Society*

Action Plan Development

The action planning project was implemented over 5 months (September 2020 – January 2021), during the global COVID-19 pandemic. As a result, engagement utilized electronic tools such as video meetings, phone calls, and the Shape Your City Penticton website.

Advisory Group

The Advisory Group was made up of 10 people representing key partners and the diversity of older adults in the community. See [Appendix B](#) for a list of group members.

Community Engagement

The engagement strategy focused on learning what age-friendly means to the community, and where there are opportunities to strengthen and improve.

1. Shape Your City Penticton (website)

Background information was posted on the Shape Your City Penticton website, including a summary of the 8 elements of an age-friendly community, a short video describing the project, and a call for the public to share their ideas about what makes Penticton age-friendly and where there are opportunities to improve. People could also download an activity guide to prompt for age-friendly ideas, including a guide targeted to businesses.

The website had over **1,000 visits**, resulting in **64 ideas** and **28 images or links**. The ideas generated focused on four elements of an age-friendly community: outdoor spaces, supports and services, transportation, and housing. See [Appendix C](#) for a summary of which ideas received the most votes.

2. Photovoice Project

'Photovoice' is a participatory research and evaluation method that puts cameras in the hands of individuals and asks them to share their voice and vision about their life, their community, and their concerns. Advisory Group members helped to recruit five older adults and each participant was given a disposable camera and trained on its use.

Participants in the Photovoice Project emphasized three elements of an age-friendly community: outdoor spaces, transportation, and social participation. See [Appendix D](#) for a summary of what the participants told us.

Environmental Scan

The environmental scan focused on identifying gaps and opportunities in community resources, including plans, programs and services to support an age-friendly community.

1. Penticton's Official Community Plan (OCP)

The scan found that *Penticton's Official Community Plan (2019)* is generally inclusive of issues related to aging, and supportive of an age-friendly community for the benefit of all. While key accessibility topics are addressed throughout the plan, there is a significant gap related to the municipal role in supporting health, education and social services in general, and for older adults in particular.

Opportunities were identified to address this gap, including:

- Providing indicators, studies and assessments to support the monitoring of the OCP and revisions of the OCP as a living document.
- Supporting the City of Penticton committee structure to incorporate a focus on age-friendly development using an age-friendly lens and/or developing an advisory committee on aging.
- Strengthening the strategic approach in support of the 'social development' priorities of the City of Penticton staff.
- Providing grant funding and tax-exemption supports in a strategic manner, organized around a cohesive social purpose strategy.

Penticton's Official Community Plan addresses key accessibility topics.

2. Community Programs and Services

Two directories were identified that specifically focus on services for older adults. One is the Community Guide to Better Living, funded through advertising and oriented to active retirees. The other is the **Seniors' Services Directory**, provided by the South Okanagan Seniors Wellness Society and recently posted in an online format: www.seniorswellnessociety.com/seniors-services-directory.html.

Three areas related to programs and services appear to be under-represented in the various directories and listings oriented to older adults. These include:

- Information and technology.
- Language, culture, integrated family supports.
- Quality and accessibility of services and supports.

See **Appendix E** for a summary of the three gap areas.



Photo Credits: OneSky Community Resources Society & South Okanagan Seniors Wellness Society

3. Community Capacity and a Regional Approach

Community capacity is essential for undertaking the collaborative approach that is necessary for implementing a sustainable and impactful age-friendly action plan. Local government has a central role, but can only do this in partnership with citizens and other sectors in the community. The Advisory Group supported the development of an action plan with clear and do-able short- and long-term approaches, and defined roles for all partners, including municipal government, nonprofits, businesses and other levels of government. To ensure sustainability, it is also important that the capacity of all the potential community partners be considered and supported.

BC has had a focus on supporting the development of age-friendly communities for 15 years, resulting in a diversity of action plans from both rural and urban communities. Reviewing how other jurisdictions have tackled the challenge of turning 'age friendly' into action can accelerate progress and help ensure alignment. It is essential that the action plan apply an age-friendly lens to best practices for healthy built environments and healthy social environments.

Since many of the necessary initiatives for creating a sustainable age-friendly community require a regional approach, there was a recommendation from the Advisory Group for the region to come together in the near future to develop a regional age-friendly plan and better align resources to tackle shared issues and concerns. The Advisory Group also recognized the importance of developing an evaluation plan to assess impact and adapt the action plan over time.

See **Appendix F** for a summary of useful resources for local government and community partners.

Penticton's Age-Friendly Action Plan

Vision and Values

The action plan is based on a shared **vision** that builds on the excellent work that has been done by community partners to date.

“A vibrant community supporting opportunities for life-long health and wellbeing”

Equity and sustainability are the central **values** supporting the development of healthy built and social environments. An equitable and sustainable age-friendly community is:

- Diverse, inclusive and culturally safe.
- Economically, environmentally, ecologically and socially healthy and resilient.
- One where programs and services are available, affordable, acceptable and accessible.
- Supported by an approach to action that is collaborative, based on evidence, and engaged in ongoing evaluation and continuous quality improvement

Framework

An age-friendly community enables mobility and independence for everyone, optimizes opportunities for health and participation, and enhances quality of life by helping people stay in their own home and community. These outcomes are the focus of this action plan, which is built around the eight key elements of an age-friendly community, and clustered in three key domains identified by the World Health Organization (see **Figure 2**)¹:

1. Physical Environment (physical accessibility)

- 1.1. Outdoor environments
- 1.2. Transport and mobility
- 1.3. Housing

2. Social Environment (social inclusion)

- 2.1. Social participation
- 2.2. Social inclusion and non-discrimination
- 2.3. Civic engagement and employment

3. Local Services (person-centred)

- 3.1. Communication and information
- 3.2. Community and health services

The World Health Organization - Regional Office for Europe found that age-friendly environments are most supportive when policies and projects comprehensively cover physical accessibility, social inclusion and person-centred services (WHO, 2017, pg. 1).

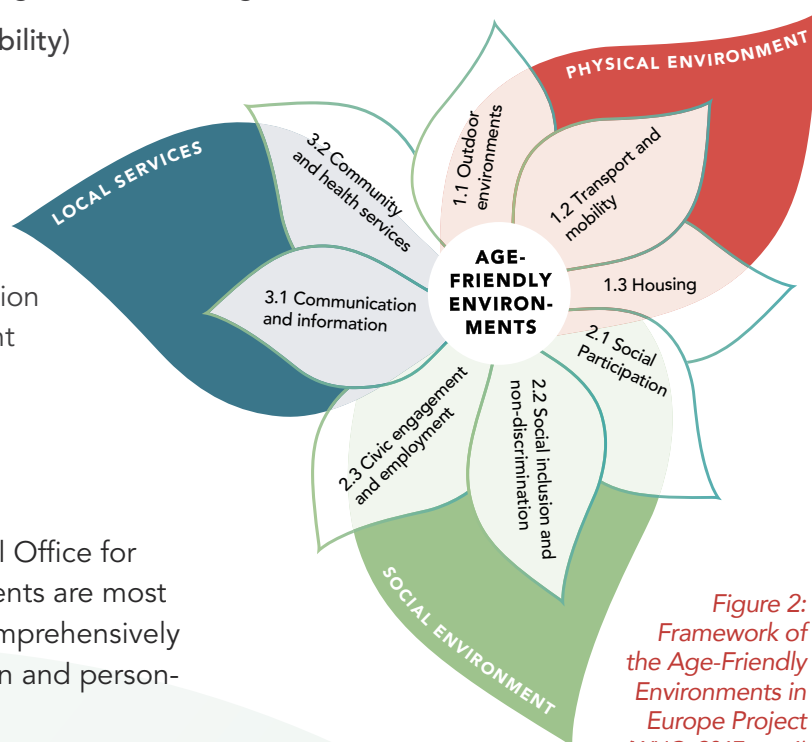


Figure 2:
Framework of
the Age-Friendly
Environments in
Europe Project
(WHO, 2017, pg. 1)

¹ The framework description used here is adapted from Age-Friendly Environments in Europe: [A Handbook of Domains for Policy Action](#), developed by the WHO - Regional Office for Europe (2017).

Each domain is summarized below, followed by a description of assets, potential areas for improvement, and recommended actions for the City of Penticton and community-based partners.

Recommended actions are based on community priorities identified through the public engagement process, as well as evidence-based practice in alignment with healthy built environments/social environments viewed through an age-friendly lens. Finally, the recommendations draw on strategies and activities identified by the Advisory Group

1. Physical Environment

Policy interventions and initiatives related to the physical environment include **outdoor environments, transport and mobility, and housing**. These three focus areas have a critical role in reducing physical and structural barriers for lowering the disability threshold and enabling full participation of older people, regardless of their physical or mental abilities and functional status. Actions need to include increasing awareness of the needs of people living with limitations and ensuring accessibility and safety in all areas of the physical environment, including public places, streets, public transport and housing.

“An impairment becomes a disability only when the built environment does not compensate for impairments.”

– WHO, 2017, pg.16

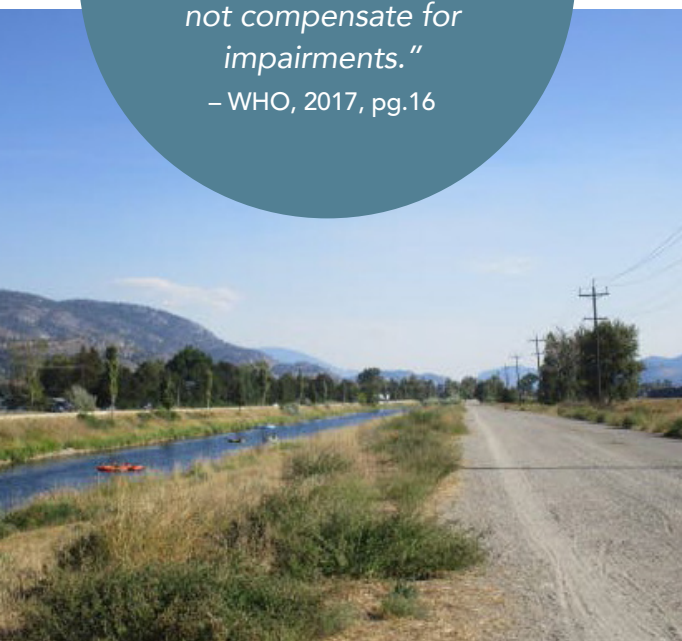


“It’s a stretch for Allison. Increase stairs along Okanagan beach to allow for better accessibility for seniors.”
– SYC Penticton website

1.1 Outdoor Environments

The goal of interventions in the outdoor environment is to plan and design the built environment and public spaces with awareness of the needs of – and in consultation with – older people, recognizing their diversity. To support ageing in place, initiatives to create age-friendly outdoor environments focus on retrofitting existing neighbourhoods in addition to following good practice in the design of new neighbourhoods.

“[I would love to see] more trees and some benches along the channel walkway”
– SYC Penticton website



Assets

- Principles of 'universal design'¹ and 'complete streets'² are included in Penticton's Official Community Plan (OCP)
- Many accessible walking areas, including benches and sidewalks in core downtown areas and beaches
- Beautification improvements in the core downtown areas
- Seniors Drop-In Centre and planned park area improvements

Areas for Improvement

- Streetscapes, including lower curbs and alignment at crossings, and improved sidewalk/trail connections
- Public washrooms that are clean, accessible and open all year
- More greenspaces/linear parks along sidewalks/trails, with benches and shade (e.g., along the canal)
- Plan for retrofitting older neighbourhoods for accessibility (e.g., curb cuts, lighting)
- Incorporation of ramps and automatic doors for older businesses

Recommended Actions

- Annual community audit activity (e.g., participatory mapping) to get public support for identifying and improving problems associated with street crossings, lights, sidewalks, accessible buildings, and density of bus stops
- Development of a 'business accessibility strategy' in partnership with the business community
- Plan for expanding the availability of all-season public toilets



Title: Where is the Bathroom?

"This photo was taken to indicate the lack of public restrooms in the downtown area and how this is a deterrent to older adults and limits their use of this space."

– Photovoice Project

In an age-friendly community, policies, services, settings and structures enable older adults to age actively.

¹ Universal design is "the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability". ([Centre for Excellence in Universal Design](#))

² Complete streets "are streets that are designed to be safe for everyone: people who walk, bicycle, take transit, or drive, and people of all ages and abilities ... they are cost effective, sustainable and safe." ([Complete Streets for Canada](#))

1.2 Transport and Mobility

The goal of interventions focused on transport and mobility is to promote safe, accessible, appropriate and reliable transport services and infrastructure for active living. The aim is to enable people to maintain their mobility, independence and connections as they get older.

Assets

- Good downtown and beach area walkability
- Recent approval of the lake-to-lake bike lane
- Kneeling buses and HandyDART bus services
- Volunteer driver programs

Areas for Improvement

- More multi-use paths to support active transportation³
- Longer hours for bus service; improved regional bus service
- Improved on-demand transportation options (e.g., Uber)



*“Being age-friendly means that handicap curbs are useable ... this is not a handicap curb.”
– SYC Penticton website*



Title: Joy! *“A participant rides his bike in Skaha Lake Park. The picture is meant to demonstrate how important spaces like the park are for seniors and their wellbeing.”
– Photovoice Project*

Recommended Actions

- Review the *Transportation Master Plan* and strengthen the focus on aging and accessibility, including supports for active transportation
- Improve transportation between the Recreation Centre and the Senior’s Drop-In Centre (improved north-south connection)
- Create a map of accessible walking, biking and transit networks (e.g., local age and ability map book)
- Improve hours of bus service and consider making buses free for specific times/users
- Improve bus drop-off areas downtown and at the mall (Cherry Lane Mall)
- Expand on-demand transportation options (e.g. volunteer drivers, Uber, HandyDART)

³ Active transportation “describes all human-powered forms of travel, such as walking, cycling, in-line skating, skateboarding, skiing, canoeing ... and can be combined with other modes, such as public transit”. ([Plan H](#))

“Before I did this project, I thought the public transportation system was doing well. But doing this project and talking to people, I found a lot of holes in it. For example, one on the other end of town in Skaha Lake has built it up for family use. The transportation system is so far away that any senior with mobility issues would not be able to use it. You’d have to cross a busy street, and there’s a lot of hurdles that would be hard to get there. That’s not just in the south end but also the north end. It’s not user friendly. I think if you want this to be a family end of town, you need transportation closer to the walking paths and playgrounds.”
– Photovoice Project

1.3 Housing

The goal of interventions related to housing is to provide adequate, accessible, safe and affordable housing. This includes a more seamless continuum of housing choices and support for ageing-in-place through measures modifying existing housing stock and making newly-built houses better adjusted to older people’s needs.

Assets

- Official Community Plan (OCP) and development support for increased density and diverse neighbourhoods
- OCP focus on sustainability and energy efficiency
- Strong network of seniors’ residential care and nonprofit organizations

Areas for Improvement

- Need for broader housing choices that support independence for all income levels
- Supports for multi-generational communities and designs that support social engagement
- Need for promoting and supporting ‘visitable homes⁵’ strategies for new builds and renovations
- More elder care options (e.g., expand Adult Day Program services, housing options that allow for pets) to provide flexibility and respite for families and care providers so that older adults can remain in their homes for longer



Photo Credits: OneSky Community Resources Society & South Okanagan Seniors Wellness Society

Recommended Actions

- Provide accessible design workshops for developers and renovation contractors with leadership from City planners (e.g., designs that encourage wider hallways and charging stations for mobility aids, developments with fewer stairs and inclusion of local corner stores)
- Develop local program to increase uptake of supports for home adaptations that encourage independent living and support home care for as long as possible (including falls risk assessments)

⁵ Visitable housing refers to a home that provides basic accessibility for entering and using the bathroom on the entrance level. ([Canadian Mortgage and Housing Corporation](#))

Recommended Actions (cont.)

- Include older adults and service organizations in the Housing Needs Assessment planning process (as per the OCP)
- Create incentives for housing diversity (e.g., intergenerational housing program, public/private partnership, partnership with First Nations)
- Provide funding support for home delivery systems, especially for meals/groceries
- Provide communication supports for 'text alerts' and 'friendly call' initiatives for older adults at risk of isolation in their homes (e.g., proactive check-in service)
- Develop an economic development plan focused on training and retention for support workers providing elder care in the community (also see Community and Health Services, below)



Title: Pet Friendly Housing and Mental Health. "This picture is meant to show how pets can provide a form of social interaction that can help with mental health."
– Photovoice Project

Age-friendly programmes are most effective when they address both social and physical environments.

2. Social Environment

The social dimensions of age-friendly environments are tightly interwoven with the elements of the physical environment. Age-friendly programmes are most effective when they address both dimensions jointly.

Strengthening the social environment helps overcome barriers to older people's active and healthy ageing, especially barriers that are less visible. The social environment also contributes to substantially improving health and well-being in the population. Social networks and support, for example, can buffer the effects of declining health on quality of life and well-being by enabling those with less-than-optimal health still to contribute in meaningful ways and helping them do the things that are important for them.

2.1 Social Participation

The goal of interventions in this focus area is to promote older adults' participation in social life and to combat loneliness and isolation. This can be achieved by creating, maintaining and promoting supportive environments that enable social interaction and active lifestyles. This includes opportunities for meaningful social activities that encourage older adults to leave their homes and maintain supportive social networks.

Assets

- Activities and events for older adults at the Recreation Centre and the Seniors' Drop-in Centre, including lower fees for older adults
- Arts and culture organizations with community-based activities
- Community festivals and events
- Day trips organized by community nonprofit organizations and their partners

Areas for Improvement

- More recreation activities targeted to people with disabilities
- Increased promotion of available programs and activities for older adults, including available transportation
- Increased inclusion of older adults in planning community events, and promotion of intergenerational events (e.g., One World festival and youth/elder cooking lessons)
- Infrastructure support (e.g., physical space, transportation) for local nonprofit and community-based initiatives to support provision of services
- More engagement of businesses around promoting age-friendly environments



*“Speaking as someone who’s new to Penticton, who moved here during COVID, I would like to find out about walking groups. This is a great opportunity to start up activities that bring people outdoors in a safe way.”
– SYC Penticton website*

Recommended Actions

- Collaborate with the school district to locate child care and after-school centres with residential and day centres for older adults; Develop a plan to use school buses during school hours for community transport of older adults
- Continue to expand and improve accessibility of community gardens
- Provide resources to expand ‘friendly visitor’ programs
- Provide support for intergenerational reading groups, talks and lectures through organizations such as the library, the museum and the art gallery
- Promote the community as a place for accessible holidays and older adult tourism

“*If you’re a senior or home a lot and have a pet, it helps with mental health. You’re watching the global news, and here are the COVID numbers, and the dog is sleeping on your lap. You think, ‘oh, the world isn’t ending today.’ Pet therapy program, the seniors in the care home who are now locked in, maybe don’t have family, they now have access to a pet which makes them happy.”* – Photovoice Project

2.2 Social Inclusion and Non-Discrimination

The goal of interventions in this area is to create environments that are socially inclusive places, where all people – regardless of age, gender, social position, health or disability – are respected and have opportunities to participate and contribute. To enhance equity, it is crucial to complement population-based interventions with targeted efforts. This means reaching out to people most at risk of poor health and exclusion, understanding their specific needs and promoting their health and quality of life.



Title: Open Door! *“This photo shows a hopeful senior waiting for someone to come inside and offer friendship/companionship.” – Photovoice Project*

Assets

- Intergenerational programs and activities for new Canadians (e.g., South Okanagan Immigrant Community Services) and Indigenous people (e.g., OoKnakane Friendship Centre)
- Provincial level *Seniors Abuse and Information Line* (SAIL): <http://seniorsfirstbc.ca/>
- Community Response Network (part of the *BC Community Response Network*, for stopping adult abuse and neglect: <https://bccrns.ca/>)

Areas for Improvement

- Support for culture-specific activities led by ethnic and minority groups
- Improve monitoring of abuse, neglect and fraud involving older adults at the local level
- Improve targeted supports for vulnerable older adults and their families, especially those aged 85 and older, and those with mental health challenges, including dementia

Recommended Actions

- Public campaign to raise awareness about the roles for public, media and local business in combating ageism and related stigma (e.g., celebrate older adults in the community and share their stories; promote BC Seniors’ Week annually)
- Development of a local charter of rights of older people and promotion of quality standards in long-term care
- Collaborate with local partners to develop a fraud awareness toolkit

“People were afraid to go out at night just because of what they’re seeing. They kept saying drug dealers, but I think they mean a drug user. I don’t think everyone is a drug user, but some people were intimidated, so they restricted their hours, and normally, by 5 pm, they would lock up and go home. I don’t know how you would address it.” – Photovoice Project

Recommended Actions (cont.)

- Implement a small grants programs to promote social inclusion and intergenerational activity at the neighbourhood level
- Explore offering a volunteer grandparent/adopt-a-grandparent program
- Develop and promote intergenerational cooking and/or computer courses/activities in partnership between the City and nonprofit organizations (e.g., One World festival cooking classes)

2.3 Civic Engagement and Employment

The goal of interventions in this focus area is to make better use of the potential of people ageing in our community by creating more and better opportunities for older people to engage in political, economic and public life. This includes increasing employment, social engagement and volunteering opportunities for older people.

Assets

- Local volunteer opportunities through the *Recreation Centre* and local nonprofit organizations

Areas for Improvement

- Increased involvement of the business community in ensuring age-friendly workplaces and services
- Creation of a central mechanism to collect feedback from older people on using services targeted to them, and strategies to improve quality of services from an older adult perspective (e.g., Vernon Nexus BC resource centre: <https://www.nexusbc.ca/>)

Recommended Actions

- Creation of an age-friendly advisory committee to support city council and staff (see also, [Recommended Actions – Capacity Building](#))
- Develop a recognition program to increase the profile of older volunteers and their contribution to the community, and attract new volunteers
- Engage businesses to develop and use guidelines for age-friendly workplaces, including flexible hours



Title: Deserted. “This photo is meant to show the lack of people at street cafes in Penticton because of our ‘car centric’ society.” – Photovoice Project

“Canada is a good country to live in, but it is not a good country to grow old. How does this country work? As a senior, well, you’re not on top of the list. I’m okay because I’m still independent. But otherwise, no, this is not a good place to live if you are a senior, single, alone.” – Photovoice Project

Local services need to be well integrated to not create unnecessarily high demands on older people.

3. Local Services

Local services provided by multiple levels of government are critical in ensuring communication and coordination across sectors. Health, care and community services delivered locally to older people are essential for promoting healthy ageing and enabling a dignified life. Together, local programs and services play an important role in promotion and prevention objectives associated with increasing physical activity, preventing falls, and preventing elder abuse. Services from all different sectors of the community, including government, nonprofit and business, need to be well integrated to not create unnecessarily high demands on older people.

3.1 Communication and Information

The goal of interventions in this area is to assist older adults in accessing timely, reliable, relevant and understandable information about their community, ways of engagement, available services and health topics. This includes through word of mouth, general media or the use of information technology.

Assets

- Comprehensive information on health and social services for older adults via health care providers and social service nonprofit organizations (e.g., Directory of Services)
- The monthly Senior's Page in the local newspaper
- *BC Seniors' Week* and other events

Areas for Improvement

- More intentional and inclusive network of older adults so no one gets left out (e.g., database of mailing addresses/email addresses)
- More information on rights of older people, financial advice and banking services tailored for older adults
- More timely information on community life and activities
- Health literacy supports, specifically targeted to migrant populations
- Web-based supports for older adults and their families/caregivers for accessing services and supports
- Increase in technology-based social programs for older adults, including the development of technology skills



“Technology is key to keeping our seniors connected. Let’s improve access and supports like they do at the Penticton Seniors’ Drop-in Centre and the Penticton Public Library.”
– SYC Penticton website

Recommended Actions

- Develop a policy related to ‘universal design’ for communication and information at the City
- Develop policy around digital connectivity priorities for the City
- Create an information hub, including a central phone line to supplement online information and link people to local programs and services (e.g., targeted COVID-19 information for older adults)
- Provide centralized technical support services for digital communication for the public

3.2 Community and Health Services

The goal of interventions in this focus area is to promote and provide older adults with a broad range of well located, easily accessible health and community services. These include preventive, nutritional guidance and mental health services, affordable meals and help with everyday activities, home care arrangements and person-centred health services and residential care homes.



Photo Credits: OneSky Community Resources Society & South Okanagan Seniors Wellness Society

Assets

- Integrated primary care initiative by *Interior Health and Divisions of Family Practice*
- Care provider network
- Services to support access to assistive devices
- Home care services and food delivery
- Supports for finding a family physician

Recommended Actions

- Develop a local service provider forum to enhance collaboration between organizations, including community-based care providers, health care system, recreation services and other providers
- Develop a registry of services (non-profit and small businesses), with basic screening to ensure minimum quality standards
- Prioritize training and retaining staff in the social service and health care sector in the community economic plan

Areas for Improvement

- Increased provision and access mental health services oriented to older adults
- Improved support for family/informal care givers
- More long-term care staff across the continuum (from independent living to complex care)
- Expand home care services and food delivery to meet growing demand
- Create a family physician registry
- Expansion of adult day program services to provide respite for informal care providers
- Explore co-location of social and health services for older adults (e.g., similar to the Foundry youth mental health model)

“For every 100 employees, there are always 10 that serve beyond the call of duty. Those are the ones that help a senior to make it through the day. But there are also 10 that do not measure up. That bottom 10 make a senior’s day more difficult. The remaining 80 are in between doing their job, nothing less.” – Photovoice Project

Implementation Recommendations

This is a high level and preliminary implementation plan. It focuses on collaborative initiatives with roles for multiple partners/sectors, and builds on existing programs and services as much as possible.

Recommended actions are focused on the immediate (6-12 months) and short term (1-3 years), and on building community capacity across sectors. This will support further strategic planning and community engagement activities, which were limited during the assessment and action planning process due to the COVID-19 pandemic.

Outcomes are described, but it is recommended that indicators be developed as part of the next planning phase, along with the identification of leadership responsibilities, cost/resource assessment and identification of potential funding sources.



Photo Credits: OneSky
Community Resources Society
& South Okanagan Seniors
Wellness Society

Penticton has many necessary elements in place to enable the successful implementation of an age-friendly action plan.

1. Community Capacity Building

As a community, Penticton has already built some capacity to support the ongoing work of developing an age-friendly community. This includes the long-standing 'Seniors Action Coalition' made up of three nonprofits providing services in the community (Seniors' Drop-in Centre, Seniors Wellness Society, OneSky Community Resources), the multi-year, federally-funded 'Aging Well Penticton' project with 14 community and government partners, a wide variety of faith-based and service organizations, and a strong health care sector that includes home care, long-term care, and hospital services. The City has also prioritized 'active aging' in the Parks and Recreation Master Plan, and the Penticton Official Community Plan (OCP) calls for the implementation of 'universal design' and a 'complete streets' approaches.

These partnerships and plans act as enablers that have been identified by researchers to strengthen age-friendly community initiatives. These factors include:

1. Multilevel leadership and common vision
2. Effective governance and management
3. Diverse partnerships
4. Identifying priorities based on older adults' involvement
5. Developing an action plan that corresponds to identified needs

(Adapted from Menec & Brown, 2018)

Many of these are in place in Penticton already. However, several **barriers** for the implementation of evidence-based actions were identified by the Advisory Group, including:

- A lack of knowledge and awareness about aging and age-friendly needs within local government, and in some businesses and community organizations
- Insufficient resources to fund paid positions focused on healthy aging, leading to a lack of coordination and consistency in programs and services at the community level
- A lack of appropriate communication tools aligned with each target audience, resulting in sub-optimal information sharing, and information that is out of date
- A heavy reliance on volunteers, making the system vulnerable to disruption and inefficiency
- Confusion about leadership roles for local government and the health authority, resulting in a lack of responsibility for aligning and coordinating resources

These capacity building recommendations are provided to ensure the Action Plan has the best chance possible to be implemented effectively and developed over time (see **Table 1**).

Table 1: Recommended Actions for Capacity Building

Recommended Actions	Time Frame*
1. STEERING COMMITTEE	
1.1 Create a community steering committee with paid staff to support coordination and community/volunteer engagement	Short-term
1.2 Create an internal City steering committee to support staff training on age-friendly approaches and alignment of workplans	Immediate
2. COLLABORATIVE PARTNERSHIPS	
2.1 Develop a common vision for action at both the city and regional district levels	Short-term
2.2 Integrate age-friendliness as a priority in cross-cutting strategies	Short-term
2.3 Establish shared objectives and outcome measures for the Action Plan	Immediate
2.4 Explore developing an ongoing research partnership with an academic program	Short-term
3. COMMUNITY ENGAGEMENT	
3.1 Develop a cohesive strategy to guide allocation of grant funding and tax-exemptions to meet social purpose objectives.	Short-term
3.2 Fund initiatives that build on existing resources and promote awareness in the community	Immediate
3.3 Develop an ongoing engagement strategy with older adults and their families in the community	Short-term

*Immediate = 6-12 months / Short-term = 1-3 years

2. Age-Friendly Action Plan Domains

Recommended actions from the Action Plan domains are summarized below, with suggested time frames, outcomes, and roles for partners (see **Table 2**). Detailed descriptions can be found under each domain in the *Framework* section (above).

Table 2: Recommended Actions by Domain

Recommended Actions	Time Frame*	Outcomes	Partner Roles**
1. OUTDOOR ENVIRONMENTS			
1.1 Annual community audit	Short-term	• Improved community engagement	City – leadership, funding and coordination Nonprofits – implementation support Businesses – leadership and implementation
1.2 Business accessibility strategy	Short-term	• Improved data quality	
1.3 Public toilet expansion plan	Short-term	• Improved and accessible infrastructure	
2. TRANSPORTATION AND MOBILITY			
2.1 Review Transportation Master Plan	Immediate	• Age-friendly transportation master plan • Increased accessibility for recreation programming • Increased accessibility and affordability of public transportation	City – leadership, coordination, funding, Nonprofits – implementation support
2.2 Improve north-south connection	Short-term		
2.3 Accessible network map	Immediate		
2.4 Bus hours/fee improvement plan	Short-term		
2.5 Bus drop-off improvement plan	Short-term		
2.6 On-demand transportation plan	Short-term		
3. HOUSING			
3.1 Accessible design workshops	Short-term	• Improved knowledge around housing and accessible design • Increased investment in ‘visitable’ housing • Increase in availability, affordability and diversity of housing • Delay in transition from independent living to residential care	City – leadership, coordination, funding, implementation Nonprofits – leadership, implementation support Businesses – Implementation support Health Care – Implementation support
3.2 Home adaptation program	Short-term		
3.3 Age-friendly Housing Needs Assessment	Immediate		
3.4 Housing diversity incentive program	Short-term		
3.5 Funding for home delivery system	Short-term		
3.6 Friendly call program	Short-term		
4. SOCIAL PARTICIPATION			
4.1 School district collaboration – day care/ buses	Short-term	• Increased efficiency/use of existing infrastructure • Increased intergenerational engagement and support for families	City – leadership, coordination, funding, implementation Nonprofits – leadership, implementation support Businesses – leadership, funding, implementation support
4.2 Community garden accessibility program	Immediate		
4.3 Funding to expand friendly visitor program	Immediate		

*Immediate = 6-12 months / Short-term = 1-3 years; Quick wins highlighted in orange

**Partners – City, Nonprofit sector, Business sector, Health Care sector

Table 2: Recommended Actions by Domain (cont.)

Recommended Actions	Time Frame*	Outcomes	Partner Roles**
4. SOCIAL PARTICIPATION			
4.4 Intergenerational programming focus (library, museum, art gallery)	Immediate	• Increased physical activity and social activity	
4.5 Promotion of accessible/senior tourism	Short-term	• Increased niche tourism	
5. SOCIAL INCLUSION AND NON-DISCRIMINATION			
5.1 Public awareness campaign/stigma reduction	Immediate	• Increased community awareness and support for healthy aging/stigma reduction	City – leadership, coordination, funding, implementation Nonprofits – leadership, implementation support Health Care – Implementation support
5.2 Charter of rights/quality standards for care	Short-term		
5.3 Fraud awareness tool kit	Immediate	• Decreased vulnerability for older adults	
5.4 Neighbourhood small grants program	Immediate	• increased intergenerational engagement and support for families	
5.5 Volunteer grandparent program	Short-term		
5.6 Intergenerational cooking and computer courses	Short-term		
6. CIVIC ENGAGEMENT AND EMPLOYMENT			
6.1 Volunteer recognition program	Immediate	• Increased community awareness • increased volunteer satisfaction • Improved financial stability for older adults	City – leadership Nonprofits – leadership, implementation support Businesses – leadership, implementation support
6.2 Guidelines for age-friendly workplaces	Short-term		
7. COMMUNICATION AND INFORMATION			
7.1 Universal Design City communication policy	Short-term	• Improved access to information	City – leadership, coordination, funding
7.2 City digital connectivity plan	Short-term	• Improved coordination and access to services	Nonprofits – leadership, implementation support
7.3 Info hub and central phone line	Short-term		
7.4 Tech support and training for older adults	Immediate	• Improved online use and safety for older adults	Health Care – leadership, Implementation support
8. COMMUNITY AND HEALTH SERVICES			
8.1 Service provider forum and screened registry	Short-term	• Improved coordination and quality of services for older adults	City – leadership, coordination, funding Nonprofits – leadership, implementation support
8.2 Family doctor registry	Short-term		
8.3 Human resource economic development plan for care workers	Short-term	• Improved supports for vulnerable older adults	Health Care – leadership, Implementation support
8.4 Expand home care/food delivery services	Immediate	• Improved supports for families	
8.5 Expand day care/respite services	Short-term	• Increased accessibility to integrated care	
8.6 Plan for co-location of social and health care services	Short-term	• Increased availability and quality of support workers	

The need remains for an inclusive community dialogue with representation from older adults, families, care providers, community-based organizations, businesses, and local government.

Recommended Next Steps

The development of *Penticton's Age-Friendly Assessment and Action Plan* occurred in the context of the COVID-19 pandemic. This made it extremely difficult to engage older adults living in residential care facilities, as well as those in the community. It was also difficult to engage health and social care providers who were stretched to the limit as they worked to support older adults in the community and long-term care, and prevent and manage outbreaks among the most vulnerable in our community.

As a result, the need remains for an inclusive community dialogue with representation from older adults, families, care providers, community-based organizations, businesses, and local government. This is highly recommended as a next step for ensuring a shared vision and collaborative approach to implementing the age-friendly action plan.

It is recommended that as soon as the pandemic restrictions are eased, the City of Penticton, in collaboration with project partners and champions, host an in-person **Community Forum** to:

1. Share the *Age-Friendly Action Plan* and build commitment for implementation.
2. Create a shared vision and establish an Age-Friendly Community Action Committee, with dedicated resources, to support implementation.
3. Prioritize areas for action and secure leadership commitments from community partners to develop work plans, with budgets and deliverables.



Photo Credits: OneSky Community Resources Society & South Okanagan Seniors Wellness Society

References

- BC Ministry of Health (2011). *Creating an Age-friendly Business in BC*. Developed by the Seniors' Healthy Living Secretariat, B.C. Ministry of Health. Revised August 2013.
- BC Ministry of Health (2014). *Becoming an Age-friendly Community: Local Government Guide*. Government of British Columbia, updated 2014.
- Menec, V. & Brown, C. (2018). Facilitators and barriers to becoming age-friendly: a review. *Journal of Aging and Social Policy*.
- Provincial Health Services Authority (2019). *BC Community Health Profile – Penticton*. BC Centre for Disease Control.
- South Okanagan Seniors Wellness Society (2019). *The Changing Face of Penticton*.
- Statistics Canada (2016). *Census Profile, 2016 Census – Penticton*.
- Statistics Canada (2018). *Canadian Community Health Survey, 2018*.
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- World Health Organization (2002). *Active Ageing: A policy framework*.
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- World Health Organization – Regional Office for Europe (2017). *Age-friendly environments in Europe: A handbook of domains for policy action*.



Photo Credits: OneSky Community Resources Society & South Okanagan Seniors Wellness Society

City of Penticton Documents

- Aging Actively Strategic Plan* (2008). Seniors Community Development and Programming Project. GetActive! Penticton, Active Communities Initiative. City of Penticton
- Community Engagement Framework* (2019).
- Penticton's Official Community Plan* (2019).
- Parks and Recreation Master Plan* (2018). Say How You Play! Urban Systems Ltd.

Appendices

Appendix A – Community Profile

Note: Data are adapted from Statistics Canada (2016, 2018), Provincial Health Services Authority (2019), and the South Okanagan Seniors Wellness Society (2019).

The population of Penticton, based on the 2016 Census, is 33,770. Slightly more than half are female (17,910) compared to male (15,860). Forty-six percent of the population is age 55 and older, with roughly one-third in each group: ages 55-64, ages 65-74, and ages 75 and older (see **Figures 1 and 2**).

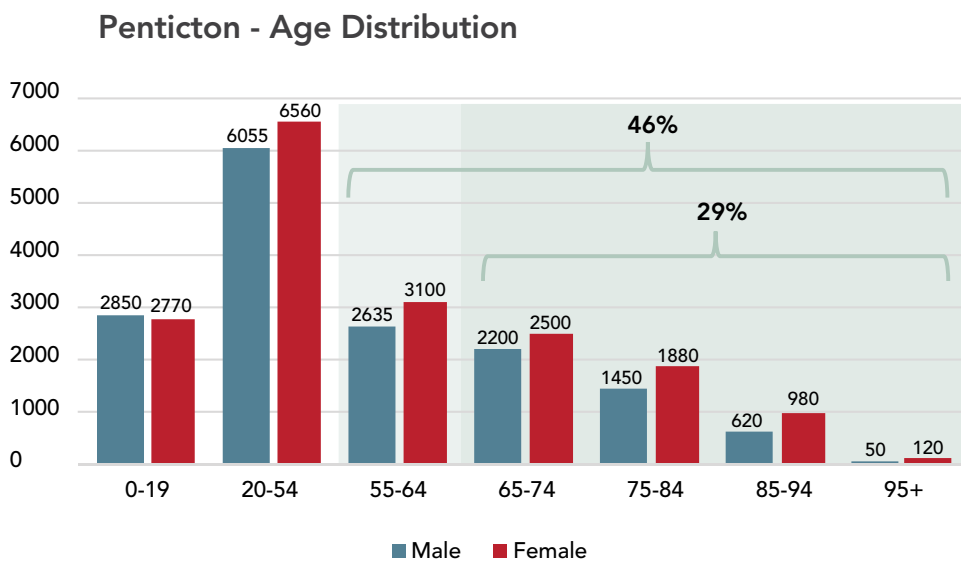


Figure 1: Age Distribution, City of Penticton, 2016 Census

Penticton - Older Adults as % of Age 55+

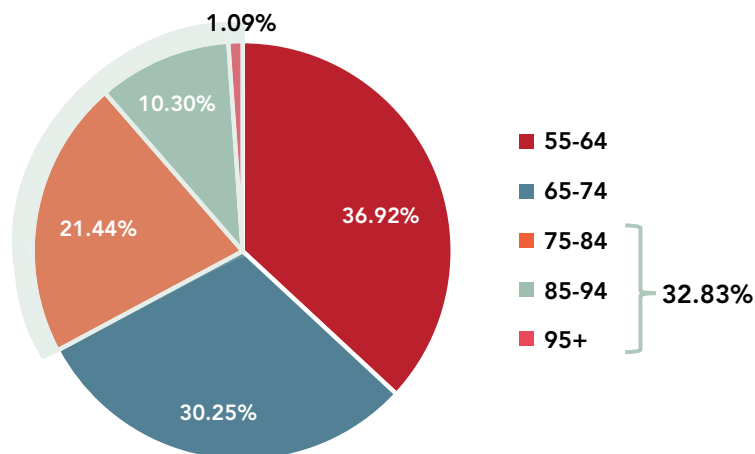


Figure 2: Older Adults Age 55+, City of Penticton, 2016 Census

Appendix A – Community Profile (cont.)

Penticton's population is expected to grow by 21% between now and 2046. Older adults age 65 and older are expected to make up 75% of that growth and count for 37% of the city's population.

It is important to recognize that older adults are not a homogenous group and that as people age difference and diversity increases. Understanding the diversity of older adults in the community is necessary for identifying opportunities to provide needed services and supports.

There are several demographic measures in addition to age that can help us better understand our community, including gender/sexual orientation, ethnic/cultural background, income, housing, and health status.

Gender/sexual orientation

Among those age 55 and older, women make up the majority at 55%. This gap continues to widen as people age, magnifying gender inequities in old age. Women tend to have lower incomes and less resources in retirement, spend more time providing care for others during end of life, and no longer have partners to take care of them when they need end of life care.

While many older adults face a number of struggles with poverty, abuse, and neglect later in life, those who identify as LGBTQ2S+ are disproportionately affected due to lifelong discrimination and stigma. Community connections are especially important, as LGBTQ older adults are more likely to rely on care from a "found family" – neighbours or friends, rather than biological relatives. This has implications on providing safe and culturally competent care.

Ethnic/cultural background

Different population groups often have different opportunities and challenges in maintaining or improving their health. Understanding the unique needs of various cultural groups and people who speak other languages is important for improving overall health in the community. This is especially true for ensuring programs address inequities impacting racialized and Indigenous people in the community.

Census data from 2016 reports that 7% of the Penticton population is a 'visible minority', 6.8% is 'aboriginal' and 1.2% is a 'new immigrant'. Unfortunately, this information is not available specifically for the population aged 55 and older.

Income

Income is an important determinant for health and quality of life across the lifespan. It impacts health by affecting living conditions, access to healthy choices, and stress levels. Those with the lowest levels of income experience the poorest health and with each step up in income health improves. The average household income in Penticton is \$73,599, compared to \$90,354 for BC.

The overall prevalence of low-income in Penticton is 17%, based on the Statistics Canada low-income measure, after tax. The highest rate of low-income continues to be among children from birth to age 5 (almost 22%), and all children under 17 years of age. But this is followed by those age 65 and over, with 17% assessed as being low-income. This rises to almost 20% for women over the age of 65.

Appendix A – Community Profile (cont.)

Housing

Affordable and accessible **housing** is critical to being able to age-in-place. The majority of those age 65 and older in Penticton are **home owners** (80%), with 24% still carrying a mortgage and 19% spending more than 30% of their income on housing (which is considered unaffordable).

Although only 20% of those age 65 and older are **renting or living in care**, half of them spend more than 30% of their income on housing. Canadian Mortgage and Housing Corporation data shows that less than 4% of older adults age 65 and older in Penticton have access to subsidized housing.

Extrapolating from provincial/national data, it is estimated that 7% of those age 65 and older in Penticton live in congregate care settings (3% in assisted living and 4% in residential care). Publicly funded congregate care settings charge 70-80% of after-tax income, which means those people with extremely low incomes have disproportionately fewer resources for additional food and personal items.

Finally, 29% of older adults age 65 and older in Penticton live alone, and most of these are women.

Health Status

The life expectancy for people living in Penticton is one year lower than the BC average (81.6 years compared to 82.6 years). Penticton rates better than the provincial average on the measure of potential years of life lost due to falls, and on the prevalence of diabetes (6.8% compared to 8%), both relevant indicators for the older adult population. However, the prevalence of COPD is higher than the provincial average (7.9% compared to 6.2%).

Data from the Canadian Community Health Survey for the Okanagan Health Service Delivery Area shows overall wellbeing for older adults in the Okanagan area is quite high, with those age 65 and older reporting better life satisfaction (92.8%) compared to those age 50-64 (92.1%) (Statistics Canada, 2018). However, a number of older adults age 65 and older reported overall health as fair or poor (17.1%), reported most days as being quite a bit or extremely stressful (11.8%), and mental health as fair or poor (5%).

While most older adults in the region report feeling a sense of belonging (75.8% of those age 65 and older report a somewhat strong or very strong sense of belonging to the local community), social isolation is an ongoing issue. Social isolation is intensified by a lack of transportation, health problems, no family contact, living alone and low income, and has a significant impact on the health of older adults. These factors are even further impacted by the current COVID-19 pandemic restrictions. Older adults who feel socially isolated are at greater risk for falls, poor nutrition, sedentary lifestyle, coronary disease and stroke, and hospitalization (4-5 times the risk of those not isolated).

Appendix B – Advisory Group Members

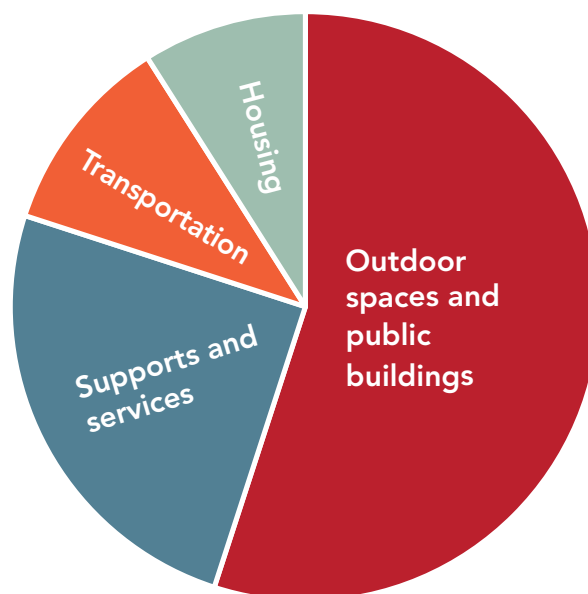
1. City of Penticton
 - a. Adam Goodwin, Social Development
 - b. Kelsey Johnson, Recreation
2. Penticton Seniors Action Coalition, Elmie Saaltink and Martina (Tina) Begg
3. Penticton's Better at Home program, Myrna Tischer (OneSky Community Resources)
4. Aging Well Penticton Project, Patricia Tribe
5. South Okanagan Immigrant and Community Services (SOICS),
Cherry Fernandez, Program Development
6. Business community representative, Andrew Jakubeit, The Grooveyard
7. Interior Health, Jon Clare, Director of Long Term Care
8. Alzheimer Society of BC – South Okanagan & Similkameen, Mary Beth Rutherford, Support and Education Coordinator



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Community Resources Society
& South Okanagan Seniors
Wellness Society*

Appendix C – Shape Your City Penticton Ideas

64 Age-Friendly Ideas Across 4 Categories, from the Shape Your City Penticton Website.



Supports and services (16 ideas = 25%):

Better management for people with addictions, mental health issues and homelessness to increase safety (59% of votes)

Beach wheel chairs for the lake (41% of votes)

Transportation (7 ideas = 11%):

Extend bus service to 10pm (55% of votes)

Improve bus service for youth and elderly (34% of votes)

Improved traffic lights/signals (11% of votes)

Housing (6 ideas = 9%):

Rentals and condos with more options for families (57% of votes)

Fewer housing developments with age restrictions (37% of votes)

Allowance for pets and safe places to walk small dogs (6% of votes)

Outdoor spaces (35 ideas = 55%):

More trees and benches along the channel walkway (21% of votes)

Sidewalk improvements (wider, smaller curbs, more small parks along the way) (18% of votes)

Sidewalk improvements (wider, smaller curbs, more small parks along the way) (18% of votes)

Appreciation for multi-use paths and many safe spaces to walk (16% of votes)

Outdoor washrooms open in winter (13% of votes)

Sidewalk from Vancouver Hill to the cemetery (10% of votes)

Need for improved accessibility for mobility aids (scooters, wheelchairs) (4% of votes)

The website had over **1,000 visits**, resulting in **64 ideas and 28 images/links** (excluding those uploaded from the Photovoice Project). The ideas generated were focused on 4 of the 8 elements of an age-friendly community (outdoor spaces, supports and services, transportation and housing). Visitors to the site were able to vote for their favourite ideas.

The public is encouraged to visit the website to download materials and see the photos and comments that were received: <https://www.shapeyourcitypenticton.ca/agefriendly>.

Appendix D – Photovoice Project

Advisory Group members helped to recruit 5 older adults for the photovoice project. Each participant was given a disposable camera and trained on its use. Participants received a guide to help them plan what to take photos of and how to take them. The guide also included a journal to take notes about what is in the photo, which age-friendly element(s) relate to the photo, what the photo means to them, why they took the photo, and a title for the photo.

Participant had 2 weeks to take 24 photos. The photos were developed and provided back to the participant before they participated in an interview (in person or over the phone). They were asked to talk about which photos were the most important and why. A few photos and comments from each participant were uploaded to the Shape Your Community Penticton website.

Similar to the Shape Your City Penticton data, participants in the Photovoice Project emphasized 3 of the 8 elements of an age-friendly community: outdoor spaces, transportation and social participation.

1. Outdoor spaces and public buildings

Outdoor spaces and access to these areas emerged as the most important theme for many participants. Participants indicated that places like Skaha Park and the KVR trail were important outdoor areas because they allow people with mobility impairments to participate in physical activity and enjoy being outdoors. One participant referred to Skaha Lake Park as “Penticton’s crown jewel.”

Though participants praised outdoor spaces like Skaha Lake Park in terms of accessibility, there were significant barriers to older adults spending time in outdoor public space, including a perceived lack of safety, lack of public washrooms, and unfinished sidewalks. As one participant said, “mobility is freedom and increases mental health”.

Many participants indicated that they did not feel safe at all times in the city. The increase in the transient population in the areas they frequent made them uncomfortable and limited the time older adults went out in a day.

2. Public transportation

Public transportation was identified as an important aspect for the quality of life of older adults. Participants indicated several gaps in the transportation service, including lack of areas served, bus stops far away from spaces that seniors frequently visit, and lack of safety at bus stops. Some indicated that alternative forms of transportation are also necessary to supplement the public system, bicycles for example. The lack of safe bike lanes was identified as a barrier to mobility in Penticton.

3. Social participation

Participants in the Photovoice Project talked about social participation in a much more specific way than those who commented on the Shape Your City Penticton website. Participants indicated that participating in social activities was especially important to their mental and physical health, underscoring the need for places like senior activity centres and programs that encourage social participation among older adults. One participant discussed the fact that loneliness is a pressing issue among seniors in Canada. One participant shared how combatting loneliness goes beyond social connection, describing how important it is that housing allows for pets.

Appendix E – Community Programs and Services

Two directories were identified that specifically focus on services for older adults:

Seniors Services Directory – is provided by the South Okanagan Seniors Wellness Society and updated annually through funding from the United Way. An interactive version has recently been posted online: <https://www.seniorswellnessociety.com/seniors-services-directory.html>

Community Guide to Better Living – South Okanagan Similkameen – targeted to people age 55 and older and available online and in booklet format. It is funded through advertising and oriented to active retirees.

Three areas related to programs and services appear to be under-represented in the various directories and listings oriented to older adults.

1. Information and technology

Information and technology are areas of growing importance given the shift to providing programs and services online. This process was accelerated by the current COVID-19 pandemic crisis. There is a need for online information that is accessibility for people with visual, hearing and developmental disabilities, as well as for information that is up to date and complete.

Some older adults may need support for learning how to use communication and internet-connected devices such as smart phones, tablets and computers. This includes information on how to use such devices and how to protect oneself from online fraud. In many communities these services are supported via the public library and/or via peer networks.

The *Aging Well Penticton* project has recently launched Seniors TechConnect, a new service that promotes digital literacy skills among older adults by providing access to technology, training and support. (See: <https://agingwellpenticton.ca/projects/>).

2. Language, culture, integrated family supports

According to *Penticton's Official Community Plan* (2019), a significant part of local growth is expected to be driven through immigration, including people from low- and middle-income countries where English is not their first language. This will mean families arriving and bringing extended families with them, including older adults. There will be a need for improved integrated family support and health and social care information for older adults that is culturally appropriate.

3. Quality and accessibility of services and supports

There are a diversity of programs and services available to older adults in the City of Penticton. However, there is a lack of oversight to assess the quality and accessibility of services and supports as a whole, and a mechanism for implementing improvements. In some cases, the issue may be assisting older adults and their families with navigating the complexity of the system, while in other cases the issue may be programs and services that are not accessible due to poor quality and/or insufficient size or number of locations. Supports for older adults would benefit from the development of a collaborative strategic plan that includes local government, nonprofits, and private service providers.

Appendix F – Additional Resources

INTERNATIONAL

World Health Organization (WHO):

- World Health Organization – Regional Office for Europe (2017). *Age-friendly environments in Europe: A handbook of domains for policy action.*
- World Health Organization (2007). *Global Age-friendly Cities: A Guide.*
- World Health Organization (2002). *Active Ageing: A policy framework.*

NATIONAL/CANADIAN

Public Health Agency of Canada (PHAC):

- *Age-Friendly Communities* (n/d)
- *Age-Friendly Communities Evaluation Guide* (2015)
- *Age-Friendly Rural and Remote Communities: a guide* (n/d)

Tamarack Institute (2018). *Compendium of Collective Impact Resources: Leadership, Governance and Backbones.* Tamarack Institute, Ontario.

BRITISH COLUMBIA

BC Centre for Disease Control (BCCDC):

- *Healthy Social Environments Framework, Version 1* (December 2020)
- *Healthy Built Environment Linkages Toolkit: making the links between design, planning and health, Version 2.0* (2018)

BC Healthy Communities:

- *Age-Friendly Communities Action Guide* (2020)
- *Age-Friendly Capacity Building Program* (n/d):

BC Ministry of Health:

- *Becoming an Age-Friendly Community: Local Government Guide* (n/d) :
- *Creating an Age-friendly Business in BC* (n/d):

Union of BC Municipalities (UBCM):

- Age-friendly Communities Program – *grants for planning and projects*

Ministry of Community, Sport & Cultural Development & Responsible for TransLink, British Columbia. *Age-friendly and Disability-Friendly Official Community Plans* (2015).

Agnello, Kristin, N. (2017). *Zero to One Hundred: Planning for an Aging Population.* Plassurban, Victoria, BC.

Healthy Aging CORE (*Collaborative Online Resources and Education*)

LOCAL ORGANIZATIONS

- *South Okanagan Seniors' Wellness Society*
- *Penticton Seniors' Drop-In Centre Society*
- OneSky Community Resources – *Senior Services*
- *Aging Well Penticton*

Appendix F – Additional Resources (cont.)

South Okanagan-Similkameen Age-Friendly Action Plans

1. Okanagan Falls - Age Friendly Report: Executive Summary (2014); not available on their website
2. Keremeos – [Keremeos Age-Friendly Action Plan](#) (2015)
3. Osoyoos - [Age Friendly Assessment and Action Plan](#) (2018)
4. Naramata - Age-in-Place Naramata (January 2018); not available on their website
5. Summerland – Age-Friendly Assessment Part 1 (2019): [Executive Summary](#) and [Project Update](#)
6. Oliver – in progress (2021)
7. RDOS: Area F (Greater West Bench) – in progress (2021)



*Photo Credits: OneSky
Community Resources Society
& South Okanagan Seniors
Wellness Society*