

A photograph of a woman walking a black dog on a paved path through a lush green park. The woman is wearing a light blue shirt and khaki pants. The path is surrounded by dense green trees and bushes. The scene is bright and sunny.

# *Age Friendly* **OLIVER**

## **ASSESSMENT & ACTION PLAN**

April 2021

Town of  
**Oliver**  
CANADA'S WINE CAPITAL

## ACKNOWLEDGEMENTS

The creation of Oliver's Age-friendly Assessment and Action Plan depended on the involvement of many community members and groups who volunteered their time to participate in meetings, complete surveys, and provide information or ideas. We thank all of those who contributed.

We would like to especially acknowledge the contribution of the following individuals and community groups for helping guide this project as members of the Age-friendly Working Group:

- Carol Sheridan, Manager, Oliver Parks & Recreation
- Tanya Osborne, Interior Health Authority
- Blaine Watson, Oliver Pickleball Club
- David Kassian, Food Action Advisory Committee\*
- Bob Urbanovitch, South Okanagan Chamber of Commerce
- Shiela Lange, Oliver Alliance Church
- Grant Storzuk, Physiotherapist
- Sheryll Matheson, Fitness Program Instructor
- Councillor Aimee Grice, Town of Oliver

---

\* The Oliver Food Action Advisory Committee was no longer active at the time of writing.

# Contents

|   |           |   |           |
|---|-----------|---|-----------|
| <b>EXECUTIVE SUMMARY .....</b>  | <b>4</b>  | <b>Age-friendly Action Plan</b>                                 | <b>25</b> |
| <b>PART 1: BACKGROUND .....</b>   | <b>6</b>  | 1. Town Policy and Programs                                     | 26        |
| <b>What Does it Mean to be Age-Friendly?</b>  | 7         | 2. Improve Communication and Connections to Community           | 28        |
| <b>Why is being an Age-Friendly Community Important?</b>  | 7         | 3. Public Realm Improvements (physical infrastructure)          | 29        |
| <b>Implementation of Age-Friendly Planning Initiatives</b>  | 8         | 4. Active Opportunities   | 31        |
| <b>Oliver Community Profile</b>   | 9         | 5. Community-led Initiatives and Partnerships                   | 32        |
| <i>Population &amp; Demographics</i>  | 9         | 6. COVID-19 and Ongoing Resilience for Older Adults and Seniors | 34        |
| <i>Housing</i>  | 10        | <b>PART 3: IMPLEMENTATION.....</b>                              | <b>35</b> |
| <i>Income</i>   | 11        | <b>Tracking Progress and Annual Review</b>                      | 36        |
| <b>Process &amp; Engagement</b>   | 12        | <b>Sources of Funding</b>                                       | 36        |
| <i>Process Overview</i>   | 12        | <b>Partnerships</b>   | 37        |
| <i>Engagement Overview</i>  | 13        | <b>APPENDICES.....</b>  | <b>38</b> |
| <b>PART 2: ASSESSMENT &amp; ACTION PLAN .....</b>   | <b>15</b> | <i>Appendix A: Community Profile and Project Launch</i>         |           |
| <b>Age-friendly Assessment</b>  | 16        | <i>Appendix B: Background Documents Reviewed</i>                |           |
| <i>Pleasant, clean, secure, and physically accessible public outdoor spaces and public buildings.</i> | 17        | <i>Appendix C: Community Survey</i>                             |           |
| <i>Accessible and affordable public transportation.</i>   | 18        | <i>Appendix D: Plan on a Page Community Engagement</i>          |           |
| <i>Affordable, appropriately located, well built, well designed, and secure housing.</i>              | 19        | <i>Appendix E: Age-friendly Review Checklist Template</i>       |           |
| <i>Opportunities for social participation in leisure, social, cultural, and spiritual activities.</i> | 20        |   |           |
| <i>Respect and social inclusion of older folks with people of all ages and cultures.</i>              | 21        |   |           |
| <i>Opportunities for civic participation that cater to older persons' interests and abilities.</i>    | 22        |   |           |
| <i>Age-friendly communication and information.</i>  | 23        |   |           |
| <i>Community support and health services tailored to older persons' needs.</i>                        | 24        |   |           |



# Executive Summary

By the end of the next decade, over half of Oliver residents are anticipated to be over the age of 65.<sup>1</sup> These shifting demographics will impact Oliver in various ways; demand for medical services and care occupations may increase, needs around housing and food security may shift, while accessibility for walking and rolling will become increasingly important.

As an aging community, the Town of Oliver completed an Age-Friendly Assessment and Action Plan between July 2020 and April 2021. Focused on older adults and seniors, age-friendly planning evaluates and identifies opportunities for improvement in eight key areas of community life: housing, transportation, outdoor spaces and public buildings, social participation, respect and social inclusion, community support and health services, communication, and civic participation.

Making Oliver more age-friendly benefits the existing older residents of Oliver, but also benefits younger residents and attracts newcomers, of all ages, to the community. It also builds strong social networks between residents (of all ages) and achieves a stronger, more attractive, and welcoming community design.

Conducting an age-friendly assessment helps understand assets, obstacles, and opportunities for older residents. It identifies ways to support groups and initiatives already working to make Oliver more age-friendly, or related initiatives that include support to older adults and seniors and aims to embed age-friendly principles in current and future projects within the Town.

Oliver began this planning process with many age-friendly strengths. This includes events and programs, great parks and recreation facilities, and an already active and involved community of older adults and seniors. Through this process, six action areas were identified. Together, these action areas build on the Town's many assets, ensures that existing assets are accessible, inclusive, and equitable for all, and identifies new opportunities that further enhance Oliver as an age-friendly community.

These actions are further detailed throughout this Plan and provide a framework to be implemented over the coming years by Oliver community members, groups, Town staff, and partners.

<sup>1</sup> The Town of Oliver's median age in 2016 was 58 years. The Province of BC median age in 2016 was 43 years.

## ACTION AREAS

| 1: Town Policy & Programs                                       | 2: Communication & Community Connections               | 3: Public Realm Improvements (physical infrastructure)                                       | 4: Active Opportunities                           | 5: Community-led Initiatives & Partnerships   | 6: Covid-19 & Future Resilience  |
|---|--|--|---|---|--|
| ACTIONS   |  |  |   |   |  |
| 1. Develop an “age friendly review checklist”                   | 1. Create a senior focused information hub             | 1. Promote age friendly businesses and events  | ★ 1. Develop a pickleball court                   | 1. Build cross-cultural and intergenerational connections                           | 1. Hold a seniors’ forum to brainstorm ideas on how to be “more resilient”   |
| 2. Obtain age related information in Housing Need Reports       | 2. Support age friendly engagement                     | ★ 2. Install public washrooms  | ★ 2. Support active transportation infrastructure | 2. Support digital literacy among older adults and seniors                          | 2. Erect temporary use shelters for outdoor activities and exercise classes  |
| 3. Update OCP to include age friendly policy                    | 3. Create Spirit of Oliver Age Friendly Award category | ★ 3. Review public realm plans (sidewalks, parking, benches, etc.) with an age friendly lens | ★ 3. Improve wayfinding in and around Oliver      | ★ 3. Increase arts, culture, and active programming                                 | 3. Review programs and services with the Health Authority to keep isolated seniors in the community better connected |
| 4. Protect existing affordable rental housing stock             | 4. Install new community notice boards                 | ★ 4. Continue improving age friendliness of parks  | ★ 4. Collaboratively pursue an indoor pool        | ★ 4. Promote mental wellbeing and social connections among older adults and seniors |  |
| 5. Incentivize accessible and age friendly housing              | 5. Support a volunteer coordinator                     |  |   | ★ 5. Support and expand aging in place  |  |
| 6. Update Development Permit Guidelines for age-friendly design | 6. Maintain an Age Friendly Working Group or Committee |  |   | ★ 6. Support transportation options for older adults and seniors                    |  |
| 7. Partner to support additional affordable housing solutions   |  |  |   |   |  |

★ = Community priority

# Part 1: Background

## What Does it Mean to be Age-Friendly?

An age-friendly community is one where people of all ages are supported in actively participating in their community and are treated with respect, regardless of their age. It is a place that makes it easier for older people to stay connected and active in their communities.<sup>2</sup>

Based on the World Health Organization's *Global Age-Friendly Cities: A Guide*, the eight key features of age-friendly communities include:



Pleasant, clean, secure, and physically accessible **public outdoor spaces and public buildings**.



Accessible and affordable public **transportation**.



Affordable, appropriately located, well built, well designed, and secure **housing**.



Opportunities for **social participation** in leisure, social, cultural, and spiritual activities.



**Respect and social inclusion** of older folks with people of all ages and cultures.



Opportunities for **civic participation** that cater to older persons' interests and abilities.



Age-friendly **communication and information**.



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

## Why is being an Age-Friendly Community Important?

By 2031, close to 1.5 million British Columbians across the province will be over 65 — almost a quarter of the province's population.<sup>3</sup> Many of these older adults and seniors live in rural areas and small communities, such as Oliver.

Living in a smaller community has many advantages. However, for older adults and seniors, aging actively can be a greater challenge, simply because they live in a smaller community. Aspects of life such as getting around with less frequent transit service, accessing medical and health services only available in larger centres, and staying connected to family and friends who live farther distances away is often more difficult.

Working towards an age-friendly community is a good investment for the Town of Oliver both for its existing older residents, but also for younger residents through their lifespan and for continuing to attract new residents, of all ages, to the community. Some of the benefits of an age-friendly community are as follows:

- Residents are supported throughout their life course, thereby allowing new and old residents to establish themselves and/or "age in place" over their lifespan.
- People of all ages and abilities benefit from safer, accessible buildings and streets, green spaces, and local businesses and community facilities. For example, accessibility improvements to streets and sidewalks will benefit those pushing strollers or on rollerblades just as much as those using wheelchairs or walking aids.
- Older adults and seniors are supported in staying active, healthy, independent, and involved in their community.
- Residents of all ages benefit from the increased participation of older adults and seniors in community life. For example, well-supported seniors are more able to support their family network or volunteer in the community.
- Businesses and the local economy benefit from the increased support and prolonged spending power of older customers and are able to better support older employees.

<sup>2</sup> World Health Organization. (2010). *Global Age-friendly Cities Project*.

<sup>3</sup> The Province of BC. (n.d.) *Age-friendly Communities*. <https://www2.gov.bc.ca/gov/content/family-social-supports/seniors/about-seniorsbc/seniors-related-initiatives/age-friendly-bc/age-friendly-communities>



Photo Paul Eby

## Implementation of Age-Friendly Planning Initiatives

Age-friendly planning considers many aspects of community life. Some of the actions that come out of age-friendly planning are beyond the local government's jurisdiction. For example, housing and affordability fall within the jurisdiction of the provincial and federal governments and are largely affected by the private development sector. While the Town of Oliver has played a leading role in initiating and carrying out this project, successful implementation of the Action Plan will require business and community-level collaboration, and strategic partnerships. Actions may also be incorporated into other community or Town-led initiatives.

The roles of the Town and community are as follows:

- **Town of Oliver:** The general approach to age-friendly planning in B.C. (and according to the World Health Organization) encourages a bottom-up approach. Some actions may be within the realm of the Town, but for others, the Town will offer support to community groups and members in initiating and carrying out projects that are included in or align with the Action Plan. The Town can play an active role and help facilitate community-led initiatives with support through Council and committees, planning, access to grants, tax programs, municipal owned lands and buildings, and supportive policy documents at the local government level.
- **Outside Agencies and Neighbouring Jurisdictions:** A number of actions within the plan may involve the support or partnership with surrounding communities, the Regional District of Okanagan-Similkameen and/or other outside agencies (i.e. Health District).
- **Community Groups and the Business Community:** Community groups and Oliver's business community are key actors in enhancing Oliver's age-friendliness, not just in identifying barriers and strengths, but in taking initiative to realize and fulfill their needs within the community. This means supporting age-friendly actions, finding ways to build on existing age-friendly initiatives, as well as being creative and proactive with new ideas, projects, and funding opportunities. For example, this could include championing an Action already included in the Action Plan or imagining a new project that aligns with the broader action areas.

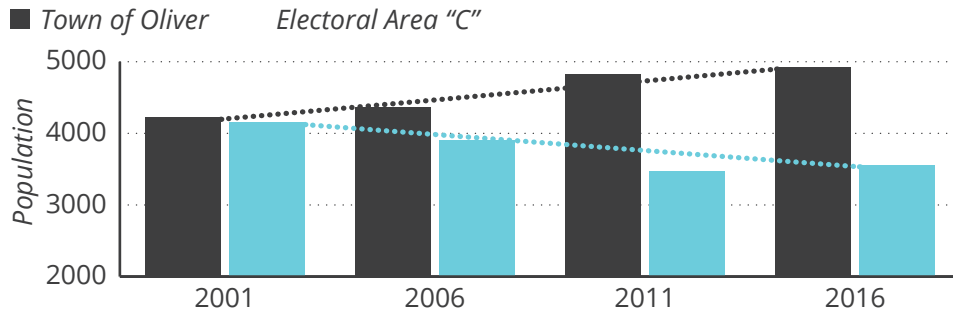
In summary, age-friendly planning is meant to be wholistic. It outlines the foundation and framework for collaboration between the Town, outside agencies, neighbouring communities, the business community and community groups and organizations.

# Oliver Community Profile

## POPULATION & DEMOGRAPHICS

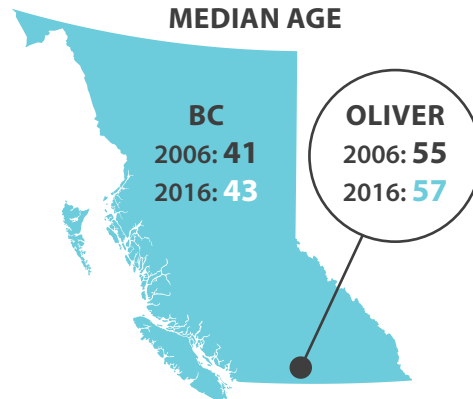
The Town of Oliver has been growing consistently over the last couple of decades, while the population of the surrounding areas has contracted and leveled-out.

### POPULATION CHANGE, 2001-2016

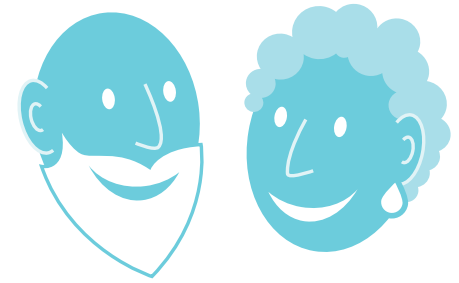
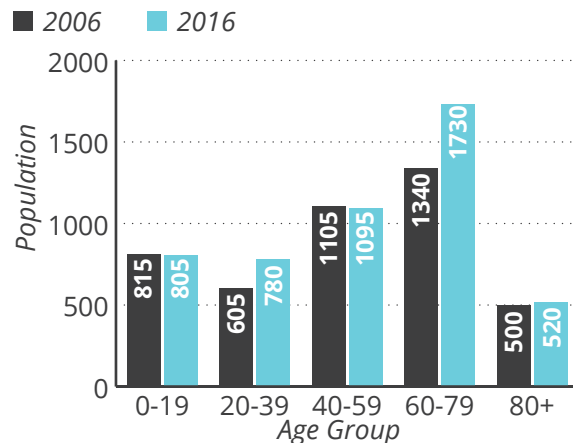


### The Town of Oliver is growing older:

the total number of residents aged 20-39 and 60-79 have increased by around 30% from 2006 levels, while all other age categories have remained largely stable in number. In 2016, Oliver's median age was 14 years older than the provincial median.



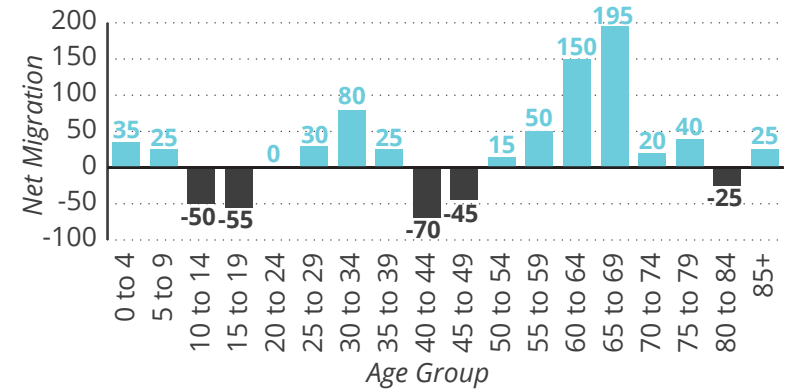
### TOWN OF OLIVER POPULATION BY AGE GROUP



People aged 60 to 69 account for 50% of the net migration to the Town of Oliver from 2006 to 2016.

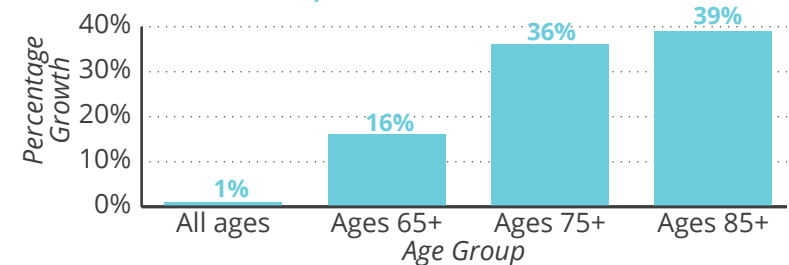
Migration accounted for 80% of the Town of Oliver's growth between 2006 and 2016. During this period there was significant out-migration of youth aged 10-19, and of adults aged 40 to 49.

### TOWN OF OLIVER NET MIGRATION, 2006-2016



Over the next 5-years, the number of residents aged 65+ is projected to increase significantly.

### POPULATION GROWTH PROJECTION, SOUTHERN OKANAGAN, 2018-2023



## HOUSING

**Housing is relatively affordable in Oliver.** The median cost of a home in Oliver in 2016 was around \$170,000 dollars less expensive than the provincial average. The standard measure for housing affordability is spending less than 30% of income on shelter costs. Housing in Oliver is more affordable than the average across the rest of province. In Oliver, 22% of residents spend over 30% of their income on housing. Across the province, 27% of residents spend over 30% of their income on housing.

### TOWN OF OLIVER, 2016

**\$330,399**

Median Value

**22%**

Percentage of households spending more than 30% of income on housing

### BC AVERAGE, 2016

**\$500,874**

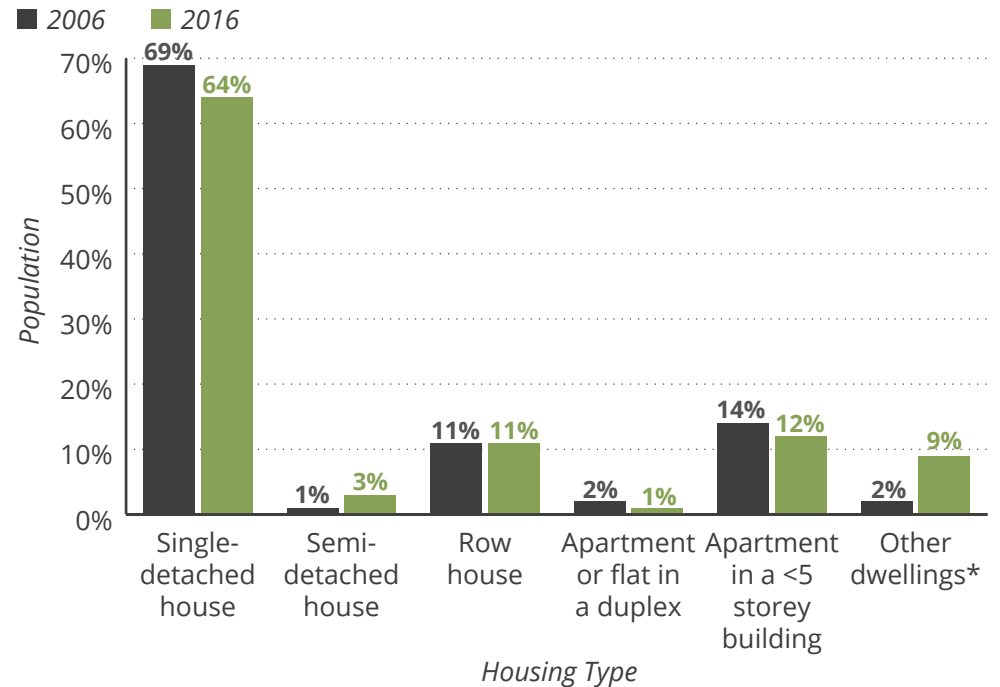
Median Value

**27%**



**Single family homes remain the predominant housing type in Oliver,** although their predominance has lowered slightly since 2006, while both semi-detached homes and 'other dwellings' (including other single detached homes and moveable dwellings such as mobile homes) have become more prevalent.

### HOUSING BY TYPE OF STRUCTURE, 2006-2016



\* Other dwellings include other single attached houses and moveable dwellings such as mobile homes and other moveable dwellings such as houseboats and railroad cars.

## OLIVER OFFERS SEVERAL SENIORS HOUSING OPTIONS, INCLUDING:

### KIWANIS HOUSING

**50 units**

50 units (across three locations) of subsidized independent living units for low income, 55+ seniors

### HERITAGE HOUSE ASSISTED LIVING RESIDENCE

**53 units**

53 units of varying levels of care

### SUNNYBANK RETIREMENT CENTRE

**51 units**

51 long-term care units through subsidized long-term care (operated by Interior Health)

### MCKINNEY PLACE RESIDENTIAL CARE FACILITY

**75 rooms**

75 subsidized private, semi-private, and 4 bed ward rooms (operated by Interior Health) adjacent to the South Okanagan General Hospital

## INCOME

Median after-tax income for individuals in the Town of Oliver was around 13% lower than the provincial average in 2016. Incomes in Oliver rose slightly faster than they did province-wide between 2006 and 2016.

### MEDIAN AFTER TAX INCOME (INDIVIDUALS)

■ Town of Oliver ■ British Columbia

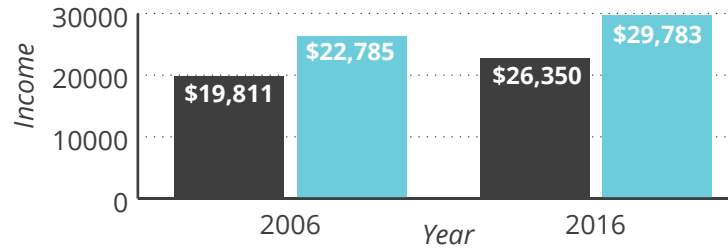


Photo Paul Eby



Photo Asymetriq Productions



## Process & Engagement

### PROCESS OVERVIEW

The age-friendly assessment and action plan was carried out across three phases, as illustrated below.

#### PHASE 1:

##### Start up & Assessment

(July - October 2020)

- Project launch; community profile mail out (see Appendix A)
- Working Group (Meeting #1)
- Background review of existing plans and policies (see Appendix B)
- Age-friendly assessment framework

#### PHASE 2:

##### Community Engagement & Draft Action Plan

(October 2020 - January 2021)

- Outreach and Engagement:
  - 12 Community Conversations (phone calls, interviews, and email correspondence) with community groups and members whose work relates to age friendliness
  - 160 Survey responses, online and on-paper
  - Working Group Meeting #2
- Summary of input
- Draft Assessment and Actions

#### PHASE 3:

##### Final Assessment & Action Plan

(January - April 2021)

- Draft Age-friendly Plan (containing Actions & Assessment)
- Staff Review and Working Group (Meeting #3)
- Outreach and Engagement:
  - 145 of responses, online and on-paper
- Final Town of Oliver Age-friendly Assessment & Action Plan
- Council Presentation and Adoption

##### Moving Forward

(April onwards)

- Apply for recognition as an Age-friendly BC Community
- Action implementation through community members, strategic partnerships, and support from the Town of Oliver
- Seek funding for age-friendly projects or incorporate age-friendly actions within other Oliver projects and community initiatives.
- Monitor and evaluate improvements over time

### PLANNING DURING COVID-19



*This project took place during the COVID-19 Pandemic. With Provincial social distancing and travel restrictions in place, project engagement took place remotely rather than in-person. This created an opportunity to explore new online engagement methods, while simultaneously underscoring the importance of traditional engagement methods such as phone calls, print media, and posted mail, particularly in reaching older and offline demographics.*

*The impacts of COVID-19 also highlighted the importance of social connection in creating an inclusive, healthy, and accessible age-friendly community. It provided significant insight into the importance in becoming a more resilient community.*

## ENGAGEMENT OVERVIEW

The following provides an overview of each engagement component and the resulting input from community members and groups.

### Age-friendly Working Group

The Age-friendly Working Group consisted of a small group of individuals and representatives of local organizations to help steer the development and implementation of this Plan. Working Group members were invited to participate based on their involvement in work relating to one or more of the eight age-friendly categories. The primary role of the Working Group was to serve as age-friendly champions for Oliver. This involved:

- Shaping and supporting the engagement process
- Offering links to their networks and the broader community
- Reviewing project communication and engagement materials
- Providing information and resources for the Assessment
- Reviewing the Draft Action Plan and Final Report

The Working Group met three times throughout the project and will ideally continue to support the Plan's implementation in various capacities. This could include championing specific actions, seeking age-friendly funding opportunities, helping to incorporate age-friendly actions within other initiatives happening in the Town, promoting an age-friendly lens throughout the community and within future projects, policies, and programs, and monitoring improvements to age-friendliness over time.

### Survey

A survey was distributed to gather community members' input on Oliver's age-friendliness in terms of what's working well and what could be improved. The survey asked questions about each of the eight key features of an age-friendly community; a copy can be found in the Appendix C. Survey findings fed directly into the Age-friendly Assessment and Action Plan.

The survey was open from October 16th to November 30th, 2020 and was available both online and on paper. The survey was advertised through Town of Oliver social media and website posts and in the Times Chronicle. It was distributed through the Working Group and local community organizations. Paper copies were available at the Town of Oliver municipal offices and at two local seniors housing complexes.

While the survey targeted older adults and seniors, it was open to all members of the public. **In total, 160 responses were received.**

The majority (51%) of respondents were between 55 and 74 years of age; 11% were 75 years of age and above, and 38% were under 55 years. Additionally, over 75% of respondents were female. While paper copies were distributed, only three were returned. This highlights the difficulty in engaging older adults and seniors, and those who are not online, which was made particularly difficult by COVID-19 and restrictions to in-person survey administration.



### Phone Calls and Interviews

A list was compiled of 33 community organizations, residents, external agencies, or non-profit groups within the community and surrounding region whose work relates to older adults and seniors. Letters were sent to each of these organizations/individuals to inform them of the project and ways to get involved. Specific requests for input were made to about half of these organizations, and direct input was received from approximately 12 organizations/individuals. This input varied in form from structured interviews to informal phone conversations to email responses. Respondents were asked to speak to the area(s) of age-friendliness that most relate to their work; their input on what's working well, what could be improved, and any opportunities for collaboration all directly fed into the Assessment and Action Plan.

### Draft Plan Reviews

The Draft Action Plan was formatted into a two-page "Plan-on-a-Page" (see Appendix D) that was circulated throughout the community by print mail, newspaper, and on the Town website. It provided an overview of the process behind the Action Plan's creation, and high-level summary of the Action Plan, including the six Action Areas and three to seven Actions within each Area. The "Plan-on-a-Page" asked community members to prioritize their top Action Areas and Actions, as well as to add anything they thought was missing. Feedback through **145 responses** was compiled and informed final prioritization of the Action Plan.

### Age-friendly Community-Wide Communications

Age-friendly planning information and engagement opportunities were promoted through the following channels:

- Town of Oliver website - age-friendly page
- Community profile and project introduction mailed to every home
- Town of Oliver social media (Facebook, Instagram, Twitter) and Town email alerts
- Times Chronicle
- Emails, phone calls, and word of mouth through Working Group and stakeholder networks



## Part 2: Assessment & Action Plan

*Part Two includes the two major components of this Report:*

### **Age Friendly Assessment**

*Identifies Assets/Initiatives  
and Challenges for each of  
the eight features of an age  
friendly community.*



### **Age Friendly Action Plan**

*Identifies concrete steps to  
be taken in order to address  
the Challenges or build on  
Assets/Initiatives*



## Age-friendly Assessment

The Assessment is organized by the eight features of an age-friendly community, and contains information based on background research and analysis, as well as what was heard from the community (through interviews, focus groups, and survey results).



Pleasant, clean, secure, and physically accessible **public outdoor spaces and public buildings**.



Accessible and affordable public **transportation**.



Affordable, appropriately located, well built, well designed, and secure **housing**.



Opportunities for **social participation** in leisure, social, cultural, and spiritual activities.



**Respect and social inclusion** of older folks with people of all ages and cultures.



Opportunities for **civic participation** that cater to older persons' interests and abilities.



Age-friendly **communication and information**.



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



Pleasant,  
clean, secure,  
and physically  
accessible public  
outdoor spaces  
and public  
buildings.

*This feature considers the age-friendliness of public spaces. This includes walkability, if sidewalks are free of obstructions and if there are enough crosswalks, benches, rest stops, and elements that reduce crime occurrence and incidence of falls.*

#### ASSETS AND INITIATIVES

- **Public buildings**, such as the library, are accessible. The OCP policies include accessibility improvements for public buildings and facilities.
- There is **good sidewalk and pathway access** to most places in Oliver; the Town covers snow removal on sidewalks, and many trails around Oliver have age-friendly assets including lights, park benches, and some smooth paths for wheelchairs.
- The Town of Oliver has a **master plan for sidewalks that identifies areas for improvement**. There have recently been significant improvements to sidewalks and crosswalks on Main St.
- The Town's **OCP includes policies supporting universal physical accessibility** and Town Centre beautification and revitalization efforts that support accessibility and mobility.
- Oliver Parks and Recreation Society continues to implement the **2017 Parks Improvement Plan** which identifies priority park improvements such as accessibility ramps, more lighting, etc.
- **Oliver Healthy Living Coalition provides a venue to voice and address concerns** about health and the built environment.
- **New public plaza in downtown**
- Oliver Tourism Association is working on an **accessibility audit (and recognition program) of businesses events in Town**.

#### CHALLENGES

- Public spaces require more accessible public washrooms open year-round. ***“Not enough public washrooms” was one of the top barriers identified through our survey to using public buildings or parks and public spaces in Oliver.***
- ***Some trails and paths still require more lighting to feel safe. This was identified as the top barrier to using parks and public spaces through our survey.***
- Additional improvements could help sidewalk accessibility (e.g., more pedestrian-operated walk signals).
- Main Street is lacking in diverse and unique retail opportunities to draw people to the Town Centre.



## Accessible and affordable public transportation.

*This feature considers the availability and range of transportation options in Oliver. It assesses whether public transit routes, schedules and stops are accessible, convenient, and reliable, how active transportation is supported through walkability and cycling options, and what affordable options exist for seniors who do not drive.*

### ASSETS AND INITIATIVES

- **Public busses** go to nearby towns with two wheelchair-accessible busses per day on weekdays from two stops in Oliver.
- **Active transportation** is supported by walkable distances between downtown amenities, pathways, and walkways throughout the Town (e.g., the paved Hike and Bike path), and upcoming improvements to bike lanes and routes (capital investment of \$8 million).
- **Affordable transportation options for seniors who don't drive** include relying on neighbours, and Better-at-Home which offers door-to-door transportation on a sliding scale. Some seniors housing facilities have busses for their residents.
- The Town's **OCP includes policies in support of transportation infrastructure that is accessible to seniors.**

### CHALLENGES

- The two bus stops are not covered and do not have benches. They are also not within walking distance for those who live outside the Town Centre.
- Transportation to health appointments in nearby towns is especially challenging as the public bus does not stop within walking distance of the health facilities, and the schedule is limited.
- Better-at-Home is volunteer run and cannot accommodate all of the demand for transportation.
- Oliver is not serviced by HandyDART, and the one taxi service is unaffordable for some and not wheelchair accessible.



## Affordable, appropriately located, well built, well designed, and secure housing.

*This feature considers availability and affordability of the spectrum of housing options for older adults and seniors at every stage from independent to fully assisted living. It also considers additional support for aging in place, such as programs for adapting homes.*

### ASSETS AND INITIATIVES

- **Current seniors housing options** include Kiwanis Housing, Heritage House Assisted Living Residence, Sunnybank Retirement Centre, and McKinney Place Residential Care Facility) with a total of 229 units offering various levels of care (from independent to fully assisted).
- **Upcoming housing developments will offer some additional accessible units**, including a proposed building with 13 affordable units and an approved building with 46 units that vary in affordability. Both sites are in walkable locations.
- Housing is **relatively affordable**. The median cost of a home in 2016 was \$170,000 less than the provincial median, and 22% of residents (compared to 27% province-wide) spend over 30% of their income on housing.<sup>4</sup>
- To support **adapting homes for accessibility**, the local physiotherapy clinic offers ergonomic assessments (covered by MSP) and has fundraised worked with Desert Sun to supply supports for home adaptation (e.g., handrails) to those who need them.
- The Town's **OCP includes residential goals and objectives** in support of seniors housing (e.g., accessibility, range of tenures and types, located near services).
- **Space in extended care facilities** is available; McKinney Place Residential Care Facility currently has no waitlist.

### CHALLENGES

- Most affordable housing is located outside of town and is not walkable.
- There is no shelter, only safe housing which is over capacity and has criteria that excludes some people in dire need of housing.
- A lot of affordable housing is not located within Town, i.e., is not walkable, which links to transportation challenges for some.
- Accessible, safe, affordable, and well-located housing for those with special needs is lacking. There is currently no shelter for this experience homelessness, and safe housing is currently over capacity.
- Affordable and appropriate housing options can be difficult to find for individuals with very specific health and social needs.
- Full home adaptation programs (e.g., Home Adaptation for Independence) require a recommendation from a health professional and can be expensive; further, many older adults and seniors are not aware that these programs are available.
- Currently the Town has no incentives in place to encourage accessibility in new developments.

<sup>4</sup> The proportion of older adults who spend 30 percent or more of their before-tax income on housing is the standard definition of 'affordable' housing.



## Opportunities for social participation in leisure, social, cultural, and spiritual activities.

*This feature considers active recreation, events, activities, and venues suitable for older adults and seniors in Oliver, as well as the convenience and accessibility of these opportunities. It considers opportunities that are targeted to older adults and seniors as well as community-wide settings that may attract all generations yet accommodate age-specific needs and preferences.*

### ASSETS AND INITIATIVES

- **Social involvement** is supported through many social activities, service clubs, arts and culture programs (e.g. Men's Shed), and diverse, age-friendly events as well as a strong arts community.
- There are ample **age-friendly recreation programs** (e.g., Oliver Parks and Recreation offers a variety of classes and activities for older adults, including those led by older adults) and groups (e.g., Tennis and Pickleball clubs).
- There are good **recreation facilities and infrastructure**, including the many walking and biking trails, an outdoor fitness park that was designed specifically to be age-friendly and accessible, parks, and more.
- **Spaces for gathering** include the Senior Centre, Oliver Community Centre, places of worship, art and recreation centres, the Kiwanis Flea Market, the OIB Community Centre, local cafes, and more.

### CHALLENGES

- COVID-19 has stopped most gatherings and many programs.
- Some feel that programs and businesses are catered towards younger, affluent, active, and involved retirees.
- Knowing what programs and activities are available and when is the main barrier for some older adults and seniors.
- Use of gathering spaces is impeded by COVID-19, a tendency for folks to stick to separate groups and gathering spaces, and a sentiment some folks have that they are too young for the Seniors Centre.



## Respect and social inclusion of older folks with people of all ages and cultures.

*This feature considers whether older adults and seniors feel they are treated with dignity and respect in their community. This includes recognition of older adults and seniors for their contributions to the community, representation of older adults and seniors in the community, and the availability of activities and programs that support inclusion.*

### ASSETS AND INITIATIVES

- **Social inclusion** is supported by many opportunities for seniors to join social activities (see section 4 on Social Participation).
- As a retirement community, older adults and seniors are **well represented** in the community (e.g., on boards, in Service clubs, etc.).
- **Seniors are recognized** in the community with the Spirit of Oliver award legacy category.
- Some **intergenerational activities and programs are organized**, such as at Sunnybank and McKinney seniors' homes and at Osoyoos Indian Band.
- A new **Therapeutic Activation Program for Seniors (TAPS) aims to enhance seniors' quality of life, reduce isolation, and enhance connection** through no cost programs like indoor gardening, music programs, one on one connection, etc.
- **60% of survey respondents felt connected or very connected to other residents in the community.**

### CHALLENGES

- As a retirement community, many seniors do not have family nearby which increases social isolation, especially for older men who live alone.
- COVID-19 has exasperated social isolation and prevented intergenerational gathering.
- Some feel that there are socio-cultural divisions within the community and that separate groups tend to stick together.



## Opportunities for civic participation that cater to older persons' interests and abilities.

*Opportunities for civic participation considers whether decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people, as well as the availability of flexible and suitable volunteer opportunities for older adults and seniors.*

### ASSETS AND INITIATIVES

- **Civic participation** is supported through the new Town of Oliver online engagement platform.
- Many **community service and volunteer opportunities** are available with service clubs, committees, and non-profit organizations.
- Volunteer positions are promoted with the South Okanagan Volunteer Centre.
- **According to our survey, about a quarter of older adults and seniors volunteer regularly (weekly or monthly).**

### CHALLENGES

- Barriers to civic participation include transportation, health and mobility concerns, and lack of awareness of opportunities.
- COVID-19 has further limited participation.



## Age-friendly communication and information.

*This feature looks at communication systems in Oliver, analysing whether information effectively reaches community members of all ages and if local news and events are communicated through a variety of channels (e.g. online, social media, on paper, posters, through senior's networks, etc.).*

### ASSETS AND INITIATIVES

- The Oliver Tourism Association is currently seeking funding to improve **wayfinding and signage** to major assets and local amenities in Oliver (e.g., beaches, trailheads, etc.).
- **Communication of local news and events** is supported by a strong social network, traditional news outlets, the Town of Oliver's strong social media presence, access to computers at the library, posters/notices allowed at some businesses, and noticeboards in some gated communities.
- **Digital literacy** among older adults and seniors will be supported through a **new tablet lending and teaching program** through Desert Sun.
- **63% of survey respondents felt that community information, events, and activities are posted in noticeable places most of the time or always.**

### CHALLENGES

- Wayfinding and signage are currently limited.
- The Town is lacking public noticeboards or central locations to find information.
- Many seniors don't know where to find information (e.g., on local groups and events, volunteer opportunities, health and wellness programs and information, housing supports) and rely heavily on local advocates.
- Communication has been made particularly difficult during COVID-19, especially for seniors with limited digital literacy as more communication happens online.



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

*This feature considers whether there are adequate services to meet daily needs, and whether health and social services exist and are conveniently located for older adults and seniors. This section covers the availability and accessibility of primary care physicians and supportive health services, as well as advocacy and awareness of supports, services, and programs. Additionally, this section looks at economic barriers to health, food security, and whether there is assistance available for activities of daily living.*

### ASSETS AND INITIATIVES

- **Medical services** and living supports are provided by Interior Health and local organizations (e.g., Better at Home, Desert Sun Counselling and Resource Centre, etc.) that offer various program and supports ranging from phone check in services, low-cost fall prevention and joints health classes, to low-cost yard work and housekeeping etc.
- **Access to health services** is supported by transportation services (e.g., Better at Home) and free delivery by local pharmacies.
- Council is working to establish a **primary care centre**.
- **Advocacy for medical services** is facilitated through strong relationships and communication between health care professionals (e.g., public and private sectors, and advocates at the Access Centre and Integrated Care Coordinator at the hospital).
- **Age-friendly food security** is supported through organizations such as the Food Bank, free weekly meal delivery from Better at Home, and initiatives included in the *Food Secure Oliver* strategy (e.g., the Harvest Hut).
- Sunnybank offered an **affordable and accessible day program** for older adults prior to COVID-19.

### CHALLENGES

- Primary health care is inadequate for the population size; many rely on the Emergency Room if they cannot find a family doctor. **The #1 idea heard through our survey for how to improve health services was more doctors and health care professionals.**
- Some older adults and seniors don't know what supports and programs are available or how to access them.
- Many people travel to nearby towns and cities for their medical needs, which is challenging for those who cannot drive.
- Food insecurity is exasperated by limited transportation and social isolation.
- Sunnybank Adult day program is suspended due to COVID-19.
- There is a need for mental health supports.

# Age-friendly Action Plan

Based on Assets, Challenges, and Opportunities identified in the Assessment, the Action Plan lays out 30 Actions to be taken. These are grouped into six Action Areas, shown here in order of the community's priorities.

1. **Active Opportunities**
2. **Public Realm Improvements**
3. **Community-Led Initiatives & Partnerships**
4. **Town Policy & Programs**
5. **Communication & Community Connections**
6. **Covid-19 & Future Resilience**

Within each of the six areas, Actions are listed by level of complexity as follows:

- **Quick Start:** quick to initiate, relatively in-expensive, and visible/ momentum-building
- **Medium:** requires some funding and effort, minimal stakeholder involvement
- **Complex:** requires significant funding and effort, multiple stakeholders involved

Levels of complexity were assessed based on the known capacity, resources, partnerships, and effort that would likely be required to implement (or continue implementing) each action. Significant work already underway towards each action is also noted where it was identified during the planning process. Many of the actions may be best included within other initiatives or existing programs that are already happening. Their inclusion in this Action Plan can help support any future funding applications for additional grants and help with tracking age-friendly successes.

As part of reviewing the Draft Plan, community members were asked to indicate their top three priority actions out of the 30. Eleven of these actions emerged as top priorities (meaning they were prioritized an above-average number of times). These are highlighted in the tables below.



**ACTION AREA 1:**

# Town Policy and Programs

*Update Town policy and programs with an age friendly lens.*

| #   | Action  | Description   | Age-Friendly Features   | Level of Complexity  |
|-----|---|---|---|--|
| 1.1 | <b>Develop an “age friendly review checklist”</b>             | To be completed internally as an age friendly assessment for all new Town projects and initiatives, and indicated when completed in Council Reports. In the future, this could be expanded to include and consider other equity-seeking groups and youth. See Appendix E for an age-friendly review checklist template.   | All   | Quick Start  |
| 1.2 | <b>Obtain age related information in Housing Need Reports</b> | When Provincial required Housing Need Reports are conducted (every 5 years), require (through RFP process) additional detail to assess and track housing needs for older adults and seniors within the community (e.g., adaptation, affordable/special needs housing, etc.)   | Housing   | Quick Start – with the next updated assessment                         |
| 1.3 | <b>Update OCP to include age friendly policy</b>              | With the next Official Community Plan (OCP) review and update, include the following new policy updates to better promote an age friendly community: <ul style="list-style-type: none"> <li>Residential policy targeted to older adults and seniors housing (similar to existing OCP policy 8.4.5, 8.5.7 for community care in medium density housing) – for example: “Encourages and supports affordable housing strategies targeted to (or with units designed to meet the needs of) older adults and seniors, located within close proximity to services, using multiple modes of transport (walk, transit, bike, car).”</li> <li>Residential policy to allow for a range of housing types within Medium and High Density uses to support potential new types of affordable housing models identified within the housing continuum.</li> <li>Administrative objective to “Work cooperatively with partners, including the Interior Health Authority (IHA), to further support the needs of older adults and seniors in the community.”</li> <li>Health and well-being policy specific to “Support engagement of residents, targeting those “harder to reach” populations, including equity seeking groups, youth, and seniors in Town decisions.”</li> <li>Support for scooters, cycling and E-bikes, such as new bike routes and charging stations (see Action 4.2). This could be added to OCP Section 20.2 policies on health, wellbeing, and community development.</li> </ul> | Housing, Community Support and Health Services, Transportation, Civic Participation | Medium – when the next OCP review is undertaken                        |
| 1.4 | <b>Protect existing affordable rental housing stock</b>       | Identify (and map) existing affordable rental housing stock (private and public properties) within the Town to understand where it exists (should redevelopment be proposed, so that the Town can encourage new development to offer affordable units) and to help support any future non-market, community-based acquisitions for affordable housing purposes.   | Housing, Health and Wellness  | Medium – could be done in conjunction with the next housing assessment |

| #   | Action   | Description   | Age-Friendly Features        | Level of Complexity   |
|-----|--|---|------------------------------|---|
| 1.5 | <b><i>Incentivize accessible and age friendly housing</i></b>              | Incentives for developers to include age friendly and accessible units in new multi-family developments could include reduced application processing times, flexible guidelines to meet objectives, and reduction of development cost charge or one-time rebates.   | Housing                      | Complex   |
| 1.6 | <b><i>Update Development Permit Guidelines for age-friendly design</i></b> | Review and incorporate age friendly design for accessibility and amenities within Development Permit design guidelines for the Town Centre and Multi-family residential housing.  | Housing                      | Medium – when the next OCP / DP Guidelines review is undertaken |
| 1.7 | <b><i>Partner to support additional affordable housing solutions</i></b>   | <ul style="list-style-type: none"> <li>• Continue to seek funding opportunities such as those through BC Housing (e.g., 6219-6231 Main Street project) that consider accessible housing for older adults and seniors.</li> <li>• Complete identification of suitable land and locations for affordable housing or temporary and emergency housing needs.</li> <li>• Increase support services and programs for landlords and property managers to maintain affordable rents (e.g., information and resources on energy-efficiency/cost saving, rebates for renovation/improvements, etc.)</li> </ul> <p><b><i>Work Underway/Completed as of April 2021:</i></b> Council have directed staff to identify suitable land for affordable housing.</p> | Housing, Health and Wellness | Complex   |

**ACTION AREA 2:**

# Improve Communication and Connections to Community

*Inform, engage, and build better relationships with older adults and seniors throughout the community.*

| #   | Action   | Description  | Age-Friendly Features                                       | Level of Complexity |
|-----|--|--|---|---------------------|
| 2.1 | <b>Create a senior focused information hub</b>             | Maintain a one stop resource page specific for older adults and seniors. This could build on the existing Parks & Recreation webpage “Community Groups,” be hosted on the Town of Oliver website, or supported by the Oliver Seniors Centre, be circulated on paper quarterly for those not online, and link to existing provincial resources. Participating organizations would be responsible for submitting and maintaining up-to-date information (such as volunteer opportunities, meeting times, etc.).<br><b>Work Underway/Completed as of April 2021:</b> Parks & Recreation existing webpage “Community Groups,” and existing provincial resources and supports such as United Way’s 211, Elder Connect, and Safe Seniors, Strong Communities Programs. | Communication and Information, Respect and Social Inclusion | Quick Start         |
| 2.2 | <b>Support age friendly engagement</b>                     | Review Town engagement and communications from an age friendly perspective. This may include:<br><ul style="list-style-type: none"> <li>• Outlining age friendly communication and engagement channels (traditional methods like phone calls, paper mail, TV and radio) along with new media channels and age friendly and accessible design (e.g., larger font).</li> <li>• Review the Town website and print materials from an age friendly perspective.</li> </ul>  | Civic Participation, Social Inclusion                       | Quick Start         |
| 2.3 | <b>Create Spirit of Oliver Age Friendly Award category</b> | Review and ensure existing recognition programs, such as the Spirit of Oliver Award, specifically support and acknowledge older adults and seniors in the community.   | Respect and Social Inclusion                                | Quick Start         |
| 2.4 | <b>Install new community notice boards</b>                 | Create a noticeboard (or multiple in several locations) in walkable, frequently visited, central locations for notifications and posters to be posted. This could build on enhancements to Station Street, Downtown Plaza, and new parks and could include distribution to all existing noticeboards in gated communities.   | Communication and Information, Civic Participation          | Medium              |
| 2.5 | <b>Support a volunteer coordinator</b>                     | Support a volunteer coordinator position to help connect residents (with an emphasis on targeting older adults and seniors) to opportunities within the community.<br><b>Work Underway/Completed as of April 2021:</b> The South Okanagan Volunteer Similkameen Volunteer Centre previously attempted to run a Volunteer Coordinator position in Oliver which was supported in-kind (office space/workstation etc.) by Oliver Parks and Recreation.  | Civic Participation, Social Inclusion                       | Medium              |
| 2.6 | <b>Maintain an Age Friendly Working Group or Committee</b> | Maintain the Age Friendly Working Group or include age friendly monitoring as part of a related group’s agenda (for example, the Oliver Healthy Living Coalition) to continue playing an advisory and leadership role. The focus would be to track progress of the Age Friendly Action Plan, support age friendly communication, and champion age friendly events and initiatives. Membership should be reviewed annually or biannually to ensure representation of all local cultural groups, various life stages, and community interests (e.g., arts and culture, health and wellness, recreation, etc.)  | Civic Participation   | Medium, Underway    |

**ACTION AREA 3:**

# Public Realm Improvements (physical infrastructure)

*Design and develop an age friendly public realm.*

| #   | Action   | Description  | Age-Friendly Features                             | Level of Complexity |
|-----|--|--|---|---------------------|
| 3.1 | <b>Promote age friendly businesses and events</b>  | <p>Support the Oliver Tourism Association’s (OTA) Accessibility Audit to recognize businesses/events as accessible and age friendly. This could include:</p> <ul style="list-style-type: none"> <li>• Sharing and promoting the Audit’s results on the Town website and social media for both residents and visitors to identify accessible places and spaces.</li> <li>• Developing and distributing guidelines and recommendations to encourage other businesses/ events to take similar steps towards age friendliness (e.g., accessible seating areas inside and out, keeping sidewalks free of obstructions, automatic door openers, etc.). This could be supported by the Age-friendly BC’s guide, “Creating an Age-friendly Business in BC” (available on the <a href="#">Province of BC’s Age-friendly Businesses webpage</a>).</li> </ul> <p><b>Work Underway/Completed as of April 2021:</b> <i>The OTA is currently engaging dozens of businesses in Oliver to identify whether and how they’re accessible.</i></p>   | Outdoor Spaces and Buildings, Health and Wellness | Medium, Underway    |
| 3.2 | <b>★ Install public washrooms</b>  | <p>Identify and install washrooms in key public locations. This may also include planning for additional washrooms with new or re-development within the downtown core (specifically).</p> <p>Work Underway/Completed as of April 2021: Funding for Public Washroom upgrades is being sought through a federal infrastructure grant with the support of the Town of Oliver and Oliver Parks and Recreation.</p>  | Outdoor Spaces and Buildings                      | Complex, Underway   |
| 3.3 | <b>★ Review public realm plans (sidewalks, parking, benches, etc.) with an age friendly lens</b> | <p>Where work is completed as part of the Sidewalk Infill Strategy (2017) and Downtown Oliver Action Plan (2017), apply an age friendly lens to ensure older adults and seniors have been considered:</p> <ul style="list-style-type: none"> <li>• Consider priority areas for sidewalk development and improvement (e.g., pedestrian-controlled walk lights at street crossings; sidewalks wide enough for a scooter, with smooth surfaces for walking or scooting, well-marked curb cuts, free of obstructions, etc.).</li> <li>• Complete identified lighting and walking safety improvements for Community Park and Lion’s Park (as part of the 2017 Park Improvement Plan) Identify additional areas of need for more lighting along walking trails to increase safety.</li> <li>• Encourage façade improvements, signage, murals, along Main St. and in retail areas, etc. to be age friendly and accessible (e.g., large font).</li> <li>• Design for age friendly parking; review and update the Zoning Bylaw (Table 8.2.4) to ensure enough accessible parking spaces (wide enough for wheelchairs) as well as spaces to lock bikes, E-bikes (including tricycles), and scooters.</li> <li>• Construct simple shelter and benches at bus stops and in new public spaces in Oliver.</li> <li>• Consider developing an overall Parks Master Plan for Oliver (working with the society) that includes older adult and senior needs.</li> </ul> <p><b>Work Underway/Completed as of April 2021:</b> <i>Main Street was recently updated with pedestrian controlled walk lights, sidewalks wide enough for scooters, traffic calming curb bulges, and curb cuts.</i></p> | Outdoor Spaces and Buildings                      | Complex, Underway   |

| #   | Action  | Description   | Age-Friendly Features        | Level of Complexity |
|-----|---|---|------------------------------|---------------------|
| 3.4 | ★ <i>Continue improving age friendliness of parks</i> | <p>Continue implementing Oliver Parks &amp; Recreation's 2017 Parks Improvement Plan and prioritize recommended accessibility upgrades to parks and public spaces, including ramps to public washrooms, more and varied seating areas including picnic tables, and more water fountains and garbage bins along trails and in parks.</p> <p>Work Underway/Completed as of April 2021: Implementation of Oliver Parks &amp; Recreation's 2017 Parks Improvement Plan is ongoing. Included in the Town of Oliver Council's 2018 – 2022 Strategic Priorities under Walkable Communities is direction for Town staff to work with Parks and Recreation to incorporate the Town's parks into the Oliver Parks and Recreation Master Plan.</p> | Outdoor Spaces and Buildings | Complex, Ongoing    |

★ = Community priority

**ACTION AREA 4:**

# Active Opportunities

Support active opportunities for older adults and seniors in parks, recreation, and programming.

| #   | Action  | Description  | Age-Friendly Features                        | Level of Complexity        |
|-----|---|--|--|----------------------------|
| 4.1 | ★ <i>Develop a pickleball court</i>                   | Support the development of a dedicated pickleball court to be built in 2021, pending remaining funds.<br><b>Work Underway/Completed as of April 2021:</b> Plans are underway and in need of additional funding. Oliver Parks and Recreation and the Pickleball club have applied for several grants, and will continue fundraising within the community.   | Health and Wellness, Social Interaction      | Medium - Complex, Underway |
| 4.2 | ★ <i>Support active transportation infrastructure</i> | Support a wide spectrum of active transportation modes, from walking in all seasons to scootering, cycling, and E-biking. Actions on top of those listed in Action 3.1 could include considering the specific needs of E-bikes when designing new and redeveloped bike routes, such as on-the-go charging stations, outlets for charging stations, and bike locking areas that can accommodate a variety of E-bikes (e.g., including tricycles). These could be supported in future OCP updates (see Action 1.3).<br><b>Work Underway/Completed as of April 2021:</b> The Town of Oliver Council's 2018 – 2022 Strategic Priorities includes (under Walkable Communities) projects to (1) enhance walkability and pathways along the KVR, Canal, and Hillside, and (2) boost Main Street foot traffic. | Transportation, Health and Wellness          | Complex                    |
| 4.3 | ★ <i>Improve wayfinding in and around Oliver</i>      | Support the development of a Wayfinding Plan that considers how older adults and seniors navigate through the Town. Improvements could include mapping and placing signage along the most accessible and complete cycling and walking networks and noting travel times and distances between key locations (e.g., beaches, community centre, library, hiking/biking trailheads, etc.). This could also link with Action 2.4 to Install new community notice boards; a wayfinding map could be incorporated into the notice board in a key location, such as at the Visitor's Centre.<br><b>Work Underway/Completed as of April 2021:</b> The Oliver Tourism Association is currently working on wayfinding, signage, and trail development and upkeep.   | Outdoor Spaces and Buildings, Transportation | Complex, Underway          |
| 4.4 | ★ <i>Collaboratively pursue an indoor pool</i>        | Continue pursuing a feasibility study to build an indoor pool in collaboration with Osoyoos and Okanagan Indian Band (OIB). A location hasn't been determined but the intent is for all local governments to participate.<br><b>Work Underway/Completed as of April 2021:</b> The Towns of Oliver and Osoyoos and OIB are proceeding with a feasibility study for an aquatic centre.   | Health and Wellness, Social Interaction      | Complex, Underway          |

★ = Community priority

**ACTION AREA 5:**

# Community-led Initiatives and Partnerships

Support existing and new ideas for age friendly community-led initiatives and partnerships. The following actions are to be led by community organizations, community members, and the business community, in partnership with, or supported by the Town where appropriate and feasible.

| #   | Action   | Description  | Age-Friendly Features                 | Level of Complexity   |
|-----|--|--|---------------------------------------|-----------------------|
| 5.1 | <b>Build cross-cultural and intergenerational connections</b>  | <p>Explore ways to build cross-cultural and intergenerational connections:</p> <ul style="list-style-type: none"> <li>Organize more cross-cultural programs and activities (e.g., multicultural feasts) to bring folks of different cultures and ages together</li> <li>Target programming/outreach to be more inclusive (e.g., inviting OIB Elders to come and give talks at the Seniors Centre) and intergenerational (e.g., continue organizing school visits to seniors housing facilities)</li> <li>Note: these Actions are COVID-19 dependent.</li> </ul> <p><b>Work Underway/Completed as of April 2021:</b> Some programs already existed prior to COVID-19 (e.g., school classes visiting seniors homes).</p> | Social Inclusion                      | Quick Start, Underway |
| 5.2 | <b>Support digital literacy among older adults and seniors</b> | <ul style="list-style-type: none"> <li>Teach older adults and seniors how to use computers, smartphones, etc. (e.g., at the Seniors Centre).</li> <li>Partner with local youth programs/secondary schools (intergenerational connections) where youth teach seniors/Elders how to use technology.</li> </ul> <p>These actions would need to be done with special consideration and precaution during COVID-19, but could be especially effective during this time.</p> <p><b>Work Underway/Completed as of April 2021:</b> Some programs already exist (e.g., Desert Sun's Therapeutic Activation Program for Seniors, or TAPS).</p>   | Social Inclusion, Civic Participation | Quick Start, Underway |
| 5.3 | <b>★ Increase arts, culture, and active programming</b>        | <p>Increase programming at the Senior's Centre or at long term care homes coordinated in partnership with Oliver Parks and Recreation, local arts and culture groups, or by the facilities themselves (some through the Interior Health Authority) with additional resources to keep older adults and seniors active and engaged in arts and culture. Consider outdoor, distanced options during COVID-19 (e.g., outdoor painting).</p> <p><b>Work Underway/Completed as of April 2021:</b> Oliver Parks and Recreation offers a variety of classes and activity for older adults and will continue to develop new activities (including those led by and for older adults) as part of their Strategic Plan.</p>       | Health and Wellness, Social Inclusion | Quick Start, Underway |

| #   | Action  | Description   | Age-Friendly Features                                 | Level of Complexity |
|-----|---|---|---|---------------------|
| 5.4 | ★ <i>Promote mental wellbeing and social connections among older adults and seniors</i> | <ul style="list-style-type: none"> <li>Utilize technology to bring programming/activities (e.g., museum content) to seniors in their own homes (or long-term care homes). This could be an opportunity to partner with local groups such as the Oliver and District Heritage Society who already have experience in developing these types of programs.</li> <li>Organize more mental health support groups and programs. Ideas include an old-fashioned phone check in service where volunteers call to chat with seniors living alone. This would help reach folks who aren't online, and could be especially effective during COVID-19.</li> </ul>   | Social Inclusion, Health and Wellness                 | Medium              |
| 5.5 | ★ <i>Support and expand aging in place</i>  | Build on the current program through South OK Physiotherapy & Active Wellness Centre to offer expanded services for home adaption. Continue community fundraisers to provide these types of support on as-needed, low-cost basis. Consider linkages to other facets of age friendliness such as Town policy and programs, public realm improvements, and active opportunities (e.g., proper active transportation infrastructure allows older folks to stay in their homes past their ability to drive).  | Housing   | Medium              |
| 5.6 | ★ <i>Support transportation options for older adults and seniors</i>                    | <p>Coordinate transportation services for older adults and seniors who no longer drive themselves:</p> <ul style="list-style-type: none"> <li>Shared bus service to Kelowna and Penticton based on when clients book medical appointments (example, Wheels for Wellness on Vancouver Island)</li> <li>Intergenerational, volunteer and youth-led transportation for seniors at major events (e.g., rickshaw, golf carts)</li> <li>Support Food Secure Oliver's aim to "Improve public transportation systems to enable access to farmers markets, farmer stands, and grocery stores," including for seniors. This could include organizing volunteers/ride sharing opportunities.</li> </ul> <p><b>Work Underway/Completed as of April 2021:</b> Some programs already exist (e.g., Desert Sun's Better at Home driving service.)</p> | Transportation, Social Inclusion, Health and Wellness | Medium, Underway    |

★ = Community priority

**ACTION AREA 6:**

# COVID-19 and Ongoing Resilience for Older Adults and Seniors

The development of this Project during COVID-19 highlighted social challenges faced by older adults and seniors (e.g., social isolation and loneliness, communication during a digital era, access to medical appointments, etc.). Through engagement, various suggestions were made for how to address these challenges; these are included below with the intention of increasing the resilience of older adults and seniors both for the duration of COVID-19, and for future shocks and stresses.

| #   | Action   | Description  | Age-Friendly Features                     | Level of Complexity |
|-----|--|--|---|---------------------|
| 6.1 | <i>Hold a seniors' forum to brainstorm ideas on how to be "more resilient"</i>   | Begin by asking older adults and seniors what the main challenges and solutions may be. Consider how to include those who are not online in such an event. | Health and Wellness, Social Participation | Quick Start         |
| 6.2 | <i>Erect temporary use shelters for outdoor activities and exercise classes</i>  | Even simple shelters such as large canopies and tents could be lent out to active groups (e.g., for outdoor yoga classes).                                 | Health and Wellness, Social Participation | Medium              |
| 6.3 | <i>Review programs and services with the Health Authority to keep isolated seniors in the community better connected</i> | Explore current programs and resources being offered by Interior Health in response to COVID-19 and ensure seniors and older adults are aware of them.     | Health and Wellness                       | Medium              |

# Part 3: Implementation

## Tracking Progress and Annual Review

This Age-friendly Action Plan is a living document that should be reviewed annually to assess progress in implementing the Action Plan. It is recommended Age-friendly progress be reviewed, updated, and reported to Council and other appropriate committees annually. It will also be reviewed as part of Council Strategic Priorities updates every five years.

The Action Plan tables in Part 2 can be used to track progress of each action (e.g., whether it's not yet started, underway, or complete), and note successes, challenges, and new opportunities (e.g., if a new source of funding becomes available).

An additional measure for age-friendly progress is Action 1.1 'Develop an age-friendly checklist.' This checklist can be used by Town staff. It provides a short assessment to be completed for new projects or initiatives (related or unrelated to age-friendly planning). The checklist helps encourage age-friendly considerations. When assessed, it can be noted within Council reports for tracking purposes. This checklist can be found in Appendix E.

## Sources of Funding

Provincial grants, federal grants, and other funding possibilities should be pursued as a means to support and initiate actions. Ideally, grant applications will be coordinated between organizations in Oliver to avoid competing for the same funds. A few specific opportunities are outlined in the table below. Where possible, the Town of Oliver and Working Group should continue to identify new funding opportunities as well as local partnerships to support funding applications for other projects that also address age-friendly actions and related initiatives.

| Grant  | Focus   | Eligibility  | Available Funds  | Application Period   |
|--|---|--|--|--|
| Canada Healthy Communities Initiative        | COVID-19 response through: <ul style="list-style-type: none"> <li>• Safe and vibrant public spaces</li> <li>• Mobility options</li> <li>• Innovative digital solutions</li> </ul> | Municipalities, First Nations, non-profits, government and non-government organizations, etc.      | \$5,000 - \$250,000  | May 14 – June 25, 2021   |
| Canada New Horizons for Seniors Program      | Age-friendly communities  | Must be a community-based organization   | Up to \$5000 for small projects or \$25000 for large projects                    | Currently closed, dates to be posted for the next funding period                                 |
| UBCM Age-Friendly Community Project Grants   | Age-friendly communities – Phase 2 Project Stream   | Must be a local government or First Nation   | Up to \$25,000   | Currently closed, awaiting a new program administrator   |
| BC Rehab Project Grant                       | Accessibility and mobility  | Must be a non-profit organization or community group   | Flexible   | Multiple upcoming deadlines: February 12, 2021, May 21, 2020. August 27, 2021, November 12, 2021 |
| PlanH Community Grant Programs               | Community engagement and connection   | Must be a local government   | Up to \$5,000 for connection initiatives, or \$15,000 for engagement initiatives | Currently closed, dates to be posted for the next funding period                                 |
| BC Housing Community Partnership Initiatives | Housing   | Must be a non-profit organization/society creating self-sustaining affordable housing developments | Long-term financing available  | Ongoing  |
| Enabling Accessibility Fund (EAF)            | Accessibility and mobility  | Must be a non-profit organization, business, or local government                                   | Up to \$100,000  | Currently closed, awaiting the next funding period   |

## Partnerships

The Town of Oliver will continue working with stakeholders and non-profit groups to improve age-friendliness. Partnership opportunities and ways to build relationships with seniors in Oliver are important to realizing the Actions outlined in this plan.

Some initial opportunities to build and strengthen partnerships may include:

- Continuing to work with organizations represented in the Working Group to move Actions forward, and setting the Working Group up for ongoing success. This could include:
  - Revisiting membership in the Working Group to ensure proper representation of local groups (e.g., Arts and Culture, First Nations, equity-seeking groups, etc.).
  - Combining the Age Friendly Working Group with another existing relevant organization, such as the Oliver Healthy Living Coalition to ensure it has somewhere to 'live.'
  - Encouraging ongoing participation from organizations with the most capacity and resources to implement larger actions.
- Engaging local organizations to champion key actions and help build education and awareness about Oliver's Age Friendly Assessment and Action plan in the community (circulate the plan or version of the "Plan on a Page" to local groups, etc.). Organizations interested in partnering identified during the planning process include Desert Sun's Therapeutic Activation Program for Seniors and the Oliver Tourism Association.
- Where possible, engaging and supporting organizations that target programs and projects to older adults and seniors in the community.
- Holding a seniors forum annually or piggy back on existing recreation forum events to discuss issues related to older adults and seniors to keep up with current matters of interest to older residents.
- Continued involvement with Interior Health's Healthy Communities Program in bringing a health and equity lens to policy and planning processes. Interior Health is able to provide support through multiple channels such as providing health evidence and context to support community plans, supporting grant application processes (i.e., through partnerships, letters of support, applying a health and equity lens to the application), participating in municipal or community committees, supporting and or facilitating community workshops, sharing effective resources, tools, best practices and community connections across IH's region.

# Appendices

*Appendix A: Community Profile*

*Appendix B: Background Documents Reviewed*

*Appendix C: Community Survey*

*Appendix D: Plan on a Page Community Engagement*

*Appendix E: Age-friendly review checklist template*



# *Age Friendly* **OLIVER**

## **ASSESSMENT & ACTION PLAN**

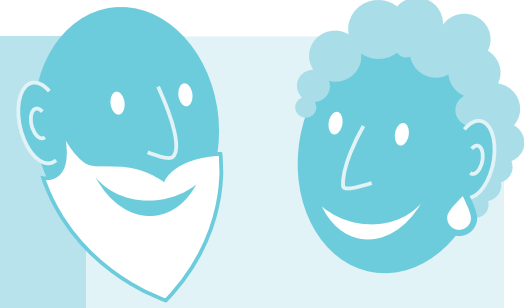
### **What's This About?**

Between summer 2020 and spring 2021, the Town of Oliver is carrying out an Age Friendly Assessment and Action Plan to look at age friendly assets, barriers, and opportunities in Oliver. As part of the project, we will be conducting community engagement to find out Oliver's current age-friendly strengths and challenges. The resulting Action Plan will identify opportunities to make Oliver more age friendly.

To support engagement, this brief profile provides some information about Oliver to give people some background on what's going on in the community now.

**Oliver**  
CANADA'S WINE CAPITAL

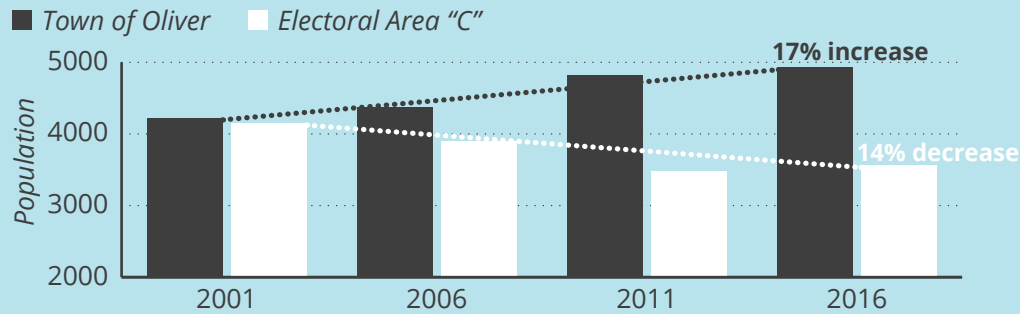
**AN AGE FRIENDLY COMMUNITY** is one that supports people of all ages in actively participating in their community and where everyone is treated with respect, regardless of their age. It is a place that makes it easier for older people to stay connected and active in their communities. While the focus is on those 55 years+, an age friendly community benefits people of all ages.



## POPULATION & DEMOGRAPHICS

The Town of Oliver has been growing consistently over the last couple of decades, while the population of the surrounding areas has contracted and leveled-out.

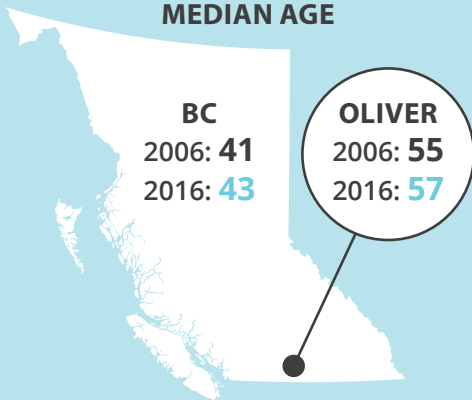
### POPULATION CHANGE, 2001-2016



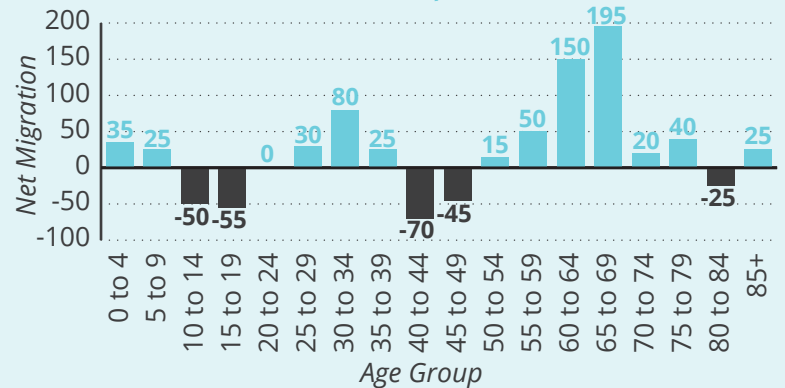
People aged 60 to 69 account for 50% of the net migration to the Town of Oliver from 2006 to 2016. Migration accounted for 80% of the Town of Oliver's growth between 2006 and 2016. During this period there was significant out-migration of youth aged 10-19, and of adults aged 40 to 49.

The Town of Oliver is growing older: the total number of residents aged 20-39 and 60-79 have increased by around 30% from 2006 levels, while all other age categories have remained largely stable in number. In 2016, Oliver's median age was 14 years older than the provincial median.

### MEDIAN AGE

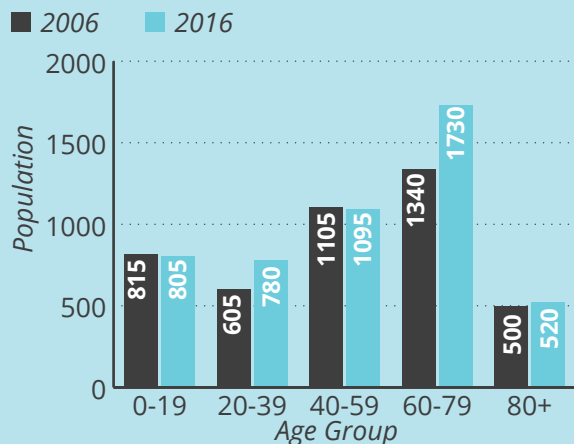


### TOWN OF OLIVER NET MIGRATION, 2006-2016

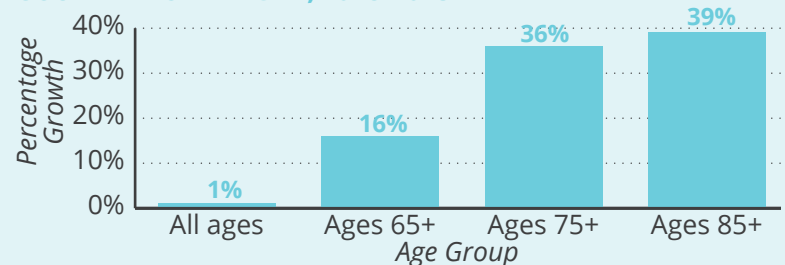


Over the next 5-years, the number of residents aged 65+ is projected to increase significantly.

### TOWN OF OLIVER POPULATION BY AGE GROUP



### POPULATION GROWTH PROJECTION, SOUTHERN OKANAGAN, 2018-2023



# HOUSING

Housing is *relatively* affordable in Oliver. The median cost of a home in Oliver in 2016 was around \$170,000 dollars less expensive than the provincial average. The standard measure for housing affordability is spending less than 30% of income on shelter costs. Housing in Oliver is more affordable than the average across the rest of province. In Oliver, 22% of residents spend over 30% of their income on housing. Across the province, 27% of residents spend over 30% of their income on housing.

TOWN OF OLIVER, 2016

**\$330,399**

Median Value

BC AVERAGE, 2016

**\$500,874**

Median Value

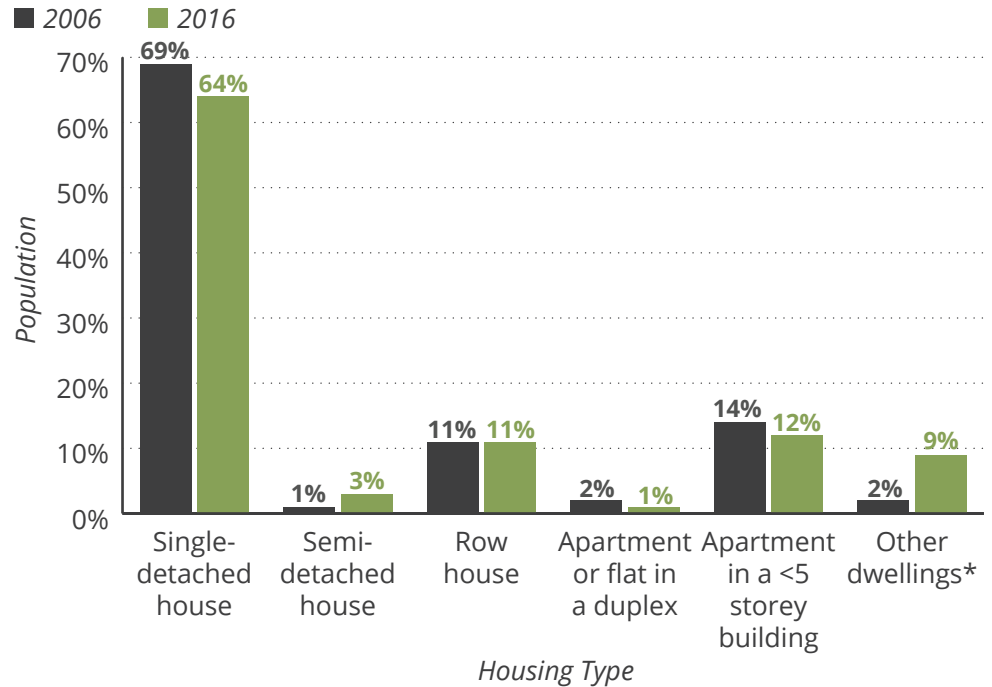
22%

Percentage of households spending more than 30% of income on housing

27%

Single family homes remain the predominant housing type in Oliver, although their predominance has lowered slightly since 2006, while both semi-detached homes and 'other dwellings' (including other single detached homes and moveable dwellings such as mobile homes) have become more prevalent.

HOUSING BY TYPE OF STRUCTURE, 2006-2016



\* Other dwellings include other single attached houses and movable dwellings such as mobile homes and other movable dwellings such as houseboats and railroad cars.



## OLIVER OFFERS SEVERAL SENIORS HOUSING OPTIONS, INCLUDING:

### KIWANIS HOUSING

**50 units** 50 units (across three locations) of subsidized independent living units for low income, 55+ seniors

### HERITAGE HOUSE ASSISTED LIVING RESIDENCE

**53 units** 53 units of varying levels of care

### SUNNYBANK RETIREMENT CENTRE

**51 units** 51 long-term care units through subsidized long-term care (operated by Interior Health)

### MCKINNEY PLACE RESIDENTIAL CARE FACILITY

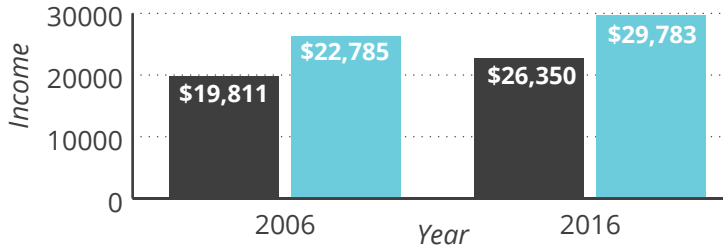
**75 rooms** 75 subsidized private, semi-private, and 4 bed ward rooms (operated by Interior Health) adjacent to the South Okanagan General Hospital

# INCOME

Median after-tax income for individuals in the Town of Oliver was around 13% lower than the provincial average in 2016. Incomes in Oliver rose slightly faster than they did province-wide between 2006 and 2016.

## MEDIAN AFTER TAX INCOME (INDIVIDUALS)

■ Town of Oliver ■ British Columbia



Want to get involved and learn more about the age friendly assessment and action plan?



VISIT:  
[oliver.ca/age-friendly-assessment-and-action-plan](http://oliver.ca/age-friendly-assessment-and-action-plan)

OR CONTACT:  
250-485-6200  
[admin@oliver.ca](mailto:admin@oliver.ca)



Use your phone to scan here and visit the project webpage

### NOTES ON DATA AND SOURCES

Unless otherwise noted, information is from Statistics Canada data: Census, National Household Survey, and Long Form Census.

It is generally accepted that the 2011 National Household Survey (i.e. Long Form Census) does not have reliable data, nor is it comparable to other years. For this reason, we have typically avoided using 2011 data from the National Household Survey where possible. This is why many time series charts go from 2006 to 2016.

Oliver  
CANADA'S WINE CAPITAL

## Oliver Age-friendly Background Document & Policy Review

| <b>Title</b>  | <b>Date</b> |
|---|-------------|
| Strategic Plan 2018-2022  | 2018 - 2022 |
| Grow Oliver: Local Economic Development Strategy                | 2020        |
| Oliver Housing Needs Report                                     | 2020        |
| Oliver Official Community Plan                                  | 2019        |
| Food Secure Oliver  | 2018        |
| Downtown Oliver Action Plan                                     | 2017        |
| Sidewalk Infill Strategy  | 2017        |
| Disability Alliance BC Review and Recommendations Oliver's Plan | 2016        |
| Accessibility Presentation to Council                           | 2016        |
| Accessibility Advisory Committee (Staff Report)                 | 2016        |
| Oliver Parks Improvement Plan                                   | 2015        |
| Council Policy - Snow and Ice Control Policy                    | 2012        |
| Measuring Up Fund Final Report                                  | 2009        |
| Oliver Parks and Recreation Master Plan                         | 1991        |

# Age Friendly **OLIVER**

---

## ASSESSMENT & ACTION PLAN

Welcome to the Oliver Age Friendly Survey. Thank you for taking the time to provide us with your thoughts.

The Town of Oliver is currently undertaking an age friendly assessment and action plan to look at age friendly assets, barriers, and opportunities in Oliver. Your input on what's working well or not in Oliver will help inform the draft Age Friendly Action Plan.

An age friendly community is one where people of all ages are included, connected, respected, and able to actively participate in all aspects of the community. While the focus is on older adults and seniors, and age friendly community improves the lives of people of all ages!

This survey should take approximately 15-20 minutes of your time, and your survey responses will be kept anonymous. As thanks for your time, you will be **entered to win a prize** - a Town of Oliver wine tote, bottle of wine, and wine glasses.

**Please drop-off your completed survey at the Town of Oliver office.**

6150 Main Street, Oliver BC, V0H 1T0



**Q1 How old are you?**

- Under 55 years
- 55 - 74 years
- 75 - 84 years
- 85 years plus

**Q2 How do you identify?**

- Female
- Male
- Prefer to describe as: \_\_\_\_\_
- Prefer not to say

Age Friendly Feature #1: Pleasant, clean, secure, and physically accessible outdoor spaces and public buildings.

**Q3 Have any of the following kept you from using public buildings (e.g., library, town hall, community centre, etc.) in Oliver? Check all that apply.**

- Not enough accessibility features like handrails, elevators, ramps
- Not enough public washrooms
- Hard to find parking
- Physical barriers like improper snow, curb cuts, uneven sidewalks
- Hard to read signs
- Hard to get to (transportation-wise)
- Other: (please enter) \_\_\_\_\_

**Q4 Do you have any ideas for how to improve the age friendliness and accessibility of public buildings in Oliver?**

\_\_\_\_\_

**Q5 Have any of the following kept you from using parks and public outdoor spaces in Oliver? Check all that apply.**

- Not enough crosswalks
- Poor sidewalks
- Poor lighting at night
- Worries about crime
- Not enough public washrooms
- Hard to find parking
- Not enough public seating/rest areas
- Hard to get to (transportation-wise)
- Have no interest in these spaces
- Other \_\_\_\_\_
- None of the above

**Q6 Do you have any ideas for how to improve the age friendliness and accessibility of parks and open spaces in Oliver?**

---

Age Friendly Feature #2: Accessible and affordable **public transportation**.

**Q7 How do you generally get around Oliver? Check as many as apply.**

- Walk
- Bicycle
- My own vehicle
- Friends' or family's vehicle
- Scooter
- Bus
- HandyDart
- Taxi/driving service
- Wheelchair
- I don't go out

**Q8 Do you have any ideas for how to make transportation more age friendly in Oliver?**

---

Age Friendly Feature #3: Affordable, appropriately located, well built, well designed, and secure **housing.**

**Q9 What type of housing do you live in now?**

- Single family home (house on its own lot)
- House in a gated, older adults-only community
- Secondary suite/carriage house
- Apartment
- Row house/townhome
- Mobile home
- Independent/assisted living
- Care facility
- Other: \_\_\_\_\_

**Q10 If you plan to move to a different type of housing in the near future (within 10 or so years), what type of housing would you look for?**

- Single family home (house on its own lot)
- House in a gated, older adults-only community
- Secondary suite/carriage house
- Apartment
- Row house/townhome
- Independent/assisted living
- Care facility
- Other: \_\_\_\_\_
- I do not plan to move

**Q11 What, if any, of the following factors may influence whether or not you stay in your current home as you age? Check as many as apply.**

- Health reasons
- Home/property upkeep and repairs
- Cost
- Distance to services (shopping, pharmacy, etc.)
- Proximity to family
- Accessibility of home (e.g., number of storeys, handrails, ramps, etc.)
- None
- Other: \_\_\_\_\_

**Q12 In your opinion, does your community have the following?**

|  | Yes                   | No                    | Unsure                |
|--|-----------------------|-----------------------|-----------------------|
| A variety of good housing options for older adults and seniors (e.g., apartments, assisted living) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Affordable housing options for older adults and seniors  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Low cost services such as lawn mowing and snow removal for older adults and seniors                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Information on and options for financial assistance programs for home modification and maintenance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Age Friendly Feature #4: Opportunities for **participation in leisure, social, cultural, and spiritual activities** with people of all ages and cultures.

**Q13 Prior to Covid-19, how often did you typically participate in organized activities? (e.g., exercise and fitness groups/classes, arts and culture clubs/classes, service clubs, community events, religious gatherings, etc.)**

- Weekly
- Monthly
- Yearly
- Never
- Don't know

**Q14 Do you have any ideas for how to make leisure, social, cultural, and spiritual opportunities more age friendly in Oliver?**

---

Age Friendly Feature #5: **Respect and civic inclusion** of older folks.

**Q15 Do you feel the following statements are usually true in your community?**

|   | Yes                   | Sometimes             | No                    | Unsure                |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| There are ample opportunities to engage with other generations.                                       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| There are ample opportunities to engage with people from different cultures and countries.            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Older adults and seniors are engaged politically by Town of Oliver staff and elected representatives. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Older adults and seniors are valued by and included in the community.                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Q16 How connected do you feel to other residents in your community?**

- Very connected
- Connected
- Not very connected
- Not connected at all

Age Friendly Feature #6: **Opportunities for employment and volunteerism** that cater to older persons' interests and abilities.

**Q17 Do you work and/or volunteer in the Town? Check all that apply.**

- Yes I work full-time
- Yes I work part-time
- Yes I work multiple jobs
- I'm retired
- I'm unemployed
- Yes I volunteer regularly (weekly or monthly)
- Yes I volunteer occasionally (yearly)
- I don't volunteer

**Q18 Do any of the following factors keep you from volunteering or working? Check all that apply.**

- My health
- Lack of transportation to and from
- Not enough time
- Not enough opportunities to volunteer
- Not enough opportunities to work
- I don't have the right training
- I can't find information about where/how to volunteer
- I'm not interested
- Other: \_\_\_\_\_
- None of the above

Age Friendly Feature #7: Age-friendly communication and information.

**Q19 Do you agree that community information, events, and activities is posted and available in noticeable places?**

- Yes, always
- Most of the time
- Not usually
- Never

**Q20 How do you get the information you need about Oliver? Check all that apply.**

- Oliver Daily News
- Oliver Chronicle
- Other news/media source
- Advertisements at the recreational centre, library or local bulletin boards
- Social Media (Facebook, Twitter, Instagram, etc.)
- Email newsletters
- Town of Oliver website
- Advertisements that come to my door
- Community groups or church
- Friend(s), neighbour(s), or family
- Other (please specify): \_\_\_\_\_

Age Friendly Feature #8: **Community support and health services** tailored to older persons' needs.

**Q21 In your opinion, how available and convenient are the following health and wellness services in Oliver?  
Check a number to rate with 1 being completely unavailable/inconvenient and 5 being very available/convenient.**

|   | 1                     | 2                     | 3                     | 4                     | 5                     |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Doctors and nurse practitioners   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Public health nurses at the health centre and for home visits                           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Emergency room access at South Okanagan General Hospital                                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Health care professionals such as physical therapy, dentists, foot care providers, etc. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Mental health, wellness, and support groups and services                                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Meal delivery   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Q22 Do you have any ideas for how to make health services and community supports more age friendly in Oliver?**

---

**Q23 Overall, how would you rate life for older adults and seniors in the Town of Oliver?**

- Poor
- Fair
- Good
- Excellent

**Q24 Do you have any ideas for how to make Oliver a more age friendly community?**

---

**Q25 Thank you for filling out this survey! If you wish to be entered into a draw to win a prize, please enter your name and contact information (phone and/or email) below.**

---

**Thank you for taking the time to fill out the survey!**  
**For more Information on age-friendly planning:**  
**Website: [oliver.ca/age-friendly-assessment-and-action-plan/](http://oliver.ca/age-friendly-assessment-and-action-plan/)**  
**Contact: 250-485-6200 or [admin@oliver.ca](mailto:admin@oliver.ca)**

**Please drop-off your completed survey to the Town of Oliver office.**  
6150 Main Street, Oliver, BC V0H 1T0.



# Age Friendly OLIVER

ASSESSMENT & ACTION PLAN

We need your input! →

## WHAT'S BEEN GOING ON?

Since August 2020, the Oliver Age Friendly project team has been identifying assets, barriers, and opportunities for Oliver as an age friendly community. We've been busy asking community members, key groups and local organizations, and the Age Friendly Working Group what's working well in Oliver for older adults and seniors, and what could be improved. With all the input we've received, along with the project team's background research and analysis, we've put together the following Draft Action Plan for your review.

## PROJECT TIMELINE



## 8 features of age friendliness:

1. Public buildings and outdoor spaces
2. Public transportation
3. Housing
4. Social participation
5. Respect and social inclusion
6. Civic participation
7. Communication and information
8. Community support and health services

## ACTION PLAN

Based on strengths and opportunities within the eight features of an age friendly community, we have developed the following six Action Areas.

1. **Update Town policy and programs** with an age friendly lens.
2. **Improve communication and connections** to community older adults and seniors.
3. Design and develop an **age friendly public realm** through physical infrastructure.
4. Support **active opportunities** for older adults and seniors in parks, recreation, and programming.
5. Support existing and new ideas for age friendly **community-led initiatives and partnerships**.
6. **COVID-19 and future Resilience** for Older Adults and Seniors.

*An age friendly community is "one that supports people of all ages in actively participating in their community and where everyone is treated with respect, regardless of their age. It is a place that makes it easier for older people to stay connected and active in their communities."*

Definition adapted from WHO, Towards an Age Friendly World

## ACTION PLAN REVIEW – TELL US WHAT YOU THINK!

Each Action Area contains 3-7 Actions - the concrete steps to be taken in Oliver towards improving our community's age friendliness. Please take a look through each of the Action Areas and complete Steps 1–3.

### STEP 1. Circle your top 3 Action Areas

| ACTION AREAS              |  |                              |                         |   |                                 |
|---------------------------|--|------------------------------|-------------------------|---|---------------------------------|
| 1: Town Policy & Programs | 2: Communication & Community Connections | 3: Public Realm Improvements | 4: Active Opportunities | 5: Community-Led Initiatives & Partnerships | 6: Covid-19 & Future Resilience |

### STEP 2. Within your top Action Areas, circle your top 2 Actions

| ACTIONS  |  |  |  |  |   |
|--|--|--|--|--|---|
| 1. Develop an "age friendly review" process                      | 1. Create a senior's information hub                   | 1. Review public realm plans (sidewalks, parking, benches, etc.) with an age friendly lens | 1. Improve wayfinding in and around Oliver | 1. Support aging in place                                      | 1. Hold a seniors' resilience forum                         |
| 2. Obtain age related information in Housing Need Reports        | 2. Maintain an Age Friendly Working Group or committee | 2. Install public washrooms  | 2. Support E-bike infrastructure           | 2. Support transportation options for older adults and seniors | 2. Review programs and services to connect isolated seniors |
| 3. Update Official Community Plan to include age friendly policy | 3. Support a seniors' volunteer coordinator            | 3. Continue improving age friendliness of parks  | 3. Develop a pickleball court              | 3. Build cross-cultural and intergenerational programming      | 3. Construct temporary shelters for outdoor activities      |
| 4. Update Development Permit Guidelines for age-friendly design  | 4. Support age friendly engagement                     | 4. Promote age friendly businesses and events  | 4. Collaboratively pursue an indoor pool   | 4. Support digital literacy among older adults and seniors     |   |
| 5. Partner to support additional affordable housing solutions    | 5. Install new community notice boards                 |  |  | 5. Promote mental wellbeing and social connections             |   |
| 6. Protect existing affordable rental housing stock              | 6. Create Spirit of Oliver Age Friendly Award category |  |  | 6. Increase active programming                                 |   |
| 7. Incentivize accessible and age friendly housing               |  |  |  |  |   |

### STEP 3. Finally, tell us if we've missed anything

Your name: .....

Contact info: .....

**Please submit your completed worksheet by March 1st and be entered to win a prize!**

To submit:

- Take a photo and email it to [admin@oliver.ca](mailto:admin@oliver.ca) with the subject line "Age Friendly"
- Drop off at the Town of Oliver office – 6150 Main Street, Oliver BC, V0H 1T0
- Or complete online at [oliver.ca/age-friendly-assessment-and-action-plan](http://oliver.ca/age-friendly-assessment-and-action-plan)



## Appendix E: Age-friendly review checklist template

The age friendly checklist is an evaluation tool to be used by Town staff for all new Town of Oliver initiatives (i.e., projects, policies, programs, or events). Updates to existing initiatives can also be reviewed using this checklist.

The purpose of this checklist is to:

- Encourage consideration of age friendly needs with each initiative;
- Contribute to monitoring and evaluation of the Town's age friendliness over time by measuring how many Town initiatives were reviewed using this Checklist.

**Please complete the following questions and submit to the respective Department Manager.**

1. Does the initiative consider the specific needs of older adults and seniors? Place a checkmark in each row that describes the extent to which this initiative meets each of the eight features of an age friendly community.

| Age Friendly Features   | Improves this area | Not relevant |
|---|--------------------|--------------|
| 1. Pleasant, clean, secure, and physically accessible <b>public buildings and outdoor spaces</b>        |                    |              |
| 2. Accessible and affordable <b>public transportation</b>   |                    |              |
| 3. Affordable, appropriately located, well built, well designed, and secure <b>housing</b>              |                    |              |
| 4. Opportunities for <b>social participation</b> in leisure, social, cultural, and spiritual activities |                    |              |
| 5. <b>Respect and social inclusion</b> of older folks with people of all ages and cultures              |                    |              |
| 6. Opportunities for <b>civic participation</b> that cater to older persons' interests and abilities    |                    |              |
| 7. Age-friendly <b>communication and information</b>  |                    |              |
| 8. <b>Community support and health services</b> tailored to older persons' needs                        |                    |              |

2. Were older adults and seniors, or representatives of that community, involved or engaged in this initiative?

3. Does this initiative relate to the Oliver Age Friendly Assessment/Action Plan? (e.g., is it connected to one of the Actions?) Please note if not – not every project has to!

Once filled out, it can be indicated that the Age-friendly checklist has been completed as part of the planning process on reports to Council.



Prepared with the assistance of  
EcoPlan, 208-131 Water Street, Vancouver BC, V6M4B3  
info@ecoplan.ca • www.ecoplan.ca