



Age-Friendly Action Plan



*Prince George:
A City for All Ages*



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"We need to stop building cities as if everyone is 30 years old and athletic"

*-Gil Penalosa,
Founder of 8 to 80 Cities*

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We would also like to extend our thanks and appreciation to all of the City of Prince George employees who participated in the process of creating this Plan. Staff involvement and support from the City of Prince George Senior Leadership Team was critical to ensure that this unique Action Plan is realistic and will achieve the goal of enhancing livability for residents of all ages.

Thank you to the community stakeholders and the volunteer members of the City of Prince George Advisory Committee on Accessibility who participated in interviews and workshop sessions to confirm key findings and shared their innovative ideas for enhancing the Age-Friendly agenda in Prince George.

Finally, we would like to give a big thank you to Jennifer Wilson Consultants Ltd. for her excellent work developing the framework for this plan and for facilitating this unique, inter-departmental planning process. Jennifer's outstanding communication and facilitation skills were critical for carrying out this complex work that brought City employees together to talk about what they currently do and what they can improve to ensure that all services offered by the City of Prince George are as inclusive as possible.

Executive Summary

“Prince George is the ideal place to age, at any stage of life and for community members of all abilities and lifestyles.”

This inspiring statement accurately captures the vision of the Age-Friendly Action Plan. The City of Prince George cares about all of its residents and based on Council’s direction, the Social Planning Division and the Sustainable Community Development Division began the collaborative development of an Age-Friendly Action Plan that focuses on all ages and abilities. This approach recognizes that solutions associated with seniors and people with disabilities actually benefit the community as a whole.

Furthermore, as described in the Community Profile section of the Plan, Prince George has a younger population than the province of British Columbia overall; however, with 20.8% of the population being aged 50 to 64 years old, Prince George can expect the seniors population to grow significantly in the next 10 years. Prince George’s mix of younger and older residents creates further justification for pursuing an all-ages approach to the Plan.

The Plan is built on a strong foundation that is grounded in local values, assets, barriers, opportunities, and linkages. Early in the process, meetings were held with key community stakeholders and City staff teams to harness expertise, and acquire advice on how to position the plan for success. A key message from staff was that the plan must be realistic. Therefore, the plan reflects what is already being done, identifies inter-departmental synergies and benefits, and provides support for current work by validating work under the Age-Friendly principles.

Eight focus areas were developed to frame the City of Prince George’s Age-Friendly Action Plan (see insert to right) and were validated by key community stakeholders and City staff as being foundational to an Age-Friendly Action Plan. Furthermore, because a substantial amount of staff’s existing work (across all Departments) touches on elements of an ideal Age-Friendly Action Plan, it was of critical importance to engage staff in the decision-making process, which resulted in a list of the most impactful actions. Also noteworthy, is that with City staff’s involvement, the action plan is practical and achievable.

The Age-Friendly Action Plan affirms the City of Prince George’s commitment to enhancing quality of life, promoting healthy and active living, fostering civic pride, supporting initiatives related to seniors and youth engagement and ensuring that it is an inclusive community.

The Age-Friendly Action Plan will help ensure Prince George *is* the ideal place to age, at any stage of life and for community members of all abilities and lifestyles.

Key Features of the Plan

The development of the Age-Friendly Action Plan was guided by the following **Four (4) key elements**:

1. A Plan for All
2. Focus on the Municipal Actions
3. Leverage Existing Information
4. Engage Staff

Eight (8) Focus Areas frame the Plan:

- Outdoor Spaces and Parks
- Built Environment
- Transportation
- Housing
- Social Inclusion, Recreation, and Volunteering
- Partnerships, Networks and Service Delivery
- Economic Development
- Communication, Information and Celebrating Success

Seventeen (17) Realistic Action Items that consider:

- Resources required
- Funding opportunities
- Steps required to complete each action item
- Project leads
- Contributors
- Timelines for completing each step
- Success Indicators

New Projects & Initiatives	Action #1: Adopt the Age-Friendly Action Plan and oversee the action items identified in the Age-Friendly Action Plan.	2017	Mayor & Council; Senior Leadership
	Action #2: Develop an Age-Friendly Design Policy and Checklist to ensure that existing and new City-owned buildings, public spaces, parks, City services, print/web material, and City-led events and meetings are inclusive.	2017 - 2019	Parks & Solid Waste; Civic Facilities; Planning & Dev't; External Relations; Community Partnerships
	Action #3: Enhance Public Awareness of the City facilities, parks, and recreation programs that are Age-Friendly.	2019	External Relations
	Action #4: Develop a voluntary Community Amenity Contribution Policy to consider amenity contributions that result in Age and Ability Friendly outcomes.	2019	Sustainable Community Dev't
	Action #5: Develop a Bus Stop Strategy to prioritize improvements that will enhance the comfort and connectivity of bus stops and exchanges.	2018	Sustainable Community Dev't
	Action #6: Develop a transit training program for older adults and youth.	2017 - 2018	Sustainable Community Dev't
	Action #7: Retain graduates of all levels and ages by connecting them with employers in the community.	2018	Economic Development
Alignment of Existing Projects & Initiatives	Action #8: Prioritize capital investment in high-volume pedestrian routes to enhance walkability (i.e. sidewalk and curb-cut construction, street furnishings, benches, garbage bins, public toilets, lighting, etc.).	2017 - 2019	Engineering Services; Roads & Fleet; Parks & Solid Waste; Community Partnerships; Sustainable Community Dev't
	Action #9: Explore options for enhancing snow removal along high volume pedestrian routes.	2017 - 2019	Roads & Fleet and Parks & Solid Waste
	Action #10: Integrate an Age-Friendly Lens to the City's Playground Strategy.	2017 & Ongoing	Parks & Solid Waste
	Action #11: Explore the inclusion of wheel-friendly trails (other than paving, but not excluding) which maintain the natural look for trails while providing inclusive trails for all ages and abilities.	2017 - 2018	Parks & Solid Waste
	Action #12: Continue to audit civic facilities and parks in order to identify and prioritize funding for addressing accessibility barriers.	Ongoing	Parks & Solid Waste; Com't Partnerships; Sustainable Com't Dev't; External Relations; Civic Facilities; Asset Management
	Action #13: Work with Community Associations to develop recreation programs and events that serve residents of all ages.	2018	Community Partnerships
	Action #14: Deliberately depict diversity in age and abilities on the City of Prince George and MoveUp websites, social media and marketing materials.	2017 Ongoing	Economic Development; External Relations
	Action #15: Age and Ability-Friendly Service Training Program for staff that regularly interact with the public.	2017 - 2018	Advisory Committee on Accessibility
	Action #16: Update the Zoning Bylaw to permit laneway and carriage housing as an affordable housing option for aging adults and young adults/students.	2017	Development Services; Sustainable Community Dev't
	Action #17: Continue to offer and report on City grant programs to promote and celebrate Prince George as a community for people of all ages and abilities.	Annually	Community Partnerships; Social Planning

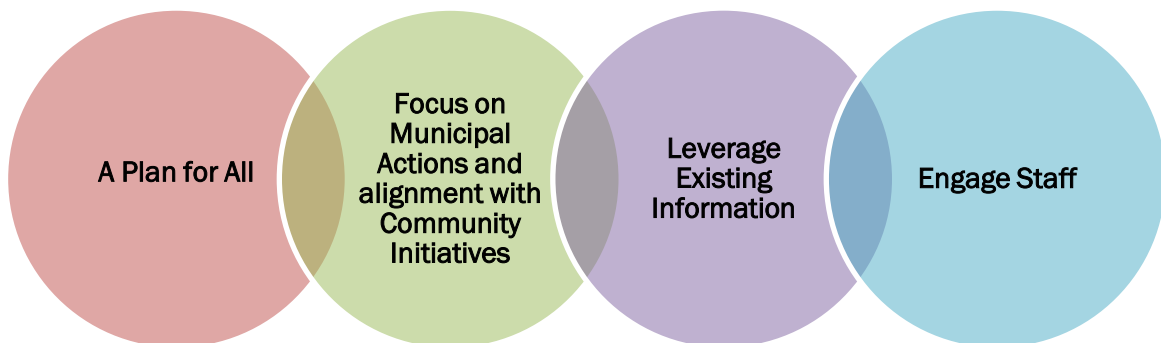


Chapter 1: Introduction

Background

In 2015 Prince George's City Council identified a number of focus areas for the 2016 - 2018 term including initiatives related to youth engagement, quality of life enhancement, healthy and active living, and an inclusive community. Following direction from Council, the City's Social Planning Division started developing a Child, Family and Youth Strategy. As this work was underway, the City's Sustainable Community Development Division announced that they had received a grant to develop a seniors-focused plan. The seniors-focused plan was initiated by the City's Advisory Committee on Accessibility, who saw a need for a more comprehensive approach to removing the physical and social barriers that seniors and people with disabilities experience.

The Social Planning Division and the Sustainable Community Development Division recognized the synergies between the age-related plans and a literature review confirmed the value of pursuing a unified policy agenda that considers a broad age spectrum. The development of the Age-Friendly Action Plan was guided by the following 4 key elements:



1. *A Plan for All*

Many Canadian municipalities, in fact communities around the world, have created youth-centred plans and seniors-focused plans because each are proven to have a positive, community-wide impact. There is compelling evidence associated with implementing these strategies e.g., UNICEF with its six dimensions for a Child Friendly city and the World Health Organization's with its eight dimensions for communities to be accessible to and mindful of older people with a variety of needs and abilities. Both frame a call to action for communities to address these two demographic segments.

The City of Prince George's approach is progressive as it focuses on all ages and all abilities. This approach recognizes that solutions associated with one segment actually benefit the community as a whole. For example, a strategy that removes a barrier for those who use wheelchairs, also benefits those who have strollers or are visually impaired. It is inclusive of all ages and abilities and it focuses resources on those aspects the City can directly impact.

Furthermore, this Plan strengthens and activates the City's achievement of myPG Goals. The graphic on the next page shows how myPG Goals are activated by this Plan that incorporates core values of a typical Age-Friendly (seniors-focused) Plan and the Child Friendly dimensions into one integrated and mutually supportive approach.

2. *Focus on the Municipal Actions*

The second unique aspect to the Age-Friendly Action Plan is that the scope reflects the mandate and jurisdiction of local government. This means it will seamlessly be integrated into the City's Corporate Work Plan, operating and capital budgets and regular reporting processes (see Appendix I for a detailed description of City Roles). While the Action Plan focuses on municipal services, it was informed by the advice of and complementary actions undertaken by partner organizations and external stakeholders.

3. *Leverage Existing Information*

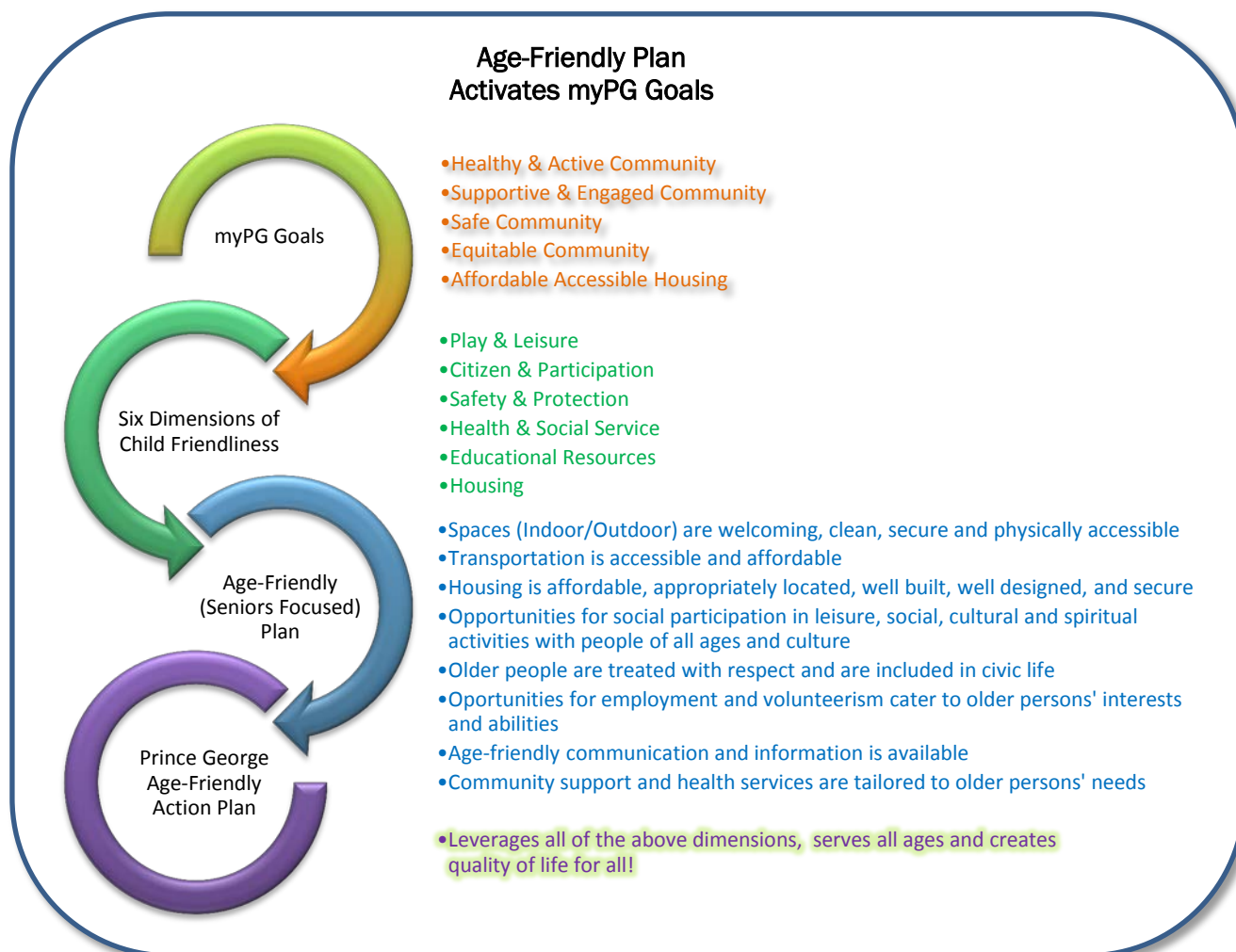
A key principle of the Plan is to leverage existing information. This is important for three reasons:

1. City staff has undertaken many strategies which align with Age-Friendly themes. To leverage and respect that work, existing initiatives are acknowledged and incorporated into this plan.
2. The City's governance structure positions the Plan to be seamlessly activated within the current structure as existing Advisory Groups and City Department mandates align with the Age-Friendly actions.
3. The City places a high value on community engagement. Quality and relevant information has been collected through other processes which inform this Plan (see Appendix II). It was determined early in the process that community engagement would not be undertaken if the information already existed. This process did not identify any information gaps.

4. *Engage Staff*

From project inception to implementation, City staff members were engaged. City staff helped to shape the plan by identify existing initiatives that contribute to Age-Friendly goals, informing priorities, and defining a realistic and impactful action plan. In addition to developing a realistic plan, three additional benefits accrued from staff involvement:

- The process prompted support and buy-in;
- Staff recognized the important roles they currently play in contributing to an Age-Friendly community; and
- The merit of working interdepartmentally was recognized and embraced.



The Value of an Age-Friendly Action Plan

Preparing an Age-Friendly Plan provides tremendous value to the community and it is timely.

Through the City's extensive outreach to the community for past initiatives, residents have expressed a high degree of support for the elements of an Age-Friendly community. There are many aspects that are working well and need to continue, while there are other aspects that are in need of attention.

The City is poised to prepare and implement the Age-Friendly Action Plan for the following reasons:

- Mayor and Council are providing leadership in emphasizing quality of life and inclusivity as core values for the City.
- The City staff culture focuses on strategic-thinking including being open to new approaches, setting priority focus areas, engaging the community in meaningful ways, collecting data to inform decisions and show impacts of its work (outcome-based), and developing communication tools to increase community awareness of City-led initiatives and connecting residents to appropriate staff.
- In 2016, the City initiated a Collective Impact Process which is a disciplined, cross-sector approach to solving complex social issues on a large scale.

For the Collective Impact Process, Prince George has chosen “improving health outcomes for children” as its common agenda. Having a common agenda allows multiple sectors to articulate the challenge to be addressed and establish clear and shared goals for change. A Strategy Development Team comprised of representatives from the following organizations:

- The City of Prince George
- Northern Health
- Ministry of Child & Family Development
- Prince George Public Library
- Integris Credit Union
- School District No. 57
- Prince George Native Friendship Centre
- University of Northern British Columbia
- Family YMCA of Northern BC (Lead agency, Integrated Youth Services Initiative)

These organizations have convened to develop strategies and associated actions that will collectively contribute to the shared achievement of the community’s vision for improved health outcomes for children. The strategies will be considered with an Age-Friendly lens as it pertains to improving child health.

An Age-Friendly Action Plan leverages all of these strengths. It fosters quality of life and organizes the community’s needs and advice into an action plan. It supports good government and gives staff validation of what it does well and clear direction for the most pressing shifts. Finally, it serves to consolidate the various Departments’ independent work into a holistic, focused and interdependent plan.

Vision

The vision for the Age-Friendly Action Plan is:

Prince George is the ideal place to age, at any stage of life and for community members of all abilities and lifestyles.

The following decision-making principles guided the creation of this Plan:

- Need’s Driven - Must be community needs-driven and based on sound objective data.
- Equitable – Balance between geographic areas, age groups, and those who experience significant barriers to quality of life.
- Intergenerational - Include intergenerational connections to foster mutual respect, insight and understanding between age groups.
- Inclusive - Be mindful of the hard to reach and isolated community members.
- Leverage Existing Resources – Acknowledge existing initiatives that contribute to an Age-Friendly community and use this plan to move components of other Plans forward.
- Manageable and Realistic – Have a plan that reflects the City’s role, are achievable within current resources (staff, physical and fiscal), is technically feasible, and is within the City’s capacity.
- Accountable – Identify specific timelines and leadership oversight to move the Plan forward. Include practical indicators (using readily available data and information) to measure progress and achievement of intended outcomes.



Chapter 2: Community Profile

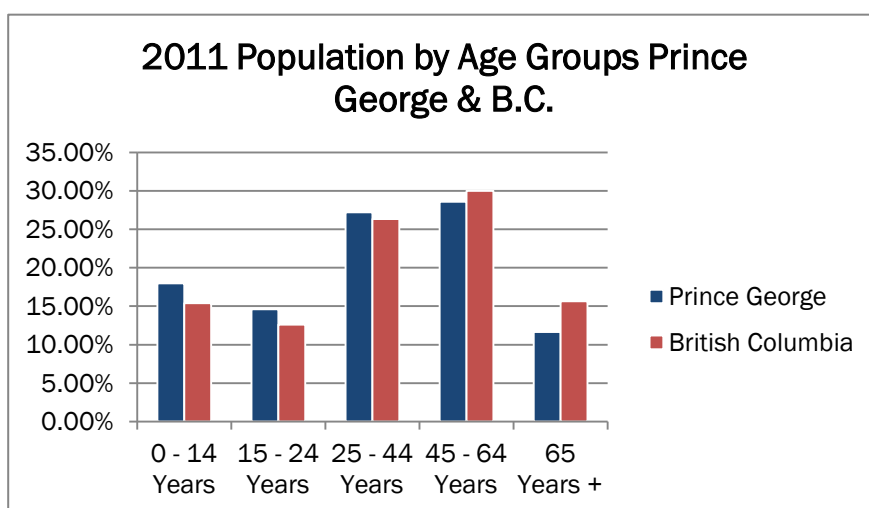
This section includes data from a number of sources to provide a comprehensive description of the community in key dimensions that related to the Age-Friendly Focus Areas. Knowing the attributes of the community helps to be proactive in terms of planning supports and services to meet the needs of the community now and into the future. The implications of these trends are included in Chapter 4.

Northern Hub

As a northern hub, the city boasts natural beauty, four seasons and urban amenities including a variety of housing types, employment and business opportunities, transportation modes, indoor and outdoor recreation facilities, a university and college, and retail centres. It is a diverse and vibrant community for families and people of all ages to thrive and feel a sense of belonging.

Population

The City of Prince George is home to 74,003 people on the traditional territory of the Lheidli T'enneh First Nation¹. Prince George has a younger population than the province of British Columbia overall; however, with 20.8% of the population being aged 50 to 64 years old, Prince George can expect the seniors population to grow significantly in the next 10 years. Prince George's mix of younger and older residents creates further justification for pursuing an all-ages policy agenda.²



¹ Statistics Canada. 2016. Census Profile, 2016 Census Prince George (Census Subdivision)

² Statistics Canada. 2011. Census Profile, 2011 Census Prince George (Census Subdivision)

Children aged 0 to 14 years of age represent 18% of the population and adults 65 years of age and over, 11.6%.³ The children and youth population is expected to decline, while the seniors population is projected to grow: by 2018, approximately 1 out of 6 Prince George residents should be over 65, and the number is expected to grow to 1 out of 4 by 2038.⁴

The population increased by 2.8% from 2011 to 2016, whereas the province of B.C. increased by 5.6%.⁵ The City's Official Community Plan (2012) projects that the City is likely to grow between 0.5% and 1.0% over the next decade based on current known global conditions.

The First Nation community is the segment of the community that is growing at the highest rate. The largest proportion is youth.

Families

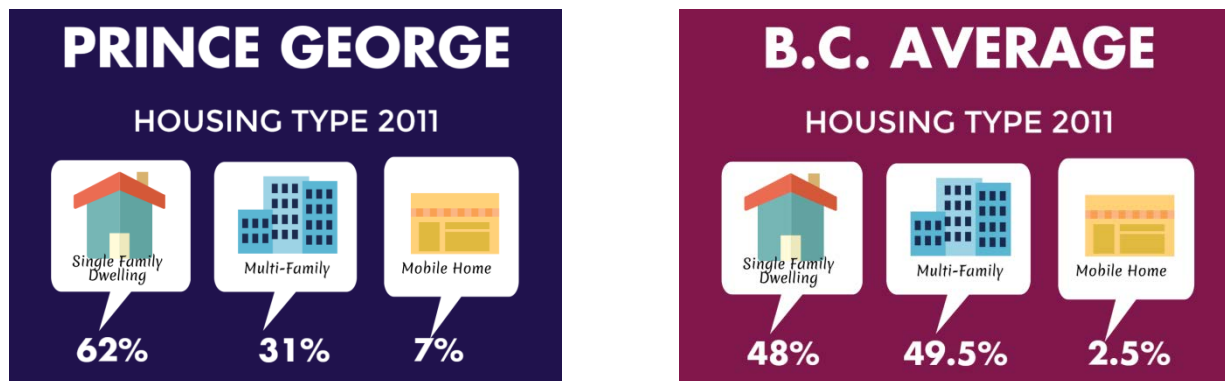
In 2011, the number of census families in Prince George was 20,105; which represents a change of 0.0% from 2006. This compares to a growth rate for Canada of 5.5% over the same period. In 2011, 19.6% (3,995) of census families in Prince George were lone parent families. The percentage of lone-parent families in Prince George is higher than the provincial average of 15.3%.⁶

Active Transportation

In terms of active transportation, 4.3% of the community can walk to work and 1.2% can bike to work.⁷ These are regional statistics which likely reflect the high proportion of people who live in the rural areas, the number of people who commute outside of Prince George for work and (according to the Active Transportation Plan) the lack of connectivity between active transportation routes.

Housing

The housing stock in Prince George is predominantly single-family dwellings (62%). Compared to the province of B.C., Prince George has more single-detached dwellings and fewer multi-family dwellings (i.e. duplexes, secondary suites, townhouses and apartments).⁸



³ Statistics Canada. 2011. Census Profile, 2011 Census Prince George (Census Subdivision)

⁴ City of Prince George Official Community Plan. 2012.

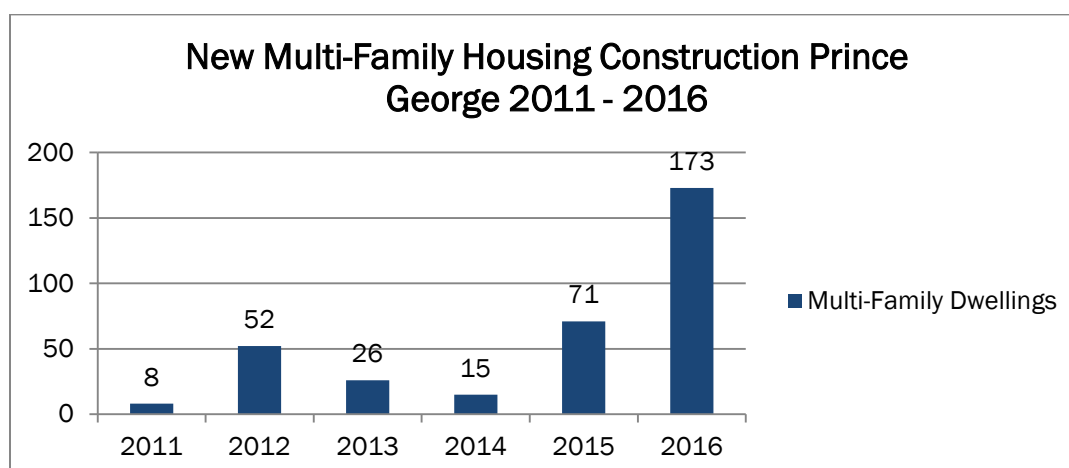
⁵ Statistics Canada. 2016. Census Profile, 2016 Census Prince George (Census Subdivision)

⁶ Statistics Canada. 2011. Focus on Geography Series for Census agglomeration of Prince George, British Columbia George.

⁷ Northern Health. BC Community Health Profile for Prince George. 2014.

⁸ Statistics Canada. 2011. Census Profile, 2011 Census Prince George (Census Subdivision)

A key goal of the City of Prince George Official Community Plan (2012) is to diversify the housing stock in order to offer a greater variety of housing options across the housing spectrum. To achieve this, the City implemented a Multi-Family Housing Incentives Program in 2016 which has contributed to the creation of a seniors-housing apartment development with 173 units in a centrally-located, infill neighbourhood. The 2017 seniors-housing development represents a major contribution to increasing the stock of apartment dwellings in Prince George and the City has received numerous applications for more multi-family developments for 2017.⁹



Employment and Economics

The region has a 2014 unemployment rate of 9.9% as compared to B.C.'s rate of 7.8%. The economy is driven by the natural resource sector with other occupations including sales and service occupations and the trades.¹⁰ Compared to BC's age profile, Prince George has a disproportionately large representation of persons 19 years of age or younger. This group will be entering the workforce in large numbers soon, and likely many of them have already entered.

The 2010 average family income¹¹ is \$75,547 which is lower than the provincial median (\$78,580). The percentage of individuals that are considered low-income is 16%. The B.C. average is 16.4%.¹²

⁹ City of Prince George Building Permit Statistics 2011 to 2016

¹⁰ City of Prince George. 2014. Community Recreation Services Plan Telephone Survey, Public Engagement & Community Context.

¹¹ Northern Health. BC Community Health Profile for Prince George. 2014.

¹² Northern Health. BC Community Health Profile for Prince George. 2014.

Early Childhood Development

The Early Development Instrument (EDI) is a collection of scales which measure child development at kindergarten. EDI scales measure physical health and well-being, social competence, emotional maturity, language and cognitive development, and communication and general knowledge. Results are examined at a population level to determine the percentage of children at risk in a specific geographic area.

In Prince George, results from the EDI (Wave 6, 2013-2016 data) indicate that levels of risk vary significantly by neighbourhood, across EDI scales, and over time. Wave 6 data show that in Prince George School District, 30% (or 322) children are experiencing vulnerabilities on at least one area of development in Wave 6. The scale with the most children at risk was Physical Health & Well Being (17%). The scale with the least children at risk was Language and Cognitive Development (11%).¹³

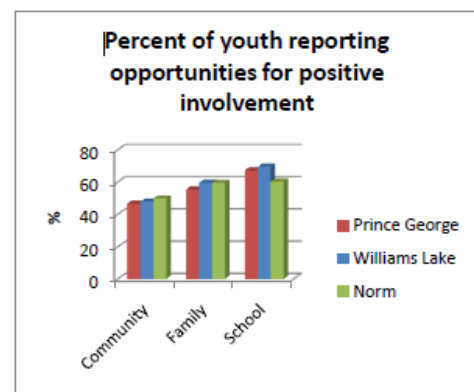
Social Isolation and Opportunities for Pro-social Involvement

Being socially active and engaged in the community keeps you healthy, both mentally and physically. People with strong social networks tend to be more active, feel happier, and are more supported.¹⁴

Socially isolated seniors are less able to participate and contribute to their communities. Yet seniors benefit from volunteering and participating in their communities due to a sense of satisfaction and efficacy, and communities benefit from the services and social capital seniors are providing. A decrease in contributions by seniors is a significant loss to organizations, communities and society at large. In Prince George, among those 65 and older 29.7% are living alone. Prince George is slightly above the provincial average among those 65 and older living alone (25.7%).¹⁵

Young people who are exposed to more opportunities to participate meaningfully in the responsibilities and activities of the community, family, and schools are less likely to engage in problem behaviours when they are older.

Many Prince George youth report that they are exposed to opportunities for positive involvement within the community, family, and schools. Over 60% of Prince George youth reported having opportunities for positive involvement within the school system, indicating that Prince George schools are a valuable area of community strength.¹⁶



The percentage of youth reporting opportunities for positive involvement varied by grade. In general, grade 10 students were least likely to perceive having these opportunities.

¹³ School District 57. 2016. Wave 6 EDI Results.

¹⁴ Healthy Families B.C.: <https://www.healthyfamiliesbc.ca/home/articles/staying-connected-community-you-age>

¹⁵ Statistics Canada. 2011. Census Profile, 2011 Census Prince George (Census Subdivision)

¹⁶ City of Prince George. 2011. Communities that Care Community Action Plan.



Chapter 3: Process

This section summarizes the process for preparing this Age-Friendly Plan:

1. Establish Foundation

All relevant research and potential best practices were reviewed with a view to:

- Be inspired and build from promising practices in other municipalities across Canada.
- Leverage national and international frameworks such as the World Health Organization's (WHO) Ottawa Charter, the Six Dimensions of Child-Friendliness, and WHO's Global Age-Friendly Cities Framework.
- Integrate data from a variety of policies and previous public engagement exercises (Appendix II).
- Be grounded in local values, assets, barriers, opportunities, and linkages. A review of relevant City plans, policies and initiatives was undertaken.



2. Engage Early and Meaningfully

- Early in the process (June 2016), seven (7) meetings were held with key community stakeholders and City staff teams to harness expertise, become grounded in the current situation, get advice on how to position this plan for success, and to ideally broaden the support for the plan. A key message from City staff was the plan must be realistic. It will consolidate efforts, acknowledge what is already being done, identify inter-departmental synergies and benefits, and provide support for current work by validating work under the Age-Friendly principles.
- In October 2016, meetings were held with additional external stakeholders and City staff to confirm emerging themes and to ensure all key sources of data had been gathered. An Age-Friendly booth was hosted at 2016 Talktober to hear first-hand from neighbours on what makes Prince George an ideal place to live and what aspects could be strengthened for all ages and abilities.
- Preparing the action plan was grounded in a staff survey conducted in December 2016 and an Action Planning Workshop in January 2017.

3. Establish Focus Areas for the Plan

- Based on the City's roles, its core policy directions, and a review of pivotal reference points (World Health Organization's Ottawa Charter, Health & Wellness Strategies, and Age-Friendly Plans), several potential focus areas were identified to frame the City of Prince George's Age-Friendly Plan.
- These focus areas were then discussed with the Child, Youth and Family Network, PG Council of Seniors, Community Partnerships Staff, Transportation and Parks Staff, Civic Facilities Staff, Planning and Development Staff, and Economic Development Staff to confirm them as being the ideal elements of an Age-Friendly Plan.

4. Synthesize and Validate Existing Data

- Data from a wide variety of sources was gathered and analyzed. To understand and not overburden the community, existing sources were used to capture current community perspectives. The data gathered was analyzed and categorized under "Existing Age-Friendly Assets" or "Areas in Need of Improvement".
- A substantial amount of staff's existing work (across all Departments) touches on elements of an ideal Age-Friendly Plan. In order to reflect this work, all of the current projects and initiatives that relate to Age-Friendly sensibilities have been identified and documented in the "Existing Age-Friendly Assets" section. Honouring this work is important because these elements should be, and are, retained within the Action Plan.

5. Decision-Making Principles

- Decision-making principles were drafted to help inform and guide decision making to set priorities for the action plan. The decision-making principles are listed at the end of Chapter 1.

6. Create Action Plan

- A comprehensive process was used to develop the Action Plan. Each touch point with stakeholders and City staff informed the list of potential action items.
- Using the decision-making principles and engaging staff in the decision-making process resulted in a list of the most impactful actions for the short term. Furthermore with City staff's involvement, the Action Plan is practical and achievable.
- Woven throughout the process was a commitment to address barriers and challenges. The resulting Action Plan has been developed to allay these concerns. The list of Barriers and Challenges are outlined in Chapter 5.
- The Action Plan includes success indicators to monitor and track progress on implementation.

7. Develop Implementation Framework

The implementation process is comprised of three components, which include:

- Roles that City staff see themselves playing in Age-Friendly initiatives;
- Barriers and challenges that City staff experience in implementing Age-Friendly initiatives; and
- Key steps related to implementation and leadership.



Chapter 4: Focus Areas

Eight (8) focus areas frame this Age-Friendly Action Plan. These focus areas are based on the City's roles, its core policy directions, best practices in Age-Friendly planning, and the advice of advisory groups, external stakeholders and City staff teams¹⁷. The focus areas are:

1. Outdoor Spaces and Parks
2. Built Environment – Community Planning, Urban Development, and Civic Facility Development
3. Transportation – Moving the community through active and public transportation networks and roadways.
4. Housing
5. Social Inclusion, Recreation, and Volunteering
6. Partnerships, Networks and Service Delivery
7. Economic Development
8. Communication, Information and Celebrating Success

¹⁷ Meetings with staff, stakeholders, and advisory groups were hosted in June 2016, October 2016 and January 2017.

Age-Friendly Action Plan Structure

In the following section, each Focus Area is described in terms of its value, current Age-Friendly assets, and potential areas for improvement:

Value – At the beginning of each Focus Area there is a value statement that serves to explain why the specific Focus Area is important for achieving the City’s Age-Friendly Goals.

Existing Age-Friendly Assets - To honour the existing initiatives, those identified by City staff (through meetings with staff teams and the staff survey) have been included in the Age-Friendly assets sections. This list of existing initiatives was confirmed at the December 2016 City staff workshop. The public’s opinions and ideas are also captured in the Age-Friendly Assets through broad themes identified in recent public engagement initiatives (see Appendix II) and findings from stakeholder meetings.

Potential Improvement Areas - These elements will serve as guideposts to future planning and decision-making as they are foundational. A review of public feedback and survey results conducted through recent public engagement efforts carried out by Parks, Social Planning, Recreation, and Talktober¹⁸ provided insight into the public’s perception of areas for improvement. The staff survey provided an overview of potential improvement areas from the perspective of City staff. The themes identified through the background review and staff surveys were confirmed through meetings with community stakeholders.

Action Plan – The Action Plan includes 17 key actions for the City to pursue in order to achieve their goal of providing inclusive services and programming. The Action Plan is unique for two reasons:

1. Unlike many plans, the Age-Friendly Action Plan provides guidance regarding how to activate each action item. This approach ensures that action items are attainable and can be integrated into staff work plans.
2. The action items are not attached to a specific Focus Area; instead, each action item identifies multiple Focus Areas that are affected by the action. This demonstrates how each action item contributes to multiple focus areas and reiterates the need for an inter-departmental approach for implementing the Age-Friendly Action Plan. Both the World Health Organization’s Age-Friendly Guide and UNICEF’s Building Child-Friendly Cities Framework¹⁹ acknowledge that the topic areas for child and seniors-friendly plans overlap and are inter-dependent. For example, improving transit service can increase people’s ability to move throughout the community, thereby increase their social participation and potentially increasing their visit to civic facilities, such as the library and parks.

¹⁸ See Appendix II for a full list of documents and public consultation that was reviewed

¹⁹ World Health Organization. 2007. Age-Friendly Cities: A Guide and UNICEF. 2004. Building Child-Friendly Cities A Framework for Action

1. Outdoor Spaces and Parks

Safe and barrier-free open spaces and parks are achieved through thoughtful design and regular maintenance. Investment in these assets is highly justified as they are used by most community members and provide a connection with nature, create informal spaces to cultivate intergenerational and intercultural connections, and support active living for all ages and abilities.

Significant plans and policies in place include:

- Parks Strategy (2017)
- Playground Audit (2016)
- 5 Year Playground Plan
- Community Recreation Services Plan (2014)

Existing Age-Friendly Assets

- Parks and trails are well utilized and there is a national and local trend towards an increase in unstructured recreation. The statistically relevant Community Recreation Services Plan (CRSP) telephone survey found that walking/hiking is the most popular outdoor recreational activity among residents. The CRSP telephone survey found that walking was particularly popular amongst adults and seniors, while structured recreation opportunities were more popular amongst children and youth.
- There are allied community groups who support this focus area (e.g., Tabor Mountain Recreation Society and the Prince George Naturalists Club).
- In 2016, Spinal Cord Injury B.C. audited the City's most popular parks to identify accessibility amenities and barriers as part of their Access North project. The information in these audits can be utilized to prioritize accessibility improvements in City parks.

Potential Improvement Areas

- The 2017 Parks Strategy found that 80% of residents believe the City generally needs to improve its parks and they agree (66% agree) with the potential priorities identified for the parks in their community. The Park Strategy identified Key Focus areas including prioritizing Riverfront Areas and

Destination Parks, enhancing accessibility, and upgrading playgrounds through a playground replacement program.

- Multi-use parks such as Duchess Park are now considered a benchmark for park design and the community supports this type of park in other neighbourhoods
- The CRSP Seniors Survey found that washroom and site furniture was the most important consideration in making parks more appealing to seniors.²⁰ Age-Friendly stakeholder meetings reiterated the importance of installing amenities and outdoor furnishings that support unstructured recreation (such as outdoor exercise equipment, washroom facilities, signage, and benches to provide rest areas for seniors and people with mobility limitations).
- The City is a large geographic area and maintenance is a challenge. Resources for an appropriate level of maintenance should be secured.
- Through the Park Strategy, accessibility was one of the key focus areas identified. Along with the need to develop universal design and accessibility standards with audits to guide park improvements and connections to and from parks.



²⁰City of Prince George. 2014. Community Recreation Services Plan Telephone Survey, Public Engagement & Community Context.

2. Built Environment

Well-designed communities improve physical activity, mobility, independent living, and access to important services (including healthy food choices), air quality and public safety. Civic buildings (buildings the City owns) that are designed to be barrier free and welcoming foster life-long social connections within and between community and City staff and lead to a high levels of usage.

Significant plans and policies in place include:

- Zoning Bylaw (with an accessible parking section)
- Facility Conditions Assessment (2016)
- Advisory Committee on Accessibility Facility Audit (2016)
- Downtown Civic Facilities and Spaces Programming Plan (2016)
- Pedestrian Network Study Update (2017)

Existing Age-Friendly Assets

Community & Neighbourhood Development

- The City collaborates with allied community organizations (e.g., the Handy Circle Society, Spinal Cord Injury BC, and Aim HI) which have expertise in the built environment.
- The City waives the \$50 fee for Street Occupancy Permits for businesses that participate in the “StopGap Temporary Ramps” program.
- A member of the Advisory Committee on Accessibility sits on the Advisory Committee on Development Design Committee to provide recommendations for enhancing accessibility in new developments.
- The City allocates annual funds towards sidewalk rehabilitation and the installation of new sidewalks that are accessible, based on priorities identified in the Pedestrian Network Study, the Active Transportation Plan, feedback from the Advisory Committee on Accessibility and asset management considerations.
- In Fall 2016, the City partnered with Spinal Cord Injury B.C. and the Fraser Fort George Regional District to offer a universal design workshop to City and Regional District staff.
- The City of Prince George, the Ministry of Community, Sport and Cultural Development and Stantec Inc. developed the award-winning Community Lifecycle Infrastructure Costing (CLIC) Tool that can be utilized to build the financial case for sustainable, infill development that supports walkable neighbourhoods.

Civic Buildings

- In 2017, Council approved a \$50,000 budget line item to invest in capital improvements to reduce barriers in civic facilities.
- City Departments have been successful in receiving grants from higher levels of government to improve physical accessibility.
- The process to prioritize capital for Civic Facilities includes a scoring assessment that incorporates accessibility considerations and programming
- The Aquatic Centre includes accessibility features, such as a lift-equipped private change room; wheelchair accessible hot tub and wave pool; and bus stop and accessible parking near front entrance.



Potential Improvement Areas

Community & Neighbourhood Development

- The CLIC Tool could be implemented within the Planning & Development Department's procedures to strengthen the case for supporting infill development and discouraging car-oriented development.
- During 2015 and 2016 Talktober we heard that:
 - o The City creates attractive destinations, but is not always mindful about what is needed with respect to access to these destinations (i.e. sidewalks, lighting, benches, and physical accessibility)
 - o Sidewalk design and maintenance is a high priority.
 - o Pedestrian routes are often not lit street lights or pedestrian-scale lighting.
 - o The sense of place and safety in neighbourhoods could be improved by enforcing property maintenance bylaws.
- Many private businesses have physical barriers that limit the ability of seniors, people with mobility devices and parents with strollers to access services. This is a particular challenge in the downtown, where many stores require a step-up to access the store. Building capacity and understanding about accessibility issues amongst business owners is necessary.

Civic Buildings

- Lighting, parking, and security around civic spaces are important to consider in facility planning ²¹.
- There have been discussions with Management to incorporate Universal Design principles in future facilities and infrastructure; however, no formal policy or procedure is in place.
- There is no formal process in place for the Planning Department or the Advisory Committee on Accessibility to review renovations and new construction of civic buildings to ensure that best practices in accessibility and design (i.e. winter city principles, urban design, etc.) are being met.
- Buildings and infrastructure in civic facilities and parks do not follow a consistent accessibility standard. A document providing standards or guidelines for accessibility would be a useful resource for City staff to refer to when carrying out construction projects and installing new infrastructure.



²¹City of Prince George & CYFN Child & Youth Engagement Sessions. 2015.

3. Transportation – Active transportation routes, Public transit, and Roadways

Well located, frequent, and consistent public transit service and well connected non-vehicular routes are crucial to accessing social, cultural and recreational activities, reducing isolation, and improving neighbourhood walkability.

Significant plans and policies in place include:

- Active Transportation Plan (2010)
- Parks Strategy (2017)
- Subdivision and Servicing Bylaw (2014)
- Pedestrian Network Study Update (2017)
- Transit Future Plan (2014)

Existing Age-Friendly Assets

- In 2016 the City partnered with B.C. Transit to provide a Transit Planner position and to expand transit services.
- B.C. Transit offers accessible services for both customized and conventional transit systems.
- Since the 2015 Canada Winter Games, City staff have been working closely with the Advisory Committee on Accessibility to prioritize annual sidewalk improvements.
- For development proposals (rezoning, subdivision, development permits, etc.), the referral process seeks input regarding Active Transportation principles (i.e. trail, pathway and sidewalk networks around developments).
- 2016 brought significant improvements in cycling infrastructure with the removal of parking in bike lanes on main arterials, painting and signage to clearly designate bike lanes and the production of a Prince George Bikeways pocket map.



- The Centennial Trail system offers a continuous 30 km trail that features interpretive signage describing the natural beauty, flora, fauna, geology and human history of the area.
- The Subdivision and Servicing Bylaw dictates the design of new sidewalks and includes standards for sidewalks and curbcuts that incorporate accessible design considerations.
- The Traffic Safety Committee is chaired by a City of Prince George employee and includes representatives from the RCMP, ICBC, BCAA, SD57 and MOTI.

Potential Improvement Areas

Active Transportation

- There is no dedicated staff person responsible for active transportation.
- Utilize the 2017 Cultural Plan to integrate public art, beautification and place-making into pedestrian corridors.
- The Community Recreation Services Plan (CRSP) Seniors Survey noted the desire for better sidewalk maintenance (63%), road etiquette (41%), and more bike lanes (36%). The Age-Friendly process re-iterates these finding by highlighting the need to prioritize and address the following issues:
 - o Walkways along existing roadways could provide important active transportation routes for all ages if they included benches and washrooms nearby.
 - o There is a need for improved signage, mapping, and strategically located benches along trails.
 - o Air quality and dust makes walking uncomfortable.

- o Better bike lane maintenance and lighting.
- The Age-Friendly process noted the following:
 - o There is value in designating and promoting safe walking routes that include adequate snow removal and lighting to provide connectivity in the winter months.
 - o Streets other than the main arterials are ideal for walking, as they are more conducive to feeling safe i.e. traffic is slower and they are more pedestrian friendly.
 - o Drivers should be educated about the role they play in road safety for all users who share the roadways.
- The 2017 Park Strategy identifies Accessibility as one of its key 10 Focus Areas. The Accessibility action item identifies improving transportation links to and from parks through a review and enhancements to the active transportation network.
- The Age-Friendly conversations identified necessary improvements related to cycling included bike racks, restricting parking in bike lanes on major roads, better lighting on primary routes and integration between bike lanes and trails.

Transit:

- Children and youth²² find:
 - o Bus schedule does not align with school schedule;
 - o Affordability is an issue; and
 - o There is a need for more bus shelters.
- Talktober 2015 and 2016 feedback highlighted the need for transit improvement related to simplifying the routes, having a consistent schedule, more

bus shelters, extending hours on the weekend, and more park and ride options.

- The Age-Friendly conversations identified the following key findings relating to transit:
 - o A need for “Transit Training” for the community and specifically youth and those older adults who are no longer able to drive. In addition, there is an opportunity to explore more morning and evening transit service to downtown to provide greater access to businesses and entertainment.
 - o In addition to the 2017 Parks Strategy, the City should review the existing data from the 2015 Summer Needs Assessment of Seniors Walking Programs to validate or enhance the design of trails from this segment’s lived experience.²³
 - o Also related to seniors, a volunteer drivers program in Prince George and reduced handyDART wait times would be of value.²⁴.
 - o Pedestrian crossing times should be extended in the winter when crosswalks are slippery.
 - o Directions to City facilities and events should include directions via transit in addition to directions for private cars.
 - o Contributing to isolation and missed opportunities is the misalignment between transit hours and Church services.



²² City of Prince George & CYFN Child & Youth Engagement Sessions. 2015.

²³ Work completed by Dr. Anne Pousette

²⁴ PG Council of Seniors

4. Housing

Housing is a fundamental human need. In addition, affordable and suitable housing options that meet a variety of housing needs foster family and community connections. Well designed and appropriately located housing for those with mobility challenges, supports their independence and ability to age-in-place.

Significant plans and policies in place include:

- Adaptable Housing Standards & Multi-Family Housing Incentives Program (2016)
- Visitable Housing Standards Checklist (2011)
- Housing Need & Demand Study (2014)

Existing Age-Friendly Assets

- The City's Multi-Family Housing Incentives Program (2016) offers incentives for multi-family projects where 50% of the units achieve Adaptable Housing Standards and are located in walkable neighbourhoods and close to transit.
- In 2011 the City developed a Visitable Housing Checklist. Visitable Housing allows people of all abilities to visit the home and include features such as: no-step entrance, wider doors and hallways, and a bathroom and living area on the main floor. The City's Visitable Housing Checklist serves as a resource to developers and contractors
- The City's Downtown Incentives Program offers reduced development costs for housing constructed in the downtown
- The City's Official Community Plan and the myPG Sustainability Plan support the creation of affordable, accessible housing across the housing continuum.
- The City of Prince George Housing Need and Demand Study ²⁶ noted that, to respond to reduced mobility as the population ages, there is an increased demand for housing that is visitable or adaptable.
- The community has expressed a concern for more affordable housing in general and for students and seniors housing specifically.²⁷
- Age-Friendly conversations identified a student housing project in the downtown as an opportunity for further strengthening the City as an education destination.
- There is a need for more housing options including smaller homes, laneway housing and carriage housing, supported living options, one level housing, and rental housing that is in good condition and well maintained.²⁸
- It is challenging to encourage Visitable and Adaptable Housing in developments where there are not any incentives or regulatory requirements to construct it.



Potential Improvement Areas

- Housing locations identified in community plans need to be mindful of the benefit of being located close to medical and commercial services.²⁵

²⁵ Age-Friendly stakeholder engagement meetings in 2016 and Talktober 2015

²⁶ City of Prince George Housing Need and Demand Study (2014)

²⁷ Age-Friendly stakeholder engagement meetings in 2016 and Talktober 2015

²⁸ Information Fair: BCNE Consultation August 12, 2015

5. Social Inclusion, Recreation Activities, and Volunteering Opportunities (Age-based and Intergenerational)

Participating in civic life, being active, and volunteering strengthens the community fabric, creates a sense of belonging, and improves overall health at any stage of life. Specifically for our youngest members, nurturing environments are crucial to their development and their family bonds. Youth benefit from being engaged in healthy activities as it teaches them important skills, reduces their vulnerability to risky behaviours, and connects them with positive role models. For adult and seniors, being active socially and physically fosters healthy aging, counterbalances isolation and provides meaningful ways to be engaged in the community. For those who have experienced barriers in their everyday life, being engaged in one's community ensures they are, and feel they are, an integral member of the community and can fully participate in any activity they wish to. Beyond specific age-based benefits, are intergenerational opportunities which foster mutual respect and learning.

Significant plans and policies in place include:

- Social Development Policy
- Aquatics Needs Review (2016)
- City's Grants Programs
- Community Associations Strategy (2016)

Existing Age-Friendly Assets

- There are a number of important networks which provide focus and advice from specific perspectives. These include Student Needs Committee, newly formed Council Committee on A Healthy City Framework, PG Council of Seniors (PGCOS) and the CYFN (Children, Youth & Family Network). 2016 Age-Friendly stakeholder meetings found that these groups appreciated that social issues and children's issues are on Council's Agenda.
- The City is committed to universal access to recreation and this is promoted in the Active Living Guide and the City's website. PGCOS noted that, for seniors specifically, recreation facilities offer affordable rates which makes being active more accessible. Programs such as PGKidsport and the Leisure Access Program provide financial assistance so that children can participate in sport leagues.
- City grants facilitate community celebration.

- While volunteerism is declining, there is a strong commitment by seniors to volunteer in the community.²⁹
- The Aquatic Centre is a facility that is highly valued by all ages and abilities for providing important recreation and social activities. It offers a range of services for people of all abilities and is responsive to the needs of the community, including a free adaptive swim on Sundays, toonie swims during weekdays and Pro D-Days, and low-barrier/low-impact programs for seniors.
- Festivals are geared towards all ages and foster intergenerational and intercultural connections. Events such as Canada Day provide free activities for families to recreate together.
- Golden-Age Socials provide valuable opportunities for seniors in the community to come together.



²⁹ Community Recreation Services Plan Survey of seniors found that 50% would volunteering depending on the circumstances (i.e. role and time commitment)

- The City through its “myPG Community Grants” program supports programs, events and initiatives that align with Age-Friendly goals. In 2016, grants were awarded to 34 organizations and totalled more than \$350,000.
- The City supports Community Associations in the delivery of affordable, neighbourhood-based programs for children and youth, as well as, neighbourhood celebrations for all ages. The 2016 Community Association’s Strategy provides the framework for the ongoing, sustainable operation of Community Associations.
- The City will be developing a Cultural Plan throughout 2017 that will provide opportunities for integrating Age-Friendly initiatives through art and culture.
- The Senior population is expected to grow significantly therefore planning supports and services in response to the anticipated growth is important. According to Northern Health’s *Healthy Aging in the North: Action Plan 2015/16 – 2020/21*, a focus on health promotion, prevention and community supports for healthy aging is crucial to avoid premature acute care visits and premature admissions to facility based care. Suggestions include:
 - o Provide training to staff to recognize cultural differences and the fact that seniors are not a homogenous group.³²
 - o Consider programming options in the winter months to encourage seniors to stay active.³³
 - o Include activities for senior men to socialize and be productive at the same time.
 - o Focus on finding ways to reach isolated seniors.

Potential Improvement Areas

- The *Communities that Care Community Action Plan* (CCCAP) identifies anti-social behaviours in youth as a priority risk factor and recommends the need to foster more positive social behaviours in school-aged children. In particular, the CCCAP identifies the need for the following:
 - o More activities for youth starting at age 10 (i.e. open gym time, safe places to hang out, particularly during afterschool hours).
 - o Programs that address transportation barriers; and
 - o Gender specific programming to address behavioural concerns, such as involvement in gangs.

Together, these efforts are seen as proactive strategies to address anti-social behaviours.³¹
- The 2016 Community Association’s (CA) Strategy identified that some CA programming is not meeting the needs of all age groups. The 2016 CA Strategy recommends community needs assessments to identify the types of programming that each community needs and wants.
- With the expected increase in the First Nation community and youth in particular, continue to work closely with the Lheidli T’enneh First Nation to understand barriers and opportunities is important.
- Programming needs to be intentionally designed to reflect various age groups, needs, abilities and barriers and challenges.

³¹ Communities that Care Action Plan

³² 2016 Age-Friendly Stakeholder meetings

³³ The 2015 Healthy Aging in the North: Action Plan: 2015/16 p 202/21

The Community Associations (CA) Strategy poses an opportunity to identify how Age-Friendly recreation and services can be integrated into CA's program delivery. Ideas discussed during Age-Friendly engagement sessions include:

- o Provide more programs for young children that include activities later in the day.
- o Consider opportunities for families to recreate together.
- o In order to reach the 25-35 age group (the hardest to retain in our community.³⁴) - "Learn to" programs, in order to participate in activities they didn't learn at a younger age.
- o For CNC and UNBC students, build awareness that the Upass includes a pass to aquatics facilities so students can be physically active without added expense.
- o Encourage youth and students to volunteer by creating a formal volunteer system that recognizes "hours spent" (i.e. letters of support).
- o Encourage barrier-free and intergenerational social and recreation activities³⁵. The Community Recreation Services Plan (2014) survey identified the key barriers to recreation activities as being work commitments, family commitments, health/mobility issues and cost.
- During Talktober 2015, residents expressed a desire to install public art throughout the entire community, not just the downtown.



³⁴ 2016 Age-Friendly staff meetings

³⁵ The 2015 Healthy Aging in the North: Action Plan: 2015/16 p 202/21

6. Partnerships, Networks and Service Delivery

Collaboration with community groups and individuals leverages knowledge, organizational capacity and reaches into segments of the community that the City may not have.

Significant initiatives and policies in place include:

- Community Associations Strategy (2016)
- Shared-Use Agreements with School District No. 57
- Collective Impact
- City Council Committees

Existing Age-Friendly Assets

- Various Committees and community networks provide focus and advice on specific social issues and are mechanisms for listening and representing issues to Mayor and Council. Examples include: Student Needs Committee, newly formed Council Committee on A Healthy City Framework, City Grants Review Committees, Enhance PG and the Advisory Committee on Accessibility.
- The organizational structure of the City (i.e. Community Partnerships – Community Partnerships, Sustainable Community Development Division and Social Planning Division) supports partnerships, networks and fostering inclusion.
- The City is participating in the Reconciliation Initiatives and Event (2017) and this important role with First Nations should be continued.
- The City is providing leadership (positioned as the “Backbone Organization”) as part of the Collective Impact approach to foster a cross-sector approach to solving complex social issues on a large scale.
- There are well-established partnerships between the City and various organizations and groups in the community (i.e. Collective Impact- Strategy Development Team that includes the City, SD57, Northern Health, Prince George Native Friendship Centre and others).
- The City works in partnership with organizations and volunteers to deliver various services including recreation services (3rd Party Delivery model, service agreements etc.).
- The City has a strong working relationship with the Fraser Fort George Regional District and works collaboratively to build capacity (i.e. In 2016 the City and Regional District organized a training session facilitated by Disability Alliance B.C. to ensure that Emergency Programs consider people with disabilities).

Potential Improvement Areas

- In order to support people of all ages and achieve an improved quality of life, community agencies, government, institutions and health are encouraged to partner to identify how Age-Friendly services can be re-aligned and/or integrated.
- The Age-Friendly process demonstrated the value of inter-departmental cooperation and strategic alignment in achieving Age-Friendly and inclusive community goals. Access and inclusion is a complex issue that is difficult to address without a systematic approach to ensure alignment.



7. Economic Development

The City plays an important role in stimulating investment in the community. It is also a major employer, an employer of choice, and an employer that provides a meaningful work experience for those entering or re-entering the work force.

Significant plans and policies in place include

- Workforce Intelligence Study (2014)
- City of Prince George Economic Development Strategy (2016)

Existing Age-Friendly Assets

- The City is a major employer in the community. It has inclusive hiring practices and is an important entry point for youth and students into the workforce as summer students, co-op students and volunteers. It is through this work experience that youth gain important work experience and receive mentoring that will shape their careers. For older adults, the City rehires retired employees to fill temporary gaps.
- The City is shifting to being a “cool place to be” and people are proud of Prince George.
- Employment is a major reason why people move to this community. Age-Friendly elements are important determinants for people making the choice to stay.
- Investors see Prince George as “stable” and are interested in this community.
- The City has an Economic Development function and team. It has developed the “Move Up Prince George” website which provides important information on the ways in which Prince George provides a high quality of life, job opportunities, key community resources, and education programs. It also provides testimonials which inspire the reader.
- Business leaders are setting an example for other businesses to contribute to social well-being in the community (i.e. adopting the Living Wage).

Potential Improvement Areas

- The Prince George Workforce Intelligence Study identified that employers of skilled trades and some professional occupations report concerns that shortages will be created or exacerbated by an impending wave of retirement. The most important group to consider is the 50 to 59 age group which has a disproportionately high representation in the workforce. These workers currently dominate the senior ranks of the professions and skilled trades in Prince George, and will be gradually leaving the local workforce over the next decade.
- The testimonials on “Move up Prince George” could include those for all ages and those with disabilities.
- Employers are more aware and supportive of the work/life balance. Working directly with employers and employees to facilitate access to recreation opportunities could help them achieve the work/life balance.
- The City can ramp up its role as an important employment entry point for all age groups and abilities - for those entering the work force for the first time or those re-entering the work force.



8. Communication, Information and Celebrating Success

The power of communication relating to the Age-Friendly plan is twofold. First, effective communication raises awareness of the ways in which community members of all ages and abilities can be healthy and active. Second, communicating information about the City's Age-Friendly values, intentions, and progress will help the City be accountable for achieving results.

Significant initiatives and policies include:

- Active Living Guide
- City Website Re-Design (2017)
- Talktober (2016 & 2017)
- City Brand Standards

Existing Age-Friendly Assets

- Various Council-appointed Committees offer annual awards to residents and local organizations that support community goals, many of which are directly related to Age-Friendly themes (i.e. Access Award of Merit).
- The City provides print and web-based material that links the community to its assets. For example, the Active Living Guide and the Walking Trails Guide both serve as a one-stop resource for recreation and cultural services.
- Imagery being used to promote City assets are becoming more reflective of the diversity of the community.
- The new City website is being developed to make information more accessible and easy to read.
- External Relations is working to broaden the reach of social media across all demographic segments.
- The City's Talktober event provides an opportunity for the public to interact with staff and City Council regarding City services and initiatives.
- The City collects data through its various planning processes that informs a good understanding of effective communications methods. For example, the CRSP³⁷ survey

found that 75% thought communication was effective and 22% did not. Most relied on newspaper (45%), word of mouth (43%) and the radio (45%).

Potential Improvement Areas

- The City's public website is earmarked in 2017 to deliver a new look and functionality. The website could be utilized to promote Age-Friendly events and to share information about Age-Friendly features in civic facilities and parks.
- Additional methods to raise awareness of the Leisure Access program should be explored so that those with financial barriers can access recreation programs. For example, the Aboriginal Housing Society Community Voicemail program allows them to distribute messages to people who experience barriers.
- Resource material for seniors needs to include a directory of resources (one-stop shop) and be mindful of seniors for whom English is a second language.
- The Age-Friendly stakeholder engagement emphasized that the City needs to follow-up at the end of the consultation processes.



³⁷City of Prince George. 2014. Community Recreation Services Plan Telephone Survey, Public Engagement & Community Context.



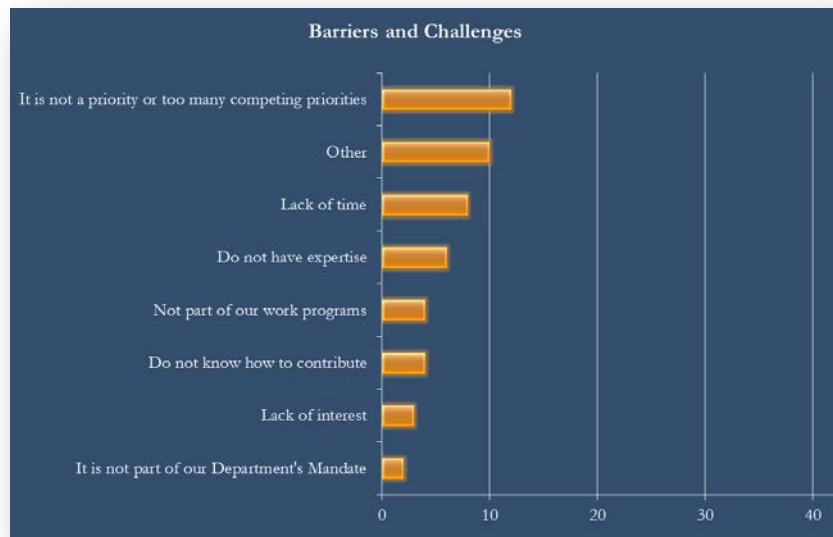
5. Implementation

Age-Friendly Roles

As part of the process to develop this plan, City staff defined a variety of roles they play in making the City Age-Friendly. These are summarized in the graphic below:



Barriers and Challenges



As part of the action planning process, staff members were surveyed to determine what, if any, barriers or challenges existed to implementing an Age-Friendly Plan. Staff identified the most significant barriers as: “It is not a priority or too many competing priorities” (25%), “Other” (21%) and “Lack of Time” (17%). “Other” included the following comments (verbatim):

- “Age-Friendly” is new terminology
- Bylaws would need to be updated
- Capital improvements need budget
- Need to adjust processes/efforts to respond to individual’s needs
- Job requirements limits who can do it (i.e. staff wishing to address a transportation barrier in programs means having a Class 5 license)
- What trying to do is not a requirement therefore staff has to use persuasion
- Competing directions – Accessibility and Development but accessible design can slow down development
- Lack of integration i.e. communication between departments as scope of work can overlap and impact each other
- Need direction from General Manager and Manager that it is a priority
- Feasibility of actions may be a barrier
- Small window of time to complete
- Shouldn’t be any excuse!”

Coordination, Implementation & Reporting on Progress

In order to move forward on the action items identified in this Plan, the City needs to ensure that leadership is in place to implement the Age-Friendly Action Plan. Also critical will be maintaining momentum for the action items contained in the plan as well as regular monitoring and reporting.

As the Plan is implemented, the following criteria (that were identified through the process of creation the Plan) serve as a useful guide for moving the Plan forward:

- ✓ Broaden ownership for the Plan across all Departments
- ✓ Provide a forum for inter-departmental synergies to be discovered
- ✓ Ensure the action plans are pragmatic and activated
- ✓ Be respectful of Departmental realities and capacities and help to navigate around challenges that emerge
- ✓ Ensure effective communication throughout the organization
- ✓ Track progress and measure success; and
- ✓ Provide a highly visible forum to celebrate successes.

The City's 2016-2018 Corporate Plan identifies the implementation of the Age-Friendly Action Plan as a key objective. The implementation of the Plan will be led by the Senior Leadership Team, who will report on the progress of the Plan quarterly. As directed by Senior Leadership, impacts, achievements and learnings related to the Plan implementation will be presented to Council.



6. Action Plan

The Age-Friendly Action Plan is a detailed roadmap that lays out the steps that the City should take in order to achieve the goal of making City services more inclusive for people of all ages and abilities. The Action Plan proposes 17 realistic and achievable actions. Actions #1 to #7 represent new projects and initiatives that need to be integrated into work plans, while Actions #8 to #17 propose a different way of doing existing work to ensure that City-wide efforts are aligned.

The Action Plan is also unique because it is not organized by Focus Area; instead, each action item identifies multiple Focus Areas that are affected by the action. This demonstrates how each action item contributes to multiple Focus Areas and reiterates the need for an inter-departmental approach for implementing the Age-Friendly Action Plan. Both the World Health Organization's Age-Friendly Guide and UNICEF's Building Child-Friendly Cities Framework³⁸ acknowledge that the topic areas for child and seniors-friendly plans overlap and are inter-dependent.

Action Plan Structure

For each action item, the Plan lists the Focus Areas that are impacted as well as a list of existing City initiatives or plans that support the proposed action. A table outlines the following key considerations that serve to guide the implementation of the Age-Friendly Action Plan:

- Resources required;
- Steps required to complete the action item;
- Project leads;
- Contributors; and a
- Timeline for completing each step.

The Action Plan has been reviewed by City employees and Senior Leadership to ensure alignment with current and future work plans. The details of each action item are subject to change and evolve based on discussions with City Divisions and logical steps identified as each action is implemented. The Advisory Committee on Accessibility provided a list of grant opportunities that could help fund individual action items (see Appendix IV).

³⁸ World Health Organization Age-Friendly Cities: A Guide (2007) and UNICEF Building Child-Friendly Cities A Framework for Action (2004)

Action #1: Adopt the Age-Friendly Action Plan, lead and oversee the action items identified in the Age-Friendly Action Plan.

Focus Areas

- ✓ Outdoor Spaces & Parks
- ✓ Built Environment
- ✓ Transportation
- ✓ Housing
- ✓ Social Participation, Recreation & Volunteering
- ✓ Partnerships, Networks and Social Inclusion
- ✓ Economic Development
- ✓ Communication, Information & Celebration

Current initiatives and policies

- Age-Friendly Action Plan has been developed with support and expertise of staff and external stakeholders.
- OCP, myPG, and Council's strategic plan identify inclusiveness as a top priority.
- Accessibility in civic facilities is being enhanced through grants and City of Prince George capital dollars.

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Senior Leadership supports integrating the Age-Friendly Action Plan items into staff work plans and quarterly reporting on Age-Friendly Action Plan implementation.	• Mayor & Council • Senior Leadership Team	• All Departments	Q3 2017

Success Indicators

- Reporting on Age-Friendly is incorporated as part of the quarterly reporting process for Senior Leadership by Q3 2017.

Action #2: Develop an Age-Friendly Design Policy and Checklist to ensure that existing and new City-owned buildings, public spaces, parks, City services, print/web material, and City-led events and meetings are inclusive.

Focus Areas

- ✓ Outdoor Spaces & Parks
- ✓ Built Environment
- ✓ Transportation
- ✓ Housing
- ✓ Social Participation, Recreation & Volunteering
- ✓ Partnerships, Networks and Social Inclusion
- ✓ Economic Development
- ✓ Communication, Information & Celebration

Current initiatives and policies

- In 2016 staff received universal design training.
- There have been some discussions amongst General Managers regarding the need for a policy directing civic buildings to meet a specific standard of accessibility.
- OCP, myPG, and Council's strategic plan identify inclusiveness as a top priority.

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Apply for Age-Friendly Grant to develop an Age-Friendly Design Policy and Checklist (Action #2).	• Parks & Solid Waste • Civic Facilities • Planning & Development • External Relations • Community Partnerships	• Advisory Committee on Accessibility • Community Partnerships	Q4 2017
Determine the scope of the project, consider incorporating standards for outdoor spaces, parks, and trails; City-owned buildings; print and web-based communication materials; and City-led public meeting and event set-up.	• Parks & Solid Waste • Civic Facilities • Planning & Development • External Relations • Community Partnerships • Community Partnerships	• Advisory Committee on Accessibility	Q2/Q3 2018
Develop the Checklist and City Staff develop the policy.	• Parks & Solid Waste • Civic Facilities • Planning & Development • External Relations • Community Partnerships • Community Partnerships	• Accessibility-focused non-profits and organizations • Advisory Committee on Accessibility	Q2/Q3 2018
Provide staff with the necessary training to implement the checklist.	• Consultant	• All Departments	Q3 2018

Success Indicators

- Age-Friendly Policy and checklist adopted by Council.
- Tracking accessibility improvements in buildings and City services.
- Feedback from the public.

Action #3: Enhance Public Awareness of the City facilities, parks, and recreation programs that are Age-Friendly.

Focus Areas

- ✓ Outdoor Spaces & Parks
- ✓ Built Environment
- ✓ Social Participation, Recreation & Volunteering
- ✓ Partnerships, Networks and Social Inclusion
- ✓ Economic Development
- ✓ Communication, Information & Celebration

Current initiatives and policies

- The City's External Relations Department works to ensure that external messaging is coherent and consistent with City of Prince George branding.
- The City's new website features accessibility features, is easy-to-read and navigate and enhances the City's appeal through the use of local imagery.

Resources: Graphic Design			
Steps	Lead	Other Contributors	Timeline
Develop a project scope and budget.	External Relations	- Social Planning - Sustainable Community Development - Parks & Solid Waste - Community Partnerships	Q1 2019
Hire a graphic design firm to develop a logo to use in promotional material and signage.	External Relations	- Social Planning - Sustainable Community Development - Parks & Solid Waste - Community Partnerships	Q1 2019
Integrate the Age-Friendly branding into the City website and print promotional materials.	External Relations	- Social Planning - Sustainable Community Development - Parks & Solid Waste - Community Partnerships	Ongoing

Success Indicators

- Number of City facilities, parks and recreation programs that are branded as Age-Friendly.

Action #4: Develop a voluntary Community Amenity Contribution Policy to consider amenity contributions that result in Age and Ability Friendly outcomes. Amenities could include: a percentage of visitable or adaptable housing units in new residential development, contribution towards transit shelters or other active transportation infrastructure, barrier-free playground equipment, etc.

Focus Areas

- ✓ Outdoor Spaces & Parks
- ✓ Built Environment
- ✓ Housing
- ✓ Partnerships, Networks and Social Inclusion
- ✓ Social Participation, Recreation & Volunteering
- ✓ Economic Development
- ✓ Transportation

Current initiatives or plans

- OCP Policy 13.3.31 identifies the development of a voluntary Community Amenity Contribution Policy as an implementation item.

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Identify a project lead and begin researching other community's voluntary Community Amenity Contribution Policies.	Sustainable Community Development	- Development Services - Economic Development - Parks & Solid Waste - Community Partnerships	Q4 2018
Develop a draft policy for review by internal staff and key stakeholders	Sustainable Community Development	- Development Services - Economic Development - Parks & Solid Waste - Community Partnerships	Q1 2019
Refine policy and present proposal to Mayor and Council	Sustainable Community Development		Q1 2019

Success Indicators

- Amenities secured through the voluntary Community Amenity Contribution Policy.

Action #5: Develop a Bus Stop Strategy to prioritize improvements that will enhance the comfort and connectivity of bus stops and exchanges to the pedestrian network.

Focus Areas

- ✓ Transportation
- ✓ Built Environment
- ✓ Partnerships, Networks and Social Inclusion

Current initiatives or plans

- Transit Future Plan (2014) identifies improving transit customer facilities (including accessibility and on-street customer amenities) as a short-term (0-5 year) action item.
- Official Community Plan (2012) supports the creation of pedestrian-oriented streets that are physically comfortable, accessible and safe (Policy 8.2.6)
- Transit benches and shelters are currently provided through advertising contract.
- Non-advertising bus shelters are City-owned and maintained .

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Identify a project lead, staff support required and scope of project.	Sustainable Community Dev't (Transit Planning)	- Engineering Services - Roads & Fleet - Asset Management - B.C. Transit	Q1 2018
Develop an inventory of amenities and accessibility features at each transit stop and transit exchange. Consider working with UNBC Environmental Planning and GIS Students to develop the inventory. Based on the inventory, develop a minimum standard of services to provide at each bus stop in the City.	Sustainable Community Dev't (Transit Planning)	- Engineering Services - Roads & Fleet - Asset Management - B.C. Transit - UNBC	Q2/Q3 2018
Utilize the Pedestrian Network Study Update to identify gaps in the pedestrian network surrounding transit stops and exchanges.	Sustainable Community Dev't (Transit Planning)	Engineering Services	Q2/Q3 2018
Develop the Bus Stop Strategy, which should include a prioritized list of improvements to the pedestrian network to identify gaps and a prioritized list of amenities to install to enhance the comfort of bus stops.	Sustainable Community Dev't (Transit Planning)	- Engineering Services - Roads & Fleet - Asset Management - B.C. Transit - MOTI	Q4 2018
Present the Bus Stop Strategy to Mayor and Council.	Sustainable Community Dev't (Transit Planning)		2019

Success Indicators

- Transit User Surveys
- Monitor improvements made to pedestrian network within a certain distance of bus stops and exchanges

Action #6: Develop a transit training program for older adults and youth.**Focus Areas**

- ✓ Transportation
- ✓ Partnerships, Networks and Social Inclusion
- ✓ Social Participation, Recreation & Volunteering
- ✓ Communication, Information & Celebration

Current initiatives or plans

- 2017 Seniors Transit Challenge includes workshops to provide travel training for seniors.
- Transit Future Plan (2014) identifies implementing a travel training program as a mid-term priority (5-10 years).
- Transit Future Plan (2014) identifies youth and seniors as key transit markets: youth are very mobile, but they do not have driver's licences or access to vehicles and the seniors population 80 years or older is very dependent on transit and this demographic is projected to grow significantly in Prince George.

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Implement seniors transit training through the 2016/2017 Seniors Transit Challenge	• Sustainable Community Development (Transit Planning) • B.C. Transit	• PG Council of Seniors	Q4 2017
Identify project scope and develop a working group (including community partners) to carry the project forward and build on the work done for the 2016/2017 Seniors Transit Challenge	• Sustainable Community Development (Transit Planning) • B.C. Transit	• Same as Above	Q1 2018
Develop a seniors and youth transit training program, which could include a financial incentive for new transit riders.	• Sustainable Community Development (Transit Planning) • B.C. Transit	• Same as Above	Q4 2018
Implement and monitor the senior and youth transit training program	• Sustainable Community Development (Transit Planning) • B.C. Transit	• Same as Above	2018- 2019 & Ongoing

Success Indicators

- Feedback forms completed following the transit training.
- Percent change in age of riders.

Action #7: Retain graduates of all levels and ages by connecting them with employers in the community.

Focus Areas

- ✓ Partnerships, Networks and Social Inclusion
- ✓ Economic Development

Current initiatives or plans

- Student Needs Committee
- City of Prince George Economic Development Strategy identifies retaining and attracting residents as a key goal and supports the recruitment efforts of local employers and post-secondary institutions (Goal 3.2)

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Identify a project lead and establish buy-in from potential partners.	• Economic Development	• Student Needs Committee • CNC • UNBC • SD57 • Chamber of Commerce	Q1 2018
Establish a working group and create a detailed, tactical plan.	• Economic Development	• Same as above	Q1 2018
Implement activities and events.	• Economic Development	• Same as above	Q2 2018

Success Indicators

- Number of registered students
- Number of registered employers
- Number who participated in events
- Percentage of graduating students who are placed with employers

Action #8: Prioritize capital investment in high-volume pedestrian routes to enhance walkability (i.e. sidewalk and curb-cut construction, streetscape improvements, street furnishings. benches, garbage bins, public toilets, lighting, etc.).

Focus Areas

- ✓ Transportation
- ✓ Parks and Outdoor Spaces
- ✓ Social Participation, Recreation and Volunteering
- ✓ Partnerships, Networks and Social Inclusion
- ✓ Economic Development
- ✓ Communication, Information & Celebration

Existing initiatives and plans

- Active Transportation Plan identifies the need for resting areas and place-making initiatives that enhance walkability (p. 71-72).
- 2017 Pedestrian Network Study Update
- EnhancePG offers micro-grants for beautification efforts.

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Adopt the Pedestrian Network Study Update, which identifies high-volume pedestrian routes.	City of Prince George Mayor and Council		Q3 2017
Develop an inter-departmental team to lead the project, develop the project scope and to identify and apply for funding opportunities.	- Engineering Services - Roads & Fleet - Parks & Solid Waste - Community Partnerships - Sustainable Community Development	Senior Leadership	Q1 2018
Develop a policy and procedure for prioritizing investment along the identified high-volume corridors that considers: new sidewalks, sidewalk repair and curb cut installations; streetscape improvements (tree plantings, gardens, way-finding signage, etc.); and street furnishings that enhance walkability (benches, garbage bins, toilets, lighting, etc.).	Same as above	Advisory Committee on Accessibility	Q2 2018
Make improvements on an annual basis through capital budget, grant opportunities and through community-based installations supported by City grants.	Same as above	- EnhancePG - Advisory Committee on Accessibility	Ongoing
Promote walking routes through marketing and communications material (i.e. City website, City's walking trail guide, active living guide, etc.).	- Community Partnerships - External Relations	Advisory Committee on Accessibility	Q4 2018

Success Indicators:

- Increase in the number of street furnishing installed along high-volume corridors.
- Number of residents reporting an increase in walking through Census and City surveys.
- Number of grants the City provides for place-making initiatives along high-volume corridors.

Action #9: Explore options for enhancing snow removal along high-volume pedestrian routes.**Focus Areas**

- ✓ Transportation
- ✓ Parks and Outdoor Spaces
- ✓ Social Participation, Recreation and Volunteering
- ✓ Partnerships, Networks and Social Inclusion
- ✓ Economic Development
- ✓ Communication, Information & Celebration

Existing initiatives and plans

- Active Transportation Plan identifies prioritizing snow clearing investment along high-volume pedestrian routes (p.185).
- 2017 Pedestrian Network Study Update

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Review the City's Snow Clearing Priorities to determine how they align with the high-volume pedestrian routes identified in the 2017 Pedestrian Network Study Update.	• Roads & Fleet • Parks & Solid Waste	• Sustainable Community Development • Community Partnerships	Q2 2018
Develop options for enhancing snow removal along high-volume pedestrian routes, giving consideration to budget, resource and technical limitations (i.e. machinery/equipment)	• Roads & Fleet • Parks & Solid Waste	• Sustainable Community Development • Community Partnerships	Q3 2018
Develop and carry out public engagement to gather feedback from the public regarding options for snow removal along high-volume pedestrian routes.	• Roads & Fleet • Parks & Solid Waste	• External Relations • Community Partnerships • Sustainable Community Development • Advisory Committee on Accessibility • PG Council of Seniors	Q3 2018
Make recommendations to Council for enhancing snow and ice removal along high-volume pedestrian routes.	• Public Works		Q3 2018

Success Indicators:

- Number of high-volume pedestrian routes cleared during a snowfall event.
- Number of compliments and complaints received from the public regarding snow removal on sidewalks.

Action #10: Integrate an Age-Friendly Lens to the City's Playground Strategy.**Focus Areas**

- ✓ Parks and Outdoor Spaces
- ✓ Partnerships, Networks and Social Inclusion
- ✓ Social Participation, Recreation & Volunteering
- ✓ Communication, Information & Celebration

Current initiatives and plans

- 2017 Parks Strategy
- 5-Year Playground Plan

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Develop a procedure for giving a higher score for service providers who integrate barrier-free and inclusive play structures and playgrounds into their proposals.	• Parks & Solid Waste	• Risk & Procurement	Q2 2017
Discuss playground and other park improvements annually with the Advisory Committee on Accessibility subsequent to capital budget approval.	• Parks & Solid Waste	• Advisory Committee on Accessibility	Ongoing
Identify the requirements for accessible amenities and routes to/from the accessible playgrounds.	• Parks & Solid Waste		
Celebrate and promote playgrounds that incorporate accessibility features through the City's webpage, Parks Explorer App, park signage, media releases, etc.	• Parks & Solid Waste • External Relations	• Advisory Committee on Accessibility	Ongoing

Success indicators:

- Number and percentage of targeted parks removed and installed.
- Number of non-standard parks retained based on impact vulnerability of neighbourhoods.
- Number and percentage of destination parks created by 2021.

Action #11: Explore the inclusion of wheel-friendly trails (other than paving, but not excluding) which maintain the natural look for trails while providing inclusive trails for all ages and abilities.

Focus Areas

- ✓ Outdoor Spaces & Parks
- ✓ Transportation
- ✓ Social Participation, Recreation & Volunteering
- ✓ Partnerships, Networks and Social Inclusion
- ✓ Economic Development

Current initiatives and policies

- The City's Parks Division has piloted alternatives to paving on the Heritage River Trails system.
- Tabor Mountain Recreation Society has developed non-paved accessible trails with their Great West Life Mobility Trail

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Research wheel-friendly alternatives and monitor existing trails that utilize alternatives to paving. Consider working with the Tabor Mountain Recreation Society to monitor their Great West Life Mobility Trail.	• Parks & Solid Waste	• Sustainable Community Development • Advisory Committee on Accessibility • Engineering Services • Tabor Mountain Recreation Society • Spinal Cord Injury B.C.	Q2 2017
Identify more opportunities for piloting wheel-friendly alternatives in City parks and trails.	• Parks & Solid Waste	• Advisory Committee on Accessibility	Q2 2017
Develop a webpage or other communication tool to celebrate and keep the public up-to-date on any pilot projects (this could also be a tool for receiving feedback from users).	• Parks & Solid Waste	• Advisory Committee on Accessibility	Q2 2018
Incorporate findings for best practices into the Universal Design Policy and Checklist (Action #2) of the Subdivision & Servicing Bylaw.	• Parks & Solid Waste		2018

Success Indicators

- Feedback from people who use mobility devices.

Action #12: Continue to audit civic facilities and parks in order to identify and prioritize funding for addressing accessibility barriers.

Focus Areas

- ✓ Outdoor Spaces & Parks
- ✓ Built Environment
- ✓ Transportation
- ✓ Housing
- ✓ Social Participation, Recreation & Volunteering
- ✓ Partnerships, Networks and Social Inclusion
- ✓ Economic Development
- ✓ Communication, Information & Celebration

Current initiatives or plans

- 2016 Advisory Committee on Accessibility Civic Facility Audit
- 2016 Spinal Cord Injury B.C. City Park Audit
- 2017 Capital Budget for addressing accessibility barriers (\$50,000).

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Audit outdoor spaces, parks, trails and public buildings to prioritize necessary improvements. Carry out improvements annually through capital budget and grants.	• Parks & Solid Waste • Sustainable Community Development • External Relations • Civic Facilities • Asset Management	• Advisory Committee on Accessibility • Spinal Cord Injury B.C.	Ongoing
Promote and market accessibility features in buildings, outdoor spaces and parks on the City's webpage and print material.	• Parks & Solid Waste • Community Partnerships • External Relations • Civic Facilities • Asset Management	• Advisory Committee on Accessibility • Spinal Cord Injury B.C.	Ongoing

Success Indicators

- Number of parks and civic facilities that have been audited to address accessibility barriers.

Action #13: Work with Community Associations to develop recreation programs and events that serve residents of all ages.

Focus Areas

- ✓ Social Participation, Recreation & Volunteering
- ✓ Partnerships, Networks and Social Inclusion
- ✓ Economic Development

Current initiatives or plans

- 2016 Community Associations Strategy

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Complete Needs Assessment as identified in the 2016 Community Association (CA) Strategy. Identify which age groups and activities are not currently served through CA programs.	Community Partnerships	Community Associations	Q4 2018
Encourage CAs to develop programming that meets the needs of all ages and encourages inter-generational opportunities.	Community Partnerships	Community Associations	Q4 2018
Monitor and report on this action annually.	Community Partnerships	- Community Associations - Senior Leadership	Annually

Success Indicators

- Number and type of programs that cater to specific age groups.
- Number of programs that offer opportunities for inter-generational experiences.

Action #14: Deliberately depict diversity in age and abilities on the City of Prince George and MoveUp websites, social media and marketing materials.

Focus Areas

- ✓ Economic Development
- ✓ Communication, Information & Celebration

Current initiatives or plans

- External relations is working with all departments and external partners (Tourism PG) to build a repository of images.

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Identify potential actions that can support this action, such as: • Highlighting seniors and youth through videos or blogs on the MoveUp website. • Utilizing imagery of people of all ages and abilities on the City website	• Economic Development • External Relations	• Community Partnerships	Q1 2018

Success Indicators

- Number of images used on City communications material that represent each age range and people with disabilities.
- Videos or blog posts on MoveUp webpage from a senior, youth or person with a disability.

Action #15: Develop an Age and Ability-Friendly Service Training Program for staff that regularly interact with the public.

Focus Areas

- ✓ Communication, Information & Celebration
- ✓ Partnerships, Networks & Social Inclusion

Current initiatives or plans

- There is a belief in service excellence and a desire to re-invigorate customer service culture.
- City staff have been engaged in the Age-Friendly Action Plan and are aware of the need to provide excellent customer service to people of all ages and abilities.
- In 2016, some City staff received training in universal design.

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Advisory Committee on Accessibility develops draft training resource and program and shares it with City staff.	• Advisory Committee on Accessibility	• Staff Liaison to the Advisory Committee on Accessibility • Managers/Supervisors of front line workers.	Q3 2017
Advisory Committee on Accessibility provide training session and resources to City staff providing best practices in serving people with disabilities and seniors.	• Advisory Committee on Accessibility	• Staff Liaison to the Advisory Committee on Accessibility • Managers/Supervisors of front line workers.	Q4 2018

Success Indicators:

- Number of complaints or compliments received from customers who are served by front-line staff.
- Number of staff who feel they have had a positive impact on Age-Friendly aspects of their job.

Action #16: Update the Zoning Bylaw to permit laneway and carriage housing as an affordable housing option for aging adults and young adults/students.

Focus Areas

- ✓ Housing
- ✓ Partnerships, Networks and Social Inclusion
- ✓ Economic Development

Current initiatives or plans

- OCP identifies updating the Zoning Bylaw to permit laneway housing as an implementation item (Policy 13.2.30)
- OCP encourages laneway and carriage housing as a means of diversifying the housing stock (Policy 7.5.13)

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Carry out background research to identify opportunities and challenges for permitting laneway and carriage homes in urban and rural areas throughout Prince George.	• Development Services • Sustainable Community Development	• Roads & Fleet • Engineering Services	Q2 2017
Develop amendment to Zoning Bylaw with public consultation. Present to Mayor and Council for adoption.	• Development Services • Sustainable Community Development	• Advisory Committee on Accessibility • Advisory Committee on Development Design • Local builders, contractors and developers	Q3/Q4 2017

Success Indicators

- Number of laneway or carriage houses constructed each year.

Action #17: Continue to offer and report on Community Enhancement, Celebrate PG, myPG and Sport Tourism grant programs to promote and celebrate Prince George as a community for people of all ages and abilities.

Focus Areas

- ✓ Economic Development
- ✓ Partnerships, Networks and Social Inclusion
- ✓ Social Participation, Recreation & Volunteering
- ✓ Communication, Information & Celebration

Current initiatives or plans

- Prince George is scheduled to host the 2019 World Para-Nordic Ski Championships
- In March 2017, the City of Prince George approved \$75,000 for Sport Tourism grants to be administered through the City and Tourism PG

Resources: Staff Time			
Steps	Lead	Other Contributors	Timeline
Report annually on the number of grants issued that supported Age-Friendly initiatives in the community.	• Community Partnerships • Social Planning	• Sustainable Community Development	Annually

Success Indicators

- Amount of grant funding provided each year for Community Enhancement, Celebrate PG, myPG and Sport Tourism grant funds.
- Amount of Sport Tourism grant funds allocated towards sporting events that are geared towards seniors or adaptive sports.
- Amount of Community Enhancement, Celebrate PG, myPG and Sport Tourism grant funds allocated towards programs or initiatives that support seniors, children and youth and people with disabilities.

Appendices

Appendix I	City Roles
Appendix II	List of Documents and Public Consultation Reviewed
Appendix III	Comprehensive List of Action Items Recommended through City Staff Survey
Appendix IV	Grant Opportunities
Appendix V	References

Appendix I - City Roles

The City of Prince George (City) typically plays four roles in order to meet Council's goals, provide public goods, and align with the Community Charter.³⁹

For the purposes of the Age-Friendly Action Plan, the City has several roles it can play and focus areas of the plan will be within the authority of local government. The most appropriate role depends on the particular situation. For example, if there is a demonstrated need to include actions regarding affordable housing, the domain of housing would focus on aspects that the City can directly influence. Through its role as "Planner" or "Regulator" the municipal actions might include zoning, development permits, density, parking, amenity contributions, etc. The City can also play a role as a "Facilitator" in terms of bringing together different perspectives to achieve a particular strategy.

What will not be contemplated in the plan are housing aspects that fall outside of the purview of the City such as the "Provider" of social housing which falls under the Federal government for a national housing strategy, the Provincial government in terms of increasing the supply of non-market and social housing, or First Nations housing as part of First Nations Government responsibility.



The four roles are described in more detail below:

Planner

The City is responsible for defining the short-, medium-, and long-term direction for local services, land use, civic facilities, safety, infrastructure and economic development. It prepares plans, such as the myPG (an integrated community sustainability plan for Prince George), the Official Community Plan, and the Parks and Recreation Master Plans to articulate the future direction and specific actions achieve it.

Protector/Regulator

The City protects, preserves, maintains, and manages important indoor and outdoor facilities and iconic Prince George places and assets (e.g., McInnes Lighting, Munro/Hoffat House, museum artefacts, and archives).

Under the *Community Charter* there are certain enforcement responsibilities the City has to ensure safety and quality of life. Examples include the B.C. Building Code, animal control, and parking.

Provider

The City also delivers and maintains services, infrastructure and utilities. Aquatics services is an example of a service that the City provides. In some cases, the City will only assume this role if there is no other organization positioned to deliver the services or achieve the same public good as the municipality can. The services provided by Community Associations are an example of recreation services in which the City does not play a provider role. Instead, these volunteer organizations provide recreation programs and community development activities that strengthen communities within a specific geographic area. In other cases, the City will play the Provider Role on an interim basis until another service provider becomes available.

³⁹ The Community Charter is provincial legislation that defines the scope of municipal authority for all municipalities in BC except for the City of Vancouver.

Facilitator

The City also plays an important role as facilitator, connector and partner. As a facilitator, the City may support non-municipal entities (for example other community groups, the private sector, not-for-profits, societies, contractors, service providers, and individuals) by providing their visions, goals, and principles are complementary to City's. Support can include contributing knowledge, staff time, grants, hosting forums, establishing Advisory groups, etc.

Working together not only helps to move initiatives forward, it helps to give initiatives credibility, builds community capacity and skills, broadens leadership in the community, taps into new expertise, creates new connections with people, and leverages resources.

Appendix II – List of Documents and Public Consultation Reviewed

Jennifer Wilson Consultants Ltd. reviewed the following documents, plans and public consultation work in order to identify the list of Existing Age-Friendly Assets and Potential Improvement Areas identified in Chapter 5.

Guides & Frameworks

- Dementia-Friendly Communities Local Government Toolkit (Alzheimer Society, January 2016)
- Global Age-Friendly Cities Guide (World Health Organization, 2007)
- Unicef Child-Friendly Cities (UNICEF, 2004)
- Intergenerational Cities: A Framework for Policies and Programs (University of Colorado, 2011)
- A Kid's Guide to Building Great Communities: A Manual for Planners and Educators (Canadian Institute of Planners, URL: www.cip-icu.ca)
- Better Together - Age-Friendly + Dementia Friendly (AARP Intl Affairs, 2016)
- Age-Friendly Communities Evaluation Guide (Public Health Agency of Canada, 2015)
- City of New Westminster Seniors Engagement Toolkit (2011)
- Finding the Right Fit: Age-Friendly Community Planning (Ontario government)

Existing Seniors Initiatives in Prince George

- 2007-2008 City of Prince George Seniors Dialogues Reports (UBCM Age-Friendly Grant)
- 2008 City of Prince George Seniors Housing Survey & Presentations/Final Report on Seniors Housing Initiative (UBCM Age-Friendly Grant)
- Healthy Aging in the North Action Plan (Northern Health 2015)
- Healthy Aging in the North Consultation Methods and Feedback (Northern Health 2013)
- Seniors Information Fair BCNE Feedback August 2015 (City of Prince George)

Existing Child, Family and Youth Initiatives in Prince George

- Communities that Care Community Assessment Report: Prince George (June 2010)
- Communities that Care Community Action Plan: Prince George (July 2011)
- Summary of feedback received through the Children, Youth and Family Network 2015 to 2016 child and youth engagement, which was facilitated by various child and youth organizations, in partnership with the City of Prince George
- School District 57 Community Reports Middle Development Years Instrument Grade 4 and Grade 7 (2014/2015)
- School District 57 Community Reports Early Development Years Instrument (2016)
- Student Needs White Paper (City of Prince George Select Committee on Student Needs, 2016)

City of Prince George General Consultation

- Talktober 2015 Public Feedback
- Community Recreation Services Plan 2014 & Park Strategy 2017 (adopted Jan. 9, 2017)

Plans and Policies

- City of Prince George Corporate Plan 2016-2018:
- City of Prince George Active Transportation Plan (2010):
- City of Prince George Official Community Plan, Bylaw No. 8383, 2012
- Multi-Family Housing Incentives Bylaw No. 8679, 2015
- 2011 Visitable Housing Project
- Prince George Housing Need and Demand Study & Housing Strategy Framework (2014)
- Transit Future Plan (2014)

Appendix III - Comprehensive List of Action Items Recommended through City Staff Survey

The following is a list of potential actions generated by staff for the short term with the Focus Areas they support as noted with a “v”.

Short Term

Actions	Outdoor Spaces and Parks	Built Environment	Transportation	Housing	Social Participation, Recreation, and Volunteering	Partnerships, Networks and Social Inclusion	Employment, attracting and retaining residents	Communication and Information (Customer Service)
Short Term								
Greater Investment in Playgrounds/ Replace 6 or more playgrounds annually until they are all safe	v							
Greater Diversity of People shown in marketing materials						v		v
Wheel Friendly trails other than paving as a solution	v							
Establish annual budgets for accessibility improvements	v	v	v	v	v	v	v	v
Update Pedestrian Network Plan			v					
Establish a PG grant to improve accessibility (infrastructure)	v	v	v	v		v		
Understanding of what can and cannot be accessible/ Audit	v	v	v	v				
Prepare and adopt age-friendly design standards	v	v	v	v				
Accessibility to be a mandate on all City Projects	v	v	v	v	v	v	v	v
Target accessibility options with each parks project moving forward	v							
Create a cultural awareness of awareness regarding accessibility	v	v	v	v	v	v	v	v
Incorporate age-friendly projects in Capital Financial Plans	v	v	v	v				v
Prepare policy/bylaw to require new City facilities and private development to prepare age-friendly designs	v	v	v	v				v
Create an incentives program for visitable or adaptable housing in new construction				v				
Identify and build partnerships - focus groups	v	v	v	v	v			v
Identify and build partnerships - utilize groups already doing specific services					v	v		
Locate seniors housing close to amenities			v	v				
Enhance bus services including more frequent routes			v					
Provide training on universal/ accessible design for all staff involved with built environment		v						
Involve Planning in capital planning process	v	v	v	v				
More rest areas along sidewalks and walkways	v	v	v					
More street furniture		v	v					
More coordination between Planning, Engineering & Public works through regular meetings with focus on asset replacement and renewal projects not just new projects)								
Snow Removal on sidewalks and cross walks	v	v	v		v			
More attention to confirm all heading towards the same goal (Parks Strat, CA Strat, Coll Imp, Age-F, Grants)	v	v	v	v	v	v	v	v
Confirm CAO, Directors, etc. level of support for this	v	v	v	v	v	v	v	v
Focus on fight against isolated seniors					v	v		
Intergenerational opportunities					v	v		

Appendix III con't

Short Term - con't

Actions	Outdoor Spaces and Parks	Built Environment	Transportation	Housing	Social Participation, Recreation, and Volunteering	Partnerships, Networks and Social Inclusion	Employment, attracting and retaining residents	Communication and Information (Customer Service)
Have each Department identify an area they can assist with	v	v	v	v	v	v	v	v
Remove work plan items that are no longer relevant or move to another division or organization (build capacity)	v	v	v	v	v	v	v	v
Funding to Com Assoc or Com Partnerships to put age-friendly programs into action						v		
Disability Alliance BC Emergency Program seminar					v			
Departments meet on regular basis to discuss projects	v	v	v	v	v	v	v	v
Make the swimming pools free to everyone					v			
More opportunities for seniors to social and meet with others					v			
Present at high schools promoting jobs at the City for career options							v	v
More education to staff about working with different generations and respectful workplace								
Develop framework for high school career outreach program					v	v	v	v
Older adult retraining program at City							v	
Negotiate more coop positions, job shadowing and work experience						v	v	
More flexible work hours to attract all ages							v	
Celebrate history								
Implement more taxi saver availability to tackle isolated seniors					v			
Improve City Hall waiting area with more chairs for people waiting to be helped								v
Set back program so seniors can recycle if they chose to								v
Taxes and HOG with larger print								v
Seniors discount on utilities								v
Funding for more handidart			v					
Fire service to be aware of isolated seniors to provide additional services						v		

Appendix III con't

Medium Term

Actions	Outdoor Spaces and Parks	Built Environment	Transportation	Housing	Social Participation, Recreation, and Volunteering	Partnerships, Networks and Social Inclusion	Employment, attracting and retaining residents	Communication and Information (Customer Service)
Medium Term								
More Sidewalks and wider shoulders								
More Diverse Housing Options & stock/require a percentage of homes to be visitable or adaptable				v				
Update standards in Sub & Dev Servicing Bylaw		v	v	v				
Mandating a target of accessible trails and park facilities	v							
Establish accessibility to identified areas			v					
Incorporate deficiencies into capital plan/ identified well ahead of budget deadline a and coordinated between functional areas (referral feedback)								
Promote the City as an accessibility friendly destination								
Accessible parking for seniors/return the senior downtown parking pass		v						
Move Arts Council to an accessible facility (for aging members)		v						
Yearly events and regular places for these activities to occur/ more accessible events (and tailored to older demographic)					v			
Additional staff resources as staff levels have been reduced over years (1 - 1.5 FTEs)	v	v	v	v	v	v	v	v
Implement a plan with partners to meet these goals						v		
Seed money for Sport Tourism grants to encourage more special events for all					v	v		
Timelines								
Approach all age-friendly needs in a strategic systematic approach	v	v	v	v	v	v	v	v
Build community centres designed for ages to interact and rely less on volunteer community groups who are struggling					v	v		
Encourage more senior housing for affluent and economically challenged				v				
Develop parks space along river fronts for picnicking, fishing, hiking	v							
Expand Leisure Access Program to include those with disabilities and broaden beyond recreation to include arts & culture programs					v			
Promoting and Networking our City in terms of transparency, transportation and social participation								v
Heated bus shelters			v					
Facility development process should include Building Inspectors for advice		v			v			
More direct transit routes, high frequency and longer space of service (shift workers)			v					

Appendix III con't

Medium Term - con't

Actions	Outdoor Spaces and Parks	Built Environment	Transportation	Housing	Social Participation, Recreation, and Volunteering	Partnerships, Networks and Social Inclusion	Employment, attracting and retaining residents	Communication and Information (Customer Service)
Encourage and provide support for entrepreneurship among older workers						v	v	
Transit assistance program			v					
Create a Master Electrical Plan for City and key geographic areas for connectivity and safety		v	v					
Accessible washroom facilities in areas where services are clustered	v	v			v			
Have seating and shelters at all bus stops			v					
Re-focus the Accessibility Committee to be focused on more than just people with disabilities and more to Age-Friendly	v	v	v	v	v	v	v	v

Appendix IV – Grant Opportunities

The Advisory Committee on Accessibility provided the following list of grant opportunities that may help fund action items outlined in the Age-Friendly Action Plan.

Grant	Link
Government of Canada Enabling Accessibility Fund	http://www.edsc.gc.ca/eng/disability/eaf/index.shtml
Government of Canada Social Development Projects for PWDs	http://www.edsc.gc.ca/eng/disability/social_development/index.shtml
Government of Canada New Horizons for Seniors	http://www.edsc.gc.ca/eng/seniors/funding/index.shtml
Province of B.C. New Building Canada: Small Communities Fund	http://www2.gov.bc.ca/gov/content/transportation/funding-engagement-permits/funding-grants/small-communities-fund
Rick Hansen Foundation Quality of Life Program	https://www.rickhansen.com/What-We-Do/Quality-of-Life
United Way of Northern BC	https://www.unitedwaynbc.ca/index.php/how-we-help/how-to-apply-for-funding/
BC Healthy Communities Grant	http://bchealthycommunities.ca/news_item/842/view
BC Cycling Infrastructure Funding	http://www2.gov.bc.ca/gov/content/transportation/funding-engagement-permits/funding-grants/cycling-infrastructure-funding
Tire Stewardship BC Community Grant Program	https://www.tsbc.ca/grant.php
ICBC Community Involvement Program	http://www.icbc.com/about-icbc/company-info/Pages/Community-Involvement-Program.aspx
BC Rehab Foundation Project Grants	http://www.bcrehab.com/applications/project-grant-programs
Age Friendly BC Grant	http://www.ubcm.ca/EN/meta/news/news-archive/2015-archive/age-friendly-grant-program-continues.html
Disability Alliance Emergency Planning Grant	http://www.disabilityalliancebc.org/ourwork/emergency.htm
Northern Development Initiative Trust Community Halls and Recreation Facilities Program	http://www.northerndevelopment.bc.ca/funding-programs/community-development/community-halls-and-recreation-facilities/
Government of Canada Multi-Sectoral Partnerships to Promote Healthy Living and Prevent Chronic Disease	http://www.phac-aspc.gc.ca/fo-fc/mspphl-pppmvs-eng.php

Appendix V – References

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