

A photograph of a park scene. In the foreground, a person with white hair, wearing a red jacket and grey pants, is sitting on a wooden bench. In the background, there is a wooden playground structure with a slide. The scene is surrounded by lush green trees and foliage. The lighting suggests it might be late afternoon or early morning.

# **District of Ucluelet AGE-FRIENDLY ACTION PLAN**

DRAFT 2016

Prepared for  
**District of Ucluelet**

Prepared by  
**Barefoot Planning**

# MESSAGE FROM THE MAYOR

Ucluelet is a very special rural community built by hard working people. Our seniors are an integral part of who we are, and they enrich our community. Therefore, it is exciting – and necessary – to have a plan that respects and enhances the lives of older adults and, as a result, the lives of the entire community.

Our seniors love this community and we, collectively, need to support them in remaining here in Ucluelet.

This document lays out an attainable plan of objectives that can be achieved if we all work together.

The district of Ucluelet is excited to move forward and is anxious to work with our partners to make Ucluelet an extraordinary and safe place for our seniors and elders to live out their lives!

**Dianne St. Jacques**  
Mayor, District of Ucluelet

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# A

## INTRODUCTION

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# 1. PROJECT CONTEXT



In early 2015, the District of Ucluelet received an Age-friendly Community Planning grant from the BC Seniors' Housing and Support Initiative. The District then set out to create an action plan that would build on the existing strengths of the community and provide a roadmap into the future.

The District engaged Barefoot Planning, a community planning consultancy, to lead this community-driven process – which involved local context research, a public survey, and community and stakeholder workshops – and develop a set of recommendations that would act as a catalyst for action in the coming years.

This plan is the result of this process and is intended to provide an overview of the process and public input, as well as – primarily – present a relevant and actionable list of strategies for the District to pursue, alone and in collaboration with community partners.

**14%**  
Increase in 65+  
residents between  
2006 and 2011

## The Global Context

In 2006, the World Health Organization launched the Age-friendly Community Initiative, with the goal of adapting structures and services to be more inclusive to the needs and abilities of people from all age groups. Through the subsequent Global Age-friendly Cities Project, the WHO established eight pillars for assessing and developing strategies to create age-friendly communities.

These eight pillars (see sidebar on facing page) provide a framework from which this project was carried out and this plan was structured.

## The 8 Pillars

- + Outdoor Spaces & Buildings
- + Transportation
- + Housing
- + Respect & Social Inclusion
- + Social Participation
- + Communication & Information
- + Civic Participation & Employment
- + Community Support & Health Services

## What is an Age-friendly Community?

In an age-friendly community, the physical, social, and political environments support people of all ages in meeting their daily needs. Accessible infrastructure, housing, transportation, programming, policies, and services enable independence in seniors and people with disabilities – determining their ability to enjoy autonomy in their lives. Moreover, age-friendly communities promote a high quality of life, comfort and security, and meaningful participation by accommodating the physical, behavioural, economic, and social changes a person experiences over time.

While this project focuses on adults over the age of 55, an age-friendly community benefits residents of all ages. For example, safe, accessible pedestrian infrastructure provides security and comfort to children, parents pushing strollers, and those with mobility challenges. Senior services relieve families of stress and provide a higher quality of life for older adults. And, intergenerational programs build mutual respect, strengthen community bonds, and provide learning opportunities for all ages.

## The Ucluelet Context

While relatively young, with a median age of 38 (compared to 45 for the region), the District is aging and growing. Between 2006 and 2011, the percentage of residents over 65 increased from 21% to 24%. Signs suggest that this demographic continues to grow. Additionally, the population saw a 9.4% growth between 2006 and 2011 (compared to 7% provincially), after years of minimal growth.

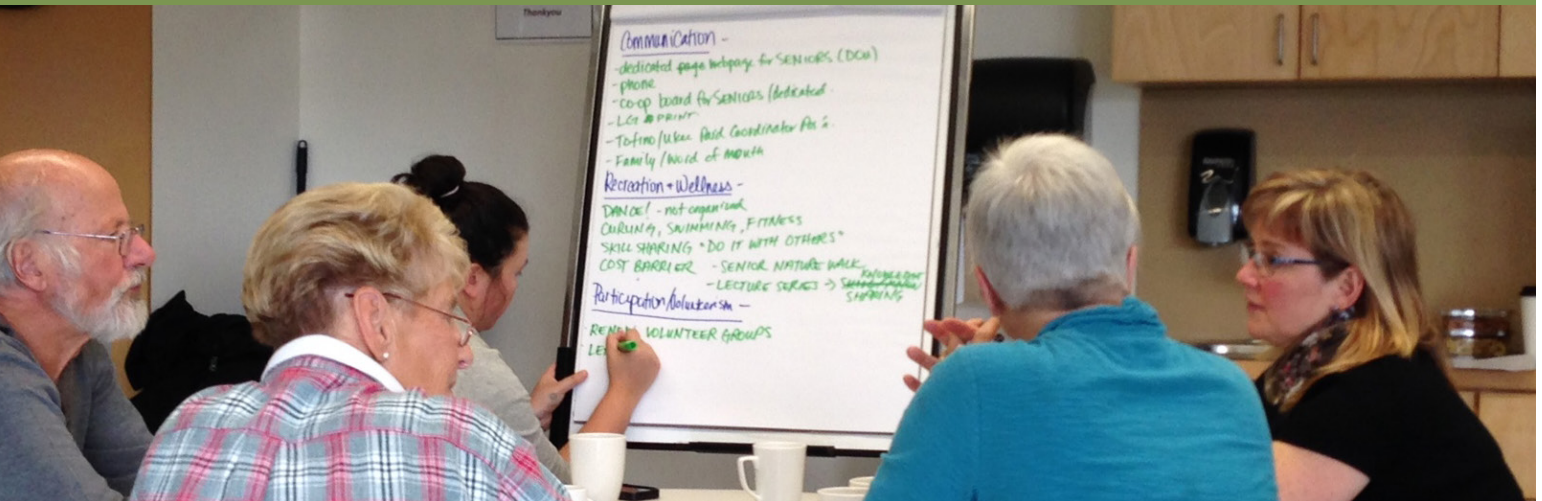
However, as with most rural and remote communities, the District struggles with some key issues that affect seniors, their quality of life, and so their ability to age in place. Such issues include transportation and mobility, housing, healthcare, and a small tax base for developing accessible infrastructure. These factors play a particular role in the lives of older seniors (70 and older) and their likelihood to stay in Ucluelet.

That said, Ucluelet has a number of existing strengths. The Community Centre provides space and programming for all ages; local trails allow access to pristine nature for more able seniors; Seview seniors housing serves both its residents and other seniors in the community; and emerging resource and service agencies have the potential to support a high quality of life for seniors in the community.





## 2. AGE-FRIENDLY PLANNING PROCESS



The process for this age-friendly action plan consisted of three primary phases: Context Research, Public Engagement, and Plan Development.

### **Context Research** – Policy Assessment & Best Practices

Initially, using the 8 Pillars as a framework, the Barefoot Planning team conducted an in-depth assessment of the local policy context, reviewing relevant documents, including the *Official Community Plan*, *Transportation Plan*, and *Parks and Recreation Master Plan*.

This research was supplemented by a review of best practices from other relevant communities, in which relevant practices were identified to inform the development of this plan.

### **Public Engagement** – Community Assessment & Next Steps

Next, a public engagement phase was implemented, consisting of a public survey, ‘pop-up’ engagement, and several stakeholder workshops.

The public survey was developed to engage community members of all ages and produce a snapshot of the District and identify key issues in the community. The survey process involved two significant features: First, the survey was developed collaboratively with local stakeholders via a project launch workshop, which also helped to generate awareness of the project. And, second, the Barefoot Planning team engaged with local residents and seniors at Ukee Days, facilitating informal dialogue about age-friendly issues in the community as well as increased survey uptake.

**83+**  
public survey  
respondents



The project focus then shifted from identifying issues to generating potential next steps. Two stakeholder workshops were held to tap the expertise of residents, service providers, and District staff. The sessions were based on the World Cafe format, in which rounds of dialogue build on each other, addressing key themes in order to generate solutions and connect ideas. This, in turn, led to the identification of those next steps that are most relevant, meaningful, and actionable. Participants included District staff, members of council, Forest Glen staff and residents, service providers, and other older Ucluelet residents.

### **Plan Development – Putting It All Together**

Based on the stakeholder input, a draft list of recommended next steps was developed. An iterative process was employed to further refine these recommendations into a series of Objectives and Recommended Strategies, which form the core of this plan. An action planning workshop was then held to help prioritize these strategies and focus on the development of an implementable plan.

## **PROJECT OVERVIEW & TIMELINE**

<b>May</b> 2015	Assessment of local policy and review of relevant best practices.
<b>Jun-Jul</b> 2015	Survey development workshop, public lecture, Ukee Days pop-up.
<b>Sep-Oct</b> 2015	Stakeholder workshops to generate potential next steps.
<b>Nov</b> 2015	Iterative development of draft recommendations.
<b>Jan</b> 2015	Action planning workshop to inform implementation plan.
<b>Feb</b> 2016	Final Action Plan development and submission.

### 3. AN AGE-FRIENDLY CULTURE



In becoming an age-friendly community, the District of Ucluelet, local stakeholders, and residents need to develop a culture of age-friendliness. In other words, these partners need to collectively foster a community where residents can age in place, feel respected, be independent, and achieve a high quality of life.

Internally, the District can catalyze this evolution by making a commitment to an age-friendly future and by reinforcing a corporate culture that will take the District there.

To successfully implement the strategies recommended in this plan and move this initiative forward, the District will need to:

- + Take an age-friendly perspective to all community issues;
- + Ensure an integrated, inter-departmental, cross-agency approach to key issues;
- + Build civic advocacy and advisory capacity;
- + Strengthen internal and external connections; and,
- + Engage on-going support from provincial and federal agencies.

## THE DISTRICT'S ROLE

Moreover, the District must play a key role in the implementation of this plan, including but not limited to:

- + Being (or identifying) a local champion to advocate for and carry initiatives forward;
- + Communicating information and raising community awareness about planning initiatives;
- + Leading or providing support services on key initiatives;
- + Providing space and funding where appropriate;
- + Planning and policy development;
- + Initiating and developing partnerships with service providers, businesses, community organizations, and public agencies;
- + Supporting or leading communication efforts and supporting the provision of information; and,
- + Initiating action planning on an annual basis and monitoring its progress.

## **B** AN AGE-FRIENDLY UCLUELET

### **-** The 8 Pillars – A Framework

**1** Outdoor Spaces & Buildings



**2** Transportation



**3** Housing



**4** Respect & Social Inclusion



**5** Social Participation



**6** Communication & Information



**7** Civic Participation & Employment



**8** Community Support & Health Services



# THE 8 PILLARS – A FRAMEWORK



Throughout the process of this action plan, the WHO's 8 Pillars of age-friendly communities acted as a guiding framework – for research, survey development, workshop format, and the content of this report. While very broad in scope, these pillars necessarily guide us to reflect on all aspects of community that affect older adults and those with mobility challenges.

This section (*B. An Age-friendly Ucluelet*) is really the core of the Age-friendly Action Plan. For each pillar, a complete synthesis of the project findings has been provided:

- + **Common Barriers** are community issues identified in the context research, public survey, and workshops.
- + **Key Voices** are notable findings from the survey along with quotes from residents via the survey and workshops.
- + **Current Practices** indicate initiatives and assets that presently benefit older adults in Ucluelet.
- + **Next Steps** are local age-friendly objectives and the recommended strategies to begin achieving those objectives.

The next section (C. Implementation) will further refine these detailed recommendations into a short list of strategies for the District to initially consider and undertake.



## SUMMARY OF THE 8 PILLARS



### **Outdoor Spaces & Buildings**

The natural and built environments support the access and active involvement of seniors and those with mobility challenges in the community.



### **Transportation**

Older adults are able to get around their community conveniently and safely using public, private, and active forms of transportation.



### **Housing**

Seniors have access to safe, accessible, affordable housing that is well-located and allows them to age in place.



### **Respect & Social Inclusion**

The community is respectful of and dignifies older adults and welcomes their active involvement in all aspects of society.



### **Social Participation**

Older adults have opportunities to build meaningful social connections and participate in leisure and cultural activities.



### **Communication & Information**

Older adults are aware of the programming and services available to them and have ready access to relevant, up-to-date community information.



### **Civic Participation & Employment**

Seniors have the opportunity to participate in civic decision-making and have sufficient opportunity to contribute to the community via paid or unpaid work.



### **Community Support & Health Services**

Seniors have access to the support and services they need to remain healthy and independent.



# 1. OUTDOOR SPACES & BUILDINGS



## Identified Barriers

- + Need for improved walkways and pathways that are accessible for those with mobility challenges (e.g., trails that accommodate a senior using a walker).
- + Additional public seating on main streets, playgrounds, and near the waterfront.
- + Some seniors struggle with heavy doors and steps at local businesses (e.g., the banks).
- + The parking lot at the Ucluelet Community Centre (UCC) needed upgrading for accessibility (upgrade completed during project process).

## Key Voices

- + “Seniors have trouble with the sidewalks and surfaces around the Co-op, which is really a community hub.”
- + “I have trouble with the heavy doors at the bank and the UCC – I know there’s an easy solution.”
- + “Seniors need bathrooms and benches a lot more than others – and we lack both.”
- + “Ukee Scoops, Oceans pet food, and other local places are inaccessible by wheelchair.”

## Current Practices

- + The District is working to assess and improve accessibility at the UCC.
- + Tugwell Field will be receiving accessible public washroom facilities.
- + Budget set aside for wheelchair mats to improve beach access.
- + Forest Glen offers a seniors-oriented centre.
- + Plans in place to build a new parking lot at Big Beach with improved accessibility – partnership between the District and the Wild Pacific Trail Society.

## NEXT STEPS: OBJECTIVES & STRATEGIES

**Objective #1:** Develop an all ages park and/or trail with a focus on physical activity and accessibility for older adults.

### Recommended Strategies

- + Investigate a trail link between the UCC and Forest Glen that acts as a rainforest fitness trail and greenspace.
- + Work collaboratively with local seniors (and youth) to develop a wishlist and potential design elements and amenities.
- + Employ age-friendly accessibility standards in the design.
  - + Resources include Parks Canada *Design Guidelines for Accessible Outdoor Recreation Facilities* and Campbell River's *Design Considerations for Accessible Parks & Trails*.
- + Explore partnerships and grant opportunities to help fund the park – e.g., BC SHSI and the New Horizons for Seniors program.



**Objective #2:** Improve access to community buildings.

### Recommended Strategies

- + Establish policy direction for accessibility in the upcoming OCP update and subsequent policy development.
- + Work to mitigate barriers to entry and consider developing an age-friendly certification program for local businesses.



**Objective #3:** Improve access to public washroom facilities.

### Recommended Strategies

- + Seek ways to extend access hours (e.g., at the aquarium).
- + Improve signage for public washrooms.
- + Explore ways to add additional public washrooms – e.g., Resort Municipality Initiative funding.



**Objective #4:** Improve access to trails, parks, and viewpoints.

### Recommended Strategies

- + Expand and implement plans to provide accessible sections of local trails (e.g., Wild Pacific Trail), now and into the future.
- + Evaluate locations for better lighting at key locations.
- + Explore options of an accessible / drive-up viewpoint.



## 2. TRANSPORTATION



### Identified Barriers

- + The District has limited capacity to provide regional transportation – partnerships are required.
- + Need for more and improved crosswalks and sidewalks, particularly on Peninsula Rd., Main St., and Bay St.
- + Lack of public transportation options.
- + Lack of transportation for out-of-town medical and non-medical trips (e.g., shopping, entertainment).
- + Lack of shuttle bus services between Tofino and Ucluelet.
- + Lack of a coordinated volunteer driver program or ridesharing service.

### Key Voices

- + “The routes between the school, Forest Glen, and downtown need to be made wheelchair friendly.”
- + “They should lower the speed limit in the village.”
- + “Our uneven and broken sidewalks are a challenge for seniors.”
- + “We need a volunteer driver service to take seniors to appointments, shopping trips, when available.”
- + “There is a real demand for out-of-town trips for entertainment.”

### Current Practices

- + The District is supporting Wheels For Wellness for door-to-door non-emergency medical travel.
- + There is some volunteer driver capacity but a lack of coordination and communication.
- + Excellent nature trails – although, accessibility for those with mobility challenges is a constant challenge.
- + Taxi service available but not economical.

## NEXT STEPS: OBJECTIVES & STRATEGIES

**Objective #1:** Improve the pedestrian environment for seniors.

### Recommended Strategies

- + Support the pedestrian strategies set forth in the *Transportation Plan* (see Appendix B. for key takeaways from the plan), with an emphasis on pedestrian safety and pathway enhancements.
- + Explore economical and short-term ways of improving key sidewalks and curb conditions, including Peninsula Road, Matterson Avenue, Main Street, and surrounding the Co-op.
- + Install additional seating along key pedestrian routes and sites.
- + Consider the value of lowering the posted speed limit in town.
- + Identify locations for new crosswalks in town, particularly on Peninsula Road, Main Street, Matterson Drive, and Bay Street.
- + Enhance the visibility and safety of key existing crosswalks, particularly along Peninsula Road.
- + Consider upgrades such as lighting, a pedestrian-activated crossing signal, and raised crossing on Peninsula Road at Main Street.



**Objective #2:** Support the development of convenient and affordable transportation options for medical and non-medical trips for older adults.

### Recommended Strategies

- + Support a suite of options, including a coordinated volunteer driver program, a mini bus for out-of-town trips (shopping, events, etc.), and Wheels for Wellness as a joint service for trips out of town.
- + Explore a suite of funding options and partnerships, including Provincial grants, Federal grants, and partnerships with agencies in Tofino and Port Alberni.



**Objective #3:** Improve parking for and access to key beaches, parks, and trails.

### Recommended Strategies

- + Evaluate parking solutions and access to Big Beach in coordination with the UCC.
- + Explore ways to provide accessible transportation to trails for seniors.





# 3. HOUSING



## Identified Barriers

- + Seasonal population growth poses housing challenges.
- + Lack of accessible, affordable housing that is well taken care of.
- + Lack of in-home care options.
- + Demand for Forest Glen to be expanded.
- + Inadequate housing options that support aging in place (e.g., seniors housing, cooperative housing, cohousing, smaller units, etc.).

## Key Voices

- + “The seasonal and transient population booms create major housing challenges.”
- + “I want to move into Forest Glen, but there are only so many units.”

## Current Practices

- + Forest Glen provides both affordable seniors housing and assisted living units.
- + Affordable housing units previously secured through development agreements. Though, units have not been built.

## NEXT STEPS: OBJECTIVES & STRATEGIES

**Objective #1:** Support the development of more attainable (affordable) and accessible housing for seniors in Ucluelet.

### Recommended Strategies

- + Undertake a housing study that seeks to identify the future housing needs of Ucluelet's aging population and explore ways to meet those needs.
- + Engage with Forest Glen, Island Health, BC Housing, and local partners regarding the opportunity to expand Forest Glen.
  - + Explore funding opportunities as well as alternative development models and partnerships.
- + Investigate the feasibility of additional senior-oriented housing developments (e.g., cohousing, modular cluster housing) in the area around Forest Glen and the UCC.

**Objective #2:** Improve the accessibility standards of housing in Ucluelet.

### Recommended Strategies

- + Advocate for the development of adaptable housing standards and/or guidelines to guide future development in Ucluelet.
  - + Incorporate related policies into upcoming OCP update.





## 4. RESPECT & SOCIAL INCLUSION



### Identified Barriers

- + A desire for greater inclusion of seniors in community events and for more seniors-oriented community events (e.g., music, lectures, bingo, walks).
- + Challenge to build community and inclusion with seasonal population and quiet off-seasons.
- + Desire for more opportunities to document and share local knowledge and wisdom held by seniors in the community (e.g., through school partnerships, a museum, a historical society).

### Key Voices

- + “Group trail walks, nature walks would be a good way to get seniors and others together.”
- + “Some seniors prefer more casual, less crowded events.”
- + “Some of us seniors need someone to come grab us and pull us out to events. We want to come but usually don’t... I guess we are lazy on our own.”

### Current Practices

- + The District has had success in engaging with seniors and increasing involvement.
- + The District continues to improve building and open space accessibility (e.g., at the UCC).

## NEXT STEPS: OBJECTIVES & STRATEGIES

**Objective #1:** Welcome and encourage the inclusion of seniors at community events.

### Recommended Strategy

- + Establish simple but meaningful accessibility guidelines for community events (e.g., Ukee Days), with consideration given to communicating with seniors as well as the provision of accessible transportation, seating, washrooms, and other facilities.

**Objective #2:** Find more ways to actively celebrate older adults in the community.

### Recommended Strategies

- + Establish an event or program associated with Seniors Week, International Day of Older Persons, Grandparents Day, Family Day, or another similar occasion.
- + Evaluate the feasibility of a Bench Dedication program to acquire new street furniture and honour seniors in the community.
- + Consider establishing an award or recognition program that honours the contribution of older adults (and residents of all ages) in the community.

**Objective #3:** Improve connection with isolated seniors and support their inclusion in the community.

### Recommended Strategies

- + Explore the establishment of a volunteer seniors outreach program that works to engage isolated seniors and encourage their involvement in local events and programming.
- + Support the development of a brochure or similar communication material to welcome and inform older adults that are new to the community.



## 5. SOCIAL PARTICIPATION



### Identified Barriers

- + Timing and cost of programming can be challenging for seniors, as can the winter climate.
- + Lack of cultural and knowledge-/skills-based programming at the UCC.
- + Some seniors feel isolated and have expressed a need for more community outreach.
- + Lack of accessible transportation for seniors to events.
- + Need for more appropriate seating at community events (e.g., comfortable, in the shade).
- + Lack of senior-oriented programming, including drop-in and meet-up style sessions (e.g., arts, crafts, music, talks, walks).

### Key Voices

- + “Music, arts, crafts! There are a lot of socially-oriented programs that seniors would like to get involved with.”
- + “Many of us would like to learn more about technology.”
- + “Transportation can be a barrier to seniors getting involved.”

### Current Practices

- + Ucluelet Parks & Recreation provides successful physical fitness programming for seniors (e.g., Tai Chi and Qigong); though, more opportunities exist.
- + Ucluelet Parks & Recreation Subsidy Program offers reduced program fees to eligible residents of Ucluelet.

## NEXT STEPS: OBJECTIVES & STRATEGIES

**Objective #1:** Explore new seniors and intergenerational programming.

### Recommended Strategies

- + Evaluate the program needs of seniors and consider adding additional programming – e.g., wellness, arts, technology, skills training.
- + Consider the timing of programming and related transportation challenges for some seniors.
- + Look for ways to provide opportunities to learn and share – lecture series, technology classes, and nature walks.
- + Explore trends in successful seniors programming (e.g., pickleball), with an emphasis on wellness and the arts.
- + Explore alternative, socially-oriented programming.
- + Give consideration to drop-in style activities, like ‘Ukee Talks’ daytime lectures or ‘Do it with Others’ (e.g., knitting, painting, drawing, other arts and crafts, music).

**Objective #2:** Improve the accessibility of existing and new programming for seniors.

### Recommended Strategies

- + Explore ways to offer ‘low barrier’ program rates and drop-in fees for lower-income seniors, in order to encourage participation and support active living in all older adults.
- + Give consideration to drop-in formats with no commitment and convenient hours for seniors.
- + Improve related communication with seniors and consider involving seniors in the development of program ideas.

**Objective #3:** Support the development of a program for out-of-town events and functions.

### Recommended Strategies

- + Work with local partners to develop programming for regular out-of-town leisure trips and activities for seniors, including holiday shopping, theatre, casino, bingo, etc.
- + Explore funding and transportation options with local stakeholders, partners (e.g., District of Tofino), and entrepreneurs.





# 6. COMMUNICATION & INFORMATION



## Identified Barriers

- + Lack of a central resource for relevant seniors information – physical location, print location, online location.
- + District and community websites could be improved to better serve older adults.
- + Need to formalize and/or expand existing informal communication and support networks.

## Key Voices

- + “Working the way through the maze of telephone trees is hard for some seniors.”
- + “Many seniors use the internet. An online hub for seniors would be useful.”

## Current Practices

- + Informal communication networks and ‘key communicators’ are reasonably effective in spreading information and keeping tabs on seniors.
- + Newspaper listings, the UCC supplements, and posters are all useful in communicating with seniors.
- + District website is useful but is just one platform for communication and information.

## NEXT STEPS: OBJECTIVES & STRATEGIES

**Objective #1:** Improve the coordination and communication of seniors information and opportunities in Ucluelet.

### Recommended Strategies

- + Champion the creation of a Seniors Resource Centre or portal.
  - + Work with local partners to fund a centre for the coordination and communication of seniors information, volunteerism, involvement, support services, and housing.
  - + Consider partnering with agencies in Tofino.
  - + Explore provincial (SHSI) and federal (New Horizons for Seniors) grant opportunities.
- + Identify one or more public locations (e.g., at the UCC) to create a bulletin board for up-to-date news and resources.
- + Support the development of a database of services for seniors, and reach out to locals that may want to offer their skills.
  - + Offer online and published hard copies via community bulletin board, doctors office, UCC, etc.
- + Create a District mailing list, poster/lightboard locations, and flyer distribution for seniors and senior-related information.
  - + Evaluate the need and potential for a registry of all seniors in Ucluelet, for emergency and non-emergency purposes.
  - + Similarly, evaluate the potential for a formal phone tree to reach older adults – isolated ones, in particular.
  - + Utilize existing groups, like the Sunshine Club and Hospice volunteers.

**Objective #2:** Strengthen bonds with local stakeholders, partners, and First Nation communities.

### Recommended Strategies

- + Explore ways to reach out to local First Nations, particularly Elders, to identify needs as well as areas of mutual support and interest.
- + Consider hosting a biannual or quarterly Seniors Forum, with local stakeholders, businesses, and community groups.
- + Consider hosting a community-to-community dialogue that connects stakeholders in Ucluelet, Tofino, and local First Nation communities to seek win-win partnerships and initiatives.





# 7. CIVIC PARTICIPATION & EMPLOYMENT



## Identified Barriers

- + Need for a more coordinated and better communicated volunteer opportunities.
- + Concerns over amount of commitment needed to volunteer and contribute to the community.
- + Need to overcome the barriers to volunteering – awareness, coordination, mobility and health issues, motivation and incentives.

## Key Voices

- + “Some volunteers are overburdened and some people are struggling to find volunteer work.”
- + “A volunteer fair could be a good way to link seniors with the right volunteer opportunities.”

## Current Practices

- + The District is exploring an “Ask Me” program, which could be linked to a senior ambassador program.
- + The District is exploring a walking tour initiative, which would be linked to local history and culture and could involve seniors.
- + The District has a Volunteer of the Year Award for local residents, including seniors.

## NEXT STEPS: OBJECTIVES & STRATEGIES

**Objective #1:** Increase the civic participation and active engagement of older adults in civic decision-making.

### Recommended Strategies

- + Research the development of a Seniors Advisory Committee to Council and/or the Ucluelet Recreation Commission that represents the needs of local seniors.
- + Advocate for the establishment of a proactive neighbourhood or residents associations in Ucluelet, and explore the inclusion of an Elders Council in support of this body.
- + Further identify effective ways of targeting older adults in community consultations, utilizing media channels most used by seniors.

**Objective #2:** Recognize and honour the community contributions of older adults in Ucluelet.

### Recommended Strategy

- + Help develop more recognition programs that award and celebrate the contributions and achievements of seniors (and others) in the community.

**Objective #3:** Increase the active engagement of older adults in the community.

### Recommended Strategies

- + Consider hosting a Volunteer Fair to promote volunteer opportunities and volunteerism in the community.
- + Explore intergenerational volunteer opportunities.
  - + For example, school partnerships in which seniors mentor students, students support seniors with technology, or students capture local history through a film project.
- + Consider a volunteer local ambassador program that hires older adults to greet tourists and welcome newcomers.
- + Foster and utilize older adults trained in emergency services as an asset to the community.



## 8. COMMUNITY SUPPORT & HEALTH SERVICES



### Identified Barriers

- + Inadequate and poorly understood in-home health and support services.
- + Limited health services available in town, including limited clinic hours.
- + Limited specialists available in town and on a regular basis.
- + Desire for more affordable home support services (e.g., housekeeping, maintenance, yard work).
- + Need for affordable transportation to out-of-town medical appointments, as well as support.

### Key Voices

- + “We need more home healthcare options – particularly affordable ones.”
- + “Something like Meals on Wheels would be a real asset.”
- + “More specialists are definitely needed – like a physiotherapist, audiologist, etc. – but it is hard to attract them to such a small community.”

### Current Practices

- + Existing medical services include ambulance, clinic (4 days/week), telehealth in Mental Health office, dentist (Tofino), optometrist, and physiotherapist (every 2 weeks).
- + Forest Glen has an accessible tub, open to the public (via nurses).
- + There is grocery delivery available from the Co-op.
- + Wheels for Wellness initiative began in 2016.

## NEXT STEPS: OBJECTIVES & STRATEGIES

\*Many of these initiatives are beyond the capacity of the District. However, political support and advocacy from the District remains a vital role in achieving these objectives.

**Objective #1:** Support the improvement of health care services available to seniors in Ucluelet.

### Recommended Strategies

- + Support an investigation of ways to increase the local health care capacity; e.g., extended clinic hours, on-call nurses, alternative service provision, visits from professionals, recruitment of doctors and community health care workers.

**Objective #2:** Build on existing illness prevention and health promotion initiatives in the community.

### Recommended Strategies

- + Work with local partners to encourage active living, healthy eating, and more educational and recreational opportunities for older adults – including programming at the UCC.
- + Consider a campaign to educate older adults about the multiple health benefits of participation in recreational activities.

**Objective #3:** Improve the communication and understanding about existing health services and the health care system.

### Recommended Strategies

- + Encourage Island Health, community service providers, a new Seniors Resource Centre, and other partners to establish a navigation guide – or coordinator – to assist older adults and families in gaining awareness and accessing relevant services.
- + Encourage improved transportation to medical services in Tofino to help relieve the demand for services in Ucluelet.

**Objective #4:** Support improved transportation options for in- and out-of-town medical appointments and services.

### Recommended Strategies

- + Encourage a new volunteer driver program and an expanded Wheels for Wellness to better meet local needs.
- + Support a volunteer patient support program that accompanies older adults to out-of-town appointments.



## **C ACTION PLANNING**

**1 Recommended Actions**

**2 Making It Happen – Action Planning**



# 1. RECOMMENDED ACTIONS



This community-driven action plan is founded on the meaningful involvement of the residents and organizations that make up the Ucluelet community. The project process was anchored by four collaborative and solution-oriented workshops, each with its own purpose in developing an actionable (i.e., containing practical step able to be implemented) age-friendly plan.

The first was a survey workshop, which helped identify the key issues in the community and ensure the right questions were asked in the survey. The second and third workshops were intended to generate as many solutions and possible strategies as possible. The fourth and final workshop was an action planning workshop to define those next steps that were most meaningful to the community, including those actions implementable in the short and longer term.

The action list on page 37 features a refined set of 10 recommended strategies for the District to consider in an initial phase of implementation. Moreover, Appendix A. provides an illustrative map of some of the priority pedestrian infrastructure upgrades..

**10**  
prioritized actions  
identified for  
implementation

## Common Objectives

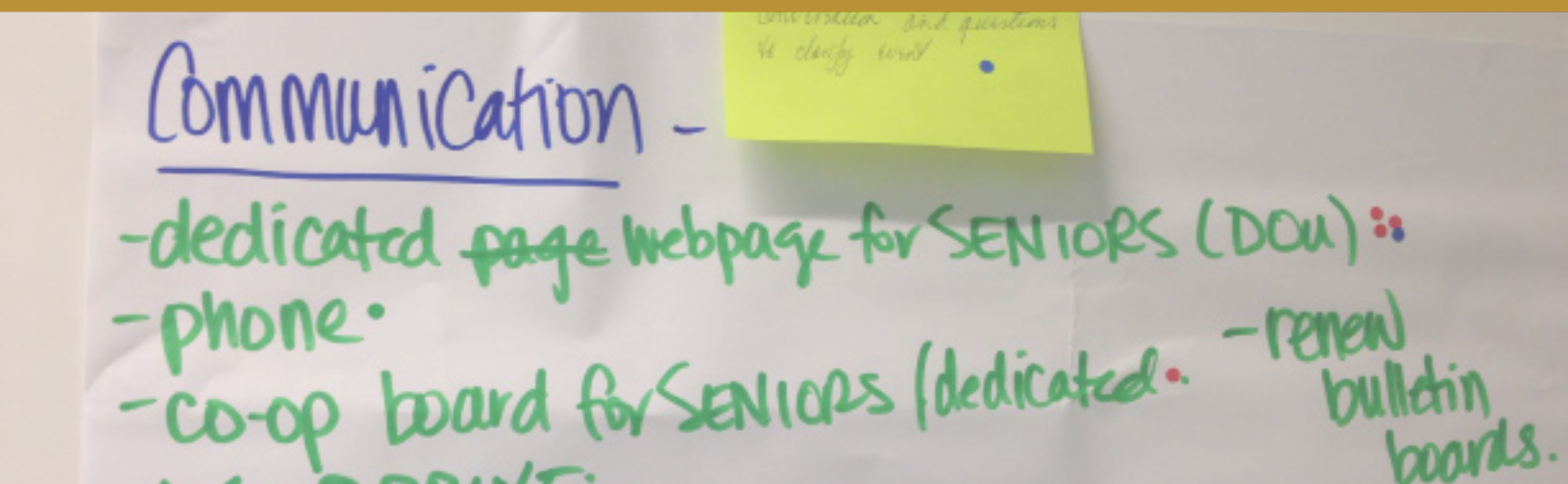
Several key objectives emerged that reflect the common barriers in the community and the unique local context for this age-friendly action plan.

- + Communication of information for older adults;
- + Coordination of resources, including volunteerism and support services;
- + Meaningful social, recreational, and wellness activities for seniors;
- + Accessible planning, engineering, and design standards;
- + Identification of small changes that may make a big difference;
- + Strengthening partnerships and relationships; and,
- + Fostering social connectedness and reaching isolated seniors;



#	Action Name	First Steps	Next Steps	Lead(s)
1	<b>Seniors Resource Hub (SRH)</b>	Work with partners to evaluate funding and location options for a Seniors Resource Hub.	Establish a hub and outreach position for seniors information and communication.	DOU Parks & Rec Seview Seniors WCRS (District of Tofino)
2	<b>Communicate Information</b>	(a) Develop a communication strategy for older adults; and (b) start a seniors bulletin board in one or more locations (e.g., UCC).	Create (a) a webpage linking to seniors information; (b) a monthly seniors newsletter; and (c) an annually-updated seniors brochure.	SRH DOU Parks & Rec Seaview Seniors
3	<b>Seniors Programming</b>	(a) Pilot a series of 'Ukee Talks' events and (b) evaluate seniors programming preferences and emerging trends.	Develop and trial new programs with a focus on wellness, arts/crafts, and music.	DOU Parks & Rec
4	<b>Sidewalks, Crossing, and Pathways</b>	Evaluate funding opportunities for pedestrian upgrades that benefit seniors directly.	Incrementally improve local sidewalks and crossings that seniors frequent (see App. A.).	District of Ucluelet
5	<b>Transportation</b>	Support Wheels for Wellness, and explore funding and partnerships for out-of-town trips.	Develop programming for out-of-town leisure trips and West Coast travel.	District of Ucluelet SRH District of Tofino Seview Seniors
6	<b>Public Washrooms</b>	(a) Increase hours of Aquarium washroom, and (b) apply for RMI funding.	Build one or more new public washrooms in key areas (see App. A.).	District of Ucluelet
7	<b>Seniors Forum</b>	Evaluate the feasibility of a Seniors Forum and develop a format and list of possible attendees.	Host an annual or biannual Seniors Forum with local stakeholders.	DOU Parks & Rec SRH District of Tofino
8	<b>Volunteer Coordination</b>	(a) Work with local partners to identify a body to coordinate seniors volunteerism; (b) consider and potentially host a volunteer fair.	(a) Develop a coordinated volunteer system for seniors; (b) establish a volunteer-led local ambassador program.	District of Ucluelet SRH WCRS Ucluelet Chamber of Commerce
9	<b>Cultural Inclusion</b>	(a) Begin a dialogue with First Nations re seniors issues and possible win-win initiatives.	Host a community-to-community forum to with local First Nations to discuss partnerships.	District of Ucluelet SRH
10	<b>Isolated Seniors</b>	Work with local partners to develop a list of all local seniors and related support people.	Work with local partners to establish a communication and transportation strategy to increase social inclusion.	SRH District of Ucluelet

## 2. MAKING IT HAPPEN – ACTION PLANNING



Beyond the specific action items recommended on page 37, there are several overarching, strategic “next steps” to help make this plan ‘happen’.

### Annual Action Planning

To make real progress, this Age-friendly Action Plan must be a living document that is annually revisited to review completed or on-going actions, evaluate outcomes, assess current conditions and opportunities, and re-establish a prioritized list of actions for the following year.

This action planning process could be employed in conjunction with a Seniors Forum that brings together relevant stakeholders on a biannual or, at least, an annual basis.

### Strengthen Partnerships

A clear need that emerged from this planning process was strengthened connections and better coordination between community partners – the District, Seaview Seniors Society, Island Health, West Coast Community Resource Society, local service providers, and others.

### Age- friendly Culture

As already addressed in Section 1 of this report, to truly become age-friendly, the Ucluelet community must embrace a culture of age-friendliness. This means business are inclusive of all ages and abilities; local service providers build partnerships to achieve age-friendly objectives; and public agencies understand and work to meet the different needs of all residents.

The District of Ucluelet can take the first – and perhaps most important – step in ‘making it happen’ by committing to a age-friendly corporate culture.

The District needs to find ways to initiate and catalyze such improved partnerships. Doing so will broaden the ownership of this plan and so improve the likelihood of its on-the-ground implementation.

There are three key ways that the District can do this:

- + As noted previously, develop a Seniors Forum that brings stakeholders together to discuss seniors issues in Ucluelet and engages them in an annual action planning process;
- + Engage local partners to take ownership of recommended strategies in which their organization is the lead; and,
- + Engage local partners to make a commitment to supporting the objectives and strategies of this plan and to helping raise awareness about on-going age-friendly initiatives and issues.

### **Seek Funding and Explore Sub-Strategies**

Provincial grants, federal grants, partnerships, and other funding options should be pursued as a means to support or jump-start priority strategies in years to come. Some funding streams include:

- + The Province's Seniors' Housing and Support Initiative provides Age-friendly Community Planning and Project Grants (which funded this plan);
- + Employment and Social Development Canada funds a New Horizons for Seniors Program, which funds seniors initiatives across the country;
- + PlanH (BC) offers Healthy Communities Capacity Building Grants for small, rural, and remote communities; and,
- + Resort Municipalities Initiative funding that supports small, resort-based communities in BC.

Moreover, as funding programs and partnerships are identified, the District should be opportunistic in seeking smaller scale sub-strategies that complement those strategies identified in this action plan.

### **Monitor and Adapt**

Two levels of monitoring should be used to strengthen the implementation of this plan, as already directed by the District OCP.

- + Strategies undertaken could be monitored and evaluated over time. This would inform decision-making, allow initiatives to be adapted and improved, and provide transparency regarding implementation success. A special emphasis should be placed on funded projects.
- + The District could monitor age-friendly indicators (like those in the public survey) over time, in order to identify trends and track progress in the community as a whole. This monitoring would help inform annual action planning and could be used to raise awareness and build enthusiasm for age-friendly initiatives.

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