



City of Revelstoke

# 2021 Age-Friendly Plan Update

Summary Report

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## Contents

EXECUTIVE SUMMARY .....	4
PART ONE: INTRODUCTION AND BACKGROUND .....	6
1.1 Background .....	6
1.2 Methodology.....	7
Community consultation.....	7
Survey .....	7
1.3 About the respondents .....	9
Age.....	9
Residence.....	10
Household makeup .....	12
Mobility.....	13
PART TWO: SURVEY REPORT AND ANALYSIS .....	13
2.1 Environment .....	13
2.1.1 Outdoor spaces and buildings.....	13
2.2. Growth management.....	20
2.2.1 Transportation .....	20
2.2.2 Housing .....	23
2.2.3 Community support and health services.....	25
2.3 Community .....	27
2.3.1 Social participation.....	27
2.3.2 Civic participation and employment .....	28
2.3.2 Information and communication .....	29
2.4 Culture .....	30
2.4.1 Safety .....	30
Priorities.....	31
PART THREE: IMPLEMENTATION .....	32
Revelstoke Age Friendly Plan Recommendations .....	32
PART FOUR: EVALUATION AND CONCLUSION .....	45
Project outcomes.....	45



Next steps .....	45
Final thoughts .....	46
Literature review .....	47
Priority repair/additions areas .....	48
Seniors walking routes (2009).....	50
Seniors Walking Routes (2021) .....	51

**List of Figures**

<a href="#">Figure 1. Respondents versus actual population</a> .....	7
<a href="#">Figure 2. Years lived in Revelstoke</a> .....	8
<a href="#">Figure 3. Years planning on staying in Revelstoke</a> .....	8
<a href="#">Figure 4. Neighbourhood representation</a> .....	9
<a href="#">Figure 5. Condition of sidewalks</a> .....	12
<a href="#">Figure 6. Main traffic issues</a> .....	14
<a href="#">Figure 7. Accessibility in public spaces</a> .....	14
<a href="#">Figure 8. Suggested bench locations</a> .....	15
<a href="#">Figure 9. Modes of transportation</a> .....	17
<a href="#">Figure 10. Concerns with taxi service</a> .....	18
<a href="#">Figure 11. Challenges accessing services</a> .....	19
<a href="#">Figure 12. Housing challenges</a> .....	20
<a href="#">Figure 13. Housing needs</a> .....	21
<a href="#">Figure 14. Seniors supports</a> .....	22
<a href="#">Figure 15. Seniors social outlets</a> .....	24
<a href="#">Figure 16. Accessing government information</a> .....	26
<a href="#">Figure 17. Safety concerns</a> .....	27
<a href="#">Figure 18. Seniors overall priorities</a> .....	28

**List of Tables**

<a href="#">Table 1: Age ranges and representation</a> .....	7
<a href="#">Table 2. Household makeup</a> .....	10
<a href="#">Table 3. Home ownership</a> .....	10
<a href="#">Table 4. Suggested enhancements to the physical environment</a> .....	16
<a href="#">Table 5. Public transportation</a> .....	18
<a href="#">Table 6. Mode of transportation</a> .....	19
<a href="#">Table 7. Importance of social and wellbeing supports</a> .....	22
<a href="#">Table 8. Ability to find home supports</a> .....	23



**List of Appendices**

APPENDIX A .....	47
APPENDIX B.....	48
APPENDIX C.....	50
APPENDIX D .....	51



## EXECUTIVE SUMMARY

In the Spring of 2020, Revelstoke received UBCM funding to update its Age-Friendly Plan. Revelstoke's first Age-Friendly Plan was drafted in 2009, and highlighted many issues seniors were facing at the time. The new plan considers emerging needs of seniors, and is meant to inform the Official Community Plan update (OCP) through its integration into other related master plans such as the Housing Action Plan and the Transportation Master Plan, thus ensuring that an age-friendly lens is applied to capital projects.

Survey questions were based on the eight domains established by the World Health Organization, and categorized according to the OCP's four main sections. They are:

1. *Environment*: Outdoor spaces and buildings
2. *Growth Management*: Transportation; Housing; Community support, Community support and health services
3. *Community*: Social participation; Civic participation and employment; Communications and information
4. *Culture*: Respect, social inclusion and/or cultural safety

### **About the respondents:**

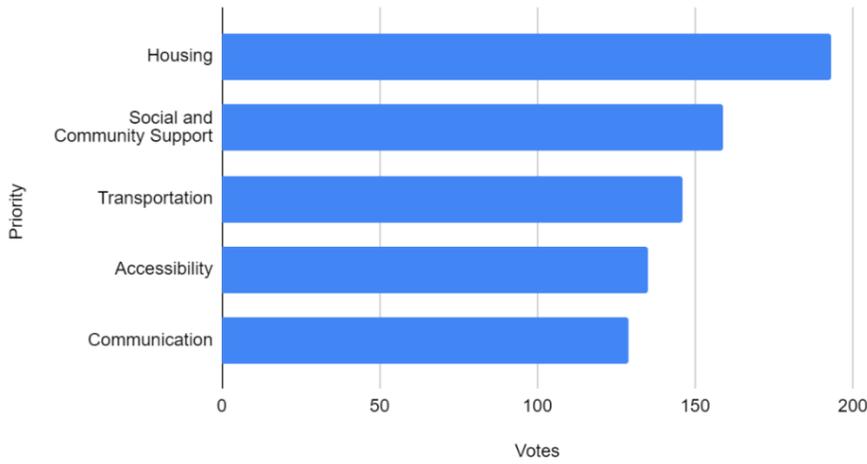
- 69% female, with 29% male, and 1% transgender
- 16% of all seniors in Revelstoke responded to the survey
- 99% live in Revelstoke
- 34% live alone
- 55% live with their spouse

### **Priority Recommendations**

When asked what their main priorities were, a total of 216 respondents listed their top 5 priorities. Housing came across as the highest priority, with 193 respondents having identified it as a priority, followed by social and community support (159), transportation (146), accessibility (135) and communication (129).



### Seniors priorities



#### Recommended Actions

While the recommendations are numerous, priority recommendations have been outlined in the executive summary based on duration (recommended in 2009 and reiterated in 2020), and importance (number of mentions). Additional recommendations have also been made that would enhance the general wellbeing of seniors from an age-friendly perspective based on best practices.

#### Environment:

##### *Outdoor spaces and buildings:*

- Develop and maintain suggested “seniors walking routes” (see Appendix D)
- Prioritize the creation of sidewalks and snow removal along these routes
- Wider plowed roads in residential areas lacking sidewalks
- Increase length of parking indicator (yellow paint) at the end of intersections in the downtown area, where sightlines can be poor due to snow or large trucks
- More public washrooms, accessible year-round
- Expand Greenbelt and other walking trails for year-round access
- More benches, including along seniors walking routes, accessible year-round

#### Growth Management:

##### *Transportation*

- Increase Public Transit hours and service, including for wheelchair accessible buses
- Reduce distance between bus stops
- Post schedule information at bus stops

##### *Housing*

- Increase the amount of independent and assisted living options for seniors, close to town/amenities



- Implement snow maintenance program for seniors

#### *Community support and health services*

- Increase awareness of [revelstokelife.ca](http://revelstokelife.ca) directory
- Update and distribute seniors resource guide
- Home maintenance and support program for odd jobs
- Improve transit options to hospital (including public transit and taxi service)

#### **Community and Culture:**

- Incorporate age-friendly plan into OCP and community planning
- More seniors-specific courses, including computer and tech courses at affordable rates
- Age-friendly business awareness and incentive campaign
- Better enforcement of late night noise bylaws

## PART ONE: INTRODUCTION AND BACKGROUND

### 1.1 Background

In 2009, the City of Revelstoke took steps to become an age-friendly community<sup>1</sup>. The initiative, launched and funded by the Union of BC Municipalities (UBCM)<sup>2</sup> aims to help communities prepare for an aging population, based on a number of indicators established by the World Health Organization (WHO), that examine how local policies and infrastructure related to the physical and social environment help support older adults to comfortably and safely live out their lives in their community, enjoy good health and continue to participate fully in civic and community life<sup>3</sup>.

In 2009, research and community survey outcomes resulted in a list of recommended actions for implementation by the City and/or community organizations. In May 2012, Revelstoke achieved age-friendly status, and was among six communities featured in a series of videos by the BC Ministry of health<sup>4</sup>, highlighting elements of age-friendly community-based actions and also featured Lumby, Saanich, Sechelt, Abbotsford, Richmond, Vancouver and the North Shore.

Though Revelstoke was recognized as a leader and has since implemented many of the 2009 recommendations, we also know that the demographics and needs of older adults in Revelstoke have evolved over the past 11 years. In the Spring of 2020, Revelstoke received additional UBCM funding to update the Age-Friendly Plan. The goal of this grant is to evaluate the emerging needs of seniors within the current context, and to integrate an age-friendly lens to the Official Community Plan (OCP) update by informing related master plans, such as the Transportation Master Plan and the Housing Action Plan.

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<sup>1</sup> A Age Friendly Plan for Revelstoke and Area:

<https://www.revelstokesocialdevelopment.org/assets/files/Age%20Friendly%20Plan%20-%20Final.pdf>

<sup>2</sup>UBCM Age Friendly Communities: <https://www.ubcm.ca/EN/main/funding/lgps/age-friendly-communities.html>

<sup>3</sup> [https://www.who.int/ageing/publications/Global\\_age\\_friendly\\_cities\\_Guide\\_English.pdf](https://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf)

<sup>4</sup> Watch the video: <https://www2.gov.bc.ca/gov/content/family-social-supports/seniors/about-seniorsbc/seniors-related-initiatives/age-friendly-bc/ideas-in-action>



This integrated approach will ensure that the needs of older adults are considered in capital projects and related operating budgets and workplans.

## 1.2 Methodology

The initial Age-Friendly Plan released in June 2009 outlined a number of recommendations based on best practices research and survey results. The updated plan has taken into consideration current best practices through a literature review of plans in other communities of similar size and scope – such as resort municipalities in BC, and other communities who have been recognized for their approaches (see Appendix A for full literature review).

Further, an implementation and status assessment of the 2009 recommendations and 2020 progress update<sup>5</sup> provided by the relevant City departments has been incorporated into the updated plan. The plan has also been greatly informed by the results of community consultation through focus group discussions and the updated survey.

### Community consultation

At the onset of the project, a working group was established, largely based on the Revelstoke Community Response Network committee. This committee is comprised of service providers, seniors representatives and seniors themselves, and was a natural fit for the age-friendly work. Additional community members were invited to join the working group, such as individuals who previously participated in the 2009 steering committee, as well as representatives from the Aboriginal Friendship Society.

The working group included the following people and organizations:

Name	Organization
Audrey Austin	Home Care Services, Interior Health
Anita Ely	Healthy Communities, Interior Health
Julie Lowes	Acute Care, Interior Health
Ruth Boettger	Senior, Seniors Association
Carol Thompson	Senior, Seniors Association
Jane McNab	Senior, 2009 steering committee member
Laura Stovel	Senior, community member, Revelstoke Women's Shelter
Cindy DelaRonde	Manager, Moberly Manor
Maria Caravaggio	Senior, Seniors Social Worker, Interior Health
Theresa Hamilton	Revelstoke Hospice

### Survey

An updated survey was created with input from the working group. For the update, the group considered changes in the past 10 years, current age-friendly best practices, information gaps, and ways to integrate more long answers into the survey. This method was chosen with the understanding that

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<sup>5</sup> Summary of Age-Friendly Initiatives in Revelstoke: <https://www.revelstokesocialdevelopment.org/wp-content/uploads/2019/07/Jan-2020-Summary.pdf>



the pandemic would make it difficult for focus groups to meet in person. The survey included a total of 61 questions with multiple opportunities for long answer feedback.

Questions were based on the eight domains established by the World Health Organization. They are:

- Outdoor spaces and buildings;
- Transportation;
- Housing;
- Social Participation;
- Respect and social inclusion;
- Communication and information
- Civic participation and information; and
- Community support and health services.

These eight domains have also been categorized according to the Official Community Plan’s sections: *Environment; Growth Management; Community; and Culture.*

<b>Environment</b>	<b>Growth Management</b>	<b>Community</b>	<b>Culture</b>
Outdoor spaces and buildings	Transportation	Social participation	Respect, social inclusion and/or cultural safety
	Housing	Communication and information	
	Community support and health services	Civic participation and employment	

The survey was launched on September 28, 2020 and closed October 23<sup>rd</sup> with a total of 283 responses between online surveys and hard copies. While the bulk of responses were carried out online through the City’s Survey Monkey account, additional emphasis and outreach was done to include the voices of vulnerable and marginalized seniors by distributing hard copies with the help of “engagement partners” in the community, and the participation from members of the working group.

Due to COVID restrictions, in-person engagement was very limited, and “engagement partners” were established with the help of local agencies who already engage with seniors. Engagement partners included the Revelstoke Seniors Centre, Okanagan Regional Library Revelstoke, and contact points with volunteers at Selkirk Gardens, Moberly Manor, and Monashee Court and Mt Begbie Manor to distribute hard copies to their more isolated members. Hard copies were also handed out at the foodbank on two occasions, as well as at the summer market, in addition to the online link promotion. In total, 87 paper copies were submitted to the City’s survey drop-off locations and were later added online by the Age-friendly consultant.



Small focus group interviews were held with the Seniors Centre administrative team, Interior Health’s senior’s social worker, and seniors with lived experience of poverty and mobility at Monashee Court and with the Women’s Shelter’s outreach program clients.

### 1.3 About the respondents

#### Age

Survey respondents were distributed in the following way: 69% female, with 29% male, and 1% transgender.

According to the latest census data, just over 28% of Revelstoke’s current total population is aged 55+, making up a significant part of its population. According to 2016 data, approximately 1810 of residents in Revelstoke are aged 55 and older, representing 16% of seniors. For the purpose of this survey, ages 55 and up were considered senior. This is based on the Government of Canada’s statistic cut offs for seniors; however, data has been compiled and divided into three different categories: Pre-retirement (55 to 64), retirement and beyond (65 to 70), and old age (80 to 100+). The majority of respondents fell into the retirement category.

*Table 1: Age ranges and representation*

<b>Age Range</b>	<b>Survey Representation (%)</b>	<b>Population Representation (%)</b>
55-64	23	7
65-79	63	22
80-100+	14	40

A comparison between the percentage of survey respondents versus the actual population shows that the pre-retirement category was not fully represented, at only 7% of the total population of seniors; while retirement-age seniors made for approximately 22%, and old-age approximately 40%. Information captured in this survey therefore most accurately reflects the opinions of seniors aged over 65.



### Respondents versus actual population

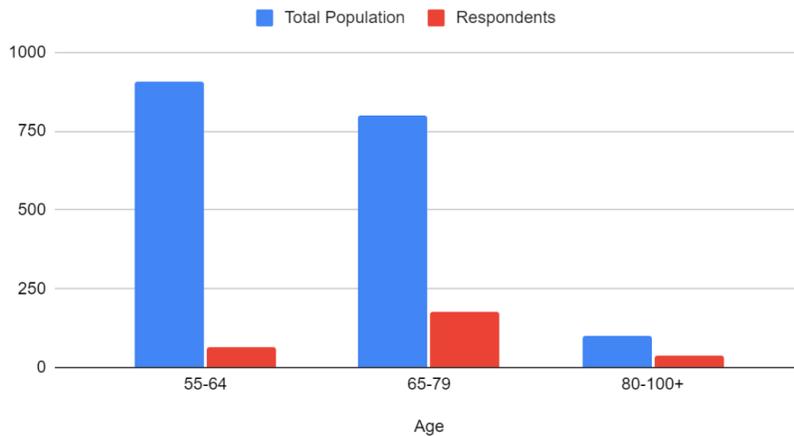


Figure 1. Respondents versus actual population

### Residence

The majority of respondents (99%) live in Revelstoke, while the remaining 1% are considering a move to Revelstoke and already spend a lot of time here. Their responses were considered valid given that they access local services and infrastructure and are planning a move within the next couple of years.

Most seniors (72%) who completed the survey have lived here for most of their lives (20+ years) and 47% plan on carrying out the rest of their lives (20+ years) in Revelstoke.

### Years Lived in Revelstoke

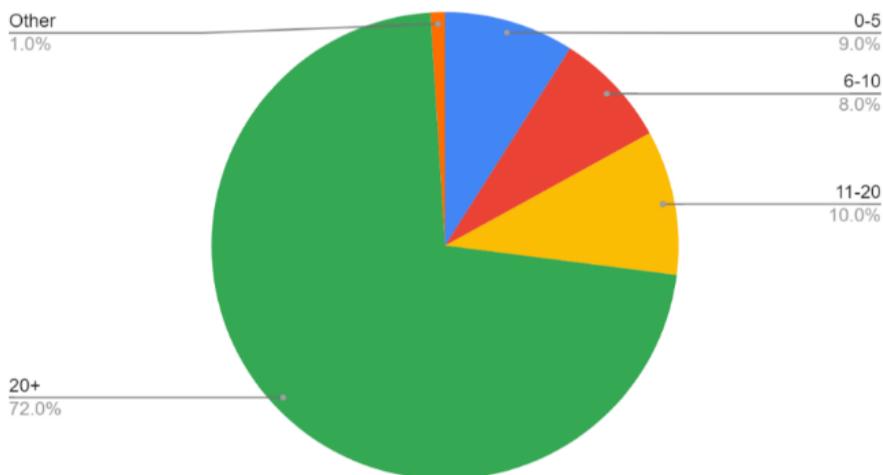


Figure 2. Years lived in Revelstoke

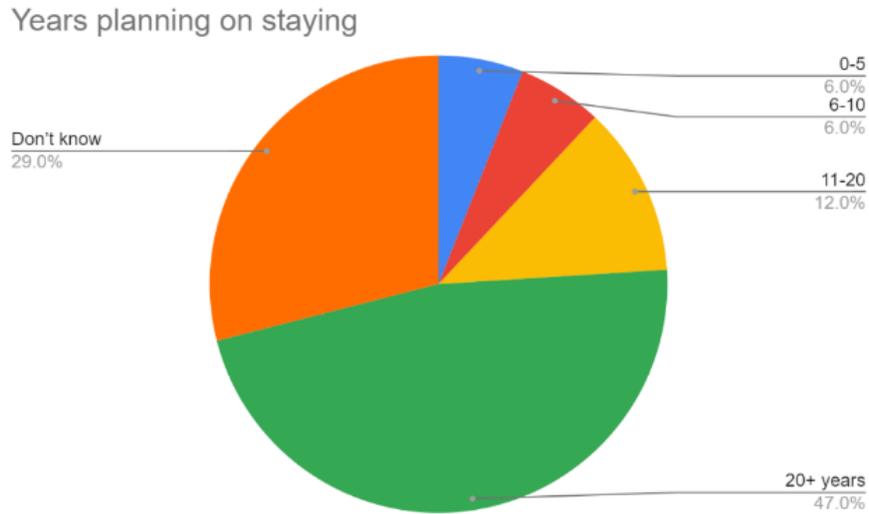


Figure 3. Years planning on staying in Revelstoke

While the majority of respondents live in Central Revelstoke, this survey captured a diverse representation of residents from most neighbourhoods, including surrounding areas.



## Neighbourhood

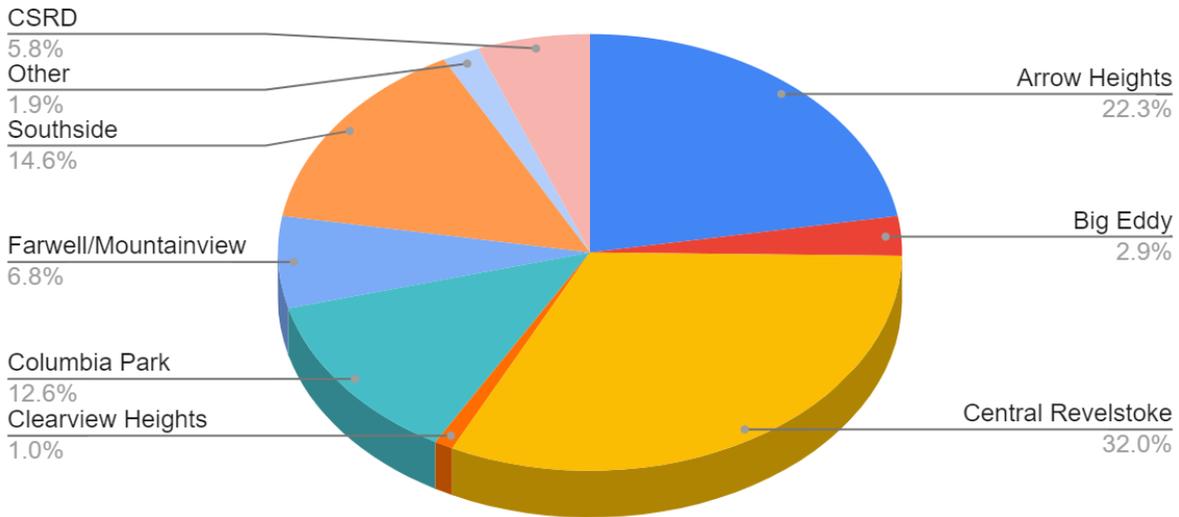


Figure 4. Neighbourhood representation

\*Areas included in the “other” category were: Johnson Heights, Red Devil Hill, and Mt. Begbie Rd.

## Household makeup

Most respondents indicated that they currently live with their spouse (55%), while 35% live alone. Among other responses, a small percentage (8%) of older adults live with their children – this includes as caregivers for their adult children, or as dependants on their children. A smaller percentage still, live in shared accommodation with roommates (1%).

Table 2. Household makeup

Living Situation	Percentage
Spouse	55
Alone	34
Family	8
Roommates	1



Most respondents also own their own home (84%).

Table 3. Home ownership

<b>Housing</b>	<b>Percentage</b>
Own	84
Rent	9
Independent seniors housing	6
Assisted Care	<1
Dependant living with family	1

### Mobility

Survey results indicate that 80% of respondents do not have mobility impairment and move easily from place to place. Of the 20% who do have a mobility impairment, a quarter expressed impairment that does not impact getting around (such as shoulder injuries). Those with limited mobility expressed the inability to leave their house on foot in the winter due to snow management on their properties and sidewalk conditions. However, 91% of respondents do have access to a car, and are therefore generally able to access essential services.

## PART TWO: SURVEY REPORT AND ANALYSIS

This section outlines survey results based on questions that were designed to address the eight age-friendly categories. The responses have been structured according to the OCP categories and outline current barriers as well as recommended actions. Graphs and data are based on the most recent survey responses and focus group interviews.

### 2.1 Environment

The *Environment* section will feed into the OCP’s environmental plan, and considers the Age-Friendly lens to outdoor spaces and buildings – what they are like in terms of accessibility, “enjoy-ability”, and any other barriers seniors are experiencing related to their outdoor environment. Specifically, improving outdoor spaces in an age-friendly way needs to consider the condition of roads and sidewalks, street lighting and cues at intersections, benches and rest areas including restrooms, access to amenities and services, and the overall “walk-ability” and “enjoy-ability” of outdoor spaces and neighbourhoods.

#### 2.1.1 Outdoor spaces and buildings

##### *Snow management*

Just over half the respondents (52%) feel that snow is cleared and sanded within a reasonable time period (6 hours) by their residence, while 39% feel delays are too long, indicating that it can take up to several days before their side street gets cleared. Of those who responded that snow removal was inadequate, respondents were asked to identify what the main issues are and what improvements could be made.

*“Often it is cleared, but sometimes the street isn’t cleared for several days.”*



- 43% of respondents indicated long delays for side streets despite prompt removal on main streets and overall satisfaction, especially when there are larger snowfalls.
- 27% expressed the need for extended hours, such as overnight and on weekends, and the need for more crews.
- 14% indicated that snow is often plowed over the sidewalk, in private driveways or otherwise blocking pedestrian access to city streets.
- According to 39%, the biggest concern is the lack of sidewalks on many streets in town, which forces them to walk on the side of the street where they feel unsafe.

*“It sometimes takes more than one day to plough my street and sometimes my car bottoms out or I fear getting stuck so I stay home.”*

Other issues include the need for wider plowing on streets without sidewalks to allow for pedestrians, as well as the need to limit street parking, and better enforcement related to multiple-vehicle households that park on the street as this impedes the plow’s ability to effectively remove snow. In addition, multiple comments (7) were made regarding snow at the curbs and windrows as an issue. Other comments (5) indicated that more sanding is needed as the plow glazes things over, making it slippery to walk on.

#### *Roads and sidewalks*

Sidewalks are an area of particular concern for seniors.

- 60% of respondents said they felt the sidewalks were not safe
- 48% said they felt sidewalks were not well-maintained or accessible.
- 61% do however feel that sidewalks are easy to get onto/off of, with sloped curbs
- 53% agree that streets are well-lit, 28% do not feel they are adequately lit

Numerous concerns with the safety of sidewalks were raised by respondents, many of which had also been identified in 2009. These include sidewalks being rough and uneven, and/or slippery (ice, snow build up). Many (20) commented on the sheer lack of sidewalks in various parts of the city, most notably Arrow Heights and Columbia Park. Since 2009, the City has installed new sidewalks on Newlands rd, and from the Hospital to Mt. Cartier Court, as well as on Nichol rd, Airport Way to Park Drive, the Victoria roundabout and in the lower town. Sidewalk inspections will be performed repairs will be based on inspection results. At the moment, there are no new installs confirmed for 2021 or beyond, however the

City has applied for grants for additional sidewalks for sidewalks in the Arrow Heights area (Nichol Rd., Camozzi, and Airport Way).

Mention was also made that sidewalks are not plowed wide enough for scooters in the winter, and that sandwich boards on sidewalks impede on their ability to move along or walk on the sidewalks.



“Most downtown businesses wait for the City to bring by the sidewalk plow. By then, after a good snowfall the sidewalks are a hardened mound of ice that will be there until the end of winter. Iced over road curbs no longer reveal yellow no parking zones, such as at every stop sign and intersection, and so people park there regardless, even though they clog streets right around the corners.”

## Sidewalks

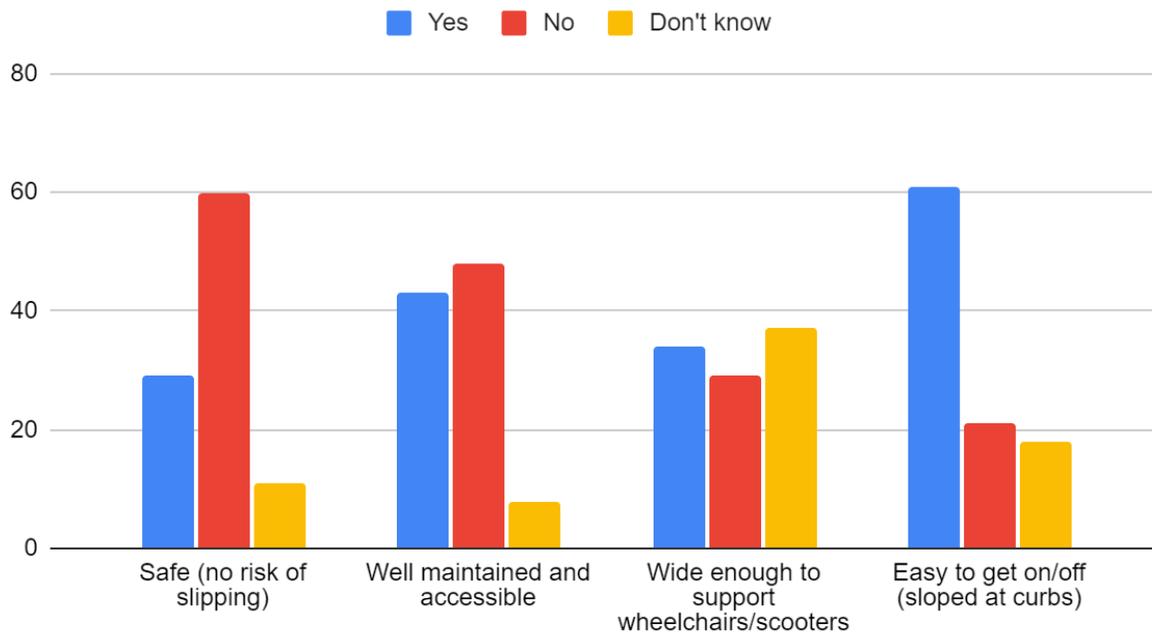


Figure 5. Condition of sidewalks

### Sidewalk maintenance

For many seniors, walking is an important activity and mode of transportation. Icy sidewalks, and poorly maintained sidewalks make it difficult and unsafe to get around. Respondents emphasized the need for sidewalks to be better maintained. This includes during the winter in terms of snow removal, and more frequent and prompt sanding, as well as summer and fall in terms of leaf management and other forms of general maintenance to degrading sidewalks.

*Downie street. The road is in much need of repair. Hard to walk safely with my walker.*

Multiple requests were also made for additional sidewalks throughout the city (see Appendix B). In particular, the downtown area, Nichol Road and other areas of Arrow Heights, Airport Way, Downie Str. and Columbia Park.

The 2009 Age-Friendly Plan offered suggested Seniors Walking Routes (Appendix C), which provide guidance as to specific streets to prioritize for snow removal, sidewalk installation and the installation of



benches, cross-walks, signage, and washroom installation. An updated version (Appendix D) has extended some of the routes, given that seniors have expressed their desire for increased walkability within the city.

### Lighting

There were also 7 comments regarding dimly-lit walking areas in town, such as side streets downtown, Southside, along the Greenbelt under the highway bridge in Columbia Park, and in the alley behind the community centre. Having better lighting can improve seniors' sense of safety when out at night.

*"Parking in front of the medical clinic is terrible. Medical parking spots need to be monitored or enforced by Bylaw officers."*

### Parking

Many expressed the desire for more parking in the downtown area – especially handicap parking (9). While some comments lamented the decrease in parking spots during the summer when patios take up more space on the street specifically, the bulk of the comments (16) expressed frustration related to the general shortage of parking in town – in particular near the medical clinic, and the lack of parking enforcement. For older adults with limited mobility, this can present a challenge getting to medical appointments, or obtaining other essential goods and services. Some mention was also made (5) on the need for more parking enforcement around legal suites. The lack of parking enforcement of handicap parking had also been identified as a key barrier to accessibility in 2009.

### Traffic and intersections

While 40% of respondents felt intersections are not accommodating or safe for the visually impaired, a bigger concern as expressed by approximately 25% of respondents relates to sightlines at intersections in the downtown area. In the summer months, bushes and large trucks obstruct views, whereas during the winter, snow mounds prevent clear sightlines, making it unsafe for both pedestrians and drivers.

Seniors also emphasized the need to lower speed limits in town, and for stronger enforcement of speed limits in town and residential areas.

Seniors also expressed the need for more crosswalks in the downtown and Southside areas, more four-way stops and pedestrian signs, sounds/cues and walk lights to make intersections safer overall. (See Appendix B)

*"It's most frustrating at intersections in the downtown core. People park (often large trucks) near the intersection and you have to walk OUT into the street, and then cars go WAY TOO FAST in the downtown core. I am nimble and have good vision and it's challenging for me. I can't imagine what it would be like for someone older, infirm, in a wheel chair, etc."*



### Main traffic issues

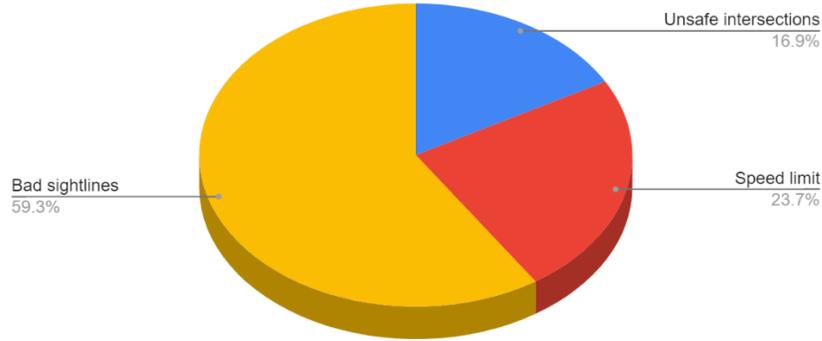


Figure 6. Main traffic issues

*“Be aware of on-street parking and overgrown vegetation on private property that blocks visibility and then enforce compliance. Some busier intersections will require traffic lights soon (Southside market area).”*

### Accessibility

Since 2009, the City of Revelstoke has performed 14 new curb cuts in the downtown and central areas. Additional curb cuts will be installed based on inspection reports for 2021 and 2022. As indicated in the table below, respondents feel that public facilities (which include the Community Centre) are, for the most part, accessible.

### Accessibility in public spaces

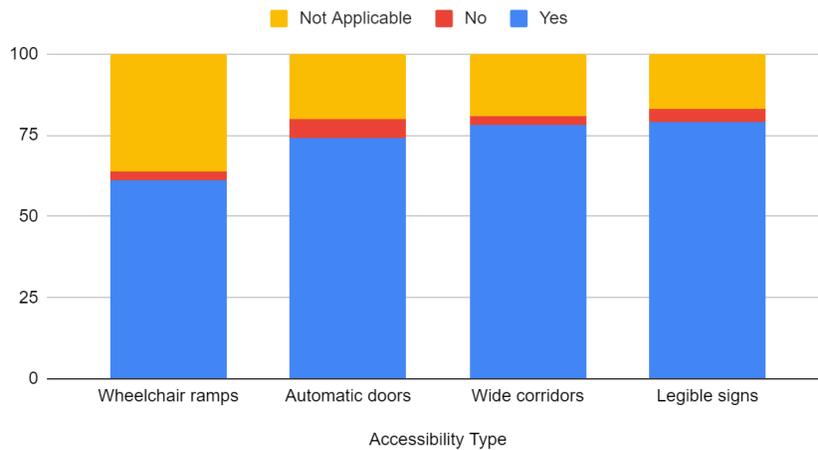


Figure 7. Accessibility in public spaces



Locations that were identified as not being accessible include the following:

- Court house (5)
- Museum (2)
- City Hall Entrance (3)
- Post office (2)
- Hockey arena (1)
- Transcanada Fitness, Old School Eatery (5), and most businesses in downtown (2)
- Stairs (uncovered) on upper Mackinnon to Lower Mackinnon and Upper Columbia Park (2)

*“...almost every store downtown is not accessible to a person in a wheelchair. Either there is a step to get in or the doors don't open or even the doors isn't even wide enough for a wheelchair...”*

#### *Washrooms*

Respondents also indicated that public washrooms are largely convenient and accessible.

- 47% responded that washrooms are in convenient and accessible locations
- 27% indicated that they are not
- 25% indicated that they do not know.
- 6 respondents felt that washrooms should be open year-round

**Recommended restroom locations: Woodenhead park, near grocery stores, Arrow Heights.**

#### *Benches*

Only 28% of respondents felt more benches are *not* needed. An almost equal number of respondents, 29%, felt more benches are in fact needed (the remaining 42% did not know). Respondents who felt more benches are needed were asked to identify the areas in need of additional benches. A request for benches to stay out year-round was also mentioned, given that walking is one of the main modes of transportation for many seniors (see next section), this provides them with an important opportunity to rest between point A and point B. See Appendix B for full list of suggested new bench locations. Since 2009, 35 new benches have been installed in locations such as the Cemetery, downtown, and the Greenbelt. Another six are slotted to be installed in 2021.



### Benches

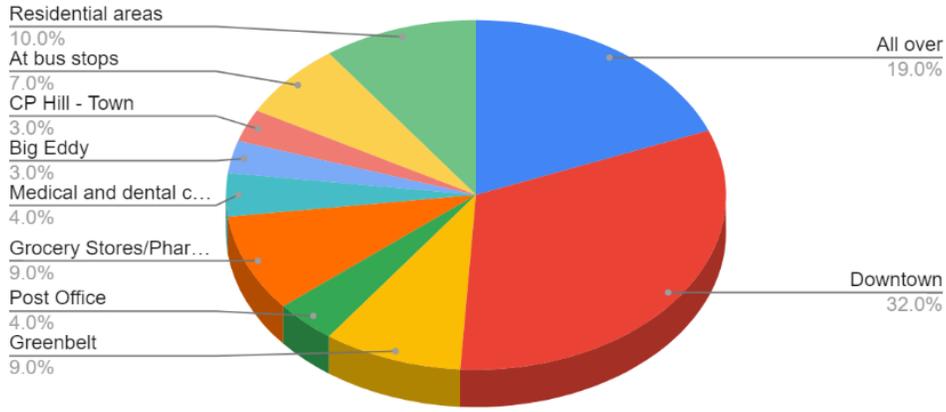


Figure 8. Suggested bench locations

### Enjoy-ability

When asked what would make the physical environment more enjoyable, respondents offered a variety of answers, from better off-leash bylaw enforcement, to reiterating the need for snow and ice removal on downtown sidewalks and the need for sidewalks. Varied as they were, some themes did emerge around increasing recreation opportunities and access in the downtown area. Concerns around parking, sidewalks and snow removal were also mentioned in this section as something that affects their capacity to enjoy moving about outside.

Table 4. Suggested enhancements to the physical environment

Trails and physical activity	Number of mentions
Greenbelt trail expansion and year round maintenance	22
More bike lanes trails, and active transportation corridors	14
Developing Arrow Heights Trail network, and trails to RMR	5
(Indoor) Pickleball courts	4
View at benches by the community centre along pathway	3
Indoor walking track	3
Updating the 10 year old trail plan and strategy	1

Art and other enjoyment	Number of mentions
More green spots in town (i.e. museum garden)	2
More art and murals in town	2



Other	Number of mentions
Better bylaw enforcement on dogs (off leash, tied up outside businesses)	4
Develop other access to Arrow Heights	4
Better connectivity from neighbourhoods to town	1

### Recommendations:

Based on the survey outcomes for the Environment section, the following recommendations are provided for the City departments to consider:

- Prioritize Senior’s walking routes in terms of sidewalk creation and maintenance, snow removal and sanding, bench installation and washrooms. Identify routes with specific signage.
- Clear sightlines at intersections by increasing parking distance at intersections (yellow lines); promptly removing snow mounds; and clearing any vegetation blocking views
- Increase number of cross walks and safe crossing zones in town, including with audio-visual cues
- More parking enforcement, and increase designated handicap and seniors parking in town; especially by Post Office, Selkirk medical clinic, optometry and dental offices
- Improve and automate doors at Grizzly Plaza washroom
- Increase amount of public washrooms in town, and Woodenhead park area
- Designate certain public washrooms to be open year-round
- Incentivise accessibility practices among local businesses
- Expand and develop walking trails, and more active transportation corridors
- Increase green spots and areas
- More pet control bylaw enforcement

## 2.2. Growth management

This section explores a number of categories related to seniors’ wellbeing, which include transportation, housing, health and wellness.

### 2.2.1 Transportation

Transportation takes into consideration the convenience and ease of moving about in the community. While the condition of roads and sidewalks also impact this ability, the transportation section focuses on public transportation and Handy Dart, taxi service and out-of-community travel.

#### *Modes of transportation*

Older adults in Revelstoke use a variety of different modes of transportation. Respondents were asked to identify their top three modes of transportation. They are: driving, walking and cycling. “Other” modes include the HandyDart Bus, taxis, scooters/power chairs and golf carts.



Modes of transportation

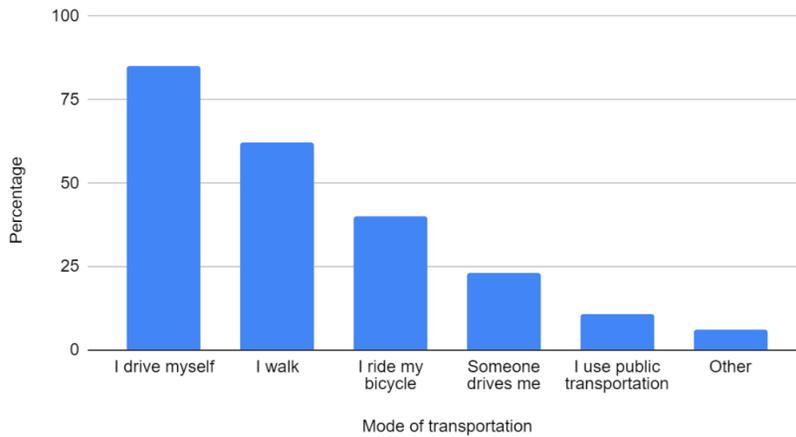


Figure 9. Modes of transportation

**Public Transportation**

While only 11% of respondents use public transportation, 157 individuals provided feedback on how they view public transportation in Revelstoke.

- 34% feel that stops are accessible and in good locations.
- 38% feel that buses are accommodating to people with mobility challenges.
- 60% expressed the need for bus stops in a variety of areas including additional service to the ski hill (in addition to the resort shuttle), the post office and grocery stores – places that seniors, among others, frequent regularly.
- 20% felt that all bus stops should have a shelter, or at the very least, 1-2 per area.

The main challenges related to accessing public transportation that were identified include:

- Difficulty accessing information about routes and schedules, in particular for those who do not have frequent access to the internet.
- Information online is confusing.
- Uncertain where to find the information, several (3) suggestions to have schedule information posted at bus stops.

“Need a wheelchair access bus that runs every day of the week in town!”

Table 5. Public transportation

Public Transportation is....	Percentage	Respondents
Easy to use	50%	78
Safe and reliable	50%	79
Affordable	60%	94
Accessible, with stops in good locations	34%	54
Accommodating to people with mobility or other impairments	38%	59
None of the above	20%	31



*Taxi service*

63% of respondents to this question (approx. 99 individuals) felt the taxi service needs improvement. The main issues identified are long wait times and limited availability, though other issues were also expressed, such as the lack of cleanliness and perceived questionable character of the drivers. Many of these concerns had been expressed in 2009 as well. Cost was also expressed as an issue for some; however there is a subsidized taxi fare program which offers reduced rates for seniors.,

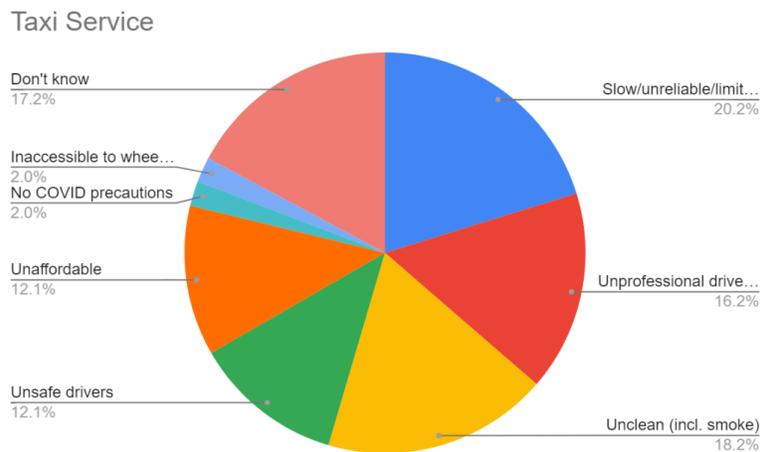


Figure 10. Concerns with taxi service

*Accessing Services*

While 83% of residents do not experience any challenges obtaining food/groceries, medical services or social activities in Revelstoke, many did express concern that as they age, this could become increasingly difficult. Main concerns were related to lack of local options (specialists are out of town, items not available in town), inability to find transportation, and parking in town.

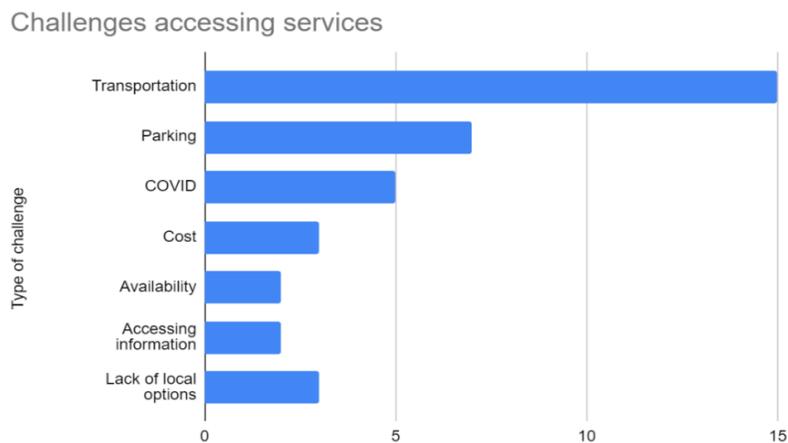


Figure 11. Challenges accessing services



### *Out of town appointments*

While transportation was identified as one of the main challenges to accessing services, respondents indicated that they are still able to find transportation to out of town appointments, either by driving themselves or having someone drive them. Only three respondents expressed difficulty finding someone to drive them to their medical appointments

*Table 6. Mode of transportation*

<b>Mode of transportation</b>	<b>Percentage</b>
A friend or family drives me	25%
Volunteers	6%
I drive myself	65%
Medical bus	5%

### **Recommendations:**

- Increase number of wheelchair accessible taxis and buses
- Increase bike lanes and “scooter-safe” lanes
- Increase public transit’s hours of service
- Reduce distance between bus stops along routes
- Post schedule information at stops, make printed schedule pamphlets widely available
- Increase number of bus shelters to 1-2 per area/neighbourhood
- Set fleet standards of operation for taxis  
(<https://www2.gov.bc.ca/gov/content/transportation/vehicle-safety-enforcement/services/passenger-transportation/transportation-network-services/info-municipalities>)
- Promote \$2 subsidized seniors taxi fare program

### 2.2.2 Housing

As with the 2009 survey, the main housing concerns for respondents were linked to affordability and availability. Many expressed the desire to downsize either in the near future or later down the road, but that suitable homes in terms of cost, size, location and accessibility (one level, on street, etc.) were not available. Where home owners were concerned, only 4% of respondents have had to reverse their mortgage.



### Housing challenges

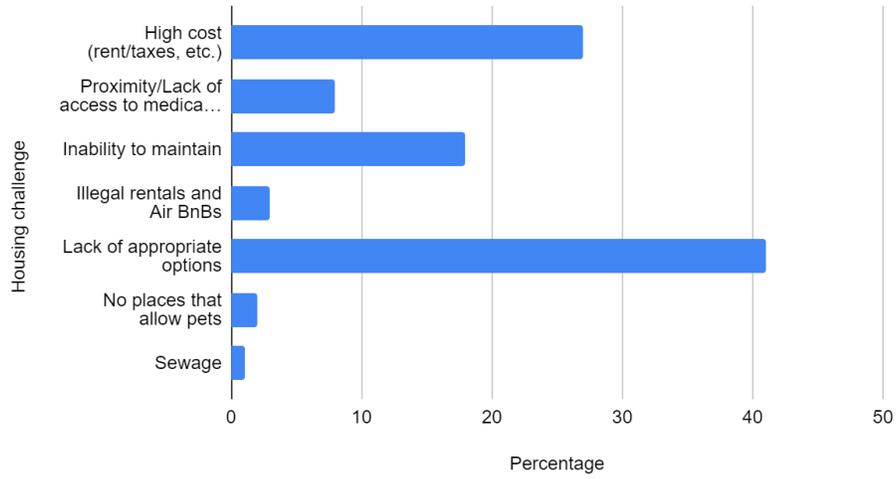


Figure 12. Housing challenges

### Housing needs

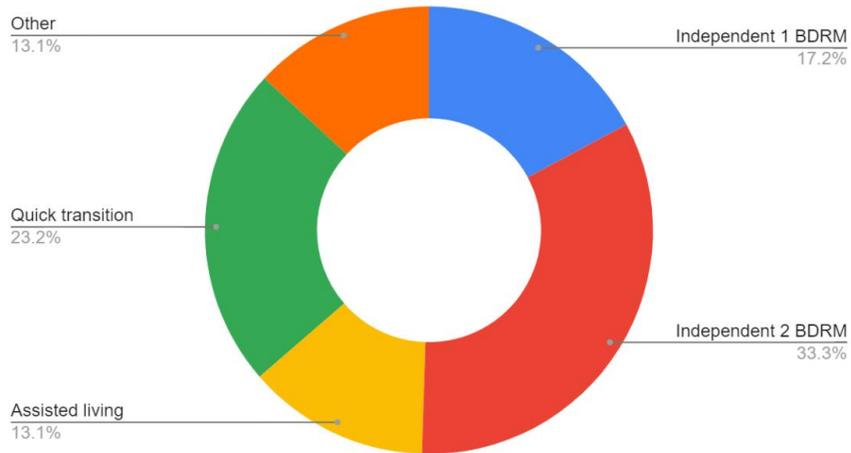


Figure 13. Housing needs

Note: “Other” responses/needs identified included: affordable housing (6), pet friendly options (2), access to a garden/courtyard (7), safer neighbourhoods (1), financial support to stay in their own home (1), and a cheeky “move to another town” response (1).



**Recommendations:**

- Increase amount of independent and assisted seniors living options close to town/amenities
- Reduced property taxes for seniors

**2.2.3 Community support and health services**

In order to stay in their homes and in the community, older adults must have access to health services such as free and accessible flu shots, meals on wheels services, and other social supports to enhance their emotional wellbeing (such as phone calls from volunteers).

43% indicated that their income would no longer be sufficient to meet their needs if costs such as rent or property taxes increase.

*Income*

85% of respondents indicated that their income is adequate to meet their needs, while the remaining 15% indicated that they struggle to meet their basic needs on a monthly basis.

*Health and wellbeing supports*

While seniors have identified that they are generally able to access social supports, 23% said that access to social events was very important to them. Seniors expressed less need for other forms of socio-emotional support, such as telephone support from volunteers or personal support visits from volunteers, with only 12% identifying it as very important for both of those categories. In 2009, telephone support calls (40% and personal support visits from volunteers (37%) and other supports had been identified as very important by almost half the respondents. Since 2009, a volunteer PALS program has been established to address the need that the survey had identified.

*Table 7. Importance of social and wellbeing supports*

<b>It is important for me to have....</b>	<b>Very important</b>	<b>Nice but not essential</b>	<b>Not important</b>
Access to social events such as joint meals and activities	23%	49%	27%
Telephone support from volunteers	12%	39%	49%
Personal support visits from volunteers	12%	33%	56%

Seniors also expressed the need for a number of different types of assistance in order to carry out the rest of their lives comfortably at home. While many did not necessarily have immediate needs, they recognized that these needs would emerge as they age.



### Seniors supports

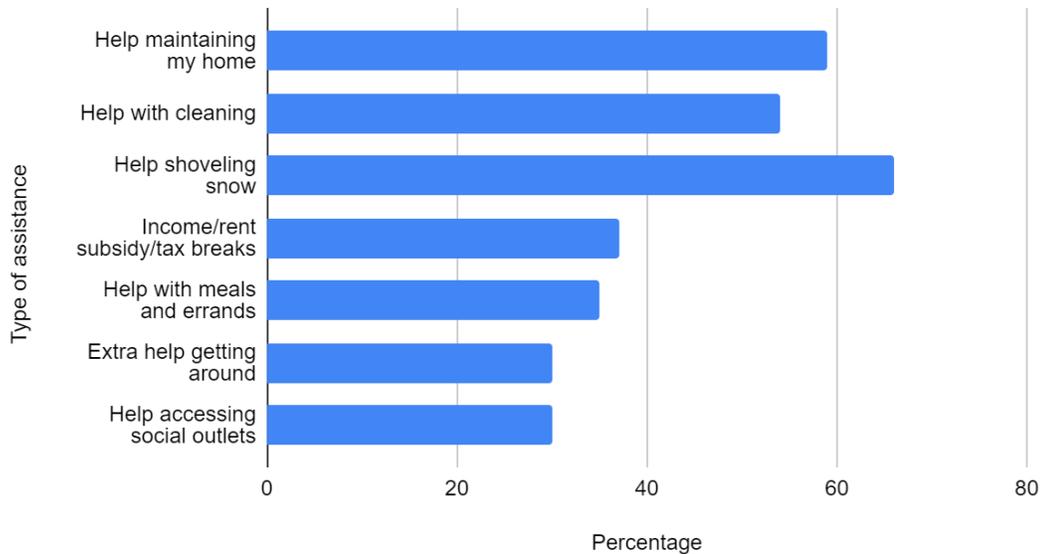


Figure 14. Seniors supports

Currently, accessing such supports does not present much of a challenge – respondents either felt the need was not applicable to them, or low percentages (15% and under) could not access the support they need. Many who selected not applicable made mention of needing these services in the future.

Table 8. Ability to find home supports

Ability to find help	Yes	No	Not applicable
Maintaining the home	39%	11%	50%
Cleaning	33%	9%	57%
Shoveling snow	35%	15%	50%
Getting food/meals	26%	5%	69%

Challenges accessing supports included:

- Cost (17)
- COVID-19 restrictions (10)
- Knowing how and where to access (7)
- Transportation (9)
- Lack/unavailability (6)
- Personal circumstances (5)
- Lack of internet access (1)



### *Accessing information on local healthcare*

Information on, and accessing flu shots was not a concern, as 82% of respondents felt they were easily accessible, and only 5% felt they were not. The remaining 14% felt this question did not apply to them.

83% of the seniors who responded indicated that they know where to find information about local and community health care services available to them, and how to access them. Suggestions for better communications included a printed newsletter or a resource guide sent in the mail, and more marketing/availability. Respondents suggested a website that collects the information, indicating that more awareness raising about [revelstoke.ca](http://revelstoke.ca) is in order.

The [Senior's Resource Guide](#) is scheduled to be updated in the Spring of 2021.

### *Accessing [Revelstokelife.ca](http://Revelstokelife.ca)*

Only 10% of respondents were familiar with the [Revelstokelife.ca](http://Revelstokelife.ca) directory, while 84% have never accessed it, and 6% did not know if they had used it or not. Given the previously mentioned desire for a website that gathers local healthcare information, raising awareness around this website could be beneficial to many seniors looking to access information on local resources and services.

[Revelstokelife.ca](http://Revelstokelife.ca) is a directory of local health and community services that already exists and could be better marketed to seniors.

### **Recommendations:**

- Update and distribute senior's resource guide
- More awareness-raising and use of [revelstokelife.ca](http://revelstokelife.ca) directory
- Implement long-term home help and maintenance programs

## 2.3 Community

This section looks at the degree of community support and inclusivity, which includes employment and volunteer opportunities, the ability to participate in decision-making processes and the ability to enhance and contribute skills and abilities in the community.

### 2.3.1 Social participation

Social participation refers to one's ability to participate fully in community life, and opportunities to develop and maintain meaningful social networks. Above the events and opportunities themselves, social participation can be impacted by things like transportation, condition of roads and sidewalks, accessibility, distance, and more.

At the time of the survey, 79% of respondents reported that loneliness was not a major issue as they live with their spouse or family members, and that outside of the pandemic many are engaged in their community in a number of ways. Conversely, we also see that 21% of seniors are struggling – or at the very least, are struggling due to the pandemic. Responses were varied in terms of what social outlets seniors access because of uncertainty around the pandemic. Most commonly accessed are the Community Centre, the Seniors Centre and local community events.



### Social outlets

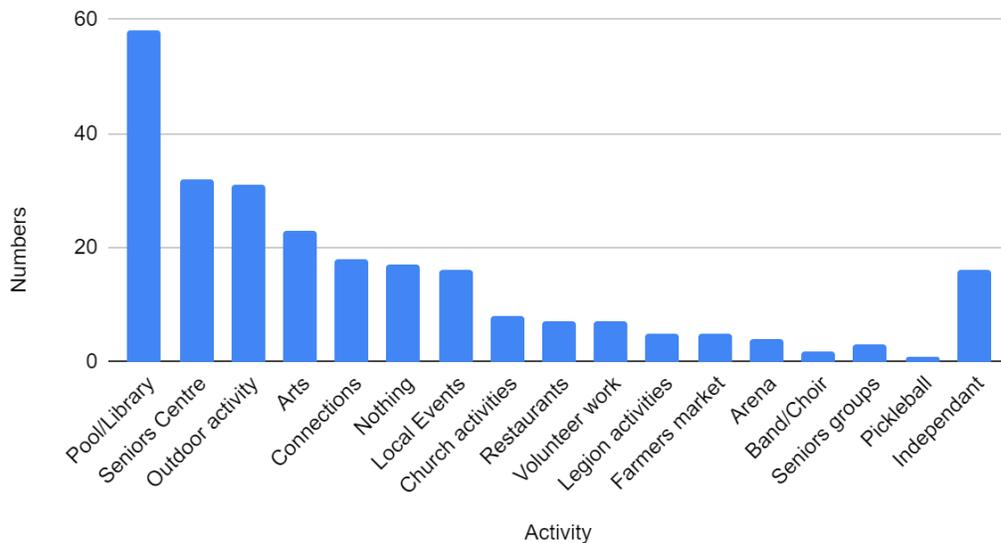


Figure 15. Seniors social outlets

#### 2.3.2 Civic participation and employment

Civic participation and employment refer to the ability for seniors to participate in decision-making processes, as well as the ability for seniors to participate in paid or unpaid work and volunteering opportunities. In 2009, a lack of information regarding volunteer opportunities had been identified as a barrier. Since then, the Revelstoke Seniors Association has brought in a volunteer coordinator position, which has brought great benefit to the older adult community. Not only does it provide an income and employment opportunity for the coordinator, it provides other volunteer seniors the opportunity to help other more vulnerable seniors, and has been quite successful to date.

Last year, the Revelstoke Okanagan College campus offered its “Experience Works” program, a tuition free program that allows older adults to upgrade their employability skills due to the evolving job market.

In the most recent assessment, respondents demonstrated more interest in additional learning opportunities, where, 56% of respondents feel there are “somewhat” enough learning and personal development opportunities. While 14% felt there are adequate opportunities, 29% expressed a lack in meaningful opportunities.

Respondents expressed a desire for:

- more special interest classes such as language classes, art classes, heritage crafts and woodworking (11)
- higher level courses or an Elder University (5) with courses geared specifically towards seniors (5)
- Free basic computer training for seniors (4).



Notably, 43% of respondents were not aware of how/where to access Driver Education/Refresher courses, versus 24% who were aware, and 32% who felt it was not applicable. It is worth noting that computer literacy programs already exist through Okanagan College and the Revelstoke Seniors Association. Additional advertising and awareness raising regarding these programs could be of benefit.

### 2.3.2 Information and communication

Information and communication refers to the degree of availability and accessibility of information to seniors. Following the 2009 Age-Friendly assessment, a seniors' resource guide was developed, and has since been updated an additional two times.

The internet is now widely used among seniors, as survey results indicated that 90% of respondents have access to a computer and the internet. For them the internet is the information medium of choice though navigating the internet can be a challenge. However, when asked, most (69%) do not require help learning to use a computer or finding information online (22% somewhat, and 9% very much).

- 81% of respondents access information about local community and government programs and services mainly via the internet
- 47% still use word of mouth
- 69% of respondents find it “somewhat” challenging to find the information they are looking for
- 20% find it easy to find information and resources
- 11% find it difficult
- 83% feel that they are able to get financial and legal advice when they need it (11% do not, and another 7% don't know).

### Accessing government information

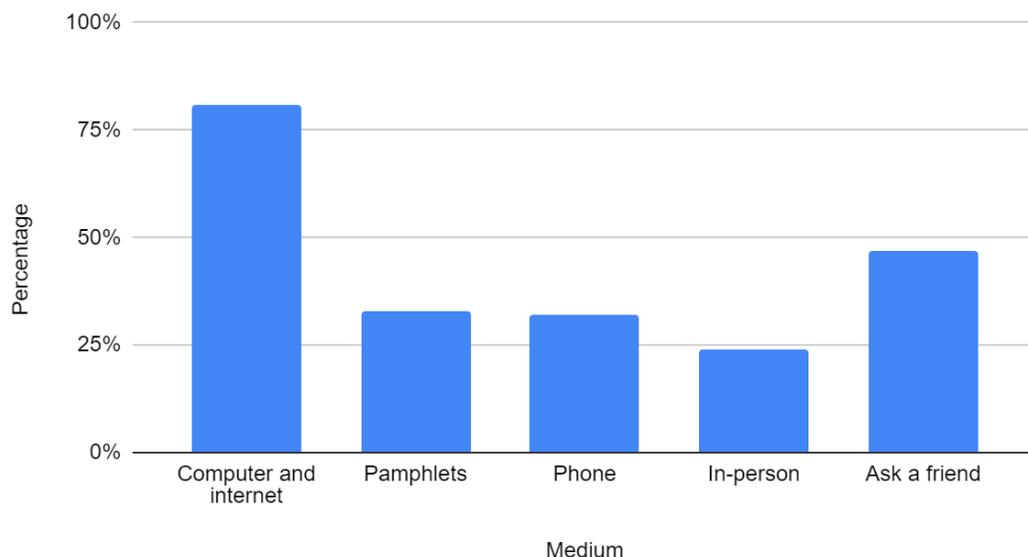


Figure 16. Accessing government information



**Recommendations:**

- Increase amount of seniors-specific special interest and personal development courses (at affordable rates)
- More awareness on computer literacy programs for seniors, including fraud education

2.4 Culture

This section looks at the ability for seniors to live out their heritage, culture, sexuality and religious beliefs freely, and examines the sense of safety within the community.

2.4.1 Safety

Older adults in Revelstoke generally feel safe in their homes, outside and in the spaces where they spend their time.

- 65% of respondents feel safe practicing their faith, beliefs or sexuality.
- 2% do not feel safe practicing the above.
- 90% feel safe outside
- 96% feel safe in their homes
- 56% feel safe in the place where they volunteer
- 43% felt this was not applicable to them

Tourists and late night partiers on the street are the main safety concern for respondents (29%)

Respondents mainly expressed concerns regarding crime, tourists and late night partying as the primary concern for 29%, with falls due to icy sidewalks or lack of sidewalks being a close second (27%). Bears and other wildlife, including off leash dogs accounted for 21%. Other fears include speeding drivers, COVID, and dark or unlit streets.

Safety concerns

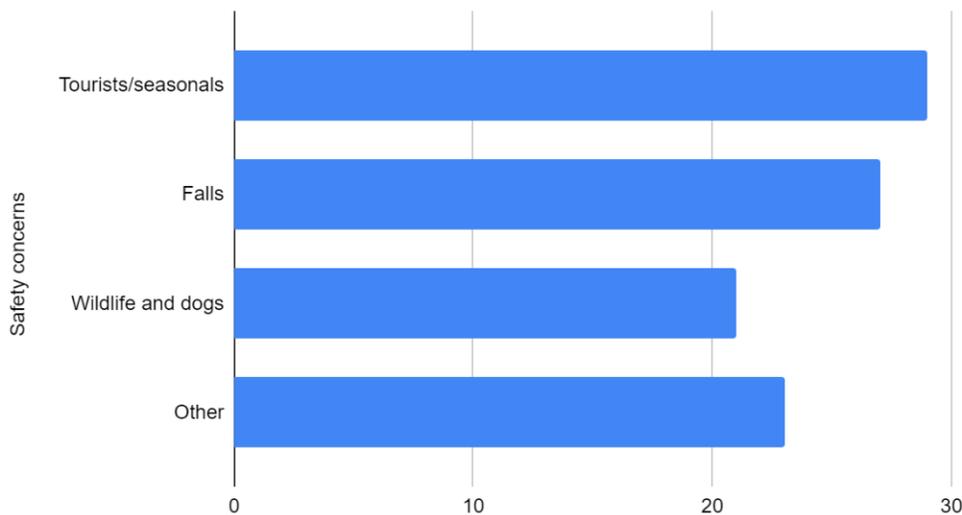


Figure 17. Safety concerns



Fortunately, 92% know who to call if they feel unsafe, meaning that for some seniors, they do not have someone to call if they are in trouble.

Another two comments expressed discontentment towards feeling as though their calls get dismissed by Bylaw officers.

**Recommendations:**

- Review bylaw complaint protocols
- More late night noise and other bylaw enforcement
- Friendly tourist campaigns to dispel fears

**Priorities**

When asked what their overall main priorities were, housing came across as the number one priority, with 193 respondents having identified it as a priority, followed by social and community support, transportation, accessibility and communication.

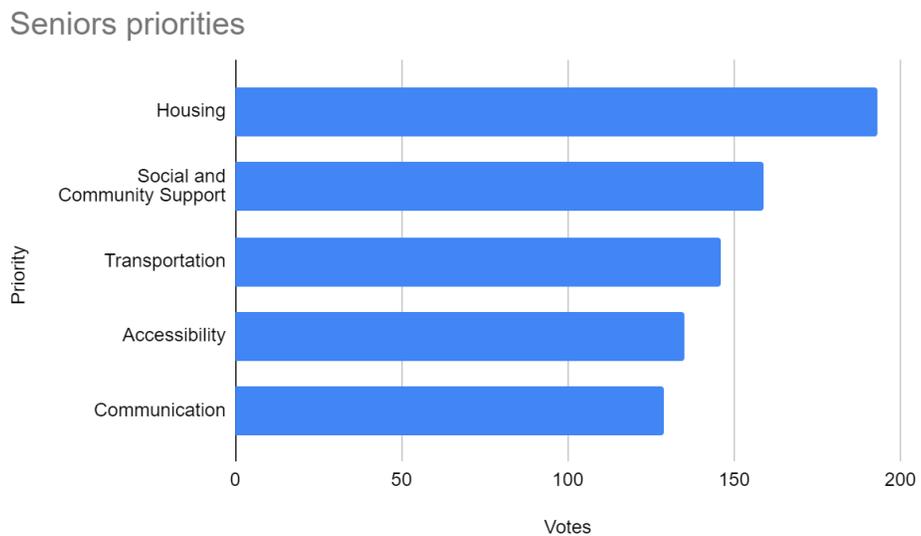


Figure 18. Seniors overall priorities



## PART THREE: IMPLEMENTATION

By considering the recommendations as part of the Official Community Plan Review and Update process, the City of Revelstoke is demonstrating its commitment to creating a more inclusive community, in which seniors can participate fully in community life as they continue to age.

The recommendations below provide a framework for barriers that have been identified by seniors in the community.

### Revelstoke Age Friendly Plan Recommendations

When asked what their main priorities were, housing came across as the number one priority, with 193 respondents having identified it as a priority, followed by social and community support, transportation, accessibility and communication.

Priority	Votes (out of 216 responses)
Housing	193
Social and Community Support	159
Transportation	146
Accessibility	135
Communication	129

## RECOMMENDATIONS

### ENVIRONMENT

Issue or Barrier	2009 recommendation	Status	New Recommended Action	Recommended Agency/Department
<b>Outdoor spaces and buildings</b>				
<b>Roads and sidewalks</b>				



City of Revelstoke – 2021 Age Friendly Plan Update

<p>Lack of sidewalks in many neighbourhoods and in town/Poorly maintained sidewalks.</p>		<p><b>Ongoing</b></p> <p>Since 2009 the City has installed sidewalks on Newlands Rd., Hospital to Mt. Cartier, Nichol Rd., Airport Way to Park Dr., Victoria Round about, and lower town.</p>	<p>As part of the Transportation Master Plan, complete a gap analysis of sidewalks along seniors walking routes. See appendix B for list of sidewalks identified by survey respondents.</p>	<p>Engineering – Transportation Master Plan</p>
<p>No sidewalk on 6<sup>th</sup> between Selkirk Gardens, Front street and 4<sup>th</sup> street between MacKenzie and Rokeby Ave.</p>	<p>Build/improve sidewalk on 6<sup>th</sup>, at Selkirk Gardens, Front street and 4<sup>th</sup> street.</p>	<p><b>Incomplete</b></p>	<p>Analyze and prioritize addressing gaps as part of the Transportation Master Plan Implementation Strategy. Refer to seniors walking routes Appendix C</p>	
<p>Poor sightlines at intersections</p>		<p><b>NEW</b></p>	<p>More “yellow” space close to intersections due to large trucks blocking vision; more/better parking enforcement.</p>	<p>Design standards for intersection site-lines Confirm if this will be included as part of the Transportation Master Plan or should be addressed in Neighbourhood Planning</p>



City of Revelstoke – 2021 Age Friendly Plan Update

Trees and shrubs obstruct sight lines at intersections in town		NEW	Tree and leaf management during the summer that considers sightlines at intersections downtown	Public Works Operations
Leaves and unkempt shrubbery create obstacles and safety hazards on sidewalks		NEW	Implement a leaf removal bylaw	Public Works Operations
Snow mounds after heavy snowfalls make sightlines poor in the winter		NEW	More prompt snow removal of mounds at key intersections during the winter.	Public Works Operations
Intersections in town unsafe due to poor sightlines and fast-driving vehicles		NEW	Better enforcement of speed limits.	Design standards for intersection site-lines Confirm if this will be included as part of the Transportation Master Plan
Lack of cross walks and safe crossing opportunities downtown and in Southside		NEW	Increase the number of crosswalks or stop signs in town. Add visual and audio walking cues to intersections.	Design standards for intersection site-lines Confirm if this will be included as part of the Transportation Master Plan
Sidewalks at intersections do not have sloped curbs	Implement sloped curbs at intersections	Complete 14 new curb cuts installed between	New curb cuts to be installed based on inspection	



		downtown and Central area since 2009, including 4 <sup>th</sup> st. to 9 <sup>th</sup> st. from Victoria Rd. to Garden Ave.	reports for 2021-2022.	
<b>Snow management</b>				
Seniors feel unsafe walking on the side of the road. This is especially challenging for those using walkers, wheelchairs, or with any other mobility challenges.	Develop and maintain seniors-specific walking routes (see Appendices C and D), including sidewalk construction, snow removal, and placement of grit boxes and benches at intervals	Incomplete	Develop and maintain seniors walking routes, including sidewalk construction, snow removal and placement of grit boxes and benches)	Engineering – Transportation Master Plan
Sidewalks in town are slippery/icy.		In Progress – Establishment of Grit Box program	Prioritize plowing and sanding of sidewalks along seniors walking routes.  Wider plowing along seniors walking routes	Public Works Operations
Sanding of sidewalks in town is too late and therefore ineffective as sidewalks become glazed over.		NEW	Prioritize plowing and sanding of sidewalks along seniors walking routes	Public Works Operations



City of Revelstoke – 2021 Age Friendly Plan Update

Intersections are slippery		NEW	Include sanding intersections, including/especially where crosswalks exist	Public Works Operations
Snow is often plowed over the sidewalk, blocking pedestrian access to city streets		NEW		Public Works Operations
Main streets are plowed quickly, but side streets can take up to several days.	Snow removal and sanding by 11am	Ongoing	Ensure more consistent and standardized plowing of streets	Public works Operations
Illegal suite rentals or houses with multiple cars impede on snow removal			Better enforcement of parking regulations bylaws	Bylaw
Postal box locations, mounds of snow between parking and sidewalks	Removal of snow mounds at postal box locations, and between parking and sidewalk	Ongoing	Watch for and remove mounds of snow near bus stops/shelters, post boxes and other areas seniors may need to access	Public works Operations
<b>Parking</b>				
Shortage of handicapped and seniors parking spots in specific locations.	Increased number of handicapped parking spots in specific locations	Complete	Increase number of designated seniors parking, including handicapped parking downtown (professional offices) and amenities.	Engineering – Transportation Master Plan  Confirm parking is part of the scope of the Master plan



General shortage of parking downtown, especially summers when patio seating spreads to the streets		NEW	Increase number of seniors designated parking in the areas where summer patios occur.	Engineering – Transportation Master Plan  Confirm parking is part of the scope of the Master plan
Lack of parking regulation enforcement related to no parking zones, yellow lines and parking in handicapped parking	Begin to enforce parking regulations	Ongoing	Better enforcement of parking regulations and bylaws	Bylaw
Larger, more visible parking signage at Senior’s Centre parking;		Complete		
Enforcement and more designated parking spots for seniors		Complete		
<b>Accessibility</b>				
Lack of electric doors on public buildings	Increase number of electric doors on public buildings	Complete		
Public washrooms only available part of the year, seniors walk year round		NEW	Designate more public washrooms to be open year round	Parks/Public Works analyze for departmental work plans
Lack of public washrooms in town and walkable areas: Woodenhead park, close to grocery stores;		NEW	Increase number of public washrooms in town	Parks and Facilities Master Plan
Many businesses in town are not accessible / wheelchair friendly.	Prepare age friendly brochure for store owners; accessibility guidelines for commercial properties	Complete/NEW	Incentivise accessibility practices and standards among local businesses	Revelstoke Chamber of Commerce; RCDSC



Most of downtown businesses not accessible		NEW	Ensure new buildings and any redevelopment plans adhere to current accessibility standards	Development Services/Planning
Some areas are dimly-lit : Greenbelt underpass in Columbia Park; Southside streets; alley behind Community Centre		NEW	Install lights in specified dark areas	Parks/Public Works analyze for departmental work plans
No accessible space for public consultation	Provide ground floor meeting space when necessary for civic input	Complete		
<b>Benches active transportation, recreation</b>				
Need more benches in town and along walking routes	Increase bench dedication program; target locations on seniors walking routes	In progress/complete*NEW (35 benches have been installed since 2009, and another 6 will be installed in 2021; however, seniors are requesting more be added)	Increase benches along seniors walking routes according to resting standards	Parks and Facilities Master Plan and/or Engineering - Transportation Master Plan
Benches not available year-round		NEW	Put benches out earlier in the spring, or keep out year round	Parks and Facilities Master Plan and/or Engineering - Transportation Master Plan
Need more active transportation options (bikes lanes, scooter lanes)		NEW	Increase bike lanes and other active transportation	Engineering - Transportation Master Plan



			corridors. Further analysis needed to establish locations	
Need more year round walking areas		NEW	Expand Greenbelt network, year round access	Parks and Facilities Master Plan
Few and incomplete neighbourhood trail networks		NEW	Develop Arrow Heights trail network, and trails to RMR	See 2017 trail strategy/enhance trail strategy * TBD
Winter walking is difficult and dangerous		NEW	Explore indoor walking track and/or seniors outdoor winter walking classes	City Parks and Recreation – Parks and Facilities Master Plan
Need more art, green spots and things to enjoy in town		NEW	Shift to “place-making”; keep up and promote art installations, parks and green areas	Parks and Facilities Master Plan, Revelstoke Arts Council
Many off leash dogs in areas; dogs tied up in town by businesses		NEW	Better bylaw enforcement on dogs	Bylaw

## GROWTH MANAGEMENT

### Transportation



Lack of wheelchair-friendly transportation options	Review successful HandyDart practices in other communities	Complete		
Few wheelchair-friendly transportation options		NEW	Increase amount of accessible taxis  Increase accessible public transportation buses on schedule	Business
Shortage of public transportation options	Improve public transportation options	Ongoing		
Lack of evening/late day service	Current BC Transit review	In progress	Increase hours and service	Transportation Master Plan -BC Transit recommendations
Distances too large between stops	Current BC Transit review	In progress	Reduce distance between stops, increase stops along routes	Transportation Master Plan - BC Transit
Bus routes do not include surrounding areas	Current BC Transit Review	In progress	Include stops in route to CSRD, Macpherson and additional bus to RMR	Transportation Master Plan - BC Transit
No bus stop at seniors centre	Review transit route to include a stop at seniors centre	Complete		
Lack of accessible information around timetables other than online		NEW	Post schedules at bus stops  Print and make available bus pamphlets more widely	Transportation Master Plan – BC Transit -BC Transit recommendations



Not enough sheltered bus stops	Improve bus stops incrementally, as resources allow	In progress	Increase 1 – 2 shelters per area/neighbourhood	Engineering and Public Works – work plan
No sheltered bus stop at seniors centre	Build sheltered bus stop at senior's centre/community centre	Complete		
Seniors afraid to take taxi, taxis unreliable		NEW	Set fleet standards and guidelines for Taxi operations	Transportation Master Plan?
Taxis too expensive		NEW	Local agencies to promote \$2 subsidized seniors taxi rate	Community Connections, Seniors Centre, CRN
<b>Housing</b>				
Lack of affordable housing	Promote adequate design of seniors' housing, which ensures that aging in place is possible, by utilizing locational and design guidelines in the City's development review and assessment process	In progress Construction of 24 new affordable housing units for seniors & those with diverse abilities		BC Housing
Lack of suitable downsizing options for seniors		NEW	Increase the amount of independent seniors and assisted living options, close to town/amenities	Development Services/Housing Society
High cost of rent/taxes for housing		NEW	Educational awareness campaigns about	CBAL (financial literacy) and Seniors Centre



			provincial tax rebates and rental assistance programs for seniors.	(information dissemination)
<b>Community support and wellness</b>				
Challenge accessing resources for seniors	Develop and distribute resource guide for seniors	Complete	Update and distribute seniors resource guide	Revelstoke Community Response Network
Seniors unaware of directory of services		NEW	More awareness raising on revelstokelife.ca	Community Economic Development/Social Development
Inability to physically maintain house	Create list of existing private housekeeping services	Incomplete	Implement long-term home help and maintenance programs (Revy Helps, Revelstoke Unstuck, Better at Home) incl. shoveling	Community Economic Development/Social Development

**COMMUNITY**

<b>Social participation; Civic participation and employment; Communications and information</b>				
Seniors feeling like Bylaw officer dismiss their concerns		NEW	Review complaint policy/procedure	Bylaw and admin?
Lack of seniors-specific personal development courses and higher education		NEW	More seniors-specific personal development and special interest courses made available	Okanagan College, Seniors Centre



Need for computer access and training, fear of fraud		NEW	Seniors-specific computer basics and safety training	Okanagan Regional Library/Revelstoke Community Response Network
Need for seniors specific exercise programs and facilities	Development and delivery of senior-specific program and facilities (i.e. TIME program, seniors' exercise equipment at Kovach Park)	Complete		

**CULTURE**

<b>Respect, social inclusion, cultural safety</b>				
Seniors feel part resentment, part fear around young people partying in the streets		NEW	Late night patrol for quieter streets? Campaign to ease tension and fears among seniors regarding seasonals and tourists/Posters reminding tourists that families/seniors live here?	Bylaw CED/Tourism Revelstoke
Seniors feel unsafe with the influx of “strangers” and tourists in town.			Safety campaigns	CED

**Other notable actions/initiatives since 2009**



City of Revelstoke – 2021 Age Friendly Plan Update

<b>What</b>	<b>Who</b>
Integration of senior-specific goals in the 2009 OCP	City of Revelstoke
Successful support and capacity-building for the Revelstoke Senior Citizen's Association	Revelstoke Senior's Association
Development and delivery of the Seniors Volunteer Coordinator programs, including the Volunteer Medical Transportation Program	Revelstoke Seniors Association
Number of upgrades to Senior's Service Facility	Revelstoke Seniors Association
Targeted educational workshops specific to seniors delivered at the Senior's Centre over many years	Revelstoke Seniors Association
Expanded hours at Selkirk Medical Clinic	Selkirk Medical Clinic
Implementation of nurse practitioner position specific to the frail, elderly and Seniors Wellness Centre (expansion of senior specific health services)	Interior Health
Implementation of PALS home-support program	Revelstoke Hospice Society
Education and awareness around ageism, intergenerational learning and elder abuse	Revelstoke Community Response Network
Happipad intergenerational homeshare project announcement to pilot project in Revelstoke Spring/Summer 2020	Happipad, Social Development Coordinator, Revelstoke Community Response Network and Seniors Association *project annulled due to COVID
Revy Helps Volunteer and Referral service	Revelstoke Community Response Network



## PART FOUR: EVALUATION AND CONCLUSION

The above tables summarize the actions and suggested agencies that will allow Revelstoke to continue to consider the needs of seniors in its development and growth. The tables are meant to provide measurable action items that can be reviewed over time and evaluated.

### Project outcomes

This project seeks to enhance the quality of life of seniors in Revelstoke, as well as provide specific recommendations and actionable items to City departments and social sector organizations. Project outcomes include:

- Working to raise awareness and incorporate an age-friendly lens into City growth and development plans, capital projects and operating budgets
- Inform current projects being led by City departments (including the Housing Action Plan and Transportation Master Plan update) on barriers to be addressed related to housing, infrastructure and transportation matters
- Provide recommendations to be incorporated into the Official Community Plan
- Promote “aging in place” and increased accessibility for all
- Enhancement of transportation options that benefit the community at large
- The development and maintenance of seniors walking routes, which provide direction on which streets to prioritize in terms of sidewalk implementation, additional bench installments, snow removal and sanding
- Promote the engagement of seniors in municipal and community processes

Additional recommendations for the social sector and business community include:

- Creation and promotion of seniors home maintenance services
- Age-friendly brochure/awareness campaign for local businesses
- Awareness raising campaigns through social sector organizations of seniors supplements like G.I.S (Guaranteed Income Supplement) and S.A.F.E.R. (seniors rental assistance)
- Additional personal development and computer literacy courses

Future evaluation methods to consider include:

- Monitoring new bench, sidewalk and cross walks along seniors walking routes
- Number of seniors who access G.I.S and S.A.F.E.R programs
- Local asset map/inventory of services for seniors
- Number of subsidized housing units for seniors/disabled, assisted living units and residential care beds
- Number of seniors appropriate housing (1-2 bedroom, no stairs, etc.)
- Number of wheelchair accessible businesses in town

### Next steps

In order to help ensure a higher rate of follow through on recommended items, results will be communicated to all relevant lead agencies.



Actions	Timeline
Share report with working group, City Council and departments, Social Development Committee, and BC Healthy Communities	February 2021
Provide department specific implementation tables to relevant departments for consideration into master plans and OCP, and for consideration into future budgeting	March 31 2021
Report to funder (UBCM)	April 10 2021
Share Age-Friendly business recommendations with Chamber of Commerce	April 2021
Share Age-Friendly business recommendations with Chamber of Commerce, Seniors Association, Okanagan College and other community-based organizations	April 2021

### Final thoughts

The City of Revelstoke has made great strides in making this community age friendly. The proposed recommendations will only continue to create a more inclusive community for all. As the city grows and demographics change, it will be increasingly important not to leave seniors behind, and to continue to involve and empower them to participate as valuable members of this community.



## APPENDIX A

### Literature review

In order to ensure adhering to current best practices and to allow for a more comprehensive understanding and approach, the following background documents were reviewed:

- Best Practices for Building Age-Friendly Communities: An Integrative Review, BC Healthy Communities (2018)
- Age Friendly Communities Action Guide, BC Healthy Communities<sup>6</sup>
- Alberta Health Guide: Building Age Friendly Communities<sup>7</sup>

As well, age-friendly plans from this, and other communities were reviewed:

- Golden Age Friendly Plan (2014)<sup>8</sup>
- Trail, Rossland and Montrose regional Age Friendly strategy (2018)<sup>9</sup>

Additional Background Documents:

- BC Seniors State of Poverty Report Card<sup>10</sup>
- A Statistical Snapshot of the state of poverty in Revelstoke, BC<sup>11</sup>

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<sup>6</sup> <http://bchealthycommunities.ca/agefriendlyguide/>

<sup>7</sup> <https://open.alberta.ca/publications/9780778583653>

<sup>8</sup> Golden Age Friendly Plan, 2014 <http://www.goldenloom.ca/age-friendly.html>

<sup>9</sup> Building an Age-Friendly region: Trail, Rossland and Montrose collaborate on a strategy <http://bchealthycommunities.ca/building-an-age-friendly-region-trail-rossland-and-montrose-collaborate-on-a-strategy/>

<sup>10</sup> <https://www.uwlm.ca/wp-content/uploads/2018/06/B.C.-Seniors-Poverty-Report-Card.pdf>

<sup>11</sup> <https://www.revelstokesocialdevelopment.org/wp-content/uploads/2018/03/Snapshot-on-State-of-Poverty-in-Revelstoke-FINAL.pdf>



## APPENDIX B

### Priority repair/additions areas

Priority streets requiring sidewalks, sidewalk repair and/or snow management inventory from survey

#### Arrow Heights

Street	Mentions	Planning status
Nichol Rd	17	Grants have been applied for, but no confirmation of approval or works scheduled
Hay Rd	17	
Illecillewaet bridge to Hospital	8	
Shoulder to ski hill	3	Camozzi Rd has been part of the Grant application process as well.
Newlands dr., by Hospital/Mount Cartier Court	3	Sidewalk was installed from Hospital to Mount Cartier 2020.
Airport Way	4	Grants have been applied for, but no confirmation of approval or works scheduled.

#### Downtown

Street	Mentions	Seniors walking route
5 <sup>th</sup> 6 <sup>th</sup> and 7 <sup>th</sup>	15	Only 7 <sup>th</sup> . Suggest adding 5 <sup>th</sup> and 6 <sup>th</sup>
Access ramp on 7 <sup>th</sup>	2	no
Campbell Ave and Community Centre	6	yes
1 <sup>st</sup> Street	4	Yes, partially
2 <sup>nd</sup> street (by medical clinic)*	2	No, suggest adding
3 <sup>rd</sup> along post office*	2	Yes
4 <sup>th</sup> street (sidewalks steep and slippery)*	1	yes
8 <sup>th</sup> street (Edward to Moss)	1	Yes, partially
Downie Street*	5	yes
Front Street	2	no

\*Denotes need for better snow removal

#### Columbia Park and Big Eddy

Street	Mentions
Columbia Park (general)	6
Basford Drive	2



Pearkes Dr.	3
Jordan River/Westside Rd.	1
Big Eddy Walkway and bridge	3
Highway 23	1
Track Street	1

### Crosswalks and intersections

Intersection	Need
4 <sup>th</sup> and Downie	Pedestrian Crosswalk with signal
Airport Way and Nichol Rd	Pedestrian crosswalk with signal
Airport Way and McKinnon	Turning lanes too short
Transcanada and Victoria	Unsafe intersection

### Bench location suggestions

Location	Mentions
Downtown	20
All over	9
Around grocery stores and pharmacies	7
Greenbelt	7
At bus stops	5
Near medical and dental clinics	4
Post Office	3
1st street to Moberly	3
2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup>	3
Big Eddy	2
Between CP Hill and town	2
Farwell, splash park	1
Douglas Street	1
Victoria Street	1
Track Street	1
Newlands, at Mount Cartier Court	1
Along Red Devil hill	1

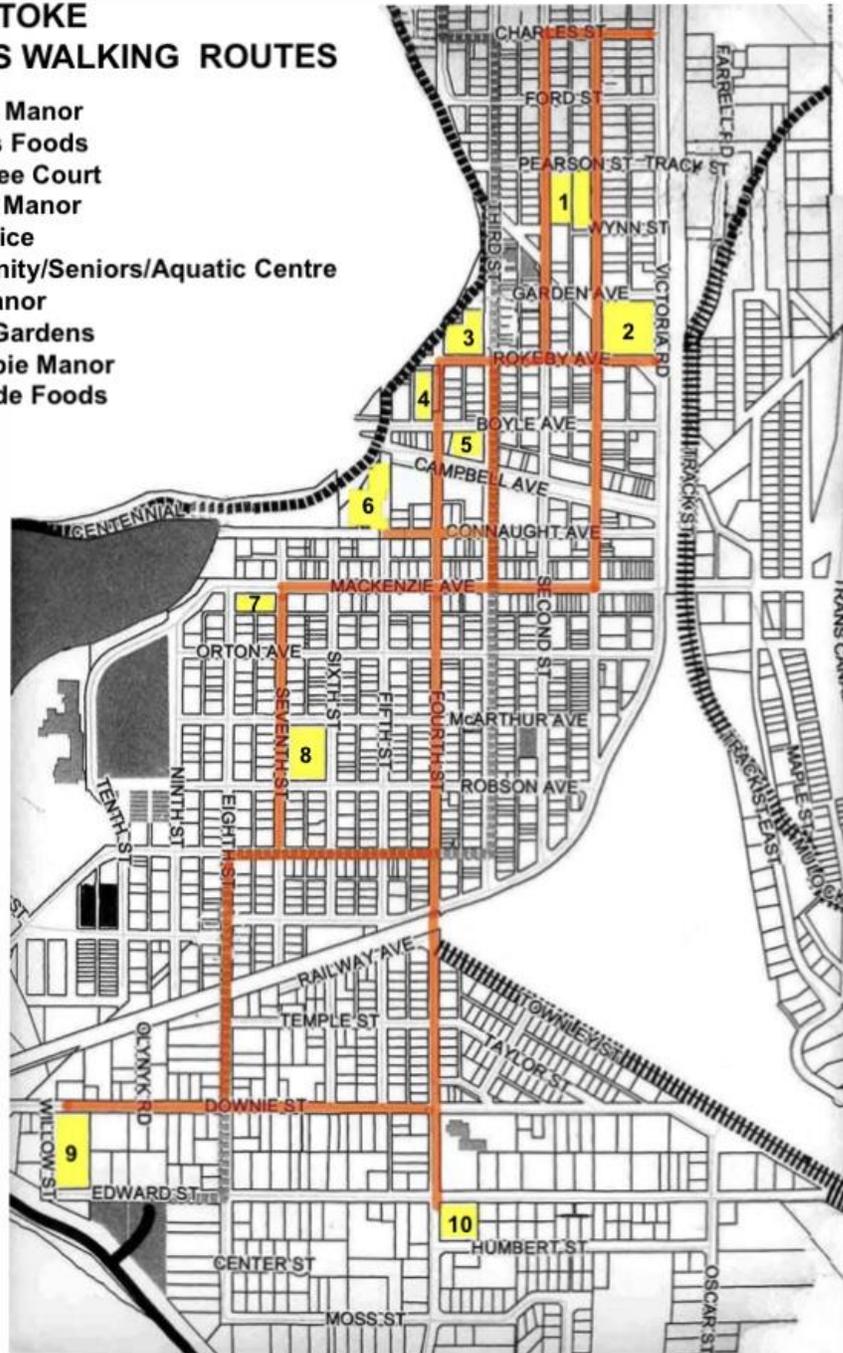


### APPENDIX C

## Seniors walking routes (2009)

### REVELSTOKE SENIORS WALKING ROUTES

- 1 Moberly Manor
- 2 Coopers Foods
- 3 Monashee Court
- 4 Colriver Manor
- 5 Post Office
- 6 Community/Seniors/Aquatic Centre
- 7 Nims Manor
- 8 Selkirk Gardens
- 9 Mt. Begbie Manor
- 10 Southside Foods





## APPENDIX D

### Seniors Walking Routes (2021)

Suggested additions to Seniors Walking Routes

