

Age-friendly Communities Action Guide

Planning a healthy, age-friendly community starts here

WHAT YOU'LL FIND IN THIS ACTION GUIDE:

- ► Information on co-benefits of age-friendly communities
- Examples of actions from B.C. communities
- Funding opportunities
- ▶ Further reading and resources
- ► A summary Age-friendly Community checklist



Age-friendly Communities

This guide is for local governments of rural and urban communities across British Columbia who want to create active, healthy and thriving places for people of all ages.

The number of older adults is growing in communities across B.C., and many want to remain in place—in their homes and communities—as they age. Local governments play an essential role in supporting aging in place. Communities benefit from the volunteer contributions, participation and steady income of older adults. How communities are designed and built and how individuals connect to the land they live on influences their ability, confidence and motivation to

remain in their communities. While age and genetics are contributing factors to our overall health and longevity, it is primarily the physical, cultural, economic and social environments in which we live, learn, work and play that determine our overall health and well-being. The actions recommended in this guide are evidence-based best practices and promising innovations that are showing positive results in communities in British Columbia.



Age-friendly Communities in B.C.

How does aging in place affect British Columbians?

By 2021, older adults in British Columbia will outnumber children aged 14 and under. Our population of older adults, 65 years and above, is expected to account for 23.5 percent of the province's total population by 2028, compared with 18.3 percent in 2018.² These projections present both opportunities and challenges for local governments.

Age-friendly communities promote accessible and inclusive physical and social environments, services and programs that allow older adults with diverse needs and abilities to participate fully in society.³

AGE-FRIENDLY COMMUNITIES ARE COMMUNITIES THAT:

- ▶ recognize the wide range of capacities and resources of older persons;
- ▶ anticipate and respond flexibly to aging-related needs and preferences;
- ▶ respect decisions and lifestyle choices;
- ▶ protect those who are most vulnerable; and
- ▶ promote inclusion in—and welcome contributions to—all areas of community life.⁴

To be more age-friendly and benefit residents of all ages, local governments can remove physical and social barriers to inclusion. Accessible and pedestrian-friendly infrastructure is safer and more comfortable for children, parents pushing strollers and those with mobility challenges; services for older adults 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.



Who is an "older adult?"

There is no single definition of older adult. A strict definition can be stigmatizing and might not reflect the reality of what being an older adult means. The term age-friendly refers to environments, programs and services that are accessible and inclusive for people of all ages, needs and capacities. This follows the World Health Organization's (WHO) age-friendly approach by defining older adulthood as a general stage of life rather than a specifically delineated age group.

Vulnerability, Equity and Aging

The challenges of aging intersect with and amplify vulnerabilities related to factors such as gender, ability, ethnicity, culture, race, language, literacy, income, education, sexuality and citizenship status. People living with privilege, means and support will age differently than those who experience victimization, violence, homelessness, housing insecurity, poverty, systemic discrimination and social isolation. Community initiatives to support older adults must use an equity lens to consider the disparities in lived experiences that exist among people who are aging and the diverse communities that fall under the umbrella terms of "seniors" or "older adults."

What can local governments do to support shifting demographics? How can they make healthy communities and aging in place accessible to all people, regardless of age or background? This guide provides key steps for planning, policy, programming and partnership initiatives.



Be Recognized as an Age-friendly Community

The Age-friendly BC Community Recognition Program encourages and motivates communities to take action. It recognizes local governments that complete key steps to becoming age-friendly:

- ▶ Establish an age-friendly advisory committee;
- ▶ Pass a local council or district board resolution;
- ▶ Conduct an age-friendly assessment; and
- ▶ Develop and publish an action plan.

For more information, and to see which communities have been recognized as age-friendly, visit the province's Age-friendly BC webpage or email AgeFriendlyBC@gov.bc.ca

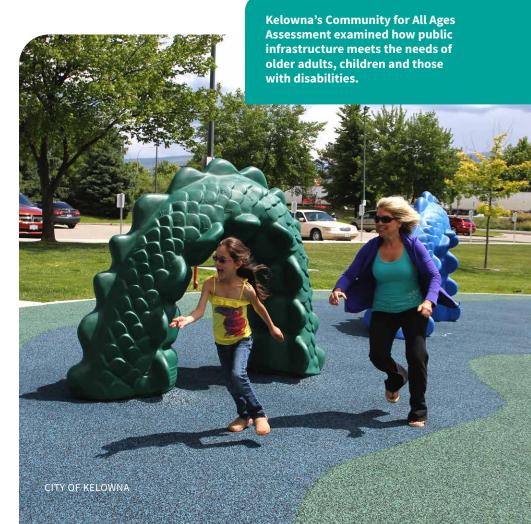
Actions Local Governments Can Take

Supporting Age-friendly Communities

The following best practices can support age-friendly community planning and development and promote age-friendliness:

- ► Take a bottom-up approach to planning, implementation and evaluation by including older adults in decisionmaking processes.
- ► Engage in inter-governmental and multi-sector collaboration.
- ▶ Be proactive and establish political commitment for creating age-friendly communities through policy.
- ► Address a diverse range of concerns and issues voiced by older adults in the community.
- ➤ Raise public awareness about age-friendly initiatives in the community and the importance of age-friendly planning.

- ► Engage in information sharing with other communities, organizations and partners doing age-friendly work.
- Evaluate success and monitor outcomes.
- ▶ Plan using the principles of universal design.
- ► Create opportunities for intergenerational connections.



High-level Commitment

Local governments can express their commitment to an age-friendly community by integrating age-friendly principles into large projects that require collaboration across government departments and with the public.

Establish an age-friendly advisory committee to include and engage older adults in planning processes and decision-making.

EXAMPLE City of Armstrong recognized the need to support older adults aging in place, as well as provide opportunities for young families and their children. They convened an Age Friendly Advisory Committee to ensure they were getting the appropriate perspectives

on issues. The advisory committee consisted of a number of individuals, including a minimum of two older individuals who have an active interest and awareness of concerns of residents in their age group. They are also actively working towards having more engagement with younger individuals who also bring more awareness of concerns of residents in their age category.

Include older adults and people with diverse abilities in the development or revision of community planning documents such as Official Community Plans, community wellness plans, parks plans, sustainability plans and emergency preparedness plans. Ensure these documents contain a commitment to age-friendly principles, accessibility and inclusion.

EXAMPLE District of Sechelt supports an age-friendly community through its plans and policies,

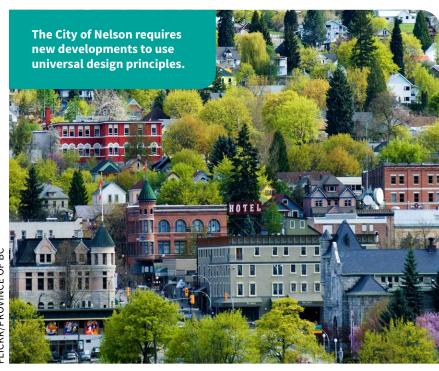
including its Integrated Community Sustainability Plan, which established the goal to become an intergenerational and age-friendly community. Strategies include the following:

- supporting a continuum of care throughout the district to facilitate age-in-place opportunities;
- considering the needs of youth, parents, older adults and those with mobility challenges in the design of infrastructure, particularly sidewalks, intersections and crosswalks; and
- incorporating accessibility and adaptability in the design of dwelling units and civic facilities.

Pass a local council resolution to support the inclusion of age-friendly community planning.

EXAMPLE The City of Nelson passed a resolution to endorse an age-friendly action plan and integrate age-friendly and accessibility principles into city planning, thereby improving the quality of life of older adults and all community residents. Additionally, the city requires any new developments to incorporate universal design principles into their projects. In 2018, it passed a variance application to allow for a new assisted-living facility with 125 units.

Conduct an age-friendly community assessment and establish an action plan with clear accountability, measures of progress, targets and implementation and monitoring plans.



FLICKR/PROVINCE OF BC

EXAMPLE In order to paint a reliable and valid picture of the needs of the diverse population of older adults in Richmond, a mix of consultation strategies was used. This included: A representative survey of 378 older adults living in the city, 15 focus groups engaging 176 individuals from a diverse range of stakeholders including older adults (i.e. Chinese language, South Asian groups etc.) and service providers (i.e. Vancouver Coastal Health, caregivers, etc.), 33 in-depth interviews with key informants including four older adults representing vulnerable target groups (i.e. LGTBQ, low income etc.), service providers and city staff; and community mapping sessions at 10 locations throughout the city where residents could indicate what made Richmond age-friendly and what needed attention. The feedback collected helped to inform the city's age-friendly assessment and action plan.

Complete an accessibility audit of local government offices and buildings and develop strategies for upgrades. Establish simple accessibility guidelines for community events and gatherings, such as providing accessible transportation, seating and washrooms. Encourage plain language, captioning and translation or interpretation services.

EXAMPLE As a result of the City of Kelowna's Healthy City Strategy, the city conducted a "Community for All Ages, Parks and Buildings Assessment." The assessment arose from two actions recommended in the strategy. The assessment is to evaluate the suitability of public



parks and buildings to meet the needs of older adults, caregivers with babies and/or toddlers, deaf or hard of hearing, blind or visually impaired, persons with a cognitive, memory or learning challenge and persons with a mobility challenge. In order to evaluate each site a checklist was prepared both for parks and for buildings based on guidelines set out in a range of age-friendly and accessible building documents (i.e. BC Building Code, City of Kelowna Guidelines for Accessibility in Outdoor Spaces, City of Calgary Access Design Guidelines, World Health Organization Checklist

of Essential Features of Age-friendly Cities, and City of New West Dementia Friendly Community Action Plan Report). Information regarding the accessibility and age friendly amenities of Kelowna's parks and buildings is available online through the People in Motion's Accessibility Guide.

Deliberately depict diversity in age, ability and population groups on community websites, social media and marketing materials to encourage equity and avoid stereotypes that portray myths of aging.

Planning

Through land use, transportation and parks and recreation planning, local governments create physical and social environments that support and encourage agefriendly communities.

Land Use and Housing

Identify aging improvement areas—neighbourhoods with a high proportion of vulnerable older adults and fewer services available—in order to prioritize and provide equitable supports in partnership with older adult-serving organizations.

EXAMPLE Census projections estimate the older adult population of the Village of Burns Lake and area will nearly double by 2036. To prepare for the future, the

region conducted a housing needs assessment to identify gaps and requirements for older adults. The assessment recommends expanding partnerships and leveraging assets in ways that provide a range of housing and support for older adults living in the area.

Establish a zoning code and official community plan that allows flexible housing arrangements such as secondary and garden suites, home-sharing models and a diverse housing stock.

EXAMPLE In 2015, the Lasqueti Island committee of Islands Trust assessed the needs of older adults aging at home on the island as well as identified gaps in policies. One recommendation from the report produced included amending the Island's Official Community Plan (OCP) to expand flexible housing options to support people aging at home. The OCP already includes an age-friendly housing objective focused on affordable

housing, special-needs housing and community support for older adults; the recommended amendment would further strengthen age-friendly housing options in the community.

Develop a housing policy that includes provisions for lower-income older adults.

EXAMPLE After extensive research and consultation, the District of Lillooet created a Senior Housing and Age-friendly Community Action Plan, which was accepted by the district council and will inform updates to the Official Community Plan. A central component of the plan examined housing for older adults, taking into account what is currently available in the district as well as what is needed to meet the needs of an aging population, such as more housing near amenities, more affordable or subsidized housing for older adults and assisted living options, which are currently not available in the district. The plan recommends amendments to



housing policies to support housing options for older adults, for example, changing zoning regulations to allow accessory suites and secondary dwellings and giving incentives to encourage housing development for older adults, such as fast tracking development permits and offering tax incentives.

Implement a universal design policy to support the adaptation of housing to better meet the needs of all ages and abilities.

EXAMPLE The District of Sicamous incorporated universal design principles into their Official Community Plan (Bylaw no.918, 2016) to encourage both developers and the district to utilize these principles. See Chapter 2, 2.4 Universal Design and Diversity.

Conduct neighbourhood assessments with older adults in the community to identify barriers to walkability and active travel as well as accessibility challenges and opportunities to improve infrastructure.

EXAMPLE The Town of Ladysmith's Walkability-Accessibility Assessment highlighted challenges faced by residents navigating Ladysmith and its steep terrain. Informed by feedback gathered at outreach events, consultations and neighbourhood audits, the assessment makes recommendations to improve walkability and active travel. Examples of changes for consideration include adding more railings and benches; increasing the number of public washrooms; replacing uneven sidewalks,



including those made of brick; increasing scooter parking and producing large-print transit maps.

Social Spaces

Ensure an equitable distribution of accessible social spaces throughout the community.

Design children's play areas to include seating and shelters that allow older people to supervise and/or enjoy watching children play.

Develop wheel-friendly trails that maintain the natural look of trails while being inclusive for all ages and abilities.

EXAMPLE The Cariboo Regional District embraced the vision of creating a wheelchair accessible trails network in the Cariboo Chilcotin region to increase outdoor wilderness recreation opportunities for people of all abilities. Through funding from the Towns for Tomorrow grant program, the Community Recreation Program, Northern Development Initiative Trust, the Cariboo Chilcotin Beetle

Action Coalition and the BC Rural Dividend program, the regional district has completed 20 wheelchair accessible trails with three more planned in the upcoming season.

Create a list of best practices for designing and constructing social spaces that pay particular attention to details such as type of flooring and paving (to avoid tripping hazards), lighting (to reduce glare), amenities (e.g. benches with arms, public washrooms) and legible wayfinding signage. Design local and regional parks with userfriendly trails for all ages and abilities, wayfinding signage, benches and public washrooms. Adult recreation facilities such as fitness circuits and age-friendly play equipment may also be beneficial.

EXAMPLE Memorial Park in Delta is an accessible, multigenerationaluse park that is home to an outdoor sport court including three pickleball courts—the first dedicated outdoor courts in the Lower Mainland—a 1/10th mile walking track and bicycle skill development space. The park

also features Ladner Rotary Splash Park, playgrounds, washrooms, picnic shelters and tables, and is within short walking distance from McKee Seniors Recreation Centre, REACH Child & Youth Development Society and Ladner Pioneer Library.

Increase the tree canopy on sidewalks and other public spaces to provide more shade and shelter from the elements for older adults and to protect against heat islands.⁵

EXAMPLE Village of Harrison
Hot Springs proposed a range of sidewalk improvements to increase accessibility and walkability, including the installation of canopies for added shade. The areas of transportation and the built environment were key priorities in their 2015 Age-Friendly Action Plan.

Develop a guide for your community that shows where age-friendly trails, public spaces and public facilities are located. **EXAMPLE** The Capital Regional District's (CRD) Guide to User-Friendly Trails highlights easy-to-use outdoor experiences in the region. The guidebook was created by the Intermunicipal Advisory Committee on Disability Issues in partnership with the CRD and West Shore Parks and Recreation.

Transportation and Movement

Develop "complete streets" policies that prioritize accessible infrastructure and a variety of transportation options (e.g. sidewalks in good condition, frequent and safe pedestrian crossings, median islands and bicycle lanes).

EXAMPLE The City of Courtenay piloted a highly successful complete street project, featuring accessible pedestrian lanes, raised bike lanes and parking areas along rain gardens. The city received federal funding for this project from the Strategic

Priorities Fund under the Federal Gas Tax Fund, and the complete street is now permanent.

Support pedestrian safety and wayfinding by implementing pedestrian-activated lights and longer crossing times, tactile and audio indicators, changes in pavement texture, reflective paint, pedestrian islands and clear signage that includes braille and large, easy-to-read print. Provide distance markers and directional signage along pathways in case of emergency.

EXAMPLE As a part of their ongoing Active Transportation Plan, the District of Saanich is continuously reviewing pedestrian crossing times and adjusting as necessary to ensure people have enough time to safely cross. They are placing additional emphasis on areas with a high number of older adults, people with disabilities, and children.

Ensure shared-use paths are wide enough to allow different users to safely navigate the path at different speeds.

When paving or designing roadways, ensure footpaths and connecting curb ramps are provided on at least one side of residential streets.

Dedicate appropriate funding to create an accessible and integrated transportation system that meets the needs of all ages and abilities.



Programs

Local governments support or deliver programs that foster social inclusion such as recreation programs, age-friendly initiatives and physical literacy programs. They also provide the use of public facilities for community programs. Specifically, local governments can:

Ensure diverse older adults are involved in the design and development of programming and local government initiatives.

Train service staff to respectfully and effectively serve older adults, particularly those who are vulnerable or have diverse abilities.

EXAMPLE Okanagan Falls launched the Age Friendly Business Program to help businesses and services become more age-friendly. Participants conducted a self-assessment about their age-friendliness and received a package of information on how to become more age-friendly. Some invited the program coordinator to attend staff meetings to present best practices for age-friendliness. Age-friendly

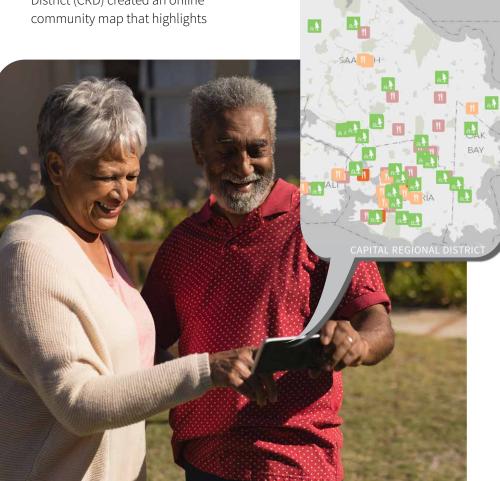
> The Capital Regional **District's online** community map highlights free or lowcost healthy community services within the regional district.

businesses received a decal to display in their locations to show they are committed to creating an environment that values the comfort, safety and respect of all customers. Several businesses committed to making age-friendly changes such as installing ramps with non-slip surfaces, adding handrails and reviewing renovation plans with agefriendliness in mind.

Develop a guide with information about community activities and events, including details about accessibility of facilities and transportation options to get there. Provide information in languages other than English to meet the needs of newcomers.

EXAMPLE The Capital Regional District (CRD) created an online

free or low-cost healthy community services and transportation options—transit, walking and cycling. Using an early version of the map, the CRD held focus groups and conducted an online survey with older adults to gather feedback, which informed additions and improvements to the map, including an older adult category to narrow search results. The map was re-launched with an advertising campaign targeting older adults, and the CRD held tutorials to help people increase their digital literacy to use the online tool. The CRD also promoted the map through cultural and newcomer organizations and translated printed information about the map into six languages.



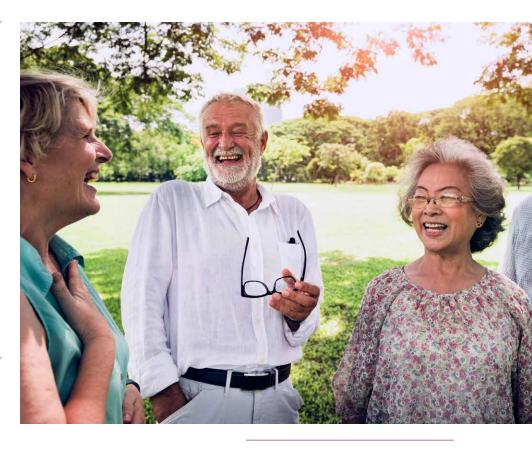
Implement a program that ensures recreation facilities and programming are accessible and appropriate for people of all ages, incomes and abilities and that also promotes intergenerational connections.

EXAMPLE The City of Kamloops helps community members with diverse abilities access recreation programs. Those requiring adaptations fill out a form and a program coordinator will help them find the right program with adaptations that address a range of special needs.

Identify older adults in your community who may not be able to maintain the outdoor spaces of their homes and implement a program to support activities such as snow shovelling in winter months.

EXAMPLE The City of Terrace provides financial support to help older adults and homeowners with physical disabilities hire help to clear snow from their driveways. The city reimburses 50 percent of the snowremoval cost, up to \$250 each winter. Volunteer Terrace, a non-profit organization in the community, runs a handyman program that provides services like shovelling free of charge for older adults in the community.

Create a peer travel-training program to increase older adults' use of public transit.



EXAMPLE To help older adults become comfortable using the transit system, the Comox Valley hosted Seniors Ride the Bus Day and introduced a Transit Ambassador Program. Seniors Ride the Bus Day attracted 350 older adults at three locations in Courtenay and Comox. Bus drivers met with participants and answered questions, discussed routes and scheduling, gave tours of a parked bus and showed participants how to board safely with a walker or wheelchair. The participants were also introduced to the Transit Ambassador Program, which sees volunteer transit ambassadors ride the bus for 10 hours a week with older adults in exchange for a free bus pass. The program even saw older adults join the team of transit ambassadors, paying forward what they had learned to help their peers.

Encourage recreational programming to target needs of older adults and support active aging.

EXAMPLE The City of Penticton's Fit Start program engaged older adults who were beginners to exercise or reported being only somewhat active and could not access recreational or healthy-living activities due to financial barriers. Participants attended a series of free fitness classes focused on strength, balance and cardiovascular health led by fitness instructors with certifications in older adult training. Working with community partners, Fit Start offered educational sessions, such as stress management and healthy eating. The survey conducted at the end of the program showed positive results, with more than half of participants improving their fitness scores and many signing up for additional recreation programming.

Working across sectors and with a variety of partners is an important way to maximize and expand the reach of positive impacts for communities. Other local governments, health authorities, community organizations, senior-serving organizations, educational institutions, private businesses and provincial agencies all have a role to play in supporting age-friendly communities and offer different perspectives and resources.

Local governments can partner with the following:

- ▶ law enforcement
- ▶ affordable housing providers
- ▶ media
- community groups
- neighbourhood associations
- non-profits and senior-serving organizations
- ▶ library branches
- food providers
- ▶ other local governments

- private businesses
- ▶ health authority staff
- school districts
- transit authorities

Checklist

The following checklist can help you assess the ways age-friendliness is supported in your community and provide insights into next steps. How many boxes can you check for your community?

Does your local government:

- ☐ Identify age-friendliness as a priority in community plans or strategies?
- ☐ Consider the diverse needs of older adults when planning new policies, engagement opportunities, community programs or events?
- ☐ Apply an equity lens or conduct health-equity impact assessments prior to implementing new policies, plans or programs?
- Consider how all policies, plans or initiatives support or hinder aging in place?

- □ Collaborate with other local governments and health authorities, including First Nations, Métis Chartered Communities, municipalities and regional districts, to develop joint strategies to support age-friendly communities?
- ☐ Engage all ages in planning to ensure public spaces are accessible and age-friendly?
- ☐ Conduct neighbourhood assessments with older adults prior to designing new infrastructure, adopting new land use or transportation policies?
- ☐ Partner with other sectors such as education, housing or private business—to develop joint strategies to support aging in place?

Resources

Advancing Age-friendly Communities in Canada

(Plouffe, Garon, Brownoff, Eye, Focucault, et al., 2013) http://erta.ca/sites/default/files/2017-02/plouffe-et-al advancing-age-friendly 2013.pdf

Advancing Equity and Inclusion: A Guide for Municipalities (City for All Women Initiative, 2015) https://www.cawi-ivtf.org/sites/default/files/ publications/advancing-equity-inclusion-web 0.pdf

Age-friendly BC Guide <a href="https://www2.gov.bc.ca/gov/content/family-social-supports/seniors/about-seniorsbc/seniors-related-initiatives/age-friendly-bc/age-friendly-communities/how-to-become-age-friendly-bc/age-friend

Age-Friendly Communication: Facts, Tips and Ideas

(Public Health Agency of Canada, 2010) http://www.phac-aspc.gc.ca/seniors-aines/alt-formats/pdf/publications/
public/various-varies/afcomm-commavecaines/
AFComm-Commavecaines-eng.pdf

Age-Friendly Communities Evaluation Guide: Using Indicators to Measure Progress (Public Health Agency of Canada, 2015) http://www.phac-aspc.gc.ca/seniors-aines/alt-formats/pdf/indicators-indicateurs-v2-eng.pdf

Age-Friendly Communities in Canada: Community Implementation Guide https://

www.canada.ca/en/public-health/services/ publications/healthy-living/age-friendly-communitiescanada-community-implementation-guide. html? ga=2.166957758.1231115849.1527270447-214473056.1525464089

Age-Friendly Rural and Remote Communities: A

Guide http://www.phac-aspc.gc.ca/seniors-aines/alt-formats/pdf/publications/public/healthy-sante/age friendly rural/AFRRC en.pdf

Best Practices in Age-friendly Planning (Salhus, M., 2010) https://lakecountry.civicweb.net/document/12980

Beyond 50.05: A Report to the Nation on Livable Communities: Creating Environments for Successful

Aging https://assets.aarp.org/rgcenter/il/beyond 50 communities.pdf

Child Friendly Cities and Communities Handbook

https://s25924.pcdn.co/wp-content/uploads/2018/04/unicef-child-friendly-cities-and-communities-handbook.pdf

Creating Age-friendly Environments in Europe: A
Tool for Local Policy-makers and Planners http://www.euro.who.int/ data/assets/pdf file/0018/333702/
AFEE-tool.pdf

Creating an Age-friendly Business in B.C. https://smallbusinessbc.ca/wp-content/uploads/resource-files/ SeniorsBC agefriendly business guide.pdf

Equity and Inclusion Lens Handbook https://www.cawi-ivtf.org/sites/default/files/publications/ei-lens-handbook-en-web-2018.pdf

Global Age-friendly Cities: A Guide https://www.who.int/ageing/publications/Global age friendly cities
Guide English.pdf

Healthy Built Environment Linkages Toolkit http://www.bccdc.ca/pop-public-health/Documents/HBE linkages toolkit 2018.pdf

Towards the All-Age-Friendly City https://www.researchgate.net/publication/281203621 Towards the All-Age_Friendly_City

Funding Opportunities for Local Governments to Explore:

- ► Union of BC Municipalities:

 Age-friendly Communities grants

 https://www.ubcm.ca/EN/main/funding/lgps/age-friendly-communities.html
- ► Government of Canada:

 New Horizons for Seniors Program

 https://www.canada.ca/en/employment-social-development/services/funding/new-horizons-seniors-community-based.html
- ► BC Healthy Communities Society: PlanH https://planh.ca/

References

- 1 World Health Organization (n.d.) Health Impact Assessment (HIA): The determinants of health. https://www.who.int/hia/evidence/doh/en/
- **2** Statistics Canada (2013). Population projections for Canada, provinces, and territories. https://www150.statcan.gc.ca/n1/pub/91-520-x/91-520-x2014001-eng.htm
- **3, 4** World Health Organization (2007). Global Age-friendly Cities: A Guide. https://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- **5** Heat islands are urban areas that are significantly warmer than natural spaces due to human activity. The main cause of the urban heat-island effect is from the modification of land surfaces, such as the prevalence of paved surfaces, which produce more heat.







Acknowledgments

BC Healthy Communities Society supports local government engagement and partnerships across sectors for creating healthier communities, and provides learning opportunities, resources and leading-edge practices for collaborative local action. Age-friendly Communities BC is a partnership between BC Healthy Communities Society, health authorities, the Ministry of Health and the Union of British Columbia Municipalities.

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More Information

Want support to learn more about improving health and well-being in your community?

Health authorities can support local governments by providing advice and expertise on health; acting as a resource for local government staff and elected officials to develop healthy public policy; providing community health profiles; and facilitating opportunities and partnerships to work together on age-friendly actions.

To find contact information for your health authority and access other tools and resources, visit the BC Healthy Communities age-friendly website:

bchealthycommunities.ca/agefriendly

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