

Age Friendly Committee of Council

Presents

“Together we are Better”

June 8, 2016

1 Outdoor Spaces and Buildings

Recommendation #1:

Ensure that older adults' needs are considered in the design of new community developments. For example, continue to incorporate curb cuts, wider streets, adequate lighting, etc.

Recommendation #2:

A policy or bylaw should be developed and implemented assigning responsibility for ensuring that sidewalks and streets in front of vacant lots and parks are cleared.

Recommendation #3:

Increase safety and visibility in the downtown area, by increasing the number of law enforcement patrols and increasing lighting in the area at night.

Recommendation #4:

Increase the number of benches in the city by implementing a project that allows community members to purchase memorial plaques for the benches which in turn covers their cost.

Update: the City of Brandon has developed a process for citizens to purchase memorial plaques.

1. Are there other updates that you can add to the previous recommendations?

- Traffic Lights at school zones and green spaces that are pedestrian activated.
- Publicize public walking groups (where/when)
- Publicize information on outdoor spaces
- Increase number of bike lanes (increase width of lanes on roadways)
- Snow angels
- Citizens on patrol – need to increase awareness and visibility – increase program across city

2. What's working well in this domain in Brandon?

- Curb cuts
- Utilizing older building to reduce vacant property
- LED lighting helping keep areas lit and safe
- Countdown traffic lights

3. What's not working well in this domain in Brandon? What can we do better?

- Walking path – left cyclist, right walking, then the next block is the opposite
- More community gardening opportunities
- Better publication/sharing of information to seniors (e.g. not subscriber to newspaper)
- Change burnt out lighting
- Talking pedestrian crossings along with the “beeping”
- Pedestrians and cyclists on sidewalk

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- Share the roadway – motorists and cyclists
- Educate in schools re: benches and kids riding near people using benches
- On-going communication with the public as to our progress

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2 Transportation

Recommendation #1:

Ensure that any new signage in the community has large and clear texts and visuals and is appropriately placed to be visible.

Update: Signage is currently under review by the City of Brandon

Recommendation #2:

Ensure better maintenance of currently existing street signage to make it more visible. For example, prune bushes that have grown to cover the signs.

Update: Citizens to contact City of Brandon Operations department with concerns (may require a communication strategy).

Recommendation #3:

Ensure that lines on pavement are clearly painted, visible, and well-maintained to prevent fading.

Update: Citizens to contact Ward Councillor with concerns (may require a communication strategy).

Recommendation #4:

Develop an affordable and accessible transportation system for travel out of the Brandon community for access to health services.

Update: Requires discussion with Prairie Mountain Health and other organizations

Recommendation #5:

Install shelters and benches at every bus stop in the city where schedules and rates can be displayed. Consider extending operating hours to include after 6 PM and Sundays, with more frequent pick up times on the weekend.

Update: Hours of operation have been extended and bus service now available on Sundays. Font size of bus schedule may need to be increased.

Recommendation #6:

Consider installing a bus stop in between Lion's Manor and Victoria Landing, near the hospital to service the high population of senior citizens in that area.

Recommendation #7:

Increase safety awareness of people who drive scooters through education of senior citizens who are operating the scooters, as well as the general public who are driving on the same roads as scooters.

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1. Are there other updates that you can add to the previous recommendations?

- Contact city operations rather than councillor to advise of potholes, lights, etc

2. What's working well in this domain in Brandon?

- Sharing bus services with students (to and from school activities)

3. What's not working well in this domain in Brandon? What can we do better?

- Clearer track signals (countdown's) consistency of traffic lights in the city (in sync)
- Visibility of stop signs hindered by foliage
- Standardized placement of signage for street names and house numbers
- Consistency of lanes for turning vs straight through (e.g Park Avenue and 13th Street vs Park Avenue and 6th Street or Rosser Avenue and 18th Street).
- Merge (northbound) – zip lane
- Trains system/rapid transit or air transportation to Winnipeg
- Where to call/contact for transportation to be arrange.
- Bus schedules that include braille
- Increase number of shelters at bus stops
- Communication strategy for painting roads – add it to “Report Pothole” on website
- Bus stop between Lion's Manor and Victoria Landing - consult with them to see if it is still needed

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3 Housing

Recommendation #1:

Consult older adults and the Age-Friendly Committee in the process of creating more affordable housing.

Recommendation #2:

Improve awareness of housing options among seniors with a housing directory that includes type of living option, cost, location, and services offered.

Update: City of Brandon has developed an Affordable Housing Strategy.

Recommendation #3:

In the development of seniors' complexes, consider ease of access to services, such as grocery stores, pharmacies, etc.

Update: Increase in number of pharmacies throughout the city, pharmacy located in Rotary Villa, Western Medical Clinic relocated to west end

Recommendation #4:

Initiate the process of requesting additional long term care accommodations at an affordable cost. Many individuals in assisted living have growing needs that are no longer met and they require long term care, but there are no available options for them due to long wait times

Recommendation #5:

Development of a multicare facility in which residents can move from one area of the facility to another to meet changing needs, as well as preventing family separation, would be a great asset to the community. This would be an ideal situation for housing.

Recommendation #6:

Establish a volunteer program in which volunteers assist in general maintenance and snow removal or lawn mowing for seniors in the community. For example, the "Snow Angels Program" assigns teenagers to seniors' homes to regularly clear sidewalks and driveways of snow.

Update: Snow Angels program planned for winter 2016

Recommendation #7:

Increase awareness of already existing programs and options for home modification to enable seniors to remain in their homes longer.

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1. Are there other updates that you can add to the previous recommendations?

- Location is important
- Ease of access to services
- Stores that deliver (e.g groceries)
- Computers/training
- 24 hour walk-in clinic (besides Hospital Emergency Department)
- More housing
- Shared student/senior accommodations with low or no rent, in exchange for work done.

2. What's working well in this domain in Brandon?

- Community engagement and activities
- Social aspects (group meals, happy hour, etc)
- Pet friendly
- Having larger rooms/community spaces – could be bigger!
- Sense of community
- Westman Seniors Co-op, Lion's Manor – people involved help each other out
-

3. What's not working well in this domain in Brandon? What can we do better?

- Wait lists too long – especially for lower income
- More housing needed in the area between owning your home to Personal Care Home
- Building for lower income seniors

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4 Social Participation

Recommendation #1:

Develop programs and services that meet the needs of isolated or shut-in adults.

Recommendation #2:

Send out information with programs such as Meals on Wheels that target the isolated population of seniors to offer social participation and programs or community contacts.

Recommendation #3:

Organize and host a formal Age-Friendly Dinner and Dance to recognize accomplishments of seniors in the community, bring different age groups together, and celebrate the accomplishments of the community in terms of Age-Friendliness.

1. Are there other updates that you can add to the previous recommendations?

- Radio stations
- Time to get up and get moving
- Routine and intermittent throughout the day.
- Inclusion of people from different countries (immigrants)
- They feel isolated – program celebrating cultures
- Contact Westman Immigration – recommend families to come for a supper
- Be considerate, speak English clearly, slowly for other languages spoken
- Information translations
- Used to have Multicultural Summer Festival – miss it
- Westman Manor/Victoria Landing get together invite for combined activities. Doing this City wide would be good
- Stronger/bigger social network
- Invites to also include calls for assistance, feel needed, have a sense of “doing”

2. What’s working well in this domain in Brandon?

- Community engagement and activities
- Social aspects (group meals, happy hour, etc)
- Pet friendly
- Having larger rooms/community spaces – could be bigger!
- Sense of community
- Westman Seniors Co-op, Lion’s Manor – people involved help each other out
- Grant received – a pamphlet is in development
- Prairie Oasis has lots of space to meet
- Meals on wheels dinner, recognize volunteer drivers
- More senior friendly inclusion at Art Gallery

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- Prairie Oasis nights where share ethnic dishes
- Winnipeg Program/services that we could learn from?
- Something similar to “News in a Minute” for communication
- Ask for involvement – free use of radio to advertise, use newspapers, etc.
- What is to be available with the seniors outreach program
- At Portage, kids visited senior’s homes wrote stories/made a book
- Series/highlighting stories re: Brandon Seniors
- Help seniors write their won stories (Art Gallery tie in)
- Youth Centre, share life experiences
- Girl Guides came to Prairie Oasis, drew pictures and made placemats from them. Was a memorable/important program
- Programs to show seniors how to FaceTime, etc and use cell phones and teaching security of electronic devices – Brandon Police Services will come and present
- Christmas Cheer, many seniors volunteer
- Interact with school children
- Senior Centres without walls – brings senior centre to your phone
- Free and designated to as accessible as possible – sign up for programs, book clubs, etc
- Connect program – includes social workers, Winnipeg based resources for those with mental issues
- Program called Coffee Talk in development
- Proctor services via Mental health is available
- Model a program after Big Brothers/Sisters or Babies First
- Prevention, reacting socially before a mental states diagnosis
- Include social ideas, such as “Connect” on Age Friendly website/

3. What’s not working well in this domain in Brandon? What can we do better?

- Wait lists too long – especially for lower income
- More housing needed in the area between owning your home to Personal Care Home
- Building for lower income seniors

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5 Respect and Social Inclusion

Note: #4 Social Participation and #5 Respect and Social Inclusion – grouped together

Recommendation #1:

Increase intergenerational programs. Develop a program to integrate seniors' centres with youth centres, such as an Adopt a Grandparent Program where youth are matched with an "orphan grandparent". Consider implementing the Eden Philosophy in long term care homes, an aspect of which includes bringing children in to visit with residents.

Update: Youth Centre established in A.R. McDiarmid building, seniors outreach program to be developed

Recommendation #2:

Improve recognition and acknowledgement in the community of older adults in the community.

Recommendation #3:

Individuals in the community should be asked on an ongoing basis to advise the Age-Friendly Committee about suggestions to make Brandon more Age-Friendly.

1. Are there other updates that you can add to the previous recommendations?

- Participants would like a copy of these ideas
- Additional Day Programs – They are recommended via Homecare
- Maybe seniors outreach program can offer "Day Program" activities to include those who do not qualify. Also, communication about activities important
- YMCA walking program – encouraging healthy eating
- Planning Prairie Oasis program indoor as well
- Winter – walking program in Town Centre
- Get up and walk in own building
- Transportation to social activities can be a challenge
- Cost of Day Programs an issue. Budget bus, food, etc. can't afford. Free bus transportation during certain hours?
- A senior themed bus, (e.g. in Ontario have free senior bus passes)
- Youth/Volunteer go to manors, etc. for physical activity. Westman Manor does have this
- SSSL is a great resource, better utilization of:
 - o Homes – nice to include non-residents for social interaction/networking
 - o Something like a seniors bingo centered downtown every month, like Town Centre or Art Gallery – event
 - o Have a dedicated group organizing these
 - o A committee should include seniors on the committee

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2. What's working well in this domain in Brandon?

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3. What's not working well in this domain in Brandon? What can we do better?

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6 Civic Participation and Employment Opportunities

Recommendation #1:

Develop a program to assist older workers to find employment opportunities in the community. The project could also help employers find experienced older employees.

Update: Consider the ¾ Program through Samaritan House

Recommendation #2:

Organize and host a Volunteer Recruitment Day where organizations can recruit older adult volunteers.

Update: United Way event to raise awareness/recruit volunteers

Recommendation #3:

Develop a volunteer database that can be utilized to match volunteer opportunities with abilities, health status, and interests of older adults. For example, if a senior citizen would like to volunteer but is limited by restriction to a wheelchair, they can be matched to a volunteer role such as taking tickets, etc.

1. Are there other updates that you can add to the previous recommendations?

- Generic job centre – seniors could access opportunities for one week, one day or on-going
- MCC 5 employees, over 65 years, job share

2. What's working well in this domain in Brandon?

- Posters for this event – good example of effective communication
- City Website
- Personal contacts
- Westman Journal
- Senior Activities – talk with others
- Contacts at work
- Flyers re: services/programs
- Prairie Oasis in mailbox

3. What's not working well in this domain in Brandon? What can we do better?

- Need to bridge the different generations
- Very clicky/closed town, so word of mouth is difficult
- Did not know about United Way event – Communication
- Adequate communication – targeted communication – e.g. BRHC Volunteer Services
- Westman Journal doesn't deliver any more
- Community Mailboxes have not resulted in the community connections as hoped.
- School based volunteer credits at school- Skills, time limited
- Service Clubs – St John Ambulance, Optimist, Kinsmen – Joint presentations

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- Behind the times, not up to date – new volunteer- Canada guidelines not open to learning/trying something new.
- MCC continually evolving, changing, adapting computers, heights for wheelchairs, any shifts, evenings desire to grow volunteers – mutual benefit
- Become more of what you always were, range of opportunities

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7 Communication and Information

Recommendation #1:

Print information that may be read by older adults in larger text with dark print, especially health information.

Update: Provincial Accessibility legislation in place. Need to be mindful of those who are not comfortable with technology.

Recommendation #2:

Develop a program for phone and personal contact with socially isolated senior citizens in the community.

Update: Build on the Door Message model that is in place in many seniors complexes.

Recommendation #3:

Distribute an information booklet developed and published by the Age-Friendly Committee that highlights services and events in the community that are relevant or important to senior citizens. For example, a Senior's Resource Guide.

Recommendation #4:

Develop a pamphlet with guidelines for helping businesses to become more Age-Friendly and implement a reward system such as an Age-Friendly sticker or poster that the business can advertise.

8 Community Support and Health Services

Recommendation #1:

Develop a transportation system to take Brandon citizens to out-of-community health appointments.

Recommendation #2:

Collaborate with the BRHA to encourage more specialized health services and recruitment and retention of specialized health care professionals (eg. incentives, etc).

Update: Western Manitoba Cancer Centre (Brandon) established

1. Are there other updates that you can add to the previous recommendations?

- Nurse Practitioners are now present
- PMH needs social worker represented at the Assiniboine Centre (A-4)
- Training in how to approach client for professional – offered by Alzheimer Society at present
- Better communication between staff and support services (Doctor, Occupational Therapist) at PMH and Assiniboine and better coordinator communication.
- Professional advocate for clients.
- Unable to determine what role staff is – based on wearing different Uniforms, wearing different colour ID
- Make sure patient hears clearly what is being said, being asked appropriate questions for dementia tests

2. What's working well in this domain in Brandon?

- Cancer Van daily to Winnipeg
- Murray House
- Telehealth opportunities
- Step Program, Cancer Treatment and support
- Specialized health care service improved
- More private healthcare and homecare services to bridge the gap
- Homecare and respite
- Movement to expand home care support services (e.g. groceries, laundry) to private homes

3. What's not working well in this domain in Brandon? What can we do better?

- More people to advocate for those in need (Manitoba Society for Seniors Advocacy Group)
- More open communication – Forums on a regular basis – annually
- If change to be made, we need to advocate to those who need/are making the changes
- Community mobilization that speaks to include ageing issues – Elder abuse

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- Where do new Canadians fit?
- Schools have gardens – help from seniors

Round Table Comments:

- Synchronized traffic
- Hockey rinks more healthy – walking track
- Destination point – casino, golf
- Improvement to psychiatric/mental health
- More mental health services – 90 day waiting list at Addictions Facility
- Promote positive of Brandon
- More affordable transportation for disabled
- All inclusive health facility – active living, pool track
- More coordinated system that can deliver more efficient – will allow people to remain in their own home independently
- Assisted living spaces
- Hospital beds being used for people waiting placement
- Walk in clinics next to ER to lower unnecessary ER use.
- Need to create something to keep Youth in Brandon
- Is there a plan to incorporate the Youth in the “Age Friendly Forum?”
- Need their ideas/open the communication

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