

Measuring Up/Age-Friendly Communities Grant INTEGRATED FINAL REPORT

Section One - General:

1. Community Name: __District of Port Hardy_____
2. Primary Contact Information:

Name:	Patti Smedley	Organization:	District of Port Hardy
Title:	Economic & Community Development Coordinator	Email:	psmedley@porthardy.ca
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Section Two - Initiative Summary:

1. Attach a summary of all related activities to date. Please include specific details about activities undertaken as a result of receiving your integrated Measuring Up and Age-Friendly communities grant. Attach copies of any materials developed as a result of your activities as well as any other information, media stories, pictures or comments you would like to include. (3-page maximum)

Here are some questions to focus on when writing your summary:

- a. How both aging and disability issues were considered in the community assessment process;
 - b. Why these activities are important for the community;
 - c. How these activities are helping to improve local accessibility and inclusion for both persons with disabilities and older persons;
 - d. The successes and challenges experienced in accomplishing these activities;
 - e. How these activities will be sustained after the grant is complete;
 - f. Any other funding received as a result of your involvement with these initiatives;
 - g. How you engaged with your local Aboriginal community(s);
 - h. Whether you have engaged the services of the Age-Friendly Implementation Team or another organization/service to assist with these activities and, if so, your experiences of these services.
2. Attach a list of the members of the integrated community committee.

Section Three - Evaluation:

Attach an evaluation of your achieved activities (500-word maximum):

- What worked well?
- Were there things you would change?
- Did you meet your goals?
- Were there any unexpected results?

Section Four - Employment:

1. a) Have you hired people to help complete this initiative?

Yes (please complete this section) No (please skip this section)

b) How many people were hired? _____ 2 _____

c) Are any of the people hired a person with a disability and/or are an older person?

Yes No

d) Is money from this grant being used to pay the people you hired?

Yes No

Section Six - Financial Information:

Please provide updated budget information in the format below -

Expenditures	AMOUNT	IN KIND RESOURCES		MEASURING UP / AGE-FRIENDLY GRANT
		Amount	Source	Amount
Road curb cuts and ramp upgrades	Leveraged against \$1.4 million Building Canada road project; \$12,340 slated for accessibility portion (construction March 2010)			\$12,340 (March 2010)
3 handicap washrooms	\$7,310	\$1,000	Materials, equipment, labour & installation; Washroom for Storey's Beach	\$4,000 (washrooms for BC Ferries Terminal & Quatse Loop trail)
		\$2,310		
3 fully accessible shower heads	\$2,115.52	\$576	Recreation Centre Staff	\$1,539.52
Fully accessible concession area	\$5,096.61	\$1,120	Recreation Centre Staff	\$3,976.61 (March 2010)
Accessible Trail Map	\$21,200	\$ 16,200	Received extensive mapping support studies on DVD from Regional District of Mt. Waddington from their "Top 20 Parks" research project with Strategic Forest Management; leveraged \$15,000 from Tourism Vancouver Island & \$1,200 from Parks & Recreation Commission	\$5,000 (In progress)

Accessibility Study for Municipal Buildings & Local Business	\$4,000			\$4,000 (February 2010)
Senior's Comprehensive Services Guide	\$12,500;	\$10,000	In kind services from Health Network and Port Hardy Senior's group for research and mapping process; leveraged \$10,000 with four partners	\$2,500
4 community meetings (Seniors & First Nations)	\$2,745.59	\$1000	District of Port Hardy	\$1,745.59 (1 meeting slated for March 2010 to introduce new Comprehensive Services Guide)
Steering Committee Meetings				
Measuring Up Conference in Prince George	\$424.71			\$424.71
Facilitate and implementation with work groups; provide secretarial and accounting	\$2,000	\$2000	District of Port Hardy	
Sidewalk for Port Hardy Senior's Centre	\$1,760			\$1,760
Educational Programming	\$250	\$250	District of Port Hardy	
2-day Measuring Up Forum	\$4,931.84	\$2,500	District of Port Hardy	\$2,431.84
Universal Signage	\$52,000	\$52,000	District & CST	
Totals:	\$128,674.27	\$88,956 (includes leveraged funds)		\$39,718.27

Section Seven - Report Declaration:

I certify that:

- To the best of my knowledge all the information contained in this Report and any attachments is true and complete.

- Measuring Up, 2010 Legacies Now, the Age-Friendly Communities Initiative and the Province of BC are being given appropriate recognition as a funding partner as per the Guidelines provided in the Contribution Agreement.
- I have submitted the Final Report in accordance to the approved deadline.

Authorized Representative:

Name (please print):

Signature: Rick Davidson

Position: CEO

Date: Dec 17/09.

Mail completed AND signed Final Reports to:

Rebekah Mahaffey
Manager, Measuring Up

2010 Legacies Now
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Measuring Up was created by 2010 Legacies Now in partnership with the Vancouver Agreement, the Province of B.C and over 80 disability organizations throughout the province. Measuring Up helps BC communities assess and improve how accessible and inclusive they are for persons with disabilities. For more information please visit: http://www.2010legaciesnow.com/measuring_up/ .

The Age-Friendly Communities Initiative, a partnership between the Union of BC Municipalities and The Province of B.C. Senior's Secretariat, works with B.C communities to create age-friendly communities which enable and support older persons to age actively. For more information please visit: <http://www.seniorsincommunities.ca/index.php> .

Section Two: Initial Summary

Part of planning a sustainable community is creating livability to ensure quality of life for all residents regardless of age and ability. The Measuring Up process has allowed residents and key stakeholders to consider short- and long-term plans for the community by the community. Initially, this process included a comprehensive two-day Measuring Up Forum, held Dec. 3 & 4, 2008, which started the dialogue around what an age-friendly and accessible community looks like. It also offered an educational component around Canada's aging demographic, with a view to who will live and work in our community in the future and how to increase "livability" over the short and long run. Out of this forum, we created a list of all the issues/opportunities that would help us to meet this goal. We also held an open invitation to attendees to participate in a new Measuring Up / Age-friendly Steering Committee which would start working toward "doable" participant goals. A report was circulated that summarized Forum outcomes and reminded participants of the opportunity to participate in the Steering Committee. The first Steering Committee meeting was held on January 28, 2009. The Committee, which initially included eight members, completed a comprehensive review of the suggestions coming out of the Measuring Up Forum, dividing initiatives into actionable items for immediate, short-term (up to two years) and longer term (up to five year) goals. The results of this planning process were presented at a special Senior / First Nations event held on June 12, 2009. Key stakeholders and original Measuring Up Forum participants were also invited. The June 12 event featured guest speaker Edith Loring-Kuhanga, First Nations Training & Consulting Services, who was key in liaising with the First Nations around this event. Meetings were also held with the local Rotary and Public Works to discuss accessibility issues and infrastructure improvements/upgrades. Many participants were seniors and persons with disabilities for both forums. Their input was invaluable in creating a new "lens" through which to view our community and its infrastructure. The outcome of these meetings have been practical and "doable" suggestions that cover a wide range of needs. From improvements to parks and recreation to access issues to roadway improvements, the committee has effectively leveraged dollars to make an immediate impact. One example has been upgrades to our local Curling Club, which include new handicap washrooms, Sure-shot Curling Sticks for persons with disabilities and a new ramp into the facility. The Committee covered the costs of the sticks (the manufacturer gave us four sticks for the price of three), \$269.85 which was leveraged against grant funding of \$12,659.20 in accessibility upgrades on the \$159,000 project.

The activities undertaken and planned for the future have helped local government to incorporate age-friendly principles into our planning processes and have engaged the community in the process. It has also resulted in a group of community champions among our seniors and individuals with disabilities who have served on the Measuring Up Steering Committee. In addition, it has

increased the understanding of business on the challenges facing our community and their organizations as relates to accessibility issues and an aging population.

Successes

The project has realized multiple successes, including:

- Increased awareness around accessibility and age-friendly issues
- Ability to leverage and partner to fund accessibility related projects
- Identification of champions in the community who will continue to work toward project goals
- Educational opportunities on the realities facing an aging population, and the steps we need to take collectively to increase quality of life for locals, visitors and those we wish to attract to our community
- Opportunities to connect with our First Nations neighbours on issues of mutual concern
- Identification of issues for short- and long-term planning, and ability to assimilate these issues into the Official Community Plan (OCP)
- Dialogue among community service organizations and end users on “service gaps” identified during this process

Challenges

There were two primary challenges that we encountered during the project. The first involved engaging First Nations in the process. Of the 55+ individuals who attended our Measuring Up Forum (people who attended both days were counted), about 12 were First Nations. For our second meeting, we utilized the expertise of Edith Loring-Kuhanga to liaison with First Nations to help facilitate meetings/interactions with local seniors. This was a long and arduous process. In the end, we had 3-4 attendees who were First Nations, and Edith had difficulty connecting with the appropriate band sources to help arrange the function. This has been endemic of our previous experiences in engaging band members and is something local government would like to improve on. That said, we changed our approach for the third meeting and partnered with the Health Network to co-sponsor a luncheon and meeting that would map the services needed by seniors in the community – what’s available and what’s lacking. That meeting was very successful and had wide representation by First Nations. We also offered to pay any transportation costs to ensure that this was not a barrier to attendance. This meeting was successful because we chose a subject of interest to First Nations (health care and services), we tapped into an existing network for meeting format/infrastructure, and we provided food and transportation to ensure the comfort and participation of seniors and First Nations. We hope to hold a fourth meeting in March 2010 to update attendees on the progress on age-friendly and accessibility issues and to introduce the new comprehensive Senior’s Services Guide. Again, we will look to partner with the Health Network, as well as the

Vancouver Island Health Authority and Port Hardy Senior's Centre, to offer this meeting.

The second challenge involved initiatives leveraged as part of the Building Canada funding. These initiatives, which involved upgrades to a local park and our recreation facility, did not receive funding. The lack of funding for the first two projects meant that the committee could not leverage some of their dollars against Building Canada funds and both projects required review. Early on, the Steering Committee saw the potential problem if Building Canada funds were not forthcoming and created a "Plan B". Because of this, the Committee was able to quickly reallocate funds to secondary projects when official notification was received that the Building Canada proposals were not successful. In addition, the committee revised their plans to create new "doable" timelines for these missed opportunities. A third initiative, which involved upgrading local roads, was funded, and Measuring Up / Age-friendly dollars were allocated to provide new ramps and curb cuts (\$12,000 in upgrades leveraged against the \$1.4 road project: construction is slated for March 2010).

Finally, the delay of notification by Building Canada (it took nine months to receive a decision on the proposals) altered our implementation schedule as we did not want to allocate funds when we had the chance to make those funds go farther if we were successful with the Building Canada proposals. Funds are now allocated, but in some cases (such as the curb cuts, ramps) there is a seasonal delay. (e.g. you cannot put down paving from Sept. – March due to frost and winter conditions)

Sustainability

The project has helped to identify accessibility and age-friendly gaps that can be incorporated into the District's future planning (OCP review slated for early 2010; review of strategic plan currently underway). We have also started a dialogue with business, key stakeholders, community service providers, First Nations, seniors, persons with disabilities, local government, and area residents interested in these issues on ways we can create "livability" that strengthens business while increasing quality of life. We have also formed a Measuring Up / Age-friendly Steering Committee which will continue to meet quarterly (or more often as needed) to review progress on accessibility and age-friendly goals as identified during the Measuring Up process. We were also able to dialogue with First Nations to identify "gaps" for seniors and persons with disabilities living on the Gwa'sala-'Nakwaxda'xw Reserve. These findings were shared with band management, and Chief and Council. Finally, we have developed partnerships which will help us to achieve common goals as relates to accessibility and quality of life issues. And, because we identified a wide range of projects, the diversity helped us to be more inclusive in our message of accessibility while creating awareness of current and future issues within our community.

Leveraged Funding

The Measuring Up process allowed us to also serve as a pilot project for Age-friendly communities, increasing our ability to implement projects and have an impact on the community. **All leveraged projects were identified during the Measuring Up Forum, held Dec. 3 & 4, 2008 and in subsequent stakeholder meetings as priorities to address accessibility and age-friendly barriers.**

- *Projects with Leveraged Funding*

- comprehensive senior services guide

We leveraged \$2,500 in funding for a Comprehensive Senior Services Guide. Partners included several local organizations, including Vancouver Island Health Authority (VIHA), the Health Network, Literacy Now, Port Hardy Seniors and North Island Community Services to secure a grant of an additional \$10,000. In addition, we were able to work with the local Senior's Centre and Health Network volunteers to complete the research portion of the project, contributing an additional \$500 to help with costs of a First Nations / Seniors meeting co-sponsored with the Health Network and VIHA.

- Upgrades to curb cuts and ramps on Park Drive

The Steering Committee conducted exhaustive research into the upgrades needed to sidewalks, curb cuts and ramps throughout the community. Pennie and Hal Garvie, two Steering Committee members, then created a photo file and PowerPoint presentation to share with Public Works on these shortcomings. A meeting was held with Operational Services Foreman, Jack Griffiths, in June 2009 to discuss priorities and timelines for upgrades. Simple tasks, such as using yellow paint around grates and to identify changes in elevation at curb cuts and road crossings were completed by Public Works employees over the summer as a result of this consultation. The Committee also worked with the District's Municipal Project Manager, Bill Collings, to estimate the costs of work needed on one of the main thoroughfares that currently has extensive challenges with accessibility – Park Drive. The Committee was able to cut costs of these upgrades by partnering with the District to secure funding from Building Canada to complete a \$1.4 million road project on Park Drive. By completing paving and upgrades simultaneously, the work can be completed on the ramps, curb cuts and sidewalk access for approximately \$12,000.

- accessible trail map

The Measuring Up Steering Committee partnered with the Regional District of Mt. Waddington (for mapping information), Tourism Vancouver Island (TVI) and the Parks & Recreation Commission to secure funding to complete the region's first destination map. The map will utilize an innovative mapping system to identify the accessibility of trails, recreation sites, and attractions on the North Island, utilizing symbols recognized in the ski industry for easy, intermediate and difficult

access. The Committee allocated \$5,000 for the mapping, research and accessibility study of local recreation sites and attractions, leveraging against \$1,200 in the Parks & Recreation budget for a trail map and \$15,000 allocated by TVI for a lure map. Similar goals allowed us to partner for the benefit of all parties, increasing visitors' and locals' knowledge of the accessibility of parks and attractions while supporting the local tourism economy by creating a better product that will serve as a regional lure map. A second portion of this project will to create an interactive map that is available on-line with additional information on each area.

- curling club upgrades

The Measuring Up Steering Committee partnered with the local Curling Club officers to create a proposal that identified both structural and accessibility upgrades to the local curling club.

The upgrades include new handicap washrooms, Sure-shot Curling Sticks for persons with disabilities and a new ramp into the facility. The Committee covered the costs of the sticks (the manufacturer gave us four sticks for the price of three), \$269.85 which was leveraged against grant funding of \$12,659.20 in accessibility upgrades on the \$159,000 project.

- recreation centre upgrades

Funds were allocated to purchase fully accessible shower heads (one for each changing room in the recreation centre) and to upgrade the concession area to address accessibility issues. Measuring Up will provide the supplies and the Recreation Department staff and their volunteers will provide the labour and installation.

- Handicap washrooms for trails and BC ferry terminal property

The project purchased two handicap portable washrooms, one to go on the Quatse Loop – a popular local hiking trail with no facilities and the second to be located at the BC Ferries terminal, which currently has no handicap facilities for those passengers waiting to board the ferry. This facility will also be available to users of an adjacent boat ramp. Measuring Up provided the funding for the washrooms, Public Works will provide all the materials and site preparation to install the new facilities. They will also be responsible for ongoing maintenance.

- Meetings

We partnered with many agencies, including VIHA, the Health Network, Port Hardy Seniors, Rotary and the Port Hardy & District Chamber of Commerce to provide education and information meetings throughout the project. We anticipate their continued support as we move forward with dialogue around creating a more accessible and age-friendly community.

- *Note of Interest*

We had looked to partner with Overwaitea (50/50) on the costs of an electric grocery cart, but were unable to secure this partnership due to risk management concerns on the part of their regional director.

First Nations

We have attempted to include First Nations in all of our meetings, as well as on the committee, with varied success. Their attendance is dependent upon prior commitments to their community, and there are capacity issues around follow through. Capacity issues involve the lack of band management (two local bands do not currently have band managers), lack of knowledge workers for the various bands, and a continuous change of job descriptions among band employees. There has been extensive attempts to engage and follow-up at every step of the Measuring Up / Age-friendly process. Engagement – or a lack of it at some levels – is not specific to this project, but is endemic of our area whether it be dialogue between local government and Chief and Council, between the bands themselves, or between band members. An example would be the Olympic Torch Relay, with the VANOC Relay planners unable to connect with a local band to identify champions or make plans for the torch run. The planners phone calls were not returned, anticipated proposals were not completed on time, and the contact seemed to change when they connected with the band office.

The Regional District of Mt. Waddington, in concert with local governments, is currently attempting to address some of these challenges and increase dialogue by sponsoring Community-to-Community Forums. A bi-lateral protocol for improved dialogue is currently in the draft stages.

Support

Our committee has utilized the expertise of the Measuring Up and Age Friendly teams for clarification and as guest speakers during our Measuring Up Forum. We have also accessed the services of Edith Loring-Kuhanga, First Nations Training & Consulting Services, as a liaison with First Nations and as a guest speaker for our June 12 “Creating an Age-friendly and Accessible Community” event. Our experience working with these groups/individuals has been very positive and has helped to give our efforts credibility, as well as enhance the education component of our project.

On the recommendation of Rebecca Mahaffey, we have also identified a contact for a local accessibility mapping project. We have connected with Sean Deakin, the contractor on 2010 Legacies Now’s Accessible Tourism (AT) project, on the possibility of conducting research and mapping of the accessibility needs of our

public buildings. We would also like to offer this service to local business on a cost-sharing basis. These negotiations are in progress.

2. The Measuring Up / Age-friendly Steering Committee

The Measuring Up / Age-friendly Steering Committee has been actively involved with project research and development since its inception in January 2009. Their flexibility and commitment to the project have been key factors in moving these efforts forward. Members share a creative vision and an enthusiasm for accessibility that stems from personal experience and from their desire for a more "livable" community. All have agreed to continue to be part of an ongoing steering committee which will meet quarterly or more often if needed.

Current members include:

Donna Gault – Chair (Tourism Port Hardy, Business Owner)
Pennie Garvie – Secretary (former LPN and Port Hardy Seniors member)
Gladys Latty – (Abbeyfield Chairperson and former Regional Coordinator for North Island College)
Eddie Lagrosse – (local businessman and seasoned disability advocate)
Hal Garvie – Port Hardy Seniors President
Nikki Shaw – Port Hardy Council representative
Patti Smedley – Economic & Community Development Coordinator, District of Port Hardy

Special guests/consultants:

Sandra Waarne – VIHA, Health Network
Sharon Gordon – Literacy Now Coordinator
Jack Griffiths – Operations Services Foreman, District of Port Hardy
Bunny Jackson – Gwa'sala-'Nakwaxda'xw community health

Section Three - Evaluation

The success of this project can be measured by the partnerships formed, the funds leveraged, the awareness built, and the champions identified. Because we had Measuring Up / Age-friendly supports and funding, we were able to leverage small dollar figures against much larger funding opportunities. Without the base funds, we would not have been able to approach partners in a mutually beneficial manner. The project has also increased general awareness of accessibility and age-friendly challenges among the general public, local business, key stakeholders, community service agencies and First Nations. It has also identified issues, through First Nations participation, that are specific to our closest neighbour, the Gwa'sala-'Nakwaxda'xw reserve. We were able to share this information with participants, as well as with the local band Chief and Council with the idea that this research will help them to secure funding to address their

specific accessibility concerns on reserve. The project also enabled us to identify community champions who have been invaluable in moving the project forward and in engaging key stakeholders and the public. With the exception around consistently engaging First Nations, this project has been relatively seamless. We have met our initial goals, but have determined through this process that significant work remains to be done. That said, the awareness that the project has created has changed the way many participants, including myself, view their communities. The unexpected results were the enthusiasm of the Steering Committee to engage in "boots on the ground" work and the ability to partner on many different levels with other organizations. I was also surprised at the universal acceptance by participants and community leaders that we do have challenges as relates to accessibility and listeners willingness to embrace potential solutions.

Goals as outlined in the Measuring Up Grant Proposal

1. Host a 2-day Measuring Up Forum – Held Dec. 3 & 4, 2008
2. Implement projects as identified by the work groups, and supported by Mayor and Council – In progress
3. Install Universal signage – In progress
4. Purchase and install portable handicap restroom – In progress

Goals as outlined in the Age-friendly Grant Proposal

1. Identify short- and long-term goals with regards to increasing accessibility for seniors and persons with disabilities as relates to transportation and outdoor spaces / buildings, using eco-friendly approaches - Achieved
2. Increase seniors' understanding of what programs and services are available in their community, including volunteer and employment opportunities, by creating and distributing a comprehensive services guide – In progress
3. Increase inclusion through engaging seniors and Elders by hosting community dialogue luncheons (to include consultation and followup sessions at each venue) – 2 luncheons completed; 1 additional meeting slated for March 2010
4. Identify short- and long-term goals regarding social, recreational, communication and health needs of seniors - Achieved
5. Complete research to provide projections around the needs of future seniors and identify ways to move towards an age-friendly community (hire local researcher to complete assessment) – Two studies; one on accessibility of parks and attractions, one done through VIHA on demographics; looking at a third study which will look at the accessibility of municipal buildings, creating a blueprint for future upgrades
6. Identify and make recommendations as to ways in which municipal and band policy, planning programs and services can better promote a senior and Elder friendly community – Ongoing
7. Form a Steering Committee to review results of the consultation process, set priorities and make recommendations to Mayor and Council – Achieved
8. Identify and form partnerships and processes that could address the aforementioned needs - Ongoing

9. Partner with NIEFS to create age-friendly employment strategies for seniors – Currently working with NIEFS and the Regional District of Mt. Waddington on a Coordinated Workforce Strategy – In progress