



North Pender Island Local Trust Committee

Special Meeting Agenda

Date: October 26, 2015
Time: 10:00 am
Location: Pender Island Community Hall
4418 Bedwell Harbour Road, North Pender Island, BC

Pages

1. CALL TO ORDER 10:00 AM - 10:05 AM
2. APPROVAL OF AGENDA
3. AGE FRIENDLY PENDER PRELIMINARY PARTNERSHIP MEETING
 - 3.1 Presentation of Highlights of the Draft Age Friendly Plan 10:05 AM - 10:15 AM
 - 3.1.1 James van Hemert - Consultant for the Age Friendly Plan 3 - 48
 - Highlights from the conversations (workshops, survey, interview)
 - Recommended priority actions by age friendly area for the Local Trust Committee (LTC) and partners
 - Types of partnership agreements
 - 3.2 Mobility 10:15 AM - 11:00 AM
 - Exploration of Community Bus Service** - Andrea Mills, Community Support Worker; David Howe, Southern Gulf Islands Director for the Capital Regional District
 - Priority Walking and Cycling Initiatives** - Niall Parker and Peter Pare of Moving Around Pender Society (MAPS)
 - Recreation Trails for all Ages and Abilities** - Update from Michael Symons, Chair of Pender Islands Recreation Commission
 - Rights of Way Expansion for Safer Travel** - Roundtable discussion led off by Derek Masselink with input from Ministry of Transportation and Infrastructure, Ryan Evanoff
 - Conclude with Discussion on possible agreements to pursue
 - 3.3 Housing 11:00 AM - 11:15 AM 49 - 49
 - Affordable and Special Needs Housing Workshop** - Christine Culham, Capital Regional District
 - Assisted Living Initiative on Mayne Island** - Ian Dow
 - Independent, Market Driven Cluster Housing for Older Adults** - Al Blumenthal
 - Future Viability of Plum Tree Court** - Wendy MacDonald

3.4 Community Support 11:15 AM - 11:30 AM

Adequate Training and Support for Services - Robert Dill, Health Centre,
Executive Director; Andrea Mills, Community Support Worker

3.5 Health Services 11:30 AM - 11:45 AM

Training and Hiring of Home Support Workers

Assisted Living, Complex Care and Respite Care Beds in One Facility - Carolyn
Cartwrightowers, Community Care Coordinator, Island Health

3.6 Closing Remarks 11:45 AM - 12:00 PM

Derek Masselink, N. Pender Island Local Trustee

4. ADJOURNMENT 12:00 PM - 12:00 PM

Age Friendly North Pender Island Action Plan



North Pender Island Local Trust Committee • Hope Bay • October 5, 2015



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What is an Age Friendly Community?



WORLD HEALTH ORGANIZATION'S EIGHT AGE FRIENDLY AREAS

An age-friendly community is one in which the policies, services and structures related to the physical and social environment are designed to support and enable older people to “age actively.”¹ In an age friendly community citizens can grow older and continue to live in security, enjoy good health and participate fully in society. The World Health Organization (WHO) identifies eight areas that contribute to an age friendly community. These are described below for the North Pender Island context and colour coded to match the respective sections in this plan.

- ❖ **Outdoor spaces and public buildings** are pleasant, clean, secure and physically accessible;
- ❖ There are opportunities for older adults to **participate** in leisure, social, cultural and spiritual activities with people of all ages and cultures;
- ❖ There are safe places to walk, cycle and use **mobility** devices for all ages and abilities and **community based public transportation** is accessible and affordable;
- ❖ **Housing** is affordable, appropriately located, well built, well designed and secure;
- ❖ Older people are treated with **respect** and are included in **civic life**;
- ❖ There are opportunities for **employment** and **volunteerism** that cater to older persons' interests and abilities;
- ❖ Age-friendly **communication** and **information** is available; and
- ❖ **Community support** and **health services** are tailored to older persons' needs.

¹ World Health Organization definition, referenced at http://www.who.int/ageing/projects/age_friendly_cities/en/, accessed August 31, 2015

ISLANDS TRUST MANDATE

The Islands Trust Act (The Act) clearly states that the object of the Trust is to preserve and protect the Trust Area and its unique amenities and environment for the benefit of the residents of the Trust Area and of British Columbia generally, in cooperation with municipalities, regional districts, improvement districts, other persons and organizations and the government of British Columbia. The implication is clear: partnerships with other governments, agencies and persons is essential to achieving the object of the Trust and in turn the objectives of Local Trust Committees.

Through its Official Community Plan and Land Use Bylaw (zoning and subdivision of land) the North Pender Island Local Trust Committee (LTC) has direct authority and influence on matters of land use—including transitional and special needs housing and phasing of roads and infrastructure—and environmental protection.

Many areas of relevance to age friendly planning place the LTC in an indirect role through cooperation and agreements with other agencies including Provincial and regional government as well as voluntary non profit agencies. The plan recognizes direct and indirect partnership oriented actions.



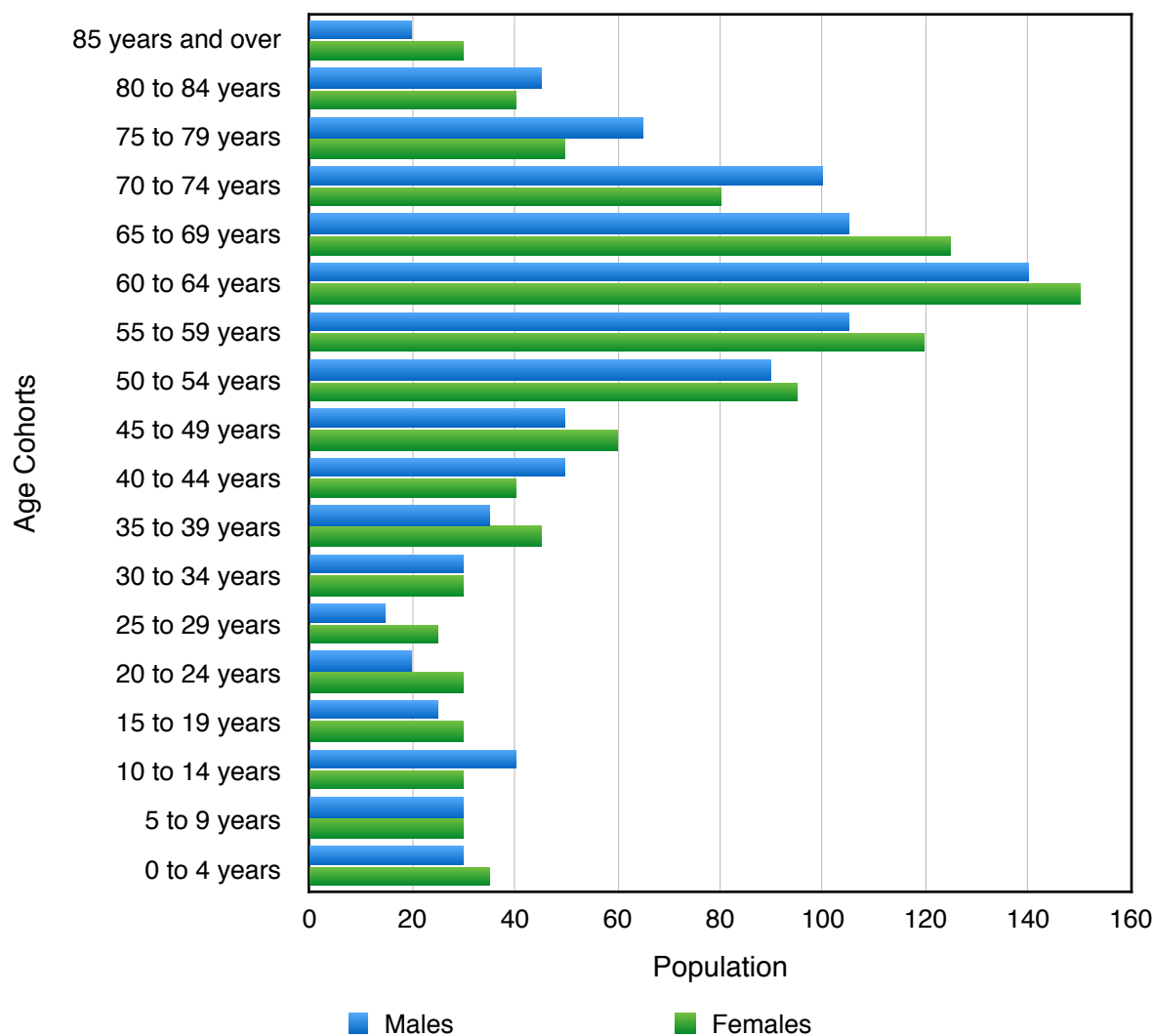
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Baseline Analysis Highlights

DEMOGRAPHICS

The island's permanent resident population is 2,035 based on the 2011 Census. This is a 2% increase over the 2006 population of 1,935. Males number 990, or 48.6%; females 1,045, or 51.4%. A majority of the population, 2,020 people, live in private households. The census counts 1,039 occupied private dwellings.

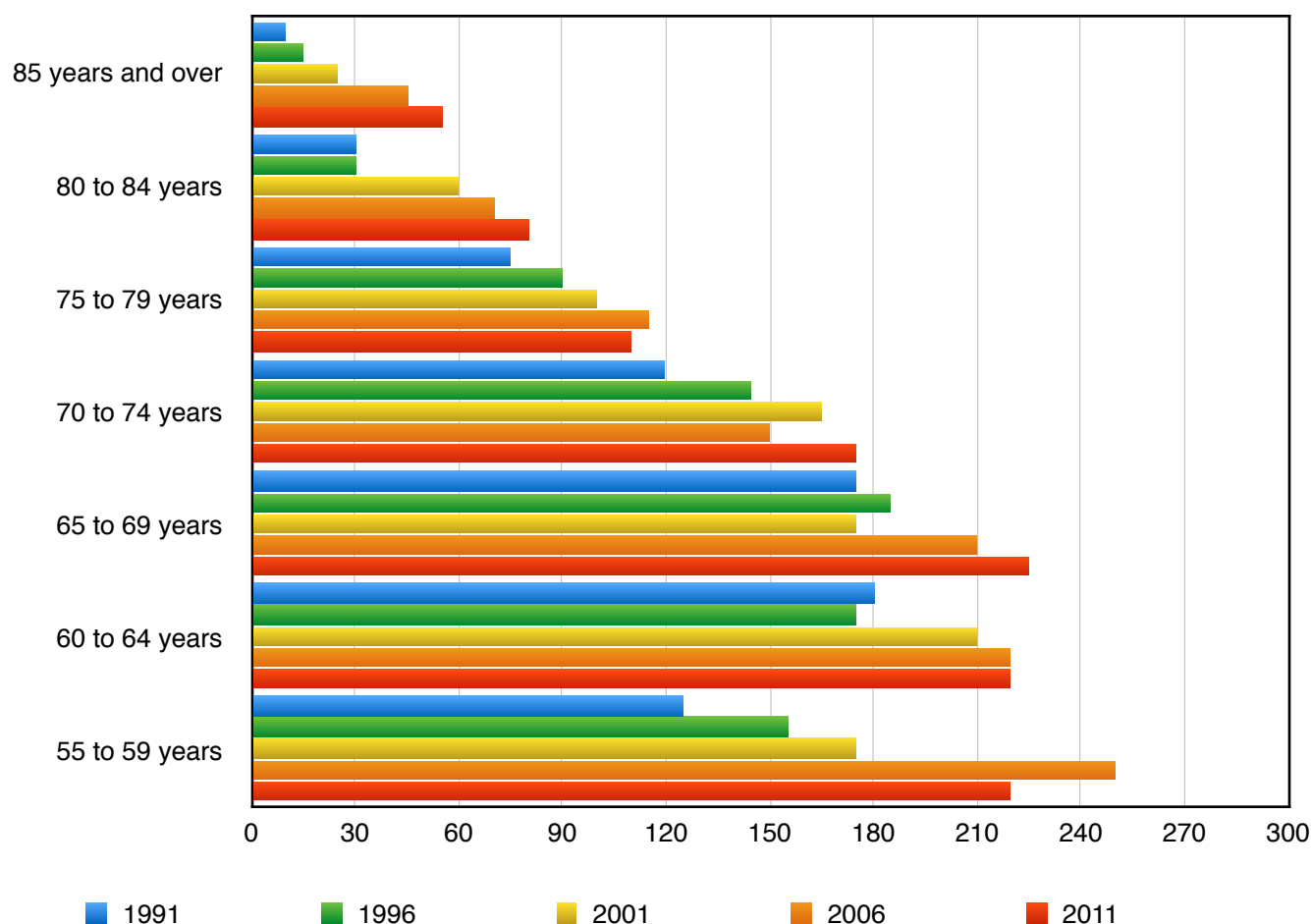
Chart 1 North Pender Island Male & Female Pop. by Cohorts (Census 2011)



Older Adult Population change

Population change for North Pender Island is illustrated in 5 year cohorts between 1991 and 2011, particularly with a focus on the cohorts over age 55.² All cohorts have increased in number; the cohorts over 80 and the youngest, 55 to 59, the most. The 80 to 84 year cohort has more than doubled since 1991, rising from 30 to 80.

Chart 2 N. Pender Island Population Change 1991-2011 Age 55 to 85+



Source: Statistics Canada, 2011 Census

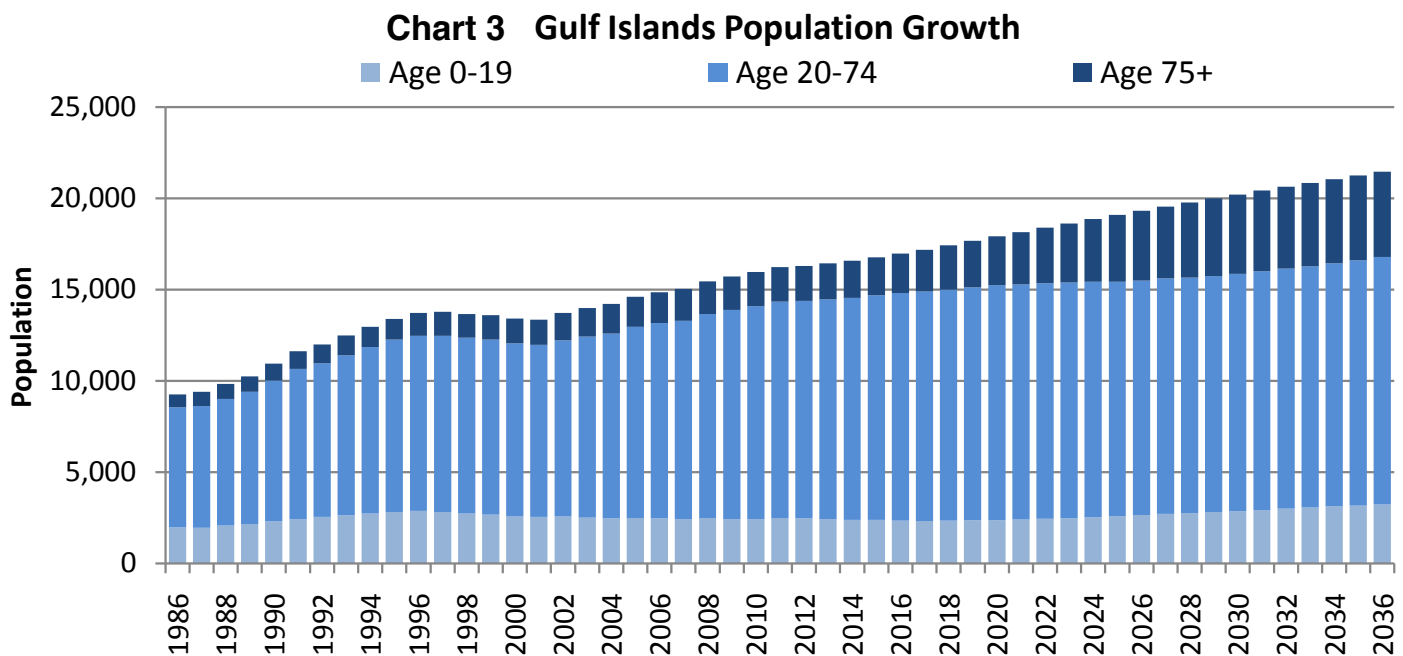
² Source: Adapted from Statistics Canada, Custom Tabulations, 1991-2006 Census. Adapted from Statistics Canada, Semi-custom Profile, 2011 Census. This does not constitute an endorsement by Statistics Canada of this product.

Population change estimates and forecast

Population change estimates and forecast by 5 year cohorts between 2011 and 2041, a 30 year period, is described and illustrated.³ The forecast is shown in Chart 3 for 10 year intervals. The data is produced by BC Stats' P.E.O.P.L.E. program and published by Island Health for the Gulf Islands Local Health area and includes the islands of North Pender, South Pender, Saturna, Mayne, Galiano, Salt Spring, and Prevost Islands.

The population of the Gulf Islands is expected to grow 27% by 2034 (see Chart 3), while the population over the age of 75 is expected to grow 127% in the same period. This group alone will account for most of the overall population growth.

The population of the Gulf Islands is older than both that of BC and Island Health's jurisdiction.



Source: BC Statistics, PEOPLE 2013

³ Source: BC Statistics, PEOPLE 2013.

LAND USE

The predominant land use on North Pender is single-family residential. Over two-thirds of the land area is designated and zoned for residential use (Rural Residential and Rural). All residential land on the island is zoned to permit single family dwellings (and accessory cottages under certain circumstances). A GIS mapping exercise reveals that under current Land Use Bylaw rules a total of 279 accessory cottages could be built within the Rural, Rural Residential and Agricultural Zone districts on parcels of 1.2 hectares or larger. The exercise did not analyze the number of existing cottages on these parcels and did not consider geometric, topographic, or environmental constraints.

There are no multiple unit buildings and no multiple unit residential zoning. The bulk of the remaining land is designated for agriculture (13%) or has protected status (15%). There are limited areas designated for various institutional and service uses (less than 1% of the island's land area), commercially designated land (also less than 1% of the island) and only around 6 hectares (15 acres) of land designated for industrial uses.

Land use patterns are relevant because this influences where services are relative to where people live, work and play. A more dispersed pattern, for example, places heavier demands on transportation networks and services.



Hope Bay

Photo: Kevin Oke Photography

Listening to the Voices

APPROACH AND HIGHLIGHTS



Photos by James van Hemert

The voices of older adults, stakeholders, and service providers speaking to the needs and aspirations of an aging population were listened to using a variety of methods: direct face-to-face, community questionnaire, and telephone interviews.

Community Workshop #1

The first community workshop⁴ was designed to provide a forum for learning about the challenges faced by an aging population on North Pender Island. The appetite for conversation was set with presentations on age friendly planning, housing for older adults, alternative transportation, community support and health services. Participants engaged in round table conversations on the question of “What is the most important thing or things that need to happen, so that I can live out my days happily and healthfully on Pender Island?” Priority areas identified were expanding housing diversity, more community supports for aging in place, the need for a community bus service, and the desire for safer places to walk and bicycle.

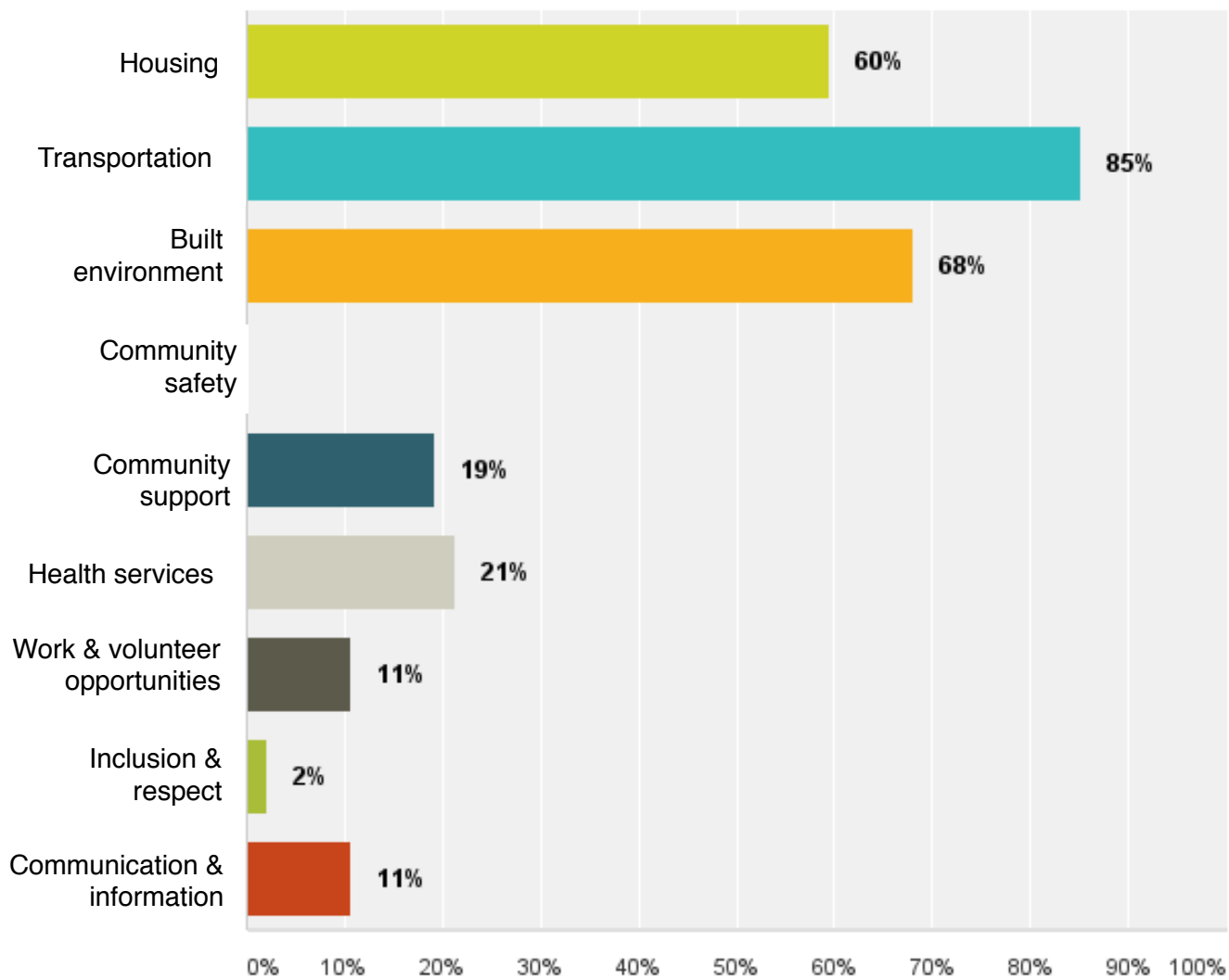
⁴ Held on May 19, 2015 at the Pender Islands Community Hall

Community Questionnaire

A community questionnaire was conducted to cast a wider net for community feedback on the extent to which individuals perceived the age friendliness of living on the Pender islands. There were 70 questionnaires completed between May 14 and June 12. The majority were completed directly online at Survey-Monkey, the remainder completed on paper and the data placed online by Islands Trust staff. Topics explored included housing, transportation, the built

Q15 What are the least age friendly aspects of Pender Island? Choose 3

Answered: 47 Skipped: 23

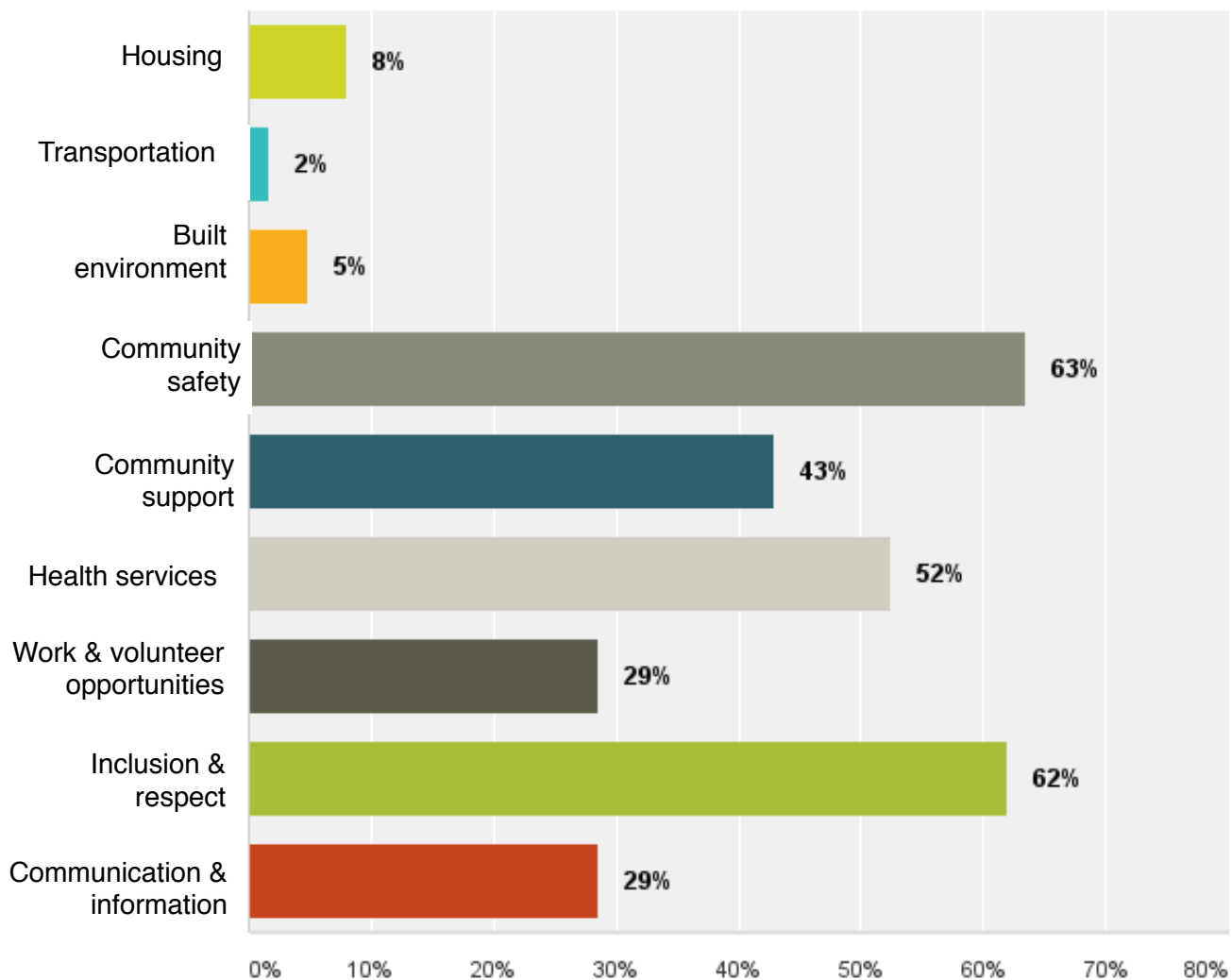


environment, community safety, community support, health services, work & volunteer opportunities, inclusion & respect, and communication & information. The least age friendly aspects reported were transportation, housing, and the built environment. The most age friendly aspects were community safety, inclusion & respect, and health services.

The questionnaire was designed as a voluntary “opt in” or “self selection” survey which anyone could complete. It is not therefore a representative “scientific” sample of a given population.

Q14 What are the most age friendly aspects of North Pender Island? Choose 3

Answered: 63 Skipped: 7



The information gathered is valuable nonetheless because it represents one of several streams of information and data collected in the process of creating the age friendly plan.

Paper copies of the questionnaires were distributed at the workshop of May 19 and completed surveys were dropped off at the Capital Regional District building inspection office in the Driftwood Centre. The URL address for taking the survey online was provided at the workshop and sent out by email through various community channels. Full survey results are available on the Islands Trust website.

Stakeholder Service Provider Interviews

Interviews were conducted by telephone with service providers to learn more about the role their agencies play in advancing age friendly principles, challenges faced, opportunities seen, outcomes desired for the age friendly plan, and the extent to which they would be willing to participate as a partner in the plan.

Those interviewed included Wendy MacDonald, Executive Director of the Pender Islands Senior Housing Society (operates Plum Tree Court), Carolyn Cartwright-Ower, Community Care Coordinator for Island Health, (dual role of case manager for home care and respite care and community nursing), Michael Symons, chair of the Pender Island Parks & Recreation Commission (PIPRC), Andrea Mills, Community Support worker with the Pender Health Care Society, David Howe, Southern Gulf Islands Director for the Capital Regional District, and Christine Culham, Senior Manager for Regional Housing for the Capital Regional District. Many action oriented opportunities identified by these people have been incorporated into the plan.



Photo by Justine Starke

Community Workshop #2

The second community workshop held at the Pender Islands Community Hall offered participants an opportunity to identify action-oriented priorities based on an overview of what was learned through the community questionnaire, stakeholder & service provider interviews, and the baseline analysis. Priorities identified for the built environment included improved accessibility for public facilities such as the ferry terminal and Nu2Yu thrift store; priorities for housing include Land Use Bylaw changes to permit secondary suites and generally expand housing diversity; priority highlights for mobility include a locally controlled agency responsible for community transit and expropriation of rights of way for safety and expanding pedestrian and cycling opportunities.



Pender Islands Community Hall

Photo by Joseph Lopez

Outdoor Spaces and Buildings

Outdoor spaces and public buildings are pleasant, clean, secure and physically accessible.

CHALLENGES

North Pender Island's topography and historical development patterns create a charming but challenging landscape in which to navigate. Finding flat and safe trails and paths to walk and cycle on is difficult, often because of narrow roads and fast driving.

The majority of government and business facilities are not fully accessible to older adults. Shortcomings include inadequate directional signage and stairs with no accompanying ramps.

Best Practice Example

Healthy Saanich Committee's Senior Friendly Business Decal program assesses and recognizes local businesses that apply age-friendly principles and practices.

NORTH PENDER ISLAND GOOD PRACTICES

Community safety, one element of the built environment, achieved the highest ranking (63%) of questionnaire respondents selecting their top three age friendly aspects of North Pender Island.

Pender Islands Parks & Recreation Commission is adopting a Senior Friendly Community philosophy into their projects and attempts to make them suitable for all ability levels.



Bench with a view, Hope Bay.
Photo by Justine Starke

MOVING FORWARD ACTIONS

1. Amend Commercial & Industrial Development Permit Area guidelines of the Official Community Plan to address accessibility.
2. Identify funding and take short term action to modify all government and non-profit buildings to be fully accessible for seniors and handicapped citizens. Specifically the following can be improved with better accessibility, and signs indicating accessible routes:
 - ◆ Ferry terminal, Otter Bay;
 - ◆ Islands Trust office in Hope Bay;
 - ◆ Post office in Hope Bay; and
 - ◆ Nu2Yu thrift store.
3. In partnership with the Southern Gulf Islands Economic Development Commission and Pender Island Chamber of Commerce educate local businesses on the need to make their facilities fully accessible to seniors and the handicapped. Where appropriate, secure financial support for upgrades to private buildings to make them accessible. Specific businesses identified include:
 - ◆ Port Browning Pub; and
 - ◆ Retail spaces at Hope Bay.
4. Encourage the Pender Islands Parks & Recreation Commission to formally adopt accessibility standards and to identify and prioritize projects that are fully accessible.

5. Explore the feasibility of developing an indoor and outdoor facility for exercise and recreation.



Nu -To-Yu. Photo by Joseph Lopez.

Mobility

The island has safe places to walk, cycle and use mobility devices for all ages, and community based public transportation is accessible and affordable.

CHALLENGES

Mobility options are limited almost entirely to the automobile. This in turn gives rise to the fear of losing one's driver's license and being rendered immobile and dependent on others for rides, or worse, leaving home and the Island.

Night driving road safety is an issue with narrow winding roads and faintly painted lines or a lack of lines.

Reliable transportation is particularly important for attending medical or other appointments. Alternatives to the automobile that are lacking or deficient include:

- Community transit service is not available: 68% of respondents of the community questionnaire stated that they would use public transit for most or some of their travel on the island; and
- Older adults want to walk and cycle more, stay active, but find this difficult here: 83% of questionnaire respondents indicated that there are no safe and comfortable sidewalks or trails to the places they need to go, either most of the time or never.

The cost of living is high: goods and services are available at a premium on the island, or available at the cost of travel off island. When too many choose to go off island for goods and services, the competitive viability of local businesses suffer.

NORTH PENDER ISLAND GOOD PRACTICES

The island's 26 car stops provide a unique means of requesting and sharing rides in a manner that is non-threatening and safe.

The “Moving Around Pender Society” (MAPS) actively studies and facilitates improvements to active forms of transportation, particularly walking and cycling. They produced a thorough and clever Transportation Management Plan in 2012.



Photo by James van Hemert

The Islands Trust has entered into a formal partnership agreement with the Ministry of Transportation and Infrastructure (MOTI) that requires public consultation as part of future road construction or improvements.

Best Practice Example

The Mayne Island Bus Society is a low cost community funded bus service operates a by donation fare bus service that currently uses volunteer bus drivers. Routes focus on getting passengers to and from the BC ferry terminal.

MOVING FORWARD ACTIONS

1. Formally adopt a road and infrastructure phasing plan using the MAPS Transportation Management Plan as a starting point.
2. Support and facilitate a community supported on-island transit service operated by a locally controlled transit organization.
3. Support the Southern Gulf Islands Economic Development Commission's (SGIEDC) inter-island water taxi concept.
4. Support and facilitate the development of alternative transportation routes (ATR) which are designed for use as walking pathways as well as for bicycles, strollers, wheel chairs and other non-motorized vehicles and possibly horses. Specific priority routes and improvements⁵ identified by MAPS are:
 - Pedestrian/cycling route from Magic Lake Estates via Shingle Bay through the National Park to Irene Bay and South Otter Bay Road;
 - An extension of Magic Lake —South Otter Bay Road route to the Library and Nu 2 Yu;
 - Bypasses for Einer's Hill and Scarff Road Hill to enhance safety; and
 - Safety improvement of Pender Islands' main thoroughfare, the road from the Ferry Terminal in Otter Bay to the Community Hall and the Driftwood Centre and beyond to Magic Lake Estates.
5. Encourage MOTI to review the road line painting program to ensure regular maintenance and addition of new lines where needed for safety reasons.
6. Expropriate lands for rights of way in critical locations identified in the MAPS Transportation Management Plan to support alternative transportation routes.

⁵ Pender Islands Transportation Survey, May-July 2012, Moving Around Pender Society, Capital Regional District, and Pender Island Community Service Society (Nu-To-Yu).

Housing

Housing is diverse, affordable, appropriately located, well built, age-adaptable designed and secure.

CHALLENGES

Safe and affordable housing with home support services is identified as one of the most important decision factors for staying and aging in place on North Pender Island.



Plum Tree Court, operated by the Pender Island Seniors Housing Association

Photo by Islands Trust staff

The island has a very limited range of housing types; almost 100% of homes are single family. This situation is reinforced by the Land Use Bylaw which limits options as follows:

- No secondary suites are permitted;
- Limited opportunity for accessory dwellings (vacation cottages permitted in Rural, Rural Residential, and Agricultural zones on lots larger than 1.2 hectares; and

- No multi-unit housing types such as apartments or townhouses are permitted.

There is an absence of assisted living and complex care facilities.

Support services that are lacking or insufficient include:

- Transportation
- Light yard work
- Minor home repairs
- Light housekeeping

Affordable housing opportunities are very limited. The only purpose built facility is Plum Tree Court with 6 units.

Best Practice Example

The District of Saanich (BC) permits secondary suites within a defined area subject to specific requirements: single family zoning, floor area within the maximum floor space ratio, suite is wholly contained within the single family dwelling, the registered owner of the property must occupy either the single family dwelling or the secondary suite as their principal residence, an Occupancy Permit must be issued, and one additional onsite-parking space for the occupant of the secondary suite is required.

NORTH PENDER ISLAND GOOD PRACTICES

Plum Tree Court is a well managed locally initiated affordable housing project that serves six households with land zoning for future expansion.

The use of existing housing stock represents a valuable asset and is the most affordable way to adapt housing for an aging population.

MOVING FORWARD ACTIONS

1. Revise the Land Use Bylaw in the following manner:
 - permit secondary suites in all single family zones: Rural Residential (RR), Rural (R), Rural Comprehensive One (RC1), Rural Comprehensive Two (RC2) Agricultural (AR);
 - expand the number of zones that permit accessory units to include the Rural Residential (RR) zone;
 - reduce the minimum lot size for permitted accessory dwelling units.
 - create a multi-family dwelling zone district; and
 - create or modify a zone district to permit medium density cluster small unit housing designed for older adults.



Example of a small unit cluster housing plan

Source: arboracres.org

2. Attract more support care workers to North Pender Island (enables people to stay in their own homes longer).
3. Support and encourage the Pender Islands Senior Housing Society to expand facilities at Plum Tree Court.
4. Invite the Capital Regional Housing Corporation (CRHC) to host a workshop which will introduce citizens and service providers with their wide range of potential supports for affordable housing such as best practices, educational support for housing policy, and partnerships to build facilities.

5. Expand housing options by promoting co-housing, leasing bedrooms to young adults.
6. Upon completion of the required zoning bylaw amendment, promote market based small unit clusters (sometimes referred to as patio homes) purpose built for seniors.

Social Participation

Opportunities for older adults are available to participate in leisure, social, cultural and spiritual activities with people of all ages and cultures.

CHALLENGES

Despite the wide ranging social opportunities--which seem “outsized” relative to the island’s population--many questionnaire respondents felt the opportunities were insufficient (21%) or didn’t know (21%).

Workshop participants emphasized the importance of seniors being able to get out and do things together like walking, swimming, and cooking. This is to connect socially, stay active, physically and mentally.

It is acknowledged that it is important for these activities to connect seniors with other age groups, particular youth.



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NORTH PENDER ISLAND GOOD PRACTICES

The Pender Islands Community Hall, fully supported financially and programmatically by island citizens, provides a venue for a wide range of community

cultural, social and leisure activities. The facility is handicap accessible and centrally located.

Best Practice Example

A community seniors' centre was built at Cordova Bay Elementary School (Saanich, BC). Cordova Bay Community Place is the home of the Cordova Bay 55 Plus Association offering recreation and social opportunities for older persons in that community. This unique centre places older persons and children as the focal point of community activities.

MOVING FORWARD ACTIONS

1. Encourage older adults, particularly those who are socially isolated, to participate in mentoring young people in life skills such as cooking, canning, sewing, gardening, and basic carpentry. A mentoring program may be possible in partnership with the Pender Elementary School and the Royal Canadian Legion.
2. Encourage the Pender Island Recreation Commission to develop an age based recreation plan that addresses the particular needs of older adults.

Respect and Civic Participation

Older people are treated with respect and are included in civic life.

CHALLENGES

We learned in the first workshop that seniors receive a high degree of respect in the community and are socially included in local government, community societies and nonprofit boards. A substantial majority (94%) indicated in the questionnaire that they are always or usually treated with respect in the community. A majority (62%) identified respect & social inclusion as the most age friendly aspects.



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NORTH PENDER ISLAND GOOD PRACTICES

The Royal Canadian Legion hosts a variety of inter-generational events. Because older adults are almost a majority on North Pender Island, they receive respect.

Best Practice Example

The Gulf Islands School District's Connecting Generations program offers students the opportunity to teach computer skills to seniors.

MOVING FORWARD ACTIONS

1. Explore a Pender Island expansion of Connecting Generations, a program of the Gulf Islands School District operating at the Salt Spring High School, with United Way's Better at Home program.
2. The Local Trust Committee, Health Centre and senior's organizations promote awareness of the services of the BC Senior's Advocate office, which include addressing elder abuse.

Employment & Volunteer Opportunities

There are opportunities for employment and volunteerism that cater to older persons' interests and abilities.

CHALLENGES

The community questionnaire revealed that slightly less than half (48%) of respondents believed there were adequate employment opportunities for seniors.



*Older adult mentoring a child.
Stock photo.*

NORTH PENDER ISLAND GOOD PRACTICES

"What we have out here is a volunteer economy. It's second nature here."

-- Dave Howe, CRD Area Director, quoted by Jack Knox in the Victoria Times Colonist⁶

⁶Pender Island an urbanite's dream, Victoria Times Colonist, February 16, 2015
more at: <http://www.timescolonist.com/news/local/jack-knox-pender-island-an-urbanite-s-dream-1.1764893#sthash.EThzBczu.dpuf>

The majority (93%) of community questionnaire respondents are aware of volunteer opportunities.

Best Practice Example

Volunteer Cowichan (Duncan, BC) recruits, interviews, and place volunteers with agencies through a volunteer referral system. They promote volunteerism by organizing and sponsoring events such as the National Volunteer Week, Volunteer Spirit Awards and Volunteer Fairs. They offer training and consultation for volunteer organizations and also assist local employment centres. They have an extensive library.

MOVING FORWARD ACTIONS

1. In partnership with the Southern Gulf Islands Economic Development Commission (SGIEDC), identify ways in which a senior population can participate in a steady state economy.⁷

⁷ A steady state economy has zero economic growth, a stable population, and stable consumption.

Communication & Information

Age friendly communication and information is available.

CHALLENGES

Interviews and community workshop reveal that a central website and complementary traditional media (print, phone calls) for service information would be a helpful improvement.

Not all seniors are computer literate and use email, and still need to be reached by using traditional communication devices.



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NORTH PENDER ISLAND GOOD PRACTICES

The Islands Trust's North Pender Island LTC is an excellent web site that provides easy access to bylaws, studies, meeting agendas and minutes, general interest information, and provides an opportunity for receiving notices via email on Islands Trust meetings.

The Pender Island Health Centre offers a wide range of health and social support services. A dedicated staff position serves the social support services with program coordination and communicating information via a website, word of mouth and an email service for social and educational events.

Best Practice Example

Age Friendly Edmonton and “211” introduced a Seniors Information Phone Line in 2014. Seniors can call a single source for information about programs and services. The “211” operators answer straightforward requests for information and ask a few questions to identify the most effective referral to make. If callers require support, and not just information, the call is transferred to one of several senior service agencies that have outreach staff who can help.

MOVING FORWARD ACTIONS

1. Create a central age friendly website focused on the full suite of service information for older adults and seniors.
2. Set up a non-internet based person to person communication system to communicate and disseminate information. For example, a one stop information centre at the health clinic.

Community Support & Health Services

Community support and health services are tailored to older persons' needs.

CHALLENGES

Community support

There are not enough qualified people to provide home support services. This is reflected in responses from the community questionnaire: 37% of respondents said that home support services (e.g. meals, delivery, home care) were always or usually adequate; 27% said they were sometimes available; 34% didn't know.



Pender Islands Health Centre.

Photo by Justine Starke

Best Practice Examples

Community Support

A government sponsored program in Victoria, BC, the **Piercy Respite Hotel**, is an example of a facility that offers a safe, secure and supportive environment to guests, enabling their caregivers to have a period of rest and renewal. The dining room, enclosed garden, and fireside lounge provide a comfortable setting for social interaction. The hotel operates 24 hours a day, seven days a week. It is located on the main floor of the Hillside Seniors Health Centre.

Health Services

The **Integrated Health Care Team** at the Kaatza Health Clinic in Lake Cowichan is primary health care team consisting of a dietitian, primary health care nurse, social worker/counsellor and a clinical office assistant. The innovative approach was developed by Island Health in consultation with community groups.

Health Services

Health services was identified by half of questionnaire respondents selecting their top age friendly community aspects. Slightly less than half of those surveyed indicated that services were always or usually adequate.

NORTH PENDER ISLAND GOOD PRACTICES

The Pender Islands Health Centre serves as a hub for a wide range of health and community support services.

The Community Care Coordinator is a dual role position which provides case management as well as community nursing. The majority of work is in people's homes. This program is working well, according to Carolyn Cartwright-Owers,

who holds the position at Island Health. She notes that it enables people to stay in their homes longer.

MOVING FORWARD ACTIONS

Community Support

1. Secure reliable long term funding for a full time community support “career position.”
2. Attract more qualified and certified home support workers to live and work on the island.

Health Services

3. Secure respite and palliative care beds.
4. Attract a general practitioner doctor to live and work on the island.
5. Set up an integrated health care team such as the one set up by Island Health for the Town of Lake Cowichan, which provides both public health and primary health care services.

Keeping the Plan Alive and Relevant

1. Establish an inter-agency partnership task force to monitor progress and partnership relationships.
2. Formalize partnerships for active transportation initiatives with the Ministry of Transportation and Infrastructure (MOTI) and Moving Around Pender Society (MAPS).
3. Partner with Southern Gulf Islands Economic Development Commission (SGIEDC) and the Chamber of Commerce in pursuing steady-state economic health.
4. Adopt recommended OCP and Land Use Bylaw amendments to provide an age friendly lens to planning policy and provide specific direction on relevant topics.



Photo by Elim Home

Acknowledgements

Well over 100 citizens contributed to the making of this plan. Those acknowledged here by name made unique or sustained contributions.

Elected Officials

- Derek Masselink, Trustee, North Pender Island Local Trust Committee
- Dianne Barber, Trustee, North Pender Island Local Trust Committee
- David Howe, Southern Gulf Islands Area Director, Capital Regional District

Islands Trust Staff

- Justine Starke, Island Planner

Key participants

- Andrea Mills, Community Support Worker, Pender Islands Health Centre
- Wendy MacDonald, Executive Director, Pender Islands Senior Housing Society
- Carolyne Cartwright-Owers, Community Care Coordinator, Island health
- Michael Symons, Chair, Pender Islands Recreation Commission
- Niall Parker, Board member, Moving Around Pender Society (MAPS)

Funding agency

- Senior's Housing and Support Initiative of the Union of British Columbia Municipalities (UBCM) and the BC Ministry of Health

Consultants

- James van Hemert, van Hemert & Co.
- Dr. Trevor Hancock

Actions Summary

The actions summary is organized by topic area, priority and recommended partners. Priority levels are immediate (within three months), high (within a year), Medium (one to three years) and ongoing.

Action	Priority	Partners
Outdoor spaces and buildings		
1. Amend Commercial & Industrial Development Permit Area guidelines of the Official Community Plan to address accessibility.	High Within one year	
2. Identify funding and take short term action to modify all government and non-profit buildings to be fully accessible for seniors and handicapped citizens.	Immediate Within three months	
3. In partnership Southern Gulf Islands Economic Development Commission (SGIEDC) and Pender Island chamber of commerce, educate local businesses on the need to make their facilities fully accessible to seniors and the handicapped.	Ongoing	SGIEDC and Pender Island Chamber of Commerce
4. Encourage the Pender Islands Parks & Recreation Commission (PIPRC) to formally adopt accessibility standards and to identify and prioritize projects that are fully accessible.	High Within one year	PIPRC
5. Explore the feasibility of developing an indoor and outdoor facility for exercise and recreation.	High Within one year	PIPRC
Mobility		
1. Formally adopt a road and infrastructure phasing plan using the MAPS Transportation Management Plan as a starting point.	High Within one year	MAPS
2. Support and facilitate a community supported on-island transit service operated by a locally controlled transit organization.	High Within one year	SGIEDC

Action	Priority	Partners
3. Support the Southern Gulf Islands Economic Development Commission's (SGIEDC) inter-island water taxi concept.	Ongoing	SGIEDC
4. Support and facilitate the development of alternative transportation routes (ATR) which are designed for use as walking pathways as well as for bicycles, strollers, wheel chairs and other non-motorized vehicles and possibly horses.	Ongoing	MAPS
5. Encourage Ministry of Transportation and infrastructure (MOTI) to review the road line painting program to ensure regular maintenance and addition of new lines where needed for safety reasons.	Ongoing	MOTI
6. Expropriate lands for rights of way in critical locations identified in the Moving Around Pender Society (MAPS) Transportation Management Plan to support alternative transportation routes.	Ongoing	MAPS, MOTI
Housing		
1. Revise the Land Use Bylaw to permit secondary suites in all single family zones, expand the number of zones that permit accessory units, reduce the minimum lot size for permitted accessory dwelling units, create a multi-family dwelling zone district, create or modify a zone district to permit medium density cluster small unit housing designed for older adults.	High Within one year	
2. Attract more support care workers to North Pender Island (enables people to remain in their homes longer).	Ongoing	Island Health, Pender Islands Health Centre
3. Support and encourage the Pender Islands Senior Housing Society to expand facilities at Plum Tree Court.	Ongoing	Pender Islands Senior Housing Society

Action	Priority	Partners
4. Invite the Capital Regional Housing Corporation (CRHC) to host a workshop which will introduce citizens and service providers with their wide range of potential supports for affordable housing such as best practices, educational support for housing policy, and partnerships to build facilities.	Immediate Within three months	CRD Regional Housing Corporation
5. Expand housing options by promoting co-housing, leasing bedrooms to young adults.	Ongoing	
6. Upon completion of the required zoning bylaw amendment, promote market based small unit clusters (sometimes referred to as patio homes) purpose built for seniors.	Ongoing	
Social participation		
1. Encourage older adults, particularly those who are socially isolated, to participate in mentoring young people in life skills such as cooking, canning, sewing, gardening, and basic carpentry. A mentoring program may be possible in partnership with the Pender Elementary School and the Royal Canadian Legion.	Ongoing	Pender Elementary School Royal Canadian Legion
2. Encourage the Pender Island Recreation Commission to develop an age based recreation plan that addresses the particular needs of older adults.	Medium One to three years	PIRC
Respect & Civic Participation		
1. Explore a Pender Island expansion of Connecting Generations, a program of the Gulf Islands School District operating at the Salt Spring High School, with United Way's Better at Home program.	Medium One to three years	Gulf Islands School District
2. The Local Trust Committee, Health Centre and senior's organizations promote awareness of the services of the BC Senior's Advocate office, which include addressing elder abuse.	Ongoing	Health Centre
Employment & Volunteer Opportunities		

Action	Priority	Partners
1. In partnership with the Southern Gulf Islands Economic Development Commission (SGIEDC) identify ways in which a senior population can participate in a steady state economy.	Ongoing	SGIEDC
Communication & Information		
1. Create a central age friendly website focused on the full suite of service information for older adults and seniors.	Medium One to three years	Health Centre
2. Set up a non-internet based, person to person communication system to communicate and disseminate information. For example, a one stop information centre at the health clinic.	Medium One to three years	Health Centre
Community Support & Health Services		
Community Support		
1. Secure reliable long term funding for a full time community support “career position.”	Ongoing	Health Centre
2. Attract more qualified and certified home support workers to live and work on the island.	Ongoing	Island Health
Health Services		
3. Secure respite and palliative care beds.	Medium One to three years	Island Health
4. Attract a general practitioner doctor to live and work on the island.	Ongoing	Island Health
5. Set up an integrated health care team such as the one set up by Island Health for the Town of Lake Cowichan which provides both public health and primary health care services.	Medium One to three years	Island Health Health Centre
Keeping the Plan Alive and Relevant		
1. Establish an inter-agency partnership task force to monitor progress and partnership relationships.	Immediate Within three months, ongoing	

Action	Priority	Partners
2. Formalize partnerships for active transportation initiatives with Ministry of Transportation and Infrastructure (MOTI) and Moving Around Pender Society (MAPS).	Immediate Within three months	MOTI, MAPS
3. Partner with Southern Gulf Islands Economic Development Commission (SGIEDC) and the Chamber of Commerce in pursuing steady-state economic health.	Ongoing	SGIEDC, MAPS
4. Adopt recommended OCP and Land Use Bylaw amendments to provide an age friendly lens to planning policy and provide specific direction on relevant topics.	Medium Within one year	

Recommended Bylaw Amendments

OFFICIAL COMMUNITY PLAN

Goals

1. Specifically reference age-friendly and inclusive as part of a “complete” community.
2. Reference “connected” and “accessible” in Goal 11.

Objectives

1. Residential objective 2: expand and clarify the full spectrum of housing options and that serving the needs of all residents include an older, aging population.
2. Add additional objectives:
 - a. Add policy on “aging in place” and recognize the importance of retrofitting existing homes.
 - b. To ensure inclusive neighbourhoods that meet the needs of the all residents, including seniors and those with special needs, within close proximity to shopping, personal and medical services, financial services and public transit.
 - c. To provide for a broad range of household types and income groups including seniors, and those with special needs.
 - d. Senior’s housing development is encouraged and may include, for example, independent living, assisted living, independent/supportive and residential care type facilities.
 - e. Special needs housing is encouraged in close proximity to, community services, shopping and community transit.
 - f. Recognize the need for affordable housing, particularly for special needs population such as the disabled and the elderly.

Policy recommendations

Housing

1. Specifically state “senior’s housing” in the affordable housing type list (Section 6.3.1 12).
2. Add “accessory dwelling units” in the list of housing types list (Section 6.3.1 2).
3. Policies should specifically state:
 - a. Permitting secondary suites and/or detached accessory dwellings in some zones
 - b. Zoning for increased densities on small lots or multi-family developments in ‘town’ centres or village nodes
 - c. Promoting mixed use developments (residential use in commercial zones)
 - d. Although not increasing density on the island overall was one of the frequent concerns raised in the responses to the Senior Housing Task Force Report, the only option is to increase density in some locations, and down-zone in other areas to ensure the overall density is maintained. This limitation may be a significant barrier to providing a broader range of housing types.
 - e. Affordable housing can be provided by the private, non-profit, cooperative, and public sectors separately or through partnership models.
 - f. Affordable housing includes a variety of tenure models including ownership, rental, co-housing, and cooperative.

Outdoor Spaces

1. Identify specific age friendly design elements desired for all public gathering places and parks.
2. Identify parks with specific desired age-friendly features that align with senior’s interests.

Buildings

1. A new subsection in the plan regarding buildings should express that all public buildings, including government owned facilities, should be retrofitted to universal accessibility standards. A target time line for completion is advisable. This effort will require partnerships with other governments, authorities, and agencies.
2. Building policy should also provide incentives for retrofitting existing commercial structures to universal accessibility standards.

Transportation

1. To maintain and develop a transportation network that provides safe and efficient movement for pedestrians, cyclists, transit users, automobiles, and freight.
2. Adopt “complete street” standards to ensure safe access for all transportation modes and for people of all capabilities. Complete streets are designed to ensure safe passage for cyclists, pedestrians and transit, in addition to automobiles.
3. Build a comprehensive network of safe pedestrian and bicycle facilities using government funds, grant funds and developer required improvements in accordance with applicable Bylaws.
4. Ensure safe access for all is provided in the design and modification of all streets, sidewalks and pathways.
5. In partnership with the Ministry of Transportation & Infrastructure, adopt a complete street standard within the Subdivision Bylaw and through selected references and preferences for such within the Master Municipal Construction Documents (MMCD).

Complete Communities

- ◆ Consider a policy section on aging in the same community that reflects a comprehensive and holistic set of policies and actions. An appropriate and inclusive term for this concept is “complete community.” This is defined as a community that “meet people’s needs for daily living throughout an entire lifetime by providing convenient access to an appropriate mix of jobs,

local services, a full range of housing and community infrastructure including affordable housing, schools, recreation and open space for their residents.”

LAND USE BYLAW (LUB)

1. Permit secondary suites in the following zone districts:
 - ◆ Rural Residential (RR) Zone;
 - ◆ Rural (2) Zone;
 - ◆ Rural Comprehensive One RC1) Zone;
 - ◆ Rural Comprehensive Two (RC2) Zone; and
 - ◆ Agricultural (AG) zone.
2. Permit accessory dwellings in the Rural Residential (RR) Zone. The form of dwelling could be a garden suite (also referred to as a “granny flat”), similar to the currently defined “cottage,” a dwelling with a maximum of 56 m2. which is already permitted in the Rural R , RC1, RC2 and AG zones.
 - a. Proposed definition of the accessory dwelling and standards:

“Garden Suite” refers to a single-unit independent suite in a free-standing, single-story accessory building located behind the primary single family residential dwelling.
 - b. Maximum size: limit to 40% of gross floor area of the single family dwelling or 60 square feet, whichever is less;
 - c. Minimum size: 30 square metres;
 - d. Maximum number of bedrooms: two; and
 - e. Access to exterior entrance with outdoor lighting
3. Update the bylaw to reflect uses permitted under the under the Community Care and Assisted Living Act.
4. Proposed new zone districts

Cluster Residential

Purpose:

To provide appropriately sized dwellings in a clustered pattern.

Commentary:

- ◆ More flexibility than current Special Needs Housing zone district and no restrictions on ability or need.
- ◆ Any age restrictions addressed separately via OCP policy and implementing instruments such as covenants or private society bylaws. Permit detached and semi-detached dwellings (2, 3, or 4 attached) in clustered arrangements.

Standards:

- ◆ Maximum density of 0.1 ha per dwelling unit (with community sewer and water).
- ◆ Min. lot size of 0.1 ha.
- ◆ No secondary suites or accessory dwellings permitted.

Multi-family Residential

Purpose:

To provide multi-family residential housing options.

Standards:

- ◆ Permit semi-detached, duplex, triplex, townhouse, apartment style dwellings.
- ◆ Max. density of 20 units per hectare.
- ◆ Min. parcel/development size of 2 ha.
- ◆ Min. lot size of 0.1 ha.
- ◆ No secondary suites or accessory dwellings permitted.

Briefing Note for October 26, 2015

Meeting of the Pender Island Age Friendly Plan from The Pender Island Seniors Housing Society (Plum Tree Court)

Since work started on the North Pender Age Friendly Plan several matters have emerged that our community partners should be aware of and overtime may wish to work with us on.

The first is Plum Tree Court's **End of Operating Agreement (EOA)** which will happen on February 28, 2023.

Our initial analysis clearly indicates that with our current size - 6 units, current tenant mix of healthy long term low income people (4-14 years) and rent currently covering 44% of our operating cost, we will not remain solvent for long. Clearly change during the next eight years is imperative.

PISHS has initiated action on a number of fronts that it hopes will result in change that is appropriate for the needs of our island. We will need the support and co-operation of our community partners to succeed.

The second matter is that Plum Tree Court has salt water incursion into the well currently being used to provide water to residents. A recent analysis showed it at three times acceptable levels. BC Housing has now approved funding for us to bring a second well back on stream by installing the needed treatment equipment to make it safe as it has elevated lead levels. While we may be on our way to resolving this problem, it is possible that during the transition we may need access to clean drinking water for our tenants. It also indicates that mapping of and planning for use of our islands aquifers has become crucial.