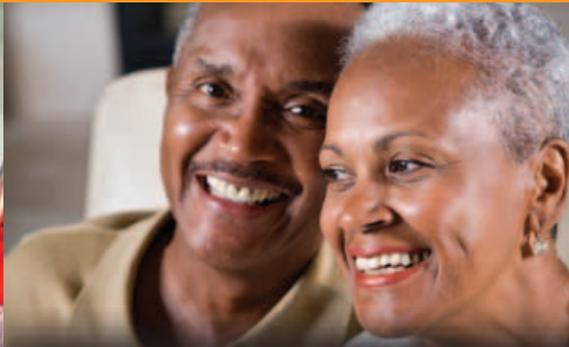


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Building Age-Friendly Communities

A Guide for Local Action



April 2012



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WORKING TO BUILD A MORE AGE-FRIENDLY ALBERTA

Alberta, along with most developed nations, has an aging population.

On average, our society is expected to grow older over time. For example, in the next 10 years the number of seniors (i.e. those aged 65 and older) will increase by more than 50 per cent¹. This will have consequences for all sectors of society and for every generation. It will affect the way we build infrastructure, the way we get around, and even the way we shop for goods and services.

In acknowledgement of this demographic shift, the Government of Alberta developed the *Aging Population Policy Framework*. It describes how the government will work with individuals and families, municipalities, the nonprofit and private sectors, and communities to ensure our province is ready to meet the changing needs of an aging population. Facilitating age-friendly communities is a key direction of the Framework.

Age-friendliness is all about community. Each Alberta community is unique, with distinct objectives, priorities and circumstances. As a result, each community needs to take its own path in becoming age-friendly.

People are the heart and soul of our communities. Everyone has important and valuable contributions to making our communities better places to live, work, raise families and grow older. So it's important that all Albertans, regardless of their circumstances, have the ability to participate in our communities as full and meaningful members.

We can help achieve these goals by working to make our communities as age-friendly as possible.

The Government of Alberta has developed three resources to help communities lead actions to become age-friendly:

1. A Guide for Local Action
2. Accompanying Materials
3. Creating an Age-Friendly Business

¹ Source: Statistics Canada, *Population Projections for Canada, Provinces and Territories 2010 – 2036*. (Alberta Medium-Growth Scenario 3)

The resources draw on experiences, recommendations and material from others involved in age-friendly initiatives, including the:

- World Health Organization (WHO);
- Canadian Federal/Provincial/Territorial Ministers Responsible for Seniors' Rural and Remote Communities project;
- Public Health Agency of Canada (PHAC);
- British Columbia Ministry of Health, Seniors' Healthy Living Secretariat; and
- Manitoba Seniors & Healthy Aging Secretariat.

You are reading this guide likely because you are a champion of age-friendliness in your community. Whether you are a municipal official, a business owner, a member of the non-profit and voluntary sector, or a citizen with a keen interest in your community, **you have an important role to play in helping lead the effort toward age-friendliness in your community.**

This guide will offer background on the age-friendly communities movement, and provide a step-by-step approach you can use to help mobilize your community to become more age-friendly.



THE BENEFITS OF AN AGE-FRIENDLY COMMUNITY

What do we mean by “age-friendly”?

Consider all the different elements that make up your community: residential neighbourhoods, roads and sidewalks, municipal services, parks and recreational facilities, workplaces, shopping malls and corner stores, pharmacies and doctor’s offices, schools and hospitals...and everything in-between.

If you’re an adult who is in good health, has full mobility and can drive, then you may not have trouble accessing the different parts of your community. In general, you can get around easily and can participate in community life as fully as you wish.

However, there are likely a number of people in your community who are in different circumstances. Some residents may have disabilities. Some may have chronic health conditions. Some seniors may be living with reduced mobility, reduced vision or other conditions that come with older age.

It may be challenging for these community members to get to medical appointments, to get groceries, and even attend social engagements, especially in the winter.

An age-friendly community is one where all individuals can be full and meaningful participants in their community.

The WHO has led the global age-friendly movement. According to the WHO, an age-friendly community is one where policies, services, settings and structures support and enable people to age actively by:

- recognizing the wide range of capacities and resources among older persons;
- anticipating and responding flexibly to aging-related needs and preferences;
- respecting decisions and lifestyle choices;
- protecting those who are most vulnerable; and
- promoting inclusion and contribution in all areas of community life.

Why is it important?

The number of older Albertans will steadily increase in the years ahead, especially as members of the baby boomer generation grow older. For example, between 2012 and 2022, the proportion of seniors (those aged 65 and older) will increase from 11 per cent to over 15 per cent of our total population².

Older Albertans span more than two generations. They have a wide spectrum of skills, abilities, support systems, living arrangements, levels of education, health and wealth – all influenced by their unique experiences, lifestyles and circumstances.

Albertans are also living longer. This is great news, but is not without challenges. Our population is generally healthy, but there are growing numbers of people living with chronic health and mobility conditions. In fact, roughly one in seven Albertans lives with a disability³.

An older and more diverse population will have consequences for our communities — everything from how we design homes and neighbourhoods, to how we manage and staff businesses, to the programs and services we will need to provide. Having an age-friendly community enables more residents to participate more fully in the community.

What are the benefits of Age-Friendly Communities?

There are many benefits to becoming an age-friendly community, including:

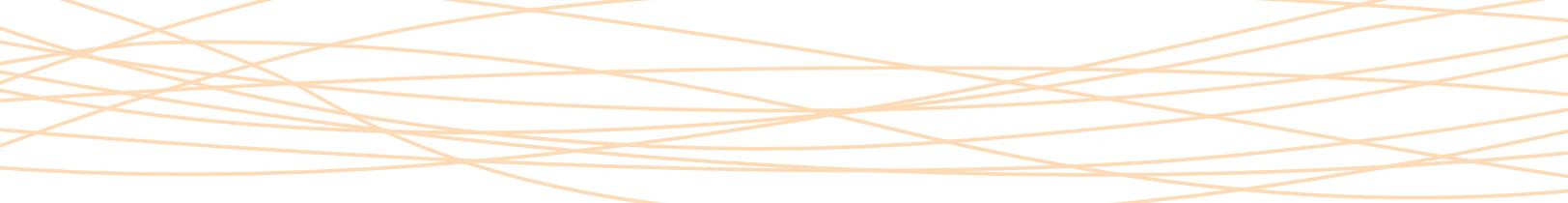
- **Healthier residents** – Practicing age-friendliness is one of the most effective ways to promote healthy and active aging. People in age-friendly communities are supported in maintaining their independence and preventing illness and injury, and have access to the community supports and services they require.
- **Stronger community connections** – In an age-friendly community, residents are able and encouraged to actively participate in the community. This includes participating in the workforce, recreational opportunities, social activities and volunteer opportunities. People of all ages, backgrounds and circumstances can interact, share experiences and contribute.

² Source: Statistics Canada, *Population Projections for Canada, Provinces and Territories 2010 – 2036* (Alberta Medium-Growth Scenario 3)

³ Source: Statistics Canada, *Participation and Activity Limitation Survey 2006*

- **More optimal use of public resources** – Designing and delivering public services in age-friendly ways can lead to improved use of tax dollars. Age-friendly public facilities and infrastructure (such as buildings and parks) can be used by more citizens. Services become more accessible to residents and have a greater impact. All this helps communities get more value from their public resources.
- **Greater opportunities for business** – Having an age-friendly business creates additional opportunities for business owners and operators. Age-friendly businesses are more accessible and feel more welcoming to a greater range of community members. If people have a comfortable and respectful experience shopping for goods or receiving services, they are more likely to frequent the business and recommend it to others. Age-friendly businesses are also more attractive places to work for mature workers, and persons with disabilities offering another source of labour for employers facing a tight labour market.
- **Enhanced citizenship** – Pursuing age-friendliness leads to a community that recognizes, appreciates and values the contributions made by different members of the community and engages them in all aspects of community life.





KEY ELEMENTS OF BECOMING AGE-FRIENDLY

The concept of age-friendly communities has been around for a number of years. Several communities in Canada and around the world have undertaken efforts to become age-friendly. Their experiences offer some helpful lessons for undertaking age-friendly initiatives in your community.

Communities that are experiencing success in pursuing age-friendliness share many of the following common elements:

- **Strong local partnerships.** Making a community age-friendly can't be accomplished by any one organization. It takes a variety of partners from across the community – including private sector businesses, nonprofit organizations, and public agencies. Communities have realized success when they have formed strong local partnerships with stakeholders in the community, often in the form of a steering committee. Key partners have usually included seniors and persons with disabilities, as they can provide valuable perspectives on accessibility, mobility and social isolation challenges.
- **Support from local government.** Communities have found it very helpful to have the support of their local governments. Local governments offer a powerful gateway to the community, and can be invaluable in bringing diverse stakeholders together. Local governments also have responsibility for a number of aspects of the community – including many public facilities, roads and sidewalks, and business licensing. Many successful communities have asked their local government to pass a formal resolution endorsing the age-friendly initiative, and to take actions to advance age-friendliness in their communities.
- **Champions in the community.** Age-friendly initiatives realize better success when there are individuals, organizations, businesses and employers in the community who champion the efforts. These individuals and groups have a passion for age-friendliness and promote the vision of an age-friendly community as a worthwhile and achievable goal. Having champions from a variety of backgrounds helps build momentum and support throughout your community, raising the likelihood of success.

- **Dedicated resources.** Communities have been more successful when they have appointed a dedicated individual to work on and coordinate the initiative. This way, the age-friendly initiative remains a high priority and retains the profile needed. Often, but not always, the dedicated individual is an employee of the local government.
- **Early success to build upon.** One approach used by many communities is to identify and act on opportunities for early successes that don't require a lot of resources. Achieving these "quick wins" builds confidence. It demonstrates that age-friendliness is achievable and valuable, and establishes a solid foundation on which the community can take bigger actions.
- **Good relationships with local media.** Cultivating relationships with media has helped many communities realize greater success. Local media coverage can help raise awareness about age-friendliness, and can help build public support and engagement by providing coverage of success stories and ongoing work.

■ **Strategic use of provincial support.**

Communities that realized success made strategic use of the resources available to them by their provincial government. Utilization of a provincial advisor was particularly helpful. These advisors were able to provide guidance; assist the community in identifying and forming strategic partnerships; and act as catalysts for community action.

It Takes a Whole Community

As you embark on an age-friendly initiative, consider engaging the following key partners in your community:

- Chamber of Commerce
- Stores and businesses
- Banks and financial institutions
- Family and Community Support Services (FCSS)
- Organizations that support people with disabilities
- Municipal government
- Community centres
- Senior centres
- Volunteer organizations
- Health organizations
- Local school district
- Agriculture society

WHAT TO DO

The following section provides a step-by-step approach for undertaking an age-friendly initiative in your community.

These steps are meant to serve as a helpful guide that can be adapted based on your local conditions and local priorities.

Depending on your starting point, it may be worthwhile to place more emphasis on certain steps than others. For example, your community might already have a committee in place that's ready to lead an age-friendly initiative. If so, you may not need to spend much time and effort on Step One.

Remember, each and every community is unique, with different circumstances and priorities. So use this guide and the accompanying resources in whatever ways are most helpful for your community.

STEP ONE: Establish an Age-Friendly Committee

A project of this nature requires leadership, direction and commitment – a group of people who are committed to planning, coordination, and seeing the project through. **Establishing an Age-Friendly Committee** will provide you with the organizational structure required to pursue age-friendliness in your community.

An Age-Friendly Committee can serve many purposes, including:

- promoting collaboration and encouraging involvement among stakeholders;
- providing a forum for ideas and innovative solutions for becoming more age-friendly;
- developing a holistic and coordinated approach among local government, citizens, service providers, community organizations, and businesses; and
- raising public awareness and interest in building a more age-friendly community.

Suggestions for establishing a committee:

- Have the committee led or developed by your local government. Your local government may be able to provide meeting space or other resources to support the committee, which can support greater credibility when engaging outside partners.

- You may not need to create a new committee. There may be an existing committee whose mandate aligns with the age-friendly initiative.
- An alternative is to have a local business or local non-government organization spearhead and support the committee.
- What's most important is that the committee engages a wide spectrum of stakeholders and citizens, and that everyone involved is committed to the cause.
- Develop a Terms of Reference to guide the Committee's work. A sample "Age-Friendly Committee Terms of Reference" is provided in the Accompanying Materials. You can adapt this for your committee's needs.
- Make sure a diverse range of individuals are engaged. This should include:
 - Seniors. Remember that seniors are diverse, with an age range that spans decades. Include seniors of different backgrounds, genders, cultures and abilities. Include older seniors who can provide first-hand perspectives on aging, and younger seniors who will have insights into the challenges they are facing or expect to face.
 - Individuals with disabilities. Residents with disabilities offer unique views and perspectives, including ideas and advice on how to enhance accessibility and mobility as well as social participation and inclusion.
 - Elected officials and local government staff. These people can drive change and influence local government, which is responsible for many aspects of community, such as land-use planning, roads and sidewalks, and parks and recreational facilities.
 - Other community members. This can include people from the business, health, social supports, transportation, education, and non-profit/volunteer sectors as well as private citizens. Age-friendliness is about a community that helps everyone participate. Consider engaging expecting mothers, families with infants and young children, single parents, youth, single adults and other members of the community.
- Form your committee with longevity in mind. It's important the committee is in place for a long enough period of time to see the initiative through. Remember that age-friendliness doesn't happen overnight. It will be a long-term initiative.

STEP TWO: Have a resolution passed by your local government

An excellent way of formalizing your community's commitment to becoming more age-friendly is to **have a resolution passed by your local government**, signalling your community's support for the age-friendly initiative.

A resolution offers more than symbolic importance. Local government is responsible for many aspects of community life. These include: the design and construction of roads, sidewalks and other public infrastructure; parks and recreation facilities; and local bylaws. If your local government commits to becoming more age-friendly, it can have a powerful impact on these aspects.

A resolution will also help your community's age-friendly initiative gain formal recognition. This can be persuasive in engaging stakeholders and encouraging members of the community to take sustained actions in becoming more age-friendly.

Your local government likely has a specified process for residents to initiate a resolution. A sample "Age-Friendly Resolution" is provided in the Accompanying Materials. You may need to adapt this tool so that it works for your community.

Suggestions for getting a resolution passed:

- Talk to your local government when starting the process. You'll need to familiarize yourself with the procedures and rules for introducing a resolution. There might be a special format you need to use, or special notice requirements. Be sure to ask for an upcoming meeting schedule, and what kinds of support materials might be required.
- When you contact someone in the local government, talk to them about the benefits of age-friendly communities. You may find these officials are very supportive and may be willing to help you craft and introduce the resolution.
- Do some research. Read through municipal land-use plans, sustainability plans, strategic plans or financial documents. Look for opportunities to align your age-friendly resolution with the strategies and priorities in these documents; some of them might mention key aspects of age-friendly communities.
- Rally support in the community. It helps to have a number of people in the community who are willing to support the resolution. Start with your local elected councillors. Consider contacting well-known local business people, community leaders and other influential community residents. Talk

to them about the benefits of becoming a more age-friendly community and your efforts to introduce a resolution. Ask for their support and to help spread the word. They might even be willing to participate on the Age-Friendly Committee.

- Get your facts together and prepare for the vote. You might be required to attend a local council meeting to introduce the resolution and speak in support of it. Focus your message on why becoming age-friendly has benefits to the community. Also, draw on your earlier research and “connect the dots” between age-friendliness and the priorities listed in municipal plans and strategies. Remember to ask supporters to attend the meeting. There’s strength in numbers.
- If you aren’t successful, find out why the resolution wasn’t approved. Then revise your presentation and approach, and try again.



STEP THREE: Conduct an age-friendly assessment of your community

Once you have an Age-Friendly Committee in place, you can turn your attention to the business of making your community more age-friendly. The point of the assessment is to determine where your community stands today in terms of age-friendliness, and how it can improve.

A crucial step is to **conduct an age-friendly assessment** of your community. This exercise will provide an important starting point. The assessment will help:

- identify and celebrate existing age-friendly features and assets in your community;
- identify the organizations and sectors of your community that are champions in age-friendliness;
- determine where your community has opportunities to be more age-friendly;
- identify barriers to age-friendliness in your community; and
- engage members of the community.

For your assessment, you'll need to gather information. This is where the diverse membership of your Age-Friendly Committee can provide valuable input. Members of the committee can share their views and perspectives on your community's age-friendliness and opportunities for it to be enhanced.

In addition, committee members each have unique networks. These networks can be used to tap into different parts of the community, and to engage a diverse range of stakeholders who can inform the assessment.

The following approach can help you conduct an age-friendly assessment:

- 1. Develop a community profile.** To set the stage for the assessment, prepare a profile of your community. Remember, each community is unique. So it's important that your age-friendly assessment is conducted in the context of your community's unique geographic, demographic, social and economic characteristics.

The profile doesn't have to be long, but should provide sufficient context to understand local age-friendly issues. Consider including:

- location and size of your community;

- population figures, including the proportion of older persons, persons with disabilities and the number of young families;
- statistics on your community's demographic and economic makeup;
- an overview of transportation services available in the community; and
- housing statistics, including ownership rates, dwelling types, etc.

For data to help develop your community profile, you can visit:

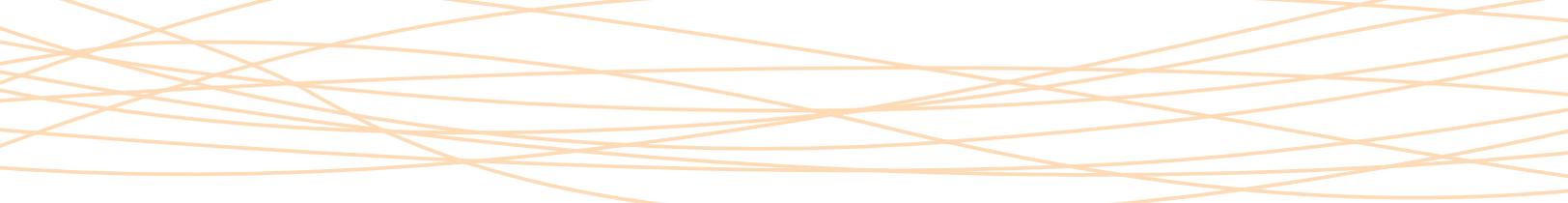
- Statistics Canada (www.statcan.gc.ca/start-debut-eng.html);
- Alberta Demography: Demographic Data and Analysis. This site includes Alberta Population Projections 2011-2050 by Census Division. (www.finance.alberta.ca/aboutalberta/demographics.html)
- Government of Alberta Office of Statistics and Information. This site includes an Alberta perspective on population, the labour force, educational levels, water quality, environment and much more. (osi.alberta.ca); and
- Profiles of Municipalities kept by the Government of Alberta (www.municipalaffairs.alberta.ca/mc_municipal_profiles.cfm).

2. **Undertake a consultation process.** As part of your assessment, you will want to engage members of your community to help you identify barriers to age-friendliness in your community and to determine where your community has opportunities to be more age-friendly. The people living and working in your community can speak first hand to age-friendliness.

Consultation Mechanisms

Using some kind of consultation process will enable you to solicit views and perspectives from people in the community. There are numerous consultation mechanisms you can use, such as:

- surveys;
- focus groups;
- meetings with various stakeholders; and/or
- community chats or community cafés.



The kind of consultation process you choose will depend on the resources your initiative has available and how extensive your Age-Friendly Committee wants the consultation to be. You may find it useful to engage your local provincial advisor for advice, or to engage the services of a third party consultant with experience in conducting community consultations.

Whatever process you use, it should include a means of recording views and perspectives, whether through written questionnaires, note takers, flipcharts, or audio recordings, to ensure you gather sufficient information to complete a useful and meaningful age-friendly assessment.

Engaging Community Members

Ideally your process should engage:

- a diverse range of residents of various ages, genders, cultures and backgrounds;
- key stakeholders in the community, including seniors' organizations, disability-related organizations, and service providers that work with these groups, such as the health sector;
- employers and other representatives from the business community;
- non-profit and voluntary organizations that are involved in community services; and
- local government departments that have responsibilities for planning, transportation, and public facilities.

Questions to Ask

The questions you ask in your consultation will be different, depending on the process you use and the unique circumstances in your community. You may find you want to focus on certain issues more than others. In general, however, you want to gather information in three main areas:

- How age-friendly is your community right now?
- In what ways could your community improve its age-friendliness?
- What should be the key priorities?

An “Age-Friendly Checklist” is provided in the Accompanying Materials. You may wish to refer to this checklist when developing your consultation questions, since the checklist provides a frame for your age-friendly assessment.

A set of “Sample Consultation Questions” is also included in the Accompanying Materials. You can use and adapt these questions to meet the needs of the consultation process being used in your community.

3. **Complete the assessment.** Using the information gathered through the consultation process, prepare your age-friendly assessment. The form your assessment takes is up to your community. Here are some things your age-friendly assessment could include:
 - an inventory of the services, programs and initiatives that already exist in the community;
 - consideration of how existing assets can be expanded and modified;
 - identification of opportunities for improving age-friendliness in the community; and
 - a baseline for measuring progress and setting priorities for action.

In completing your age-friendly assessment, refer to the “Age-Friendly Checklist” in the Accompanying Materials. This checklist outlines a number of issues and elements to consider regarding different aspects of the community, such as transportation and housing.

4. **Publish the assessment and share the results far and wide.** Once your age-friendly assessment is complete, be sure to present the findings. The results will help raise public awareness about your community’s age-friendly strengths and the ways it can improve, and may help to mobilize additional support.

If your Age-Friendly Committee has been structured as a committee of your local government, it may have a mandate to report to your local municipal council. If this is the case, be sure to present the assessment findings to leaders in your local government.

Publishing the results also provides opportunities to review resource constraints; identify potential partnerships; and gain endorsement from businesses and community organizations.

STEP FOUR: Develop and implement an action plan

With the age-friendly assessment complete, your community will now have a better understanding of its age-friendly strengths, assets, and opportunities for improvement.

Using the assessment results, your community can now **develop and implement an action plan** for making the community more age-friendly. An action plan will serve several purposes, including:

- determining specific, tangible actions that can be taken to become more age-friendly;
- setting “high priority” actions, as well as short and medium term actions; and
- giving community members the opportunity to become age-friendly leaders.

Development of the action plan should be a collaborative effort, involving your Age-Friendly Committee and key community stakeholders. You may find it useful to reconnect with stakeholders who were engaged in your consultation process (see Step Three). These stakeholders will probably be interested in helping turn good ideas into tangible actions.

Here are some things to consider in developing the action plan:

- Make the actions specific and clear. If an action is drafted too generally or vaguely, there is a risk that it will fall by the wayside for lack of clarity. Crafting specific actions will give you the ability to determine whether or not the action has been implemented successfully.

Example:

Increase the number of disabled parking spots at municipal facilities.

- Have community members take ownership of the actions. Each action in your action plan should be the responsibility of an individual or organization who is committed to leading implementation. Sharing ownership helps ensure that things get done. It also enables the whole community to be part of the challenge.

Example:

Hold workshops for mature drivers.

(Lead: Alberta Motor Association)

- Identify potential early successes that can begin immediately. As you develop your action plan, consider what actions can be taken quickly and easily. Acting on these items establishes early momentum and gets everyone energized.
- Don't worry about size. Actions that seem small can be just as important as actions that are large undertakings. If an action helps make the community more age-friendly, it's a worthwhile action. A number of little actions can add up to make a noticeable difference in the community!
- Identify short, medium and longer-term priorities. While some actions will be relatively straight-forward, others may require a more coordinated effort. Age-friendliness takes time and you won't be able to do everything all at once. It's important that your community sets some priorities. Be realistic about how quickly things can be accomplished, and designate actions accordingly.

Example:

Implement a practice of removing snow from around seniors' centres within 3 hours of a significant snowfall.

(Lead: Town of Hinton – Infrastructure Services)

(Priority: Immediate)

- Identify opportunities for partnership. There will be some actions that can be undertaken by a single organization, while others will require collaboration and partnership among several groups. Developing the action plan presents a great opportunity for community members to identify opportunities for partnership.

Example:

Provide opportunities for employers to share best practices in hiring and retaining older workers, through partnership with local business associations and the local Chamber of Commerce.

(Lead: ABC Company)

(Priority: Ongoing)

- Consider incorporating evaluation measurements. At some point, your community's Age-Friendly Committee will undoubtedly want to know how implementation of the action plan is proceeding. Is the community realizing its goals? Is it becoming more age-friendly? You can plan for assessing progress by building targets and measures into the action plan. This will make it easier to evaluate success down the road, and enable your community to adjust plans accordingly. For help with this, speak with your local provincial advisor.

Example:

Increase the number of disabled parking spots at municipal facilities.

(Lead: Town of Cochrane)

(Priority: Short-Term)

(Target: Handicapped spaces increased by at least 25%.)

As your community implements the action plan, you may find it useful to regularly report on progress. Setting up periodic reports to the Age-Friendly Committee will help keep everyone accountable to each other and to the overall effort. Regular reporting to the public will also help things stay on track and ensure community residents remain informed and supportive.

There are a number of approaches you can consider for reporting progress to the general public, such as:

- including information in municipal newsletters;
- placing information on the municipal government website;
- creating a Facebook page about your age-friendly communities initiative, and placing regular updates on that page;
- using a Twitter account to send updates to local residents; and/or
- issuing a news release when a notable or significant action is successfully implemented.

AGE-FRIENDLY ALBERTA RECOGNITION PROGRAM

The Age-Friendly Alberta Recognition Program is designed to recognize and reward success, and encourage and motivate communities to take action towards becoming age-friendly.

With recognition for your community's commitment to becoming an Age-Friendly Community, your community will receive the following:

- Written acknowledgement;
- A one-page action summary about the community on Alberta's Age-Friendly Communities webpage;
- Promotion of the community's activities in an Age-Friendly newsletter;
- National and international recognition for its commitment to becoming an Age-Friendly community;
- Entry into the WHO Global Network of Age-Friendly Cities© through PHAC's national affiliation with the WHO;
- Access to best practices, support and training, and a link to international age-friendly communities; and
- An award of \$1,000 to support the development of a sign or plaque for display in the community or a celebration of the community's success.

To be recognized for striving to become an Age-Friendly Community in Alberta, communities must take the following steps. These steps have been adapted from the Pan-Canadian Age-Friendly Communities Milestones, developed jointly with PHAC as part of the Pan-Canadian Age-Friendly Communities Recognition Initiative.

1. Establish an advisory committee that includes the active engagement of older adults.
2. Secure a local municipal council resolution to actively support, promote and work towards becoming age-friendly.
3. Establish a robust and concrete plan of action that responds to the needs identified by older adults in the community.
4. Demonstrate commitment to action by publicly posting the action plan.

The step-by-step approach outlined in this guide covers each of these areas. It will help you navigate through the process of achieving these milestones. A sample “Age-Friendly Alberta Recognition Application Form” is provided in the Accompanying Materials.

For more information about the Age-Friendly Alberta Recognition Program visit www.health.alberta.ca



RESOURCES AND INFORMATION

As your community undertakes work towards becoming more age-friendly, you may find it useful to access the following resources and information.

Age-Friendly Alberta Advisors

Government of Alberta advisors are available to provide guidance; assist your community in identifying and forming strategic partnerships; and act as catalysts for mobilizing your community.

Visit www.health.alberta.ca for a list of advisors. This site also provides background information on the Age-Friendly Movement, as well as tools, resources, and best practices.

Culture and Community Services

Culture and Community Services' Community Development Unit provides customized services that enhance the capacity of community leaders, organizations, communities and networks to achieve their goals, address community issues, and make a positive contribution to the lives of Albertans.

The Community Development staff provide facilitation and skill development in areas such as community and strategic planning; organization and board development; building community collaboration and partnerships; and public/stakeholder consultation.

For more information, please contact the Head Office, or the Regional Manager in your area:

Head Office: 780-427-2522

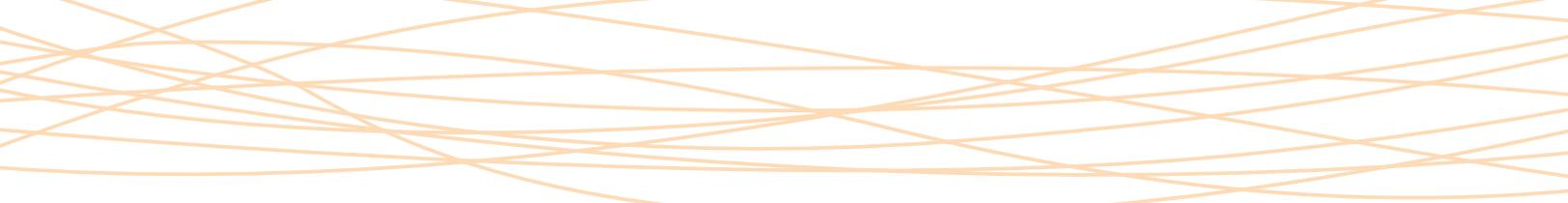
South Region: 403-932-2970

Central Region: 780-963-2281

North Region: 780-963-2281

Dial 310-000 for toll free access

Website: www.culture.alberta.ca/communitydevelopment



Volunteer Centres

Volunteer Centres play a strategic and vital role in local communities. They are a source of leadership on local trends and issues affecting volunteerism and offer access to local training opportunities. The support provided by Volunteer Centres enhances the capacity of all types of nonprofit/voluntary sector organizations and helps them to achieve their missions, better serving the needs of Albertans.

There are currently 28 Volunteer Centres in Alberta, each providing a unique mix of programs and services to support local nonprofit/voluntary organizations. Volunteer Centres can be an invaluable resource to citizens wanting to volunteer or participate in their communities.

A full list of volunteer centres in Alberta can be found the following link:

volunteeralberta.ab.ca/networks/volunteer-centres-2



Contact Information

For additional copies contact:

Alberta Supports Contact Centre
Phone: 1-877-644-9992

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