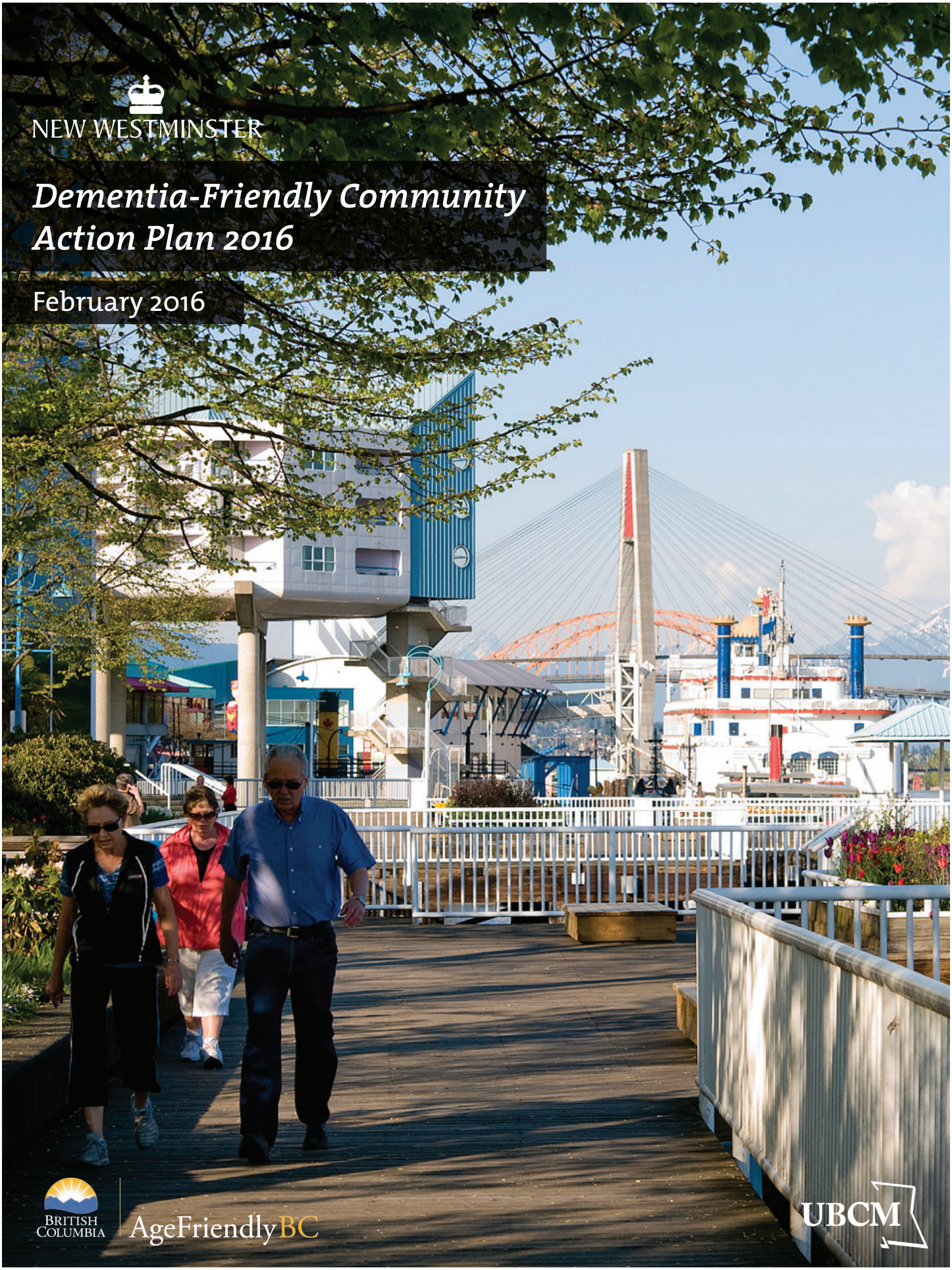

NEW WESTMINSTER
Dementia-Friendly Community Action Plan 2016
February 2016
BRITISH COLUMBIA
AgeFriendlyBC
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Acknowledgements

The Dementia-Friendly Community Action Plan would not have been possible without the leadership and commitment of New Westminster City Council, who unanimously endorsed the grant application in support of the plan; participated in Dementia-Friends trainings and in the process became the first Dementia-Friendly Council in British Columbia; and attended the Dementia-Friendly Community Conversation.

The plan would also not have been possible without the involvement and work of the project working group, who met on nine occasions and dedicated countless hours in support of the literature review, the survey, the two events, and plan development.

Project Working Group Members:

- Gwilym Davies, Community Member
- Pat Dunnett, Community Member
- Fabio Feldman, Fraser Health Authority
- Tristan Johnson, Planning Division, City of New Westminster
- Mariam Larson, Project Coordinator
- Rebecca Morris, Alzheimer Society of B.C.
- Annette Oakes, Community Member
- Maria Przydatek, Alzheimer Society of B.C.
- Antonia Reynolds, Engineering, City of New Westminster
- Shelly Schnee, Parks, Culture and Recreation, City of New Westminster
- Patricia Smith, Community Member
- John Stark, Planning Division, City of New Westminster
- Wolf Strecko, Community Member

In addition to those cited above, the plan owes a debt of gratitude to the many people with dementia and their caregivers and family members who completed the survey or attended one of the events. Their voices carried much weight and their ideas and suggestions shaped the plan and added to its relevance. It is hoped that the plan will help to facilitate independence and an enhanced quality of life for those who gave of their time so willingly.

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Executive Summary

The City of New Westminster (City), with funding support from the Province of British Columbia and in partnership with the Alzheimer Society of B.C. and the Fraser Health Authority, developed this Dementia-Friendly Community Action Plan.

The action plan is in response to the increasing incidence of dementia in society and New Westminster City Council's interest and commitment to becoming more dementia-friendly. In fact, City Council became the first Dementia-Friendly Council in British Columbia after they and Senior Management participated in Dementia-Friends training.

The City has an important role to play in facilitating independence and contributing to the quality of life for people with dementia through infrastructure investments, parks and public spaces, programming and services, and signage, as well as its ability to influence or inform the built environment, including private development.

While the action plan is primarily focused on City actions, it should be recognized that the senior levels of government also have an important role to play, as there is a need to provide adequate levels of home support, affordable and appropriate housing, and respite care. There is also a need for adequate and affordable residential care options when community living is no longer desirable or possible.

The action plan will be implemented over a three-year period and will involve all City Departments, with the City's Senior Social Planner being responsible for coordinating its implementation. It is recognized that the plan will evolve and change to reflect unforeseen opportunities and challenges.

When implemented, the plan will assist the City in realizing the shared vision which emerged as a result of the consultation process: ***People in New Westminster who live with dementia and their caregivers are safe, supported, connected and valued.*** In addition to benefitting people with dementia and their caregivers now and in the future, the plan demonstrates the leadership of the City in this important area and can act as a model and template for other municipalities in British Columbia and elsewhere.

1. Introduction



1.1 Overview

In New Westminster, it is estimated that 940 people have dementia, with about half living in the community. This number is projected to almost double to 1,830 by 2034.

Dementia is an overall term for progressive deterioration of cognitive abilities, including memory, judgment, motor coordination, perception and verbal ability. Dementia is not a normal part of aging. It is also not a specific disease – as many different diseases can cause dementia. The most common is Alzheimer's disease, followed by vascular dementia which is usually due to strokes.

Community refers to the physical and social environment where people live, play, shop and work. It is where they engage in activities and events that provide them with a sense of belonging, purpose and safety. Community can mean a city or neighbourhood, as well as groups of people who share common activities, beliefs or interests.

The onset of dementia has considerable implications for a person's daily life and engagement. Cognitive impairment and dementia are consistently rated among the top three health concerns for older adults. About half of those with dementia live in the community, where they strive to maintain their independence and quality of life for as long as possible.

As such, dementia impacts individuals, families and communities. The stigma and progression of dementia, as well as the presence of physical and social barriers, can make daily life and ordinary routines more difficult. This can lead to withdrawal from familiar places and people, resulting in isolation, inactivity, decreased independence and reduced quality of life. For example:

- complicated building designs, excessive signage and loss of landmarks due to new development can increase confusion and disorientation;
- people may not know how to effectively communicate or work with someone with dementia;
- program policies or event formats may not provide enough clarity or support for participation.

People with dementia say that the areas that make the most difference in their lives are the:

- built or physical environment;
- civic facilities;
- community, social and support services;
- local groups;
- social networks (Creating a Dementia-Friendly York, 2012)



1.2 Dementia-Friendly Community Concept

The dementia-friendly community concept is relatively new.

A dementia-friendly community focuses on the inclusion of people with dementia and on stigma reduction (Alzheimer Society of B.C., 2015). It takes an "asset-based" approach – building on what people living with dementia can do and the contributions they can make – as opposed to a "deficit model" which emphasizes the activities they cannot do (Creating a Dementia-Friendly York, 2012).

A dementia-friendly community is defined by both its physical and social characteristics. Physical characteristics include accessible public bathrooms, clear and legible signage, distinctive structures and landmarks for orientation and way-finding, and welcoming and inclusive civic facilities, open spaces and parks. Social characteristics include recognizing that people with dementia are more than their diagnosis and that dementia can affect a person's cognition, behaviour, emotions and physical capabilities (Alzheimer Society of B.C., 2015).

Municipalities can use four 'cornerstones' to assess their dementia-friendliness:

- ***People:*** How do caregivers, family members, friends, neighbours, health care professionals, social service workers and the wider community respond to and support people with dementia?
- ***Place:*** How do housing, neighbourhood physical environments and transport systems support people with dementia?
- ***Resources:*** Are there sufficient facilities and services for people with dementia and are they appropriate to their needs and supportive of their capabilities? How well can people with dementia access civic, community and social resources?
- ***Supports:*** Do those who support people with dementia communicate, collaborate and plan together sufficiently well to provide the best support and do they use people's own 'assets' well? (Creating a Dementia-Friendly York, 2012).

Municipalities can make a significant difference through policy and bylaw changes, development review functions, education and training initiatives, infrastructure investments, and programming and service delivery enhancements, which all play an important role in facilitating independence and contributing to quality of life for people with dementia.

Municipal leaders and staff can work to:

- be inclusive of people with dementia;
- eliminate the stigma and address misinformation associated with dementia;
- provide patient, respectful and responsive customer service;
- reduce barriers to engaging in civic and community activities;
- support understanding in the business community and professional sector;
- use a dementia-friendly lens to inform the design of built environment features such as buildings, public spaces and signage.



1.3 Benefits of a Dementia-Friendly Community

A dementia-friendly community exhibits a high level of public awareness and understanding so that people with dementia and their caregivers and family members are encouraged to seek help and are supported in the community.

Becoming a dementia-friendly community offers the potential to reduce injury and isolation. "For example, everyone benefits when community members can recognize and respond appropriately when a person with dementia is experiencing disorientation or wandering" (Alzheimer Society of B.C., 2015).

In a dementia-friendly community, people with dementia maintain their social networks and can continue to attend community events, conduct their banking, order their meals at restaurants, participate in recreational activities, volunteer their time and even work for as long as possible (Alzheimer Society of B.C., 2015; Local Government Association, UK, 2012). More specifically, they can:

- access programs, resources and services designed with their needs in mind and provided by people who respect and understand their needs;
- experience control over the decisions that impact their lives;
- locate housing and supports to live as they choose for as long as possible; and
- realize a sense of belonging, independence, safety and value in social and community settings (Alzheimer Society of B.C., 2015; Green and Lakey, 2013)

People who are not living with dementia also benefit, as:

- clear, simple and standardized signage supports people who speak different languages or who have a visual impairment;
- enhanced accessibility supports families with strollers and people with mobility limitations;
- leisure, recreation and social programming that addresses a range of needs is more inclusive, inviting and responsive;
- well-designed parks and public spaces increase participation in community activities and events.

Additional outcomes of a dementia-friendly community can include:

- healthier lifestyles to help prevent or delay the onset of dementia;
- increased knowledge about dementia and understanding of the signs of dementia;
- more people seeking early diagnosis and intervention;
- high levels of public awareness and support for people with dementia and their caregivers and family members;
- improved capacity to live well with dementia;
- increased knowledge about how to respond in situations where someone is disoriented or wandering (Alzheimer Society of B.C., 2015; Alzheimer's Society, U.K., 2013; Ontario Action Plan for Dementia, 2010)

"There needs to be more understanding about dementia and a willingness to reach out and offer support to neighbours living with dementia."

1.4 Framework for a Dementia-Friendly New Westminster

New Westminster is well positioned to become a dementia-friendly community. Extensive work in support of becoming an age- and ability-friendly community provides a solid foundation to expand the focus to address dementia-specific concerns.

Existing policy and practice which is supportive of a dementia-friendly community includes:

- Adaptable Housing Policy and Bylaw;
- Age-Friendly Business Initiative;
- Age-Friendly City Consultation Report;
- Century House (Seniors Centre) Inclusion Project;
- Extreme Heat Plan;
- In My Back Yard (IMBY) Fair: Connecting Seniors to Services;
- Master Transportation Plan;
- Seniors and Access Ability Advisory Committees;
- Seniors Engagement Toolkit;
- Seniors Festival;
- Seniors Services Directory;
- Wheelability Assessment Project.

The City, as part of its Official Community Plan Review, is incorporating a number of policies and actions in support of an age-, ability- and dementia-friendly community.

STRENGTHS INCLUDE:

Leadership

- The first Dementia-Friendly City Council in British Columbia, with Council members and senior managers and staff participating in Dementia-Friends training;
- a corporate commitment to creating an age- and ability-friendly community (e.g., Adaptable Housing Policy and Bylaw, Century House Inclusion Project and Seniors Engagement Toolkit);
- a regional leader in planning for the needs of at-risk, marginalized and vulnerable populations (e.g., families living in poverty, new immigrants and refugees, people who are homeless, etc.);
- a rich history and abundance of heritage resources (i.e., numerous landmarks to assist in orientation and wayfinding);
- a willingness to coordinate planning and collaborate with non-municipal organizations in health, housing, social services, transportation, etc.

Programs and Services

- A seniors centre with over 2,000 members that offers a range of leisure, recreation and social activities, as well as emotional wellbeing programs;
- A strong network of civic facilities, parks and public spaces, including two community centres and a new conference facility and museum.

Geography

- A compact community (i.e., 15.6 square kilometres) with distinct, well-defined neighbourhoods;
- A pedestrian-oriented and walkable community with an average Walk Score® of 70; and
- An excellent public transportation system, including five SkyTrain stations and four community shuttles in addition to regular bus service.

A dementia-friendly New Westminster will:

- Enable people living with dementia to stay in familiar environments for as long as possible, with minimal dislocation and disruption;
- Minimize the need for professional care;
- Reduce the stigma and isolation related to dementia;
- Support relationships with family members, friends and neighbours;
- Validate, inform and support caregivers as essential partners with the person living with dementia.

2. Background



In September 2013, the City's Seniors Advisory Committee, which acts as a resource and provides advice to the Council on long-term planning issues related to present and future seniors, discussed the increasing prevalence of dementia, its potential impacts on municipal services and the research related to dementia-friendly communities. Based on this discussion, the committee developed the following motion, which was unanimously endorsed by Council:

***THAT** the City of New Westminster provide communications support in raising awareness about the increasing incidence of Alzheimer's disease and other forms of dementia.*

***THAT** the City of New Westminster consider a dementia friendly component as part of its ongoing planning for an age- and ability-friendly community.*

***THAT** the City of New Westminster lobby the Province for a comprehensive, fully-funded Dementia Plan, which would include policies and programs that support early diagnosis and interventions; enhances support for family caregivers; and tools for health care professionals to provide the best care possible.*

Based on the motion, the City established a Dementia-Friendly Community Working Group, which included representation from the Seniors Advisory Committee, the Seniors Planning and Action Network|50+ and the Alzheimer Society of B.C., as well as people living with dementia and their caregivers and family members. Working group activities in 2014 included:

- Conducting research on dementia-friendly communities and identifying promising practices for New Westminster;
- Creating a Dementia-Friendly Community Profile for New Westminster;
- Developing and publishing a series of ads in the local newspaper to increase understanding of dementia and awareness of community resources;
- Holding a panel discussion on dementia and dementia-friendly communities as part of the City's 2014 Seniors Festival.

In October 2014, the City applied for an Age-Friendly Community Planning and Project Grant from the Province of British Columbia. The application was in support of the creation of a Dementia-Friendly Community Action Plan. In February 2015, the City received word that its application was successful and the project was launched the following month. The project goals included:

- Creating an action plan to inform the City's Official Community Plan and Parks, Culture and Recreation Comprehensive Plan, as well as the work of City Departments;
- Developing action guides to inform and educate the larger community, including businesses and workplaces;
- Educating elected officials and design professionals about dementia and its impacts;
- Fostering collaboration and partnership opportunities with the Alzheimer Society of B.C. and the Fraser Health Authority, as well as other community, faith and social service organizations;
- Providing a voice for people with dementia and their caregivers and family members.



3. Methodology



Project Working Group

A project working group was established to engage community members and service providers in project development and delivery. The goal was to be inclusive and representative of people with dementia and their caregivers and family members.

Community members included a person with dementia and seniors with experience as caregivers and family members of people with dementia. Several members were familiar with the project context through their participation with the Dementia-Friendly Community Working Group, as well as the Seniors Planning and Action Network|50+.

Organizational members represented the City's Engineering, Planning and Parks, Culture and Recreation Departments, the Alzheimer Society of B.C. and the Fraser Health Authority.

The project working group met on nine occasions between April and December 2014. They were actively involved in the literature review and survey development and distribution. They also played a key role in the development, promotion and delivery of the Dementia-Friendly Community Conversation.

Literature Review

A literature review was conducted to identify promising community engagement strategies and dementia-friendly community actions which may be appropriate for New Westminster.

Dementia-friendly community articles, reports and studies were identified as part of an on-line literature scan and project working group members reviewed and summarized the materials and reported back on their findings. Many of the materials were derived from Australia and the United Kingdom, which are considered leaders in the area of dementia-friendly communities. Additional resource materials were provided by the Alzheimer Society of B.C.

Survey

A survey was developed to engage people with dementia and their caregivers and family members in sharing their lived experiences and their ideas for becoming a more dementia-friendly community.

The format was based on surveys conducted in other communities. Language and layout needed to be clear and easy to navigate to support completion by people with dementia. Caregivers, family members and health care professionals were requested to assist with completion if needed.

The survey was promoted heavily in the community through newspaper ads, articles, posters and word-of-mouth. It was also distributed by e-mail through the Alzheimer Society of B.C., Century House (Seniors Centre), Fraser Health Home Health and Specialized Seniors' Clinic, residential care facilities and senior serving organizations.

Hard copies were mailed to community members on request and were also available at Century House, City Hall and Public Library branches. Completed surveys were returned by mail and through drop-boxes at the pick-up locations at civic facilities.

Survey Results

A total of 52 surveys were competed and returned. Responses were compiled in a report. The report was forwarded to community members and service providers who requested a copy, with 60 copies being distributed at the Dementia-Friendly Community Conversation and 100+ copies being distributed at the 2015 Seniors Festival.

"Most people don't have a clue and don't appear interested until it affects them or someone they love."

RESPONDENTS

The majority of respondents were women who were aged 65 or older and living with their partner or spouse. Care providers completed the most surveys (62%). While twenty people with dementia participated in the survey, only eight did so without assistance.

HOUSING TYPES

The two most common housing types were apartment or condominium and single-family home. Several respondents in single-family homes reported that they were considering downsizing due to the cost and time of maintenance. Others commented on the high cost of adding accessibility features to a home.

SOCIAL CONTACT, CONNECTIONS AND COMMUNITY INVOLVEMENT

While most respondents (60%) leave their home four or more times a week; others are at risk of social isolation due to infrequent outings. The vast majority of responses (68%) reflect limited connections with neighbours, with several commenting on the difficulty of making such connections in multi-family buildings such as high-rises.

Only seven respondents (19%) felt involved in their community, with the vast majority of responses reflecting limited community involvement.

WELCOME AND COMFORTABLE SPACES

Century House and the Public Library were the top two places where respondents felt most welcome and comfortable. They found staff to be friendly, helpful, patient and respectful. They also appreciated the relevant information and responsive programming such as Minds in Motion. Respondents felt least welcome and comfortable in busy or crowded areas or when using public transit.

KNOWLEDGE AND PERCEPTION

The vast majority of respondents (91%) felt that knowledge about dementia was very limited. The perception of people living with dementia is also an issue, with only three respondents (9%) feeling that people with dementia are viewed positively.

CHALLENGES TO LIVING AND PARTICIPATION

The majority of respondents felt that the built environment was somewhat accessible and easy to use. However, the most significant challenges to living and participating in the community were related to accessibility and mobility.

The majority of respondents felt that civic programs and services were somewhat welcoming and inclusive, with many offering suggestions to enhance them.

SUGGESTIONS TO IMPROVE QUALITY OF LIFE

Most respondents made at least one suggestion to improve independence and quality of life for people with dementia, which is reflected in the action plan.



Community Engagement

In addition to the survey, there were four key activities to support community engagement in becoming more dementia-friendly – i.e., CityPage ads and a press release, dialogue with individuals and organizations, the Dementia-Friendly Community Conversation and the 2015 Seniors Festival.

CITYPAGE ADS AND PRESS RELEASE

Six CityPage ads and a press release promoted the project and encouraged people to participate in the survey and to attend the event. Based on the ads, there were numerous inquiries with regard to accessing information and resources related to dementia. The press release was picked-up by local and national media, including a segment on CBC Radio.

DIALOGUE WITH INDIVIDUALS AND ORGANIZATIONS

Project working group members distributed the survey and promoted the event. As community leaders, they shared information with individuals and organizations.

Dialogue was often triggered when members distributed posters to more than 50 businesses, faith groups and senior serving organizations. The dialogue highlighted a strong desire for greater understanding of dementia and a growing need for information and resources.

COMMUNITY CONVERSATION EVENT

The Dementia-Friendly Community Conversation was held at Century House on Saturday, October 3, 2015. The purpose of the event was to raise public awareness about dementia, to share the survey results and to enable the community to have input the action plan.

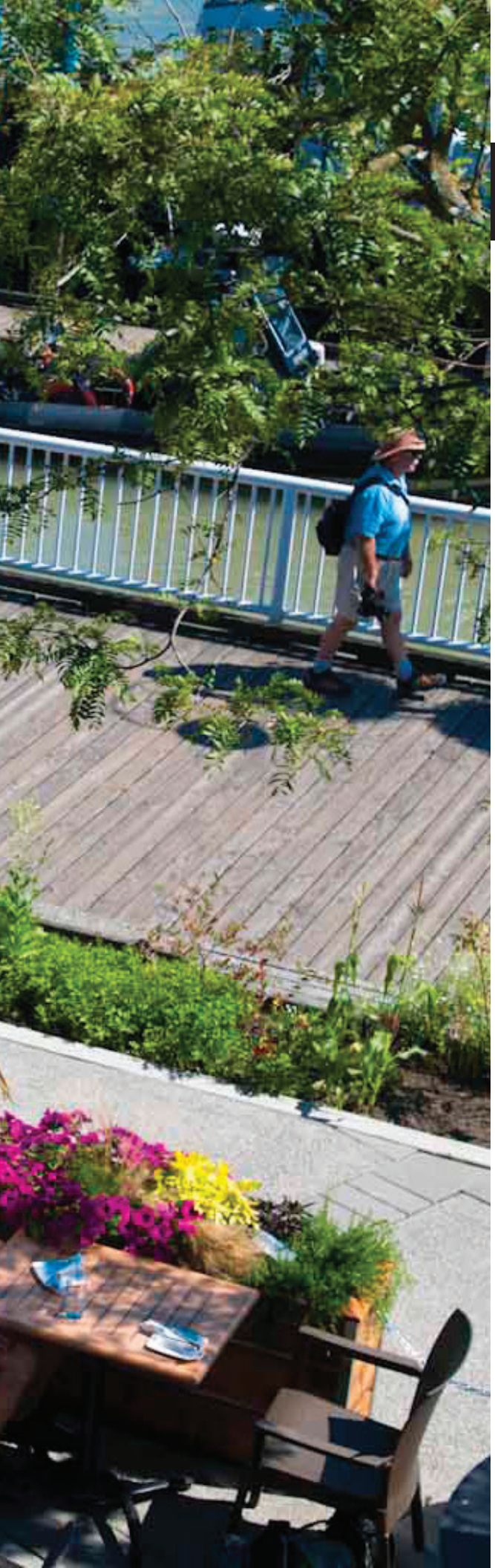
The event included presentations, a panel discussion and resource tables, as well as interactive activities to engage residents in sharing their ideas. Panelists included a person with dementia, a caregiver and a representative from the Alzheimer Society of B.C. More than 60 people attended the event, including four City Councilors and a Member of Parliament. Participants used post-it notes to share their experiences and ideas for becoming a more dementia-friendly community. They also spoke with and received resources from the Alzheimer Society of B.C., the Fraser Health Specialized Seniors Clinic, the Parks, Culture and Recreation Department and the Seniors Services Society. An unexpected demographic was represented by the New Westminster Secondary School Initiative for Neuroscience and Dementia, a new club working to increase awareness of dementia and its impacts among younger people.

NEW WESTMINSTER SENIORS FESTIVAL

Project working group members supported a resource table at the annual Seniors Festival, which was held at Century House on Saturday, October 17, 2015 and attended by 250+ people. The table was adjacent a table staffed by the Alzheimer Society of B.C., which provided an opportunity to direct people for information and resources and to share concerns and questions. Working group members spoke with many people about the project, listening to their concerns and sharing information about dementia, as well as distributing 100+ copies of the survey results.







4. Vision

Based on the literature review and community engagement process, the following vision emerged:

People in New Westminster who live with dementia and their caregivers are safe, supported, connected and valued.

They experience:

- Safety through confidence and trust in the physical and social environment.
- Support with home, community and work related activities.
- Connection through sustaining and developing relationships.
- Value through understanding, respect, independence and meaningful engagement.

There is a need to be both practical and ambitious about what might be achievable. By setting the aspirations in context of resource availability and service capacity, the aim is to develop a realistic and realizable vision and action plan. But while there is no doubt a compelling business and resource case for a dementia-friendly community, there is also an overriding moral case – one that recognizes the worth of all residents, particularly those who are elderly and affected by dementia, and that affirms their rights as residents to have access to all the aspects of their normal lives that they have previously enjoyed (Creating a Dementia-Friendly York, 2012).

For elderly people with dementia, the world is small. Great deeds no longer count. It's the simple things that make life worth living: your own home, a safe place, and – if possible – doing what you feel like doing (Dementia Village Architects).

5. Action Plan



The action plan is based on the knowledge, experience and feedback of project working group members; the literature review; the survey; and the visioning exercise which formed part of the Dementia-Friendly Community Conversation and the 2015 Seniors Festival.

The action plan is primarily focused on City actions and its implementation will involve all City Departments. As such, there will be a need to communicate the importance of realizing the vision of a dementia-friendly community; aligning with Corporate and Departmental priorities; demonstrating the key role to be played by each Department; working within the resource constraints of each Department; and providing flexibility for the plan to evolve and change to reflect unforeseen opportunities and challenges.

While the action plan is primarily focused on City actions, it should be recognized that all levels of government, community partners and the public-at-large have a key role to play. Regarding the senior levels of government, there is a need to provide adequate levels of home support, affordable and appropriate housing, and respite to enable people with dementia to live as independently as possible in the community, and adequate and affordable residential care options when community living is no longer desirable or possible.

PROPOSED ACTIONS	RESPONSIBILITY	TIMEFRAME
Awareness and Education		
Recognize Alzheimer's Awareness Month every January through the reading of a Council Proclamation.	Seniors Advisory Committee and Council	Annually
As part of Alzheimer's Awareness Month, develop a public campaign to increase awareness and understanding about dementia. This could include working with local media outlets to profile personal stories.	Communications and Alzheimer Society of B.C.	Annually
As part of Alzheimer's Awareness Month, host a movie or video screening evening (e.g., Still Alice, Jim's Story, etc.), which would be followed by a conversation circle.	Century House	Annually (starting 2017)
As part of Alzheimer's Awareness Month, host a public dialogue with seniors to increase awareness and understanding about dementia and to provide information on resources and supports.	Century House and Alzheimer Society of B.C.	Annually (starting 2017)
As part of Alzheimer's Awareness Month, engage and educate students about dementia.	School District #40 and Alzheimer Society of B.C.	Annually (starting 2017)
Recruit a champion to be the face and spokesperson for dementia in New Westminster. This person could receive the Council Proclamation and participate in awareness and education events.	Century House and Alzheimer Society of B.C.	Annually (starting 2017)
Promote New Westminster as a Dementia-Friendly Community and as a welcoming, inclusive and safe place for people with dementia and their caregivers and family members to live, play, shop and visit.	Economic Development and Tourism New West	Ongoing (starting 2017)
Compile booklists for people with dementia and their caregivers and family members. This could include picture and talking books, which would encourage conversation, and resource and self-help books.	New Westminster Public Library and Alzheimer Society of B.C.	2016

Awareness and Education, contd.

PROPOSED ACTIONS	RESPONSIBILITY	TIMEFRAME
Collect and display culturally-sensitive and multilingual educational materials about dementia.	New Westminster Public Library and Alzheimer Society of B.C.	2016
Display selected educational materials about dementia and include a website link, possibly in the form of a bookmark, to access additional materials.	All Civic Facilities and Alzheimer Society of B.C.	2016
Develop and distribute three community guides related to creating welcoming spaces, inclusive workplaces and businesses, and receptive communities. These guides would be four or eight pages in length and would build on the action plan.	Planning Division	2016
Incorporate dementia-friendly clubs, groups and organizations as a separate layer on the City's Community and Social Services Asset Map.	Planning Division	2016
Increase awareness about dementia, as well as programs, services and supports to assist people living with dementia and their caregivers and family members, amongst cultural and ethnic communities. This could include educational sessions as part of ESL classes and incorporating information in the update to the 'Your New West Newcomers' Guide.'	Planning Division and WINS Local Immigration Partnership Council	2016 – 2017
Increase awareness about dementia to community, faith, settlement and social service organizations. This could include information dissemination, presentations and webinars.	Homelessness Coalition, Inter-Agency Council, Inter-Ministerial Association and WINS	2016 – 2017

PROPOSED ACTIONS	RESPONSIBILITY	TIMEFRAME
Civic Engagement and Programming		
Continue to provide opportunities for people with dementia to participate in parks, cultural and recreational programming as their abilities and needs change.	Parks, Culture and Recreation	2016 – 2018
Develop a memory exhibit of film and visual images of the past to prompt memories and aid reminiscence. Its purpose would be to prompt conversation and facilitate social engagement.	New Westminster Museum and Archives	2017
Explore establishing a read-aloud club for people with dementia, which could also incorporate a life story and photo activity component. The purpose would be to aid reminiscence, to encourage participation and to facilitate social connectedness.	New Westminster Public Library	2017 – 2018
Host an art exhibit featuring works by people with dementia. The purpose of the exhibit would be to raise awareness about dementia and to highlight their abilities and contributions.	Arts Coordinator and The Arts Council of New Westminster	2017 – 2018
Explore not charging an attendant or companion when accompanying a person with dementia who is participating in a civic activity or event. If part of a paid program, then up to two sessions could be free of charge.	Parks, Culture and Recreation	2017 – 2018
Explore 'try-out' sessions for people with dementia so they can determine if an activity meets their abilities and needs prior to committing to the cost of a full paid program.	Parks, Culture and Recreation	2017 – 2018
Facilitate volunteer opportunities for people living with dementia, as well as people wanting to support their participation.	Volunteer Coordinator and Alzheimer Society of B.C.	2017 – 2018
Provide support for people with dementia to join civic committees and participate in civic engagement opportunities.	Legislative Services, City Departments	2017 – 2018
Facilitate volunteer opportunities for people living with dementia, as well as people wanting to support their participation.	Volunteer Coordinator and Alzheimer Society of B.C.	2017 – 2018
Civic Facilitates, Parks and Open Spaces		
Create 'parklets' incorporating accessible seating and landscaping in high pedestrian traffic areas. These public spaces would provide places of refuge and relaxation.	Parks, Culture and Recreation	2016 – 2018
Ensure clear directional signage to civic facilities and points-of-interest and develop maps to facilitate orientation and way-finding in larger community parks (e.g., Glenbrook Ravine, Queen's Park, etc.).	Parks, Culture and Recreation	2016 – 2018
Develop a welcoming assessment tool and involve people with dementia and their caregivers in assessing civic facilities and making suggestions for enhancements.	Planning Division and Alzheimer Society of B.C.	2017 – 2018

PROPOSED ACTIONS	RESPONSIBILITY	TIMEFRAME
Mobility and Accessibility		
Continue to implement the Master Transportation Plan (MTP, October 2014), with particular reference to Policy 1C (Improve Pedestrian Safety and Accessibility) and Actions 1C.1 to 1C.15 and Policy 3F (Improve Safety and Accessibility of Transit) and Actions 3F.1 to 3F.4.	Engineering and TransLink	2016 – 2018
Provide a safe and accessible pedestrian system which offers a quality walking experience. (As part of the MTP, action 1C.14 states: "Continue to maintain and rehabilitate sidewalks and pathways so they are free of trip hazards, debris and clutter (e.g., sandwich boards); use smooth materials; and are designed to be comfortable for users of strollers, wheelchairs and other mobility aids.")	Engineering	2016 – 2018
Ensure a universally accessible transit system to enable all transit users, including those with cognitive challenges, to access the entire transit network. (As part of the MTP, action 3F.1 states: "Retrofit all remaining inaccessible bus stops in the city, where feasible, to provide 100% accessible transit stops by 2016.")	Engineering and TransLink	2016 – 2018
Orientation & Wayfinding		
Enforce regulations related to sandwich boards and other non-permitted signage which add to visual clutter and obstruct sidewalks.	Licensing and Integrated Services	2016
Improve directional signage in civic facilities and incorporate colours, symbols and other visual images to facilitate orientation and way-finding.	Civic Buildings and Properties	2016 – 2017
Review City standards related to public realm signage to ensure that it is consistent, easily-recognizable and uncluttered. Additionally, consider using colours, symbols and other visual images to facilitate orientation and way-finding.	Engineering	2016 – 2017
Recognize the importance of heritage buildings and historic landmarks with regard to orientation and way-finding and ensure that this is a consideration with regard to their retention or preservation.	Planning Division and Community Heritage Commission	2016 – 2017
Recognize the importance of public art with regard to orientation and way-finding and ensure that this is a consideration with regard to the design and placement of such installations.	Parks, Culture and Recreation and Public Art Advisory Committee	2016 – 2017
Incorporate information maps or kiosks at key locations throughout the city to assist in orientation and way-finding.	Economic Development and Tourism New West	2017 – 2018

PROPOSED ACTIONS	RESPONSIBILITY	TIMEFRAME
Private Development		
Distribute the 'Creating an Age-Friendly Business in B.C.' publication to businesses in New Westminster. This publication includes suggestions related to comfort, respect, safety and visibility, which is of assistance to people with dementia.	Economic Development, Chamber of Commerce and Business Associations	2016 – 2017
Include information about dementia-friendly built environments as part of the orientation for members of the New Westminster Advisory Planning Commission and New Westminster Design Panel.	Planning Division	2017 – 2018
Facilitate learning exchanges by having people with dementia lead walkabouts with elected officials and design professionals. The purpose of the learning exchanges would be to share experiences in navigating the built environment.	Planning Division, Engineering, and Seniors and Access Ability Advisory Committees	2017 – 2018
Review the City's Adaptable Housing Bylaw, with a view to increasing the percentage of adaptable units. (Currently, 40% of all single-storey, multi-family housing units must be adaptable.)	Planning Division	2018
Safety & Emergency Services		
Educate and train first responders on how to recognize and support people with dementia, other cognitive disabilities and mental health disorientation.	Human Resources	2016 – 2017
Ensure that the Police Department's Missing Persons Policy is compliant with the new Provincial Missing Persons Standards.	Police Department	2016 – 2017
Designate the Police Station and all Fire Halls as reception centres where people who are confused, disoriented or lost can come or be brought for assistance. Explore expanding the designation to all civic facilities in 2017 and 2018.	Police and Fire and Rescue Services	2017 – 2018
Increase public awareness about resources to protect people with dementia from emotional, financial, physical and sexual abuse.	New Westminster Police Elder Abuse and Victim Assistance Units	2017 – 2018
Work with local taxi companies to educate drivers about dementia and to accept rides at no charge for persons who may be disorientated and require transport to the hospital or a reception centre.	Police, Fire and Rescue Services and Local Taxi Companies	2017 – 2018

PROPOSED ACTIONS	RESPONSIBILITY	TIMEFRAME
Staff Education & Training		
Create information sheets or protocols for serving vulnerable populations, including people with dementia or cognitive disabilities.	Human Resources and Alzheimer Society of B.C.	2016
Distribute the Dementia-Friendly Local Government Toolkit, which was prepared by the Alzheimer Society of B.C., to City Councilors, senior managers and design professionals in City Departments.	Planning Division	2016
Incorporate information and messaging about dementia as part of staff orientation, customer service and 'Safe Harbour' training. This will include understanding the signs of dementia and the need to be non-judgmental, patient and respectful.	Human Resources	2017 – 2018

OTHER ACTIONS - INVOLVING ADVOCACY OR EXTERNAL FUNDING	RESPONSIBILITY	TIMEFRAME
Enter into negotiations with the Fraser Health Authority regarding an active role in the implementation of the Dementia-Friendly Community Action Plan. New Westminster could be seen as a pilot and it could incorporate an evaluation component, including cost savings to the Fraser Health Authority.	City of New Westminster and Fraser Health Authority	2016
Advocate for enhanced disability benefits for people living with dementia to enhance access to appropriate housing and to enable them to be more involved in the community.	City of New Westminster and Province of B.C.	2016
Enhance access to appropriate health services and supports for people with dementia and their caregivers and family members.	Fraser Northwest Division of Family Practice	2016 – 2018
Provide adequate home support and respite services to assist people with dementia to live in the community.	Fraser Health Authority	2016 – 2018
Support the development of more local support groups for people with dementia and their caregivers and family members.	Fraser Health Authority	2016 – 2018
Work with a non-profit organization and seek funding for a welcome ambassador program to support persons with dementia to become more involved in community activities and events.	Century House and a Non-Profit Organization, depending on funding	2017-2018
Educate and train transit staff about understanding the signs of dementia and need to be non-judgmental, patient and respectful.	Alzheimer Society of B.C. and TransLink	2016 – 2018
Partner with residential care facilities to provide leisure and recreation activities to enable residents to stay active as long as possible and for caregivers to remain healthy and connected.	Parks, Culture and Recreation and Fraser Health Authority	2018

6. Next Steps, Implementation, and Monitoring



The action plan will be forwarded to City Council for endorsement in March 2016. If endorsed, the City's Senior Social Planner will be responsible for working with City Departments with regard to implementing the three-year action plan. It is recognized that the timeframe is only a guide and the actual timing of actions will be determined by Departments. It is also recognized that certain actions may change or evolve based on discussions with Departments.

The project working group will be convened in November of each of the three years in which the action plan is to be implemented to review progress in implementing actions for the year in question (e.g., 2016, 2017 and 2018). Based on the review, a progress report will be developed and forwarded to Council. The progress report will state whether each action has been fully, partially or not implemented, as well as providing reasons as to why an action has only been partially or not implemented.

"Implement the plan. It is just too important for those living with dementia."

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