

**Town of Lincoln – Age-Friendly Advisory Committee
Work Plan 2019 - 2022**

The Town of Lincoln Council approved the Terms of Reference for an Age-Friendly Advisory Committee in January 2019. Committee members were appointed, and the committee met for the first time in June 2019. The work plan detailed below finds its roots from the Town of Lincoln Community Vision (Appendix A). The Age-Friendly Advisory Committee Vision, Mission, and Values can be reviewed in Appendix B and the committee Terms of Reference can be found in Appendix C.

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<p>Citizen Survey</p> <p>Development of a community survey to gather baseline information and residents' thoughts on quality of life in Lincoln.</p> <p>The survey results will be used to direct the Age-Friendly Advisory Committee work plan as outlined below.</p>	<p>Gather Baseline Community Input</p> <p>The survey will be geared to develop baseline data on the status of Lincoln's age friendliness. The survey questions focus on the WHO age-Friendly pillars. The survey categories include:</p> <ul style="list-style-type: none"> • Community Support and Health Services • Housing • Outdoor Spaces and Buildings • Civic Participation and Employment • Respect, Social Participation and Social Inclusion <p>The committee will review the Active Transportation and Recreation & Culture Master Plans for information on Transportation and Social Participation.</p>	<p>Citizen Survey Distribution and Collection</p> <p>Distribution of survey to Town of Lincoln residents over 12 years of age via emails, Town website, social media, newspaper, posters, in person distribution.</p> <p>The survey was primarily an internet-based questionnaire. Hard copies were distributed to public locations including libraries and senior centres.</p> <p>The survey results and respondent comments were reviewed, and Age-Friendly Advisory Committee members were divided into teams to address each of the categories. Action items for each category are detailed in the work plan below.</p>	<p>Phase 1: Distribution of survey to Town of Lincoln residents</p> <p>Phase 2: Survey results and respondent comments were assigned to Committee Teams for review and development of category action items.</p> <p>Phase 3: Category teams added action items to work plan</p> <p>Phase 4: Facilitate a graduate student practicum opportunity from the Masters of Applied Gerontology Program at Brock University to summarize the survey results.</p>	<p>November 2019 – January 2020</p> <p>February 2020</p> <p>August 2021</p>
<p>Community Support and Health Services</p> <p>Collaborate with external and internal</p>	<p>Improve Health and Community Services Information Access</p> <p>a) Internet b) Town of Lincoln Website c) Bulletin Boards</p>	<p>Website Initiative</p> <p>Comprehensive web access to health care services information through the Town of Lincoln homepage</p> <p>a) Add an information link to the Town of Lincoln's website that will encompass points of</p>	<p>Phase 1: Create a listing of possible healthcare links to be shared from the Town of Lincoln website</p>	<p>Present listings at Age-Friendly Advisory Committee meeting April 2021</p>

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agencies to achieve the Town of Lincoln’s age friendly mandate and goals	<ul style="list-style-type: none"> d) Wellness Fairs e) Utilization of written materials and display stand f) Survey local medical providers to obtain information re physicians offering after hours care to registered/nonregistered patients 	<ul style="list-style-type: none"> a) healthcare access: Local, provincial and federal. This will be a holistic overview of vetted accessible healthcare resources (Body, Mind and Spirit) b) The information will not promote or endorse any provider but rather be a factual site of information for new and existing citizens c) This will be a fluid project that will require a long-term plan for ongoing inclusions, updates and vetting 	<p>Phase 2: Invitation to Age-Friendly Advisory Committee members to review listings and input requested: omissions/additions at May 2021 Age-Friendly Advisory Committee meeting</p> <p>Phase 3: Submission of completed document for Town of Lincoln for review</p> <p>Phase 4: Website completed</p>	<p>Proposals for additions to be submitted May 2021</p> <p>Proposed completion December 2021</p>
<p>Community Support and Health Services</p> <p>Use technology to provide timely information about public health emergencies</p>	<p>Improve Health and Community Services Information Access</p> <p>Town of Lincoln website upgrade recommendations by Age-Friendly Advisory Committee to IT and Communications</p>	<p>Website Initiative Corona Virus 19</p> <p>Corona –19 Town of Lincoln website information update and addition of vaccine information</p> <p>Request the Town of Lincoln update information regarding the Covid 19 virus (currently posted on the website) and add a tab regarding vaccine information as available</p> <ul style="list-style-type: none"> a) Delivery sites b) Prioritizations c) Public Health Links etc. 	<p>Phase 1: Raised at Age-Friendly Advisory Committee meeting January 2021</p> <p>Phase 2: Follow up through Chair for next course of action</p> <p>Phase 3: Follow up at next Age-Friendly Advisory Committee meeting:</p>	<p>This has been determined by staff to be completed as the information regarding COVID-19 Vaccine can be found on the Town of Lincoln’s website and the Region of Niagara’s website</p>
<p>Community Support and Health Services</p> <p>Information collection through strategic stakeholders</p>	<p>Improve Health and Community Services Information Access</p> <p>Stakeholders invited to Age-Friendly Advisory Committee Meetings (ongoing as information relevant)</p>	<p>Invitation to key stakeholders to outline their services at future Age-Friendly Advisory Committee meetings</p> <ul style="list-style-type: none"> a) Pathstone Mental Health Foundation b) Niagara Region Senior Services 	<p>Phase 1: Raised at Age-Friendly Advisory Committee that a report is forthcoming from another committee that may overlap: follow up regarding report status</p>	<p>As of June 2021 Pathstone Mental Health Foundation and Niagara Region Senior Services have</p>

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		c) Rose Cottage Visiting Volunteers	(Vulnerable Populations Committee) Request to be tabled at February Age-Friendly Advisory Committee meeting to invite speakers A & B for March meeting	presented to the Committee. Rose Cottage Visiting Volunteers is scheduled to present in September 2021.
Community Support and Health Services Communication outreach in absence of technology usage or availability	Improve Health and Community Services Information Access Age-Friendly Advisory Committee link with stakeholders through various media sources	Coordinate with the Bulletin Board Communications Initiative Link with Communications subcommittee as discussed at Age-Friendly Advisory Committee meeting on January 2021 and provide information for future Bulletin Boards and healthcare blogs	Phase 1: Discussed at Age-Friendly Advisory Committee meeting in January 2021 Phase 2: Ongoing dialogue and planning re information needs and creation of materials	To be Determined / Clarification required
Community Support and Health Services Provide education and linkage to local community resources	Improve Health and Community Services Information Access Updated The Age-Friendly Advisory Committee will form a subcommittee to liaison with staff who is working with an established group to present a Seniors Wellness Forum The Age-Friendly Advisory Committee will form a Sub Committee to provide resources and participation as needed/requested	Wellness Fair Link with the current health and wellness fair Committee under the Town of Lincoln. (done)	Phase 1: Discussed idea at Age-Friendly Advisory Committee meeting January 2021 Phase 2: Discuss possible subcommittee formation Feb 2021 with members of the Age-Friendly Advisory Committee to express interest March 2021	January 2021 done Report to Age-Friendly Advisory Committee February 2021 Review interest Age-Friendly Advisory Committee meeting March 2021

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	Th Age-Friendly Advisory Committee will host a booth at the above event			Event projected June 2022 2021 curbside event underway.
Community Support and Health Services Dementia friendly community	Improve Health and Community Services Information Access Age-Friendly Advisory Committee to investigate opportunities for dementia friendly training	Training through the Alzheimer Society of Niagara Region Potential to provide dementia training initiatives to local businesses in Lincoln. Places undertaking training would have a window decal. Suggest Foodbanks, Pharmacies, Grocery stores, Libraries, etc.	Research possible application for grant through Town of Lincoln & qualifiers Contact made with Alzheimer’s Society of Niagara Region Educational Director: Member will follow up re next steps February 5, 2021: Further to Age-Friendly Advisory Committee Meeting on February 4, 2 nd contact with Alzheimer’s Society of Niagara Region re. Dementia Training. Requested training opportunities start with grocery stores.	January: 2021 February: Alzheimer’s Society of Niagara Region is interested in pursuing a project with the Town of Lincoln Ongoing: Education Director of Alzheimer’s Society of Niagara Region to review possible Lincoln project: pending
Community Support and Health Services Access to medical care in the Town of Lincoln that is current, timely and accessible	The Age-Friendly Advisory Committee to survey physicians regarding the provision of after-hours urgent care to registered/nonregistered individuals (walk in clinic deficits noted in survey)	Survey Physicians/Medical offices in Lincoln for model of care Availability of after-hours care? Care provision qualifiers? Must be a patient? Feedback sought regarding care strengths and gaps?	Phase 1: Surveys of medical providers to determine if walk-in clinics available (telephone survey) Phase 2: Plan to post clinics on Town of Lincoln website	February 2021 Report to Age-Friendly Advisory Committee March 2021 Completed: results posted.

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	<p>Follow up collection of data via formal survey to healthcare professionals</p> <p>Formalize report to Town of Lincoln with findings</p>	<p>Survey Outcome (Feb 2021) The following information was collected through an informal telephone survey of the Town of Lincoln regarding Walk-In Medical Clinics</p> <p>Definition (parameters) Walk In Clinic: Health care accessibility to citizens during business and/ or after-hours services on a walk in (no appt basis)</p> <p>Summary of telephone survey</p> <ul style="list-style-type: none"> a) Although Doctor’s offices offer some services to manage acute medical issues for their registered patients, there is no walk- in clinic for nonregistered patients b) There are 17 family physicians working in two clinics in Beamsville c) There is one independent family physician working in Jordan d) There is one independent family physician listed in Beamsville but phone number is not in service e) There is one clinic listed in Vineland but phone number is not in service <p>Total number of walk-in Clinics found in surrounding Communities</p> <ul style="list-style-type: none"> a) (11) St. Catharines(Niagararegion.ca) b) (1) Grimsby (North Service Road but not open d/t Covid) c) (4) Stoney Creek 	<p>under future health information tab</p> <p>Phase 3: Formal survey of medical practices in Lincoln for information regarding gaps/strengths in Lincoln health care</p> <p>Phase 4: Report to Town of Lincoln re findings</p>	<p>Present survey ideas to Age-Friendly Advisory Committee May 2021</p> <p>TBD</p>

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		d) (1) Smithville		
<p>Housing Availability and Support: Access data regarding housing availability in the Town of Lincoln for trends, gaps, strengths to facilitate the achievement of an Age-Friendly Community. Resource Links for housing: general information accessible on Town of Lincoln website</p> <p>Survey results will be shared with Housing Committee (Clerks will assist with connecting Age-Friendly Advisory Committee with Housing Committee)</p>	<p>Improve Information and Access to resources of affordable, appropriate housing Access housing data/stats in Town of Lincoln and provide feedback for Strategic Planning</p> <p>a) Marginalized Populations b) Care Accessibility for vulnerable populations c) Impacts learned from Covid-19</p>	<p>Access Current Town of Lincoln data re housing: Invite members of Lincoln Task force to attend Age-Friendly Advisory Committee meeting and report sharing</p> <p>Review potential for guest speakers from the following agencies:</p> <p>a) Local Health Integration Networks (LHIN): Long Term Care (LTC) data b) Association for Community Living: Housing needs for those living with developmental disabilities c) Community Care: socioeconomic diversity and impact on housing d) Crisis accommodations: warming/heat risk centers etc.</p> <p>Town of Lincoln Website inclusions re Housing links Provide recommendations to the Town of Lincoln for additions to a housing link to highlight available resources for specialized housing</p>	<p>Housing Advisory Committee will take this on.</p> <p>Review reports from Housing Task Force and determine next steps</p> <p>Post data analysis, a formulated report with recommendations to Town of Lincoln</p> <p>Information links added to Town of Lincoln website re housing information</p>	<p>February 2021: Report received pre meeting Guest speaker: attended Housing Task Force report available in shared drive Post analysis of report:</p> <p>Aspects of this category will be deferred to the Housing Committee. Age-Friendly Advisory Committee can collaborate</p>
Joining WHO Global Network for Age-Friendly Cities and Communities		Subcommittee struck to discuss and complete application		Plan to apply for WHO Age-Friendly Designation by September 2021.

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<p>Attaining Youth-Friendly Designation</p> <p>Designing Age-Friendly Business Recognition Program</p>		<p>Currently on hold until 2022 with application for 2023 designation</p> <p>Research beginning. Program will not launch until businesses recover from COVID-19</p>		<p>Youth-Friendly Designation paused until Spring 2022</p>
<p>Outdoor Spaces and Buildings Assessing Lincoln’s outdoor spaces and buildings strengths and deficiencies. Identifying the Town of Lincoln’s positive characteristics and challenging barriers in order to improve current structural space and positively inform future development policy</p>	<p>Outdoor Spaces & Buildings</p>	<p>Assessing Lincoln’s Outdoor Spaces and Buildings strengths and deficiencies. Identifying the town’s positive characteristics and challenging barriers in order to improve current structural space and positively inform future development and policy.</p> <p>Review Accessibility Report</p> <p>Outdoor Spaces and Buildings</p> <p>a) Determine if the Town of Lincoln has a comprehensive map of public outdoor spaces and building (OSB) features</p> <p>b) Conduct an environment scan of all public space use in Lincoln and score against the World Health Organization (WHO) checklist of essential features of age-friendly cities</p>		<p>February - April 2021</p> <p>Short Term goals could be completed by the March 2021</p> <p>Long Term Goals more likely to stretch across to June 2023</p>

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<p>Civic Participation and Employment Research available resources to gain a better understand of the employment market in the Town of Lincoln to inform future policy</p>	<p>Civic Participation & Employment</p>	<p>Civic Participation and Employment a) Inquire and investigate whether Niagara Workplace Planning Board, the Employment Help Centre, the Niagara Community Foundation and the Lincoln Chamber of Commerce have resources in order to understand the current employment and labour market in Lincoln b) Conduct an environmental scan of employers, volunteer organizations and secondary school scorecard against the WHO checklist of essential features of age-friendly cities</p> <p>Paused due to COVID – more outdoor participation when things are opened up.</p> <p>Consider – lighting/access to WIFI for safety Working with walkways and cycle paths – working with Active Transportation Committee Review with the WHO checklists and look at the importance of green spaces, benches (somewhere to rest)</p>		<p>TBD</p>

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Respect, Social Participation, Social Inclusion Add inCommunities link to Town of Lincoln volunteer	Volunteer opportunity availability (civic participation) for all ages	Town of Lincoln Communications team added link to inCommunities volunteer opportunities to Town of Lincoln website		Completed
Respect, Social Participation, Social Inclusion Inquire and investigate age friendly awareness in: a) Education b) Business c) Town of Lincoln staff (share information – training modules	Age Friendly awareness for businesses (could include training for staff), schools (providing opportunity for intergenerational programs ie. guest speakers, culinary students preparing meals for seniors); Town of Lincoln staff being aware of best Customer Service processes for providing service to all-ages and abilities	Pending the re-opening of the economy.	Town of Lincoln Human Resources Department is supportive of “age-friendly” training being incorporated into corporate training HR reviewing current training to assess if components already exist Subcommittee to examine / research training opportunities	
Respect, Social Participation, Social Inclusion Provide contact information to provide to community groups to invite and engage all ages to public information sessions	Provide contacts to provide representation from all age groups to various public information sessions	Create list of contacts for ways to engage/recruit specific demographic groups.		September 2021

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Respect, Social Participation, Social Inclusion Offer workshops (ie. Fraud Awareness), programming with and intergenerational focus		Pending COVID-19 and the re-opening of the economy.		
Respect, Social Participation, Social Inclusion Develop an Age-Friendly and Accessibility Community Meeting, Event and Outdoor Activity Guide	Development of an Age-Friendly and Accessibility Community Meeting, Event and Outdoor Activity Guide Includes checklists for consideration	Meet with Joint Accessibility Advisory Committee (JAAC) to collaborate on the development of the guide. Guide becomes an Age-Friendly and Accessibly Guide for event planners	Information meeting held with JAAC – February 24, 2021 Follow up meeting to be held March 30, 2021 JAAC and Age-Friendly Advisory Committee working on sections of the reference guide to bring together for review at next meeting	Completed May 2021

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Appendix A

Town of Lincoln Community Vision

A Place to Grow, A Place to Prosper, A Place to Belong

The Vision and the importance to our community

A place to grow:

Youth, aging in place, agriculture – growing crops, farming, greenhouse support, business growth, early childhood development (youth), proper planning and growing smart, growing your family here in Lincoln

A place to prosper:

A place for small/medium businesses to succeed, opportunities, job creation, tourism, destination, local markets, festivals, beautification, industrial parks, prosperity, community vibrancy, innovation

A place to belong:

Maintain community feeling, connectedness, more local events, support for families, history and heritage, local markets, local and unique festivals, moving around town, one community

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Appendix B

Age-Friendly Citizen Advisory Committee's Vision, Mission, and Values

Vision

Making our community a place to belong for all ages.

Mission

To create a vibrant, healthy, and diverse community where quality of life, inclusivity and aging well is supported through all stages of life.

Values

We Believe:

- Everyone has an equal voice and is treated with dignity and respect
- All ages are important contributing members of our community

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**Appendix C
Age-Friendly Committee Terms of Reference**

Terms of Reference (Mandate and Responsibilities):

AGE-FRIENDLY ADVISORY COMMITTEE will advise Council on matters related to the achievement of an age-friendly municipality, while developing and implementing an Age-Friendly Strategy. Further focused responsibilities to include within its jurisdiction related to:

- Outdoor spaces and buildings
- Transportation
- Housing
- Social participation
- Respect and social inclusion
- Civic participation
- Communication and information, and
- Community support and health services
- To serve as a liaison between the community and the Town on matters pertaining to age-friendly.
- Residents, local community groups and non-government organizations on age-friendly issues
- The Age-Friendly Advisory Committee will collaborate with other internal and external agencies (i.e. Age-Friendly Niagara) to achieve the Town's age friendly mandate and goals.
- The Committee will provide advice and research on the state of Lincoln's age-friendliness, in cooperation with other organizations where appropriate.
- Developing Strong Communities – recognizes the connection between health and well-being with the built and natural environment, public spaces, transportation, housing, and social climate, and recreational programming.
- Respect and Inclusion – recognizes that all citizens are vital members of the community and responds to the needs of all citizens in a fair and equitable way, ensuring access to life supports and community resources.
- Community Engagement in Decision Making – actively and intentionally includes older adults in all aspects of decision making.