

TO: CHAIR AND MEMBERS
SUSTAINABLE CITY ADVISORY
COMMITTEE

DATE: 2017 August 25

FROM: DIRECTOR PLANNING AND BUILDING

FILE: 15500 01

SUBJECT: DEMENTIA-FRIENDLY COMMUNITY ACTION PLAN

PURPOSE: To present the draft dementia-friendly community action plan to the Committee and Council.

RECOMMENDATIONS:

1. **THAT** Council endorse the Burnaby Dementia-Friendly Community Action Plan.
2. **THAT** a copy of this report and the Burnaby Dementia-Friendly Community Action Plan be forwarded for information to:
 - Parks, Recreation and Culture Commission
 - Burnaby Public Library Board
 - Fraser Health
 - The Alzheimer Society of B.C.
 - The Voices of Burnaby Seniors
 - The UBCM Age-Friendly Community Planning and Project Grants Program
3. **THAT** a copy of this report and the Dementia-Friendly Community Action Plan be forwarded to members of the Burnaby Dementia-Friendly Working Group, along with a letter of appreciation from the Mayor acknowledging their participation on the working group.

REPORT**1.0 BACKGROUND**

At its meeting of 2015 November 9, Council authorized staff to submit an application to the Union of BC Municipalities (UBCM) 2016 Age-Friendly Community Planning and Project Grants Program to develop a Dementia-Friendly Community Action Plan. In 2015 December, the City was advised that it received a grant of \$20,000 to develop the plan. Over the course of 2016, the City engaged in a community consultation process to develop the community action

plan. This report provides information on the consultation process and the key actions contained in the draft plan. The draft plan is *attached* and presented for Council's endorsement.

2.0 DEMENTIA AND DEMENTIA-FRIENDLY COMMUNITIES

Dementia is a term that refers to a number of conditions affecting the brain. Many diseases can cause dementia, including Alzheimer's disease, vascular dementia (due to strokes) and Lewy Body disease. As our population ages, the number of people affected by dementia will continue to grow. In Canada, about 25,000 new cases of dementia are diagnosed each year. In 2016, the Alzheimer Society of Canada estimated there were 564,000 Canadians living with dementia. By 2031, this number is projected to grow to 937,000¹.

In Burnaby, approximately 2,800 people are living with dementia. Most people with dementia (60 percent) live at home in the community and want to remain engaged and connected for as long as possible. In this regard, the development of a community-based dementia-friendly action plan is identified as an important initiative to reduce the stigma of dementia and assist those living with dementia and their caregivers to remain connected to the community.

Dementia-friendly community initiatives can include:

- **dementia education, awareness and training** to reduce stigma and assist City staff and community members in understanding dementia and how to respond and provide appropriate support to someone with dementia;
- **social and recreational programming** that is inclusive of people with dementia and their caregivers; this type of programming helps those affected by dementia remain connected to the community, reducing the risk of social isolation; and
- **age – and dementia-friendly features in the built environment** such as clear signage and landmarks that help people with cognitive impairment get around safely.

Development of a dementia-friendly action plan is consistent with the community inclusion, liveability and resilience goals of the Burnaby Social Sustainability Strategy and ongoing age-friendly actions. The project also contributes to the health and well-being objectives of the Burnaby Healthier Community Partnership.² The Voices of Burnaby Seniors (VOBS) Community Planning Table has also identified dementia as a health concern of Burnaby seniors and has indicated its support for community-based initiatives to address dementia.

3.0 CONSULTATION PROCESS

A working group was established early in the process to develop the dementia-friendly community action plan. Members included:

¹ See <http://www.alzheimer.ca/en/Get-involved/Advocacy/Latest-info-stats>

² The City, Burnaby School District, Fraser Health and the Burnaby Division of Family Practice have established the Burnaby Healthier Community Partnership to coordinate actions on key issues affecting community health with the goal of promoting health and wellbeing. The partnership is focusing on the health priorities of mental wellness and physical activity and literacy.

- Burnaby seniors, including members of the Voices of Burnaby Seniors (VOBS) and an advocate for the Alzheimer Society of B.C. who is living with dementia;
- City staff, including representatives from the Planning Department (social planning), Parks, Recreation and Cultural Services, Citizen Support Services, and the Burnaby Public Library - Home Library Services;
- The Alzheimer Society of B.C. Provincial Coordinators; and
- Fraser Health staff.

The working group reviewed research, helped plan and promote consultation activities, and identified possible initiatives for Burnaby. The working group developed the following timeline and activities for the consultation process:

2016

MARCH to APR.	MAY to JUNE	JULY to AUG.	SEPT. to OCT.	NOV. to DEC.
Working Group Activity Planning and Promotion	Community Focus Groups (8)	Forum Planning Walking Interview	Staff Focus Group Community Forum	Presentation of results to Social Planning Committee Draft Action Plan

Community Focus Groups – In June 2016, eight focus groups were held to engage people with dementia or caring for someone with dementia to share experiences and ideas for a dementia-friendly Burnaby. Two sessions were held in each quadrant of the city. Forty-two people took part in the focus groups. Most were caregivers—spouses, friends and neighbours—seeking information and resources. Key recommendations from participants were to increase access to information about dementia, resources and services; increase opportunities and support for people with dementia to remain connected and active as long as possible; and increase support for caregivers.

Walking Interview – In July 2016, a working group member who is living with dementia led a group of Planning and Engineering staff on a walk from Bonsor Centre for 55+ to the intersection of Rumble Street and Royal Oak Avenue. The goal was to share his experiences and perspective about getting around in his neighbourhood. During the walk, participants considered two questions: What is already in place that works? What is needed or could be improved? Key learnings included greater understanding of the importance of clear signage at different heights and locations, and the role of public art and public realm features in creating navigational landmarks. Staff had a follow-up meeting to integrate learnings into design considerations for Burnaby’s public realm street standards in Town Centres. Such considerations include placement and design of wayfinding information (e.g. use of recognizable symbols and large text size, font and colour contrast in signage; installation of area maps showing locations and walking distances; inclusion of street location signage on bus shelters; options to stamp street names in sidewalk paving) and ways to retain connection to familiar landmarks in new development.

City Staff Focus Groups – In September 2016, a focus group was held with frontline City staff (Parks, Recreation and Cultural Services, Tax Department, Burnaby Public Library, Citizen Support Services, Burnaby Fire Department), Fraser Health staff, and a Burnaby RCMP member to share experiences and interactions with people with dementia. Recommendations included training about dementia, developing clear policies for serving people with dementia effectively, and providing support for staff who respond to people in difficult situations. Participants also suggested additional opportunities for periodic focus groups to maintain cross-departmental connections and support.

Community Forum – The final project activity was a community forum held at the Shadbolt Centre for the Arts in October 2016. Close to sixty people attended. The Alzheimer Society of B.C. shared information about their resources and programs and Fraser Health representatives explained dementia referral and care processes. A presentation of the results of the focus groups and walking interview was followed by facilitated round table discussions, and sharing and prioritization of ideas to include in the action plan. Participants valued the opportunity to build on what is already working in the City, recognizing that dementia-friendly community features can benefit people of all ages and abilities.

4.0 COMMUNITY ACTION PLAN

The draft community action plan, prepared for Council’s endorsement, is *attached* to this report.

The following vision was developed for the community action plan:

The City of Burnaby is working towards becoming a more dementia-friendly community where people living with dementia, their families and caregivers are included, connected and supported.

In developing the plan, it was recognized that the becoming a dementia-friendly community is an ongoing process that requires a partnership approach. The plan is organized around four key themes that emerged over the course of the project: **People, Knowledge and Awareness; Things to Do; Your Surroundings;** and **Advocacy**. Each theme contains recommendations and actions to address the recommendations. The plan also identifies partners (e.g. Fraser Health, the Alzheimer Society of BC, community organizations, Voices of Burnaby Seniors) and their roles for each action.

Most recommendations include actions that can build on initiatives already taking place. Key actions within each theme include the following:

People, Knowledge and Awareness – as identified by participants in the process, a top priority is to increase awareness and understanding of dementia, resources and supports. Actions include sharing information about dementia and resources throughout the community; providing training for staff on how to provide support and/or service to people with dementia and their caregivers; and promoting awareness of Burnaby as a dementia-friendly community.

Things to Do – participants identified the importance of continued participation in community life for people with dementia and their caregivers. Actions include adapting and promoting activities that are inclusive of people with dementia and their caregivers; recognizing and addressing stigma and issues related to dementia that may limit participation; and encouraging and supporting participation and engagement in community programs, processes and events by people with dementia and their caregivers.

Your Surroundings – the physical environment impacts what people do, where they go, and the support they may need to go out in the community. Actions include providing clear signage and displays for orientation, navigation and activity; retaining or adding landmarks in the public realm to maintain or create distinctive environments; providing quiet spaces in the public realm where people can sit and take a break from high levels of activity; and continuing to make accessibility improvements to enhance physical and cognitive accessibility.

Advocacy – Participants shared many ideas for dementia-friendly improvements in places and processes that are outside of City roles and responsibilities, particularly relating to healthcare and caregiver supports. Actions include advocating for home health care for people with dementia and respite services for caregivers and inspiring and encouraging businesses to adopt dementia-friendly features and practices.

5.0 IMPLEMENTATION

While endorsed by the City, the plan acknowledges that the City and community partners all have a role to play in becoming a more dementia-friendly community. With regard to the City’s role, implementation of the actions will need to align with the work program, priorities and resources of each department involved. It is anticipated that the implementation of the actions will take place over a three year period. However, it is also recognized that the action plan may evolve over time as our dementia awareness grows and new opportunities arise.

If endorsed by Council, the next steps in implementing the plan would include:

- engaging and accessing the resources, training and services of the Alzheimer Society of B.C. and Fraser Health to support development and implementation of recommendations;
- convening the Dementia-Friendly working group on a regular basis to inform and report back on the development and implementation of recommendations;
- continued work on enhancing our street design standards and installing features as part of standard City business and development processes; and
- reporting to Council on the progress of the plan.

6.0 CONCLUSION

In 2015 December the City received a Union of BC Municipalities 2016 Age-Friendly Community Planning and Projects Grant to develop a dementia-friendly community action plan. The grant was used to facilitate a public consultation process to develop a Burnaby-specific

community action plan. Development of a dementia-friendly community action plan is consistent with the Burnaby Social Sustainability Strategy and its overarching goals of community inclusion, community liveability and community resilience. It also supports Burnaby's ongoing age-friendly initiatives and the health and wellness objectives of the Burnaby Healthier Community Partnership.

This report provides an overview of the consultation process to develop the plan and its key themes and actions.

It is recommended that Council endorse the Burnaby Dementia-Friendly Community Action Plan.

It is also recommended that a copy of this report and the Plan be forwarded for information to:

- Parks, Recreation and Culture Commission
- Burnaby Public Library Board
- Fraser Health
- The Alzheimer Society of B.C.
- The Voices of Burnaby Seniors
- The UBCM Age-Friendly Community Planning and Project Grants Program

It is further recommended that a copy of this report and the Plan be forwarded to members of the Burnaby Dementia-Friendly Working Group along with a letter of appreciation from the Mayor acknowledging their participation on the working group.


Lou Pelletier, Director
PLANNING AND BUILDING

MM:sa/sla
Attachment

Copied to: City Manager
Deputy City Manager
Director Parks, Recreation and Cultural Services
Chief Librarian
Director Finance
OIC – Burnaby RCMP
Fire Chief
City Clerk