

# BURNABY DEMENTIA-FRIENDLY COMMUNITY ACTION PLAN





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## **TABLE OF CONTENTS**

Introduction . . . . .	1
What is a Dementia-Friendly Community? . . . . .	3
Dementia-Friendly Initiatives in Other Communities . . . . .	5
Why is Burnaby Creating this Plan? . . . . .	7
Creating the Plan . . . . .	8
People and Processes . . . . .	8
What We Learned: Key Recommendations . . . . .	13
A Partnership Approach . . . . .	13
Community Action Plan . . . . .	14
1. People, Knowledge and Awareness . . . . .	15
2. Things to Do . . . . .	16
3. Your Surroundings . . . . .	18
4. Advocacy . . . . .	19
Implementation . . . . .	20
Appendix 1- Alzheimer Society of BC Resources . . . . .	21
Appendix 2 -Acknowledgments . . . . .	22



# DEMENTIA-FRIENDLY COMMUNITIES LOCAL GOVERNMENT TOOLKIT

JANUARY 2016

**Alzheimer Society**  
BRITISH COLUMBIA

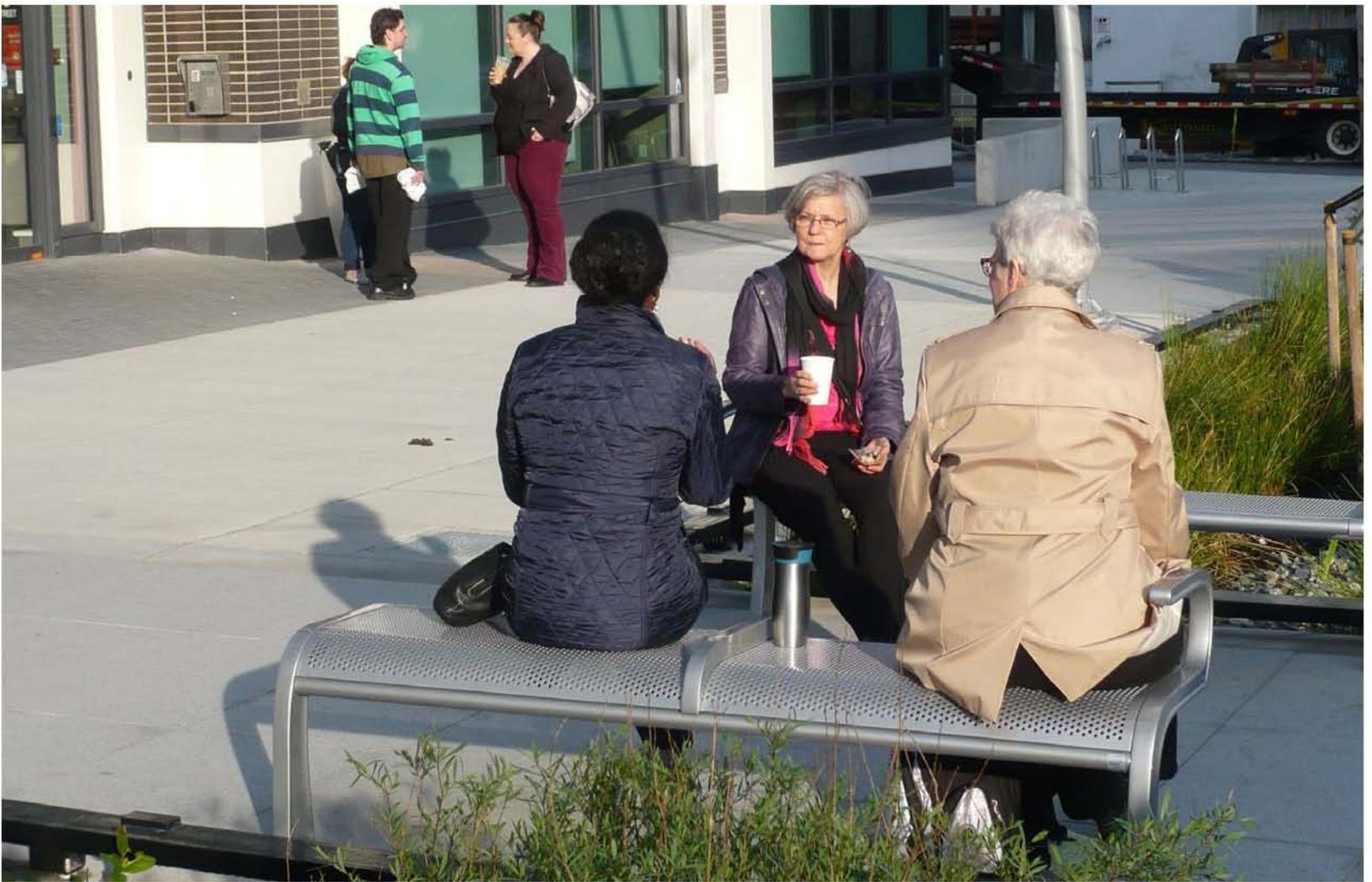
# INTRODUCTION

*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.*

The word dementia is an umbrella term that refers to a number of diseases affecting the brain. Types of dementia include Alzheimer's disease, vascular dementia (due to strokes) and Lewy body disease. People can also have mixed dementia, which is when they have more than one kind of dementia at a time (e.g. Alzheimer's disease with Lewy body disease).

Different dementias cause different physical changes in the brain which can result in changes in behaviour, personality and judgement. Symptoms of dementia may include memory loss, disorientation of time and place, and difficulties with abstract thinking and problem solving. Dementia is not a normal part of aging and is a progressive disease, which means the symptoms will gradually worsen as the disease progresses.

Approximately 2,800 people in Burnaby are living with dementia. Over the next 20 years, this number is expected to double. About 60% of people living with dementia live well in the community for quite a long time. Many people living with dementia want to remain engaged and connected for as long as possible. However, the progression of the disease and the stigma associated with it can make participating in activities and staying involved more difficult for people with dementia and their caregivers. Cognitive impairment and dementia are consistently rated among the top three health concerns for older adults.



## WHAT IS A DEMENTIA-FRIENDLY COMMUNITY?

As defined by the Alzheimer Society of B.C., a dementia-friendly community is one that focuses on the inclusion of people living with dementia and on stigma reduction. Ideally, each community member is educated about dementia and recognizes that people living with dementia may experience the world differently. Community members foster understanding about dementia and encourage people living with dementia to sustain participation and connection within their communities (see **Appendix 1**).

A dementia-friendly community action plan can help City staff and community members work toward a common vision on initiatives to assist people affected by dementia. The intent is to incorporate dementia-friendly actions into existing work programs and policies. Dementia-friendly community initiatives can include:

- Education and training to reduce stigma and assist City staff and community members in understanding how to respond and provide appropriate support to someone living with dementia.
- Social and recreational programming that helps people sustain relationships and continue participating in activities, reducing risk of isolation.
- Age- and dementia-friendly features in the community such as clear signage and landmarks that help people with cognitive impairment get around safely.

The broader community also benefits from dementia-friendly initiatives, for example:

- Enhanced physical accessibility features benefit young families who use strollers and people with limited mobility.
- Clear, legible signage supports people who speak different languages and people with visual impairments.

### City Departments that have the most opportunity to reach community members include:

- **Parks, Recreation and Culture**
- **Library**
- **Citizen Support Services**
- **Emergency responders**
- **City hall front line staff**



- Social and recreational programming that addresses a range of needs is more inclusive, responsive and inviting.
- Welcoming public spaces and parks can encourage greater participation in community activities and events.

## **DEMENTIA-FRIENDLY INITIATIVES IN OTHER COMMUNITIES**

Dementia-friendly community initiatives are being developed around the world. Japan set the stage for this work in response to their aging population. From there, it was embraced by the United Kingdom through the creation of the Dementia Friends program. Dementia-friendly community development then expanded in other parts of Europe, such as Belgium and the Netherlands before reaching Australia, the United States and Canada.

Canada champions Dementia Friends and Dementia-Friendly Communities initiatives at the national and provincial level. In November, 2016, the Senate released their report, “Dementia in Canada: A National Strategy for Dementia-friendly Communities.” They made twenty-nine recommendations in eight categories identified as needing more effort and coordination, including: research; public awareness; training and education; diagnosis; caregiver support; health services integration; home and community care; and affordable housing.

In B.C. the Alzheimer Society of B.C. has developed the Dementia-Friendly Communities initiative to support municipalities, the professional sector, community groups and the general public to become dementia-friendly through tools, education and partnership. Burnaby is one of the first communities to develop a dementia-friendly community action plan.



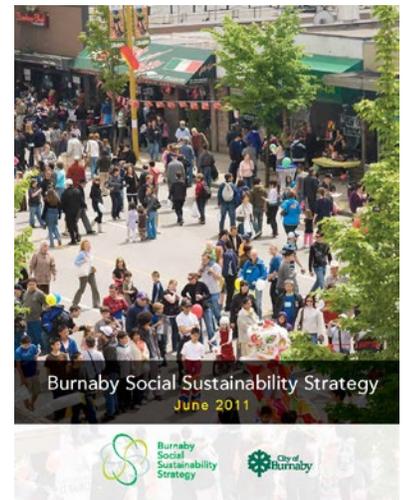
Connects individuals and families affected by Alzheimer's disease or another dementia to a community of learning, support and resources at any stage of the disease.



## WHY IS BURNABY CREATING THIS PLAN?

Early in 2016, the City received funding from Seniors' Housing and Support Initiative of the UBCM Age-Friendly Community Planning and Project Grants to develop a Dementia-Friendly Community Action Plan. Development of a dementia-friendly action plan is consistent with the community inclusion goal 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. In addition, the Voices of Burnaby Seniors (VOBS) Community Planning table has identified dementia as a health concern of Burnaby seniors and indicated its support for community-based initiatives to address dementia.

The UBCM age-friendly grant was used to engage with the community in identifying actions for the City and community partners to undertake towards becoming a more dementia-friendly community. The plan development process included research, which included focus groups with community members and frontline City staff, and broad stakeholder engagement.



**VOICES OF BURNABY**  
**seniors**

# CREATING THE PLAN

## PEOPLE AND PROCESSES

The process to gather community input into the development of the community action plan took place over ten months. The first step was to establish a **Working Group** to guide the development and implementation of community engagement activities (**see Appendix 2**). The Working Group included:

- Burnaby seniors, including members of Voices of Burnaby Seniors (VOBS) and an advocate for the Alzheimer Society of B.C. who is living with dementia
- City staff, including a Social Planner as well as representatives from Parks, Recreation and Culture, Citizen Support Services, and Burnaby Public Library - Home Library and Accessible Services
- The Alzheimer Society of B.C. Provincial Coordinators
- Fraser Health Community Health Specialist and an Environmental Health Officer (Healthy Built Environments)

The Working Group developed the following activities and timeline for the project.

2016 MARCH TO APRIL	2016 MAY TO JUNE	2016 JULY TO AUGUST	2016 SEPT. TO OCT.	2016 NOV. TO DEC.
<ul style="list-style-type: none"> <li>■ Activity Planning and Promotion</li> </ul>	<ul style="list-style-type: none"> <li>■ Community Focus Groups (8)</li> </ul>	<ul style="list-style-type: none"> <li>■ Forum Planning</li> <li>■ Walking Interview</li> </ul>	<ul style="list-style-type: none"> <li>■ Staff Focus Group</li> <li>■ Community Forum</li> </ul>	<ul style="list-style-type: none"> <li>■ Presentation of results to Social Planning Committee</li> <li>■ Draft Action Plan</li> </ul>

Facilitation and coordination of the Working Group's activities was provided by a consulting gerontologist. The working group met monthly. Members reviewed research, helped plan and promote activities and identified possible initiatives for Burnaby. They also provided skilled support during focus groups and the community forum.

### **Community Focus Groups**

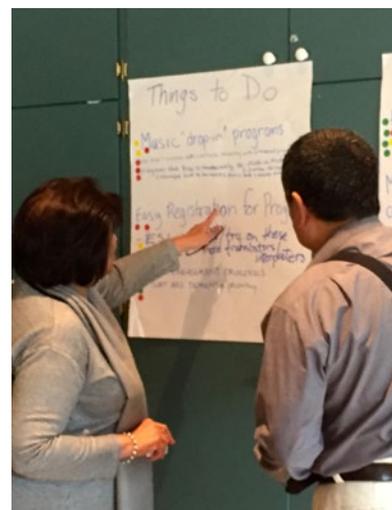
In June 2016, eight focus groups were held to engage people living with dementia and caregivers. These focus groups allowed participants to share their experiences and contribute ideas for a dementia-friendly Burnaby. Forty-two people took part. Most were caregivers—spouses, friends and neighbours—seeking information and resources to help someone who is living with dementia.

Key recommendations from focus group participants were to:

- Increase access to information about dementia, resources and services.
- Increase opportunities and support for people living with dementia to remain connected and active as long as possible.
- Increase support for caregivers.

Focus group highlights included:

- Hearing about the importance of community programs for maintaining connections with friends, receiving support and finding resources (e.g. the lunch program at Confederation Senior Centre).
- Understanding the importance of support for caregivers (e.g. access to and awareness of available resources; opportunities to share with others experiencing similar situations).





## Walking Interview

In July 2016, a working group member living with dementia led a group of City 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 and highlights included:

- Recognition that activity and social engagement supports cognitive and physical health throughout the disease progression.
- Pedestrian infrastructure and recreational opportunities are important for well-being.
- “Universal accessibility” is an evolving concept and design features that support some people might not work well for people with different challenges.
- Understanding that cognitive changes, as well as changes in depth perception and gait can impact a person living with dementia’s ability to navigate familiar environments, reinforcing the importance of clear, simple signage at different heights and locations.
- Public art and public realm features such as mailboxes and benches can also serve as navigational cues.
- Extremely creative approaches to bench design can result in confusion instead of providing a comfortable place to rest.

City staff had a follow-up meeting to be able to integrate learnings into design considerations for Burnaby’s public realm street standards in Town Centres.

### **City Staff Focus Group**

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) and representatives from Fraser Health Community and Home Health, the Burnaby RCMP, and the Burnaby Fire Department. Staff shared their experiences and interactions with people living with dementia. It was found that interactions with community members differ greatly for staff from different departments yet most prioritized the need for information and resources as basic as knowing where to refer people for help.



Recommendations included:

- Providing staff training about dementia.
- Developing clear policies for serving people living with dementia effectively.
- Providing support for staff who respond to people in difficult situations.

Participants would also welcome 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 Shadbolt Centre for the Arts in October 2016. Close to sixty people attended, with a wide range of ages and community representation. 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 about 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.

Forum highlights included:

- Learning how one person has approached living with dementia by increasing involvement within his community and the importance of sustaining activity.
- Understanding the value of building on what is already working in the City. For example, dementia-friendly community features can benefit people of all ages and abilities.
- Opportunities to share experiences and ideas. One participant remarked “thank you for not just talking at us.”

## WHAT WE LEARNED: KEY RECOMMENDATIONS

Recommendations for creating a dementia-friendly Burnaby fall into four key themes that emerged over the course of the project: **People, Knowledge and Awareness; Things to Do; Your Surroundings;** and **Advocacy**. Participants were clear and consistent about their priorities and recognized that becoming a more dementia-friendly community is an ongoing process. They also acknowledged the challenges of working with limited funding, facility space, and staff and volunteer capacity.

Most recommendations include actions that can build on the many things the City is already doing to support people with dementia and those who care for them. For example:

- **Parks, Recreation and Cultural Services** staff support people in finding programs that are a good fit for their interests and abilities, provide training and resources for staff and volunteer program leaders to be inclusive, offer community workshops about topics related to aging, and host support groups facilitated by the Alzheimer Society of B.C. They also provide information

brochures about community supports and resources.

- **Burnaby Public Library’s Home Library and Accessible Services** provide a range of reading and listening materials to people who cannot get to the library, selecting items based on requests and interests.
- **Citizen Support Services** provides a range of programs that are used by people with dementia and their caregivers, such as Shop by Phone, Shopping Buddies, Lunch Program, Volunteer Visitor, Phone Buddy, Gadabouts, and Better at Home services. They also offer dementia workshops for staff and volunteers to learn about available resources and programs.
- **Planning and Engineering** work together to improve age-friendly and accessibility features throughout the City, engage community members in assessment walk-about, and develop policies to create safe routes for pedestrians and people who use mobility aids.

## **A PARTNERSHIP APPROACH**

The creation of a more dementia-friendly community requires a partnership approach. Burnaby will become more dementia-friendly through the actions of the City and community partners (e.g. community groups such as the Voices of Burnaby Seniors, Fraser Health, businesses and the general public) working together to create a more inclusive and dementia aware community. While the action plan is primarily focused on City actions, it should be recognized that all levels of government, community organizations, and the public have key roles to play.

# COMMUNITY ACTION PLAN

The Action Plan is based on the input received during the community consultation process. As noted above, we 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 and priorities of the departments identified. Implementation of the plan and its actions will take place over a three year period. It is also recognized that the action plan may evolve as our dementia awareness grows and new opportunities arise.

## VISION

*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.*

# 1. PEOPLE, KNOWLEDGE AND AWARENESS

All project participants—from community members to City staff—said the top priority for building a dementia-friendly community is to increase awareness and understanding of dementia, resources, and supports. People of all ages want to learn more about what dementia is, why it is an issue, and what they can do to help themselves and others. They want to learn how to recognize when someone is experiencing difficulty, either as a person living with dementia or as a caregiver, and how to respond in an appropriate and helpful way. They also want to understand signs and symptoms of dementia to proactively manage their own health.

## Recommendation 1.1 - Share information about dementia and resources including caregiver support and advance care planning.

ACTIONS	PARTNERS AND ROLES
<ul style="list-style-type: none"> <li>Continue to provide and expand resource materials on dementia available in facilities throughout the City, such as recreational facilities, libraries, Citizen Support Services, schools and City Hall.</li> </ul>	<p>City Facilities – where appropriate and available, display dementia resource materials.</p> <p>Fraser Health and Alzheimer Society of B.C. – continue to provide updated materials.</p>
<ul style="list-style-type: none"> <li>Continue to offer and promote dementia-friendly educational sessions in the community.</li> </ul>	<p>City Facilities (Recreation Centres, Seniors' Centres, and Libraries) – work with Alzheimer Society of B.C. and other organizations (e.g. Fraser Health, Division of Family Practice, NIDUS Registry) to offer education sessions in City facilities.</p> <p>Community organizations - offer similar education sessions within their organizations.</p>

## Recommendation 1.2 - Increase understanding of dementia and how to provide appropriate support and/or service to people living with dementia and their caregivers so they can remain active and connected to the community.

ACTIONS	PARTNERS AND ROLES
<ul style="list-style-type: none"> <li>Provide dementia-friendly training for staff. Include guidelines about what staff can do if they have concerns about someone possibly having dementia, i.e. how to approach and when and where to refer people for resources.</li> </ul>	<p>City Departments and Facilities – work with the Alzheimer Society of B.C. and other organizations to provide training for staff.</p>
<ul style="list-style-type: none"> <li>Provide staff with clear policy and support for working with people living with dementia.</li> </ul>	<p>City Departments and Facilities – develop clear guidelines and/or policies appropriate to staff needs.</p>
<ul style="list-style-type: none"> <li>Provide dementia-friendly training opportunities for volunteers in the community.</li> </ul>	<p>Community groups - work with Alzheimer Society of B.C. and Fraser Health and other organizations regarding opportunities to provide training for volunteers.</p>

**Recommendation 1.3 – Promote Awareness of Burnaby as a Dementia-Friendly community**

ACTIONS	PARTNERS AND ROLES
<ul style="list-style-type: none"> <li>• Proclaim Alzheimer Awareness Month in January.</li> <li>• Support Awareness events in City facilities and other community spaces.</li> </ul>	<p>City Council – proclaim Alzheimer Awareness Month.</p> <p>City Facilities (Recreation Centres, Seniors’ Centres, and Libraries) – support, host and help promote Awareness events.</p> <p>Community organization – organize and/or help promote Awareness events.</p>

**2. THINGS TO DO**

Staying active and connected with the community can help people living with dementia and their caregivers sustain physical well-being, reduce stress and risk of depression. However, cognitive loss can contribute to withdrawal from familiar people, places and activities due to concerns about how others may respond to confusion or forgetfulness, fear of getting lost or being unsafe, and reduction in the ability to participate at a certain level—whether it is sweating it out in a fitness class or singing in a choir.

Participants encouraged the City to be creative in developing ways to support participation in familiar and new recreational and exercise programs as well as attending cultural performances and community events such as Canada Day celebrations, Symphony in the Park, the Burnaby Blues + Roots Festival, or the Burnaby Heights Hats Off Day.

**Recommendation 2.1 - Adapt or develop activities and programs that are inclusive of people living with dementia and their caregivers.**

ACTIONS	PARTNERS AND ROLES
<ul style="list-style-type: none"> <li>• Continue to promote and indicate the inclusion of people of all ages and abilities, as appropriate, in program and activity listings and in promotional materials for events.</li> </ul>	<p>Parks, Recreation and Cultural Services, Library, Citizen Support Services – indicate inclusive activities, where appropriate, in program directories and promotional materials.</p>
<ul style="list-style-type: none"> <li>• Explore options for programming that is inclusive of people living with dementia and their caregivers.</li> </ul>	<p>Parks, Recreation and Cultural Services, Library, Citizen Support Services – explore programming options.</p>
<ul style="list-style-type: none"> <li>• Provide activities inclusive of people living with dementia, i.e. walking groups in the community. Examples of activities could include: a memory trail art installation and a mobile library to increase access to materials and resources.</li> </ul>	<p>Parks, Recreation and Cultural Services, Library, Citizen Support Services– explore partnerships with community organizations</p> <p>Community Organizations – organize and promote inclusive activities.</p>

**Recommendation 2.2 - Recognize and address stigma and issues related to dementia that may limit participation.**

ACTIONS	PARTNERS AND ROLES
<ul style="list-style-type: none"> <li>Ensure City program registration processes are dementia-friendly, i.e. offer non-web options, using easy-to-understand forms, with support available if needed.</li> </ul>	Parks, Recreation and Cultural Services, Library, Citizen Support Services - ensure registration processes are user-friendly.

**Recommendation 2.3 - Encourage and support ongoing participation and engagement in community programs, processes and events by people living with dementia and their caregivers.**

ACTIONS	PARTNERS AND ROLES
<ul style="list-style-type: none"> <li>Ensure civic engagement processes and events are dementia-friendly, as appropriate, i.e. calm environment, opportunity for one-to-one conversation, and clear presentation materials in clear (plain) language and with illustrations.</li> </ul>	City Departments and Facilities – consider opportunities to enhance inclusion in civic processes and events.
<ul style="list-style-type: none"> <li>Provide active environments that are easy to navigate, such as centralized exercise loops or seniors outdoor fitness circuits, and provide walk-ability route maps. Work with the community groups to assess routes and develop maps.</li> </ul>	Parks, Recreation and Cultural Services, Planning and Engineering– plan and provide information on active environments; explore sponsorships for active environments and equipment (e.g. seniors fitness circuits).
<ul style="list-style-type: none"> <li>Host informal events with dementia-friendly features and supports, i.e. sing-along or music mornings at City and community venues.</li> </ul>	Parks, Recreation and Cultural Services – explore opportunities.  Community organizations - organize informal inclusive events.
<ul style="list-style-type: none"> <li>Explore friendly visitor programs for peer-to-peer or intergenerational volunteers to spend time with people who have dementia so their caregivers can look after their own practical and social needs.</li> </ul>	Citizen Support Services – continue to provide services, where appropriate and feasible.
<ul style="list-style-type: none"> <li>Include and indicate quiet areas at community events for people who may need to rest or get away from noisier areas.</li> </ul>	City Departments and Facilities- plan and include quiet spaces at events.

### 3. YOUR SURROUNDINGS

Our physical environment, which includes everything from parks and shopping areas to streets, sidewalks and recreation centres, impacts what people do, where they go, and the support they may need to go out in the community. Perceptual and physical challenges noted above can also contribute to how people experience their environment.

- Loss of familiar landmarks can contribute to getting lost.
- Signage that is difficult to see or read due to the location of the sign, lack of colour contrast, or complex wording can make it hard to navigate. For example, participants recommended transit stations replace words such as “concourse” and “platform” with “street level” and “train level”.
- Areas that are poorly lit or noisy can feel unsafe.
- Perceptual changes that impact depth perception and physical changes that contribute to looking downwards when walking instead of looking forward can increase risk of falls.

**Recommendation 3.1 - Provide clear signs and displays for orientation, navigation and activity, and retain or add landmarks to create distinctive environments.**

ACTIONS	PARTNERS AND ROLES
<ul style="list-style-type: none"> <li>• Review and revise signage strategies to increase visibility, clarity and increase ease of navigation.</li> </ul>	Planning, Parks, Recreation and Cultural Services, Engineering – review signage strategies.
<ul style="list-style-type: none"> <li>• Install signs showing locations and walking distances. Add street location signage to bus shelters. Explore options to stamp street names into sidewalk paving.</li> </ul>	Planning and Engineering – explore ways to enhance wayfinding and orientation in the public realm.
<ul style="list-style-type: none"> <li>• Explore ways to retain connection to familiar landmarks in new developments. Recognize the role public art plays in creating distinct environments and landmarks.</li> </ul>	Planning, Parks, Recreation and Cultural Services, and Engineering – continue to recognize the role of landmarks and public art in creating distinct environments.

**Recommendation 3.2 - Provide quiet spaces in the public realm where people can sit and take a break from high levels of activity.**

ACTIONS	PARTNERS AND ROLES
<ul style="list-style-type: none"> <li>• Design/adapt public spaces to include quiet areas where possible. Incorporate weather protection and benches into public spaces.</li> </ul>	Planning, Engineering and Parks, Recreation and Cultural Services – consider opportunities to create quiet spaces in the public realm.

**Recommendation 3.3 - Continue to make accessibility design improvements to enhance physical and cognitive accessibility**

ACTIONS	PARTNERS AND ROLES
<ul style="list-style-type: none"> <li>Continue updates and additions of accessibility improvements and benches on key pedestrian routes, working with community members to identify where improvements and benches are needed.</li> </ul>	Planning, Engineering and Parks, Recreation and Cultural Services – continue to enhance accessibility; continue to consult with community members on accessibility features.

## 4. ADVOCACY

Participants shared many ideas for dementia-friendly improvements in places and processes that are outside of City roles and responsibilities, particularly relating to health care and caregiver supports. This provides an opportunity for the City and community members to identify areas in which they can advocate for change that will benefit people living with dementia and caregivers.

**Recommendation 4.1 - Advocate for adequate home health care for people living with dementia and their caregivers including respite services that allow the person with dementia to remain at home while the caregiver is away.**

ACTIONS	PARTNERS AND ROLES
<ul style="list-style-type: none"> <li>Explore with Fraser Health and other community partners the availability of adequate home health care and respite services in people's homes and at day programs. Explore options to address any gaps in service.</li> </ul>	City and community members – explore opportunities with Fraser Health.

**Recommendation 4.2 - Inspire and encourage private businesses ranging from service providers to malls and movie theatres to adopt dementia-friendly features and practices.**

ACTIONS	PARTNERS AND ROLES
<ul style="list-style-type: none"> <li>Explore ways to include businesses in communication and education initiatives and inspire adoption of dementia-friendly features and practices.</li> </ul>	City – explore awareness opportunities with the Burnaby Board of Trade.

# IMPLEMENTATION

The Burnaby Dementia-Friendly Community Action Plan provides a foundation for the City and the community to 1) increase understanding of dementia, 2) build on existing programs and activities, and 3) explore new ways to become more dementia-friendly.

As the Alzheimer Society of B.C. notes, “becoming a dementia-friendly community is a journey as opposed to a destination”. The actions in the plan will help Burnaby become a more dementia-friendly community over the years. Many of the actions do not involve new programs or initiatives but rather an expansion in our thinking to be more inclusive of people living with dementia and other cognitive impairments, and their caregivers. The learnings along the way will inform our plans, programs and policies and will support our overall social sustainability goals of community inclusion, liveability and resilience.

Recommended next steps 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.
- Continuing to work on enhancing our public realm standards and features as part of standard City processes.
- Reporting to Council on a regular basis on the progress of the plan.

## **APPENDIX 1: THE ALZHEIMER SOCIETY OF B.C. RESOURCES**

Families across British Columbia are affected by Alzheimer's disease or other dementias. The Alzheimer Society of B.C.'s ultimate vision is a world without dementia; that vision begins with a world where people living with the disease are welcomed, acknowledged and included.

**The Society's First Link® dementia support** connects people with dementia and their care partners to support services, education and information at any stage of the journey. People who are concerned about dementia or who have questions about the disease can call the First Link® Dementia Helpline at **1-800-936-6033** from anywhere in the province.

The Society has 15 Resource Centres across the province that offers support, education and programs. These include:

- Support groups for people with early symptoms of dementia and for families and caregivers.
- Education sessions and series for those living with dementia and for caregivers, to learn more about dementia, explore strategies to cope with changes and maximize quality of life at different points along the journey.
- Minds in Motion®, a fitness and social program for people diagnosed in the early stages of dementia and a care partner.

To learn more about programs and services offered by the Society, people can visit [www.alzheimerbc.org](http://www.alzheimerbc.org) or call the First Link® Dementia Helpline.

### **FIRST LINK® DEMENTIA HELPLINE**

**Province-wide:** 1-800-936-6033

**Lower Mainland:** 604-681-8651

**Hours:** Monday to Friday,  
9 a.m. to 4 p.m.

### **THE ALZHEIMER SOCIETY OF B.C.'S DEMENTIA-FRIENDLY COMMUNITIES INITIATIVE**

The Society's Dementia-Friendly Communities initiative exists to support municipalities, the professional sector, community groups and the general public to become dementia-friendly through planning, tools, education and partnership. The Society is currently in the process of developing a Dementia-Friendly City Train the Trainer program that instructs frontline municipal staff on how to deliver the Alzheimer Society of B.C.'s standardized Dementia-Friendly City education to staff and volunteers in their workplace. This program aims to educate city staff about dementia, reduce stigma, raise awareness and provide practical suggestions about supporting people with dementia in the community.

## **APPENDIX 2: ACKNOWLEDGMENTS**

The development of the Burnaby Dementia-Friendly Community Action Plan was guided by a Working Group comprised of dedicated community volunteers and staff from the City, Fraser Health and the Alzheimer Society of B.C.

The City extends its sincere appreciation to the following:

### **COMMUNITY VOLUNTEERS**

**Mario Gregorio**, Alzheimer Society of BC  
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Dementia

**Tazul Ali**

**Ted Kawamoto**

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**Jane Lee**

**Jim McMartin**

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**Michele Wilson**, Citizen Support Services

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### **FRASER HEALTH**

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**Jovana Turkovic**

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