

Town of Ladysmith Age-Friendly: Walkability/Accessibility Project 2018



Photo Credit: [Trip Advisor Australia](#)



Contents

Introduction	2
Background	2
Project Activities	3
Seniors & Elders Outreach, Consultation Sessions & Interviews	3
Neighbourhood Audits	5
Business Outreach	5
Health Fair & Scooter Rodeo	6
Ladysmith Accessibility Recommended Routes	6
Feedback & Recommendations	7
Accessibility	7
Transportation.....	9
Scooters	11
Social Participation	12
Communication Recommendations	13
Affordability Recommendations	13
Capital Improvements	14
Conclusion	17
Appendix A.....	18
Appendix B.....	19
Appendix C.....	0
Resource List	0
Endnotes	1

Introduction

Background

In 2017, a Walkability - Accessibility Assessment highlighted some of the challenges faced by residents especially with the geographical challenges in Ladysmith. With a significant projected increase of seniors over the next 20 years, Ladysmith is working toward becoming an Age-Friendly Community.

The World Health Organization defines an age-friendly city as one that encourages active ageing by optimizing opportunities for health, participation and security in order to enhance quality of life as people age. It will adapt its structures and services to be accessible to and inclusive of older people with varying needs and capacities¹.

They have developed a checklist in each of the following areas for identifying improvements:

- Outdoor spaces and buildings
- Transportation
- Housing
- Social participation
- Respect and social inclusion
- Civic participation and employment
- Communication and information
- Community support and health services

Project partners for this phase included the Town of Ladysmith, Social Planning Cowichan (SPC), Island Health (IH), the Ladysmith Resource Centre Association (LRCA) and the BC Community Response Networks (BC CRN) who worked with other community partners to connect with the community to evaluate existing services and take a deeper look at how the current infrastructure can evolve to meet the needs of an aging population. The most important part of this process was to engage with people in the community with a focus on seniors, elders, local businesses and service providers to identify what improvements could be made.

Representatives from each of the project partners made up the steering committee who guided the project direction, activities and decisions. Due to the short timeline on the project, we focused on accessibility regarding transportation and scooters and social participation including communication and affordability.



Project Activities

The following is a list of activities that took place during the project. A summary of the feedback received as a result of these activities is included with the recommendations.

Seniors & Elders Outreach, Consultation Sessions & Interviews

The project began with outreach in the community for the purpose of introducing the project, soliciting feedback for what is working well and where improvements needed to be made on a large map of Ladysmith and to invite seniors and elders to attend a seniors Consultation that was scheduled for June 19, 2018. This was held in the Seniors Centre at the LRCA during a regularly scheduled Seniors Information Session. To spread the word, we set up tables at the Frank Jameson Community Centre and Health Centre at various times on several different dates when seniors programming was taking place and made a visit during several of the Seniors Coffee Drop in meetings.

Invitations were also delivered to the Ladysmith Branch Library, Soup Kitchen and Food Bank. During this outreach process some feedback and information was collected that has been incorporated in this report.

At the June 19th consultation session we presented highlights from the 2017 Walkability - Accessibility Assessment as well as an overview and the purpose, goals and timeline of the current Age Friendly Project.



We divided the larger room of approximately 28 seniors into three smaller groups and facilitated rotating discussions that included the following:

- A mapping activity to identify places that worked well and places that needed improvement including safe/unsafe zones for scooter and pedestrian safety, service and business access and washrooms.
- A path activity to identify barriers seniors face, what is working well for seniors and to identify some of the dreams and wishes they would like to see in their community.
- A world café dialogue asking questions including:

1. How do you socially get involved in community and stay in touch?
2. How are you engaged in the community (i.e. volunteering, employment)?
3. Where do you get your information from? (source & frequency?)
4. Where do you access health & community services and where (locations)?
Do you participate in community?



Mapping exercise



Path activity



World Café



Path Activity final outcome

We also attended a Stz'uminus Elders Lunch to invite the elders to join the June 19th session in Ladysmith and to offer the option to return to host their own session at a later date. Due to limited transportation options, it was preferred to host a consultation session on Stz'uminus Territory following their lunch, which took place on July 4, 2018.

At this session a similar presentation was given followed by separating approximately 24 elders into 4 small groups with a facilitator at each to host discussions of the following:

- What are the barriers you face in Ladysmith?
- What's working well and what can be improved to make it more accessible?
- What are some dreams/wishes you would like to see?
- How do you get involved socially in the Ladysmith community and stay in touch?
- Do you engage in Ladysmith through volunteering and/or employment?
- Where do you get community information from? (source & frequency?)
- Where do you access health & community services (locations)?



Stz'uminus Health Centre

Following each of the sessions, participants were invited to sign up to take part in upcoming neighbourhood audits, assist with doing outreach to local businesses and/or join a conversation to explore the option of redeveloping a Seniors Coalition.

Interviews also took place with three seniors who were identified by staff through Island Health to be isolated from community as they do not engage in any group activities where they would either be invited to attend a consultation session or likely would not consider participating.

Neighbourhood Audits

With three Seniors from the June 19, 2018 consultation and members of the steering committee, we conducted a neighbourhood audit from Aggie Hall along First Street to Roberts Street and around Coronation Mall. Outcomes from the audits are included in the next section with raw data in Appendix B.



Business Outreach

To engage the local businesses in the project we attended the Ladysmith Downtown Business Association meeting in October to introduce the project and invite individual businesses to complete an [Age Friendly Business Assessment](#). We also visited most business in person along First Street and in the Coronation Mall by hand delivering a project overview that included a link to the assessment while also offering a hard copy. For the Coronation Mall business visits, we

worked with a senior on a scooter to identify key obstacles and issues for people with mobility issues.

The Ladysmith Chamber of Commerce also posted a notice in their November 2018 newsletter reminding businesses to participate.

Follow up emails were made to 48 businesses who shared their contact information with us.

Health Fair & Scooter Rodeo

On November 2, 2018 we set up a booth at the Ladysmith Health Fair that included project information for community members and a large map of Ladysmith to solicit feedback on safe and unsafe scooter routes. We set up a Scooter Rodeo (a scooter testing obstacle course) with the help of Advanced Mobility who lent us a scooter for the day so people could test drive it through the course to gain an understanding of safe driving practices. We oriented each driver with a quiz and tips of information on being courteous, good neighbours to those using scooters (see Appendix A).



Ladysmith Accessibility Recommended Routes

Based on the risk of fatal accidents for scooter drivers due to the steep terrain of some roads in Ladysmith, a safety Ladysmith Accessibility Recommended Routes map was designed to highlight safe, recommended routes. The map focusses on most visited areas and routes accessed including La Rosa Gardens Independent Living Housing Centre and the Health Centre to Downtown, to Coronation Mall and to Transfer Beach. Listing accesses to public washrooms was also included with the invitation to businesses to notify us if they offered access to a public washroom that could be added to the map.

A copy of the Recommended Scooter Routes Map can be found in Appendix C.



Feedback & Recommendations

Accessibility

As Ladysmith is built on a hill, it causes a great challenge for walkability and accessibility. There are benches and railings downtown and alongside walks and trails; however, it was identified that there are not enough along the hilled areas which are more commonly residential. There are additional challenges in areas with only one sidewalk on one side of the road or none at all.

There is a high need to increase the number of accessible public washrooms especially downtown Ladysmith, but also along trails and both outside and inside of businesses. Lack of washroom access can be stressful for people at any age, but especially for seniors and elders. Due to an increase of social issues including addictions and homelessness, we heard from some businesses owners during our Age Friendly Business Assessments that many have closed access to their washrooms to the public making it difficult to find an accessible washroom on short notice. While some businesses may allow patrons to use the washroom upon request, it can make it awkward and uncomfortable for someone in need to ask, as well as foster judgement and discrimination.

Accessible meeting places for seniors with mobility issues were also identified as a growing need. For example, Tim Hortons is at the bottom of the hill and presents a large challenge for people with mobility restrictions. The Seniors Centre is a great place that hosts a wide range of activities; however, it is not accessible to everyone who may not be able to afford the \$20 annual fee to become a member. One must be a member to gain access to the activity calendar and there may be additional smaller one-time fees to participate in some of the specific activities.



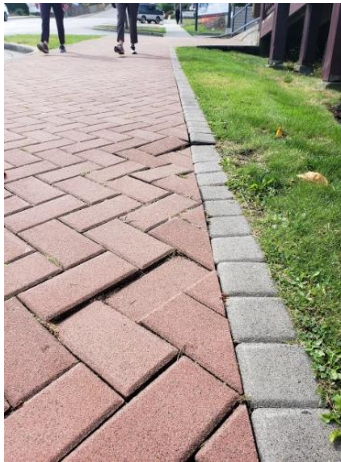
Limited access to doctors, dentists and other health care professionals has also forced many seniors to look outside of Ladysmith for these services.

When conducting the neighbourhood audits of downtown Ladysmith and at Coronation Mall, the following concerns were observed:

- Much of the sidewalks downtown in Ladysmith are laid with brick which can create tripping hazards especially if they are uneven or shift out of place, even slightly.
- Sidewalks appeared to be wide enough for travelling scooters and pedestrians to pass; however, there were no clearly marked areas for scooter parking.
- Downtown, most of the curb cuts from the parking spaces to a sidewalk were located at the end of each block to gain access smoothly. This could be a challenge for anyone

using a walker, wheelchair or stroller from a parked car, requiring them to walk on the road. At Coronation Mall, curb cuts were sometimes in the middle of two parking spaces with no clear signage or were blocked by sandwich boards or shopping carts creating obstacles for wheelchairs, walkers, scooters or strollers.

- Due to the hills, some entry ways to public buildings and businesses on side streets off of First Street are at an uneven angle or sloping with slanted steps.



A copy of the Age-Friendly Neighbourhood Assessment used during the audits along with the raw data collected can be found in Appendix B.

Recommendations for Consideration

Based on observations from the neighbourhood audits the following recommendations have been included for consideration of future development or upgrades:

- Placement of curb cuts for easier vehicle to sidewalk accessibility, particularly in identified wheelchair access parking stalls
- Paint/repaint manholes, sidewalk curbs and entry ways, pedestrian crosswalks
- Consider increasing the number of parking spaces for people with disabilities
- Add clearly marked public accessible washrooms to downtown and Coronation Mall
- Repaint and place clear signage in areas with curb cuts where parking is not allowed
- Add secure parking spaces for scooters
- Install barricades to block vehicles from jumping curbs when parking
- Place time tables and maps of the transit routes in large print at convenient locations
- Create subsidies for Senior Center memberships and activities similar to the Leisure Access Program available with Ladysmith Parks & Recreation and/or promote gifting memberships during the holidays

With the steep geography of Ladysmith, it would be helpful to create parklets. These would be places for resting that are accessible in high traffic areas.ⁱⁱ To ensure they are spaced appropriately in Ladysmith, a walkability audit could be performed.ⁱⁱⁱ It is important to note that

there needs to be a balance between parklets and sidewalk space for people to walk and for scooter use; especially in narrow sidewalk areas.^{iv}

It is also important to have public and accessible washrooms that are clean and well maintained both in public buildings and in sufficient number along busy routes, downtown, at Coronation Mall and outside along the trails.^v

In order to give seniors and elders more options for meeting places, allow them to book meeting rooms in recreation centers, libraries and other community places at a minimal to no cost.^{vi} The LRCA offers free space for the Friday Senior's Coffee Drop In or a minimal fee is charged for private events. While very accessible, the Ladysmith library does not have meeting spaces available. It is recommended that more meeting spaces be identified that are accessible with parking and that this information be posted in accessible places with clear instructions on how to reserve a room, allowing the ability to choose a meeting space, and not feel restricted to meet in less accessible areas.

By having the Town of Ladysmith work with health care organizations, improvements in wellness and preventative health education, accessibility to services with an increased level of care can be achieved for seniors and elders.^{vii} It is important to coordinate the delivery of health care service providers with accurate and up to date information about eligibility, price and wait lists.^{viii} These services should have clearly marked entry points, so that seniors know where to access the services.^{ix}

Finally, the creation of a health co-op similar to the Cool Aid Society in Victoria would allow for more community based solutions to be created for seniors.^{x-xi} This Society provides temporary shelter, help with employment, food services and health care appointments.^{xii} There was some exploration of reviving the Seniors Advisory Council, or a Seniors Coalition in Ladysmith to help carry on this work and that should be explored further with the leadership of inclusive seniors and elders with the support of some key service providers, ideally from the steering committee of this project. The LRCA provides some of these services including providing shelter, help with accessing or providing food services and providing medical transportation to appointments, however these services could be more coordinated and expanded.

Transportation

In Ladysmith there are many concerns with the availability of transportation services within the city limits and beyond. From the feedback collected, seniors in Ladysmith and Stz'uminus elders voiced that they do not have an affordable option for transportation, as bus routes are infrequent and taxi services are too expensive. This especially limits access to Ladysmith's foodbank, health centre and other businesses and services for elders that are traveling from Stz'uminus. In fact, a majority of elders who participated stated they rarely travel into Ladysmith as a result, with most travelling to Duncan or Nanaimo at the discretion of family or friends. Transportation to the health center was a highlighted need along with additional parking spaces within Ladysmith.

Recommendations for Consideration

It is suggested that Ladysmith continue to review the transportation structure networks. An example is Vancouver's age friendly project; in which they did so at both a micro and macro level.^{xiii} That study also looked at speeding drivers, narrow sidewalks, number of ramps, crossing times, and road/pedestrian signs.^{xiv}

Creating workshops for developers and builders to make them aware of ideas that would make new infrastructure age friendly would also be beneficial.^{xv} In general, paths for pedestrian and other modes of transportation need to be/have:

- Flat and free of obstacles (ex. leaves, snow and ice)^{xvi}
- Maintained^{xvii}
- Well lighted^{xviii}
- Curbs that are visible to the visually challenged and suitable for mobility assistance devices^{xix}
- Marked cross walks that are easily seen by pedestrians and drivers^{xx}
- Cross walks that have auditory and visual signals^{xxi}

To address transportation for seniors via the bus system, the creation of a transit orientation^{xxii} or bus ambassador program^{xxiii} is suggested. The ambassador program in Duncan is used to educate seniors on how to use the bus services.^{xxiv} Stemming from the feedback from the consultations, regular public transportation is desired from Stz'uminus to Ladysmith, especially for medical appointments but also to encourage social interactions between First Nations and non-First Nations. Additionally, giving seniors/elders a companion pass, may increase ridership and allow them to travel with a companion affordably.^{xxv}



It is also recommended to place time tables and maps of the transit routes in large print and convenient locations, so that seniors can read them.^{xxvi} This will allow seniors who are no longer able to drive or who have restricted access to their own transportation an additional option. Another best practice is to include volunteer driving programs, community taxis and/or shuttles that transport seniors around town and beyond.^{xxvii} The LRCA has transportation for medical appointments outside of Ladysmith and the Cowichan Seniors has a volunteer driving program in Ladysmith. Promotion to increase awareness of these services is strongly encouraged.

Cost sharing and coordinated booking options between service groups and organizations is another way to offer more flexible and affordable transportation. For example, a small bus or van could be circulated between community partners on different days of the week, all sharing the lease and insurance expenses.

It would also be beneficial to increase awareness and education around the needs of the elderly population^{xxviii} as well as safety and good neighbour practices of keeping sidewalks and walk ways clear and accessible for scooters and pedestrians who may use a walking aid or stroller.

Scooters

Concerns around scooter safety and accessibility were raised in Ladysmith during the consultations and interviews. There is a need for convenient and accessible scooter parking and charging stations in front of services and businesses. Where there are trails along green space and beaches there is a need for scooter access, while still prohibiting ATVs (all-terrain vehicles).

Some safety concerns associated with the roads for scooter use included:

- Under body scraping on slope transitions
- Pot holes
- Narrow sidewalks/walkways
- A better option to replace using a scooter on the highway to get places
- High curbs



Lack of education for scooter drivers and others sharing sidewalks and roads was a highlighted concern as many people are not aware scooters are considered pedestrians and are required to follow pedestrian rules of the road. Some suggested scooter drivers be required to take a vision test, that a defensive scooter driving program be created to decrease the amount of aggressive scooter drivers and that safe routes be identified and encouraged due to the steep terrain of Ladysmith. There were also concerns about the visibility of the scooters themselves.

Recommendations for Consideration

A best practice that has come from the Town of Lake Cowichan is to include a plan and program for the maintenance and creation of sidewalks in the OCPs.^{xxix} This plan would identify the areas where the sidewalks and crosswalks are narrow, in need of repair and where curb cuts or new sidewalks are needed.^{xxx}

Other recommendations include:

- Covered parking for scooters at frequently used businesses and/or services.^{xxxi}

- The newly created Ladysmith Accessibility Recommended Routes map, created from this project, indicating accessible routes should be widely circulated and promoted, so scooter drivers know exactly where they can travel safely.
- To help increase the amount of safe scooter drivers, education about safe scooter use should be given to drivers, similar to the City of Victoria’s Safety Tips for Mobility Scooters.^{xxxii} This information sheet outlines safety considerations when buying, transporting and using the scooters, and also highlights that mobility scooter users are to follow the same rules as pedestrians.
- Another avenue to explore is to develop partnerships with local scooter companies to create and facilitate new driver training and education programs for new buyers.
- The Town of Ladysmith may also want to consider including regulations for scooter use within the municipal bylaws. For example, under section 17 in the Streets and Parking Regulations Bylaw, the City of Duncan has outlined regulations including a 3km/hr speed limit for Motorized Wheelchairs.^{xxxiii}

Social Participation

Social participation is an issue for many people in the Ladysmith area. Many seniors feel isolated during the summer months as there are less events during this time including the cancellation of the soup and sandwich nights. This is also felt with many of the shops being closed on Sundays, more specifically, the restaurants. There was feedback on increasing the amount of cultural events in Ladysmith, as well as hosting events with both the seniors and Stz’uminus elders. It was identified that there is a variety of volunteer opportunities in Ladysmith that seniors could participate in, with a particular interest in connecting with youth.

There is also a need for a services, programs and groups directory (online and hard copies available) so that seniors and elders know what is available to them via the Senior’s Centre, Stz’uminus Elders Lunch or other organizations. There was a desire to incorporate Stz’uminus Elders into the senior’s community groups and events by hosting them both on Stz’uminus territory and in Ladysmith.

Recommendations for Consideration

The issue of isolation can be mitigated through many simple reminders such as sending out personalized invitations in person or on the phone.^{xxxiv} The Senior’s Centre does this with its membership but it’s recommended that this be expanded to include others who may not be members and/or waive the fee to include more seniors and elders. This could be done by developing relationships between staff at the Senior’s Centre and at the Stz’uminus Health Centre to ensure existing programming is more accessible and inclusive.

Providing the option to participate with a companion, choosing a convenient time that is suitable for seniors and elders and providing accessible transportation would also assist in this.^{xxxv}

To increase community involvement:

- Volunteer opportunities should be advertised through the services and businesses that they regularly access
 - o For example, both the Ladysmith and Stz'uminus Health Centres, the Senior's Centre at the LRCA, etc.
- There should be efforts made by local organizations to recruit and retain senior volunteers, and if training is required, it should be provided with no cost to the volunteer.^{xxxvi}
- Socializing opportunities utilizing community facilities to host events with various activities and programming should include all age groups and cultures to help bring the community closer together across generations.^{xxxvii}



Communication Recommendations

It is important to practice consistency with the sharing of information. This requires that available services, programs, information and opportunities are being promoted in the same place and distributed at a regular schedule. Key locations for this information could include the library, health centres, community centres, service clubs, government facilities, businesses where seniors often frequent, etc., with cross promotion.^{xxxviii} These materials should be available in multiple forms of media including print, email and online and shared in regional publications.^{xxxix} For example, there is no listing of the LRCA in the CVRD's Senior Directory. A Resource Directory specific to Ladysmith would be helpful in print as many seniors and elders do not access information online.

Furthermore, any information that is targeted towards seniors should be in an easy to read format, is available in various languages and be accessible to those who are visually impaired. If services or programs use automated phone services, the information should be given slowly and be repeated.

The consideration of a community based senior's coalition or collective could help to ensure these measures are being taken and that new ways of engaging seniors are considered on an ongoing basis. This group could be supported by volunteer members of this project's steering committee and/or the Ladysmith Interagency.

Affordability Recommendations

Some seniors in Ladysmith shared that they are having difficulty finding affordable places to shop locally and therefore, shop in areas outside of Ladysmith. This further points to the need for affordable transportation options.

To ensure that Ladysmith is affordable, opportunities for seniors to work and supplement their retirement income should be made available with affordable and accessible transportation.^{xl}

Retraining opportunities should be provided for seniors, so that they can re-enter the work force if they so desire. ^{xli}

Other options for improving affordability include:

- Providing property tax relief. ^{xlii}
- Offering public, voluntary and private services and events. ^{xliii}
- Giving subsidies for membership fees to the Senior's Center.
- Encouraging businesses to offer seniors discounts and other incentives.
- Increasing awareness of gifting opportunities could be promoted for people to purchase passes, memberships, etc. on behalf of another person.



Capital Improvements

Part of the budget of this project was to install a bench and railings close to the Pharmasave downtown; however, it was realized that these have already been installed.

Through the work of the neighbourhood audits and interviews with seniors around identifying routes for the Ladysmith Accessibility Recommended Routes map, the following capital improvements are being suggested to the Town of Ladysmith instead:

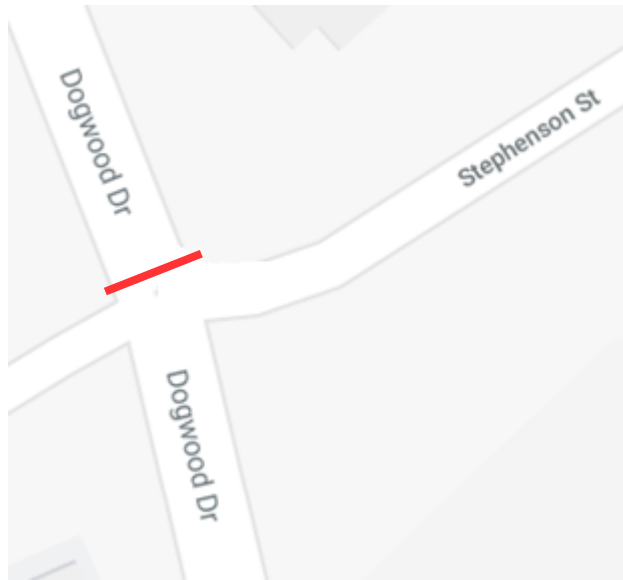
- Re-paint cross walk at Dogwood Drive and Davis Road (between Walker Avenue and Parkhill Terrace)
- Install a flashing pedestrian beacon or add reflective paint and poles at:
 - Dogwood Drive and Davis Road
 - Dogwood Drive and Stevenson



Davis Road facing north-east at Dogwood Drive



Davis Road at Dogwood Drive



Dogwood Drive at Stephenson Street



Looking south along Dogwood Drive at Stephenson Street

Looking Ahead & Recommended Next Steps

As a follow up to the Walkability and Accessibility Assessment in 2017, this phase helped to gain a more specific understanding of the steps needed to make Ladysmith a more Age Friendly community by involving the seniors, elders, service providers and businesses who make it such a vibrant place to live. With a focus of becoming more age-friendly, the town will only become more accessible to everyone who lives here, at all stages of life.

Existing members of the Age-Friendly steering committee fully realize the need of this project and have identified it as necessary capacity building within the community. As a result, they are committed to keeping connected as an ongoing committee on a bi-monthly basis, assuming there is larger organizational approval.

Here are the recommendations for continuing this work:

- Apply for larger \$25k grant for further, more broad Age Friendly study that includes a designated project manager for coordination:
 - Establish a steering committee of service providers to continue partnership opportunities, similar to the structure and decision making of this project.
 - Develop a workplan and implementation plan to follow through on previously outlined recommendations.
- Encourage existing senior's and elder's groups to become better connected:
 - Look at opportunities for senior/elder leadership development and increase volunteerism.
 - Utilize the members of the steering committee to identify an initial core leadership team. Members from the current steering committee are committed to continuing to meet on a bi-monthly basis throughout the next year.
 - Consider a senior's/elders coalition or collective to carry out and monitor this work.
 - This could be supported by the current project steering committee of volunteers from the Town of Ladysmith, Social Planning Cowichan (SPC), Island Health (IH), the Ladysmith Resource Centre Association (LRCA) and the BC Community Response Networks (BC CRN) or the current Ladysmith Interagency Committee.
- Consider recruiting neighbourhoods to "adopt a street" and ensure they are scooter friendly (paths are clear, etc.). This could be done by engaging existing neighbourhood watch groups.

Conclusion

With the beauty Ladysmith has to offer, it is a desirable place for our aging population to retire. Aging in place is a top goal for many, and there are challenges that need to be addressed to accommodate that need.

Everyone can do their part. Service and health organizations, businesses, government and community groups can each play a role, but there also needs to be a focus on continuing to develop partnerships to address the service gaps that exist. Many of the seniors and elders who participated in the consultations and interviews still want to be involved in community and live an active and healthy life style through physical and social activities, recreation, volunteerism and accessing businesses and services locally.

By identifying how we can make Ladysmith more accessible now, we can better plan for the future. Accessible and affordable transportation, walkable streets, benches, public washrooms, clearly marked pedestrian crossings, accessible curb cuts and ample parking will all help to provide ease and comfort to everyday tasks and outings. Ensuring consistent and available communication of services, information and events and developing more opportunities for affordability, diversity and continued learning will foster inclusivity and participation leading to a healthier and more vibrant community.



Appendix A

Scooter Safety Skill Testing Questions

1. The maximum speed of a scooter is typically 5 kilometers per hour.

Scooters move about twice as fast as the average walking pedestrian. Slow down when in crowds of people, stores and on sidewalks. Pedestrians often move about making unpredictable turns and stops so it's a good practice to stay a safe distance behind them.

2. When you come to an uncontrolled intersection it is advisable to stop and look.

Too many motorists are in a hurry and not as careful as they could be. Please take a moment to become aware of traffic in all directions before you enter an intersection.

3. It is important to remember that you are considered a pedestrian when operating a scooter.

Most scooters do not brake instantly so you want to be careful by staying alert and/or slowing down with plenty of time to come to a complete stop when approaching intersecting sidewalks, blind corners or driveways.

4. Three things you can do as a scooter user to be safe on the streets are:

Answers:

- **Go slow**
- **Plan your route**
- **Practice safe road use as a pedestrian**

It really is your responsibility to be a safe scooter user. Do not rely on others to keep you safe.

Helpful tips to being a good neighbour:

- Keep sidewalks clear of debris, waste bins, over-grown hedges and branches, etc. for those traveling on a scooter.
- Make eye contact with pedestrians when passing each other and/or with drivers when crossing the street to ensure you both see one another.
- As a walking pedestrian, respectfully share sidewalks, public transportation and elevators. Be mindful that it is more difficult for a scooter to navigate over potholes, large cracks, narrow pathways or uneven ground.

Appendix B

Age-Friendly Neighbourhood Assessment

Rating Guide

Please use the following rating system for the questions below to assess your neighbourhood.

Excellent = 4 Good = 3 Fair = 2 Needs work = 1 N/A = does not apply

Safety: Provide for people with reduced mobility, agility and balance.

Area of Neighbourhood Audit:

Score	Observation:	Comments:
	Sidewalk access from transit stop and parking areas is level and well-maintained, with curb cuts where needed.	
	Pickup/drop-off areas are convenient, sheltered and clearly marked.	
	Sidewalks and parking lot are well and evenly lit.	
	Accessible and seniors' parking spaces are designated and enforced.	
	Parking lot and sidewalks are promptly cleared of snow, wet leaves, puddles and other hazards (including paths from parking lot to sidewalk).	
	Pavement is smooth, without cracks or dips and bumps.	
	Adequate parking for scooters	
	Entrances to sidewalks are flush with the road for scooter ease	
	Sidewalks wide enough for scooters and walking pedestrians	
	Benches are accessible and frequent	
	Railings accompany any sets of stairs	
	Crosswalks are clearly marked	
	= Total Audit Score	

Additional Comments:

Age-Friendly Neighbourhood Assessment

Rating Guide

Please use the following rating system for the questions below to assess your neighbourhood.

Excellent = 4 Good = 3 Fair = 2 Needs work = 1 N/A = does not apply

Safety: Provide for people with reduced mobility, agility and balance.

Area of Neighbourhood Audit: AGGIE & ROUND ABOUT

Score	Observation:	Comments:
①	Sidewalk access from transit stop and parking areas is level and well-maintained, with curb cuts where needed.	Some maintenance req. pd. New parking lot
	Pickup/drop-off areas are convenient, sheltered and clearly marked.	Convenient not sheltered. Signage for drop-off needed.
	Sidewalks and parking lot are well and evenly lit.	Street lights. Good visibility during day
	Accessible and seniors' parking spaces are designated and enforced.	② spots
	Parking lot and sidewalks are promptly cleared of snow, wet leaves, puddles and other hazards (including paths from parking lot to sidewalk).	
①	Pavement is smooth, without cracks or dips and bumps.	at entrance from Symonds to Aggie.
n/a	Adequate parking for scooters	
①	Entrances to sidewalks are flush with the road for scooter ease	dip.
3.	Sidewalks wide enough for scooters and walking pedestrians	
	Benches are accessible and frequent	rock wall
	Railings accompany any sets of stairs	
①	Crosswalks are clearly marked	
	= Total Audit Score	

Additional Comments: Crosswalk needed from 49th - Aggie.

Crosswalk @ bottom of Symonds not well marked

2 bathrooms @ Aggie^{outdoor}

paver stones bad for walking/mobility. Tripping hazards.

Step down to Cadets door is higher on one end.

Age-Friendly Neighbourhood Assessment

Rating Guide

Please use the following rating system for the questions below to assess your neighbourhood.

Excellent = 4 Good = 3 Fair = 2 Needs work = 1 N/A = does not apply

Safety: Provide for people with reduced mobility, agility and balance.

Area of Neighbourhood Audit: First Ave - Symonds to Roberts. West Side

Score	Observation:	Comments:
	Sidewalk access from transit stop and parking areas is level and well-maintained, with curb cuts where needed.	transit stop @ 49th @ curb. Do buses kneel. If not, no ramp. - could be painted
	Pickup/drop-off areas are convenient, sheltered and clearly marked.	
	Sidewalks and parking lot are well and evenly lit.	no lighting @ warren
	Accessible and seniors' parking spaces are designated and enforced.	
	Parking lot and sidewalks are promptly cleared of snow, wet leaves, puddles and other hazards (including paths from parking lot to sidewalk).	
	Pavement is smooth, without cracks or dips and bumps.	uneven cement & pavers.
	Adequate parking for scooters	
	Entrances to sidewalks are flush with the road for scooter ease	
3 ✓	Sidewalks wide enough for scooters and walking pedestrians	
	Benches are accessible and frequent	Benches. @ 49th @ Kitchen @ Butler rock wall at warren.
	Railings accompany any sets of stairs	
	Crosswalks are clearly marked	require paint
	= Total Audit Score	

Additional Comments:

paver stones uneven & sloping
illuminate/paint manholes tripping hazard
mark curbs & paint @ entry / 0
@ Library - corner shrub blocks vis

Age-Friendly Neighbourhood Assessment

Rating Guide

Please use the following rating system for the questions below to assess your neighbourhood.

Excellent = 4 Good = 3 Fair = 2 Needs work = 1 N/A = does not apply

Safety: Provide for people with reduced mobility, agility and balance.

Area of Neighbourhood Audit: 1st Street

kind of difficult to know what's Ladysmith and what's near hot

Symonds to Roberts - East side

Score	Observation:	Comments:
2-3	Sidewalk access from transit stop and parking areas is level and well-maintained, with curb cuts where needed.	lose sidewalk from Kitchener to Bulver @ Shark Lane + Ladysmith Museum puddle pooling @ High + 1st (NE side)
2	Pickup/drop-off areas are convenient, sheltered and clearly marked.	no shelters -
3	Sidewalks and parking lot are well and evenly lit.	extra street light beside Phamawake
2	Accessible and seniors' parking spaces are designated and enforced.	
2	Parking lot and sidewalks are promptly cleared of snow, wet leaves, puddles and other hazards (including paths from parking lot to sidewalk).	leaves along sidewalks lane post in way of sidewalk @ French
1-2	Pavement is smooth, without cracks or dips and bumps.	
2	Adequate parking for scooters	in blank corners of parky ends
3	Entrances to sidewalks are flush with the road for scooter ease	
3	Sidewalks wide enough for scooters and walking pedestrians	
3	Benches are accessible and frequent	downtown yes!
1-2	Railings accompany any sets of stairs	stairs in front of Phamawake - no railings
3	Crosswalks are clearly marked	
	= Total Audit Score	

Additional Comments: _____

Age-Friendly Neighbourhood Assessment

Rating Guide

Please use the following rating system for the questions below to assess your neighbourhood.

Excellent = 4 Good = 3 Fair = 2 Needs work = 1 N/A = does not apply

Safety: Provide for people with reduced mobility, agility and balance.

Area of Neighbourhood Audit: Coronation Mall

Score	Observation:	Comments:
	Sidewalk access from transit stop and parking areas is level and well-maintained, with curb cuts where needed.	raised speedbump/crosswalk/paint well painted curbing. quasi speedbump
	Pickup/drop-off areas are convenient, sheltered and clearly marked.	sheltered walk (partial)
	Sidewalks and parking lot are well and evenly lit.	.
	Accessible and seniors' parking spaces are designated and enforced.	✓ curb removed @ handicap parking.
	Parking lot and sidewalks are promptly cleared of snow, wet leaves, puddles and other hazards (including paths from parking lot to sidewalk).	
	Pavement is smooth, without cracks or dips and bumps.	
	Adequate parking for scooters	none
	Entrances to sidewalks are flush with the road for scooter ease	
	Sidewalks wide enough for scooters and walking pedestrians	narrow at entrance. sidewalk not wide enough for scooter/pedestrian
	Benches are accessible and frequent	wooden bench benches @ Save On
	Railings accompany any sets of stairs ✓	
	Crosswalks are clearly marked	
	= Total Audit Score	

Additional Comments:

Need bathroom on this checklist.

Appendix C



Resource List

Ladysmith Walkability / Accessibility Assessment Report (2017)

http://www.socialplanningcowichan.org/uploads/2/0/0/2/20022563/ladysmith_walkability_accessibility_assessment_full_report_november_2017.pdf

The Age-friendly Action Plan: A safe, inclusive, and engaging city for seniors (2013)

<https://vancouver.ca/files/cov/age-friendly-action-plan.pdf>

City of Duncan Age-friendly Seniors Safety Project Report (2010)

<https://www.cvr.d.bc.ca/DocumentCenter/View/63084/Age-Friendly-Seniors-Safety-Report---FINAL>

Global Age-friendly Cities: A Guide (2007)

http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf

New Westminster Age-Friendly Community Strategy (2017)

https://www.newwestciy.ca/database/files/library/Age_Friendly_Community_Strategy_reduced_size.pdf

Age-friendly Neighbourhoods Guidelines and Toolkit for Local Government (2012)

<http://www.sahealth.sa.gov.au/wps/wcm/connect/e373ac0042a5706fa978edd8cec31b16/Age-friendlyGuidelinesLocalGovernment2012-PC-OFTA-20131218.pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE-e373ac0042a5706fa978edd8cec31b16-IDQNsum>

Best Practices in Age-friendly Planning (2010) <https://lakecountry.civicweb.net/document/12980>

Age Friendly Plan Lake Cowichan. (2015). Retrieved from

http://www.town.lakecowichan.bc.ca/dl/AgeFriendlyPlanLakeCowichan_FINAL_Nov9.pdf

Safety Tips for Mobility Scooters. (n.d.).

https://www.victoria.ca/assets/Departments/Engineering~Public~Works/Documents/mobility_scooter_safety_e.pdf

Endnotes

- ⁱ Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- ⁱⁱ New Westminster Age-Friendly Community Strategy (2017)
https://www.newwestciy.ca/database/files/library/Age_Friendly_Community_Strategy_reduced_size.pdf
- ⁱⁱⁱ Best Practices in Age-friendly Planning (2010) <https://lakecountry.civicweb.net/document/12980>
- ^{iv} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- ^v Best Practices in Age-friendly Planning (2010) <https://lakecountry.civicweb.net/document/12980>
- ^{vi} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- ^{vii} City of Duncan Age-friendly Seniors Safety Project Report (2010)
<https://www.cvr.bc.ca/DocumentCenter/View/63084/Age-Friendly-Seniors-Safety-Report---FINAL>
- ^{viii} Age-friendly Neighbourhoods Guidelines and Toolkit for Local Government (2012)
<http://www.sahealth.sa.gov.au/wps/wcm/connect/e373ac0042a5706fa978edd8cec31b16/Age-friendlyGuidelinesLocalGovernment2012-PC-OFTA-20131218.pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE->
- ^{ix} Age-friendly Neighbourhoods Guidelines and Toolkit for Local Government (2012)
<http://www.sahealth.sa.gov.au/wps/wcm/connect/e373ac0042a5706fa978edd8cec31b16/Age-friendlyGuidelinesLocalGovernment2012-PC-OFTA-20131218.pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE->
- ^x City of Duncan Age-friendly Seniors Safety Project Report (2010)
<https://www.cvr.bc.ca/DocumentCenter/View/63084/Age-Friendly-Seniors-Safety-Report---FINAL>
- ^{xi} About Us. (n.d.). Retrieved from <https://coolaid.org/about-us/>
- ^{xii} Infographic: Cool Aid Services. (n.d.). Retrieved from <https://coolaid.org/about-us/infographic/>
- ^{xiii} The Age-friendly Action Plan: A safe, inclusive, and engaging city for seniors (2013)
<https://vancouver.ca/files/cov/age-friendly-action-plan.pdf>
- ^{xiv} The Age-friendly Action Plan: A safe, inclusive, and engaging city for seniors (2013)
<https://vancouver.ca/files/cov/age-friendly-action-plan.pdf>
- ^{xv} City of Duncan Age-friendly Seniors Safety Project Report (2010)
<https://www.cvr.bc.ca/DocumentCenter/View/63084/Age-Friendly-Seniors-Safety-Report---FINAL>
- ^{xvi} Best Practices in Age-friendly Planning (2010) <https://lakecountry.civicweb.net/document/12980>
- ^{xvii} Best Practices in Age-friendly Planning (2010) <https://lakecountry.civicweb.net/document/12980>
- ^{xviii} Best Practices in Age-friendly Planning (2010) <https://lakecountry.civicweb.net/document/12980>
- ^{xix} Best Practices in Age-friendly Planning (2010) <https://lakecountry.civicweb.net/document/12980>
- ^{xx} Best Practices in Age-friendly Planning (2010) <https://lakecountry.civicweb.net/document/12980>
- ^{xxi} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- ^{xxii} New Westminster Age-Friendly Community Strategy (2017)
https://www.newwestciy.ca/database/files/library/Age_Friendly_Community_Strategy_reduced_size.pdf
- ^{xxiii} City of Duncan Age-friendly Seniors Safety Project Report (2010)
<https://www.cvr.bc.ca/DocumentCenter/View/63084/Age-Friendly-Seniors-Safety-Report---FINAL>
- ^{xxiv} City of Duncan Age-friendly Seniors Safety Project Report (2010)
<https://www.cvr.bc.ca/DocumentCenter/View/63084/Age-Friendly-Seniors-Safety-Report---FINAL>
- ^{xxv} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- ^{xxvi} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- ^{xxvii} City of Duncan Age-friendly Seniors Safety Project Report (2010)
<https://www.cvr.bc.ca/DocumentCenter/View/63084/Age-Friendly-Seniors-Safety-Report---FINAL>
- ^{xxviii} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf

-
- ^{xxix} Age Friendly Plan Lake Cowichan. (2015). Retrieved from
http://www.town.lakecowichan.bc.ca/dl/AgeFriendlyPlanLakeCowichan_FINAL_Nov9.pdf
- ^{xxx} Age Friendly Plan Lake Cowichan. (2015). Retrieved from
http://www.town.lakecowichan.bc.ca/dl/AgeFriendlyPlanLakeCowichan_FINAL_Nov9.pdf
- ^{xxxi} Age-friendly Neighbourhoods Guidelines and Toolkit for Local Government (2012)
<http://www.sahealth.sa.gov.au/wps/wcm/connect/e373ac0042a5706fa978edd8cec31b16/Age-friendlyGuidelinesLocalGovernment2012-PC-OFTA-20131218.pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE->
- ^{xxxii} Safety Tips for Mobility Scooters. (n.d.).
https://www.victoria.ca/assets/Departments/Engineering~Public~Works/Documents/mobility_scooter_safety_e.pdf
- ^{xxxiii} City of Duncan, Bylaw No. 3101, 2014. Streets and Parking Regulations Bylaw.
<https://duncan.civicweb.net/document/29984>
- ^{xxxiv} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- ^{xxxv} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- ^{xxxvi} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- ^{xxxvii} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- ^{xxxviii} Age-friendly Neighbourhoods Guidelines and Toolkit for Local Government (2012)
<http://www.sahealth.sa.gov.au/wps/wcm/connect/e373ac0042a5706fa978edd8cec31b16/Age-friendlyGuidelinesLocalGovernment2012-PC-OFTA-20131218.pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE->
- ^{xxxix} City of Duncan Age-friendly Seniors Safety Project Report (2010)
<https://www.cvr.d.bc.ca/DocumentCenter/View/63084/Age-Friendly-Seniors-Safety-Report---FINAL>
- ^{xl} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- ^{xli} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- ^{xlii} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- ^{xliii} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf
- ^{xliiii} Global Age-friendly Cities: A Guide (2007)
http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf