

# Front Door to Grocery Store: Getting Seniors Where They Want to be in Clearwater

*Final Report*

Prepared by the Community Development Institute  
University of Northern British Columbia

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## Availability

Copies of this project report have been provided to the District of Clearwater. Copies of the report have also been deposited in the District of Clearwater Office. They may also be accessed through the UNBC Community Development Institute's website at:

<http://unbc.ca/community-development-institute/research-projects>

## Previous Clearwater Reports

- Clearwater Socio Economic Profile (2012)
- Clearwater Seniors Needs Survey Report (2012)
- Clearwater Inventory Guide (2012)
- A Community For People of All Ages and Stages of Life – Clearwater Community Economic Development Plan (2011)

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# 1. Executive Summary

## Background

Communities across northern and interior British Columbia are experiencing the impacts of aging populations. In Clearwater, BC the number of older adults aged 65 years and older increased by 53% between 2001 and 2011, which is faster than the BC average. As of 2011, seniors comprised 16% of residents in Clearwater, and this aging trend is expected to continue. By 2026, in the North Thompson Local Health Area in which Clearwater is located, the population of seniors is projected to grow to represent 38% of the regional population.

An assessment of seniors needs conducted with the UNBC Community Development Institute (CDI) in 2012 revealed that many older residents would prefer to remain in Clearwater as they age, but face significant challenges to mobility in the community. Health research has established a definitive relationship between seniors' mobility and their health, wellbeing, social engagement, independence, and level of physical activity. Given this relationship between health and mobility - and the growing number of seniors in the community – it became clear that making Clearwater an accessible and easy place for individuals of all abilities to get around was a priority.

## Project Objectives

In 2013, the District of Clearwater and the CDI embarked on a three year community based study to build a better understanding of the mobility challenges faced by seniors in the community and develop a strategy to making Clearwater mobility-friendly. This project, called *From Front Door to Grocery Store: Getting Seniors Where They Want To Be in Clearwater*, had three main goals:

- To develop a comprehensive understanding of the mobility needs of seniors in Clearwater, with a particular focus on challenges related to income and increasing frailty;
- To identify barriers and supports to seniors mobility, with particular attention to the conditions that exist in summer and winter;
- To determine the key features of a seniors mobility strategy to be implemented by various government, non-profit, and for-profit organizations in the community.

## This Report

This report provides a summary of the process and methodology, outcomes and mobility recommendations generated by this project.

## Methods

Front Store to Grocery Store was conducted over a series of four methodological phases and employed a diversity of research activities and approaches. Being a community-based research and planning process, the project was designed to integrate the community in every aspect of every phase. The main components of each phase were as follows:

Phase 1 – establishment of a community steering committee; environmental scan; literature review; recruitment and selection of study group participants.

Phase 2 – in depth interviews with study group participants; mobility journals.

Phase 3 – a series of field assessments and workshops to explore mobility challenges, barriers and supports in relation to shopping and service areas and transportation in both summer and winter; follow-up interviews with study group participants.

Phase 4 – analysis of results, preparation of final report and toolkit.

A group of 16 seniors were followed through each stage of research. These 16 individuals were systematically selected to represent a wide range of background characteristics; participants have a range of incomes, genders and ages, and use a variety of mobility devices (e.g. cane, walker, scooter, wheelchair, etc.).

## Findings

*Front Door to Grocery Store* revealed a number of recurrent themes with respect to seniors' mobility needs and challenges in Clearwater, as well as common supports seniors rely upon, including:

- The importance of informal social networks and supports to seniors' ability to get around.
- Heightened mobility challenges with age – and the rapid pace at which a senior's mobility can change. Over the course of the project, several participants faced significant declines in their health and mobility.
- The importance placed on maintaining a driver's licence – and the fear of losing one's licence.
- Strong support for public transit system.

## Outcomes

*Front Door to Grocery Store* achieved its goals of developing a comprehensive understanding of mobility needs among seniors in Clearwater, identifying the mobility barriers and supports in both summer and winter and determining the key features of a community-based mobility strategy. In addition, largely due to the resolve of project participants and the District of Clearwater to see and make changes happen quickly, the project both directly and indirectly resulted in a wide array of ancillary positive outcomes, including:

- A wide array of significant and innovative improvements in the physical infrastructure and services of the community which make it an easier and safer place to get around.

- Increased understanding and awareness of mobility challenges and what it means to be an “age-friendly community” achieved at both the individuals level with study group participants and others involved in the project – and in the broader community as well, among service providers and local businesses.
- Increased awareness and understanding of the local public transit system and seniors programs and services – as well as significant improvements to the local transit system.
- Expanded social networks, new relationships and increased social interaction among study group participants, with benefits to their overall health and well-being.
- Strengthened empowerment of seniors, and increased momentum around seniors issues brought about by having study participants see real action being taken on their recommendations.
- Increased number and diversity of seniors/mobility programs, services and supports.

## Recommendations

*Front Store to Grocery Store* resulted in a large number of recommendations aimed at making Clearwater an easier and safer community for individuals of all abilities to get around. In the Report, these recommendations are grouped in the following categories:

- Getting around
  - Roadways
  - Parking areas
  - Intersections and crosswalks
  - Trails and pathways
  - Sidewalks
  - Outdoor seating/recreation areas
- Shopping and service areas
  - General
  - Entranceways
  - Interiors
- Transportation/transit
  - Transit services
  - Transit infrastructure
  - Transit information
- Ensuring continuous mobility improvements
- Fostering a mobility-awareness in the community

In the areas of Getting Around, Shopping and Service Areas and Transportation, there are also community-developed guidelines which outline residents’ visions for these different areas.

Action has already been taken on an impressive number of recommendations from the project. This principle of “acting now” was a key factor in the project’s success, its capacity to engage and maintain



interest within the community and the incredible momentum and galvanizing effect it had in stimulating action around seniors and mobility issues. Recommendations that have yet to be implemented are categorized as either short term actions (to be carried out in the next year); medium term actions (to be pursued over the next one to five years); or long term actions (to be implemented five or more years in the future).

It is important to note that the mobility strategy created by *Front Store to Grocery Store* is very much a community strategy. Actions taken to date have been done so by a wide range of public, private and non-profit groups and partnerships within the community. The implementation of recommendations in the future will require a continuation of this collective and collaborative approach. To assist with this future implementation, key leads are indicated for each of the recommendations within the report. Locations on which to focus actions are also provided.

<b>COMPLETE</b>
<b>Make the highway standards bylaw consistent with community-developed guidelines.</b>
<b>Establish/revive the “snow angels” initiative - to assist seniors clear and sand driveways and walkways through the winter.</b>
<b>Encourage high-traffic commercially zoned properties to sign and provide an area close to entrances for seniors-specific parking.</b>
<b>Create a year-round, accessible and short outdoor pathway loop – ideally wide enough for two mobility devices to pass and with a consistent surface throughout.</b>
<b>Create an inventory of all of the pathways/trails in Clearwater - including their level of difficulty, and the accessibility improvements needed.</b>
<b>Increase the number of benches on key pathways in Clearwater by developing a new/reviving the existing Rotary bench program – and develop specific criteria to ensure that benches are situated and constructed so as to be accessible by individuals with mobility challenges.</b>
<b>Establish and/or publicize grocery shopping and delivery services.</b>
<b>Provide and position mobility aids (i.e. shopping carts) next to disability and seniors’ parking spaces.</b>
<b>Develop a District policy requiring wheelchair seating and, where applicable, table areas in public.</b>
<b>Establish an “inner loop” bus route that circulates more frequently through the primary shopping and services stops in town – timed appropriately with door-to-door service times to enable passengers to get to and from town in a timely manner.</b>
<b>Establish the hospital as a formal bus stop on the route and schedule.</b>
<b>Release information about the mobility assessments and project findings to the public.</b>

<b>UNDERWAY</b>
<b>Create new crosswalks in key areas throughout the community – with flashing lights and audible sensors in high traffic areas.</b>
<b>Install signage to improve clarity on roadways for both pedestrians and vehicles, and to provide directions to key community locations.</b>
<b>Create a wider paved shoulder on roadways to allow for the creation of a roadside multi-use lane – where necessary and possible, separate these shoulders from the road using meridians.</b>
<b>Develop a policy to require parking plans to be reviewed for accessibility (using community-development mobility guidelines) prior to construction.</b>
<b>Develop a parking bylaw that requires all future parking areas be accessible and consistent. (This would include requiring a minimum number of accessible parking spaces in all commercially zoned parking lots.)</b>
<b>Assess all high traffic intersections and remove visibility and obstacles in order to improve safety and mobility.</b>
<b>Develop a sponsorship program for local public trails/pathways - where different community agencies, businesses, clubs, or individuals could take responsibility for maintaining different trails/pathways or parts of trails/pathways around Clearwater for a given timeframe.</b>

<b>Increase the number of accessible pathways/trails in high pedestrian traffic areas of the community – particularly those in areas with a high density of seniors.</b>
<b>Paint the edges of sidewalks and curbcuts bright yellow to enhance visibility for people with visual impairments – and create a bylaw which enforces this standard in all commercial and residential areas.</b>
<b>Enhance accessibility at Dutch Lake Beach - create a wheelchair accessible dock, and a wheelchair accessible pathway from parking areas to the beach and dock.</b>
<b>Have buses clearly display the name of the route they are servicing – and name the different routes intuitively.</b>
<b>Implement the recommended improvements to the route and scheduling in order to maximize ridership and eliminate redundancies - that resulted from the BC Transit Service Review.</b>
<b>Ensure regular snow-clearing and sanding of bus/wait stops.</b>
<b>Ensure all bus/wait stops are clearly marked and have posted bus schedules.</b>

<b>SHORT-TERM RECOMMENDATIONS (&lt;1 YEAR)</b>
<b>Designate new accessible parking spaces (between 3.7 - 4.7 metres wide) in all commercial and recreation areas of Clearwater.</b>
<b>Review all accessible parking spaces in commercial zones throughout Clearwater to ensure that they are clearly marked and that there are curbcuts/curb ramps next to them – and if no ramp or cut is present install a curb ramps wherever possible.</b>
<b>Provide seasonal reminders of the need for regular snow plowing and sanding of parking lots and pedestrian walkways in winter.</b>
<b>Develop a volunteer weed removal program for community sidewalks and pathways.</b>
<b>Convey to local businesses the importance and safety issues associated with regularly plowing and sanding their walkways and parking lots during winter.</b>
<b>Create either a separate accessible sidewalk bylaw (or develop requirements for Bylaw No. 111) to implement sidewalk vision guidelines - including requirements on minimum sidewalk width, obstacle allowances, and placement of outdoor seating and planters.</b>
<b>Update bylaws to require all future commercially zoned properties provide curbcuts near every building entrance of the building and on all newly created sidewalks.</b>
<b>Develop and modify existing community picnicking sites to accommodate people using mobility devices - sites should include smooth, level, step-free surfaces and paths, and accessible picnic tables).</b>
<b>Develop new accessible recreation sites in lieu of those sites, which cannot feasibly be made accessible.</b>
<b>Develop a ‘Mobility Friendly Business’ checklist - to assist local businesses in identifying necessary mobility improvements; distributed with business licences.</b>

<b>Develop a presentation on accessibility standards for non-corporately owned businesses in Clearwater – including information on grants available to fund accessibility upgrades and economic benefits and importance of creating mobility friendly shopping and service areas.</b>
<b>Develop a Clearwater standard based on currently available standards for accessible features in doorways – including universal signage for all accessible and push button doors, and business signage</b>
<b>Provide option of smaller, more shallow shopping carts - that are less heavy for seniors to push, and easier to get groceries in and out of.</b>
<b>Convene a cadre of volunteer transit ambassadors - to accompany seniors and/or work with them one-to-one to help them understand and feel comfortable using the transit system to get where they need to go.</b>
<b>Formalize rest stops on the Kamloops Connector – so as passengers can be assured that the bus will stop on every trip and not just upon request.</b>
<b>Develop a policy to require a public transit drop-off area in all future commercial developments.</b>
<b>Ensure clear and safe pedestrian walkways between bus stops and primary destinations – and that bus drop-offs are not taking place behind parked cars</b>
<b>Establish places at bus stops inside where passengers can sit and wait - and where drivers will consistently check for waiting passengers.</b>
<b>Ensure published information on the bus service is clear, current, and consistent and widely publicized – include route maps, clarify the age that one qualifies for a seniors’ bus pass – and the HandyDART service as well as who qualifies for door-to-door service.</b>
<b>Provide clear and explicit information on the Kamloops Connector service: how it works, how much it costs, where it stops, times/distances between rest stops, pick-up locations, maps, etc.</b>
<b>Create a volunteer community “work bee” program to carry out small mobility fixes in Clearwater (e.g. cleaning up pinecones).</b>
<b>Develop a priority list for infrastructure upgrades to pathway, sidewalk, and outdoor seating areas based on accessibility and mobility for community members.</b>
<b>Develop a partnership between the Age Friendly Advisory Committee and the Clearwater RCMP to explore the possibility of producing joint presentations on crime prevention and mobility.</b>
<b>Create signage to draw attention to mobility needs - requesting that patrons leave parking spaces closest to the entrance free for those with mobility challenges – and leaving the painted lines adjacent to handicap parking free to enable wheelchair access to/from vehicles.</b>
<b>Encourage mobility/accessibility-related corporate responsibility – to be applied to companies with revenues over an agreed-upon amount.</b>
<b>Create a seniors engagement strategy to involve seniors in community decisions – including future infrastructure upgrades that could potentially impact seniors’ mobility</b>
<b>Ensure accessibility and mobility concerns are considered as part of development reviews – involving members of the Age Friendly Advisory Committee as necessary.</b>

<b>Develop a public awareness campaign on mobility and scooter use</b> - to educate people of all ages on safe and proper scooter use.
<b>Develop a mobility literacy program to educate the public on local mobility and accessibility features</b> - mobility signage, cross lines next to accessible parking spots, purpose of curb cuts, etc

<b>MEDIUM TERM RECOMMENDATIONS (1-5 YEARS)</b>
<b>Create a bylaw requiring all commercially zoned properties to provide a signed area (close to building entrance) designated for scooter parking</b> – in future areas, providing for a large inset area of sidewalk where scooters can be parked and plugged in.
<b>Develop trail/pathway maps and signage for publicly accessible trails/pathways – and make available at trailheads and information centres.</b>
<b>Explore policy tools/incentives (i.e. tax exemptions, business licensing discounts, accelerated application review, and waving application fees) to encourage business owners and developers who include public washrooms in their designs or buildings.</b>
<b>Assess all bus/wait stops to ensure fully safe and accessible to those in wheelchairs or with mobility aids</b> (i.e. canes and walkers) with level, smooth pavement, large doorways, seating with handles, etc.
<b>Ensure accessibility and mobility concerns are considered as part of development reviews</b> – involving members of the Age Friendly Advisory Committee as necessary.
<b>Develop a public awareness campaign on mobility and scooter use</b> - to educate people of all ages on safe and proper scooter use.
<b>Develop a mobility literacy program to educate the public on local mobility and accessibility features</b> - mobility signage, cross lines next to accessible parking spots, purpose of curb cuts, etc

<b>LONG TERM RECOMMENDATIONS (&gt;5 YEARS)</b>
<b>Identify and develop nearby areas near high use locations for additional or overflow parking.</b>
<b>Construct turning lanes at high-speed highway intersections - to facilitate turning onto ancillary roads.</b>
<b>Square off intersections or construct roundabouts at high-risk highway intersections.</b>
<b>Develop an accessible local business and recreation program to promote local businesses and recreation areas that are mobility friendly – could include a guide to accessible locations in Clearwater, and an ‘accessible site’ sticker for display at accessible businesses and recreation areas.</b>
<b>Develop a community age friendly legacy fund that can receive donations by anyone and can develop capital from a nominal tax or licensing fees</b> – to provide grants for future infrastructure projects and enhance community accessibility and mobility.

## 2. Introduction

### 2.1 Project Background

In 2012, the Community Development Institute (CDI) at UNBC conducted a survey of seniors needs in Clearwater, BC, which indicated that, a large proportion of older community members struggle with mobility. This was particularly significant given that community is also developing a rapidly increasing population of older adults.

Between 2001 and 2011, Clearwater experienced a 53% increase in residents aged 65 years and older. While the particulars of the aforementioned mobility challenges were unclear, health research have establish a definitive relationship between seniors' mobility and their health, wellbeing, social engagement, independence, and level of physical activity.

The combination of mobility issues and the high level of seniors could pose major issues for the future of Clearwater. Barriers to mobility can cause a decrease in physical activity, independence, social engagement, health and well-being for people of all ages, but especially for seniors who may experience other health issues as well. Research conducted by the CDI has shown that many older adults prefer to remain in their 'home' communities because they enjoy the quality of life and have developed the strong social networks that are common in rural areas. In many cases, however, seniors are forced to move out of their communities because of failing health and mobility, lack of support and services, or both.

After the exploration into seniors needs in 2012, Clearwater made a commitment to becoming an age friendly community, and in early 2013 this project, called *From Front Door to Grocery Store: Getting Seniors Where They Want to be in Clearwater*, was initiated to explore dimensions of seniors mobility in Clearwater. Led by the CDI, this project partners with the District of Clearwater, local seniors and older adults, and the Age Friendly Advisory Committee (made up of representatives from Evergreen Housing Society, Friendly Club, Interior Health Authority, the local business community, the Wells Gray Country Seniors Society, Wells Gray Country Services, and YCS Community Services). The project is primarily funded by a Community Health Research Grant that the CDI received from the Vancouver Foundation.

The CDI took the lead on this project in Clearwater as a result of its longstanding relationship with the community. From Clearwater's incorporation in 2007, to the development of a Community Economic Plan in 2011, the CDI has helped Clearwater through a gradual process of community and economic transformation, by facilitating community development projects; these projects helped Clearwater to develop a vision for the community's future, and to realize many of their goals.

## 2.2 Project Goals and Objectives

*From Front Door to Grocery Store: Getting Seniors Where They Want To Be in Clearwater* has three main goals:

**Goal 1: Develop a comprehensive understanding of the mobility needs of seniors in Clearwater, with a particular focus on challenges related to income and increasing frailty.**

Objectives:

- Document the mobility needs of seniors in Clearwater.
- Determine whether/how mobility needs differ based on:
  - Level of mobility functioning;
  - The reason for impaired mobility;
  - The location in which seniors live; and
  - Income.

**Goal 2: Identify barriers and supports to seniors mobility, with particular attention to the conditions that exist in summer and winter.**

Objectives:

- Identify barriers that inhibit seniors' mobility and, therefore, restrict their ability to access community services and programs in summer and winter.
- Identify facilitators that support seniors' mobility and, therefore, enhance their ability to access community services and programs in summer and winter.

**Goal 3: Determine the key features of a seniors' mobility strategy to be implemented by various government, non-profit, and for-profit organizations in the community.**

Objectives:

- Develop recommendations to enhance seniors' mobility in the community, thereby enhancing their ability to access community services and programs.
- Identify key questions (a seniors mobility lens) to consider when designing programs, services and infrastructure.
- Ensure a mechanism for ongoing seniors' involvement in monitoring and implementing community strategies.
- Implement strategies identified by the project.

In alignment with these goals, the intended long-term outcome of this project is to construct a community mobility toolkit that specifically considers the circumstances of small communities (e.g. location, seasonality, poor existing infrastructure, and a lack of services), that can be adapted for use by other rural and small towns, especially those in northern and interior BC.

## 2.3 This Report

This report provides a summary of findings, outcomes and recommendations related to mobility supports, needs and challenges in Clearwater that were generated through the various research activities and engagements with a project study group.

The report begins with a description of the research methodology and outline of activities that took place during each of the four phases of the project. Section 4 provides an overview of pre-existing supports for seniors in Clearwater, as developed from the environmental scan. Section 5 then provides a summary of recurrent themes that emerged from the research in relation to seniors' challenges, supports and barriers in getting around Clearwater and how these change over time as individuals age.

Section 6 outlines the mobility needs and challenges in relation to different aspects of the community, specifically:

- Getting around (roads and walkways, etc.)
- Shopping and service areas;
- Transportation/transit;
- Ensuring continuous mobility improvements; and
- Fostering a mobility-awareness in the community.

Community-developed vision guidelines for various aspects of the community are included in the summary of findings, along with any specific recommended enhancements. Recommendations are categorized into short term, medium term and longer-term action items. Included under each recommendation are the '*locations*' and the '*leads*' for implementation. The *locations* identify all the areas where the recommendation should be employed as a starting point. The *leads* identify groups and organizations that can champion and/or play a key role in particular activities. Identifying these agencies was meant to facilitate action and is not meant to exclude any group or individual from participation but rather just highlighting the groups best positioned to take a recommendation forward.

A final section of the report provides a synopsis of key outcomes from the project – and reflections on the research process. A separate document contains appendices with a more detailed description of the research methodology and tools used during the project.

### Abbreviations used in this report:

*AFAC*: the Age Friendly Advisory Committee

*CSS*: Clearwater Secondary School

*DOC*: the District of Clearwater

*IHA*: Interior Health Authority

*TNRD*: Thompson-Nicola Regional District

*YCS*: YCS Community Services



### 3. Project Methodology

Front Store to Grocery Store was conducted over a series of four methodological phases and employed a diversity of research activities and approaches. Being a community-based research and planning process, the project was designed to integrate the community in every aspect of every phase. Each of these phases, and the research/planning activities conducted therein, are described below. A more detailed description of the research methodology, including copies of the various research tools, is provided in Appendix A.

**Phase 1** entailed establishing the community-based foundations for the project and included four key components:

- Establishment of a Community Steering Committee – to provide guidance and
- **A Literature Review** – to uncover the best practices occurring in communities around the world with regards to mobility supports. This review involved an in-depth online investigation of mobility supports, age-friendly programs, accessible/visitable design – and covered specific topics such as a road clearing priority list implemented in a community to larger items such as an accessible business recognition program.
- **An Environmental Scan** - to determine what mobility enhancing processes are already occurring in Clearwater. The scan involved a mix of primary and secondary research to gather information from individual organizations, the District of Clearwater archives and website, local newspapers and the District directory.
- **Recruitment and Selection of a Study Group Participants** – to establish a diverse group of 16 Individuals that would be engaged over the full three years of the study and provide critical insights on older people’s abilities to get around in Clearwater, mobility needs and challenges in both summer and winter and how these change as people age. Several community presentations were conducted to recruit participants to this group. The opportunity to be involved was advertised widely within the community. The opportunity was also made know through word-of-mouth and informal networking.

**Phase 2** – focused on determining key areas of concern among seniors with respect to getting around Clearwater and on profiling key mobility needs. This work involved two main research activities:

- **In-depth Interviews** – with each of the study group participants to gain a baseline understanding of individual mobility needs in Clearwater; develop an understanding of key areas/routes of concern in Clearwater; and determine the main study routes to use during field assessments. Interviews were transcribed and analyzed for themes.
- **Mobility Journals** – used by each of the study group participants to record where they went and how for week to gain an understanding of the areas and routes in Clearwater seniors and older adults frequent, which of these areas present participants with mobility challenges, and which areas or routes would make appropriate study areas for the field assessments. The journals also provided insight on mobility needs, challenges, and supports in Clearwater.

**Phase 3** – involved a series of field assessments and follow up workshops as well as follow up interviews with study group participants. The field assessments were conducted of shopping and service areas and of transportation in both summer and winter. Each assessment was followed by a workshop. These research activities are discussed in more detail below:

- **Field Assessments** – engaged study group participants and other interested members of the community in an exercise to identify challenges and supports to seniors mobility encountered in the outdoor environment and community infrastructure. The routes and locations of these assessments were determined based on findings from Phase 1: individual interview and mobility journals. They involved travelling in small groups to each location on the route, walking/rolling to and from a site, observing and pointing out barriers and supports to mobility and explaining why each identified feature is a barrier or support.

For the transportation assessments, the group traveled to each stop on the transit route, and discussed barriers and supports encountered while riding the bus, as well as disembarking and re-boarding the bus at every stop.

Detailed notes were taken of all discussions related to barriers and supports during the field trips. The first field assessment of shopping/service areas (conducted in the summer) was also videotaped.

- **Workshops** – held following each of the field assessments, were organized to review the findings from the assessments and begin to develop strategies for mobility in the community, priorities for the future and recommendations for solutions.
- **Follow-up Interviews** – with study participants were also conducted in Phase 3 of the project. These interviews following the same semi-structured interview process and list of questions that was used for the first set of in-depth interviews with some additional questions into how participants' abilities, issues, supports and priorities related to getting around had changed.

**Phase 4** – focused on compiling all of the findings from the three phases of research and completing the final report and action plan as well as a community assessment toolkit.

## 4. Guiding Principles

Early in the project, four priorities emerged from the conversations and engagements with study group participants, the Age Friendly Advisory Committee and the broader community in relation to how the research process should unfold and what it should prioritize. These priorities became guiding principles for the project. They were:

### 1. Focus on High 'Senior Traffic' Areas

Clearwater community members acknowledged that some areas in the community are used more by seniors than other areas and thus, residents want implementation to focus on these areas. Residents explained that there are many locations in Clearwater where seniors congregate. Examples include the location of the 'coffee-katches' (A&W and the Wells Gray Inn), the hospital, the shopping centre; and the medical centre. These are noted as areas of concern and thus highlighted as places on which focus when considering where to make improvements in the community.

### 2. Focus on New Developments

Front Store to Grocery Store commenced at a time when several major developments in the community were taking place. In order to ensure that these new buildings and community structures were designed and constructed to address mobility and accessibility issues properly from the start, residents stressed that these new developments become the primary focus for encouraging accessibility and mobility friendly design. Encouraging the renovation of existing structures to improve accessibility and mobility was viewed as secondary to this focus.

### 3. Raise Awareness about Mobility Challenges

Communities designed to enhance seniors' mobility positively impact the health and well-being of everyone: they reduce the mobility stressors of parents using strollers, students carrying textbooks, and even delivery people wheeling large or heavy loads. A more accessible and mobility friendly community is one where people of all ages and abilities can live, play, and work with ease. Clearwater residents determined that raising awareness about the importance and broader benefits of an accessible community was integral to creating solutions. Helping the public understand that enhancing mobility in Clearwater for seniors improves the community for all residents they saw as being key to ensuring implementation.

### 4. Start Now!

Residents recognized that each of the project goals have different timelines, but many individuals were interested in starting implementation immediately. Participants noted several recommendations which could be easily implemented. By starting with these, participants hoped to build momentum in the community for future improvements – and this is exactly what occurred.

## 5. Pre-existing Supports for Seniors

Clearwater has a variety of services, activities, and programs that support seniors to live healthy and active lives. These include a variety of health, safety and social services, home care services, active living services and activities, leisure and community recreation services, arts and cultural activities, community interest groups, clubs and societies, seniors' organizations, religious and spiritual groups, seniors housing complexes, educational services, legal services, financial services, and government resources. See separate Appendix F for a full list of available supports, revealed through the environmental scan conducted in Phase 1 of the project.

### 5.1 Health Services

The District of Clearwater has a population of 2,381 and including the surrounding area makes a population of 4,500 people, Clearwater is well-equipped to support seniors with health services. In addition to having both a hospital and a separate medical centre, Clearwater has several levels of seniors' home supports and care services, counseling services, and victim services. Although Clearwater is currently supporting seniors' health well, many residents mentioned concerns with retaining a local physiotherapist. Obtaining and retaining this service would support seniors' mobility over the long term.

### 5.2 Recreation, Leisure, and Sports

Seniors recreation, sports, and leisure activities are plentiful in Clearwater. The community hosts a variety of sporting activities, such as badminton, tennis, and curling that meet the needs of all community members, including those seniors who are not experiencing mobility challenges. Clearwater also has a healthy living program that offers a variety of seniors-oriented recreation supports to meet the needs of those seniors who do experience mobility challenges. These supports include: walking clubs, 'sit and be fit', yoga, tai-chi, carpet bowling, bingo, and health seminars. Clearwater is also home to many recreation facilities that support senior's mobility, such as a fitness centre and a recreation centre (hockey and curling rink); however, many community members have commented on the lack of public swimming facilities. Clearwater Lodge opens its pool to community members for therapy purposes, with the provision of a doctor's note, which fills some of the swimming facilities gap.

### 5.3 Arts and Culture

Arts and culture are ever-present aspects of community life in Clearwater. In addition to having many arts and culture events and activities that feed the interests of all community members (e.g. After Hours Theatre, Artists Cooperative, Celebration of Arts Festival, Community Choirs, Drumming Group, Quilters Guild, and Writers Association), seniors groups in the community also put on arts and cultural events specifically directed towards seniors such as music nights and seniors writing club. The community also

has public arts and culture infrastructure, such as an Art Gallery, an Aboriginal Sharing Centre, a Community Garden, and several religious places of worship.

## 5.4 Social Activities

Clearwater has a wide variety of social groups that meet often. Most of these groups are open to people of all ages; however, Clearwater also has two community groups specifically for seniors (the Clearwater Friendly Club and the Wells Gray Country Seniors Society). These two groups host a number of social activities for seniors, including coffee and conversation events, pot luck lunches, Sunday lunches, and bus trips.

## 5.5 Transportation

Compared to many similar-sized communities, Clearwater has robust transportation options. Clearwater has two separate bus routes that operate three runs a day through much of the community, Blackpool and Vavenby. Clearwater also has a Valley Connector bus that runs to and from Kamloops twice a week. Additionally, the community has HandyDART service that does door-to-door pickup for people with mobility challenges. Clearwater also has a taxi service, and is served by both the Greyhound Bus and a passenger VIA Rail train.

Taxis were mentioned to be much more convenient for running errands than transit; however, they are also a costly form of transportation that some residents cannot afford. Many individuals mentioned wanting to take the taxi in Clearwater, but are unable to afford this service on a fixed income. Some participants expressed the need for a 'taxi saver program' in Clearwater, which would provide taxi discounts for those seniors below a certain income level.

An issue with Greyhound bus scheduling was also identified by participants as a factor that limits seniors' mobility. The bus leaves Clearwater at 1:30 a.m. to head north and 4:05 a.m. to head south, but the bus station is only open from 6 a.m. to 10 p.m. Participants noted challenges getting to and from the bus station at those times and a lack of places to wait when the bus is late.

## 5.6 Plans and Policies

Although there are still plenty of opportunities to expand efforts to support seniors' mobility in Clearwater's strategic planning, the community already has a number of plans and policies in place which help to address the present challenges. One of the most pertinent plans is the Age Friendly Community Plan (2012). Within this plan are recommendations to enhance Clearwater's ability to better meet the needs of seniors, including mobility needs. Of the 40 recommendations included in this report, 32 are already either completed or underway. The recommendations focus on five areas for action:

communication and coordination, housing, transportation, mobility, and health services. Recent successes emerging from these recommendations include:

- Developing seniors programming through the Healthy Living Program;
- Hiring an Age Friendly Coordinator to organize monthly informational seniors luncheons;
- Expanding regional transit routes;
- Developing a trail master plan;
- Completing a roundabout on the YCS Highway between Park Drive and Clearwater Valley Road;
- Developing of a weekly winter walking group inside CSS;
- Developing a seniors centre to be put into the new District Hall, set to open in July 2014; and
- Recruiting new physicians to Clearwater.

Mobility and seniors needs themes are also present in Clearwater's Official Community Plan (OCP). Several community sustainability principles are outlined in the vision section of the OCP, many of which relate to seniors mobility. In the Social Sustainability Principles section, two policies stress the importance of creating a community for people of all ages and stages of life, with particular reference to health care and housing. The Guiding Principles section of the plan mentions the importance of encouraging residents of all ages to volunteer in the community. Within the Healthcare Networks and Social Services Guiding Principles section are policies that encourage the creation of services for community seniors (e.g. assisted living and end-of-life care). There is also a section within the Guiding Principles called 'Seniors' and Affordable Housing', which outlines policies on establishing and increasing different types of seniors housing in Clearwater.

There are, however, several areas of the Official Community Plan where mention of mobility and accessibility could be added. Mobility and accessibility can be thought of as 'fitting into' many of the sections where policies or objectives talk about 'meeting the needs of the entire community', the importance of 'connectivity', 'pedestrian friendly areas' or other similar broad statements. However, it is helpful to specifically mention how mobility and accessibility should be considered in order to reinforce the importance of these concepts to those who are using this document. The following are ways to specifically consider mobility within an official community plan:

- Mention mobility or accessibility specifically in the overall community vision.
- Highlight the importance of enhancing community mobility and accessibility as a policy under the Social Sustainability Principles.
- Describe the importance of 'accessible tourism' under the Tourism Sector Guiding Principles.
- Include policies on the importance of having mobility friendly and accessible retail/commercial areas under the Retail/Commercial Sector Guiding Principles.
- Enhance mobility and accessibility in policies in the Transportation and Infrastructure Guiding Principle section.
- Go beyond referring to 'connectivity' and 'pedestrian friendly' spaces and create policies on mobility friendly and accessible recreation areas and trails in the Park Inventory and Greenspace Guiding Principles.

- Point to the importance of creating accessible residential areas in the Residential Land Use Strategy section.
- Create specific objectives on why it is important to create mobility friendly and accessible commercial areas in the Commercial Land Use Strategy.
- Develop a policy requiring accessible features at all community institutions in the Institutional Land Use Strategy.
- Create a policy or objective on developing mobility friendly and accessible parks, trails, and recreation areas in the corresponding Land Use Strategy.
- Expand on what being ‘accessible’ means in the Development Guidelines under the Development Permit Areas section.
- Add points about mobility friendly and accessible signage into the signage subsection of the Development Guidelines section.

Another planning document that contains suggestions to improve mobility for seniors is Clearwater’s Community Economic Development Plan, called *A Community for People of All Ages and Stages of Life*. This report includes several measures to assist Clearwater in supporting the needs of seniors. In fact, the report includes an economic development section on ‘Retirement’. Within this section are several areas of opportunities and recommendations that the community has already made headway on, including:

- Initial work on a seniors directory;
- The development of a walking program;
- The exploration of a partnership with the Clearwater Lodge to develop a swimming facility;
- The development of recreation programming for seniors;
- The increase in transit to Kamloops;
- The installation of benches along popular walking routes; and
- Plans for the development of a framework for seniors’ housing development.

A future step outlined in the Economic Development Plan is to work with local businesses to identify opportunities for age friendly and accessible shopping areas. This recommendation has been identified as a priority for the community. Enhancing the accessibility of business areas has economic benefits by both attracting consumers who struggle with mobility and creating opportunities for an ‘accessible tourism’ market.

While there are still opportunities to enhance community mobility in Clearwater, it is clear from this review of community planning initiatives and supports that many steps have already been taken in making Clearwater a community that fully supports seniors’ mobility.

## 6. Seniors' Mobility Needs: Recurrent Themes, Key Supports and Challenges

The 16 seniors that comprised the study group for Front Door to Grocery Store played a vital role in the project: participating the field trips/assessments and workshops and providing insights on their personal patterns of challenges associated with getting around Clearwater through their mobility journals and interviews. Interactions with these individuals over the three years of the project provided a glimpse into how people's experiences, fears, habits and supports related to getting around change as they age. While every individual's aging journey is unique, there were several common themes that emerged from the study group component of the project:

***Importance of informal social networks and supports*** – A recurrent theme that emerged from discussions with seniors and the analysis of mobility journals was the presence of strong social support networks. All of the participants recounted different ways in which they were either reliant on others or, in the case of younger seniors, helping others to get around. These ranged from having their driveways shoveled and cars swept in the winter, to getting/providing rides to medical appointments, coordinating shopping trips, and shuttling friends into Kamloops. Families played a key supporting role for many of the individuals; but several of the study group participants did not have family in Clearwater. Over the course of the project, three of the participants moved away from Clearwater in order to be closer to family. For the others, friends provided this critical everyday support.

Such informal networks can not be mandated; however, as an essential factor in seniors' mobility, nurturing these supportive relationships/networks within a community and acknowledging their importance will be key to supporting seniors mobility in Clearwater moving forward.

***Heightened mobility challenges with age*** – Most of the study group participants reported increased difficulties and/or cautiousness with their own ability to get around over the course of the project. Many of the participants sustained at least one fall during the three years or experienced the escalation of a physical issue (eyesight impairment, knee degeneration, arthritis, etc.) which made getting around for them more scary or painful. In some cases, the health changes that participants experienced were quite dramatic. Three individuals moved out of the community; several were unable to sustain full participation in project activities due to increased health issues; and two study participants passed away.

Most individuals reduced the number of activities they were involved with over the course of the project and increased their reliance on social networks. Many reduced their travel, driving less often to Kamloops and/or not driving at night. Therefore, while the group reported an increased awareness of mobility issues through their involvement in Front Door to Grocery Store project activities, most of the individuals also developed a heightened sensitivity to mobility issues through changes in their own experience and ability to get around.



***The fear and impact of losing one's driver's licence*** – Despite the existence of a public transit system and an extensive trail network, all of the study group participants that drove expressed anxiety around the prospect of losing their driver's licence. At the beginning of the project, many of the participants were in denial that they would at some point have to face this reality. Interestingly, over the course of the project, learning about the public transit services available, and even in some cases, trying the service, individuals expressed feeling less fearful of living without a vehicle. Participants were surprised but gained comfort in hearing from other seniors who enjoyed using transit for the increased control it gave them over when they went out, as opposed to having to defer to when others were able to give them a ride.

***Mobility challenges imposed by winter conditions*** – Clearwater enjoys relatively mild but snowy winters, which often translate to icy and treacherous road conditions. As a result, all of the participants reported significant changes in their mobility during the winter season. Outings were limited and timed for earlier in day, and trips to Kamloops were minimized. A number of the participants expressed anxiety about driving during the winter. At the same time, taking public transit in winter conditions: waiting for buses, disembarking on icy ground, etc. was also frightening.

Most, and particularly those whose homes were situated on hills, were reliant on others to plow and sand their driveways in order to get out. In some instances, although their driveway might be clear, they would be become blocked in by the snow plowed off the road. The importance of social supports was heightened in winter, as were services such as grocery delivery.

***Support for public transit system*** – Very few of the participants were familiar with and used public transit to get where they needed to go in Clearwater. Yet, support for a public transit system in Clearwater was unanimous and grew over the course of the project. In many cases, due to steep driveways or having homes not on a bus route, the door-to-door service offered was the only public transit service that made sense for seniors.

## 7. Mobility Assessment: Findings & Recommended Enhancements

### Getting Around Clearwater

#### 7.1.1 Roadways

Even before Front Door to Grocery Store commenced, the community of Clearwater had identified issues pertaining to the safety and comfort of traveling along roads if not in a car. These concerns also emerged from the discussions and assessments conducted as part of the project.

In response, the District of Clearwater engaged in a process to develop a long-term road-networking plan to improve connectivity so that residents would be inclined to choose active transportation over motor transportation, as well as increase economic activity. The process resulted in a new road hierarchy and classification, based on each road's primary function and surrounding land use. Implemented through a Road Cross-Section Bylaw, the classifications established guidelines for designing roads so as to accommodate all modes of transportation: walking, cycling, driving, and shared spaces. In doing so, the bylaw addressed all of the recommendations that emerged during the early phase of the project pertaining to roadways.

An additional recommendation that came forward from the winter assessment was to revive a volunteer “snow angels” initiative to assist seniors by clearing and sanding their driveways in winter to enable them travel to and from their homes safely.

#### **Community-Developed Guidelines for Mobility-Friendly Roadways:**

- Wide shoulders where two mobility devices can pass side-by-side (2.0 metres).
- Turning lanes off of all major roads to ancillary roads.
- Clear and bright road-lines in all areas.
- Large and clear signage on major traffic routes indicating the location of key community features (e.g. Wells Gray Park).
- Low speed limits (30 km/hr) in dangerous high traffic portions of roads with poor visibility, such as around sharp corners.
- Low speed limits (30 km/hr) in high pedestrian traffic areas.

## Recommended Improvements

DONE

**Make the highway standards bylaw consistent with community-developed guidelines.**

- *Location:* All of Clearwater.
- *Lead:* DOC Planning and DOC Council.

DONE

**Establish/revive the “snow angels” initiative** - to assist seniors clear and sand driveways and walkways through the winter.

- *Location:* All of Clearwater.
- *Lead:* AFC, through community FaceBook page, CSS.

UNDER  
WAY

**Install signage to improve clarity on roadways for both pedestrians and vehicles, and to provide directions to key community locations.**

- *Location:* Before the roundabout (a warning) in both directions on the YCS Highway; at the roundabout (to explain the roles of pedestrians); and on the highway (to indicate which way to turn to get to Wells Gray Park)
- *Lead:* DOC Public Works and the BC Ministry of Highways and Infrastructure.

UNDER  
WAY

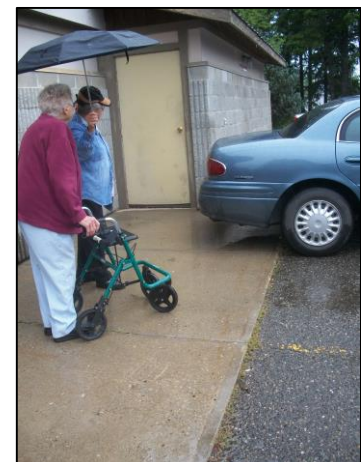
**Create a wider paved shoulder on roadways to allow for the creation of a roadside multi-use lane** – where necessary and possible, separate these shoulders from the road using meridians.

- *Location:* The area north of the Highway from Jim’s Supermarket to the Blue Loon; around the Mall; down ‘Hospital Hill’, the Weyerhaeuser Subdivision; and the Old North Thompson Highway from Dutch Lake to the Brookfield Mall.
- *Lead:* DOC Public Works and the BC Ministry of Highways and Infrastructure.

### 7.1.2 Parking Areas

Mobility assessments of several parking lots in Clearwater revealed concerns related mainly to getting safely from one’s car to the building entrance: uneven pavement, steps/curbs that are challenging for those with mobility aids, trip hazards, etc. A chief concern was ensuring that there were ample parking spaces located close to the building entrance and designated for those with mobility challenges. It was also important that these spaces be wide enough to accommodate the loading and unloading of mobility devises from vehicles.

A new disabled parking bylaw has been drafted which addresses many of these concerns in public-owned spaces.



### **Community-Developed Guidelines for Mobility-Friendly Parking lots:**

- Safe, obstacle free, and well-maintained pedestrian walking routes from parking spots to the sidewalk or building entrance.
- Ample space for parking for special events, especially in recreation areas and events grounds.
- Brightly painted lines designating all parking spaces.
- Yellow painted stripes on all parking barriers.
- Directional signage indicating traffic flow and parking lot entrances and exits.
- A share of wider-than-average (3.0 metres or greater) parking spaces.
- Curbcuts directly next to all accessible parking spaces.
- Obstacle-free pedestrian pathways/no parking zones next to all accessible parking spaces.
- A proportionate number of wide (3.7 metres) and extra wide (4.7 metres) accessible parking spots in all commercial zones, many of which have dual access to walkways (a walkway on each side).
- Tall standing signs and ground signs for all accessible parking spaces.
- A minimum of 1.0 metre space between all parking spaces to allow people to travel with a mobility device between vehicles (see Figure 6-1 in Appendix B).
- Alternative 'priority parking' spots close to store entrances for seniors and people with young children.
- Designated 'scooter parking' section close to entrances that is sectioned off from vehicle parking, includes plug-ins for charging, and is well signed. Note: if the 'scooter parking' is on the sidewalks it should not obstruct clear walking space.

### **Recommended Improvements**

#### **Encourage high-traffic commercially zoned properties to sign and provide an area close to entrances for seniors-specific parking.**

DONE

- *Location:* The Buy-Low/Mall, the District Office/Dutch Lake Community Centre, the Brookfield Mall, the Library, the Medical Centre, and the Hospital.
- *Lead:* Individual businesses and services, DOC Council, and DOC Infrastructure Standing Committee.

UNDER WAY

#### **Develop a policy to require parking plans to be reviewed for accessibility (using community-development mobility guidelines) prior to construction.**

- *Location:* All of Clearwater.
- *Lead:* The DOC Planning and DOC Council.

UNDER WAY

#### **Develop a parking bylaw that requires all future parking areas be accessible and consistent.** (This would include requiring a minimum number of accessible parking spaces in all commercially zoned parking lots.)

- *Location:* All of Clearwater

≤ 1  
Year

- *Lead:* The DOC Planning and DOC Council.
- **Designate new accessible parking spaces (between 3.7 - 4.7 metres wide) in all commercial and recreation areas of Clearwater.**
- *Location:* Dutch Lake Beach, Brookfield Mall, Rotary Sports Park, Legion, District Offices/Dutch Lake Community Centres, and Evergreen Acres.
- *Lead:* Individual businesses, services, and landowners.

≤ 1  
Year

- **Review all accessible parking spaces in commercial zones throughout Clearwater to ensure that they are clearly marked and that there are curbcuts/curb ramps next to them – and if no ramp or cut is present install a curb ramps wherever possible.**
- *Location:* Hospital.
- *Lead:* Individual businesses and services.

≤ 1  
Year

- **Provide seasonal reminders of the need for regular snow plowing and sanding of parking lots and pedestrian walkways in winter.**
- *Location:* All of Clearwater.
- *Lead:* Local business community.

1 - 5  
Years

- **Create a bylaw requiring all commercially zoned properties to provide a signed area (close to building entrance) designated for scooter parking – in future areas, providing for a large inset area of sidewalk where scooters can be parked and plugged in.**
- *Location:* The Buy-Low/Mall, the District Offices/Dutch Lake Community Centre, the Brookfield Mall, the Library, the Medical Centre, and the Hospital.
- *Lead:* Individual businesses and services, DOC Council, and DOC Infrastructure Standing Committee.

5+  
Years

- **Identify and develop nearby areas near high use locations for additional or overflow parking.**
- *Location:* Dutch Lake Beach, the Legion, and Evergreen Acres.
- *Lead:* DOC Planning, individual businesses, services, and landowners.

### 7.1.3 Intersections and Crosswalks

The mobility assessment revealed several areas throughout Clearwater that would benefit from a clearly designated crosswalk. Several new crosswalks were established in response to these recommendations before the end of the project; others are under consideration. Ensuring that the lines of these crossing ways were visible throughout the year was also an issue highlighted and addressed in recommendations.



### **Community-Developed Guidelines for Mobility-Friendly Intersections:**

- Square to the roads around them wherever possible. Note: intersections can be squared off using inexpensive techniques such as: planting gardens on intersection corners to separate roadways from walking areas and to modify the corners to a 90° angle; moving stop-signs further towards the road at intersections to separate roadways from walking shoulders and direct cars to a central location; and repainting road-lines at intersections to better square off the area.
- Roundabouts in high use areas on the highway.
- Free of obstacles and built away from large signs, bushes, and fences.
- Clearly painted and reflective road-lines directing both pedestrian and vehicle traffic through the intersection.
- Clear signage to direct pedestrians.
- Flashing lights and audible sensors at the highest risk intersections.

## **Recommended Improvements**

### **Create new crosswalks in key areas throughout the community – with flashing lights and audible sensors in high traffic areas.**

DONE/  
UNDER  
WAY

- *Location:* Across Park Drive at Robson St.; the intersection (all directions) of Murtle Cres. and Park Dr.; across the Old North Thompson Highway at Dutch Lake; across the YCS Highway from the Old North Thompson Highway to Clearwater Village Rd.; between four corners at Buy-Low Foods, across Park Drive; on Dutch Lake Rd. around the District Offices/Dutch Lake Community Centres; between the Post Office and the Hardware Store.
- *Lead:* DOC Public Works, and the AFAC, Ministry of Transportation and Infrastructure.

UNDER  
WAY

### **Assess all high traffic intersections and remove visibility and obstacles in order to improve safety and mobility.**

- *Location:* The bushes and signs at the intersection of Dutch Lake Rd. and the Old North Thompson Highway.
- *Lead:* RCMP, the DOC Public Works, and the BC Ministry of Highways and Infrastructure.

5+  
Years

### **Construct turning lanes at high-speed highway intersections - to facilitate turning onto ancillary roads.**

- *Location:* The intersection at the Highway and Haywood Rd., and the intersection at Highway 5 and Jenkins Rd.
- *Lead:* BC Ministry of Transportation and Infrastructure, and DOC.

5+  
Years

### **Square off intersections or construct roundabouts at high-risk highway intersections.**

- *Location:* The intersection across the YCS Highway at the Old North Thompson Highway and Clearwater Village Rd.; and the intersection at Norfolk Rd. and Park Dr.



- *Lead:* BC Ministry of Transportation and Infrastructure and DOC.

### 7.1.4 Trails and Pathways

Work on the creation and enhancement of trails in Clearwater was already underway when Front Door to Grocery commenced; but feedback from the project helped bring focus to this work. In 2012, the Official Community Plan outlined a vision for a Trails Master Plan as a comprehensive strategy to develop safe, connected and functional trails for the purpose of moving people throughout the community in a safe, enjoyable setting. In 2014, the Clearwater Council approved the establishment of a Trails Task Force as an advisory body to Council to address the need to advocate and promote multiple trail uses with the Clearwater municipal boundaries. A Trails Master Plan, as developed by Trails Task Force, was approved in February 2016. This Plan addresses many of the recommendations advanced in the early phases of Front Store to Grocery Store and lays the groundwork for further enhancements to the trail network.



#### **Community-Developed Guidelines for Mobility-Friendly Trails and Pathways:**

- Inventoried before accessibility developments are made.
- Located in areas that are highly used by pedestrians.
- Multi-use and inclusive to all types of non-motorized traffic such as mobility scooters, bicycles, pedestrians, and skateboards. Note: whenever possible pathways should be built or adjusted with special consideration to senior mobility device users.
- Plentiful in seniors high-use areas. Note: there should be one dedicated pathway that is well-maintained for seniors walking in the summer and winter.
- Completely separate from roadways whenever possible. Note: if pathways are on road shoulders they should be sectioned off with brightly painted road lines, road signs, and cement barriers (see Figures 6-2, 6-3, and 6-4 in Appendix B).
- Wide enough to allow two mobility devices to pass (2.0 metres).
- Built to use existing infrastructure features such as medians.
- Clear of debris, vegetation, and fallen foliage and have similar/consistent surfaces and maintenance.
- Smooth transition areas between all parts of the pathways.
- Signage indicating how accessible they are to different types of users.
- Mapped and made available at the information centre and on site.

### Recommended Improvements

**Create a year-round, accessible and short outdoor pathway loop – ideally wide enough for two mobility devices to pass and with a consistent surface throughout.**

DONE

- *Location:* Near or around CSS.
- *Lead:* DOC, Trails Task Force.

DONE

**Create an inventory of all of the pathways/trails in Clearwater - including their level of difficulty, and the accessibility improvements needed.**

- *Location:* All of Clearwater
- *Lead:* DOC, Trails Task Force.

UNDER WAY

**Develop a sponsorship program for local public trails/pathways - where different community agencies, businesses, clubs, or individuals could take responsibility for maintaining different trails/pathways or parts of trails/pathways around Clearwater for a given timeframe.**

- *Location:* All of Clearwater.
- *Lead:* DOC, Trails Task Force.

UNDER WAY

**Increase the number of accessible pathways/trails in high pedestrian traffic areas of the community – particularly those in areas with a high density of seniors.**

- *Location:* The Medical Centre and Library, between Buy-Low Foods/the Mall and Wells Gray Inn, Dutch Lake, around CSS, and all of Clearwater.
- *Lead:* DOC, Trails Task Force.

≤ 1 Year

**Develop a volunteer weed removal program for community sidewalks and pathways.**

- *Location:* All of Clearwater, sidewalks in the Weyerhaeuser Subdivision, and sidewalks in front of the Medical Centre.
- *Lead:* Clearwater Girl Guides and AFAC.

≤ 1 Year

**Convey to local businesses the importance and safety issues associated with regularly plowing and sanding their walkways and parking lots during winter.**

- *Location:* All of Clearwater.
- *Lead:* Local business community.

1 - 5 Years

**Develop trail/pathway maps and signage for publicly accessible trails/pathways – and make available at trailheads and information centres.**

- *Location:* All of Clearwater.
- *Lead:* DOC, Trails Task Force.

### 7.1.5 Sidewalks

The mobility assessments revealed a number of ways by which to improve the safety and walkability of sidewalks in Clearwater. Many of these focused around removing trip hazards and enhancing visibility of curbs and steps.





### **Community-Developed Guidelines for Mobility-Friendly Sidewalks:**

- Wide enough for two mobility devices to pass (2.0 metres) in all business and service areas.
- Walking space that is clear of weeds, foliage, and obstacles (e.g. benches, sandwich boards, planters, furniture, etc.).
- Curb ramps, instead of curbcuts, to make sidewalk accessibility improvements where applicable.
- Bright yellow paint on all curbcuts, ledges, and accessibility features.

## **Recommended Improvements**

UNDER  
WAY

**Paint the edges of sidewalks and curbcuts bright yellow to enhance visibility for people with visual impairments – and create a bylaw which enforces this standard in all commercial and residential areas.**

- *Location:* Future site of the Grocery Store/Mall, the roundabout, the Weyerhaeuser Subdivision, and the Brookfield Mall.
- *Lead:* Individual services and businesses, DOC, and AFAC.

1 - 5  
Years

**Create either a separate accessible sidewalk bylaw (or develop requirements for Bylaw No. 111) to implement sidewalk vision guidelines - including requirements on minimum sidewalk width, obstacle allowances, and placement of outdoor seating and planters.**

- *Location:* All of Clearwater.
- *Lead:* DOC Planning and DOC Council.

1 - 5  
Years

**Update bylaws to require all future commercially zoned properties provide curbcuts near every building entrance of the building and on all newly created sidewalks.**

- *Location:* Buy-Low/Mall.
- *Lead:* DOC Planning and DOC Council and the AFAC.

### **7.1.6 Outdoor Seating/Recreation Areas**

Related to the recommendations associated with trails and sidewalks, outdoor seating was recommended in several areas of Clearwater to make these more accessible and safe for seniors to use. Additional suggestions were made to ensure that recreational areas in the community were fully accessible and safe for individuals with mobility aids.



### **Community-Developed Guidelines for Mobility-Friendly Outdoor Seating/Recreation Areas:**

- Located along high use walkways where people need to rest or wait for a ride on the street or outside buildings.
- Placed near streetlights.
- Constructed on clear cement pads where possible.
- Protected from the elements when used as bus stops.
- Handrails to assist seniors with standing up.
- High enough to accommodate seniors who have trouble standing up from low areas.

## **Recommended Improvements**

DONE

**Increase the number of benches on key pathways in Clearwater by developing a new/reviving the existing Rotary bench program – and develop specific criteria to ensure that benches are situated and constructed so as to be accessible by individuals with mobility challenges.**

- *Location:* Along Park Dr., along Murtle, the cemetery, the tennis courts, in front of businesses, and all of Clearwater.
- *Lead:* DOC, Rotary, IHA, Individual Businesses, and AFAC.

UNDER  
WAY

**Enhance accessibility at Dutch Lake Beach - create a wheelchair accessible dock, and a wheelchair accessible pathway from parking areas to the beach and dock.**

- *Location:* Dutch Lake Beach.
- *Lead:* DOC, Trails Task Force.

1 - 5  
Years

**Develop and modify existing community picnicking sites to accommodate people using mobility devices - sites should include smooth, level, step-free surfaces and paths, and accessible picnic tables).**

- *Location:* Picnic area around the Farmers Market and Rafting Centre, and all of Clearwater.
- *Lead:* DOC, Rotary, BC Parks, and individual businesses.

1 - 5  
Years

**Develop new accessible recreation sites in lieu of those sites, which cannot feasibly be made accessible.**

- *Location:* All of Clearwater.
- *Lead:* DOC, Rotary, TNRD, and BC Parks.

## **Shopping and Service Areas**

### **7.1.7 General**

An important component of an age-friendly community is having a business and service community that understands and appreciates the importance and economic advantages of having facilities that are accessible to all individuals, including seniors and those with mobility challenges. Many of the

recommendations that emerged from Front Store to Grocery Store were aimed at cultivating this awareness and fostering a sensitivity to mobility challenges. There were also a number of recommendations aimed at ensuring the new grocery store/mall and Dutch Lake Community Centre were constructed so as to be fully accessible. Many of the suggestions made to specific business owners over the course of the project, and particularly the new projects, were readily implemented.

## Recommended Improvements



DONE

### Establish and/or publicize grocery shopping and delivery services.

- *Location:* Buy-Low Foods/the Mall, Pharmasave.
- *Lead:* Local business owners.

≤ 1  
Year

### Develop a 'Mobility Friendly Business' checklist

- to assist local businesses in identifying necessary mobility improvements; distributed with business licences.

- *Location:* All of Clearwater
- *Lead:* AFAC, DOC, and the local business community.

≤ 1  
Year

### Develop a presentation on accessibility standards for non corporately owned businesses in Clearwater – including information on grants available to fund accessibility upgrades and economic benefits and importance of creating mobility friendly shopping and service areas.

- *Location:* All of Clearwater
- *Lead:* AFAC, the local business community, and individual services providers in Clearwater.

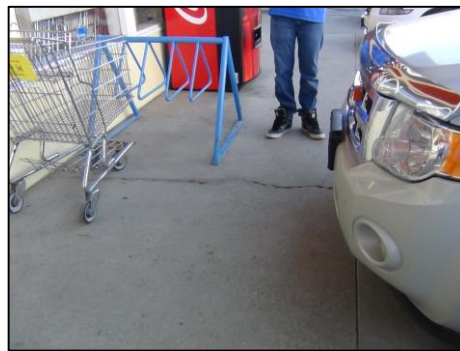
5+  
Years

### Develop an accessible local business and recreation program to promote local businesses and recreation areas that are mobility friendly – could include a guide to accessible locations in Clearwater, and an 'accessible site' sticker for display at accessible businesses and recreation areas.

- *Location:* All of Clearwater
- *Lead:* AFAC, local business community, Tourist Information Centre and individual services and businesses in Clearwater.

## 7.1.8 Entranceways

The mobility assessments revealed a host of challenges when it came to seniors getting in and out of shopping and service areas, making their way from their vehicle to the entrance way, and managing heavy doors. Several of the sites, such as the medical clinic and Dutch Lake Community Centre, installed automatic door openers in response to recommendations that came from Front Door to Grocery Store.



### Community-Developed Guidelines for Mobility-Friendly Entranceways:

- Push button or automatic doors where possible (note: push-buttons should be large, easy to see and find, and out of the way of the opening door, and automatic doors should have distinctive 'in' and 'out' signs).
- Light, easy to open manual doors when automatic doors cannot be installed.
- 'Mini-ramps' or wedges installed over any lips or slight steps into doors.
- Covered outdoor area where possible.
- 'Storm-doors' or 'air-locks' where possible.
- Taped down mats to eliminate tripping hazards.

## Recommended Improvements

≤ 1  
Year

**Provide and position mobility aids (i.e. shopping carts) next to disability and seniors' parking spaces.**

- *Location:* Buy-Low Foods/the Mall.
- *Lead:* Business owners.

1 - 5  
Years

**Develop a Clearwater standard based on currently available standards for accessible features in doorways** – including universal signage for all accessible and push button doors, and business signage.

- *Location:* All of Clearwater
- *Lead:* AFAC, the local business community, and individual services providers in Clearwater.

### 7.1.9 Shopping/Service Area Interiors

Challenges that were revealed through the mobility assessments of shopping and service areas in Clearwater provided several key insights on how the organization of space and facilities within shopping and service areas can make an impact on seniors' ability and willingness to go to and access these services.



#### Community-Developed Guidelines for Mobility-Friendly Shopping and Services Areas

- Clear and obstacle free aisles.
- Aisles wide enough to accommodate two mobility devices side-by-side (2.0 metres).
- Items, especially heavy items, not located too high or low to be reached by a person sitting in a wheelchair or scooter.
- Counters with purse shelves and cane hooks for seniors.
- Options for sit-down checkouts or counters designated for accessible and seniors use.
- Seating located in interior areas where people need to rest or wait.
- Wheelchair-accessible seating spaces in areas where people wait.
- Wheelchair-accessible tables in restaurants or eateries (see Figure 6-6 in Appendix B).
- Accessible public washrooms – large enough to accommodate individuals with mobility devices, with high toilets and lever-style door handles and taps.
- Large and clearly visible signage of important information - both inside and outside shopping and service areas.
- Enlarged, universal signage of all doorways buttons.

### Recommended Improvements

DONE

**Develop a District policy requiring wheelchair seating and, where applicable, table areas in public**

- *Location:* All of Clearwater
- *Lead:* DOC – through Building Code.

≤ 1  
Year

**Provide option of smaller, more shallow shopping carts - that are less heavy for seniors to push, and easier to get groceries in and out of.**

- *Location:* Buy-Low Foods/the Mall.
- *Lead:* Business owners.



**Explore policy tools/incentives (i.e. tax exemptions, business licensing discounts, accelerated application review, and waving application fees) to encourage business owners and developers who include public washrooms in their designs or buildings.**

- *Location:* All of Clearwater
- *Lead:* DOC Planning and DOC Council.

## Transit & Transportation

### 7.1.10 Transit Services

Clearwater is fortunate as a small community to have a public transit system; however, the dispersed nature of shopping and service areas – and the large area of land served by the buses, make it a challenging area to serve efficiently. Seniors in the community are extremely supportive of the transit service and adamant that it is maintained; however, ridership remains low. In many cases, the nearest bus stop was beyond what seniors felt they could walk to, especially during winter. The assessment and workshops revealed concerns around being stranded by the bus service, or passed by. Seniors were also reluctant to use the service to make errands because the wait times were too long, and they were concerned about carrying groceries, etc. home.

The transit service to Kamloops provides an important service to Clearwater residents. Many seniors are incumbent on health and other services that are provided in Kamloops. The two hour drive can be treacherous during the winter months and many seniors who feel comfortable driving within Clearwater, are reluctant to make the trip to Kamloops. As a result, there are several informal shuttle services, which residents organize among themselves, but the bus also presents another important option. Many seniors were not aware, however, about how the Kamloops Connector operated and avoided using the service due to lack of certainty around where it stopped, how often it stopped for washroom breaks, and how and where to catch the bus back to Clearwater.

After learning about the transit system through the project, several seniors were motivated to try the bus service within Clearwater and into Kamloops. Particularly among those seniors who still hold a driver's licence, there is a high level of interest in understanding and gaining comfort with the service for when they can no longer able to drive themselves and rely upon their personal vehicle to get around.

Clearwater's transit system was the subject of a Service Review, conducted by BC Transit in 2016. Many of the suggestions and issues revealed by Front Door to Grocery Store were reflected in the BC Transit Service Review – and have already been implemented. Most significantly, the idea of an establishing inner loop route, which was a recommendation of the project and supported by the Transit Service Review, was piloted by the District of Clearwater midway through Front Door to Grocery Store and has since been established as a year-round route.

### Community-Developed Guidelines for Mobility-Friendly Transit Services

- Simple and intuitive transit routes that align with the needs of residents.
- Scheduling of service to enable residents to get to and from places they need to go within reasonable timeframes.
- Flexible service to enable access by residents that live off the route or between bus stops.
- Include more frequent routing to core, higher ridership areas, i.e. an inner core.
- Maintain door-to-door service.

## Recommended Improvements

DONE

**Establish an “inner loop” bus route that circulates more frequently through the primary shopping and services stops in town – timed appropriately with door-to-door service times to enable passengers to get to and from town in a timely manner.**

- *Location:* All of Clearwater.
- *Lead:* DOC, BC Transit, YCS.

DONE

**Establish the hospital as a formal bus stop on the route and schedule.**

- *Location:* All of Clearwater.
- *Lead:* DOC, BC Transit, YCS.

UNDER  
WAY

**Have buses clearly display the name of the route they are servicing – and name the different routes intuitively.**

- *Location:* All of Clearwater.
- *Lead:* DOC, BC Transit, YCS.

UNDER  
WAY

**Implement the recommended improvements to the route and scheduling in order to maximize ridership and eliminate redundancies - that resulted from the BC Transit Service Review.**

- *Location:* All of Clearwater.
- *Lead:* DOC, BC Transit, YCS.

≤ 1  
Year

**Convene a cadre of volunteer transit ambassadors - to accompany seniors and/or work with them one-to-one to help them understand and feel comfortable using the transit system to get where they need to go.**

- *Location:* All of Clearwater.
- *Lead:* AFC, CSS.

≤ 1  
Year

**Formalize rest stops on the Kamloops Connector – so as passengers can be assured that the bus will stop on every trip and not just upon request.**

- *Location:* NA
- *Lead:* YCS, BC Transit.

## 7.1.11 Transit Infrastructure

Mobility assessments of each of the bus stops in Clearwater revealed a number of potential improvements to the waiting areas, (i.e. benches, shelters) to enhance rider comfort and safety – and to make these areas accessible to individuals using mobility aids.

### Community-Developed Guidelines for Mobility-Friendly Transit Infrastructure

- Bus stops should have an adjacent covered area with seating for waiting passengers.
- Pathways to and from bus waiting areas should be free of obstacles and trip hazards.
- Seating should be high and have handles where possible.
- Bus waiting areas should be regularly maintained and, in winter, plowed and sanded.

## Recommended Improvements

UNDER  
WAY

### Ensure regular snow-clearing and sanding of bus/wait stops.

- *Location:* All drop-off points.
- *Lead:* DOC, YCS.

UNDER  
WAY

### Ensure all bus/wait stops are clearly marked and have posted bus schedules.

- *Location:* All drop-off points.
- *Lead:* DOC, YCS, BC Transit.

≤ 1  
Year

### Develop a policy to require a public transit drop-off area in all future commercial developments.

- *Location:* The Buy-Low/Mall and the District Offices/Dutch Lake Community Centre.
- *Lead:* Local Businesses and Services, DOC Planning, YCS and TNRD.

≤ 1  
Year

### Ensure clear and safe pedestrian walkways between bus stops and primary destinations – and that bus drop-offs are not taking place behind parked cars.

- *Location:* All drop-off points.
- *Lead:* DOC, YCS.

≤ 1  
Year

### Establish places at bus stops inside where passengers can sit and wait - and where drivers will consistently check for waiting passengers.

- *Location:* Drop-off points at main shopping/service areas.
- *Lead:* Individual businesses/services providers.

1 - 5  
Years

### Assess all bus/wait stops to ensure fully safe and accessible to those in wheelchairs or with mobility aids (i.e. canes and walkers) with level, smooth pavement, large doorways, seating with handles, etc.

- *Location:* All drop-off points.
- *Lead:* DOC, YCS.



### 7.1.12 Transit Information

A recurrent theme that emerged from the Front Door to Grocery Store assessments and workshops was a lack of awareness among seniors in Clearwater about the transit system, the transit routes, fares, hours, schedules, and door-to-door service. The Transit Service Review was consistent with these findings in recommending that routing and scheduling information be simplified and that buses be clearly identified by the route they are servicing. For seniors, it was important that they understand the timing of both getting to and returning from their destination in order to enable trip planning.

While schedules were already being published in the District newsletters, posting of schedules at bus/wait stops and other prominent locations was also recommended.

#### Community-Developed Guidelines for Mobility-Friendly Transit Information

- Clear, consistent display of transit routes and schedule.
- Bus schedules posted at each bus stop and prominent service/shopping areas.
- Presentation of transit information should include maps and be printed in large font, consistent with accessible formats.

### Recommended Improvements

≤ 1  
Year

**Ensure published information on the bus service is clear, current, and consistent and widely publicized** – include route maps, clarify the age that one qualifies for a seniors’ bus pass – and the HandyDART service as well as who qualifies for door-to-door service.

- *Location:* All of Clearwater.
- *Lead:* DOC, YCS, BC Transit.

≤ 1  
Year

**Provide clear and explicit information on the Kamloops Connector service:** how it works, how much it costs, where it stops, times/distances between rest stops, pick-up locations, maps, etc.

- *Location:* All of Clearwater.
- *Lead:* DOC, YCS, BC Transit.

## Ensuring Continuous Mobility Improvements

Front Store to Grocery Store resulted a broad series of recommendations and improvements to infrastructure and services in Clearwater to make it a more accessible community for people of all ages and abilities to live, work and visit. Those who participated in research activities indicated an enhanced sensitivity and awareness of mobility barriers and appreciation of accessible spaces. The project incited momentum around seniors' issues and mobility improvements – and it was important to participants that this momentum not be lost with the conclusion of the project. Being an age-friendly community is a commitment, which requires ongoing effort and attention; the project generated several recommendations to establish the ongoing support and capacity to maintain this commitment.

### Recommended Improvements

≤ 1  
Year

**Create a volunteer community “work bee” program to carry out small mobility fixes in Clearwater** (e.g. cleaning up pinecones).

- *Location:* All of Clearwater.
- *Lead:* CSS.

≤ 1  
Year

**Develop a priority list for infrastructure upgrades to pathway, sidewalk, and outdoor seating areas based on accessibility and mobility for community members.**

- *Location:* All of Clearwater
- *Lead:* AFAC.

≤ 1  
Year

**Develop a partnership between the Wells Gray Seniors Society and the Clearwater RCMP to explore the possibility of producing joint presentations on crime prevention and mobility.**

- *Location:* All of Clearwater.
- *Lead:* AFAC and RCMP.

5+  
Years

**Develop a community age friendly legacy fund that can receive donations by anyone and can develop capital from a nominal tax or licensing fees – to provide grants for future infrastructure projects and enhance community accessibility and mobility.**

- *Location:* All of Clearwater.
- *Lead:* AFAC, North Thompson Community Foundation.

## Fostering Mobility-Awareness in the Community

Front Store to Grocery Store raised awareness of challenges and barriers to getting around in Clearwater. As in all communities, one of the main reasons why barriers exist is because people without mobility challenges are unaware of the challenges that seniors and others in the community face. Building sensitivity to mobility challenges as well as an appreciation to how accessible spaces and services benefit the community as a whole, is key to implementation. As a result, several

recommendations from the project focused on raising awareness, integrating mobility considerations and ensuring seniors' perspectives were integrated in decision-making.

## Recommended Improvements



### **Release information about the mobility assessments and project findings to the public.**

- *Location:* All of Clearwater.
- *Lead:* DOC/WGSS.



### **Create signage to draw attention to mobility needs** - requesting that patrons leave parking spaces closest to the entrance free for those with mobility challenges – and leaving the painted lines adjacent to handicap parking free to enable wheelchair access to/from vehicles.

- *Location:* High-traffic parking lots.
- *Lead:* DOC, individual businesses/service providers.



### **Encourage mobility/accessibility-related corporate responsibility** – to be applied to companies with revenues over an agreed-upon amount.

- *Location:* All of Clearwater
- *Lead:* Chamber of Commerce.



### **Create a seniors engagement strategy to involve seniors in community decisions** – including future infrastructure upgrades that could potentially impact seniors' mobility.

- *Location:* All of Clearwater.
- *Lead:* AFAC and DOC Council.



### **Ensure accessibility and mobility concerns are considered as part of development reviews** – involving members of the Age Friendly Advisory Committee as necessary.

- *Location:* All of Clearwater.
- *Lead:* DOC – Planning and DOC Infrastructure Standing Committee.



### **Develop a public awareness campaign on mobility and scooter use** - to educate people of all ages on safe and proper scooter use.

- *Locations:* Entire Clearwater Area.
- *Leads:* ICBC and the AFAC.



### **Develop a mobility literacy program to educate the public on local mobility and accessibility features** - mobility signage, cross lines next to accessible parking spots, purpose of curb cuts, etc.

- *Location:* All of Clearwater
- *Lead:* AFAC and Clearwater's seniors' organizations.

## 8. Project Outcomes & Reflections

Front Store to Grocery Store achieved its goals of developing a comprehensive understanding of mobility needs among seniors in Clearwater, identifying the mobility barriers and supports in both summer and winter and determining the key features of a community-based mobility strategy. In addition, largely due to the resolve of project participants and the District of Clearwater to see and make changes happen quickly, the project both directly and indirectly resulted in a wide array of ancillary positive outcomes.

- **Physical improvements** – The project resulted in a wide array of significant and innovative improvements in the physical infrastructure and services of the community which make it an easier and safer place to get around. These include several new bylaws, including the award winning “complete streets” road cross-section bylaw and a Disabled Parking Bylaw (currently in draft). Seniors and mobility considerations were integrated into the Trails Master Plan and the outdoor, accessible year-round hospital loop trail was established following from project recommendations. Front Store to Grocery Store also gave rise to the creation of several new crosswalks throughout Clearwater.

Mobility concerns were reflected in the development of the Dutch Lake Community Centre and new BuyLow Foods and adjoining mall so as to make both of these prototypes of facilities that are fully accessible to customers of all ages and abilities. The parking lot at BuyLow Foods has designated spaces for both handicapped and seniors parking. The parking lot of the medical clinic was also repaved and the door in response to recommendations from the project.

- **Enhanced sensitivity and awareness of mobility issues and challenges** – Without exception, all of the study group participants engaged with the project through to the end indicated that one of the most beneficial outcomes of their involvement has been an increased understanding and awareness of mobility challenges and what it means to be an “age-friendly community”. The field trip assessments, which involved travelling paths that many of the individuals take everyday, but with time to reflect upon, share and hear about others’ mobility challenges and supports, were uniquely enlightening. Participants indicated that these assessments altered how they viewed different spaces in their community. Compounding the enhanced sensitivity that was developed at the individual level, there is also evidence of increased awareness of seniors/mobility issues within the broader community and among business and service providers.
- **Increased awareness and understanding of the local public transit system and seniors programs and services** – One of the resounding pieces of feedback from transportation assessment component of the project was an increased level of understanding of the public transit system. While there is strong support among seniors for the existence of a transit system in Clearwater, ridership among this demographic is low. A key outcome of Front Store to Grocery Store was a better understanding of the key concerns and reservations that seniors in Clearwater hold when it

comes to taking transit. Recommendations from the project, such as that to establish an inner loop routing of high traffic sites in the downtown area, were piloted and permanently operationalized. Importantly, the project raised awareness about the system: how it works, what the routes are, services such as door-to-door pick-up provided, etc. Through the project, a number of seniors took transit around Clearwater and/or into Kamloops for the first time. Many also shared an increased comfort with taking the bus and having less anxiety about losing their drivers' licence since learning and becoming familiar with the service.

- **Expanded social networks** – Study group participants cited the new relationships and social interaction that they gained through their involvement in the project as one of the main positive project outcomes. Research underscores the importance of social participation and networks for the health and well-being of seniors. However, for many seniors, there are few opportunities in their daily lives to meet new people and expand their social network.

Through the various activities associated with Front Store to Grocery Store, the assessments and workshops, individuals involved in the project were brought together several times over the three years of the project. The group bonded around their common interest and concern for mobility issues – and this interaction resulted in the creation of new friendships and an expansion of their social networks within the community.

- **Strengthened empowerment of seniors** – The District of Clearwater made a commitment to become an age-friendly community in 2012, which was before the Front Store to Grocery Store project began. However, through the creation of an Age-Friendly Committee, the convening of study group participants, the execution of mobility assessments, mobility journals and community workshops had the effect of galvanizing momentum and excitement around the goal. Seeing their concerns and recommendations translating into real improvements within the community raised the profile of seniors/mobility issues in Clearwater. It also built capacity and empowered seniors to have a stronger voice on District issues and with business and service providers in the community.
- **Increased number and diversity of seniors/mobility programs, services and supports** – Related to the enhanced empowerment of seniors, Clearwater benefited from an increased number and diversity of seniors and mobility programs, services and supports. The momentum around Front Door to Grocery Store led to expanded membership of Wells Gray Seniors' Society. A Seniors' Centre was also created within the Dutch Lake Community Centre over the course of the project and this space now hosts a growing number of social, cultural and recreational activities for seniors in the community.