

AGENDA INFORMATION	
✓	July 13, 202
☐ Regular Meeting	Date: _____
☐ Other:	Date: _____

 Dept. Manager	 GM/ Director	 CAO
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The District of North Vancouver

REPORT TO COUNCIL

June 29, 2026

AUTHOR: Tanja Oswald, Community Planner

SUBJECT: Ageing & Older Persons Strategy – Phase 2 Update

RECOMMENDATION:

THAT Council receive for information, the report of the community planner titled “Ageing & Older Persons Strategy – Phase 2 Update”, dated June 29, 2026.

REASON FOR REPORT:

This report provides an update on Phase 2 implementation activities of the approved Ageing & Older Persons Strategy work plan.

SUMMARY:

The Ageing & Older Persons Strategy is being developed through a three-phase process. Phase 1 established the project scope and work plan, including a set of Strategic Directions to guide the strategy’s development:

- Community Life & Social Wellbeing;
- Connected Care & Supports;
- Mobility, Safety & Access; and
- Housing Stability & Ageing in the Right Place.

Together, these areas support healthy aging by fostering social connection and participation, improving access to services and supports, enhancing mobility and accessibility, and promoting safe, affordable housing for ageing and older adults to age in place.¹

Building on the Strategic Directions approved by Council in Phase 1, engagement activities in the current Phase 2 are helping to validate priorities and identify goals and actions to support ageing and older adults in the District. To date, the District has completed 17 targeted engagement activities, including community dialogues and a survey, and meetings with government, health, community, and private-sector partners. Preliminary analysis of

¹ In this report, “older adults” and “seniors” refer to individuals aged 65 and older, consistent with census and policy definitions. However, it is recognized that some programs and services may include adults 55 and older, particularly those focused on early aging and prevention.

findings validated the Strategic Directions and identified emerging goal and action areas. An interim engagement summary is provided in **Attachment 1**.

The District was successful in securing the \$25,000 requested amount through the BC Healthy Communities (BCHC)² Age-Friendly Communities Grant (Stream 1). This will support additional targeted community engagement and implementation planning. Staff will complete Phase 2 engagement and analysis before advancing to Phase 3, which will focus on preparing the Ageing & Older Persons Strategy for Council consideration and approval. The final Strategy will align strategic directions, goals and actions within a 10-year framework, and include responsibilities and performance measures to support implementation.

BACKGROUND:

Age-friendly communities in British Columbia are guided by eight key features that support older adults to remain healthy, connected, and engaged, while addressing accessibility, inclusion, transportation, housing, health, and community wellbeing. The North Shore municipalities are provincially designated Age-Friendly Communities and have a strong history of collaboration, including the 2018 Dementia-friendly North Shore Action Plan.

As the population aged 65 and older continues to grow, municipal and health system leaders have identified the need for stronger coordination and action on priorities such as accessible transportation, supportive housing, multi-sector collaboration, and responsive policies.

On [November 3, 2025](#), Council adopted the following resolution:

THAT Council direct staff to report back on options to create a comprehensive strategy for seniors in the District of North Vancouver, including specific goals and directions for how the municipality can best serve its aging and older persons population.

On [March 2, 2026](#), staff reported back with a proposed Ageing & Older Persons Strategy work plan and recommendation to apply for the BCHC Age-Friendly Communities Program (Stream 1) for up to \$25,000 to support engagement. Council adopted these resolutions:

THAT Council approve the proposed work plan for the development of the Ageing and Older Persons Strategy, as described in the February 17, 2026, report of the Community Planner entitled Age-Friendly Strategy – Proposed Scope, including targeted engagement and preliminary strategic directions.

AND THAT Council support an application to the BC Health Communities Age-Friendly Communities Program Grant Stream 1: Planning for engagement resourcing up to \$25,000.

Attachment 2 provides the key policy context that supports this work.

² BC Healthy Communities Society (BCHC) is a province-wide non-profit organization that facilitates the ongoing development of healthy, thriving and resilient communities. The organization provides a range of resources, programs, funding and services for improving and strengthening community health and well-being.

ANALYSIS:

The three phases of the Ageing & Older Persons Strategy work plan are described below in Table 1.

Table 1: Ageing & Older Persons Strategy – Work Plan

Phase	Timeframe	Key Actions
Phase 1: Project Initiation & Scope	Q1 2026	• Council approval of work plan and strategic directions; • Application for Age-Friendly Communities grant funding; and • Preparation for targeted Phase 2 engagement. Outcome: Approved project framework.
Phase 2: Listen & Learn (Current Phase)	Q2 - Q3 2026	• Engagement to validate and identify goals and actions; • Interim Council update on Phase 2 engagement findings; and • Development of the draft Ageing & Older Persons Strategy. Outcome: Draft Strategy.
Phase 3: Strategy Refinement & Approval	Q4 2026 – Q2 2027	• Refinement and prioritization of actions, implementation measures, and performance indicators; • Finalization of the Strategy and Council approval; and • Grant reporting requirements. Outcome: Council-approved Strategy.

Phase 2 Listen and Learn – Interim Update: Emerging Goal and Action Areas

Targeted engagement was conducted between April 30 and June 17, 2026 through in-person, hybrid, and virtual formats. Staff engaged older adults aged 50 and older, as well as service providers and community partners representing a diverse range of lived experiences, backgrounds, and perspectives. An interim summary of the engagement activities and preliminary findings is provided in **Attachment 1**.

Phase 2 engagement findings will inform development of the final strategy and implementation plan. The final Strategy will include a summary of activities undertaken throughout the three-phase work plan

A total of 17 targeted engagement activities have been completed, including

- seven community dialogues (150+ participants), including one bilingual Farsi session;
- a community survey (211 respondents); and
- targeted meetings with partners:
 - provincial and municipal governments;
 - community organizations;
 - Vancouver Coastal Health;
 - private sector organizations; and
 - older adults and seniors living on the North Shore.

Preliminary Findings:

- Engagement confirmed and strengthened the Phase 1 Strategic Directions;
- Emerging goal and action areas were identified, with input informing short- and long-term priorities for the implementation framework; and
- Findings reinforced the need for ongoing cross sector collaboration.

Emerging goal and action areas highlighted in this phase complement age-friendly initiatives that the District is evolving or already undertaking. Together, these initiatives represent “quick wins” while supporting the implementation of longer-term strategic priorities that may require further Council decisions as part of future annual budget deliberations, including:

- Expanding the North Shore *Jump On A New Heat Pump* program to support cooling and energy-efficiency upgrades for residents in existing condominiums, apartments, and co-ops;
- Advancing the *Cooler Condos*³ initiative in collaboration with the Zero Emissions Innovation Centre and other municipalities to improve heat safety for residents in existing strata buildings;
- Improving transit accessibility through bus stop upgrades and accessible pedestrian infrastructure;
- Supporting seniors’ mobility through seniors’ ride share funding and the *Cycling Without Age* program;
- Delivering accessible community facilities, universal washrooms, and cooling shelter upgrades;
- Providing funding and in-kind support to organizations delivering programs and supports for seniors; and
- Continuing accessibility and dementia-friendly planning efforts while strengthening emergency preparedness and response for seniors and other vulnerable populations.

Next Steps (Phase 2 Completion)

As part of Phase 2, the District’s grant application for the [BC Healthy Communities Age-Friendly Program](#) was approved, providing \$25,000 to support work plan delivery. The funding will be used to retain a consulting gerontologist to support Phase in collaboration with stakeholders and implementation partners.

Additional engagement activities, if needed, could also be undertaken.

For the remainder of Phase 2, staff will:

- Finalize analysis of engagement findings;
- Onboard the consulting gerontologist;
- Prepare to update participants from Phase 2’s community dialogues; and
- Develop draft Ageing & Older Persons Strategy material for Phase 3.

³ Cooler Condos – Zero Emissions Innovation Centre, accessed June 25, 2026

Phase 3: Strategy Finalization & Implementation Planning

Phase 3 will focus on refining the Strategy and actions for implementation in collaboration with stakeholders and implementation partners. This work will align goals and actions with District and partner initiatives; establish implementation priorities and timelines, and roles; and define performance measures for monitoring and evaluation. Once completed, staff will:

- Present consolidated Engagement Summary and draft Strategy to Council for input;
- Deliver the final Strategy and for Council's approval; and
- Fulfill BCHC grant reporting requirements.

Implementation Context:

While the District of North Vancouver is well positioned to lead in policy, planning, and coordination, successful implementation of the Strategy will depend on collaboration through existing partnerships, networks and coordinating tables. These include Vancouver Coastal Health, the North Vancouver Recreation and Culture Commission, the North Vancouver District Public Library, the North Shore Seniors Working Group, the North Shore Services to Seniors Coalition, seniors-serving community organizations, housing providers, volunteer networks, and other partners that deliver programs, services, and supports to older adults.

Staff will monitor and evaluate implementation of the Strategy.

Timing/Approval Process:

The project is proceeding in three phases: 1) initiating and scoping the project (Q1 2026); 2) gathering input and developing a draft strategy through community and stakeholder engagement (Q2 - Q3 2026); and 3) refining, finalizing, and seeking Council approval for the Age-Friendly Strategy (Q4 2026 - Q2 2027). Key milestones include the grant application, interim engagement updates, and final strategy approval.

Financial Impacts:

The District's application to the Age-Friendly Communities (AFC) Program was approved, providing \$25,000 to support delivery of the Strategy work plan. The approved funding will be used to support delivering the final Strategy. This includes retaining the services of a consultant and undertaking Phase 3 engagement activities.

No additional financial implications are anticipated at this stage beyond existing staff resources. Any future project-specific funding recommendations would be brought forward to Council for consideration.

Public Input:

Engagement is being conducted through targeted outreach to key populations and stakeholders, consistent with available resources and the objectives of the Phase 2 engagement strategy.

Additional engagement activities in Phase 2 and Phase 3 will be supported by the \$25,000 in grant funding received through the [BC Healthy Communities Age-Friendly Program](#).

Conclusion:

The Ageing & Older Persons Strategy will provide a 10-year coordinated framework to support the wellbeing, inclusion, and quality of life of ageing and older adults in the District, while benefiting residents of all ages. In Phase 2, 17 engagement activities were held, including a mixture of community dialogues and a survey, and targeted meetings with partners. This process was informative and validated the Strategic Directions established through Phase 1. It also identified goal and action areas for the Strategy to address. Proceeding with Phases 2 and 3 will enable the District to deliver a comprehensive, evidence-informed Strategy for Council.

Respectfully submitted,



Tanja Oswald
Community Planner

ATTACHMENTS

1. Phase 2: Listen & Learn Engagement Summary [Report on Interim Findings] (June 23, 2026)
2. Existing Policy
3. Staff Presentation

REVIEWED WITH:		
☐ Business and Economic _____	☐ Finance _____	External Agencies: ☐ Library Board _____ ☐ Museum and Archives _____ ☐ NSEM _____ ☐ NS Health _____ ☐ NVRC _____ ☐ RCMP _____ ☐ Other: _____
☐ Bylaw Services _____	☐ Fire Services _____	
☐ Clerk's Office _____	☐ Golf _____	
☐ Climate and Biodiversity _____	☐ Housing <u>TA</u> _____	
☐ Communications _____	☐ Human Resources _____	
☐ Community Planning <u>ZT</u> _____	☐ Integrated Planning _____	
☐ Development Engineering _____	☐ ITS _____	
☐ Development Services _____	☐ Parks _____	
☐ Engineering Infrastructure _____	☐ Real Estate _____	
☐ Engineering Public Works _____	☐ Solicitor _____	
☐ Environment _____	☐ Transportation _____	
☐ Facilities _____	_____	

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Attachment 1:

**Phase 2 Listen & Learn Engagement Summary [Report on Interim Findings]
(June 23, 2026)**

Ageing and Older Persons Strategy

Phase 2: Listen & Learn

Engagement Summary

[Report on Interim Findings]

This report provides an interim summary of engagement findings for Phase 2: Listen & Learn of the Ageing and Older Persons Strategy. Findings reflect input received to date.

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Overview

Input gathered through **Phase 2: Listen & Learn** will inform the development of goals and actions for the *Ageing & Older Persons Strategy*. The Strategy will establish a 10-year framework to enhance inclusion, accessibility, and wellbeing of older adults, while creating benefits for residents of all ages.

Engagement activities included in-person workshops, virtual sessions, community centre pop-ups, and targeted discussions with residents, subject matter experts, local agencies, and health system partners serving older adults. Staff also collaborated across departments and with advisory groups to align priorities and identify opportunities to address critical gaps.

Between April and June 2026, **17 targeted engagement activities** were completed, involving more than **150 older residents** aged 50 and older. These efforts included both online and in-person surveys conducted at recreation centres and libraries, resulting in **211 survey responses**.

The engagement process was supported by the contributions of community organizations and service partners. Key findings from phase 2 serve as the foundation for developing the Strategy's goals and actions and ensure they reflect the diverse needs and priorities of older adults in the community.

Phase 3 will focus on refining goals and actions, and establishing timelines, roles, and performance measures to support implementation. Together, these next steps will position the Strategy for effective delivery and measurable impact over the next decade.



Engagement at Kiwanis Lynn Manor, hosted in partnership with Hollyburn Community Services Society

Methods

A variety of engagement methods were used to support the direct participation of ageing and older adults across the District and to help identify and validate priorities, goals, and actions for the Strategy.

Targeted engagement activities were designed to gather feedback on key issues, confirm emerging themes, and identify opportunities for action. Sessions were held in neighbourhoods across the District, including Lions Gate, Lynn Valley, and communities east of the Seymour River.

Recognizing that older adults often access services, programs, and supports across municipal boundaries, residents from neighbouring communities, including the City of North Vancouver and the District of West Vancouver, were welcomed to participate.



Community engagement activity booklet

Engagement activities included a mix of small and large-group discussions conducted both in person and online. Supporting materials (**Appendix 3**) included:

- Virtual and paper surveys
- Activity booklets
- Highly visual display board
- Open house display boards

Community partners played an important role in supporting engagement activities through a range of in-kind contributions, including venue space, refreshments, staffing support, translation services, and, in some cases, live entertainment.

Who We Heard From

Direct participation of older residents was largely facilitated through organizations involved in the [North Shore Seniors Working Group](#) and the [North Shore Services to Seniors Coalition](#). These networks bring together senior-serving agencies across the North Shore and include both leadership and active participation from older adults.

Engagement participants primarily included older adults aged 50 and older, as well as service providers and community partners representing a broad range of experiences and perspectives, such as:

- Individuals accessing recreation, library, and social programs
- Those experiencing mobility, accessibility, or health-related challenges
- Culturally diverse participants, including newcomers and individuals who speak English as a second language
- Low-income and fixed-income seniors
- Individuals living alone or at risk of social isolation
- Seniors' service providers and advocates
- Regional health partners and system planners

Key Insights from Engagement

Engagement with residents, service providers and partners highlighted a set of interconnected challenges and opportunities for shaping quality of life for older adults.

Housing and Financial Security

Housing affordability and stability were identified as dominant concerns. Many older adults face difficulty downsizing, risk displacement during redevelopment, and encounter limited housing options between independent living and long-term care. These pressures are compounded for those on fixed incomes, newcomers, and individuals without permanent residency.



Parsian Coffee Group engagement, hosted in partnership with Capilano Community Services

Access to Services and Information

Navigating services for housing, health, recreation, and income supports is complicated for many older adults. Barriers include fragmented information, digital exclusion, and limited in-person support. This leaves many older adults unaware of or unable to access available programs.

Mobility, Safety and Public Realm

Transportation and mobility constraints limit independence and participation. Gaps in east – west connections on the North Shore, challenging transit experiences, and limited local shuttle options reduce access to community programming, healthcare appointments, and social activities. These challenges are compounded by safety concerns in the public realm, such as uneven sidewalks, poor lighting, and lack of seating which increase risk of falls and discourage outdoor activity.

Social Isolation and Wellbeing

Social isolation remains a concern, particularly among older adults living alone, newcomers, or those facing mobility or language barriers. Program capacity constraints, long waitlists, and limited respite and day programming further contribute to reduced social connection and wellbeing.

Climate Resilience and Emergency Preparedness

Participants highlighted that climate-related events, including heat waves, smoke, and extreme weather, disproportionately impact ageing and older populations. Many may be unaware of, or face barriers to accessing cooling centres, climate-resilient housing, and emergency supports.

Opportunities Moving Forward

Despite the challenges noted above, engagement identified strong opportunities to build on existing community assets, services, and partnerships. Libraries, recreation and community centres, seniors-serving organizations, healthcare providers, volunteer networks, and neighbourhood spaces form a solid foundation for supporting healthy ageing and social connection.

Participants also emphasized the important role of local government in convening partners, coordinating action, and shaping supportive environments. Key partners - including Vancouver Coastal Health, North Vancouver Recreation and Culture Commission (NVRCC), community organizations, housing providers, and volunteer groups - will play a critical role in implementation.

Together, these partners can:

- **Strengthen coordination and awareness** across the seniors-serving ecosystem to improve access to information, programs, and services;
- **Expand community-based supports, social connection opportunities, and preventative wellbeing initiatives** that promote independence and reduce isolation;
- **Enhance walkability, accessibility, and local mobility options;**
- **Support a more diverse range of housing options** that enable ageing in place; and
- **Integrate climate resilience** into housing, infrastructure, emergency preparedness, and community support systems.

Through continued collaboration, the Strategy can build on existing strengths to create more inclusive, connected and age-friendly communities for current and future generations of older adults.

Strategic Directions

The Strategic Directions below were identified through preliminary research and engagement in Phase 1. They reflect the key issues and priorities raised by residents, service providers, and community partners, and will continue to guide the development of the Strategy, including its goals and actions.

Findings from Phase 2 engagement validated these Strategic Directions and helped identify emerging goal and action areas within each direction for the Strategy to address.

Strategic Directions

Community Life & Social Wellbeing

This focus area supports social wellbeing, inclusion, and engagement. It promotes participation in recreational, cultural, and community activities, and encourages volunteerism and civic involvement.

Connected Care & Supports

This focus area is about access the services, supports, and information needed to live safely and independently. It emphasizes reducing barriers to services and improving inclusive supports.

Mobility, Safety & Access

This focus area is about helping people move around safely and easily and take part in community life. It promotes safe and accessible streets, trails, public spaces, and transit options while improving walkability, infrastructure, and transit accessibility.

Housing Stability & Ageing in the Right Place

This focus area supports ageing in place through affordable, safe, and adaptable housing, while encouraging seniors to remain active, independent, and connected to their communities.

Emerging Goal and Action Areas

The following sections highlight the emerging goal and action areas identified through Phase 2 targeted engagement for the Ageing & Older Persons Strategy.

These areas are organized in alignment with the Strategy's Strategic Directions.

Goals and actions will be further refined in Phase 3 of the Strategy's development, including timelines, roles, and performance measures for implementation.

Strategic Direction: Community Life & Social Wellbeing

Community engagement highlighted the importance of social connection, meaningful participation, and opportunities to remain engaged in community life. Residents identified a need for inclusive and accessible programs, spaces, and outreach efforts that reduce isolation and support participation among older adults facing mobility, language, cultural, or financial barriers.

Emerging Goal Area: *Enhance social inclusion and participation.*

Opportunities for Action

- Expand free/low-cost wellness recreation, wellness and social programs (e.g. sport, physical therapy, chair yoga, arts, and games) at local seniors hubs and in community centres, including evenings on weekends.
- Deliver targeted outreach campaigns for newcomers, low-income seniors, and isolated residents, using multilingual newsletters and printed directories.
- Strengthen volunteer and peer-support programs to build community connection.
- Support design and delivery of culturally inclusive spaces in libraries, parks, and community centres for casual socializing and learning.

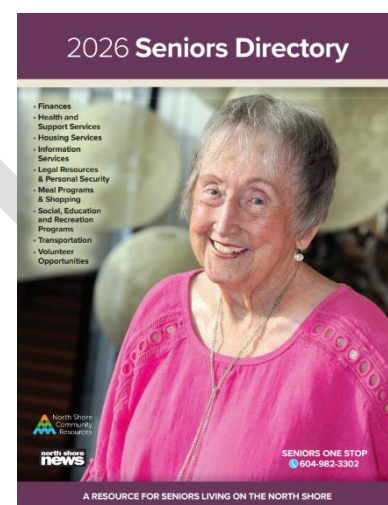
Strategic Direction: Connected Care & Supports

Engagement highlighted that many older adults struggle to navigate services due to limited awareness, digital barriers, and fragmented information, and called for more coordinated, in-person access options. Residents emphasized the importance of community-based supports that help older adults maintain their health, independence, and social connections as they age.

Emerging Goal Area: *Improve navigation of seniors' services.*

Opportunities for Action

- Increase awareness of key resources, such as Seniors One Stop and annual seniors' directories, by enhancing multilingual accessibility and distributing materials through doctors' offices, community centres, libraries, and seniors' housing facilities.
- Conduct in-person navigation workshops at community centres for seniors who are digitally excluded.
- Integrate digital and human navigation supports with local health authority case management, home support programs, and volunteer navigators.
- Implement ongoing evaluation of access barriers and service gaps, adapting programs based on feedback from isolated seniors.



Annual Publishing of the [North Shore Seniors Directory](#) (2026)

Emerging Goal Area: *Expand community-based care and social supports.*

Opportunities for Action

- Increase capacity in assisted living, home care, and respite services through partnerships with Better at Home, Vancouver Coastal Health, and private non-profits.
- Develop a coordinated community care model integrating healthcare, social services, and recreation, leveraging existing government and non-profit resources.
- Scale social prescribing initiatives to connect isolated seniors to volunteers, programs, and peer support groups.

Strategic Direction: Mobility, Safety & Access

Engagement highlighted barriers for seniors, particularly around public transit, large buses, uneven sidewalks, and poor lighting. Participants also emphasized the need to strengthen climate-related actions and emergency preparedness as part of helping older adults remain safe, connected, and resilient.

Emerging Goal Area: *Improve local mobility and safe access.*

Opportunities for Action

- Offer transportation support for seniors to attend appointments, programming and social activities, including accessible shuttle services and promoting sign up for [subsidized transit passes](#).
- Expand existing accessible shuttle and community bus services linking key seniors housing, recreation centres, and transit hubs.
- Implement dedicated east–west transit options and micro-mobility services tailored for older adults.
- Conduct accessibility audits of sidewalks, crossings, and bus stops, prioritizing repairs and improvements (e.g. raised curb ramps, more benches, shade structures).
- Evaluate opportunities to incorporate universal design principles during public infrastructure planning, renewal, and capital projects to improve accessibility and support independent mobility for older adults.
- Install better lighting and traffic calming measures at high-use crossings.
- Promote and develop senior-focused materials explaining key transportation changes, including parking access, payment methods (apps), and costs, to reduce access barriers.

Emerging Goal Area: *Increase safety and resilience to emergencies.*

Opportunities for Action

- Map seniors most at risk during climate events and ensure access to cooling and heating centres.
- Strengthen emergency communication networks through call systems, printed guides, and outreach initiatives.
- Integrate climate-resilient design into housing and community infrastructure projects.

- Collaborate with fire, police, health authorities, and non-profits to co-develop and promote emergency response plans and planning for seniors.
- Expand and promote senior-tailored emergency preparedness initiatives through public education and programming.

DRAFT

Strategic Direction: Housing Stability & Ageing in the Right Place

Community engagement identified housing as a key priority, with residents highlighting challenges related to affordability, housing choice, and suitable options as needs change over time. These findings support a focus on expanding housing options and enabling older adults to age in the right place within their communities.

Emerging Goal Area: *Expand housing options and affordability.*

Opportunities for Action

- Strengthen partnerships to increase affordable and supportive housing options.
- Expand rental support programs for low- and middle-income seniors.
- Provide information sessions and printed guides on housing options, rights, and financial assistance.
- Encourage development of accessible, adaptable, and smaller-scale housing options.
- Support mixed-tenure housing developments that maintain existing rental affordability.
- Work with partners to address housing and care needs between independent living and long-term care.

Emerging Goal Area: *Support older adults to ageing in the right place and home adaptations.*

Opportunities for Action

- Expand programming and volunteer-based support for tasks such as home maintenance, downsizing, or decluttering.
- Strengthen regional coordination linking seniors with trusted contractors, occupational therapists, and funding for home adaptation.
- Enhance age-friendly neighbourhood features, including sheltered seating areas, in community gathering spaces such as in parks and near community mailboxes.
- Integrate ageing-in-place principles into housing, land use, and development policies by encouraging universal design, adaptable housing features, and accessible community infrastructure.

Appendices

Participating Organizations

The following community organizations contributed to the engagement process by providing direct input and/or in-kind support to enable the participation of older adults and ageing residents.

- Alzheimer's Society
- BC Community Response Networks
- BC Seniors Advocate
- Bowen Island Community Health Centre
- Capilano Community Services
- Canadian Federation of University Women
- Canadian Federation of University Women
- Capilano Community Services Society
- City of North Vancouver
- City of North Vancouver Library
- City of Vancouver
- Comfort Keepers
- Delbrook Community Recreation Centre
- District of West Vancouver
- Family Services of the North Shore
- Hollyburn Community Services Society
- Keep Well Society
- Kiwanis Lynn Manor
- John Braithwaite Community Centre
- Lions Gate Community Recreation Centre
- Lionsview Seniors Planning Society
- Lynn Valley Seniors Association
- Lynn Valley Services Society
- Lynn Creek Community Recreation Centre
- Mollie Nye House
- North Shore Accessibility Advisory Committee
- North Shore Community Resources Society
- North Shore Neighbourhood House
- North Vancouver Recreation & Culture
- North Vancouver District Public Library
- Parkgate Community Services Society
- Parkgate Library
- Ron Andrews Recreation Centre
- SFU Connect Age
- Silver Harbour Seniors Centre
- Vancouver Coastal Health
- West End Seniors Network
- West Vancouver Recreation
- West Vancouver Seniors Activity Centre

List of Meetings (April – June 2026)

District staff met with representatives from municipal, community, public health, and private sectors, as well as older adults and seniors living on the North Shore, to validate and inform the development of goals and actions for the Ageing and Older Persons Strategy. A list of meetings is below.

1. April 30, 2026, with the BC Seniors Advocate
2. April 30, 2026, with the North Shore Accessibility Advisory Committee
3. May 6, 2026, with Vancouver Coastal Health
4. May 8, 2026, with the Canadian Federation of University Women – North Shore Social Issues Sub-Committee
5. May 11, 2026, with the Keep Well Program
6. May 12, 2026, with the Parsian Coffee Group
7. May 13, 2026, with the North Shore Seniors Working Group
8. May 14, 2026, Seniors Social
9. May 19, 2026, with the North Shore Seniors Coalition
10. May 20, 2026, with Hollyburn Seniors Outreach
11. May 21, 2026, Interdepartmental Staff Meeting
12. May 27, 2026, CFUW age-friendly event
13. June 9, 2026, with the Lynn Valley Seniors Association
14. June 10, 2026, Seniors Lunch
15. June 10, 2026, with the North Vancouver Recreation and Culture Commission
16. June 17, 2026, with the North Vancouver District Public Library

Engagement Materials

- Survey
- Activity booklet
- Highly visual display board
- Open house display boards

DRAFT

Age-Friendly Community Survey



The District is looking to hear from older adults in the community on how to make day-to-day life easier, safer, or more comfortable as you age. Please share your thoughts with us by answering the five survey questions below.

This short survey will take less than five minutes to complete.

1. Thinking about your day-to-day life in the District of North Vancouver, how important or unimportant are the following changes in making your life easier, safer, or more comfortable as you age?

Select an option from each of the following	Very unimportant	Unimportant	Neutral	Important	Very Important
Safer and easier walking routes (sidewalks, crossings, lighting)	☐	☐	☐	☐	☐
More affordable or suitable housing options	☐	☐	☐	☐	☐
More accessible public spaces (parks, benches, washrooms, community centres)	☐	☐	☐	☐	☐
More programs and activities for seniors	☐	☐	☐	☐	☐
Better access to health and support services	☐	☐	☐	☐	☐
Help with transportation or getting around	☐	☐	☐	☐	☐

2. Which, if any, of the following areas are most important to you in making the District of North Vancouver an age-friendly place to live?

You can choose up to 3 options.

☐	Outdoor spaces & buildings (parks, sidewalks, public washrooms)
☐	Transportation (driving, transit, walking, accessibility)
☐	Housing (affordable, accessible, appropriate options)
☐	Social participation (activities, programs, opportunities to connect)
☐	Respect & social inclusion
☐	Civic participation & employment
☐	Communication & information
☐	Community support & health services
☐	None of the above

3. What is your age range?

☐	50 – 59
☐	60 – 69
☐	70 – 79
☐	80 – 89
☐	90 – 99
☐	100 – 109

4. What is your gender identity?

☐	Male
☐	Female
☐	Non-binary or gender neutral
☐	Prefer not to say

5. What type of housing do you currently live in?

☐	Apartment
☐	Care Home
☐	Seniors Housing
☐	Single Detached Home
☐	Subsidized Housing
☐	Townhouse

Ageing and Older Persons Strategy

Activity Booklet



Ageing and Older Persons Strategy

The District is developing a Strategy to support inclusion, accessibility, and wellbeing for older adults. While the focus of the Strategy is for older adults, it will benefit people of all ages.

Early this year, four key strategic directions were identified to help guide the development of policy and action for the Strategy to address:

- Community Life and Social Wellbeing
- Connected Care and Supports
- Mobility, Safety, and Access
- Housing Stability and Ageing in Place



Project Timeline Overview



Ageing and Older Persons Strategy

Help us understand your priorities across the strategic directions

On the following pages, review each heading and place a "dot" beside priorities that matter most to you.

Did we miss something? Tell us your priority by writing it on a sticky note and adding it to the back of this activity booklet.

Your feedback will help guide the development of goals and actions for the Strategy.



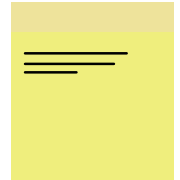
What you will need for the exercise:



Dot stickers



Pen



Sticky notes

**Speak to a staff member
if you have questions**



Community Life & Social Wellbeing

Improve existing gathering spaces
(e.g. upgrades to community centres,
seating accessibility, informal drop-in use)

Share your priorities -
place your dots below



**Create new gathering opportunities
in the community**
(e.g. new plazas, parks)

Expand programs and activities
(e.g. social, cultural, intergenerational
volunteer opportunities)

**Increase inclusive and welcoming spaces
and programs** (e.g. multilingual,
intercultural, targeted outreach)

Connected Care & Supports

**Make it easier to find and navigate
services**
(e.g. one-stop info, better referrals)

Share your priorities -
place your dots below

Improve coordination between services
(e.g. agencies working together,
smoother transitions)

**Expand culturally safe and inclusive
support services** (e.g. languages
access, trauma-informed services)

Increase outreach to isolated seniors

Mobility, Safety & Access

**Upgrade sidewalks, crossings,
and pedestrian safety**
(e.g. curb cuts, better lighting)

Share your priorities -
place your dots below

**Improve transit options by working with
Translink and other levels of government**
(e.g. shuttle services, frequent routes)

**Add more seating, rest areas,
and weather protection** (e.g. benches
and shelters along trails, sidewalks)

**Enhance accessibility and
maintenance of public spaces**
(e.g. ramps, accessible washrooms)

Housing Stability & Ageing in Place

**Increase affordable and appropriate
housing options** (e.g. right-sized
units, rent-subsidy programs)

Share your priorities -
place your dots below

**Support accessible and adaptable
housing design** (e.g. step-free
entrances, walk-in showers)

**Expand supportive and non-market
housing options**

Ageing and Older Persons Strategy

Outdoor Spaces and Buildings (parks, sidewalks, public washrooms)



Transportation (driving, transit, walking, accessibility)



Housing (affordable and accessible options)



Social Participation (activities, programs, opportunities to connect)



Respect and Social Inclusion



Civic Participation and Employment



Communication and Information



Community Support and Health Services



Ageing and Older Persons Strategy

The District is developing a Strategy to support inclusion, accessibility, and wellbeing for older adults. While the focus of the Strategy is for older adults, it will benefit people of all ages.

Early this year, four key strategic directions were identified to help guide the development of policy and action for the Strategy to address:

- Community Life and Social Wellbeing
- Connected Care and Supports
- Mobility, Safety, and Access
- Housing Stability and Ageing in Place



Our Planning Process

Phase 1: Project Initiation and Scope Early 2026

- Project initiation, early research and engagement, and work planning

Phase 3: Strategy Refinement and Approvals Late 2026 - Early 2027

- Finalize the strategy



Help us understand your priorities

On the next pages, review each heading and place a "dot" beside priorities that matter most to you.

Did we miss something? Tell us what change would make the biggest difference in your day-to-day life by writing it on a sticky note and adding it to the board.

Your feedback will help guide the development of goals and actions for the Strategy.

What you will need for the exercise:



Dot stickers



Pen



Sticky Notes

Community Life and Social Wellbeing

This focus area supports social wellbeing, inclusion, and engagement. It promotes participation in recreational, cultural, and community activities, and encourages volunteerism and civic involvement.

Help us understand your priorities -
place your dots below



Improve existing gathering spaces
(e.g. upgrades to community centres,
seating accessibility, informal drop-in use)

**Create new gathering opportunities
in the community**
(e.g. new plazas, parks)

Expand programs and activities
(e.g. social, cultural, intergenerational, work
and volunteer opportunities)

**Increase inclusive and welcoming spaces
and programs**
(e.g. multilingual, intercultural,
targeted outreach)



Do you have more ideas? Let us know!



Connected Care and Supports

This focus area is about accessing services, supports, and information needed to live safely and independently. It emphasizes reducing barriers to services and improving inclusive supports.

Make it easier to find and navigate services

(e.g. one-stop info, better referrals)

Help us understand your priorities - place your dots below



Improve coordination between services

(e.g. agencies working together, smoother transitions)

Expand culturally safe and inclusive support services

(e.g. languages access and trauma-informed services)

Increase outreach to isolated seniors

Do you have more ideas? Let us know!



Mobility, Safety, and Access

This focus area is about helping people move around safely and easily, and take part in community life. It promotes safe, accessible streets, trails, public spaces, and transit, while improving walkability and making infrastructure and transit easier for everyone to use.

Upgrade sidewalks, crossings, and pedestrian safety
(e.g. curb cuts, better lighting)

Improve transit options by working with Translink and other levels of government
(e.g. accessible shuttle services, more frequent routes)

Add more seating, rest areas, and weather protection
(e.g. benches and shelters along trails and sidewalks)

Enhance accessibility and maintenance of public spaces
(e.g. ramps, accessible washrooms)

Help us understand your priorities - place your dots below



Do you have more ideas? Let us know!



Housing Stability and Ageing in Place

This focus area is about ageing in place through affordable, safe, and adaptable housing, while encouraging older adults to remain active, independent, and connected to their communities.

Help us understand your priorities -
place your dots below



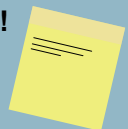
Increase affordable and appropriate housing options
(e.g. right-sized units, rent-subsidy programs)

Support accessible and adaptable housing design
(e.g. step-free entrances, walk-in showers)

Expand supportive and non-market housing options



Do you have more ideas? Let us know!



Ageing & Older Persons Strategy – Phase 2 Update

Existing Policy

- [Interim Housing Needs Report](#) (2024): determines a 20-year housing need, in accordance with the provincial legislative direction and prescribed methodology, including housing needs for seniors as an identified priority group;
- [District Corporate Plan 2023-2026](#): includes goals to foster community wellbeing, and culture and safety, and priorities and objectives;
- [Accessibility Plan 2023-2026](#): provides a framework for the DNV, NVDPL, and NVRC to improve accessibility for people with disabilities by enhancing how programs and services are delivered. By addressing the needs of individuals with dementia and other cognitive impairments, the plan aligns with an age-friendly community that supports seniors' participation, independence, and wellbeing;
- [North Shore Poverty Reduction Strategy](#) (2023): outlines priorities and actions in service of an inclusive, equitable, anti-racist, thriving, and just community.
- [OCP Action Plan 2021](#): applied Social Equity Implementation lens to guide decision making and implementation of OCP actions in the plan;
- [Dementia Friendly North Shore Action Plan](#) (2018): includes strategy and actions aimed at supporting individuals living with dementia to have a high quality of life;
- [Accessible Design Policy for Multi-Family Housing](#) (2017): includes basic and enhanced accessible design features to support seniors aging in place;
- [The Rental, Social and Affordable Housing Strategy](#) (2016): guides the District and partners in expanding and retaining affordable rental housing through policy, planning, and collaboration. By increasing housing options for low to moderate income households, the strategy helps seniors access stable, age-friendly housing that is adaptable, inclusive and supportive;
- [Transportation Plan](#) (2012): supports mobility and transportation planning and policy for all ages and abilities, including specific enhancements for seniors;
- [Parks and Open Space Strategic Plan](#) (2012): Supports the development of spaces to accommodate the needs of children, youth, adults and seniors;
- [Official Community Plan](#) (2011): Includes goals and policy direction for an age and disability-friendly community; and
- [Municipal Community Service Grants](#) (1999): establishes Council support for core-funded community agencies delivering seniors' programs, and Rideshare services to enhance seniors' participation, mobility, and wellbeing.

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Ageing & Older Persons Strategy – Phase 2 Update

July 13, 2026
Regular Council Meeting

Work Plan

Phase 1: Initiation & Scope

(Spring 2026)

- Confirm scope & strategic directions
- Apply for BCHC grant
- Prepare for public input

Phase 2: Listen & Learn

(Spring and Summer 2026)

- Engagement
- Findings, themes, quick wins
- Draft Strategy

Phase 3: Refine & Approve

(Fall 2026 – Spring 2027)

- Refine actions, performance measures
- Finalize & approve Strategy
- Grant reporting

Slide 2 of 8

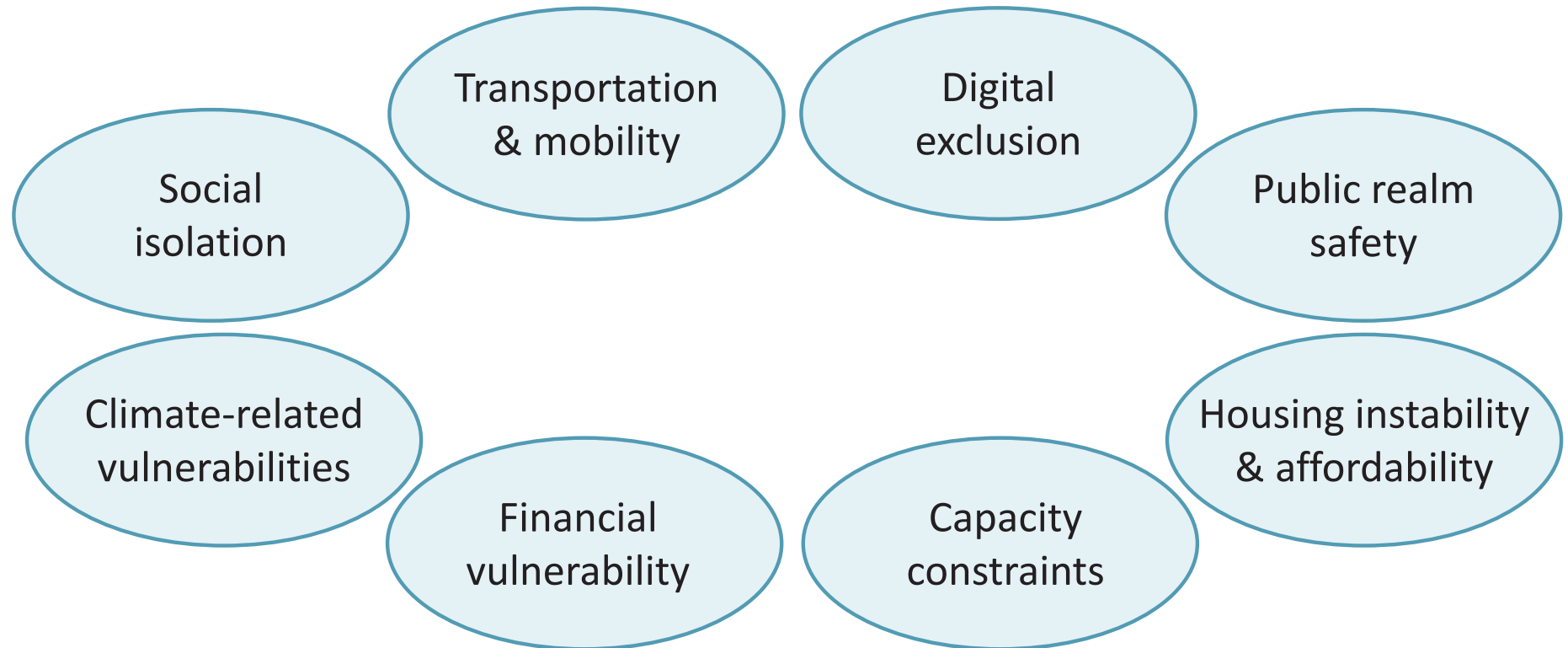
Listen and Learn

- Mixed Methods:
virtual and in-person
- Diverse demographics:
150+ older residents
- Targeted outreach:
17 activities



Engagement at Kiwanis Lynn Manor, hosted in partnership with Hollyburn Community Services Society

Findings & Implications



Findings & Implications



Next Steps

- Complete engagement & finalize findings
- Develop draft Strategy with gerontologist support
- Finalize implementation plan roles, priorities & measures

Recommendation

- THAT Council receive for information, the report of the community planner titled “Ageing & Older Persons Strategy – Phase 2 Update”, dated June 29, 2026.



Thank you.