



City of Delta
COUNCIL REPORT
Regular Meeting

To: **Mayor and Council**

From: **Corporate Services Department**

Date: **June 6, 2024**

Delta's Social Action Plan: First Year Progress Report

The following report has been reviewed and endorsed by the City Manager's Office.

▪ **RECOMMENDATIONS:**

- A. THAT the Social Action Plan Annual Progress Report be received for information and the priority actions for 2024-2025, as outlined in this report, be endorsed.
- B. THAT the Delta Age-Friendly Strategy and Action Plan included as Attachment B be endorsed and posted on Delta's website.
- C. THAT this report be referred to the Diversity, Inclusion and Anti-Racism Committee and the Mobility and Accessibility Committee.

▪ **PURPOSE:**

The purpose of this report is to provide an update on the progress of Delta's Social Action Plan endorsed in March 2023 and provide information on various social planning priorities for 2024-2025.

▪ **BACKGROUND:**

The 2023-2028 Delta's Social Action Plan ("Plan") was endorsed by Council at the March 6, 2023 Regular Meeting. The Plan was informed through a two-year comprehensive public engagement process with over 1,000 residents and community partners. It includes seven strategic directions with 29 corresponding objectives and specific actions under each category. The Plan identified timelines for each action (ongoing, short-term, and long-term) as well as the City's various roles (funder, planning and policy, service delivery / facilities, convener, researcher, advocate, raising awareness, and employer).

Four strategic priorities were identified as priority work for 2023-2024:

1. Thriving children and youth
2. Active and engaged seniors
3. Inclusive Delta
4. Safe and resilient Delta.

The Plan is available on the City's website: [Delta Social Action Plan 2023-2028](#).

▪ **DISCUSSION:**

The City of Delta has a long history of addressing community needs. While community social wellbeing is a shared responsibility with senior levels of government and community partners, local governments can play a prominent role in improving the quality of life of all residents. The City of Delta supports its residents by directly providing supports to residents (i.e., the Seniors' Bus Program, the Leisure Access Assistance Program) and by providing funding to social service agencies supporting vulnerable community members. City staff also supports advancing the Plan by attending the meetings of various Delta's community planning tables and contributing expertise, time, and support with funding applications for tables and individual agencies.

Progress Update: General Overview

The City has made remarkable progress to advance the Plan since the Plan was endorsed in March 2023. In this period, 24 actions identified in the Plan were completed and many more are in progress, with highlights provided below and summarized in the Delta's Social Action Plan year in review infographic (Attachment A).

The name of the Plan speaks about its vision – *Mobilizing and Driving Equity in Delta or MADE in Delta*. An equity lens was applied to the Plan's implementation, including decision making, policy making, and public engagement processes. A good example of this work is the City's recent engagement aimed to better understand the needs of newcomer and racialized residents. Concerted efforts were made to engage immigrants where they are (English classes, libraries, community events, etc.) which resulted in a high level of engagement from target groups.

The implementation of the plan would not have been possible without strong community partnerships and staff collaborations that enabled the City to build on existing resources and community assets. A Social Action Plan Working Group was formed with staff representation from all City departments to support the implementation of the Plan and many actions were advanced through staff inter-departmental efforts, including the implementation of a Newcomers' Guide to Delta in collaboration with community partners and development of a new Licensed Childcare Facilities layer on DeltaMap.

2023-2024 Priorities

Following Council direction, in 2023-2024, staff prioritized work relevant to children and youth, seniors, newcomers and racialized residents as well as the initiatives aimed to build a more resilient and safe Delta. Below are the highlights for each priority strategic direction from the last year (March 2023 – March 2024).

Thriving Children and Youth

There are 23,250 children and youth in Delta and 29% are youths aged 15-19 years old (Census 2021). The Plan identified various actions to improve Delta youths' sense of belonging, access to services and public places in Delta as well as increase Delta families' access to childcare. Some highlights are as follows:

- Over 700 youth benefited from a collaboration between the City, Delta Police and Delta Schools to support youth in crisis and those who need early interventions

through counselling and prevention activities (June 2022 – December 2023). The City provides funding to support this program.

- Staff led community collaborations to organize youth activities during the Youth Week in 2023 and 200 youth participated in these fun activities.
- The City partnered with Delta School District to re-allocate the alternative schooling program “Changes” to North Delta Recreation Centre.
- 8,400 free recreational youth passes were issued and scanned 196,000 times¹.
- Staff supported Delta Police to secure funding through the Civil Forfeiture Grant to develop a youth hub in Delta. A report to Council is forthcoming.
- A new Licensed Childcare Facilities layer was developed on DeltaMap to make it easier for families to find childcare in Delta.
- In 2023, Council adopted changes to the zoning bylaw. As a result, childcare facilities of up to 8 children are permitted as a home-based business in all zones and childcare is now a permitted use in all zones. In residential and agricultural zones, the childcare facility is limited to a maximum 8 children.

Active and Engaged Seniors

Seniors comprise 20.5% of Delta's total population, compared to 17.4% for Metro Vancouver (Census, 2021). In Tsawwassen, almost 29% of its population are seniors. The Plan identified various actions to improve seniors' sense of belonging, supports seniors to age in place, and enhance community capacity to serve vulnerable seniors. Some highlights are as follows:

- Continue supporting active aging in Delta: 1,350 free senior recreational passes (ages 75+) were issued and scanned 64,400 times; the Seniors Bus program reported 17,000 trips transporting over 9,300 seniors.
- Age-Friendly Needs Assessment was conducted and a Delta Age-Friendly Strategy and Action Plan (“Strategy”) was developed (Attachment B).

Safe and Resilient Delta

Delta is one of the safest communities in the province. Our Crime Severity Index is significantly lower than the average in BC (Statistics Canada 2021). Various actions were identified to address racism, strengthen community resilience, emergency preparedness, and increase safe mobility for all residents. Some highlights are as follows:

- City's Advisory Committee on Diversity, Inclusion and Anti-Racism provides regular feedback to staff and Council on proposed policies and public engagement processes.
- Delta's Emergency Support Services Program provided support to a number of families who faced emergency situations and have been evacuated from their homes as a result of fires, floods, etc.
- Staff work with community partners to ensure there are communication and operational plans in place to support vulnerable residents (seniors, unhoused, etc.) in case of an emergency.
- An Extreme Heat Assessment was completed for the City of Delta and Tsawwassen First Nation that will better understand and effectively communicate heat risk in the geographic area within the context of projected climate change by 2080s.

¹ All numbers with regards to recreational passes are rounded.

- Various staff participate in the Translink Regional Equity Network; staff have reviewed Metro Vancouver's equity mapping to support policy and decision making processes.
- Engineering staff meet monthly with Delta Police, Delta School District, and the Ministry of Transportation and Infrastructure to discuss transportation issues and concerns in around Delta at the Transportation Technical Committee.

Inclusive and Accessible Delta

Delta is a multicultural community where residents of all backgrounds are welcomed. Over 45% of our city's population are racialized residents and at least one third are immigrants. In 2023, City of Delta was the second highest city of settlement of Government Assisted Refugees (GARs) in BC behind only Surrey (149 GARs settled in Delta, ISSofBC, April 2024). The Plan aims to build an inclusive community, enhance accessibility, and our collective community capacity to support immigrants. Some highlights are as follows:

- Construction of parks infrastructure implementing accessibility features, including a specialized swing set at Annieville Lions Park.
- Launched a Period Promise campaign in City facilities (menstrual products are available for free at City facilities).
- Engaged over 800 residents to better understand immigrant and racialized residents' needs with findings shared at a community forum attended by 80 community partners and newcomer residents (March 2024).
- Developed a Newcomers' Guide to Delta and a brochure of settlement services (the brochure was translated into Punjabi and Arabic). New resources are available on the City's website: [Supporting New Immigrants | City of Delta](#).
- A number of letters in support were signed on behalf of the City for social service agencies to establish / enhance settlement services in Delta.

Other Actions

The City has made significant progress to date to advance the Plan in all seven strategic priorities, including actions aimed to improve food security, address poverty and homelessness in Delta as well as support those with substance use issues and / or mental health. Below are some highlights from 2023:

- The City provided funding of \$429,274 to social service agencies to support seniors, youth, children with developmental issues and their families, low income families, and residents with substance use issues and their families.
- The City is working with community partners to develop a Delta Food Charter in partnership with Fraser Health, Delta Food Coalition and other community partners.
- Staff supported various community planning tables and facilitated collaborative initiatives through Delta's Children and Youth Committee, Delta Healthier Community Partnership, Delta Opposes Violence Everywhere, Delta Community Action Team and other tables.
- A layer of free food community programs was developed on DeltaMap.
- Tenant protection and rental replacement policies were developed and endorsed by Council on July 24, 2023.
- Several new Social Planning webpages were developed in 2023 to increase access to resources and supports in Delta; there has been an increase in the

number of views and users on social planning webpages with over 7,000 total views and close to 4,900 unique viewers in 2023.

Delta Age-Friendly Strategy and Action Plan

A significant completed action in 2023 was the preparation of an Age-Friendly Strategy and Action Plan, which is presented here to Council for endorsement (Attachment B). The project was guided by an Advisory Group comprised senior residents and community partners serving seniors. LevelUp Planning & Consulting was retained to lead the project. Over 700 senior residents participated and informed the Strategy; concerted efforts were made to engage Delta's ethnically-diverse seniors in consultations (seniors were reached in parks, gurdwaras, senior centres, etc.).

Community outreach completed to inform the Strategy identified that seniors have a strong sense of belonging in Delta; survey respondents spoke about many supports they receive from the City, including Delta's Seniors Community Support Coordinator, the Seniors Bus Program and in senior centres (Attachment B). At the same time, seniors would like to see better access to resources, better coordination between service providers, and programming tailored to seniors to increase their social inclusion and participation (e.g., more public spaces for gathering, more digital literacy and intergenerational programming, supports for culturally-diverse seniors, and more 'senior-friendly' promotion of services). The above findings informed 26 actions set out in the Strategy intended to build upon the existing work supporting seniors in Delta.

Many of the actions outlined in the Age-Friendly Strategy can be achieved through existing departmental budgets or be integrated into existing programs. Staff is seeking community collaborative opportunities and / or grants to advance other aspects of the Strategy and will continue to report to Council through future Social Action Plan updates.

2024-2025 Priorities

Staff are continuing to work with community partners and other stakeholders in advancing Social Action Plan actions that are consistent with Delta Council's goals and priorities including those supporting youth, seniors and newcomers and advancing the City's priority to increase affordable housing options to Delta residents. Staff will continue working with the internal Social Action Plan Working Group and report on the Social Action Plan progress in the spring of 2025.

Implications:

Financial Implications – The phased implementation of the Social Action Plan 2023 – 2028 will be achieved as far as possible with existing staff resources and within existing budgets. Many of the identified actions are contingent upon the availability of staff resources and / or require leadership and funding from other levels of government with Delta playing more of a supporting or advocacy role. Since adoption of the Plan, Delta has been successful in obtaining grant funding close to \$400,000 from multiple sources to improve food security, access to services, address poverty, and support newcomers. Staff continue to monitor grant opportunities and apply for senior government funding to advance social planning priorities when appropriate.

▪ **CONCLUSION:**

The Social Action Plan provides a comprehensive framework for the City and community partners to building a more equitable, vibrant, and healthy Delta. The City has made significant progress in implementing the Social Action Plan. Over 70% of the actions either are in progress or complete. The City was successful in utilizing existing community partnerships, funding opportunities, and cross-departmental collaborations to advance social planning priorities. Staff will continue implementation of the Social Action Plan in accordance with Council's goals and priorities.

Mike Brotherston
Director, Corporate Services

Department submission prepared by: Olga Shcherbyna, Social Planning Manager

This report has been prepared in consultation with the following listed departments.

| Concurring Departments | | |
|-----------------------------|-----------------|-----------|
| Department | Name | Signature |
| Parks, Recreation & Culture | Trent Reid | PA for TR |
| Engineering | Steven Lan | SL |
| Fire & Emergency Services | Guy McKintuck | GM |
| Police | Neil Dubord | ND |
| Finance | Navin Chand | NC |
| Human Resources | Samantha Pillay | SP |
| Development | Doreann Mayhew | DM |

▪ **ATTACHMENTS:**

- A. Delta's Social Action Plan year in review infographic
- B. Delta Age-Friendly Strategy and Action Plan



2023-2028

Delta's Social Action Plan

YEAR IN REVIEW

➤ Delta's 2023-2028 Social Action Plan (SAP) was endorsed by Council in March 2023.

➤ SAP outlines 7 strategic directions, 29 objectives, and nearly 190 actions.

➤ As of January 1, 2024, we have made significant progress, with over 100 actions either underway or completed, including 24 successfully executed actions.

The implementation of the plan would not have been possible without strong community partnerships and staff collaborations that enabled the City to build on existing resources and community assets.

7

Strategic Directions

24

Actions completed

40

Community agencies collaborate on actions

13

City departments working together

Mobilizing and Driving Equity (MADE) in Delta

2023-2028 Social Action Plan Year in Review

Updated Social Planning webpages on Delta.ca with over **7,000 views** and close to **4,900 unique viewers** in 2023.



STRATEGIC DIRECTIONS

2023 SELECTED ACTIONS



Leading the Change

- **\$430K** provided to social service agencies in Delta
- Multiple brochures were developed to improve access to services
- **\$400K** obtained in funding from multiple sources to improve food security, access to services, address poverty and support newcomers



Healthy Delta

- A layer of free food community programs developed on DeltaMap
- **386** Leisure Access Assistance Program passes issued in 2023
- Supported the opening of the Guru Nanak Food Bank in North Delta



Thriving Children and Youth

- **8,400** free youth recreation passes issued
- **700** youth benefited from counselling/prevention activities funded by the City and supported through Delta Police and Delta Schools
- A new Licensed Childcare Facilities layer developed on DeltaMap



Safe and Resilient Delta

- Multiple families supported through Delta's Emergency Support Services Program during emergencies and evacuations
- Staff participated in TransLink Regional Equity Network and advanced the Neighbourhood Emergency Preparedness Program
- **174** multilingual residents participated in the Empower Me program



Active and Engaged Seniors

- **1,350** free seniors recreational passes issued
- **9,300** seniors transported through Delta's Seniors Bus Program
- Delta's Age-Friendly Strategy and Action Plan developed



Housing and Caring for Delta

- Tenant protection and rental replacement policies developed and endorsed by Council on July 24, 2023
- Supported the opening of a women-only Extreme Weather Shelter



Accessible and Inclusive Delta

- **800** residents participated in a survey aimed to better understand immigrant and racialized residents' needs
- Supported community connections with "A Taste of Home" multicultural community picnic
- Implemented accessibility features in parks infrastructure, including specialized swing set in Annieville Lions Park

Delta Age-Friendly Action Plan



January 2024



Acknowledgements

Thank you to all the individuals and organizations who contributed to the development of the Delta Age-Friendly Action Plan over the past few months. We are extremely grateful to the 709 community members who shared their ideas, experiences and perspectives through the survey, focus groups, and community outreach. Special thanks to the Delta Age-Friendly Advisory Committee – your passion, local knowledge and insights were so valuable throughout the project. This work could not have been completed without the participation of these committee members and Delta residents and we are so grateful for your time and thoughtful contributions to the Action Plan. Moving forward, the implementation of the plan will require continued collaboration and support and we hope you will continue to partner with the City of Delta to ensure an age-friendly community for all.

Age-Friendly Advisory Committee Members

Dave Ayton, Delta Fire Department
Kim Campbell, Delta Police
Diana Cousin, Delta Parks & Rec
Kay Dennison, Resident
Annette Garm, Resident
Allan Holender, Resident

Hattaw Khalid, Fraser Health
Dan Levitt, KinVillage
Kim McLennan, Fraser Health
Lisa Pitman, Deltassist
Dave Quick, Kennedy Senior
Centre

Sarwan Singh Randhawa, FVRL
Courtney Robinson, FVRL
Sepia Sharma, Fraser Health
Kate Steel, Delta Parks & Rec
Cathie Watters, United Way

City of Delta

Olga Shcherbyna, Social Planning Manager

Funding for this Project

PlanH Age-Friendly Grant

Consulting Team

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Our sincere appreciation to the **hə́nqəmíhə́n** speaking peoples including the **scə́waθən** (Tsawwassen) and **xʷməθkʷəy̓əm** (Musqueam) First Nations. We honour our traditional hosts for this work, and the ancestral, unceded, occupied lands on which it occurred.

Executive Summary

Delta, British Columbia, is located on the traditional, ancestral, and unceded territories of the scəwəθən (Tsawwassen), x^wməθk^wəyəm (Musqueam), and other həŋqəmiñərn speaking peoples. Delta is a growing community with a diverse population, including a vibrant and active community of seniors coming from many ethnic backgrounds, different ages, and varying degrees of health, well-being, and mobility. These seniors have a wide range of needs and desires related to their quality of life and the City of Delta has many tools and resources that can be used to create an age-friendly community.

The City of Delta has a long history of supporting its senior residents. City initiatives that support seniors in Delta include:

- The Delta Senior's Bus program which provides free transportation to appointments, programs, recreation and senior centres, community amenities, shopping, and social visits within Delta.
- Senior recreation centres available in all three Delta communities which provide various opportunities for seniors to stay connected and fit.
- Free access to recreational activities for residents 75 years and older, and a reduced rate for residents aged 65-74 years old, to encourage seniors to stay active.
- A Seniors' Supports Coordinator who connects seniors to community resources.
- The Snow Angels program which clears seniors' walkways and sidewalks of snow.
- Funding local agencies to provide supports to seniors.
- Compiling a Senior's Services Directory online and in-print.

With funding from the provincial PlanH Age-Friendly grant, The City of Delta set out to develop a five-year Age-Friendly Action Plan to better understand the unique needs and challenges of older people in Delta.

Age-friendly communities help seniors to lead healthy, socially connected and active lives and are designed to meet the needs of people of all ages, including seniors. Age-friendly communities commit to creating environments and services that support healthy and active aging, social inclusion, and enable residents to participate fully in all aspects of community life, no matter their age.

The Age-Friendly Plan aligns with the [WHO Age-Friendly Cities framework](#) which identifies domains of life related to the physical environment, social environment, and social services:

- Outdoor spaces and buildings
- Transportation
- Housing
- Social participation
- Civic participation and employment
- Respect and social inclusion
- Communication and information
- Community supports and health services
- Extreme weather^a

The Delta Age-Friendly Action Plan was developed in consultation with the Delta Age-Friendly Advisory Committee and describes the current state of seniors in Delta, in relation to the age-friendly domains. This information is presented in both a community profile and gap analysis. Finally, in line with emerging practices and what we heard during community engagement, an Age-Friendly Action Plan outlines actions in the following focus areas:

- 1. Age-Friendly Lens**
- 2. Age-Friendly Built Environment**
- 3. Age-Friendly Social Environment**
- 4. Age-Friendly Communication**
- 5. Age-Friendly Advocacy**

An age-friendly community will benefit all residents in Delta but it requires collaboration across all levels of government and many sectors. To continue to ensure optimum health and well-being for all seniors, continued partnerships with senior levels of government, community organizations, and residents will be required.

^[a] Extreme weather: While not a WHO Age-Friendly domain, extreme weather was added as a domain in consultation with the City of Delta and the Delta Age-Friendly Advisory Committee.

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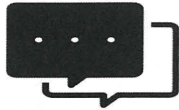
Introduction

Delta is a thriving, intergenerational community with a high quality of life. There are three distinct and geographically separated communities in Delta: North Delta, Tsawwassen, and Ladner, each with its own needs. In 2022, the City of Delta received funding from the provincial government [PlanH Age-friendly communities grant](#) to conduct an age-friendly needs assessment and action plan. The City of Delta contracted [LevelUp Planning Collaborative Inc.](#) to develop an Age-Friendly Action Plan, focusing on adults 65+, that is grounded in the [World Health Organization's \(WHO\) Age-Friendly Cities framework](#).

An Age-friendly city is where the community is designed and adapted to meet the needs and preferences of people of all ages, including seniors. Age-friendly communities commit to creating environments and services that support healthy and active aging, social inclusion, and enable residents to participate fully in all aspects of community life, no matter their age.

The [WHO Age-Friendly Cities Framework](#) identifies eight interconnected domains of life related to the physical environment, social environment, and social service domains:





Social Participation

Offering a variety of social activities and programs to cater to diverse people, taking place at suitable hours, locations and for a low cost will help reduce social isolation. Participating in social, cultural, leisure and spiritual activities in the community will help ensure seniors are engaged and integrated into their community.

Outdoor Spaces and Buildings



Having building infrastructure and facilities that are safe and accommodating for seniors, such as wide, flat sidewalks with smooth slopes at intersections, ample rest areas with benches and public bathroom facilities will help reduce barriers for seniors to enjoy the outdoors and the surrounding community.



Transportation

Ensuring various modes of transportation options are safe, parking spots are nearby and public transit is safe, affordable, and accessible. Transit services and parking should accommodate people of diverse mobility needs to help reduce barriers for use.

Housing



Affordable, accessible, and safe housing options with features such as elevators, wide hallways and doorways, automatic doors to accommodate wheelchairs, etc., which allow seniors to live comfortably and independently. Having a range of housing options available (e.g., supportive housing, assisted living, long-term care) in central locations close to transit and facilities frequented by seniors will allow people to age in place and remain close to their family, friends, and community.



Respect and Social Inclusion

As residents age, they are more likely to experience social isolation and ageism. Facilitating multigenerational activities and programs can help people to better appreciate and understand the needs and challenges of seniors. It is important to have a range of opportunities available for all seniors to participate and be heard. Ensuring older people are engaged in the community and connected to others will help them feel valued in their community.

Civic Participation and Employment



Civic participation and employment refers to the volunteer and employment opportunities available for seniors in their community, as well as the way they participate in civic processes such as connecting with decision-makers or voting. Offering a range of volunteer and employment opportunities can help cater to seniors' diverse preferences, needs and skill sets while providing valuable contributions to the community. Providing training opportunities and learnings specific to seniors with special interests may help their comfort levels and ensure their knowledge remains relevant and up to date.



Communication and Information

Communications refers to the way people receive information about what is happening in their community. Communicating information in an accessible and user-friendly manner is critical for seniors, especially those experiencing vision and hearing loss. Considerations for more traditional forms of communication should be available, such as print and broadcast media, and through direct personal contact such as telephone calls, service centres in community facilities and clinics, etc.



Community Support and Health Services

It is essential that a wide range of affordable and accessible community supports and health services are available across the continuum of care to meet the diverse needs of seniors. The continuum of care includes services such as preventive care, geriatric clinics, hospitals, adult day centres, respite care, rehabilitation, residential nursing home care, home care and palliative care services.

Extreme Weather¹



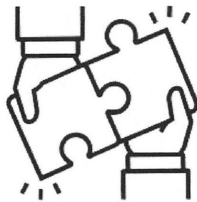
Extreme weather events are more common due to climate change, as evidenced by recent heat dome events, smoke from fires in other parts of BC, flooding, and extreme cold and snow. To be an age-friendly city, it is important to know how to best support all residents, including seniors who are known to be more vulnerable during extreme weather events.

[1] Extreme weather: While not a WHO Age-Friendly domain, extreme weather was added as a domain in consultation with the City of Delta and the Delta Age-Friendly Advisory Committee.



Methodology

Several methods were used to inform the Delta Age-Friendly Action Plan. These included:



Forming and collaborating with the Delta Age-Friendly Advisory Committee



A background review of key City of Delta documents



A scan of existing services in Delta using [Social Service Directory \(2021\)](#).



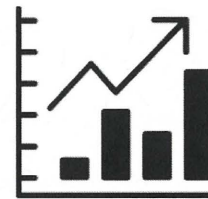
Developing a community profile of seniors in Delta



A review of 14 Age-Friendly plans across BC



Community engagement activities



Data analysis and reporting

709 residents participated in community engagement activities which included a community survey, focus groups, and outreach.

Community Profile

Delta is a suburban municipality with a population of 108,455 people located at the mouth of the Fraser River in the Metro Vancouver region.

Delta has three geographically distinct urban communities: Ladner, Tsawwassen and North Delta. These communities are geographically separated by the large area of rural Delta, which only accounts for approximately 2% of the total population of Delta. The Tsawwassen First Nation (TFN) is a separate Treaty Nation that is located on the Salish Sea and surrounded by Delta on three sides.

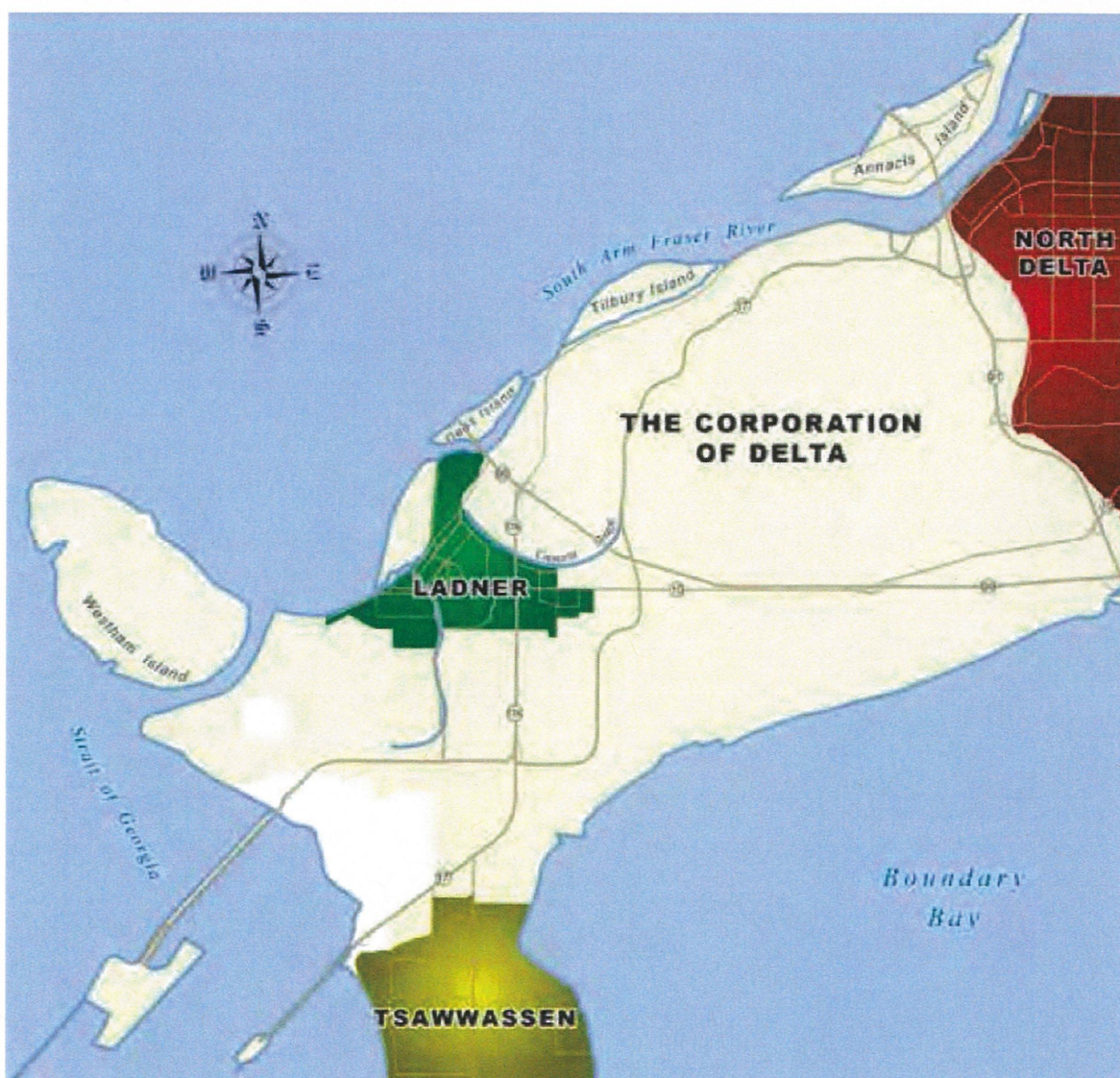


Photo source: United Way of the Lower Mainland. (2016). Community Profile Series: Delta.

Community Profile

The proportion of people aged 65 or older in Delta has increased from 18.7% in 2016 to 20.5% in 2021. That’s an increase of 3,115 seniors, with the majority living in North Delta, where 62.9% of the total population is ethnically diverse.

Table 1: Proportion of the Population Aged 65+ in Delta and Metro Vancouver

| Population | Ladner | Tsawwassen | Elsewhere in Delta (includes North Delta) | City of Delta | Metro Vancouver |
|---|--------|------------|---|---------------|-----------------|
| Total population | 23,016 | 23,940 | 61,499 | 108,455 | 2,642,825 |
| Population aged 65+ | 5,180 | 6,640 | 10,455 | 22,275 | 460,790 |
| Proportion (%) of the total population aged 65+ | 22.5% | 27.7% | 17% | 20.5% | 17.4% |

Source: Statistics Canada, 2021 Census of Population



Community Profile

Below is a table comparing seniors in Delta to the general population of the city. Of note, more seniors were born outside of Canada versus the general population, a higher percentage of seniors do not speak English nor French, and seniors experience low-income at a higher proportion than the total population of Delta.

Table 2: Characteristics of Population Aged 65+ in Delta

| | | City of Delta Aged 65+ | City of Delta, total population |
|-------------------------------|---|---------------------------|------------------------------------|
| Visible Minority* | Total 'visible minority' population | 29.0% | 45.3% |
| | South Asian | 16.7% | 26.1 % |
| | Chinese | 6.7% | 9% |
| | Filipino | 1.8% | 3.4% |
| Indigenous peoples | Indigenous identity | 1.4% | 3.0% |
| Place of Birth | Born outside of Canada | 46.6% | 33.1% |
| Language | Speak neither English nor French | 9.9% | 4.1% |
| Income | Prevalence of low income in 2020, based on the Low-income measure, after tax (LIM-AT) | 8.6% | 6.9% |
| Housing | Owner households | 85.0% | 75.6% |
| | Renter households | 15.1% | 24.4% |

Source: Statistics Canada, 2021 Census of Population

**To identify racialized populations, Statistics Canada uses the term 'visible minority'. The Government of Canada defines visible minorities as persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour. The term has been rightly criticized as outdated and harmful, in part because racialized residents outnumber other resident groups in many Canadian communities and because it downplays the diversity of racialized communities and assumes whiteness as the norm.*

Gap Analysis

A gap analysis was completed following a review and analysis of background documents, City policies, age-friendly best practices, and community engagement results. Outlined are what the City is doing well to contribute to an age-friendly community, and opportunities for improvement for each age-friendly domain.



Social Participation

Strengths

- Residents report having a strong sense of community and belonging in Delta
- Programming availability and affordability is emphasized in the [Official Community Plan](#) and the [Social Action Plan](#)
- The [Social Services Directory](#) lists programs and services that support social participation
- Seniors have reduced rates or free access to recreation facilities

Opportunities

- Continue to spread awareness of resources/supports for seniors
- Continue to provide a diverse range of inclusive, accessible and affordable programming for all seniors at the Senior Centres and Recreation Centres
- Increased coordination between service providers to enhance community capacity to serve seniors

*“Appreciate the opportunity to come to the Friendship group – we can laugh, talk, share issues we are struggling with, receive comfort from one another.
- Focus group participant*



Social Participation Considerations for Seniors:

- Retirement can result in a lack of routine and regular social contact
- Seniors are more likely to live alone
- Socially isolated individuals may require additional supports to participate in new activities
- Inclusive spaces are needed for seniors to gather year-round

“ *Get together at the park to pass the time but there is no space for us in the winter so we stay home.*
- Outreach participant



Outdoor Spaces and Buildings

Strengths

- The [Official Community Plan](#) provides multiple policy directives that work towards an age-friendly built environment
- Delta has a variety of parks, trails, and green spaces available to residents in all 3 communities
- The City adopted an [Accessibility Plan \(2023\)](#) which includes a focus making the built environment more accessible
- The City is [investing in sidewalks and road safety improvements](#) through the Neighbourhood Road Improvements program and Delta's Neighbourhood Livability and Safety Improvements program
- The [Snow Angels program](#) clears snow from walkways and driveways of seniors' homes

Opportunities

- Continue to install and/or improve the condition of sidewalks, walkways, and trails
- Provide more street furniture (e.g., benches, tables, lighting)
- Provide more restrooms and drinking fountains in parks/trails
- Continue to let residents know how they can report built environment concerns to the City in a variety of forms (e.g., some seniors may not have access to or proficiency using technology)

“ Lots of walking trails in all parts of Delta to exercise and take in all that nature has to offer.
- Survey respondent

Outdoor Spaces and Buildings Considerations for Seniors:

- There are many active seniors living in Delta who regularly bicycle, walk, jog, play pickleball, etc.
- Need for way-finding as cognition changes occur
- Need for washrooms and drinking water
- Accessibility, walkability, and a focus on universal design should lead planning for an age-friendly built environment

*“ There’s nowhere to sit, small benches. No other ones nearby.
- Outreach participant*





Transportation

Strengths

- Both the [Official Community Plan](#) and the [Social Action Plan](#) speak to the need for providing transit services
- The [Delta Senior's Bus program](#) provides a free curbside pick-up and drop-off transportation service for seniors 65+ living in Delta
- [The Delta Cycling Master Plan \(2022\)](#) uses an all ages and abilities approach (AAA)
- Delta is developing a [Vision Zero Strategy](#) which will improve safety and mobility for residents using all modes of transportation

Opportunities

- Continue to improve crosswalk safety
- Install more bike lanes and parking for bikes
- Increased Delta Seniors Buses service hours/days and destinations
- Continue to advocate for more and better public transportation services and infrastructure





Transportation Considerations for Seniors:

- Need for accessible transportation options that suit all levels of ability
- Many seniors prefer active transportation (biking, walking, etc.)
- Some seniors may no longer be driving and are more reliant on other modes of transportation such as public transit

“The seniors bus is amazing, allows seniors to be transported to places they want to go. Gives them independence.

- Survey Participant

“Bus service during the day when I would like to use it, is not frequent enough. Long waits at bus stop without benches in most cases.

- Survey participant



Housing

Strengths

- The [Official Community Plan](#), [Housing Action Plan](#), [Social Action Plan](#), and the [Social Service Directory](#) documents all provide policy direction and/or outlined services aimed at addressing housing and housing affordability for all residents

Opportunities

- Encourage the development of a diverse, affordable, and accessible housing stock (more than just high- and mid-rise condos)

New Affordable Housing Developments in Delta

Evergreen Lane - Affordable Housing Society and Housing Be Mine Society are working together to provide 198 new apartments and townhouses for seniors, families, and people with intellectual disabilities.

KinVillage is a redevelopment project in Tsawwassen that will increase affordable housing units for seniors to accommodate new residents, without displacing existing ones. The first phase of the redevelopment will provide 152 units with rents secured at affordable rates through BC Housing's Community Housing Fund. Phase one of the project is currently under construction.

*“ There need to be more small rental units available for low income seniors. These units need to be centrally located for seniors who no longer drive.
- Survey participant*

Housing Considerations for Seniors:

- Accessibility features to accommodate for changes in mobility and cognition
- Close to amenities and transportation
- Places for social connections
- Multigenerational households

“ We need more places like KinVillage.
- Focus Group participant





Respect and Social Inclusion

Strengths

- The City of Delta has policy direction, as well as dedicated staff (Social Planner, Seniors Support Coordinator) to assist with meeting the needs of seniors in Delta
- The [Social Action Plan](#) aims to “Foster community connections, place making and sense of belonging in Delta”

Opportunities

- Provide more opportunities for seniors to be heard, especially via outreach activities and a Seniors’ Advisory Committee
- Age-friendly training for City staff, which includes how to combat ageism

Respect and Social Inclusion Considerations for Seniors:

- Many seniors experience ageism
- Residents are more likely to experience social isolation as they age
- It is important to offer a variety of opportunities for seniors to participate or be heard
- Traditional methods of engaging residents might not work for all seniors

“ This is my first time being able to speak about my needs. Nobody asks us.
- Outreach participant

“ People are very friendly and helpful to seniors and anyone else.
- Survey Participant



Civic Engagement and Employment

Strengths

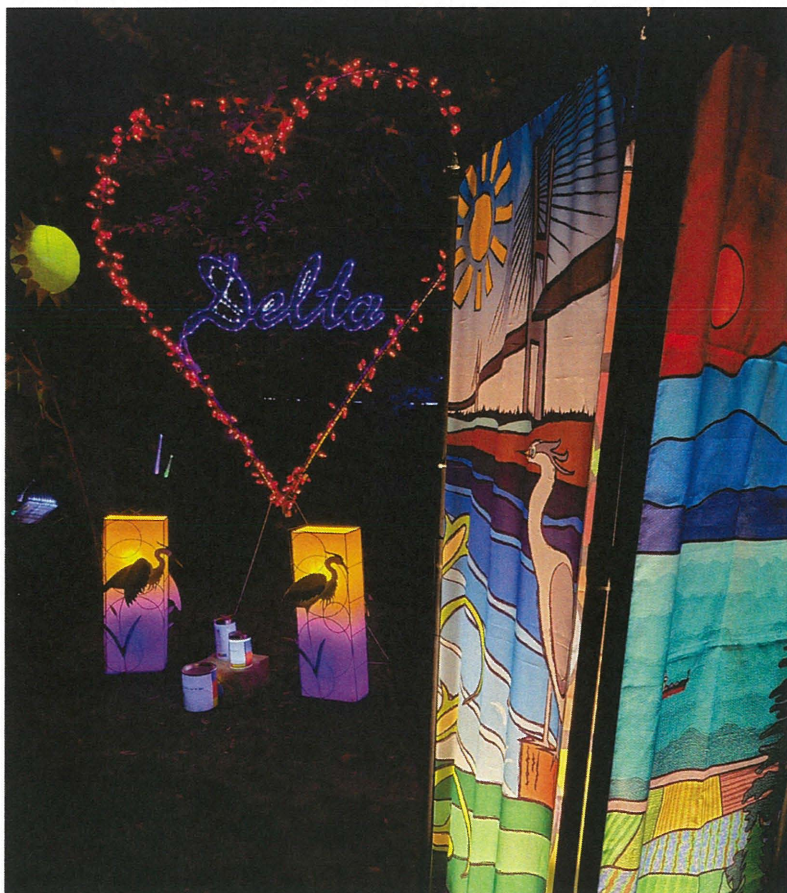
- There are many volunteer opportunities in Delta
- The Seniors Support Coordinator can assist with connecting seniors to potential opportunities

Opportunities

- Develop additional communication about employment and volunteer opportunities available to seniors (not just online)

“ My husband and I are part of a local church so it provides lots of opportunities to volunteer and connect.

- Survey participant



Civic Engagement and Employment Considerations for Seniors:

- Many seniors are choosing to work longer and retiring at a later age
- Seniors have many skills and a wealth of knowledge to share
- Seniors who live in multigenerational homes have family obligations, such as providing child care to grandchildren, limiting their time to work or volunteer
- Newcomer seniors may require supports to fully participate in civic processes (e.g., language, learning about municipal processes, etc.)

“ I did not want to miss this opportunity to advise you of much more influence your planning has on all our lives...We residents have many ideas through our own experience of having lived here thus far.
- Survey participant





Communication and Information

Strengths

- The [Social Action Plan](#) goals encourage improved communication, such as the recent updates to City website
- The libraries in Delta are a source for technology and information for seniors
- Local newspapers (the Delta Optimist and the North Delta Reporter) are a source of information, as are the newsletters from the Senior Centres

Opportunities

- Enhance outreach to underserved and/or historically underrepresented communities
- Provide information in different languages
- Develop a centralized place for information both online and in-print (e.g., City of Delta website, libraries, senior centres, etc.)
- Provide information in a variety of formats, especially non-digital formats (e.g., posters, newsletters, ads in community newspapers)

“ *If one knows where to look they will find that there are a good number of social activities and programs for seniors.*
- Survey participant

“ *Let's Talk Delta is hard to use for seniors.*
- Focus group participant

Communication and Information Considerations for Seniors:

- Many seniors do not have access to technology or the skills to use it (digital literacy)
- Need for communications to occur in a variety of methods: print materials, larger font, clear messaging, meeting people where they are at, translate materials in different languages
- More traditional forms of communication should be available, such as print and broadcast media, and through direct personal contact such as telephone calls, service centres in community facilities and clinics, etc.
- In-person supports can provide reassurance and assistance





Community Support and Health Services

Strengths

- The [Social Service Directory](#) lists many community support and health services
- The [Official Community Plan](#) contains policy directives that commit the City to advocating for community support and health services
- The Delta Senior's Support Coordinator links seniors with community resources

Opportunities

- Expand the Delta Seniors Bus service to include trips to and from Surrey Memorial Hospital
- Develop a senior's visitation program
- Continue to spread awareness about services available to seniors

Community Support and Health Services Considerations for Seniors:

- A range of services and supports should be accessible and available
- Acute issues need to be addressed early to prevent poor health outcomes
- Supports are required to help seniors age in place

*“The Delta Hospital is fabulous. It is extremely nice that parking is free, staff are quite friendly.
- Survey respondent*

*“Excellent public facilities to support active seniors.
- Survey respondent*



Extreme Weather

Strengths

- The City of Delta provides funding to open three [shelters](#) during extreme weather events for unhoused people
- There are good partnerships between the City, community organizations, emergency response units (e.g., Delta Police and the Fire Department), and Fraser Health
- The City has developed some [climate action](#) initiatives such as heat mapping, [identifying cooling sites](#), and updating the [Delta Heat Response Plan \(2022\)](#)

Opportunities

- Increase emergency preparedness awareness
- Work with the provincial government to ensure AC units, fans, and heaters are provided to seniors in need
- Monitoring and outreach to vulnerable individuals during extreme weather events
- Transportation to/from emergency shelters



Extreme Weather Considerations for Seniors:

- Seniors are vulnerable to health effects of extreme weather events (e.g., dehydration due to heat, breathing issues due to poor air quality, falls due to icy roads, etc.)
- Many seniors are socially isolated and require supports to deal with weather events (e.g., clearing snow, getting groceries, mobilizing to cool spots with air conditioning)
- Older housing units/apartments often do not have air conditioning

“ *Water fountains are needed in parks and playgrounds, especially during heat events.*
- Outreach participant

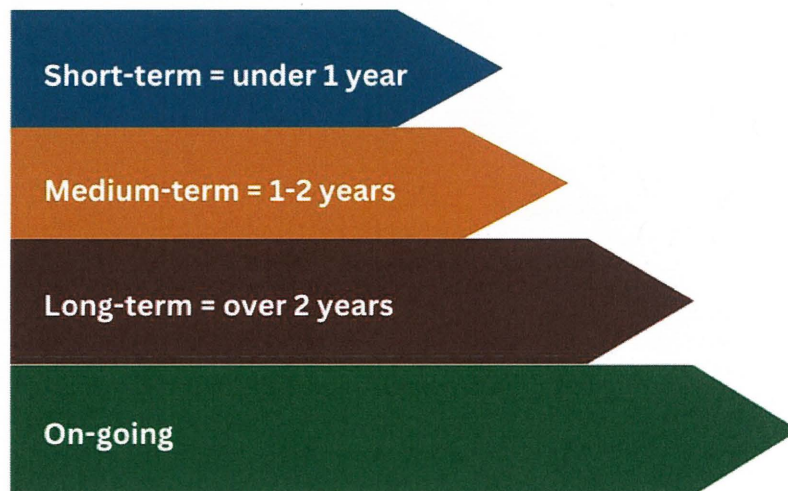
“ *Community based area, where people look out for one another.*
- Survey participant



Age-Friendly Action Plan

Based on emerging practices and what we heard from community members, a five-year Age-Friendly Action Plan is outlined below. The action plan is meant to be a tool that the City of Delta and key stakeholders can use to collectively work towards creating an age-friendly city where all seniors have their needs met and the opportunity for optimum health and well-being.

Timelines have been assigned for the action items as have potential key actors, such as community partners and departments at the City of Delta. Timeframes are defined as shown below: short-term (under 1 year), medium-term (1-2 years), long-term (over 2 years), and on-going.



1. Age-Friendly Lens

Objective: Seniors’ perspectives are respected, welcomed and centred in policies that affect them.

| Action | Potential Key Actors | Timeline |
|--|---|------------|
| Reconvene the Senior’s Planning Table | Social Planning | Short-term |
| Age-friendly training for staff which includes ways to combat ageism | Human Resources; all departments | Long-term |
| Outreach to all segments of the senior population | Social Planning; Senior Centres | On-going |
| Provide a variety of options for seniors to have their voices heard | All departments | On-going |
| Promote seniors as valuable members of the community (e.g., social media campaign) | Social Planning; Senior Centres; Parks, Recreation, and Culture; Communications | Short-term |



2. Age-Friendly Built Environment

Objective: The physical environment in Delta is inclusive and accessible for seniors to ensure aging in place (e.g., diverse, affordable housing options), optimum mobility, safety, and prevention of injuries.

| Action | Potential Key Actors | Timeline |
|---|---|-------------|
| Install and/or improve the condition of sidewalks, walkways, bike lanes, and trails | Planning; Engineering | On-going |
| Provide more street furniture (e.g., benches, tables, lighting) | Planning; Engineering | On-going |
| Provide more restrooms and drinking fountains in parks/trails | Planning; Parks, Recreation and Culture | On-going |
| Encourage the development of a diverse, affordable, and accessible housing stock (more than just high- and mid-rise condos) | Planning | On-going |
| Adopt and implement the Delta Vision Zero Strategy | Planning; Engineering | Medium-term |
| Develop a Climate Resilience plan which includes ways that infrastructure, green space, tree canopy cover and amenities can provide seniors with protection from extreme weather events | Planning; Climate Action | Long-term |



3. Age-Friendly Social Environment

Objective: Seniors feel a sense of belonging in Delta and have many opportunities to connect with others in their community.

| Action | Potential Key Actors | Timeline |
|--|--|-------------------------|
| Spread awareness of resources/supports for seniors | Communications; Senior Centres; Social Planning | Short-term and on-going |
| More inclusive, accessible and affordable programming | Parks, Recreation and Culture; Senior Centres | On-going |
| Spread awareness about volunteer and employment opportunities | Communications, Senior Centres | Short-term and on-going |
| Ensure a variety of programs for seniors of all demographics (e.g., ages, ethnicities, and abilities), including at different times of day | Parks, Recreation and Culture; Senior Centres | Long-term |
| Expand hours and scope of the Seniors Bus to include weekends and evenings, and appointments outside of Delta | Parks, Recreation and Culture | Long-term |
| Continue to work with community partners (e.g., Senior Centres, Deltassist, etc.) to ensure programming and resources meet the evolving needs of seniors | Senior Centres; Social Planning; Parks, Recreation and Culture | On-going |



4. Age-Friendly Communication

Objective: Information from the City and community partners is delivered in a way that all seniors are aware of opportunities for civic engagement, social participation, employment/volunteer work, and of resources and amenities available to them (e.g., during extreme weather events, etc.) in Delta.

| Action | Potential Key Actors | Timeline |
|---|---|--------------------------|
| Communications tailored to seniors of diverse ethnicities and abilities | Communications | Short-term and on-going |
| More outreach to underserved and/or historically underrepresented communities | Social Planning; Communications; Senior Centres | Medium-term and on-going |
| Create a centralized place for seniors' related information, both online and in-print | Senior Centres; Communications | Medium-term |
| Provide information in a variety of formats, especially non-digital formats (e.g., posters, newsletters, ads in community newspapers) | Communications | On-going |
| Increase emergency preparedness awareness | Communications; Fraser Health; Senior Centres; Fire Department; Delta Police | On-going |
| Spread awareness about volunteer and employment opportunities | Communications | On-going |



5. Age-Friendly Advocacy

Objective: Continual advocacy to other organizations and levels of government for an age-friendly Delta.

| Action | Potential Key Actors | Timeline |
|---|---|----------|
| Continue to advocate to TransLink for more public transit options within Delta and to/from other communities in Metro Vancouver | Mayor and Council; Senior's Planning Table (once reconvened) | On-going |
| Continue to advocate to the provincial and federal governments for more funding for housing options for all residents, including supportive housing options for seniors | Mayor and Council; Senior's Planning Table (once reconvened) | On-going |
| Continue to advocate to the provincial government for more health care services (primary care, specialized care, urgent care) to be located in all three communities of Delta | Mayor and Council; Fraser Health; Senior's Planning Table (once reconvened) | On-going |



Recommendations & Next Steps

Delta is made up of a diverse population of seniors who play a vital role in the community. The Delta Age-Friendly Action Plan provides a set of focus areas and actions that the City can implement to help foster seniors' health and well-being in the community. Through this Plan, the City of Delta can better incorporate the principles of Age-friendly planning to help ensure residents of all ages can stay active and thrive in Delta.

An implementation plan would prove helpful as the next step of the plan to outline how action items will be achieved. In addition, monitoring and evaluation will be required to ensure that the Age-Friendly Action Plan is making a difference in the lives of all seniors living in Delta. Data will need to be collected to answer these basic questions:

- Activities/outputs - How much did we do? How well did we do it?
- Impact/outcomes – What impact did we have? Who is better off? Why and how?

It will be important for all seniors to continue to have their voices heard and to be active participants in shaping a community that meets their needs as they age. Building and fostering respectful relationships with community members and community partners will be key to continue to implement the plan and monitor progress over time.

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