

Becoming Age-Friendly

2017 Southern New Hampshire Planning Commission



Funded by: Tufts Health Plan Foundation

Contributions : AARP & NH DOT, Manchester Health Dept

Collaboration: EngAGING NH, MRACOA, NHSCOA, SNHU, InTown Manchester, Alliance for Healthy Aging, and SNHPC Communities



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Project Considerations

How are our communities preparing to serve the needs for the growing senior population?



Project Considerations

How can our region attract young adults?



Project Considerations

Do resident seniors/millennials realize the programs, services, and age-friendly businesses within their community and their region?



Project Considerations

*Are there synergies
and opportunities
between these two
populations?*

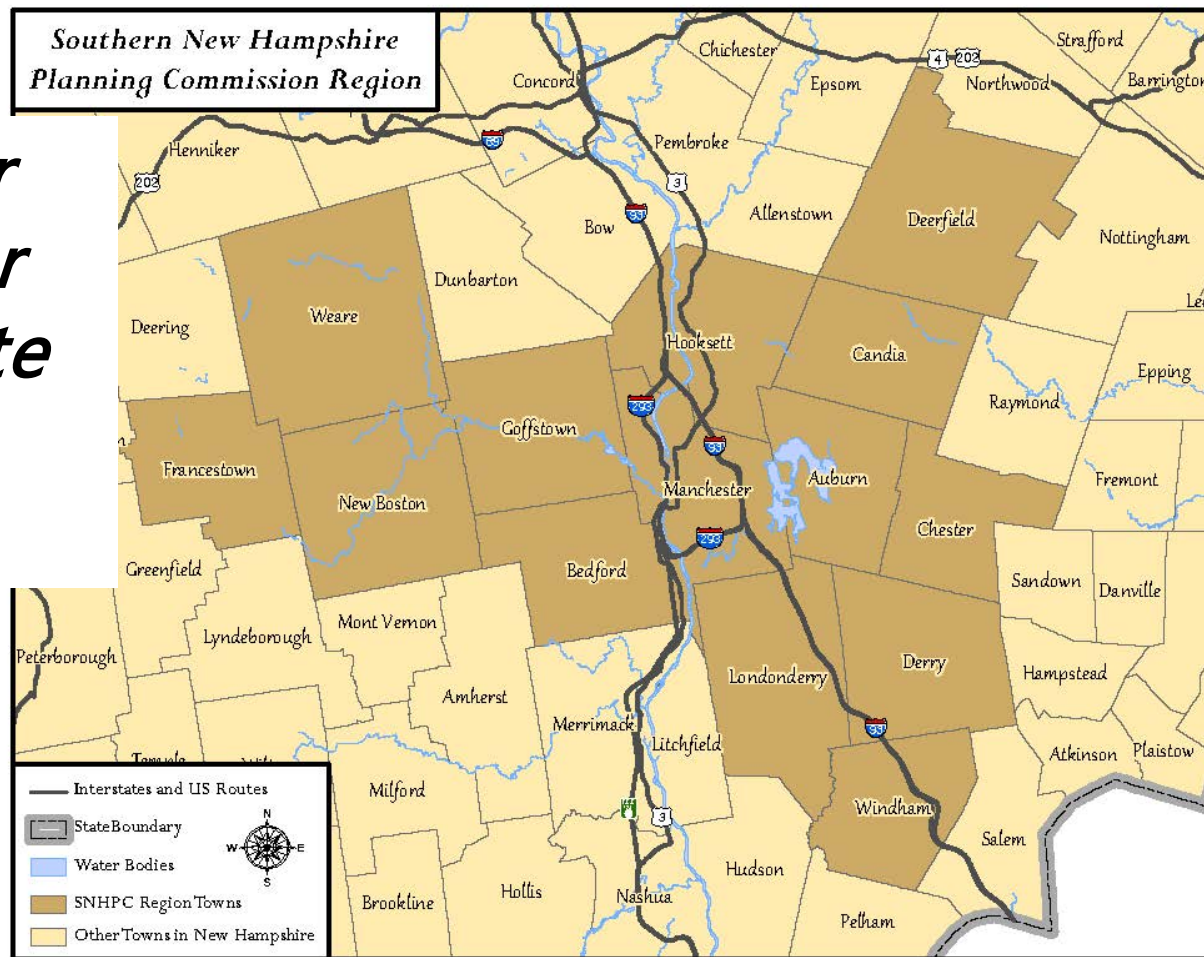
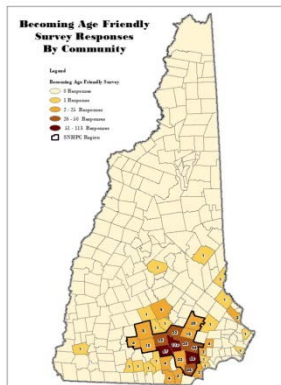


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Project Considerations

How can our region better unite to create collective solutions?



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Project Overview

Phase I: Community Assessments

- Review of town assets, opportunities and roadblocks regarding community infrastructure and programming for Millennials and Seniors

Phase II: Community and Business Pilot Programs

- Work with up to 3 SNHPC communities and 10 Businesses to utilize their assessment and create an Age-Friendly Strategic Plan



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Phase I Project Tasks

1. **Organized stakeholder team** from interested communities and agencies to guide Phase I Assessments
2. **Worked with existing agencies** to better coordinate age-friendly work (MRACOA, AHA)
3. **Researched case studies** for Age-Friendly Communities in Massachusetts, Maine, and Vermont (*NH – none to date*)
4. **Completed Community Assessments** identifying assets, opportunities and road blocks within four targeted land use areas
5. **Surveyed SNHPC's community** residents on needs
6. **Organized an Age-Friendly Public Forum** to share findings



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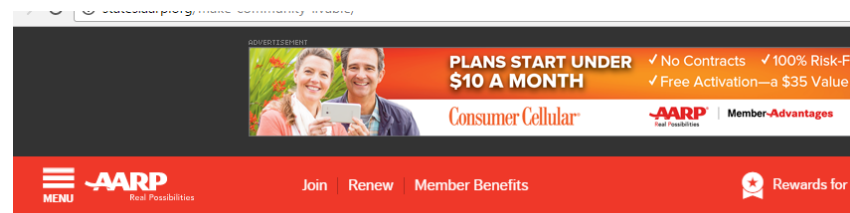
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Getting the Word Out



- *Dovetailed with Existing Efforts*
- *Manchester Public TV*
- *Postcard Distributions*
- *Meetings and Talking it Up*
- *Facebook, Twitter, Web-Site Links*
- *Phoned Community Champions*
- *Union Leader's "Silver Linings"*



AARP Greater Manchester



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Assessments and Surveys

- **Community Conversations** – *Stakeholder input*
- **Resident Surveys** – *partnered with AARP and based questions on their 8 domains of livability*
- **Home-Building Industry Survey** - *partnered with Alliance for Healthy Aging*
- **Business Assessments** - *partnered with SNHU, InTown Manchester, and local business organizations*
- **Library Assessments** - *partnered with MRACOA and their “Mystery Shoppers”*



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Scheduling 14 Community Assessments

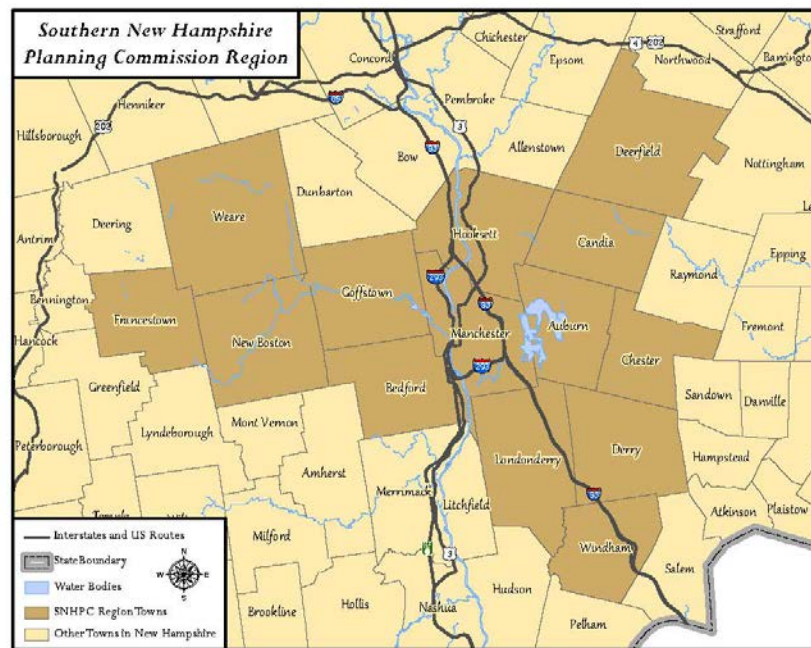


Providing Incentives



Community Assessments

PIZZA PARTY



Library, Police & Fire Dept., Historic Soc., Parks, Planning, Town Admin., Church, Civic, Senior/Com. Center, YMCA, Volunteers, Residents, etc.



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Community Assessments – Conversation Focus Areas

- ☐ *Transportation, Accessibility, & Connections*
- ☐ *Housing (Trends, Needs, Diversity, & Zoning)*
- ☐ *Recreation & Engagement*
- ☐ *Businesses/ Economic Development*



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Community Assessments – Additional Research



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Assessments and Surveys

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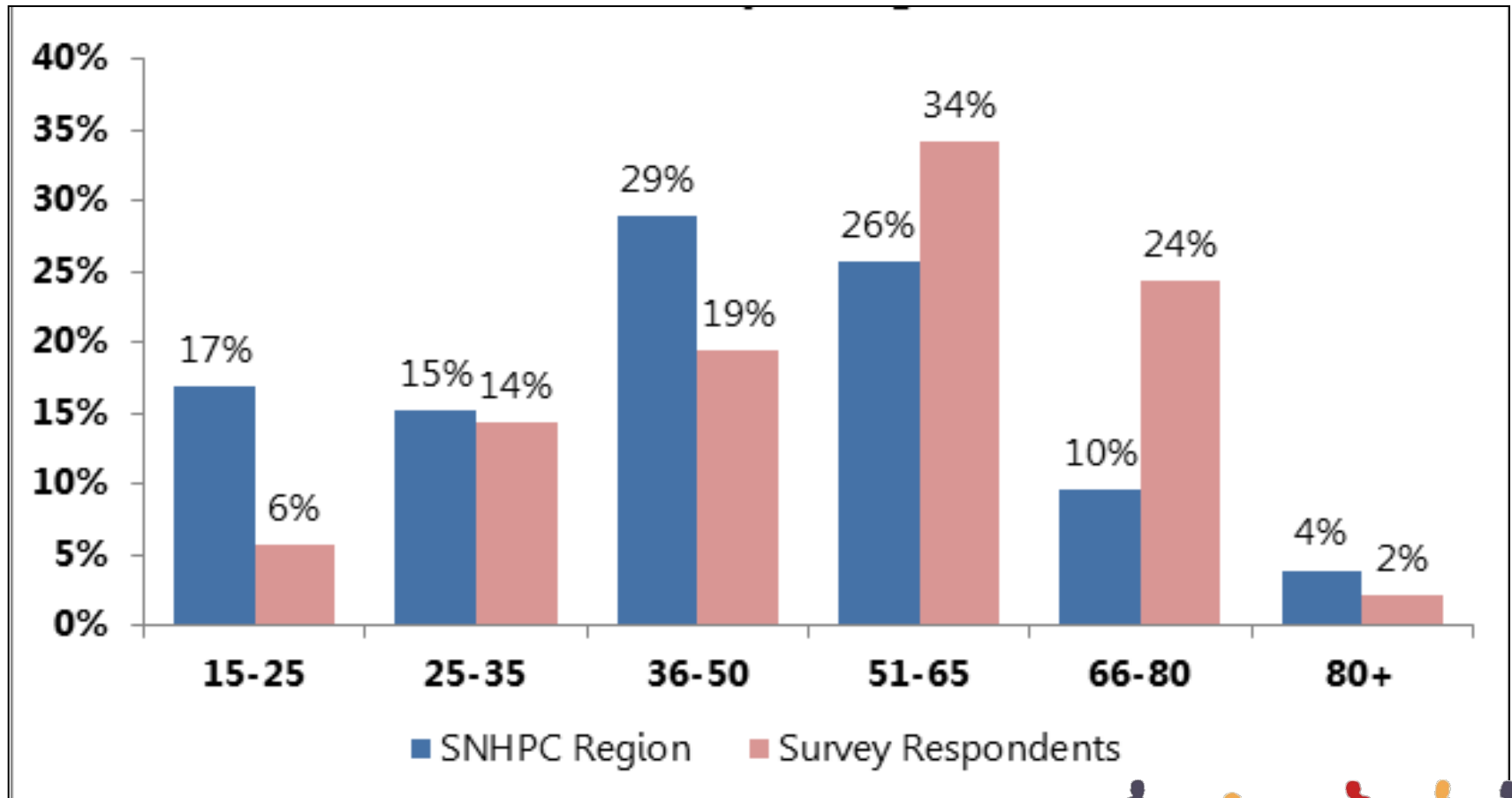
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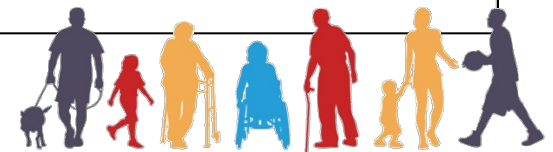
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Background Information: What is your age?



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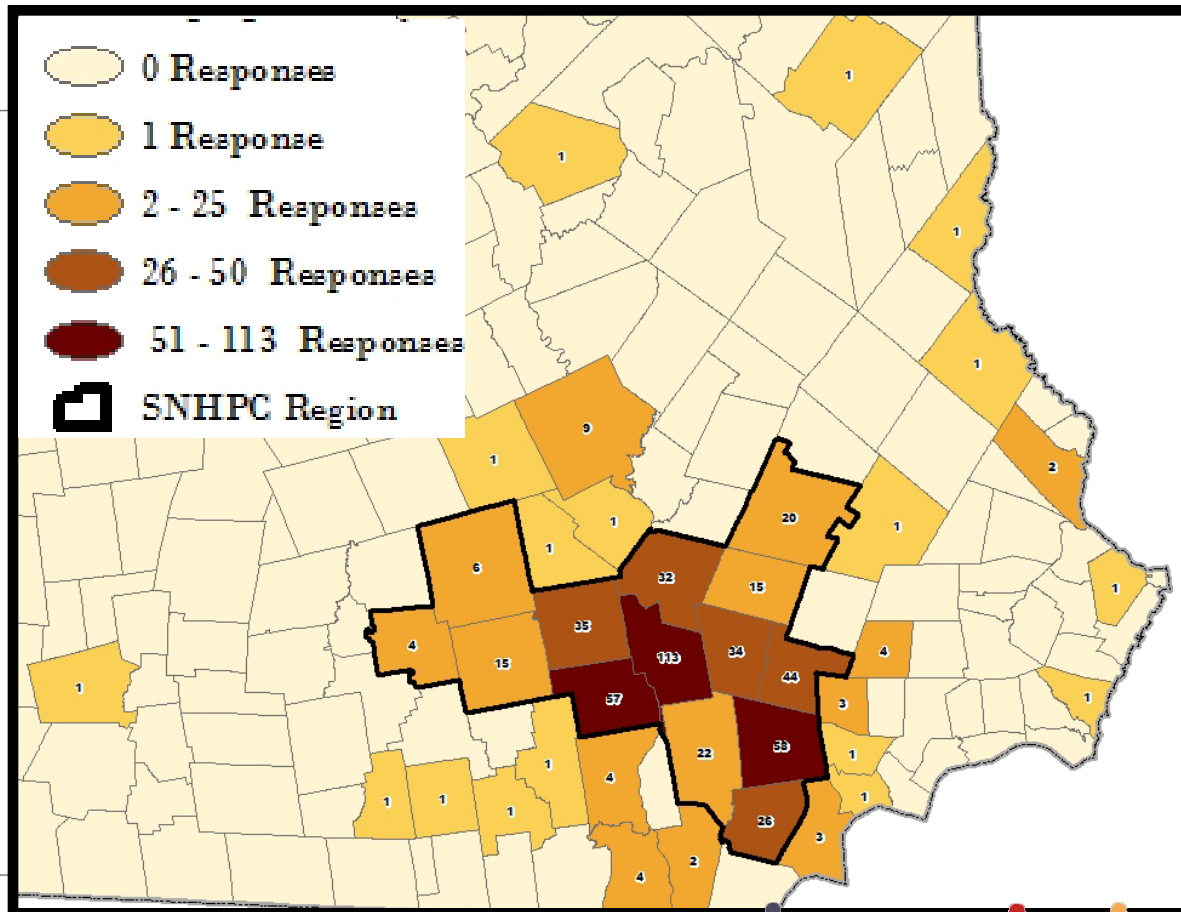
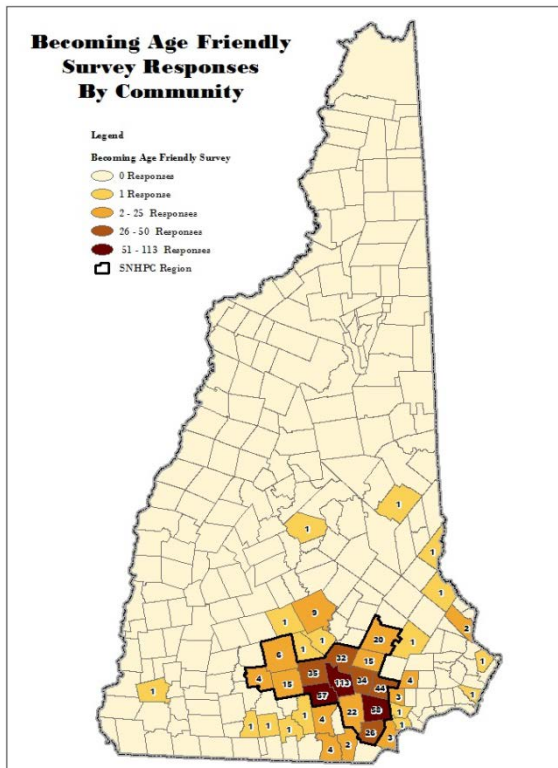


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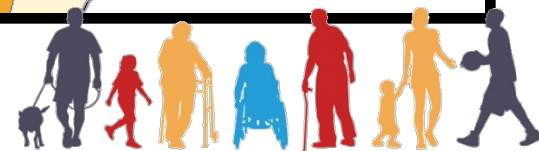
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Background Information:

Where do you live?



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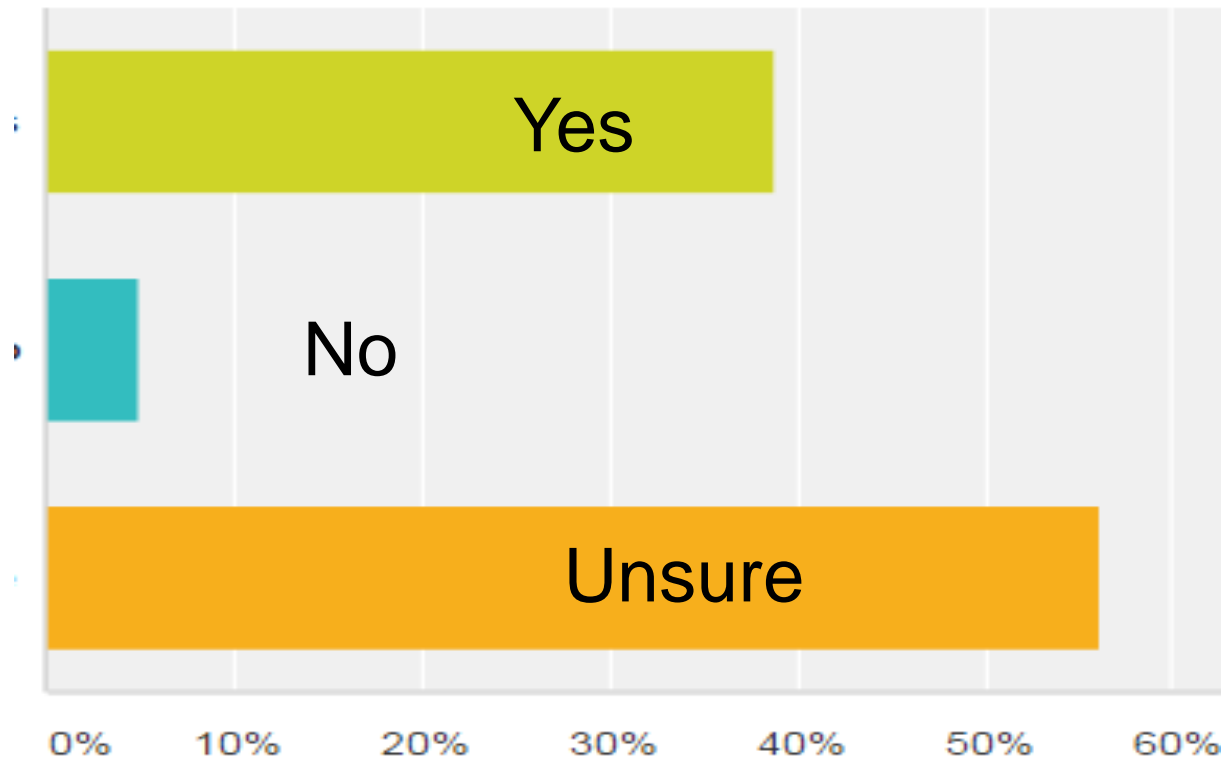


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Senior Services

Are in-home services/assistance available in your community?



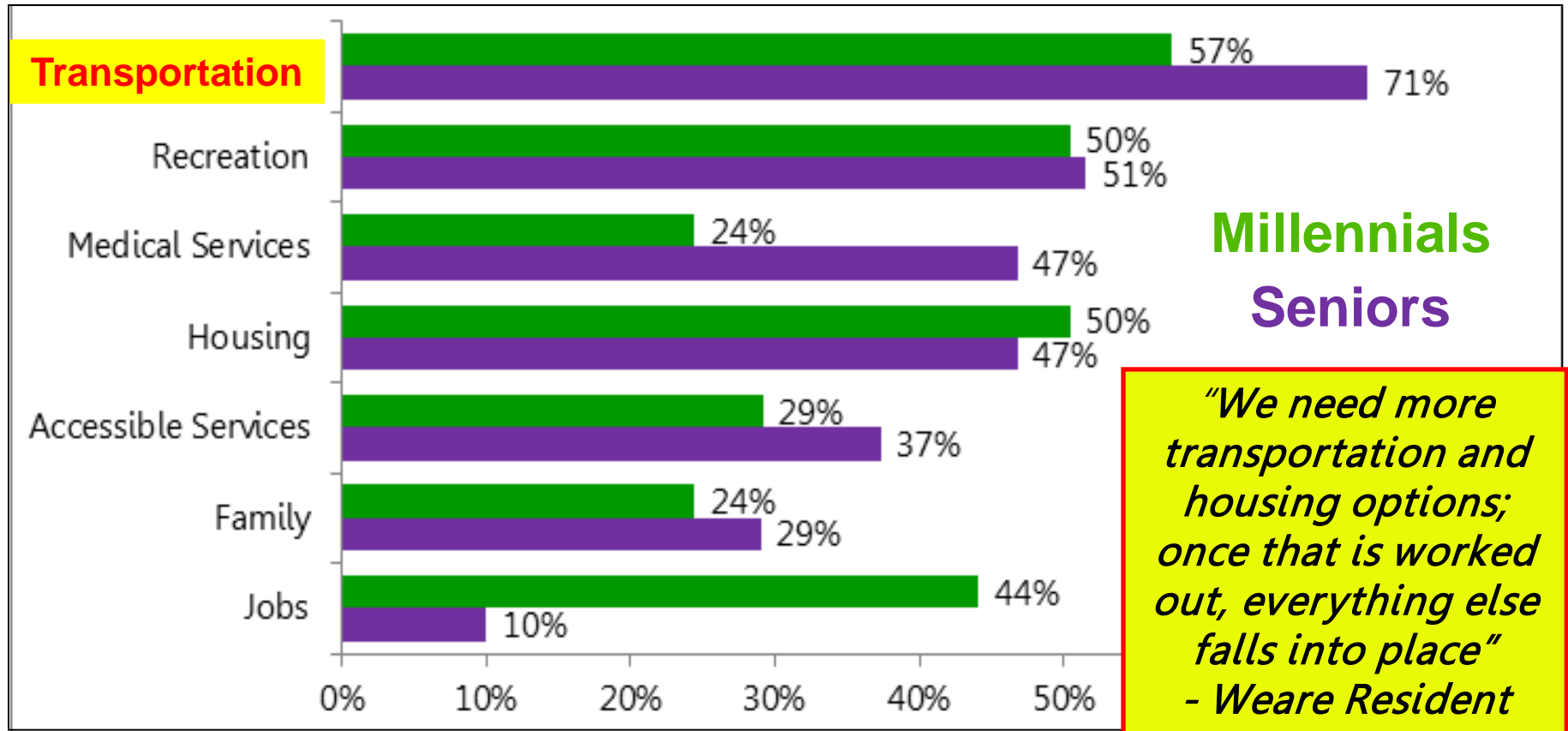
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What concerns you the most about aging in your community?



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What We Heard – What Works Well

1. Transportation Services



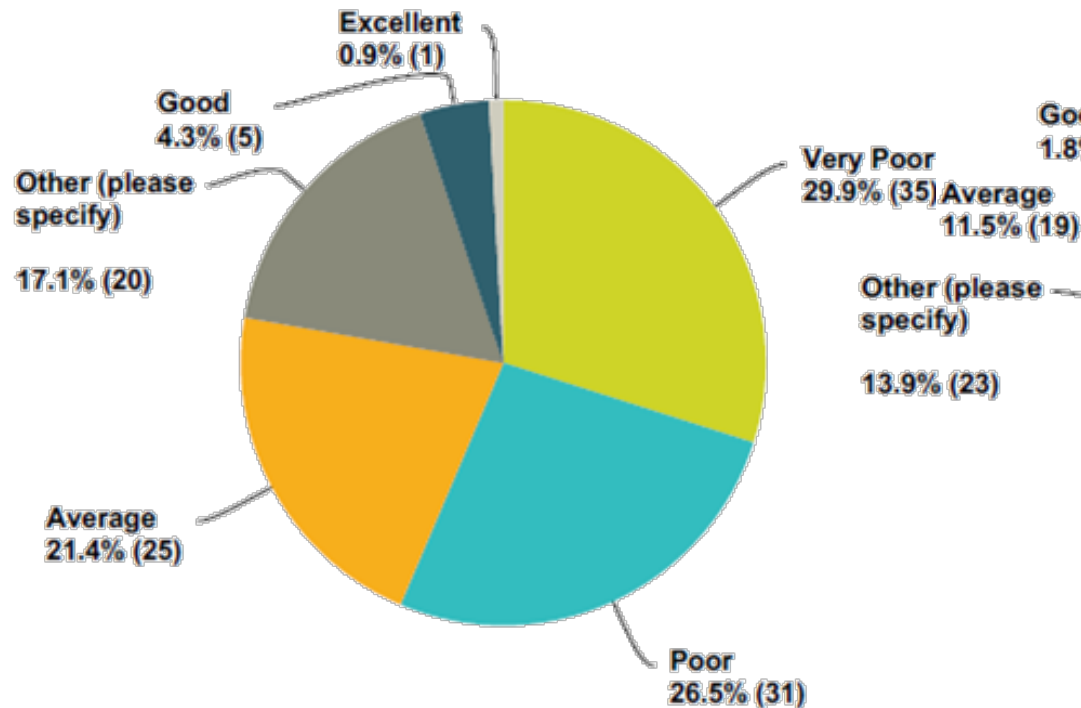
What We Heard – What Works Well Transportation Services



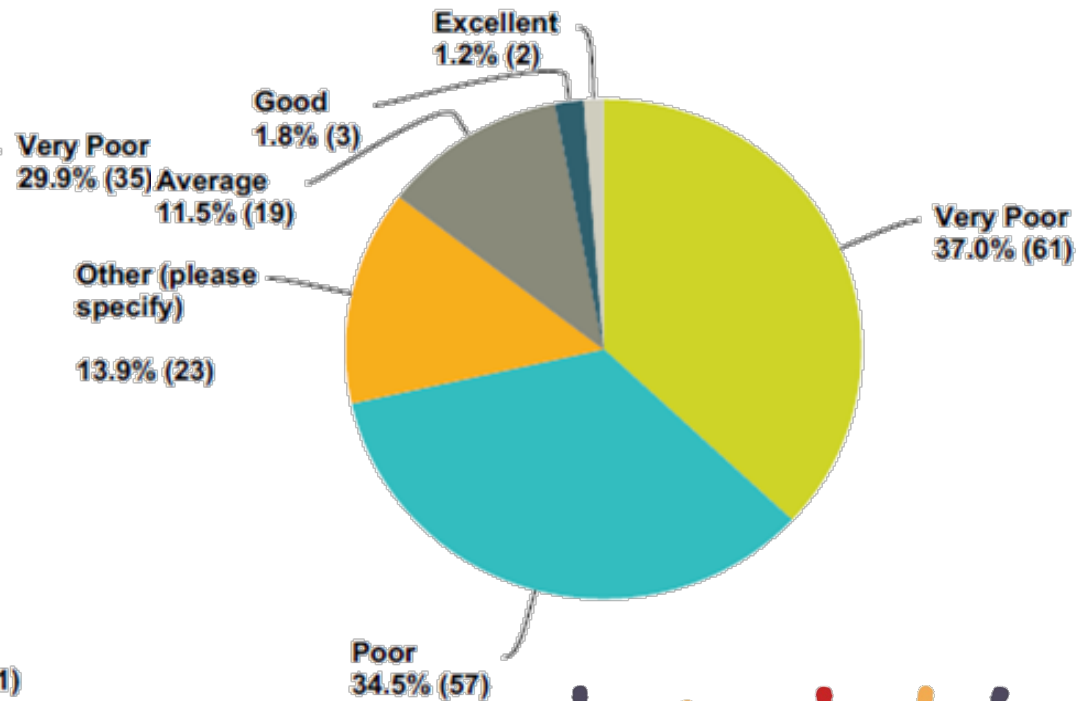
How would you rate your community's transportation options if you were unable to drive?

"If you don't drive, you can't exist in this town." – Most Communities

Millennials



Seniors



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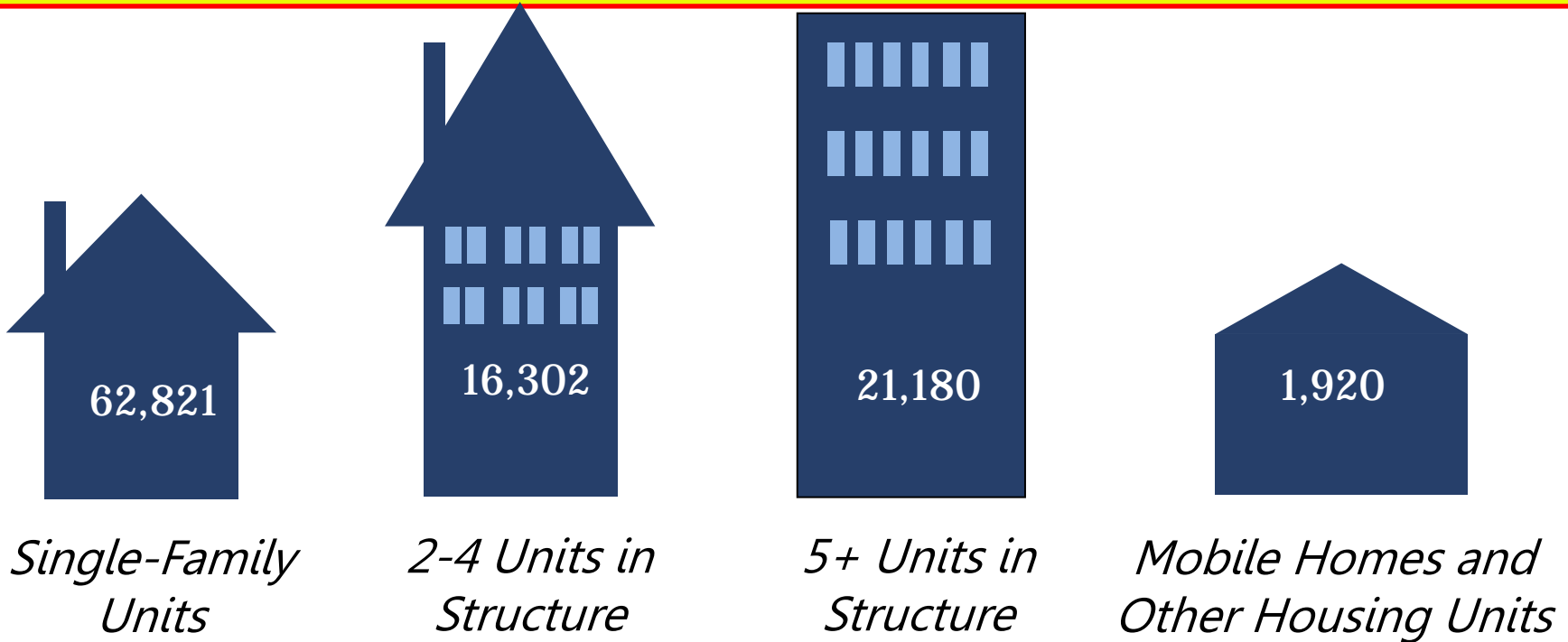
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What We Heard:

2. Housing that Works Well

"If it wasn't for the duplex we bought in Hooksett, we couldn't have moved here."



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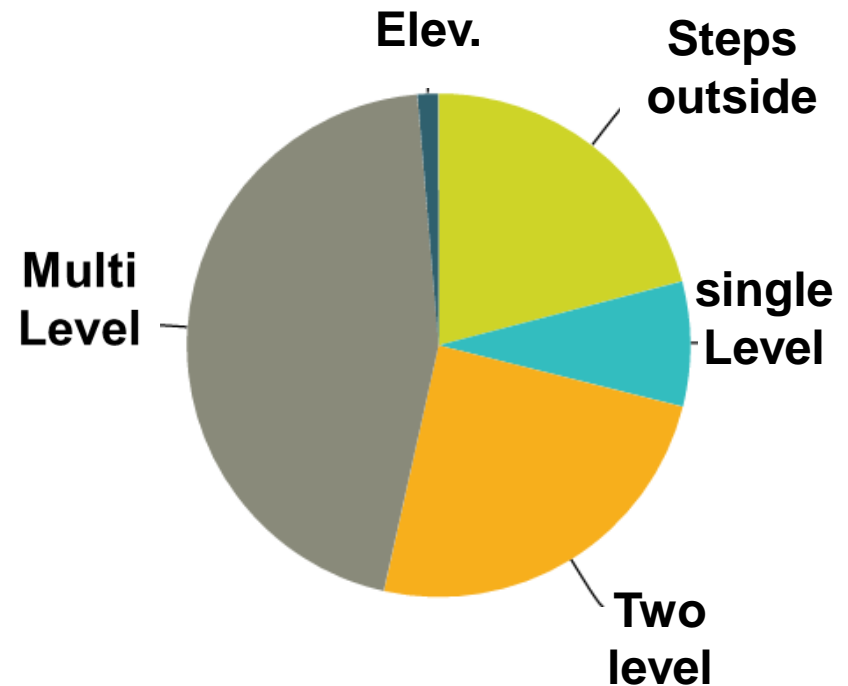
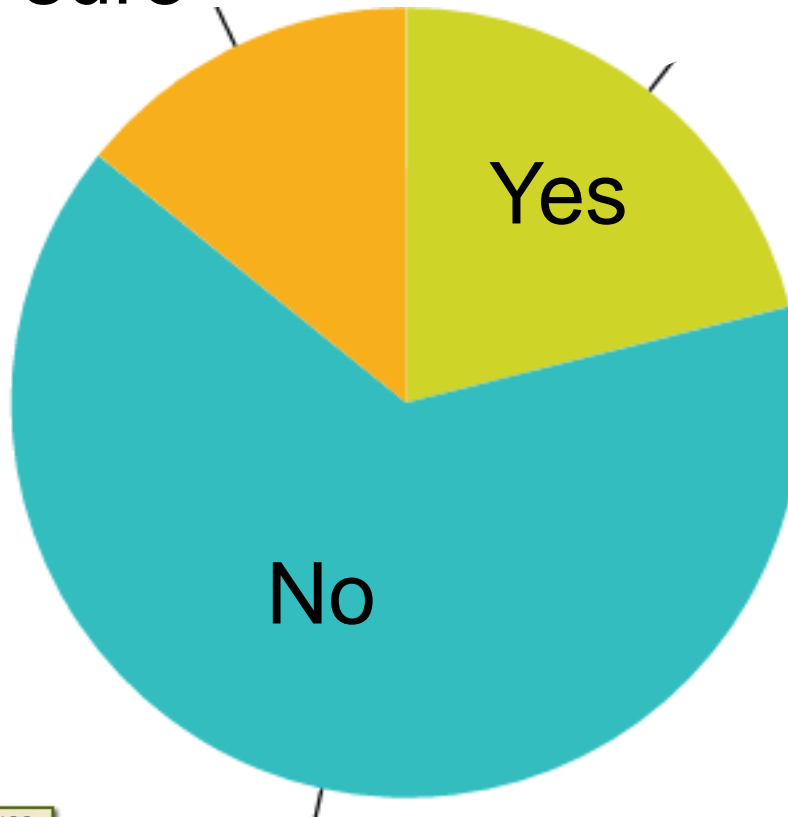


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If your home has multiple levels or outdoor entry steps, have you considered modifying your home so that you could “age in place”?

Not sure



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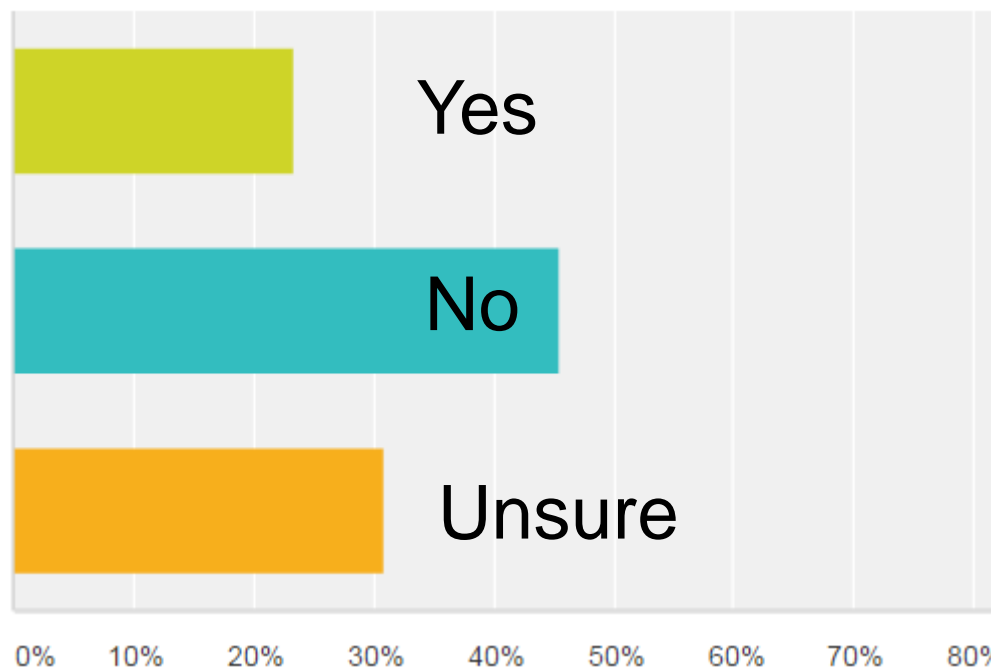
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What We Heard: Housing Road Blocks

"I own a big home, I'm 66 years old. NH has nothing for me; it's so expensive."

"I'd love to keep living here, but there aren't really very many affordable options for younger adults."

Whether you wanted to move into your first home or into a smaller home, does your community offer appealing alternatives?



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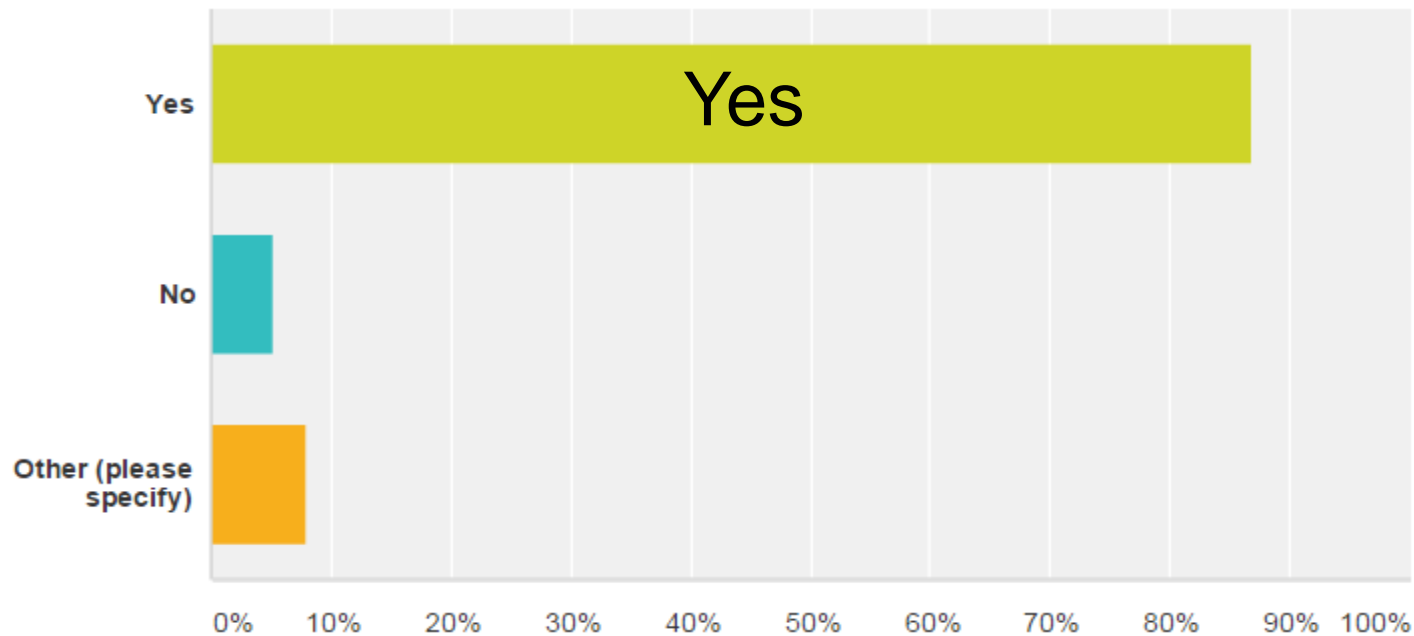


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Why isn't there more housing diversity?

As NH's demographics change, do you see a need to build more diverse housing (smaller homes for seniors, rental units for millennials)?



Home-Building Industry Survey

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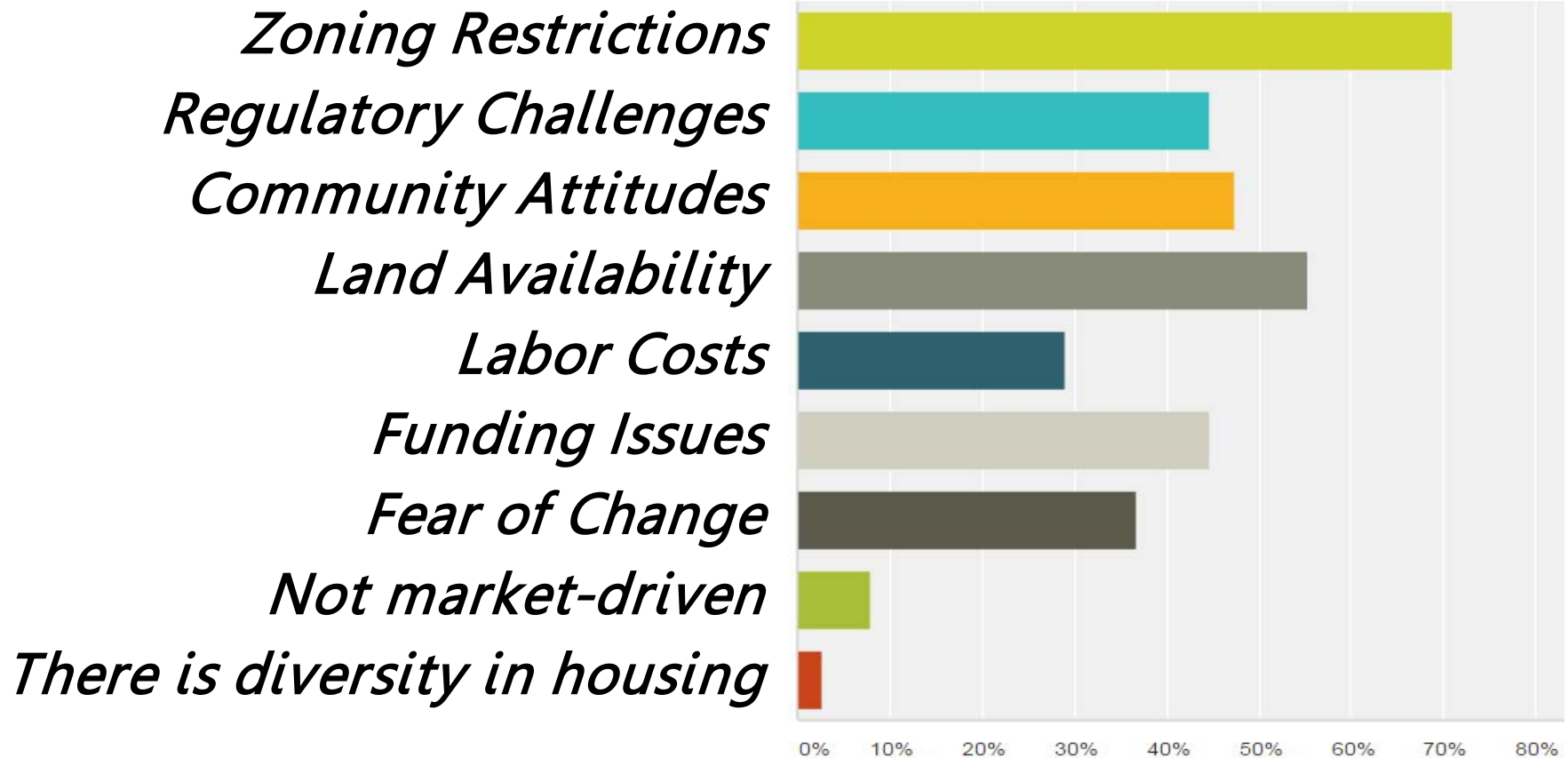
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Why do you think there isn't more diversity in housing?



Home-Building Industry Survey

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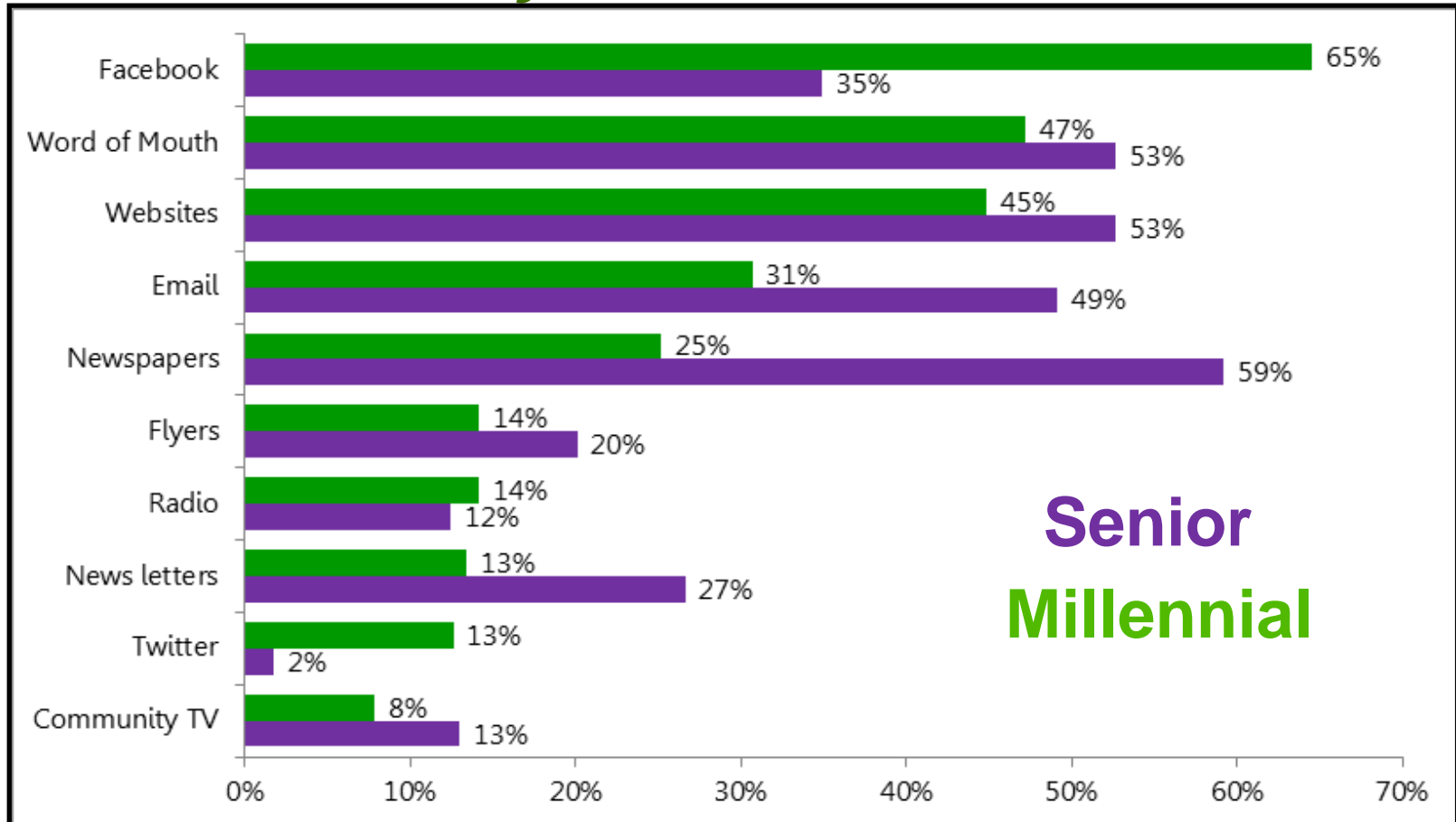
What We Heard: 3. Recreation and Social Engagement Programs That Work



- *Unique partnerships*
- *Allowances to utilize venues*
- *Libraries, and Parks & Recreation Departments have become community centers*
- *Community champions*



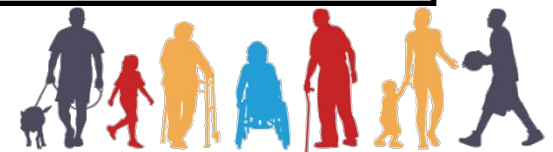
Communication: How do find info about community services and events?



Senior
Millennial



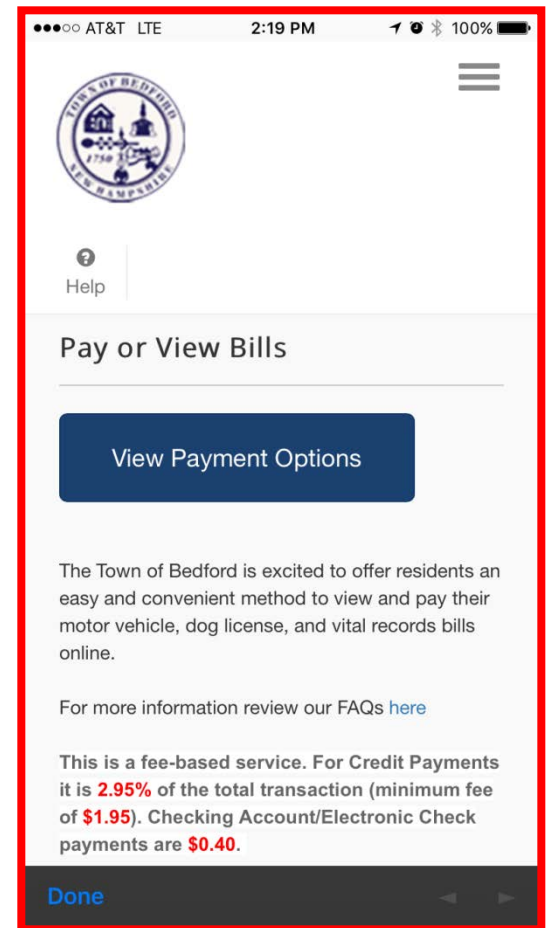
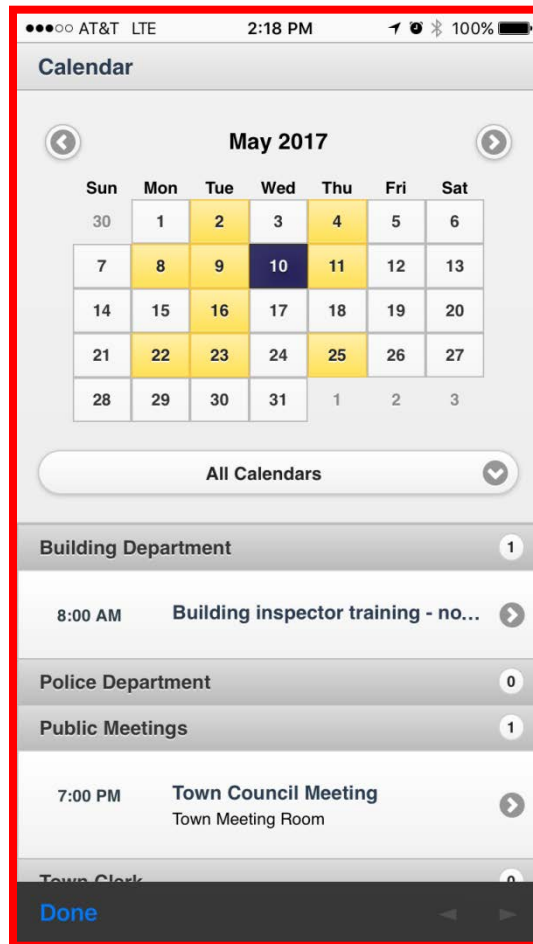
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What We Heard – What Works Well




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What We Heard – What Works Well



AUBURN VILLAGE CRIER

Hello **May 2017**

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Page 11: St. Peter Roman Catholic Church

Page 12: 19th Annual Book Sale/ Boy Scouts

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Page 17: Technical Rescue Gear/ May Happenings

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Editor: Patricia Rousseau

Co Editor: Susan Jenkins

Crier e-mail: town-hall@townofauburnnh.com



DON'T FORGET!


Important DATE!

Reminder!

- AVS will be conducting an offsite evacuation drill 5/1/2017
- Note: Eaton Hill will be closed to traffic
- Longmeadow Church Breakfast 5/6/17 and 5/20/17 6:30am-10am
Info on Pg 15
- Shred Day 5/13/17 9am-Noon
Info on Pg 3
- Plant Sale to benefit Historical Association 5/20/17 9am-2pm
Info on Pg 5
- AVS 8th Grade Car Wash 5/20/17 9am-noon
Info on Pg 5
- OLD HOME DAY 6/3/17-6/4/17 4pm-After the Fireworks end
Info on Pg 9
- Griffin Library 19th Annual Book Sale
7/29/17 8am-3pm
7/30/17 11am-3pm
Info on Pg 12


Longmeadow Church Breakfast

Please come to the May breakfasts, the last ones until September, at Longmeadow Church! In May, they are on the 6th and the 20th from 6:30 - 10: 00 am. The breakfasts are the 1st and 3rd Saturdays of each month from September until May at Longmeadow Congregational Church, 4 Wilson's Crossing Rd. Where else can you meet your old friends, catch up on town gossip and enjoy an "all you can eat breakfast", of French toast, English muffins, eggs your way, pancakes, sausage, bacon, home fries, homemade beans and muffins, and beverages for a donation of \$6 for adults, \$3 for children 6-12 and under 5 free? We look forward to seeing you and your friends in May!



Tower Hill Animal Hospital

Amy Bright, DVM
Megan Thibodeau, DVM, CVA



175 Old Candle Road
Auburn, NH 03032

Phone 603/483-4050
Fax 603/483-2906


www.TowerHillVet.com

Avon39 Walk to End Breast Cancer

Every 2 minutes a woman is diagnosed with breast cancer; 85% of those diagnosed have no family history of breast cancer. Help my team crush breast cancer! We registered for the Avon39 Walk to End Breast Cancer and need your help. Please donate at <http://info.avon39.org/goto/michlynderocher>

Thank you Tara Veit

Sand
Gravel
Loam
Stone
Barkmulch



Excavation

233 Bunker Hill Rd
Auburn, N.H. 03032
483-0740

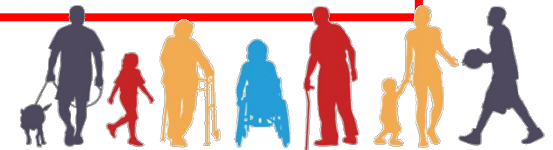
Septic Systems
Drainage
Driveway Repair
Excavator Work
Stumping
Land Clearing



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What We Heard: Recreation and Social Engagement Road Blocks

"Once you're out of the school system, you have no idea what is going on."

- We really need one place to find out what is happening in town*
- No senior center*
- No shops or place to meet with friends*
- Not enough meeting space*
- We cannot expand*



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What We Heard: What Works Well –

4. Businesses and Economic Development

“Local businesses are generous”-several community sessions

- Bedford’s business district is located conveniently near highway; this helps to separate businesses and residents, which in-turn avoids NIMBY complaints*
- “Chamber of Commerce does a lot with the community. They try to foster future leadership among millennials in building relationships.”*
- Central business districts in Manchester, Derry, Bedford, Hooksett, and Goffstown*



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What We Heard: Road Blocks to Businesses and Economic Development

“Nothing here attracts millennials. There’s not much to do here. We have Manchester and Concord nearby for that.” – Millennial, Hooksett

- Lack of public water and sewer limits business development*
- Minimum area zoned to allow for businesses*
- Lack of comprehensive economic development strategies such as a corridor plan*
- Access to economically active areas like Boston via rail service could improve NH’s workforce and livability*
- Lack of high-paying jobs in region*

“Not in my back yard is alive and well in ...”

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Assessments and Surveys

- **Community Conversations** – *Stakeholder input*
- **Resident Surveys** – *partnered with AARP and based questions on their 8 domains of livability*
- **Home-Building Industry Survey** - *partnered with Alliance for Healthy Aging*
- **Business Assessment** - *partnered with SNHU, InTown Manchester, and local business organizations*
- **Library Assessments** - *partnered with MRACOA and their “Mystery Shoppers”*



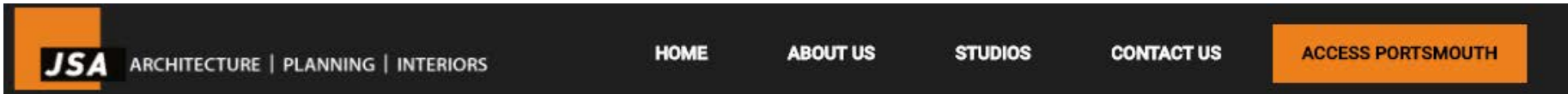
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Collaborations: Access Portsmouth



Taking the mystery out of accessibility in historic Portsmouth, NH



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4 Things to Look for on Site Visits

- ***Is parking accessible to entry?***
- ***Can you get into the door?***
 - 32” wide, has flat surface or ramp
- ***Can you use the facility with ease?***
 - Tables spaced apart
 - Paths free of obstructions
- ***Is the bathroom accessible?***
 - Flat entrance, sufficient area
 - Elevator-accessible if on different level

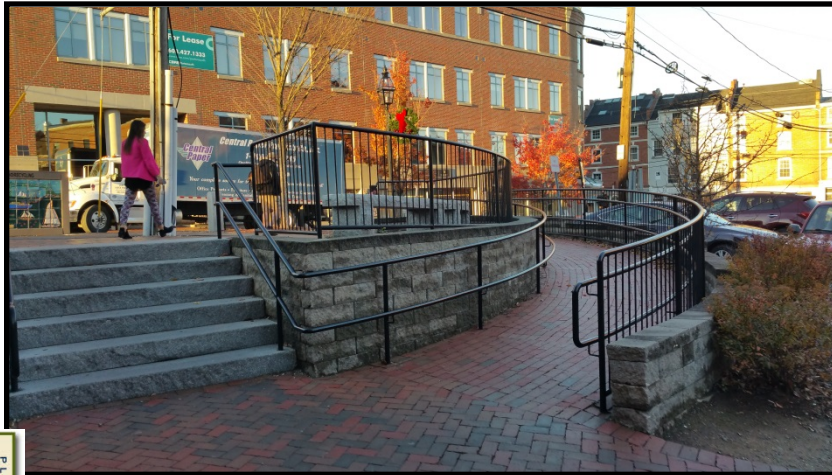


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Collaborations: Access Portsmouth



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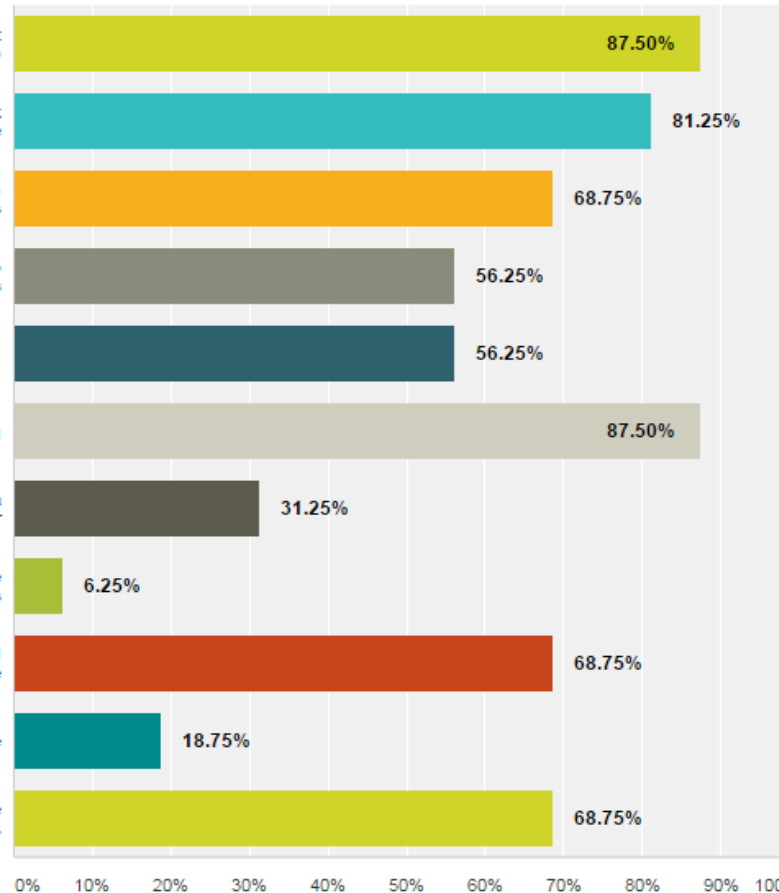
Business Survey / Partnership with SNHU



SNHPC staff working with students and willing businesses to conduct age-friendly business surveys.



Elm St. Business Assessment: Which of the following accessible features does your business provide?



Flat entryway

Wheelchair accessible

Easy-to-open doors

Non-slip surface

Wide aisles

Parking

Elevator

Tactile surfaces

Easy-to-read signage

Braille signage

Accessible bathroom w/ bars



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Library Assessment

- *Libraries visited: Auburn, Bedford, Goffstown, Hooksett, Manchester East, Manchester West and New Boston*
- *Assessments by "secret shoppers"*
- *Surveyors rated libraries on accessibility, amenities, technology and how their programs cater to seniors and millennials*



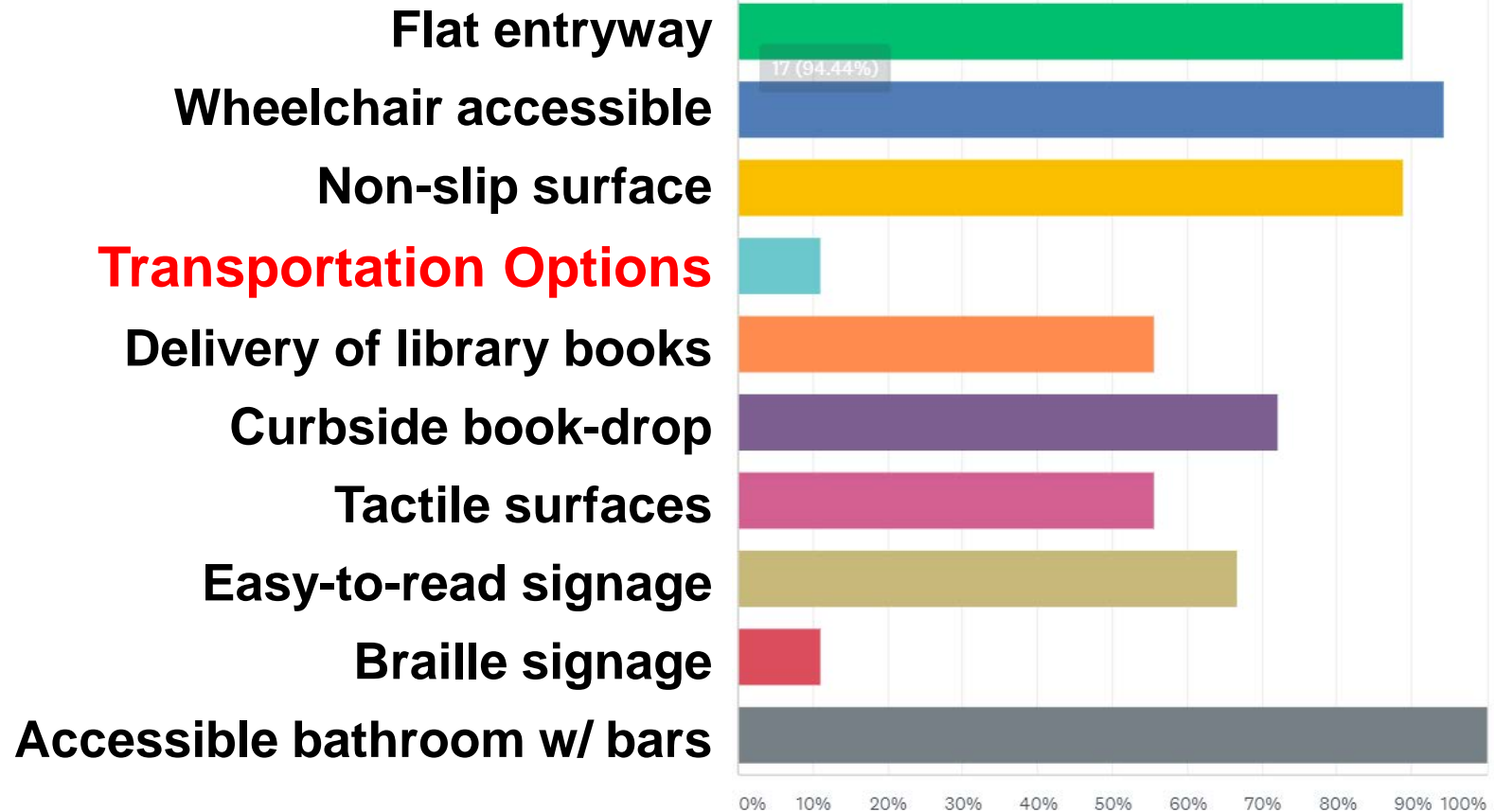
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Library Assessment – Which accessible features does the library provide?



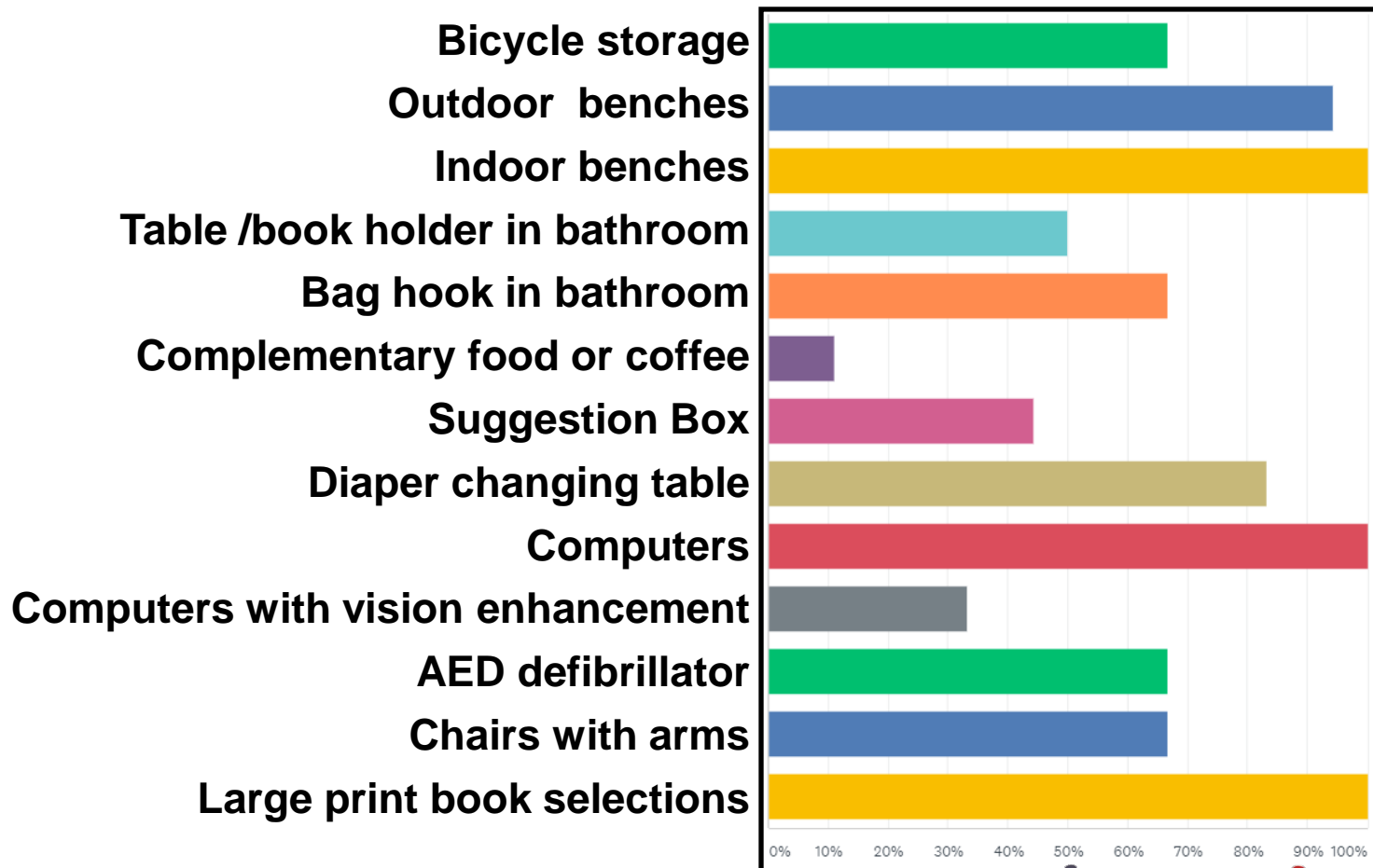
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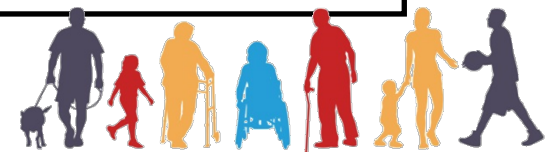
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Library Assessment - Amenities



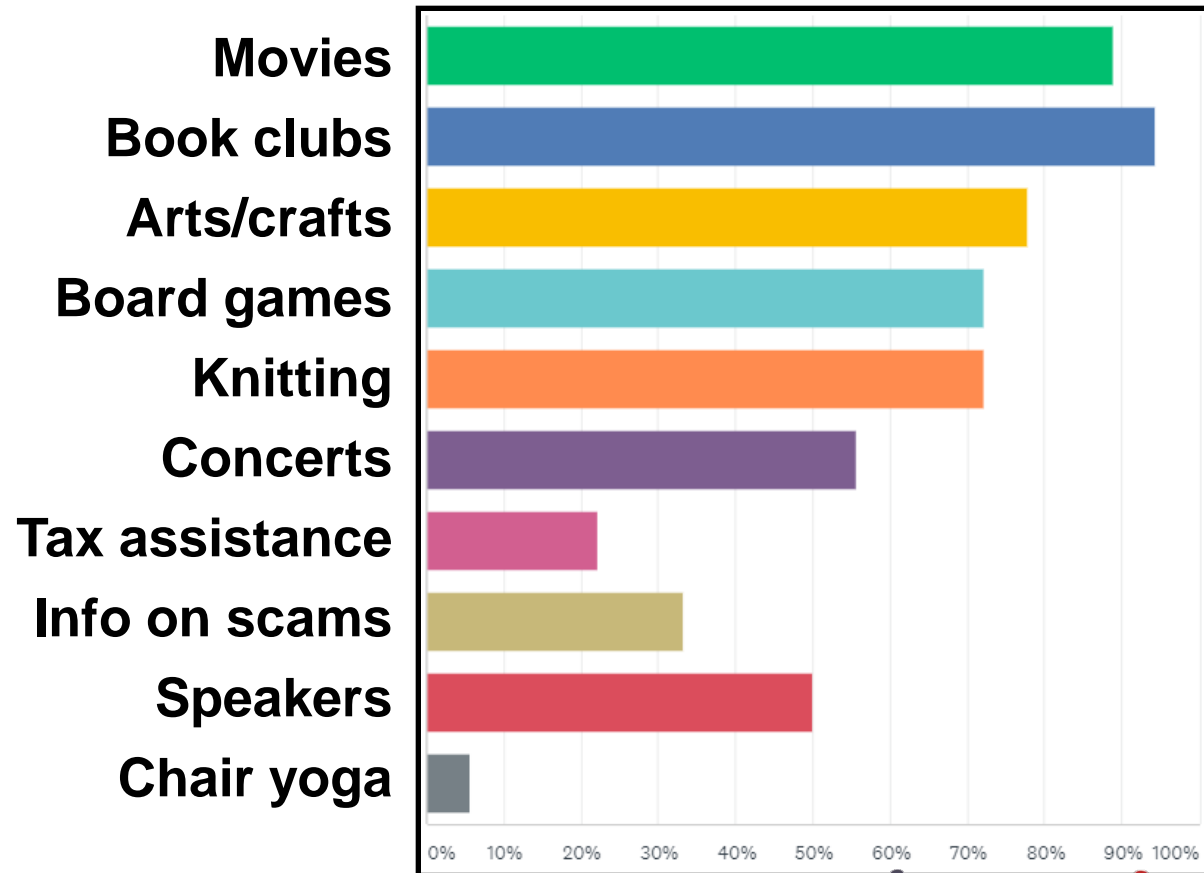
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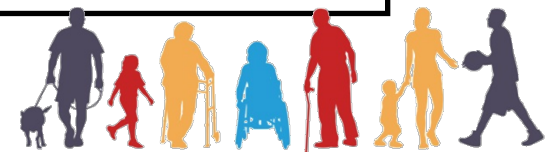
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Library Assessment – What programs does your library offer that might attract seniors?



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Library Assessment – What programs does your library offer that might attract millennials?

- **Speakers on various topics including family health, parks and rec programs, state agency updates**
- **Family and intergenerational activities such as children summer reading family program events**
- **The ability to access databases from home**
- **Time-savers such as quick picks for books, current movies, online books/audio books**



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Community Forum



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Project Overview

Phase I: Community Assessments – review of town assets, opportunities and roadblocks regarding community infrastructure and programming for Millennials and Seniors

Phase II: Community and Business Pilot Programs

– Work with up to 3 SNHPC communities and 10 Businesses to utilize their assessment and create an Age-Friendly Strategic Plan



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Phase II Overview

- **Moving Forward:** from assessment to strategic planning
- **Outreach Plan**
 - Present findings to municipal decision-makers
- **Work with Stakeholders** on determining pilot communities and businesses
- **Guiding Businesses & Communities to Become More Age-Friendly**
 - Age-Friendly Strategies
 - Recommended actions (short-term & long-term)



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Phase II Pilot Program Process

- **Establish Sub-Committees for Communities and Businesses** – Process Input i.e. Develop Applications
- **Outreach: Solicit Community & Business Participation**
- **Communities & Businesses Apply**
 - 3 Communities
 - 10 Businesses



Age-Friendly Community Tools

AARP Livable Communities

[Livable Home Page](#) · [About Us](#) · [Housing](#) · [Getting Around](#) · [Tool Kits & Resources](#) · [Age-Friendly Network](#) · [Livability Index](#) · [A-Z Archive](#)

Helping Secure Drinkable Water in Flint

To ensure that the city's long-toxic water is finally lead-free and safe to drink, residents need to have the water pipes to their homes replaced. AARP Michigan has been taking to the streets to make that happen. PLUS: How to Effectively (and Respectfully) Help a Community in Crisis. [Read »](#)



AARP volunteers explain the water pipe replacement program to a resident of Flint, Michigan.

One in three Americans
is age 50 or older

Is your community a great
place for people of all ages?

By 2030, one out of every five
people in the U.S. will be 65+
Will your community be ready?

Visit us often at AARP.org/livable
Information and inspiration for local leaders



Search Livable Communities

Enter a keyword (topic, name, state, etc.)



... or go directly to our A-Z Archives

Find **subject-based lists and links** about housing, transportation, placemaking, walkability, economic development, social engagement and more



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Example Communities & Businesses

What are they doing to become age-friendly?

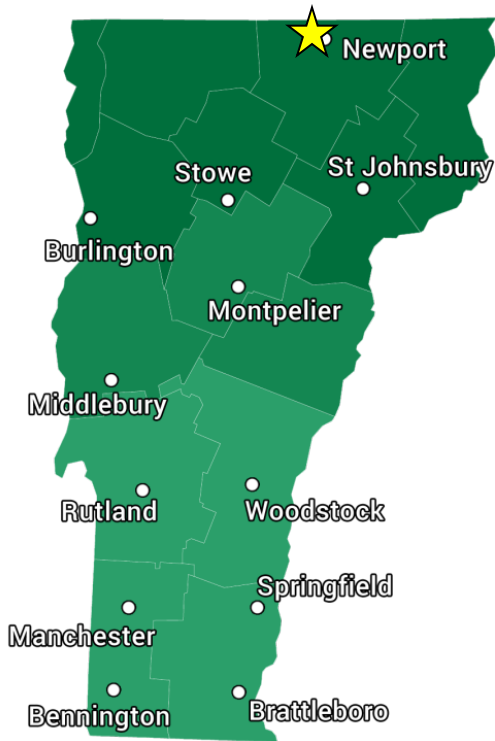
Rural Example: Newport, Vermont

Population Under 5,000

Action Plan Items:

- 1: Town Information
- 2: Outdoor Spaces and Buildings
- 3: Transportation
- 4: Job Opportunities
- 5: Health Services
- 6: Housing
- 7: Caregiving
- 8: Social Participation – Social Inclusion, Education Opportunities, and volunteering

**70% of NH
Communities
have
populations of
6000 residents
or less**



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Example Communities & Businesses

What are they doing to become age-friendly?

**Suburban Example:
Auburn Hills, Michigan**

Population Under 21,000

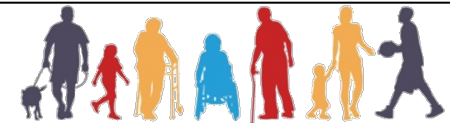


Goals/Action Items:

- Design an age-friendly housing guide
- Increase bus & ridership programs
- Increase number of intergenerational programs
- Establish a "Time Bank" through which participants can exchange services
- Establish a "neighbors check on neighbors" program
- Increase the marketing of Auburn Hills events and make the city's website more accessible
- Partner with stores to provide deliveries for homebound residents



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Example Communities & Businesses

What are they doing to become age-friendly?

Urban Example: Salem, Massachusetts

Population Under 43,132

Goals:

- Evaluate the safety and walkability of sidewalks and intersections
- Improve access to information among older residents
- Promote “Age-Friendly” business environments
- Promote relationships between generations to offset negative stereotypes and stigma related to aging
- Create city-wide volunteer opportunities for all Salem residents.



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Resources:

[SNHPC: \(www.snhpc.org\)](http://www.snhpc.org)

[AARP Livable Communities: \(aarp.org\)](http://aarp.org)

[Alliance for Healthy Aging:](#)

[EngAGING NH](#)

[Manchester Health Department](#)

[Tri-State Learning Collaborative on Aging](#)

[Tufts Health Plan Foundation](#)



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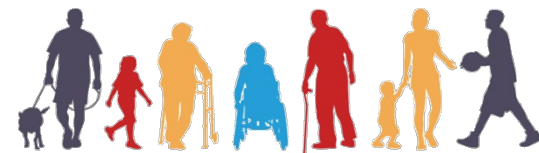
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Thanks to our stakeholders,
participants and of course the
programs funders.



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Phase II Pilot Program Invitation

Project Team:

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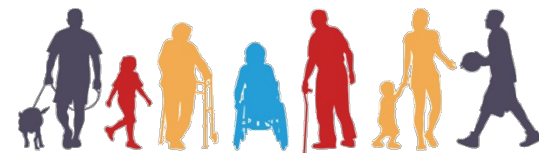
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