Aknowledgments

This page intentionally left blank
March 26, 2019

Mr. Jeff Johnson,
State Director
AARP Florida

Subject: Age Friendly Action Plan

Dear Mr. Johnson:

On behalf of the City of Winter Haven, we are excited to submit our Age Friendly Action Plan to AARP. Winter Haven is committed to making connections, initiating changes, and promoting policies that will help us better serve our local aging population and be more accommodating to the needs of the elderly. As a community, we are honored to have the opportunity to join other cities across the nation in this endeavor.

Winter Haven is located along the I-4 corridor, which holds the highest concentration of retired veterans in the country. Our community has a large influx of retirees in the winter months, coming into our community to enjoy the mild winter weather. Many of those “snow birds” permanently move to our community, eliminating the migration every year.

Because of our demographics, we recognize the importance of creating an age friendly community that fosters healthy aging and supports the needs of our elderly. To address these issues, our community recently created Age Friendly Winter Haven. It is a collaboration of city and county employees, private businesses, and not-for-profit organizations working to identify areas of need for our local seniors and partnering to create solutions that help Winter Haven better serve the needs of our aging population become a more intergenerational community.

As a member of the Network of Age Friendly Communities, Winter Haven will:

- Engage our older population in Age Friendly Winter Haven to give direction and feedback on our initiative
- Secure a resolution from the City Commissioners to support age-friendly policies and funding
- Implement our Action Plan, measure and review outcomes and adjust the Action Plan as needed to continually improve and be ever more age-friendly

We thank you for this opportunity to join the Network of Age-Friendly Communities and look forward to working with the AARP Florida staff to ensure we are doing our best to achieve a community of that fosters aging with dignity.

Sincerely,
Bradley T. Dantzler, Mayor
City of Winter Haven
October 12, 2015

Jeff Johnson
State Director
AARP Florida
jpjohnson@aarp.org

Dear Mr. Johnson:

On behalf of the City of Winter Haven, we are excited to join the AARP/WHO Network of Age-Friendly Communities. Winter Haven is committed to making connections, initiating changes, and promoting policies that will help us better serve our local aging population and be more accommodating to the needs of the elderly. As a community, we are honored to have the opportunity to join other cities across the nation in this endeavor.

Winter Haven is located along the I-4 corridor, which holds the highest concentration of retired veterans in the country. Our community has a large influx of retirees in the winter months, coming into our community to enjoy the mild winter weather. Many of those “snow birds” permanently move to our community, eliminating the migration every year.

Because of our demographics, we recognize the importance of creating an age-friendly community that fosters healthy aging and supports the needs of our elderly. To address these issues, our community recently created the Winter Haven Council on Quality Aging. It is a collaboration of city and county employees, private businesses, and not-for-profit organizations working to identify areas of need for our local seniors and partnering to create solutions that help Winter Haven better serve the needs of our aging population and become a more intergenerational community.

As a member of the Network of Age-Friendly Communities, Winter Haven will:
- Engage our older population in the Council on Quality Aging to give direction and feedback on our initiative.
- Secure a resolution from the City Commissioners to support age-friendly policies and funding
- Create an Action Plan with solutions to areas of need identified by our local seniors.
- Implement this plan, measure and review outcomes, and adjust the Action Plan as needed to continually improve and be ever more age-friendly.

We thank you for this opportunity to join the Network of Age-Friendly Communities and look forward to working with the AARP Florida staff to ensure we are doing our best to achieve a community that fosters aging with dignity.

Sincerely,

Nathaniel J. Birdsong, Jr
Mayor of the City of Winter Haven
# Table of Contents

Executive Summary .................................................................................................................................................................................
Mission, Vision and Values that Guide Age-Friendly Winter Haven ............................................................................................................
Community Profile......................................................................................................................................................................................
History of the Age-Friendly Winter Haven ................................................................................................................................................
Age Friendly Winter Haven Action Plan......................................................................................................................................................
Methodology................................................................................................................................................................................................
Domain Specific Plans................................................................................................................................................................................
  Housing...................................................................................................................................................................................................
  Outdoor Spaces & Buildings.................................................................................................................................................................
  Transportation....................................................................................................................................................................................................
  Communication & Information..............................................................................................................................................................
Appendices........................................................................................................................................................................................................
  1. Data Analysis
  2. Age Friendly Outdoor Spaces, Building and Transportation Design Checklists
  3. Community Demographics
Executive Summary

In 2014 a group of private and nonprofit senior care providers approached the City to start a collaboration of interested parties to discuss and tackle senior care issues in the Winter Haven Area. Staff from the City of Winter Haven joined the group. At that point, the group was dubbed the Winter Haven Council on Quality Aging. The group met every month to determine the best course of action to achieve the goal of improving Winter Haven for aging people. After a period of time, the group decided that the Age Friendly Community Process through AARP should be explored. In October 2015, the City was accepted into the Network of Age Friendly Communities. At the time, Winter Haven was the third city in Florida to join the Network. There are now at least 24 communities in the network in Florida. In Spring 2017, the group was renamed to Age Friendly Winter Haven.

The Age Friendly Effort was chosen because it is a program with a clear process to follow that will ensure a positive impact on the community. The program focuses on analyzing the 8 Domains of Livability which include Outdoor Spaces & Buildings, Transportation, Housing, Social Participation, Respect & Social Inclusion, Civic Participation & Employment, Communication & Information, Community and Healthy Services. The 8 Domains can easily translate into planning efforts for all community demographics, not just seniors. The process is intended to take 3-5 years and consists of a planning, implementation and evaluation phases. The program is administered through AARP in the United States, and is a program of the World Health Organization internationally. Communities of any size can join the Network; for example, the entire country of Ireland has the Age Friendly Status.

Many communities have hired consultants or additional staff to help complete this process. The Winter Haven group is very unique in that it is grassroots and community driven. In an effort to help complete this process, the City and Age Friendly Winter Haven partnered with Polk State College to utilize interns and various Departments and College Resources. A community input survey was launched in Spring 2017. With the assistance of interns and committee members, 355 surveys were gathered over the course of the year. Surveys were completed online, at community events, recreation centers, WH Public Library and various other community gatherings. A concerted effort was made at the beginning of the process to ensure that representative demographics were attained to closely match the Winter Haven community’s demographics. The data was analyzed and interpreted by the Committee. A series of emails, focus groups and meetings were held with industry professionals (senior living, transportation, planning, public works, communications, parks & recreation, nonprofits), seniors, committee members and community members. The results of the data were presented and input on solutions and information was requested. Based on the survey data and these ground truthing efforts, it was determined that the Action Plan would focus on the domains with the largest needs and disparities. They are summarized below:

Housing:

The assessment indicated that the plan should focus on promoting a variety of affordable housing options within the Community. This could include new developments or reviewing incentives and land use/zoning codes to ensure they are Age Friendly. The creation of a small grant program for small home renovations related to accessibility for seniors could be evaluated. Residents also indicated that they would like a more accessible list of trustworthy home repair contractors. The Committee and City will look into further promoting the Certified Aging in Place (CAPS) certification for public and private use, working to promote age friendly features and advice in existing and new residential housing and commercial developments.

Outdoor Spaces and Buildings:

The assessment indicated that the plan should focus on promoting safe public buildings and spaces. The data indicated that residents do not necessarily feel Winter Haven has safe parks that are within walking distance of their homes. The plan is focusing on implementing Outdoor Spaces and Buildings Age Friendly Design Features in new and renovated public projects where appropriate. Examples of these design features can be found in the ADA renovations at the Senior Center, new indoor walking/workout facilities in the new fieldhouse and continued
expansion of the City’s Trail and Complete Street Network. The plan will also focus on assisting with Age Friendly Audits of public spaces.

Transportation:

The assessment indicated that the Community highly values well-lit, safe streets and intersections for all users (motorists, cyclists, pedestrians, mobility device users, etc.). It also shows that many seniors rely on alternative modes of transportation (other than driving themselves). The Action Plan points out the importance to continue working with many providers to assist with transportation such as public transit, non-profits, and possibly even ride share companies such as Lyft and Uber. The City is continuing to make its corridors friendlier with the expansion of the Complete Streets Program. Through partnerships the City will continue promoting a variety of Age Friendly Transportation options and assist in offering driver education courses.

Communications and Information:

The assessment indicated that residents feel Winter Haven has many great community assets and events that make our community special. Residents don’t necessarily know where to find information on these assets and events. Most residents agree that the Winter Haven Public Library is a great central location and clearing house for community information as well as various community calendars. The Action Plan focuses on promoting closer coordination between community calendars (e.g. Chamber, City, Main Street, non-profits, church groups, etc.). It also focuses on working to create an accessible directory of Community Resources that residents could possibly receive when opening new utility accounts. As there are many different groups who want to receive their information in a variety of ways, the Plan talks about coordinating with various homeowners associations, activity directors, civic group leaders, etc. to help determine how their audience wants to receive their information. This might include a homeowners association forwarding various community information on via email or printing out information and delivering to homebound residents via Meals on Wheels.

Mission, Vision and Values that Guide Age-Friendly Winter Haven

Overarching Vision:

Age-Friendly Winter Haven is a community that supports active aging, health and wellbeing, and livable features for residents of all ages, abilities and economic circumstances across their lives.

Mission:

Age-Friendly Winter Haven aims to realize our vision by mobilizing community stakeholders and focusing efforts on the four domains of the built environment (Housing, Outdoor Spaces and Buildings and Transportation and Communication and Information).

Community Profile:

More than 70,000 people call Winter Haven home, over 40,000 of which live inside the City limits, taking advantage of its year-round recreation climate and central location. The City stretches over 40 square miles, eight of which take the form of sparkling, fun-filled lakes. Winter Haven is known as the Chain of Lakes City with two chains connected by a renovated canal. With 50 lakes inside the City limits, 22 boat ramps, 14 public docks and 30 waterfront parks, there is a multitude of fresh-water opportunities for both residents and visitors. With a history in citrus, lakes, and Americana rock & roll, the Winter Haven, Florida experience is a chorus of modern lifestyle possibilities in harmony with our roots. Winter Haven is where affordable lake living is a reality, and water play is a requirement. It’s a place where there’s a concert on every corner and family excitement in every park. It’s that classic small town that chooses to differentiate itself with an understated cool vibe. Arts and culture, playful fun, music fusion, affordable homes, a craft brewery and local eateries are just a sampling of daily life. And let’s not forget about Winter Haven’s hometown connection to family-friendly LEGOLAND Florida Resort just down the block from the City core.
History of Age-Friendly Winter Haven:

In 2014 a group of private and nonprofit senior care providers approached the City to start a conglomerate of interested parties to discuss and tackle senior care issues in the Winter Haven area. Staff from the City joined the group. At that point, the group was dubbed the Winter Haven Council on Quality Aging. The group met every month to determine what course of action would best help them achieve their goals. After a period of time, the group decided that the Age Friendly Community Process through AARP should be explored. In October 2015, the City joined the Network of Age Friendly Communities. At the time, Winter Haven was the third city in Florida to join the Network. To date, there are 16 communities in the network in Florida. In Spring 2017, the group was renamed to Age Friendly Winter Haven.

The overall group consists of representatives from All About Aging, WH Hospital, Spring Lake Rehab, Heart for WH, Elderpointe Ministries, Bellatage Assisted Living, Lake Ashton, Cornerstone Hospice, Neighborhood Services Center, Bond Clinic, Elder Law Attorneys, City of Winter Haven and several others.

The Age Friendly Effort was chosen because it is a multiyear international process which focuses on analyzing the 8 Domains of Livability which include Outdoor Spaces & Buildings, Transportation, Housing, Social Participation, Respect & Social Inclusion, Civic Participation & Employment, Communication & Information, Community and Healthy Services. The 8 Domains can also easily translate into planning efforts for all of the Community, not just seniors. The process is intended to take 3-5 years and consists of a planning, implementation and evaluation phases. The program is administered in the United States through AARP, however is a program of the World Health Organization. For example, the entire country of Ireland has the Age Friendly Status.

To assist in recruiting interns, Age Friendly Winter Haven has raised funds from Citizens Bank, Amy Phillips, Central Florida Senior Care, Michael Waters and Better Living For Seniors, which help fund partial scholarships through the PSC Foundation.

Members of the group have also presented the effort to Leadership FL, FRPA, Sarasota Summit on Aging and various places around the County. Several successes and plans have occurred or morphed, partially thanks to this effort. A few examples are below:

- Last spring a farmer's market kiosk through Elderpointe Ministries opened at the WH Senior Adult Center twice a week. The kiosk is supplied through Elderpointe Ministries, WH Staff sells the low costs produce to the seniors and Elderpointe Ministries collects the funds and replenishes produce each week.

- Staff is working to complete the CDBG Project at the Sr. Center this Fiscal Year. Improvements will consists of ADA accessibility/functionality in and out of the building (handicap entrance on west side, handicap restrooms in auditorium, updated doors, other ancillary improvements) as well as an outdoor senior based fitness area and resurfaced shuffleboard courts.

- The City was awarded a small grant from the National Recreation and Park Association to start a Walk With Ease Program later this year through the National Arthritis Program. The program will focus on providing seniors opportunities on how to safely make physical activity part of their everyday life and be offered out of the Library and Senior Adult Center.

It is imperative that we maintain our current senior services at the Senior Center and around the City. However, thanks to modern medicine and better wellness habits, current and future trends indicate that seniors will be much more physically and civically active than in years past and desire to age in place (ie their current home/City). Current efforts such as clay tennis courts, indoor fitness and walking facilities at the Field House, expansion/access to medical facilities and expansion of the trail/sidewalk are prime examples of what today and tomorrow’s active senior population is looking for. The Age Friendly Winter Haven Project will provide an evidence/data based document to further plan community programs and infrastructure. Some of these recommendations are anticipated to be small items such as a “grab bar” grant program; some recommendations
may be zoning/code based and may include easing restrictions on mother-in-law suites or and some recommendations may include major infrastructure projects such as sidewalks, multimodal/transit improvements or facilities.

Age Friendly Action Plan
Methodology:

Age-Friendly Winter Haven’s Assessment Approach was based on the support of the Age Friendly Winter Haven Committee. Many communities have hired consultants or additional staff to help complete this process. The Winter Haven group is unique in that it is “grassroots” and community driven. To help complete this process, the City and Age Friendly Winter Haven partnered with Polk State College to utilize interns, practicum students, and various Departments and College Resources. The Committee identified locations to survey that would reach the target demographic. The goal was to mirror the demographics of the community. During the Fall Semester 2017, we had a combination of four practicum and intern students. The students were able to get field experience while providing invaluable support for the project. Students set up survey stations at the WH Public Library, Neighborhood Service Center in the Florence Villa Area and attended community events and activities to gather surveys. The interns then input the data. During this timeframe we went from about 120 surveys to 355. The Action Plan is written around what areas the data indicated were most needed.

Work to date and additional activities are summarized below:

- In Fall 2017, the City worked with one intern and three practicum students. These students obtained well over 150 surveys at various community events and buildings such as the library and Neighborhood Services Center.

- In Spring 2018 the group continued soliciting surveys, conducted community a focus group/public meetings and analyzed the data.

- Summer 2018 an intern completed a Findings and Data Report. AARP also worked with the group to assist in further breaking down the data and formatting for the report.

- In Fall 2018 Age Friendly Winter Haven worked to complete a draft report.

The Action Plan was developed based on the input of 355 surveys. The data was analyzed “in-house” by the Committee Chair Cari Herrington. The analysis was then reviewed by City Staff, Committee Members and AARP. It was determined that the Action Plan should focus on what the survey showed as the greatest needs or disparities. Those items are what the Action Plan is based on. A Community Meeting was held in April 2018 to present the findings and receive additional feedback. Additional meetings where held over summer and fall 2018 with the following groups to present the information and solicit feedback: City Staff including the City Manager’s Office, Communications and the following Departments Parks, Recreation & Culture and Public Works; a separate meeting was held with the Planning Division; Saging Group (representatives of the retired community), Age Friendly Winter Haven Committee, Multimodal Transportation Advisory Committee. Additionally, the priorities of the Action Plan were emailed out for review and input to a large variety of professionals and Community Members including: Transportation Planning Organization; Polk Transit; Multimodal Transportation Advisory Committee Members; City Staff, local engineering & planning firms, local general contractors, local rehab centers, City staff, Age Friendly WH Committee Members, local Chamber, Main Street and EDC Staff, local churches/clergy and interested Community Members. Age Friendly WH will continue working with our existing partners and continue to seek out new community partners to assist in implementing this plan.
Domain Specific Plans

Housing

Vision:
Our vision is to provide a range of living options that support residents as they age in our community across their lives.

What We Heard:
- People mostly want and feel that Winter Haven has well-maintained homes and properties
- People do not feel Winter Haven has affordable housing options for varying incomes and varying levels of care
- People don’t know if there is a home-repair service for low-income and older adults
- Largest disparity between want and have: home-repair service for low-income and older adults
- Smallest disparity: well-maintained homes and properties

Background & Next Steps:
Many of the items that were found in the data and through focus groups identify a need for more diverse affordable housing options for seniors. These may come in a variety of forms. The City has the Affordable Housing Advisory Committee which oversees many of these items. Some additional strategies might include reviewing the current land development/code requirements for accessory structures. Potentially revising the codes to consider less restrictive living spaces (currently only permitted with a 400 sq ft minimum), reducing setback requirements, permitting in additional zoning districts and allowing multiple metering options may assist in allow these structures.

There are many traditional funding sources and models for affordable housing however some additional strategies may include: Allowing additional densities for developers who plan for accessory structures or affordable senior housing; looking into programs such as co-housing, shared rentals, renting a room in a home (nesterly); transitional programs that would target homeless and seniors in which a tiny house or accessory structure might be built in an existing backyard, thus giving the homeless person/family and or seniors a home and after a period of time, transition the tenants to permanent housing. Habitat for Humanity and the City’s Building Division have been identified as a potential resources to develop trustworthy contractor listings.

Goals and Action Steps:

<table>
<thead>
<tr>
<th>STRATEGIES/ ACTIONS</th>
<th>INDICATORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promote a variety of affordable housing options</td>
<td></td>
</tr>
<tr>
<td>• Locate new housing units that are centrally located (i.e. walkable to amenities or public transportation)</td>
<td>Number of accessible housing units added</td>
</tr>
<tr>
<td>• Identify Incentive Programs for developers (i.e. grants, waiver of impact fees, utilities, infrastructure, land ready for development)</td>
<td>Creation of list of incentive programs Number of sources in which list shared</td>
</tr>
<tr>
<td>• Review Land Use &amp; Zoning code for potential revisions/changes (i.e. may include land use/zoning changes - accessory dwelling units, waivers to 55+ communities, and location of assisted living and single family units)</td>
<td>Recommend changes to Growth Management Department</td>
</tr>
<tr>
<td>Increase adaptive features to age in place</td>
<td></td>
</tr>
<tr>
<td>• Create grant program to assist with aging in place home modifications or assistive devices, such as: grab bars, wheelchair ramps, or medical emergency response systems</td>
<td>Creation of grant program Number of persons receiving grants Feedback from persons receiving grants</td>
</tr>
</tbody>
</table>
Explore funding options such as CDBG Funding, private donations and potential private and public partnerships

<table>
<thead>
<tr>
<th>Increase home repair and aging in place options (especially for low-income and older adults)</th>
<th>Facilitate CAPS Training for public and private entities in Polk County</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Increase certified aging in place specialists (CAPS) in Winter Haven</td>
<td>Development of criteria for vetted contractors</td>
</tr>
<tr>
<td>• Develop criteria for vetting contractors to provide home repair and maintenance.</td>
<td>Creation and promotion of list of vetted contractors</td>
</tr>
<tr>
<td>• Develop list of trustworthy contractors to provide home repair and maintenance</td>
<td></td>
</tr>
</tbody>
</table>

Potential Participating Partners Include:
Affordable Housing Advisory Committee, WH Housing Authority, local business and civic leaders, City Planning, Winter Haven Chamber of Commerce, Heart for Winter Haven, Builders, Local Businesses

Outdoor Spaces & Buildings

Vision:
Our vision is to create safe, accessible and fun public spaces.

What We Heard:
- People mostly want and feel that Winter Haven has well-maintained public buildings and facilities that are accessible to people of different physical abilities
- People do not feel Winter Haven has well-maintained and safe parks that are within walking distance of your home, but it’s also the least important category
- People don’t know if there are neighborhood watch programs
- Largest disparity between want and have: neighborhood watch programs
- Smallest disparity: well-maintained and safe parks that are within walking distance of your home

Background & Next Steps:
The Senior Center is currently undergoing renovations which will help with existing and future needs. For example the main restrooms will now be ADA compliant and remodeled. The senior playground will help provide an additional outlet for activities not currently offered through the City. Other recent developments, such as the new clay tennis courts, have become very popular as clay is preferable for senior play due to lower impact on their joints. The new field house project is currently under construction. While its major intent will be to draw events and serve as the Lakeland Magic’s Training Facility, indoor amenities such as a rubberized track surface and fitness rooms will expand recreational and fitness opportunities not currently available to the public. Ideas such as hosting a walk with ease session or indoor walking clubs for seniors may be good starts towards expanded senior programming. With the new improvements at the Senior Center, the City will continue to offer core senior programs for today and transition to programs and services for the seniors of tomorrow. Part of this effort will include rebranding to reflect modern elements being initiated.

As the City continues to renovate and build new buildings, conducting Age Friendly Facility Audits, incorporating Age Friendly components into the design should be considered. These items will be monitored by the City through the Capital Improvement Plan Process, inquiring if these items can be incorporated when a project is proposed or funded. Staff will also explore the possibility of CAPS Certifications to possibly offer this service as an outreach to the Community, perhaps through the Fire and or Building Departments. The City continues to expand the trail and sidewalk network with additional funds in the current 5-year CIP for sidewalks and a trail around Lake Elbert. Additionally, the City has several projects over the next few years funded with FDOT dollars which are “complete street” type projects including South Lake Silver Drive, Avenue C SW, 1st Street North and
Avenue K NE. The City recently completed South Central Park which is essentially curbless, age-friendly to seniors, and allows for a variety of activities. As additional sidewalks, trails, complete streets and park projects are contemplated and designed, Age Friendly Design Features will be incorporated where appropriate (see Appendix 2).

Goals and Action Steps:

<table>
<thead>
<tr>
<th>STRATEGIES/ ACTIONS</th>
<th>INDICATORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase access to well-maintained, handicap accessible</td>
<td></td>
</tr>
<tr>
<td>public buildings, restrooms, and facilities</td>
<td></td>
</tr>
<tr>
<td>• Renovate the Senior Center (ADA compliant)</td>
<td>Renovation progress or completion</td>
</tr>
<tr>
<td>• Add senior playground</td>
<td>Creation of playground</td>
</tr>
<tr>
<td>• Resurface shuffleboard courts</td>
<td>Completion of resurfacing</td>
</tr>
<tr>
<td>• Develop clay tennis facility with pickleball.</td>
<td>Completion of project</td>
</tr>
<tr>
<td>• Construct Field House with indoor fitness areas</td>
<td>Progress towards construction</td>
</tr>
<tr>
<td>• Conduct Age-Friendly Facility Audit of public</td>
<td>Number of age-friendly audits conducted</td>
</tr>
<tr>
<td>buildings and spaces</td>
<td></td>
</tr>
<tr>
<td>• Incorporate age friendly design features into new</td>
<td>Presence of age-friendly features in new or</td>
</tr>
<tr>
<td>facility, renovation and public works projects</td>
<td>renovated buildings and public works projects</td>
</tr>
<tr>
<td>• Expand trail network</td>
<td>Progress on trail expansion</td>
</tr>
<tr>
<td>• Create curb-less park/road connections</td>
<td>Number of curb-less connectors created</td>
</tr>
</tbody>
</table>

Potential Participating Partners Include:
WH Parks & Rec, Public Works, local construction and engineering firms, Police Department, Lighthouse for Blind, Cypress Gardens Water Ski Team

Transportation

Vision:
Our vision is to create a community with a variety of safe, convenient, reliable, and affordable transportation options.

What We Heard:
- Most “extremely important” category: well-lit, safe streets and intersections for all users
- People mostly want and feel that Winter Haven has easy to read traffic signs
- People do not feel Winter Haven has accessible and convenient public transportation
- People don’t know if there are driver education refresher courses available
- Largest disparity between want and have: reliable public transportation and special transport services
- Smallest disparity: easy to read traffic signs

Background & Next Steps:
Many seniors rely on alternative transportation for a variety of options. It could be that they need a ride to work, medical needs, shopping, friend/relatives, senior center or just to get around. While there are a variety of options right now, they are not well publicized or necessarily accessible to all. Providers such as Elderpoint Ministries are a great example of how a small nonprofit can help fill a gap in the transportation needs. They provide transportation to the Senior Center through a partnership with Mid Florida Community Services Inc, the lunch provider at the Senior Center. Partnering with public and private organizations will be the key to expanded and continued success for senior transportation services. Exploring additional options with ride sharing companies who may provide an ADA equipped vehicle or be able to accommodate wheel chairs could be a good option.
We are very lucky to have a Public Transportation System in Polk County with many options. While it works well for some residents, particularly closer to the larger population centers of the County, many residents still could use additional services. Age Friendly Winter Haven should continue to advocate on behalf of the Public Transportation System, helping to determine priorities and solutions for the senior population. Enhancements such as shaded accessible bus stops (meaning the seniors can easily reach via walk/bike/mobility device), expanded targeted service, ability to rely on fixed route service are all just some of the items that should be evaluated. Funding is a challenge when addressing these issues. Perhaps an additional tax could be contemplated again, some of which could be allocated for senior transportation.

The City is continuing to work to be pedestrian and bicycle friendly. The Multimodal Transportation Advisory Committee helps make recommendations on these types of improvements, many of which are evidenced in the recent enhanced pedestrian crossings in the Downtown Area. Additionally, the City Commission has funded a 5-Year Capital Improvement Plan, mainly dealing with infrastructure. The projects include intersection improvements and additional sidewalk and trail projects. The City also has several FDOT Complete Street Projects which will be completed in the next few years including the South Lake Silver Drive Complete Street Project, Avenue C SW Complete Street Project, Avenue K NE Project and First Street North. The Avenue K NE and First Street North projects will enhance pedestrian connectivity in the Polk State College and First Street Areas. As these projects are designed and planned and additional projects are contemplated, project managers and designers will work to use the Age Friendly Design Checklist where feasible.

Driver Education Courses are currently held at the Senior Center. Perhaps additional partners such as larger home owner associations or groups could work to host these as well (see Appendix 2).

Goals and Action Steps:

<table>
<thead>
<tr>
<th>STRATEGIES/ ACTIONS</th>
<th>INDICATORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve offerings and awareness of transportation options for people with disabilities and older adults (both public and private)</td>
<td>Number of providers serving community Number of persons served</td>
</tr>
<tr>
<td>• Increase transportation providers or people with disabilities and older adults</td>
<td></td>
</tr>
<tr>
<td>• Create inventory of communitywide transit/transportation options for older and disabled persons</td>
<td>Progress towards creation of Transportation Resource tool</td>
</tr>
<tr>
<td><strong>Promote safe streets and intersections for all users</strong></td>
<td></td>
</tr>
<tr>
<td>• Implement bicycle lanes and trails</td>
<td>Number of bicycle lanes and trails created</td>
</tr>
<tr>
<td>• Assess pedestrian crosswalks for safety and accessibility</td>
<td>Partner with AARP and other qualified volunteers to conduct Walkability Audits</td>
</tr>
<tr>
<td><strong>Increase driving education resources</strong></td>
<td></td>
</tr>
<tr>
<td>• Identify inventory of driver education classes and locations</td>
<td>Number of classes and locations and dissemination of information.</td>
</tr>
<tr>
<td>• Create driving resource area in Senior Center</td>
<td>Creation of consolidated resource area</td>
</tr>
<tr>
<td><strong>Promote improvement of public transportation accessibility, reliability, convenience, and maintenance</strong></td>
<td></td>
</tr>
<tr>
<td>• Assess ridership issues and improvements for users Deploy FDOT Coalition for Safe Mobility for using Public Transportation</td>
<td>Creation of list of issues and progress on improvements and recommendations Number of sites / persons participating in Age-friendly Public Transportation trainings</td>
</tr>
</tbody>
</table>
Potential Participating Partners Include:
Public Works, PD, TPO, Polk Transit, City Planning, Parks & Rec, Multimodal Transportation Advisory Committee representatives, Polk Vision, The Bike Shop, Elderpoint Ministries, Coalition for Safe Mobility

Communication & Information

Vision:
Our vision is to promote accurate and timely and legible information that connects residents with helpful resources to live their lives.

What We Heard:

• People want and feel that Winter Haven has free access to computers and the internet in public places such as the library, senior centers, or government buildings
• People do not feel Winter Haven has clearly displayed printed community information with large lettering
• People don’t know if there is community information that is delivered in person to people who may have difficulty or may not be able to leave their home
• Largest disparity between want and have: community information that is delivered in person to people who may have difficulty or may not be able to leave their home

Background & Next Steps:
The Winter Haven Community has many exciting activities and growth going on. There is something for everyone with many activities geared towards different interests and age groups. Winter Haven truly is an event driven community with multiple events going on almost any weekend. The Senior Center and Library officially and unofficially serve as Communitywide Resource Centers. In Winter Haven, there are many senior housing communities or complexes. Many of these communities/complexes have a central home owners association or management/activities entity. These groups should help provide a centralized clearing house for senior related information applicable to their particular needs and audience. This should include specific resources as well as how their residents would like to receive their information. Utilizing apps such as Nextdoor for more established neighborhoods also helps gets information in and out. Perhaps the City and local business community can create a “welcome wagon” type package highlighting links to information and local resources to distribute to new residents when they establish utility accounts. In our conversations with various focus groups and data gathering, residents mentioned that there are many community calendars (e.g. Chamber, City, NewsSplash, Main Street, different local magazines/papers and civic groups). It is next to impossible to keep one master community calendar highlighting every public and private event and resource in the Community. That is why as much coordination between entities on calendars as well as ensuring that current and new residents know where to find the information they are looking for, whether it is public or private based. Another strategy amongst focus groups participants was to help highlight local resources who are already in place such as local high school and college sporting events. Additionally, there is an over 55 Band at Polk State College that can be highlighted. As with Age Friendly Design Guidelines, there are guidelines that can help make communications more age friendly. These guidelines can be applicable to printed items, social media, websites, etc. Working with Community leaders to evaluate our current websites and printed items to ensure that they are up to the latest age friendly communication/readability standards should be a priority.

Goals and Action Steps:

<table>
<thead>
<tr>
<th>STRATEGIES/ ACTIONS</th>
<th>INDICATORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase the reach/ outreach of accurate, relevant community activities to homebound persons via a range of formats</td>
<td>Creation of list of current community organizations sharing information</td>
</tr>
<tr>
<td>• Inventory of community services providing relevant senior information</td>
<td></td>
</tr>
</tbody>
</table>
• Ensure community information is distributed via multiple formats and platforms  
  Number of providers distributing information electronically and to homebound persons

<table>
<thead>
<tr>
<th>Consolidate age-friendly community information into one resource</th>
<th>Number of providers distributing information electronically and to homebound persons</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Create a senior focused newsletter</td>
<td>Creation of newsletter Number of sites/ persons signed up for newsletter</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Promote easy to read methods for all community information graphics</th>
<th>Creation of guidelines and distribution to community partners Number of community resources adopting age-friendly communication standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Create guidelines for age-friendly communication standards and distribute to communication partner</td>
<td>Creation of guidelines and distribution to community partners Number of community resources adopting age-friendly communication standards</td>
</tr>
</tbody>
</table>

**Potential Participating Partners Include:**
City & Community Communication Managers, Main Street Winter Haven, Winter Haven Chamber of Commerce, City IT, Parks & Rec Marketing, WH Sun, The Ledger, Meals on Wheels

**Next Steps:**
The items above and contained within the Plan are simply strategies to help continue to make Winter Haven an Age Friendly Place for the next 2, 5, 10 and twenty years. Groups are already implementing and working on many of these topics. The Plan helps to highlight these items and bring them to the forefront. Many of the recommendations and follow up items are a direct result of input from these groups. The plan will be presented to the City Commission and local leaders in early 2019 for adoption and buy in. The Committee will recommend that the plan be formally endorsed by the City Commission and request a City Commission representative be appointed to the Committee. Each Domain will be assigned to a Domain Leader to work towards implementation of items within the Action Plan.

Age Friendly Winter Haven will then continue to meet on a quarterly basis. Progress on each Domain will be reviewed on a quarterly basis and an annual meeting will be held in 2019 to review progress and direction on the overall Action Plan and Winter Haven Age Friendly Process.

**Appendices Attached:**
1. Data Analysis- this is a detailed report and analysis of data from the 355 surveys completed.
2. Age Friendly Outdoor Spaces, Building and Transportation Design Checklists – these checklists should be used as general guidelines when planning renovations or new projects in and around the City.
3. Community Demographics
Age-Friendly Winter Haven Survey Results

Housing
Age-Friendly Winter Haven Survey Results

How would you rate the Winter Haven community as a place for people to live as they age?

350 responses

- 12 (3.4%)
- 18 (5.1%)
- 93 (26.6%)
- 147 (42%)
- 80 (22.9%)
Age-Friendly Winter Haven Survey Results

How long have you lived in Winter Haven?
- 347 responses

- 26.8% <5 years
- 14.7% 5-14 years
- 17.3% 15-24 years
- 22.5% 25-34 years
- 12.4% 35-44 years
- 14.7% 45+ years

How long have you lived in Polk County?
- 354 responses

- 11.6% <5 years
- 18.4% 5-14 years
- 18.0% 15-24 years
- 10.4% 25-34 years
- 14.4% 35-44 years
- 20.6% 45+ years

Some people reside in places outside of their state for part of the year. Which of the following describes how you reside in Florida, specifically Winter Haven?
- 342 responses

- 80.8% Year round, do not reside anywhere outside of Winter Haven
- 19.2% Seasonally, reside outside of Winter Haven during Winter, Spring, Summer or Fall on a regular basis
Age-Friendly Winter Haven Survey Results

How important is it for you to remain in Winter Haven as you age?

348 responses

- 1: 18 (5.2%)
- 2: 12 (3.4%)
- 3: 80 (23%)
- 4: 138 (39.7%)
- 5: 100 (28.7%)
Age-Friendly Winter Haven Survey Results

Thinking about your retirement years when you do not work at all for pay, how likely is it that you will move to a different home in Winter Haven?
346 responses

- Extremely likely: 36.1%
- Very likely: 15.9%
- Somewhat likely: 25.7%
- Not very likely: 9%
- Not at all likely: 7.4%
- Not sure: 13.2%

Thinking about your retirement years when you do not work at all for pay, how likely is it that you will move to a different home outside of Winter Haven?
349 responses

- Extremely likely: 38.7%
- Very likely: 30.4%
- Somewhat likely: 13.2%
- Not very likely: 7.4%
- Not at all likely: 13.2%
- Not sure: 13.2%
If you were to consider moving out of Winter Haven during your retirement when you do not work at all, would the following factors impact your decision to move?

- Looking for a different home size that meets your needs
  - Yes: 43.5%
  - No: 11.1%
  - Not sure: 45.4%

- Maintaining your current home will be too expensive
  - Yes: 34.1%
  - No: 29.4%
  - Not sure: 36.5%

- Fearing for your personal safety or security concerns
  - Yes: 93.6%
  - No: 9.2%
  - Not sure: 7.2%

- Looking for a home that will help you live independently as you age
  - Yes: 38.2%
  - No: 8%
  - Not sure: 53.8%

- Wanting to move to an area that has better healthcare facilities
  - Yes: 53.6%
  - No: 13.2%
  - Not sure: 33.2%
Age-Friendly Winter Haven Survey Results

If you were to consider moving out of Winter Haven during your retirement when you do not work at all, would the following factors impact your decision to move?

- Wanting to be closer to family: 315 responses
  - Yes: 59.9%
  - No: 39.6%
  - Not sure: 0.6%

- Needing more access to public transportation: 313 responses
  - Yes: 50.5%
  - No: 30.4%
  - Not sure: 19.1%

- Wanting to live in a different climate: 311 responses
  - Yes: 65.9%
  - No: 20.4%
  - Not sure: 8.6%

- Looking for an area that has a lower cost of living: 308 responses
  - Yes: 53.6%
  - No: 33.8%
  - Not sure: 12.7%
Age-Friendly Winter Haven Survey Results

Do you own or rent your primary home, or do you have some other type of living arrangement, such as living with a family member or friend?

- Own: 77.9%
- Rent: 17%
- Other type of living arrangement: 5.1%

What type of home is your primary home?

- Single family home: 62.1%
- Mobile home: 18.5%
- Town home or duplex: 8%
- Apartment: 5.1%
- Condominium or co-op: 3.6%
- Coral House: 3.6%
- Montoncoast Home: 2.3%
- Villas, not really a condo: 0.9%
How important is it for you to be able to live independently in your own home as you age?

350 responses

1 (0.3%) 2 (0.9%) 3 (5.1%) 4 (28.6%) 5 (65.1%)
Age-Friendly Winter Haven Survey Results

Besides yourself, do you have any of the following people living in your household?

- Child under 18
- Child 18+
- Child away at college
- Parents
- Other adult relative or friend
People sometimes make modifications to their home so they can stay there as they age. Do you think you will need to make the following types of modifications or improvements to your home to enable you to stay there as you age?

**Easier access into or within your home such as a ramp, chairlift, or wider doorways**
- Yes: 56.7%
- No: 22.7%
- Not Sure: 20.6%

**Bathroom modifications such as grab bars, handrails, a higher toilet or non-slip tiles**
- Yes: 42.7%
- No: 43.3%
- Not Sure: 14%

**Putting a bedroom, bathroom, and kitchen on the first floor**
- Yes: 76.7%
- No: 16.9%
- Not Sure: 16.9%

**Improve lighting**
- Yes: 63.8%
- No: 19.9%
- Not Sure: 16.3%

**Installing a medical emergency response system that notifies others in case of an emergency**
- Yes: 53.9%
- No: 39.3%
- Not Sure: 16.9%
Age-Friendly Winter Haven Survey Results

**Housing**

- Most "Extremely Important" (5) rankings
- How Important (sum of 4&5 rankings)
- Does Winter Haven have it? Yes
- No
- Not Sure

- Home repair contractors that are trustworthy, do quality work, and are affordable
- Well-maintained homes and properties
- A home repair service for low-income and older adults that helps with repairs
- Seasonal services such as lawn work or snow removal for low-income and older adults
- Affordable housing options for adults of varying income levels such as older active adults communities, assisted living and communities with shared facilities and outdoor spaces
- Homes that are equipped with features such as no-step entry, wider doorways first floor bedroom and bath, grab bars in bathrooms
Housing Summary:

- People mostly want and feel that Winter Haven has well-maintained homes and properties.
- People do not feel Winter Haven has affordable housing options for varying incomes and varying levels of care.
- People don’t know if there is a home-repair service for low-income and older adults.
- Largest disparity between want and have: home-repair service for low-income and older adults.
- Smallest disparity: well-maintained homes and properties.
Age-Friendly Winter Haven Survey Results

Outdoor Spaces and Buildings
Age-Friendly Winter Haven Survey Results

Outdoor Spaces and Buildings

- Well-maintained and safe parks that are within walking distance of your home
- Public parks with enough benches
- Sidewalks that are in good condition, free from obstruction, safe for pedestrian use, and accessible for wheelchairs or other assistive mobility devices
- Well-maintained public buildings and facilities that are accessible to people of different physical abilities
- Separate pathways for bicyclists and pedestrians
- Well-maintained public restrooms that are accessible to people of different physical abilities
- Neighborhood watch programs

Most "Extremely Important" (5) rankings

- How Important (sum of 4&5 rankings)
- Does Winter Haven have it? Yes
- No
- Not Sure
Age-Friendly Winter Haven Survey Results

Outdoor Spaces and Buildings Summary:

• People mostly want and feel that Winter Haven has well-maintained public buildings and facilities that are accessible to people of different physical abilities
• People do not feel Winter Haven has well-maintained and safe parks that are within walking distance of your home, but it’s also the least important category
• People don’t know if there are neighborhood watch programs
• Largest disparity between want and have: neighborhood watch programs
• Smallest disparity: well-maintained and safe parks that are within walking distance of your home
Transportation & Streets
Age-Friendly Winter Haven Survey Results

Transportation

![Bar chart showing survey results for transportation aspects in Winter Haven. The chart includes categories such as accessible and convenient public transportation, affordable public transportation, well-maintained public transportation vehicles, reliable public transportation, safe public transportation stops or areas, and special transportation services for people with disabilities and older adults. The chart uses different colors to indicate the importance and availability of these services, with blue representing the most important aspects and green indicating whether Winter Haven has these services.]
Age-Friendly Winter Haven Survey Results

How do you get around for things like shopping, visiting the doctor, running errands, or going to other places?

- Drive yourself, 91%
- Have others drive you, 20%
- Walk, 21%
- Ride a bike, 12%
- Use public transportation, 7%
- Use a special transportation service for seniors or persons with disabilities, 4%
- Take a taxi/cab/Uber, 6%
Age-Friendly Winter Haven Survey Results

Streets

- Well-maintained streets
- Easy to read traffic signs
- Enforced speed limits
- Public parking lots, spaces, and areas to park
- Affordable public parking
- Well-lit, safe streets and intersections for all users (pedestrians, bicyclists, drivers)
- Audio/visual pedestrian crossings
- Driver education refresher courses

Most "Extremely Important" (5) rankings

- How Important (sum of 4&5 rankings)
- Does Winter Haven have it? Yes
- No
- Not Sure
Age-Friendly Winter Haven Survey Results

Transportation and Streets Summary:

- Most “extremely important” category: well-lit, safe streets and intersections for all users
- People mostly want and feel that Winter Haven has easy to read traffic signs
- People do not feel Winter Haven has accessible and convenient public transportation
- People don’t know if there are driver education refresher courses available
- Largest disparity between want and have: reliable public transportation and special transport services
- Smallest disparity: easy to read traffic signs
Age-Friendly Winter Haven Survey Results

Health & Wellness
In general, when compared to most people your age, how would you rate your health?

How often do you engage in some form of physical exercise, such as walking, running, biking, swimming, sports, strength training, yoga, or stretching?

How important is it to you to remain physically active for as long as possible?

Does any disability, handicap, or chronic disease keep you and/or your spouse or partner from fully participating in work, school, housework, or other activities?
Age-Friendly Winter Haven Survey Results

Health and Wellness

- **How Important (sum of 4&5 rankings)**
- **Does Winter Haven have it?** Yes | No | Not Sure

<table>
<thead>
<tr>
<th>Service</th>
<th>How Important</th>
<th>Winter Haven Has It</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health and wellness programs and classes in areas such as nutrition, smoking cessation, and weight control</td>
<td>80</td>
<td>Yes</td>
</tr>
<tr>
<td>Fitness activities specifically geared to older adults</td>
<td>90</td>
<td>Yes</td>
</tr>
<tr>
<td>A service that helps seniors find and access health and supportive services</td>
<td>90</td>
<td>Yes</td>
</tr>
<tr>
<td>Easy to find information on local health and supportive services</td>
<td>80</td>
<td>Yes</td>
</tr>
<tr>
<td>Home care services including health, personal care and housekeeping</td>
<td>90</td>
<td>Yes</td>
</tr>
<tr>
<td>Well-trained, certified home health care providers</td>
<td>90</td>
<td>Yes</td>
</tr>
<tr>
<td>Affordable home health care providers</td>
<td>90</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Most "Extremely Important" (5) rankings
Age-Friendly Winter Haven Survey Results

**Healthcare Facilities**

- **Conveniently located health and social services**
- **Conveniently located emergency care centers**
- **Well-maintained hospitals and healthcare facilities**
- **A variety of healthcare professionals, including specialists**
- **Healthcare professionals who speak different languages**
- **Easily understandable and helpful local hospital or clinic answering services**
- **Respectful and helpful hospital and clinic staff**

**How Important (sum of 4 & 5 rankings)**

- **Most “Extremely Important” (5) rankings**
- **Does Winter Haven have it? Yes**
- **No**
- **Not Sure**
Age-Friendly Winter Haven Survey Results

Insurance Coverage

- Medicare
- Insurance through current or former employer
- Insurance purchased directly from insurance provider, not employer
- VA or other military healthcare
- Medicaid or any kind of government assistance for those with low income or disability
- Other insurance coverage
Age-Friendly Winter Haven Survey Results

Health and Wellness Summary:

- Most “extremely important” category: well-maintained hospitals and healthcare facilities
- People feel that Winter Haven has conveniently located emergency care centers
- People do not feel Winter Haven has a service that helps seniors find and access health and supportive services
- People don’t know if there are affordable home health care providers
- Largest disparity between want and have: affordable home health care providers
- Smallest disparity: conveniently located emergency care centers
Social Participation, Inclusion, and Education Opportunities
About how frequently do you interact with your friends, family, or neighbors in your community? This interaction could be by phone, in person, email or social media (e.g. Facebook)

- More than once a day: 49.4%
- About once a day: 23%
- Several times a week: 19.5%
- Once a week: 12%
- Once every 2 or 3 weeks: 11.1%
- Once a month: 4.2%
- Less than monthly: 3.9%
- Never: 0.3%

Where do you go for continuing education or self-improvement classes/workshops in Winter Haven?

- University/Community College: 42.5%
- Department of Parks & Recreation: 11.1%
- Local organizations or businesses: 12%
- Community center: 11.1%
- Senior center: 7.8%
- Offerings through my work: 6.6%
- Online programs: 0.3%
Age-Friendly Winter Haven Survey Results

Social Participation, Inclusion, and Education Opportunities

- Conveniently located venues for entertainment
- Activities specifically geared to older adults
- Activities that offer senior discounts
- Activities that are affordable to all residents
- Activities that involve both younger and older people
- Accurate and widely publicized information about social activities
- A variety of cultural activities for diverse populations
- Local schools that involve older adults in events and activities
- Continuing education classes
- Social clubs, such as for books, gardening, crafts, or hobbies

Most “Extremely Important” (5) rankings

- How Important (sum of 4&5 rankings)
- Does Winter Haven have it? Yes
- No
- Not Sure
Age-Friendly Winter Haven Survey Results

Social Participation Summary:

- Most “extremely important” category: activities that are affordable to all residents
- People feel that Winter Haven has conveniently located venues for entertainment
- People do not feel Winter Haven has accurate and widely publicized information about social activities
- People don’t know if there are local schools that involve older adults in events and activities
- Largest disparity between want and have: local schools that involve older adults in events and activities
- Smallest disparity: conveniently located venues for entertainment
Volunteering & Civic Engagement
Age-Friendly Winter Haven Survey Results

Volunteering and Civic Engagement

- A range of volunteer activities to choose from
- Volunteer training opportunities to help people perform better in their volunteer roles
- Opportunities for older adults to participate in decision-making bodies such as community councils or committees
- Easy to find information about local volunteer opportunities
- Transportation to and from volunteer activities for those who need it

Most "Extremely Important" (5) rankings:
- How Important (sum of 4&5 rankings)
- Does Winter Haven have it? Yes
- No
- Not Sure
Age-Friendly Winter Haven Survey Results

Volunteer and Civic Participation Summary:

• People want and feel that Winter Haven has a range of volunteer activities to choose from
• People do not feel Winter Haven has easy to find information about local volunteer opportunities
• People don’t know if there are volunteer training opportunities to help people perform better in their volunteer roles
• Largest disparity between want and have: volunteer training opportunities to help people perform better in their volunteer roles
• Smallest disparity: range of volunteer activities to choose from
Age-Friendly Winter Haven Survey Results

Employment
Which of the following best describes your current employment status?

- Self-employed, part-time
- Self-employed, full-time
- Employed, part-time
- Employed, full-time
- Unemployed, but looking for work
- Retired, not working at all
- Not in labor force for other reasons

342 responses

How likely is it that you will continue to work for as long as possible, rather than choosing to retire and no longer work for pay?

- Extremely likely
- Very likely
- Somewhat likely
- Not very likely
- Not at all likely
- Not sure
- Not applicable

246 responses
Age-Friendly Winter Haven Survey Results

Job Opportunities

- **A range of flexible job opportunities for older adults**
  - How Important (sum of 4&5 rankings)
  - Does Winter Haven have it? Yes
  - No
  - Not Sure

- **Job training opportunities for older adults who want to learn new job skills within their job or get training in a different field of work**
  - How Important (sum of 4&5 rankings)
  - Does Winter Haven have it? Yes
  - No
  - Not Sure

- **Jobs that are adapted to meet the needs of people with disabilities**
  - How Important (sum of 4&5 rankings)
  - Does Winter Haven have it? Yes
  - No
  - Not Sure

Most “Extremely Important” (5) rankings
Age-Friendly Winter Haven Survey Results

Employment Summary:

- People want and feel that Winter Haven has jobs that are adapted to meet the needs of people with disabilities, but that we need more
- People do not feel Winter Haven has a range of flexible job opportunities for older adults
- People don’t know if there are job training opportunities for older adults
Age-Friendly Winter Haven Survey Results

Communication & Information
Age-Friendly Winter Haven Survey Results

Would you turn to the following resources if you, a family member, or friend needed information about services for older adults, such as caregiving services, home delivered meals, home repair, medical transport or social activities?

- Local senior centers
- Local Area Agency on Aging/Senior Connection Center
- Family or friends
- Local non-profit organizations
- AARP
- Faith-based organizations such as churches or synagogues
- Internet
- Phone book
- Your doctor or other health care professional
- Local government offices such as the Department of Health
- Library
In general, how often do you go online to access the internet for things like sending or receiving email, getting news and information, paying bills or managing finances or buying products or services? This includes access from home, work, a mobile device (such as a smartphone or tablet), or someplace else.

333 responses
Age-Friendly Winter Haven Survey Results

Community Information

Access to community information in one central source
- Most "Extremely Important" (5) rankings
- How Important (sum of 4&5 rankings)
- Does Winter Haven have it? Yes
- No
- Not Sure

Clearly displayed printed community information with large lettering

An automated community information source that is easy to understand, like a toll-free telephone number

Free access to computers and the internet in public places such as the library, senior centers, or government buildings

Community information that is delivered in person to people who may have difficulty or may not be able to leave their home

Community information that is available in a number of different languages
Age-Friendly Winter Haven Survey Results

Communication and Information Summary:

• People want and feel that Winter Haven has free access to computers and the internet in public places such as the library, senior centers, or government buildings
• People do not feel Winter Haven has clearly displayed printed community information with large lettering
• People don’t know if there is community information that is delivered in person to people who may have difficulty or may not be able to leave their home
• Largest disparity between want and have: community information that is delivered in person to people who may have difficulty or may not be able to leave their home
Age-Friendly Winter Haven Survey Results

Summary of all Domains:

• **Most important to people:**
  • Health & Wellness
  • Housing
  • Transportation & Streets

• **People are most satisfied with:**
  • Healthcare facilities and providers
  • Well-maintained streets

• **People don’t feel Winter Haven has adequate:**
  • Outdoor spaces
  • Communication
  • Volunteering and Civic Engagement

• **People do not know enough about:**
  • Employment opportunities

• **Largest disparity:**
  • Employment opportunities

• **Smallest disparity:**
  • Healthcare facilities
  • Streets
  • Social Participation
Demographics
Age-Friendly Winter Haven Survey Results

What is your current marital status?
339 responses

- Married: 52.2%
- Not married, living with partner: 20.4%
- Separated: 11.5%
- Divorced: 2.0%
- Widowed: 0.4%
- Never married: 5.5%
Age-Friendly Winter Haven Survey Results

**What Ethnicity Are You?**
- 86.5% White
- 0.1% Black/African American
- American Indian/Alaskan Native
- Hispanic
- Multi-racial
- Haitian
- Unknown
- 296 responses

**Are you of Hispanic, Spanish, Latino origin or descent?**
- 76.6% Yes
- 23.4% No
- 316 responses
What is the highest level of education you have completed?

- K-12th grade (no diploma) 18.4%
- High school graduate, GED or equivalent 17.2%
- Post-high school education/training (no degree) 15.7%
- 2-year college degree 7.6%
- 4-year college degree 17.7%
- Post-graduate study (no degree) 19%
- Graduate or professional degree 15.7%

What was your annual household income before taxes in the most recent tax year?

- Less than $10,000 9.8%
- $10,000-$19,999 19.6%
- $20,000-$29,999 21%
- $30,000-$39,999 13.4%
- $40,000-$49,999 13%
- $50,000-$74,999 13%
- $75,000-$99,999 13%
- $100,000-$149,999 13%
- $150,000 or more 13%
Do you consider yourself to be a Democrat, a Republican, an Independent or something else?

313 responses

Thinking about state elections for Florida Governor and Legislators in the last five years, how often would you say you voted?

336 responses
Age-Friendly Winter Haven Survey Results

Thank you to our sponsors!

Spring Lake Rehabilitation Center
BLFS
Home Instead Senior Care
Citizens Bank & Trust
All About Aging
For more information, contact:

Andy Palmer, City of Winter Haven       863-291-5656       apalmer@mywinterhaven.com
Jen Burke, City of Winter Haven        863-291-5870       jburke@mywinterhaven.com
Cari Herrington, All About Aging       863-288-0170       carileigh@allaboutagingllc.com

www.facebook.com/agefriendlyWH
Age-friendly outdoor spaces and buildings checklist

Environment
- The city is clean, with enforced regulations limiting noise levels and unpleasant or harmful odours in public places.

Green spaces and walkways
- There are well-maintained and safe green spaces, with adequate shelter, toilet facilities and seating that can be easily accessed.
- Pedestrian-friendly walkways are free from obstructions, have a smooth surface, have public toilets and can be easily accessed.

Outdoor seating
- Outdoor seating is available, particularly in parks, transport stops and public spaces, and spaced at regular intervals; the seating is well-maintained and patrolled to ensure safe access by all.

Pavements
- Pavements are well-maintained, smooth, level, non-slip and wide enough to accommodate wheelchairs with low curbs that taper off to the road.
- Pavements are clear of any obstructions (e.g. street vendors, parked cars, trees, dog droppings, snow) and pedestrians have priority of use.

Roads
- Roads have adequate non-slip, regularly spaced pedestrian crossings ensuring that it is safe for pedestrians to cross the road.
- Roads have well-designed and appropriately placed physical structures, such as traffic islands, overpasses or underpasses, to assist pedestrians to cross busy roads.
- Pedestrian crossing lights allow sufficient time for older people to cross the road and have visual and audio signals.
Traffic
- There is strict enforcement of traffic rules and regulations, with drivers giving way to pedestrians.

Cycle paths
- There are separate cycle paths for cyclists.

Safety
- Public safety in all open spaces and buildings is a priority and is promoted by, for example, measures to reduce the risk from natural disasters, good street lighting, police patrols, enforcement of by-laws, and support for community and personal safety initiatives.

Services
- Services are clustered, located in close proximity to where older people live and can be easily accessed (e.g. are located on the ground floor of buildings).
- There are special customer service arrangements for older people, such as separate queues or service counters for older people.

Buildings
- Buildings are accessible and have the following features:
  - elevators
  - ramps
  - adequate signage
  - railings on stairs
  - stairs that are not too high or steep
  - non-slip flooring
  - rest areas with comfortable chairs
  - sufficient numbers of public toilets.

Public toilets
- Public toilets are clean, well-maintained, easily accessible for people with varying abilities, well-signed and placed in convenient locations.
Age-friendly transportation checklist

Affordability
- Public transportation is affordable to all older people.
- Consistent and well-displayed transportation rates are charged.

Reliability and frequency
- Public transport is reliable and frequent (including services at night and at weekends).

Travel destinations
- Public transport is available for older people to reach key destinations such as hospitals, health centres, public parks, shopping centres, banks and seniors’ centres.
- All areas are well-serviced with adequate, well-connected transport routes within the city (including the outer areas) and between neighbouring cities.
- Transport routes are well-connected between the various transport options.

Age-friendly vehicles
- Vehicles are accessible, with floors that lower, low steps, and wide and high seats.
- Vehicles are clean and well-maintained.
- Vehicles have clear signage indicating the vehicle number and destination.

Specialized services
- Sufficient specialized transport services are available for people with disabilities.

Priority seating
- Priority seating for older people is provided, and is respected by other passengers.

Transport drivers
- Drivers are courteous, obey traffic rules, stop at designated transport stops, wait for passengers to be seated before driving off, and park alongside the curb so that it is easier for older people to step off the vehicle.

Safety and comfort
- Public transport is safe from crime and is not overcrowded.

Transport stops and stations
- Designated transport stops are located in close proximity to where older people live, are provided with seating and with shelter from the weather, are clean and safe, and are adequately lit.
- Stations are accessible, with ramps, escalators, elevators, appropriate platforms, public toilets, and legible and well-placed signage.
- Transport stops and stations are easy to access and are located conveniently.
- Station staff are courteous and helpful.
Information
- Information is provided to older people on how to use public transport and about the range of transport options available.
- Timetables are legible and easy to access.
- Timetables clearly indicate the routes of buses accessible to disabled people.

Community transport
- Community transport services, including volunteer drivers and shuttle services, are available to take older people to specific events and places.

Taxis
- Taxis are affordable, with discounts or subsidized taxi fares provided for older people with low incomes.
- Taxis are comfortable and accessible, with room for wheelchairs and/or walking frames.
- Taxi drivers are courteous and helpful.

Roads
- Roads are well-maintained, wide and well-lit, have appropriately designed and placed traffic calming devices, have traffic signals and lights at intersections, have intersections that are clearly marked, have covered drains, and have consistent, clearly visible and well-placed signage.
- The traffic flow is well-regulated.
- Roads are free of obstructions that might block a driver’s vision.
- The rules of the road are strictly enforced and drivers are educated to follow the rules.

Driving competence
- Refresher driving courses are provided and promoted.

Parking
- Affordable parking is available.
- Priority parking bays are provided for older people close to buildings and transport stops.
- Priority parking bays for disabled people are provided close to buildings and transport stops, the use of which are monitored.
- Drop-off and pick-up bays close to buildings and transport stops are provided for handicapped and older people.