Coamo
Age Friendly City

Action Plan
2021-2025

Puerto Rico

Autonomous Municipality of Coamo
Juan C. García Padilla, Mayor
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Mayor's Message

The Autonomous Municipality of Coamo, Puerto Rico joined in 2016 the initiative of the World Health Organization, "Global Network of Age-Friendly Cities", created to facilitate an active and healthy aging for the elderly population. We accepted the challenge and moved the initiative forward with genuine commitment and the support of AARP, the Advisory Council with representatives from the government sector, higher education entities, community organizations, private agencies, older adults, and the community in general.

The Project "Coamo: Friendly City with Older Adults" is characterized by its comprehensive, inclusive approach that promotes the participation of older adults, their family, their caregivers, service providers and community representatives. These collaborators participated in the process of assessing needs, services, desires and challenges to support the quality of life of all citizens and, especially the elderly. In our plan, we collected and addressed the results of community consultations with comprehensive, attainable strategies tailored to our resources. We also considered the impact of external conditions such as earthquakes and the pandemic, the geographical circumstances of our island and cultural preferences.

In the Autonomous Municipality of Coamo, we feel committed to this effort, grateful to the collaborators and certain that the Project and the Action Plan will be totally implemented. We know that together we can establish "Coamo: Friendly City with Older Adults ". We will promote a paradigm to help us visualize our actions and future plans, taking into consideration the impact our decisions may have on the quality of life and on the active and healthy aging of the elderly, in the municipality of Coamo.

Juan Carlos García Padilla
Alcalde

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Acknowledgements

To set in motion the Project “Coamo, Age-friendly City,” many people with an interest in a better quality of life for our older adults have shared their ideas, recommendations, concerns, and above all, their time. We appreciate their confidence, generosity, and commitment to the project, and we hope they join us while we continue to develop our age-friendly city.

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Las Palmas Housing Project
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Lions Club
Pinos de Edad Dorada
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Baseball AA Celebrities, Inc.
FURIPACA
Fundación Regalo de Amor
Office of Representative Estrella Martinez
Coamo Alzheimer’s Support Group
Delta Phi Delta Fraternity
Other community organizations
Executive Summary

In 2016, the Autonomous Municipality of Coamo, acknowledging the needs of its older adults, with the support of AARP Puerto Rico, the Department of Health, and the Pan American Health Organization in Puerto Rico (OPM), embraced the project “Coamo: A Livable City for All,” in response to the initiative “Healthy Aging Cities” of the World Health Organization. Later, in 2020, the project is named “Coamo: Age-friendly City.” It is our commitment to develop a city responsive to older adults, in agreement with the initiative of the World Health Organization (WHO)'s, “Global Age-friendly Cities.” We focused on healthy aging, on improving the ability of people through a united, multisectoral, structured, and innovative effort.

The Autonomous Municipality of Coamo is an example of the demographic and social characteristics of the rest of the country. In 2019, residents 60 years or older were 24.1% of the population, according to the American Community Survey (ACS). It is estimated that the population of Coamo is approximately 38,906 people, showing a reduction compared to the 40,512 inhabitants reported in 2010. 17.2% are adults over 65.

Following the model developed by the World Health Organization (WHO), the project is organized into 7 areas: outdoor spaces and accessibility, related to the ability to move about in the community safely and in a pleasant environment; public transportation that is accessible, safe, and adapted to needs; housing that allows older adults to age within their community. Homes location and design influence access to services in the community, on maintaining an independent life and quality of life; health services that are adequate, sufficient, and accessible; social and civic integration, closely linked to the wellbeing and professional, human, and spiritual development of older adults; communication and outreach, important to be connected to accurate and updated information about events, opportunities and services; community support for social support services from institutions or neighbors, for older adults quality of life and for the individual and communal benefit. Enabling strategies and interventions in these 7 areas leads to benefits for the community of older adults, as well as improving the quality of life of the entire community. Though the Age-friendly City project is conceived with the community of older adults as its focus, it is also predicated on the conviction that for a city to be friendly, it must be so for all of its residents.

The Autonomous Municipality of Coamo has ideal demographic and socioeconomic characteristics for the implementation of the Age-friendly City model. In addition, the willingness and commitment of the mayor, as well as having a Strategic Development Framework, a Business Viability Study, and a Strategic Plan for its governance and growth, were considered to be fundamental in the project's success.

To develop the model, a five-year work plan was established starting with a review of documents and training on the Livable Cities model. A proposal was submitted to the AARP state office and a collaborative agreement was signed. In June of 2016, AARP sponsored the Academy: Collaborative Leadership and Community Strengthening - Strategies for Participation and Community Outreach, to create a collaborative learning space and strengthen the skills and work that can boost collaborative leadership and community strengthening; to reflect on the role of community leaders in the process of community transformation; and to discuss the necessary steps and components to develop an action plan as a community.
In September of 2016, a Forum, Coamo, Livable City for All, was held, the initiative was introduced to members of the community, the municipal team, government agencies, residents, business owners and professionals from different areas, higher education sector, churches, community leaders, and representatives of the WHO and the Department of Health, among others. In October of 2016, representatives of the municipality and non-governmental organizations met in Coamo, as well as volunteers from Americorps VISTA of the Third Mission Institute of Albizu University. They were trained in the method of evaluating streets and sidewalks designed by AARP, using the “Complete Streets” form, and the city evaluation was done with the participation of 16 volunteers.

In November of 2016, the Advisory Council was founded with representation of the public and private sectors on the island. The Council made accurate decisions to promote the project; however, external factors such as a new government and administration officials turn over affected the continuity of the objectives and planning process. Considering these facts, in August of 2021, the Mayor convened municipal members of the public and private sectors to establish the Municipal Advisory Council, and continue with the stewardship of the Project.

As part of the Working Plan, and with the objective of the community evaluation of each one of the project areas for recommendations, a survey and a series of community interviews were planned. In preparation for the development of the survey, the SWOT analysis done at the state level in response the Demographic Challenge Act of 2010, spearheaded by the Planning Board, was revised. A group of professionals participated, including academics, gerontologists, social workers, and others in representation of the island’s older adults.

To carry out the interviews, a Questions Guide was designed in which each of the areas to be evaluated were defined and questions were developed to direct the discussions. The interviews took place from February to June 2017, and 122 people participated from three public housing projects, social workers of the municipality who work in activity centers for older adults, directors of senior living institutions, medical service providers, leaders, and members of civic, religious, and community organizations, executives and employees of banking and health care institutions.

To complement the community interviews, in August of 2017, AARP presented “Life Reimagined”. The purpose of the event was to discuss the situation older adults face when they reach the end of employment, to discuss the number of possibilities they can consider and how to be successful in other projects during this new stage in their lives. We also had the collaboration of AARP offering “Home Fit” workshops to members of different community organizations.

The results of the discussions and interviews with residents and service providers in the Municipality of Coamo emulate what happens in the rest of the island, which has experienced a demographic change and the aging population predominates. The 60 years or older group, represent over 24% of the residents of Puerto Rico, share characteristics such as: health problems, high rates of chronic diseases; poverty levels; dependence on Social Security income; high rates of unemployment; transportation problems; need for home aid; inadequate housing; loneliness, due to the emigration of family members, a movement that worsened after hurricane Maria in 2017; lack of recreational activities and integration in their community, as well as exercise; and, absence of prevention and health promotion programs, among others.
Continuing with the project, the task force did a study of the needs and resources in the municipality of Coamo from the perspective of the seven main areas. The purpose, to find out the opinion of the residents in the three senior living facilities and participants of four senior (or “Golden Age”) centers. This study started in September of 2017; and was halted because of hurricane Maria devastation in Puerto Rico and resumed in December. The visits to the centers and senior living facilities concluded in March of 2018.

We used the quantitative method, with answers to specific questions, and the exploratory transectional model through opinion surveys and questionnaires. We recruited and trained a group of people. 321 older adults participated who were residents of the municipality of Coamo and participants in the senior centers. 60.2% of the people surveyed were women. The average age of the participants was 73 years old. Regarding housing: 60.2% said they lived in a senior housing facility (égida), in a rented home or someone else’s home, 91.1% reported being satisfied with the house in which they reside and/or spend most of their time, the income for 86.5% comes from Social Security and entitlement programs, and for 41.8%, their income was not sufficient to cover their basic needs. Regarding outdoor spaces and accessibility, 54.2% of those surveyed said they do some physical activity, 88.4% said they are satisfied concerning safety, and 88.3% said they are satisfied with the hours in which they carry out the activities.

For transportation, 46.1% indicated they have their own car or have access to a motor vehicle, and 79.7% said they are satisfied with their mobility in the municipality. In terms of community support, 69.4% acknowledged that older adults are given fair to a lot of recognition in the municipality of Coamo, and 88.5% of older adults are satisfied with the attention they receive from municipal government and public agencies staff. Regarding participation and social and civic integration, 98.7% of those surveyed are not currently in the work force, 84.8% indicated they are satisfied with the existing leisure spaces in Coamo such as: movie theaters, shopping malls, theaters, among others; and 84.3% are satisfied with local businesses. Concerning the performance of the municipal administration in the organization of free of charge events (cultural and sports) for citizens, 86.8% indicated they are satisfied.

In terms of health services, 47.6% indicated they visit government health plan medical providers and 39.1% go to a private doctor’s office or provider when they need medical care or healthcare services. 88.4% feel the healthcare they receive is adequate, and 81.6% indicated they are satisfied with the improvement of healthcare centers and the public clinics services. The preferred communication and outreach methods are television, radio, and newspapers. The main concern expressed in the focus groups is receiving relevant information that is accessible to older adults with different abilities and resources.

The municipal government, through formal and informal collaborative agreements, offered services establishing collaborations with service providers from the public and private sector, ensuring that special attention is offered to our older adults. As of 2016, the services have been designed based on the WHO’s age-friendly cities model and the results of the community interviews. It is worth highlighting among the services offered: clinics and health fairs in the communities in coordination with health plans and private medical groups; transportation to doctor’s appointments; the “Home Aides” program to offer support with services at home such as cleaning, preparation of meals and companionship; supply of medical equipment, and financial support to cancer patients. We have
three daytime senior centers that offer transportation, food, assistance of a social worker, nursing services, and entertainment and socialization activities. We have a free public transportation system to areas surrounding the city center, also an outdoor gymnasium, a safe walking and biking path without barriers and in excellent shape. Three municipal senior living facilities provide 228 apartments, three public housing projects, and long-term private care centers in the urban and rural areas. Recreational and educational activities are regularly offered free-of-charge to participants, activities are advertised on the social networks of the municipal government.

Our Action Plan includes quality of life, health, wellbeing, and intergenerational contact, from the perspective of our community life. It is organized by area and for each one we offer the goal, objectives, actions, timeline, entity responsible for development and implementation, indicators, and challenges. We are now facing the challenge of the COVID-19 pandemic, so most of the strategies considered in this plan, which involve group meetings, are limited by the restrictions and guidelines established by the officials of the Department of Health, the governor and the mayor. We estimate that we may have more flexibility for implementation in January 2022, given the preventive measures in place for COVID-19, reason why we have been conservative in the timeline to start the strategies coordination together with the Municipal Advisory Council.
Introduction

The aging of the population impacts our way of living, work, and how we relate to other people and to the environment. It is predicted that by 2050, the number of people over 60 years of age worldwide will double from one billion to two billion. The “World Report on Aging and Health” highlights the need for cities and municipalities to offer better solutions to older adults to develop their abilities and satisfy their basic needs, make decisions, maintain mobility, learn, and maintain relationships, among others. The report tells us that it is necessary to adapt cities to older adults and we do it by acknowledging their abilities and resources; respecting their decisions and lifestyles; reducing inequalities; protecting the most vulnerable and promoting their integration and contribution in all areas of community life.

The Autonomous Municipality of Coamo was officially founded on July 15, 1570 and is the third-oldest city in the island. It is located in the south-central region of Puerto Rico and covers 200.56 square kilometers (77.44 square miles). Its name in the Taíno language means “flat and extensive space.” It is known as “town of San Blas de Illescas,” “the old town,” “the city of thermal waters,” and “the center of the universe.” Its people, “coameños,” are also known as “the marathon runners.” Eleven “barrios” or rural communities, make up its territory: Coamo Arriba, Coamo Pueblo, Cuyón, Hayales, Los Llanos, Palmarejo, Pasto, Pedro García, Pulguillas, San Ildefonso, and Santa Catalina. Coamo is very popular for its thermal waters known as the “Coamo Baths.”
The Autonomous Municipality of Coamo mirrors the demographic and social characteristics of the rest of the country. In 2019, residents 60 years or older represented 24.1% of the population, according to the American Community Survey (ACS). It is estimated that the population of Coamo is approximately 38,906 people, showing a reduction compared to the 40,512 inhabitants reported in 2010. 17.2% are adults over 65. 53.4% are women and 46.6% men. The poverty level is estimated at 46% for 2019, with an average income of $19,692 and the percentage of people 65 or older with a disability was 51.1%. Income for 85.5% of these people is Social Security, with a median income of $12,186. 96.3% have healthcare coverage and of these only 34% have a private healthcare plan. 7.3% of the homes belong to people over 65 years of age. There are 568 grandparents responsible for their grandchildren and 1,561 living with their grandchildren. The place of residence for 261 older adults is in the municipal senior living facilities and a total of approximately 300 older adults from Coamo participate and benefit from daytime services that we offer at the senior centers.

In 2016, the Autonomous Municipality of Coamo, acknowledging the needs of its older adults, with the support of AARP Puerto Rico, the Department of Health, and the Pan American Health Organization in Puerto Rico (OPM), started the project “Coamo: A Livable City for All,” in response to the initiative “Healthy Aging Cities” of the World Health Organization. The Third Mission Institute also collaborated on the project. This is an organization that serves as a link between the Academy and the Community to facilitate the dissemination and implementation of scientific innovations in the field of prevention and health promotion. In 2020, the project was renamed “Coamo: Age-friendly City.”

The Autonomous Municipality of Coamo is committed to developing a city that embraces older adults, in accordance with the World Health Organization (WHO) initiative, “Global Age-friendly Cities.” We focus on the concept of healthy aging, on improving the functional ability of people through a shared, multisectoral, structured, and innovative effort.
Objective

The WHO “Age-friendly Cities” model promotes active aging strategies, the social participation of older adults, and establishes the conditions to improve the health of this group. It is focused on developing and implementing strategies to meet the social tendencies of urbanism and aging of the population, with changes to improve the daily living conditions so that citizens age with a better quality of life.

The Autonomous Municipality of Coamo submitted a proposal to the World Health Organization (WHO) and a collaborative agreement was signed with AARP Puerto Rico to designate the Municipality of Coamo as an Age-friendly City. The proposal was approved and Coamo became the first municipality in Puerto Rico to adopt the international project that the WHO started in 2005. The Age-friendly Cities model pursues the development of strategies focused on:

- Active aging
- Social participation of older adults
- Conditions to improve the health of older adults

This project is rooted in the recognition by the mayor, Hon. Juan Carlos García Padilla, that it is imperative to continue developing strategies and initiatives for these growing population.
Following the model developed by the World Health Organization (WHO), the project is divided in 7 areas:

- Housing
- Health Services
- Outdoor Spaces and Accessibility
- Communication and Outreach
- Community Support
- Transportation
- Participation and Civic and Social Integration

Activating strategies and interventions in these 7 areas leads to benefits for the community of older adults, as well as improves the quality of life of the entire community. In this sense, though the Age-friendly City project is conceived with the community of older adults as the focus, it is also predicated on the conviction that for a city to be friendly, it must be so for all its residents. The development of competence in the Age-friendly Cities model becomes more relevant in Puerto Rico and in our communities with the increase in the older adult’s population.
Activities Performed

The Autonomous Municipality of Coamo demographic and socioeconomic characteristics are ideal for the implementation of the Age-friendly City model. In addition, the commitment of the mayor, as well as having a Strategic Development Framework, a Business Viability Study, and a Strategic Plan for governance and growth, are fundamental pieces in the project’s ongoing success.

To develop the model, a five-year work plan was established starting with a literature review and training about the Livable Cities model. The collaborative agreement was established with AARP and the proposal was submitted to the AARP national office. It was also submitted to the World Health Organization (WHO) to be designated as the first municipality in Puerto Rico to be an Age-friendly City. Both organizations were granted these designations and the agreements signed.

On September 16-17, 2016, we held the Forum: Coamo, Livable City for All, to introduce the initiative to members of the community, a municipal team, governmental agencies, residents, business owners and professionals, the higher education sector, churches, community leaders, and representatives of the WHO and the Department of Health, among others.
Community Participation

On October 28, 2016, representatives of the municipality and non-governmental organizations with a presence in Coamo, met along with volunteers from Americorps VISTA of the Third Mission Institute of Albizu University. They were trained in the method of evaluating streets and sidewalks designed by AARP, using the “Complete Streets” form. On October 29, 2016, the evaluation was done in the municipality with the participation of 16 volunteers.

This effort was supported given the Government of Puerto Rico Law 201 of December 16, 2010, “to declare the public policy around the adoption of the concept of complete streets as part of the planning, design, new construction, reconstruction, remodeling, and maintenance of the public roads of Puerto Rico; to order the Municipalities to incorporate this public policy, and for other purposes.” This law highlights the importance of rescuing the sidewalks and streets so that both pedestrians as well as other mobility modalities (cars, bicycles, wheelchairs, and motorcycles) can coexist in a safe way that promotes a friendly and safe environment for everyone. The Law gave way to the creation of the Complete Streets Commission.

In November 2016, the Advisory Council was founded with members representing the public and private sectors on the island. The Council made wise decisions to promote the project; however, external factors like the turn over in government officials and the government, affected the continuity of the planning and objectives. Taking this reality into consideration, in August of 2021, members of the public and private sector at the municipal level met, establishing the Municipal Advisory Council, which will continue with the stewardship of the Project.

Community Interviews

As part of the Work Plan, and with the objective of the community evaluating each one of the areas of the project and offering recommendations, a survey and a series of community interviews were planned and designed. In preparation for the development of the survey, we reviewed the SWOT analysis, which had been done at the state level in response to the Demographic Challenge Act of 2010, spearheaded by the Planning Board. A group of professionals participated, including academics, gerontologists, social workers, and others in representation of older adults on the island.

To carry out the interviews, a Questions Guide was designed, with a definition of each one of the areas to be evaluated and questions to conduct the discussions. The interviews started on February 16 thru June 2017. There was participation of 122 people from three public housing projects: El Edén, Coamo Housing, and Las Palmas, social workers who work at the activity centers for older adults, directors of senior living institutions, medical service providers, leaders, and members of civic, religious, and community organizations, financial institutions executives and employees and, health care institutions.

On June 3 and 10, 2016, AARP sponsored the Academy: “Collaborative Leadership and Community Strengthening - Strategies for Participation and Community Outreach”. The training fulfilled the objectives of: creating a collaborative learning space to strengthen the intervention skills and work that can boost collaborative leadership and community strengthening; pondering about the role of community leaders in the process of community transformation; and, discussing the steps and components to develop a community action plan.
As a supplement to the community interviews, on August 19, 2017, AARP presented the event Life Reimagined at the Hollywood Theater in Coamo, with participation of entertainers Antonio “Toño” Martorell and Cristina Soler. The purpose of the event was to talk about the conundrum that older adults face in relation to what to do when they retire from work as well as introduce them to the countless possibilities to start and be successful in other projects during a new phase in their lives. We also had the collaboration of AARP offering “Home Fit” workshops to members of different community organizations.

**Evaluation of Sidewalks and Streets**

To carry out the analysis of streets and sidewalks, eight streets were identified in the city center of Coamo: José I. Quintón, Herminio Santaella, Rodríguez Hidalgo, Power, Carrión Maduro, Dr. Veve, Baldorioty, and Betances. A meeting was held and the evaluators were trained on the analysis method, the AARP Sidewalks and Streets Survey forms were completed and findings evidenced with pictures.
After training the participants on October 28, 2016, the survey was carried out the next day with the participation of 16 people, representatives of the municipality, the Department of Health, Americorps VISTA members, representatives of the Coamo AARP chapter, the Lions Club and the “Los Pinos” senior center. The group of 16 participants divided into six sub-groups, each group evaluated one or two streets using the AARP Complete Streets form.

In general, the participants observations were:

- Sidewalks that are narrow, broken, in bad condition, and with multiple obstacles, two people cannot walk next to each other, neither do wheelchairs, baby strollers, or people with disabilities.
- Obstacles such as poles for electric lines and traffic signals – many of them without a sign – are in the middle of the sidewalk or on one side, reducing the walking space.
- Trash cans and vehicles were found, occupying part of the limited space on the sidewalks and entrance to homes or businesses.
- At some intersections, the sidewalks have wheelchair ramps, but in many cases, the ramps are not painted in the appropriate color, are in bad conditions, have a significant difference in height compared to the street level, or are surrounded by poles and fire hydrants, making difficult for a person to maneuver a wheelchair.
- On other sidewalks, there are ramps on one end but not at the other, impossible for the transit of people in wheelchairs.
- In the streets, a lack of pedestrian crossings was observed, as well as the absence or poor placement of traffic signals, and automobiles parked on both sides of the street, obstructing the movement of pedestrians.
- It is necessary to improve the green areas and place electric and telephone lines underground for the city center to be attractive.
Surveys with Service Providers

Between February and June of 2017, consultations and interviews were held with the municipality’s social workers who work at activity centers for older adults, directors of senior living institutions, medical service providers, leaders and members of civic, religious, and community organizations, financial executives and health care institutions employee’s, business owners, and residents of the public housing projects El Edén, Coamo Housing, and Las Palmas. In total, 122 people participated in the discussions and individual interviews.

To monitor the community interviews, a Questions Guide was designed with close to 100 questions on the 7 areas of the project:

The areas were defined as follows:

- **Outdoor Spaces and Accessibility**: This topic is related to the ability to move around, to go from one place to another in the community and the city center; walking safely, quality of life, and in a pleasant environment.

- **Transportation**: Transportation, including public transportation, is one of the elements that has the most influence on active aging of people, their autonomy and participation in social and civic life, as well as their access to community and health services, among others.

- **Housing**: Having a home—owned or rented— is important for the wellbeing of older adults in general. It also allows them to age within their community. Beyond having a home, its location and design, influence access to services in the community, to maintaining an independent life, and having quality of life.

- **Health Services**: Adequate, sufficient, and accessible health services are vital for people’s wellbeing and quality of life. The challenges presented by the network of medical services and the healthcare system with the emigration of doctors and, financial threats to the public health system, offer an opportunity to speak about the problems, challenges, deficiencies, and possible solutions in this area.

- **Participation and Social and Civic Integration**: Participation and social and civic integration are closely linked to wellbeing and professional, human, and spiritual development of older adults. Social participation prevents the isolation of older adults, allows them to be informed, contributes to their continuous development and contribution to society, to using their abilities for the common good, and to establishing advocacy relationships.

- **Communication and Outreach**: Having relevant information for older adults of diverse abilities and resources is a door to the outside world, to services, to opportunities, and to the enjoyment of life. For active aging, it is important to be connected with accurate and updated information on events, opportunities, services, the community, acquaintances, family members, and more.

- **Community Support**: Living in a community with social support services from institutions or neighbors makes a great difference in the quality of life of older adults, who can benefit at an individual and communal level.
Findings and Recommendations

The results of the discussions and interviews with residents and service providers in the municipality of Coamo reflect what happens on the rest of the island, which has experienced a demographic change predominating the aging population. These 60 years or older population group, which is over 24% of the Puerto Rico residents, shares characteristics such as: health problems, with high rates of chronic diseases; poverty levels; dependence on Social Security income; high rates of unemployment; transportation problems; need for home aid; inadequate housing; loneliness, among other reasons due to the emigration of family members, a movement that intensified after Hurricane Maria in 2017. There is also lack of recreational and integration activities in their community, as well as exercise and few prevention and health promotion programs, among others.

The profile of older adults and their socioeconomic and health conditions have been presented in reports of the Institute of Statistics of Puerto Rico, the Office of the Ombudsman for the Elderly and the Census Office. Also AARP surveys such as the one done in 2016 in conjunction with the Association of Financial Planning and the study titled: The Need for Financial Security in Retirement for a Healthy Economy in Puerto Rico, 2017, as well as the reports: Demographic Challenge: 2018 Progress Report, 2015 Report on Health in Puerto Rico, and 2016 Report on Health in Puerto Rico of the Department of Health, 2019 Community Survey and 2013 Profile of Health in People 50-64 Years Old in Puerto Rico, among others.

Next, the main findings of the community interviews by area and the recommendations.

Outdoor Spaces and Accessibility

The participants mainly spoke of infrastructure needs, about the conditions that could be improved for better enjoyment of a community life, especially at night, and of the need for areas to exercise or for community activities.
Recommendations

- Locate street vendors in one area of the city center.
- Prohibit clothing stores from placing their merchandise on the sidewalk or street.
- Have public bathrooms in the recreational square.
- Place a water fountain and bathrooms in the square.
- Fix the streets and sidewalks and correct the problems with the ramps, signs, and obstacles that do not allow safe transit in the city center.
- Limit employees from occupying all of the parking spaces around the square so that there is space for visitors.
- More street lights in the city center and rural areas.
- Build areas for passive recreation, trails, and parks in the rural communities.
- Offer exercise and relaxation classes to foster group socialization.
- Recreation leaders for activities in the rural area.

Transportation

The lack of public transportation was highlighted as one of the main difficulties faced by the people who do not have their own vehicle or cannot drive, especially older adults. In Coamo, there are only three people who offer public transportation service, according to those consulted, but the work hours are limited and inconsistent. For residents far from the city center or in rural areas who need the service to visit doctors, the bank, or institutions in the town center, transportation to the urban center is available only early in the day until noon, limiting what residents can do during the day.

Recommendations

- Extend the Trolley route and schedule.
- Organize an alternative transportation system based on community volunteers, explore a model with flexible hours.
- Encourage young people to offer public transportation to provide longer service hours.
- Educate youngsters about traffic rules.
- Label streets.
- Fix sidewalks.
- Improve street lighting.
- Build sidewalks on rural streets.
Participation, and Social and Civic Integration:

Participants in the community interviews indicated that in Coamo there are not many places where people can congregate for activities, and that, even though there are civic, community and church-based organizations, there is poor participation in public activities. Regarding older adults, they agreed that they stay at home and do not actively participate in social and community activities.

**Recommendations**

<table>
<thead>
<tr>
<th>• Prepare a community activities calendar so that people are motivated to participate.</th>
<th>• Promote diverse activities like book clubs, choirs, and discussion forums, among others.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Develop activities according to the interests of the residents to improve participation.</td>
<td>• Offer short continuing education courses for adults who work or who are retired, in a flexible schedule. Coordinate with the higher education institutions in the municipality. Ex: courses in technology, dancing, cooking, handcrafts, gardening, etc.</td>
</tr>
<tr>
<td>• Include older adults in planning of events in order to engage them and motivate attendance.</td>
<td>• Organize groups of volunteers to visit and assist older adults in need.</td>
</tr>
<tr>
<td>• Integrate civic and community organizations in the municipality events.</td>
<td>• Engage the religious organizations to motivate people to participate in the coordination of different activities for the community, meetings to listen to their recommendations and consensus about community issues.</td>
</tr>
<tr>
<td>• Create a discount day coordinated with the city center businesses as an opportunity to save money and promote social interaction.</td>
<td>• Consider as an example the Santa Catalina rural community church choir members, who organize events for the community.</td>
</tr>
<tr>
<td>• Promote a volunteers transportation service to and from activities.</td>
<td>• Replicate in other rural sectors the Santa Catalina and Rio Jueyes communities Security Council.</td>
</tr>
</tbody>
</table>
Communication and Outreach

The participants did not express much concern about the means of communication and outreach for events and other information. They feel that, in general, they are adequately informed.

Recommendations

- Prepare a directory of services available in the municipality so that people know where to look for information, including paid and no charge services.
- Use the customer service model of the Cooperativa Rod. Hidalgo and Banco Popular, which assists older adults with new technology and paperwork for SS and public agencies, to motivate other businesses to improve communication and service to older adults.
- Create a friendly website with information on the services available in each community.
- Offer financial management guidance to older adults so that they can better manage their finances. Frequently, when a spouse passes away they do not have the knowledge because the spouse was the one who handled everything so they become isolated.
Housing

A problem of housing shortage for older adults was not identified in the municipality of Coamo. Those consulted indicated that there are sufficient options for those who need a long-term care home or senior living facility, and that the problem is not having the financial resources. A need was identified for assistants and caregivers for the many older adults who are not independent and need help with the basic daily living activities. Furthermore, they need support with maintenance and repairs necessary to adapt their homes to the aging challenges.

<table>
<thead>
<tr>
<th>Recommendations</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Prepare a Directory of Municipal Resources including handymen with knowledge</td>
<td>• Look for a solution for access to upper floors in public housing</td>
</tr>
<tr>
<td>in carpentry, and electricity, among others.</td>
<td>- build ramps or install elevators.</td>
</tr>
<tr>
<td>• Promote volunteer groups with knowledge in construction and who can explore</td>
<td>• Promote changes in the financial eligibility requirements for</td>
</tr>
<tr>
<td>opportunities for donations of materials and basic home repairs at no cost</td>
<td>those living in &quot;senior residential facilities&quot;.</td>
</tr>
<tr>
<td>to low income older adults.</td>
<td></td>
</tr>
<tr>
<td>• Promote community mutual aid groups.</td>
<td>• Encourage volunteer work among residents to assist older adults</td>
</tr>
<tr>
<td>• Create a universal code for new construction homes in the municipality.</td>
<td>who live alone.</td>
</tr>
<tr>
<td>• Encourage more home delivery services including: groceries, doctors, pharmacies,</td>
<td>• Allow pets, have an activities schedule and recreational areas in</td>
</tr>
<tr>
<td>transportation.</td>
<td>all &quot;senior residential facilities&quot;.</td>
</tr>
<tr>
<td></td>
<td>• Start promoting dialogue about the new &quot;shared-living&quot; trend</td>
</tr>
<tr>
<td></td>
<td>were several people who live alone get together to share a</td>
</tr>
<tr>
<td></td>
<td>house and the expenses. This model allows them to have more</td>
</tr>
<tr>
<td></td>
<td>money to pay for groceries, repairs, home maintenance and</td>
</tr>
<tr>
<td></td>
<td>services like home aides.</td>
</tr>
</tbody>
</table>
Health

The observations on health services in Coamo revolve around the difficulties the population in general faces with the government health plan (Vital), which is free for all eligible people, the long waiting hours in doctors’ offices, the limited number of doctors willing to do home visits, and medication and laboratory “at home” services. The limited number of health promotion and disease prevention programs to educate citizens are also highlighted.

Recommendations

<table>
<thead>
<tr>
<th>• Educate older adults about their rights regarding health services.</th>
<th>• Educate doctors about Law 194, which regulates waiting time at medical offices.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Develop a health promotion program including information on prevention and treatment of diseases, wellbeing, nutrition, exercise, and meditation, among others.</td>
<td>• Prepare a directory of health services in Coamo</td>
</tr>
<tr>
<td>• Encourage more at home physician visits, pharmacy, and laboratory services.</td>
<td>• Create a fall-prevention program</td>
</tr>
<tr>
<td>• Find a way to attract primary and specialty medical providers to the city center.</td>
<td>• Group doctors’ offices in one building in the Coamo city center.</td>
</tr>
<tr>
<td>• Educate citizens about the proper use of the emergency room.</td>
<td></td>
</tr>
</tbody>
</table>
Community Support

Older adults oftentimes do not receive the support of neighbors and family members. They indicate it is because there are few support programs for Coamo residents other than the municipal and governmental programs, which are financially restricted.

Recommendations

- Promote intergenerational activities and collaborations to motivate young people to interact with older generations and become aware of their needs.
- Encourage older adults to become volunteers and assist their older neighbors for mutual benefit.

- Identify groups of community volunteers who can help neighbors in need.
- Promote the replication of the Palmarejo community activities center in other communities, to generate income that can be used to assist neighbors with financial needs.

- Help strengthen existing community, civic, and religious groups so they offer more community support.
Senior Centers Survey

The work team performed a study of the needs and resources in the municipality of Coamo, assessed the residents' needs and recommended solutions in the seven main areas of the WHO's Age-friendly City model. The process started in September 2017; however, because of hurricane Maria there was a temporary pause but the surveys were continued in December. The survey process at visiting centers and senior living facilities concluded in March 2018.

Sample

For the survey, participating older adults had to be residents or participants of the following institutions: Égida Alberto Sánchez, Égida Plaza Apartment, Égida Vistas del Río, Centro Los Llanos, Centro Villa Madrid, Centro Coameño para la Vejez, and Centro Río Jueyes. The questionnaire was to be completed only by older adults, the staff of these centers and senior living facilities could not participate.

Study Design

The quantitative method used is based on empirical-analytical research to get population responses to specific questions. The exploratory transectional design uses opinion surveys and questionnaires.

Survey Description

A series of documents were developed to carry out the survey in the centers and senior living facilities. Attendance sheet, observations forms, and consent forms were developed. The questionnaire assessed the seven domains of livable cities (housing, transportation, health services, outdoors spaces and accessibility, community support, communication and outreach, and participation and social and civic integration). It is divided in three sections: 1) 15 questions on sociodemographic characteristics, 2) a question on the Quality-of-Life Index (with 21 reactions), and 3) three general questions.

Procedure

Before starting the survey, a group of collaborators was recruited. They were trained and the logistics of the survey process were discussed. Assistance with the questionnaire was offered to older adults with special needs. In the daytime care centers, the surveys took place in the morning. The surveyor would hand in the questionnaire to everyone at the same time. In the senior living facilities, the contact person was emailed an informative sheet on the survey to disseminate among the residents. Once in the senior living facilities, the surveyors visited each apartment for the resident to individually complete the questionnaire.
Analysis Plan

Descriptive analysis was used to study the sociodemographic characteristics of the participants. Bivariate and multivariate tests were done to compare the characteristics of those surveyed in each one of the model areas. Chi-squared tests and t-tests were used to compare the groups characteristics, as well as the measurements of risk factors and protection factors. For the multivariate analyses, a series of multiple logistic regression analyses were done. These analyses allowed for the comparison of the groups with the risk and protection factors. The statistical significance was established at p <0.05.

Results

Sociodemographic Characteristics:
321 older adults participated, residents of the municipality of Coamo and of the senior centers. 60.2% of the people surveyed were women. The average age of the participants was 73 years old. 16.6% had completed studies beyond high school. 76.7% did not have a partner.

Sociodemographic characteristics of the participating older adults 2017 (n=321)

<table>
<thead>
<tr>
<th>Sex</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>193</td>
<td>60.2%</td>
</tr>
<tr>
<td>Male</td>
<td>128</td>
<td>39.8%</td>
</tr>
<tr>
<td>Average age</td>
<td>321</td>
<td>72.7</td>
</tr>
<tr>
<td>School years completed</td>
<td>321</td>
<td>Nivel Intermedio</td>
</tr>
<tr>
<td>Average</td>
<td>321</td>
<td>Intermediate Level</td>
</tr>
<tr>
<td>High School or less</td>
<td>268</td>
<td>83.4%</td>
</tr>
<tr>
<td>More than high school</td>
<td>53</td>
<td>16.6%</td>
</tr>
<tr>
<td>Marital status</td>
<td>321</td>
<td>Separado(a) y/o divorciado(a)</td>
</tr>
<tr>
<td>Average</td>
<td>321</td>
<td>Separated and/or divorced</td>
</tr>
<tr>
<td>Widow(er)</td>
<td>104</td>
<td>32.4%</td>
</tr>
<tr>
<td>Separated or divorced</td>
<td>83</td>
<td>25.8%</td>
</tr>
<tr>
<td>Married (legal or consensual)</td>
<td>75</td>
<td>23.3%</td>
</tr>
<tr>
<td>Never married/single</td>
<td>59</td>
<td>18.5%</td>
</tr>
</tbody>
</table>
The findings given the participation of older adults from the senior centers in the municipality of Coamo for the areas of the Age-friendly Cities and Communities Model are the following:

**Area 1: Housing.**
Housing is essential for security and wellbeing. There is a link between adequate housing and access to community and social services that affect the independence and quality of life of older adults. The housing and support that allows older adults to age comfortably and safely within their community, are universally valued.

60.2% indicate that they live in a senior living facility (égida), in a rented home or in someone else’s home. 91.1% reported satisfaction with the house in which they reside and/or spend most of their time. They were also asked about their income source and 86.5% indicated from Social Security and other social assistance programs. 41.8% indicated that their income is not sufficient to satisfy their basic needs. 95.6% indicated satisfaction with new people moving to Coamo.

**Area 2: Outdoor Spaces and Accessibility:**
The outside environment and public buildings have a great impact on the mobility, independence, and quality of life of older adults, and impact their ability to “age in place.” The recurrent arguments in cities around the world are quality of life, access, and safety.

While exploring aspects related to outdoor spaces and accessibility, 54.2% of those surveyed indicated they do some physical activity, and a little more than half indicated they walk. 81.0% said they are satisfied with the quality of the air and the environment in the municipality. Regarding safety in the activities available in the municipality, 88.4% indicated they are satisfied, and 88.3% admitted they are satisfied with the hours in which they carry out the activities. It is worth mentioning that 92.0% of those surveyed are satisfied with the existing natural spaces such as parks, rivers, and thermal waters in Coamo or nearby.

Their satisfaction with the municipality services to maintain elements of the outdoor spaces was explored. 93.8% indicated being satisfied with the municipality’s garbage collection service, 85.4% are satisfied with keeping the drains clean to prevent flooding; 67.3% are satisfied with the maintenance of street asphalt; 75.7% are satisfied with the maintenance of public lighting; and 84.6% indicated they are satisfied with the maintenance of green areas such as public gardens and parks.

**Area 3: Transportation.**
Transportation, including accessible and affordable public transportation, is a key factor that impacts active aging. It is a topic that spans many other areas of discussion. Being able to move around the city determines social and civic participation and access to community health services.

46.1% indicated they own a car or have access to a motor vehicle, and 79.7% indicated being satisfied with their mobility within the municipality, allowing them to travel in the least time possible.
Area 4: Community Support.
Older adults report having experienced different behaviors and attitudes towards them. One the one hand, many feel that they are often respected, recognized, and included, while on the other hand, they experience a lack of consideration in the community, in services, and within the family. This conflicting opinion is explained in terms of a changing society and in the behavior, the lack of contact between the generations, and ignorance about aging and older adults. From the interviews, it is clear that respect and social inclusion of older adults depends on more than social change: factors such as culture, gender, health status, and financial status play an important role. The extent to which older adults participate in the social, civic, and financial opportunities in the city is also closely linked to their experience on inclusion.

Regarding community support, 69.4% indicated that older adults are given “fair” to “a lot” of recognition in the municipality of Coamo. 88.5% of older adults are satisfied with the attention they receive from the municipal administration staff and public agencies. 91.6% of those surveyed indicated they are satisfied with the public and private schools in Coamo.

Area 5: Social and Civic Participation and Integration.
Social participation and support are strongly connected to good health and wellbeing throughout life. Participation in leisure, social, cultural, and spiritual activities in the community, as well as with family, allows older adults to continue being competent, enjoy respect and esteem, and maintain or establish relations for support and care. It fosters social integration and is key to being informed. An age-friendly community also offers options so that older adults may continue contributing to their communities through employment or volunteer work, and to be involved in political issues.

It is important to highlight that 98.7% of those surveyed are not currently working. To continue exploring aspects of social and civic participation and integration, 47.7% indicated they use the “older adults’ express line” when purchasing at stores or paying bills. 93.0% indicated that “older adults’ express lines” are necessary in the municipality of Coamo businesses. 84.8% indicated they are satisfied with the entertainment places such as: movie theaters, shopping malls, theaters, among other. 92.4% indicated they are satisfied with the museums and relevant historical places that Coamo residents are proud of, and 84.3% felt satisfied with the available businesses. Regarding the performance of the municipal administration in the organization of free events (cultural and sports) for residents, 86.8% indicated they were satisfied, and 83.6% indicated they were satisfied with the performance in promoting tourism.

Area 6: Health Services.
Health services and support are vital in maintaining health and independence in the community. Many of the concerns expressed by older adults, the caregivers, and the service providers in the focus groups, have to do with the availability of adequate, accessible, and high-quality care.

47.6% indicated they visit a government health plan medical provider and 39.1% visit a private provider when they need medical care or healthcare services. 88.4% indicated that the healthcare or medical service they receive is adequate. 81.6% indicated they are satisfied with the efforts of the municipal government in improving health facilities and public clinics.
**Area 7: Communication and Outreach**

Participants in most of the developed countries and cities consider that there is a diversity of information about general and specialized topics for older adults, while in cities in the developing countries, people in focus groups emphasized community communication sources are mainly television, radio, and newspapers. However, the fear of missing information and ending up isolated from the main current is expressed almost everywhere. Information technologies and rapidly evolving communication means are welcomed as useful tools as well as criticized as instruments of social exclusion. Regardless of the variety of communication options and the volume of available information, the main concern expressed in the focus groups is being able to receive relevant information that is not accessible for older adults with different abilities and resources.

**General Questions.**

Questions about external elements were included to explore how satisfied participants are with the municipality and the quality of life. 83.0% said at this moment they are satisfied with their quality of life, as compared with last year. Finally, 74.5% indicated they believe Coamo is a municipality that is progressing, while 25.5% believe that it is stagnant or moving backwards.

<table>
<thead>
<tr>
<th>How satisfied are you with your quality of life at this moment in comparison with last year?</th>
</tr>
</thead>
<tbody>
<tr>
<td>X = 3.3 (Somewhat Satisfied)</td>
</tr>
<tr>
<td>Satisfied= 83.0%</td>
</tr>
<tr>
<td>Not Satisfied= 17.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>In general, do you feel that Coamo is a municipality that is advancing, moving backwards, or stagnant?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advancing</td>
</tr>
<tr>
<td>74.5%</td>
</tr>
<tr>
<td>Stagnant</td>
</tr>
<tr>
<td>14.5%</td>
</tr>
<tr>
<td>Moving backwards</td>
</tr>
<tr>
<td>11.0%</td>
</tr>
</tbody>
</table>

Services Offered

The municipal government, via formal and informal collaborative agreements, has maintained collaborations with service providers from the public and private sectors, ensuring that older adults receive special attention. As of 2016, the services offered in the municipality have been conceptualized based on the WHO’s model design of age-friendly cities and the results of the community interviews performed.

Next, we include the services available for older adults, which have been offered and will continue in 2021.
Health Services

- Clinics and health fairs in the communities with the participation of healthcare plans, private medical groups, and MEd Centro 330 a federally funded community health center.

- Transportation to medical appointments as requested, provided by the municipal Citizens Assistance Office.

- Home aides program services at home such as cleaning, preparation of meals and companion.
  - Home aides program funded by the Community Development Block Grant (CDBG)
  - RESPIRO program with state and federal funds from the Office of the Ombudsman for the Elderly (OPPEA)

- Coordination with healthcare plans for medical equipment and supplies

- Collaborative agreements with non-profit organizations.
  - Fundación Riojueyana Propacientes de Cáncer (FURIPACA) to financially support cancer patients by covering expenses of lab tests, transportation, and others.

- Three senior centers
  - Communities: Rio Jueyes, Los Llanos, Villa Madrid
  - Services offered by the centers:
    - transportation
    - nutrition (breakfast, lunch, snack)
    - Social Services with the assistance of a social worker who offers intake interview and screening, socio-emotional support, providing the identified services, referrals to governmental and private agencies.
    - Nursing first aid services, and follow-up on medications, educational workshops, appointments, and laboratory tests.
    - Entertainment and socialization activities adapted to older adults.

- Hospitals, health centers, and doctors coordinating appointments and other services as a priority
  - iMennonite Hospital
  - MedCentro

- Community pharmacies – evaluation of medications and medical equipment, supplies based on the social condition and financial ability, as necessary.
Outdoor Spaces and Accessibility

- Thermal water pools adapted to the physical limitations of older adults, 4 feet deep, with an area to sit in the pool and handrails. Admission fee is $1 for older residents and $2 for older non-residents.
- Spacious public square, free of barriers, with ramps, benches, and food kiosks.
- Installation of proper street lights.
- Assistance of the Advocacy Office for People with Disabilities for access to services such as:
  » Department of Transportation and Public Works form DTOP-DIS-010 “Permit Request for Parking in the form of a Removable sign for People with Physical Disabilities.”
  » Express Line ID and Law 108 ID for people older than 60.

Transportation

- Free Collective Transportation System (Trolley) to areas surrounding the city center.
- Safe bike lane, without barriers, and in excellent condition, for physical activity and recreation located in the Las Flores community.
- Taxi services from the city center terminal.
- Public buses to different neighborhoods.
Housing

- Senior living facilities
  - Vistas del Rio senior living facility located next to the shopping mall
    - 120 apartments
  - Plaza Apartment senior living facility located in the city center
    - 60 apartments
  - Alberto Sanchez senior living facility located very close to the city center
    - 48 apartments
- Senior living facility under construction
  - San Blas Apartment building, which will be finished in January of 2022
    - 69 apartments
- Three public housing projects
- Long-term private care centers in the urban and rural areas.

Participation and Civic and Social Integration

- Recreational and educational activities:
  - “Bingo in Your City Square” which is held every month
  - Patron Saint Festivities for seniors, as part of the annual celebration, special activities are coordinated for older adults during daytime
- Collaborative Agreement with the Department of Labor
  - Programa Gerontos – Offers employment to older adults so that they can complete the Social Security credits required to qualify for benefits.
Communication and Outreach

- Radio broadcasts (Radio Coamo 1450AM)
- Social media of the municipal administration, which regularly advertises the activities and special events, educational opportunities, health fairs, and other information
- Integration of schools in activities with seniors so that students can interact with older adults and offer support.

Community Support

- Collaborative agreements with civic and religious entities and community leaders to offer support in social activities and unique events such as hurricanes and other emergency situations.
- The “Educando Project” promotes intergenerational interaction through volunteer programs with high school students who would like to comply with the required community service hours necessary for graduation, by helping older adults in their community.
- The “Regalo de Amor Foundation” will continue with the Youth Program, encouraging assistance to families and older adults with limited resources.
- The Coamo Alzheimer’s Support Group offers trainings to caregivers and family members, is a link with governmental and private support services for families.
Action Plan

This 2021-2025 Action Plan is written so that it is age-friendly and can be used as a working document by all partners who participated in the process of identifying the needs that were shared with us in the community surveys, regardless of their educational level. It is comprehensive, attainable, and in harmony with the recommendations of the WHO. Every area covers the relevant, important, and appropriate subjects so that the Autonomous Municipality of Coamo, the Advisory Council, the community organizations, and other contributors, are able to address the community surveys findings and recommendations. It is designed taking into consideration that planning for older adults’ benefits and improves the lives of all generations. Though this report will emphasize on aging and older adults, the recommendations have the potential to create a more livable and friendly community for citizens of all ages.

The seven areas of the age-friendly city comprise different topics, but some overlap highlighting opportunities for collaboration and alliances. Our Action Plan includes quality of life, health, wellbeing, and intergenerational contact, from the perspective of our community life. It is organized by area and for each one we present the goal, objectives, actions, timeline, entity or person responsible for development and implementation, indicators, and challenges.

We are presently facing the challenge of the COVID-19 pandemic, thus, most of the strategies considered in this plan, which involve group meetings, are limited by the restrictions and precautions imposed by the officials of the Department of Health and the state and municipal government. We estimate that we may have openness to proceed and flexible preventive measures for COVID-19 by January of 2022, reason why we have been cautious with the timelines to establish “When” we will start with the strategies coordination and implementation.

Area 1: Housing.

Housing is essential for security and wellbeing. There is a link between adequate housing and access to community and social services that influences the independence and quality of life of older adults. The housing and support that allows older adults to age comfortably and safely within their community are universally valued.
Goal: To offer housing alternatives that are affordable, safe, and adapted to the needs of older adults.

Objective: To plan, design, remodel, and build households for older adults in compliance with the safety and certification standards in the municipality of Coamo.

<table>
<thead>
<tr>
<th>Strategies</th>
<th>When</th>
<th>Person Responsible</th>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>To evaluate the existing structures and new housing construction adapted to older adults to populate the city center.</td>
<td>January 2022 and ongoing</td>
<td>Municipal Economic Development Office</td>
<td>Municipal Ordinance for new construction Total homes evaluated Municipal guide for construction</td>
</tr>
<tr>
<td>Earthquake certification for all senior living facilities in the municipality of Coamo.</td>
<td>January 2022 and ongoing</td>
<td>Department of Housing Department of Family</td>
<td>Department of Housing Guide Total senior living facilities certified</td>
</tr>
<tr>
<td>Training of Volunteer Trainers in the adaptation of homes for older adults “Home Fit” module</td>
<td>February 2022 - July 2022</td>
<td>AARP Puerto Rico Advisory Council</td>
<td>Workshop attendance Trainings offered</td>
</tr>
</tbody>
</table>

Challenges: Identification of Federal Emergency Management Administration (FEMA), CDBG-DR, state, and municipal funds. Interagency coordination. Ongoing repair of existing structures as this is an old city.
Area 2: Outdoor Spaces and Accessibility

The outdoor environment and public buildings have great impact on the mobility, independence, and quality of life, access and safety of older adults, and affect the ability to “age in a place” they are familiar with.

Goal: To provide spaces that are safe, attractive, close, and adapted to the needs of older adults.

Objective: To identify, create, and modify accessible areas for leisure and recreation for multi-generational use and enjoyment that are adapted to older adults in the municipality of Coamo.

<table>
<thead>
<tr>
<th>Strategies</th>
<th>When</th>
<th>Person Responsible</th>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assign an area for street vendors located in the city center.</td>
<td>September 2021 and ongoing</td>
<td>Municipal government Economic Development Office</td>
<td>Location identified: Public Plaza and Market Plaza Num. of street vendors assigned Itinerary of City Market</td>
</tr>
<tr>
<td>Improve lighting in the city center and rural areas</td>
<td>January 2020 and ongoing</td>
<td>Municipal government Department of Transportation and Public Works</td>
<td>Lighting installed</td>
</tr>
<tr>
<td>Identify and repair the existing areas for passive recreation, adapt to all ages.</td>
<td>September 2021 and in process until 2024</td>
<td>Municipal government Department of Recreation and Sports FEMA</td>
<td>Recreational facilities repaired and adapted</td>
</tr>
<tr>
<td>Establish collaborative agreements to offer physical activity, relaxation, and other classes to promote group socialization</td>
<td>December 2020 and ongoing</td>
<td>Health Plans (Insurers) Medicare Advantage Citizen's Help Office</td>
<td>Collaborative agreements Calendar of physical activity sessions and others</td>
</tr>
</tbody>
</table>

Challenges: Disbursement of funds assigned by Federal Emergency Management Administration (FEMA), state funds, and municipal funds to repair or reconstruct structures after Hurricane Maria.
Area 3: Transportation.
Transportation, including accessible and affordable public transportation, is a key factor that influences active aging. It is a topic that spans many other areas of discussion. Being able to move around the city also determines social and civic participation and access to community health services.

Goal: To offer safe, reliable, and available transportation for older adults. To offer safe streets and sidewalks to the community and older adults.

Objective: To design public transportation services available in extended hours. To reconstruct and repair the streets and sidewalks in the city center and rural communities of Coamo.

<table>
<thead>
<tr>
<th>Strategies</th>
<th>When</th>
<th>Person Responsible</th>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extend the Trolley route and hours to areas adjacent to the city center</td>
<td>January-December 2022</td>
<td>Municipal government and legislature Office of Federal Funds</td>
<td>Established Trolley route</td>
</tr>
<tr>
<td>Develop an alternate model for community transportation to rural areas, identifying volunteers in the communities, public and private resources.</td>
<td>May 2022 and ongoing</td>
<td>Advisory Council Volunteer Program</td>
<td>Document of alternate model developed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>List of available volunteers by district to offer transportation</td>
</tr>
<tr>
<td>Improve lighting and street signs in the city center and rural areas.</td>
<td>Ongoing 2022-2025</td>
<td>Municipal government Department of Transportation and Public Works Economic Development Office</td>
<td>Record of work on lighting and street signs in the city center and rural areas.</td>
</tr>
<tr>
<td>Build sidewalks for pedestrians in the outskirts of the city</td>
<td>Ongoing 2022-25</td>
<td>Department of Transportation and Public Works</td>
<td>Sidewalks repaired and built</td>
</tr>
</tbody>
</table>

Challenges: Identification of state and federal funds assigned to repair and construction of sidewalks in the districts. Identification of volunteer incentive funds for alternative transportation system.
Area 4 - Community Support.

Older adults report having experienced conflictive behaviors and attitudes towards them. Many feel they are respected, recognized, and included, while others experience lack of understanding in the community, in services, and in the family. This clash is explained in terms of a changing society and behaviors, the poor contact between generations, the general ignorance about aging and older adults, and a poor implementation of community agencies with defined purposes to impact the life of older adults. Based on the interviews, it is clear that respect and social inclusion of older adults encompasses issues beyond social transformation. For them aspects such as culture, gender, health status, and financial status play an important role. The extent to which older adults can rely on the support and participation of community organizations makes a huge difference in their social, cultural and financial experiences in the city, and these are closely associated to being accepted and included.

Goal: Establish collaborations with community organizations, schools, and religious groups to enable an active participation of older adults.

Objective: To develop intergenerational volunteer programs in the communities, tailored to the needs of older adults and also provide for an exchange of experiences.

<table>
<thead>
<tr>
<th>Strategies</th>
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<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>To create a Municipal Advisory Council with representation of the public and private sectors.</td>
<td>August 2021</td>
<td>Municipal government Community organizations Private sector</td>
<td>List of members of the Advisory Council Working Plan of the Advisory Council:</td>
</tr>
<tr>
<td>Submit a proposal to the municipal legislators for the allocation of funds for the Project.</td>
<td>December 2021</td>
<td>Advisory Council</td>
<td>Municipal funds allocated</td>
</tr>
<tr>
<td>Explore opportunities for state, federal, and private sector funds to support the activities in the Plan.</td>
<td>November 2021 and ongoing</td>
<td>Municipal Advisory Council Economic Development Office Legislative Funds - Senate and House of Representatives of PR</td>
<td>Funding opportunities considered Proposals presented</td>
</tr>
<tr>
<td>Organize, with community members a volunteer program to coordinate necessary services for older adults.</td>
<td>March 2022 and ongoing</td>
<td>Municipal government AARP Club La Candelaria</td>
<td>List of participants in the Volunteer Program implemented Volunteer Program Plan</td>
</tr>
</tbody>
</table>
**Goal:** Establish collaborations with community organizations, schools, and religious groups to enable an active participation of older adults.

**Objective:** To develop intergenerational volunteer programs in the communities, tailored to the needs of older adults and also provide for an exchange of experiences.

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</thead>
<tbody>
<tr>
<td>To coordinate and schedule monthly activities for the community, addressing older adults’ preferences.</td>
<td>January 2022 and ongoing</td>
<td>Advisory Council Community organizations Office of Social and Community Development</td>
<td>Calendar of activities scheduled vs performed and attendance</td>
</tr>
<tr>
<td>Educate high school students about ageism, active aging, intergenerational relationships.</td>
<td>January 2022 and ongoing</td>
<td>AARP Community organizations - Club La Candelaria Programa Educando para el Futuro [Educating for the Future Program] School Directors</td>
<td>Collaborative agreements with School Directors Training activities schedule List of participants by school</td>
</tr>
<tr>
<td>Organize a group of students, “Age-friendly Youth”.</td>
<td>March 2022 and ongoing</td>
<td>AARP Community organizations - Club La Candelaria Programa Educando para el Futuro [Educating for the Future Program] School Directors</td>
<td>Collaborative agreements with School Directors Activities scheduled List of participants by school</td>
</tr>
<tr>
<td>Identify and set up a locale for the community organizations working in the Project.</td>
<td>January 2022 and ongoing</td>
<td>Municipal government Advisory Council Community organizations - Club La Candelaria</td>
<td>Facility identified</td>
</tr>
</tbody>
</table>

**Challenges:** Training of community organizations members and interested citizens to develop a Volunteer Program.
FSTrengthening the collaborative dynamic between community organizations.
Restrictions and preventive measures imposed considering the COVID-19 pandemic.
Identifying a locale, at no cost, as the community organizations activities center.
Area 5 – Social and Civic Participation and Integration.

Social and civic participation and support are strongly connected with good health and wellbeing throughout life. Participation in social, cultural and educational activities in the community, as well as within the family allows older adults to continue feeling competent, enjoy respect and esteem, and maintain or establish relations of support and mutual care. It fosters social integration and is key to staying informed. An age-friendly community also offers options so that older adults may continue contributing to their communities, including opportunities for employment or volunteer work, and to be involved in the political process.

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<tbody>
<tr>
<td>Create a weekly discount day for older adults by the municipality’s businesses to foster participation, interaction, and integration in the community.</td>
<td>January 2022 and ongoing</td>
<td>Municipal government Business owners of the municipality Advisory Council Office of Social and Community Development</td>
<td>Number of business owners participating Discount card</td>
</tr>
<tr>
<td>Organize Security Councils in each district with participation of volunteers.</td>
<td>May 2022 and ongoing</td>
<td>Municipal Government - Office of Social and Community Development Municipal and state police</td>
<td>List of participants in the trainings Directory of members of Security Councils organized in the districts</td>
</tr>
<tr>
<td>Coordinate continuing education activities for adults who work or are retired, offering courses in different schedules.</td>
<td>January 2022 and ongoing</td>
<td>Leaders of community organizations Municipal Citizen’s Assistance Office AARP Ana G. Méndez University</td>
<td>Educational activities offered List of participants in the educational activities</td>
</tr>
<tr>
<td>Coordinate educational activities to educate municipal employees about “active ageing”.</td>
<td>March 2022 and ongoing</td>
<td>Universidad Católica Municipal Human Resources Office Advisory Council</td>
<td>List of trainings attendance Number of sessions offered</td>
</tr>
</tbody>
</table>
Goal: To encourage social participation and integration of older adults in their communities.  
Objective: To organize sociocultural activities that respond to the interests and capabilities of older adults, tailored to their preferences.

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<tbody>
<tr>
<td>Evaluate funding alternatives to create employment opportunities for older adults.</td>
<td>November 2021 and ongoing</td>
<td>Economic Development Consortium Displaced Adults Project Senior Community Service Employment Program (SCSEP) Ponce Region</td>
<td>Collaborative agreement with: Economic Development Consortium SCSEP</td>
</tr>
</tbody>
</table>

Challenges: Restrictions and preventive measures imposed considering the Covid-19 pandemic. Availability of state and municipal police staff, given the limited staff and resources, to train volunteers for Security Councils and establish collaborative agreements.

Area 6: Health Services
Health and support services are vital to maintaining health and independence in the community. Many of the concerns expressed by older adults, caregivers, and service providers in the focus groups have to do with the availability of adequate, accessible, and high-quality care.

Goal: To educate the population about disease prevention, health promotion, and health services available in the community.  
Objective: Disseminate information with a preventive approach and about the different health services offered in Coamo.

<table>
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</thead>
<tbody>
<tr>
<td>Prepare a directory of health services available in Coamo.</td>
<td>November - December 2021</td>
<td>Office of Social and Community Development Health Plans</td>
<td>Directory of health services in Coamo</td>
</tr>
<tr>
<td>Identify a building in the city center where most medical providers can be located</td>
<td>2023 -2025</td>
<td>Economic Development Office</td>
<td>Municipal project approved Building location</td>
</tr>
</tbody>
</table>
Goal: To educate the population about disease prevention, health promotion, and health services available in the community.

Objective: Disseminate information with a preventive approach and about the different health services offered in Coamo.

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<tbody>
<tr>
<td>Train doctors and other healthcare providers about Law 194, which regulates the waiting time in medical offices, and about other health concerns of older adults.</td>
<td>January 2022 and ongoing</td>
<td>Office of the Patient Advocate Medicare Advantage Plans Office of Social and Community Development</td>
<td>Training sessions offered List of participants</td>
</tr>
<tr>
<td>Coordinate with healthcare service providers and health plans so that a geriatrician is hired.</td>
<td>November 2021 and ongoing</td>
<td>Office of Social and Community Development Medicare Advantage Plans Office of the Patient Advocate</td>
<td>Collaborative agreement Geriatrician hired</td>
</tr>
<tr>
<td>Develop a program of health promotion activities about chronic disease prevention, nutrition, exercise, meditation, and other.</td>
<td>January 2022 and ongoing</td>
<td>Office of Social and Community Development Health Plans Medicare Advantage Providers AARP</td>
<td>Collaborative agreements with health plans Calendar of activities scheduled List of participants</td>
</tr>
<tr>
<td>Train home aides and family members about caring for patients with dementia.</td>
<td>January 2022 and ongoing</td>
<td>Coamo Alzheimer’s Support Group PR Alzheimer’s Association Medicare Advantage Providers Universidad Católica – Caregivers</td>
<td>Trainings offered Attendance list Collaborative agreements</td>
</tr>
</tbody>
</table>

Challenges: Coordination with health plans responsible for providing medical services to older adults.
Limited resources at the Patients Advocate Office.
Area 7 - Communication and Outreach

Participants in most of the developed countries and cities consider that there is a diversity of information about general and specialized topics for older adults, while in cities in the developing countries, people in focus groups emphasized community communication sources are mainly television, radio, and newspapers. However, the fear of missing information and ending up isolated from the main current is expressed almost everywhere. Information technologies and rapidly evolving communication are welcomed as useful tools as well as criticized as instruments of social exclusion.

Goal: To establish clear, easily understandable, and accessible means of communication for older adults.

Objective: To offer in each community media and mass communication opportunities and training for access to technology.

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<tbody>
<tr>
<td>Create a directory of services available in the municipality including paid as well as free of charge services for older adults.</td>
<td>November - December 2021</td>
<td>Municipal government Office of Social and Community Development</td>
<td>Printed and online directory</td>
</tr>
<tr>
<td>Create a FB page in a friendly format with information about the services available by community.</td>
<td>November 2021-February 2022</td>
<td>Municipal government social media administrator Office of Social and Community Development Community organizations AARP</td>
<td>FB pages created Information available on the website of the Municipality of Coamo and of contributors</td>
</tr>
<tr>
<td>Develop a monthly calendar of activities for older adults that is also broadcasted in the local radio station.</td>
<td>March 2022 and ongoing</td>
<td>Advisory Council Community organizations Local radio station administration</td>
<td>Calendar of activities available Radio programs that will disseminate information</td>
</tr>
<tr>
<td>Create an active aging campaign with integration and social participation to promote the Coamo Age-friendly City Project</td>
<td>March 2022</td>
<td>Graphic artist of the municipal government Advisory Council Community organizations AARP</td>
<td>Outreach and Media Plan for the Coamo Age-friendly City Project Signs placed in different places Social media posts Comments and reactions of the public in social media</td>
</tr>
</tbody>
</table>
Goal: To establish clear, easily understandable, and accessible means of communication for older adults.

Objective: To offer in each community media and mass communication opportunities and training for access to technology.

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</thead>
<tbody>
<tr>
<td>Coordination of workshops for older adults about internet access and communication technology.</td>
<td>March 2022 and ongoing</td>
<td>Municipal network Administrator Community organizations</td>
<td>Workshops offered Participants</td>
</tr>
</tbody>
</table>

Challenges: Willingness to collaborate as a public service of the local radio station administration. Coordination to receive the planned activities from the different providers. Financing of the activities in the Plan.

**Emergency Situations**

In Puerto Rico, emergency situations due to natural disasters, such as hurricanes, earthquakes and flooding, tsunami, pandemics, or other, may occur at any time of the year or annually, as the island of Puerto Rico is in an active zone, especially for hurricanes and earthquakes. Over the past three years, earthquakes have caused deaths and millions of dollars in losses. We cannot predict when an earthquake or hurricane will occur; however, we can survive and damage minimized, simply by evaluating potential dangers that surround us and implementing basic preparedness measures. The most effective way of reducing the danger of possible damage to people, property and lives is through education and by raising awareness in the community about emergency and contingency plans. We must be prepared to face such situations at any time.

Goal: To create an emergency plan that takes in consideration the needs of older adults.

Objective: To revise municipal emergency plans to incorporate specific actions aimed to address the needs of older adults before, during, and after a hurricane. To revise municipal emergency plans and incorporate actions aimed to the needs of older adults in situations such as earthquakes, pandemics, or acts of terrorism, among others.

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<tr>
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<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identification of community organizations and community leaders interested in organizing an Emergency Management Council in each community.</td>
<td>January 2022 and ongoing</td>
<td>Municipal Office of Emergency Management Municipal and state police American Red Cross Community organizations</td>
<td>List of interested community leaders Organized Emergency Management Councils</td>
</tr>
</tbody>
</table>
Goal: To create an emergency plan that takes into consideration the needs of older adults.

Objective: To revise municipal emergency plans to incorporate specific actions aimed to address the needs of older adults before, during, and after a hurricane. To revise municipal emergency plans and incorporate actions aimed to the needs of older adults in situations such as earthquakes, pandemics, or acts of terrorism, among others.

<table>
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<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training of community leaders to organize an Emergency Management Council.</td>
<td>January 2022 and</td>
<td>Municipal Office of Emergency Management, Municipal and state police, Municipal Consultant - Mr. Angel Crespo, American Red Cross, Community Emergency Response Team (CERT) - FEMA, Volunteer Disaster Assistance Organization</td>
<td>Attendance at training sessions for community leaders</td>
</tr>
<tr>
<td></td>
<td>ongoing</td>
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<tr>
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Next Steps 2021-2025

In the Autonomous Municipality of Coamo, we feel very proud of the knowledge attained, the lessons learned, and the collaborators identified who have accepted the challenge and are joining us in our endeavor so that we can become “Coamo, Age-friendly City.” We have just begun to attend to some identified needs, overcome barriers, educate ourselves, recognize our achievements, develop awareness of realistic and achievable initiatives and strategies, and to face fiscal, social, and governmental constraints. We evolved by getting to better know the actual reality of older adults and look forward to a city free of prejudices, discrimination, condescension, and to changing the paradigm of paternalistic and dependent aging for one of “active and healthy aging.” We want empowered older adults who feel safe, appreciated, useful, participants in social and political processes, and proud of their city.

The Autonomous Municipality of Coamo will promote at the local level and will join, state, federal, and municipal efforts in pursuit of a public policy to promote the integration and active participation of older adults in social, economic, labor, health-based, and community development standpoints. We have the guidance of Mr. José R. Acarón Rodríguez, Director of AARP in Puerto Rico, Senior Advisor of the Project “Coamo, Age-friendly City,” activist and loyal proponent of Law 121 of 2019, “Bill of Rights and Public Policy of the Government in Favor of Older Adults.” We look forward to promote projects for the development of friendly cities in other municipalities. Mrs. Cristina Miranda Palacios, Executive Director of the League of Cities and Advisor to the municipal government, will be our ambassador to other municipalities so that we can disseminate the message.

On August 4, 2021, we convened public and private entities to organize a Municipal Advisory Council which will be responsible for guiding and making recommendations to promote citizen participation and improve the infrastructure and services offered to older adults and the community. The meeting was successful and we had ten representatives committed to collaborating with the municipal government to identify, establish, promote, and disseminate the work plan for the project “Coamo, Age-friendly City.” On the same date, we also convened community organizations to organize, support, and carry out a plan for community organizations interested in joining the project “Coamo, Age-friendly City.” The promotion actions are those considered in the “Community Support” area. Local business professional women, Club La Candelaria de Coamo, is the leading organization that will facilitate the community support plan development and implementation. Developing and implementing a volunteer’s program and intergenerational interaction are the pillar activities for community support. We have the collaboration and commitment of AARP Puerto Rico for the training and organization of the volunteer program, and of organizations representing government, social, health, community, banking, sports, and civic sectors. In the second year it will be the responsibility of the Advisory Council, in collaboration with AARP Puerto Rico, to evaluate outcomes and determine how effective we have been, using the “Measuring the Age-friendliness of Cities - A Guide to Using Core Indicators” tool. The evaluation will guide our next steps.

In the area of “Housing,” the evaluation of new housing continues, according to the 2008 Municipal Ordinance specifications established by the Office of Economic Development. The projection by the “Strategic Development Framework” is to repopulate the city center, by developing housing projects for older adults. At the present time, San Blas Apartments, an assisted-living facility with sixty-nine apartments, is under construction and will be available in January of 2022.
The earthquakes certification of senior living facilities is performed every five years as required by the state Department of Housing. The repairs of sidewalks, based on the findings of the “Complete Streets” evaluation, was included in the municipal street repair plan and, in December 2021, the repair of sidewalks and public transportation stops will continue until 2023. We will offer a training for trainers, sponsored by AARP, to volunteers interested in the “Home Fit” course. These volunteers will advise home owners interested in safety and home improvements for older adults.

In offering safe and accessible “Outdoor Spaces” that are adapted to the needs of older adults, the City Square was identified as a place for a monthly “Sunday City Market,” with street vendors and local artisans. The Aquaventura facilities and the athletic track, affected by Hurricane Maria, have been approved for repair over a three-year period starting at the end of 2021, followed by other facilities. At present, contacts have been made with healthcare plans to continue the collaborative agreements and offer healthier lifestyle activities as soon as allowed due to the pandemic restrictions.

“Transportation” that is safe, on time, and with an extended route, is a challenge that we are addressing in 2022 thanks to a Municipal Ordinance and to federal funds allocated for the extension of the municipal Trolley route to additional places, in city center outskirts. Signage of service sites and the repair of sidewalks in the outskirts of the city is also included. The Volunteer Program will identify volunteers to organize an alternative community transportation system to and from the area’s most distant from the city center. With AARP’s support, we will offer the Driver Safety workshop to all interested. We will work on the model development and the identification of public and private funds to offer a monetary incentive to the volunteers so they can cover basic expenses associated with providing transportation, while encouraging their participation. Improving the street lights repair, and construction of sidewalks and the signage of streets are strategies also considered in the outdoor spaces and accessibility area that will be addressed starting in November 2021.

The “Community Support” area was assigned to a community organization, “Club La Candelaria”, well known in Coamo for its volunteer work and involvement in community issues. Together with other community organizations “Club La Candelaria” is committed to: working as a team with AARP (who will offer a Leadership Academy for the organizations members and volunteers) to organize a Volunteers Program; training and coordination of intergenerational collaboration with high school students; and keeping an activities calendar. There are municipal programs in place such as “Educating for the Future,” where students support older adults and are our partners for the project. We will coordinate with school directors.

It is important for the organizations representatives to have a place where they can hold meetings and activities, we have discussed our concern with the mayor, who is in the process of identifying a municipal physical facility that can be set up for the organizations, by the end of 2021. The community organizations leaders will search funding opportunities to support the planned activities, starting with a proposal to the state senate.

When it comes to the “Participation and Social and Civic Integration” of older adults in their communities, we agree with the participants recommendations in the community surveys who recommended that local businesses,
especially in the city center, offer a “discount card” to older adults. This strategy was initiated by the municipal government Citizen's Assistance Office, but its implementation was paused due to the pandemic. The business owners responded positively, and as of December of 2021 and on, a weekly “discount shopping day” for older adults will be implemented.

We will organize security councils in each district with the support of the state and municipal police and the municipal Community Affairs Office. We will offer courses in coordination with the Displaced Adults Project of the Economic Development Consortium and explore employment opportunities, as a motivation to volunteer participants in the security council and other strategies in the plan, as of May of 2022.

The participants in the community surveys expressed interest in attending continuing education courses if offered in a flexible schedule, to facilitate attendance. In promoting these courses, we are going to highlight subjects associated with active aging. The Municipal Advisory Council will initiate coordination with higher education agencies in the region, especially the Ana G. Méndez University and the Catholic University in Ponce.

Strategies that can be achieved in a short term were recommended for the “Health Services” area. We will prepare a directory of health services available in the municipality, will coordinate with healthcare plans to educate physicians and other healthcare providers about Law 194, which regulates the waiting time in medical offices, and other health facilities. As a priority, we will propose the need to hire the services of a geriatrician with an office in Coamo.

Regarding modifying or setting up a building in the city center for health services offices, the Office of Economic Development is working a plan to establish “medical offices” in the facilities of the old municipal Community Health Center by 2023. Providers who rent offices in the building have been notified.

“Communication and Outreach” of the Coamo, Age-friendly City Project is one of the challenging areas. Citizens do not associate the activities with the Project. We want to create awareness for a culture of active aging with social integration and participation. We will prepare a services directory for older adults and create a FB page designed to keep older adults informed. We have the support and guidance of AARP; they have the knowledge and experienced staff. We will develop a monthly calendar of activities to be broadcasted in the local radio station with the collaboration of producers of weekly broadcasts who also belong to community organizations supporting the project.

At the municipal government level with the endorsement of the Advisory Council, the project will be included in the Urban Development Plan of the Office of Economic Development, which will be implemented starting in March 2022.

One of our priorities is to have a “Municipal Emergency Plan”. We rely on the expert knowledge in emergency management and the advice of Mr. Angel Crespo, who was director of the Fire Department of Puerto Rico. We will incorporate preparedness practices that have proven to be effective in response to hurricanes, earthquakes, tsunami, pandemics, acts of terrorism, and more. Mr. Crespo will also be responsible for the volunteer community leaders training and the “Emergency Management Council” in each community. To supplement Mr. Crespo services, we will seek the collaboration of disaster recovery agencies and organizations. Among these, the American Red
Cross with courses for volunteers, the Community Emergency Response Team (CERT), the Long-Term Recovery Group [Grupo de Recuperación a Largo Plazo-GRALP], and the Volunteer Disaster Assistance Group [Organización Voluntaria de Asistencia en Desastre-OVAN], which assists faith-based organizations. These organizations gained visibility after hurricane Maria. We will also coordinate with the Coamo Emergency Management Office.

The services that we have been offering, described in the “Services Offered” section will continue, integrating the modifications required due to the pandemic. As of November 2021, and considering the COVID-19 restrictions imposed by the Executive Orders, we kick off in the implementation of the 2021-2025 Action Plan.
Coamo: Age-friendly City
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www.who.int/ageing/en

Contact Information

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Coamo
Age Friendly City

Autonomous Municipality of Coamo
Juan C. García Padilla, Mayor