



Membership Application

To join the **AARP Network of Age-Friendly Communities** and the **World Health Organization Global Network of Age-Friendly Cities and**

- If you have questions while completing this form, please email livable@aarpp.org or call 202-434-2430
- If you need additional space for answering the questions you may add an additional sheet of paper.

APPLICATION SUBMISSION DATE: 6/19/2018

Section :11: COMMUNITY DETAILS

NAME OF THE COMMUNITY: Town of Glastonbury

STATE: Connecticut

POPULATION SIZE: 34, 461 Population based on the American County Survey 5 year Estimate (20102014)

PERCENTAGE OF RESIDENTS ABOVE THE AGE OF 60: 21% (7, 411 60-85+ year olds). This is equal to the number of school age children living in our town (7,528 age 5-19 = 21% of residents based on 5 year estimate American County Survey)

NAME AND TITLE OF THE ELECTED OFFICIAL SIGNING THE OFFICIAL

COMMITMENT: Richard Johnson, Town Manager

OFFICE ADDRESS OF THE SIGNER: 2155 Main Street, Glastonbury, CT 06033

Section 2: COMMUNITY CONTACT FOR THE AARP NETWORK OF AGE-FRIENDLY COMMUNITIES

The community contact is the local staff member or volunteer who is primarily responsible for carrying out the community-level work — it is not the responsible AARP staff member.

NAME: Patti White

POSITION: Parks and Recreation Director, Town of Glastonbury

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Please describe the named person's role in the city or community's age-friendly initiative:

Under the direction of the Town Human Services Director, the Supervisor of Senior Services, plans, develops, and supervises a comprehensive program of activities and services for Glastonbury residents age 50 and older. In that role, Patti White is responsible for the oversight

of all activities and programs at the town senior center as well as the town's Dial-A-Ride transportation program for seniors and disabled individuals. Patti provides the primary staff support to the Town's Commission on Aging, and would serve as the initial primary contact for Glastonbury's Age-Friendly Community Initiative

Section 3: COMMUNITY ACTIVITIES, ENGAGEMENTS and COLLABORATIONS

1) Please provide a brief summary of the community policies, programs services that are targeted to older people and how the community plans to become more age friendly.

The primary mission of the Town's Human Services Department is to promote independence, personal enrichment and an enhanced quality of life for Glastonbury residents of all ages through a variety of programs and services. The Glastonbury Senior Center, a division of the Human Services Department, serves Glastonbury residents age 50 and above. Together with the town's Commission on Aging, it is responsible for coordinating of all town activities related to the seniors, a charge that includes continuously studying the conditions and needs of senior in areas such as housing, economics, health, employment, transportation, recreation, home care services and other matters concerning the life quality of the elderly.

The Senior Center, housed in the town's Community Center, provides a variety of programs and services focused on senior's needs including:

- Food, fuel and tax relief programs for low income seniors
- A Dial-A-Ride transportation program for seniors, providing more than 20,000 rides each year throughout town for medical appointments, grocery shopping and social activities.
- A town Housing Authority that operates affordable housing for seniors, families and disabled individuals in various settings throughout town.
- Programs for the vision impaired, the memory impaired, grief programming; balance programs, and programs for care givers.
- Art, language, exercise, entertainment and travel programming

In 2018, the Senior Center applied for and won accreditation by the National Institute of Senior Centers, which rates centers on nine areas of excellence for operation of a senior center. Earning and maintaining our accreditation since has provided a structure continuing to excel in those areas of excellence. The AARP/WHO Age Friendly Community Initiative's Eight Domains of Livability map perfectly with the areas we and our Commission on Aging are tasked with continuously studying and improving. Participating in the Age Friendly Initiative would give us access to tools to better engage seniors with the broader community in ensuring that community initiatives not directly related to Senior Center programs and services also reflect the seniors' perspective. This will become increasingly important as the baby-boom population ages and puts pressure on towns to accommodate seniors' needs and their desire to age in place and engage in the community life.

By participating in the initiative, we hope to take advantage of the Toolkits, Roadmaps and other resources provided to create a structure that will facilitate continuous improvement of the services we provide to seniors in town.

2) How will the community engage and involve older people in the process of becoming a more age friendly community

Senior Center staff and the Commission on Aging regularly survey seniors regarding programming and services offered at the Center. Seniors are invited to participate in the reaccreditation process every five years. We also survey residents every two years to assess the effective of our programming and whether it is serving all age groups within our population of seniors. In our most recent reaccreditation, we conducted a SWOT analysis to identify Strengths, Weaknesses, Opportunities and Threats related to Senior Center services. We would continue using these tools to inform our decisions relative to programming and services.

In addition, participating in the Age Friendly Initiative provides wonderful tools for evaluating what can be done to improve the livability of the broader community and for engaging all community stakeholders in the change process. Tools like Listening Sessions, Focus Groups, Walk Audits, Fact Sheets and Pop-ups can all be used in identifying or addressing new or existing challenges, gathering information needed to develop workable plans, trying and implementing new ideas and tracking progress over time. These tools engage people by giving them a voice and a role to play in improving their community. We would solicit coverage of the initiative in our local newspaper, The Glastonbury Citizen, and in the community section of our regional newspaper, the Hartford Courant. We would reach out to a wide variety of community groups and stakeholders and enlist their help with promoting and participating in the initiative.

3) Briefly describe the mechanism the community has or will put in place to facilitate collaborative planning and implementation between different agencies and departments.

Concerned that the rise in senior population, resulting from the aging of baby-boomers and their desire to age-in-place, would put a strain on senior services, the staff and the Commission approached the Town Council and our local AAPR chapter to support our participation in the Age Friendly Community initiative. Both gave their support.

Going forward, our plan is to reach out to key stakeholders in the community to build a core group with the time and motivation to work on building an Age-Friendly Community, starting with an education campaign to introduce them to the initiative, gauge interest, identify possible resources/obstacles/concerns and enlist partners who can help us move forward with next steps.

We will hold a listening session to identify and prioritize broad goals for the town: short, medium and long range. Follow those up with focus groups that bring together impacted stakeholders to solicit input and outline action plans.

We would use walkability audit or pop-ups as needed to test ideas and build support for implementing changes.

To ensure continued involvement of stakeholders in a continuous improvement cycle we would implement a community survey to track the level of success or need for change to initiatives over time.

Section 4: NETWORK MEMBERSHIP

Your answers to the following questions will help us complete your membership in the global age-friendly network and better enable us to understand how to support the network.

4) How do you hope to contribute to the AARP Network of Age-Friendly Communities and the World Health Organization Global Network of Age-Friendly Communities?

1. Create a marketing campaign to share the knowledge and learnings of our Age Friendly community. This can be done utilizing social media, the town website; Twitter; and Facebook.
2. We will participate in any learning network forums to help other communities become "Age Friendly Communities" helping the World Health Organization reach its goal of influencing the health and quality of life of older adults.
3. We will send a representative to the Annual Conference.
4. Continue to evaluate our improvements and always be growing toward a more age friendly and inter-generational community.

5) What motivated your community to join AARP Network of Age-Friendly Communities and the World Health Organization's Global Network of Age-Friendly Communities?

As stated earlier, the Senior Center Staff and Commission on Aging are responsible for coordinating of all town activities related to the seniors, a charge that includes continuously studying the conditions and needs of senior in areas such as housing, economics, health, employment, transportation, recreation, home care services and other matters concerning the life quality of the elderly. The AARP/WHOIGN Age-Friendly Community Initiative's Eight Domains of Livability map perfectly with the areas we and our Commission on Aging are tasked with continuously studying and improving. The Age-Friendly Initiative would give us access to tools to better engage seniors with the broader community in ensuring that community initiatives not directly related to Senior Center programs and services also reflect the seniors' perspective. Similar to our participation in the senior center accreditation process, our participation in the Age Friendly Initiative would provide the tools and structure for continuous improvement in those areas not covered by Senior Center programming and services.

6) Please provide a digital file or link of a logo or other image that represents your community.

https://upload.wikimedia.org/wikipedia/en/0/0a/GlastonburWo2C_Connecticut_town_seal.jpg

The image resolution should be at least 72 dpi. As an example of an image, here's ours

