

The Town of Glastonbury Presents:

Age-Friendly Community Action Plan

Building an inclusive community for people of all ages





Town of Glastonbury

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Richard J. Johnson
Town Manager

October 22, 2021

LETTER OF SUPPORT AND INTRODUCTION FOR AGE-FRIENDLY COMMUNITY ACTION PLAN

I am pleased to have this opportunity to write in support of the Glastonbury Age-Friendly Community Action Plan and to introduce this well-thought out roadmap for an age-friendly, livable community. The Plan clearly recognizes the contributions by those of all ages and interests and the importance of providing community resources, services, programs and facilities in support of an inclusive, vibrant community.

The process to develop this Plan involved focus groups, public forums and community outreach. In turn, this provided important information and suggestions from many on how Glastonbury could effectively recognize ways in which the community can provide for residents of all ages. Glastonbury has many life-long residents who have participated in programs and activities for decades and over the years, their interests, needs and activity levels change. There are also many newer residents who have a variety of interests. It is critically important that the community effectively understands and responds to the various stages of life we all experience.

The Glastonbury Action Plan identifies three initial priorities for Domains of Livability including outdoor spaces and buildings, transportation and housing. Goals and objectives are established and the Town is committed to achieving effective progress for each. These goals and objectives are clearly important to the daily lives of all and are particularly important as we age and our needs and abilities evolve.

The Age-Friendly commitment provides an exciting opportunity for Glastonbury and I want to express my thanks appreciation to the Town Council, Core Leadership Team, Commission on Aging, Town staff, community members and all those who helped make this important Plan possible.

I look forward to working to achieve the goals and objectives set forth in the Plan and to continually promote and support this most important initiative.

Sincerely,

Richard J. Johnson
Town Manager

RJJ/sal

Glastonbury Age Friendly Community Action Plan

Executive Summary

Glastonbury prides itself on being a progressive, adaptive, and committed community that supports the needs of residents of all ages and backgrounds. The town and many stakeholder organizations offer an array of essential services and programs that enhance lifestyles and help ensure independence.

Although town residents and leaders believe that Glastonbury is already “Age Friendly” in many respects, the formal adoption and certification of an AARP Age-Friendly Community Action Plan will “raise the bar” to build on this positive foundation and address the challenges and opportunities that remain.

So, how does Glastonbury truly become a broadly recognized and functioning “Age Friendly Community” that builds on existing achievements, works for everyone and is always proactively looking for and pursuing continuous improvement? This Action Plan offers a strategic blueprint to ensure the targeted Domains of Livability (DOL) and their corresponding recommendations are implemented. Within the plan is an “accountability” framework to guide the town and its partners in their commitment to supporting the plan’s implementation in a way that demonstrates measurable outcomes, as well as positive and sustainable community impact.

*“Aut viam aut faciam nos”
“We either find a way or make one”*



The essence of Glastonbury’s Age-Friendly initiative can be summarized in the Latin phrase “Aut viam aut faciam nos” which means “we either find a way or make one”. The town has historically exemplified this “can do” approach, which is further supported by an engaged municipal governing body and state legislative delegation, a committed professional town staff, a robust business community, numerous stakeholder partners, and a highly invested residential community.

In 2018, the Town received its designation as a member of the AARP Network of Age-Friendly Communities, marking the beginning of the development of Glastonbury’s Age-Friendly Community Action Plan.

In 2019 a diverse governance structure was established to oversee and monitor progress related to the development of the town’s Action Plan. This structure includes the Commission on Aging (COA), which has the primary supportive role of the town’s action plan implementation. In addition, an ad hoc Core Leadership Team (CLT) was established that includes a diverse number of members from the broader community appointed by the Town Manager. This body informally reports to the Commission on Aging with the chair of the COA serving as the chair of the CLT as well. Ultimately the Town Manager and Council provided final approval of the Action Plan.

The CLT will remain in place and continue to play an important advisory role during the Action Plan implementation phase.

The broader community outreach process commenced in 2019 with a town-wide survey and continued in 2020/2021 with a community conversation; three targeted focus groups (public housing residents, youth, and the business community); multiple CLT and COA meetings that “drilled down” on the findings to date; and presentations to the Town Council.

This collective outreach process resulted in a focus on three priority Domains of Livability: **Outdoor Spaces and Buildings, Housing, and Transportation**, with recommendations and aligned actions identified and approved.

The Action Plan also touches on the other five Domains of Livability (**Social Participation, Respect and Social Inclusion, Work and Civic Engagement, Communication and Information, and Community and Health Services**) which will be addressed and integrated during the implementation phase, as the Action Plan is meant to serve as a fluid and adaptive document.

The town of Glastonbury thanks the community for its important input and looks forward to building an even more Age-Friendly Community once the AARP Action Plan is certified.

“It was my honor to help carry this project forward with my colleagues during the final phase of the planning process, building upon the tireless efforts of our predecessors. I am proud of our town and the work we have done as a community to create a plan that is inclusive and emphasizes livability for older adults and people of all ages.

I am excited to continue our work as we begin to focus on the recommendations and steps outlined in the action plan.”

Jennifer DiSette, COA/CLT Chair, 1/21-present

Glastonbury Age-Friendly Community Initiative

Acknowledgements

The Town of Glastonbury thanks the following individuals and organizations for helping to develop this valuable Age-Friendly Community Action Plan.

Richard J. Johnson, Town Manager

Glastonbury Town Council

Thomas P. Gullotta, Chairman
Lawrence Niland, Vice Chairman
Deborah A. Carroll, Majority Leader
Whit C. Osgood, Minority Leader
Stewart “Chip” Beckett III
Kurt P. Cavanaugh
Mary LaChance
Jacob “Jake” McChesney
Lillian Tanski

Current Commission on Aging Members

Jennifer DiSette, Chair
Daren Hill
Beth Hillson
Gayle Kataja
Phil Markuszka
Denise Weeks, Former Chair

Former Commission on Aging Members

Eva Bowden, Chair
Rosemary Hokanson, Chair
Janeen Dolan
Nancy Goodwin
Ernie Reale

Age-Friendly Community Core Leadership Team

Jennifer DiSette, Chair
Carrie Androletti, Ph.D., Central Connecticut State University
Barbara Bailey, Director, Welles Turner Memorial Library
Bruce Bowman, Representative, Truth in Action with Love and Kindness (TALK) Organization
Doug Brown, Representative, Glastonbury Rotary Club
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Glastonbury Age Friendly Community

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I. INTRODUCTION

Glastonbury Age-Friendly Community Action Plan: Mission, Vision, and Core Values



Mission

As a forward-thinking community, Glastonbury will build on its current momentum to become a truly welcoming environment for people of all ages by continuing to identify and leverage existing assets, while securing new partnerships and resources for future opportunities.

Vision

Building on over 325 years of tradition and heritage, Glastonbury continues to balance the preservation of its natural resources with the evolving needs of our community. Through positive community partnerships, careful planning, and professional management, we are committed to the highest levels of responsive and equitable service, integrity, and fiscal responsibility. As a member of the Network of Age-Friendly Communities the town pledges to engage in ongoing innovation, regional cooperation, and effective leadership which will ensure that Glastonbury will always be a great place for residents of all ages to actively live and thrive.

Core Values

Through the Age-Friendly Initiative the Town of Glastonbury is dedicated to making Glastonbury a more livable community for residents of all ages by:

- Providing and adapting programs and services to address the needs and interests of all residents in an open, affirming, and inclusive environment.
- Increasing awareness, understanding and support of the evolving needs of older adults.
- Disseminating information through a diverse range of communications platforms, about resources and programs which facilitate a resident's ability to age in place.
- Promoting personal enrichment, wellness, independence, and a communal spirit by engaging and collaborating with diverse community stakeholders.
- Leveraging the value and resources of older adults to identify and support intergenerational opportunities.
- Providing appropriate and affordable housing options for all residents to have the opportunity to remain in Glastonbury as their needs change.

Glastonbury Age-Friendly Community Action Plan: Building on Current Work—Commitment & Accountability

Building on Current Work

The Town of Glastonbury has a clear history of providing a high quality of lifestyle for its residents across a broad scope of livability domains. In recent years, the town successfully engaged in several community initiatives, achieving designations as a Bike Friendly and Runner Friendly town as well as a Heart Healthy Community.

In 2018 the town achieved the highest possible designation (Silver) through the statewide Sustainable CT Community initiative, for promoting sustainability throughout all sectors of the community, including healthy, efficient and diverse housing, and inclusive public services.



Additionally, the Glastonbury Senior Center achieved national accreditation status by the National Institute of Senior Centers (NISC), for its commitment to excellence in providing an array of services to older adults in the community. Housed in the town's Riverfront Community Center, a model facility located in the vibrant Riverfront Park, the center provides a variety of programs and services, including evidenced based health and wellness programs, intergenerational activities and many volunteer and civic engagement opportunities. As a compliment to the center's services, the town also provides a comprehensive free door to door paratransit program, providing thousands of rides each year to older adults and individuals with disabilities, increasing their connectivity to essential services and decreasing social isolation.

Glastonbury also provides affordable and accessible housing for older adults and families in various settings, recently completing a major cutting-edge renovation of a subsidized housing complex for lower-income seniors and individuals with disabilities. Numerous parks, trails and preserved open space abound throughout the town borders.

Through the Age-Friendly Community (AFC) initiative, the town of Glastonbury will build upon and enhance these infrastructure support systems for older adults and create additional opportunities for residents of all ages to enjoy an optimal quality of life for each of the 8 Domains of Livability.

Commitment and Accountability

As with other town milestone achievements, this will require an ongoing commitment of resources, a steadfastness to achieving the approved AFC Action Plan recommendations, and a staunch pursuit of innovative and effective methods of meeting the needs of the entire community in the coming years.

Throughout the planning process, the Town Manager assigned staff from several key departments to assist this initiative, with the Senior Services staff assuming the lead coordinating role. The town is committed to providing staff resources throughout all phases of the Action Plan implementation and successfully secured a grant of \$20,000 from the Glastonbury Education Foundation to provide additional infrastructure support to the Action Plan's development phase.

In the spring of 2021, the Town Council demonstrated its financial commitment to the AFC initiative, approving a budget of \$20,000 to support the implementation of some of the year one Action Plan recommendations. Those budget items include the creation of a Glastonbury Age-Friendly Logo, Age-Friendly banners to be placed at Town Hall and other strategic community locations, additional benches in the Riverfront Park and Town Center to

increase enjoyment by older adults, as well as funding for anti-ageism training for key town staff, volunteers, and board and commission members. The town's Capital Improvement Budget for fiscal year 2022 also includes funding for the construction of Pickleball courts behind the Riverfront Community Center.



Additionally, the town has secured grant resources to support two new programs to help reduce social isolation among older adults and support their ability to remain independently in their homes. Through the community engagement exercise for the AFC planning process, many older adults reported that remaining in one's home with dignity and comfort is often linked to their ability to acquire necessary support systems to maintain their homes. The Chores Program is another service designed to assist in identifying residents who need help with yard work or housework by matching them with screened community volunteers.

Just like many communities throughout the country, during the past year of the global pandemic, Glastonbury saw an increased number of older adults who were significantly isolated due to their lack of access to and experience with technology. As a result, the town launched a pilot technology program which loans user friendly tablets to identified older adults and provides training and ongoing technology support from reliable and screened volunteers. This initiative will greatly improve the ability of older adults most in need to feel a sense of inclusiveness in the life of the community.

When feasible, the town will allocate funding in its General Fund for the AFC initiative and will continue to seek other financial and in-kind resources from private corporate and community foundations and public agencies to support various recommendations outlined in the Action Plan.

II. Background

Glastonbury Age-Friendly Community Action Plan: The Process-Community Engagement

The Glastonbury Age-Friendly Community initiative was initiated by the town’s Commission on Aging (COA), a chartered volunteer group of community members who work on issues to improve the overall quality of life for older adults in Glastonbury. In 2016 the COA laid the groundwork for the town to enroll in the AARP Age-Friendly Community (AFC) Network.

After a series of leadership changes in the Town Council and COA, in the summer of 2018, the town applied for and was approved as a member of the AARP Network of Age-Friendly Communities. This step began the formal process of creating an AFC Action Plan.

With town staff assistance, the COA continued to spearhead Glastonbury’s AFC initiative. In 2020, the Town Manager appointed a community-based Core Leadership Team (CLT) to assist in the development and implementation of an AFC Action Plan and its submission to the national AARP for certification.

Over the past three years, the town facilitated a series of public educational forums, community listening sessions, focus groups, and a community survey to shape the planning work of the town’s AFC initiative and Action Plan recommendations. Town residents and local community groups played an active role in these forums and helped to identify the Domains of Livability priorities and recommendations for the AFC Action Plan.

The underlying premise for the development of this initiative was that as Glastonbury’s population continues to grow and age, a community design that supports older adults in all 8 Domains of Livability will play an integral role in the well-being of the entire community. The following timeline summarizes the town and COA’s actions to date for the AFC Initiative:

Time	Action
Spring 2016	COA began research on Age-Friendly/Livable Communities
Summer 2016	COA formally requested and received Town Council approval of Age-Friendly application.
Summer/Fall 2017	COA began to outline goals and identify stakeholders for AFC initiative.
June 2018	Network of Age-Friendly Communities application was submitted to AARP and World Health Organization (WHO)
June 2018	Town notified of successful enrollment in AARP network of AFC.
January 2019	COA voted to obtain funding to hire a consulting firm to assist the COA with the AFC process and development of action plan.
Spring 2019	Grant application submitted to Glastonbury Education Foundation to hire consulting firm for technical support.
Spring 2019	Glastonbury Age-Friendly Community Survey instrument finalized.
Spring/Summer 2019	COA members began community survey and outreach to stakeholders
May 2019	COA and State AARP held community educational forum on Glastonbury Age-Friendly Community initiative.

May 2019	Glastonbury Education Foundation approved grant request.
Fall 2019	Survey completed and the results analyzed.
Fall 2019	Consultant selected and hired to help guide the Action Plan development process.
February 2020	Community Conversation held -Three priority Domains of Livability identified.
Summer 2020	Focus groups held virtually with youth, business and housing sectors. -Action steps identified.
Summer/Fall 2020	Core Leadership Team (CLT) meetings held virtually. -Further analysis completed on Three Domains of Livability Action Plan recommendations.
Fall 2020	Development of Action Plan outline begun -COA and CLT approval obtained.
September 2020	COA provided update o AFC initiative to Town Council.
October 2020	Town Council passed resolution approving three Domain of Livability priorities.
Fall/Spring 2020/2021	CLT Zoom meetings held to provide final input regarding the recommendations and action steps for three Domain of Livability priorities.
September 2021	AFC Action Plan presented to and approved by Town Council

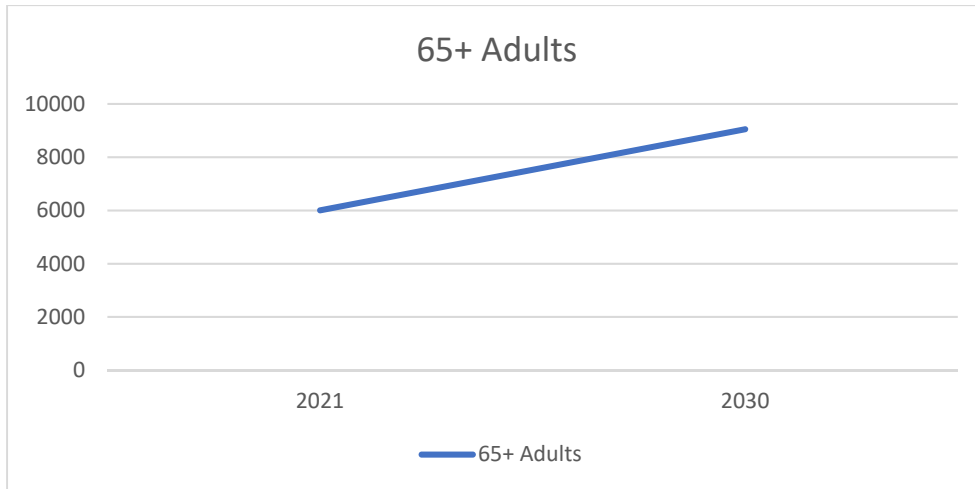
Glastonbury Age-Friendly Community Action Plan: Community Profile and Aging Trends

The Glastonbury community is rich with culture, attractions, and thriving businesses. Located just 6 miles southeast of Hartford, the state capital, its central Connecticut location offers convenient access to all the Northeast's major cities. As one of Connecticut's oldest municipalities, Glastonbury is dedicated to preserving its numerous parks, historic sites, and riverfront property and supports a highly active community. The town is proud to be well-known for its excellent municipal government management, outstanding public education system, historic character, and exceptionally high quality of life. In fact, the Town of Glastonbury received a Distinguished Presentation Award for its 2020-21 annual budget document from the Government Finance Association of the



United States and Canada. The town has received this award for over 25 consecutive years. Glastonbury was also one of only four Connecticut towns to receive the coveted Democracy Cup awarded by the Connecticut Secretary of State for having one of the highest voter turnouts for the 2020 elections.

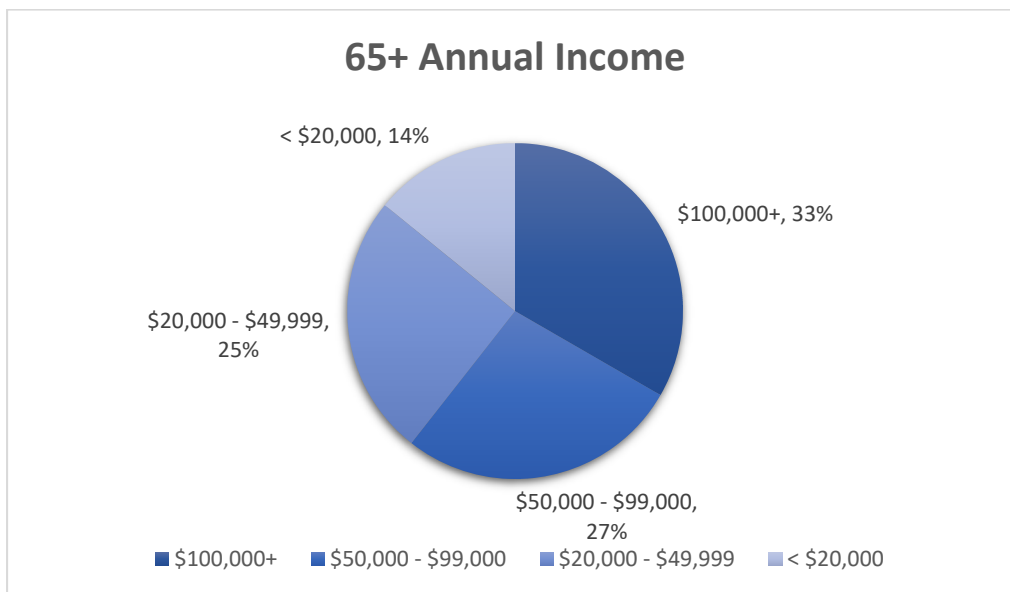
Like many communities across the country, Age-Friendly Glastonbury will continue to see an increase in its older adult population. Currently the town's 65+ older adult population is estimated at 17.4% (6,005) of the town's population of 34,578, and is forecasted to increase by approximately 51% (9052) by 2030. Additionally, the median female and male ages are 47 and 44 respectively, with both above the state average of 43 and 39. These demographic trends provide both challenges and opportunities the town will need to consider in future planning.



The poverty rate for Glastonbury 65+ population is considerably lower (5.9%) than Hartford County at (11.2%) and the State at (7%).

Regarding educational attainment for the 65+ population, only 3% (180) have less than a high school diploma compared to the state average of almost 15%, and those with college degrees are 50% (3,002) compared to the state average of 32%.

For annual income of 65+ residents, 33% (1,981) are above \$100,000 compared to the state average of 24%, (1,441) are between \$50,000 and \$99,999, 25% (1,506) between \$20,000 and \$49,999 and 14% (870) below \$20,000, which is below the 17% state average. Thus, there are approximately 2,376 65+ residents with annual incomes below \$50,000, who are likely struggling financially because of Connecticut’s high cost of living.



For the 65+ population, 31% (1,860) suffer from depression, 24% (1,440) experience anxiety disorders and 14% (870) have dementia or Alzheimer’s. Also, 12% (720) experience independent living difficulties. In addition, 30% (1,808) live alone, which can contribute to isolation and health issues.

Almost 80% (7,000) of 60+ residents use the internet, which will be leveraged to share information and spur engagement during the Action Plan’s implementation phase via the town’s website and other social media platforms.

The information and data presented below relates to the three targeted Domain of Livability priorities.

OUTDOOR SPACES AND BUILDINGS



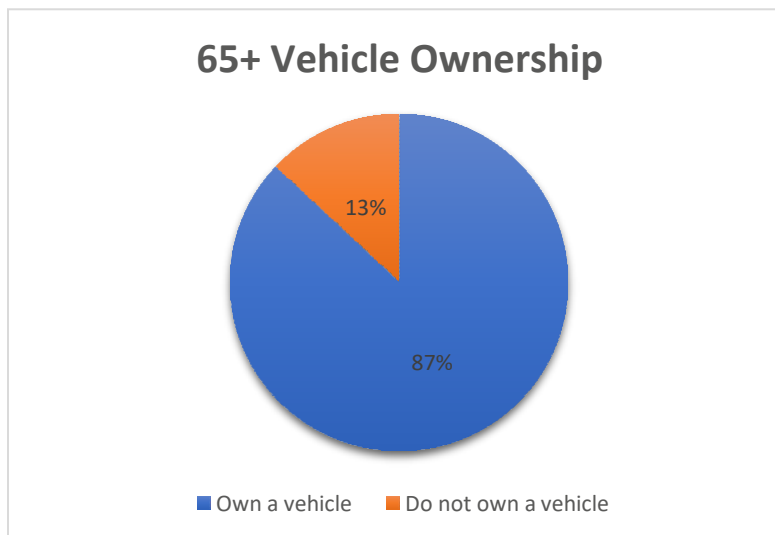
Glastonbury has a large amount of open space, hiking trails, parks, and recreation fields. Increasingly, these assets are being enhanced with amenities for older adults and individuals with disabilities. These include numerous acres of open space and trails, parks, and recreation fields, which will also require greater access options for those 65+ residents who no longer drive.

The town’s buildings infrastructure, such as the Town Hall and Welles Turner Library, have seen capital improvements over the last several years to provide greater accessibility, and newer buildings such as the Riverfront Community Center and Boathouse are fully accessible.

While these numerous outdoor and facility assets and amenities are highly valued by the community, the Age-Friendly Community (AFC) Action Plan outlines additional opportunities to provide even greater access and enjoyment by older adults and those with mobility challenges.

TRANSPORTATION

Approximately 87% (5,224) of Glastonbury’s 65+ population own a motor vehicle, while 13% (780) do not and must rely on other transportation options. As the town’s over 65+ population continues to grow and age, alternative transportation options will become essential to allow for more continued independent living arrangements.



Glastonbury has a variety of transportation options. CT Transit provides limited fixed route bus service to the Town Center and industrial park areas mostly for commuting purposes. The town operates the Dial-A Ride door-to-door paratransit service for older adults and persons with disabilities for medical appointments, grocery shopping, etc. On average, this service provides approximately 20,000 rides per year. The Greater Hartford Transit District also provides inter-regional paratransit services for older adults and persons with disabilities, with some limitations.

There are also volunteer driver and other door-to-door transportation services provided by Friends in Service Here (FISH) for out-of-town medical appointments, the American Cancer Society's Road to Recovery Transportation Service for medical appointments and treatments and Focus on Veterans Inc. that provides rides for veterans to VA hospitals and clinics in Connecticut, Rhode Island and Massachusetts.

The town has an extensive network of on and off-road bikeways and trails totaling approximately 80 miles. This network also connects to other bordering communities through state sponsored connector trails, as well as the East Coast Greenway.

The town has a Bicycle Master Plan adopted in 2006, which has been updated several times, most recently in 2021. The plan is the result of the collective efforts of interested citizens, bicycle enthusiasts, and town staff. The plan's purpose is to identify and implement opportunities for multi-purpose bike paths and safer, and more bicycle-friendly roads throughout Glastonbury. More information regarding the plan is available here: [BicycleMasterPlanDec Final \(glastonburyct.gov\)](#).

The Town Council implemented a "Complete Streets Policy" in 2015 to consider the needs of roadway users of all modes, abilities, and ages (i.e., pedestrians, bicyclists, transit users and vehicle operators) in all phases of street planning, design, and construction. The policy requires that every transportation project be viewed as an opportunity to improve safety, accessibility, and mobility for all users. [The complete streets policy can be viewed here](#).

The Town Health Department also launched the "Glastonbury Takes a Walk for Health" program as many residents are looking for safe personal and healthy mobility options for not only exercise, but also safe access to and within the Town Center. [Glastonbury Takes a Walk Brochure can be viewed here](#):

Even with the town's many transportation services and amenities, challenges exist, especially for older adults and residents with mobility challenges who do not have access to an automobile. In addition, as mentioned previously, due to the forecasted growth of the town's older adult population, a more extensive and responsive transportation network will be needed.

HOUSING

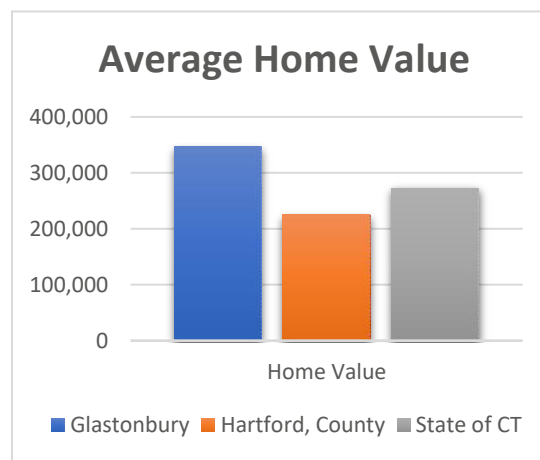
Glastonbury's housing stock includes 10,903 owner-occupied units which represents 78% (14,045) of all housing units. Also, 83% of the owner-occupied units are single family with many including 4+ bedrooms, while 17% are multi-family. Renters occupy 72% of the town's multi-family homes.

For Glastonbury's 60+ population (8,750), 82% (7,175) own their own homes, which is above the state average of 77%. Also, 47% of 60+ residents are still paying a mortgage and of this group 14% have difficulty making their monthly mortgage payments. In addition, for 65+ residents, 49% (2,942) are paying greater than 35% of their income on housing costs. This percentage could influence their ability to pay for necessary medical and food costs. Finally, 28% (1,681) of 65+ residents continue to work, but it is not known how many of these older adults are working out of necessity.

For assisted and other housing units that receive government financial assistance or for the construction or substantial rehabilitation of low- and moderate-income housing, Glastonbury has 5.7% (781) that are assisted units compared to 14.4% for Hartford County. The town has 561 federally assisted housing units, of which 6% are at risk of loss (rental homes facing an expiring affordability restriction within the next few years). Approximately 17% (1,487) of these older adults are living in market based rental units, public subsidized housing and assisted living or convalescent housing, with a high percentage living alone.



In terms of housing affordability, Glastonbury’s average home value is currently estimated at \$346,600. This compares to \$224,850 for Hartford County and \$272,700 for the state. For rental units, 26.2% cost over \$1,500 per month compared to 15% for Hartford County as a whole.



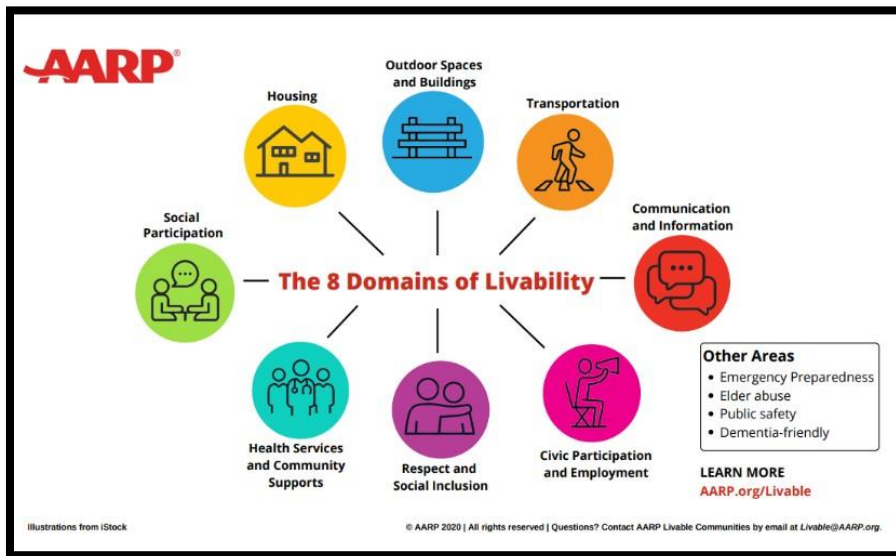
Based on extensive outreach in the community this AFC Action Plan incorporates recommendations to address the need for increased affordable and diverse housing options in town for residents of all ages, including shared living space and in-law living arrangements.

Overall, Glastonbury is considered one of Connecticut’s more affluent towns with a well-educated population and median household income of \$120,837, which is substantially higher than the state average of \$76,106. However, as outlined in some of the data presented above, there are still many 65+ residents that are facing various challenges that could impact their ability to maintain a continued independent and healthy lifestyle, especially as they age.

AARP now maintains a Livability Index on their Age-Friendly Community website for participating communities across the country including Glastonbury that serves as a benchmark. More information is available here: <https://www.aarp.org/livable-communities/network-age-friendly-communities/>.

Reference Sources
2021 Connecticut Health Aging Community Profile, Tufts Health Plan Foundation
2020 Glastonbury CT Demographic Data, Neighborhood Scout
2019 Glastonbury Town Quick Facts, US Census Bureau
2019 Glastonbury Center, CT, Data USA

Glastonbury Age Friendly Community Action Plan: Plan Framework - Eight Domains of Livability



AARP has identified Eight Domains of Livability to assess when evaluating a community's degree of Age-Friendliness. Throughout each stage of Glastonbury's Action Plan development, all survey, focus groups, and community discussions were framed by these domains.

- | | |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Housing | AARP surveys consistently find that the vast majority of older adults want to reside in their current home or community for as long as possible. Doing so is possible if a home is designed or modified for aging in place, or if a community has housing options that are suitable for differing incomes, ages and life stages. |
| 2. Transportation | Driving shouldn't be the only way to get around. Pedestrians need sidewalks and safe, crossable streets. Dedicated bicycle lanes benefit non-drivers and drivers alike. Public transit options can range from the large-scale (trains, buses, light rail) to the small (taxis, shuttles or ride share services) |
| 3. Outdoor Spaces and Buildings | People need public places to gather — indoors and out. Green spaces, seating and accessible buildings (elevators, zero-step entrances, staircases with railings) can be used and enjoyed by people of all ages. |
| 4. Respect and Social Inclusion | Everyone wants to feel valued. Intergenerational gatherings and activities are a great way for young and older people to learn from one another, honor what each has to offer and, at the same time, feel good about themselves. |
| 5. Communication and Information | We now communicate in ways few could have imagined a decade ago. Age-friendly Communities recognize that information needs to be shared through a variety of methods since not everyone is tech-savvy, and not everyone has a smartphone or home-based access to the internet. |
| 6. Civic Engagement and Employment | Why does work need to be an all or nothing experience? An Age-Friendly Community encourages older people to be actively engaged in community life and has opportunities for residents to work for pay or volunteer their skills. |
| 7. Social Participation | Regardless of a person's age, loneliness is often as debilitating a health condition as having a chronic illness or disease. Sadness and isolation can be combated by having opportunities to socialize and the availability of accessible, affordable and fun social activities. |
| 8. Community and Health Services | At some point, people of every age get hurt, becomes ill or simply needs some help. While it's important that assistance and care be available nearby, it's essential that residents are able to access and afford the services required and available. |

III. Action Plan Development

Glastonbury Age-Friendly Community Action Plan: Governance Structure

The town of Glastonbury’s Commission on Aging (COA) consists of seven (7) regular voting members appointed by the Town Council. The COA assists town staff in identifying and implementing programs and services for older adult residents.



The COA has and will continue to provide a critical advisory role within the Age-Friendly Community (AFC) initiative’s governance structure. The COA’s involvement began with the initial research of and enrollment in AARP’s AFC Network. It continued during the Action Plan’s development process and will carry on in collaboration with town staff throughout the certified plan’s three-year implementation period.

In early 2020, the Town Manager gave his approval for the establishment of a Core Leadership Team (CLT), which would act as an ad hoc subcommittee of the COA. The CLT is made up of a diverse group of fifteen individuals from business, government, community at large, higher education and law enforcement. Membership includes Town Council leadership; Town Manager; Directors of the Town’s Health, Parks and Recreation, Housing Authority and Library; Town’s Supervisor of Senior Services, Police Department’s Community Outreach Officer; AARP Chapter Representative; Rotary Club representative; Central CT State University Professor of Psychology and Gerontology; Glastonbury TALK and BikeWalk group representatives.

Decision making and approval authority rests with the Town Manager and ultimately the Town Council. Both have been very engaged and supportive of Glastonbury’s AFC initiative planning process and will also be very involved in monitoring the Action Plan’s implementation and performance.

The COA and CLT specific roles and responsibilities include:

- Guiding Glastonbury’s AFC initiative through the assessment, planning, oversight, and evaluation phases.
- Identifying and helping staff to secure both financial and in-kind resources ongoing.
- Assist the town in reaching out to other community and business leaders and relevant organizations to create critical partnerships.
- Supporting and promoting the Glastonbury AFC mission, vision, and core values as “brand ambassadors”.

Glastonbury Age-Friendly Community Action Plan: Community Outreach and Education

The town of Glastonbury and its Commission on Aging (COA) have and will continue to embrace community outreach and education as a critical component to the Action Plan's successful development and implementation, resulting in positive ongoing and measurable community-wide impacts for people of all ages.

This effort began in 2016 when town staff and the COA began researching the process to become a member of the AARP Network of Age-Friendly Communities (AFC). In 2018 the town formally applied for acceptance into the network, and with Town Manager and Town Council approval, began pursuing an AARP AFC certification through the development of an Action Plan.



Town staff and the COA conducted several community outreach efforts to educate, gain feedback and solicit support from key stakeholders and a broad spectrum of Glastonbury residents. This began with approximately 80 government, clubs/organizations, religious organizations, businesses, media, and boards being identified, catalogued, and targeted for solicitation and support.

Once Glastonbury was accepted into the AFC Network, the leaders of the COA began a community outreach campaign that included presentations on the AFC initiative at the senior center and local AARP chapter meetings. In the spring of 2019, a Community Educational Forum was held at which Anna Doroghazi, Associate State Director – Advocacy and Outreach, AARP Connecticut, presented an overview of AARP's Age-Friendly Communities.

The event was well attended with many questions and recommendations from the public that helped to energize the community about what benefits could be derived from an AFC initiative for all residents, not just for older adults.

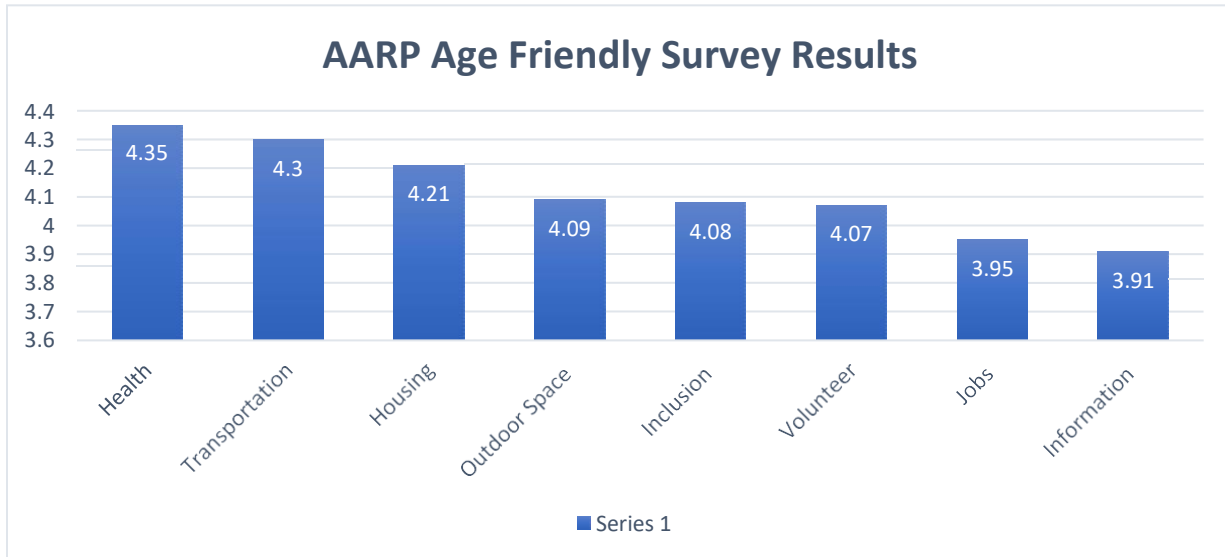
To engage a broader cross section of residents the COA and town staff worked with Dr. Carrie Andreoletti, a town resident and Professor of Psychology and Gerontology from Central Connecticut State University, to assist with the dissemination and analysis of a comprehensive AARP AFC Survey.

The survey was conducted in the summer and fall of 2019 and generated active participation and feedback, as well as continuing to educate the community regarding how an Age-Friendly Community designation could benefit Glastonbury citizens in a variety of ways long-term.

The survey was distributed at AARP chapter meetings, and at various community locations including; the town library, YMCA, Town Housing Authority developments, the Town Community/Senior Center, and provided to several community groups to disseminate to their membership. The survey was posted on the town website and made available in paper format and online through Survey Monkey as well. Both electronic and paper copies were entered into SurveyMonkey for tabulation.

The survey generated 284 responses with a median age of 63.5 years and an age range of 22 to 95 years old. Females made up 74% of the respondents and almost 19% indicated that they had a disability. The survey results,

and their order of importance, were on a scale of 1-not at all important to 5-extremely important and included the following results.



(The survey form is included in Appendix A)

A second more comprehensive and participatory Community Conversation Forum was held in February 2020, just prior to the COVID-19 outbreak. Over 70 participants from diverse backgrounds attended. In addition, Glastonbury Town Manager Richard Johnson, provided opening remarks and reiterated the town’s commitment to the success of the initiative.

“During my 4-year tenure on the Commission on Aging, I had the pleasure of serving as a member and Chairperson. Throughout this time, the Commission on Aging evaluated the opportunity for the Town of Glastonbury to become a recipient of an AARP Age Friendly Livable Community.

After careful analysis of the town’s demographics and the growing senior population, the concept was presented to the town manager and council which was accepted. Our Age Friendly Community Application was endorsed by AARP and Glastonbury became the 3rd recipient of an Age Friendly Designation in Connecticut. The work that ensued since the designation included involving the community and town leadership to align strategic initiatives that will ensure that Glastonbury remains a community that benefits all ages. It is so rewarding to witness the output of community forums that highlighted areas of improvement, like affordable housing, health and preserving town space now being implemented into town forums and strategies.

These initiatives and actions that follow will only continue to enhance Glastonbury as a community for all ages.” - Rosemary Hokanson

The purpose of the Community Conversation Forum was to provide the participants with some context regarding Glastonbury's Age-Friendly Community initiative and give participants the opportunity to address, rank, and provide preliminary recommendations for the Eight Domains of Livability in Glastonbury. The participants broke into several work groups to address and discuss the importance of each Domain through a series of predetermined questions. Two of the work groups included leadership from the Town Council and state legislature. Each work group reported their results including ranking the importance of each Domain. The results were tabulated and provided a consensus regarding the three top Domain priorities and some preliminary recommendations for each. The top Domain priorities to enhance or improve upon in rank order were:

Priority Domains of Livability

Outdoor Spaces and Buildings

Transportation

Housing

1. Outdoor Spaces and Buildings
2. Transportation
3. Housing

An evaluation form was provided, and results tabulated, with most feedback very positive. **(This and other related information can be found in Appendix B)**

Although the pandemic significantly impacted the timelines for additional community outreach, three facilitated virtual focus groups were held in summer of 2020. These focus groups targeted the business community, Housing Authority residents, and the town's youth from the middle and high schools. These were smaller groups than the Community Conversation, which allowed for more open dialogue and sharing of ideas.

The purpose of the focus groups was to build on the Community Conversation work regarding the three Domains of Livability priorities; Outdoor Spaces and Buildings, Transportation, and Housing, and to provide additional observations and suggestions. To help the engagement process, each focus group was asked to answer the following three questions for each Domain of Livability priority:

1. What is the town presently doing well?
2. What should be done to enhance what the town is doing well?
3. What new needs or recommendations should the town address?

The discussion was thoughtful and very engaging with numerous recommendations captured for the three Domains of Livability priorities.

After the focus groups were held, the Core Leadership Team met virtually 3 times in the fall of 2020 to review and synthesize the outcomes from the outreach efforts, and to assist in the development of the draft Action Plan and Domain of Livability recommendations and aligned actions. **(Detailed results from the focus groups and CLT review are included in Appendix C)**

The outcomes of the CLT meetings were then presented to the COA which met each month in 2021 to review and approve the evolving Action Plan.

Glastonbury Age-Friendly Community Action Plan: Community Organization Partners

The town of Glastonbury is fortunate to have a long history of engaged residents and organizations that provide important programs and services and/or address many critical community challenges and opportunities.

To date, many residents have volunteered their time and offered valuable input and ongoing support to the Glastonbury Age-Friendly Community (AFC) Action Plan development process. They have recognized the positive impact that the Action Plan will have on the quality of life for residents of all ages.



Approximately 80 potential stakeholders from various town departments, clubs/organizations, religious, businesses and town boards/commissions were identified and continue to be solicited for their input, which will result in more engagement and support of the Action Plan’s implementation. As part of this outreach process, each of these entities were and continue to be cataloged using the following classifications:

Champions	Engaged	Awareness	Possible
<ul style="list-style-type: none">•Very engaged and supportive consistently in all aspects of the initiative.	<ul style="list-style-type: none">•Support the mission and have participated in various outreach events.	<ul style="list-style-type: none">•Not actively engaged but have a conceptual understanding and generally supportive.	<ul style="list-style-type: none">•Targeted for future engagement and support.

As part of the Action Plan’s development, approval and implementation processes, potential new partners will continue to be identified that reflect and align with the Action Plan’s Domain priorities and aligned recommendations. This will help to expand support, increase funding and in-kind resource opportunities, create collective impact driven partnerships and assist with the AFC initiative’s long-term sustainability.

Glastonbury Age-Friendly Community Action Plan: Assets Mapping and Gaps Analysis

The Town of Glastonbury has an abundance of community assets that support and enrich the lives of its residents of all ages as evidenced by the [Glastonbury Health Alliance Community Health Assessment \(GHACHA study\)](#) completed in February 2020. The following information from that study highlights those town assets which align with the three Domains of Livability (DOL) priorities identified through the AFC Action Plan's development: *Outdoor Spaces and Buildings, Transportation and Housing*. **Also included is a summary of the assets under the additional five Domains of Livability; Respect and Social Inclusion, Communication and Information, Civic Engagement and Employment, Social Participation and Community and Health Services.**

1. Outdoor Spaces and Buildings

Glastonbury is approximately 52 square miles including nearly 9 miles bordering the Connecticut River. The town makes a concerted effort to maintain abundant open space for recreational opportunities. Municipal recreation facilities include Riverfront Park and the Glastonbury Boathouse, a skate park, two outdoor pools, an indoor pool, a pond suitable for swimming, numerous children's playgrounds, 11 tennis courts, an all-weather outdoor running track and synthetic turf field, a covered picnic pavilion, outdoor basketball courts, a 9-hole public golf course, picnic areas, a public boat launch, and numerous athletic fields, parks, and areas for cross-country skiing, lacrosse, and ice skating, allowing for active enjoyment of the outdoors, and are open to everyone at no cost. Picnic areas, a community garden, walking and hiking trails, and hundreds of acres of undeveloped open space allow more quiet enjoyment of the outdoors.



Meshomasic State Forest, more than 9,000 acres in size, spans the towns of Glastonbury, Portland, East Hampton, Marlborough, and Hebron, and offers open area and trails for a wide range of no-cost outdoor recreation. Meshomasic's popular activities include fishing, hiking, letterboxing, hunting, and mountain biking. The blue blazed Shenipsit Trail ends in Glastonbury with 12 of the trail's 40 miles located within State Forest.

2. Transportation

The [GHACHA](#) study outlines key mobility and accessibility options for transit dependent residents, as well as walkability and bicycling assets. In addition, the town's Bicycle Master Plan, highlighted previously, includes some excellent information on transportation assets as well.

As mentioned earlier, Glastonbury is serviced by CT Transit, the public bus system. Weekday service with a peak-hour express service provides accessible transportation to and from Glastonbury. All CT Transit buses have bike racks and are wheelchair and mobility device accessible. Older adults and individuals with disabilities can travel for a reduced fare. Additionally, the CT Transit Minibus offers door-to-door transportation services for any purpose to persons who are unable to use regular CT Transit bus service. The service operates seven days a week during the same time as regular bus service with some geographic restrictions which limits access for some members of the community.

Dial-A-Ride, managed by the Glastonbury Senior Services Department, provides free paratransit services within town for residents who are at least 60 years of age or individuals with disabilities. Transportation to medical appointments, shopping, senior programs, and other activities is provided during the day, Monday through Friday, Tuesday and Thursday evenings, and Saturdays when the Senior Center is open. The town operates a fleet of seven Dial-A-Ride vehicles, five of which are equipped with a wheelchair lift. Friends in Service Here (F.I.S.H.) offers transportation for out-of-town medical appointments. This service is provided by community volunteers and available at no charge weekdays.

Glastonbury has an extensive system of more than 100 miles of sidewalk. Playing a critical role in community health and quality of life, properly designed sidewalks offer a safe way to increase physical activity, as well as a non-vehicular option to access town residences, municipal facilities, and businesses.



To demonstrate its strong commitment to safe and convenient walkability, Glastonbury has developed a sidewalk project rating system to assist the town in prioritizing sidewalk construction. A total of 10 rating categories are evaluated and scored. Categories include such things as proximity to schools/town facilities, roadway speed/volume, recreational usage etc. In addition, Glastonbury inspects the entire sidewalk network on a biannual basis. Maintenance work to repair panel elevation variations and cracked/spalled sections is funded on an annual basis. Mapping on the Town website depicts existing sidewalks throughout Town.

Glastonbury has an extensive network of on and off-road bikeways for all experience and physical levels. The Bicycle Master Plan was first developed in June 2006 and has been revised five times, with the last update in September 2021. BikeWalk Glastonbury Inc (formally Glastonbury Bikeways Inc) was formed in 2007 to reflect both bicycling and walkability needs and along with town staff and the Bicycle Advisory Group, oversees the plans revisions and implementation.

The purpose of the Master Plan is to identify and implement opportunities for multipurpose bike paths and safer, more bicycle-friendly roads throughout Glastonbury. The plan also provides for education, safety, communications, and enforcement, and identifies standards and expectations. In addition, it contains information for grant applications and other fundraising opportunities.

3. Housing

The GHACHA study provides information regarding available housing stock options in town, which given the limited supply of single level affordable options, illustrates the need for additional possibilities for residents wishing to downsize or live- in alternative housing arrangements. Glastonbury residents can choose from several affordable housing developments, made available through the Glastonbury Housing Authority. All affordable housing facilities are built in wooded, park-like settings, have access to sidewalks and public transportation, and are just moments away from a variety of shopping outlets, medical offices, and religious institutions.



Housing accommodations are designed for low-income residents, as well as older adults, individuals with disabilities, and all offer a diverse variety of social programs and activities to help residents maintain a high quality of life. Housing complexes include Welles Village, Center Village, Village Green, Herbert T. Clark House Congregate and Assisted Living, and Housing Choice Vouchers.

The town recently began working on a Housing Affordability Plan that once completed in 2022, will provide valuable information for the AFC Housing Domain of Livability and its aligned recommendations.

4. Respect and Social Inclusion:

The leadership and Glastonbury community as a whole foster a culture of respect and social inclusion in numerous ways, including but not limited to the following town initiatives/programs.

Glastonbury Martin Luther King Community Initiative (GMLKCI)

GMLKCI is a not-for-profit corporation (501 C (3)) whose mission is to provide leadership and active engagement to build an inclusive community. GMLKCI's goals are to:

- 1) Increase knowledge and understanding of the life and philosophy of Dr. King to inspire others to continue his work.
- 2) Bring the concept of inclusivity to the community.
- 3) Engage community members in activities that foster meaningful relationships and dialogue.
- 4) Engage youth to support their development of community building leadership skills.



Truth in Action with Love and Kindness (TALK)

Talk is a non-partisan group of people who want to foster dialog about social and political issues and to educate themselves about those same issues. They also fight injustice and protect basic rights for all people through truth, compassion and nonviolence.

Commission on Racial Justice and Equity (RJEC)

The mission of the Commission is to foster a community that consistently strives to be equitable, just and welcoming; to broaden understanding of racism and its far-reaching consequences; and to support a present and future Glastonbury that is safe and inclusive for all.

Town Senior Services

The Glastonbury Senior Center provides programs and services for seniors in an open and affirming environment, which promote personal enrichment, wellness, independence and a spirit of community, and enhance the overall quality of life for all older adults.

Glastonbury Gives

Glastonbury Gives is an initiative created by Glastonbury Social Services, which assists residents experiencing a crisis, hindering their ability to pay for food, utility bills, shelter costs, medical expenses, and other critical needs. It is funded entirely by contributions from generous individuals, businesses, and community groups; with 100% of donations going directly to residents in need.



Glastonbury Interfaith Justice Coalition

This group works closely with the town Social Services Department to raise funds to help residents in need with an expanded food pantry and other services to help lift them out of poverty. The mission of the Coalition is “Let us do justice, love kind, and walk humbly with one another.”

5. Communication and Information

According to the 2020 census for the period of (2015-2019) the percentage of Glastonbury households with a computer is 95.3% and 91.2% have a Broadband Internet subscription.

Based on the results of the AARP Community Survey conducted in the summer of 2019, when asked “How Important do you think it is to have access to free computers and the internet in your community?”, most respondents (80%) felt that it was either “very important” or “extremely important”.

When asked “Does the community where you live have free access to computers and the internet in public places”, 84% of respondents said ‘Yes’. When however, respondents were asked, “Does the community where you live have information that is delivered in person to people who may have difficulty or may not be able to leave their home?” For this question, 12% of respondents answered, ‘Yes’ and 77%+ answered ‘Not Sure’. This may indicate that some members of the community are unaware of town services and communication resources, suggesting a need to expand the town’s reach and better inform community members of the resources that are available to those in need.

The town of Glastonbury is a suburban community with an array of opportunities for residents to obtain information in real time. Some examples include the town’s website, LinkedIn, Facebook, You Tube, etc.

6. Civic Engagement and Employment

The town of Glastonbury is an extremely active, engaged and giving community as is evidenced by the many Volunteers (300+), who support the support the work of town departments and serve on numerous boards and commissions which are listed on the town website at: www.glastonbury-ct.gov.

In 2020 the town received the Democracy Cup, an award that recognizes 4 municipalities based on town size. Glastonbury won the ‘large town’ category with a voter turnout of 88.66% for the Presidential Election (a record 22,595 voters participated out of 25,329-registered voters).

According to the Connecticut Department of Labor, as of June 2021, Glastonbury’s labor force included 17,058 individuals with 16,760 of them employed. The town’s unemployment rate is 4.3%, which is substantially lower than the state average of 7% and that of the neighboring Capital City Hartford, at 13.7%

7. Social Participation

Glastonbury provides an abundance of opportunities for residents to socially participate in the life of the community through the various programs and activities offered by the town government and community organizations, religious institutions and neighborhood associations, including the following:

The Parks and Recreation Department provides a wide variety of recreational opportunities to enhance the quality of life and physical well-being of Glastonbury residents. Programs include summer day camp for children, senior fitness classes, music enjoyment for parents and children as young as newborns, and Easter egg hunts for dogs. A seasonal program brochure is produced and mailed to resident households and is listed on the town website.



The town supports a nationally accredited senior center which provides a myriad of social, recreational, nutritional and wellness programming. For older adult residents with early-stage dementia, Glastonbury Senior Services also offers a social engagement program called the Friendship Circle Memory Program. With a goal of helping each participant maintain their optimal level of functioning in a supportive atmosphere, the program provides the opportunity to gain the many benefits derived from being active and socially engaged with others.

Glastonbury Youth & Family Services provide programs that help create learning environments that accommodate youth of all ages, and their extensive programming includes the Creative Experiences Division. Creative Experiences programs provide opportunities for youth to become positively involved in the community and effectively learn and use social skills in real life settings. Participating youth perform community service, learn TV production, and build their communication and expressive skills through theatrical performances. In fiscal year 2016, more than 260 youth expressed their creativity and skills in the Summer Musical program through performance, technical crew, and orchestra.

In collaboration with St. Paul's Roman Catholic Church, Saint Dunstan Church has developed a Parish Outreach Program. Through this initiative, the churches have established a flexible schedule whereby volunteers from both churches are assigned regular visits with community members at assisted living facilities, medical treatment centers, long term care, and memory care facilities. Visits range from faith-based services to informal, personal interactions and help provide emotional support and companionship to sustain a high quality of life.

8. Community and Health Services

The Glastonbury Health Department coordinates several programs to promote public health. Multiple seasonal influenza vaccination clinics are held each year, providing flu shots to children and adults. Glastonbury's Registered Community Health Nurse hosts weekly Wellness Clinics at the Riverfront Community Center and Herbert T. Clark House, which are available to attendees at no cost. Wellness Clinic services include blood pressure screenings, heart rate, oxygen saturation, body mass index analysis, prescription medication and diet review, symptom management, and health education.

Environmental and regulatory inspections are conducted by professional staff at food service establishments and temporary food events, septic system and drinking water well installations, child day care centers, salons, hotels, and migrant labor housing.

Managed by Glastonbury Social Services staff, the Glastonbury Food Bank provides non-perishable food items, paper products, and other items to Glastonbury families and individuals with financial need. Social Services also organizes additional food and nutrition programs to meet emergency or supplemental food needs. Programming includes annual Food Programs as well as Back to School (backpack) collections, a Holiday Gift Program, Re-gifting Programs for Mother's Day and Father's Day, and fee waiver and scholarship programs for Parks and Recreation programs and summer camp. Glastonbury Senior Services also provides a daily nutritious lunch at an affordable fee for older adults.



Glastonbury Youth & Family Services provides a variety of clinical services geared towards supporting and advocating for the social and emotional development of Glastonbury's youth, young adults, and their families, as well as all students who attend Glastonbury schools. Such services include counseling and psychotherapy, consulting with schools and community organizations, and clinical support groups. Glastonbury Social Services also provides support groups and outreach social workers to help meet the emotional needs of residents of all ages. In addition to the clinical services division, Glastonbury Youth & Family Services provides outreach and substance abuse prevention services town-wide. Programming includes prevention and intervention services, coping support, community outreach, and peer education. Glastonbury Community Action Partnership (GCAP) is a nonprofit organization that works to reduce underage drinking and the negative outcomes associated with substance abuse. GCAP works collaboratively with the town's Youth & Family Services, Parks & Recreation, and Police Department staffs, and hosts several awareness programs and events for town youth throughout the year.

The town of Glastonbury is home to numerous medical providers operating in state-of-the-art medical complexes as well as several congregate and assisted living facilities. The community also has a wellness center, a YMCA and local gymnasiums which are very well utilized.

The town's Parks & Recreation Department provides a wide variety of recreational opportunities to enhance the quality of life and physical well-being of Glastonbury residents. Programs include summer day camp for children, older adult fitness classes, music enjoyment for parents and children as young as newborns, and Easter egg hunts for dogs. A seasonal program brochure is produced and mailed to resident households twice per year and is listed on the town website year-round. This Department also manages and maintains the numerous parks, pools, golf courses and open spaces.

The nationally accredited Police Department's responsibilities include protection of life and property, preserving the peace, and preventing and repressing crime. The Department takes pride in employing officers who demonstrate the ability to establish positive relationships within the community.

Senior Services provides residents ages 50 years and older with a variety of recreational, social, educational, wellness, cultural, and informational activities. (Some programs require participants to be 60 years of age) The Department was accredited by the National Institute of Senior Centers in 2007, 2012 and most recently reaccredited in 2018.

In addition to town-organized programs, health and quality of life programming is also available through the Glastonbury Housing Authority, community-based organizations, and local religious institutions.

As the Town progresses with the AFC initiative an ongoing gaps analysis will be an inherent part of the process. The goal is to ensure all available assets data related to the three DOL priorities and the aligned recommendations is identified, analyzed and utilized to provide optimal outcomes for the Glastonbury community under each of the Domains. The results of this process may also identify the necessity to create new assets to address unmet needs.



(A listing of detailed assets under each domain can be found in Appendix D)

Glastonbury Age Friendly Community Action Plan: Operating Budget/Resource Development

Critical to a successful implementation of this Action Plan and the longer-term sustainability of the town's Age-Friendly Community (AFC) initiative, will be the ongoing commitment of financial and in-kind resources to fund the prioritized Domains of Livability (DOL) recommendations and provide necessary management oversight capacity by town leadership. In addition, there could be a need to identify additional resources to cover gaps and address new demands that may arise.

While Glastonbury is already a very desirable community to live in for residents of all ages, the town is committed to ensuring that all possible steps are taken to adapt to new Age-Friendly challenges and opportunities for all residents as they arise in the future.

Towards that end, the Town Council and Town Manager have committed \$20,000 in the adopted FY21-22 General Fund Budget to support the Action Plan's three DOL priorities and recommendations, with the intent of future allocations being provided in future town budgets.



These include:

- Equipment and supplies for the Chores Program which matches community volunteers with seniors requesting assistance in their homes and/or yards.
- Support for a technology program to distribute tablets and mobile hot spots to seniors living in social isolation.
- Installation of benches for shaded rest stops in strategic locations to enhance walkability in town.
- Logo design and town banners and signage to inform town residents about the Age-Friendly Community initiative and encourage resident engagement.
- Future improvements include walking trail enhancements including kiosks, emergency call stations, security cameras and solar charging stations, to improve community safety and enjoyment
- Installation of a transportation software program to enhance Dial-A-Ride services.

In addition, a comprehensive resource development plan will be developed during the Action Plan's implementation phase to identify and pursue other potential funding and in-kind sources, as well as consider how to better leverage existing community resources and assets through collective impact partnerships.

Glastonbury Age Friendly Community Action Plan:

Age-Friendly Town Hall

The town of Glastonbury will continue to support and enhance an internal and external culture which proactively promotes respect for, and support and understanding of older adults and their intrinsic value to the town and broader community. A specific goal is to continue working to elevate the prohibition of ageism throughout town government and the community, to the same level as racism, sexism, homophobia, religious intolerance or other prejudices.

Currently the town has several volunteer-led commissions whose work may include ongoing review of town policies and plans relative to the promotion of Age-Friendliness and inclusiveness. Those commissions include but are not limited to the following: Commission on Aging, Racial Justice and Equity Commission, Youth and Family Commission, Human Relations Committee as well as the Affordable Housing Committee and Community planning and Zoning Commission when applicable.



Proposed actions to promote an Age-Friendly Town Hall include the creation of an Age-Friendly logo displayed strategically throughout town on banners, signs, benches, etc. Other steps may include a display of complimentary photos of older adults placed throughout town buildings, and Ageism Awareness Training offered to employees, volunteers and community members, which is currently underway.

The Commission on Aging and town staff will closely monitor these actions to ensure goals are achieved.

Glastonbury Age Friendly Community: Strategic/Other Plans “Aging Lens”

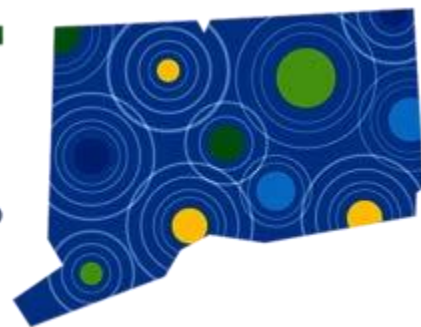
Through the Age-Friendly Community (AFC) Initiative the town will work to promote best practices of successful strategies that contribute to Age-Friendliness. Through Ageism Awareness training, town staff will learn to incorporate strategies into their interaction with older adult residents and any planning efforts which provide opportunities to promote Age-Friendliness.

The town’s 2018-28 Comprehensive Plan of Conservation and Development (POCD) contained some excellent reference guidance information for the three Domains of Livability priorities and recommendations. These will be future opportunities to further align similar strategies from both plans through an “Aging Lens”. More information can be found here: [2018-2028 Plan of Conservation & Development \(POCD\)](#)

For Glastonbury’s successful Sustainable CT and Bike Friendly designations, future planning efforts for these designations will be viewed through a lens of how those efforts will enhance the promotion of age-friendliness. This is similar for developers who currently are asked to include language that demonstrates how their proposed development plans address bike or sidewalk/universal design elements. The town intends to eventually include a requirement that proposed development plans also have and promote Age-Friendliness and Universal Design best practices that will be valued throughout various relevant town departments, to positively impact potential future development in town.



Sustainable CT
Local Actions. Statewide Impact.®



Glastonbury Age Friendly Community: Communication Strategy and Tactics

As Glastonbury's Age-Friendly Community (AFC) Initiative evolves, efforts will be made to establish an ongoing set of communications strategies to make residents aware of the initiative and keep them updated on its progress.

These efforts may include but are not limited to the following:

- Identify core audience(s) for Glastonbury AFC Communications
- Develop brand identity and consistent messaging for Glastonbury AFC initiative
 - Create a Glastonbury Age-Friendly logo
 - Develop key messages/key audiences team talking points
 - Identify key stakeholders to act as “mission ambassadors” who can communicate core principals of the AFC Action Plan to their respective networks.
- Launch AFC Facebook Page and other social media platforms as appropriate
 - Identify champions to feed photos and other relevant content to page administrator
 - Pull-through developed talking points to further proliferate key messages
- Pitch local media to cover successes and major initiatives ongoing
 - Position relevant program leader(s) as spokespersons and equip them with key messages/talking points
- Regular formal updates to the Town Council per Town Manager's recommended avenues.
- Annual “Community Conversation” to update residents on Action Plan progress
- Promotional materials/collateral disseminated through the town's various written publications including:
 - Parks and Recreation Brochure
 - Town Newsletter
 - Welles Turner Library Newsletter
 - The Senior Center Newsletter
 - The Town's Annual Report and annual adopted budget narrative
 - Other communication mediums as identified opportunistically

Community surveys and public forums will also be utilized to update residents and obtain feedback on the progress of the initiative.



IV. Domains of Livability: Priorities, Recommendations, and Actions Tables

Glastonbury Age Friendly Community Action Plan: Domain Specific Recommendations: Outdoor Spaces & Buildings

Recommendation 1

- Support efforts to provide additional outdoor space amenities and ways to access them.

Action Items

1. Provide more trees, benches, picnic tables, and accessibility supports to promote increased use and enjoyment of outdoor spaces by older adults and residents with mobility restrictions.
2. Support community efforts to increase accessibility to outdoor spaces through more transportation options made available in the community for residents of all ages.
3. Install additional map displays/signage throughout town parks outlining trails and other amenities.

Action Item 1: Provide more trees, benches, picnic tables, and accessibility supports to promote increased use and enjoyment of outdoor spaces by older adults and residents with mobility restrictions.

Year 1,2,3	Partners	Metrics
1 and 2	Parks and Recreation Department Senior Services Department Garden Clubs/Community Organizations Glastonbury Housing Authority	Number of additional benches, trees, picnic tables and accessibility equipment purchased and installed in outdoor space areas.

Action Item 2: Support community efforts to increase accessibility to outdoor spaces through more transportation options made available in the community for residents of all ages.

Year 1,2,3	Partners	Metrics
2 and 3	Parks and Recreation Department Senior Services Department Glastonbury Housing Authority Assisted Living Facility Operators Greater Hartford Transit District CT Transit	Number of transportation options available to parks, farms and outdoor spaces increased for residents of all ages and abilities.

Action Item 3: Install additional map displays/signage in parks outlining trails and other amenities.

Year 1,2,3	Partners	Metrics
1 and 2	Parks and Recreation Department Chamber of Commerce Bike Walk Glastonbury/Community Organizations	Number of maps and signage outlining trails and amenities purchased and installed.

Recommendation 2

- Increase residents' knowledge of and appreciation for Glastonbury's rich colonial and farming history.

Action Items

1. Establish additional joint partnerships to provide seasonal and holiday tours of town historic homes, cemeteries, and farms, by bus or trolley/shuttle.
2. Create new or leverage existing planned events at town historic sites and farms, with groups such as Glastonbury Grown and other community groups.
3. Develop a competition between Glastonbury residents and those of neighboring towns to expand their collective knowledge of comparative history and architectural design of their historic districts.

Action Item 1: Establish additional joint partnerships to provide seasonal and holiday tours of town historic homes, cemeteries, and farms, by bus or trolley/shuttle.

Year 1,2,3	Partners	Metrics
1, 2, and 3	<p>Parks and Recreation Department</p> <p>Welles Turner Library</p> <p>Senior Services Department</p> <p>Historical Society</p> <p>Chamber of Commerce</p> <p>Garden Clubs</p> <p>Agriculture Advisory Committee</p> <p>Farmers Association</p>	<p>Holiday/seasonal tours held annually.</p> <p>Amount of increased participation on tours.</p>

Action Item 2: Create new or leverage existing planned events at town historic sites and farms, with groups such as Glastonbury Grown and other community groups.

Year 1,2,3	Partners	Metrics
1, 2, and 3	<p>Parks and Recreation Department</p> <p>Welles Turner Library</p> <p>Senior Services Department</p> <p>Historical Society</p> <p>Chamber of Commerce</p> <p>Garden Clubs/Glastonbury Grown</p> <p>Agriculture Advisory Committee</p> <p>Farmers Association</p>	<p>Increased marketing of community events held at town historic sites and farms.</p> <p>Increased community events held at town historic sites and farms.</p> <p>Increased participation at community events held at town historic sites and farms.</p>

Action Item 3: Develop a competition between Glastonbury youth and those of neighboring towns to expand their collective knowledge of comparative history and architectural design of their respective historic districts.

Year 1,2,3	Partners	Metrics
1, 2, and 3	Parks and Recreation Department Youth and Family Services Senior Services Department Glastonbury & neighboring town Boards of Education Chamber of Commerce Glastonbury and neighboring town Historical Societies	Number of competitions held annually.

Recommendation 3

- Provide more walkability and rest areas for residents, especially those with limited mobility, within and near the Town Center.

Action Items

1. Provide benches with and without shaded structures in strategic locations connecting trails and Town Center amenities.
2. Develop and implement plan to raise funds in support of increased accessibility and mobility enhancements in outdoor spaces.
3. Strengthen existing and create new partnerships with community/business organizations to enhance support of increased access and mobility for all residents.

Action Item 1: Provide benches with and without shaded structures in strategic locations connecting trails and Town Center amenities.

Year 1,2,3	Partners	Metrics
2 and 3	Parks and Recreation Department Chamber of Commerce Garden Clubs/Community Organizations	Number of locations for benches identified. Number of new benches (some shaded) purchased and installed in and near Town Center.

Action Item 2: Develop and implement plan to raise funds in support of increased accessibility and mobility enhancements in outdoor spaces.

Year 1,2,3	Partners	Metrics
2 and 3	Parks and Recreation Department Welles Turner Memorial Library Senior Services Department Historical Society Chamber of Commerce Garden Clubs/Community Organizations	Number of mobility enhancements and locations to install them identified. Number of additional funding sources identified and sought. Funding obtained. Number of new mobility enhancements purchased and installed in strategic locations.

Action Item 3: Strengthen existing and create new partnerships with community/business organizations to enhance support of increased access and mobility for all residents.

Year 1,2,3	Partners	Metrics
1, 2, and 3	Parks and Recreation Department Commission on Aging AFC Core Leadership Team Bike Walk Glastonbury	Educational outreach conducted to other community organizations. Advocacy efforts implemented to support increased mobility for all residents. Access and safety increased for all residents on streets, sidewalks and bike lanes.

When asked through the 2019 community survey how important it is for your community to have public parks with enough benches:

72% said either very or extremely important.

When asked does your community have public parks with enough benches:

48% said yes, 30% no and 22% unsure.

Recommendation 4

- Provide more public art, sculptures, and murals, as well as sitting areas in Town Center for residents to enjoy

Action Items

1. Establish partnerships with town community/business groups to sponsor and fund this initiative through cross promotion of art programs.

Action Item 1: Establish partnerships with town community/business groups to sponsor and fund this initiative through cross promotion of art programs.

Year 1,2,3	Partners	Metrics
2 and 3	<p>Parks and Recreation Department</p> <p>Youth and Family Services Department</p> <p>Glastonbury Board of Education</p> <p>Senior Services Department</p> <p>Welles Turner Memorial Library</p> <p>Glastonbury Arts Council</p> <p>Chamber of Commerce</p> <p>Community Organizations</p>	<p>Number of partnerships formed.</p> <p>Plan developed to increase art in public domains.</p> <p>Resource plan developed and implemented.</p> <p>Increased number of sculptures and murals, as well as sitting areas in Town Center in place.</p>

Recommendation 5

- Increase accessibility options at town parks and athletic fields, enabling more residents to enjoy the outdoors and sporting events.

Action Items

1. Increase designated handicapped parking to improve access to town fields, playgrounds, and parks.
2. Expand Dial-A-Ride service to transport individuals with disabilities from their homes to parks and athletic fields.
3. Increase accessible seating options in parks and athletic fields.

Action Item 1: Increase designated handicapped parking to improve access to town fields, playgrounds, and parks.

Year 1,2,3	Partners	Metrics
1 and 2	Parks and Recreation Department Highway Department Senior Services Department	Designated handicap parking plan developed and implemented. Number of increased handicapped parking places available at town fields, playgrounds and parks.

Action Item 2: Expand Dial-A-Ride service to transport persons with disabilities from their homes to parks and athletic fields.

Year 1,2,3	Partners	Metrics
1, 2, and 3	Parks and Recreation Department Senior Services Department	Expanded service implemented. Number of passengers using expanded service.

Action Item 3: Increase accessible seating options in parks and athletic fields.

Year 1,2,3	Partners	Metrics
2 and 3	Parks and Recreation Department Glastonbury Board of Education Youth Sports Leagues Chamber of Commerce Rotary Club Neighborhood Community Groups	Number of accessible seating options increased in parks and fields.

I was a member of the Commission on Aging from my appointment in December of 1997 until October 2018.

Before I left, we were in the process of introducing the Age-Friendly Community program.

Along the way, we were able to incorporate activities with the youth and with local organizations.

Now, with the continued dedication of the Commission on Aging to achieve an Age-Friendly Community here in Glastonbury, we have the challenge of further enriching the lives of our seniors, youth and the greater community.

The Age-Friendly Community concept is to provide interaction, socializing, services and other avenues to bring all ages into a setting in which there are possibilities to benefit the entire population. New initiatives can happen to bring us together in deeper ways.

- Eva Bowden

Glastonbury Age Friendly Community Action Plan: Domain Specific Recommendations: Transportation

Recommendation 1

- Support increased transportation coordination and expansion by providers servicing Glastonbury for older adults and individuals with disabilities.

Action Items

1. Develop plan to improve coordination of transportation services in Glastonbury resulting in greater accessibility and mobility options.
2. Pilot fixed route transportation service, using town Dial-a-Ride (DAR) service, from multi-housing complexes to high density medical and shopping areas.
3. Expand the Town Center Initiative’s holiday trolley service to include summer/fall trips from the Town Center to town open space areas and farms.
4. Publicize written guides outlining available transportation options/schedules in town.

Action Item 1: Develop plan to improve coordination of transportation services in Glastonbury resulting in greater accessibility and mobility options.

Year 1,2,3	Partners	Metrics
2 and 3	Community Development, Planning and Environmental Department Senior Services Department Glastonbury Housing Authority Assisted Living Facility Operators Greater Hartford Transit District CT Transit Bike-Walk Glastonbury	Contact with local transportation providers initiated. Areas of improvement to coordinated transportation services identified. Coordinated transportation plan developed and implemented. Reach and frequency of transportation services for older adults and individuals with disabilities increased. Ridership of older adults and individuals with disabilities increased.

“I think Glastonbury is a great place to live at any age. As I get older my biggest concern is mobility when I can no longer drive.”

-Comment from 2019 community survey.

Action Item 2: Pilot fixed route transportation service, using town Dial-a-Ride (DAR) service, from multi-housing complexes to high density medical and shopping areas.

Year 1,2,3	Partners	Metrics
1 and 2	Community Development, Planning and Environmental Department Senior Services Department Glastonbury Housing Authority Assisted Living Facility Operators Medical Complex Operators Chamber of Commerce Town Center Initiative Greater Hartford Transit District	Analysis of fixed route DAR service conducted. Fixed route DAR service marketed. Fixed route DAR service piloted. Evaluation of fixed route service conducted. Improvements/Changes to fixed route service implemented.

Action Item 3: Expand the Town Center Initiative’s holiday trolley service to include summer/fall trips from the Town Center to town open space areas and farms.

Year 1,2,3	Partners	Metrics
2 and 3	Community Development, Planning and Environmental Department Senior Services Department Parks and Recreation Department Glastonbury Historical Society Agriculture Advisory Committee Chamber of Commerce Town Center Initiative	Feasibility study to offer expanded trolley service conducted. Plan to offer expanded trolley service developed and implemented. Volume of trolley services operating throughout the year increased. Ridership on trolley services throughout the year increased.

Action Item 4: Publicize written guides outlining available transportation options/schedules in town.

Year 1,2,3	Partners	Metrics
2 and 3	Marketing Department Senior Services Department Glastonbury Housing Authority Glastonbury Historical Society Chamber of Commerce Town Center Initiative Local Media Operators	Research on Glastonbury transportation services conducted. Glastonbury transportation services guide created. Transportation services guide marketed and disseminated in community. Ridership of transportation services increased through pre and post marketing efforts.

When asked through the 2019 community survey how important it is to have accessible, convenient and affordable public transportation:81% responded extremely or very important.

When asked does your community have accessible, convenient and affordable transportation: Less than 40% answered yes.

Recommendation 2

- Encourage the creation of a formal town plan to identify, assess and install more pedestrian safety and accessibility amenities.

Action Items

1. Provide both flashing signage and increased police enforcement to slow traffic down at busy intersections and roundabouts in town, especially near housing complexes where older adults and persons with disabilities reside.

2. Increase handicap parking in the Town Center area.

Action Item 1: Provide both flashing signage and increased police enforcement to slow traffic down at busy intersections and roundabouts in town, especially near housing complexes where older adults and persons with disabilities reside.

Year 1,2,3	Partners	Metrics
2 and 3	<p>Police Department</p> <p>Community Development, Planning and Environmental Department</p> <p>Highway Department</p> <p>Town Center Initiative</p> <p>Bike-Walk Glastonbury</p> <p>Glastonbury Housing Authority</p>	<p>Conduct walking audit of current signage, crosswalks and safety features in strategic locations.</p> <p>Plan for safety improvements in strategic locations identified.</p> <p>Support expansion of pedestrian triggered flashing crosswalk signs.</p> <p>Safety improvements installed in identified strategic locations.</p> <p>Police presence in identified strategic locations increased.</p> <p>Improved safety outcomes in high traffic identified strategic locations through pre and post data analysis.</p>

Action Item 2: Increase handicap parking in the Town Center area.

Year 1,2,3	Partners	Metrics
1 and 2	<p>Community Development, Planning and Environmental Department</p> <p>Highway Department</p> <p>Town Center Initiative</p> <p>Chamber of Commerce</p> <p>Welles Turner Memorial Library</p>	<p>Conduct walking audit of handicap parking need/usage in and near town center.</p> <p>Plan to address handicap parking need/usage developed.</p> <p>Number of handicap parking spaces sufficient to meet need in and near town center.</p> <p>Improved access to town center businesses/events by individuals with disabilities.</p>

2019 community survey: How important it is to have well-lit, safe streets and intersections for all users (pedestrians, bicyclists, drivers)? 95% answered either very or extremely important.

Does your community have well-lit, safe streets and intersections for all users (pedestrians, bicyclists, drivers): 59% answered 'Yes'.

Recommendation 3

- Support a formal town sponsored campaign for on road safe biking and the implementation of the towns Bicycle Master Plan.

Action Items

1. Increase signage, road safety rules/tips, website resources, etc. that build on Glastonbury’s “Bike Friendly Community” designation.

2. Expand on and off-road bicycling options.

Action Item 1: Increase signage, road safety rules/tips, website resources, etc. that build on Glastonbury’s “Bike Friendly Community” designation.

Year 1,2,3	Partners	Metrics
2 and 3	Police Department Community Development, Planning and Environmental Department Highway Department Town Center Initiative Bike-Walk Glastonbury Chamber of Commerce CT Department of Transportation	Conduct audit of town safety signage and marketing plan. Promote the use of traffic calming and speed control techniques where desirable and feasible. Bike and vehicle road safety/usage manual created and publicized throughout the community. Traffic safety outcomes improved.

“Strongly favor dedicated bicycle lanes throughout the town.”
Comment from 2019 community survey.

Action Item 2: Expand on and off-road bicycling options.

Year 1,2,3	Partners	Metrics
1, 2, and 3	Police Department Community Development-Planning Department Highway Department Town Center Initiative Bike-Walk Glastonbury Chamber of Commerce	Monitor, support and promote the town’s efforts to continue its work on the development of a regional/town bikeway system. Support the towns’ efforts to consider the need for safe bicycling in new commercial and residential development applications. Support Glastonbury’s Complete Streets Policy in all phases of street planning, design and construction.

Recommendation 4

- Continue to increase the sidewalk network and expansion of sidewalk repairs and promote residential adherence to town ordinances.

Action Items

1. Promote the town’s current process for residents/business owners to report sidewalk repair needs, assess ways to promote and/or make improvements to it and promote adherence to town ordinances regarding snow/ice removal on sidewalks.

Action Item 1: Promote the town’s current process for residents/business owners to report sidewalk repair needs, assess ways to promote and/or make improvements to it and promote adherence to town ordinances regarding snow/ice removal on sidewalks.

Year 1,2,3	Partners	Metrics
2 and 3	Police Department Engineering Department Marketing Department Highway Department Town Center Initiative	Conduct survey of town residents to assess satisfaction with sidewalk repair system. Compile results of survey and promote findings. Help promote broad marketing of town sidewalk repair system in community.

	<p>Bike-Walk Glastonbury</p> <p>Commission on Aging/AFC Core Leadership Team</p> <p>Chamber of Commerce</p>	<p>Organize Community Conversation to educate residents on sidewalk repair system and guidelines for resident responsibilities.</p> <p>Assist in disseminating information on town’s sidewalk repair system and resident responsibilities.</p> <p>Residents' satisfaction with sidewalk conditions improved.</p> <p>Residents taking responsibility for sidewalk clearing improved.</p>
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When asked in the 2019 community survey how important it is for your community to have sidewalks in good condition that are safe for pedestrian use and accessible for wheelchairs or other assistive mobility devices:

92% answered either very or extremely important.

When asked does your community have sidewalks in good condition that are safe for pedestrian use and accessible for wheelchairs or other assistive mobility devices:

53% said yes, 35% no and 12% unsure.

Glastonbury Age Friendly Community Action Plan:

Domain Specific Recommendations: Housing

Recommendation 1

- Expand the scope of the town's "Chores Program" for seniors and disabled individuals, enabling them to age in place in their own homes.

Action Items

1. Develop a formal volunteer base including youth that would provide indoor/outdoor chores assistance, and technology supports to increase communication, socialization, and intergenerational opportunities for older residents.

Action Item 1: Develop a formal volunteer base including youth that would provide indoor/outdoor chores assistance, and technology supports to increase communication, socialization, and intergenerational opportunities for older residents.

Year 1,2,3	Partners	Metrics
1	Senior Services Department Youth and Family Services Department Parks and Recreation Department Welles Turner Library Glastonbury Housing Authority	Conduct assessment to determine residents' needs and type of assistance required. Recruitment campaign launched and volunteer commitments secured. Broad community marketing effort developed and launched to promote the program. Service needs matched with volunteers to create scheduling/tracking system. Number of volunteers and new program participants increased. Satisfaction survey of participants conducted. Analysis of satisfaction survey completed, and program changes made as necessary.

According to the 2019 Community Survey, when asked how important do you think it is to have a home repair service for low-income and older adults that helps with repairs:

85% answered yes.

When asked does your community have a home repair service for low-income and older adults that helps with repairs:

12% answered yes, 24% answered no and 64% were not sure.

Recommendation 2

- Encourage efforts to increase various housing options as town residents' needs change, such as additional and more affordable single-level housing options for older adults who want to downsize and age in place.

Action Items

1. Support incentives to developers and zoning modifications as necessary to expand housing options for older adults and persons of all physical capabilities.

Action Item 1: Support incentives to developers and zoning modifications as necessary to expand housing options for older adults and persons of all physical capabilities.

Year 1,2,3	Partners	Metrics
2 and 3	<p>Community Development Planning and Environmental Department</p> <p>Glastonbury Housing Authority</p> <p>Town Manager and Town Council</p> <p>Senior Services Department</p> <p>Town Plan and Zoning Commission</p>	<p>Catalogue current town housing incentives and zoning ordinances.</p> <p>Develop and recommend new targeted housing development incentives to provide more housing options for older adults.</p> <p>Promote new housing incentives and zoning ordinances to developers.</p> <p>Track the number of new housing options created, as well as the number of older adults securing these units.</p>

Recommendation 3

- Support Town’s efforts to create a broad and comprehensive Affordable Housing Plan.

Action Items

1. Support the creation/expansion of smaller affordable owner-occupied 55+ housing, subsidized apartments and assisted living options for older adults.
2. Compile data on communities that scored high on the AARP Livability Housing Index.
3. Create and disseminate a Glastonbury Housing Resource Guide.

Action Item 1: Support the creation/expansion of smaller affordable owner-occupied 55+ housing, subsidized apartments and assisted living options for older adults.

Year 1,2,3	Partners	Metrics
2 and 3	<p>Community Development, Planning and Environmental Department</p> <p>Glastonbury Housing Authority</p> <p>Town Manager and Town Council</p> <p>Senior Services Division</p> <p>Town Plan and Zoning Commission</p>	<p>Review and catalogue existing subsidized apartments and assisted living options for older adults completed.</p> <p>Develop/recommend new targeted housing development incentives to provide more subsidized apartments/assisted living options for older adults.</p> <p>Conduct advocacy on expansion of affordable housing options.</p> <p>Increased affordable housing options made available for individuals and families, older adults, and those with disabilities.</p>

When asked how important is it for you to be able to live independently in your own home as you age:

87% of the respondents answered that it is either very important or extremely important.

Action Item 2: Compile data on communities that scored high on the AARP Livability Housing Index.

Year 1,2,3	Partners	Metrics
1	<p>Community Development, Planning and Environmental Department</p> <p>Marketing Department</p> <p>Chamber of Commerce</p> <p>Town Center Initiative</p> <p>Local media operators</p> <p>Glastonbury Housing Authority</p>	<p>Conduct research on towns that scored high on the AARP Livability Housing Index.</p> <p>Analysis of data conducted.</p> <p>Data findings promoted and advocated for in the community.</p>

Action Item 3: Create and disseminate a Glastonbury Housing Resource Guide

Year 1,2,3	Partners	Metrics
1	<p>Community Development, Planning and Environmental Department</p> <p>Marketing Department</p> <p>Chamber of Commerce</p> <p>Town Center Initiative</p> <p>Local media operators</p> <p>Glastonbury Housing Authority</p> <p>Board of Education</p> <p>Youth and Family Services Department</p> <p>Town Library</p>	<p>Research on Glastonbury housing stock conducted.</p> <p>Glastonbury housing services guide created.</p> <p>Housing services guide marketed and disseminated in community.</p> <p>Awareness of housing options in town increased.</p>

“I am hoping to continue to live in my community as long as I can but will eventually need to be in an affordable housing community with services for seniors and housing for seniors with first floor master bedroom and full bathroom along with services for exterior maintenance. Available transportation for in-town activities would be important.” - Comment from 2019 community survey.

Recommendation 4

- Encourage the creation of shared housing options for older residents who want to age in place, while living with their families.

Action Items

1. Support the evaluation/modification of any restrictive zoning to allow increased in-law housing options

Action Item 1: Support the evaluation/modification of any restrictive zoning to allow increased in-law housing options

Year 1,2,3	Partners	Metrics
2 and 3	Community Development, Planning and Environmental Department Marketing Department Chamber of Commerce Town Center Initiative Local media operators. Glastonbury Housing Authority Town Plan and Zoning Commission Zoning Board of Appeals	Restrictive zoning laws/ordinances identified. Advocacy efforts to modify restrictive zoning conducted. Restrictive zoning ordinances modified to allow for a wide range of non-traditional shared housing arrangements for older adults.

When asked how important is it for you to remain in your community as you age: 56% of the respondents answered either very important or extremely important.

Recommendation 5

- Encourage efforts to provide more housing options that are in walking distance to the Town Center including both market rate and affordable housing units.

Action Items

1. Support efforts to incentivize developers to build more mixed-use buildings that include Universal Design elements in the Town Center.

Action Item 1: Support efforts to incentivize developers to build more mixed-use buildings that include Universal Design elements in the Town Center.

Year 1,2,3	Partners	Metrics
2 and 3	Community Development, Planning and Environmental Department Town Plan and Zoning Commission Zoning Board of Appeals Marketing Department Glastonbury Housing Authority	Diverse range of housing opportunities that address a variety of housing types and programs and allow for aging in place promoted and increased. Training for residents on various housing options and related zoning restrictions organized. Efforts to incorporate Best Practice Universal Design components in new housing development applications successful.

“It is imperative that town planners apply universal design in their development requirements, and look for ways to create a more sustainable, healthy community with less parking and more walking/biking.”

- Comment from 2019 community survey.

V. Next Steps

Glastonbury Age Friendly Community Action Plan: Next Steps

With the adoption of this Action Plan by the Glastonbury Town Council, the document will be submitted to AARP for certification. Once the plan is certified, both the Commission on Aging (COA) and Core Leadership Team (CLT), supported by town staff, will develop and begin a formal process to implement the Three-Year Action Plan recommendations for the three priority Domains of Livability. **(Town Council Vote can be found in Appendix E).**

This process will include using the regularly scheduled monthly meetings of the COA, quarterly CLT meetings and joint meetings as needed to track the Action Plan's progress and address any challenges and/or opportunities that may arise.

The COA and CLT will continue to work with town staff to assist with the implementation of the Communications Strategy and Tactics platform, to keep both key stakeholders and the broader community updated and engaged on the plans progress through both various print and social media platforms. Also, working with the Town Manager, a determination will be made on how best to keep the Town Council regularly updated.

The first of several community conversations will be scheduled annually to afford town residents an opportunity to receive implementation progress updates, learn about any modifications made or planned and offer feedback.

A comprehensive resource development plan will be created by the COA, CLT and town staff to pursue possible grant funding and new stakeholder partners to help support the Action Plan's recommendations.

Finally, the town will continue to access the AARP Age-Friendly portal to help establish connectivity to both Connecticut and other similar national best practice sites to share experiences and ideas that could be helpful to Glastonbury's Action Plan's implementation.

"I am glad to have played a part in the relay-team effort of consecutive Commission chairs who have initiated, promoted, won the town's designation as an Age Friendly Community, and done the work to create the town's first Age Friendly Community Action Plan. As an Age Friendly Community Glastonbury became a part of a worldwide effort, in partnership with AARP and the World Health Organization, pledging to evaluate our community across several Domains of Livability and committing to making improvements as needed to create a more vibrant and inclusive community. The Age Friendly Community Action Plan is the culmination of a multi-year effort, the latest leg of this relay, which overcame pandemic challenges to bring together a Core Leadership Team of community stakeholders and create this plan. I am proud of the work which the chairs, commission members and Core Leadership Team have accomplished thus far and confident that the plan can serve as a blueprint for continuous improvement across the Domains of Livability and help ensure that Glastonbury is a town in which people of all ages and abilities can participate and thrive."

Denise Weeks

VI. Appendices

Appendix A: Community Survey Form

7. Thinking about your retirement years when you do not work at all for pay, how likely is it that you will move to a different home *in* your community?

- ₅ Extremely likely
- ₄ Very likely
- ₃ Somewhat likely
- ₂ Not very likely
- ₁ Not at all likely
- ₀ Not sure

8. Thinking about your retirement years when you do not work at all for pay, how likely is it that you will move to a different home *outside* of your community?

- ₅ Extremely likely
- ₄ Very likely
- ₃ Somewhat likely
- ₂ Not very likely
- ₁ Not at all likely
- ₀ Not sure

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

	Yes	No	Not sure
a. Looking for a different home size that meets your needs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
b. Maintaining your current home will be too expensive.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
c. Fearing for your personal safety or security concerns	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
d. Looking for a home that will help you live independently as you age	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
e. Wanting to move to an area that has better health care facilities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
f. Wanting to be closer to family.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
g. Needing more access to public transportation.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
h. Wanting to live in a different climate	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
i. Looking for an area that has a lower cost of living	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
j. Other, please specify: _____			

10. How important is it for you to remain in your community as you age?

- ₅ Extremely important
- ₄ Very important
- ₃ Somewhat important
- ₂ Not very important
- ₁ Not at all important

HOUSING

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

- ₁ Own
- ₂ Rent
- ₃ Other type of living arrangement

12. What type of home is your primary home?

- ₁ Single family home
- ₂ Mobile home
- ₃ Town home or duplex
- ₄ Apartment
- ₅ Condominium or coop
- ₆ Other, please specify: _____

13. How important is it for you to be able to live independently in your own home as you age?

- ₅ Extremely important
- ₄ Very important
- ₃ Somewhat important
- ₂ Not very important
- ₁ Not at all important

14. People sometimes make modifications to their home so they can stay there as they age.

Do you think you will need to make the following types of modifications or improvements to your home to enable you to stay there as you age?

	Yes	No	Not Sure
a. Easier access into or within your home such as a ramp, chairlift or elevator, or wider doorways	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
b. Bathroom modifications such as grab bars, handrails, a higher toilet or non-slip tiles	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
c. Putting a bedroom, bathroom and kitchen on the first floor.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
d. Improving lighting	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
e. Installing a medical emergency response system that notifies others in case of emergency	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
f. Other, please specify: _____			

15. How important do you think it is to have the following in your community?

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not At All Important
a. Home repair contractors who are trustworthy, do quality work and are affordable	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
b. Well-maintained homes and properties	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
c. A home repair service for low-income and older adults that helps with repairs.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
d. Seasonal services such as lawn work or snow removal for low-income and older adults	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
e. Affordable housing options for adults of varying income levels such as older active adult communities, assisted living and communities with shared facilities and outdoor spaces	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
f. Homes that are equipped with features such as a no-step entry, wider doorways, first floor bedroom and bath, grab bars in bathrooms	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
g. Well-maintained and safe low-income housing	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁

16. Does the community where you live have the following?

	Yes	No	Not Sure
a. Home repair contractors who are trustworthy, do quality work and are affordable	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
b. Well-maintained homes and properties	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
c. A home repair service for low-income and older adults that helps with repairs.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
d. Seasonal services such as lawn work or snow removal for low-income and older adults.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
e. Affordable housing options for adults of varying income levels, such as older active adult communities, assisted living and communities with shared facilities and outdoor spaces	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
f. Homes that are equipped with features such as a no-step entry, wider doorways, first floor bedroom and bath, grab bars in bathrooms	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀

OUTDOOR SPACES AND BUILDINGS

17. How important do you think it is to have the following in your community?

	Extremely important	Very important	Somewhat important	Not Very important	Not at all important
a. Well-maintained and safe parks that are within walking distance of your home	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
b. Public parks with enough benches	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
c. Sidewalks that are in good condition, free from obstruction and are safe for pedestrian use and accessible for wheelchairs or other assistive mobility devices	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
d. Well-maintained public buildings and facilities that are accessible to people of different physical abilities.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
e. Separate pathways for bicyclists and pedestrians	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
f. Well-maintained public restrooms that are accessible to people of different physical abilities ...	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
g. Neighborhood watch programs	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁

18. Does the community where you live have the following?

	Yes	No	Not Sure
a. Well-maintained and safe parks that are within walking distance of your home.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
b. Public parks with enough benches	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
c. Sidewalks that are in good condition, free from obstruction and are safe for pedestrian use and accessible for wheelchairs or other assistive mobility devices	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
d. Well-maintained public buildings and facilities that are accessible to people of different physical abilities.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
e. Separate pathways for bicyclists and pedestrians	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
f. Well-maintained public restrooms that are accessible to people of different physical abilities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
g. Neighborhood watch programs.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀

TRANSPORTATION AND STREETS

19. Do you get around for things like shopping, visiting the doctor, running errands or going to other places in the following ways?

	Yes	No
a. Drive yourself.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
b. Have others drive you	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
c. Walk	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
d. Ride a bike.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
e. Use public transportation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
f. Take a taxi/cab.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
g. Use a special transportation service, such as one for seniors or persons with disabilities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
h. Other, please specify: _____		

20. How important do you think it is to have the following in your community?

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not At All Important
a. Accessible and convenient public transportation	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
b. Affordable public transportation.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
c. Well-maintained public transportation vehicles.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
d. Reliable public transportation	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
e. Safe public transportation stops or areas	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
f. Special transportation services for people with disabilities and older adults.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
g. Well-maintained streets.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
h. Easy to read traffic signs	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
i. Enforced speed limits	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
j. Public parking lots, spaces and areas to park.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
k. Affordable public parking	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
l. Well-lit, safe streets and intersections for all users (pedestrians, bicyclists, drivers)	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
m. Audio/visual pedestrian crossings.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
n. Driver education/refresher courses	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁

21. Does the community where you live have the following?

	Yes	No	Not Sure
a. Accessible and convenient public transportation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
b. Affordable public transportation.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
c. Well-maintained public transportation vehicles	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
d. Reliable public transportation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
e. Safe public transportation stops or areas	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
f. Special transportation services for people with disabilities and older adults.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
g. Well-maintained streets	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
h. Easy to read traffic signs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
i. Enforced speed limits	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
j. Public parking lots, spaces and areas to park.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
k. Affordable public parking	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
l. Well-lit, safe streets and intersections for all users (pedestrians, bicyclists, drivers)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
m. Audio/visual pedestrian crossings.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
n. Driver education/refresher courses	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀

HEALTH AND WELLNESS

22. In general, when compared to most people your age, how would you rate your health?

- ₅ Excellent
- ₄ Very good
- ₃ Good
- ₂ Fair
- ₁ Poor

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

- ₇ Everyday
- ₆ Several times a week, but not everyday
- ₅ About once a week
- ₄ About once every other week
- ₃ About once a month
- ₂ Less than once a month
- ₁ Never

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

- ₅ Extremely important
- ₄ Very important
- ₃ Somewhat important
- ₂ Not very important
- ₁ Not at all important

25. How important do you think it is to have the following in your community?

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not At All Important
a. Health and wellness programs and classes in areas such as nutrition, smoking cessation, and weight control.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
b. Fitness activities specifically geared to older adults	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
c. Conveniently located health and social services	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
d. A service that helps seniors find and access health and supportive services	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
e. Conveniently located emergency care centers	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
f. Easy to find information on local health and supportive services	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
g. Home care services including health, personal care and housekeeping	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
h. Well-trained certified home health care providers	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
i. Affordable home health care providers	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
j. Well-maintained hospitals and health care facilities	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
k. A variety of health care professionals including specialists .	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
l. Health care professionals who speak different languages ...	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
m. Easily understandable and helpful local hospital or clinic answering services.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
n. Respectful and helpful hospital and clinic staff.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁

26. Does the community where you live have the following?

	Yes	No	Not Sure
a. Health and wellness programs and classes in areas such as nutrition, smoking cessation, and weight control	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
b. Fitness activities specifically geared to older adults.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
c. Conveniently located health and social services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
d. A service that helps seniors find and access health and supportive services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
e. Conveniently located emergency care centers.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
f. Easy to find information on local health and supportive services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
g. Home care services including health, personal care and housekeeping ...	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
h. Well-trained certified home health care providers	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
i. Affordable home health care providers	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
j. Well-maintained hospitals and health care facilities.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
k. A variety of healthcare professionals including specialists	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
l. Health care professionals who speak different languages	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
m. Easily understandable and helpful local hospital or clinic answering services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
n. Respectful and helpful hospital and clinic staff	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀

SOCIAL PARTICIPATION, INCLUSION AND EDUCATION OPPORTUNITIES

27. About how frequently do you interact with your friends, family or neighbors in your community? This interaction could be by phone, in person, email or social media (such as Facebook).

- ₈ More than once a day
- ₇ About once a day
- ₆ Several times a week
- ₅ Once a week
- ₄ Once every 2 or 3 weeks
- ₃ Once a month
- ₂ Less than monthly
- ₁ Never

28. Where do you typically go for continuing education or self-improvement classes/workshops in your community? [CHECK ALL THAT APPLY]

- ₁ University/Community College
- ₂ Department of Parks and Recreation
- ₃ Faith community
- ₄ Local organizations or businesses
- ₅ Community center
- ₆ Senior center
- ₇ Offerings through my work
- ₈ Online programs
- ₉ Other, please specify:
- ₀ I do NOT participate in any continuing education/self-improvement classes

29. How important do you think it is to have the following in your community?

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not At All Important
a. Conveniently located venues for entertainment.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
b. Activities specifically geared to older adults	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
c. Activities that offer senior discounts.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
d. Activities that are affordable to all residents	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
e. Activities involving young <i>and</i> older people	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
f. Accurate and widely publicized information about social activities.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
g. A variety of cultural activities for diverse populations	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
h. Local schools that involve older adults in events and activities.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
i. Continuing education classes	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
j. Social clubs such as for books, gardening, crafts or hobbies	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁

30. Does the community where you live have the following?

	Yes	No	Not Sure
a. Conveniently located venues for entertainment	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
b. Activities specifically geared to older adults	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
c. Activities that offer senior discounts.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
d. Activities that are affordable to all residents	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
e. Activities that involve both younger and older people	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
f. Accurate and widely publicized information about social activities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
g. A variety of cultural activities for diverse populations.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
h. Local schools that involve older adults in events and activities.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
i. Continuing education classes	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
j. Social clubs such as for books, gardening, crafts or hobbies	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀

VOLUNTEERING AND CIVIC ENGAGEMENT

31. How important do you think it is to have the following in your community?

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not At All Important
a. A range of volunteer activities to choose from.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
b. Volunteer training opportunities to help people perform better in their volunteer roles	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
c. Opportunities for older adults to participate in decision making bodies such as community councils or committees	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
d. Easy to find information about local volunteer opportunities	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
e. Transportation to and from volunteer activities for those who need it	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁

32. Does the community where you live have the following?

	Yes	No	Not Sure
a. A range of volunteer activities to choose from.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
b. Volunteer training opportunities to help people perform better in their volunteer roles	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
c. Opportunities for older adults to participate in decision making bodies such as community councils or committees.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
d. Easy to find information about local volunteer opportunities.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀

Job Opportunities

33. Which of the following best describes your current employment status?

- ₇ Self-employed, part-time →GO TO Question 34
- ₆ Self-employed, full-time →GO TO Question 34
- ₅ Employed, part-time →GO TO Question 34
- ₄ Employed, full-time →GO TO Question 34
- ₃ Unemployed, but looking for work →GO TO Question 34
- ₂ Retired, not working at all →GO TO Question 35
- ₁ Not in labor force for other reasons →GO TO Question 35

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

- ₅ Extremely likely
- ₄ Very likely
- ₃ Somewhat likely
- ₂ Not very likely
- ₁ Not at all likely
- ₀ Not sure

35. How important do you think it is to have the following in your community?

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not At All Important
a. A range of flexible job opportunities for older adults ...	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
b. Job training opportunities for older adults who want to learn new job skills within their job or get training in a different field of work.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
c. Jobs that are adapted to meet the needs of people with disabilities	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁

36. Does the community where you live have the following?

	Yes	No	Not Sure
a. A range of flexible job opportunities for older adults	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
b. Job training opportunities for older adults who want to learn new job skills within their job or get training in a different field of work	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
c. Jobs that are adapted to meet the needs of people with disabilities.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀

COMMUNITY INFORMATION

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

	Yes	No
a. Local senior centers	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
b. Local Area Agency on Aging (AAA)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
c. Family or Friends	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
d. Local nonprofit organizations.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
e. AARP	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
f. Faith-based organizations such as churches or synagogues	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
g. Internet.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
h. Phone book.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
i. Your doctor or other health care professional.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
j. Local government offices such as the Department of Health.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
k. Library.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

38. How important do you think it is to have the following in your community?

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not At All Important
a. Access to community information in one central source.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
b. Clearly displayed printed community information with large lettering.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
c. An automated community information source that is easy to understand like a toll-free telephone number.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
d. Free access to computers and the Internet in public places such as the library, senior centers or government buildings	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
e. Community information that is delivered in person to people who may have difficulty or may not be able to leave their home.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
f. Community information that is available in a number of different languages.....	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁

39. Does the community where you live have the following?

	Yes	No	Not Sure
a. Access to community information in one central source	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
b. Clearly displayed printed community information with large lettering...	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
c. An automated community information source that is easy to understand like a toll-free telephone number	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
d. Free access to computers and the Internet in public places such as the library, senior centers or government buildings.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
e. Community information that is delivered in person to people who may have difficulty or may not be able to leave their home	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
f. Community information that is available in a number of different languages	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀

ABOUT YOU

D1. Are you male or female?

- ₁ Male
₂ Female

D2. What is your age as of your last birthday? [AGE IN YEARS]

D3. What is your current marital status?

- ₁ Married
₂ Not married, living with partner
₃ Separated
₄ Divorced
₅ Widowed
₆ Never married

D4. Are you or your spouse currently a member of AARP?

- ₁ Yes
₂ No

D5. Besides yourself, do you have any of the following people living in your household?

	Yes	No
a. Child/children under 18.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
b. Child/children 18 or older.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
c. Child/children away at college.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
d. Parents	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
e. Other adult relative or friend 18 or older	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

D6. Do you have any of the following kinds of health care coverage?

	Yes	No	Not Sure
a. Insurance through a current or former employer of yours or your spouse ...	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
b. Insurance purchased directly from an insurance company (not through an employer)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
c. Medicare (for people 65 and older or people with certain health disabilities)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
d. Medicaid or any kind of government assistance plan for those with low incomes or a disability	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
e. Veterans Administration or other military health care	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀
f. Any other insurance coverage	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₀

D7. Does any disability, handicap, or chronic disease keep you and/or your spouse or partner from fully participating in work, school, housework or other activities? [CHECK ONLY ONE]

- ₁ Yes, myself
- ₂ Yes, my spouse or partner
- ₃ Yes, both me and my spouse or partner
- ₄ No

D8. Are you of Hispanic, Spanish, Latino origin or descent?

- ₁ Yes → **GO TO Question D9**
- ₂ No → **GO TO Question D10**

D9. If you are Hispanic or Latino, please indicate which one best represents the language (s) you speak at home. [CHECK ONLY ONE]

- ₁ Spanish only
- ₂ Spanish most of the time
- ₃ Spanish and English equally but prefer Spanish
- ₄ Spanish and English equally and do not have a preference
- ₅ Spanish and English equally but prefer English
- ₆ English most of the time
- ₇ English only

D10. What is your race and/or ethnicity? [CHECK ALL THAT APPLY]

- ₁ White or Caucasian
- ₂ Black or African American
- ₃ American Indian or Alaska Native
- ₄ Asian
- ₅ Native Hawaiian or other Pacific Islander
- ₆ Other, please specify: _____

D11. What is the highest level of education you have completed?

- ₁ K-12th grade (no diploma)
- ₂ High school graduate, GED or equivalent
- ₃ Post-high school education/training (no degree)
- ₄ 2-year college degree
- ₅ 4-year college degree
- ₆ Post-graduate study (no degree)
- ₇ Graduate or professional degree(s)

D12. Thinking about state elections for [STATE] Governor and Legislators in the last five years, how often would you say you voted?

- ₅ Always
- ₄ Most of the time
- ₃ About half of the time
- ₂ Seldom
- ₁ Never

D13. Do you consider yourself to be a Democrat, a Republican, an Independent or something else?

- ₁ Democrat
- ₂ Republican
- ₃ Independent
- ₄ Something else

D14. In general, how often do you go online to access the Internet for things like sending or receiving email, getting news and information, paying bills or managing finances or buying products or services? This includes access from home, work, a mobile device (such as a smartphone), or someplace else.

- ₁ Several times a day
- ₂ About once a day
- ₃ 3-6 days a week
- ₄ 1-2 days a week
- ₅ Once every few weeks
- ₆ Once a month or less
- ₇ Never go online

D15. What was your annual household income before taxes in the most recent tax year?

- ₁ Less than \$10,000
- ₂ \$10,000 to \$19,999
- ₃ \$20,000 to \$29,999
- ₄ \$30,000 to \$49,999
- ₅ \$50,000 to \$74,999
- ₅ \$50,000 to \$74,999
- ₆ \$75,000 to \$99,999
- ₇ \$100,000 to \$149,999
- ₈ \$150,000 or more

D16. Please use the space below for any additional comments.

**Thank you very much for completing this survey.
Your assistance in providing this information is greatly appreciated.**

Appendix B: Community Conversation Forum(s) Information

Join Us!

Glastonbury Age-Friendly Community

Educational Forum

Thursday, May 16, 2019

6:00 pm - 7:30 pm

Riverfront Community Center



**Glastonbury is now a member of the
AARP Network of Age-Friendly
Communities!**

**Anna Doroghazi, Associate State Director for Advocacy
and Outreach, AARP Connecticut, will provide an
overview of Age-Friendly Communities.**

**For more information on this initiative or to join our core
leadership team, please contact Rosemary Hokanson,
Chairperson, Glastonbury Commission on Aging, at
agefriendlyGC@yahoo.com**

PRESS RELEASE

FOR IMMEDIATE RELEASE:
January 31, 2020



FOR MORE INFORMATION CONTACT:

Patti White, Supervisor of Senior Services
860-652-7646
Patti.white@glastonbury-ct.gov

**GLASTONBURY'S AGE-FRIENDLY INITIATIVE
SEEKS RESIDENT INPUT
IN COMMUNITY CONVERSATION – 2/13/20**

GLASTONBURY, CT –The Town of Glastonbury's Commission on Aging invites Glastonbury residents to take part in an important conversation that could result in key improvements in the community in the year ahead and beyond. Age friendly, livable communities promote neighborhood cohesion and maximize opportunities for residents to be active and engaged with their neighbors, family and friends across generations. Resident input is essential to identifying and prioritizing areas of focus.

Age-Friendly Community Conversation

Thursday, February 13, 2020 - 6pm- 8pm

Snow date: Thursday February 20, 2020

Riverfront Community Center

300 Welles Street

Glastonbury, CT

RSVP: agefriendlyGC@yahoo.com or (860) 652-7638

The initiative aims to engage a broad cross section of Glastonbury residents including those who work in Glastonbury or beyond, youth and seniors, working and retired. Participating residents will be reviewing Age-Friendly Community Initiative's Eight Domains of Livability Index:

- Outdoor Spaces and Buildings
- Transportation
- Housing
- Social Participation
- Respect and Social Inclusion
- Civic Participation and Employment
- Communication and Information
- Community Support and Health Services

Some residents have already participated in a survey that has provided the Commission with initial indicators of Glastonbury's Livability Index priorities. This upcoming Conversation is the next step in the process of identifying and continuing community improvements going forward.

Glastonbury is an AARP designated age-friendly community. This Town initiative is supported by a grant from the Glastonbury Education Foundation. Light refreshments will be available.

###

The Glastonbury Commission on Aging proposes and evaluates programs and services for the elderly in the community, and assists the Town staff in the development, initiation, coordination, and implementation of programs and services for senior residents. The Commission consists of seven regular voting members appointed by the Glastonbury Town Council.

Age Friendly Community Conversation

Town of Glastonbury

Thursday, February 13, 2020

6:00 p.m. -8:00 p.m.



Agenda

- Welcome, Introductions and Context
- Purpose- How will the town be embedding Age Friendly initiatives into the framework of future opportunities and town
- 8 Domains of Livability
- Session Overview
- Group Agreements
- Break-out Discussion at Tables
- Priority Issues
- Closing and Next Steps

Recognition of the Core Leadership Team

**Town of Glastonbury
Age-Friendly Community Core Leadership Team**

**Rosemary Hokanson, COA Chair
Chip Beckett, Town Council Liaison
Deb Carrol, Town Council Liaison
Lisa Zerio, Parks & Rec
Patti White, Senior Services
Jennifer DiSette, Alternate COA member
Barbara Baily, Library Director
Neil Griffin, Housing Authority Director
Michael Magrey, Police Department
Wendy Mis, Health Department Director
Jeff Stein, Bike Walk Glastonbury
Bruce Bowman, Glastonbury TALK
Glastonbury Education Foundation Rep.
Dr. Carrie Andreoletti, Central State University
Doug Brown, Rotary Club Rep.**

The 8 Domains



Domain 1

Outdoor Spaces and Buildings

People need places to gather — indoors and out. Parks, sidewalks, safe streets, outdoor seating and accessible buildings (think elevators, stairs with railing, etc.) can be used and enjoyed by people of all ages.



Domain 2

Transportation

Driving shouldn't be the only way to get around. Public transit options can be as expansive as a train system or as targeted as a taxi service that provides non-drivers with rides to and from a doctor's office.



Domain 3

Housing

Most older adults want to age in place. Doing so is possible if homes are appropriately designed or modified — and if a community includes affordable housing options for varying life stages.



Domain 4

Social Participation

Regardless of one's age, loneliness negatively affects a person's health and sense of wellbeing. Isolation can be combatted by the availability of accessible, affordable and fun social activities.



Domain 5

Respect and Social Inclusion

Intergenerational activities are a great way for young and old to learn from one another, honor what each has to offer and, at the same time, feel good about themselves.



Domain 6

Civic Participation and Employment

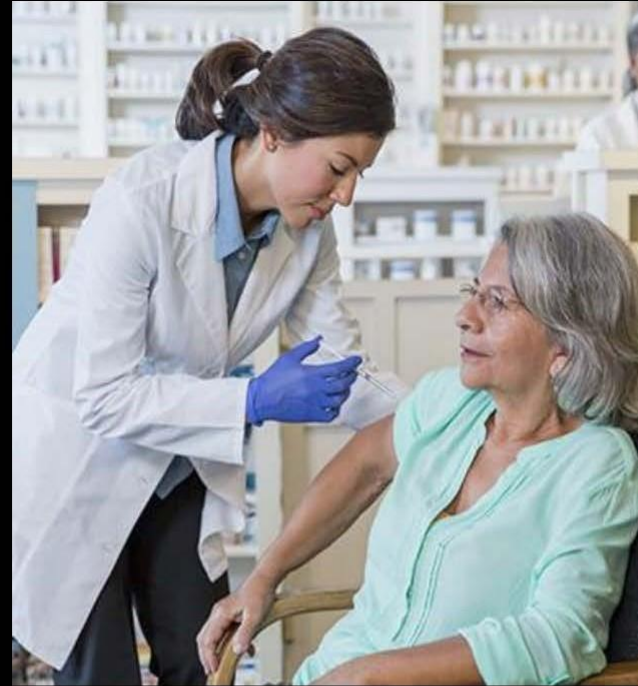
An age-friendly community provides ways older people can, if they choose to, work for pay, volunteer their skills and be actively engaged in community life.



Domain 7

Communication and Information

Age-friendly communities recognize that not everyone has a smartphone or Internet access and that information needs to be disseminated through a variety of means.



Domain 8

Community and Health Services

At some point, everyone gets hurt, becomes ill or simply needs a bit of help. While it's important that care be available nearby, it's essential that residents are able to access and afford the services required.

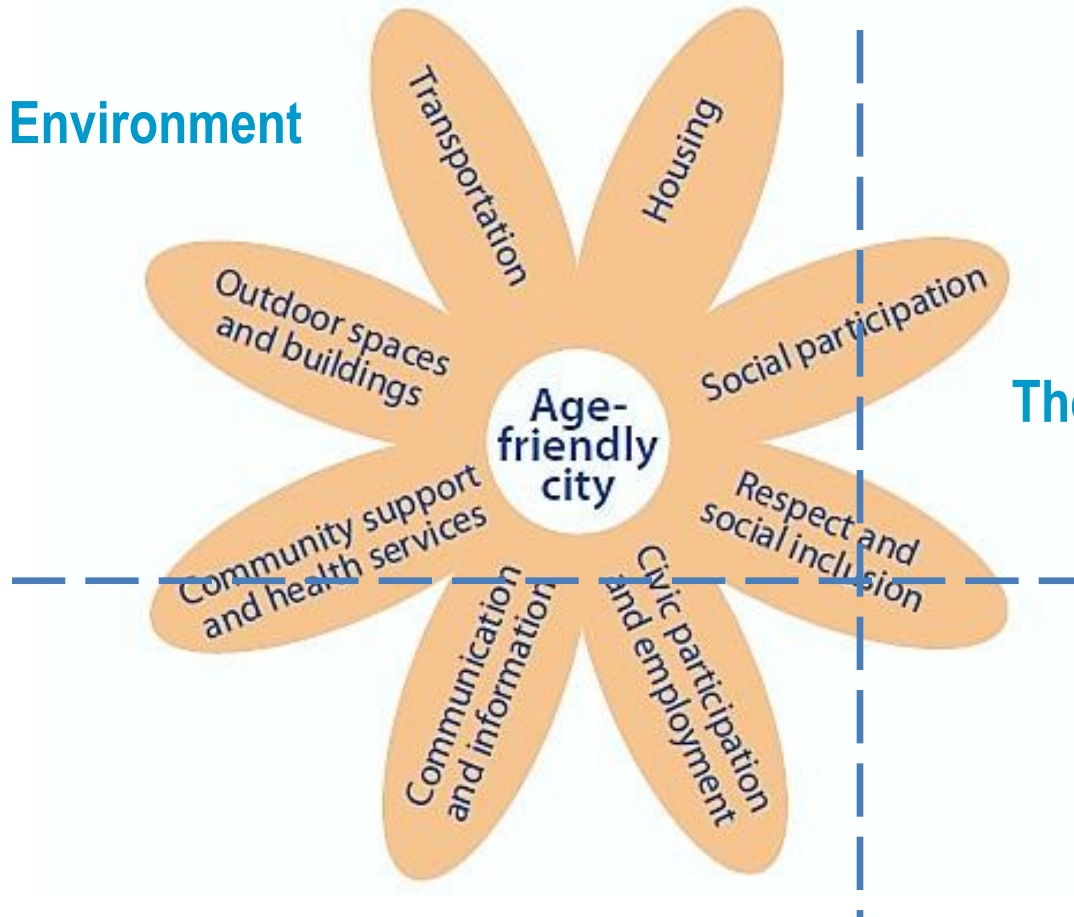


The **AARP**[®] Network of Age-Friendly Communities

Real Possibilities

Our Vision and the “8 Domains of Livability”

The Built Environment



The Social Environment





Why Do We Need Age-Friendly Communities?

Because people want to age in their community!

The 40+ population in CT rate their communities well in terms of a place to live as they age and in the types of services available to help residents maintain their independence as they age.

More than two-thirds of Connecticut residents age 40+ have lived in their communities for more than 20 years. Many are not likely to move outside of Connecticut in the next 10 years.

Nearly seven in ten adults age 40+ living in Connecticut say that it is extremely or very important to them that services to aid independent living as one ages be made available in their community.

Topic #1

What do you love about living in Glastonbury?

- a. What do you like most about living in Glastonbury?
-what would you put as high priority to preserving in our town and why?

- b. Can you provide some examples of community features you enjoy today that didn't exist 5-10 years ago?

Topic #2

What's needed now- and in the future-in your community?

Visualize yourself 10 years from now- close your eyes. The year is 2030. Imagine yourself 10 years wiser than you are today. Imagine yourself at home and in your community at this time in your life

- a. Where would you like to live? Neighborhood home, apartment, walkable, rural, urban etc.
- b. How will you get around? Work, shopping, services and socializing. If you are unable to drive, what options would you like to have to keep you mobile.

Topic #3

What would enhance the quality of life in your community? (Think about today and in the future)

- a. Do you feel safe being outside at most times of the day? Why/Why not?
- b. What needs to work better in your community today?
- c. In the year 2030, what will a typical day look like for you?
- d. What resources, including community-based resources and services will you need in the year 2030?



Priority Issues

Within your discussion groups, get a sense of what are the most important priorities you've discussed during your session?

Place your top 3 priority areas on 3 separate Sticky Notes.

Group Lead/Designee at each group place the priorities under the 8 Domains of Livability

Closing Comments/Next Steps

Review priority areas of focus from the group discussion.

Review next steps- including further work in focus groups to ensure that we get a good cross section of the diverse community in which we live.

Thank you for attending this
evenings' community
conversation!

We appreciate your input and your
ideas will be used to help formalize
our community action plan.

AARP Network of Age-Friendly Communities Program Cycle

STEP 1: ENTERING THE NETWORK

The purpose of the AARP Age Friendly Communities is to serve as a catalyst to educate, encourage, promote, and recognize improvements that make cities, towns, and counties more supportive not only of their older residents but for residents of all ages. Our intent is to provide American cities, towns, counties with the resources they need to become more age-friendly, tapping into national and global research, models, and best practices.

AARP's Value Added

- Providing an understanding or definition of the issue/need for change (framing the issue);
- Providing an understanding of economic and social benefit of a more livable community;
- Resources on AARP.org/livable – Future Livability index (all phases)
- Success Criteria
- Streamlined admission into Network

STEP 2: PLANNING PHASE (Year 1-2)

This step has four elements:

- Establishment of mechanisms to involve older people throughout the Age-Friendly city cycle
- A baseline assessment of the age-friendliness of the city.
- Development of a 3-year city wide plan of action based on assessment findings
- Identification of indicators to monitor progress

AARP's Value Added

- Decision making and organizational guidance
- Access to network of communities /Best Practices
- Assessment and survey Tools, identification of key community indicators
- Volunteer network to support/organize aspects of effort

STEP 3: IMPLEMENTATION & EVALUATION (Year 3-5)

On completion of the planning phase, and no later than two years after joining the Network, cities will submit their action plan to WHO for review and endorsement. Upon endorsement by WHO, cities will then have a three-year period of implementation.

At the end of the period of implementation, cities will be required to submit a progress report to WHO outlining progress against indicators developed in Phase 1.

AARP's Value Added

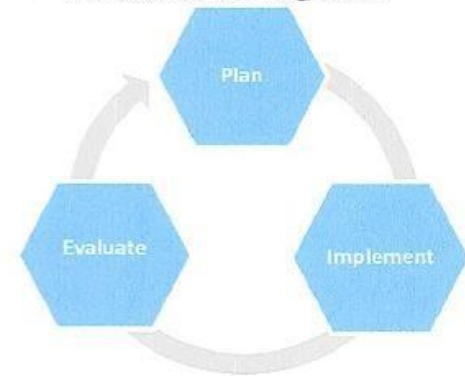
- Evaluation tools
- Organized training and networking events
- Resources on AARP.org/livable
- Access to network of communities /Best Practices
- Volunteer network to support/organize aspects of effort

STEP 4: CONTINUOUS IMPROVEMENTS (Year 5+)

Upon completion of phase 3, cities will be able to continue their membership to the Network by entering into further implementation cycles.

AARP's Value Added

- Access to network of communities /Best Practices
- Volunteer network to support/organize aspects of effort
- Resources on AARP.org/livable



A continuous cycle of improvement

February 13 2020 Community Conversation

Evaluation Results

1. How did you hear about tonight's event?

- a) Local Newspaper (Hartford Courant, Glastonbury Citizen) **16**
- b) Family/Friends **13**
- c) Town Website **4**
- d) Social Media **4**
- e) Other: **Email 5, Sharing Tree/flier 7**

2. What did you like about today's session? Circle all that apply.

- a) Sharing my thoughts on my community **27**
- b) Listening to other participants **37**
- c) Learning about age-friendly communities **18**
- d) Other: **brainstorming, meeting folks and discussing ideas**

3. Please indicate your level of agreement with the following statement:

"I am likely to share the information I learned from this event with friends and family"


- a) Strongly agree **22**
- b) Agree **19**
- c) Neither agree nor disagree **1**
- d) Disagree
- e) Strongly disagree

4. Overall, how would you rate this Community Conversation?

- a) Excellent **20**
- b) Very good **18**
- c) Good **4**
- d) Fair
- e) Poor

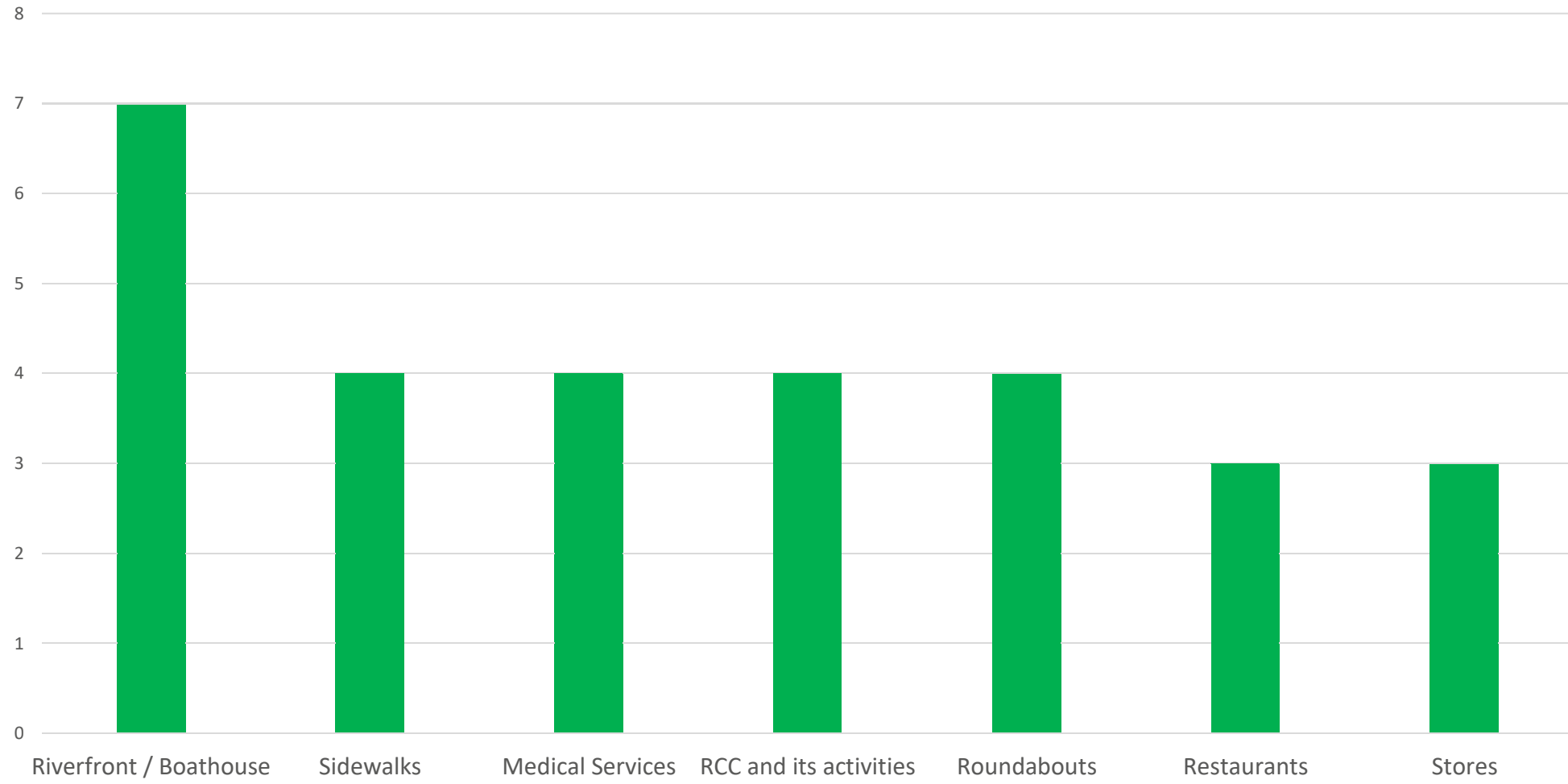
5. Please provide any other comments about today's Community Conversation.

Continue the Conversation/Create a group to try and implement some the ideas shared
Looking forward to follow-up/action plan for priorities raised
With questions given, they leaned toward the 3 areas we felt were most important as a group
Like to characterize ideas by feasibility – short-term vs. long-term
Well organized- hard to get this many people moving together-but you did it
Great to hear how many similar themes there were
Loved the diversity of participants

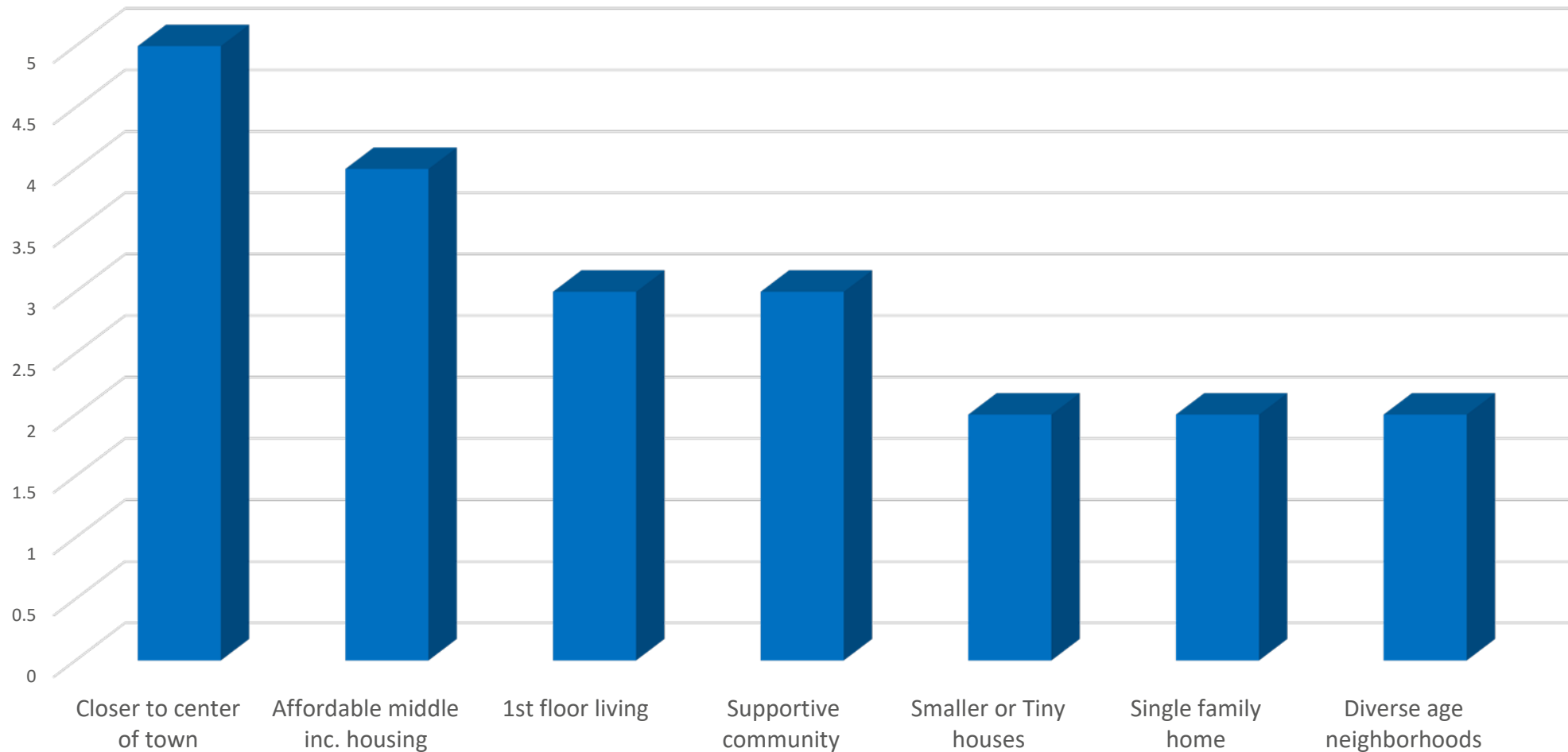


2/13/20
GLASTONBURY
AGE-FRIENDLY COMMUNITY
CONVERSATION

What Residents are Enjoying Now

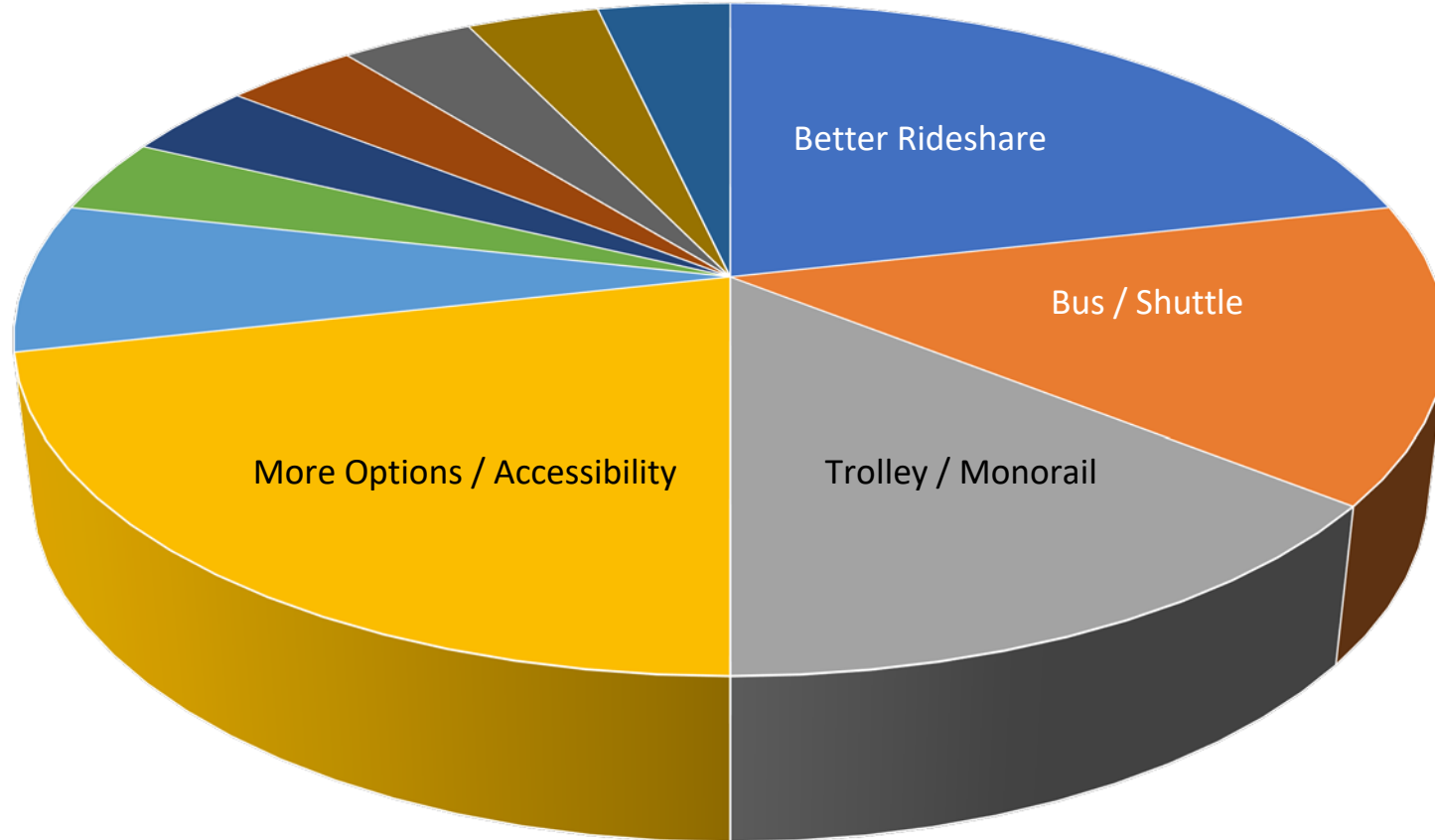


Preferred living – Where would you like to live?



Transportation

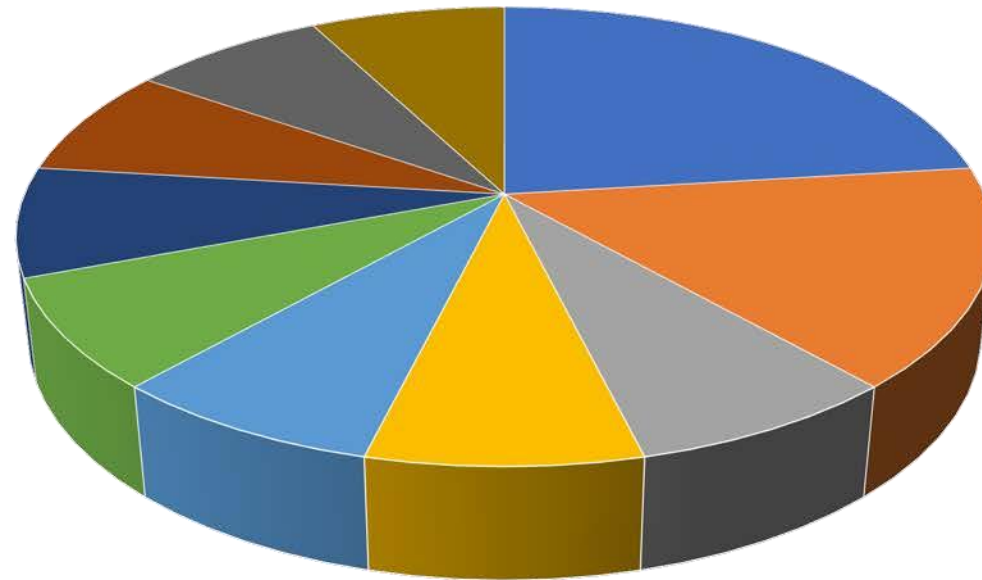
How will you get around?



- Better Rideshare
- Bus / Shuttle
- Trolley / Monorail
- More Accessibility / Options
- Train
- Taxi
- Park and Ride
- Self driving cars
- More handicap parking
- Lighting and walkways
- Elec. Charging Stations

Safety Concerns

Do you feel safe outside?



■ Traffic, speed, distracted driving

■ More lighting near Boathouse

■ Bell St Walking trail safety

■ More lighting for streets

■ Wild animals

■ Bicycle safety

■ Generally safe

■ Stop signs and red lights not safe

■ Panhandlers

■ Car break ins



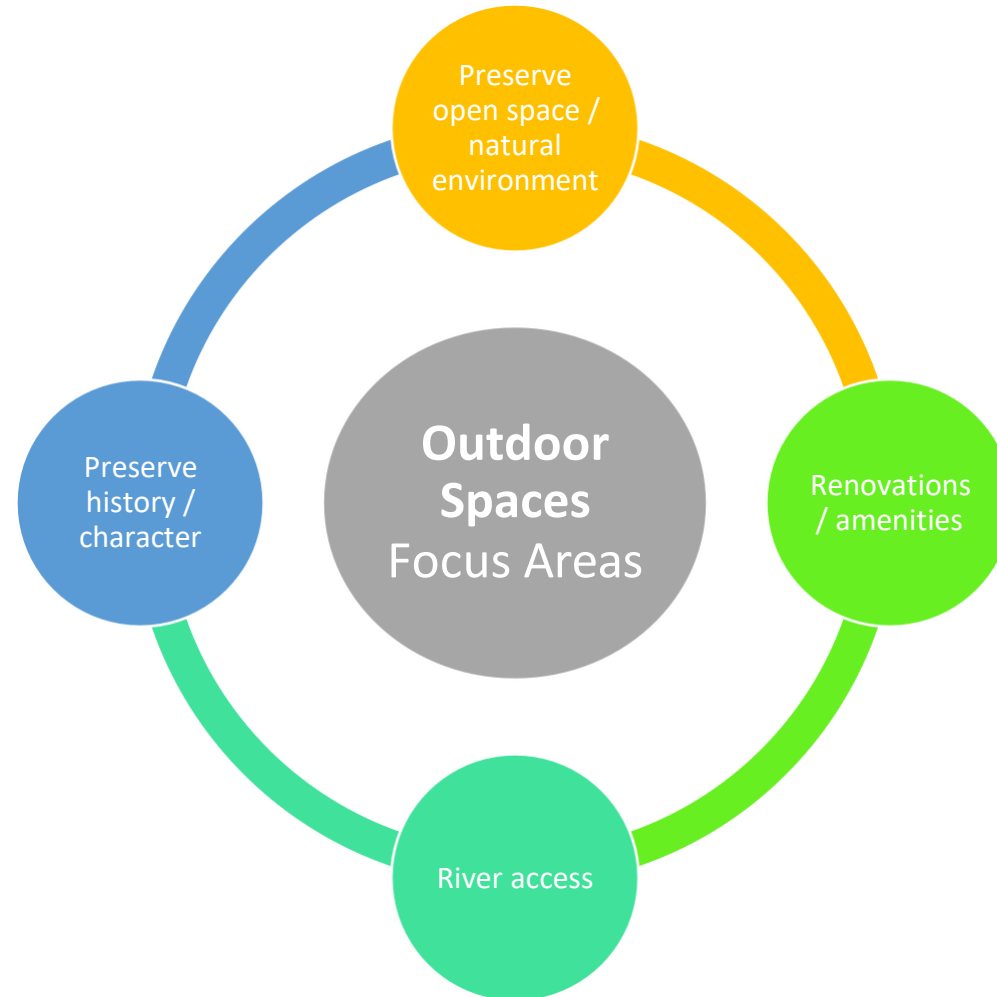
THREE MOST FOCUSED ON AREAS OF LIVABILITY

Outdoor Spaces and Buildings

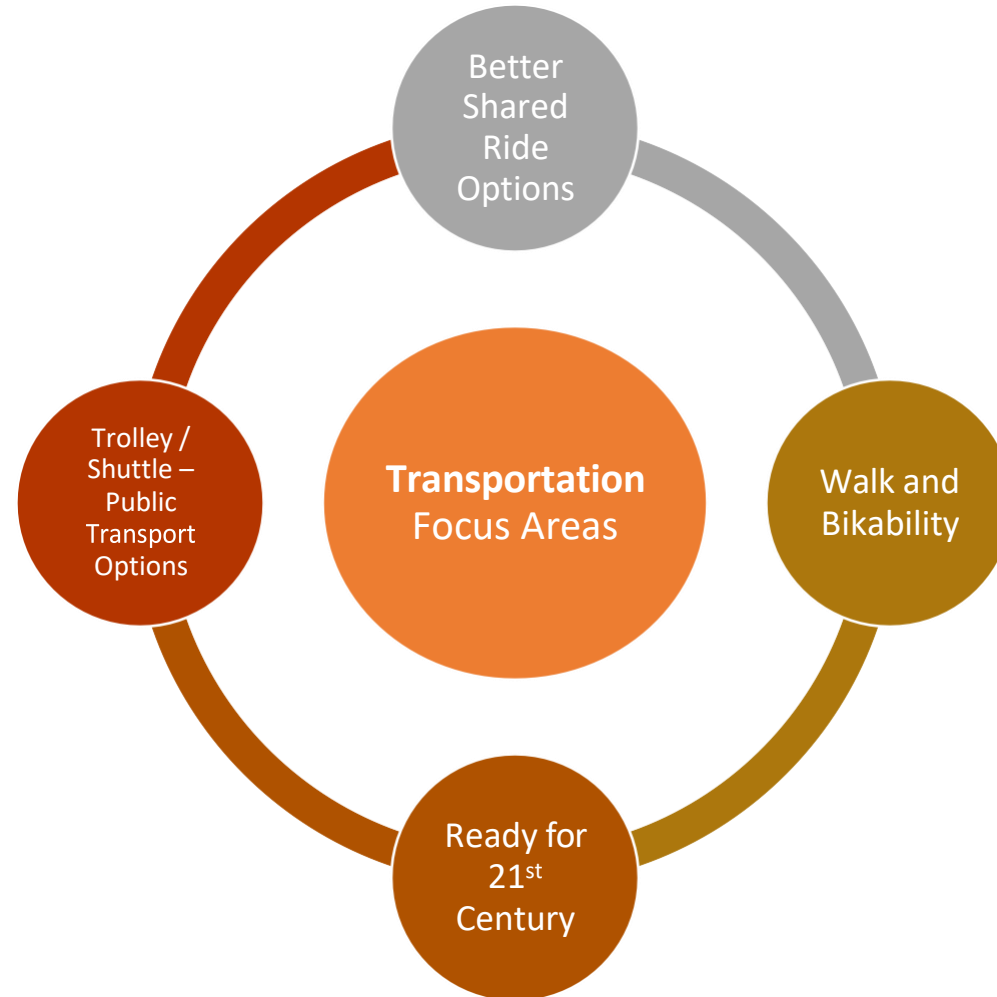
Transportation

Housing

Outdoor Space – Domain of Livability



Transportation– Domain of Livability



Housing – Domain of Livability



Appendix C: Focus Groups and CLT Planning Documents



Focus Group
Building an Age Friendly Community
June 16, 2020 2:15pm – 3:35pm
Virtual Conversation

Meeting Purpose

We need your voice. The Town of Glastonbury is in the process of reviewing, evaluating, and refining its current findings for three priority Domains of Livability to make Glastonbury an Age-Friendly Community and the best place to live in, for people of all ages. These are: Housing; Transportation and Open Spaces. Let us know what you think.

Agenda

Overview (15 minutes):

1. Facilitator Introductions / Zoom Housekeeping
2. AFC and 8 Domains of Livability Overview
3. Towns' Work to Date/Impact of COVID-19
4. Town Government's Support/Commitment

The February Community Conversation (5 minutes)

Let Us Hear from You (60 minutes):

1. Introductions – Your name, grade, how you are doing in quarantine, and what you think you will be doing in 5 years.
2. As an Age Friendly Community related to the three priorities:
 - What is Glastonbury presently doing well?
 - What should be done to enhance what the town is doing well?
 - What new needs/recommendations, if any, should the town address?

Next Steps

Glastonbury Age-Friendly Community Initiative

Core Leadership Team July 23rd Meeting Notes

I. Attendees:

- a. CLT Chair – Jennifer DiSette, Dr. Carrie Andreoletti, Barbara Bailey, Bruce Bowman, Deb Carroll (Town Council), Jeff Stein, Barbara Evans, Wendy Mis, Doug Brown, Staff and Consultants – Lisa Zerio, Patti White, Bobby Ashton (IT), Tom Phillips, Sandy Rodriguez

II. CLT Background, Purpose and Outcomes – Jennifer DiSette

BACKGROUND

- a. The Town of Glastonbury and Commission on Aging (COA) established the Core Leadership Team (CLT) in March 2020.
- b. The 17-member CLT is led by a Chair Jennifer DiSette.
- c. Members represent a diverse group of key stakeholders/organizations that bring different perspectives and share a common passion and vision regarding the benefits of an Age-Friendly Community.
- d. Committed to leveraging their collective assets and networks to achieve measurable outcomes, positive impacts, and long-term success.
- e. Because of the COVID-19 pandemic, the CLT has been delayed in beginning its work.

PURPOSE

- f. Responsible for guiding Glastonbury's AFC initiative through the assessment, planning, oversight, and evaluation phases.
- g. Includes oversight of the Action Plan development and implementation

- h. Identify and secure both financial and in-kind resources
- i. Reach out to other community and business leaders and relevant organizations to create critical partnerships
- j. Assist with development of both mission, vision, and value propositions.
- k. Prepare the presentation of the Domains of Livability Priorities and final Action Plan to the Town Council for approval.
- l. Delivers a unified, consistent, and ongoing message to the broader community
- m. Assist with the submission of the Action Plan to WHO/AARP for certification.
- n. Provide Action Plan implementation ongoing oversight including assessment and evaluation.
- o. Work closely with both town officials and the Commission on Aging.

INTENDED OUTCOMES

- p. Actively engaged and committed members who have a clear understanding of the CLT's purpose, roles and work plan and are committed to Glastonbury's AFC mission and vision.
- q. Clear knowledge and support of governance structure in terms of both the leadership model and decision-making protocols.
- r. Town Council approval of AFC Action Plan Domains of Liabilities priorities.
- s. All necessary and value-added community stakeholder partnerships established.
- t. Resource needs assessment completed, and potential financial and in-kind opportunities identified.
- u. Town Council approval of Action Plan.
- v. Action Plan submitted to and certified by WHO/AARP.
- w. Action Plan implemented and ongoing performance monitored.

III. Age-Friendly Community / Domains of Livability Overview - Tom Phillips

- a. Reviewed 8 Domains of Livability
- b. Spoke about Glastonbury's, (more than 30 % over the age of 50) and Connecticut's older (7th oldest state demographically) population
- c. Lisa Zerio spoke about the Town Manager's and Town Council's support of the AFC initiative and commitment to the final Action Plan priorities and recommendations.

IV. Community Conversation Session and Three Focus Group Results

- a. Reminded the group about the February Community Conversation, and the outcomes from that session – and consensus for a focus on the DOL priorities of Open Spaces / Public Buildings, Housing and Transportation
- b. Reviewed the outcomes and key takeaways of three focus groups that drilled down including preliminary ideas on the three selected priorities:
 - i. **Housing Authority Residents 6/8/20**
 - ii. **Youth (8th and 10th Grader Students) 6/16/20**
 - iii. **Business Participants 7/21/20**

V. “Draft” CLT Work Plan Approval – Tom Phillips

- a. Outlined Glastonbury AFC GOAL: to create a blueprint that will make the town and even better place for people of all ages to live, work and play.
- b. Reviewed the 4 key strategies/actions for the CLT's work between now and 1/31/21

VI. DISCUSSION

- a. Jeff Stein asked what work was taking place between the meetings.

- b. Tom Philips mentioned he is looking at Best Practices around the country as Glastonbury prepares its Action Plan and will be working on a power point for the Town Council Meeting in September that will include the work related to the three DOL priorities and “draft’ Action Plan framework.
- c. Question was asked if the Town Council approval was needed at this juncture.
- d. Deb C. noted that the work that is being conducted is aligned with activities the Council is already involved with. The priorities that the community has focused on (Housing, Transportation, Open Spaces) and many of the recommendations are at the heart of what the Council is doing.
- e. Bruce Bowman Question – what is the timeline for this work – it seems like it is going slowly? Asked if there was a structural basis for holding off on forming subcommittees.
 - i. Response is that this may be part of the implementation phase. The community input (through community conversations and focus groups) is what informs the development of the Action Plan.
 - ii. Staff and Consultants agreed to further investigate and report back on how other cities have addressed this, as well as how they have also been impacted and delayed because of COVID-19.
 - iii. Lisa noted that while 3 domains have been selected for focus, there will still be some crossover and some of the other domains may also be acted on as part of implementation.
- f. Carrie shared her experience in attending the national livable communities conference and noted it will be advantageous to have projects in mind when entering the Action Plan phase.
- g. Lisa, Patti, and the consultants noted that the community outreach has already defined several projects that the town is already looking into (i.e. intergenerational activities that the Youth Focus Group asked about relating to Tech Support and Chores for Seniors.
- h. Bruce Bowman expressed concern of inaction between now and September when the CLT’s work will be communicated to the Town Council. He also questioned when and how subcommittees will be formed to review specific priority recommendations.

- i. Tom Phillips indicated that AFC subcommittees are formed at different stages during the Action Plan's development and implementation phases.
- j. Sandy Rodriguez also noted that there has been a good cross section of community input collected thus far in a short and COVID-challenged time.
- k. Tom and Sandy agreed to further investigate and report back on how/when other AFC sites have formed DOL priorities/recommendations subcommittees.

VII. Next Steps / Meetings Schedule

- a. Town Council Presentation to Approve Three DOL Priorities.
- b. Research Best Practice Action Plans
- c. Develop "draft" Action Plan outline
 - i. **CLT Meetings Schedule: Sept 10; Oct 22; Nov 19**

VIII. Adjournment

Appendix D: Detailed Community Assets List

**Eight Domains of Livability
Town of Glastonbury
Asset Mapping List
(List is not all inclusive)**

Outdoor Spaces and Buildings

- Athletic Fields
- Basketball Courts
- Bicycle Friendly Community
- Bike Routes
- Bike Walk Glastonbury
- Boat Launch to CT River (Boat/Canoe/Kayak Storage, Outdoor Discovery Schools)
- Cross Country Skiing
- Forest / Open Space (Local & State)
- Glastonbury Hills Country Club
- Glastonbury Tennis Center
- Gymnastics Center
- Indoor Play Areas for Children
- Indoor Soccer Center
- Indoor Virtual Golf
- Painting & Pottery Studios
- Parks—Addison, J.B. Williams, Riverfront Park
- Parks & Recreation Programming (Exercise Classes, Camps, and Trips)
- Personal Training Gyms
- Private Membership Fitness Centers and Pool Clubs
- Minnechaug Public Golf Course
- Public Swimming Areas - Grange & Addison pools, Eastbury Pond
- Riverfront Community Center Recreation/Exercise Classes
- School-Based Athletics Programs
- Rock Climbing Gym
- Running Club
- Sidewalk System (100+ Miles)
- Skateboard Park at Academy
- School Based Athletic Programs
- Sporting Goods Stores
- Town Sponsored Youth Athletic Programs - Soccer, Basketball, Baseball, Softball
- Tracks-Indoor & Outdoor
- Trail system—Walking/Running/Hiking/Biking -Glastonbury-Rocky Hill Ferry
- Historical Society
- Historic Homes, Buildings & Sites
- Irish-American Home
- Museums
- Public Greens (Fountain & Hubbard)
- The Glastonbury Boathouse

Transportation

- Ambulance Services Providers
- Bicycle Friendly Community
- Close Proximity to Major Highways
- CT Transit
- Dial-A-Ride Services
- Electric Car Charging Stations
- International Airport Less than 30 Miles Away
- Park & Ride / Carpooling Lots
- Taxi Service / UBER / Lyft
- Transportation to Healthcare Appointments by Friends in Service Here, (FISH).

Housing

- Assisted Living Facilities
- Glastonbury Fuel Bank
- Homelessness Prevention—Social Services
- Mixed Use Zoning Regulations
- Rental Housing, Landlords & Developments
- Subsidized Housing Developments (Glastonbury Housing Authority, Cobbs Mill Cooperative)
- Tax Relief Program

Communication and Information:

- Local Media (e.g. Glastonbury Citizen Weekly Newspaper, Hartford Courant Daily Newspaper)
- Town Newsletters - WTML, Herbert T. Clark, Senior Newsletter (Sharing Tree)
- Parks & Recreation Platforms (e.g. Brochures, E-newsletters)
- Radio Stations for Emergencies • Q Alert System – Citizen Request System (web-based)
- Everbridge Emergency Notification System
- Public event sign boards (Displayed throughout town at locations such as town hall and Hubbard Green)
- Town Website - www.glastonbury-ct.gov
- Town Clerk's Database (web-based)
- Town Social Media Pages
- Town Email Subscription Service
- Town Flyers and Mailings
- Town Annual Documents – Approved Budgets, Annual Reports posted on town website
- Town Staff - Marketing & Communication Specialist
- United Way's CT 2-1-1
- CT River Valley Chamber of Commerce Marketing Platforms (e.g. Website, e-Newsletter)

Civic Engagement and Employment:

- Affordable Housing Committee
- Board of Assessment Appeals
- Board of Education
- Board of Finance
- Commission on Aging
- Commission on Racial Justice and Equity (CRJE)
- Community Beautification Committee
- Conservation Commission

- Ethics Commission
- Fire Commission
- Cox Cable Advisory Group
- Glastonbury Public Housing Authority
- Historic District Commission
- Human Relations Commission
- Insurance Advisory Committee
- Municipal Aquifer Protection Agency
- Public Buildings Commission
- Recreation Commission
- Town Council
- Town Plan and Zoning Commission
- Water Pollution Control Authority
- Welles Turner Library Board
- Youth & Family Services Commission
- Zoning Board of Appeals
- Chamber of Commerce
- Farmers
- Health Care Provider Offices
- Public Employers (Local/State/Federal)
- Self-Employed & Startups • Shopping Centers
- Numerous Small Business Employers
- Veteran Employment Assistance (offered through Social Services)

Social Participation/Respect and Social Inclusion:

- Senior & Social Services Department
- Parks & Recreation Department
- Youth and Family Services
- Welles Turner Library
- Boards and Commissions
- Garden Clubs
- Chamber of Commerce
- Historical Society
- Friends of the Welles Turner Memorial Library

Community and Health Services Assets:

- Community Mental Health Services
- Dental Care Providers
- Disease – Community Based Support Groups
- Emergency Medical Transportation
- Health Department Flu & Wellness Clinics
- Imaging Services (X-ray, MRI, Mammography, Ultrasound, CT Scan, etc.)
- Laboratory Services
- Long-Term Care Facilities / Nursing Homes
- Outpatient Surgical Centers
- Multiple Pharmacies

- Physical and Occupational Therapists
- Primary and Specialty Care Physicians
- Rehabilitation, Home Health, & Hospice Providers
- School Counselors / Psychologists
- School and Parish Nurses
- Substance Abuse Treatment & Recovery Providers
- Substance Abuse Prevention Staff
- Urgent Care Centers
- Vision and Hearing Care Providers.
- Community Bread Program - Markets Donate Bread/Baked Goods for Social Services Distribution
- Community Center Foodbank and Holiday programs
- Community Garden
- Multiple Agricultural Farms
- Congregate Meal Sites (Welles Village - Kids in Summer & RCC-Seniors Year-Round)
- Farmers' Market
- Foodshare Program at First Church
- Full Service Grocery Stores
- Naubuc Backpack Program
- Restaurants with Healthy Food Choices
 - School Lunch Programs

Community Building Assets:

- Audubon Society
- Festivals, and Concerts
- GHS / Youth & Family Theatrical Presentations
- Glastonbury Art Guild
- Glastonbury Community Action Partnership (GCAP)
- Glastonbury Newcomers and Neighbors
- Glastonbury Partners in Planting (GPIP)
- Glastonbury Town Center Initiative (TCI) Civic Groups. Rotary, Lyons, BikeFriendly, RiverRunners.

Public Safety Assets:

- Community Service Officers
- Emergency Operations Center
- Emergency Preparedness Coalitions
- Fire Department (4 Fire Companies)
- Fire Marshal
- HeartSafe Community
- Local Emergency Medical Services (EMS)
- Local Public Health Department
- Low Crime Rate
- Neighborhood Watch Groups
- Police Department
- Prescription Drug Drop Box
- School Resource Officers
- Smoke & Tobacco Free Parks
- State Police / Federal Agencies.

Appendix E: Town Council 9/28/21 Minutes-Vote to Approve Action Plan

Presentation on Age Friendly Community Action Plan (action to approve).

Mr. Johnson explained that this is something that the Council has supported previously. Jennifer DeSetti presented the initiative, which started in 2016. The Commission on Aging has seven members from town, which also work with the local AARP and the community at large. In 2018, the Commission applied to be part of an age-friendly network. Presented tonight is their action plan, which is 53 pages long.

She noted that AARP gave them eight domains to review, to decide how Glastonbury can become more age friendly. After community outreach in the form of a survey, several focus groups, and the formation of a core leadership team, they chose three domains to focus on: increasing access to open spaces and all town areas, enhanced walkability/transportation services, and expanded shared/alternative housing options. Each domain has within it specific recommendations and action items. They will continue to work towards a three-year plan for all those items.

For next steps, they hope that the Council will adopt the action plan. After which, they will submit it to AARP to attain certification, and then develop processes to enact the action plans, and incorporate the five other domains for AARP. They will continue to hold annual community conversations to review what they have done and inform the community on what lies ahead. They are also working with other towns in the state to share and work on best practices.

Motion by: Ms. Carroll

Seconded by: Mr. Cavanaugh

BE IT RESOLVED, that the Glastonbury Town Council hereby approves the AARP Network of Age-Friendly Community Action Plan, as described in a report by the Town Manager dated September 24, 2021, and as presented and recommended by the Commission on Aging.

Disc: Ms. Carroll stated that it has been a pleasure to serve as part of the core leadership team. As a town, they strive to innovate, and this is a great way to do so. Dr. Beckett seconded, noting that this is not just about helping the elderly, but about making the town better for all. Mr. Niland thanked all who created the action plan, which he called an amazing document. Ms. Tanski encouraged all to look at the plan, which is impressive and ambitious, but also very achievable.

Result: Motion passed unanimously {8-0-0}.

-END OF DOCUMENT-