1. CO-INITIATING

2. CO-SENSING
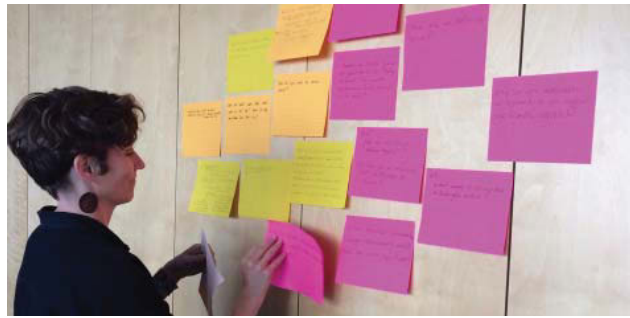
3. CO-PRESENCING

4. CO-CREATING

5. CO-EMBODYING

AGE-FRIENDLY ACTION RESEARCH LAB

CO-INITIATING WORKSHOP

September 24, 2018 @ Creekside Community Centre

CITY OF VANCOUVER

TABLE OF CONTENTS

AGE-FRIENDLY ACTION RESEARCH LAB
CO-INITIATING WORKSHOP AGENDA + PURPOSE

Agenda

1. Welcome + opening
2. Setting the context
3. Ethnographic warm-up
4. Exploring age-friendly experiences in the city
5. Generating ethnographic research questions
6. Closing

Purpose

- Build and grow capacities and practices to understand the diverse lived experiences of seniors in Vancouver through research, data collection and analysis to understand root causes of systemic challenges;
- Develop and test possible solutions to improve social determinants of health for seniors;
- Adapt existing policy, strategy, and practice to scale promising solutions; and
- Create ongoing cycles of action research, learning, and evaluation to improve the lives of seniors in Vancouver.

Purpose of Co-Initiating Workshop

- Create a compelling reason why we each want to commit to this process together;
- Create an experiential process that gives participants a sense of how a lab works, looks, and feels different than other ways of working;
- Build a safe container for surfacing and exploring perspectives, experiences, and tensions while also turning up the pressure and heat to challenge our current assumptions, ways of working, and ways of being together in service of finding new possibilities; and
- Sketch out shared and divergent understandings of the context and key dimensions of the problem statement.

Outcomes of Co-Initiating Workshop:

- A clear and compelling sense of shared purpose and intent for the lab;
- A shared understanding of the lab question and context; and
- A set of powerful questions and assumptions that can be used to kick-off the ethnographic research work.

Lab team

Attended: Carmel Boerner - Social Policy, CoV; Zahra Esmail - Executive Director, South Vancouver Neighbourhood House; Karen Liebel - Information Services, VPL; Atiya Mahood - Associate Professor of Gerentology, SFU; Peter Marriott - Social Policy, CoV; Donnie Rosa - Director of Recreation, VPB; Daniel Stevens - Emergency Operations Centre, CoV; Katia Tynan - Sustainability Group - Planning, Urban Design and Sustainability, CoV; Carol Ann Young - Social Policy, CoV

Regrets: Leslie Bonshor, Nadia Carvalho, Katie McPherson, Chuck Stanford, Mary Clare Zak
Design + Facilitation: Lindsay Cole

AGE-FRIENDLY ACTION RESEARCH LAB

Convening Question

How might we deliver a healthy city for all seniors within the complete Healthy City framework without creating another strategy?

Why is this important now?

We have the City's social sustainability plan in the Healthy City Strategy along with a number of other strategies that impact senior's and an age-friendly city (e.g., Greenest City). What is most important is that we take an action research approach to experimenting and testing new ways of integrating change into existing policy rather than continuing to produce more strategies.

The convening question in a social innovation lab is designed to be open and thought provoking, while creating a container for the explorations in the lab. It will evolve as the work in the lab progresses, as the team refines our understanding of the different perspectives on the question through the process, and as possible solutions begin to emerge.

What's the Solutions Lab?

The Solutions Lab is seeking **breakthrough, transformative solutions** to some of the city's most complex problems. It's a place where City staff, community members and stakeholders **collaborate to deeply understand complex challenges** from the points of view of the people most affected by them, and where we **rapidly prototype and test innovative responses** to see what we can learn through co-creation and some risk taking. It's an exciting place where we dialogue and listen deeply, try new processes and collaboration tools, and learn and have fun together.

What do we know about seniors in the City?

A slide deck was circulated to participants that provided various demographic factors about seniors in Vancouver (see Appendix 5). The group shared initial assessments of the information provided. We also uncovered our own experiences, as well as some commonly held language, biases and assumptions used to describe seniors in Vancouver and discussed what an age-friendly city would include:

- Empathy + Compassion
- People with heart
- Value and respect
- Seeing people for lived experience
- Accessible physical/social/economic
- Voice = heard
- Age-friendly applies to everyone!
- Grounded solutions

TOOL: INTEGRAL MAPPING

Essence:

Integral mapping is one of many tools that can help build our systems thinking capacities. It comes from the field of integral theory and **helps us to pay attention to both the exterior and interior aspects of system or issue**, as well as the **individual and collective aspects**. It encourages us to see our self as part of a system, and reflect on our own personal experiences and how we are responsible for the work we do.

When to use this tool:

We know that to innovate on complex challenges, it's necessary to find ways to see, understand, and interact with systems: to see more of the whole and parts, to surface the relationships and the dynamics at play, to identify what is driving the problem and what's holding it in place, and to find opportunities for very strategic interventions that might really make a difference. When a team is in the **early days of exploring a complex challenge, and they are trying to identify the points in a system that are stuck** or creating tension, this tool can help to look at a system from different perspectives as a way to open up thinking, understanding, and possibilities.

How it works:

Map the four quadrants on the floor or walls.
(See following page.)

Divide into four equal groups, with each one going to one quadrant, and orient each group to the perspective represented in their quadrant.

Each group discusses: What do we need to pay attention to or be aware of in this quadrant? How do I experience this in relation to the challenge/system we're working on? Is this something that we usually pay attention to in our work? What are some of the tensions and catalysts at play in this quadrant?

Groups switch quadrants, moving diagonally with their same group, and discuss the same set of questions from this new orientation.

Large group debriefs the conversation: What usually gets most of our attention in the work that we do? How did it feel to change perspectives, to work in a different quadrant? How do we work skillfully with this expanded awareness of the whole and the parts, and to bring this awareness to key interventions? Were there any leverage points that stood out? How can we hold more than one perspective in doing the work that we do?
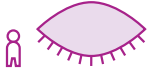
Resources referenced:

Stacy Barter with SHIFT Collaborative

INTEGRAL MAPPING REPORT OUT See Appendix 1 for tool template

MINDSETS

INNER INDIVIDUAL
The Me You Can't See

- Intersectional
- Reflective of participation
- What expectations of the city are there?
- Added later: Being a burden
- Independence: How can city maintain health/sense of worth/ independence?
- Asking for help is hard
- Expectations/permissions re: emotions
- Freedom to be self in public spaces
- Fear of public space leading to isolation
- Empower people to go out and be accepted in public spaces / belonging
- Wanting to engage with community/others
- *Nourishing self-confidence*
- Centred around experience
- Belonging/tempo homes here – don't see selves as part of community
- Most people don't reveal me-that-we-can't-see
- Forming (services/identity) of communities/connections
- Assumptions (mistreatment) about independence/value

PRACTICES

OUTER INDIVIDUAL
The Me You Can See

- Ageism Free Language
  (Helpless, grumpy, slow, demanding, incapable, dependant, nothing to contribute)
- Barriers and Tension
- Actions/Behaviours
- Don't hire seniors – put out to 'pasture'
- Awareness *
- Impatience
- Talking down (No elderspeak)
- Defining people by chronological age – Seniors vs Elders
- Respect
- Value

CULTURE

INNER COLLECTIVE
The We You Can't See

- Segregation by age into specific institutions and activities
- Like-minded vs Age-minded
- Socialization of stereotypes at a young age (media, language, literature, exposure, etc.)
- Positions of power – take advantage or take for granted – time and money

SYSTEMS & STRUCTURES

OUTER COLLECTIVE
The We You Can See

- Responsive
- Handy Dart should be better
- Sidewalks (Crossing time, Curb Cuts, Width!)
- Mobility *
- Norm/default access structure
- Washrooms!
- Resting locations/infrastructure (benches)
- Cultural shift (value of Seniors) – "vulnerability"
- Fund service providers
- Signage
- Public spaces designed for the actual public
- Free yoga classes and other rec classes

GENERATING ETHNOGRAPHIC QUESTIONS

- How do we access / impact / shift the inner individual quadrant (the Me You Can't See)?
    » Very personal – hard to reach and hard to shift
- How to create a strategy that impacts love, value + respect, etc.
- How do you want to access services?
- How do we ensure a safe and inclusive space for people with lived experience (across age and other continua) to be involved in shaping and co-creating this research?
- How do we make sure that ethnographic research doesn't just consume the lives of seniors as an input, but enables a safe, supportive and mutual relationship?
- Why a seniors approach as opposed to all ages/age-friendly approach?
- How do we gather experiential / internal perspectives?
- How are we defining seniors?
- What physical infrastructure changes / improvements would make Vancouver age-friendly?
- What social infrastructure / programs would make Vancouver age friendly?
- Who is missing from this discussion?
- What would enable seniors to thrive?
- What do seniors want their later years to look like? What do they want/need from their city?

- At what age do people want to die? And in what state?
- What do they want to do and where? (Seniors Centre? Park? School? Community Centre)
- How do we avoid a reductive understanding about people's identities while generalizing what we learn to inform policy?
- What keeps you from connecting with people?
- What needs to be in place to keep you active?
- How do we create space or platform for feeling elements (e.g. empathy, compassion, value, respect) in the work?
- How do we change stereotypes?
- How do we reconcile Age-friendly or seniors as the focus?
- Participatory process
    » How can elders be co-creators of this knowledge research?
- Making explicit the implicit/hidden
- What is a diverse inclusive city? Who belongs? How do we make sure a variety of people belong?
    » How can older adults be seen / treated / included outside the prescribed parameters of their chronological age / their age subscribed preferred?

NEXT STEPS + FEEDBACK

Next Steps:

- Ethnographic Workshop with InWithForward – Oct. 25
- Co-Sensing Workshop

Feedback:

You liked it! The average score for your lab experience was 4.0 on a scale from 0 to 5. (0 = terrible and 5 = amazing).

What worked well…

- Safe Space
  - » Good questions, kind people, very safe and friendly atmosphere, powerful stories
- Deepening Insights
  - » Exercises were illuminating
  - » Last exercise - useful process to deepen insights
  - » Different perspectives
- Learning theory
  - » Using theoretical orientations to ground the process was interesting
  - » The background research/demographic information about seniors is great.

What we can change for next time…

- Make sure everyone's questions are written down in advance. I need time to process questions before I can consider them and a visual makes that a faster process.
- Glossary of language: seniors, age-friendly, elders, accessibility so we can make sure we are talking about the same thing.
- Involve seniors in process. More voices from outside City organization - glad this is being addressed
- Maybe some pre-sharing of what will happen during that day, reading ahead on theories
- Nothing. This was a good start. Maybe less paper if possible
- Snacks
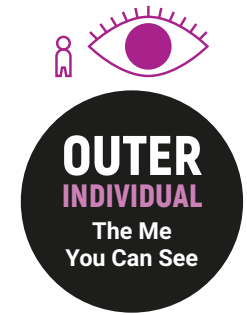
INNER INDIVIDUAL
The Me You Can't See
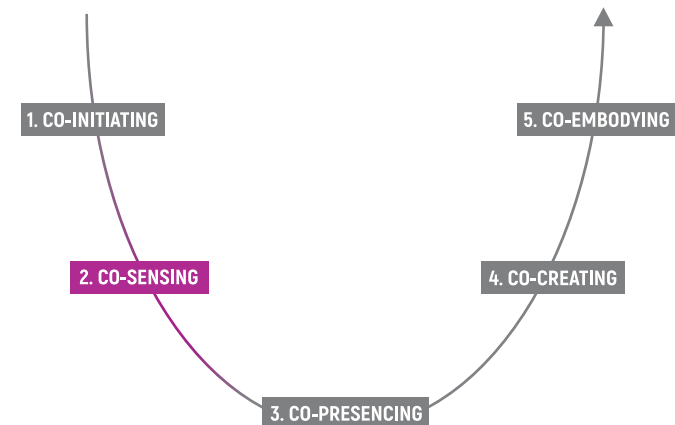
MINDSETS

- Awareness, thought, feeling
- Attitudes, values, beliefs
- Motivation
- Sense of safety, trust, belonging
- Self-esteem & Confidence
- Identity
- Sense of participation & contribution

OUTER INDIVIDUAL
The Me You Can See

PRACTICES

- Behaviours
- Skills
- Actions
- Habits
- Observable things I do

INNER COLLECTIVE
The We You Can't See

CULTURE

- Worldviews
- Relationships & Social Networks
- Social norms
- Shared attitudes, values, beliefs
- Shared vision & goals
- Shared history, customs, stories

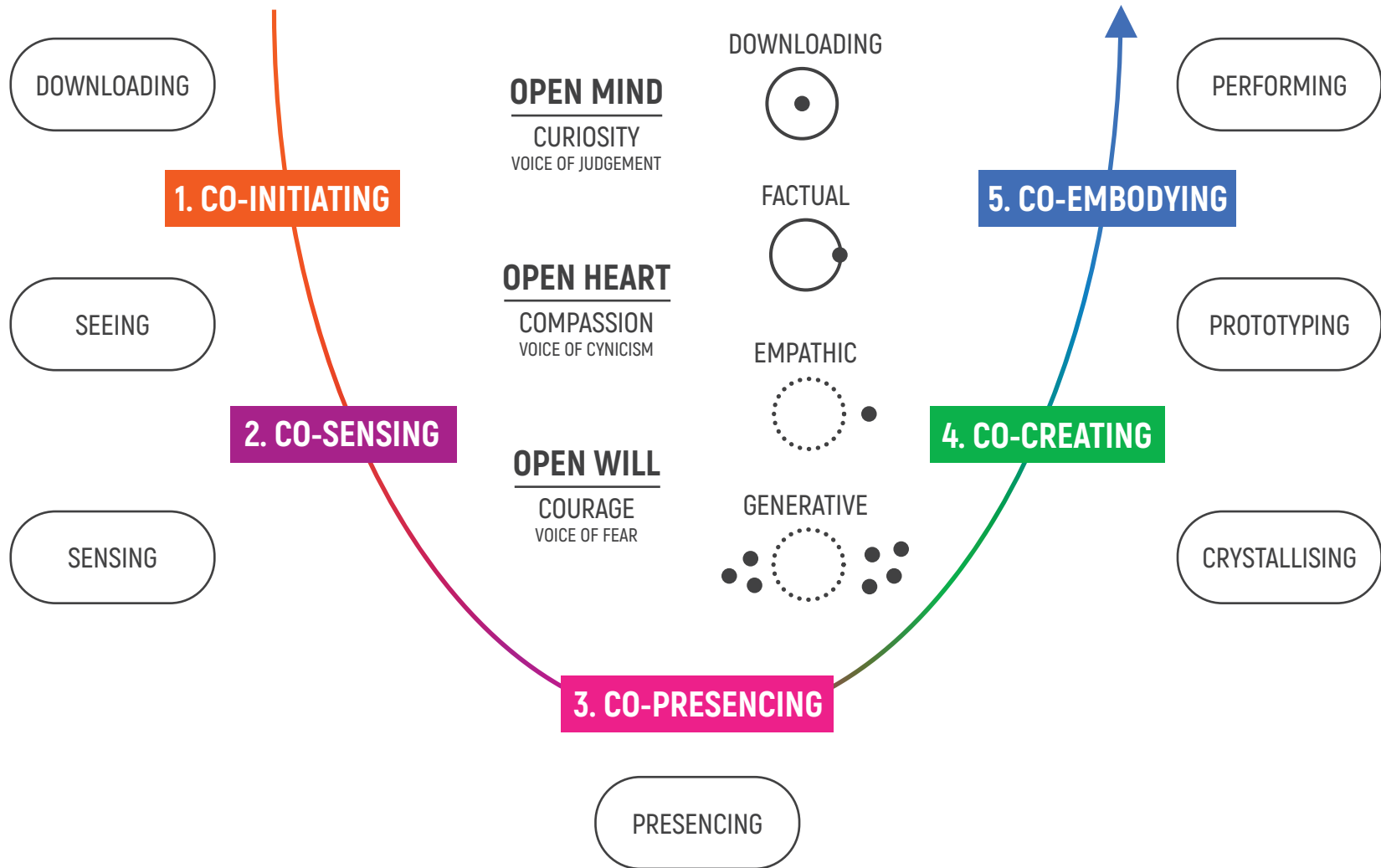## OUTER COLLECTIVE
The We You Can See

SYSTEMS & STRUCTURES

- Infrastructure
- Institutions
- Programs and services
- Policies, plans, protocols
- Regulations
- Organizational systems & structures
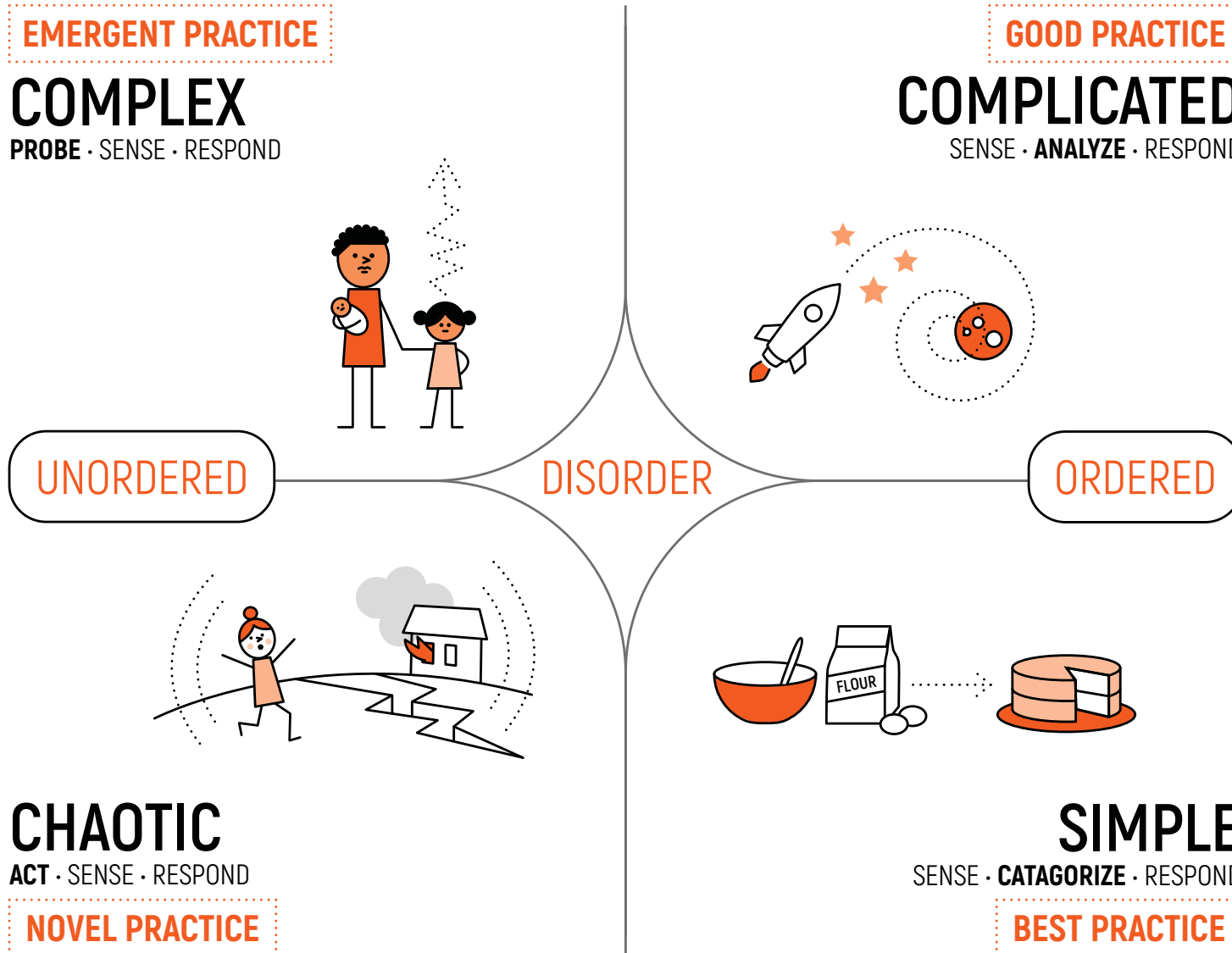- Governance systems & structures
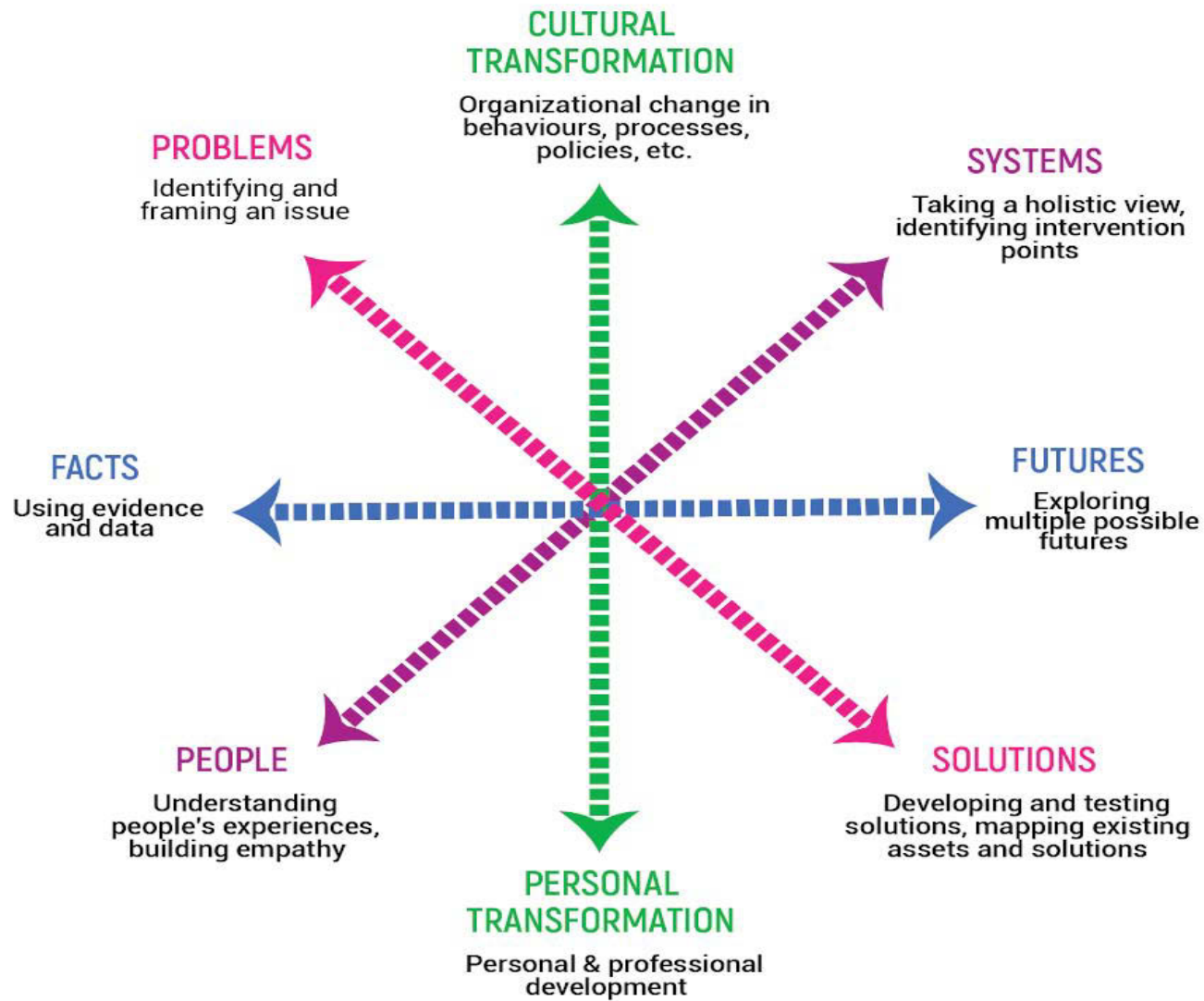
APPENDIX 2
Theory U

DOWNLOADING

1. CO-INITIATING

SEEING

2. CO-SENSING

SENSING

OPEN MIND

CURIOSITY
VOICE OF JUDGEMENT

OPEN HEART

COMPASSION
VOICE OF CYNICISM

OPEN WILL

COURAGE
VOICE OF FEAR

DOWNLOADING

FACTUAL

EMPATHIC

GENERATIVE

3. CO-PRESENCING

PRESENCING

PERFORMING

5. CO-EMBODYING

PROTOTYPING

4. CO-CREATING

CRYSTALLISING

FRAMEWORK

EMERGENT PRACTICE

COMPLEX
PROBE · SENSE · RESPOND

GOOD PRACTICE

COMPLICATED
SENSE · **ANALYZE** · RESPOND

UNORDERED — DISORDER — ORDERED

CHAOTIC
ACT · SENSE · RESPOND

NOVEL PRACTICE

SIMPLE
SENSE · **CATAGORIZE** · RESPOND

BEST PRACTICE

CULTURAL TRANSFORMATION
Organizational change in behaviours, processes, policies, etc.

PROBLEMS
Identifying and framing an issue

SYSTEMS
Taking a holistic view, identifying intervention points

FACTS
Using evidence and data

FUTURES
Exploring multiple possible futures

PEOPLE
Understanding people's experiences, building empathy

SOLUTIONS
Developing and testing solutions, mapping existing assets and solutions

PERSONAL TRANSFORMATION
Personal & professional development

FRAMEWORK

Senior demographics

2016 Census of Population

- **Restored mandatory long form:**
  - 93.5% response rate in Vancouver vs. 75.5% for voluntary 2011 NHS
- **Census topics:**
  - Population counts
  - Age, gender, dwelling types
  - Families, households, language
  - Income
  - Immigration, cultures, Indigenous peoples, housing
  - Education, labour, journey to work, migration
- **Additional data in progress:**
  - Vancouver local area data: http://data.vancouver.ca
  - Additional crosstabular data
  - Population group profiles

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2

Limitations of census data

Reductive categories
- e.g. gender

Topics not covered
- e.g. wealth, ability, health, social connections

Uneven participation
- e.g. homeless, SROs, secondary suites
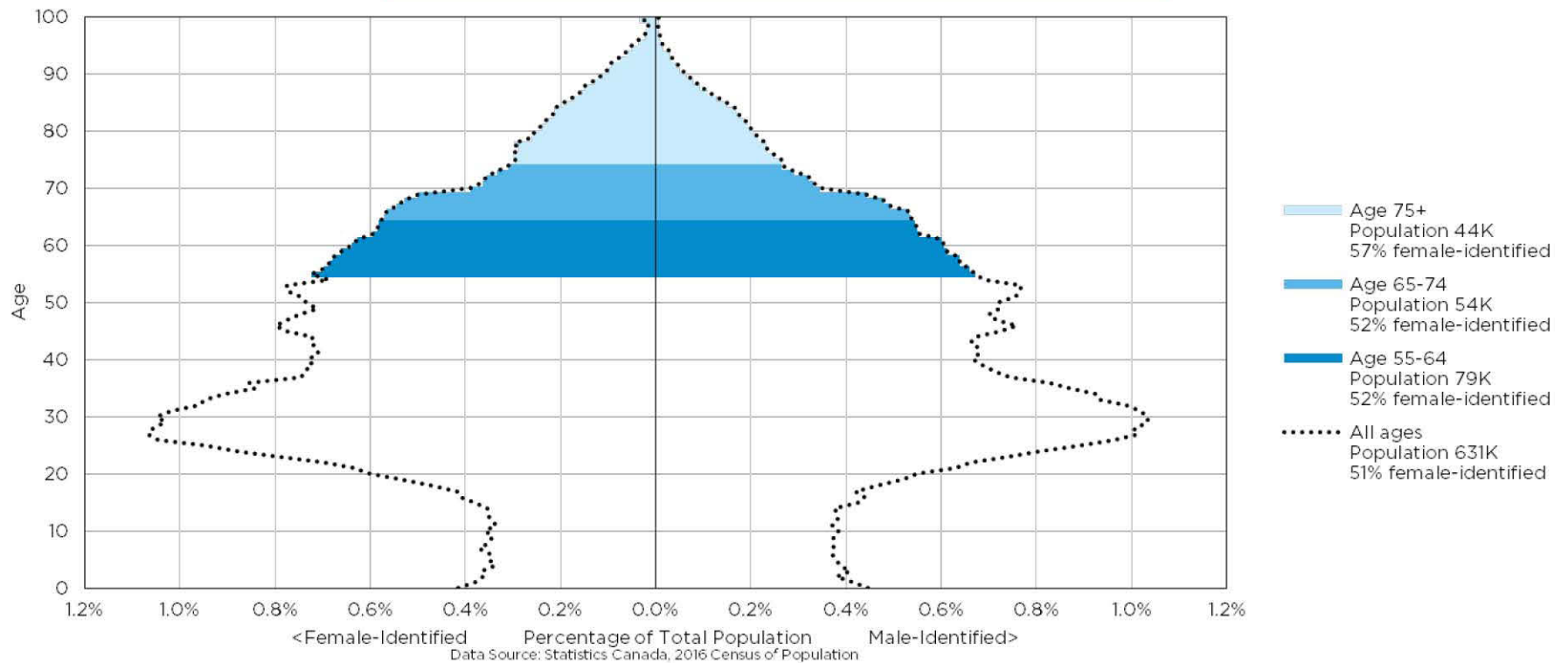
Cultural appropriateness
- e.g. Indigenous communities

CITY OF VANCOUVER | Healthy City Strategy

3

Seniors Demographics

Vancouver has nearly 100 thousand seniors, and nearly 80 thousand more approaching retirement age

City of Vancouver Population Distribution 2016

Legend:
- Age 75+ Population 44K 57% female-identified
- Age 65-74 Population 54K 52% female-identified
- Age 55-64 Population 79K 52% female-identified
- All ages Population 631K 51% female-identified

<Female-Identified   Percentage of Total Population   Male-Identified>
Data Source: Statistics Canada, 2016 Census of Population

4

Seniors Demographics

In 2016, 15.5% of Vancouverites were age 65 or older, the highest share to date

City of Vancouver Proportion of Population Age 65+

Data Source: Statistics Canada, Census of Population
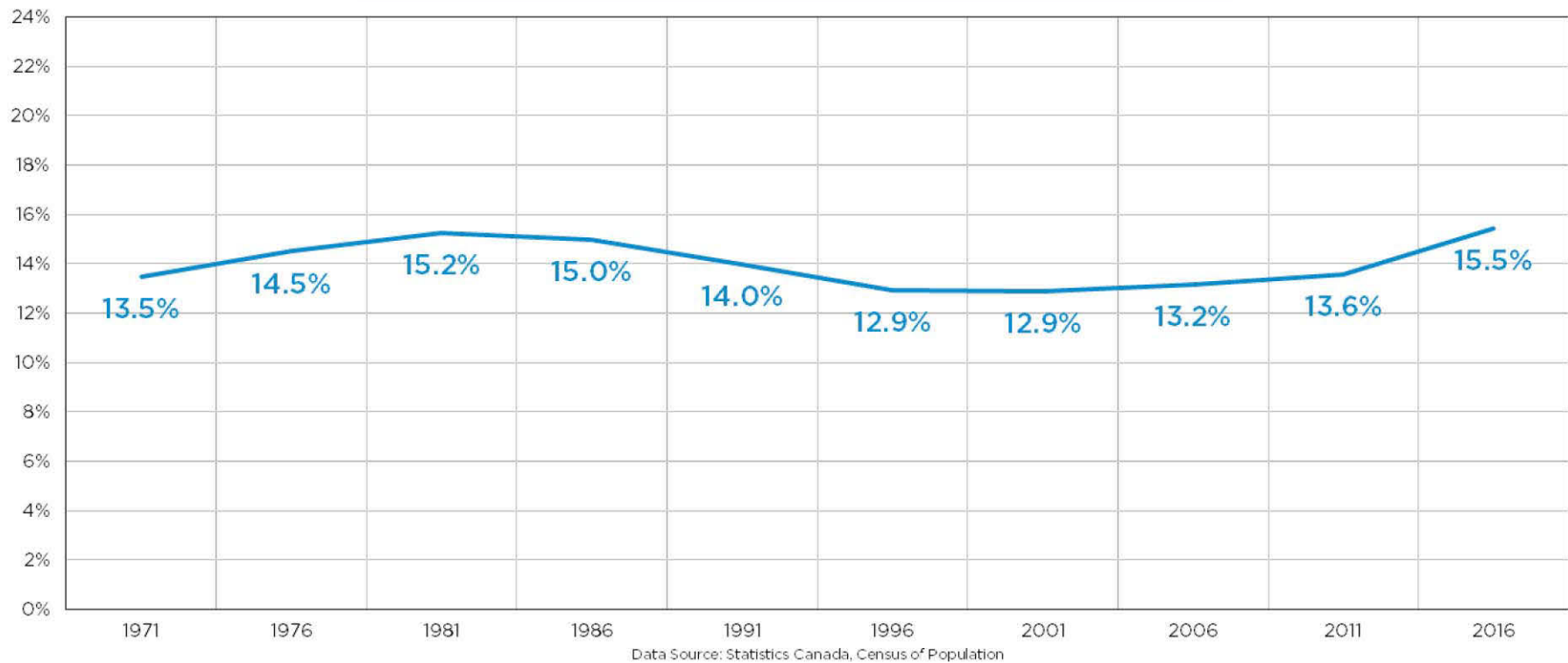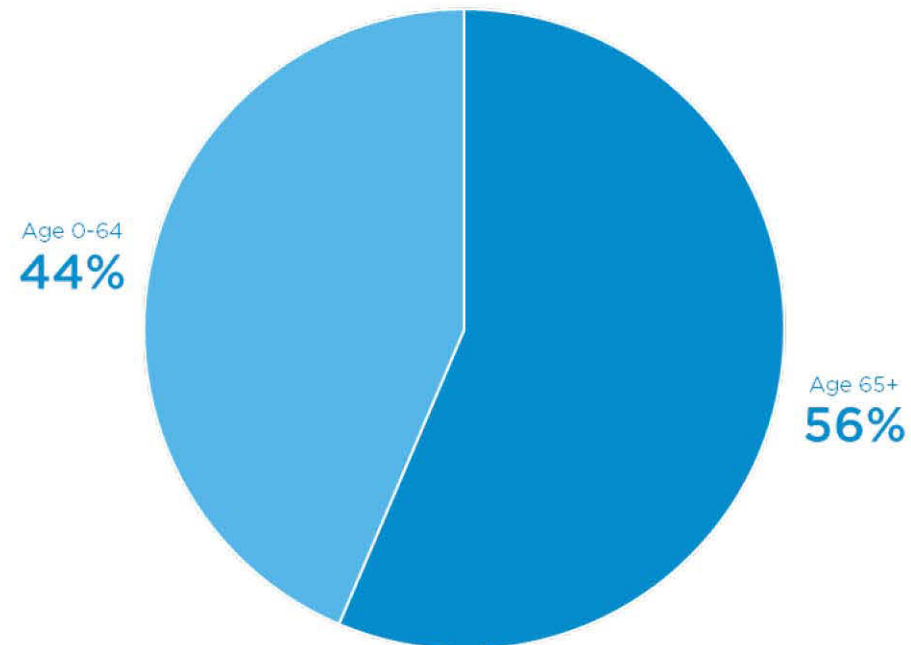
Seniors Demographics

Over twenty years, the rate of growth in the number of seniors has been double the overall population

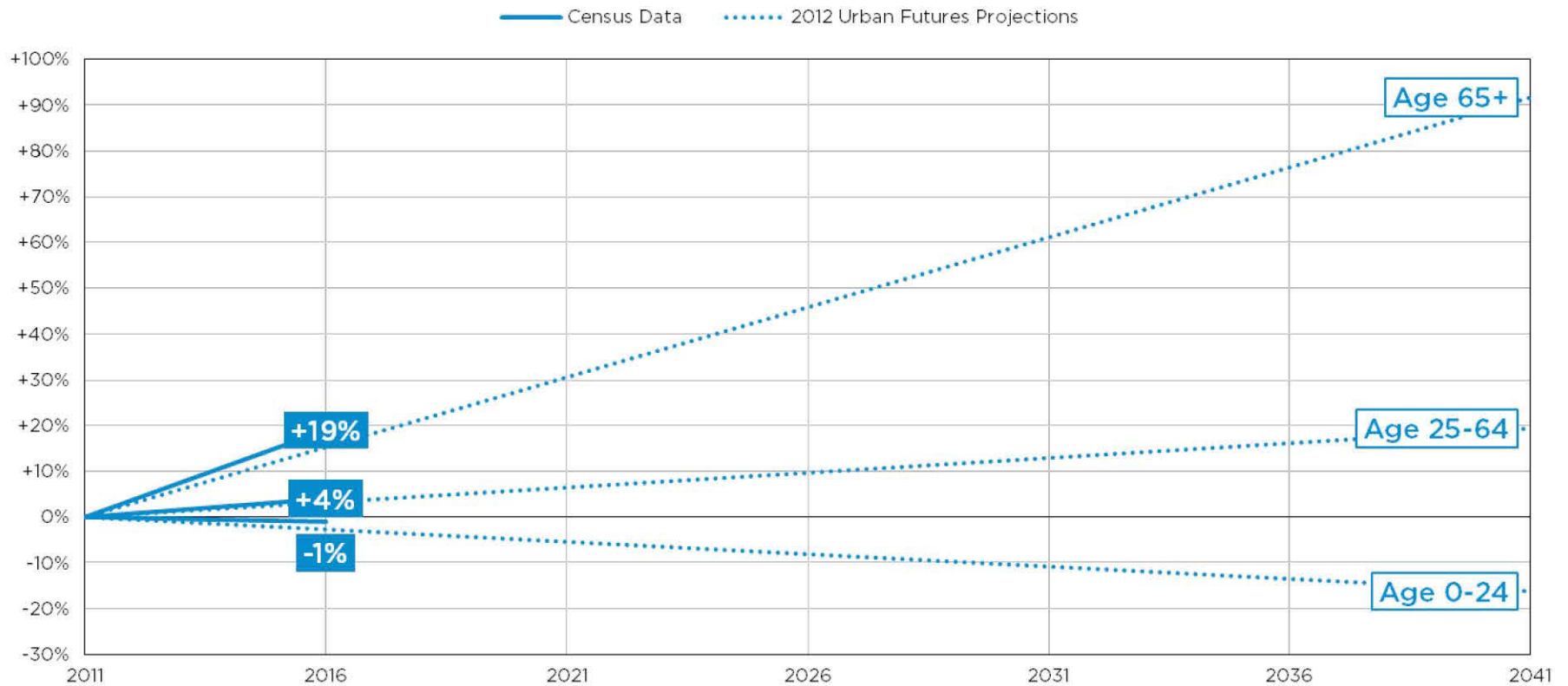
City of Vancouver Population Growth Rate, 1996 Baseline

Age 65+
+46%

Overall
Population
+23%

1996   2001   2006   2011   2016

Data Source: Statistics Canada, Census of Population

6

FRAMEWORK

Seniors Demographics
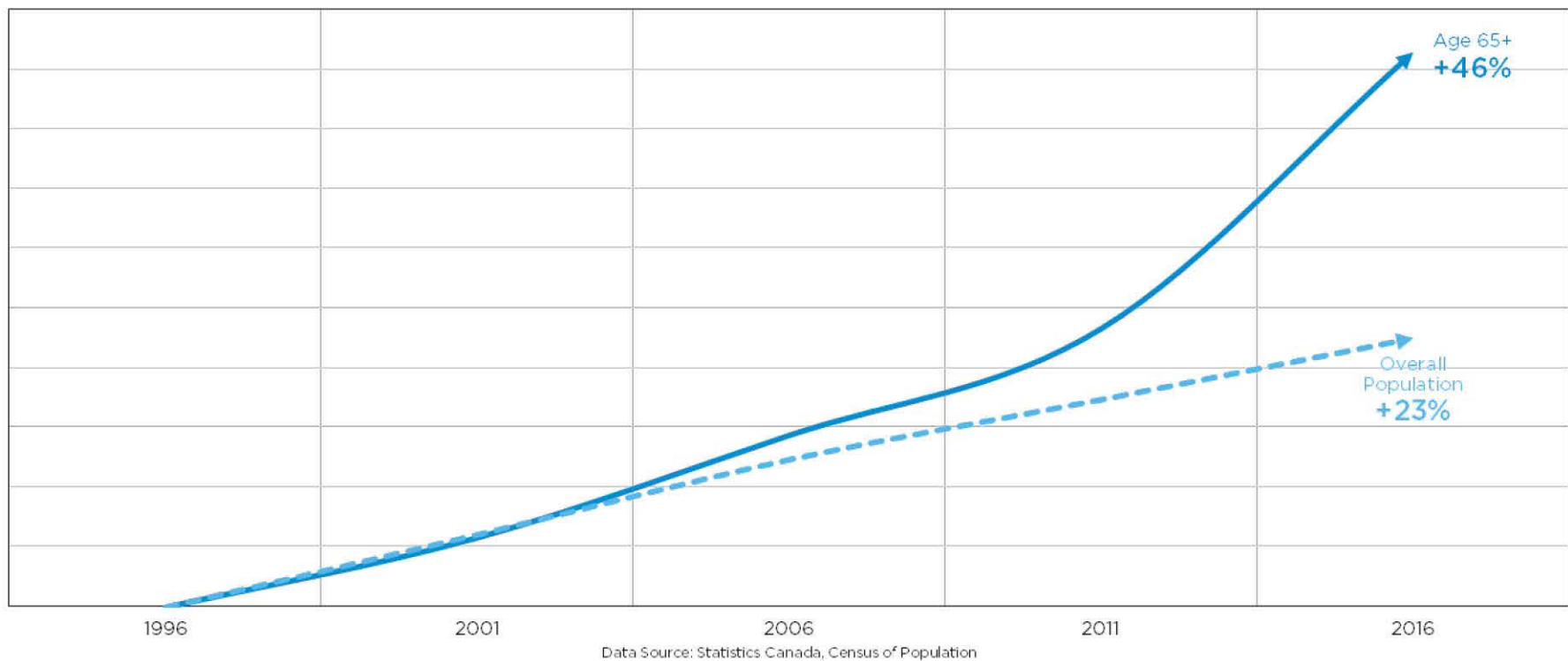
Over five years, the majority of the city's growth was seniors

City of Vancouver: 28,000 Net New Residents 2011-2016

Age 0-64
44%

Age 65+
56%

7

_
AGE FRIENDLY ACTION RESEARCH LAB
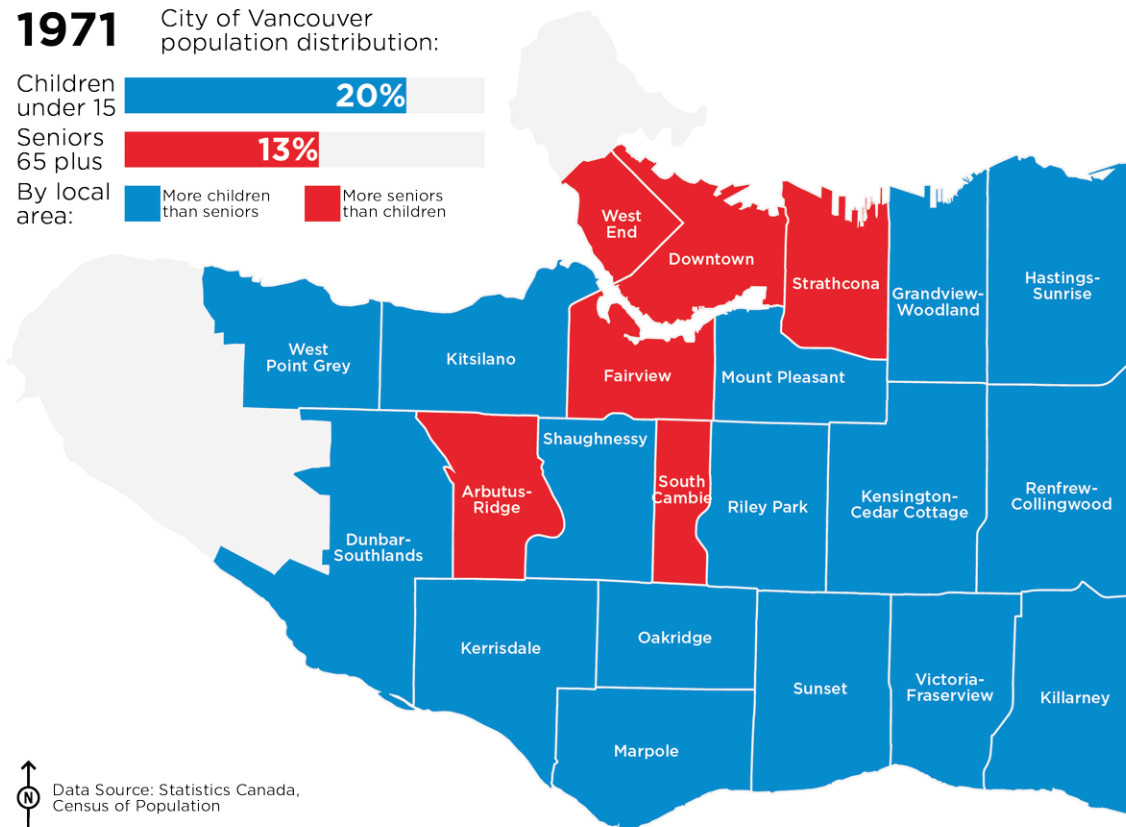Co-Initiating Workshop **19**

The city's demographic makeup will change

Data Source: Statistics Canada, Census of Population; Urban Futures, May 2012 Population and Housing Projections for City of Vancouver
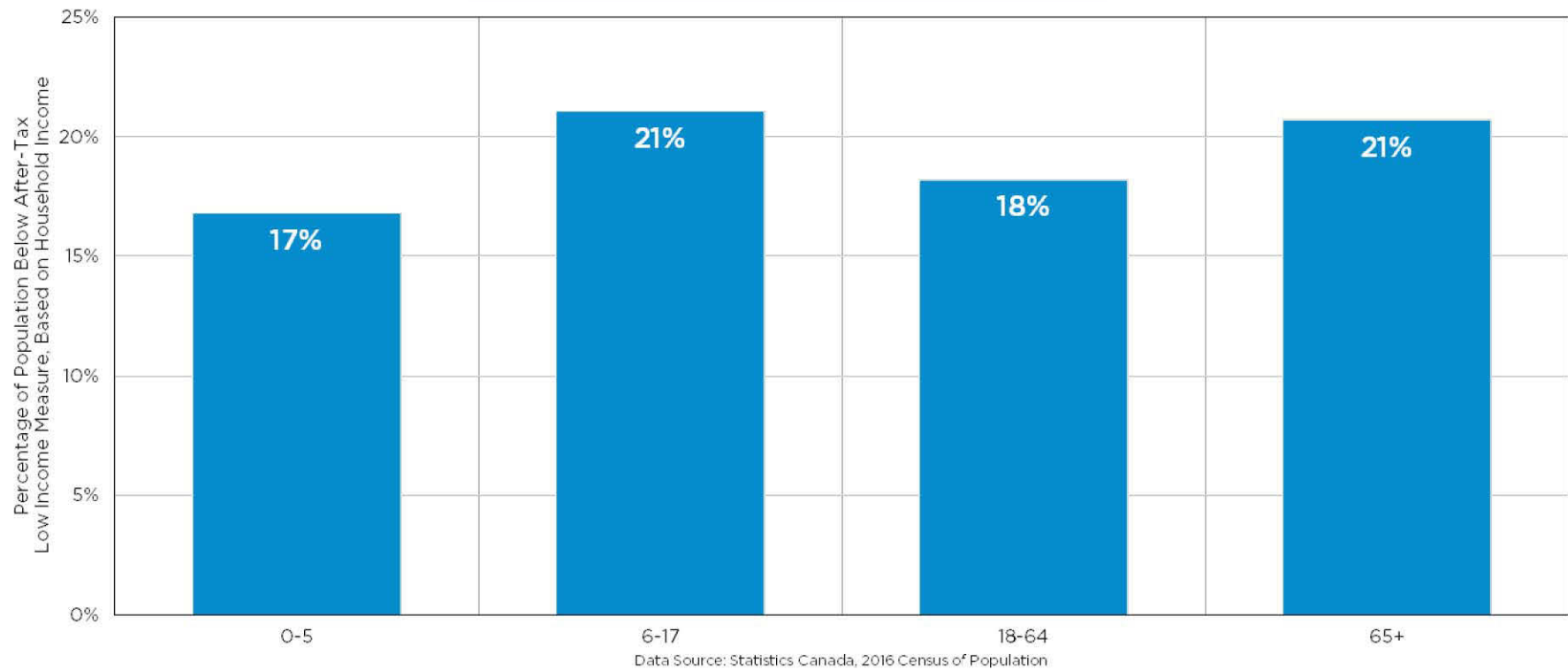
8

Seniors Demographics

Almost all neighbourhoods now have more seniors than children

1971 City of Vancouver population distribution:

Children under 15 — **20%**

Seniors 65 plus — **13%**

By local area:
- More children than seniors
- More seniors than children

West End

Downtown

Strathcona

Grandview-Woodland

Hastings-Sunrise

West Point Grey

Kitsilano

Fairview

Mount Pleasant

Shaughnessy

Arbutus-Ridge

South Cambie

Riley Park

Kensington-Cedar Cottage

Renfrew-Collingwood

Dunbar-Southlands

Kerrisdale

Oakridge

Sunset

Victoria-Fraserview

Killarney

Marpole

N

Data Source: Statistics Canada, Census of Population

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Seniors Demographics

One in five seniors are low-income

Low Income Rate by Age Group, 2016

Y-axis: Percentage of Population Below After-Tax Low Income Measure, Based on Household Income

- 0-5: 17%
- 6-17: 21%
- 18-64: 18%
- 65+: 21%

Data Source: Statistics Canada, 2016 Census of Population

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Seniors Demographics

Senior men are more likely to live with a partner

City of Vancouver Proportion of Population Living with Partner

— Female-identified   - - - Male-identified

Age Group
Data Source: Statistics Canada, 2016 Census of Population

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Seniors Demographics
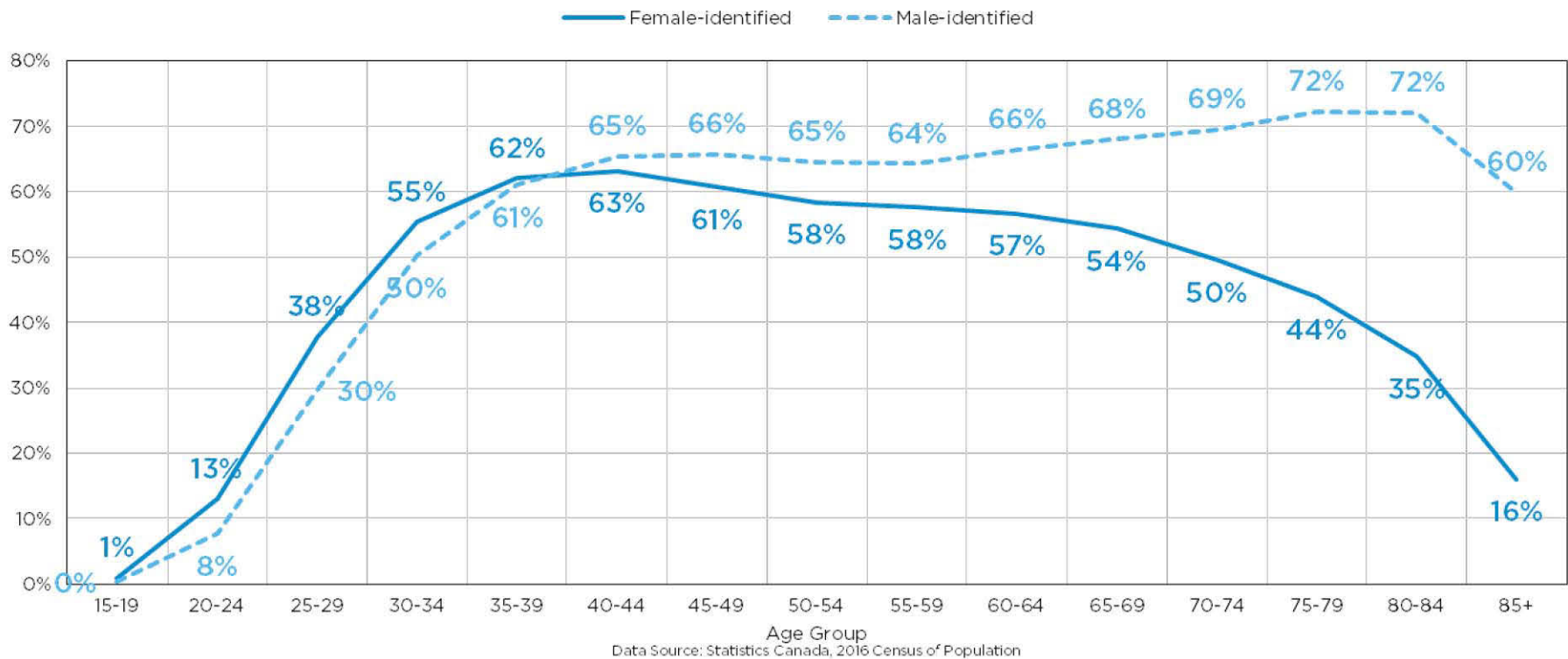
Senior women are more likely to live alone

City of Vancouver Proportion of Population Living Alone

— Female-identified   - - - Male-identified

Age Group
Data Source: Statistics Canada, 2016 Census of Population

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Seniors Demographics
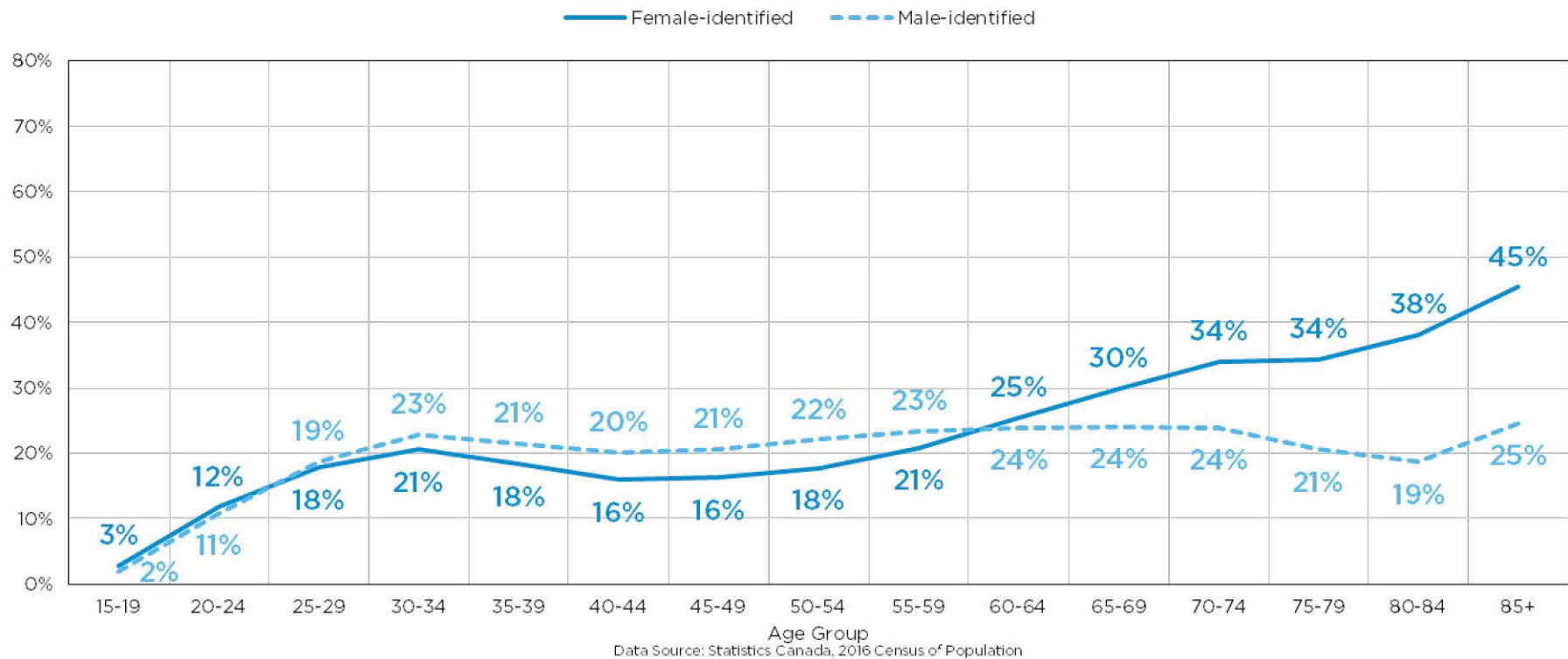
Seniors are less likely to have people in their support network

People with Four or More People in Their Support Network
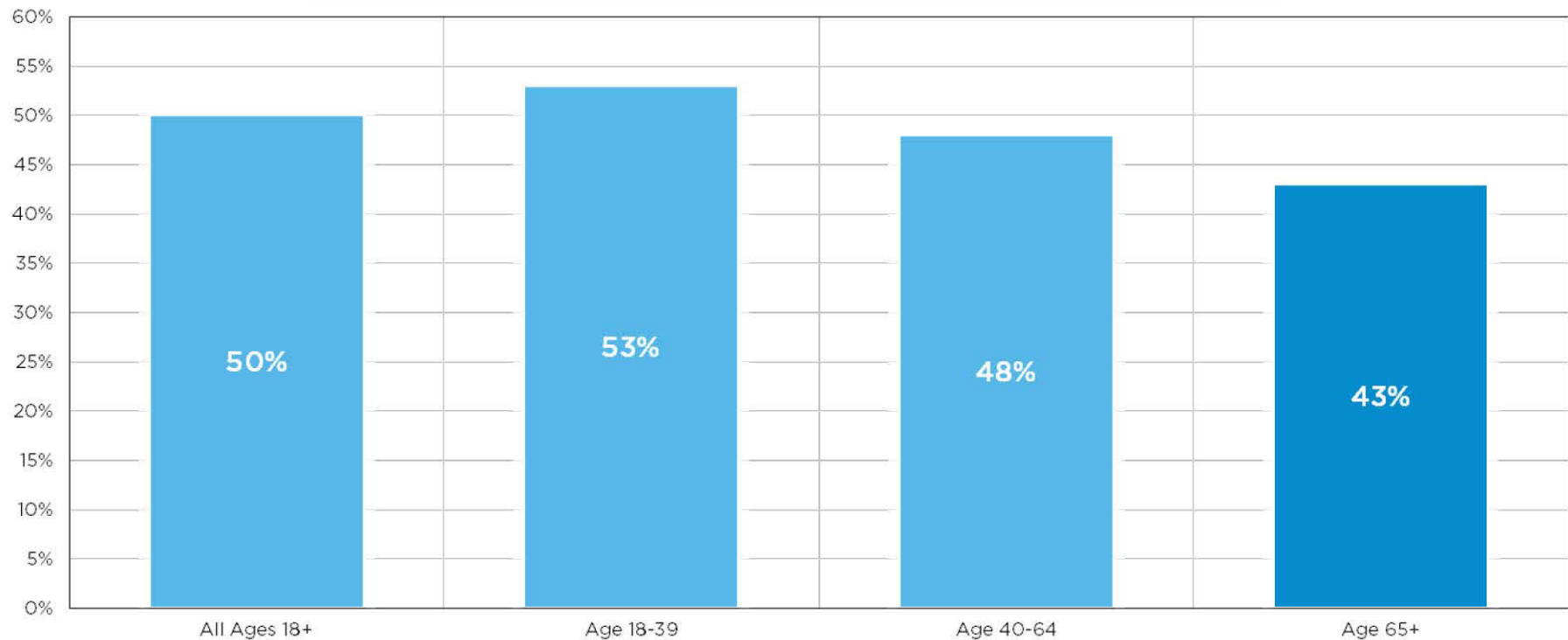
Data Source: Vancouver Coastal Health/Fraser Health, My Health My Community Survey 2013/2014

13

Seniors Demographics

Seniors are not more likely to volunteer in their community, but they volunteer more hours than other age groups

### BC Residents Volunteering Rates and Average Hours Volunteered, 2013

Legend: Volunteer rate (left axis) · Median volunteer hours (right axis)

Data Source: Statistics Canada, General Social Survey on Giving, Volunteering and Participation

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Seniors Demographics
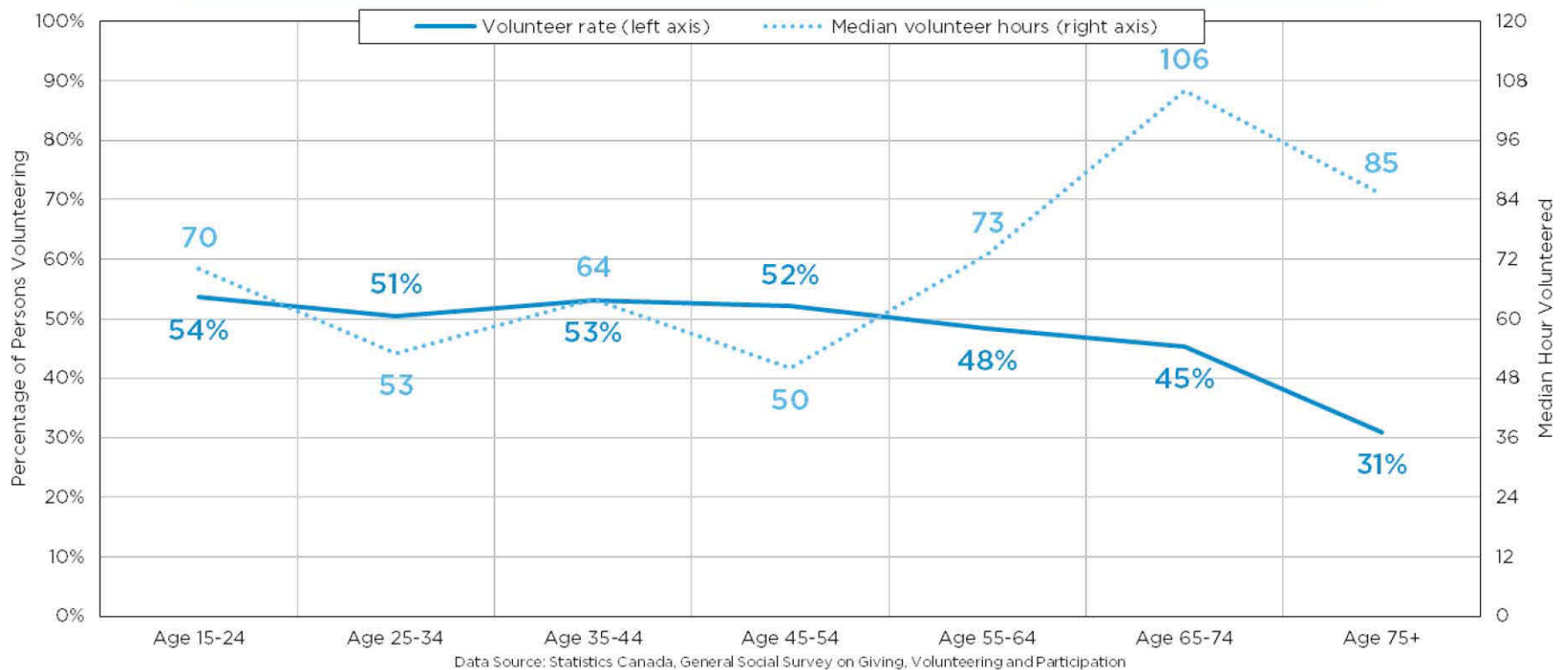
Two in five seniors live in apartments

City of Vancouver Proportion of Population Living in Apartments

—— Female-identified   - - - - Male-identified

Age Group
Data Source: Statistics Canada, 2016 Census of Population

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Seniors Demographics
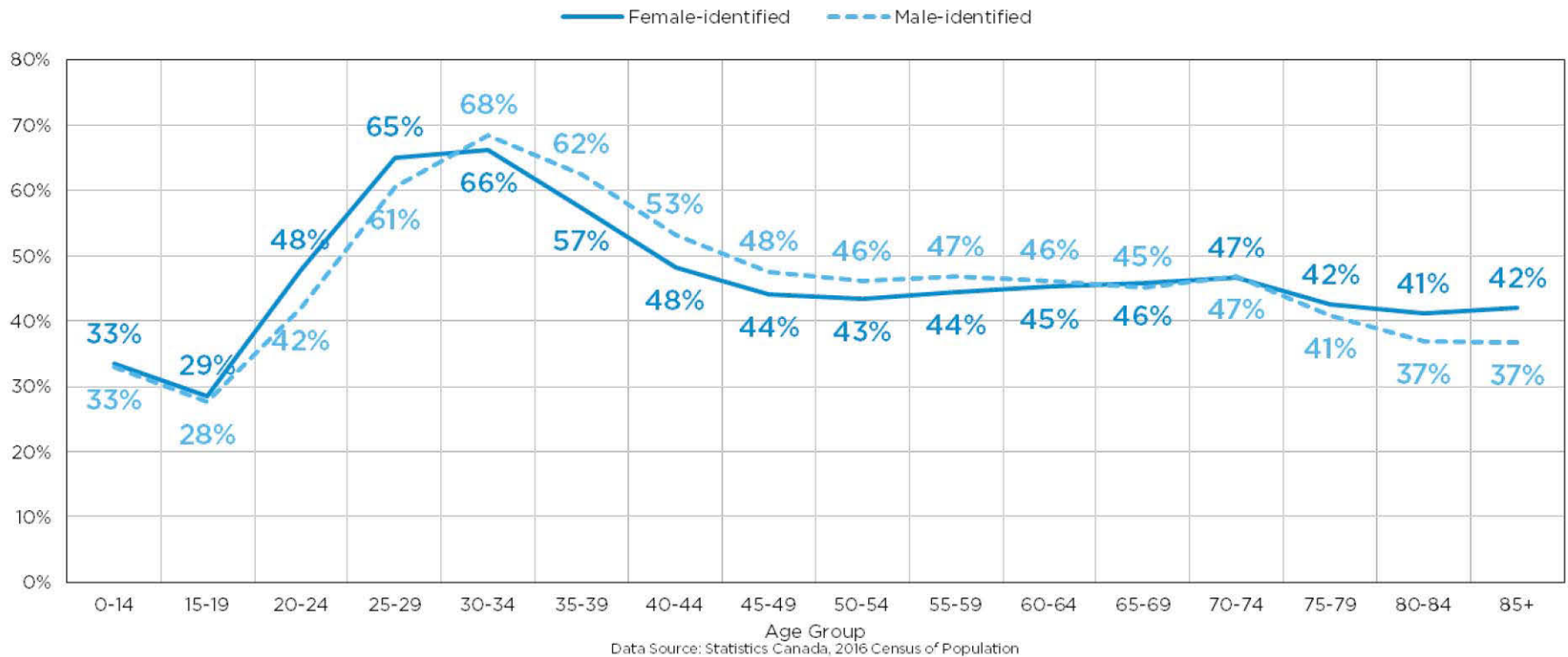
About a third of senior households are rented

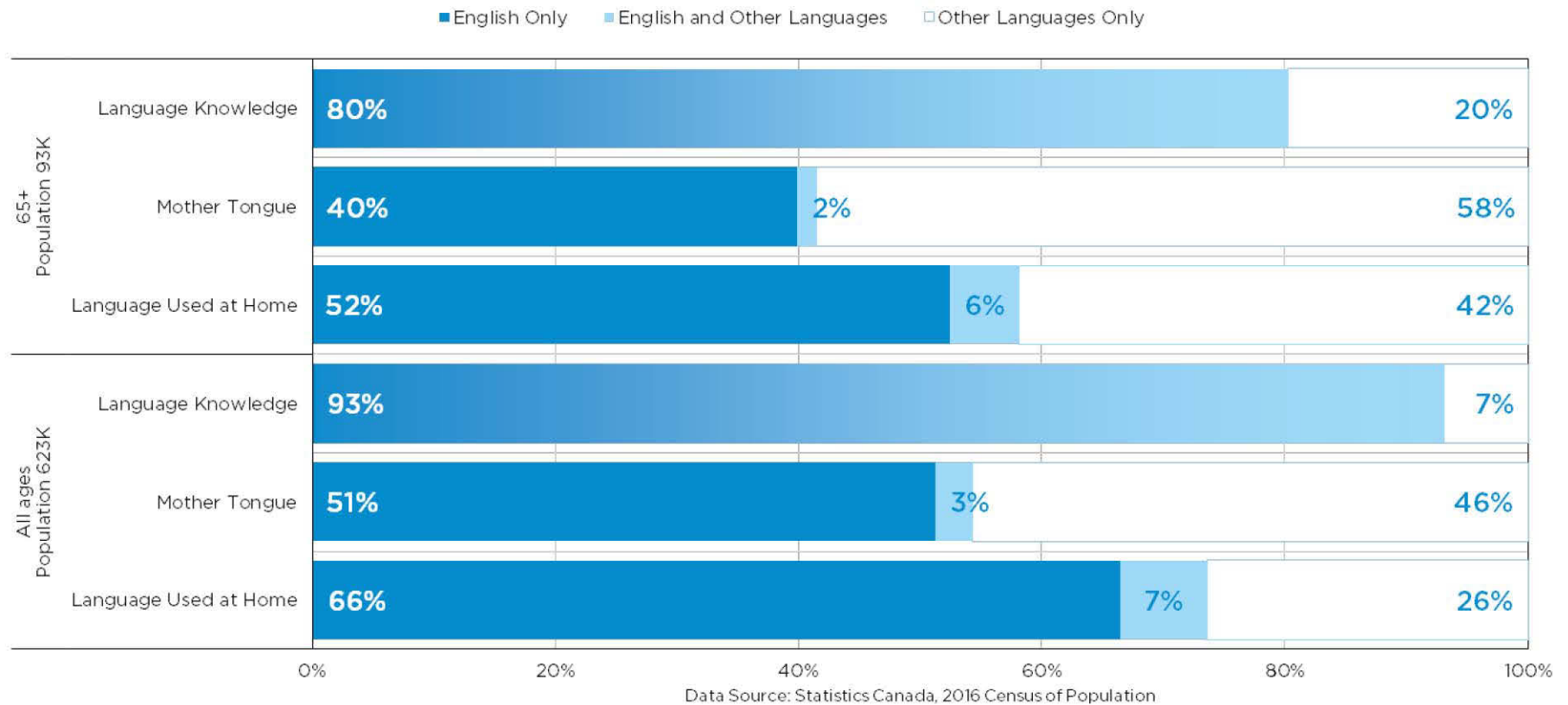Percentage of City of Vancouver Households that are Rented

Age of Primary Household Maintainer
Data Source: Statistics Canada, 2016 Census of Population

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Seniors Demographics
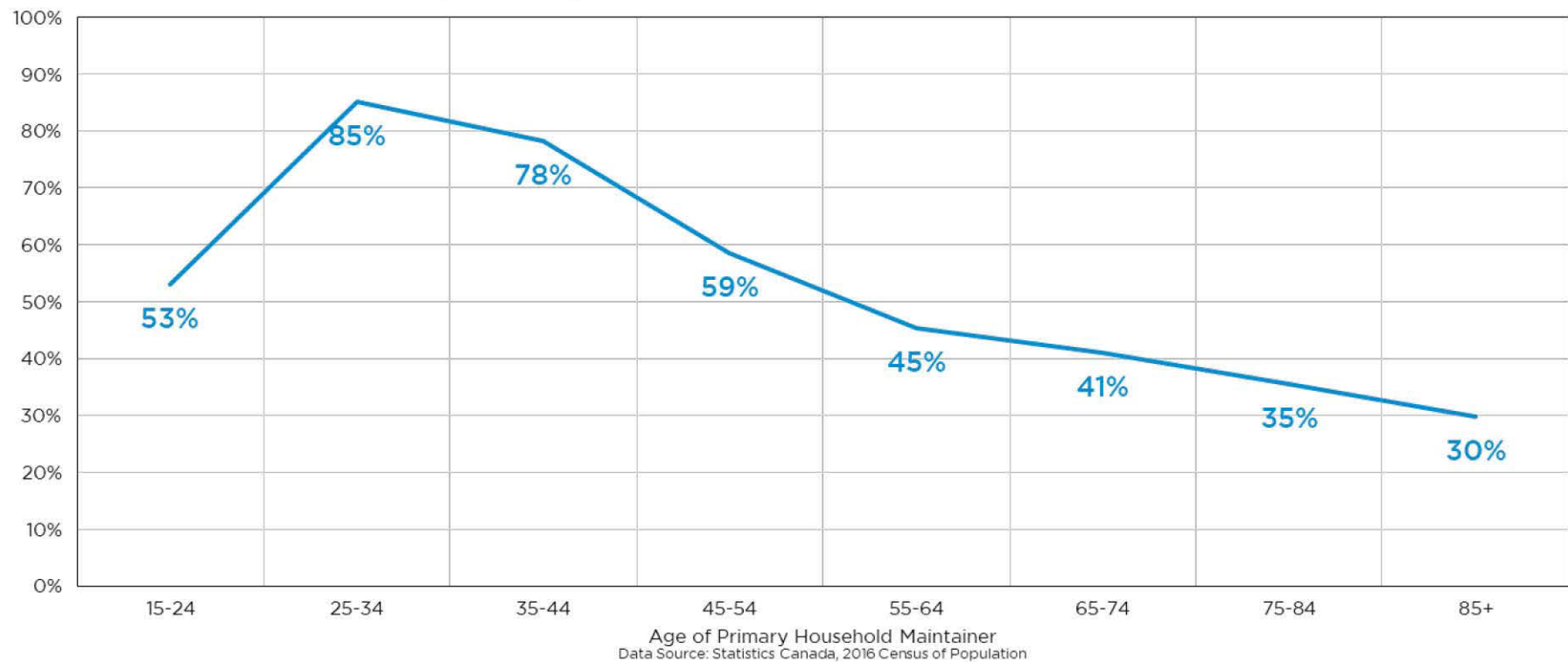
Seniors who rent are more likely to struggle with affordability challenges

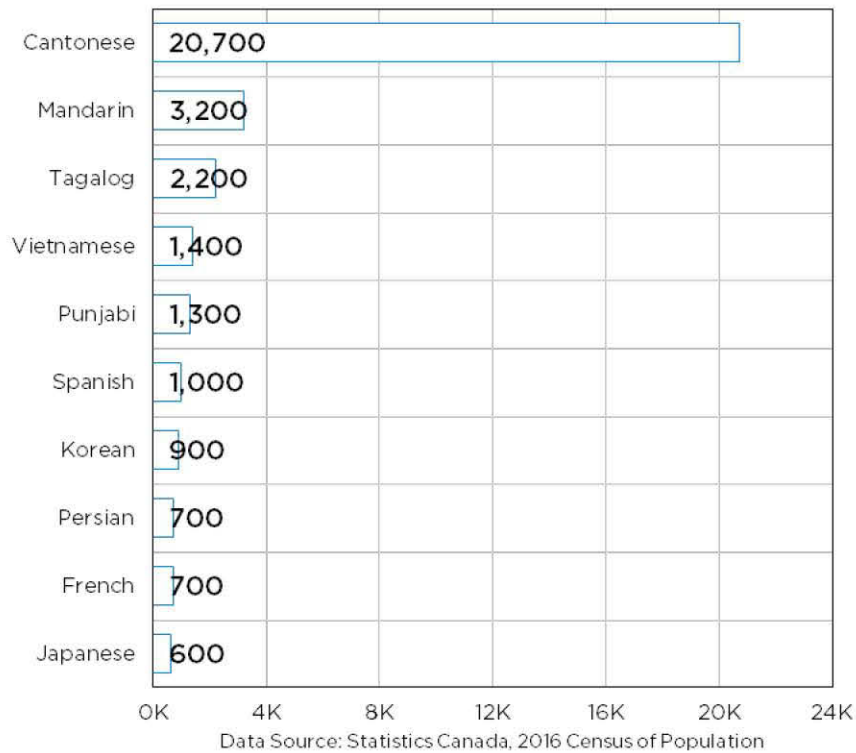City of Vancouver Households Spending 30%+ of Income on Shelter Costs

Data Source: Statistics Canada, 2016 Census of Population

17
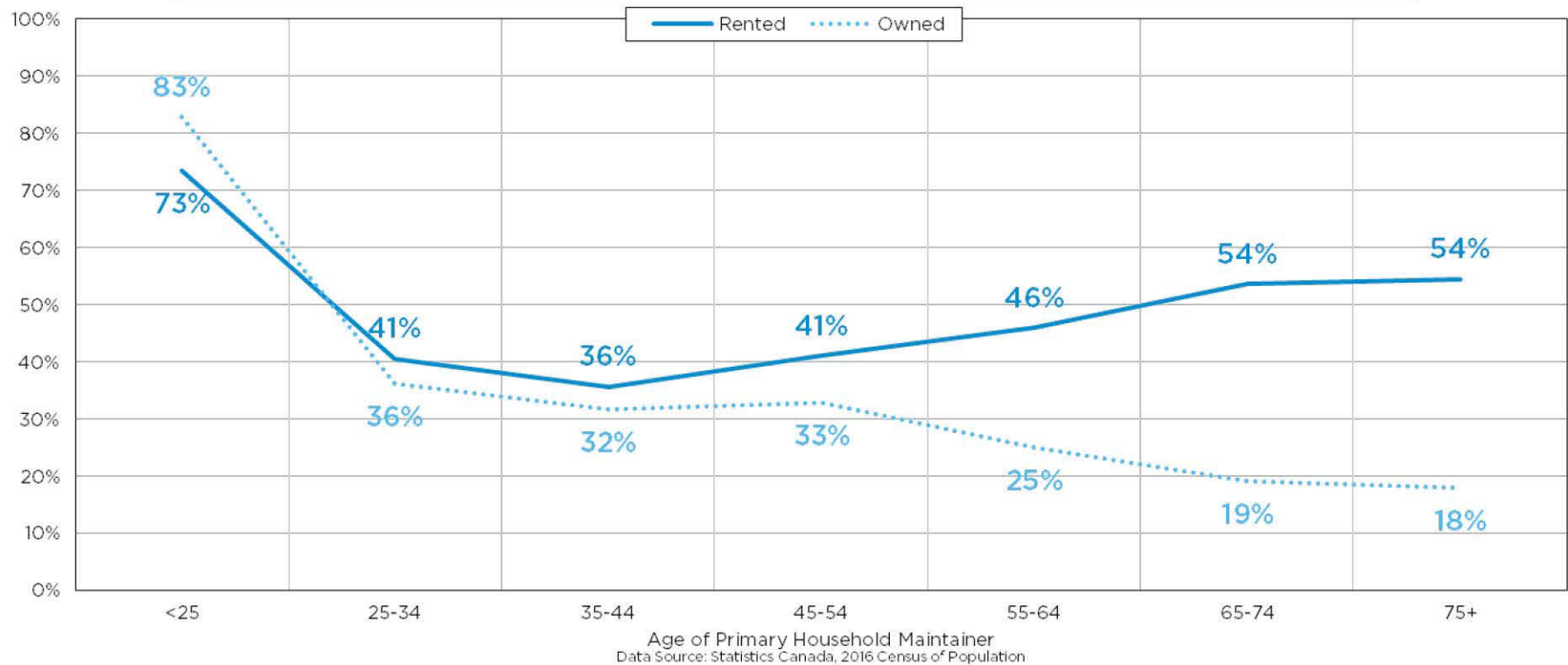
Seniors Demographics

One in five seniors cannot speak English, and two in five do not use English at home

■ English Only　■ English and Other Languages　□ Other Languages Only

65+ Population 93K

	English Only	English and Other Languages	Other Languages Only
Language Knowledge	80%		20%
Mother Tongue	40%	2%	58%
Language Used at Home	52%	6%	42%

All ages Population 623K

	English Only	English and Other Languages	Other Languages Only
Language Knowledge	93%		7%
Mother Tongue	51%	3%	46%
Language Used at Home	66%	7%	26%

Data Source: Statistics Canada, 2016 Census of Population

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Seniors Demographics

Top ten non-official languages used at home

Age 65 and Over - Population 93K

Language	Population
Cantonese	20,700
Mandarin	3,200
Tagalog	2,200
Vietnamese	1,400
Punjabi	1,300
Spanish	1,000
Korean	900
Persian	700
French	700
Japanese	600

Data Source: Statistics Canada, 2016 Census of Population

All Ages - Population 624K

Language	Population
Cantonese	60,400
Mandarin	30,100
Tagalog	9,600
Punjabi	8,100
Vietnamese	7,000
Spanish	5,500
Korean	4,700
Persian	4,400
French	3,900
Japanese	3,500

Data Source: Statistics Canada, 2016 Census of Population

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Seniors Demographics

Two-thirds of Vancouver seniors are immigrants

Non-Permanent Resident
Immigrated 2011-2016
Immigrated Pre 2011
Born in Canada

65+
Population: 91K

All ages
Population: 618K

Data Source: Statistics Canada, 2016 Census of Population

Age 65 and Over - Top Ten Places of Birth Outside Canada

China	19,500
Hong Kong	5,500
United Kingdom	4,600
Philippines	3,600
India	3,300
Italy	2,600
United States	2,300
Viet Nam	2,000
Germany	1,600
Taiwan	1,200

Data Source: Statistics Canada, 2016 Census of Population

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Seniors Demographics

Seniors - neighbourhood mapping

Seniors Demographics

Where seniors live in the city

Senior population density

Total population of City of Vancouver:

631,486 all ages

97,565 persons 65 and over

Mapped by dissemination area:

● = 5 persons age 65 or older

Dots are placed randomly in each area and do not reflect precise locations of residence.

Data source: Statistics Canada, 2016 Census of Population.
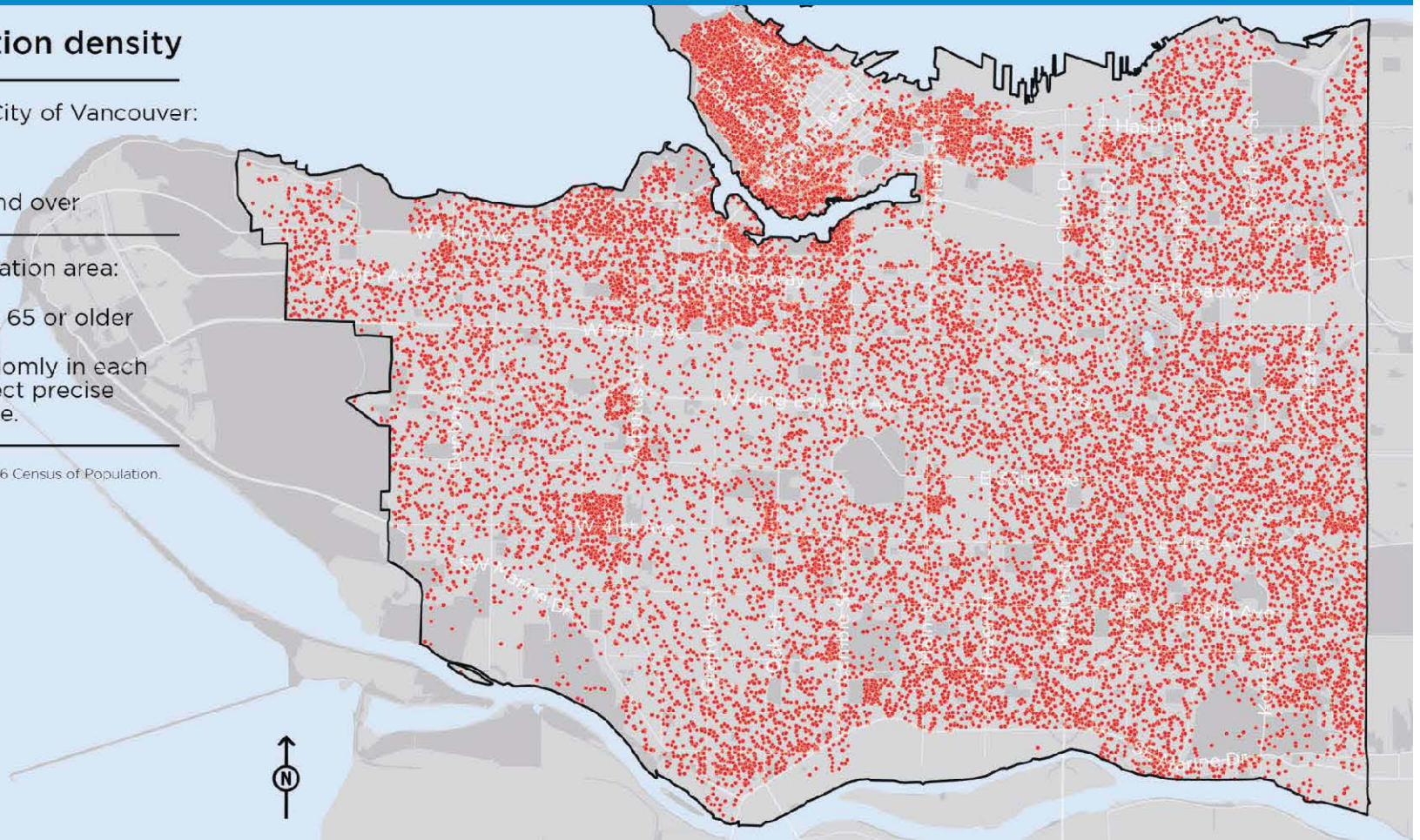
Mapping risk factors

- Task: to overlay demographic variables to identify "hot spot" neighbourhoods for ethnographic research
- Methodology:
  - Fixed definition of seniors as age 65+
  - Data available only for seniors in private households
  - Census tract geographical level
  - Analysis based on normalized index score of rate for each variable
  - Composite index calculated as numeric average of index scores
- Many issues and limitations with this approach
- One possible model among many

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Gender

Senior women

Population identified as female:

51% of total population

54% of persons 65 and over

Indexed rate by census tract:

Minimum: **32%**

City: **54%**

Maximum: **67%**

Data source: Statistics Canada, 2016 Census of Population.
Note that only "male" and "female" gender
options are included on the census questionnaire.
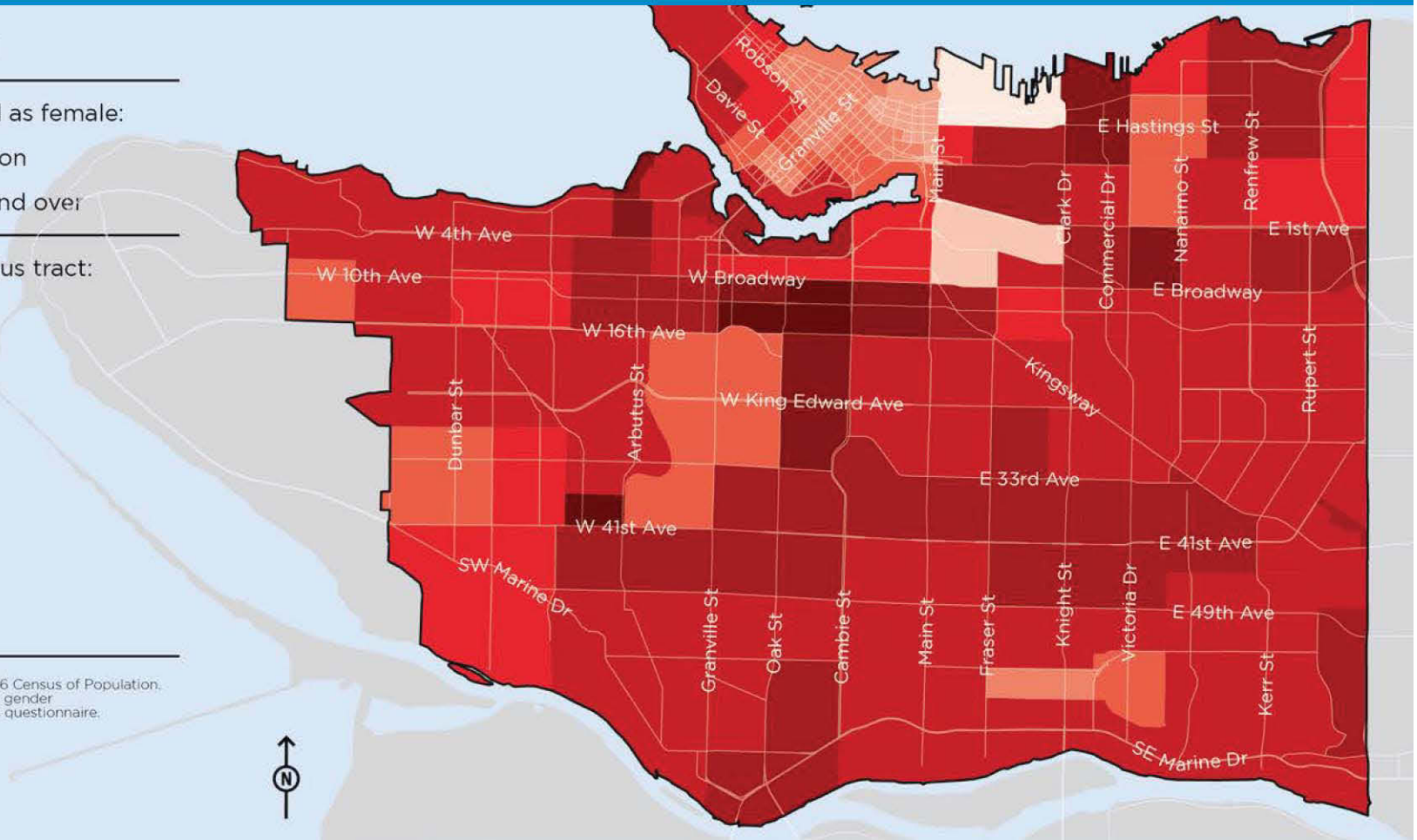
Indigenous identity

Indigenous seniors

Population with Indigenous identity:

2.2% of total population

1.0% of persons 65 and over

Indexed rate by census tract:

Minimum: **0%**

City: **1%**

Maximum: **13%**

Data source: Statistics Canada, 2016 Census of Population.
Custom profile accessed through Community Data Program,
Canadian Council on Social Development.
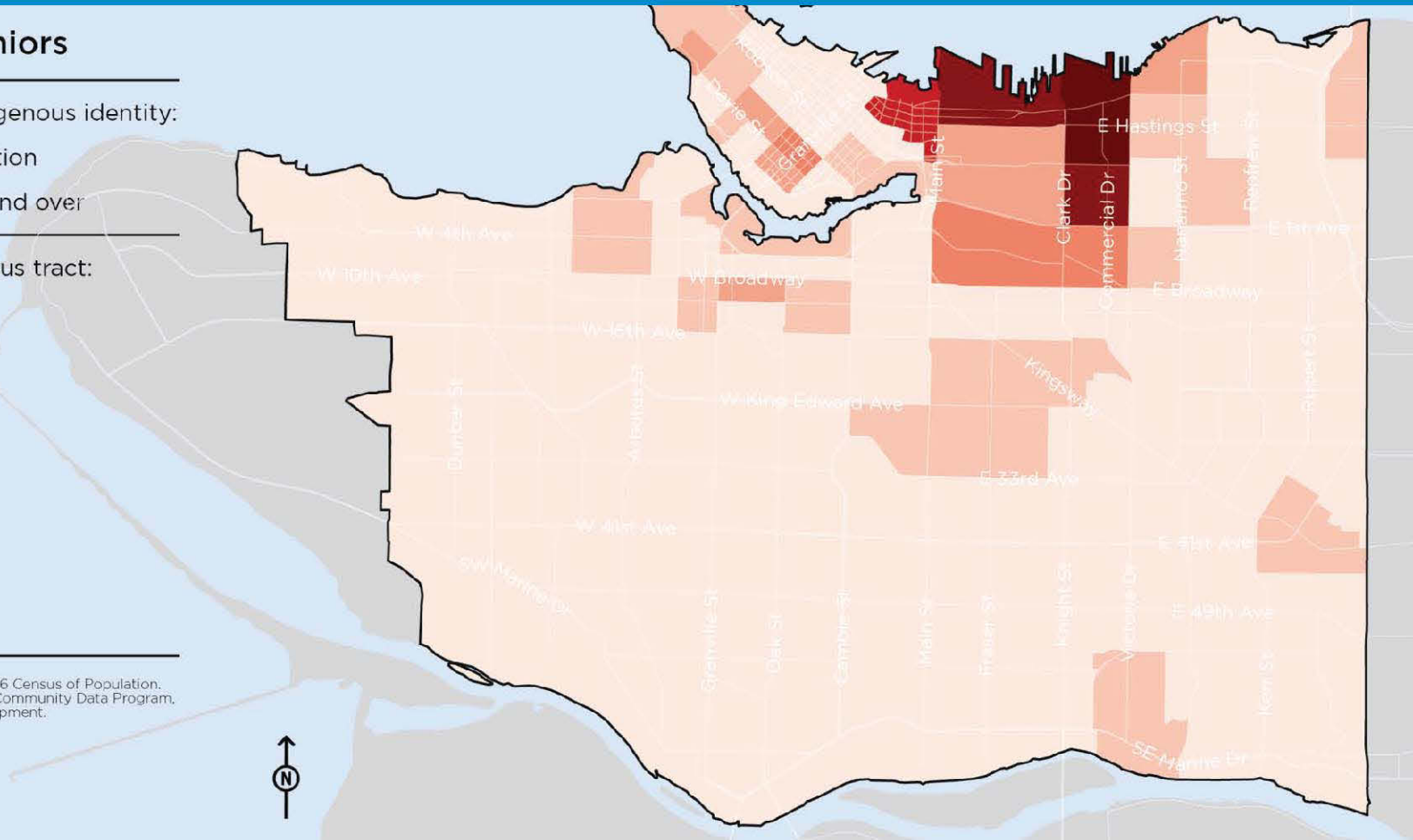
Visible minority

Visible minority seniors

Population in a visible minority group:

52% of total population

48% of persons 65 and over

Indexed rate by census tract:

Minimum: **4%**

City: **48%**

Maximum: **91%**

Data source: Statistics Canada, 2016 Census of Population.
Custom profile accessed through Community Data Program,
Canadian Council on Social Development.
"Visible minority" refers to people who are neither white
nor Indigenous, based on self-identification.

Seniors Demographics
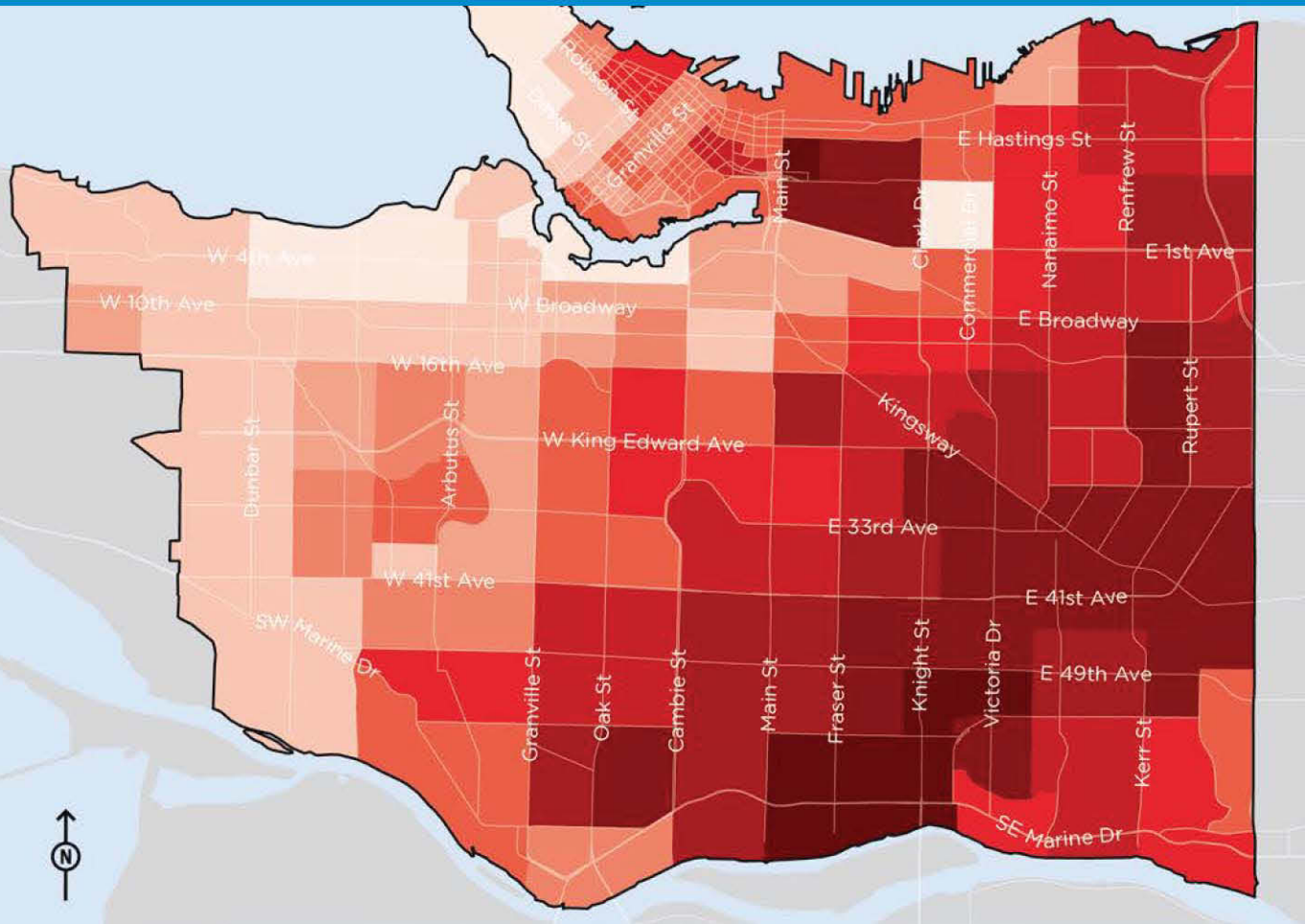
Language barriers

Non-English speaking seniors

Population without conversational knowledge of English:

7% of total population

20% of persons 65 and over

Indexed rate by census tract:

Minimum: **1%**

City: **20%**

Maximum: **69%**

Data source: Statistics Canada, 2016 Census of Population.
Custom profile accessed through Community Data Program,
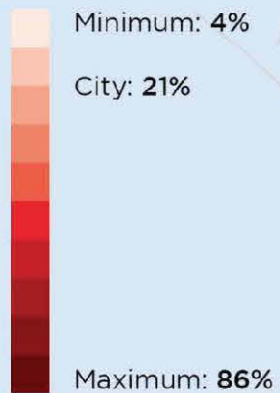Canadian Council on Social Development.

FRAMEWORK
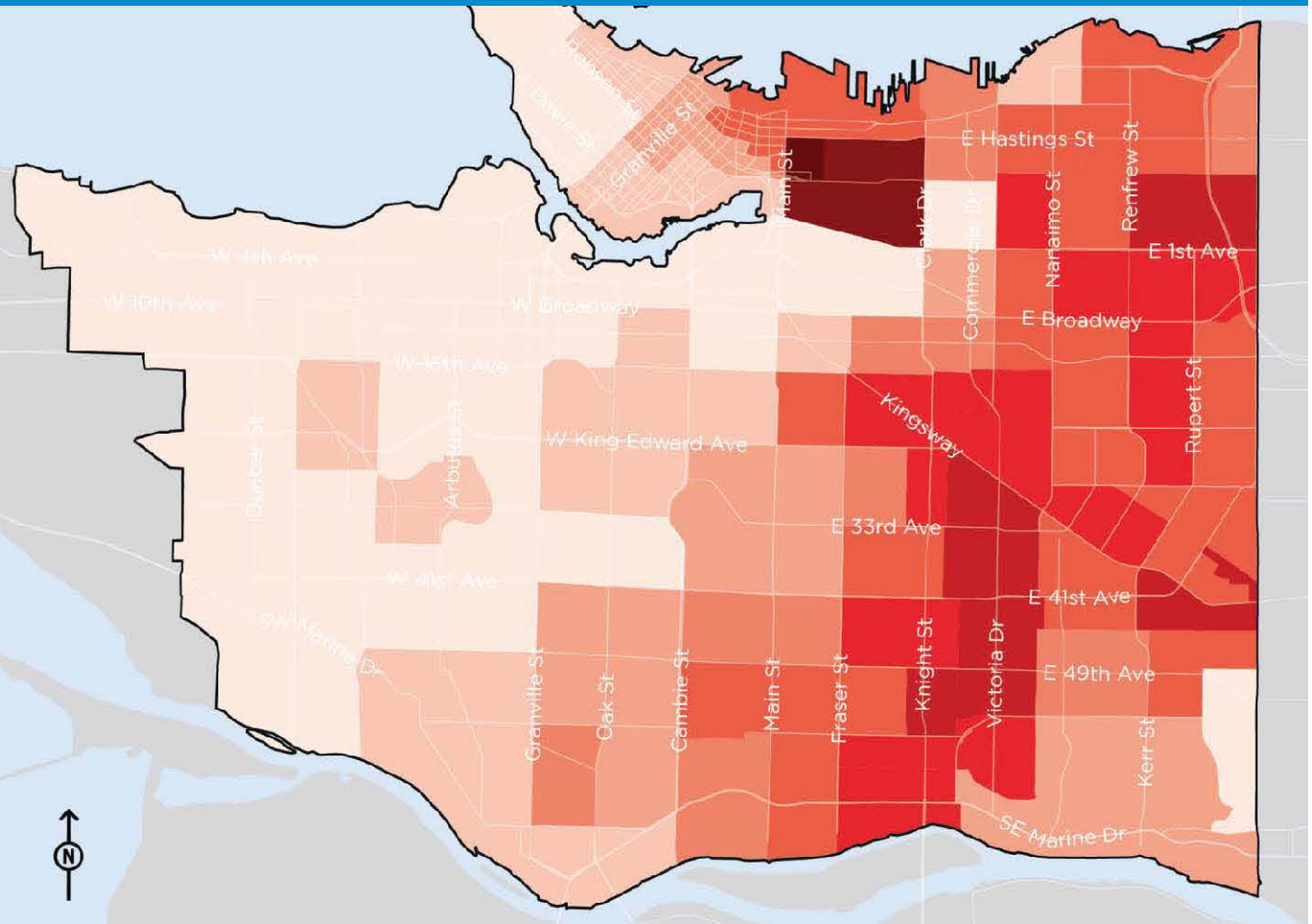
Level of education

Seniors without post-secondary

Population whose highest level of education is high school or lower:

37% of total population 15+

51% of persons 65 and over

Indexed rate by census tract:

Minimum: **18%**

City: **51%**

Maximum: **83%**

Data source: Statistics Canada, 2016 Census of Population. Custom profile accessed through Community Data Program, Canadian Council on Social Development.

Seniors Demographics
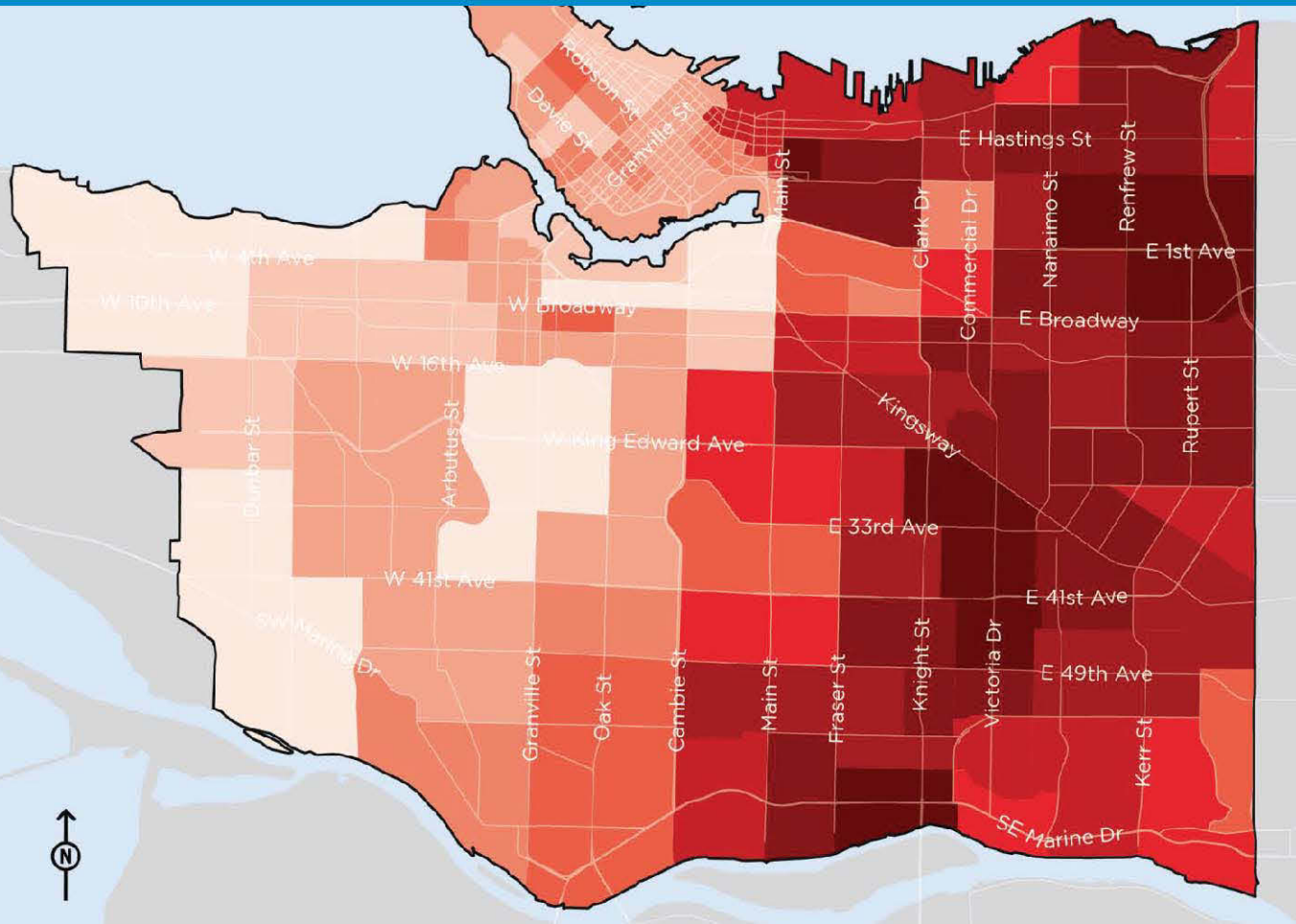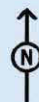
Income poverty

Low-income seniors

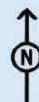Population with household income below after-tax low income measure:

19% of total population

21% of persons 65 and over

Indexed rate by census tract:

Minimum: **4%**

City: **21%**

Maximum: **86%**

Data source: Statistics Canada, 2016 Census of Population. Custom profile accessed through Community Data Program, Canadian Council on Social Development.

Seniors Demographics
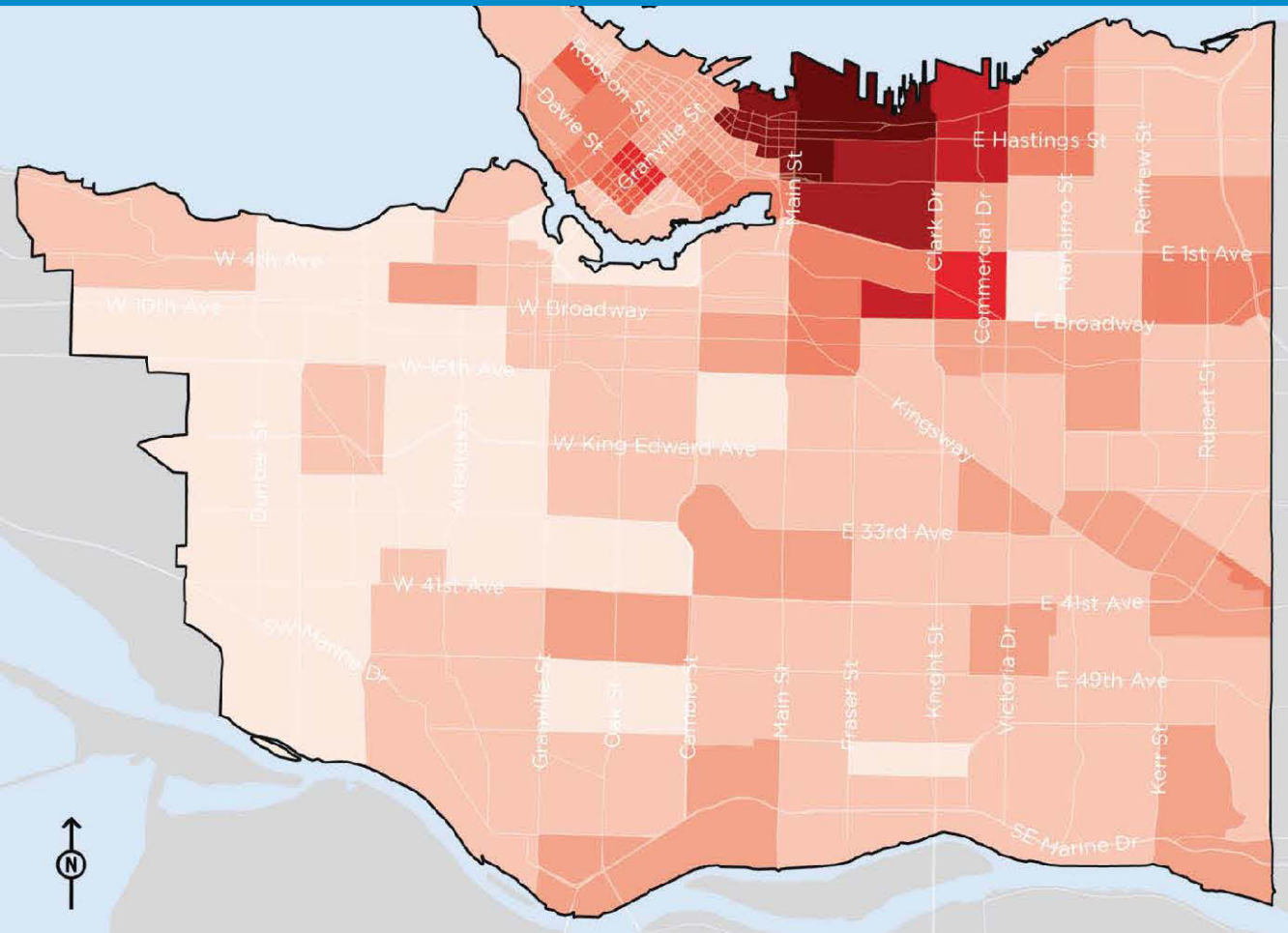
Neighbourhood connection

Recently moved seniors

Population who moved to current residence in previous five years:

47% of total population 5+
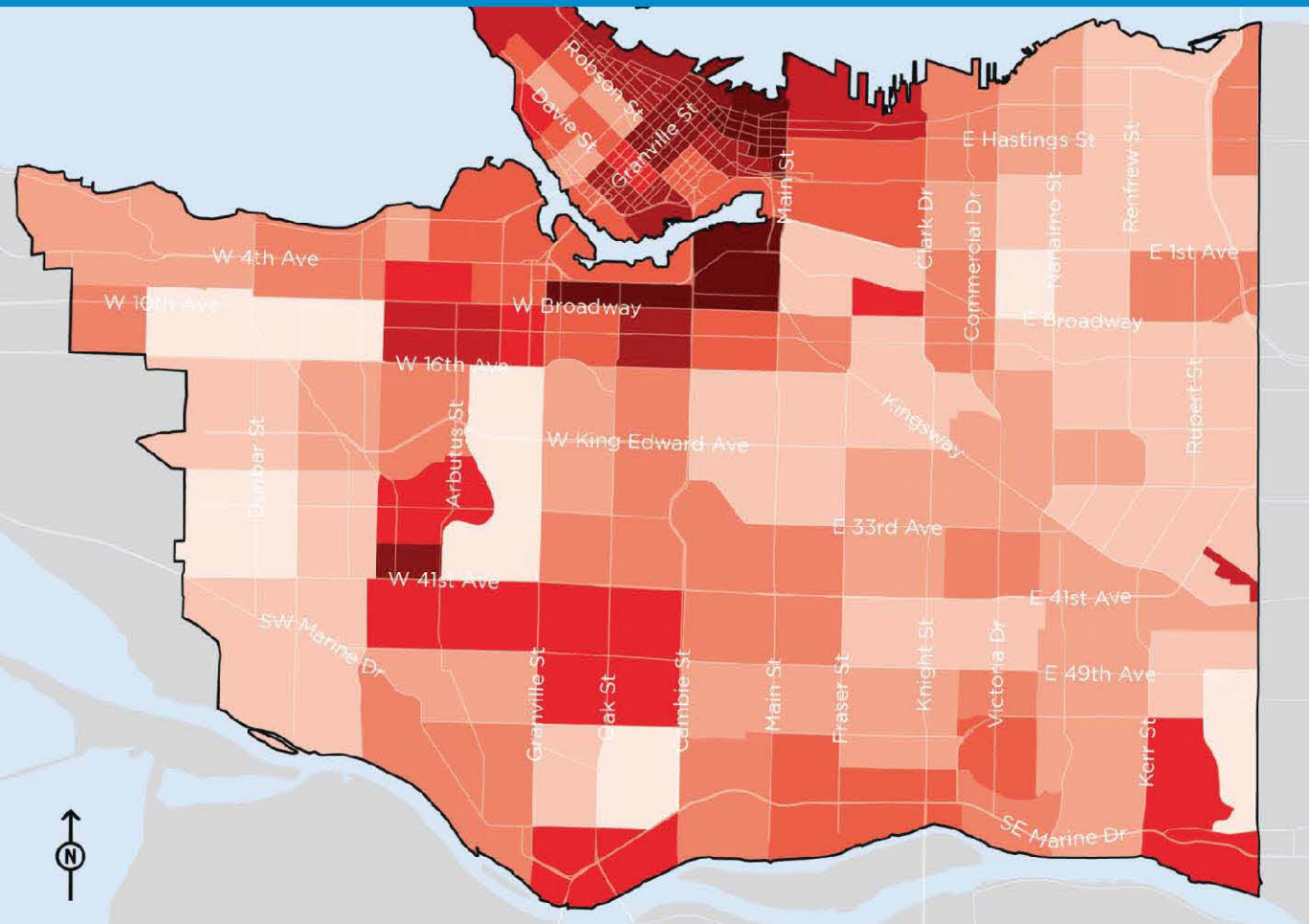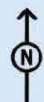
18% of persons 65 and over

Indexed rate by census tract:

Minimum: **5%**

City: **18%**

Maximum: **41%**

Data source: Statistics Canada, 2016 Census of Population. Custom profile accessed through Community Data Program, Canadian Council on Social Development.

Seniors Demographics

Living arrangement

Seniors living alone

Population living alone:

18% of total population

29% of persons 65 and over

Indexed rate by census tract:

Minimum: **8%**

City: **29%**

Maximum: **83%**

Data source: Statistics Canada, 2016 Census of Population. Custom profile accessed through Community Data Program, Canadian Council on Social Development.

FRAMEWORK
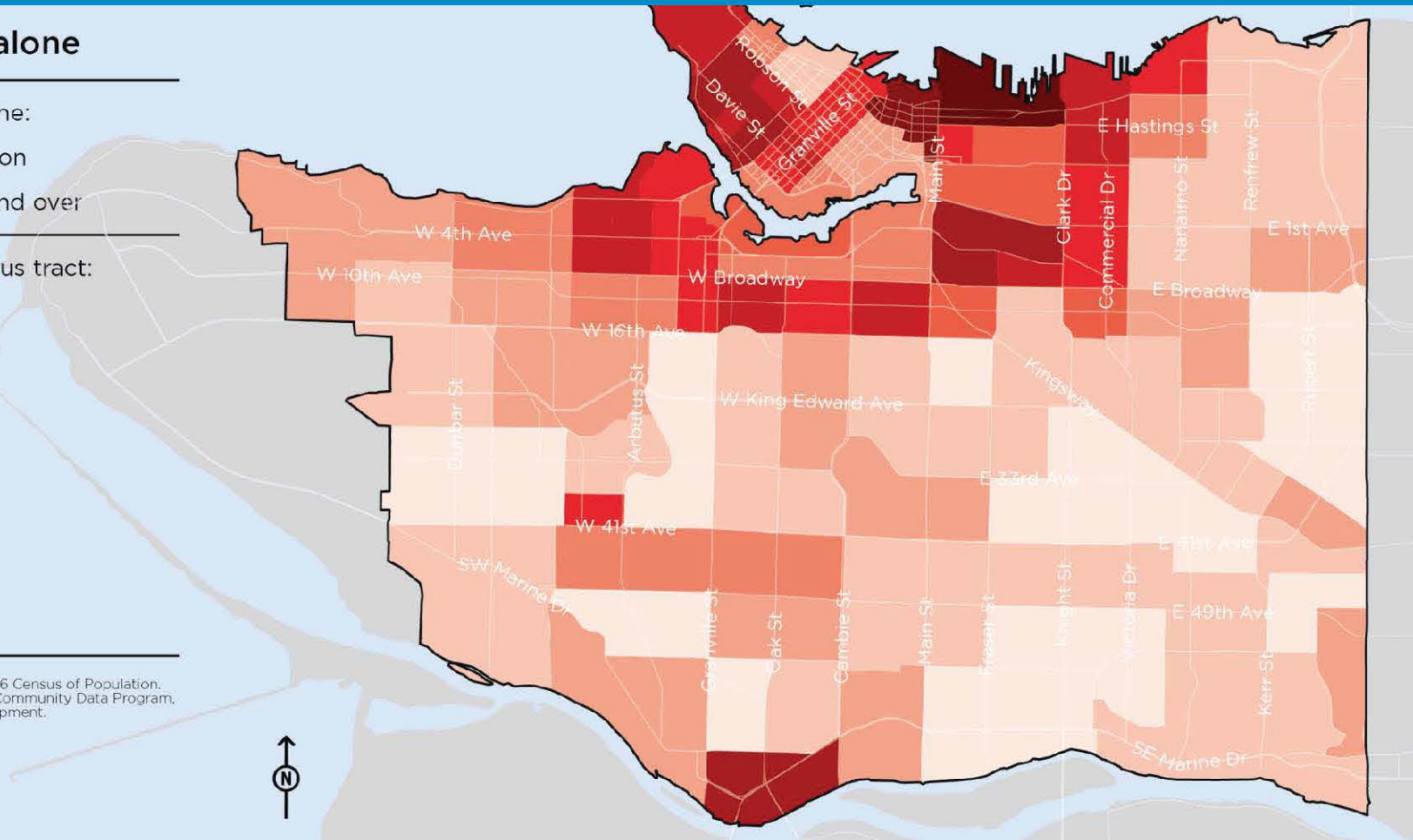
Ability and mobility

Seniors with limitations on daily activities

Population reporting experiencing limitations on their daily activities:

31% of total population

58% of persons 65 and over

Indexed rate by census tract:

Minimum: **35%**

City: **58%**

Maximum: **77%**

Data source: Statistics Canada, 2016 Census of Population. Custom profile accessed through Community Data Program, Canadian Council on Social Development. Activity limitations data are not verified or certified by Statistics Canada and should be used with caution.
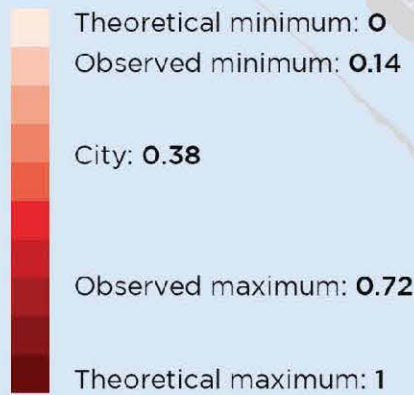
FRAMEWORK
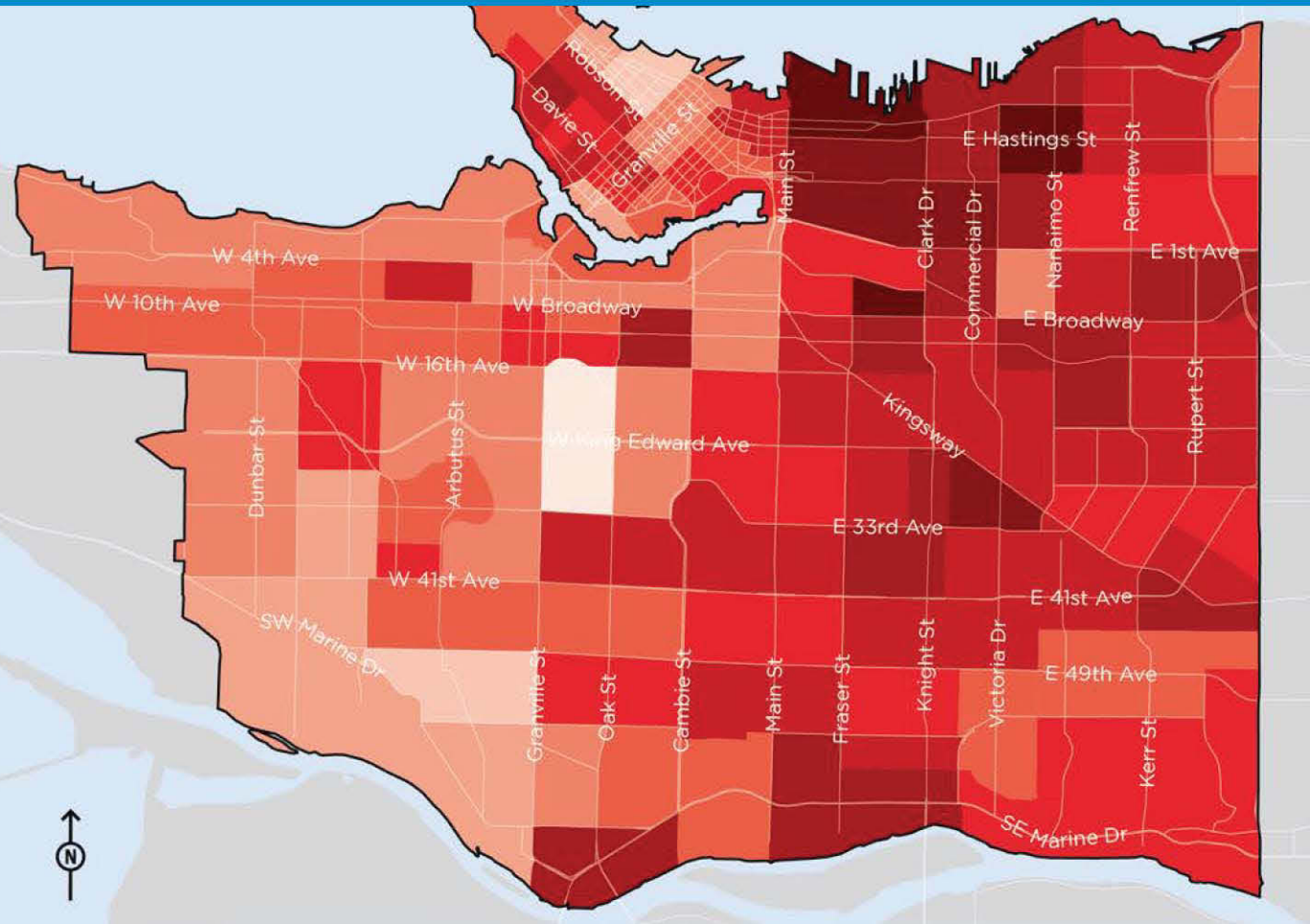
Mapping conditions that could create vulnerability

Composite index of factors that may indicate conditions of vulnerability for seniors

Average index score (0 to 1) on nine selected census variables, relative to range observed in Vancouver census tracts.

Indexed rate by census tract:

Theoretical minimum: **0**

Observed minimum: **0.14**

City: **0.38**

Observed maximum: **0.72**

Theoretical maximum: **1**

Data source: Statistics Canada, 2016 Census of Population. Custom profile accessed through Community Data Program, Canadian Council on Social Development.