# Table of Contents

<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Executive Letter from the First Selectman</td>
</tr>
<tr>
<td>2</td>
<td>Letter from the Director, Commission on Aging</td>
</tr>
<tr>
<td>3</td>
<td>Introduction to Action Plan</td>
</tr>
<tr>
<td>4</td>
<td>An Age-Friendly Vision for Greenwich</td>
</tr>
<tr>
<td>4</td>
<td>Guiding Principles</td>
</tr>
<tr>
<td>4</td>
<td>Background on the Action Plan</td>
</tr>
<tr>
<td>5</td>
<td>The Age-Friendly Certification Process</td>
</tr>
<tr>
<td>6</td>
<td>Enrollment</td>
</tr>
<tr>
<td>7</td>
<td>Background – The Aging Population</td>
</tr>
<tr>
<td>8</td>
<td>Global Aging Trends</td>
</tr>
<tr>
<td>10</td>
<td>Local Aging Trends</td>
</tr>
<tr>
<td>13</td>
<td>Greenwich in Context</td>
</tr>
<tr>
<td>14</td>
<td>How to Read This Report</td>
</tr>
<tr>
<td>15</td>
<td>Partners</td>
</tr>
<tr>
<td>16</td>
<td>The Domains</td>
</tr>
<tr>
<td>17</td>
<td>Outdoor Spaces and Buildings Domain</td>
</tr>
<tr>
<td>17</td>
<td>Transportation Domain</td>
</tr>
<tr>
<td>18</td>
<td>Housing Domain</td>
</tr>
<tr>
<td>18</td>
<td>Social Inclusion, Respect and Employment Domain</td>
</tr>
<tr>
<td>19</td>
<td>Communication and Information Domain</td>
</tr>
<tr>
<td>19</td>
<td>Community Support and Health Services Domain</td>
</tr>
<tr>
<td>20</td>
<td>Dementia Friendly Domain</td>
</tr>
<tr>
<td>20</td>
<td>Immediate Steps</td>
</tr>
<tr>
<td>20</td>
<td>Closing Remarks</td>
</tr>
<tr>
<td>21</td>
<td>Appendices</td>
</tr>
<tr>
<td>22</td>
<td>Appendix A: Action Item Tables</td>
</tr>
<tr>
<td>29</td>
<td>Appendix B: Keywords</td>
</tr>
<tr>
<td>30</td>
<td>Appendix C: Bibliography</td>
</tr>
<tr>
<td>31</td>
<td>Appendix D: Special Thanks</td>
</tr>
<tr>
<td>32</td>
<td>Leadership</td>
</tr>
<tr>
<td>32</td>
<td>Greenwich Commission on Aging</td>
</tr>
<tr>
<td>32</td>
<td>Friends of the Greenwich Senior Center</td>
</tr>
<tr>
<td>32</td>
<td>2021 Age-Friendly Greenwich Advisory Board</td>
</tr>
<tr>
<td>32</td>
<td>Greenwich Board of Selectmen</td>
</tr>
<tr>
<td>32</td>
<td>Greenwich Commission on Aging</td>
</tr>
<tr>
<td>32</td>
<td>Greenwich Senior Center</td>
</tr>
<tr>
<td>32</td>
<td>2021 Friends of the Greenwich Senior Center</td>
</tr>
</tbody>
</table>

This Age and Dementia-Friendly Action Plan is dedicated to the many residents, staff and community partners who contributed their time, shared their ideas and collaborated with us to develop a strategy for making the Town of Greenwich a community for all ages and abilities.

All photographs © Bob Capazzo Photography
It is my honor to introduce the Age and Dementia-Friendly Greenwich Action Plan. This plan results from neighborhood engagement as well as cross-sector partnerships within the Town of Greenwich with the collective goal to improve the lives of older adult residents.

An age and dementia-friendly community is a livable community that adapts its structures and services to be accessible and inclusive to residents of all ages and abilities. Using surveys and listening sessions, we evaluated the perceived needs of the residents in the community. Residents said that they enjoy the town’s many amenities and services including parks, restaurants and festivals. Additionally, they enjoy the local history as well as the educational and cultural opportunities.

More importantly, the survey identified challenges residents currently face which gave us insight on what to evaluate in order to improve the town. While Greenwich is a good town for older adults to live as they age, we are dedicated to taking the next step in making Greenwich a great town for older adults through a comprehensive three-year Action Plan. We have great respect for our older residents as we recognize their contributions to the community which have made Greenwich the town it is today.

Older adults are also important to the future of our town as they represent the fastest growing sector of the population. We want people to continue to live and thrive here and we must make certain that we can reasonably accommodate their needs. We are committed to addressing a broad spectrum of issues that affect older adults in our town: from housing and health, to transportation and social involvement. The Town is growing in diversity in many exciting ways and there are many opportunities for positive expansion and higher quality of life through planned initiatives. As we embark on this journey, we are focusing on real-world practical solutions for improvements to the town, whether it is affordable housing, efficient transportation and much more.

Our Age and Dementia-Friendly Greenwich Action Plan reflects multiple viewpoints, ages, and cultures. We expect these goals to be accomplished within three years based on our efforts to identify realistic, concrete actions we feel confident we can achieve. Once completed, with the help of our residents and community partners, we will measure our progress and start the process anew. We will never pause in our efforts to improve quality of life for all of Greenwich’s older adults.

I want to thank everyone who helped us with this effort, whether big or small. It is a great pleasure to be the First Selectman of a community where people are enthusiastic about improving that community for themselves and others.
I am proud and excited to present Greenwich’s Age and Dementia-Friendly Action Plan.

I am proud because this plan is truly grounded in community input. From the Listening Sessions, to the Age-Friendly Greenwich Survey, to the workgroups, to our Action Planning Committee, Greenwich residents are at the heart of this Action Plan. I am excited because, together, we crafted a plan that will have significant impact over the three-year implementation period and beyond. This plan focuses on the initiatives Greenwich’s Commission on Aging and its partners are committed to achieving within the next three years and beyond to make our town a more comfortable and supportive place to live and age well.

Currently, residents of Greenwich enjoy museums, shopping, festivals, fine dining, and other amenities the town has to offer. Our mission is to improve the environment and resources available for residents through actionable items and initiatives. These initiatives include improvements to outdoor spaces through maintenance of walkways and buildings to contribute to safer, more accessible, outdoor space for older adults. Other domains of interest include transportation, housing, social participation, civic engagement, community support and health services. We expect the described initiatives in the Age and Dementia-Friendly Action Plan to be effective within three years. Our action plan considers the feedback and perspectives of a diverse array of residents, whether it be by age, culture or other identities.

We take pride in serving older adults in our community as they are a vitally important and rapidly growing sector of our population. We want people to continue to live in Greenwich and strive to accommodate a wide cross-section of needs through positive changes in the community. By developing realistic, practical actions and initiatives, we expect the goals outlined in this action plan to be completed within the next three years. It is our duty to ensure that these improvements reach everyone in the town regardless of age and ability. Our Age and Dementia-Friendly Greenwich Action Plan will continuously measure our progress and examine the impact on the quality of life of Greenwich residents.

On behalf of the Commission on Aging, it is my honor to share this plan of action toward achieving an even more age and dementia-friendly community.

LORI CONTADINO
Director, Greenwich Commission on Aging
Introduction to the Action Plan
As the Town of Greenwich embarks on its journey into an age-friendly tomorrow, we are excited to present the visions and principles that guided the actions in this plan.

AN AGE-FRIENDLY VISION FOR GREENWICH
The Town of Greenwich is a community that is accepting and respectful to all people – regardless of age, ethnicity, race, gender, or ability.

GUIDING PRINCIPLES
- Successful age-friendly planning meets the needs of Greenwich residents across their lifespans and makes Greenwich a more livable community for residents of all ages.
- An emphasis placed on the promotion of a healthy and engaged community-oriented lifestyle allows residents to age within our town with purpose, dignity, and respect.
- Dissemination of information and increasing awareness about resources and programs facilitates a resident’s ability to age in place.
- Creating a culture of understanding, empathy and acceptance from all residents, businesses, organizations and agencies about dementia, disabilities, other illnesses and chronic conditions leads to a more livable community for everyone.
- Effectively implementing future programs through the collaboration of town officials, community stakeholders, businesses and residents enhances the communal environment.

BACKGROUND ON THE ACTION PLAN
This action plan is part of a greater, multi-step process in the Town of Greenwich’s mission to be the first municipality in the State of Connecticut to be designated as an Age-Friendly Community. This prestigious initiative is led by the World Health Organization (WHO)\(^1\) internationally and AARP within the United State. According to WHO, “age-friendly environments foster health and well-being and the participation of people as they age. They are accessible, equitable, inclusive, safe, secure and supportive. They promote health and prevent or delay the onset of disease and functional decline. They provide people-centered services and support to enable recovery or to compensate for the loss of function so that people can continue to do the things that are important to them.”\(^2\)

In order for communities to achieve this inspirational vision, AARP and WHO have defined eight Age-Friendly Domains. These domains are illustrated in Figure 1 and include transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, community support and health services, and outdoor spaces and buildings. With these domains as a guide, the Town of Greenwich is committed to working towards the creation of an age-friendly community.

---
\(^1\) Author’s note: Words which are in bold are key words. Definitions and explanations for all key words can be found in Appendix B.
An age-friendly community is also a more livable community. According to AARP, "a livable community is safe and secure, contains housing that’s affordable and appropriate, features transportation options, access to needed services and opportunities for residents to engage and participate in community life." AARP focuses on the same eight domains as WHO in their guide for livable communities demonstrating their importance. Thus, through this action plan, the Town of Greenwich not only seeks to develop an age-friendly community but also a more livable community for residents of all ages.

This action plan is also designed to make Greenwich a dementia-friendly community, utilizing the guidelines and recommendations established by Dementia Friendly America (DFA). According to DFA, a community which is dementia-friendly “is informed, safe and respectful of individuals with the disease, their families and caregivers and provides supportive options that foster quality of life.” This action plan utilizes a “Dementia Friendly” Domain which is applied to all sectors of the community. In addition, all the action plan items were created with the concerns and needs of those living with dementia and their loved one in mind.

THE AGE-FRIENDLY CERTIFICATION PROCESS
In order to achieve these goals, the Commission on Aging (COA) has followed the well-established certification process set out by both WHO and AARP. This process, visualized in Figure 2, begins by applying to become a member of the AARP/WHO Age-Friendly Community Network with the endorsement of the community’s leadership. The process then requires a community survey and listening sessions to understand the unique opinions, perceptions, and needs of the community. An analysis of the information and data obtained identifies and defines the priority action plan deliverable items which can likely be implemented during the subsequent three-year period. At the end of this period the community is required to submit a status report to AARP outlining its progress against the deliverable items in the action plan. Certification as an age-friendly community is granted after the successful completion of this final phase. A community can continue its membership and retain the designation by entering into further evaluation, planning, and implementation as part of a continuous age and dementia-friendly community improvement effort.

---

ENROLLMENT
In Fall of 2016, the Town of Greenwich officially began the age-friendly certification process by enrolling as a member of the AARP/WHO Age-Friendly Community Network with the unanimous endorsement from the Board of Selectmen. The COA took the lead in organizing and moving this initiative forward. An Advisory Board with representatives from various town departments, agencies and organizations, as well as other community stakeholders, was established. The Advisory Board gathered to lend their expertise and assist with the certification process.

Graduate students and faculty from the Columbia University Mailman School of Public Health Consulting Work Group assisted throughout this process. In Spring of 2018, a community-wide survey of residents 45 and older was conducted. The response to this survey was astounding as it was completed by over 1800 respondents ranging in age from 45 - 100. This survey included questions pertaining to the eight domains named in the guidelines set out by AARP/WHO as well as an additional domain on dementia friendliness. The survey evaluated the respondent’s priorities and perceptions across all domains concerning what was offered in town to meet their needs as they age within our community.

The survey’s findings were supplemented by five community listening sessions at various locations in June of 2018. These sessions were attended by 52 residents who were asked questions about their concerns and opinions regarding their experience aging in Greenwich. Residents who completed the survey or participated in the listening sessions represent a diverse range of our population.

Following the survey and listening sessions, an action plan was developed. The Advisory Board formed subcommittees with a variety of stakeholders in order to examine the results of the research. This board and its subcommittees met often and determined where the Town has collectively succeeded in creating and promoting age and dementia-friendly services and where some changes were indicated. The Advisory Board also ensured that any course of action developed would be realistic (within the authority of the Town of Greenwich and its various agencies and organizations to implement) as well as practical (implementation was reasonable within the three-year time period). With all of this in mind, a feasible and comprehensive course of action was developed.

Following the publication of this plan, implementation will commence in January 2020. This implementation will be spearheaded by the Advisory Board and the variety of partners that are mentioned in this plan. Implementation will be overseen by the COA. Throughout this period additional partners and volunteers will be invited to participate with the implementation of the action plan. Periodic updates will be posted on the Town’s website and a final progress report will be submitted to AARP/WHO in 2022.

Background: The Aging Population
GLOBAL AGING TRENDS

In the 21st century, there has been a noticeable increase in the population of older adults worldwide. By 2035 there are projected to be more older adults than children for the first time in American history, as exhibited by Figure 3.

This unprecedented growth is primarily due to two factors: the aging of the baby boomer generation and advancements in medicine which have allowed people to live longer. The baby boomer generation is one of the largest generations in American history. It has a population which is 47.79 million people larger than the generation proceeding it. Since many of these baby boomers are now becoming older adults, there is a higher demand for age-friendly services in recent years. In addition, many older adults are living longer. In North America, the life expectancy at birth has risen approximately 10 years due to cures for formerly fatal diseases. It is the combination of these two factors that have caused the aging population to grow at an unprecedented rate which is illustrated by the demographic shift apparent in Figure 4.


As Figure 5 reveals, generation sizes have remained large since the baby boomers. The largest generation is now the most recent generation, Generation Z.12

Longevity will continue to increase with advances in science and medicine. The aging population is clearly not a passing issue and the Town of Greenwich seeks to create a community which is not only friendly toward current older adults but also livable for all generations to come.

FIGURE 4: THE AGING POPULATION OVER THE COMING CENTURY11

From Pyramid to Pillar: A Century of Change
Population of the United States

Source: National Population Projections, 2017
www.census.gov/programs-surveys/popproj.html

FIGURE 5: U.S. POPULATION BY GENERATION 2017 (DATA FROM STATISTA)13

<table>
<thead>
<tr>
<th>Generation</th>
<th>Population in Millions</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Greatest Generation (born before 1928)</td>
<td>2.57</td>
</tr>
<tr>
<td>The Silent Generation (born 1928-1945)</td>
<td>25.68</td>
</tr>
<tr>
<td>The Baby Boomer Generation (born 1946-1964)</td>
<td>73.47</td>
</tr>
<tr>
<td>Generation X (born 1965-1980)</td>
<td>65.71</td>
</tr>
<tr>
<td>The Millennial Generation (born 1981-1996)</td>
<td>71.86</td>
</tr>
<tr>
<td>Generation Z (born 1997 and later)</td>
<td>86.43</td>
</tr>
</tbody>
</table>

FIGURE 6: GREENWICH POPULATION AGED 65+ YEARS OVER TIME14

The aging population is clearly not a passing issue and the Town of Greenwich seeks to create a community which is not only friendly toward current older adults but also livable for all generations to come.

12 Duffin, “Resident population,” chart.
14 Duffin, “Resident population,” chart.
BACKGROUND: THE AGING POPULATION

LOCAL AGING TRENDS
Mirroring worldwide aging trends, Greenwich’s population of older adults is growing. As depicted in Figure 6, the percentage of the population 65 and older has been increasing over the past few years.

This number has continued to rise. According to the U.S. Census, the population of people 65 and older reached 18.2% of the total population in 2018.15

In 2017, the size of the 65+ population living in Greenwich was estimated to be 10,596 people.16 In order to understand the needs of this population, it is important to note their demographics. The demographics for this population, as per the 2017 American Community Survey 5-Year Estimates are illustrated in Table 1.

TABLE 1: POPULATION 65 YEARS AND OVER IN THE UNITED STATES 2013–201717

<table>
<thead>
<tr>
<th>ITEMS</th>
<th>ESTIMATE</th>
<th>MARGIN OF ERROR</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEX</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>42.3%</td>
<td>+/-1.9</td>
</tr>
<tr>
<td>Female</td>
<td>57.7%</td>
<td>+/-1.9</td>
</tr>
<tr>
<td>Median age (years)</td>
<td>74.6%</td>
<td>+/-0.7</td>
</tr>
<tr>
<td>RACE AND HISPANIC OR LATINO ORIGIN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>One race</td>
<td>99.5%</td>
<td>+/-0.4</td>
</tr>
<tr>
<td>White</td>
<td>91.0%</td>
<td>+/-1.9</td>
</tr>
<tr>
<td>Black or African American</td>
<td>1.3%</td>
<td>+/-0.8</td>
</tr>
<tr>
<td>American Indian and Alaska Native</td>
<td>0.0%</td>
<td>+/-0.3</td>
</tr>
<tr>
<td>Asian</td>
<td>6.4%</td>
<td>+/-1.6</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
<td>0.0%</td>
<td>+/-0.3</td>
</tr>
<tr>
<td>Some other race</td>
<td>0.8%</td>
<td>+/-0.5</td>
</tr>
<tr>
<td>Two or more races</td>
<td>0.5%</td>
<td>+/-0.4</td>
</tr>
<tr>
<td>Hispanic or Latino origin (of any race)</td>
<td>3.8%</td>
<td>+/-1.2</td>
</tr>
<tr>
<td>White alone, not Hispanic or Latino</td>
<td>88.0%</td>
<td>+/-2.2</td>
</tr>
<tr>
<td>RELATIONSHIP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Population in households</td>
<td>10,172</td>
<td>+/-448</td>
</tr>
<tr>
<td>Householder or spouse</td>
<td>89.8%</td>
<td>+/-2.0</td>
</tr>
<tr>
<td>Parent</td>
<td>3.7%</td>
<td>+/-1.6</td>
</tr>
<tr>
<td>Other relatives</td>
<td>4.4%</td>
<td>+/-1.4</td>
</tr>
<tr>
<td>Nonrelatives</td>
<td>2.1%</td>
<td>+/-1.0</td>
</tr>
<tr>
<td>Unmarried partner</td>
<td>0.9%</td>
<td>+/-0.6</td>
</tr>
<tr>
<td>HOUSEHOLDS BY TYPE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Households</td>
<td>6,351</td>
<td>+/-343</td>
</tr>
<tr>
<td>Family households</td>
<td>58.6%</td>
<td>+/-3.0</td>
</tr>
<tr>
<td>Married-couple family</td>
<td>49.6%</td>
<td>+/-2.9</td>
</tr>
<tr>
<td>Female household, no husband present, family</td>
<td>8.0%</td>
<td>+/-2.0</td>
</tr>
<tr>
<td>Nonfamily households</td>
<td>41.4%</td>
<td>+/-3.0</td>
</tr>
<tr>
<td>Householder living alone</td>
<td>38.9%</td>
<td>+/-3.3</td>
</tr>
</tbody>
</table>

As evidenced in global population, the increasing older population in Greenwich can also be attributed to the larger size of generations and increasing lifespans. Towns like Greenwich are a perfect fit for an aging population due to its thriving and engaging community and the availability of a wide variety of amenities and supportive services. This is depicted in Figure 7, in which 91% of survey respondents stated that it was important to them to remain in the Town of Greenwich as they age.

However, for many, aging in-place within Greenwich seems unfeasible. This is illustrated when comparing the data in Figure 7 and Figure 8, where 47% of respondents reported that they are “very likely” or “somewhat likely” to leave Greenwich as they age.
The sizable gap between residents who want to remain in Greenwich versus those who think they will leave offers an opportunity for improvement. It is now more important than ever to ensure that Greenwich has age-friendly infrastructure, activities, and other options for aging-in-community. These amenities must not only be age-friendly but must also consider factors such as affordability and accessibility. Opportunities for social engagement are equally important to mitigate the serious health implications of social isolation. Through these initiatives the Town of Greenwich hopes to ensure that the current generation of older adults, as well as future generations, can successfully age-in-place.

The age-friendly initiative also focuses on making the town dementia aware and dementia friendly. Dementia is a general term describing a collection of symptoms which lead to memory and cognitive impairment severe enough to interfere with daily function. The Town of Greenwich submitted an application to Dementia Friendly America to become a member of their national network in July 2019. Greenwich was officially accepted as a member of the DFA national network in August 2019—earning the distinction as a Dementia Friendly Community. According to an estimate done using the Dementia Friendly Communities Toolkit (DFA), Greenwich has approximately 1177 people over 65 living with dementia (of which an estimated 168 live alone) and 555 people over 85 living with dementia. Many respondents support more dementia friendly actions. Figure 9 shows an overwhelming amount of responses indicating issues within the dementia friendly domain which are “very important” or “somewhat important.” These realities, coupled with significant community support, have contributed to the need for a focused approach to enhancing awareness, reducing stigma and encouraging cross-sector support of people with dementia and their care partners.

The Town of Greenwich already provides many different programs, services and resources for older adults such as membership to the Greenwich Senior Center (the “Center”) is free and daily transportation is provided to and from the Center, free health insurance counseling, numerous opportunities for education and social engagement, a Resource Guide for Older Adults and programs such as the Caregiver Circle. The Center offers affordable and nutritious meals as well as activities and classes. The Center is managed by the COA and is currently being renovated. In addition, countless agencies provide services for older residents. There are many free and discounted transportation services and programs offered throughout the town. Additionally, the town already offers several progressive age and dementia friendly programs. One example of this is the Adopt-a-Bench program administered by the Greenwich Department of Parks and Recreation. This program allows residents to purchase benches in designated areas throughout the town. Maintenance of the benches, in perpetuity, is included with the donation. All these items have made one resident refer to Greenwich as “a wonderful town in which to age-in-place.” Another example is the Dementia Friends and Dementia Champions program run by the COA in conjunction with LiveWell CT. Under this program members of our community receive instruction to become a Dementia Friend and learns what it is like to live with Dementia and how to engage people that they come across in the community who have Dementia. Dementia Champions then receive additional instruction to conduct Dementia Friend classes throughout the community. In a little over one year this program has trained 375 Dementia Friends and 25 Dementia Champions within our community.
GREENWICH IN CONTEXT
Greenwich is a coastal town located in lower Fairfield County, Connecticut. For the entirety of its history, Greenwich’s older residents have contributed to the town’s fantastic community and atmosphere. While planning for the future of aging in our suburban environment, it is important to realize the numerous factors which contribute to aging well in Greenwich.

Through Location
The first thing one may notice about Greenwich is that it is close to New York City. This has led many people in Greenwich to work in New York City. It is due to this that Greenwich has been able to prosper, as it provides a bucolic home for those who work in the bustling city.

Through Nature
Greenwich is surrounded by natural beauty. Whether it is the beauty of the lush forests or the calming waves at beaches such as Greenwich Point, Greenwich is the perfect place to enjoy the outdoors. This has led to the development of numerous hiking, boating, horseback riding, fishing, and outdoor recreational opportunities for town residents to enjoy. It is no wonder that Greenwich is consistently rated among the most beautiful towns in Connecticut.

Through Amenities
Greenwich also attracts visitors from far and wide through its renowned amenities. The town hosts many festivals and has a downtown area full of fine dining, shops, and other attractions with Greenwich Avenue being particularly famous for its lineup of high-end shopping and restaurants. Additionally, Throughout the year there are many activities sponsored by the Town Department of Parks and Recreation, the Commission on Aging and the Greenwich Senior Center as well as from various agencies and religious organizations. Greenwich has some of the top public schools in the state, showing the towns’ focus on youth and excellence in education. There are also initiatives to improve the livelihoods of Greenwich residents such as Energize Connecticut, the Greenwich Arts Council, Bruce Museum, and the Greenwich Library System.

Through Community
The Town of Greenwich has a population of over 60,000. The population is becoming more diverse: 84.1% of Caucasian descent, 3.3% being of African American descent, 7.8% being of Asian descent and approximately 12.7% of the population identifying as Hispanic or Latino. This diverse community is tightly knit due to the abundance of town-sponsored events as well as a variety of engaging activities. It is this sense of togetherness that makes residents proud to call Greenwich their home.

“Greenwich is a wonderful town with plenty of resources.”
– GREENWICH RESIDENT

“Greenwich is such a wonderful community that most people I know do not want to move away when they retire.”
– GREENWICH RESIDENT

8 “QuickFacts Greenwich,” The United States Census Bureau.
9 “QuickFacts Greenwich,” The United States Census Bureau.
How to Read This Report
As mentioned previously, AARP/WHO outlines a five-year process to becoming designated as an age-friendly community. It begins with understanding what age-friendly means to a specific community, exploring the needs of residents, planning and implementing actions to address these needs, and then measuring the success of the program. AARP/WHO lists 8 domains of focus. However, due to the feedback received from the survey and listening sessions as well as our affiliation with DFA, we amended these domains to better reflect the needs of the Town. Social Participation, Respect and Social Inclusion, and Civic Participation and Employment have been combined into one domain called Social Inclusion, Respect, and Employment. Additionally, due to the feedback from the community and the importance of the topic, a Dementia Friendly Domain was added. This action plan has seven important domains:

**OUTDOOR SPACES AND BUILDINGS**
Public spaces that are accessible, well-lit, and well-marked with a substantial amount of shade and places to sit, allowing for comfort and independence.

**TRANSPORTATION**
Affordable, accessible transportation that allows residents to travel freely around the community, promotes participation, helps maintain networks and supports equity of mobility.

**HOUSING**
Safe, affordable, and well-designed housing that can be adapted as residents age contributes to independence, security and quality of life.

**SOCIAL INCLUSION, RESPECT, AND EMPLOYMENT**
Local events and activities are affordable, convenient, and easily accessible for older adults. Opportunities for volunteerism and employment are numerous for residents of all ages.

**COMMUNICATION AND INFORMATION**
An effective distribution of information about events, programs, and opportunities, preferably in centralized locations, is an essential feature of an age-friendly community.

**COMMUNITY SUPPORT AND HEALTH SERVICES**
A wide network of medical and non-medical services promote well-being and quality of life.

**DEMENTIA FRIENDLY**
A community in which people with dementia and their caregivers are empowered, supported and included in society, understand their rights and recognize their full potential.

Within each domain, the reader will find four main components:

**WE ENVISION**
Insight towards the potential future we envision within Greenwich for older residents.

**WE HEARD**
An overview of the results of the survey and listening sessions regarding issues within each domain that the Advisory Board determined were items within the purview of the Town to act on.

**WE ARE**
Lists up to three priority recommendations within each domain which the Advisory Board deemed realistic to address within the three-year scope of the action plan.

**WE WILL**
Lists up to three action items per recommendation that will be undertaken within the next 1 to 3 years to further address the needs of older residents and to designate Greenwich as an age and dementia-friendly community.

**PARTNERS**
To make this report a reality, multiple stakeholders throughout the Town of Greenwich were actively engaged in the process with the Advisory Board leading the way. However, there are many other organizations and individuals that have contributed to the Age and Dementia Friendly Greenwich Initiative. At the end of the report, the reader will find a special “Thank You” to all who contributed in making this report and the concept of an age and dementia-friendly community a reality.
The Domains
OUTDOOR SPACES AND BUILDINGS DOMAIN

WE ENVISION:
A Greenwich where older adults can readily find and have safe and easy access to the outdoor spaces and buildings available in the town, including parks, public buildings, and sidewalks.

WE HEARD:
• Residents of Greenwich value the availability of well-maintained, age-friendly public spaces
• Residents were uncertain whether the available public facilities are accessible to people of different physical and cognitive abilities
• Residents value walkability, they want to have safe sidewalks and outdoor seating.

WE ARE:
• Maintaining and developing outdoor public spaces, public buildings, and sidewalks with an age-friendly lens.
• Providing additional resources to assist older adults and their families to identify age-friendly outdoor spaces and buildings within the town.
• Encouraging organizations in town when they upgrade their facilities to do so with an age-friendly lens.

WE WILL:
• Encourage the design and renovation of major town buildings and facilities with an age-friendly lens when they are scheduled to be maintained, upgraded, or developed.
• Encourage the maintenance and upgrading of public open spaces and sidewalks with an age-friendly lens when they are scheduled to be maintained, upgraded, or developed.
• Create a Park and Recreation age-friendly mini-guide and map.
• Highlight age-friendly parks and recreation facilities on the town website.
• Educate organizations and businesses of the need to consider age and dementia-friendly features when planning or upgrading their facilities.

TRANSPORTATION DOMAIN

WE ENVISION
A town where older residents feel safe traveling and can easily access affordable, comfortable and safe transportation options in our community.

WE HEARD:
• Older adults are concerned about:
  – The availability of regular and specialized transportation services within the town that are affordable, comfortable, and safe.
  – Coordination of transportation services for medical appointments and events.

WE ARE:
• Heightening awareness of existing regular and special transportation services and programs for older adults.
• Providing additional materials and resources to assist older adults, their families and their caregivers to coordinate available transportation.

WE WILL:
• Enhance the visibility of older adult transportation services and programs on the Town of Greenwich website.
• Create a standalone, printable transportation guide for older adults and distribute it to the Department of Human Services, doctor’s offices, the faith-based community and other relevant organizations.
• Create printable education materials on how to use and coordinate older adult transportation services and programs in our community.
• Create a video guide on how to use and coordinate older adult transportation services and programs in our community.
HOUSING DOMAIN

WE ENVISION:
A town where older adults feel they have access to affordable housing options as well as a variety of different housing options and support services to facilitate their successful aging-in-place within our community.

WE HEARD:
- Greenwich older adult residents are concerned that:
  - The Town does not have enough affordable housing that is appropriate for older adults.
  - The Town lacks a variety of different types of housing options that are conducive to meet the needs of different older adults enabling them to successfully age in place within our community.
  - Most older adults will need to make some sort of modification to their home in order to age-in-place within the town.

WE ARE:
- Seeking to increase the number of affordable older adult housing units within the Town of Greenwich.
- Promoting changes within our planning and zoning regulations to encourage the development of a variety of different housing options for people to age-in-place within our community.

WE WILL:
- Encourage the development of affordable older adult housing units at Vinci Drive.
- Encourage the development of affordable older adult housing units at Booth Court.
- Encourage the development of additional older adult housing units as part of a plan of development at Quarry Knoll I.
- Include in the new Plan of Conservation and Development three items that pertain to housing for older adults.
  - The development of more options to allow older adults to age in place.
  - Building more affordable housing within the town.
  - Enable development and redevelopment with an age-friendly lens.
- Enhance the regulatory framework in the Town of Greenwich to promote a variety of different housing options for people to age-in-place within our community.
- Provide guidance and assistance to those seeking to build age-friendly housing.

SOCIAL INCLUSION, RESPECT AND EMPLOYMENT DOMAIN

WE ENVISION:
A Greenwich with an array of easy to find social, recreational, volunteer and employment opportunities for our diverse older adults that are welcoming, intergenerational and inclusive.

WE HEARD:
- That nearly four out of five respondents use the internet several times a day.
- It is especially important for older adults to have easy-to-find information about local activities, employment and volunteer opportunities. Many of them are currently unaware of how to locate this information.
- Survey respondents indicated that social interaction is a concern in Greenwich. Less than half of older residents interact with friends, family or neighbors at least once a day.
- Nearly all respondents desired activities in which they were able to interact with younger populations. Many respondents were unsure whether these opportunities were available.
- More than half of respondents believe it is particularly important to have a variety of cultural activities for diverse populations.

WE ARE:
- Increasing efforts and broadening the dissemination of information about social and civic activities and events as well as volunteer and employment opportunities within the Town.
- Developing and promoting diverse and inclusive programs for older adults, their families, businesses and related service organizations.
- Developing and promoting intergenerational programs.

WE WILL:
- Better utilize the features of the Town of Greenwich’s website to disseminate information.
- Create or identify a new platform external to the Town of Greenwich Website to enhance awareness and convey information about age relevant events.
- Develop and offer diversity and inclusion programs for older adults and their families.
- Promote and increase participation in programing for minority older adults and their families.
- Offer intergenerational technology support programs.
- Develop and offer additional intergeneration program and volunteer opportunities.
COMMUNICATION AND INFORMATION DOMAIN

WE ENVISION:
A Greenwich where information about events, services and information pertaining to older adults is easily accessible and updated on a timely basis.

WE HEARD:
• Nearly 90% of Greenwich residents obtain the information they need (such as news and services) online.
• Many older adults and their families find it difficult to obtain timely information about events, services and information pertaining to older adults.
• There is a lack of a centralized place where timely information about events, services and information pertaining to older adults can be easily found.

WE ARE:
• Creating an Age and Dementia-Friendly Greenwich page on the Town of Greenwich Website.
• Creating pocket guides for navigating aging information, services and resources.
• Increasing awareness of events and information for older adults.

WE WILL:
• Better utilize the Town of Greenwich Website for COA and Senior Center events and information.
• Create or identify a new platform external to the Town of Greenwich Website to enhance awareness of age relevant events and information throughout the town.
• Establish a separate Age and Dementia Friendly Greenwich Page on Town Website and post survey results and action plan.
• Keep the public updated on action plan progress.
• Create pocket guides on health care information topics for older adults and caregivers.
• Create pocket guides on Greenwich resource topics for older adults and caregivers.

COMMUNITY SUPPORT AND HEALTH SERVICES DOMAIN

WE ENVISION:
A Greenwich in which older adults can access affordable and high-quality health care and supportive services and are aware and have access to community programs to promote a healthy lifestyle as they age.

WE HEARD:
• Greenwich residents are concerned about:
  • Access to a variety of health care professionals including specialists who accept their insurance
  • Affordable and qualified home care services
  • Awareness and access to health and wellness programs and services. Many of these programs and services already exist throughout the Town through various organizations.
  • Fitness activities specifically geared to older adults
  • Conveniently located health and social services
• Almost every respondent says it is especially important that they remain physically active for as long as possible.

WE ARE:
• Heightening the awareness of existing health and wellness programs and resources as well as encouraging the development of new programs.
• Raising awareness about health insurance, options for senior care and financial options for senior health as well as long-term care needs.
• Increasing awareness of community health services.

WE WILL:
• Cross-promote existing health and wellness programs and resources among agencies and organizations across all community sectors.
• Encourage and promote new health and wellness programs in the community geared towards older adults on fitness, healthy eating, physical health and mental health, etc.
• Increase educational initiatives on Medicare, Medicaid, older adult care options, and financial options for older adult health and long-term care needs.
• Create a mini guide to community health services.
DEMENTIA FRIENDLY DOMAIN

WE ENVISION:
A Greenwich that recognizes the specific needs of Greenwich residents living with dementia, their family members, and their caregivers and creates a supportive community for those who affected by the disease.

WE HEARD:
- While each of the items below were rated as either very important or somewhat important by for the Town of Greenwich to have by 67% or higher of survey respondents, over 80% of survey respondents were unsure if these items exist within the Town of Greenwich:
  - Continuing education classes for people who care for individuals with dementia.
  - Opportunities for physical fitness for caregivers/individuals with dementia.
  - Businesses that accommodate individuals with dementia.
  - Activities specifically geared towards individuals with dementia.

WE ARE:
- Creating a variety of Dementia-Friendly environments that are welcoming to individuals with dementia, their families, and their caregivers.
- Working on heightening awareness about dementia throughout the community to reduce stigmatization, increase understand and promote social interaction with individuals with dementia and their caregivers.
- Creating and promoting dementia caregiver support groups and classes.

WE WILL:
- Offer Dementia Friends training sessions for a variety of community sectors.
- Work with health care providers to understand the importance of a proper and timely diagnosis.
- Work with all sub-committees of the Age-Friendly Advisory Board to make sure that all action items across all domains incorporate a Dementia Friendly lens.
- Encourage Age and Dementia-Friendly businesses and organizations.
- Encourage Age and Dementia-Friendly public spaces.
- Enhance and further promote the existing dementia programs and networks.
- Encourage, promote and support new family and caregiver support initiatives.

IMMEDIATE STEPS
Following the approval of this action plan, implementation will begin. The Advisory Board will meet to develop a timeline and clarify logistics surrounding the action steps identified in this plan. Community meetings will be held to raise awareness about this initiative and volunteers will be recruited to assist with implementation. Additionally, a webpage will be created on the Town of Greenwich website where information can be shared and progress tracked. The official designation as an Age and Dementia-Friendly Community is anticipated in 2022 with the cycle starting again in 2023.

Closing Remarks
Since the start of this initiative, and the release of this action plan, the Town of Greenwich has taken a giant step toward the creation of an age-friendly future. A future that supports personal independence; allows residents to remain in their homes and communities as they age; and fosters residents’ engagement in the Town’s civic, economic and social life. As we embark on this new chapter, we hope for the continued assistance and support of town residents, agencies, community leaders and local businesses. Through this collaboration, the Town of Greenwich will enter a brighter tomorrow - a tomorrow which is Age and Dementia-Friendly and livable for all.
Appendices
## Appendix A: Action Item Tables

### OUTDOOR SPACES AND BUILDINGS

<table>
<thead>
<tr>
<th>RECOMMENDATION</th>
<th>ACTION ITEMS</th>
<th>PARTNERS</th>
<th>INDICATORS</th>
<th>YEARS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recommendation #1:</strong> Maintain and develop outdoor public spaces, public buildings, and sidewalks with an age-friendly lens.</td>
<td><strong>Action Item A:</strong> Encourage the design and renovation of major town buildings and facilities with an age-friendly lens when they are scheduled to be maintained, upgraded, or developed.</td>
<td>Commission on Aging, Department of Public Works and Department of Parks and Recreation.</td>
<td>1. The completion of different areas of the Greenwich Senior Center with age-friendly design and features in 2020, 2021 and 2022.</td>
<td>2020</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td><strong>Action Item B:</strong> Encourage the maintenance and upgrade of public open spaces and sidewalks with an age-friendly lens when they are scheduled to be maintained, upgraded or developed.</td>
<td>Department of Parks and Recreation and the Department of Public Works.</td>
<td>1. The installation and maintenance of a woven mat at the Baker Pavilion at Tod’s Point to the high-water mark in 2019 and 2020.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2. The promotion of the Parks and Recreation bench donation program in 2020, 2021 and 2022.</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3. The assessment of the condition and upgrade of several Greenwich sidewalks including Greenwich Avenue as funds permit in 2020, 2021 and 2022.</td>
<td>X</td>
</tr>
<tr>
<td><strong>Recommendation #2:</strong> Provide additional resources to assist older adults and their families to identify age-friendly outdoor spaces and buildings within the town.</td>
<td><strong>Action Item A:</strong> Creation of a Park and Recreation Age-Friendly mini-guide and map.</td>
<td>Department of Parks and Recreation and the Commission on Aging</td>
<td>Creation of a Park and Recreation Age-Friendly mini-guide and map.</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td><strong>Action Item B:</strong> Highlight age-friendly Parks and Recreation facilities on the town website.</td>
<td>Department of Parks and Recreation, Town of Greenwich IT Department and Commission on Aging.</td>
<td>Track posting on the Town Website of highlights of Age-Friendly Parks and Recreational facilities.</td>
<td>X</td>
</tr>
<tr>
<td><strong>Recommendation #3:</strong> Encourage major organizations in town when they upgrade their facilities to do so with an age and dementia-friendly lens.</td>
<td><strong>Action Item A:</strong> Educate organizations and businesses of the need to consider age and dementia-friendly features when planning or upgrading their facilities.</td>
<td>Commission on Aging, the Greenwich Library, the Bruce Museum and Greenwich Chamber of Commerce.</td>
<td>Track major organizations in town that are upgrading their facilities with an age-friendly lens.</td>
<td>X</td>
</tr>
</tbody>
</table>
## TRANSPORTATION

<table>
<thead>
<tr>
<th>RECOMMENDATION</th>
<th>ACTION ITEMS</th>
<th>PARTNERS</th>
<th>INDICATORS</th>
<th>YEARS</th>
</tr>
</thead>
</table>
| **Recommendation #1:**  
Heighen awareness of existing regular and special transportation services and programs for older adults | **Action Item A:**  
Enhance the visibility of older adult transportation services and programs on the Town of Greenwich website. | Commission on Aging and Town of Greenwich IT Department | Improved visibility on Town of Greenwich website of transportation services and programs for older adults.  
Track ridership in Share-the-Fare, Call-A-Ride, and TAG as an indication of success of heightened awareness Action item A and B | X X X |
|   | **Action Item B:**  
Create a standalone, printable transportation guide for older adults and distribute it to the Department of Human Services, doctor’s offices, the faith-based communities and other relevant organizations. | Commission on Aging, Transportation Subcommittee | Separate guide to older adult transportation services and programs. | X |
| **Recommendation #2:**  
Provide additional materials and resources to assist older adults, their families, and their caregivers to coordinate available transportation. | **Action Item A:**  
Create printable education materials on how to use and coordinate older adult transportation services and programs in our community. | Commission on Aging and Transportation Subcommittee | Creation of the educational material. | X |
|   | **Action Item B:**  
Create a video guide on how to use and coordinate older adult transportation services and programs in our community. | COA and Transportation Subcommittee | Creation of the video guide. | X |
## HOUSING

### Recommendation #1:
Increase the number of affordable older adult housing units within the Town of Greenwich.

<table>
<thead>
<tr>
<th>ACTION ITEM</th>
<th>PARTNERS</th>
<th>INDICATORS</th>
<th>YEARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action Item A: Encourage the development of affordable older adult housing units at Vinci Drive.</td>
<td>Greenwich Housing Authority</td>
<td>Final approval for the project by 2021 with construction beginning 2022.</td>
<td>X X</td>
</tr>
<tr>
<td>Action Item B: Encourage the development of affordable older adult housing units at Booth Place.</td>
<td>Greenwich Housing Authority</td>
<td>Final approval for the project by 2021 with construction beginning 2022.</td>
<td>X X</td>
</tr>
<tr>
<td>Action Item C: Encourage the development of additional older adult housing as part of a plan of development at Quarry Knoll I.</td>
<td>Greenwich Housing Authority</td>
<td>Seeking approval from federal housing authorities for site redevelopment by 2021 followed by approval of plan of redevelopment by 2022.</td>
<td>X X</td>
</tr>
</tbody>
</table>

### Recommendation #2:
Promote changes within the Town’s Planning and Zoning regulations to encourage the development of a variety of different housing options for people to age-in-place within our community.

<table>
<thead>
<tr>
<th>ACTION ITEM</th>
<th>PARTNERS</th>
<th>INDICATORS</th>
<th>YEARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action Item A: Include in the new Plan of Conservation and Development three items that pertain to the housing for older adults. First, the development of more options to allow older adults to age in place. Second, building more affordable housing within the Town. Third, enable development and redevelopment with an age-friendly lens.</td>
<td>Planning and Zoning</td>
<td>Approval of the new Plan of Conservation and Development with the incorporation of these three action items</td>
<td>X</td>
</tr>
<tr>
<td>Action Item B: Enhance the regulatory framework in the Town of Greenwich to promote a variety of different housing options for people to age-in-place within our community.</td>
<td>Planning and Zoning</td>
<td>The Department of Planning and Zoning will seek approval to enhance our current regulatory framework to promote a variety of different housing options for people to age-in-place within our community.</td>
<td>X X</td>
</tr>
<tr>
<td>Action Item C: Provide guidance and assistance to those seeking to build age-friendly housing.</td>
<td>Planning and Zoning</td>
<td>The Department of Planning and Zoning will provide materials and resources to guide developers seeking to build age-friendly housing within the Town.</td>
<td>X</td>
</tr>
</tbody>
</table>
## Social Participation and Inclusion, Respect and Employment

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Action Items</th>
<th>Partners</th>
<th>Indicators</th>
<th>Years</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recommendation #1:</strong> Increase efforts and broaden the dissemination of information about social and civic activities and events as well as volunteer and employment opportunities within the Town.</td>
<td><strong>Action Item A:</strong> Increase efforts and broaden the dissemination of information about social and civic activities and events as well as volunteer and employment opportunities within the Town.</td>
<td>Town IT Department, Commission on Aging and Utilize Senior Energy</td>
<td>Increase and use Town website features such as News Flash in 2020. Look into the use of a Volunteer or Job Board feature in the Civic Plus platform by 2022.</td>
<td>2020</td>
</tr>
<tr>
<td><strong>Action Item B:</strong> Create or identify a new platform external to the Town of Greenwich website to enhance communication about age relevant events throughout the town.</td>
<td>Commission on Aging</td>
<td>Plan or identify a new platform for communication by 2021. Go “live” with a new platform by 2022.</td>
<td>2021</td>
<td>2022</td>
</tr>
<tr>
<td><strong>Recommendation #2:</strong> Develop and promote diverse and inclusive programs for older adults, their families, businesses and related service organizations.</td>
<td><strong>Action Item A:</strong> Develop and offer diverse and inclusive programs for older adults and their families.</td>
<td>Greenwich Library, Bruce Museum, Commission on Aging, At-Home in Greenwich and the Greenwich Chamber of Commerce.</td>
<td>Track number of programs developed and offered</td>
<td>2020</td>
</tr>
<tr>
<td><strong>Action Item B:</strong> Promote and increase participation in programing for minority older adults and their families.</td>
<td>Bruce Museum, Commission on Aging, and At-Home in Greenwich.</td>
<td>Track number of programs that are offered which are targeted towards minority older adults and their family members.</td>
<td>2020</td>
<td>2021</td>
</tr>
<tr>
<td><strong>Recommendation #3:</strong> Develop and promote intergenerational programs.</td>
<td><strong>Action Item A:</strong> Offer intergenerational technology support programs.</td>
<td>Greenwich Library and the Commission on Aging</td>
<td>Track number of intergenerational technology support programs being offered.</td>
<td>2020</td>
</tr>
<tr>
<td><strong>Action Item B:</strong> Develop and offer additional intergenerational programs and volunteer opportunities.</td>
<td>Retired Men’s Association of Greenwich, Junior League of Greenwich, Commission on Aging and various Greenwich schools</td>
<td>Track number of intergenerational programs that are developed and offered.</td>
<td>2021</td>
<td>2022</td>
</tr>
</tbody>
</table>
**Recommendation #1:** Increase awareness of events and information for older adults.

**Action Item A:** Better utilize the Town of Greenwich Website for Commission on Aging and Senior Center events and information.

<table>
<thead>
<tr>
<th>PARTNERS</th>
<th>INDICATORS</th>
<th>YEARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Town of Greenwich IT Department and the Commission on Aging</td>
<td>1. Increase use of Town website features such as News Flash, anchor links for the Resource Guide Directory, a “did you know” or FAQ section and the creation of an editorial calendar.</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>2. Increasing the frequency of posting age relevant content, events and information in 2021 and 2022.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Investigate the use of a Volunteer or Job Board feature of the Civic Plus platform by 2022.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Create a tracking mechanism for features and pages in 2021.</td>
<td></td>
</tr>
</tbody>
</table>

**Action Item B:** Create or identify a new platform external to the Town of Greenwich Website to enhance awareness of age relevant events and information throughout the town.

<table>
<thead>
<tr>
<th>PARTNERS</th>
<th>INDICATORS</th>
<th>YEARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commission on Aging</td>
<td>Plan or identify a new platform by 2021. Go live with a new platform to enhance communication by 2022 with a mechanism to track utilization.</td>
<td>X</td>
</tr>
</tbody>
</table>

**Recommendation #2:** Create an Age and Dementia-Friendly Greenwich page on the Town of Greenwich Website.

**Action Item A:** Establish a separate Age and Dementia-Friendly Greenwich Page on Town Website. Post survey results and Action Plan.

<table>
<thead>
<tr>
<th>PARTNERS</th>
<th>INDICATORS</th>
<th>YEARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Town of Greenwich IT Department and the Commission on Aging</td>
<td>Separate Age and Dementia-Friendly Greenwich Page on Town website include survey results and action plan posted by 2020.</td>
<td>X</td>
</tr>
</tbody>
</table>

**Action Item B:** Keep the public updated on action plan progress.

<table>
<thead>
<tr>
<th>PARTNERS</th>
<th>INDICATORS</th>
<th>YEARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commission on Aging</td>
<td>Action plan progress updated regularly on Age and Dementia-Friendly Greenwich page on Town website</td>
<td>X</td>
</tr>
</tbody>
</table>

**Recommendation #3:** Create pocket guides for navigating aging information, services and resources.

**Action Item A:** Create pocket guides on health care and information for older adults and caregivers.

<table>
<thead>
<tr>
<th>PARTNERS</th>
<th>INDICATORS</th>
<th>YEARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commission on Aging, Greenwich Department of Health, Greenwich Department of Human Services, Greenwich Hospital, other Town Departments and community groups</td>
<td>Production of the pocket guides.</td>
<td></td>
</tr>
</tbody>
</table>

**Action Item B:** Create pocket guides on Town website regarding resources for older adults and caregivers.

<table>
<thead>
<tr>
<th>PARTNERS</th>
<th>INDICATORS</th>
<th>YEARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commission on Aging, Greenwich Department of Parks and Recreation, other town departments and community groups</td>
<td>Production of the pocket guides</td>
<td></td>
</tr>
<tr>
<td>Recommendation</td>
<td>Action Items</td>
<td>Partners</td>
</tr>
<tr>
<td>----------------</td>
<td>------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Recommendation #1: Heighten the awareness of existing health and wellness programs and resources and encourage the development of new programs.</td>
<td><strong>Action Item A:</strong> Cross promote existing health and wellness programs and resources among agencies and organizations across all community sectors. <strong>Action Item B:</strong> Encourage and promote new health and wellness programs in the community geared towards older adults on fitness, healthy eating, physical health, mental health, etc.…</td>
<td>Commission on Aging, Greenwich Hospital, Greenwich Library, Department of Parks and Recreation, Department of Health, Department of Human Services, YMCA, the YWCA and other Town Departments and community groups.</td>
</tr>
<tr>
<td>Recommendation #2: Raise awareness about health insurance options for senior care, and financial options for senior health as well as long-term care needs.</td>
<td><strong>Action Item A:</strong> Increase educational initiative on Medicare, Medicaid, senior care options, and financial options for senior health and long-term care needs.</td>
<td>Commission on Aging, SWCAA, and the Senior Provider Network</td>
</tr>
<tr>
<td>Recommendation #3: Increase awareness of community health services.</td>
<td><strong>Action Item B:</strong> Create a mini guide to community health services.</td>
<td>Commission on Aging, Department of Health and Department of Human Services</td>
</tr>
</tbody>
</table>
**Recommendation #1:** Heighten awareness about dementia throughout the community to reduce stigmatization, increase understanding and promote social interaction with individuals with dementia and their caregivers.

| Action Item A: Offer Dementia Friends training sessions for a variety of community sectors. | River House, Commission on Aging, Alzheimer’s Association and other community groups. | Track the number of Dementia-Friendly training sessions offered each year in different community sectors. | X | X | X |
|---|---|---|---|
| **Action Item B:** Work with health care providers to understand the importance of a proper and timely diagnosis of dementia. | Commission on Aging, River House, Alzheimer’s Association and other community groups. | Track number and attendance at meetings and seminars with health care providers to discuss this issue. | | X |
| **Action Item C:** Work with all sub-committees of the Greenwich Age and Dementia-Friendly Advisory Board to make sure that all action items across all domains incorporate a Dementia-friendly lens upon implementation. | Dementia Subcommittee on the Advisory Board | Tracking Dementia component to all Action Plan items. | X | X | X |

**Recommendation #2:** Create a variety of Dementia-Friendly environments that are welcoming to individuals with dementia, their families, and their caregivers.

<table>
<thead>
<tr>
<th>Action Item A: Encourage Age and Dementia-Friendly Businesses and Organizations.</th>
<th>Commission on Aging, River House, the Chamber of Commerce and Alzheimer’s Association</th>
<th>Measuring the number of local businesses that receive age and Dementia-Friendly training.</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Action Item B:</strong> Encourage Age and Dementia-Friendly public spaces.</td>
<td>Commission on Aging, River House, Department of Public Works, and the Department of Parks and Recreation and Dementia subcommittee.</td>
<td>Identifying and quantifying public spaces that have age and Dementia-Friendly features.</td>
<td>X</td>
</tr>
</tbody>
</table>

**Recommendation #3:** Create and promote dementia caregiver support groups and classes.

| Action Item A: Enhance and further promote the existing Caregiver Circle programing and network. | River House and the Commission on Aging | Measure attendance at Caregiver Circle events. | X | X | X |
|---|---|---|---|
| **Action Item B:** Encourage, promote, and support new family and caregiver support initiatives for individuals with dementia. | River House, and the Commission on Aging | Measure the number of new initiatives started in this area. | X | X | X |
Appendix B: Keywords

The World Health Organization (WHO): The World Health Organization is a specialized agency of the United Nations established to promote public health globally. The WHO is responsible for orchestrating the international Age-Friendly Initiative.

AARP: AARP is an American organization dedicated to assisting people as they age. The AARP is also in charge of carrying out the World Health Organization’s Age-Friendly Initiative in the United States.

Dementia Friendly America: Dementia Friendly America is a national network of dementia-friendly communities.

Baby Boomer Generation: Those born from 1946:1964.20

Life Expectancy at Birth: The average number of years an infant would live if there were no changes in the mortality rate.21

2017 American Community Survey 5-Year Estimates: The American Community Survey is a continuous survey by the United States Census which is used to determine how federal and state funds are distributed each year.

Dementia Aware: A population which is “dementia aware” understands what dementia is, when one may have it, and is prepared to deal with that person in a friendly way.

Dementia Friendly Communities Toolkit: A group of resources provided by the Dementia Friendly America initiative to guide communities in their research and action.

---

20 Duffin, “Resident population,” chart.
Appendix C: Bibliography


Appendix D: Special Thanks

**Partners**
- Alzheimer’s Association of CT
- At Home in Greenwich
- Bruce Museum
- Call-a-Ride
- Columbia University Mailman School of Public Health
- Community Centers, Inc.
- Community Volunteers
- Dementia Friendly America
- Friends of the Greenwich Senior Center
- Greenwich Board of Education
- Greenwich Chamber of Commerce
- Greenwich Chaplaincy
- Greenwich Commission on Aging
- Greenwich Communities
- Greenwich Department of Health
- Greenwich Department of Human Services
- Greenwich Department of Parks and Recreation
- Greenwich Department of Planning and Zoning
- Greenwich Department of Public Works
- Greenwich Hospital
- Greenwich Main Library
  (Byram Schubert, Cos Cob and Perot Memorial)
- Greenwich Office of the First Selectman
- Greenwich Senior Center
- Greenwich Senior Providers Network
- Greenwich United Way
- Greenwich YMCA
- Greenwich YWCA
- Jewish Family Services of Greenwich
- Junior League of Greenwich
- LiveWell CT
- Neighbor to Neighbor
- Retired Men’s Association of Greenwich
- River House Adult Day Center
- Southwestern CT Agency on Aging
- Summer Volunteer – David Katz
- Meals on Wheels of Greenwich
- The Nathaniel Witherell
- The World Health Organization
- Utilize Senior Energy

**Age Friendly Greenwich Advisory Board**
- Lori Contadino
  *Director*
  Commission on Aging
  Advisory Board Co-Chair
- Steven Katz
  *Vice-Chairman*
  Commission on Aging
  Advisory Board Co-Chair
- Caroline Baisley
  *Director*
  Greenwich Department of Health
- Carol Burns
  *Community Representative*
- Kathy Carley-Spanier
  *Director*
  Community Health Greenwich Hospital
- Mary & Jack Cuff
  *Community Representatives – Dementia*
- Katie DeLuca
  *Director of Planning and Zoning*
  Town of Greenwich
- Alan Gunzberg
  *Chairman*
  First Selectman’s Advisory Committee
  for People with Disabilities
- Lise Jameson
  *Executive Director*
  At Home in Greenwich
- Anthony Johnson
  *Executive Director*
  Greenwich Communities
- Shanon Jordan
  *Regional Director*
  Alzheimer’s Association of CT
- Mary Lee Kiernan
  *President and CEO*
  YWCA of Greenwich
- Tom Klein
  *Director*
  Town of Greenwich
  Information Technology
Appendix D: Special Thanks / Leadership

Jenny Larkin  
*Community Representative*  

Patrick LaRow  
*Assistant Town Planner*  
Town of Greenwich  

Cameron Martin  
*Digital Content Editor*  
Town of Greenwich IT  

Marcia O’Kane  
*CEO*  
Greenwich Chamber of Commerce  

Barbara Ormerod-Glynn  
*Executive Director*  
Greenwich Library  

Dr. Donna Phanumas  
*OPD Physician*  
Greenwich Hospital  

Lavelle Shields  
*Executive Director*  
Call-A-Ride  

Joseph Siciliano  
*Director*  
Town of Greenwich Parks and Recreation  

Amy Siebert  
*Commissioner*  
Greenwich Department of Public Works  

Donna Spellman  
*Executive Director*  
River House Adult Day Center  

John Toner  
*Selectman*  
Town of Greenwich  

Deborah C. Travers  
*Director of Family Health*  
Greenwich Department of Health  

Debbie Vetromile  
*Director*  
Transportation Association of Greenwich (TAG)  

**Greenwich Commission on Aging**  
Patricia Burns  
*Chair*  

Steve Katz  
*Vice Chair*  

James Dougherty  
*Secretary*  

Frances "Kip" Burgweger  
Carol Burns  
Anne Marie Hynes  
Ellen Wolfson, MD  

Lori Contadino  
*Director*  

Maria Higbie  
*Customer Service Representative*  

Laurette Helmrich  
*Senior Center Administrator*  
Greenwich Senior Center  

Lynn Mason  
*Senior Center Program Specialist*  

Deana Salerno  
*ASA I*  

**Friends of the Greenwich Senior Center**  
Albert Kestnbaum  
*President*  

Patricia Burns  
*VP Fundraising*  

James Dougherty  
*Treasurer*  

Stuart Adelberg  
Roberta Kestnbaum  
James Marmon  
Leah Marmon  
Rabia Mathai  

**2021 Age Friendly Greenwich Advisory Board**  
Lori Contadino  
*Director*  
Commission on Aging  
Advisory Board Co-Chair  

Steven Katz  
*Vice-Chairman*  
Commission on Aging  
Advisory Board Co-Chair  

Caroline Baisley  
*Director*  
Greenwich Department of Health  

Carol Burns  
*Community Representative*  

Kathy Carley-Spanier  
*Director*  
Community Health Greenwich Hospital  

Mary & Jack Cuff  
*Community Representatives – Dementia*  

Katie DeLuca  
*Director of Planning and Zoning*  
Town of Greenwich  

Alan Gunzberg  
*Chairman*  
First Selectman’s Advisory Committee for People with Disabilities  

Lise Jameson  
*Executive Director*  
At Home in Greenwich  

Anthony Johnson  
*Executive Director*  
Greenwich Communities  

Shanon Jordan  
*Regional Director*  
Alzheimer’s Association of CT
Leadership

Mary Lee Kiernan
President and CEO
YWCA of Greenwich

Tom Klein
Director
Town of Greenwich
Information Technology

Jenny Larkin
Community Representative

Patrick LaRow
Assistant Town Planner
Town of Greenwich

Cameron Martin
Digital Content Editor
Town of Greenwich IT

John Mastronardi
Executive Director
The Nathaniel Witherell

Demetria Nelson
Commissioner
Greenwich Department of Human Services

Marcia O’Kane
CEO
Greenwich Chamber of Commerce

Barbara Ormerod-Glynn
Executive Director
Greenwich Library

Dr. Donna Phanumas
OPD Physician
Greenwich Hospital

Lauren Rabin
Selectwoman
Town of Greenwich

Lavelle Shields
Executive Director
Call-A-Ride

Joseph Siciliano
Director
Town of Greenwich Parks and Recreation

Amy Siebert
Commissioner
Greenwich Department of Public Works

Donna Spellman
Executive Director
River House Adult Day Center

John Toner
Community Representative

Deborah C. Travers
Director of Family Health
Greenwich Department of Health

Debbie Vetromile
Director
Transportation Association of Greenwich (TAG)
Alzheimer’s Association of CT
Greenwich Chaplaincy

Greenwich Board of Selectmen
Fred Camillo
Jill Oberlander
Lauren Rabin

Greenwich Commission on Aging
Patricia Burns
Chair
Steve Katz
Vice Chair
James Dougherty
Secretary
Frances “Kip” Burgweger
Carol Burns
Anne Marie Hynes
Ellen Wolfson, MD
Lori Contadino
Director
Maria Higbie
Customer Service Representative

Greenwich Senior Center
Laurette Helmrich
Senior Center Administrator
Lynn Mason
Senior Center Program Specialist
Deana Salerno
ASA I

2021 Friends of Greenwich Senior Center
Patricia Burns
President
Jim Dougherty
Secretary/Treasurer
Stuart Adelberg
Alessandra Messineo Long
Penny Lore
Amy Mooney
Mimi Santry