

# AGE & DEMENTIA FRIENDLY GREENWICH

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## 2020 YEAR 1 ACTION PLAN REPORT



# 2020 Action Plan Evaluation

This report evaluates outcomes and illustrates progress achieved by the Town of Greenwich in implementing Year 1 of the Age & Dementia Friendly Greenwich three-year action plan (2020 – 2022).

In January 2020, the Age & Dementia Friendly Greenwich Advisory Board developed and launched a comprehensive strategy for executing action plan recommendations across seven critical domains. Task Groups representing each area of focus were established, and a tactical approach for operationalizing goals and measuring results was developed. A color-coded legend was created for summarizing and communicating the status of each action item in an organized and efficient manner. This standardized color classification enables an *"at-a-glance"* accounting of initiatives and accomplishments across all domains.

2020 Year 1 accomplishments are the result of a multisector collaboration with public, private and nonprofit organizations, key stakeholders and community members working in partnership to make the Town of Greenwich an Age & Dementia Friendly community.

# The impact of COVID-19

The COVID-19 pandemic has impacted every person and every community in every conceivable way. In spite of the unprecedented challenges the pandemic has presented, the Age & Dementia Friendly Greenwich initiative has sustained strong support, has achieved extraordinary success and has remained relevant to our community. This global, public health crisis required us to prioritize, strategize and pivot operations to focus on areas of critical need. Even though we were unable to complete all Year 1 action items as originally designed, the accomplishments over the past year are notable. Several unforeseen new age-friendly initiatives resulted in a wealth of unanticipated, yet positive outcomes.

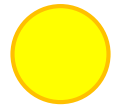
The Town of Greenwich will continue to support all residents and sectors of our community through the COVID-19 health crisis, while simultaneously remaining steadfast in our commitment to the importance and relevance of the Age & Dementia Friendly endeavor.

# LEGEND



GREEN

Accomplished 2020 goal



YELLOW







Started and stopped due to COVID-19





RED

Moved to another year




# OUTDOOR SPACES & BUILDINGS

RECOMMENDATION	ACTION ITEMS	PARTNERS	INDICATORS	2020	2021	2022
Recommendation #1: Maintain and develop outdoor public spaces, public buildings, and sidewalks with an age-friendly lens.	Action Item A: 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.	Commission on Aging, Department of Public Works and Department of Parks and Recreation.	1. The completion of different areas of the Greenwich Senior Center with age-friendly design and features in 2020, 2021 and 2022.		X	X
			2. Designing the new Eastern Greenwich Civic Center with age-friendly features in 2020 and 2021.		X	X
			3. Designing the ice skating rink with age-friendly features in 2022.		X	X
	Action Item B: 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.	Department of Parks and Recreation and the Department of Public Works.	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.			
			2. The promotion of the Parks and Recreation bench donation program in 2020, 2021 and 2022.		X	X
			3. The assessment of the condition and upgrade of several Greenwich sidewalks including Greenwich Avenue as funds permit in 2020, 2021 and 2022.		X	X

# OUTDOOR SPACES & BUILDINGS

RECOMMENDATION	ACTION ITEMS	PARTNERS	INDICATORS	2020	2021	2022
Recommendation #2: Provide additional resources to assist older adults and their families to identify age-friendly outdoor spaces and buildings within the town.	Action Item A: Creation of a Park and Recreation Age-Friendly mini-guide and map.	Department of Parks and Recreation and the Commission on Aging	Track posting on the Town Website of highlights of Age-Friendly Parks and Recreational facilities.			X
	Action Item B: Highlight age-friendly Parks and Recreation facilities on the town website.	Department of Parks and Recreation, Town of Greenwich IT Department and Commission on Aging.	Track posting on the Town Website of highlights of Age-Friendly Parks and Recreational facilities.		X	X
Recommendation #3: Encourage major organizations in town when they upgrade their facilities to do so with an age and dementia-friendly lens.	Action Item A: Educate organizations and businesses of the need to consider age and dementia-friendly features when planning or upgrading their facilities.	Commission on Aging, the Greenwich Library, the Bruce Museum and Greenwich Chamber of Commerce.	Track major organizations in town that are upgrading their facilities with an age-friendly lens.		X	X

# TRANSPORTATION


RECOMMENDATION	ACTION ITEMS	PARTNERS	INDICATORS	2020	2021	2022
Recommendation #1: Heighten 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	1. Improved visibility on Town of Greenwich website of transportation services and programs for older adults.		X	X
			2. 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
	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 and 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	Commission on Aging and Transportation Subcommittee		X	
	Action Item B: Create a video guide on how to use and coordinate older adult transportation services and programs in our community.	Commission on Aging and Transportation Subcommittee	Creation of the video guide.			X

# HOUSING





RECOMMENDATION	ACTION ITEMS	PARTNERS	INDICATORS	2020	2021	2022
Recommendation #1: Increase the number of affordable older adult housing units within the Town of Greenwich.	Action Item A: Encourage the development of affordable older adult housing units at Vinci Drive.	Greenwich Communities (formerly Greenwich Housing Authority)	Final approval for the project by 2021 with construction beginning 2022.		X	X
	Action Item B: Encourage the development of affordable older adult housing units at Booth Place.	Greenwich Communities	Final approval for the project by 2021 with construction beginning 2022.		X	X
	Action Item C: Encourage the development of additional older adult housing as part of a plan of development at Quarry Knoll I.	Greenwich Communities	Seeking approval from federal housing authorities for site redevelopment by 2021 followed by approval of plan of redevelopment by 2022.		X	X



# HOUSING

RECOMMENDATION	ACTION ITEMS	PARTNERS	INDICATORS	2020	2021	2022
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.	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.	Planning and Zoning	Approval of the new Plan of Conservation and Development with the incorporation of these three action items			
	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.	Planning and Zoning	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.		X	X
	Action Item C: Provide guidance and assistance to those seeking to build age-friendly housing.	Planning and Zoning	The Department of Planning and Zoning will provide materials and resources to guide developers seeking to build age-friendly housing within the Town.			X

# SOCIAL PARTICIPATION AND INCLUSION, RESPECT & EMPLOYMENT

RECOMMENDATION	ACTION ITEMS	PARTNERS	INDICATORS	2020	2021	2022
Recommendation #1: 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.	Action Item A: Better utilize the features of the Town of Greenwich website to disseminate information.	Town IT Department, Commission on Aging and Utilize Senior Energy	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.		X	X
	Action Item B: Create or identify a new platform external to the Town of Greenwich website to enhance communication about age relevant events throughout the town.	Commission on Aging	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.		X  X	X  X
Recommendation #2: Develop and promote diverse and inclusive programs for older adults, their families, businesses and related service organizations.	Action Item A: Develop and offer diverse and inclusive programs for older adults and their families.	Greenwich Library, Bruce Museum, Commission on Aging, At-Home in Greenwich and the Greenwich Chamber of Commerce.	Track number of programs developed and offered		X	X
	Action Item B: Promote and increase participation in programming for minority older adults and their families.	Bruce Museum, Commission on Aging, and At-Home in Greenwich.	Bruce Museum, Commission on Aging, and At-Home in Greenwich.		X	X

# SOCIAL PARTICIPATION AND INCLUSION, RESPECT & EMPLOYMENT



RECOMMENDATION	ACTION ITEMS	PARTNERS	INDICATORS	2020	2021	2022
Recommendation #3: Develop and promote intergenerational programs.	Action Item A: Offer intergenerational technology support programs.	Greenwich Library and the Commission on Aging	Track number of intergenerational technology support programs being offered.	 1 year ahead of schedule*	X	X
	Action Item B: Develop and offer additional intergenerational programs and volunteer opportunities.	Retired Men's Association of Greenwich, Junior League of Greenwich, Commission on Aging and various Greenwich schools	Track number of intergenerational programs that are developed and offered.	 1 year ahead of schedule**	X	X

**\*Bridging-the-Generations:** Intergenerational Program matching High School Students (Greenwich High School, Brunswick School and Greenwich Country Day School) with older adults for weekly telephone, facetime or zoom chats.

**\*Tech-Time:** Intergenerational Program matching Greenwich Country Day School students with older adults to learn how to connect via Zoom and assist in troubleshooting "other" technology related challenges.



**\*\*Food Insecurity:** Greenwich Country Day School students volunteered to assist with the assembly, distribution and delivery of weekly groceries to 252 community dwelling older adults.

# COMMUNICATION AND INFORMATION

RECOMMENDATION	ACTION ITEMS	PARTNERS	INDICATORS	2020	2021	2022
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.	Town of Greenwich IT Department and the Commission on Aging	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.	 Town-wide targeted telephone outreach to older adults*	X	X
			2. Increasing the frequency of posting age relevant content, events and information in 2021 and 2022.		X	X
			3. Investigate the use of a Volunteer or Job Board feature of the Civic Plus platform by 2022.			X
			4. Create a tracking mechanism for features and pages in 2021.		X	
	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.	Commission on Aging	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.		X	X

\*Hello Neighbor Program: Created and implemented large-scale targeted telephone outreach campaign to 3,300 households in the Town of Greenwich of residents 75+ (May 1 – June 30, 2020). Recruited and trained 110 volunteers (elected RTM District Leaders and professionals from Commission on Aging network.) Volunteers maintained call logs and submitted completed call rosters to the Commission on Aging for review and follow-up.





# COMMUNICATION AND INFORMATION

RECOMMENDATION	ACTION ITEMS	PARTNERS	INDICATORS	2020	2021	2022
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.	Town of Greenwich IT Department and the Commission on Aging	Separate Age and Dementia-Friendly Greenwich Page on Town website include survey results and action plan posted by 2020.			
	Action Item B: Keep the public updated on action plan progress.	Commission on Aging	Action Plan progress updated regularly on Age & Dementia Friendly Greenwich page on Town website		X	X
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.	Commission on Aging, Greenwich Department of Health, Greenwich Department of Human Services, Greenwich Hospital, other Town Departments and community groups.	Production of the pocket guides.			X
	Action Item B: Create pocket guides on Town website regarding resources for older adults and caregivers.	Commission on Aging, Greenwich Department of Parks and Recreation, other town departments and community groups	Production of the pocket guides.			X



# COMMUNITY SUPPORT & HEALTH SERVICES

RECOMMENDATION	ACTION ITEMS	PARTNERS	INDICATORS	2020	2021	2022
Recommendation #1: Heighten the awareness of existing health and wellness programs and resources and encourage the development of new programs.	Action Item A: Cross promote existing health and wellness programs and resources among agencies and organizations across all community sectors.	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.	Measure attendance and track increases in attendance in age-related health and wellness programs due to cross promotion.		X	X
	Action Item B: Encourage and promote new health and wellness programs in the community geared towards older adults on fitness, healthy eating, physical health, mental health, etc....	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.	Track the number of new programs being offered in Town in these areas		X	X
Recommendation #2: Raise awareness about health insurance options for senior care, and financial options for senior health as well as long-term care needs.	Action Item A: Increase educational initiative on Medicare, Medicaid, senior care options, and financial options for senior health and long-term care needs.	Commission on Aging, SWCAA, and the Senior Provider Network	Track the number of educational programs being offered in these areas		X	X
Recommendation #3: Increase awareness of community health services.	Action Item B: Create a mini guide to community health services.	Commission on Aging, Department of Health and Department of Human Services	Create a mini guide to community health services.			X

# DEMENTIA

RECOMMENDATION	ACTION ITEMS	PARTNERS	INDICATORS	2020	2021	2022
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
	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 subcommittees 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	Track Dementia component to all Action Plan items.		X	X
Recommendation #2: Create a variety of Dementia-Friendly environments that are welcoming to individuals with dementia, their families, and their caregivers.	Action Item A: Encourage Age and Dementia-Friendly Businesses and Organizations.	Commission on Aging, River House, the Chamber of Commerce and Alzheimer's Association	Measure the number of local businesses that receive age and Dementia-Friendly training.			X
	Action Item B: Encourage Age and Dementia-Friendly public spaces.	Commission on Aging, River House, Department of Public Works, Department of Parks and Recreation and Dementia subcommittee.	Identify and quantify public spaces that have Age and Dementia-Friendly features.		X	X

# DEMENTIA

RECOMMENDATION	ACTION ITEMS	PARTNERS	INDICATORS	2020	2021	2022
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
	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



# AGE & DEMENTIA FRIENDLY GREENWICH ADVISORY BOARD

Caroline Baisley, Greenwich Department of Health

Carol Burns, Community Representative

Kathy Carley-Spanier,, Community Health Greenwich Hospital

Lori Contadino, Greenwich Commission on Aging

Mary & Jack Cuff, Community Representatives – Dementia

Katie DeLuca, Greenwich Planning and Zoning

Alan Gunzberg, First Selectman's Advisory Committee for People with Disabilities

Lise Jameson, At Home in Greenwich

Anthony Johnson, Greenwich Communities

Shanon Jordan, Alzheimer's Association of CT

Steven Katz, Greenwich Commission on Aging Board

Mary Lee Kiernan, YWCA of Greenwich

Tom Klein, Town of Greenwich Information Technology

Jenny Larkin, Community Representative

Patrick LaRow, Greenwich Planning & Zoning

Cameron Martin, Town of Greenwich IT

Marcia O'Kane, Greenwich Chamber of Commerce

Barbara Ormerod-Glynn, Greenwich Library

Dr. Donna Phanumas, Greenwich Hospital

Lavelle Shields, Call-A-Ride

Joseph Siciliano, Greenwich Parks and Recreation

Amy Siebert, Greenwich Department of Public Works

Donna Spellman, River House Adult Day Center

John Toner, Community Representative

Deborah C. Travers, Greenwich Department of Health

Debbie Vetromile, TAG

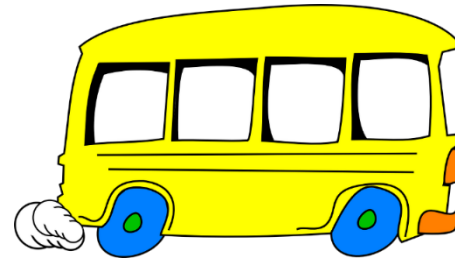
# 2020 DOMAIN TASK GROUPS

## Outdoor Spaces & Buildings



Joseph Siciliano, Co-Chair  
Amy Siebert, Co-Chair  
Alan Gunzberg  
Patrick LaRow  
Suzanne Lio  
Dr. Alan Barry  
Barbara Ormerod-Glynn

## Transportation



Carol Burns, Chair  
Anthony Boskello  
Alan Gunzberg  
Laurette Helmrich  
Lise Jameson  
Gaby Rattner  
Lavelle Shields  
John Toner  
Debbie Vetromile

## Housing



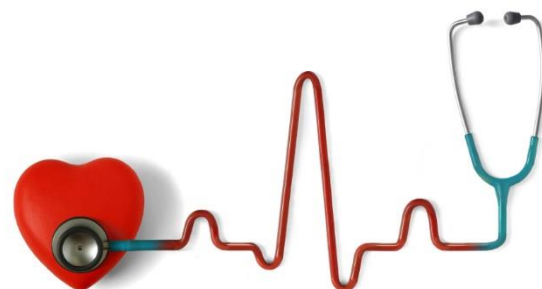
Katie DeLuca, Co-Chair  
Anthony Johnson, Co-Chair  
Patrick LaRow  
John Heagney

## Communication & Information



Cameron Martin, Co-Chair  
Lauren Rabin, Co-Chair  
Jen Behette  
Christine Edwards  
Laurette Helmrich  
Jenny Larkin  
Robert Moore  
Marcia O'Kane  
David Rabin

## Community Support & Health Services



## Dementia




Amy Burckhard, Co-Chair  
Donna Spellman, Co-Chair  
Mary & Jack Cuff  
Heather Gately  
Shanon Jordan  
Roni Lang  
Dr. Donna Phanumas  
Jeanie Ricci  
Maria Scaros

Dr. Alan Barry, Co-Chair  
Kathy Carley-Spanier, Co-Chair  
Caroline Baisley  
Michelle Lee Beltrano  
Margaret Goldberg  
Joel D. Muhlbaum  
Deborah c. Travers

## Social Participation, Respect & Employment



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Michael Amoroso  
Bob Arnold  
Laurette Helmrich  
Mary Lee Kiernan  
Debra A. McLaughlin  
Barbara Ormerod-Glynn  
Michelle Pennino  
Heather Woodbridge  
John Toner




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Selectmen

Fred Camillo  
Jill Oberlander  
Lauren Rabin




Greenwich  
Commission on  
Aging Staff

Lori Contadino, Director  
Maria Higbie, Customer Service Representative  
Laurette Helmrich, Senior Center Administrator  
Lynn Mason, Program Specialist  
Deana Salerno, ASA I



Greenwich  
Commission on  
Aging Board

Patricia Burns Chair  
Steve Katz, Vice Chair  
James Dougherty Secretary  
Frances "Kip" Burgweger  
Carol Burns  
Anne Marie Hynes  
Ellen Wolfson, MD



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Greenwich  
Senior Center

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