

WOOD BUFFALO AGE FRIENDLY WORK PLAN 2021-2024



REGIONAL MUNICIPALITY
OF **WOOD BUFFALO**

Advisory Committee on Aging- RMWB
ACoA@rmwb.ca

Table of Contents

What is an Age-Friendly Community?	2
Who is the Lead?.....	2
Local Priorities.....	2
WHO-Eight Domains Identified as Local priorities.....	3
Needs Assessment Summary	3
Wood Buffalo Older Adults – By the Numbers	4
Our Work Plan.....	4
Work Plan Terms.....	5
Wood Buffalo Age-Friendly Work Plan	6
Implementation Approach.....	15
Implementation Path	15
Wok Plan Implementation structure	16
Progress & Evaluation Framework.....	16



What is an Age-Friendly Community?

Worldwide, governments have recognized the need to make communities more Age-Friendly to the increasing aging population. Population aging and urbanization are two global trends that together comprise major forces shaping the 21st century. Simultaneously, as cities are growing, their share of residents aged 60 years and over is increasing. World Health Organization (WHO) regards active aging as a lifelong process shaped by several factors that, alone and acting together, increase health, participation, and security in older adult life [\[1\]](#).

An Age-Friendly community encourages active aging by optimizing health, participation, and security opportunities to enhance the quality of life as people age. In practical terms, an Age-Friendly community adapts its structures and services to be accessible to and inclusive of older people with varying needs and capacities.

Who is the Lead?

The Advisory Committee on Aging (ACoA) is taking a strong role in shaping an Age-Friendly Wood Buffalo Region. The ACoA recommended that an Age-Friendly Needs Assessment be undertaken by the Regional Municipality of Wood Buffalo (RMWB) in 2017 to help assess and identify gaps, needs, and standards to meet an Age-Friendly Community. The assessment was completed by the RMWB through a consultant and was guided by the eight domains of WHO Age-Friendly Communities (WHO 2007). ACoA will work with the RMWB to advise and monitor the Work Plan's implementation progress. ACoA will provide an annual update to Council and the community regarding the progress, next steps and re-assessment.

The 2018-2021 Municipal Strategic Plan priority #1 (strategy and initiative #1f) supports the adoption of practices of aging with dignity and to track the implementation of the guidelines set out by the World Health Organization Age-Friendly Cities designation. The Regional Municipality of Wood Buffalo-Culture and Social Development (RMWB-CSD) will take on the leadership role to support, monitor and implement the Age-Friendly Work Plan. The RMWB will provide a quarterly progress report to the ACoA.

RMWB-CSD will engage and coordinate with strategic and community partners, support the implementation of Work Plan, and coordinate the development of a shared progress and evaluation process. With the advice of the ACoA, RMWB-CSD will further the Wood Buffalo Age-Friendly recognition application process from the Government of Alberta and the World Health Organization. Lastly, strategic partners and Community stakeholders are agencies/ organizations with expertise in delivering Older Adults ' services and have a key role in implementing the proposed actions.

Local Priorities

"We don't have access to home care in rural areas. A public nurse will come to visit, but we cannot access services that will allow us to stay in our homes."

Age-Friendly Needs assessment-RMWB (2017)

The Age-Friendly assessment identified needs and gaps based on the eight domains within the World Health Organization's Global Age-Friendly Cities framework. Based on the input received from community

stakeholders and public working groups, the WHO's eight domains were refined in terms of local priorities. Residents, community stakeholders, and the ACoA have a keen interest in ensuring older people are able to age and live in Wood Buffalo and have supportive policies, services, and programs that are required to enable them to do so.

WHO-Eight Domains Identified as Local priorities



Needs Assessment Summary

Overall, the Age-Friendliness of the Wood Buffalo region showed several trends, needs, and gaps. Many of these needs/gaps were particularly highlighted in the rural communities, although some of them are also prevalent region wide:

- Streets and sidewalks accessibility
- Public washrooms not generally available, especially in outdoor spaces
- Rural areas have fewer transportation options and little information on existing options
- Older adults' housing availability issues and homecare services
- Less accessibility of information about events and activities
- There are few activities offered to older people and people with disabilities
- Challenges with social participation due to lack of transportation options and accessibility issues
- Need for more social inclusivity and respect opportunities
- More civic engagement and employment opportunities
- Need to amplify communication and information media

Wood Buffalo Older Adults – By the Numbers

In 1971, Older Adults accounted for 8% of Canada's population. By 2036, that number will rise to 25%. (*Age-Friendly Communication: Facts, Tips and Ideas, Public Health Agency of Canada, 2010*). Wood Buffalo population distribution has steadily increased from 16.3% since 2012 to 17% in 2018 among the 50-59 age group. This progression indicates a future increase in the population of Older Adults 65 years and above. Since 2012, the Older Adults' population increased by 1.2% to 3%. According to the 2018 Municipal Census^[2], 11.6% of the Older Adults' population live the rural communities, it is widely acknowledged that a community that addresses its senior population's needs is a community that is friendlier to all ages (WHO 2007).

Our Work Plan

The Age-Friendly Wood Buffalo Work Plan highlights the ACoA's vision of aging with dignity in Wood Buffalo. It highlights goals, proposed actions, strategic partners, and community stakeholders for each identified local priority, implementation approach, the implementation structure, and the progress and evaluation framework.

Due to the broad scope and complexity of gaps and community needs identified, the Work Plan focuses on high-priority areas of needs in the region. This plan will require collaborative efforts between the Regional Municipality of Wood Buffalo (RMWB), community stakeholders, associations, community groups, and other government levels. The timeline of actions may be short-term (up to two years), medium or long-term (within the initial three-year implementation cycle, or more than three years).

It should be noted that the actions are preliminary and require refinement through additional dialogue with broader groups of both internal and external stakeholders during the implementation phase. Subsequently, the implementation plans must be developed to ensure the actions are robust and measurable. Potentially more actions could be identified in the future to achieve the highlighted goals. This Work Plan highlights short-term goals, medium- and long-term goals, as well as on-going goals, which make it a "living" document and a list of partners and stakeholders highlighted is not exhaustively drawn. There will be opportunities through engagement sessions for more community partners and citizens to be involved in the implementation of this Work Plan.

"When we build for older adults, we are being an inclusive community"

- Community Partner

Work Plan Terms

Strategies: Ways that leaders and partners can act collectively to achieve the identified goal.

Proposed Action (s): Steps that must be taken by strategic partners or community stakeholders or in small collaborative teams. A detailed list of actions and activities will be highlighted in the implementation plan.

Measurement indicators: These are quantifiable measures of progress toward the identified goal.

Strategic Partner (SP): The strategic partner agency or organization will initiate/ facilitate a role in guiding the process of pursuing and achieving proposed actions.

Community Stakeholder (CS): These are agencies or organizations with an interest and/or expertise in delivering services to older adults and can contribute to achieving the Work Plan actions, priorities and goals.

Timeline: This is the implementation period for the identified priority areas, and each action highlighted. The timeline of actions may be short-term (one up to two years), medium (within two to three years), or long-term (within the initial three-year implementation cycle, or more than three years).

Wood Buffalo Age-Friendly Work Plan

Domain#1: Housing				
Priority Area:	Maintenance and Modifications			
Goal:	Home maintenance services and modification services are available and are affordable for Older Adults.			
Strategy	Proposed Action(s)	Measurement indicators	Strategic Partner/Stakeholder (s)	Timeline
Develop programs and services for older adults that aid with costs related to home maintenance, modification, and affordability	Enhance awareness of and access to services and information about programs that provide financial assistance for the cost associated with housing affordability	<ul style="list-style-type: none"> • #of awareness campaigns • Resource guide update • RMWB older adults' webpage updated • #discount/credits programs for older adults 	CS: St. Aidan's SP: RMWB Other Partners TBD	Short-Term
	Explore potential support for home maintenance and modification assistance and volunteer programs	<ul style="list-style-type: none"> • Develop and implement the program • #of volunteers/contractors signed-up • #of older adults served 		Short-Term
	Develop and support a lawn care volunteer-based program for older adults	<ul style="list-style-type: none"> • Develop and implement the program • #of older adults signed up for the program • #of volunteers • #of service hours provided 	SP: RMWB (CSD) CS: St. Aidan's, Other Partners TBD	
Priority Area:	Housing Options			
Goal:	There is a range of Age-Friendly affordable, and accessible housing options for older adults in the region. (Lack of older adults' housing and housing option was most highlighted in the rural communities according to the 2017 Needs Assessment)			
Support the development of Age-Friendly affordable and accessible housing options for older adults in Wood Buffalo	Advocate for sustainable funding for the development of new affordable and accessible older adults housing options (i.e., Older Adults' Housing Master Plan)	<ul style="list-style-type: none"> • Letter of advocacy submitted to the Minister from the Mayor and Council • #Acres of land acquired • Older Adults Housing Master Plan Developed • #of grants secured • #of affordable housing units available for Older Adults 	SP: WBHDC & RMWB Other Partners TBD	Long-term

		<ul style="list-style-type: none"> • #of older adults appropriately housed 		
	Promote and advertise available housing options, both digital and in print	<ul style="list-style-type: none"> • #of in-person sessions, open houses, workshops, or forums 	SP: St. Aidan's	Short-Term
	Continuous collaboration with AHS with Willow Square facility to ensure that local needs are prioritized when placing clients	#older adults appropriately housed	SP: AHS CS: WHBDC, ACoA, Other Partners TBD	Short-Term

Domain#2: Transportation**Priority Area:** Health and Assisted Transportation Services

Goal: Accessible, safe, and affordable transportation services are available for older adults in the region.

Strategy	Proposed Action(s)	Measurement indicators	Strategic Partner/Stakeholder (s)	Timeline
Develop and implement transportation strategies that are responsive to senior's transportation needs	SMART Bus curb to curb, priority "pick-up" and "drop-off" services to older adults and those with mobility differences	<ul style="list-style-type: none"> • #SMART Bus monthly data • #of Age-Friendly designed businesses • #of senior designate parking 	SP: RMWB (Transit and Public Works, & CSD) CS: St. Aidan's, Other Partners TBD	Short-Term
	Age Friendly training is provided for transportation service providers and partners	<ul style="list-style-type: none"> • #of training sessions • #of training participants 	SP: St. Aidan's	Short-Term

Priority Area: Community Transportation Services

Goal: Community transport services are available and affordable for Older Adults .

Ensure affordable, safe, and accessible community and alternative	Develop a continuum of affordable community transportation services	<ul style="list-style-type: none"> • #of volunteer program drivers • #of older adults' alternative transportation services available 	CS: St. Aidan's CS: Other Partners TBD	Long-Term
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transportations services for older adults are available in the community	Facilitate access to and use available information and resources about senior's transportation services	<ul style="list-style-type: none"> • #SMART bus monthly data • SMART bus handbook annual update • Older adults' resource guide updated 	SP: RMWB- (CSD, Transit CS: St. Aidan's, Other Partners TBD	Medium-Term
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Domain#3: Community Supports and Health Services				
Priority Area:	Diversity of Health Services			
Goal:	Older adults have access to a wide range of affordable in-home supports and health services.			
Strategy	Proposed Action(s)	Measurement indicators	Strategic Partner/Stakeholder (s)	Timeline
Ensure that older adults have access to a wide range of services and information about medical professionals and specialists	Promote existing services and provide information to older adults in different formats including language translation	<ul style="list-style-type: none"> • #of new health care services for older adults. • Maintain updated list of accessibility list of existing services 	SP: RMWB (communications, & CSD) CP: AHS, St. Aidan's, Other Partners TBD	Short-Term
	Advocate and lobby for required health services (i.e., specialist services in town)	<ul style="list-style-type: none"> • #of new specialist services available in town 		Medium Term
Promote education and training specific to the needs of older adults, for those providing community support and health services	Support programs that train and prepare older adults, service providers for emergency disaster response	<ul style="list-style-type: none"> • #of Elder care and abuse awareness training sessions • #of Age-Friendly training sessions • #of VPR-Info sessions • #of older adults registered 	SP: RMWB (ESS) CS: St. Aidan's, Other Partners TBD	Short-Term
Priority Area:	In-home support and Community Service Delivery			
Goal:	Older adults are supported to maintain independence.			
Ensure that older Adults in-home and community supports, and services are available, affordable, and are appropriate.	Promote older adults in-home support programs and community services that support older adults with range of and complex needs	<ul style="list-style-type: none"> • #of older adults' healthy and community Services • #Home care visitations & programs in the community • #Check-in and drop-in programs • Meals on wheels programs 	ST: AHS, St. Aidan's, Other Partners TBD	Medium-Term

Ensure older adults are informed and aware of health and wellness activities that promote physical and mental wellbeing.	Promote and advocate for health and wellness initiatives that promote and inform older adults of educational opportunities/programming that allow them to live as independently as possible regardless of living situation	<ul style="list-style-type: none"> • #of health and wellness sessions • Older adults have increased awareness of benefits of healthy living physically and mentally 	AHS St. Aidan's Other Partners TBD	Long Term
Older adults are safe from preventable injury in and around their homes	Support rural communities to develop and coordinate snow helper program	#of communities participating #of older adults supported #of snow helper volunteers	SP: RMWB (CSD, IRR, Communications) CS: Other Partners TBD	Medium-Term
	Collaborate with partners to develop and implement strategies to coordinate in-home safety check	<ul style="list-style-type: none"> • #of fall prevention sessions • #of older adults participating in home fire safety inspection 	SP: RMWB (ESS) CS: Other Partners TBD	Medium-Term

Domain#4: Social Participation				
Priority Area:	Connection and Engagement			
Goal:	Older adults are socially and physically active and are connected to community.			
Strategy	Proposed Action(s)	Measurement indicators	Strategic Partner/Stakeholder(s)	Timeline
There are opportunities for older adults to participate and interact with other people in the community both socially and physically.	Encourage and support community programs that engage older adults to enhance their social connections and mental well-being.	<ul style="list-style-type: none"> • #of programs offering check-in and drop-in services • #of older adults' engagement and social programs • Of older adults accessing services. 	SP: RMWB (ESS) CS: St. Aidan's, Other Partners TBD	Short-Term
	Create and design affordable and accessible community activities and programs that promote physical and social well-being opportunities for older adults	<ul style="list-style-type: none"> • #of senior activities • #community in-person or virtual programs • #of participants 	CS: St. Aidan's Partners TBD	Short-Term

	Continue to consult and engage senior citizens on community initiatives that affect their well-being.	<ul style="list-style-type: none"> • #of community older adults' consultation and engagement sessions 	SP: RWMB (Communication & Engagement) CP: Other partners TBD	
Priority Area:	Affordability and Accessibility			
Goal:	Establish accessible and universal design of programs and facilities as a framework of best practices			
Ensure that information, programs, and facilities are accessible and are affordable for older adults and older adults with disabilities	Continue to support the implementation of barrier-free building design.	<ul style="list-style-type: none"> • Complete a comprehensive accessibility audit • #of barrier-free/accessible and designated parking stalls 	SP: RMWB (CSD, & P&D), ACoA CP: Other partners TBD	Medium-Term
	Develop and promote universal and accessibility design guide.	<ul style="list-style-type: none"> • #of policies supporting universal design • Universal design guide • Promotional practices • #of new buildings adopting the guidelines 		Long-Term

Domain#5: Civic Participation and Employment Opportunities				
Priority Area:	Volunteer Opportunities			
Goal:	Older Adults' skills are valued and respected as volunteers.			
Strategy	Proposed Action(s)	Measurement indicators	Strategic Partner/Stakeholder (s)	Timeline
Ensure there is a range of volunteer opportunities available and supported for older adults to participate.	Raise awareness about the benefit of Older Adults' contribution and participation on boards/committees	<ul style="list-style-type: none"> • #of awareness campaigns • #of older adults volunteer opportunities 	SP: RMWB(CSD) CS: ACoA, Other partners to be identified	Medium-Term
	Continue to support and enhance older adults volunteer appreciation opportunities	<ul style="list-style-type: none"> • #of older adults recognized • #of volunteer recognition events • #of partnership programs 	SP: Other Partners TBD Partner: RMWB (CSD)	Short-Term
Priority Area:	Age-Friendly and Inclusive Workplace			
Goal:	Older Adults' skills are valued and respected as employees.			

Strategy	Proposed Action(s)	Measurement indicators	Strategic Partner/Stakeholder(s)	Timeline
Ensure that older adults' skills and attributes are recognized and appreciated in the community.	Develop and promote an Age-Friendly business recognition program	<ul style="list-style-type: none"> • Age-Friendly Business Recognition program completed • #of businesses participating • #of older adults supported through the program 	CS: ACoA, Other Partners TBD	Long-term
	Collaborate with local businesses to adopt age-friendly business practices	<ul style="list-style-type: none"> • increased Older Adults' priority parking • #of Age-Friendly businesses • #of staff trained 	SP: Other Partners TBD	Long-Term
Priority Area:	Civic Participation			
Goal:	Older Adults are well represented in both public and support organizations, and Older Adults have a voice in the decisions that affect their community.			
Strategy	Proposed Action(s)	Measurement indicators	Strategic Partner/Stakeholder(s)	Timeline
Encourage public and support organizations to engage and involve older adults in the community decisions and initiatives.	Engage and consult older adults on the community development initiatives	<ul style="list-style-type: none"> • #engagement sessions • #of consultation sessions 	SP: RMWB, ACoA CS: Other Partners TBD	Short-Term
	Conduct awareness workshops and Age-Friendly training to public and support organizations	<ul style="list-style-type: none"> • #of sessions conducted • #of organizations • #of participants 	SP: St. Aidan's, Others CS: RMWB (CSD & Communications), TBD	Short-Term
	Promote existing opportunities and increase older adults' representation in both public and support organizations	<ul style="list-style-type: none"> • #of civic engagement opportunities • ACoA By-law amendment 		Short-Term

Domain#6: Respect and Social Inclusion				
Priority Area:	Intergenerational Respect and Interactions			
Goal:	Older adults are valued and are treated with respect.			
Strategy	Proposed Action(s)	Measurement indicators	Strategic Partner/Stakeholder(s)	Timeline
Establish opportunities, and programs that supports intergenerational interactions, mental health and social connection.	Facilitate and promote community wide education and awareness campaign to combat ageism and stereotypes	<ul style="list-style-type: none"> • #of Age-Friendly training sessions • #of participants • #of older adult activities/ events • #of intergenerational Programs and activities • #of specific campaigns 	SP: St. Aidan's, RMWB (CSD) CP: AHS, Other Partners TBD	Medium-Term
	Establish a recognition program for the contributors/champions of older adults' quality of life in Wood Buffalo	<ul style="list-style-type: none"> • #of annual events • #of community contributors/champions • #of older adults' week events 	SP: Other Partners TBD CP: Other Partners TBD	Long-Term
Priority Area:	Social Inclusion			
Goal:	Older adults have access to opportunities to participate and contribute to the community.			
Ensure that community activities, events, programs and facilities are accessible, affordable and are inclusive.	Create and foster cultural, social, and recreational educational programs and activities	<ul style="list-style-type: none"> • #of cultural activities for older adults • #of participating community organizations • #of senior inclusive programs 	CP: St. Aidan's, Other Partners TBD	Short-Term

Domain#7: Communication and Information				
Priority Area:	Accessible Information			
Goal:	Information is accessible, reliable, and available for Older Adults, caregivers, and support providers.			
Strategy	Proposed Action(s)	Measurement indicators	Strategic Partner/Stakeholder(s)	Timeline
Ensure older adults have	Promote and maintain existing information	<ul style="list-style-type: none"> • #of resource guides distributed 	SP: RMWB (CSD & Communications)	Short-Term

access to information, resources, and services available in the community to	media/channels (Such as MAC Calendar, Older Adults' Resources Guide...)	<ul style="list-style-type: none"> • #of media engagement/visits • #languages translated 	CS: St. Aidan's	
	Enhance and continue support of information-sharing network for older adult service providers	<ul style="list-style-type: none"> • active information sharing networks • #of support organizations participating 	SP: St. Aidan's (Interagency Meeting), Other Partners TBD	Short-Term
	Gaps and barriers to COVID-19 information and resources are identified and addressed.	<ul style="list-style-type: none"> • # programs supporting Older Adults with COVID-19 Information • #COVID-19 resources provided to older adults • # of older adults supported 	SPs: St. Aidan's AHS RMWB	Short-Term
Enhance opportunities for digital access, information and technology literacy for older adults	Promote collaboration among community organization to improve technology literacy and ensure that internet and computer services are accessible, affordable and available for older adults	<ul style="list-style-type: none"> • #of technology literacy classes for older adults • #of community organizations with tech literacy classes • #of older adults signed-up and supported 	SP: TBD CS: TBD	Short & Medium-Term
Priority Area:	Widespread Communication			
Goal:	Older Adults have access to information in all desirable formats of communication.			
Ensure that information is available in a variety of formats and in contexts that are inclusive of older adults' interests and it is easily accessible.	Use Age-Friendly formatting and designing practices for website information and other publications.	<ul style="list-style-type: none"> • Update older adults web page • easy access tab for older adult resources 	SP: RMWB(Communications) CS: Other Partners TBD	Short-Time
	Support and provide alternative accessible communication and information sharing (i.e., Closed Captioning Service, Sign Language and Interpretation Services)	<ul style="list-style-type: none"> • Closed Captioning Services available for Council meetings and other municipal virtual events. • Sign language and interpretation during council meetings 	SP: RMWB (CDS, Legislative Services & Communications) CS: Other partners TBD	Long-Term

Domain#8: Outdoor Spaces and Buildings				
Priority Area:	Accessible Buildings, Public Restrooms and Rest Areas			
Goal:	Outdoor spaces and community buildings are designed and maintained to be Age-Friendly safe, and accessible.			
Strategy	Proposed Action(s)	Measurement indicators	Strategic Partner/Stakeholder(s)	Timeline
Ensure that public washrooms and rest areas around public spaces, parks, and trails are available.	Support and promote the development of universal and accessibility design	<ul style="list-style-type: none">• universal design guide developed and promoted• #of accessible universal designed facilities, and indoor and outdoor spaces	SP: RMWB (P&D, CSD) Partners: ACoA, Other Partners TBD	Long-Term
	Increase number of accessible rest areas and accessible public restrooms	<ul style="list-style-type: none">• #of age-friendly seat/benches installed in public spaces, parks, and trails• #of accessible restrooms available		Long-Term
Priority Area:	Sidewalks, Parks and Trails			
Goal:	Parks, Pathways, trails are maintained to be safe, clear, and are accessible.			
Ensure that sidewalks, parks, and trails in most or all areas of the community are well-maintained and are accessible	Follow the Age-Friendly standards and universal design practices repairing and installing curb cuts, sidewalks and designing outdoor spaces	<ul style="list-style-type: none">• #of new curb cuts completed• #of repaired and maintained sidewalks and trails• Barrier free designed outdoor spaces	SP: RMWB (Public works, Parks)	Short-Term
	Support rural communities to develop, adopt and coordinate Snow Angle Program in their communities	<ul style="list-style-type: none">• #of snow angel volunteers• Communities signed up for the Snow Angel Program• #of older adults served	SP: RMWB (CSD)	Medium-Term

Implementation Approach

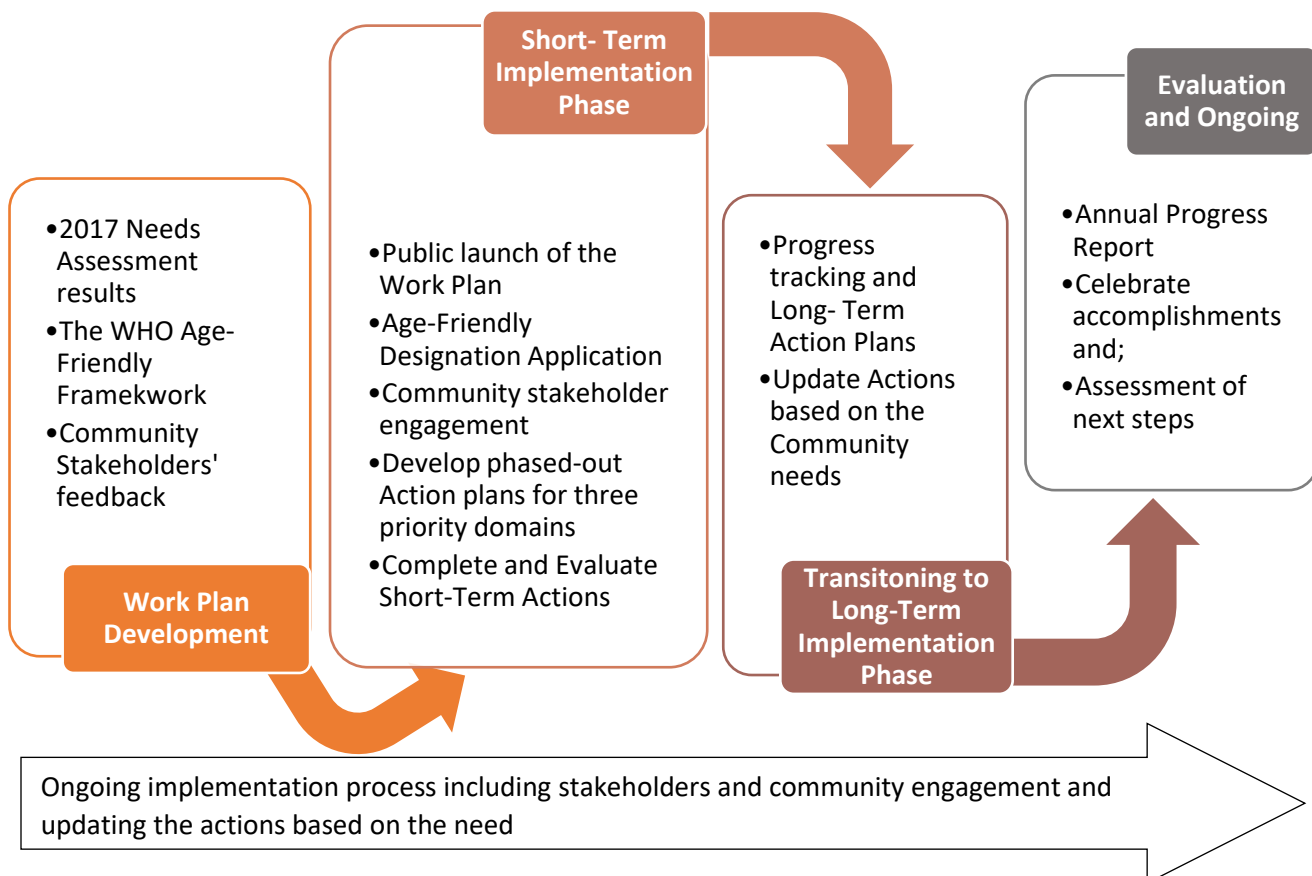
This Work Plan identifies strategies and measurement indicators for each goal and a series of actions to achieve those goals. This Plan requires collaborative efforts from both internal and external stakeholders to assist in carrying out the actions. The implementation approach outlines the implementation path, Work Plan leadership, and the implementation structure.

The implementation process will begin with a public launch of the Work Plan and a short-term transition phase. ACoA will pursue Wood Buffalo Age-Friendly recognition from the Government of Alberta and the World Health Organization; the implementation Plan will focus on high priority domains and short-term actions.

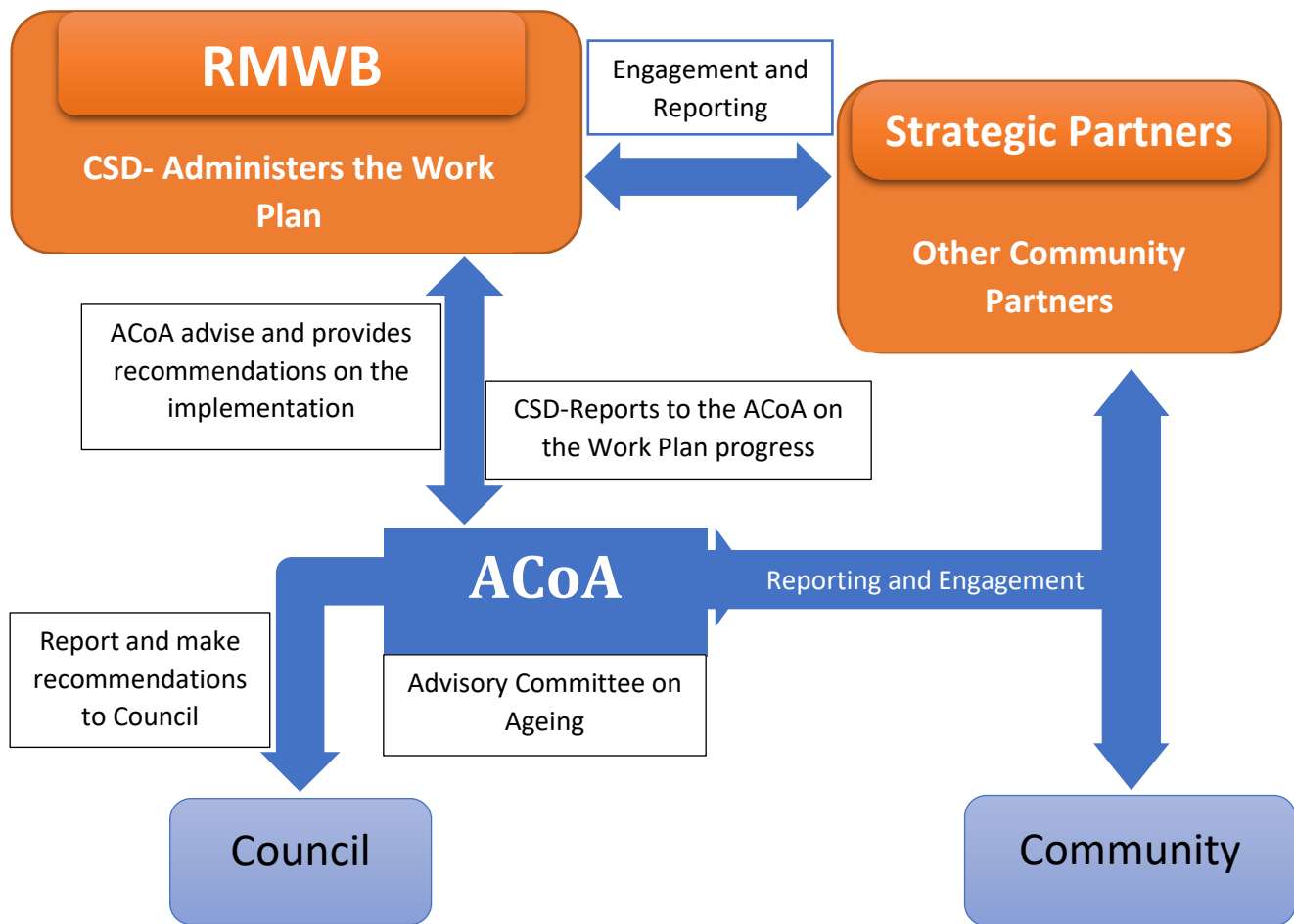
The strategic partners and community stakeholders will develop phased-out implementation action plans, and evaluation framework from the Work Plan proposed actions and measurement indicators. In the short term, ACoA is prioritizing the implementation of the Work Plan's three domains, including Housing, Community Supports and Health Services, and Social Inclusion. The Work Plan will transition to a Long-term implementation phase to achieve the remaining domains' medium- and long-term actions.

This Work Plan is a living document. It requires ongoing processes such as ongoing older adults, citizens, stakeholder engagement and evaluation processes, and an update to include new partners, actions, and emerging community needs.

Implementation Path



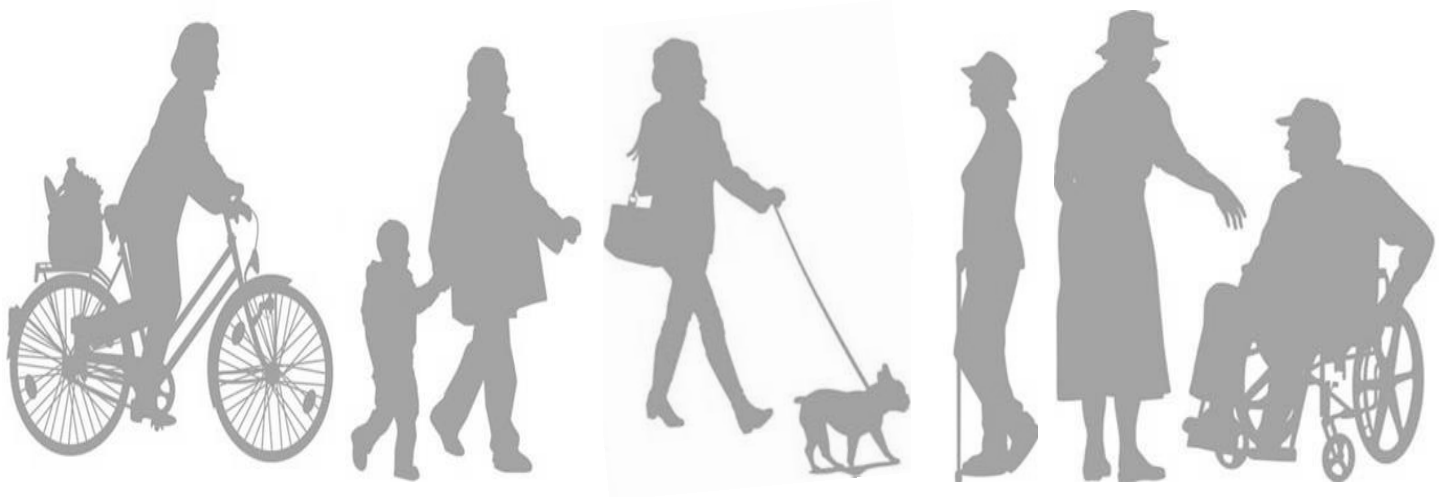
Wok Plan Implementation structure



Progress & Evaluation Framework

Strategic partners and community stakeholders will develop an evaluation framework for the proposed actions and measurement indicators. These should include both reporting process, outcome measurement, and progress tracking. Reporting process evaluation will focus on measuring and improving the effectiveness of implementation to support continuous improvement. Outcome measurement will evaluate positive impact change to words Age-Friendliness of the community and measures changes in older adults' well-being.

ACoA will provide an Annual Progress update. This will highlight progress made towards the Age-Friendly Work Plan proposed actions and measurement indicators. The report will be presented to Council and will be made available to the public.



For more information on Wood Buffalo Age- Friendly Work Plan, Contact:

Regional Municipality of Wood Buffalo

P: (780) 743-7000

9909 Franklin Avenue
Fort McMurray, AB T9H 2K4

