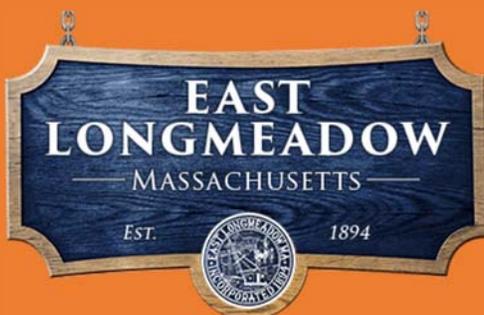




## Age and Dementia Friendly East Longmeadow

### COMMUNITY ASSESSMENT AND ACTION PLAN

DRAFT



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## Acknowledgements

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This Community Assessment and Action Plan for making East Longmeadow an Age and Dementia Friendly Community was developed through funding from the Community Compact Best Practices Program and technical assistance from the Pioneer Valley Planning Commission. This project could not have been completed without the hard work and dedication of the Age and Dementia Friendly Working Group that included the following individuals:

- Erin Koebler, Director, Pleasant View Senior Center
- Katherine McGonigle, Director, East Longmeadow Library
- Donna Prather, Director, East Longmeadow Recreation Department
- Ashley LeBeau, Executive Director, East Longmeadow Campus of Care
- Karen Krustapentus, COA Board Member
- Kris Buffington, Town Nurse
- Daniel Atwater, COA Liaison, East Longmeadow Police
- Rebecca Lisi, Deputy Town Manager
- Rich Mastrodonato, Resident
- Tammy Spencer, Health Department Director
- Lynn Booth, Executive Director East Longmeadow Housing Authority

## Introduction

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The East Longmeadow Age & Dementia Friendly Community Assessment and Action Plan was developed with assistance from the Pioneer Valley Planning Commission through funding from the Community Compact Best Practices program.

The Town of East Longmeadow started the process of becoming a Dementia Friendly Community through a kick-off event to highlight the importance of planning for the expected increase in people living with dementia as the population ages. A working group was formed, and a plan developed for building awareness about dementia and how to communicate with people with dementia, as well as to increase programs and services for people with dementia and their care partners.

The Town began work with the Pioneer Valley Planning Commission in the Fall of 2023 and applied for designation as an Age Friendly Community in the winter of 2024, receiving notification of that designation in March 2024. Community assessment work began with a community engagement effort that included a series of topic based listening sessions, and concluded with a survey that was mailed to a sample of over 1,000 residents over the age of 60. Results of the listening sessions and survey are included throughout this assessment to highlight the areas where residents found challenges or opportunities for improvement.

The report is organized by the Domains of an Age and Dementia Friendly Community, a model developed by the Massachusetts Healthy Aging Collaborative that combines the World Health Organization's Eight Domains of Livability and Dementia Friendly America's Ten Domains of a Dementia Friendly Community. Although communities do not have to develop Action Plans for every domain in this model, assessing where communities are in each domain area can be helpful to establish a baseline understanding of the social and built environments and help participants measure progress going forward.

In addition to feedback gathered through community engagement efforts, this report draws from existing plans and assessments that have been completed for the Town. Action Plan priorities were selected by the Age and Dementia Friendly Working Group and were based on the priorities that rose to the top during the community engagement process and by the feasibility of implementing actions based on staff capacity and funding. Longer-term actions may require additional funding or support from the Town.

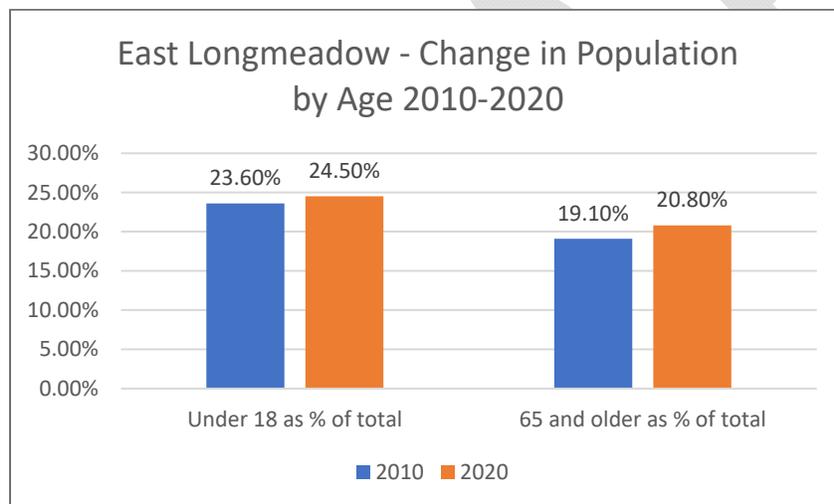
## Background

The town of East Longmeadow had a population of 16,343 in 2022, with a majority (85%) being white and between the ages of 25 and 64 (49%)<sup>1</sup>. East Longmeadow has seen an increase in diversity since 2010, when the population was 93% white. By 2040 the population is expected to increase to 17,936, a modest increase of 1,694 people over twenty years<sup>2</sup>.

According to 2020 American Community Survey (ACS) 5-year estimates, the number of people 65 and older living in East Longmeadow has grown from 2,949 in 2010 (19.1% of the total population) to 3,368 (20.8% of the total population), showing an increase of 1.7% over the ten-year period. The population of children under 18 grew by a slightly smaller rate of 0.9% over the same period (from 23.6% to 24.5% of the total population - Figure 1). These numbers differ from many communities in that the population of children has continued to grow over time whereas in many other communities the percentage of the population under 18 is decreasing as a percentage of the total population.

**Figure 1 - Population age groups as % of total population (2010-2020).**

*(Source: ACS 5-year estimates, 2010 & 2020)*



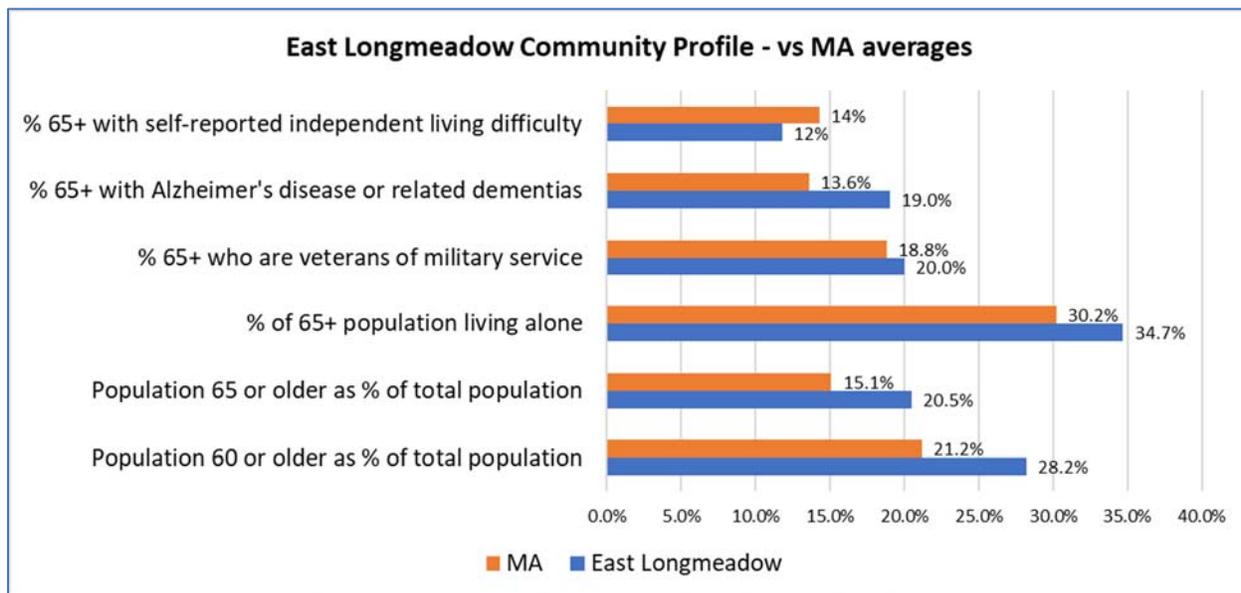
In 2018, the Massachusetts Healthy Aging Collaborative published Community Profiles for each city, town, and county in Massachusetts. These profiles include health, demographics, and other data in areas impacting older adults, and are useful for comparing these data points to averages for the state as a whole. According to the East Longmeadow Community Profile, the town has a greater percentage of people over the age of 60 (28.2%) compared to the statewide average (21.2%), and also has more people over 65 who have been diagnosed with Alzheimer's

<sup>1</sup> <https://www.census.gov/quickfacts/eastlongmeadowtownhampdencountymassachusetts>

<sup>2</sup> East Longmeadow 2021 Comprehensive Plan

or other dementias (19% vs. 13.6% for the state). Some of these differences may be due to the number of assisted care facilities that are located in the community (including memory care, assisted living, or long-term care).

**Figure 2 - Health and population data for East Longmeadow compared to state averages.**  
 (Source: Massachusetts Healthy Aging Collaborative)



Health data for older adults in East Longmeadow shows that compared to state averages, older residents in East Longmeadow do better than the state on some indicators with lower rates of diabetes, substance use disorder, lung cancer, liver disease, and traumatic brain injury. However, older residents in the town rank lower than the state on a number of other indicators including hip fracture, Alzheimer’s disease, stroke, congestive heart failure, arthritis, glaucoma, mobility impairment, and several chronic diseases.<sup>3</sup>

## Community Engagement

With assistance from PVPC staff, the Age Friendly East Longmeadow Task Force conducted a number of community engagement efforts in order to understand what older residents experience as assets and challenges as they grow older in East Longmeadow. These efforts included topic-based listening sessions held at the Pleasant View Senior Center, a survey that was mailed to over 1000 residents over the age of 60, and regular meetings with the Task Force.

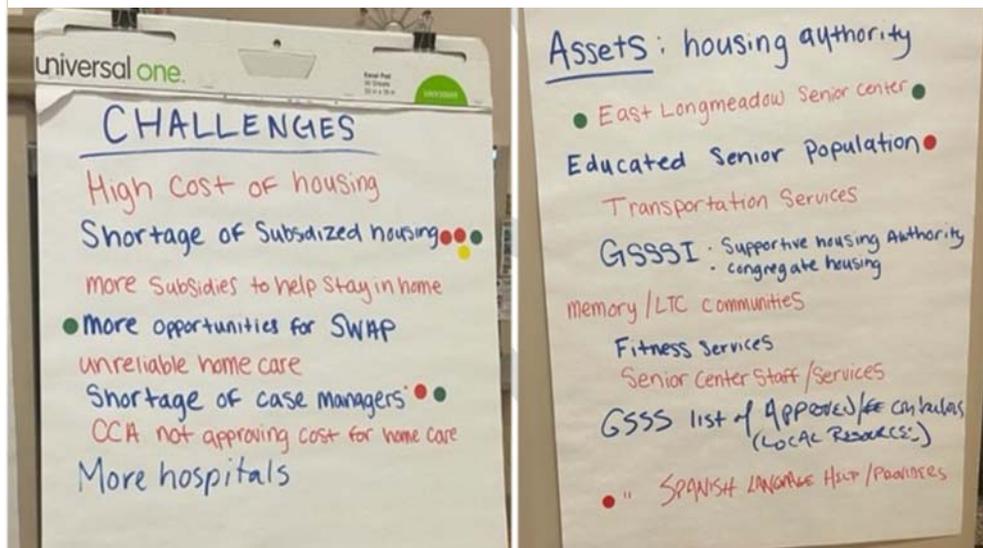
<sup>3</sup> Massachusetts Healthy Aging Collaborative, 2018 Community Profile: East Longmeadow (Hampden)

The Age and Dementia Friendly East Longmeadow Task Force has been meeting regularly to review the survey, plans for listening sessions, and the development of the Community Assessment and Action Plan. Once this report has been finalized and submitted to AARP and Dementia Friendly Massachusetts (MCOA), the Task Force will continue to oversee the progress of implementing the strategies included in the Action Plan. Successes will be reported to AARP and Dementia Friendly Massachusetts.

### Listening Sessions

Three listening sessions were held monthly at the Pleasant View Senior Center after Friday lunches from October to December of 2023 in conjunction with free ice cream to ensure strong participation. The first session, held on October 6, 2023, focused on Housing, Health & Community Services and was attended by approximately 34 older adults. Sessions held in November and December focused on Transportation, Buildings and Outdoor Spaces; and the Social Environment and Public Safety. At each session, attendees split into two groups to discuss the assets and challenges related to each topic. Findings from each listening session are included in the respective domain sections of this report.

Figure 3 - Notes from Listening Session on Housing, Health & Community Services

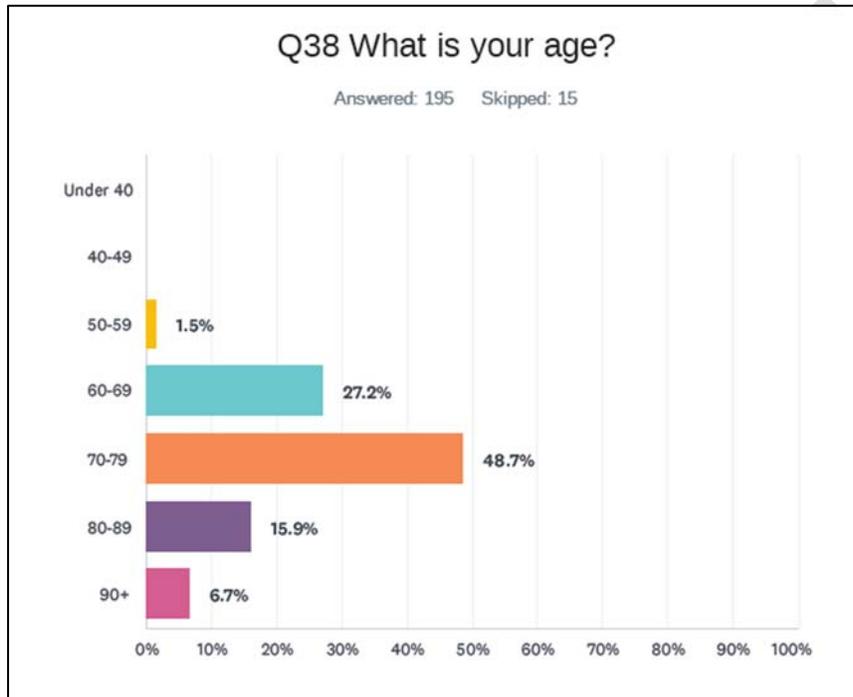


### Age and Dementia Friendly East Longmeadow Community Survey

The Task Force reviewed the AARP’s Livable Community Survey as well as shorter versions of the survey that had been developed in other communities to develop a survey that reflected issues they felt would be most important to older adults in East Longmeadow. Hard copies of the survey were mailed to over 1000 residents over 60, and the online survey was advertised on the Town and Senior Center Facebook pages. Most respondents chose to complete the hard

copies of the surveys, and responses were entered by Senior Center volunteers and staff. A total of 210 surveys were completed, with more than 98% of survey respondents over the age of 60, and over 70% were over the age of 70. The majority of survey respondents were White and non-Hispanic (95%), 1% of respondents were Hispanic, and 3% “preferred not to say” or chose “other” for their race or ethnicity. Most survey respondents (75%) have lived in East Longmeadow for more than fifteen years.

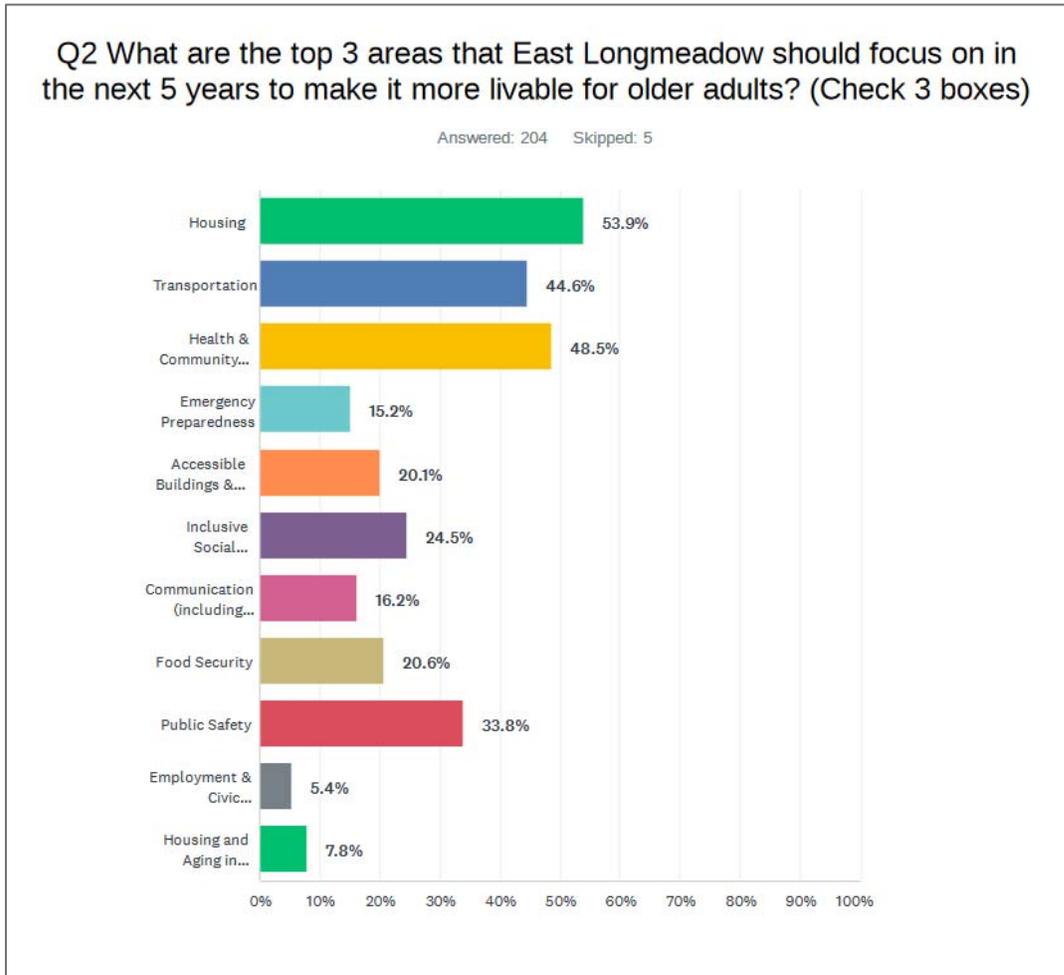
Figure 4 - Age of Survey Respondents (Age & Dementia Friendly East Longmeadow Survey)



Survey respondents were asked to select the top three areas that they thought the Town should focus on in the next five years in order to improve the livability of the community for older adults. Housing, Health and Community Services, and Transportation were the highest ranking areas of focus among survey respondents, so are the main focus areas in this Community Assessment.

Survey responses are included in the sections that follow, and all responses may be found in **Appendix B** of this report.

**Figure 5 - Areas the Town should Focus on in the next 5 years**  
 (Age and Dementia Friendly East Longmeadow Survey)



## The Domains of an Age and Dementia Friendly Community

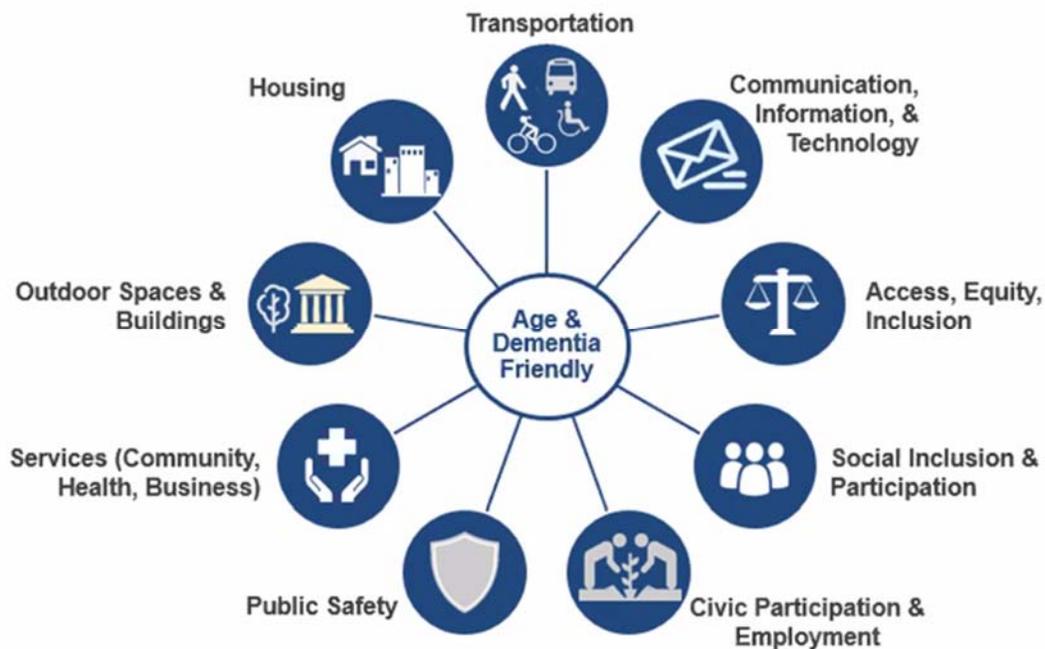
The World Health Organization developed a model for assessing a community’s ability to support an aging population through assessment of domains of livability, or elements of the physical and social environments that are key determinants of whether people can remain healthy, independent and autonomous as they age. The original model included Eight Domains of Livability for an Age Friendly Community. Over time communities found that it made more sense to plan around domains of the community that impact their abilities to be both Age and Dementia Friendly. The Massachusetts Healthy Aging Collaborative (MHAC) modified the Eight Domains of Livability into the Domains of an Age and Dementia Friendly Community, which includes nine domain areas. Some communities have also added domains such as Food Security or Financial Stability to the suggested domain areas.

The MHAC Domains of an Age and Dementia Friendly Community are reminiscent of the Social Determinants of Health model which estimates the impacts of the built and social environments, or places where one lives, works and plays, have greater impact on one’s health than clinical care.

We have used the MHAC model to assess where East Longmeadow is in terms of the policies, programs, systems and environments that support older adults in each of the domain areas. The model is helpful in considering elements of a community that extend beyond the built environment and that are critical to the needs of older adults, but also contribute to healthy, active, more livable communities.

As noted above, survey respondents ranked Housing, Health and Community Services, and Transportation are the highest priorities for the Town to focus on in the next five years with over 40% of respondents choosing those areas of focus (Figure 5). Public Safety was also ranked as an important area of focus, with over 33% of respondents choosing it as an area of focus.

Figure 6 - The Domains of an Age and Dementia Friendly Community (Mass Healthy Aging Collaborative)



## Ten Sectors of a Dementia-Friendly Community

As populations age, the number of people diagnosed with Alzheimer’s or other forms of dementia also increases along with the need for understanding of the signs of dementia, and how to work with and support people with dementia and the people who care for them. It is important for many sectors of the community to be educated about the signs of dementia and

for communities to provide safe and comfortable spaces where people with dementia and their caregivers can meet or seek respite care. Dementia Friendly America is a national network of communities, organizations and individuals seeking to ensure that communities across the country are equipped to support people living with dementia and their caregivers. Dementia Friendly Communities foster the ability of people living with dementia to remain in community and engage and thrive. Dementia Friendly America lists ten sectors that should be considered in the process of creating a dementia friendly community<sup>4</sup>:

1. **Transportation, Housing and Public Spaces** (local government) – Infrastructure that makes communities more livable for people with dementia and their caregivers.
2. **Businesses** – Dementia supportive customer service, environments and policies that support employee caregivers.
3. **Legal and Advance Planning Services** – Legal services that help vulnerable clients express their wishes early and avoid problems such as unpaid expenses.
4. **Banks and Financial services** - Dementia friendly practices that help maintain clients' independence while protecting them from problems.
5. **Neighbors and Community Members** – Raising awareness to help neighbors and community members understand and support people living with dementia.
6. **Independent Living** – Home-based services available to maximize independence and promote autonomy and a high quality of life.
7. **Communities of Faith** – Faith communities use dementia friendly practices to provide a welcoming, compassionate environment and spiritual connection.
8. **Care throughout the Continuum** – Early diagnosis of dementia and ongoing medical care; patient education; and connecting patients and their caregivers with community resources that promote quality of life.
9. **Memory Loss Supports and Services** – A spectrum of settings and services needed by people with dementia – from long-term care facilities and assisted and independent living residences, to home care, adult day services, and hospice care.
10. **Emergency Planning and First Response** – Community planning and family preparation considers safety, security, and needs of people with dementia in disaster planning and emergency response. The domains of an Age & Dementia Friendly Community model include some of these ten Dementia Friendly Sectors. It is important for communities to plan for people with dementia while preparing for more livable communities, as data

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<sup>4</sup> <https://www.dfamerica.org/what-is-dfa>

indicates that the numbers of people with dementia will continue to rise as the population ages. This Community Assessment highlights areas within the Domains of an Age and Dementia Friendly Community where supports or environments should consider people with dementia as well as older adults.

### Dementia Friendly East Longmeadow

East Longmeadow started the process of becoming a Dementia Friendly Community in 2022 with a kick-off event at the Pleasant View Senior Center that included speakers from MCOA, the Alzheimer's Association, and local elected officials. An Action Team was developed in March 2022 and met regularly to develop an Action Plan and timeline of activities. This Action Plan is included in **Appendix A** of this report.

The Dementia Action Team has developed an "Erasing the Stigma of Dementia" program, included a questionnaire with the Town Census asking residents to inform first responders if someone in the household is living with dementia; held a community educational program on Dementia with a volunteer from the Alzheimer's Association at the library as well as several other programs to build awareness about dementia for municipal staff and community members in partnership with the Alzheimer's Association and local long-term care facilities.

The Senior Center is working on starting a caregiver support group and began offering a memory café in May 2024 for people with dementia and their care partners and is working with Occupational Therapy students from Western New England University to conduct needs assessments and care plans for people with dementia to cover their care needs. Questions about ongoing care needs are referred to Greater Springfield Senior Services which has full-time social workers on staff.

Staff from the Pleasant View Senior Center meet regularly with representatives from Greater Springfield Senior Services, fire and police departments to discuss people at risk and to develop a plan for how to support them with the resources available in the community. There is also a Senior Alert process in place.

### Goals and Actions for a Dementia Friendly Community

See **Appendix A** for the Dementia Friendly East Longmeadow Action Plan.

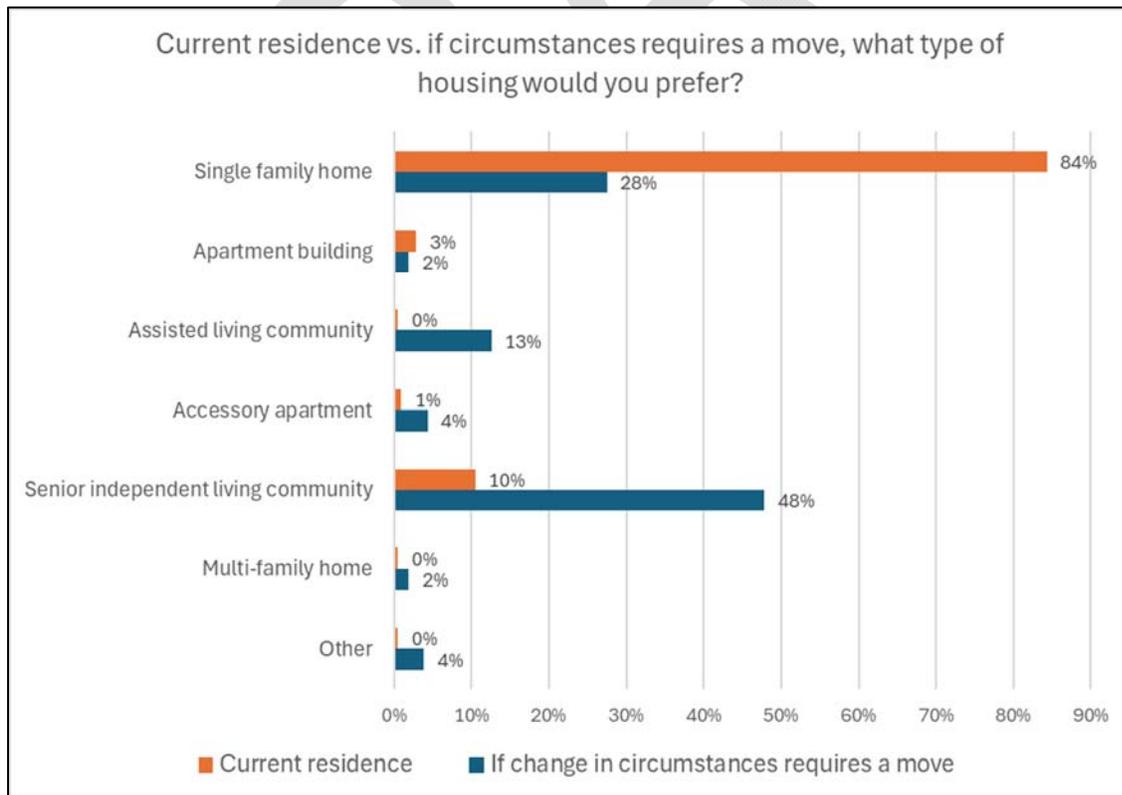
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## Housing

The availability of a variety of housing options, from single family homes to senior living communities, plays a crucial role in facilitating the ability of older residents to remain in their communities as they age. The majority of housing units in East Longmeadow are single-family homes. As older adults begin to make up a greater share of the population, household sizes change with many people living alone or with one other person. Housing for an aging population creates an environment conducive to the changing needs of people as they age, from offering physical accessibility and independence to fostering a sense of community and connection to the town's social fabric.

Of the 204 respondents of the Age and Dementia Friendly East Longmeadow Survey, 83% were homeowners, and most (84%) lived in single-family homes. Most respondents felt it somewhat important (30%) or extremely important (65%) to remain in their current residence and town, yet nearly 18% of respondents said their housing was not affordable. When asked if a change in circumstances would require them to move, close to 50% of respondents said their first choice of housing would be an independent senior living situation.

**Figure 7 - Current housing vs. desired housing if circumstances require a move**  
(Age & Dementia Friendly East Longmeadow Survey)



During the listening session on Housing, Health and Community Services, participants voiced concerns that paralleled many statewide issues: lack of housing, long wait lists for affordable housing, and challenges for older residents aging in place (with housing repairs, fuel assistance, and needing a list for trusted service providers). Issues specific to East Longmeadow were the need for zoning changes to allow accessory apartments (also known as ADUs – Accessory Dwelling Units) to be added to single family homes. Some participants commented that existing senior housing was too small. Others voiced the need for better public transportation and a safe and comfortable network of sidewalks and safer crosswalks.

On the positive side, participants noted that the Town does currently have a diversity of housing options for older adults including long-term care and memory care facilities which provide supportive services for those who live at these facilities. Those who are aging in place can access services through the Senior Center, Greater Springfield Senior Services, and private home care providers. Activities at the Pleasant View Senior Center are well attended, suggesting that there are good opportunities for social connection in place.

### Affordable Housing

During the writing of this report, the Town was in the process of developing a Housing Production Plan which provides a detailed analysis of housing needs and opportunities for increasing the inventory of housing of all levels of affordability in East Longmeadow. The recommendations included in the Housing Production Plan (HPP) will help the Town to make progress toward the goal of having 10% of the total housing stock be affordable to individuals and families who earn up to 80% of the area median income. In 2023, approximately 7.6 % of the Town’s housing stock is considered affordable under this definition.

The East Longmeadow Housing Authority manages four subsidized housing properties, with 188 units specified for elderly or disabled residents, and rents not exceeding 30% of a resident’s income. In addition, there are six subsidized family housing units throughout town – at 27% of income with limits based on the number of Household members. At listening sessions, we learned that some residents felt these subsidized senior housing options were very small and wait times to get in were unmanageable.

#### Subsidized Senior Housing in East Longmeadow:

- Village Green: Age restriction or have a disability to qualify
- Inward Commons: Age restriction or have a disability to qualify
- Quarry Hill: Age restriction or have a disability to qualify
- McLaren House: Age restriction or have a disability to qualify. McLaren House is a large single-story building with 15 apartments, some HC accessible. Designed to help older residents remain independent for as long as possible with some supportive services.
- Glendale: Disabled low-income apartment

- Brownstone: Low Income-Affordable. Additional 25 units in Brownstone Gardens through Mass Rental Voucher program.

Total Units: 188 elderly/handicapped units with rent based on 30% of income

### Continuum of Care Communities

As people age, they are more likely to acquire cognitive or physical impairments that require them to have help at home or to move into a facility that offers various levels of care. Continuum of Care Communities (CCCs) are designed to enable people to live independently with increasing levels of assistance as needed. Starting with “Independent Living” and progressing to full-time skilled nursing care or “Memory Care,” which can provide assistance with daily living tasks including eating, dressing and bathing, CCCs can offer older adults and their families some assurance that their needs are being met and monitored on a daily basis. East Longmeadow hosts a number of CCCs with varying levels of care, including the following:

- East Village Place: Assisted Living, Memory Care, short-term stays
- Holiday Bluebird Estates: Independent Living
- Chestnut Hill: Post-acute care, short-term rehabilitation, long-term care, respite care
- East Longmeadow Campus of Care – Memory care, skilled nursing and rehabilitation
- The Reserve: Assisted Living, Personal care, Memory Care
  - Units: 55
  - Waiting list: No wait
  - One tier: \$6,527 per month

Although some long-term care facilities allow payment through Medicare or Medicaid, most private facilities are only affordable to people who have substantial investments or help from family members. Independent and assisted living facilities can cost between \$4,000 and \$10,000 per month depending on the services provided. Those with higher levels of services such as memory care or full-time nursing care can cost \$10,000 to \$15,000 per month.

### Aging in Place

Older residents who continue to live in their homes are effectively “aging in place” in their community rather than moving to a facility that provides some level of care. As people start to lose the ability to maintain their homes and complete basic tasks of daily living, they may need additional support to continue to maintain their independence at home. Support can range from assistance with basic tasks such as shoveling snow or grocery shopping, to help with meals and rides, to full-time nursing care.

As people age, they are more likely to have difficulty with balance and mobility. Some people with dementia also experience loss of spatial awareness which can lead to falls. Home safety assessments and home modifications are a good way to prevent injuries for people aging in

place. Loans for home modifications that improve accessibility such as wheelchair ramps or walk-in showers are available to homeowners who meet income guidelines. However, loan programs generally require that a lien be placed on the home and are not available for people living in rental units. Way Finders is the agency that services the Home Modification Loan Program for East Longmeadow.

When asked about barriers that people face while living in their homes, most respondents (46.1%) said that finding reliable and affordable contractors to do basic home maintenance and repairs was the greatest challenge. The Pleasant View Senior Center applied to the Community Preservation Committee (CPC) for East Longmeadow to start a home modification grant program with funds from the Community Preservation Act using the program that has been administered by the Longmeadow Adult Center as a model. The CPC determined that this program was not eligible for CPA funds, suggesting that further research into the specifics of East Longmeadow's grant criteria and the state criteria for CPA funds may be warranted.

### Challenges and Opportunities

The Town of East Longmeadow is in the process of developing a Housing Production Plan which will include a more detailed analysis of existing housing units, areas for potential development, and estimated housing need based on the current population and projected growth or change over time. Based on the survey results and listening sessions, older residents have expressed the need for housing that would enable them to downsize and stay in the community with fewer maintenance concerns. Independent living facilities that would allow older residents to remain in the community with some level of support are also of interest, especially if they are affordable to all income levels.

Currently, four zoning districts in East Longmeadow permit single-family homes, while multi-family units are allowed only in the Elderly Residential (ER), Planned Unit Residential (PUR), and Planned Adult Residential (PAR) districts.

### Housing Goals and Actions

**Goal 1:** Provide opportunities for all East Longmeadow residents to continue to live in the community in their later years by ensuring an adequate mix of housing types for all incomes and abilities.

#### Actions

- 1.1. Ensure that zoning supports the development of a variety of housing types (including multi-family, or 2-family housing in current single-family districts), especially in neighborhoods that are within walking distance of amenities and services; ensure new housing for older adults meets standards of accessibility. Consider incentives for developers to include "age ready" features with new and adaptive reuse projects.

- 1.2. Review zoning bylaws and revise as needed to allow development of Accessory Apartments by right to conform with state law.
- 1.3. Review the re-development potential of buildings close to the town center, including large homes, for adaptive re-use and smaller congregate living potential.
- 1.4. Review the status of subsidized housing units and research mechanisms for maintaining perpetual affordability rather than converting to market rate housing.
- 1.5. Expand committee that focuses on at-risk homeowners (Problem Property group) to ensure that people at risk of eviction (for financial or home maintenance issues) are directed to agencies or resources that can assist them to remain in their homes.
- 1.6. Review the need for emergency or transitional housing for people who are unhoused.

**Goal 2:** Ensure that people who are aging in place in East Longmeadow have access to resources and support services to ensure that their homes are safe, comfortable, and well-maintained.

#### Actions

- 2.1. Ensure that residents have access to grants or loans for home modification, and that resources are available to evaluate homes for safety and accessibility for people aging in place.
- 2.2. Explore the possibility of developing a grant program for home modification through CPA funds and administered by Senior Center staff and/or the COA.
- 2.3. Provide educational programming on how to find and hire a contractor for people who need repairs and basic maintenance completed on their homes.
- 2.4. Ensure that all older homeowners are familiar with the Senior Work Abatement Program (SWAP) and eligible volunteer opportunities. Expand the program as needed to enable additional residents to participate. Use income limits used in the Massachusetts circuit breaker tax credit program<sup>5</sup> to prioritize program participants.
- 2.5. Investigate the possibility of starting a Village or Neighbors program which would include volunteer opportunities for active elders to help people aging in place with basic tasks such as yard work, snow shoveling, etc.

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<sup>5</sup> <https://www.mass.gov/info-details/massachusetts-senior-circuit-breaker-tax-credit#who-is-and-isn't-eligible> – income limits for tax year 2024 are:

- \$72,000 for a single individual who is not the head of a household.
- \$91,000 for a head of household.
- \$109,000 for married couples filing a joint return.

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## Transportation

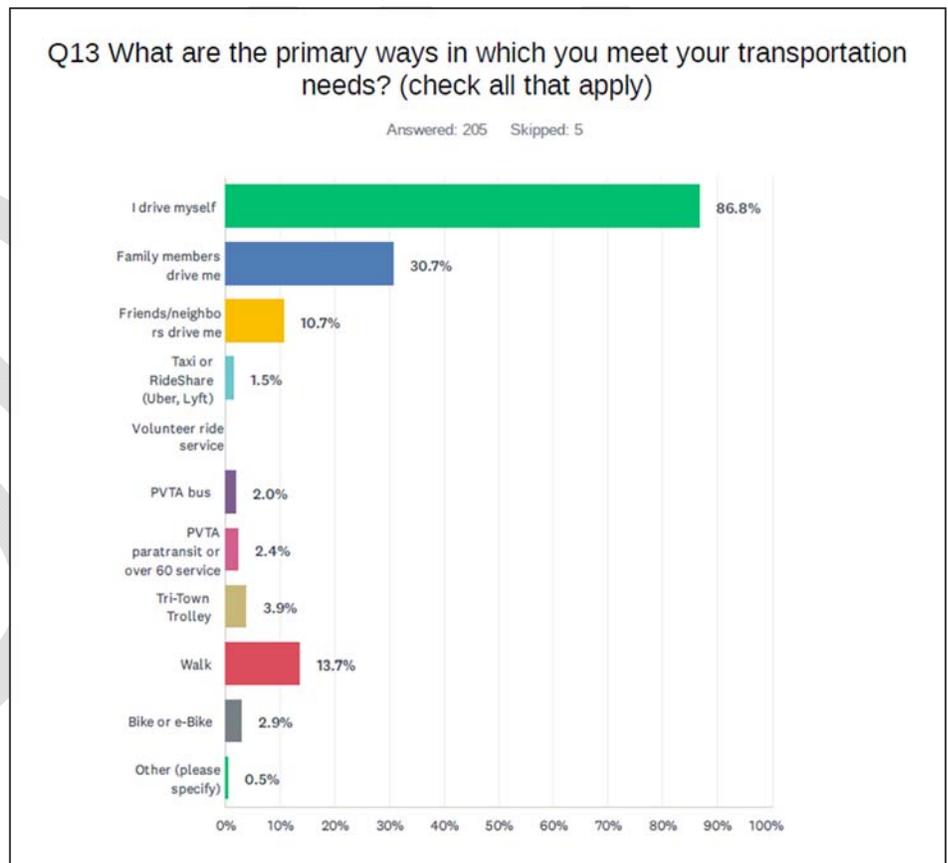
The decision to stop driving can be one of the most difficult transitions that comes with aging. Slower reaction times, difficulty seeing at night, and cognitive impairments are only a few of the challenges that people may face as they age, and that make driving more difficult and potentially dangerous. Features on newer automobiles such as backup cameras and distance monitors can help with some of the difficulties with aging, and often people choose their own methods of dealing with the changes such as not driving at night or avoiding left-hand turns. Eventually some people make the decision to stop driving and rely on friends or family members to drive them or use public transportation or other transportation services available in the community.

When asked about the primary ways in which they meet their transportation needs, the majority of respondents (86.8%) said that they drive themselves, while 30.7% said that they get rides from family members, 10.7% got rides from friends, and 13.7% said that they walk. Only 3.9% said that they use the TriTown Trolley, while fewer (2%) use PVRTA buses, and 2.4% use on demand paratransit or senior van service provided by PVRTA (Figure 8).

As people age, a continuum of assistance may be needed as people transition from being independent and

driving themselves, to not driving and taking public transit, to needing help getting to the door and then through the door. When people can use public transit and walk to transit stops or other destinations, it is important to have good lighting and safe walking routes with shoulders

**Figure 8** - Primary ways people meet current transportation needs (Age & Dementia Friendly East Longmeadow Survey)



or well-maintained sidewalks (shoveled in the winter) on busier roads. When they face mobility limitations, they may require paratransit or private transportation services, and in some cases caregivers to assist them into and out of vehicles.

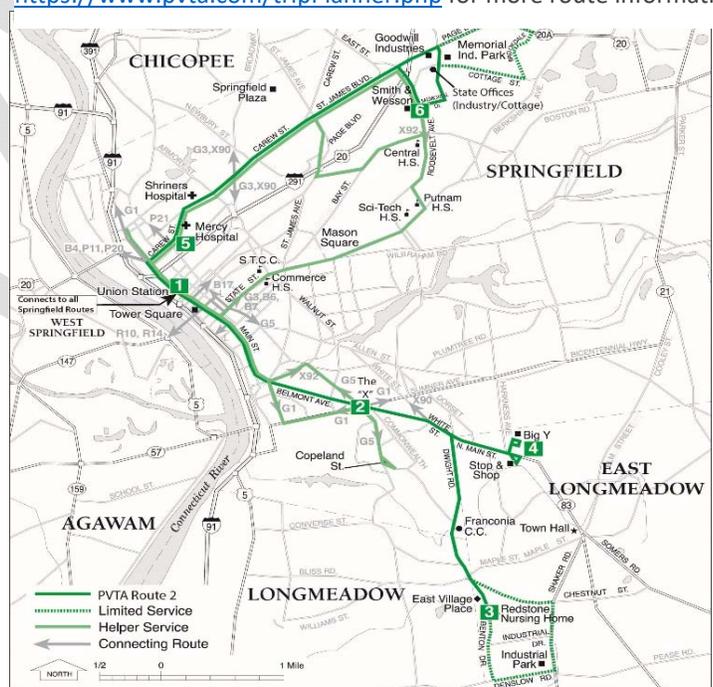
In response to the question about whether they had any major difficulties in meeting their transportation needs, 60.5% of survey respondents said that they had no difficulties. Of those who did have difficulties, most (9.9% of total respondents) said that it was difficult to travel to public transportation stops from their residence or the stores that they visit. Others said the senior center transportation is unavailable or inconvenient (8.6%), or that public transportation schedules or routes were unavailable or inconvenient (7.9%). The same number of respondents (7.9% or 12 respondents) said that they needed help learning how to navigate public transportation.

### Transportation Services

The Pioneer Valley Transit Authority (PVTA) provides four buses that serve East Longmeadow, but routes are limited. The G1 bus route reaches Canon Circle, Big Y and Stop and Shop near Bicentennial Highway, while the G2 route takes riders to the Big Y and Stop and Shop on North Main Street, as well as down Dwight Road and Benton Drive. The X90 bus goes to the Big Y adjacent to the Springfield line, similar to route G2. Nearly 14% (28 people) of survey respondents said they planned to mostly use fixed bus routes when driving was no longer an option for them.

The PVTA also offers **on demand van service for people who are 60 and over**,<sup>6</sup> and **paratransit van service** for people with disabilities (after they fill out an application). These services are available in communities served by PVTA fixed route buses and must be reserved in advance. Eight percent of survey respondents said that they needed help learning about the

Figure 9 - One of four fixed-route bus routes offered by PVTA (see <https://www.pvta.com/tripPlanner.php> for more route information)



<sup>6</sup> <https://www.pvta.com/seniors.php>

various transportation services. PVTA’s Travel Trainers are available to offer orientation talks or one-on-one training for people who are new to the public transportation system.

East Longmeadow has partnered with the Towns of Hampden and Longmeadow to provide shared van service through the **Tri-Town Trolley**. Nearly 68% of respondents said that this service is what they would use when they can no longer drive. Managed through the Council on Aging, the Tri-Town Trolley provides rides for \$2 each way within the town of origin and \$4 a ride for destinations outside the town of origine, Mon-Friday between 9:00 AM and-3:00 PM. Rides must be reserved 72 hours in advance. The Tri-Town Trolley currently consists of a fleet of four vans, one of which is being sold. The service relies on funding from Community Transit Grants, SIG grants through the Executive Office of Elder Affairs, and rider fees. The director of the Pleasant View Senior Center is actively looking for other sources of funding and ways to keep the service sustainable. One possibility is to use scheduling software to make more efficient use of the vans, or to add smaller vehicles to the fleet for longer or single-person trips.

### Infrastructure for Walking, Biking and Rolling

Many older adults choose to live within walking distance of stores, services or other amenities such as parks so that they can continue to be active and independent without having to drive. Almost 14% of survey respondents said that they walk to meet their transportation needs. According to a website application that measures walkability, the center of town has a fairly high walk score of 74 (very walkable) and a bike score of 46 (somewhat bikeable). This score is based on a number of factors including population density, nearby amenities and road metrics such as block length and intersection density. The calculation does not measure the existence and condition of sidewalks or pedestrian crossings which are critical pedestrian safety.

Responses to the ADF Survey indicate a need for improvements to the sidewalk network in East Longmeadow. While 66% of respondents said that they feel safe walking, 34% said that traffic speeds need to be reduced, and 29% each said there need to be shoulders or sidewalks on some roads, and that sidewalks need to be maintained. Almost 18% said that streetlights are needed in some areas (Figure 11).

Figure 10 - Walking and biking score for the center of East Longmeadow (source: <https://www.walkscore.com> )

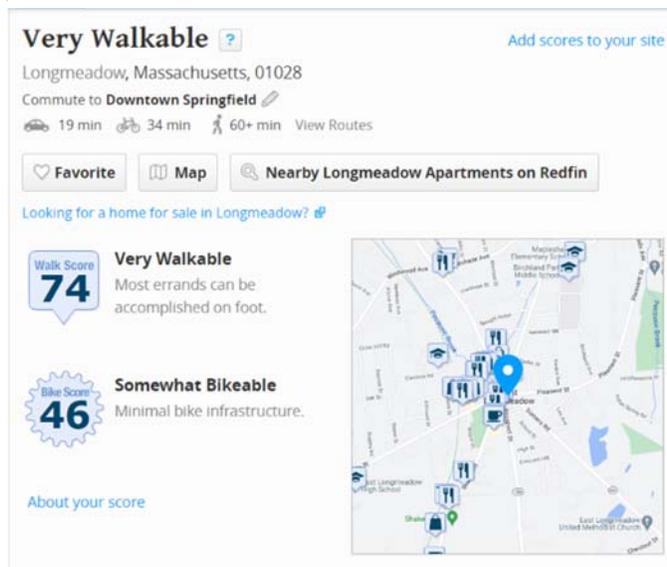
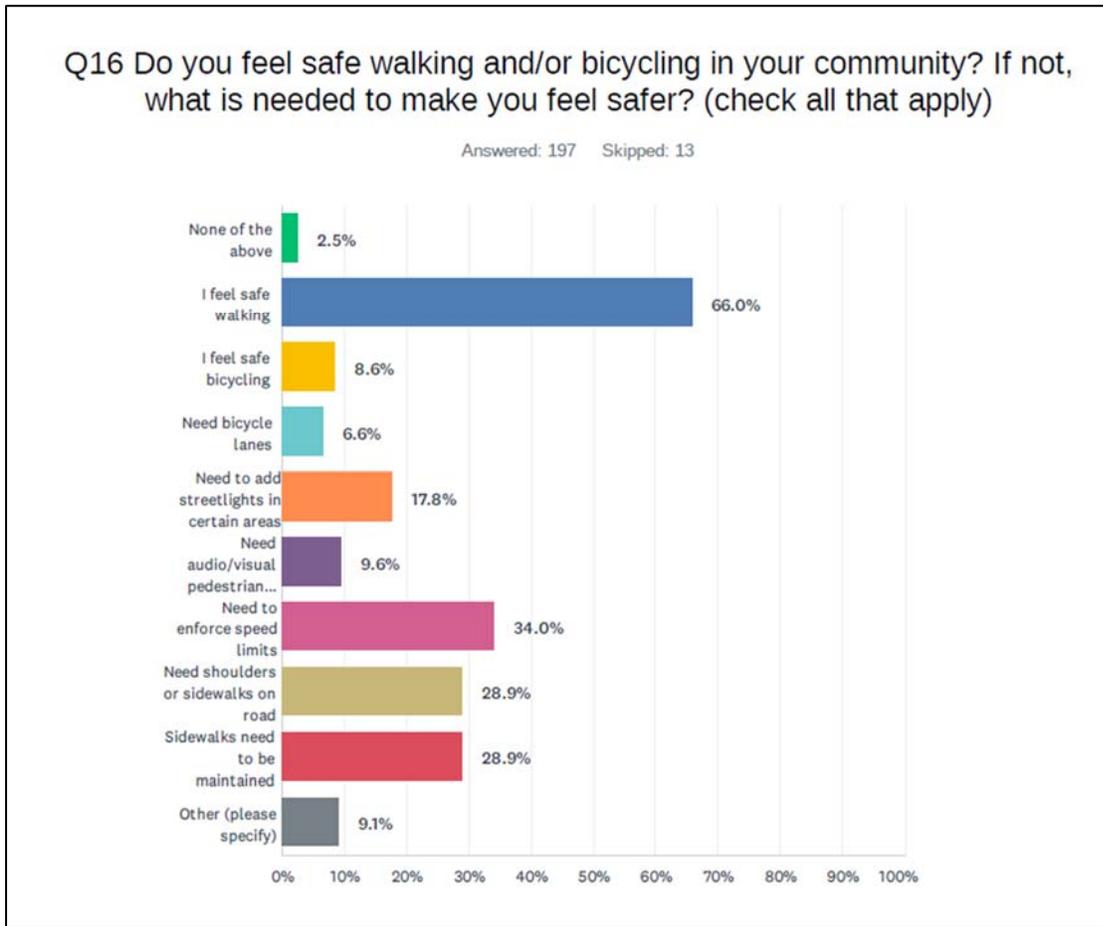
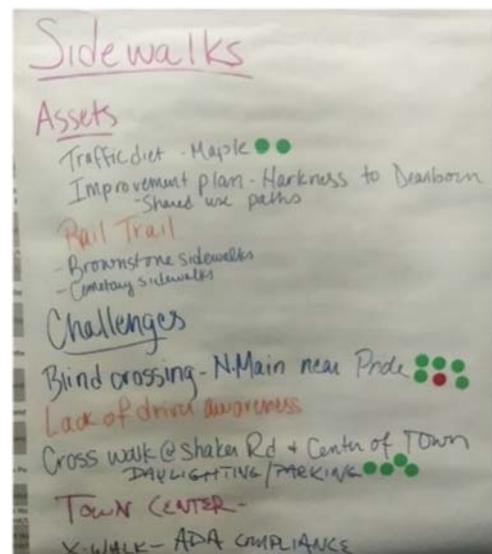


Figure 11 - Safety concerns with walking or biking (Age and Dementia Friendly East Longmeadow Survey)



Comments on this question (Question 16 in **Appendix B**) included a couple of locations where sidewalks or street lights are needed. Most comments focused on the need for more visible crosswalks and the danger of distracted drivers who fail to stop at crosswalks. Question #17 on the survey (responses in **Appendix B**) asked if there were specific locations where improved sidewalks, crosswalks or speed control were needed and 75 people responded with specific locations or comments such as “Too many to name here” indicating that improving safety for pedestrians and people on bikes is a concern for many older residents. Participants in one breakout group during the Transportation and Outdoor Spaces public forum highlighted a blind road crossing on North Main Street and a crosswalk in the center of town.

Figure 12 - Comments in one Transportation Forum breakout group



The Town of East Longmeadow has a Complete Streets program which allows the Town to apply for funds to improve the network of infrastructure for walking, biking, and public transit in order to improve the roadway network for all users. During the transportation, buildings and outdoor spaces listening session, the director of the Town’s public works department showed the Sidewalk Prioritization Map that shows the Town’s priorities for building new sidewalks. Some participants at this forum expressed interest and concern about Chestnut Street as it was not included on the Town’s sidewalk map. Twenty years ago, a pedestrian was killed by a motorist on Chestnut Street, and people who live on the street still do not feel safe walking on the side of the road.

The 2021 master plan noted the need to improve pedestrian safety. According to responses to the survey for the plan 54% of respondents said that immediate attention should be given to pedestrian and bicyclist safety, and 53% said that the Town needs to improve traffic safety, cut-throughs, and speeding. One of the priority recommendations included in the Transportation chapter of the plan included the need to “Improve sidewalks and crosswalks throughout the town center and along the streets leading to the rotary” (72.3% identified as a high priority). The next highest priority was for the Town to implement priorities of the Sidewalk Master Plan and the Complete Streets Prioritization Plan.

Other recommendations included in the Town’s Master Plan (2021) related to transportation included the following:

- Improve condition and accessibility of sidewalks and crosswalks throughout the town center and along the streets leading to the rotary
- Conduct assessments as necessary to ensure the transportation infrastructure complies with ADA accessibility requirements
- Identify opportunities to extend the Redstone Rail Trail to the north to Springfield and south to Connecticut, and coordinate with the PVPC and Springfield to identify future opportunities to connect with existing and planned bicycle facilities
- Coordinate with PVRTA on the potential of future crosstown fixed-route transit service connecting East Longmeadow to the center of Ludlow Big Y, via Elm, Cooley and Parker Streets

### Transportation Goals and Actions

**Goal 3:** Ensure that transportation services are available and information on how to use them is easily accessible for residents of all ages and abilities to allow access to food, medical appointments, employment, education, and social connections.

## Actions

- 3.1. Develop a plan for the long-term sustainability of the Tri-Town Trolley and expand service as needed. Ensure that all residents are familiar with how to use the service. Investigate the need for adding smaller vehicles to the fleet to fill in need for individual rides.
- 3.2. Work with PVRTA to provide orientation for PVRTA on demand services for older adults and people with disabilities.
- 3.3. Work with health care providers to determine the need for rides to medical appointments and shared resources to meet those needs.
- 3.4. Review the need for benches or shelters at PVRTA bus stops, consulting users about potential locations.

**Goal 4:** Ensure that all residents have access to safe places to walk and roll within 15 minutes of their homes; and that roads, sidewalks and trail networks are safe and comfortable for use by people of all ages and abilities.

## Actions

- 4.1. Review and update (if needed) the Complete Streets Prioritization Plan and apply for funding to implement priority roadway and sidewalk improvements.
- 4.2. Maintain sidewalks and plan for new sidewalks to improve connectivity of pedestrian network as needed.
- 4.3. Add benches where needed in the Town center and along popular walking routes.
- 4.4. Review locations of public restrooms and include them on maps of walking routes; ensure that wheelchair accessible restrooms are available in the Town center and at recreation areas. Develop a system for locking or monitoring restrooms to prevent vandalism.
- 4.5. Ensure that wheelchair accessible restrooms are available in the Town center and at recreation areas. Develop a system for locking or monitoring restrooms to prevent vandalism.
- 4.6. Investigate volunteer or contracted services to assist homeowners with shoveling snow on sidewalks in winter months

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## Buildings and Outdoor Spaces

The amount of physical activity that people engage in is related, in part, to the availability of safe and convenient places to walk or ride a bike or participate in recreational or fitness

activities. According to the East Longmeadow Community Profile, 72.9% of Hampden County residents over the age of 60 reported some physical activity within the last month, 27.1% met CDC guidelines for muscle strengthening activity and 58.4% met CDC guidelines for aerobic physical activity.<sup>7</sup>

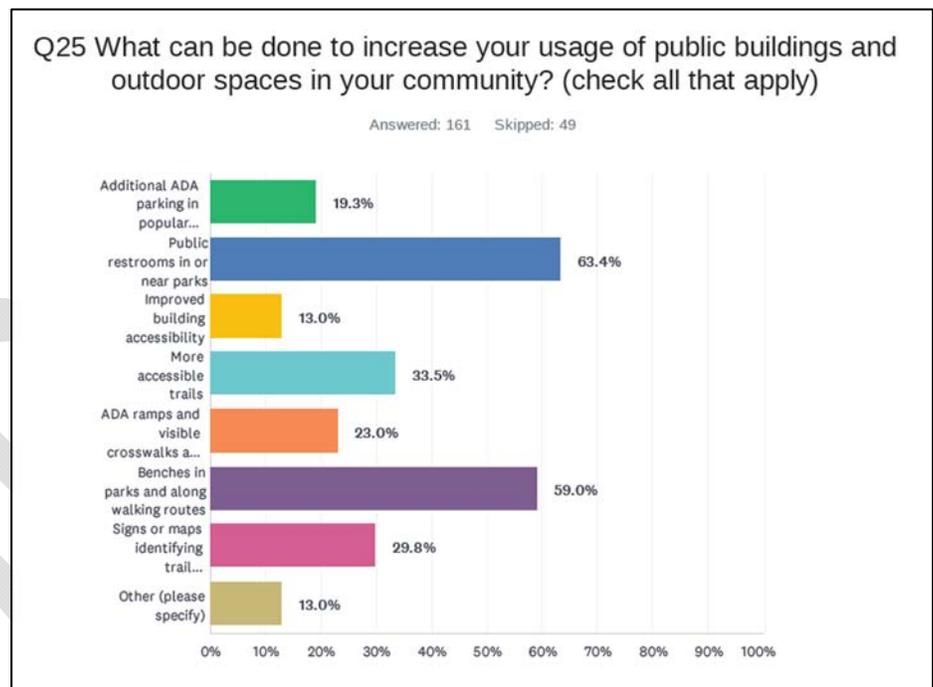
East Longmeadow offers 1,172 acres of open space and six parks. The Town also hosts two 18-hole golf courses, one par-3 golf course, two bicycle shops, and numerous businesses selling sports clothing and equipment. Survey respondents were asked about improvements that would encourage them to use parks and recreation facilities more. Most (62%) wanted restroom facilities and benches (60%) in parks or along popular walking routes. Thirty-three percent of respondents wanted more accessible trails, and 30% wanted signs or maps identifying difficulty and accessibility of trails.

The 2019 Open Space and Recreation Plan (OSRP) communicated the need for additional recreational opportunities for adults, more safe and accessible areas for walking, and fields for use by senior athletic leagues. Heritage Park was recommended as such a space because of its proximity to the

Senior Center. The OSRP also highlighted the importance of establishing a connected sidewalk network in order to enable people who don't have cars to access recreational opportunities.

The 2021 Master Plan recommended easy wayfinding signs and maps to make it easy for people to find trails and their levels of difficulty. The Master Plan also called for a progressive ADA Self-Assessment and Transition Plan that would include historical and cultural facilities, existing recreational facilities, and trails to ensure that facilities would be accessible to people

**Figure 13** - Improvements that would encourage more use of public buildings or outdoor spaces (ADFEL Survey)



<sup>7</sup> [https://mahealthyagingcollaborative.org/wp-content/themes/mhac/pdf/community\\_profiles/MA\\_Towncode85\\_East%20Longmeadow.pdf](https://mahealthyagingcollaborative.org/wp-content/themes/mhac/pdf/community_profiles/MA_Towncode85_East%20Longmeadow.pdf)

of all abilities. The Commission for People with Disabilities submitted a grant request in July 2024 to cover an updated Self-Assessment and Transition Plan.

### Public and Private Buildings

For any public building, it is important to design with all users in mind from the beginning rather than having to go back to retrofit or add accessibility features at a later date. This concept of Universal Design applies to both indoor and outdoor spaces.

The **Pleasant View Senior Center** is a fully accessible building that houses the Senior Center, Council on Aging and the Town's Recreation Department. The presence of the Recreation Department offers opportunities for collaboration with programming and services. The Senior Center property also includes an auditorium, kitchen, fitness room, two bocce courts and a horseshoe pit. In the 2019 OSRP it was noted that the Recreational Department struggles to meet community needs due to a lack of facilities. Recreational activities and programs have had to take place in school gymnasiums, classrooms, and a pool, all at great expense to the department. The recreational department also contracts with a local church to run basketball games and practices.

The **East Longmeadow Public Library** is another accessible public building that hosts programs and services for people of all ages. The library offers use of computers, printers, scanners, photocopiers and fax machines. In addition, the library loans out books, DVDs, hot spots, museum passes and a full catalog of useful home items in its Library of Things.

Some local places of worship are looking for ways to encourage use of their buildings during the week when services are not scheduled. The First Congregational Church opens its Fellowship Hall to use by the recreation department, the COA, and other community groups for activities and events.

### Buildings and Outdoor Spaces Goals and Actions

**Goal 5:** Ensure that public buildings, including community meeting spaces, are accessible and open for daily programming or social gatherings.

#### Actions

- 5.1. Partner with other departments and public and private buildings to enhance or expand programs offered by the Pleasant View Senior center as demand for services and facilities continues to grow.
- 5.2. Update an ADA Self-Assessment and Transition Plan for Town owned properties including outdoor spaces such as parks and sidewalks.

- 5.3. Review circulation plans and safety elements (lighting, accessible routes for pedestrians and people in wheelchairs) in shopping plazas; seek funding for improving accessibility and circulation. Review Site Review standards for parking lot circulation and pedestrian safety for new developments.
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## Health and Community Services

Next to Housing, Health and Community Services was considered by Survey respondents to be the second most important issue for the Town to focus on to make it a more livable community for an aging population. The care needs of older adults can vary from assistance with basic tasks such as cleaning, shopping, cooking, yard work, snow shoveling, and minor home maintenance projects to full-time medical or home health assistance provided by professional or family caregivers. This section discusses the health and social service resources that are currently available in East Longmeadow as well as other community services (with the exception of transportation) that people need to help them live long and healthy lives.

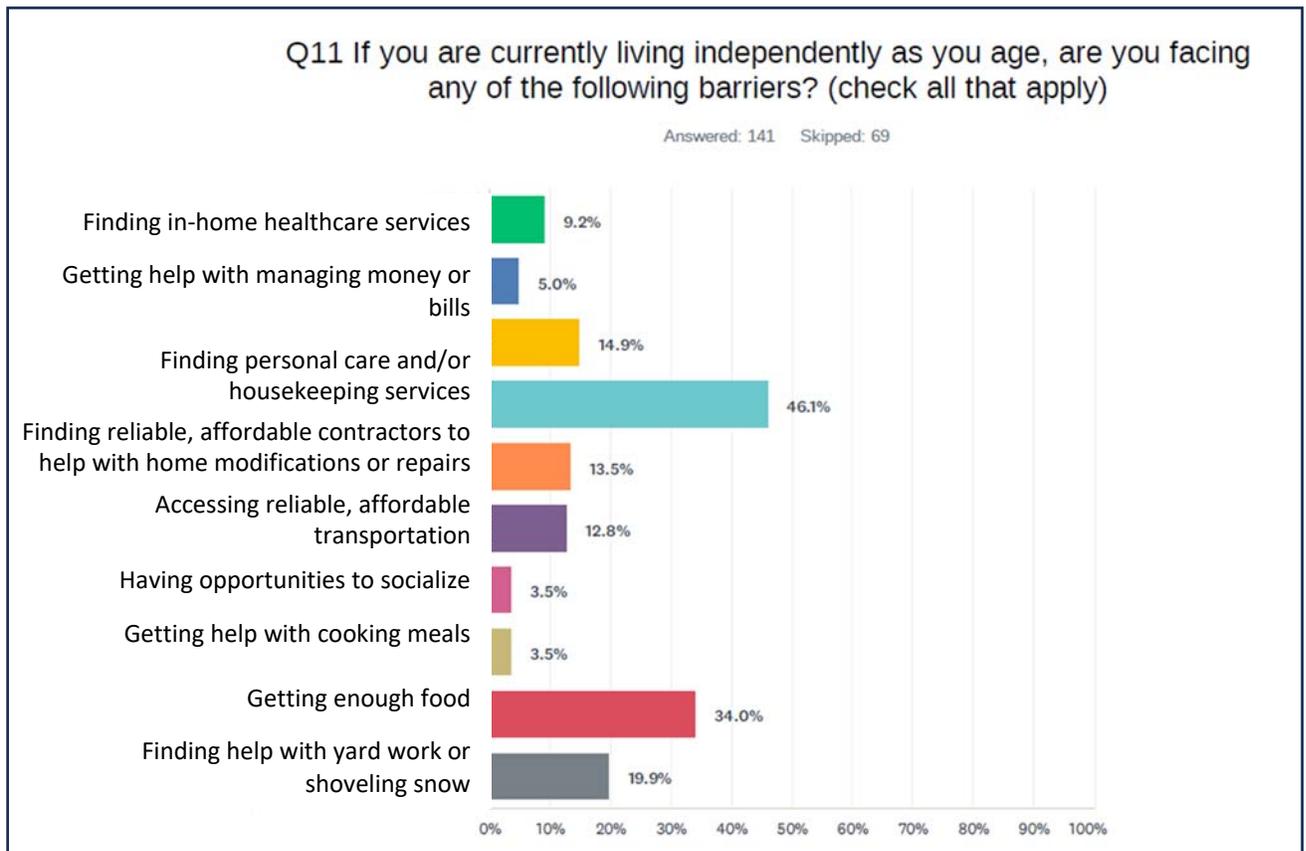
Survey respondents who were living independently said that the greatest barrier to aging in place was finding reliable and affordable contractors for basic home maintenance and repairs (46.1% of respondents), and the second was finding help with yard work or snow shoveling (34%). Other barriers included difficulty finding personal care or housekeeping services (14.9%), transportation (13.5%), and finding in-home healthcare services (9.2%).

### Hospitals and Health Care Providers

East Longmeadow is next to Springfield where several hospitals and Accountable Care Organizations (health clinics for MassHealth recipients) are located. Baystate Medical Center is the largest hospital in Springfield, with Mercy Medical Center and Shriners' Hospital for Children also providing health care services for area residents. Baystate Noble Hospital is located in Westfield and Holyoke Medical Center in Holyoke to the north of Springfield.

Baystate Medical Center became an Age and Dementia Friendly Hospital in 2019 when the City of Springfield received the same designations. Baystate has been providing health care providers with training on how to work with older adults, and will be starting the GUIDE program in 2025 which employs Community Health Workers to assist patients with dementia with navigating their care needs. Baystate operates the Baystate Outpatient Center in East Longmeadow, and a couple of private health centers also operate in East Longmeadow.

**Figure 14** - Difficulties that people face while aging in place (Age and Dementia Friendly East Longmeadow Survey)

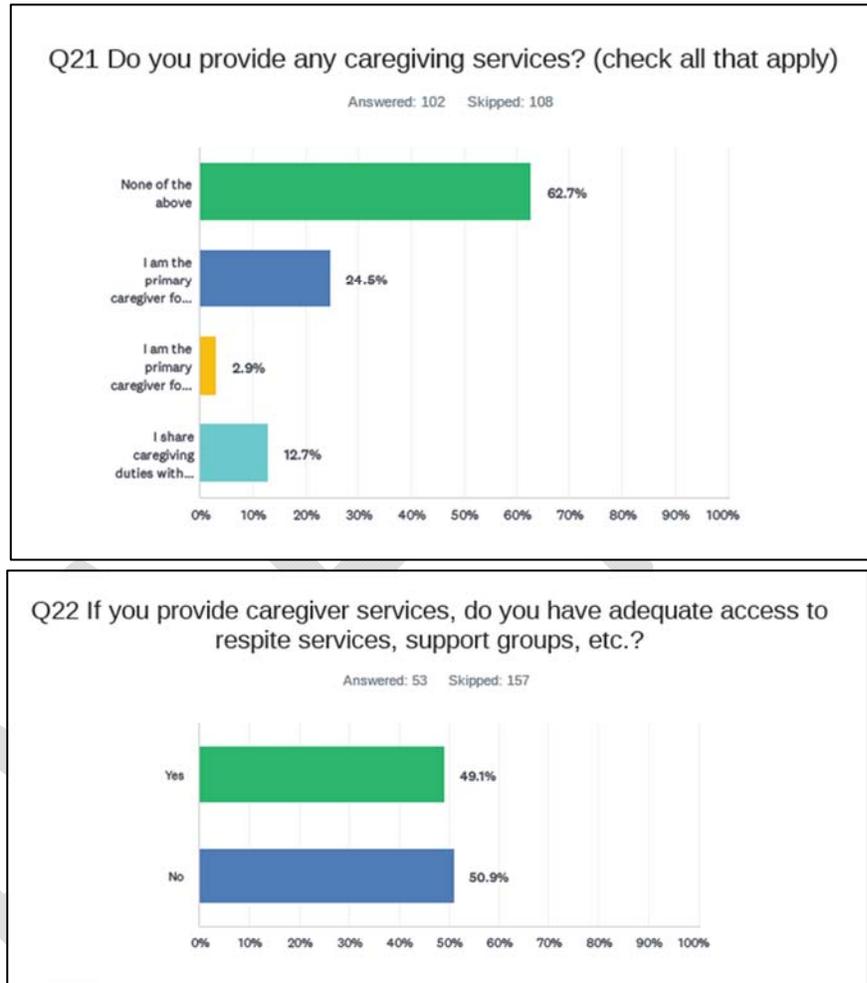


### Support for Older Adults and Caregivers

The East Longmeadow Council on Aging and the **Pleasant View Senior Center** offer a wide range of health, education, recreation, volunteer opportunities for older adults in East Longmeadow to provide support for people age 60 and older who are living independently. Programs are focused around health and wellness as well as social connection and engagement. Health and wellness programs at the Senior Center include screenings for hearing and blood pressure, foot care, support for people with dementia and their care partners, fitness classes, and guest speakers. The Center loans out health equipment such as walkers or wheelchairs and has a fitness center that is open on weekdays for people 60 and older. With financial assistance from Greater Springfield Senior Services, congregate lunches are offered at the Senior Center five days a week and meals on wheels are also delivered five days a week to those who are not able to travel, and to residents of Housing Authority properties. The Senior Center offers adaptive phone equipment free of charge for people with disabilities; helps with File of Life, health care proxies and homestead protection forms; and offers health insurance counseling through the SHINE program.

Out of 102 respondents to the question about caregiving, over 24% (approximately 25 people) said that they are the primary caregiver for an older adult, while almost 13% said that they share caregiving services with others. Caregiving of an aging spouse, parent or other family member can be all consuming, especially if that person is in the later stages of dementia and cannot be left alone. When asked if they had adequate access to support groups or respite care, over 50% (approximately 26 people) said they did not have enough support. Comments to this question asked for information on reliable respite care, support groups, and mental health services.

**Figure 15 - Questions regarding caregiving and support needed for caregivers (ADFEL Survey)**



**Greater Springfield Senior Services, Inc. (GSSSI)** is the Area Agency on Aging that serves East Longmeadow. In addition to providing Title III funding for congregate meals, GSSSI offers in-home care services, support for caregivers, a resource guide for local services and basic needs such as housing and fuel assistance, and many other supportive programs.

The **PACE program** through Fallon Health provides all-inclusive care for people 55 and older who need enough assistance to qualify for nursing home level of care but want to remain at home. The program provides health insurance (for people between the ages of 55 and 64 who meet disability standards), prescription drug coverage, medical care, in-home services and adult day care at their facility in Springfield. The program is free for those who meet income eligibility requirements. Fallon Health PACE sponsors the Pleasant View Senior Center's Memory Café.

The **413Care.org** website lists service providers in western Massachusetts and may be searched by location or topic. Service providers can “claim” their pages and keep listings up to date, and can also refer people to other services listed on the site.

### Food Security

Although only a small percentage of survey respondents said that they had problems finding enough food (3.5%) or getting help with cooking meals (3.5%), food access and preparation can become more of a barrier as people age and lose cognitive capacity or the ability to drive. The Meals on Wheels program run by the Pleasant View Senior Center, funded through Title III funding, is a good way to provide cooked meals while also checking on the well-being of people who may no longer drive or need help with getting or preparing food.

For those who can still prepare their own meals, Communities Involved with Sustaining Agriculture (CISA) offers a farm share program for free or low cost for participating senior centers. The Pleasant View Senior Center partners with Crow River Farm to provide this service. The Healthy Incentives Program (HIP) also allows people who are SNAP recipients to get at least \$40 of free fruits and vegetables from participating farm stands, farmers markets or CSA programs. East Longmeadow currently has a summer farmers market in the center of town. The 2021 Master Plan showed significant support for starting a farmers market, with 71% of respondents agreeing that a location should be established for both winter and summer markets.

### Health and Community Services Goals and Actions

**Goal 6:** Ensure that older residents of East Longmeadow have access to health care and community services that support their ability to live long and healthy lives.

#### Actions

- 6.1. Publicize resources to provide home care and respite care for family caregivers. Ensure all local providers are listed on the 413Cares.org platform.
- 6.2. Collaborate with local long-term care facilities to offer and publicize programs and services for people with dementia and their care partners.
- 6.3. Investigate the possibility of starting a Village or Neighbors program which would include volunteer opportunities for active elders to help people aging in place with basic tasks such as yard work, snow shoveling, etc. (also Goal 2.5)
- 6.4. Continue to provide immunization clinics at the senior center and publicize new health and wellness programs to all older residents. Connect with a local physician as needed.
- 6.5. Investigate solutions for people who need home care but don't qualify for PACE or other subsidized home care providers. Connect people with private providers.

- 6.6. Investigate programs to allow people who don't meet age limits but need services and support to get help at the Senior Center or other local resource providers.
  - 6.7. Re-start program that allows volunteers to do home visits or social visits with people who are isolated or plan additional time for meals on wheels drivers to spend time with homebound older residents.
  - 6.8. Conduct more direct outreach programs for older residents who don't currently use Senior Center
  - 6.9. Continue to provide assistance to older residents to access online food delivery and coupon opportunities. Expand emergency food resources for older residents including emergency food (food pantries), meals on wheels, and senior CSA shares. Research the feasibility of increasing outreach to families with emergency food resources in addition to seniors.
  - 6.10. Expand opportunities to increase fresh produce donations to congregate meal locations (e.g. McClarren House).
- 

## Social Participation, Access, Equity and Inclusion

Participation in social activities, either formal or informal, is important to one's mental health. Conversely, social isolation and loneliness can cause poor health outcomes. Research shows that loneliness and social isolation can increase the risk of premature death and has been associated with a 50% increased risk of dementia as well as increased risk of heart disease and stroke, depression, anxiety, and suicide. This research also highlights increased risk of loneliness among more vulnerable populations of older adults including immigrants; lesbian, gay, bisexual and transgender (LGBT) populations; minorities; and victims of elder abuse.

Fostering social connections can be encouraged in part through the built by ensuring that communities have places to gather, both indoors and outside; a safe transportation network and a communications system that allows people to connect with one another or to learn about programs and activities; and housing that is located close to public spaces or that provides spaces for social interaction.

Preventing social isolation also means ensuring that opportunities for participation in social or civic events must also be inclusive of all members of the community. For older adults, this may mean holding events at times that are convenient for those who may need to take public transportation or walk to an event, and ensuring that accommodations are made for people with visual or hearing impairments. For non-English speakers, translation services or events held in other languages contribute to an inclusive social environment. During the pandemic, use

of technology – including access to equipment, training on how to use it and access to high-speed internet – became a primary means for engaging older adults in programming and meetings while avoiding physical interactions. Holding virtual meetings and programming also allows people who travel to other places for the winter or who have difficulty with transportation to participate in public meetings, social or educational programming from their homes.

Over 25% of survey respondents said that they feel lonely or feel left out by their family (18%) or community (16.8%) some of the time. A little under 7% of respondents said that they often feel left out of their community, and 23.4% said that they rarely feel well supported.

The Pleasant View Senior Center offers a number of programs and events for older residents and is a primary center for social connections and interactions. The public forums held for this plan were well attended, as are many of the programs and services offered at the Senior Center. Most survey respondents (75.4%) said that social activities and classes, or exercise programs and the fitness room (72.8%) were the most important resources to have at the senior center.

The 2021 Master Plan promoted social interaction through the following recommendations:

- Foster in-town and regional partnerships for ongoing and key seasonal events and programmatic offerings and strengthening town's existing historic and cultural resources
- Pursue creative forms of memory catching like oral histories of local residents and volunteer transcriptions and ensure the long-term stability of these collections
- Provide intergenerational opportunities for engagement with school-aged residents and seniors

### Social Participation, Access, Equity and Inclusion Goals and Actions

**Goal 7:** Ensure that communications, programming, services, buildings, and sidewalks are inclusive and accessible to people of all ages and abilities and people whose primary language is not English.

#### Actions

- 7.1. Complete ADA Self-Assessment and Transition Plan, and to improve accessibility of all aspects of the community.
- 7.2. Develop municipal policies for translating documents and websites, and services for phone or in person interpreter services for languages other than English; collaborate with schools that already offer translation and interpreter services.

- 7.3. Connect with groups or churches that serve residents whose language is other than English to provide outreach to non-English speakers about programs and services at the Senior Center.
- 7.4. Encourage hiring of staff who are bilingual to offer on-site interpreter or translation services.

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## Public Safety and Resiliency

Feeling safe in one's home is important for everyone, and especially those who live alone. In East Longmeadow, approximately 35% of people over the age of 65 live alone.<sup>8</sup> More than 19% of survey respondents said that there were times when they did not feel safe in their communities. According to the open responses following this question many people did not feel safe walking after dark, or in the parking lot of the grocery store near the center of town. Some also reported having items stolen from their properties or hearing of robberies in their neighborhoods. During the listening session which covered public safety, participants raised concern about internet scams, especially with those less comfortable with technology.

Representatives from several municipal departments meet regularly to discuss people who are at risk of eviction due to health or safety concerns such as hoarding. This committee works to proactively address problems and connect people to resources in order to keep them in their homes or find them more appropriate care situations.

Preparing older residents and especially people who are caring for family members with dementia or other chronic conditions for emergency situations is important to making people feel more safe and secure at home. More than 19% of survey respondents said that they were not well informed about what to do in case of an emergency. The 2021 Master Plan recommended involvement of community members in an Emergency Response Team Training in order to bolster preparedness and identify a chain of command in the event of an emergency

### Public Safety and Resiliency Goals and Actions

**Goal 8:** Ensure the safety of all residents, including older adults and people with dementia, through multi-sectoral partnerships and programming.

#### Actions

- 8.1. Work with emergency personnel to continue to encourage people to sign up on the voluntary registry of where people with dementia or other health concerns live; keep

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<sup>8</sup> MHAC Community Profile (data from 2016-18 5-year ACS)

files up to date and educate the community about how to add themselves or family members to this list. Include people who rely on oxygen tanks or other medical devices.

- 8.2. Educate older residents about what to do in case of emergency such as power outages, extreme heat, flooding, etc.
  - Ensure that people who are on oxygen have backup power or tanks that do not require electricity.
  - Publicize locations of heating and cooling centers in case of power outages or heat emergencies.
- 8.1. Continue to meet with the interdisciplinary committee that meets about at-risk seniors who may be resistant to care or have other health or safety concerns.
- 8.2. Collaborate with the District Attorney's office to hold trainings on internet and phone scams.

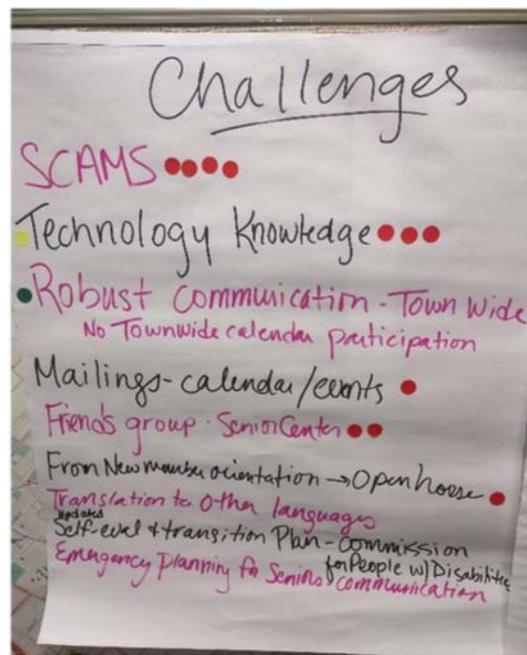
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## Communication, Information and Technology

Communication about resources and programs in multiple formats is essential to the success of all of the domains of an Age and Dementia Friendly Community. Residents must know how to access information about these resources in order to use and appreciate them. The COVID-19 pandemic highlighted the importance of technology, not only for accessing information, but also for social interaction, telehealth services, public meetings, shopping, and fitness programming when businesses and public buildings were closed. The pandemic also brought to light the “digital divide” which exists in some communities and populations due to lack of resources to purchase equipment or sign up for high-speed internet, or lack of understanding of how to use equipment (phones, computers or tablets) to access services and programs.

When asked about their preferred methods of getting information about community events and opportunities to get involved in activities, most respondents (68.5%) said that they get information from the Senior Center newsletter, 49% from local television (likely community cable access TV), 41%

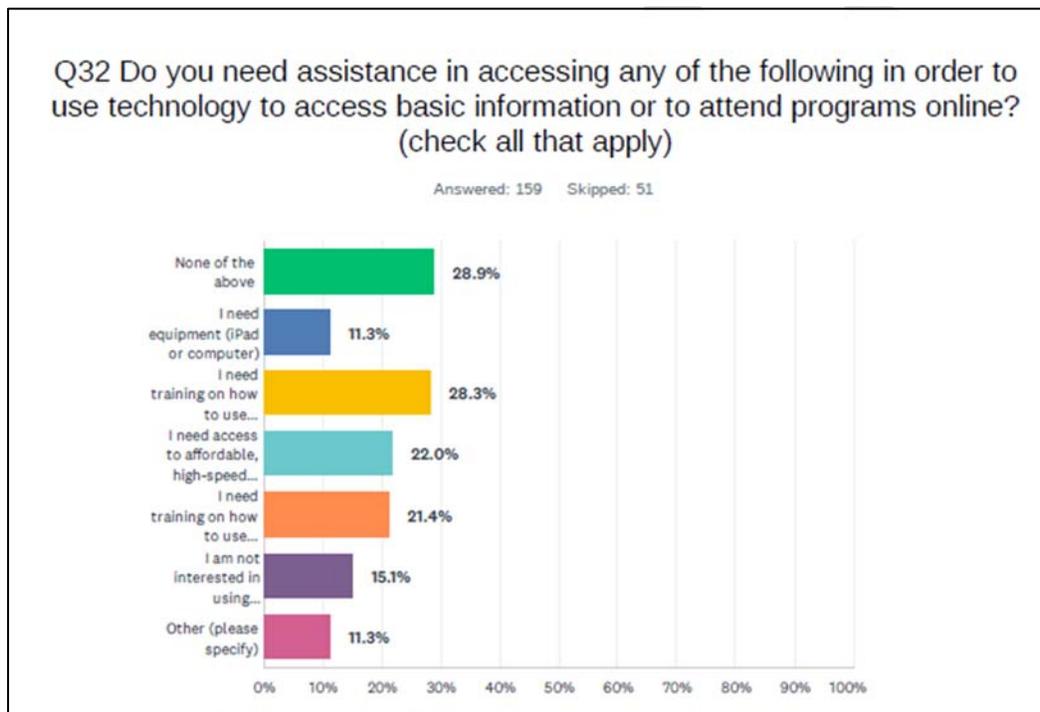
Figure 16 - One breakout group's responses to challenges with communication and technology



from the newspaper and 37.5% from friends or family members. Many respondents (27.5%) also said they got information from community websites or Facebook (20%). Other comments included telephone (the Town has a robocall system – which was not included in this survey question), text message, or church. One person commented that it would be helpful to have a town forum that did not require people to be on Facebook.

Almost one-third of survey respondents said that they need training on how to use technology, and 22% said they needed access to affordable high-speed internet. Fifteen percent of respondents said that they are not interested in using technology, a good reminder that information should be shared in a variety of formats.

Figure 17 - Assistance needed in using technology (ADFEL Survey)



### Communication, Information and Technology Goals and Actions

**Goal 9:** Ensure that all residents have access to information about programs and services to ensure access to services and opportunities for social connection community engagement.

#### Actions

- 9.1. Assist older adults in acquiring equipment and training on how to use it and provide assistance with accessing low cost or free broadband service.

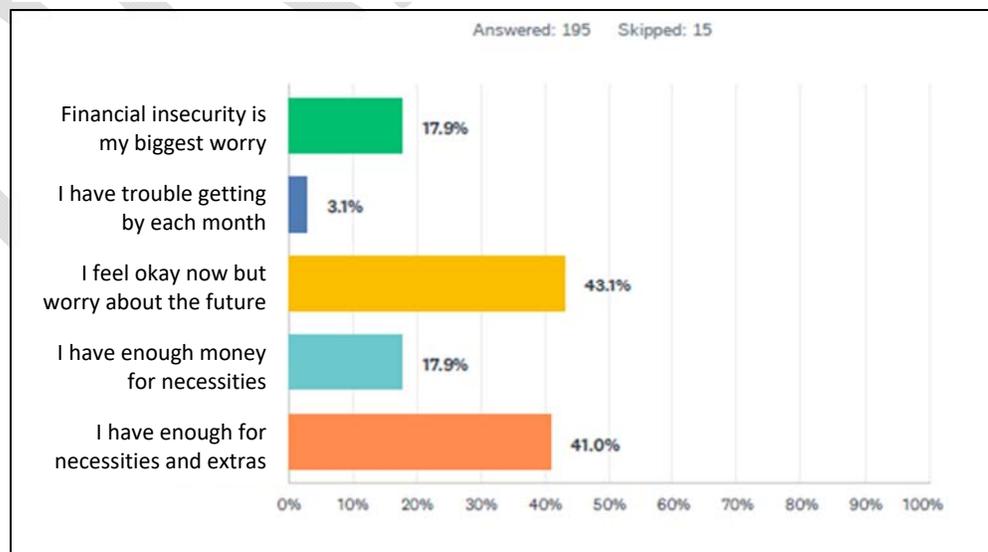
- Connect people with resources at the library or Health Dept to access equipment and training.
  - Investigate ways to connect older adults with low cost internet such as building in agreements for providers to offer affordable service in municipal contracts with service providers.
- 9.2. Collaborate with existing community-based networks such as faith communities, civic groups, education channels, business groups, to share information and develop programming.
- 9.3. Ensure that printed information – including official forms or invoices and text on visual displays in public spaces - has large lettering with main ideas in bold type; simple and straightforward sentences and simple language; and is available in multiple languages as needed. Ensure that the Town website and forms are useable for people who are visually impaired, including color blind.

## Employment, Volunteering and Civic Engagement

Many older adults continue to work past the age of 65 to keep busy or for income. Eighteen percent of survey respondents said that financial insecurity was their biggest worry, and 43.1% said that they feel okay now but were worried about the future.

The Massachusetts Councils on Aging administers a 50+ Job Seekers program that helps older adults to find work. This program offers a year-round, 12-week training program that helps people deal with ageism, create resumes, find information on available positions, and work on interviewing skills.

Figure 18 – Q34 – Are finances a worry for you now and as you get older (AFDFEL Survey)



Engagement of business leaders on making businesses accessible for all residents and welcoming for people with dementia can ensure a welcoming environment for older residents. Age Strong Boston developed an Age Friendly Business certification program that includes a checklist on social and environmental actions that businesses can adopt to make them more welcoming to people of all ages.

Volunteering and becoming engaged in the community through boards and committees is a good way to stay active and avoid isolation. The 2021 Master Plan recommended creating training programs to promote citizen engagement, and events where participants learn about the different functions of local government including volunteering opportunities and service on town boards, committees and commissions. The Town also has a very successful Senior Work Abatement Program (SWAP) which allows older residents to work off up to \$1,875 in property taxes through volunteer activities.

### Employment, Volunteering and Civic Engagement Goals and Actions

**Goal 10:** Provide opportunities and assistance for older adults who want to work and volunteer in the community.

#### Actions

- 10.1. Assist older residents with job searches and connecting with 50+ Job Seekers organization; hold job fairs at the Senior Center with representatives from local businesses.
- 10.2. Consider implementing an Age and Dementia Friendly business certification program using the Age Strong Boston checklist as a model.
- 10.3. Continue to pursue intergenerational skill building/mentoring opportunities with the COA, community groups and local schools, e.g. youth teach elders about technology or other current studies, while elders teach youths about careers, life skills, etc.

### Action Plan

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This Action Plan for an Age and Dementia Friendly East Longmeadow details goals and strategies for improving East Longmeadow's social and built environments to make the town a welcoming place for people of all ages and abilities. According to the Age and Dementia Friendly East Longmeadow Survey and comments gathered at topic-based public forums, the areas of greatest concern in East Longmeadow include Housing, Health and Community Services, and Transportation.

The following Action Plan is ordered by domains of the highest importance to residents of East Longmeadow based on the community engagement efforts completed for this report. However,

this report and Action Plan are dynamic documents that will be amended as conditions change in the community.

The Goals and Actions included in the Action Plan include lead entities, partner organizations or entities, metrics for measuring progress, and the priority as identified through the results of community engagement and the capacity of the entities assigned.

Priority levels are as follow:

- **High/Short-Term (ST)** – 1-3 years
- **Medium/Medium Term (MT)** – 4-6 years
- **Low/Long Term (LT)** – 7-10 years

## Plan Implementation

The Age and Dementia Friendly East Longmeadow Working Group was formed to work with the PVPC on the development of this Community Assessment and Action Plan. An implementation committee made up of members of this working group and others identified by the Town will be developed to implement strategies on the following pages. In addition, the following steps are recommended for the implementation of this report.

- 1) Continue to build the Age and Dementia Friendly Working Group to include multiple sectors of the community as well as regional and state partner organizations and agencies.
- 2) Distribute the Community Assessment and Action Plan to Town boards, committees, social groups and faith organizations to solicit input and volunteers for an implementation committee, and to build awareness of ways that these groups can participate in making East Longmeadow Age and Dementia Friendly.
- 3) Submit report to AARP and Dementia Friendly Massachusetts for final certification as an Age and Dementia Friendly Community.
- 4) Select strategies for implementation each year.
- 5) Report on successes and challenges – both to the community, AARP and Dementia Friendly Massachusetts.

# Age Friendly East Longmeadow Action Plan

## Housing

<b>Goal 1:</b> Provide opportunities for all East Longmeadow residents to continue to live in the community in their later years by ensuring an adequate mix of housing types for all incomes and abilities.				
<b>Actions</b>		<b>Lead Entity/ Partners</b>	<b>Metrics</b>	<b>Priority</b>
1.1	Ensure that zoning supports the development of a variety of housing types (including multi-family, or 2-family housing in current single-family districts), especially in neighborhoods that are within walking distance of amenities and services; ensure new housing for older adults meets standards of accessibility. Consider incentives for developers to include “age ready” features with new and adaptive reuse projects.	Town Planner/Planning Board, consultants	Zoning Review, GIS map of developable property	High - In process with center town district study
1.2	Review zoning bylaws and revise as needed to allow development of Accessory Apartments by right to conform with state law.	Town Planner/Planning Board, consultants	Accessory Apartment bylaws in place	High – must be completed by 2/3/25
1.3	Review the re-development potential of buildings close to the town center, including large homes, for adaptive re-use and smaller congregate living potential.	Town Planner/Planning Board, consultants, landowners	Review of building redevelopment potential	High - In process with center town district study
1.4	Review the status of subsidized housing units and research mechanisms for maintaining perpetual affordability rather than converting to market rate housing.	Housing Authority; Town Manager; Planning Dept.	Mechanisms identified to maintain affordability	High - In process with Housing Production Plan

1.5	Expand committee that focuses on at risk homeowners (Problem Property group) to ensure that people at risk of eviction (for financial or home maintenance issues) are directed to agencies or resources that can assist them to remain in their homes.	Problem Property Group; COA, Housing Authority, Health Dept.	Identify agencies who can help people at risk of eviction	High
1.6	Review the need for emergency or transitional housing for people who are unhoused.	COA, Health Dept.; CHD (Crisis-response clinician who rides with 1st Responders)	Need for transitional housing identified	Medium
<b>Goal 2:</b> Ensure that people who are aging in place in East Longmeadow have access to resources and support services to ensure that their homes are safe, comfortable, and well-maintained.				
2.1	Ensure that residents have access to grants or loans for home modification, and that resources are available to evaluate homes for safety and accessibility for people aging in place.	COA, Wayfinders, local contractors; fire department (for safety assessments)	Home modification loan or grant programs in place; outreach materials	Medium
2.2	Explore the possibility of developing a grant program for home modification through CPA funds and administered by Senior Center staff and/or the COA.	Senior Center, COA, CPA committee	East Longmeadow home modification grant program in place; outreach materials	High
2.3	Provide educational programming on how to find and hire a contractor for people who need repairs and basic maintenance completed on their homes.	COA, Library, local contractors	Educational programs	Medium
2.4	Ensure that all older homeowners are familiar with the Senior Work Abatement Program (SWAP) and eligible volunteer opportunities. Expand the program as needed to enable	COA, Town Manager	Updated program guidelines; # of spots available; income	High

	additional residents to participate. Use income limits used in state circuit breaker program to prioritize program participants.		eligibility requirements in place	
2.5	Investigate the possibility of starting a Village or Neighbors program which would include volunteer opportunities for active elders to help people aging in place with basic tasks such as yard work, snow shoveling, etc.	Possibly hire a SWAP volunteer to develop and manage program	Informational program about Neighbors programs; grand funding to start a pilot program.	Medium/Low

## Transportation

<b>Goal 3:</b> Ensure that transportation services are available and information on how to use them is easily accessible for residents of all ages and abilities to allow access to food, medical appointments, employment, education, and social connections.				
<b>Actions</b>		<b>Lead Entity/ Partners</b>	<b>Metrics</b>	<b>Priority</b>
3.1	Develop a plan for the long-term sustainability of the Tri-Town Trolley and expand amend service as needed. Ensure that all residents are familiar with how to use the service.  Investigate the need for adding smaller vehicles to the fleet to fill in need for individual rides.	Pleasant View Senior Center/TriTown Trolley	Records of increases in use, requests for expanded services; orientation for new users	High
3.2	Work with PVRTA to provide orientation for PVRTA on demand services for older adults and people with disabilities.	PVRTA, Senior Center	Travel orientation programs in place.	Ongoing
3.3	Work with health care providers to determine need for rides to medical appointments and shared resources to meet those needs.	Senior Center, Baystate, Mercy, etc.	System for medical rides in place.	High

3.4	Review the need for benches or shelters at PVTA bus stops, consulting users about potential locations.	PVTA, older adults	Map of bus stops and inventory of structures/benches	Medium
<b>Goal 4:</b> Ensure that all residents have access to safe places to walk and roll within 15 minutes of their homes; and that roads, sidewalks and trail networks are safe and comfortable for use by people of all ages and abilities.				
	<b>Actions</b>	<b>Lead Entity/ Partners</b>	<b>Metrics</b>	<b>Priority</b>
4.1	Review and update (if needed) the Complete Streets Prioritization Plan and apply for funding to implement priority roadway and sidewalk improvements.	Planning /DPW	Implementation funds received	High
4.2	Maintain sidewalks and plan for new sidewalks to improve connectivity of pedestrian network as needed.	Planning/DPW	Funding for sidewalk maintenance and improvements.	Medium
4.3	Add benches where needed in the Town center and along popular walking routes.	Planning Dept/DPW	Plan in place for more benches	Medium
4.4	Review locations of public restrooms and include them on maps of walking routes; ensure that wheelchair accessible restrooms are available in the Town center and at recreation areas. Develop a system for locking or monitoring restrooms to prevent vandalism	Planning Dept.	Map of walking routes with accessibility, level of difficulty, restrooms	Low
4.5	Ensure that wheelchair accessible restrooms are available in the Town center and at recreation areas. Develop a system for locking or monitoring restrooms to prevent vandalism.	Planning Dept., ADA coordinator, DPW	Map of restrooms; monitoring or locking system in place	Low

4.6	Investigate volunteer or contracted services to assist homeowners with shoveling snow on sidewalks in winter months	COA	Research on sidewalk shoveling programs completed	Medium
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## Buildings and Outdoor Spaces

Goal 5: Ensure that public buildings include community meeting spaces are accessible and open for daily programming or social gatherings.				
	Actions	Lead Entity/ Partners	Metrics	Priority
5.1	Partner with other departments and public buildings to enhance or expand programs offered by the Pleasant View Senior center as demand for services and facilities continues to grow.	COA	Spaces for programs expanded	Ongoing
5.2	Update an ADA Self-Assessment and Transition Plan for Town owned properties.	ADA Coordinator, Planning Board	ADA Self-Assessment and transition plan in place	High (grant submitted)
5.3	Review circulation plans and safety elements (lighting, accessible routes for pedestrians and people in wheelchairs) in shopping plazas; seek funding for improving accessibility and circulation. Review Site Review standards for parking lot circulation and pedestrian safety for new developments.	Planning; property owners; police department	Parking lot audits; site plan review standards reviewed.	Medium

## Health and Community Services

Goal 6: Ensure that older residents of East Longmeadow have access to health care and community services that support their ability to live long and healthy lives.				
	Actions	Lead Entity/ Partners	Metrics	Priority

6.1	Publicize resources to provide home care and respite care for family caregivers. Ensure all local providers are listed on the 413Cares.org platform.	Private providers, COA; 413Cares.org (PHIWM, PVPC)	Providers are aware of 413Cares platform and are listed on the platform or other resource guides.	High
6.2	Collaborate with local long-term care facilities to offer and publicize programs and services for people with dementia and their care partners.	East Longmeadow Campus of Care; other LTC facilities; Local providers of services and programs for people with dementia; Senior Center	Programs and services available for people with dementia and caregivers	Ongoing
6.3	Investigate the possibility of starting a Village or Neighbors program which would include volunteer opportunities for active elders to help people aging in place with basic tasks such as yard work, snow shoveling, etc. (also Goal 2.5)	Possibly hire a SWOP volunteer to develop and manage program	Informational program about Neighbors programs; grant funding to start a pilot program.	Medium/ Low
6.4	Continue to provide immunization clinics at the senior center and publicize new health and wellness programs to all older residents. Connect with a local physician as needed.	Senior Center, Health Dept.	Vaccine clinics Health & wellness programs	Ongoing
6.5	Investigate solutions for people who need home care but don't qualify for PACE or other subsidized home care providers. Connect people with private providers.	Senior Center, Health Dept.	Resource guide to private caregivers	Ongoing
6.6	Investigate programs to allow people who don't meet age limits but need services and support to get help at the Senior Center or other local resource providers.	Senior Center, Health Dept.	Policy for helping people who are under 60	Medium

6.7	Re-start program that allows volunteers to do home visits or social visits with people who are isolated or plan additional time for meals on wheels drivers to spend time with homebound older residents.	Senior Center, SWAP volunteers, residents	Plan for outreach to isolated older adults	In progress for Meals on Wheels
6.8	Conduct more direct outreach programs for older residents who don't currently use Senior Center	Senior Center, SWAP volunteers	Direct outreach or orientation program in place	Ongoing
6.9	Continue to provide assistance to older residents to access online food delivery and coupon opportunities. Expand emergency food resources for older residents including emergency food (food pantries), meals on wheels, and senior CSA shares. Research the feasibility of serving families with emergency food resources in addition to seniors.	FBWM, Spoonfuls, CISA, local farms	Food assessment Options for emergency and low-cost healthy food in place	Ongoing
6.10	Expand opportunities for fresh produce donations to congregate meal locations (e.g. McClarren House).	Senior Center, Health Dept., local farms, Community Garden	Produce donation program	Ongoing

## Social Participation, Access, Equity and Inclusion

<b>Goal 7:</b> Ensure that communications, programming, services, buildings, and sidewalks are inclusive and accessible to people of all ages and abilities and people whose primary language is not English.				
Actions		Lead Entity/ Partners	Metrics	Priority
7.1	Complete ADA Self-Assessment and Transition Plan, and to improve accessibility of all aspects of the community.	ADA Coordinator, Commission for people with disabilities	ADA Self-Assessment and Transition plan in place (applied for grant)	High (in process)

7.2	Develop municipal policies for translating documents and websites, and services for phone or in person interpreter services for languages other than English; collaborate with schools that already offer translation and interpreter services.	Planning Dept/Town Manager; Schools	Municipal policies in place for translation and interpreter services	High
7.3	Connect with groups or churches that serve residents whose language is other than English to provide outreach to non-English speakers about programs and services at the Senior Center.	Faith Community, human service agencies, ACOs	Partnerships with churches, CBOs	Medium
7.4	Encourage hiring of staff who are bilingual to offer on-site interpreter or translation services.	Senior Center, Town departments	Bilingual staff in place	Medium/Low

## Public Safety

<b>Goal 8:</b> Ensure the safety of all residents, including older adults and people with dementia, through multi-sectoral partnerships and programming.				
<b>Actions</b>		<b>Lead Entity/ Partners</b>	<b>Metrics</b>	<b>Priority</b>
8.1	Work with emergency personnel to continue to encourage people to sign up on the voluntary registry of where people with dementia or other health concerns live; keep files up to date and educate community about how to add themselves or family members to this list. Include people who rely on oxygen tanks or other medical devices.	COA; Police and Fire Departments	Persons at Risk registry	Ongoing

8.2	Educate older residents about what to do in case of emergency such as power outages, extreme heat, flooding, etc. <ul style="list-style-type: none"> <li>• Ensure that people who are on oxygen have backup power or tanks that do not require electricity</li> <li>• Publicize locations of heating and cooling centers in case of power outages or heat emergencies</li> </ul>	COA, Police and Fire, Emergency Services personnel	Programming with older adults in place	Ongoing
8.3	Continue to meet with the interdisciplinary committee that meets about at-risk seniors who may be resistant to care or have other health or safety concerns.	COA, Hampden County Sheriff's Dept, Health, GSSS, Police and Fire depts., CHD (Community Health Development)	Ongoing meetings # of people served	Ongoing
8.4	Collaborate with the District Attorney's office to have trainings on internet and phone scams.	COA, Office of Consumer Protection, DA's Office; Library; Hampden County Sheriff's Dept, banks	Trainings with DA's office	Ongoing

## Communication, Information and Technology

<b>Goal 9:</b> Ensure that all residents have access to information about programs and services to ensure access to services and opportunities for social connection community engagement.				
<b>Actions</b>		<b>Lead Entity/ Partners</b>	<b>Metrics</b>	<b>Priority</b>
9.1	Assist older adults in acquiring equipment and training on how to use it and provide assistance with accessing low cost or free broadband service. <ul style="list-style-type: none"> <li>• Connect people with resources at the library or Health Dept to access equipment and training.</li> <li>• Investigate ways to connect older adults with low cost internet such as building in agreements for providers to offer affordable service in municipal contracts with service providers.</li> </ul>	Senior Center, Library, Schools	# of people trained, laptops or tablets for loan (Ipads currently available)	Ongoing

9.2	Collaborate with existing community-based networks such as faith communities, civic groups, education channels, business groups, to share information and develop programming.	Faith communities (Congregational church), Senior Center, civic groups	# of outlets # of postings # joint programs	Ongoing
9.3	Ensure that printed information – including official forms or invoices and text on visual displays in public spaces - has large lettering with main ideas in bold type; simple and straightforward sentences and simple language; and is available in multiple languages as needed. Ensure that the Town website and forms are useable for people who are visually impaired, including color blind.	Municipal Departments	Policy or memo about lettering; implementation of policy	Medium

## Employment, Volunteering, and Civic Engagement

Goal 10: Provide opportunities and assistance for older adults who want to work and volunteer in the community.				
Actions		Lead Entity/ Partners	Metrics	Priority
10.1	Assist older residents with job searches and connect them with 50+ Job Seekers organization; hold job fairs at the Senior Center with representatives from local businesses.	Senior Center, 50+Job Seekers	Events at Senior Center	High/Ongoing
10.2	Consider implementing an Age and Dementia Friendly business certification program using the Age Strong Boston checklist as a model.	Senior Center, Business community	Certification program in place	Medium
10.3	Continue to pursue intergenerational skill building/mentoring opportunities with the COA, community groups and local schools, e.g. youth teach elders about technology or other current studies, while elders teach youths about careers, life skills, etc.	Senior Center, Schools	Intergenerational programs in place	Ongoing

Appendix A – Dementia Friendly East Longmeadow Action Plan

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## Action Plan for a Dementia Friendly East Longmeadow

### TIMELINE

<b>PROPOSED ACTION</b>	<b>RESPONSIBILITY</b>	<b>ACTION DUE</b>
<b>Request a Town Council Resolution in support of Dementia Friendly East Longmeadow Initiative</b>	<b>Erin Koebler</b>	<b>Complete - 1/19/2022</b>
<b>Planning Meeting with Mass Councils on Aging</b> - Patty Sullivan Program Manager, Patricia Gendron and Erin Koebler, and Susan McNulty in attendance	<b>Erin Koebler</b> <b>Patricia Gendron</b> <b>Patty Sullivan</b> <b>Susan McNulty</b>	<b>Action Due</b> <b>Complete - 1/25/2022</b>
<b>EDUCATION Brochure</b>  Tagline - "let's not forget those who won't remember our kindness"	<b>Leah Weaver</b>	<b>Complete- 2/18/2022</b>

<b>PROPOSED ACTION</b>	<b>RESPONSIBILITY</b>	<b>ACTION DUE</b>
<p><b>Formation of Action Team</b> Attendance from community sectors. Choose Action Team Chairperson</p>	<p><b>Erin Koebler</b></p> <p><b>Patricia Gendron</b></p> <p><b>Leah Weaver</b></p>	<p><b>Complete - 3/15/2022</b></p>
<p><b>BUDGETING</b> Formation of budget to ensure all areas of action and costs are captured. Initial costs identified: - 2022 Spring Kickoff - Advertising - Printing brochures - Table skirt - Signs</p>	<p>Action Team</p>	<p><b>Complete May 2022</b></p>
<p><b>Kick off Breakfast</b> COA will host this event Patty Sullivan, Megan Lemay from Alzheimer's Assoc, Senator Eric Lesser, other legislators and more will be invited. - Short Presentation - Brochures handed out to all attendees - Videotaped for future broadcast on ELCAT Public Access -Sign up for Dementia Friends training</p>	<p>Action Team</p>	<p><b>Complete 4/14/2022</b></p>
<p><b>Community Education</b> COA will host an "Erasing the Stigma" Dementia Program</p>	<p>COA</p>	<p><b>Complete May 19, 2022</b></p>

<b>PROPOSED ACTION</b>	<b>RESPONSIBILITY</b>	<b>ACTION DUE</b>
<p><b>PROPOSED ACTION INFORMATION GATHERING FOR DATABASE - TOWN CENSUS</b></p> <p>Questionnaire included with town census asking residents to inform first responders who is living with dementia and who to call. Questionnaire to also be provided either in person, posted on town website, at EL Housing, and in other locations with heavy foot traffic.</p>	<p>Dan Atwater</p> <p>Action Team Clerk</p>	<p>First meeting 5/25/2022</p> <p><b>Sent in Census Mailing 1/2023</b></p>
<p><b>PROPOSED ACTION INFORMATION GATHERING FOR DATABASE - TOWN CENSUS</b></p> <p>Questionnaire included with town census asking residents to inform first responders who is living with dementia and who to call. Questionnaire to also be provided either in person, posted on town website, at EL Housing, and in other locations with heavy foot traffic.</p>	<p>Dan Atwater</p> <p>East Longmeadow Fire Department</p> <p>COA Director of Community Services</p> <p>Greater Springfield Senior Sevices</p> <p>Senior Service Providers - inc. Housing, Assisted Living</p>	<p><b>ACTION DUE</b></p> <p>Complete - First meeting September 2022</p>
<p><b>PROPOSED ACTION</b></p> <p><b>EDUCATION</b></p> <p>Community Education on Dementia by Alz. Association volunteer at Library</p>	<p><b>RESPONSIBILITY</b></p> <p>Library Staff</p> <p>Als. Assoc</p>	<p><b>ACTION DUE</b></p> <p><b>June 15, June 29, and July 6, 2022</b></p>
<p><b>PROPOSED ACTION</b></p> <p><b>EDUCATION</b></p> <p>Library Display</p>	<p><b>RESPONSIBILITY</b></p> <p>Library Staff</p>	<p><b>ACTION DUE</b></p> <p><b>Complete - Summer 2022</b></p>

<b>PROPOSED ACTION</b>	<b>RESPONSIBILITY</b>	<b>ACTION DUE</b>
<p><b>Dementia Friends Training</b> COA will host a Dementia Friends training for the community as a next step after Kick off.</p>	<p>Erin Koebler Mark Nutting</p>	<p><b>Complete 7/2022 and ongoing</b></p>
<p><b>PROPOSED ACTION</b></p> <p><b>TRAINING</b> <b>First Responder Training / EMS &amp; Fire</b> Training to be provided by Alzheimer’s Association. 12-15 attendees required. Seats also available for Police personnel.</p>	<p><b>RESPONSIBILITY</b> <a href="#">Erin Koebler</a> Chris Beecher Alz. Assoc.</p>	<p><b>ACTION DUE</b> Alz. Association is holding virtual trainings June 22 and June 30</p>
<p><b>PROPOSED ACTION</b></p> <p><b>TRAINING</b> <b>Police Force Training</b> Police staff will sit in on 1st Responder training.</p>	<p><b>RESPONSIBILITY</b> Dan Atwater Erin Koebler Alz. Assoc</p>	<p><b>ACTION DUE</b> Alz. Association is holding virtual trainings June 22 and June 30</p>
<p><b>PROPOSED ACTION</b></p> <p><b>TRAINING</b> <b>Virtual Dementia Experience</b> Partners at East Village Place will become facilitators of the Virtual Dementia Experience and hold regular experiential trainings for members of the community.</p>	<p><b>RESPONSIBILITY</b> Sherry Mayer Erin Koebler</p>	<p><b>ACTION DUE</b> September 2022</p>
<p><b>PROPOSED ACTION</b></p> <p><b>AWARENESS - East Longmeadow School Dept</b>  Dementia Friends and Dementia Experience Training for Leadership Team</p>	<p><b>RESPONSIBILITY</b> Alz.association Erin Koebler Gordon Smith</p>	<p><b>ACTION DUE</b> Fall 2022</p>

<p><b>PROPOSED ACTION</b></p> <p><b>EDUCATION</b> Public Service Announcement (PSA) or podcast related to Dementia Friendly East Longmeadow. This will include a brief explanation of what dementia is, an ideal dementia friendly community and how we can all help.</p>	<p><b>RESPONSIBILITY</b></p> <p>ELCAT</p>	<p><b>ACTION DUE</b></p> <p><b>Completed Fall 2022</b></p>
<p><b>PROPOSED ACTION</b></p> <p><b>Community Education Forum</b> Forum of local geriatric care experts to be held in the community.</p>	<p><b>RESPONSIBILITY</b></p> <p>CM- Sharon O'Connor?  Physician - Dr. May Awkwil  Caregiver - Ed Fitzgerald  Elder Law Attorney</p>	<p><b>ACTION DUE</b></p> <p><b>Completed September 14, 2022</b></p>

<p><b>PROPOSED ACTION</b></p> <p><b>TRANSPORTATION</b> Tri Town Trolley Driver training</p>	<p><b>RESPONSIBILITY</b></p> <p>Alz. Association  Tri Town Trolley staff</p>	<p><b>ACTION DUE</b></p> <p>When training is next offered</p>
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<p><b>PROPOSED ACTION</b></p> <p><b>AWARENESS</b> <b>Dementia Friendly/Alz. Association Walk to End Alz. Team Fundraiser</b> Picnic lunch at Pleasant View Center, Dementia Friendly East Longmeadow/Walk to End Alzheimers informational session, ice cream social</p>	<p><b>RESPONSIBILITIES</b></p> <p><b>Y</b>  Tri Town Team  EL COA  Alz. Assoc Walk  Action Team</p>	<p><b>ACTION DUE</b></p> <p><b>Complete July 15, 2022</b></p> <p><b>Walk scheduled September 25, 2022</b></p>
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<p><b>PROPOSED ACTION</b></p> <p><b>TRAINING</b> <b>Town Employees</b></p>	<p><b>RESPONSIBILITY</b></p> <p>Alz. Association - Mark Nutting</p> <p>Town Employees</p>	<p><b>ACTION DUE</b></p> <p><b>Completed 11/22, 1/23</b></p>
<p><b>PROPOSED ACTION</b></p> <p><b>TRAINING</b> <b>Private Sector</b> - 4 part series with the EL Library</p>	<p><b>RESPONSIBILITY</b></p> <p>Alz. Association</p> <p>Action Team</p>	<p><b>ACTION DUE</b></p> <p><b>Completed 9/22, 10/22,11/22, 12/22</b></p>
<p><b>PROPOSED ACTION</b></p> <p><b>TRAINING</b> <b>Private Sector</b> - businesses, library, banking, etc. Other forms of delivery may be needed to reach all community sectors</p>	<p><b>RESPONSIBILITY</b></p> <p>Alz. Association</p> <p>Action Team</p>	<p><b>ACTION DUE</b></p> <p><b>Clergy- Completed 1/31/2023</b></p> <p>Ongoing</p>
<p><b>PROPOSED ACTION</b></p> <p><b>DECAL FOR DISPLAY POST TRAINING</b></p> <p>Modified Dementia Experience Training for Art Students</p> <p>“We Are Dementia Friendly” decal to be displayed on public sector and private businesses, designed by ELHS students.</p> <p>*Alzheimers Assoc does have decal for First Responders.</p>	<p><b>RESPONSIBILITY</b></p> <p>Alz. Assoc</p> <p>Action Team</p> <p>School Dept</p>	<p><b>ACTION DUE</b></p> <p>Fall 2022</p>

<p><b>PROPOSED ACTION</b></p> <p><b>SIGNAGE &amp; ACCESSIBILITY</b> Once designated create and post signs for Dementia Friendly 'safe place'</p>	<p><b>RESPONSIBILITIES</b></p> <p>Y Action Team</p>	<p><b>ACTION DUE</b></p> <p>Ongoing</p>
<p><b>PROPOSED ACTION</b></p> <p><b>TRAINING</b> <b>Private Sector</b> - Community Education series - Encountering Demetina at Home and our Community</p>	<p><b>RESPONSIBILITY</b></p> <p>Alz. Association Action Team</p>	<p><b>ACTION DUE</b></p> <p><b>Completed 4/23</b></p>
<p><b>PROPOSED ACTION</b></p> <p><b>TRAINING</b> <b>Private Sector</b> - Community Education series - 10 Warning Signs of Alzheimers, Effective Communication Strategies</p>	<p><b>RESPONSIBILITY</b></p> <p>Alz. Association Action Team</p>	<p><b>ACTION DUE</b></p> <p><b>Completed 6/23, 7/23</b></p>
<p><b>PROPOSED ACTION</b></p> <p><b>TRAINING</b> <b>Private Sector</b> - 2 part Community Education series with the EL Library</p>	<p><b>RESPONSIBILITY</b></p> <p>Alz. Association Action Team</p>	<p><b>ACTION DUE</b></p> <p><b>Completed 9/23,10/23</b></p>
<p><b>PROPOSED ACTION</b></p> <p><b>AWARENESS</b> <b>Dementia Friendly/Alz. Association Walk to End Alz. Team Fundraiser</b> Picnic lunch at Pleasant View Center, Dementia Friendly East Longmeadow/Walk to End Alzheimer's informational session, ice cream social</p>	<p><b>RESPONSIBILITY</b></p> <p>Tri Town Team EL COA Alz. Assoc Walk Action Team</p>	<p><b>ACTION DUE</b></p> <p><b>Complete July 15, 2022</b> <b>Walk completed October 2023</b></p>
<p><b>PROPOSED ACTION</b></p> <p><b>Listening Sessions</b> Hold a series of 3 Community Age and Dementia Friendly Listening Session</p>	<p><b>RESPONSIBILITY</b></p> <p>EL COA Pioneer Valley Planning Commission (PVPC) Action Team</p>	<p><b>ACTION DUE</b></p> <p><b>Completed 10/23, 11/23, 12/23</b></p>

<b>PROPOSED ACTION</b>	<b>RESPONSIBILITY</b>	<b>ACTION DUE</b>
<b>Age and Dementia Friendly Survey</b>	EL COA  Pioneer Valley Planning Commission (PVPC)  Age and Dementia Friendly Task Force	<b>Completed 2/2024</b>
<b>Age and Dementia Friendly Recommendations and Action Plan</b>	EL COA  Pioneer Valley Planning Commission (PVPC)  Age and Dementia Friendly Task Force	Spring 2024
<b>Series of Dementia Friendly fundraising events with Hampden and Longmeadow COAs</b>	EL COA  Tri Town Team Walk to End Alzheimer's Regional Team	Summer-Fall 2024
<b>Form a Memory Cafe at the East Longmeadow COA</b>	EL COA  FallonHealth PACE Program	Fall 2024

Appendix B – Age Friendly East Longmeadow Survey Results

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