



TOMPKINS COUNTY  
OFFICE FOR THE AGING  
*Aging Better, Together*



AGE FRIENDLY  
ITHACA & TOMPKINS COUNTY

# Age-Friendly Training Workshop Series Toolkit

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*A resource for communities to create, promote, and implement Age-Friendly practices and programs by engaging key community partners, stakeholders, and residents*

Created by the Tompkins County Age-Friendly Center for Excellence  
TOMPKINS COUNTY NY | [HTTPS://WWW2.TOMPKINSCOUNTYNY.GOV/COFA/AGE-FRIENDLY](https://www2.tompkinscountyny.gov/cofa/age-friendly)

## ACKNOWLEDGEMENTS

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## INTRODUCTION

In May 2015, Tompkins County and the City of Ithaca were welcomed into the AARP Network of Age-Friendly Communities, an initiative of the World Health Organization intended to help communities prepare for rapid population aging. The Age-Friendly Network helps participating communities become great places for all ages by adopting such features as safe, walkable streets; better housing and transportation options; access to key services; and opportunities for residents to participate in community activities.

In 2017 New York became the first Age-Friendly State in the U.S. In 2018 NYS issued Executive Order 190 to incorporate health across all policies into state agency activities leading to a public-private partnership between the New York State Office for the Aging (NYSOFA), the Department of Health (NYSDOH), the Department of State (NYSDOS), and the Health Foundation for Western and Central New York (HFWCNY) to award communities grants to support Age-Friendly efforts. The New York Academy of Medicine (NYAM) joined these organizations to create a learning collaborative for grantees of the New York State Age-Friendly Planning Grant the HFWCNY's Health and Age Across All Policies Centers for Excellence Grant. The overall goal of this project is to institutionalize a Health & Age Across All Policies (HAAAP) focus at the county-level. In November 2019, Tompkins County was one of three New York State counties in awarded the HFWCNY's Health and Age Across All Policies Centers for Excellence Grant. Thus began the Tompkins County Age-Friendly Center for Excellence (TCAFCFE) which builds on a nearly ten-year foundation of Age-Friendly work in the region.

### **The TCAFCFE Statement of Purpose**

The Tompkins County Age-Friendly Center for Excellence (TCAFCFE) is one of five regional Centers in New York State funded to support the NYS Health Across All Policies Initiative by promoting Age-Friendly, the NYS Prevention Agenda, and Smart Growth principles. The primary goal of the Tompkins County Age-Friendly Center for Excellence (TCAFCFE) is healthy aging, which means transforming the social and physical environment to support health and well-being for community members across the lifespan. This goal is achieved through cross-disciplinary organizational partnerships and stakeholder input. The TCAFCFE works directly with County agencies, non-profit organizations, academic institutions and private partners to advance systems change and solutions at the county level, and to share best practices state-wide.

# THE AGE-FRIENDLY WORKSHOP SERIES

In an effort to raise awareness and understanding of what Age-Friendly is and isn't, the Tompkins County Age-Friendly Center for Excellence created a workshop series to inform citizens, municipalities, agencies and businesses and demonstrate its relevance to the greater community.

This toolkit is a resource for communities to create and deliver a series of workshops to increase awareness of Age-Friendly practices and increase community involvement to make the community more livable for people of all ages.

## WORKSHOP SERIES PURPOSES

The Age-Friendly Workshop Series can be used to:

1. Explain what Age-Friendly is/isn't and address misconceptions
2. Demonstrate the relevance of Age-Friendly practices to the community through demographics, trends, and economic data
3. Provide a context for Age-Friendly via the history of international (WHO), national (AARP), and local efforts
4. Identify barriers to implementing Age-Friendly practices
5. Identify and increase involvement of community partners
6. Demonstrate existing programs, policies, and places which already exist in the community and exemplify Age-Friendly principles
7. Identify and promote funding opportunities
8. Provide a common foundation and starting point for consensus-building workshops
9. Provide opportunities to share resources, integrate Age-Friendly principles and policies in local governance, businesses and other agencies
10. Frame Age-Friendly in positive ways to emphasize benefits to residents across the lifespan as well as to municipalities and community organizations

## **PARTNERS, STAKEHOLDERS AND RESIDENTS**

The Workshop Series is intended to promote greater involvement from across the community. Here are some potential stakeholders and partners to involve.

### **KEY STAKEHOLDERS**

World Health Organization (WHO)  
AARP and your state AARP office  
Department of State  
State Office for the Aging  
Health Foundation of Western and Central New York (State Health Foundation or Department)  
New York State Academy of Medicine – Health and Age Across All Policies  
State Director of Smart Growth  
Regional Cooperative Extension office  
Rural Economic Development Centers  
Association of Towns  
Residents

### **POTENTIAL COMMUNITY PARTNERS**

Town and County Legislators  
Town and County Planning and Zoning Departments  
Economic Development organizations  
Regional State Elected Officials  
Chamber of Commerce  
Businesses / Foundations  
Key Sectors: Builders, Realtors, Planners  
Higher Education Institutions  
Local Task Forces  
Office of Human Rights  
County Agencies: Health Department, Human Rights, Social Services, etc.  
Long Term Care Council  
Day Care Council  
Community Centers  
Residents

## OUTLINE OF A WORKSHOP SERIES

Use the Toolkit to create an Age-Friendly Workshop Series tailored to the needs and timeline of your community. The information in this Toolkit is a starting point: select the number of workshops, topics, frequency, duration, and speakers which are ideal for your community.

**AARP's 8 Domains of Livability can provide the topics to cover in your workshop series.**

<https://www.aarp.org/livable-communities/network-age-friendly-communities/info-2016/8-domains-of-livability-introduction.html>

- Outdoor Spaces and Buildings
- Housing
- Transportation
- Social Participation
- Communication and Information
- Community Support and Health Services
- Work and Civic Engagement

### POSSIBLE COMPONENTS FOR WORKSHOPS

Consider these components whether your workshops are virtual or in person.

- Introduction and Overview
- Presentations by one or more speakers
- Panel Discussion
- Interactive Activity
- Discussion/Breakout groups
- Question and Answer
- Closing/Wrap -up (include feedback survey and announcement for next workshop)

## **EXAMPLE: 4-PART WORKSHOP SERIES**

One 90-minute workshop/month over four months

### **Workshop #1**

**Title:** *What is Age-Friendly Anyway? How it Benefits Agencies, Residents, Visitors, and Businesses*

**Presented by:** Speakers (as detailed below) and a moderator

Introduction and Overview - (*Director of County Office for Aging*)

Making Age-Friendly a Reality: NYS Executive Order 190 - (*NYS Office for Aging and Health Foundation of Western + Central NY*)

AARP Age-Friendly - (*Associate State Director, AARP NY*)

History/highlights of Age-Friendly in NYS - (*Program Officer, NY Academy of Medicine*)

Best Practices in \_\_\_\_\_ County - (*OFA or other agency director or staff*)

Discussion

Questions and Answers

Closing & Introduction to next workshop

### **Workshop #2**

**Title:** *Spaces & Places: Leveraging the Built Environment for Successful Age-Friendly Communities*

**Presented by:** One person introducing and one speaker

Introduction and Overview - (*Director, County Office for the Aging*)

Presentation (*Subject Matter Expert*)

Questions and Answers

Closing & Introduction to next workshop



### Workshop #3

**Title:** *Zoning and Planning for Age-Friendly Communities: Resources for Local Governments & Community Members*

**Presented by:** Speakers (as detailed below) and a moderator

Introduction - *(Director, County Office for the Aging)*

AF Communities and Executive Order, state level - *(NYS Director of Smart Growth)*

What is Smart Growth? How does it relate to AF Communities and Executive Order in Tompkins County? - *(Director, County Department of Planning and Sustainability)*

Visitability, Model Ordinances & Resolutions *(Subject Matter Expert)*

Age-Friendly Planning & Services: Research Project + Student Interns Work; Mapping and Comprehensive Plans - *(Cornell University, Department of City & Regional Planning)*

Local Advocacy: Grassroots Efforts in the Town of Caroline - *(Community Residents)*

Questions and Answers

Closing & Introduction to next workshop

### Workshop #4

**Title:** Age Friendly for Community Health + Wellness

**Presented by:** Speakers (as detailed below) and a moderator

Introduction and Overview - *(Director, County Office for the Aging)*

Social Determinants of Health - *(Health Services Coalition or similar organization)*

HAAAP, CHIP + CHA - *(Director, Department of Health)*

Equity, Health + Wellness - *(Director, Office of Human Rights)*

Panel Discussion with multiple panelists

Question and Answers

Closing Comments - *(Strategic Director, County Age-Friendly Center for Excellence)*

# GENERAL TIMELINE FOR PLANNING PURPOSES

Timeframe	Task
4-6 months prior	<ul style="list-style-type: none"> <li>● Plan workshop topics and schedule</li> <li>● Choose tentative dates for workshops</li> <li>● Create invitation for speakers</li> <li>● Create web page for information</li> <li>● Create promotional material (press release, media announcements)</li> <li>● Reserve venue (if in person)</li> </ul>
3 months prior	<ul style="list-style-type: none"> <li>● Invite speakers with 2-week RSVP request</li> <li>● Create promotional material</li> <li>● Create invitation list</li> </ul>
2 months prior	<ul style="list-style-type: none"> <li>● Write invitation for attendees</li> <li>● Collect biographical data from speakers</li> <li>● Begin promoting</li> <li>● Create agenda for each workshop</li> <li>● Create invitation list</li> <li>● Create link for virtual workshop registration</li> <li>● Create feedback survey</li> </ul>
1 month prior	<ul style="list-style-type: none"> <li>● Invite guests via e-mail</li> <li>● Assess audio / visual needs for speakers</li> <li>● Continue promoting</li> </ul>
2 weeks prior	<ul style="list-style-type: none"> <li>● Re-send invitation via e-mail</li> <li>● Request slide deck and presentation materials from speakers</li> <li>● Prepare distribution materials if needed</li> </ul>
1 week prior	<ul style="list-style-type: none"> <li>● Re-send invitation via e-mail</li> <li>● Review attendee list and make calls to key attendees if not registered</li> </ul>
Post workshop	<ul style="list-style-type: none"> <li>● Send follow-up e-mail with resource material and feedback survey</li> </ul>

## SAMPLE INVITATION TO SPEAKERS

Dear \_\_\_\_\_,

The Tompkins County Age-Friendly Center for Excellence is excited to present a special county-wide workshop series. In 2015, Ithaca and Tompkins County became part of the Age-Friendly Communities program. This began a 5-year plan to help make Ithaca and the county better places to live and work for people of all ages. In 2019, the Tompkins County Office for Aging was awarded a grant from the Health Foundation of Western & Central NY to create a regional Age-Friendly Center for Excellence. The intention of this grant is to further the Governor's Executive Order to promote Health Across All Policies, the Prevention Agenda, and Age Friendly Livable Communities. For more information on our efforts, please visit: <https://www2.tompkinscountyny.gov/cofa/age-friendly>

The goals of the Tompkins County Age-Friendly Center for Excellence's work are to raise awareness about the Center, to address misconceptions regarding Age-Friendly, to help community agencies and organizations to see the relevance to their work, and to increase participation and use of Age-Friendly as lens in all the work that's done.

To that end, we are holding a four-workshop webinar series in 2021. We would love to have you join us as a speaker in one of the workshops. May's workshop title, tentative topic and timeframe is listed below:

### **#4 MAY Age-Friendly for Community Health + Wellness**

10 Intro + Overview (speaker)

10 Social Determinants of Health (speaker)

10 HAAAP, CHIP + CHA (speaker)

10 Racial Disparities, Outcomes and Health Equity (speaker)

10 Achieving Youth Results and Wellness (speaker)

25 Panel Discussion w/prompts, then expanding to Q & A

10 Closing Remarks for Workshop Series + Next Steps (speaker)

85 minutes (invite for 90)

By Friday, March 19th please email me back and let me know if you can participate. Please complete this doodle poll on dates that you would be available in May. [INSERT LINK] We will then use this information to select the dates and confirm them with you. Thank you for your consideration.

Sincerely,

## **SAMPLE INVITATION TO ATTENDEES:**

Dear Community Partner,

Last year, Tompkins County received a grant to create one of the first Age-Friendly Centers for Excellence in the country. As part of our efforts, we are excited to be offering a virtual workshop series "Age-Friendly + Tompkins County: A Unifying Framework for Post-COVID Recovery." The series will begin with our first webinar on Feb. 17 and continue with one webinar per month through May.

The workshop series is to help all stakeholders in the community understand what Age-Friendly is (hint: it's not just for older adults) and how it is relevant to every age group, agency, and organization in our county. We will also be showcasing our efforts in Best Practices and share relevant information which you can apply to your work.

We hope you will join us in these important community events and share this information with your colleagues and constituents.

The invitation is attached to this email and also can be found at \_\_\_\_\_ where you will find a registration link, as well as a link to our training webpage \_\_\_\_\_ where you can find more information on the agenda, the speakers, and the overall series.

We hope to see you there.

Thank you,

## **SAMPLE FOLLOW-UP EMAIL:**

Thank you for joining us for our first Age-Friendly Center for Excellence workshop on 2/17. Please take a few minutes to respond to this short survey. Your feedback is invaluable and will be used to inform future workshops. [INSERT LINK]

The following link will take you to our training page where you will find a link to the recording of Workshop #1, links to Age-Friendly information shared during the workshop, and a link to register for Workshop #2, A Unifying Framework for Post COVID Recovery. [INSERT LINK]

We hope you will join us for Workshop #2 on March 17th at 2:30pm.

Thank you,

## **SAMPLE PRESS RELEASE:**

### **FOR IMMEDIATE RELEASE**

January 26, 2021

For media inquiries: [INSERT YOUR ORGANIZATION'S CONTACT PERSON + CONTACT INFORMATION]

#### **Age-Friendly Center for Excellence Announces 4-part Virtual Workshop Series**

(Ithaca, NY- January 26, 2021) The Tompkins County Age-Friendly Center for Excellence will be holding a 4-part virtual workshop series entitled "Age-Friendly and Tompkins County: A Unifying Framework for Post-COVID Recovery". These workshops will be held once a month from February through May 2021.

As COVID has strained the financial and human resources of community agencies and organizations, the Age-Friendly Communities framework can be a vehicle for long-term recovery. Starting with the needs of older adults (a large and diverse group encompassing people from 50 to over 100 years old) it unifies seemingly disparate and competing demands by finding commonality of need across all age groups. Age-Friendly can help retain this population to successfully age in place and in community, reduce unnecessary demands on services, while meeting the needs of all ages to create solutions that truly work for the community.

The first workshop entitled "What is Age-Friendly Anyway? How it Benefits Agencies, Residents, Visitors, and Businesses" will be held on February 17, 2021 from 10:30am to 12:00pm. To register please visit [INSERT LINK]

Please visit the Tompkins County Office for the Aging website.  
Find us on Facebook @TCofficefortheaging

## SAMPLE FEEDBACK SURVEY

Can be created in Survey Monkey, Google Forms or similar platform.

### **Tompkins County Age-Friendly Center for Excellence Workshop 2 Feedback**

Please respond to the following questions based upon your experience attending today's Age-Friendly (AF) Workshop. Your feedback is invaluable and will be used to inform future workshops.

1. What is your Age-Friendly affiliation? (pull-down menu choices):

County Office for the Aging

Town/County Administration or Planning Department

Town/County Legislature

Town/County Agency

Academic Organization

Community Resource Agency

Health Services Agency

2. What did you learn today that you didn't know before about AF?

3. What are some of the key messages you took away from today's workshop?

4. What successes have you had implementing AF practices in your agency/organization?

5. What challenges have you had implementing AF practices in your agency/organization?

6. What domain of AF practice would you like to learn more about? (check all that apply)

- Transportation
- Housing
- Building and Outdoor Spaces
- Employment and Civic Engagement
- Information and Communication
- Culture of Respect and Social Inclusion
- Community Support & Health Services

7. What would you like to see in future workshops (topics, activities, etc.)?

8. Additional comments/suggestions: