



# Age Friendly Seattle 2020 ANNUAL REPORT



**Seattle**  
Human Services  
Equity • Support • Community



Making Seattle a great place to grow up  
and grow old!



# Accessibility Commitment

The City of Seattle encourages everyone to participate in its programs and activities, regardless of ability. To receive this document in an alternate format, call Age Friendly Seattle at 206-233-5121 or e-mail [agefriendly@seattle.gov](mailto:agefriendly@seattle.gov).

To request an accommodation at an event or meeting, call 206-684-2489 (voice) or TTY 711, or e-mail [adacoordinator@seattle.gov](mailto:adacoordinator@seattle.gov) at your earliest opportunity.

For more information about Age Friendly Seattle, e-mail [agefriendly@seattle.gov](mailto:agefriendly@seattle.gov) or visit [seattle.gov/agefriendly](http://seattle.gov/agefriendly).



March 2021

Dear Community Members:

As Interim Director of the Seattle Human Services Department (HSD), I welcome this report, which summarizes the Age Friendly Seattle initiatives carried out in 2020. My predecessor, Jason Johnson, was a champion of the work of Age Friendly Seattle and HSD's Aging and Disability Services staff as well as contributors from other City departments and in the community. I look forward to carrying this good work forward.

This annual report illustrates the activities underway or completed in 2020 that support our community becoming an even better place to grow up and grow old. We were challenged in this work in many ways. In early 2020, COVID-19 quickly moved from public health emergency to worldwide pandemic. In May, the unjust killing of George Floyd resulted in months of racial justice protests. During the summer, extensive wildfires in the United States and Canada created unhealthy air quality throughout much of Washington state. Political tension ran high throughout the presidential election year. Without a doubt, 2020 was unlike any other in our nation's history.

In March 2020, as Washington state imposed *Stay at Home* orders due to the pandemic, City leadership redeployed some staff, including some from Age Friendly Seattle, to support community centers repurposed as homeless shelters in implementing social distancing among our most vulnerable unsheltered and homeless neighbors. Other staff worked remotely. Despite these challenges, Age Friendly Seattle successfully refocused its work, shifting to a virtual platform to stay ahead of the curve.

Virtual programming included community information, COVID-19 response and resources, as well as special events focused on immigrants and refugees, people who identify as Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Two-Spirit (LGBTQ+2S), and people living with dementia. More than 6,400 people received information online who may not have received it otherwise.

Many thanks to everyone involved in forming and implementing the Age Friendly Seattle Action Plan objectives over the past five years. I encourage you to stay active at home until we reach COVID-19 community immunity. You will find resources for safe social and civic engagement throughout this report.

Age Friendly Seattle's 2021 priorities—connectivity, inclusion, and access—can help bring hope, health, and healing to your doorstep in 2021.

A handwritten signature in blue ink that reads "Helen P. Howell".

Helen P. Howell  
Interim Director, Seattle Human Services  
City of Seattle



## Executive Summary

Since the launch of Age Friendly Seattle and completion of its Action Plan for 2018–2021, the City of Seattle and community partners have started—and in many instances—completed 26 of its 29 initiatives. Accomplishments are highlighted in the [2019 Annual Report](#) and in this report.

Age Friendly Seattle accomplishments in 2020 include:

- Promoted safe social and civic participation during the COVID-19 pandemic through expanded use of technology and assistance with digital access.
- Disseminated information to immigrants and refugee elders through improved language access and online programming.
- Strengthened health and wellness for LGBTQ+2S elders through public forums.
- Promoted racial and social equity through Seattle Human Services Change Team involvement and Age Friendly Seattle online programming.
- Increased City staff knowledge of accessibility issues and disability accommodations.

Age Friendly Seattle has three top priorities in 2021—connectivity, access, and inclusion—that build upon prior work. Connectivity includes promoting social connections and social support networks. Client-centered access to services, information, and healthcare is a priority arising out of new difficulties imposed by the pandemic. Inclusion highlights digital equity and non-digital alternatives such as radio, television, and telephone.

To advance connectivity in 2021, Age Friendly Seattle will continue to host virtual events providing information about COVID-19 through Civic Coffee Hour and Close to Home webcasts in six auto-captioned languages. A shift to a hybrid model that includes a public venue and both videoconference and telephone participation is envisioned by the fourth quarter. In partnership with King County, Age Friendly Seattle and Human Services Department Aging and Disability Services (ADS) division staff will also continue the social isolation tablet project that provides tablets to older adults in need.

To promote access and inclusion, Age Friendly Seattle will continue to explore ways to partner with City and County departments and community organizations by providing virtual and telephonic connections to special events that promote healthy aging, social and civic participation, and respect and social inclusion, including caregiver support, dementia care, and telehealth. Age Friendly Seattle will also promote virtual outreach and presentations offered by community partners.

# Table of Contents

Accessibility Commitment .....	2
Executive Summary.....	4
Introduction .....	6
COVID-19.....	7
Transportation .....	8
2020 Accomplishments.....	8
Housing .....	10
2020 Accomplishments.....	11
Outdoor Spaces & Buildings .....	11
2020 Accomplishments.....	11
Social Participation .....	12
2020 Accomplishments.....	12
Respect & Social Inclusion .....	18
2020 Accomplishments.....	19
Civic Participation & Employment .....	23
2020 Accomplishments.....	24
Community & Health Services .....	25
2020 Accomplishments.....	25
Communication & Information.....	26
2020 Accomplishments.....	26
2020 Public Engagement Summary .....	28
Civic Coffee Hours .....	28
Close to Home: Stories of Health, Tech & Resilience .....	29
LGBTQ+2S Health and Wellness Events.....	32
Other special events .....	34
Age Friendly Coalition for Seattle & King County .....	35
Contact .....	35



# Introduction

The City of Seattle became the 104<sup>th</sup> member of the AARP Network of Age-Friendly States and Communities in July 2016. The City adopted its Age Friendly Resolution<sup>1</sup> on March 31, 2017. Age

As of December 2020, there were a total of 488 member states and communities across the United States, including Puyallup, Renton, and Tacoma in Washington state. Each age-friendly community assesses needs and develops an action plan that includes *The 8 Domains of Livability*<sup>2</sup>, defined by the World Health Organization (WHO) Global Network of Age-Friendly Cities and Communities Program.

More than 2,000 people participated in creation of the Age Friendly Seattle Action Plan for 2018–2021. The City of Seattle submitted its Action Plan to the AARP Network of Age-Friendly States and Communities on July 27, 2018.

Age Friendly Seattle is also committed to Seattle Mayor Jenny Durkan’s overarching initiatives—building an affordable, safer, and more just and more equitable city.<sup>3</sup>

In addition to new and expanded programs and services addressed in the Action Plan, the City of Seattle and community partners have offered a variety of age-friendly programs for quite some time—in some cases, for decades. For an overview and links to those programs, visit [www.seattle.gov/agefriendly/about/programs](http://www.seattle.gov/agefriendly/about/programs).

Finally, Age Friendly Seattle welcomes the cities of Renton and Tacoma as age-friendly partners in the AARP Network of Age-Friendly States and Communities. Both joined the network in 2020. Puyallup has been a member since 2016. As of December 31, 2020, there were 499 states, territories, counties, cities, and towns in the national network.<sup>4</sup>



## The 8 Domains of Livability

1. Transportation
2. Housing
3. Outdoor Spaces & Buildings
4. Social Participation
5. Respect & Social Inclusion
6. Civic Participation & Employment
7. Community & Health Services
8. Communication & Information

<sup>1</sup> Seattle City Council Resolution 31739: <https://bit.ly/2oHW47Q>

<sup>2</sup> For more information about The 8 Domains of Livability, visit the AARP Network of Age-Friendly States and Communities online at <https://bit.ly/2H8I9H4>.

<sup>3</sup> Mayor Jenny A. Durkan’s 2019 State of the City Address: <https://bit.ly/36yncyl>

<sup>4</sup> AARP Network of Age-Friendly States and Communities interactive map (<https://livablemap.aarp.org/>)



Since early March 2020, Age Friendly Seattle staff have worked remotely due to the COVID-19 worldwide pandemic, following direction from Mayor Jenny Durkan in accordance with epidemiologists at Public Health—Seattle & King County<sup>5</sup> and Washington State Department of Health<sup>6</sup>, and the Centers for Disease Control. Although one of the first recorded cases of COVID-19 occurred in King County (outside of Seattle), quick and decisive action has helped to control spread of the disease. For current outbreak information, visit Public Health—Seattle & King County’s COVID data dashboards<sup>7</sup> and the Centers for Disease Control Data Tracker<sup>8</sup>.

Telecommuting required a short adjustment period, and implementation of some 2020 Action Plan objectives was not feasible. Due to COVID-19, greater emphasis has been placed on social and civic engagement and on racial equity and social justice.

AARP Livable Communities, which coordinates the AARP Network of Age-Friendly States and Communities published “Age-Friendly Seattle and King County, Washington, Respond to COVID-19: A look at how the city of Seattle and its surrounding county are serving and protecting older adults” during the spring.<sup>9</sup> The article was re-published on multiple sites, including the National League of Cities.

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<sup>5</sup> Public Health—Seattle & King County: <https://www.kingcounty.gov/COVID>

<sup>6</sup> Washington State Department of Health: [www.doh.wa.gov/Emergencies/COVID19](http://www.doh.wa.gov/Emergencies/COVID19)

<sup>7</sup> Public Health—Seattle & King County data dashboards: [www.kingcounty.gov/depts/health/covid-19/data.aspx](http://www.kingcounty.gov/depts/health/covid-19/data.aspx)

<sup>8</sup> Centers for Disease Control Data Tracker: [covid.cdc.gov/covid-data-tracker/#cases\\_casesper100klast7days](https://covid.cdc.gov/covid-data-tracker/#cases_casesper100klast7days)

<sup>9</sup> Age-Friendly Seattle and King County, Washington, Respond to COVID-19: A look at how the city of Seattle and its surrounding county are serving and protecting older adults ([www.aarp.org/livable-communities/network-age-friendly-communities/info-2020/seattle-king-county-washington-COVID-19-response.html](http://www.aarp.org/livable-communities/network-age-friendly-communities/info-2020/seattle-king-county-washington-COVID-19-response.html))



# Transportation

Community mobility is essential to optimal aging. Age Friendly Seattle supports safe, reliable, and easy-to-use travel options—including accessible and affordable public transit, rideshare, ride-hailing, walking, and biking—to get people of all ages where they need to go. Strategies include:

- Encourage use of the Street Design Toolkit for Age-Friendly Neighborhoods.
- Develop innovative, person-centered transportation solutions.
- Address transportation affordability and accessibility.
- Enhance “travel training” instruction for safe and independent travel on public transit.
- Enhance pedestrian amenities in areas with large concentrations of older adults.

## 2020 Accomplishments

Work on all five of Age Friendly Seattle’s transportation initiatives was underway at the beginning of 2020. Some work was curtailed due to the COVID-19 pandemic; however, several key steps were taken while COVID restrictions were in place.

### Promoting pedestrian wayfinding and amenities

On February 27, Age Friendly Seattle joined the Northwest Universal Design Council<sup>10</sup> in presenting “Universal Design & Pedestrian Wayfinding Forum,” featuring an expert panel on designing wayfinding systems and ways that local government is addressing mobility needs of all.<sup>11</sup> The forum was video-recorded and broadcast by The Seattle Channel.<sup>12</sup>

This event supported Age Friendly Seattle Action Plan Goal 1.5 (Enhance pedestrian amenities in areas with large concentrations of older adults) and Action 1.5c (Create an accessible and standardized wayfinding system).<sup>13</sup>



<sup>10</sup> Northwest Universal Design Council ([www.environmentsforall.org](http://www.environmentsforall.org))

<sup>11</sup> For more information, read “Universal Design & Pedestrian Wayfinding Forum” at <https://bit.ly/3oh8sdJ> (AgeWise King County, February 2020)

<sup>12</sup> View “Universal Design & Pedestrian Wayfinding” on the Seattle Channel’s YouTube channel at <https://youtu.be/JtEKC2QieY>.

<sup>13</sup> Age Friendly Seattle Action Plan (<https://bit.ly/3hsNarx>)

## SDOT director discusses COVID response and recovery

On September 17, Sam Zimbabwe, director of the Seattle Department of Transportation (SDOT), shared COVID-19 response and recovery information and steps taken “to deliver a transportation system that provides safe and affordable access to places and opportunities” at the Age Friendly Seattle Civic Coffee Hour.<sup>14</sup>

These include:

- Establishment of more than 25 miles of Stay Healthy Streets<sup>15</sup> and creation of Stay Health Blocks.<sup>16</sup>
- Issuance of more than 500 temporary street use permits to restaurants, food trucks, retail vendors, and others to establish outdoor cafes, food truck operations, and merchandise displays, and pickup zones.<sup>17</sup>
- Changes in parking zones and enforcement practices, including temporary parking zones for retail pickup and parking sites for healthcare providers.<sup>18</sup>
- Participation in the City’s Seattle Together initiative<sup>19</sup>, with continued development of SDOT’s People Streets programs and tools for safe outdoor social connections, including Block Parties and Play Streets, Festival Streets, PARK(ing) Day, and other street and sidewalk activities—focused on underserved neighborhoods.<sup>20</sup>



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<sup>14</sup>Age Friendly Seattle Civic Coffee Hour with SDOT Director Sam Zimbabwe (<https://youtu.be/sHgeEVuRtgw>)

<sup>15</sup> Stay Healthy Streets, Seattle Department of Transportation ([www.seattle.gov/transportation/projects-and-programs/programs/stay-healthy-streets](http://www.seattle.gov/transportation/projects-and-programs/programs/stay-healthy-streets))

<sup>16</sup> Stay Healthy Blocks, Seattle Department of Transportation ([www.seattle.gov/transportation/permits-and-services/permits/stay-healthy-blocks](http://www.seattle.gov/transportation/permits-and-services/permits/stay-healthy-blocks))

<sup>17</sup> Temporary Outdoor Café, Merchandise Display, Vending, and Street Closure Permits, Seattle Department of Transportation ([www.seattle.gov/transportation/permits-and-services/permits/temporary-permits](http://www.seattle.gov/transportation/permits-and-services/permits/temporary-permits))

<sup>18</sup> COVID-19 Parking, Seattle Department of Transportation ([www.seattle.gov/transportation/projects-and-programs/programs/parking-program/covid-parking-and-curb-management](http://www.seattle.gov/transportation/projects-and-programs/programs/parking-program/covid-parking-and-curb-management))

<sup>19</sup> Seattle Together (<https://seattletogogether.org/>)

<sup>20</sup> People Streets, Seattle Department of Transportation ([www.seattle.gov/transportation/projects-and-programs/programs/public-space-management-programs/people-streets](http://www.seattle.gov/transportation/projects-and-programs/programs/public-space-management-programs/people-streets))

- Early completion of 250 pedestrian-first crosswalks (a Vision Zero<sup>21</sup> goal), extended crossing times at 550 intersections, and 450 new automatic walk signals.<sup>22</sup>
- Reviewed and revised the Age Friendly Street Design Toolkit.<sup>23</sup>
- Creation of a Home Zone Toolkit, providing holistic and cost-effective tools for making residential streets more walkable within a neighborhood.<sup>24</sup>
- Launch of a Scooter Share pilot program, including scooters with seats, for use on bike paths and other safe locations (not sidewalks) and recognizing the needs of persons with disabilities.<sup>25,26</sup>



These accomplishments supported Age Friendly Seattle Action Plan Goal 1.1 (Encourage use of the Street Design Toolkit for Age-Friendly Neighborhoods), Goal 1.2 (Develop innovative, person-centered transportation solutions), Goal 1.3 (Address transportation affordability and accessibility), and Goal 1.5 (Enhance pedestrian amenities in areas with large concentrations of older adults).<sup>27</sup>

## Housing

Most older adults want to age in place—stay in their homes and communities for as long as possible—and benefit from living in affordable, age-friendly housing. Age Friendly Seattle supports diverse housing options that allow older adults of all incomes to live in clean, safe, comfortable, and well-maintained housing; design that encourages *visitability* for all ages and

<sup>21</sup> Vision Zero, Seattle Department of Transportation ([www.seattle.gov/transportation/projects-and-programs/safety-first/vision-zero](http://www.seattle.gov/transportation/projects-and-programs/safety-first/vision-zero))

<sup>22</sup> We've completed pedestrian-first crosswalk safety goal six months early and are advancing a new policy to create more automatic walk signals and give people more time to cross the street, SDOT Blog (<https://sdotblog.seattle.gov/2020/07/23/weve-completed-pedestrian-first-crosswalk-safety-goal-six-months-early-and-are-advancing-a-new-policy-to-create-more-automatic-walk-signals-and-give-people-more-time-to-cross-the-street/>)

<sup>23</sup> Age Friendly Street Design Toolkit, Seattle Department of Transportation ([www.seattle.gov/transportation/projects-and-programs/programs/urban-design-program/age-friendly-street-design-toolkit](http://www.seattle.gov/transportation/projects-and-programs/programs/urban-design-program/age-friendly-street-design-toolkit))

<sup>24</sup> Home Zone Toolkit, Seattle Department of Transportation ([www.seattle.gov/Documents/Departments/SDOT/PublicSpaceManagement/HomeZone\\_Toolkit.pdf](http://www.seattle.gov/Documents/Departments/SDOT/PublicSpaceManagement/HomeZone_Toolkit.pdf))

<sup>25</sup> SDOT invites three scooter share companies to seek permits after a thorough selection process, SDOT Blog (<https://sdotblog.seattle.gov/2020/09/11/sdot-invites-three-scooter-share-companies-to-seek-permits-after-a-thorough-selection-process/>)

<sup>26</sup> Scooter Share, Seattle Department of Transportation ([www.seattle.gov/transportation/projects-and-programs/programs/new-mobility-program/scooter-share](http://www.seattle.gov/transportation/projects-and-programs/programs/new-mobility-program/scooter-share))

<sup>27</sup> Age Friendly Seattle Action Plan (<https://bit.ly/3hsNarx>)

abilities; and availability of a strong network of home-based services in age-friendly neighborhoods. Strategies include:

- Assess older adult housing needs and develop and implement strategies.
- Help older adults with financial challenges to stay in their homes.
- Explore innovative housing models such as dementia-friendly housing, cooperative housing, home sharing, and partnerships among senior living communities, colleges, and universities.
- Promote *visitability* and independence for people with disabilities.

## 2020 Accomplishments

### GIS mapping provides valuable information for senior housing and services

In 2020, Age Friendly Seattle coordinated an interdepartmental project with Seattle Office of Housing, SDOT, and Seattle IT that implemented one of the many *Moving Toward Age Friendly Housing in King County* report commissioned in 2018. An online inventory of housing assets was completed, including age-restricted housing, using Geographical Information System (GIS) software to guide decision-making, understand where clustered older adult housing is located, and guide co-location of services and dissemination of information.

This accomplishment supported Age Friendly Seattle Action Plan Goal 2.1 (Assess older adult housing needs and develop and implement strategies) and Action 2.1b (Implement Moving Toward Age Friendly Housing in King County recommendations within existing resources).<sup>28</sup>



## Outdoor Spaces & Buildings

People need public places to gather—indoors and out. Age Friendly Seattle supports parks and other green spaces, safe streets, sidewalks, outdoor seating, and accessible buildings that can be used and enjoyed by people of all ages and abilities. Strategies include:

- Adopt Universal Design principles in land use and housing policies.
- Ensure age-friendly components in neighborhood and/or subarea plans.

## 2020 Accomplishments

### Universal Design helps accommodate needs of people of all ages and abilities

On July 2, the Age Friendly Seattle Close to Home program featured a presentation on Universal Design by Tom Minty, a Realtor who serves on the [Northwest Universal Design Council](#) and the [ADS Advisory Council](#).<sup>29</sup> Minty shared that only three percent of our housing accommodates

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<sup>28</sup> Age Friendly Seattle Action Plan (<https://bit.ly/3hsNarx>)

<sup>29</sup> View the video-recording at <https://youtu.be/v4ifzbZYKBI>.

older adults with a mobility disability; however, 87 percent of older adults wish to age in place—an historic mismatch. Currently, 10,000 baby boomers turn 65 every day<sup>30</sup>, and all baby boomers will be age 65 or older by 2030<sup>31</sup>, so there is an immediate need to accommodate their needs throughout the built environment.



This accomplishment helped inform Age Friendly Seattle Action Plan Goal 3.1 (Adopt Universal Design principles in land use and housing policies), Action 3.1a (Promote application of Universal Design principles to the built and social environments), and Action 3.2b (Institutionalize Universal Design principles through policy and practice).<sup>32</sup>

See also the Universal Design presentation in the [Transportation](#) section, above.

## Social Participation

Social participation and physical activity are essential for both quality of life and longevity. Age Friendly Seattle supports learning, fitness, social, cultural, and spiritual activities for older adults as well as intergenerational activities that are accessible, affordable, safe, and fun. Strategies include:

- Identify gaps in serving the social participation needs of older adults at risk of social isolation and develop strategies to reach out to them.
- Provide more opportunities for older adults and adults with disabilities to engage in the life of their community.

## 2020 Accomplishments

This following efforts supported Age Friendly Seattle Action Plan Goal 4.1 (Identify gaps in serving the social participation needs of older adults at risk of social isolation and develop strategies to reach out to them); Action 4.1a Examine social isolation data using a racial equity lens to improve outcomes for all; Action 4.1b Use technology and surveys to increase access to information and services with emphasis on older adults and adults with disabilities; and Action 4.1c Identify and close any programming gaps for immigrant and refugee communities.<sup>33</sup>

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<sup>30</sup> Baby Boomers Approach 65 – Glumly, Pew Research Center ([www.pewsocialtrends.org/2010/12/20/baby-boomers-approach-65-glumly/](http://www.pewsocialtrends.org/2010/12/20/baby-boomers-approach-65-glumly/))

<sup>31</sup> 2020 Census Will Help Policymakers Prepare for the Incoming Wave of Aging Boomers, US Census Bureau ([www.census.gov/library/stories/2019/12/by-2030-all-baby-boomers-will-be-age-65-or-older.html](http://www.census.gov/library/stories/2019/12/by-2030-all-baby-boomers-will-be-age-65-or-older.html))

<sup>32</sup> Age Friendly Seattle Action Plan (<https://bit.ly/3hsNarx>)

<sup>33</sup> Age Friendly Seattle Action Plan (<https://bit.ly/3py49vl>)

## **Improved access to Age Friendly live events for immigrants and people with hearing loss**

Language and hearing access are high priorities for Age Friendly Seattle. In late 2019 and early 2020, Age Friendly Seattle was developing a plan to video-record and livestream the events to senior centers and community centers, including organizations serving immigrants and refugees that could interpret the events for non-English speaking elders. Age Friendly Seattle worked with a University of Washington Information School capstone project team<sup>34</sup> to develop strategies. Numerous platforms were tested, including Facebook Live, Skype, and YouTube, looking for the right combination of video quality, closed captioning (for people who are hard of hearing), and call-in capability (for those without Internet access).

Finally, MS Teams Live Events was selected as the platform for virtual events. In addition to high-quality video, a call-in option, and closed captioning in English, Teams Webinars provides automatic captioning in a variety of additional world languages (outlined below).

Another innovation was creation of Age Friendly Live, a single URL ([bit.ly/AgeFriendlyLive](https://bit.ly/AgeFriendlyLive)) used for every online event to simplify access for all. New guests can get complete instructions for logging on their first time or accessing events via telephone. Returning guests can access events with a single click.

The total number of participants in live and video-recorded Age Friendly Seattle events in 2020 exceeded 6,400 by the end of January 2021. Event series and special events are outlined below and in the [2020 Public Engagement Summary](#) in this report.

## **Virtual Civic Coffee Hour participation doubles, putting more older people in touch with local decisionmakers**

The Age Friendly Seattle coffee hour program straddles social and civic participation (see [Civic Participation & Employment](#), below) as well as communication and information. In 2020, Age Friendly Seattle hosted 10 coffee hours, bringing older people and local decisionmakers together to discuss current issues. One was held at The Seattle Public Library and nine were offered online, both as live virtual events via MS Teams Live Events (plus a dial-in option) and subsequent video-recordings offered on the Aging King County YouTube channel.



While Age Friendly Seattle offered fewer Civic Coffee Hours in 2020 than in 2019—the result of inclement weather plus a worldwide pandemic—total 2020 Civic Coffee Hour participation in 2020 nearly doubled as compared to the previous year.

At the live event in February, two court-certified interpreters used equipment provided by Seattle Department of Neighborhoods for simultaneous interpretation from English to Amharic and to Russian. During the online events (live and recorded), audience members had the option

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<sup>34</sup> Capstone, Information School, University of Washington (<https://ischool.uw.edu/capstone>)

of enabling automatic captions—produced in real-time by Microsoft artificial intelligence—in the following seven languages: Arabic, Chinese, English, Korean, Russian, Spanish and Vietnamese.

Year	# coffee hours	Total live attendance	Live attendance range	Avg live attendance	YouTube views	Views range	Avg views	Total
2020	10	422*	28–75*	42*	1,101**	27–164**	110**	1,523**
2019	12	446	21–56	39	249**	33–129**		
2018	14	267	12–35	21				
2017	11	238	19–26	22				

\*Includes both in-person and live online events

\*\*Total views prior to the last business day of January in the following year

In addition to participation listed above, 2019 Civic Coffee Hours were viewed 983 times on Facebook (individual events ranging from 55 to 212 views).

For a list of all 2020 Civic Coffee Hours, with topics, presenters, and video-recording links, see [Civic Coffee Hours](#) in the Public Engagement Summary near the end of this report.

### Creating new opportunities via new Close to Home series

Given the success of the new Virtual Civic Coffee Hour Series and interest expressed in the community for more opportunities to connect online—particularly during COVID-19—in April, Age Friendly Seattle began hosting a weekly online-only program called Close to Home: Stories of Health, Tech & Resilience that helped bring community voices into the conversation.



A total of 23 shows with 51 Seattle-area guests were produced in a similar fashion to the coffee hours, but with closed captioning in 10 languages: Arabic, Chinese, English, Filipino, French, Korean, Russian, Spanish, Swahili, and Vietnamese.

Year	# CTH shows	Total live attendance	Live online attendance range	Avg live attendance	YouTube views	Views range	Avg views	Total
2020	23	621	15–38	27	3,130*	54–646	136*	3,751*

\*Total views prior to January 31, 2021

For a list of all 2020 Close to Home programs, with topics, presenters, and video-recording links, see [Close to Home: Stories of Health, Tech & Resilience](#) in the Public Engagement Summary near the end of this report.

## **Disseminating information to immigrant and refugee residents of Seattle**

In addition to language access (see “[Improved access to Age Friendly live events for immigrants and people with hearing loss](#),” above), programming included information specific to immigrants and refugees in Seattle, including Civic Coffee Hours and Close to Home programs focused on the US Census, organizations that advocate for refugee and immigrant assistance, and resources for immigrant and refugee elders. For a list of all Age Friendly Live programs, with topics, presenters, and video-recording links, see our [2020 Public Engagement Summary](#) in this report.

Age Friendly Seattle coordinator Lenny Orlov celebrated his first full year on the Washington State Refugee Advisory Council<sup>35</sup> in October, on which he continues to serve. He helped plan and he moderated the Washington Office of Refugee and Immigrant Assistance’s 2020 virtual conference, a one-day symposium on the intersections of racial justice, immigrant and refugee communities, and the Black Lives Matter movement, on November 20.<sup>36</sup>

Both Lenny and the Age Friendly program manager Brent Butler helped coordinate the Black, Indigenous and Other People of Color (BIPOC) Symposium and recruited other subject matter experts, including Hoda Samater, a BIPOC social worker who speaks four languages.

## **Age Friendly Seattle lends technical expertise to community**

In 2020, Age Friendly Seattle provided technical assistance for a PEARLS presentation to Seattle Parks Lifelong Recreation Program participants (August 8) and the Legacy of Love African American Caregivers Forum (November 11). For video-recording links, see our [2020 Public Engagement Summary](#) in this report.

In addition, Age Friendly Seattle offered technical assistance and/or consultation on the use of Microsoft Teams to 26 area organizations, 12 City departments, and three other governmental entities (including Seattle Management Association), and more than 20 community members. Age Friendly Seattle program coordinator Lenny Orlov was also an active member of Digital Workplace Champions initiative by City of Seattle Information Technology Department and presented to colleagues on several topics related to working remotely during the pandemic.

## **Tablet technology helps keep social isolation at bay**

The Seattle Human Services Department’s Aging and Disability Services (ADS) division<sup>37</sup>, in collaboration with the Northwest Geriatric Workforce Enhancement Center<sup>38</sup>, recognized that older people who are socially isolated often have dire outcomes. When COVID restrictions were put in place, many older people in Seattle and King County had no way to contact family,

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<sup>35</sup> Refugee Advisory Council, Washington State (<https://bit.ly/2EcNV5d>)

<sup>36</sup> Washington State Office of Immigrant & Refugee Assistance (<https://www.dshs.wa.gov/esa/office-refugee-and-immigrant-assistance>)

<sup>37</sup> Aging King County ([www.AgingKingCounty.org](http://www.AgingKingCounty.org))

<sup>38</sup> Northwest Geriatric Workforce Enhancement Center ([www.nwgwec.org](http://www.nwgwec.org))

friends, health care providers, and health promotion programs, and this began impacting their health.

ADS staff were able to purchase and distribute 36 tablet computers to six senior programs in 2020—the Central Area Senior Center, Chinese Information and Service Center, South Park Senior Center, and Southeast Seattle Senior Center in Seattle plus the Auburn Senior Activity Center and SeaTac Community Center. The tablets are used by low-income older adults who do not already have access to an Internet-connected device for telehealth, health promotion activities, recreational activities, and social connections.

This effort supported Age Friendly Seattle Action Plan Goal 4.1 (Identify gaps in serving the social participation needs of older adults at risk of social isolation and develop strategies to reach out to them) and Action 4.1b (Use technology and surveys to increase access to information and services with emphasis on older adults and adults with disabilities).<sup>39</sup>

### **Providing discounts for older people and adults with disabilities**

In 2020, Age Friendly Seattle distributed Gold and FLASH cards that are integral to the Age Friendly Seattle Discount Program but, due to COVID restrictions, did not solicit participation from additional businesses and nonprofit organizations. The Gold Card for Healthy Aging is for residents age 60 or older while the FLASH Cards are for adults aged 18–59 who have qualifying disabilities.

In late 2019, a new online discount directory took the place of a PDF catalog of discounts.<sup>40</sup> In January and February, new vendors were thanked and promoted via social media.

Based on the success of the 2019 Age Friendly Day at the Sounders, a special discount day was arranged but cancelled due to COVID. Age Friendly Day at the Sounders is a collaboration among AARP Washington, Seattle Sounders FC, and Age Friendly Seattle.

### **Engaging older people in virtual lifelong recreation**

Seattle Department of Parks and Recreation’s Lifelong Recreation Program has been improving the wellbeing and social connectedness of older adults in Seattle for decades through fitness, recreational and educational programming.<sup>41</sup> In January and February 2020, Lifelong Recreation Programs offered programs at Seattle’s 26 neighborhood community centers and other locations.



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<sup>39</sup> Age Friendly Seattle Action Plan (<https://bit.ly/3py49vl>)

<sup>40</sup> Discount Program, Age Friendly Seattle ([www.seattle.gov/AgeFriendlyDiscounts](http://www.seattle.gov/AgeFriendlyDiscounts))

<sup>41</sup> Lifelong Recreation (50+), Seattle Parks and Recreation ([www.seattle.gov/parks/find/lifelong-recreation-\(50\)](http://www.seattle.gov/parks/find/lifelong-recreation-(50)))

When COVID restrictions were put in place, Lifelong Recreation presented programs online, via videoconference and video on the Seattle Channel<sup>42</sup> and YouTube<sup>43</sup>. Specific Lifelong Recreation Program accomplishments in 2020 include:

- **Video production**—worked with the Seattle Channel to produce eight exercise videos for free virtual and television access, and also produced 13 free videos in-house, providing information about walking, cooking, art, gardening, and music via newsletter, website, and on Seattle Parks and Recreation YouTube channel.
- **Survey**—received 1,000 responses (from 3,000 sent to program participants) to questions about COVID safety and interest in virtual classes, which informed development of current virtual programming.
- **Webex training**—trained more than 50 older adults to use the Webex platform comfortably so they participate in virtual programs and supported others who were struggling with technology issues so they would have a positive program experience.
- **Webex programming**—developed six weekly fitness classes, 13 educational workshops, and three coffee hours available on the Webex platform. A total of 107 hours of virtual programming was offered from in the third quarter of 2020, serving 275 seniors. The average age of participants is 71.
- **Seattle Art Cars parades**—collaborated on development of six art cars parades that took place at 40 senior living sites serving low-income older adults in Seattle.<sup>44, 45</sup>
- **Momentia Talent Show**—The Seventh Annual Momentia Talent Share event celebrating the strengths and talents of the dementia-friendly community took place in April. The event showcased a range of community talent, including watercolor paintings by Elderwise participants; mixed media and photography; poetry by David Leek; songs on ukulele, mandolin, accordion, and acapella; and a dance break with Silver Kite. This event was offered in collaboration by many partners along with Seattle Parks and Recreation: Greenwood Senior Center, Taproot Theatre, The Art of Alzheimer's, and UW Memory and Brain Wellness Center.



Enjoy Soul Line Dancing, a Lifelong Recreation Program class on YouTube at [youtu.be/w2w7eF6fknI](https://youtu.be/w2w7eF6fknI).

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<sup>42</sup> Lifelong Recreation on the Seattle Channel

([www.seattlechannel.org/searchresults?terms=lifelong%20recreation](http://www.seattlechannel.org/searchresults?terms=lifelong%20recreation))

<sup>43</sup> Seattle Parks and Recreation YouTube Channel, Lifelong Recreation Playlist

([www.youtube.com/playlist?list=PLAwCwKoesrp6GbPB6Wze6wxJV25zU\\_n56](https://www.youtube.com/playlist?list=PLAwCwKoesrp6GbPB6Wze6wxJV25zU_n56))

<sup>44</sup> Seattle Art Cars ([www.seattleartcars.org](http://www.seattleartcars.org))

<sup>45</sup> HELPING: Art cars visiting West Seattle seniors, West Seattle Blog, 9/30/2020

([www.westseattleblog.com/2020/09/helping-art-cars-visiting-west-seattle-seniors/](http://www.westseattleblog.com/2020/09/helping-art-cars-visiting-west-seattle-seniors/))

- **Virtual Garden Discovery walks**—Dementia Friendly Recreation offered monthly virtual Garden Discovery walks to bring nature walks to the dementia-friendly community. This program is offered in collaboration with UW Memory and Brain Wellness Center with generous support from Family Resource Home Care.
- **Maude’s Awards**—Dementia Friendly Recreation received a \$25,000 award from Maude’s Awards for Innovation in Alzheimer’s Care.
- **Pickleball safety**—Staff have created safety plans for return to in-person walking and outdoor pickleball when COVID restrictions allow.

Lifelong Recreation publishes four monthly newsletters. During the COVID pandemic, additional newsletters—in languages relevant to participants and community partners—helped older adults keep up with program changes, with news about public health and resources available through the City of Seattle, including food access. Seattle residents can sign up to receive any or all newsletters through the website—general Lifelong Recreation (2500+ readers), Sound Steps (1800+ readers who enjoy coordinated walks and hikes<sup>46</sup>), Rainbow Recreation (1200+ readers looking for social and educational opportunities designed for LGBTQ+ older adults<sup>47</sup>), and Dementia Friendly Recreation (1200 readers looking for social and educational opportunities for people with dementia and their care partners<sup>48</sup>).

The Lifelong Recreation Advisory Council, comprising community volunteers, meets online monthly in support of all programs.



## Respect & Social Inclusion

Everyone wants to feel valued. Age Friendly Seattle celebrates and draws upon the wisdom and experience of older adults, encourages intergenerational and multicultural understanding, and works to eliminate ageism and ensure consistent levels of high-quality service for all ages. Strategies include:

- Educate City employees, boards, and commissions about the impacts of age, disability, and memory loss and the City’s “no wrong door” information and assistance service.
- Strengthen support for LGBTQ elders in Seattle.
- Increase community understanding of dementia, its effects, and ways to be supportive.
- Create opportunities for intergenerational activities, services, housing, and other programs.

<sup>46</sup> Sound Steps Walking Program (50+), Seattle Parks and Recreation (<https://bit.ly/3aLg4iJ>)

<sup>47</sup> LGBTQ, Seattle Parks and Recreation ([www.seattle.gov/parks/find/lgbtq](http://www.seattle.gov/parks/find/lgbtq))

<sup>48</sup> Dementia Friendly Recreation, Seattle Parks and Recreation (<https://bit.ly/2GsvzOz>)

## 2020 Accomplishments

### Strengthening support for LGBTQ+2S elders

The Washington State LGBTQ+ Equity and Health Report 2020 was issued in November, laying out key findings among LGBTQ+ study participants<sup>49</sup>:

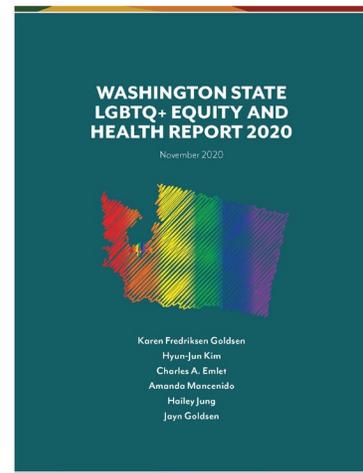
- Elevated disability rates
- Generally lower physical and behavioral health status
- Higher likelihood of chronic health conditions
- Elevated barriers to health care and other services, including distrust, financial issues, lack of LGBTQ+ friendly services, and lack of transportation

More than half have experienced discrimination or victimization in the past year. More than half are experiencing housing burden and financial insecurity.

The report includes a call to action for state, county, and city officials and community members across Washington state, to advance initiatives that will reduce LGBTQ+ health, economic, and social disparities.

Age Friendly Seattle program manager Brent Butler and Seattle Human Services Strategic Health Advisor Jeff Sakuma served on the Washington State LGBTQ Community Advisory Committee. In 2019, the committee reviewed information about health, economic, and social needs; analyzed population-based data from the Washington State Behavioral Risk Factor Surveillance System (BRFSS); and developed and disseminated an anonymous community survey among Washington state residents age 18 and older who self-identified as lesbian, gay, bisexual, trans, gender diverse, queer, or sexually diverse—all of which contributed to the 2020 report.

Since its inception, Age Friendly Seattle has been committed to reducing disparities among LGBTQ+ people. Previous projects include the Aging the LGBTQ Way: A Forum on Equity, Respect & Inclusion in 2017<sup>50</sup> and a multitude of AgeWise King County articles about LGBTQ issues from 2016 through 2020, including housing. Age Friendly Seattle's commitment to



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<sup>49</sup> Washington State LGBTQ+ Equity and Health Report 2020 (<https://genevents.org/wp-content/uploads/2020/11/WA-State-LGBTQ-Equity-and-Health-Report-FINAL.pdf>)

<sup>50</sup> Aging the LGBTQ Way: A Forum on Equity, Respect & Inclusion--A Compendium of Issues & Recommendations for Age Friendly Seattle ([www.seattle.gov/Documents/Departments/AgeFriendly/LGBTQeldersforum060317finalreport.pdf](http://www.seattle.gov/Documents/Departments/AgeFriendly/LGBTQeldersforum060317finalreport.pdf))

LGBTQ-friendly housing is documented in the Seattle Rainbow Housing report, “Aging in Community: Addressing LGBTQ Inequities in Housing and Senior Services.”<sup>51</sup>

During 2020, Age Friendly Seattle put together three LGBTQ+2S health and wellness events (listed below); contributed to the 2nd Annual Generations Conference and Celebration, which celebrated advances in health and longevity, honored those we have lost, and illuminated the continuing need to advance racial equity and intersectional justice, all in the light of the global COVID pandemic<sup>52,53</sup>; and honored histories by contributing to GenPride’s “Unmuted: Stories of Courage and Resilience”<sup>54</sup>.

Age Friendly Seattle also convened meetings to discuss strategies to promote health and wellness with faculty and subject matter experts from the University of Washington, Fred Hutchinson, Seattle Indian Health Board, Harborview, and numerous state agencies, including the HealthCare Authority and ALISA. These activities collectively sought to respect and socially include our LGBTQ+2S elders in programs, activities, and decision-making and expand their health and wellness knowledge.

### Promoting LGBTQ+2S health and wellness

Age Friendly Seattle collaborated with [Saying It Out Loud Conference](#) organizers and other community partners to present three online panel presentations via the Age Friendly Live Events platform:

- **What have we learned from the HIV/AIDS pandemic with COVID-19?** (June 26)
- **LGBTQ+2S Resilience: Thriving or just surviving during the COVID pandemic?** (July 31)
- **LGBTQ+2S & BIPOC: Vaccines, Vaccination Trials and YOU** (October 30)

In total, these three virtual events drew an audience of 118 live participants. As of the end of January 2021, the total number of video-recording viewers was 590. For a list of all 2020 LGBTQ+2S health and wellness events, with topics, presenters, and video-recording links, see our [LGBTQ+2S Health and Wellness Events](#) in the Public Engagement Summary near the end of this report.



<sup>51</sup> Aging in Community: Addressing LGBTQ Inequities in Housing and Senior Services, by Karen Fredriksen Goldsen, PhD ([www.seattle.gov/Documents/Departments/Housing/Footer%20Pages/Data%20and%20Reports/Seattle%20Rainbow%20Housing%20Report.pdf](http://www.seattle.gov/Documents/Departments/Housing/Footer%20Pages/Data%20and%20Reports/Seattle%20Rainbow%20Housing%20Report.pdf))

<sup>52</sup> 2nd Annual Generations Celebration (<https://genevents.org/2020-conference-gala/>)

<sup>53</sup> 2nd Annual Generations Celebration on YouTube (<https://youtu.be/bJw5EnOXRhA>)

<sup>54</sup> Unmuted, GenPride ([www.genprideseattle.org/unmuted/](http://www.genprideseattle.org/unmuted/))

Two articles about these events appeared in AgeWise King County—LGBTQ+2S Resilience During the COVID Pandemic (August 2020)<sup>55</sup> and LGBTQ+2S: Vaccinations, Vaccine Trials, and You (October 2020)<sup>56</sup>.

These activities supported Age Friendly Seattle Action Plan Goal 5.2 (Strengthen support for LGBTQ elders in Seattle); Action 5.2a (Expand capacity for one-stop information, resources, and referrals for LGBTQ older adults, families, caregivers, and providers in aging, health, and human services); and Action 5.2b (Develop and implement an evidence-based cultural training program for aging, health, and human service professionals).<sup>57</sup>

### Participating in building knowledge of race and social justice

Age Friendly Seattle fully supports the City of Seattle’s Race and Social Justice Initiative. Age Friendly Seattle program manager Brent Butler co-chairs Seattle Human Services’ African Descent Caucus. Age Friendly Seattle coordinator Sarah Demas co-chairs the department’s White Caucus. Both caucuses and others focus entirely on racial equity.

Age Friendly Seattle also supported Aging and Disability Services staffing of the Mayor’s Council on African Americans throughout 2020.<sup>58</sup>

This participation supports the Age Friendly Seattle Action Plan Goal 5.1 (Educate City employees, boards, and commissions about the impacts of age, disability, and memory loss and the City’s “no wrong door” information and assistance service).<sup>59</sup>

### Focusing on older people of color

The following activities supported the Age Friendly Seattle Action Plan Goal 5.3 (Increase community understanding of dementia, its effects, and ways to be supportive) and Action 5.3a (Promote dementia awareness in Seattle, including impacts on people of color):<sup>60</sup>

For three years, Age Friendly Seattle has promoted **Memory Sunday** (the second Sunday in June), a program coordinated by Seattle Human Services’ Aging and Disability Services division that raises awareness of the disproportionate impact of Alzheimer’s and other dementias among people of African descent among faith



<sup>55</sup> LGBTQ+2S Resilience During the COVID Pandemic, AgeWise King County, August 2020 ([www.agewisekingcounty.org/ill\\_pubs\\_articles/lgbtq2s-resilience-during-the-covid-pandemic/](http://www.agewisekingcounty.org/ill_pubs_articles/lgbtq2s-resilience-during-the-covid-pandemic/))

<sup>56</sup> LGBTQ+2S: Vaccinations, Vaccine Trials, and You, AgeWise King County, October 2020 ([www.agewisekingcounty.org/ill\\_pubs\\_articles/lgbtq2s-vaccinations-vaccine-trials-and-you/](http://www.agewisekingcounty.org/ill_pubs_articles/lgbtq2s-vaccinations-vaccine-trials-and-you/))

<sup>57</sup> Age Friendly Seattle Action Plan (<https://bit.ly/3py49vl>)

<sup>58</sup> Mayor’s Council on African American Elders: [www.seattle.gov/mcaae](http://www.seattle.gov/mcaae)

<sup>59</sup> Age Friendly Seattle Action Plan (<https://bit.ly/3py49vl>)

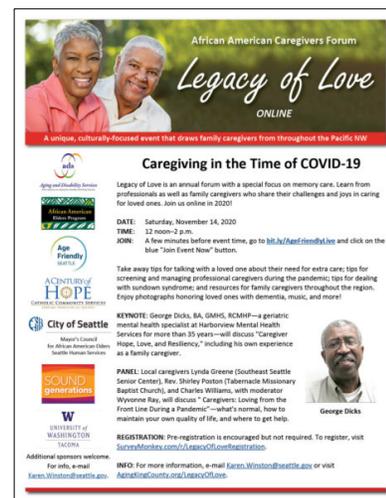
<sup>60</sup> Ibid.

communities serving African Americans.<sup>61</sup> Information about local resources for people living with memory loss, caregivers, and families is also distributed. Other co-sponsors were Center for Multicultural Health, the Mayor’s Council on African American Elders, Momentia Seattle, Public Health—Seattle & King County, Seattle Parks and Recreation, and the South East Seattle Senior Center.

In 2020, 12 communities (representing an estimated 1,000 individuals) participated in online recognition of Memory Sunday and special recognition of Alzheimer’s and other dementias and community resources.

Year	# faith communities	estimated participation	+/-
2020	12	1,000	85.2%
2019	5	540	66.2%
2018	4	325	n/a

- Age Friendly Seattle co-sponsored and provided technology support for the **2020 Legacy of Love African American Caregivers Forum** (November 14). This unique cultural event focuses on the disproportionate numbers of people of color who experience memory loss.<sup>62</sup> Typically, Legacy of Love is an all-day event during National Family Caregivers Month. This year, due to COVID, the event was presented via MS Teams Live Events and video-recorded for future distribution ([see video-recording](#)). Forty-six people participated live. By the end of January 2021, more than 325 people had viewed the videorecording.



In addition, Age Friendly Seattle created opportunities for intergenerational activities, services, housing, and other programs (Action Plan Goal 5.4) and helped nurture ties across generations (Action 5.4a)<sup>63</sup>:

<sup>61</sup> For more information about Memory Sunday, read “Memory Sunday Focuses on African-American Dementia Caregivers” at <https://bit.ly/36xXgn1> (AgeWise King County, June 2020)

<sup>62</sup> For more information, read “Legacy of Love: The 2020 Virtual African American Caregiver Forum” at <https://bit.ly/3lGVjct> (AgeWise King County, November 2020) or the event webpage at [www.agingkingcounty.org/legacyoflove/](http://www.agingkingcounty.org/legacyoflove/)

<sup>63</sup> Age Friendly Seattle Action Plan (<https://bit.ly/3py49vl>)

- Age Friendly Seattle promoted **Grandparents Day at NAAM** (September 13)—a special online event celebrating the contributions and strength of grandparents—coordinated by Aging and Disability Services, the Mayor's Council on African American Elders, and the Northwest African American Museum (NAAM).<sup>64</sup> On September 10, NAAM executive director LaNesha DeBardelaben and Mayor's Council on African American Elders co-chair Brenda Charles-Edwards were special guests on Age Friendly Seattle's Close to Home program ([see video-recording](#)). The event at NAAM featured a short program, entertainment, and intergenerational activities, offered online due to COVID.



- Age Friendly Seattle's Close to Home series (see [Social Participation](#), above) included numerous presentations by people of color and topics included LGBTQ dementia support, immigrant and refugee services, language access, the ROOTS Family Picnic, Seattle's African Descent Population Partnerships, Chinese Information and Service Center, and the National Asian Pacific Center on Aging. For a list of all Civic Coffee Hour and Close to Home presentations, with topics, presenters, and video-recording links, see the [2020 Public Engagement Summary](#) near the end of this report.



## Civic Participation & Employment

Whether working for pay or volunteering time and talent, many older adults find value in contributing to their communities. Age Friendly Seattle supports services for mature jobseekers who need or want to work, promotes age-friendly business practices, and encourages older adults to share their skills to address community needs. Strategies include:

- Provide tools to help businesses and employers become more age-, disability-, and dementia-friendly.
- Mobilize the wisdom and experience of older adults, adults with disabilities, and people with memory loss and provide them opportunities to live with passion and purpose.
- Support development of new programming for individuals age 50+, including people with dementia.

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<sup>64</sup> For more information about Grandparents Day at NAAM, read “Love & Community: The Ties that Bind” at <https://bit.ly/37sukfA> (AgeWise King County, September 2020)

## 2020 Accomplishments

The following activities supported Age Friendly Seattle Action Plan Goal 6.2 (Mobilize the wisdom and experience of older adults, adults with disabilities, and people with memory loss and provide them opportunities to live with passion and purpose), Action 6.2b (Support older adult participation in volunteerism, lifelong learning, and careers), Goal 6.3 (Support development of new programming for individuals age 50+, including people with dementia), Action 6.3b (Develop a Seattle Public Library initiative to meet unique lifelong learning and social participation needs of older adults), and Action 6.3c (Encourage partnerships between Seattle Public Library, Parks, senior centers, and community colleges to promote joint lifelong learning programs and dementia-friendly programming).<sup>65</sup>

### Library partnership expands emphasis on lifelong learning

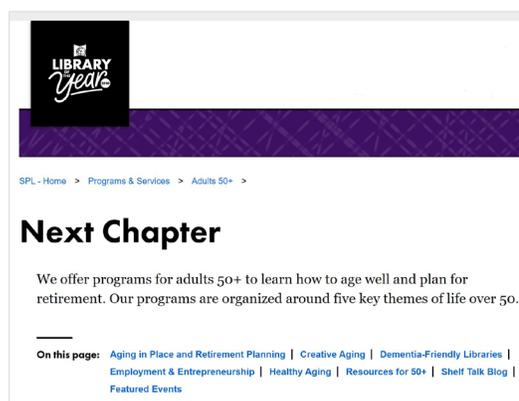
In January 2020, Age Friendly Seattle and The Seattle Public Library signed a Memorandum of Agreement outlined the Library's commitment to host monthly Age Friendly Seattle Civic Coffee Hours at the Central Library in downtown Seattle. This partnership allows for greater participation. In fall 2020, a new Memorandum of Agreement expanded the partnership to include co-sponsorship of the Close to Home: Stories of Health, Tech & Resilience series in 2021. Read more in the [Social Participation](#) section, above.



This partnership and several of the activities listed below supported Age Friendly Seattle Action Plan Goal 6.3 Support development of new programming for individuals age 50+, including people with dementia; Action 6.3b Develop a Seattle Public Library initiative to meet unique lifelong learning and social participation needs of older adults; and Action 6.3c Encourage partnerships between Seattle Public Library, Parks, senior centers, and community colleges to promote joint lifelong learning programs and dementia-friendly programming.<sup>66</sup>

### Next Chapter focuses on resources for people age 50+

The Seattle Public Library developed a new section on their website for people age 50 and older. Called Next Chapter, the Library provides links to information that will help Seattle residents learn how to age well and plan for retirement. Themes include aging in place, creative aging, dementia-friendly libraries, employment, entrepreneurship, healthy aging, retirement planning, along with resources and events.<sup>67</sup>



<sup>65</sup> Age Friendly Seattle Action Plan (<https://bit.ly/3py49vl>)

<sup>66</sup> Age Friendly Seattle Action Plan (<https://bit.ly/3py49vl>)

<sup>67</sup> Next Chapter, The Seattle Public Library ([www.spl.org/programs-and-services/adults-50-plus/next-chapter](http://www.spl.org/programs-and-services/adults-50-plus/next-chapter))

## Lifelong Learning Summit postponed due to COVID

Planning for a Lifelong Learning Summit began in 2019 and continued in early 2020 but the event has been postponed indefinitely due to COVID-19.

## Bringing older people together with decisionmakers

The Age Friendly Seattle coffee hour program straddles the Social Participation, Civic Participation, and Communication & Information domains for creating age-friendly communities. Age Friendly Seattle put more older people in touch with decisionmakers via video.

Starting in 2019, Age Friendly Seattle coordinator Lenny Orlov began video-recording coffee hours (see the Civic Coffee Hour Playlist<sup>68</sup> on the Aging King County YouTube channel<sup>69</sup>) and live-streaming on Facebook Live. See participation levels in the [Social Participation](#) section of this report.

A new Civic Coffee Hour (now Virtual Civic Coffee Hour) brand was implemented in 2020.



## Community & Health Services

All people should have access to affordable health care and community services that help them live safely and with dignity. Age Friendly Seattle supports coordination and promotion of services to help meet the needs of older adults and caregivers. Strategies include:

- Increase outreach to older adults who lack access to services.
- Identify resources for community projects that promote and support healthy aging and age-friendly neighborhoods and communities.
- Coordinate outreach to older adults among neighborhood organizations.
- Increase public awareness of elder abuse and self-neglect and enhance safety.
- Increase long-term services and supports, including caregiver support.

## 2020 Accomplishments

### Promoting AgeWise TV on The Seattle Channel

AgeWise TV is a new series of programs designed for older people featured on the Seattle Channel (Channel 21 on Comcast). AgeWise TV first aired on June 25, 2020. AgeWise TV was the brainchild of Pike Market Senior Center staff and developed through community collaboration.

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<sup>68</sup> Civic Coffee Hour Playlist (<https://bit.ly/37BjgLG>)

<sup>69</sup> Aging King County YouTube Channel ([www.youtube.com/c/AgingKingCounty](http://www.youtube.com/c/AgingKingCounty))

Each one-hour program features lifelong learning and physical activities to help older viewers stay connected and stay healthy during the COVID pandemic.

To watch AgeWise episodes that have been broadcast to date, visit the AgeWise TV homepage.<sup>70</sup>



This activity supports the Age Friendly Seattle Action Plan Goal 7.1 Develop strategies to reach more older adults who lack access to services; and Action 7.1b Develop Seattle Channel programming that highlights optimal aging in Seattle, highlighting older people, intergenerational activities, diversity, services, partnerships, and age-friendly issue areas.<sup>71</sup>

## Communication & Information

Older adults receive information in a variety of ways, and no one way reaches every person. Age Friendly Seattle promotes accessible print and digital communications, and community partnerships that increase access to information that older adults need for optimal aging. Strategies include:

- Ensure that City employees are adequately trained in meeting the communication needs of individuals with disabilities.
- Adopt and adhere to a minimum accessibility standard for City communications.
- Determine assisted listening needs for all City meeting rooms and gathering places.
- Build individual and community resiliency.

## 2020 Accomplishments

### Training City employees to meet the communication needs of individuals with disabilities

Age Friendly Seattle promoted special programming celebrating the 30<sup>th</sup> anniversary of the Americans with Disabilities Act (ADA) on The Seattle Channel<sup>72</sup> on July 24 and on TVW<sup>73</sup> on July 27. The Seattle Channel programming included videos that were developed by the Citywide ADA Title II Compliance Program for its ADA training program (Seattle Department of Finance and Administrative Services). The ADA training program includes 10 interactive modules:

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<sup>70</sup> AgeWise TV, The Seattle Channel (<http://seattlechannel.org/feature-shows/agewise-tv>)

<sup>71</sup> Age Friendly Seattle Action Plan (<https://bit.ly/3py49vl>)

<sup>72</sup> Celebrate the 30th anniversary of the Americans with Disabilities Act (ADA):  
[www.seattlechannel.org/videos?videoId=x115351](http://www.seattlechannel.org/videos?videoId=x115351)

<sup>73</sup> Americans with Disabilities Act 30th Anniversary Celebration:  
[www.tvw.org/watch/?clientID=9375922947&eventID=2020071030](http://www.tvw.org/watch/?clientID=9375922947&eventID=2020071030)

1. Overview of the ADA and Why it Matters, 25 minutes
2. Disability Basics, 30 minutes
3. Understanding Program Access Requirements, 20 minutes
4. Serving Customers with Disabilities, 20 minutes
5. Communicating Effectively - Part 1: Communication Strategies, 30 minutes
6. Communicating Effectively - Part 2: Auxiliary Aids & Technology, 25 minutes
7. Planning Accessible Meetings, 25 minutes
8. Service Animals, 25 minutes
9. Working with Grants, Contracts & Partners, 20 minutes
10. Evaluating City Policies, 15 minutes

The training modules became available to all City of Seattle employees in October 2020, via their internal Cornerstone training site.

This work supported Age Friendly Seattle Action Plan Goal 8.1 Ensure that City employees are adequately trained in meeting the communication needs of individuals with disabilities; Action 8.1a Provide training to City employees on ways to comply with American with Disabilities Act requests for reasonable accommodations; and Action 8.1b Provide training and resources for staff to plan and implement accessible events and meetings.<sup>74</sup>

### **Building individual and community resiliency**

In November 2019, Age Friendly Seattle delivered a presentation at an Endless Opportunities program for adults 60+<sup>75</sup> at Temple De Hirsh Sinai about the age-friendly initiative, with a special emphasis on emergency alert enrollment and emergency preparedness.

### **Building community capacity to meet the needs of people with disabilities**

Age Friendly Seattle's *Community Guide to Accessible Events & Meetings*, produced in 2018, continues to raise awareness of the broad range of accessibility issues in our community and in most communities.<sup>76</sup>

This work supported Age Friendly Seattle Action Plan Action 8.1b Provide training and resources for staff to plan and implement accessible events and meetings.<sup>77</sup>

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<sup>74</sup> Age Friendly Seattle Action Plan (<https://bit.ly/3py49vl>)

<sup>75</sup> Endless Opportunities, Temple De Hirsh Sinai (<https://templedehirschsinaio.org/eo/>)

<sup>76</sup> Available as a free download on [www.seattle.gov/agefriendly](http://www.seattle.gov/agefriendly)

<sup>77</sup> Age Friendly Seattle Action Plan (<https://bit.ly/3py49vl>)

# 2020 Public Engagement Summary

Age Friendly Seattle remains committed to extensive public engagement as the plan is implemented.

## Civic Coffee Hours

In 2019, Age Friendly Seattle and The Seattle Public Library co-hosted nine Civic Coffee Hours in 2020, which are described more fully elsewhere in this report:

Date	Topic	Presenter(s)	Videorecording
January	<i>cancelled due to inclement weather</i>		
February 20	Census 2020	Elsa Batres-Boni, Seattle Department of Neighborhoods	<a href="https://youtu.be/kbc8m5dGT5o">https://youtu.be/kbc8m5dGT5o</a>
March	<i>cancelled due to the COVID-19 restrictions</i>		
April 16	COVID-19 Update	Anne Shields, Public Health—Seattle & King County	<a href="https://youtu.be/j9uo_8VNM9Y">https://youtu.be/j9uo_8VNM9Y</a>
May 21	Seattle Public Library & Recovering Job Ready	Stephanie Lucash, Citywide HR Planning and Innovation, Seattle Department of Human Resources	<a href="https://youtu.be/HY_LVZicNuY">https://youtu.be/HY_LVZicNuY</a>
June 18	Digital Privacy, Equity & Employment	Ginger Armbruster, Chief Privacy Officer, Seattle Information Technology; and William Smith, Human Resources Director, Seattle Information Technology	<a href="https://youtu.be/_Q006CZcr2g">https://youtu.be/_Q006CZcr2g</a>
July 16	Aging and Disability Services: Funding Administration & Advocacy	Cathy Knight, Director June Michel, Advisory Council Advocacy Committee Chair	<a href="https://youtu.be/yE3icxmgO5Y">https://youtu.be/yE3icxmgO5Y</a>
August 20	Seattle Public Library	Marcellus Turner, City Librarian Nancy Slote, Older Adults Program Manager	<a href="https://youtu.be/Itrhr8GgEeY">https://youtu.be/Itrhr8GgEeY</a>
September 17	Seattle Department of Transportation (SDOT)	Sam Zimbabwe, SDOT	<a href="https://youtu.be/sHgeEVuRtqw">https://youtu.be/sHgeEVuRtqw</a>
September 23	Mayor Jenny Durkan	Jason Johnson, Seattle Human Services Mayor Jenny Durkan	<a href="https://youtu.be/Ho3DzIggWb0">https://youtu.be/Ho3DzIggWb0</a>

Date	Topic	Presenter(s)	Videorecording
October 15	Refugee & Immigrant Assistance	WA DSHS ORIA presentation Sarah Peterson, Washington State DSHS Office of Refugee & Immigrant Affairs; and Emmanuel Ndayisenga, International Rescue Committee/Seattle and Washington State Refugee Advisory Council	<a href="https://youtu.be/LUnA_dy9Flw">https://youtu.be/LUnA_dy9Flw</a>
November 19	Seattle Public Utilities (SPU)	Mami Hara, General Manager, SPU	<a href="https://youtu.be/pB_l1Ye-5hw">https://youtu.be/pB_l1Ye-5hw</a>
December	<i>no Civic Coffee Hour scheduled this month</i>		

## Close to Home: Stories of Health, Tech & Resilience

Age Friendly Seattle coordinated 23 Close to Home events in 2020, which are described more fully elsewhere in this report:

Date	Topic	Presenter(s)	Videorecording
April 30	COVID-19, Resilience & Census Access	Elsa Batres-Boni, Seattle Department of Neighborhoods; and Mary Pat O’Leary and Phung Nguyen, both Aging and Disability Services, Seattle Human Services	<a href="https://youtu.be/gr61G-Dtdk8">https://youtu.be/gr61G-Dtdk8</a>
May 7	Breathing, Movement & Library Access	Cleo A. Brooks & CJ Glenn, Library Equal Access Program (LEAP), The Seattle Public Library; and Edna Daigre, community member	<a href="https://youtu.be/pB_l1Ye-5hw">https://youtu.be/pB_l1Ye-5hw</a>
May 14	Healthy Mind, Healthy Mouth, Healthy Body	Michael Woo, PhD, Kin On Community Care Network; and Sheila Mary, MD, DDS, Doctor of Naturopathic Medicine Candidate, Bastyr University.	<a href="https://youtu.be/fgZFV8iLKfY">https://youtu.be/fgZFV8iLKfY</a>
May 28	Connect Digitally, Stay Engaged, Prevent Scams	Steven Knipp, Executive Director, GenPRIDE; and Jean Mathisen, Fraud Watch Network, AARP WA	<a href="https://youtu.be/4JQokD5WlBo">https://youtu.be/4JQokD5WlBo</a>

Date	Topic	Presenter(s)	Videorecording
June 4	Connected City: Lifelong Recreation & Digital Workplace Champions	Cheryl Brown, Lifelong Recreation Programs, Seattle Parks and Recreation; and Tom Braman, SharePoint Administrator, Seattle Information Technology	<a href="https://youtu.be/aa6w7nBICS4">https://youtu.be/aa6w7nBICS4</a>
June 11	Creative Aging: Radio, Recipes and Notary Services	Brenda Charles-Edwards, Black Orchid Enterprises, Seniors Matter/Rainier Avenue Radio, and Mayor's Council on African American Elders; and Rebecca Crichton, Northwest Center for Creative Aging	<a href="https://youtu.be/uS7iZGE3TaU">https://youtu.be/uS7iZGE3TaU</a>
June 25	Regional Transportation and Community Fitness	Donna Smith, Accessibility Services, Sound Transit; and Mark Bryant, Fitness Instructor, Southeast Seattle Senior Center	<a href="https://youtu.be/iVVQ_561mRQ">https://youtu.be/iVVQ_561mRQ</a>
July 2	LGBTQ Dementia Support & Universal Design	Amy Cunningham, Aging with Pride: IDEA, UW School of Social Work; and Tom Minty, Able Environments and Northwest Universal Design Council	<a href="https://youtu.be/v4jfbZYKBI">https://youtu.be/v4jfbZYKBI</a>
July 9	Beyond Language Access: Resources for Immigrant and Refugee Elders	Adam Halpern, Jewish Family Service; and José Manuel Vasquez, Seattle Office of Immigrant & Refugee Affairs	<a href="https://youtu.be/8IcE5JxOKhM">https://youtu.be/8IcE5JxOKhM</a>
July 23	Americans with Disabilities Act at 30 & Geriatric Mental Health During COVID	Michael Richardson, Northwest ADA Center; and George Dicks, Geriatric Mental Health Specialist, Harborview Medical Center	<a href="https://youtu.be/uDXXIHuQqE4">https://youtu.be/uDXXIHuQqE4</a>
August 6	Connected, Active, Integrated: Television & Immigrant Assistance for Older Adults	Kay Ray, AgeWise TV producer; and Tania Rzhondkovska, St. James Cathedral Immigrant Assistance	<a href="https://youtu.be/fWLHxg5BX2A">https://youtu.be/fWLHxg5BX2A</a>

Date	Topic	Presenter(s)	Videorecording
August 13	Emergency Preparedness During a Pandemic: Community & Municipal Resources	Carrie Brazil, Seattle Office of Emergency Preparedness; and Ann Forrest, Seattle Emergency Communication Hubs	<a href="https://youtu.be/f9b1vSIUMAs">https://youtu.be/f9b1vSIUMAs</a>
August 27	Information, Assistance & Customer Service: How City & Community Navigate COVID-19	Stephen Lam, Chinese Information & Service Center; and Vance Adams, City of Seattle Customer Service Center	<a href="https://youtu.be/HWq8h71ijlU">https://youtu.be/HWq8h71ijlU</a>
September 3	ROOTS Family Picnic Celebration	Paul Mitchel and William Lowe, The Breakfast Group and ROOTS Family Picnic	<a href="https://youtu.be/-HYTKUrgJ2Y">https://youtu.be/-HYTKUrgJ2Y</a>
September 10	Traffic Safety & Grandparents Day Preview	Allison Schwartz, Vision Zero, Seattle Department of Transportation; LaNesha DeBardelaben, Northwest African American Museum; and Brenda Charles-Edwards, Mayor's Council on African American Elders and AARP Washington	<a href="https://youtu.be/lhw3tfzVwBw">https://youtu.be/lhw3tfzVwBw</a>
September 24	Learning, Laughter & Fall Prevention	Milton Curtis, MD, Medical Director, King County Falls Prevention Council; and Dori Gillam, AgeEngaged	<a href="https://youtu.be/-X0nZnjkuQ">https://youtu.be/-X0nZnjkuQ</a>
October 1	Labor Standards & Aging Wisdom	Darius Foster, Seattle Office of Labor Standards; and Lisa Mayfield, Aging Wisdom	<a href="https://youtu.be/CX197WFdnNI">https://youtu.be/CX197WFdnNI</a>
October 8	Seattle's African Descent Population Partnerships	Dr. Omara "Ben" Abe, Chamber of Commerce of the Pacific Northwest; and Paul Kimani, Northwest Kenyan Community Association	<a href="https://youtu.be/n15rQHnHztU">https://youtu.be/n15rQHnHztU</a>
October 22	Socially Distanced Connections at Seattle's Senior Centers	Katherine Jordan, South Park Senior Center; and Zoe Freeman, Pike Market Senior Center	<a href="https://youtu.be/fP2qve7pEJM">https://youtu.be/fP2qve7pEJM</a>

Date	Topic	Presenter(s)	Videorecording
November 5	Dignity, Hope & Healing at the End of Life	Dr. Jim deMaine, Retired ICU Physician, Author, and Blogger	<a href="https://youtu.be/iGhVqOxwTGQ">https://youtu.be/iGhVqOxwTGQ</a>
November 12	Hopelink Employment and Mobility	Sara Sisco and Jim Boland, Hopelink	<a href="https://youtu.be/nfJe3wGrpic">https://youtu.be/nfJe3wGrpic</a>
December 3	Sorting Fact from Fiction: Finding Truth in an Infodemic	Doug Shadel, AARP Washington; and Jevin West, Center for an Informed Public	<a href="https://youtu.be/dPjxcBeJdH0">https://youtu.be/dPjxcBeJdH0</a>
December 10	National Asian Pacific Center on Aging (NAPCA)	Emiko Ormsbee, Jenna Holzberg, and Teresa Cheung, NAPCA	<a href="https://youtu.be/8kgys4o1zuE">https://youtu.be/8kgys4o1zuE</a>

## LGBTQ+2S Health and Wellness Events

Age Friendly Seattle collaborated with the Aging with Pride and the Saying It Out Loud Conference to present four health and wellness events that focus on people who identify as Lesbian, Gay, Bisexual, Transgender, Queer or Two-Spirit (LGBTQ+2S).

Date	Topic	Presenter(s)	Videorecording
June 26	What have we learned from the HIV/AIDS pandemic with COVID-19?	Brent Butler, Age Friendly Seattle; Mitchell Hunter, GenPRIDE; Hon. Lisa Middleton, Palm Springs City Council member; Jeff Sakuma, Seattle Human Services; Ronni Sanlo, Ed.D., playwright, author, consultant; Jaylene Tyme, Empress of Vancouver, BC; and Aleksa Manila (moderator)	<a href="https://youtu.be/qylC5z7rm6A">https://youtu.be/qylC5z7rm6A</a>
July 31	LGBTQ+2S Resilience: Thriving or just surviving during the COVID-19 pandemic?	George Dicks, Geriatric Mental Health Specialist, Harborview Medical Center; Mitchell Hunter, GenPRIDE; Hon. Lisa Middleton, Palm	<a href="https://youtu.be/j6jPqtO6h3l">https://youtu.be/j6jPqtO6h3l</a>

Date	Topic	Presenter(s)	Videorecording
		Springs City Council member; Jeff Sakuma, Seattle Human Services; Ronni Sanlo, Ed.D., Playwright, author, consultant; Jaylene Tyme, Empress of Vancouver, BC; and Aleksa Manila (moderator)	
October 30	LGBTQ+2S & BIPOC: Vaccinations, Vaccine Trials, and YOU!	Esther Lucero, Seattle Indian Health Board; Karina Walters, PhD, UCLA; Peter Mann-King, Gay City: Seattle's LGBTQ Center & LGBTQI+ Initiative, Swedish Health Services; Russell Campbell, Office of HIV/AIDS (HANC) Network Coordination; Luther Hughes, Poet ; and Brent Butler, Age Friendly Seattle (moderator)	<a href="https://youtu.be/vwdSQGUP98c">https://youtu.be/vwdSQGUP98c</a>
November 18	2 <sup>nd</sup> Annual Generations Celebration & Conference	Aleksa Manila; Arnaldo; Grethe Cammermeyer, PhD; Lady A; Karina Walters, PhD; Charles Emlet, PhD; Karen Fredriksen Goldsen, PhD; Anyad Prasad, PhC; Greg Scully; Leo Egashira; and Brent Butler, Age Friendly Seattle	<a href="https://youtu.be/MVX8Bfgwx9Q">https://youtu.be/MVX8Bfgwx9Q</a>

## Other special events

Age Friendly Seattle co-sponsored additional events in 2020, which are described more fully elsewhere in this report:

Date	Topic	Presenter(s)	Videorecording
February 27	Universal Design & Pedestrian Wayfinding	Tom Minty, Northwest Universal Design Council; Staci Haber, King County Mobility Coalition; David Miller, Lighthouse for the Blind; Debra Kahn, Washington State Deaf-Blind Citizens; Adrian Bell, Applied Wayfinding; Aditi Kambuj, Seattle Department of Transportation; and Candace Toth, Sound Transit	<a href="https://youtu.be/_JtEKC2QieY">https://youtu.be/_JtEKC2QieY</a>
May 8	Older Americans Month Tribute to the Seattle-King County Advisory Council on Aging & Disability Services		<a href="https://youtu.be/36VWdNldtHM">https://youtu.be/36VWdNldtHM</a>
June 14	Memory Sunday	<i>not applicable</i>	<i>not applicable</i>
August 11	Program to Encourage Active and Rewarding Lives (PEARLS)—presented in partnership with Seattle Parks and Recreation Lifelong Recreation Program and The Seattle Public Library	Carl Kaiser and Suzet Tave, PEARLS counselors, Aging and Disability Services, Seattle Human Services Department	<a href="https://youtu.be/zhxHZIGQ-pY">https://youtu.be/zhxHZIGQ-pY</a>
November 14	Legacy of Love African American Caregivers Forum	George Dicks, Geriatric Mental Health Specialist, Harborview Medical Center; caregivers Rev. Shirley Poston and Charles Williams; Wyvonne Ray, caregiver panel moderator; and Karen Winston, Aging and Disability Services (emcee)	<a href="https://youtu.be/WNXEulb2ITE">https://youtu.be/WNXEulb2ITE</a>

## Age Friendly Coalition for Seattle & King County

The Age Friendly Coalition—a network of community members, service providers, members of the business community, staff from both City of Seattle and King County governments, and others who are passionate about aging issues and about making our region a great place to grow up and grow old—was on hiatus through most of 2020, due to COVID restrictions; however, the steering committee met in January; and several members participated in committee meetings early in the year.

Notably, numerous Age Friendly Coalition members participated in Age Friendly Seattle’s new Close to Home series and several championed the new programming throughout 2020.

## Contact

For more information about Age Friendly Seattle, e-mail [agefriendly@seattle.gov](mailto:agefriendly@seattle.gov) or visit [www.seattle.gov/agefriendly](http://www.seattle.gov/agefriendly).