



City of Yorkton Facility Audit: Evaluation Report

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Glossary

Term	Definition
Audit Report	Yorkton Facilities Age & Dementia-Friendly Audit Report
Collective Impact	Collective impact is a structured approach to collaboration involving different stakeholders working together to address complex social issues.
Collaborating Organizations	Collaborating organizations are diverse stakeholders from different sectors and organizations who come together in a structured and coordinated way to collectively address complex social issues, pooling their resources and expertise to achieve common goals and create lasting positive change for their community.

List of Acronyms

Term	Definition
CO	Collaborating Organization
CI	Collective Impact
DSRS	Dementia Supports in Rural Saskatchewan
EAF	Enabling Accessibility Fund
PLWD	Person/People Living with Dementia
SPHERU	Saskatchewan Population Health and Evaluation Research Unit

Executive Summary

Background

This report provides an assessment of The City of Yorkton’s Public Indoor Facility Audit project. The project was supported by Dementia Supports in Rural Saskatchewan (DSRS) initiative, a five year (2019-2024) Collective Impact initiative undertaken by the Saskatchewan Population Health and Evaluation Research Unit (SPHERU), University of Regina, and funded in part by the Government of Canada’s New Horizons for Seniors Program. The DSRS project seeks to improve public awareness of the stigma and social isolation experienced by People Living with Dementia (PLWD) and their care partners. Through the DSRS, SPHERU has supported eight collaborating organizations, including the City of Yorkton who completed a Public Indoor Facility Audit project led by the Recreation and Community Services Department. The specific objectives of the audit were to identify any physical barriers to PLWD that hinder access and participation in activities and recommend upgrades that would reduce or eliminate those barriers within the City’s facilities. An audit team of five persons, a consultant, and two couples with lived experience with dementia toured and audited 12 City of Yorkton facilities in May and June 2021.

Evaluation

The research team at SPHERU conducted an outcome evaluation of the audit to assess the objectives and short and long-term outcomes of the project. The evaluation process involved reviews of reports, observations via community visits, and semi-structured interviews conducted with managers of the City of Yorkton facilities and people with lived experiences of dementia in February and March 2023.

Findings

The evaluation found that the City of Yorkton successfully implemented the facility audit, which met the primary objectives of assessing the public indoor environment and recommending upgrades to minimize the barriers faced by older adults and people living with dementia. The assessment also identified three central themes — the impact of the audit, challenges to the

audit and implementation of proposals, and recommendations for future public facility audits. With regard to impact, there is increased awareness of dementia at the management level, which has also led to some changes and planning that aim to make facilities more dementia friendly. Some of the changes include service adjustments in the physical space of the library, seating rearrangements in the walking track of the Flexihall and lighting adjustments in the family-change room area of the swimming pool at the Gallagher Centre. Moreover, the information generated from the audit provided evidence to justify soliciting funds to implement upgrades. The City received matched funding for up to \$100,000, with the municipality expected to provide additional funds to make several improvements in the Access Communications Water Park in the Gallagher Centre. Management has reviewed the ASOS Dementia Friendly Recreational Guide/Toolkit to ensure continuity of audit outcomes.

In terms of challenges, COVID-19 restrictions affected the number of participants in the audit activity. While there were fewer participants with lived experience than anticipated, they also had to role-play accessing public services and facilities because of COVID-19 restrictions. Interviewees reported that more audit participants would have generated varied age and dementia-friendly recommendations. Further, budgetary and bureaucratic factors limited the immediate implementation of certain audit recommendations—some upgrades require extensive deliberations and planning.

Regarding recommendations for public facility audit processes, evidence emphasizes the need to determine how to effectively engage people with lived experience of dementia and elected officials. Evaluation interviewees indicated that the former would generate a broader perspective of support for PLWD and their care partners, while the latter would facilitate the prioritization of recommendations generated from audits. Management could lessen budgetary constraints by collaborating with advocates of other accessibility causes, thereby minimizing competition and utilizing available resources to enhance accessibility for persons of different abilities. Capacity building of staff and management will be essential for the sustainability of dementia-friendly services. It is expected that findings for this evaluation will support the City of Yorkton Facility

audit process to serve as a benchmark for institutions planning for new buildings through a dementia/age-friendly lens.

Introduction

Saskatchewan has approximately 1.2 million residents, with about 33% living in rural areas. In 2020, the province also had approximately 17,500 individuals living with dementia with this projected to increase to 42,300 by 2050 (Alzheimer Society of Canada, 2022). It is projected that 62% of Canadians with dementia will be living in their own homes (Alzheimer Society of Canada, 2010).

Older adults residing in small cities and rural areas often face unique barriers to accessing dementia care and services, including accessible facilities. The absence of sufficient services supporting PLWD in rural Saskatchewan may decrease social inclusion and affect the well-being of older adults with dementia and that of their care partners. The DSRS is a five-year collective impact initiative undertaken by SPHERU and funded in part by the Government of Canada's New Horizons for Seniors Program. The project focuses on improving the public's awareness of the stigma and social isolation experienced by PLWD and their care partners. SPHERU collaborates with provincial and local organizations to design and implement individual, community, and organizational level interventions that enhance the social inclusion of older adults with dementia living in small towns and rural communities in Saskatchewan.

The project aims to achieve the following objectives:

1. To improve the feeling of social inclusion of older adults with dementia and their care partners residing in Yorkton and surrounding rural areas (individual programs)
2. To improve public awareness about dementia (community programs)
3. To reduce the level of public stigma about dementia (community programs)
4. To improve support for customers, clients and employees who are living with dementia or their care partners residing in Yorkton and surrounding areas (organizational programs)

The DSRS has funded eight collaborating organizations' (COs) programs to address these objectives.

The City of Yorkton's Public Indoor Facility Audit

The City of Yorkton's Public Indoor Facility Audit is one of the projects supported by the DSRS collective impact initiative. The objectives of the audit were to:

- Identify any physical barriers to PLWD that might keep them from attending or participating in activities or events that they would have done before being diagnosed with dementia.
- Recommend changes and upgrades that would reduce or eliminate those barriers.

The Recreation and Community Services Department of the City of Yorkton managed the project.

The Audit Process

In 2021, the City of Yorkton hired an independent contractor and community members with lived experiences (named experts) to conduct the audit. The audit team consisted of five persons, including the consultant and two couples with lived experience with dementia from Kamsack and Melville, who had participated in another DSRS project with Parkland Valley Sport, Culture, and Recreation in 2020-2021.

The audit team toured 12 public facilities in Yorkton in May and June 2021. The facilitator guided the tours such that each pair of experts visited ten of the 12 facilities twice, using a different entrance during each visit. The team of five also toured two facilities (Kinsmen Arena and Tourism Yorkton/ Chamber of Commerce Building) simultaneously. The team used checklists from dementia and age-friendly tool kits provided by the Alzheimer Society of Saskatchewan and Age-Friendly Saskatchewan. These checklists provided indications for facilitating barrier-free lifestyles for older adults and those living with dementia. At the end of the audit, the consultant prepared the *Yorkton Facilities Age & Dementia-Friendly Audit Report (Audit Report)*.

Lisa Washington, the Manager of Community, Culture and Heritage Recreation and Community Services, presented this report to the Yorkton City Council meeting on December 20, 2021. The Council received and filed the report. It also recommended that businesses be encouraged to participate in the Collective Impact Initiative "*Interventions to Enhance Social Inclusion of Older Adults with Dementia in Saskatchewan*" project.

Evaluation

The SPHERU team is conducting two distinct types of evaluation during the collective impact initiative; the **process** evaluation examines the socio-cultural, organizational, and external factors that have shaped and influenced the design and implementation of the DSRS collective impact project in Yorkton and surrounding rural areas. The **outcome** evaluation examines the short-term, intermediate, and long-term impact of single CO projects. This report presents the findings of the outcome evaluation for the City of Yorkton Public Facility Audit project.

Methods

In February 2023, the Saskatchewan Population Health and Evaluation Research Unit (SPHERU) at the University of Regina conducted an outcome evaluation to assess the short-term, intermediate, and long-term outcomes of the project. We collected data for the outcome evaluation through semi-structured interviews, document reviews, and observations through community visits. We conducted 11 semi-structured interviews with managers of the City of Yorkton facilities and people with lived experiences of dementia who participated in the audit. Documents reviewed include regular meeting notes, bi-annual, and program completion reports. We examined the key performance indicators that assessed achievement of short-term, intermediate, and long-term outcomes. The subsequent sections present key findings from the evaluation related to progress made in achieving the project's objectives and outcomes.

Findings

Project Objectives

The assessment of the audit report and interviews with evaluation participants demonstrate that the audit met the primary objectives of assessing the public indoor environment and recommending upgrades in their facilities to facilitate accessibility for older adults and people living with dementia. The report identified the physical barriers within the facilities to persons living with dementia and described how these might hinder their ability to participate in activities they usually engaged in prior to a dementia diagnosis. They recommended upgrades that would reduce or eliminate barriers in several areas, including entrances and exits, surfaces (walls and

floors), bathroom facilities, lighting, seating, quiet areas and customer service desks, signage and navigation. The majority of recommendations focused on improved signage to enable persons living with dementia and care partners to easily identify services.

Project Impacts

The audit report recommended upgrades that would enhance inclusivity and accessibility within the City's facilities. We assessed the extent to which these recommendations have been implemented by management. There is evidence there were changes made to the physical environment of some facilities. Beyond the immediate changes, there is a fundamental overlap between increased awareness of dementia at the management level, and planning for upgrades that would make the City's facilities more dementia friendly.

Changes in Physical Environment

- **Seat Re-arrangements:** At the Gallagher Centre, staff place chairs along the walls of the walking track in the Flexihall so that patrons can choose to take a break if the need arises.
- **Lighting adjusted** in the family-change room area of the swimming pool at the Gallagher Centre.
- **Surface (Walls & Floors):** The audit recommendations provided justification for proposals to revamp the hallway (which had no signage, bench areas for shoes, nor places for walking aids) to the swimming pool at the Gallagher Centre.
- **Washrooms:** Following audit recommendations, the new Deer Park golf clubhouse added a family-friendly washroom into their plan.

Case Study – The Yorkton Public Library

The library implemented some of the recommendations for general signage regarding washrooms, evaluating tripping hazards and providing more service changes to the physical space to make the facility more comfortable. The audit activity also inspired Library management to organize staff training with the Alzheimer's Society of Saskatchewan, which provided

customized programming to render more services that are accessible and to create safe spaces for patrons.

Picture 1



A quiet new-media area for patrons at the Yorkton Public Library

Picture 2



A new large-print, high-contrast keyboard at the Yorkton Public Library

Increased Awareness about Dementia

Participants of the outcome evaluation interviews observed that the audit process and report had increased awareness amongst management and staff about the challenges faced by those living with dementia and their care partners, especially in public spaces. *“...if anything, with this project, I think the important thing to me is it created awareness. Of dementia, of ageism, and, you know, some of the things that we have to keep in mind when we're designing or renovating buildings.”* (Manager 01)

“...it opened my eyes to the things that maybe, you know, we need to do better as a facility. Or things that we can look at, for the future, to make our facility more accommodating. Because even though we think that it's accommodating...It's not necessarily accessible for all. Right? And so we just didn't have that lens.” (Manager 05)



“So, I would say that the heightened awareness has now come through this process, you know, after us managers, supervisors, having those discussions with our staff that operate these facilities.” (Manager 06)

The audit process highlighted the extent to which persons living with dementia are dependent on care partners. A participant noted that throughout the audit process, the PLWD tended to rely mostly on their care partner's lead to navigate the facilities. Thus, unclear or lack of appropriate signage in the facility would make the guiding process more tedious for a care partner. Hence, dementia-friendly changes to enhance accessibility ought to pay attention to the needs of care partners, who, in most cases, are older adults.

According to interviewees, there is a need to review accessibility in every public facility through an age-friendly lens in order to identify limitations to accessibility in other departments. They suggested that it is probable that the transit system would probably have gaps that pose limitations for those living with dementia and their care partners.

Increased Awareness about General Accessibility

The project raised awareness regarding other challenges to accessibility beyond dementia. Responses from the interviews suggested that staff and management with the facilities are familiar with their work environment and thus oblivious to the barriers that might exist for community members accessing the facilities.

“We as people that work in our facilities, and in some instances, some of my colleagues have grown up in these facilities, if they played hockey or have been swimming, they don't see the built environment in the same way as outsiders. So it gave us some concrete examples, in a way that was very valuable.” (Manager 08)



“...that's one of those things that we're recognizing. It doesn't just affect- you know, it's not just people with wheelchairs, it's not just parents with small children. These changes can benefit a host of communities of different demographics, and make our facility better...we want to try to consider, okay, what else - not just dementia - but what other things can we do that will benefit multiple communities.” (Manager 04)



“...the recommendations aren't just going to help those with dementia, they're going to help people like newcomers, they're going to help people with cognitive delays that is not dementia, right? So recommendations go above and beyond just helping those individuals with dementia and their caregivers.” (Manager 05)

Awareness and Implications for Planning

There are benefits associated with this increased level of awareness. According to interviewees, it provides Management with options for planning current or future city projects. There has been ongoing conversation about the audit and its recommendations, especially among the administrators who would have to make the decisions. Though not all the audited facilities had implemented recommended upgrades at the time of the evaluation, the proposals generated by the audit would be part of Management's planning for current or future projects.

"I think if anything, this report would be very valuable. We may not be able to do all of the recommendations right away, but they would go into our planning, to our asset management, we would look to see how that could be done...sometimes there may be funding available for us or something. So I think that's really important to have those, so that we can put this into the process." (Manager 01)



"...so we haven't implemented any changes yet. We have taken all of those recommendations back though. And so we have looked at different grants, for like accessibility funding, for different things, you know, such as like an accessible door that opens up instead of having them to push the door." (Manager 05)

External Funding Approved for Upgrades Recommended in Audit Report

During the interviews, participants reiterated that the audit report is central to informing plans and strategies to make the City of Yorkton's facilities more inclusive and accessible for older adults and other community members. Therefore, the information generated from the audit

provided evidence to justify soliciting extra funds to implement changes within the City's Public facilities.

“But you know, utilizing that report or having it as a tool, per se, right? In the belt. That you can pull out when you are, you know, going up against other projects looking for that funding. And you can say, 'hey, the research here, the direct information from people that have come into the building say that we should be looking at or doing these things,' definitely helps when it comes to planning” (Manager 02)

The Recreation and Community Services Department utilized the audit to solicit funding from the Enabling Accessibility Fund (EAF) provided by Employment and Social Development Canada. The **audit identified gaps and provided** recommendations **used as** evidence to justify the need for additional funds to implement changes that enhance accessibility. The City received matched funding for up to \$100,000, with the municipality expected to provide additional funds. The funds solicited aim to make several improvements in the Access Communications Water Park in the Gallagher Centre:

- Accessible doors to the entrance of the Water Park
- Two lifts on deck - one into the lap pool and the other into the hot tub
- Signage throughout that facility

The funding also covers two accessible doors in the West and the East entrances of the centre because the sole entrance with accessible doors is located at the South entrance.

[Sustainability – Management Embraces Recommendations](#)

Apart from additional funding, staffing changes have led to Management that is keen on the continuity of the audit process outcomes. Firstly, the new director of the Recreation and Community Services Department is familiar with the methodology and objectives of the audit project because he was involved in the audit process, albeit in another management role.

Secondly, the new Management at the Gallagher Centre has a background in the retail sector that places emphasis on customers being able to access and move through a building. Thus, there is enthusiasm to implement audit recommendations and other changes that enhance accessibility in the Gallagher Centre:

- Establishing a comprehensive list of signage throughout all the buildings on the grounds, in addition to the ones included in the audit
- Management will be reviewing the ASOS Dementia Friendly Recreational Guide/Toolkit with the Dementia Community Coordinator.
- Other accessibility changes include the purchase of five change tables to be installed within all the ‘handicapped’ washrooms that will be re-signed as “family washrooms.”

Challenges

Process – Limited Target Participants in Audit

Only four persons with lived experience of dementia participated in the audit activity. However, given that every case of dementia is different, facilitators suggested that more audit participants would have generated varied age and dementia-friendly recommendations for the facilities. Conversely, communication and privacy issues affected the reach to the target participants; firstly, the stigma associated with dementia hindered efforts to share information about the audit directly with persons with lived experience. Secondly, the use of social media to promote the program was ineffective because older adults and persons living with dementia in that area do not rely on social media for information.

“...there were barriers in place because of privacy, which I certainly understand. I think in any other community, especially a rural community, where my perception at least is that stigma is more prevalent, there is an overemphasis on privacy to- you know, where it verges right on isolation, you know? ...I think some of the agency workers are assuming that people don't want their experience with dementia to be known” (Participant 03)

Interviews demonstrated that participants with lived experience were keen about the audit because they felt their shared experiences would highlight the need for dementia-friendly adjustments in public facilities. In their opinion, the breadth and depth of the program would have been wider had there been more participants.

The COVID-19 Pandemic also affected the audit activities. Participants had to role-play accessing public services and facilities because of COVID-19 restrictions on the number of persons and events that could occur in the various facilities. Interviewees pointed out that the restrictions limited the amount of information that would have been gathered if the audit activity took place in a business-as-usual setting.

Delayed Implementation of Audit Recommendations

The following factors affected the implementation of the audit recommendations:

Post COVID-19 priorities

After the lifting of COVID-19 restrictions, all the City's public facilities focused their attention on competing urgent priorities. Consequently, facility and maintenance staff resumed their usual duties and had limited time to address audit recommendations.

Budgetary factors

Though the City of Yorkton Facility Audit project lead presented the report in December 2021, the costs of adding new signage or replacing current signs were not included in the 2022 and 2023 budgets. Larger structural changes, including more accessible infrastructure for washrooms, would require more planning and budgetary allocations. These costs associated with the recommended changes have to compete with other items/projects from other departments to receive Council consideration. Moreover, deliberations regarding recommendations must be made to determine if they have capital or maintenance costs and are priority status.

“... it is tough when you have so many parties with different interests and different moods, advocating for a piece of the pie... We have some people say, 'we want this, we want that.' Okay, if I give you this, it's going to cost \$20,000 and extra expenses, for \$5,000 in revenue...But this change over here costs us \$10,000, and gets us \$9,000 in revenue. Which one is the better public service? Changing where a physical washroom is in a \$75 million building complex? Well that can be several \$100,000. I don't think that that's achievable. But \$5,000 in signage over an entire complex? That's achievable”. (Manager 04)



“...it would have to go into the budget process. Unless some of the costs are very, very low, that could be you know, could be looked after under operating, but things like signage, it's not just the signage. It's where it goes, who puts it up, who maintains it, makes sure it's safe. So if anything, it has to go into the building process or the maintenance process...” (Manager 01)

Bureaucracy

Multiple factors affect implementing changes, especially in cases where different levels of management are part of the decision-making. While these are acceptable reasons for levels of oversight, the caveat is that proposals sounding like an easy fix may require extensive deliberations and planning. For instance, managers identified signage as being the least expensive to implement. However, management has to consider consistency, physical location, and lifespan of the signage; signage often needs the right surfaces, while signage in a building would require planning for maintenance.

“When we look at doing those plans, we always want to consolidate things so that we're being efficient with the resources that we have. So, if we were to do you know, a bit of a signage update, we wouldn't necessarily look at just one area. We would look at the whole facility overall. So we are only having to make one update, you know, at a time.” (Manager 02)



“...the ones that I thought would be easy in terms of signage, lighting, markers... a lot of it seemed really easy...I was surprised by how it wasn't. But there again, it's about anything being changed in a municipal setting.” (Manager 08)



“... it's definitely not as easy as just doing it... we want everything to be consistent. We want all of our signage to look the same. So making sure what we do is not just a temporary, laminated sign, right...we want it to match the branding. We want it to look like it's a part of the facility, not just like an afterthought audit situation where, 'oh, no, we should do this....” (Manager 05)

Recommendations

Recommendation 1: Increase Participation of PLWD and Decision Makers

Facility audit organizers should take measures to engage more persons with lived experience in audit processes when facilities are operating at full capacity. According to evaluation interviewees, this would add a “layer of complexity” and generate a broader perspective of what works best for PLWD and care partners in busy and less busy periods.

Facility audits should include elected officials in the process in order to widen perspectives of challenges faced by other demographics accessing the facilities and facilitate prioritization of recommendations generated from audits. A participant described this process as useful for *“changing the reality of that decision maker so that they can better understand the why behind, you know, a project or initiative”* (Manager 02).

“If there was a way that you could put decision makers - be that staff or council - in the shoes of that person going through that struggle, I think that might help ... I'm recalling a project that I got to volunteer with when I was going to post secondary school. And they blindfolded me and put me into a building I had never been to and said find your way to this room, and I didn't, I didn't find my way.”
(Manager 02)

It is essential that facility managers continually share project outcomes, progress, and status quo with newly elected council members.

Recommendation 2: Training

There is a need to build staff capacity to provide dementia-friendly services.

“But like our frontline staff, if somebody with dementia came into the facility, they may not know. So, I think that that's a gap. Like the education piece on - what, does dementia kind of look like? What are the tools to use when you're- you have a client with dementia, right?” (Manager 05)

Recommendation 3: Partnerships

Partnerships could lessen budgetary factors that hinder the implementation of audit recommendations. City officials could explore partnerships with groups, including service clubs

(e.g., Lions, Kinsmen), which aim to give back to the community. These stakeholders could support dementia-friendly initiatives such as sponsoring retreat rooms for use by PLWD and their care partners during crowded events, including hockey games.

Given that community-driven recommendations tend to carry more weight and receive attention from officials, it is vital for advocates to work with associations that champion other accessibility causes. Such partnerships could minimize completion and facilitate utilizing available resources to design and execute projects that are accessible to persons of different abilities.

Lessons Learned

The audit process and recommendations could serve as benchmarks for institutions planning for new buildings through a dementia/age-friendly lens. Other public or private corporations could adopt the tools and draw lessons from the recommendations to review the accessibility and age/dementia-friendliness of their physical environments.

There is evidence that simple changes, such as new signage, lighting, or seat re-arrangement, can significantly enhance the social inclusion and quality of life of persons living with dementia and their care partners. It is also evident in the fact that the audit team found the COVID-19 signs helpful; the directional arrows, IN/OUT signs and the markings on stairs separating left/right reinforced during the pandemic facilitated their navigation within the facilities.

City departments with more autonomy were more likely to incorporate upgrades recommended by the audit. For instance, the management at the Yorkton Public Library implemented changes in their services and upgraded visual signs using their resources without outsourcing to a print company. Whereas the library is under the jurisdiction of the City, libraries are managed differently, and management can make decisions and implement upgrades that would inevitably entail extensive deliberations and approval in other city departments.

References

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Appendix A: Key Performance Indicators for the City of Yorkton Public Indoor Facility Audit

KPIs to Measure Short-Term Outcomes

Reach: Number of target population who access the program

Engagement (use or participation, or acceptability, or uptake): Level of population interactions with the program or the content of the program, such as feedback and comments received

KPIs to Measure Intermediate Outcomes

Effectiveness (or usefulness): Impact of intervention/program on knowledge (e.g. enhancing public awareness), behaviour (e.g. reducing stigma), and practice (e.g. improving supports for customers and clients)

Unintended Outcomes (positive or negative): e.g. private businesses adopting and adapting your audit checklist

KPIs to Measure Long-Term Outcomes

Sustainability: Degree to which the intervention/program is continuously used, normalized, and incorporated/integrated into public behaviour and organizations activities (institutionalized)

Transferability: The extent to which the intervention/program could be effectively implemented in another setting/context

List of Abbreviations:

KPIs: Key Performance Indicators

PLWD: Person Living with Dementia

ASOS: Alzheimer Society of Saskatchewan

AFS: Age-Friendly Saskatchewan

Program/Activity: Public Indoor Facility Audit Using Age and Dementia-Friendly Lenses

Activity Objectives: City facilities to be more inclusive and accessible for seniors living in Yorkton, including those living with dementia

Tools used: A standardized universal checklist combining the following two checklists:

1. Dementia Friendly Indoor Environment Checklist
2. Age-Friendly Business Checklist

Collective Impact Project Objectives: To improve supports for customers, clients, and employees living with dementia or their care partners

KPIs		Indicators	Data Collection Method
Short-Term Measurement	Reach	1) # and type of public facilities audited	• Tracking
		2) # of social media (Facebook, Instagram, Twitter, Tik Tok, YouTube) and regular media (local newspaper, Radio and TV stations) content to promote the project	• Tracking • Check with Michelle
	Engagement	1) # and location of PLWD and their care partners engaged in the audit program	• Tracking
		2) # and type of enquiries, comments, and feedback received from the general public during and following the audit program.... (Probably some staff people...)... Lisa to send an email	• Tracking
Intermediate Measurement	Effectiveness	1) How are PLWD and their care partners engaged in the audit program?	• Document Review • Interview
		2) Process of developing a universal checklist for public facilities	• Document Review • Interview
		3) # and location of public facilities adopting audit recommendations	• Tracking
		4) Impact of audit program on public awareness?	• Interview
		5) Challenges faced in conducting the audit program	• Interview • Focus Group
		6) Type of recommendations for improvements provided to audited public	• Document Review
		7) Challenges for implementing audit recommendations	• Interview
Long-Term Measurement	Sustainability	1) What is the plan for next audit or follow-up?	• Interview
		2) Incorporation of audit recommendations by public facilities audited	• Interview
		3) Timelines for audit recommendations: 1) what can be done immediately, 2) what in 3-5 yrs. needing additional manpower or budget, 3) what in long-term horizon (next time they do renovation)	• Document Review
	Transferability	1) Do audit checklists have the capability to be adapted (e.g. how many times this resource is requested and by which organizations?)	• Interview
		2) What is the plan for promotion of audit program to other rural areas?	• Interview

Appendix B: Interview Guide - Outcome Evaluation for the City of Yorkton

Introduction

The City of Yorkton's Public Indoor Facility Audit was supported by the Dementia Supports in Rural Saskatchewan (DSRS), a five-year (2019-2024) Collective Impact initiative undertaken by the Saskatchewan Population Health and Evaluation Research Unit (SPHERU), University of Regina and funded in part by the Government of Canada's New Horizons for Seniors Program. The DSRS seeks to improve public awareness of the stigma and social isolation experienced by people with dementia and their care partners. The initiative has funded eight collaborating organizations, including the City of Yorkton Public Indoor Facility Audit. In 2021, the City of Yorkton hired an independent contractor and community members with lived experiences to help assess public indoor environments for physical barriers that may prevent seniors and people living with dementia.

The audit team, consisting of a consultant and persons with lived experience of dementia, used an amalgamated checklist to audit the City's facilities. At the end of the audit, the Audit Report was produced and presented to Council on December 20, 2021. The report included recommendations for Entrances and Exits, Surfaces (Walls and Floors), Bathroom Facilities, Lighting, Seating, Quiet Areas and Customer Service Desks, and Signage and Navigation for 12 public facilities:

1. Flexihall – Gallagher Centre
2. Access Communications Water Park – Gallagher Centre
3. Westland Arena – Gallagher Centre
4. Yorkton Curling Rink – Gallagher Centre
5. Ravine and Youth Meeting Rooms – Gallagher Centre
6. Convention Centre Rooms – Gallagher
7. Gloria Hayden Community Centre

8. Yorkton Public Library
9. Kinsmen Arena
10. Godfrey Dean Cultural Centre/Land Titles Building
11. Tourism Yorkton/Chamber of Commerce building
12. City Hall

This interview is part of an ongoing evaluation that aims to assess the short and long-term outcomes of the project.

[Interview Guide: Outcome Evaluation for City of Yorkton Public Indoor Facility Audit](#)

The questions for the interview would be selected from the following list:

Facility Managers:

1. How were regular media (local newspaper, Radio and TV stations) and social media (Facebook, Instagram, Twitter, TikTok, and YouTube) used to promote any aspects of the project?
2. Has any of these facilities received any type of enquiries, comments, and feedback from staff or the public during and after the audit program?
3. In what ways has the audit program affected awareness amongst staff in these facilities?
4. What measures have these facilities taken to provide more accessible age and dementia-friendly public spaces?
5. To what extent have these measures been successful?
6. How would you describe the impact of the audit or implementation of some recommendations on public awareness about dementia?
7. What factors have hindered the incorporation of audit recommendations by public facilities audited?
8. What other opportunities could be explored (existing projects, support from institutions, etc.) to provide more dementia-friendly services in public spaces?
9. How can this program be promoted in other rural areas? What factors will favour or challenge this process?

Facilitator and team members with lived experience:

1. Describe your general experience during the tour of the facilities.

2. How would the experience have been different if more couples participated?
3. What were some recommendations that stood out for you?
4. To what extent have some proposed changes been adopted?
5. What challenges could affect the implementation of such changes?
6. How can the program be promoted to other areas?