

CASE STUDY EXCERPT: BOSTON, MASSACHUSETTS, USA Though still in early stages, Boston's efforts to become an age- and dementia friendly city are well under way. The City created two full-time positions within the Mayor's office – one to direct Age-Friendly Boston and the other to lead the Mayor's Alzheimer's Initiative. Their work is formally coordinated, with some elements that overlap and others that are more independent. Boston will knit the two initiatives together under a single Age-friendly Boston Action Plan, with dementia as part of its age-friendly vision, an approach which supports the coordination of the work and the messaging about it. Age-friendly Boston has a seat at the table for major efforts in areas like housing and transportation and going forward this protocol will extend to dementia as well. (see Appendix for more information)

Detailed Case Studies:

The following case studies explore the approaches of communities working simultaneously on both agefriendly and dementia friendly initiatives. They are drawn from English-speaking countries, partly due to ease of research, but also because few examples of such work exist at this point, and those that do largely come from English-speaking countries. BOSTON, MASSACHUSETTS, USA KEY CHARACTERISTICS¹⁹ • Population: 617,594 • 14% (86,683) are 60 years old or older • 20% of those 60 and over have limited English proficiency; 8% speak no English²⁰ • 48% of those 65 and over are people of color • 16.5% of population has Alzheimer's or other dementia Integration approach: Dementia friendly plan is integrated into age-friendly plan and both initiatives enjoy high-level city support Though still in early stages, Boston's efforts to become an age- and dementia friendly city are well under way. The initiatives are being developed concurrently and benefit from a committed mayor, a strong Elderly Commission, and two full-time staff dedicated to the work. A report called Aging in Boston helped spur the city to act in 2014. The mayor, new at the time and a strong advocate for older adults, was eager to take action armed with this critical new information. Boston soon joined the WHO Network of AgeFriendly Cities and Communities through AARP, and in 2015 it committed to becoming dementia friendly through the Dementia Friendly America initiative (DFA). The City created two full-time positions dedicated to advancing the work – one to direct AgeFriendly Boston and the other to lead the Mayor's Alzheimer's Initiative. This dedication of resources demonstrated the City's commitment and supplies the initiatives with the energy and attention they need to have wide and lasting impact. Coordination of age- and dementia friendly planning has been natural as well as deliberate. The two efforts launched around the same time and use the same resources. The lead program staff work in the same department have adjacent offices and frequent interaction. Their work is formally coordinated, with some elements that overlap and others that are more independent. Both initiatives are working to incorporate numerous age- and dementia friendly features into the many city plans currently under way. The initiatives' planning processes differ but are also somewhat integrated. Age-Friendly Boston is conducting extensive listening sessions, an early stage of the WHO/AARP process. The Gerontology Institute at University of Massachusetts Boston facilitates the formal public listening sessions and in spring 2016 will release a data report to inform the forthcoming age-friendly plan. Further, more than 3,600 older adults completed surveys in six languages, and initiative staff spoke with hundreds of people at informal listening sessions in every neighborhood of the city.

The dementia friendly process in Boston is less tied to a protocol. While plans are still being developed, activities already are under way. A group of stakeholders, including the mayor, came together not long before teaming up with DFA and identified top priorities: training emergency responders how to support people with dementia, and educating City of Boston employees, who could then become resources on dementia within the City. The Alzheimer's Association leads the engagement of people with dementia in the planning process, and DFA's framework and toolkit guide the City as it operationalizes the initiative. Boston will knit the two initiatives together under the umbrella of the Age-friendly Boston Action Plan, seeing dementia as part of its age-friendly vision. The needs of people with dementia will be considered in each of the AARP/WHO domains. This single-plan approach lets initiative leaders coordinate not only the work but the messaging around the work, encouraging strong buy-in by making the initiatives easier for City departments and others to understand and keep track of. Already Age-friendly Boston has a seat at the table for major work in areas like housing and transportation to ensure that any new construction or policies consider the needs of older adults. Going forward this protocol will extend to dementia as well. In upcoming work with the Parks and Recreation department, for example, older adults and people with dementia will be included in the process to ensure that their needs and desires are registered.