For Information Only

Age-Friendly Community Update

Presented To:	Community Services Committee
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Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report support Council's Strategic Plan in the area of Quality of Life and Place and it aligns with the Population Health Priority of Age-Friendly Strategy. An Age-Friendly Community Action Plan will positively impact the quality of life and place for all residents.

Report Summary

This report is an update on the Age-Friendly Community Action Plan which was presented to Council on November 22, 2017.

Financial Implications

There are no direct financial implications associated with this report. However, as prioritization continues on the short and long term considerations detailed in the report there may be a requirement for additional resources. At that time, staff will prepare business cases for service level changes for consideration in annual budgets.

Signed By

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Background

An Age-Friendly Community is defined as a Community that; recognizes that older adults have a wide range of skills/abilities; understands and meets age-related needs of older adults; respects the decisions and lifestyle choices of older adults; protects those whom are vulnerable; recognizes that older adults contribute value to the community; and recognizes the importance of inclusion of older adults in all areas of community life.

Age-Friendly Communities develop policies and maintain infrastructure to be safe and affordable for older adults. This is accomplished by providing - accessible outdoor spaces and public buildings, housing options, accessible roads/walkways, accessible public transportation, health and support services, opportunities to be socially active, volunteer and participate in the community.

The Age-Friendly Steering Committee (Committee) of the Seniors Advisory Panel, conducted a community survey and held public forums.The results were developed into an Age-Friendly Community Action Plan which was presented to Council on November 22, 2017.
http://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1137&itemid=13269&lang=en

Age-Friendly Community Action Plan Movement

This report is an update on the Age-Friendly activities undertaken since November 2017. The Age-Friendly Steering Committee meets monthly to further the Community's Action Plan. On January 24, 2018, the Committee invited community partners, local businesses, Community Action Networks (CANs) and individual older adults to participate in an Age-Friendly Community Planning Session. Over 60 participants provided information and feedback on the kind of actions that the City of Greater Sudbury (City) and other community partners could undertake in order to further the Age-Friendly Community Action Plan. Appendix A - Summary of Considerations provides some short term and long term considerations that were developed during the session.

Official Provincial Recognition from the Ministry of Senior Affairs

On March 26, 2018, the City of Greater Sudbury was recognized by The Honourable Kathleen Wynne, Premier of Ontario and The Honourable Dipika Dameria, Minister of Senior Affairs with a Category 1- Age-Friendly Community Recognition Award. The inaugural Provincial award recognized the City's leadership in creating a welcoming community that enables seniors to live independent, active and healthy lives. Opportunities for further Category Awards are also available as the City moves through the various actions in obtaining formal Age-Friendly Community Designation.

Age-Friendly Presentation to City leadership

On May 31st, 2018, Ms. Barbara Nott, Chairperson of Seniors' Advisory Panel along with Dr. Birgit Pianosi, Gerontology Professor, Huntington/Laurentian University, and Seniors' Advisory Panel Member, presented the summary of short and long term considerations to the City's Business Leadership Group.

City leaders were encouraged to disseminate the age-friendly information back to respective teams for review and consideration within departmental/sectional individual work plans.

Presenters were engaged by the event dialogue and have invited the Directors from Information Technology and Children and Citizen Services to attend a Seniors Advisory Panel meeting this fall to discuss possible opportunities to action the considerations developed by the Committee.

Population Health Community Forum

On June 20, 2018, a community consultation session was held that included two facilitated World Café visioning sessions for an Age Friendly Strategy. The participants were invited to provide ideas on how ten years forward, Greater Sudbury has become a welcoming City for all ages. The outcomes of the Population Health Forum will be included in a report for Council in the Fall.

Next Steps

Age-Friendly Community Designation and Action Plan status requires the continued support of Council. Through the collaboration of the City, community partners and older adults, the Age-Friendly Community Action Plan will move from a vision to a reality.

The following are the next steps which the City of Greater Sudbury could make towards the formal recognition of Age-Friendliness:

- Where feasible, take steps to seek Age-Friendly Status for the City of Greater Sudbury through implementation of short term considerations identified by the Seniors' Advisory Panel;

- Review of World Health Organization's Age-Friendly Checklist , attached as Appendix B to identify other areas of opportunity for possible implementation;

- Continue working towards actions required to obtain formal Age-Friendly Community Designation, and next level of recognition from the Province ; and

- Seniors' Advisory Panel will continue with community presentations to partners, local businesses and CANs in order to create community awareness of work being done.

Appendix A – Summary of Considerations

Pillar	Short-Term Considerations	Long Term Considerations
Outdoor Spaces and Building	1. Identify and install portable ramps where needed. 2. Install washrooms in public areas (i.e. trails, outdoor fields, etc…) 3. Seniors Panel to collaborate with Accessibility Panel on working towards making infrastructure and public buildings accessible. 4. Utilize youth centres for older adult activities during day time. 5. Assessment & Mapping of All Outdoor Spaces that are accessible (i.e. washrooms, resting area, shade, equipment, signage). 6. Build on findings from Age Friendly Business Survey conducted by Laurentian University.	1. Remove and discontinue use of interlock/cobble stones for sidewalks. Uneven surfaces cause tripping hazards and safety should always trump aesthetics. 2. Improve snow removal on sidewalks for those with mobility issues. 3. Install sidewalks in new subdivisions to work towards a walkable community. 4. Educate residents on how to use cross walk buttons and increase the time on pedestrian crosswalks to allow those with mobility issues enough time to cross. 5. Create apps for public facilities along with free wifi. 6. Review unused public space to offer programs to community (ie. quilting, technology, intergenerational initiatives, stand up programs, etc.., or partner with community services).
Transportation	1. Increase the subsidies that are available to older adults (i.e. give 12 free bus passes per year). 2. Improve communication in print and electronically on transit services (i.e. how to use conventional transit, Handi-transit services, subsidies, etc…) 3. Clear snow from sidewalks & bus stops for better access 4. Improve employee education on older adult needs.	1. Support Healthy Roads Initiative. 2. Revisit Seniors Ride Free option. 3. Review transportation options in outlying areas. 4. Ensure buses have cameras for safety 5. Enhance Handi-Transit Services (accessibility, user-friendliness, staff training)
Housing	1. Increase awareness of grants/subsidies for aging in place (e.g. Home Weatherization Program). 2. Provide administrative assistance to older adults with grant applications, subsidies, etc… 3. Educate residents on affordable housing options.	1. Encourage contractors & architectural students to build "age friendly homes" 2. Government incentives for residents buy age-friendly homes 3. Collaborate with community support services (LHIN, CMHA, ETC.) and encourage volunteers to visit those in need.
Social Participation	1. Determine capacity of CGS I.T. Dept. to funnel content (ex. Phone cable, internet) to individual households 2. Develop "Quick Reference Guide" and "Activity Calendar" 3. School board(s) involvement in Intergenerational Programming= student volunteers 4. Celebrate senior friendliness activities. 5. Offer free/affordable programs to older adults in their neighbourhoods.	1. Social dining program for "isolated persons" 2. Eliminate registration "fee" barriers to participate (ex. Parking, library card, bus passes, etc). 3. Senior volunteer program that is MUNICIPALLY driven. 4. Provide incentives to get older adults out of house.
Respect and Social Inclusion	1. Create opportunities for intergenerational activities, as well as, peer to peer. 2. Promote successes 3. Perform environmental scan to identify gaps and opportunities. 4. Work with CANs to improve action plan.	1. Change stigma surrounding seniors as most are healthy. 2. Community hubs via using playground buildings for social gatherings and activities. 3. Free transportation to community activities and events for older adults. 4. Create friendly and welcoming environments.
Civic Participation and Employment	1. Host a volunteer forum to identify barriers, common threats, look at volunteerism as a system. 2. Offer mentorship opportunities. 3. Build on Volunteer Sudbury' model to increase service and provide sustainability.	1. Recognition & Planning for Intergenerational volunteering & work force. 2. Engage local school boards to expand volunteer hours to include intergenerational opportunities (ex. Mandatory 40 hours for students). 3. Develop outreach programs through Employment Services, YMCA, etc.. 4. Provide incentives for older adults to volunteer.
Communication and Information	1. Develop e-contact list to distribute information to stakeholders, residents and organizations. 2. Promote technology training through libraries, Science North, etc… 3. Test/evaluate communication distribution methods. 4. Work with CANs, Chamber of Commerce, and other organizations to present Action Plan.	1. Develop and distribution of community guide. 2. Create older adult page on City website. 3. Develop a communication strategy specific to older adults.
Community Support and Health Services	1. Promote/educate community on 211, 311, 911.Ensure communication is bilingual. 2. Create a mobile hub for outlying areas to include a variety of services. 3. Continue to support/expand Paramedicine Programs.	1. Create community hubs (based on mobile hub outcome). 2. Enhance transportation services to community services. 3. Educate older adults on financial literacy and other supports.

World Health Organization
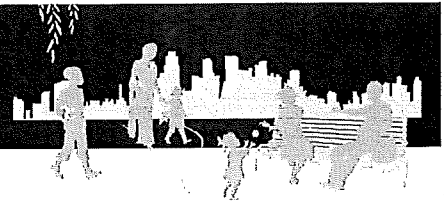
Checklist of Essential Features of Age-friendly Cities

This checklist of essential age-friendly city features is based on the results of the WHO Global Age-Friendly Cities project consultation in 33 cities in 22 countries. The checklist is a tool for a city's self-assessment and a map for charting progress. More detailed checklists of age-friendly city features are to be found in the WHO Global Age-Friendly Cities Guide.

This checklist is intended to be used by individuals and groups interested in making their city more age-friendly. For the checklist to be effective, older people must be involved as full partners. In assessing a city's strengths and deficiencies, older people will describe how the checklist of features matches their own experience of the city's positive characteristics and barriers. They should play a role in suggesting changes and in implementing and monitoring improvements.

Outdoor spaces and buildings

☐ Public areas are clean and pleasant.

☐ Green spaces and outdoor seating are sufficient in number, well-maintained and safe.

☐ Pavements are well-maintained, free of obstructions and reserved for pedestrians.

☐ Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.

☐ Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times.

☐ Drivers give way to pedestrians at intersections and pedestrian crossings.

☐ Cycle paths are separate from pavements and other pedestrian walkways.

☐ Outdoor safety is promoted by good street lighting, police patrols and community education.

☐ Services are situated together and are accessible.

☐ Special customer service arrangements are provided, such as separate queues or service counters for older people.

☐ Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.

☐ Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.

Transportation

☐ Public transportation costs are consistent, clearly displayed and affordable.

☐ Public transportation is reliable and frequent, including at night and on weekends and holidays.

☐ All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.

- [ ] Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected.

- [ ] Specialized transportation is available for disabled people.

- [ ] Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.

- [ ] Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter.

- [ ] Complete and accessible information is provided to users about routes, schedules and special needs facilities.

- [ ] A voluntary transport service is available where public transportation is too limited.

- [ ] Taxis are accessible and affordable, and drivers are courteous and helpful.

- [ ] Roads are well-maintained, with covered drains and good lighting.

- [ ] Traffic flow is well-regulated.

- [ ] Roadways are free of obstructions that block drivers' vision.

- [ ] Traffic signs and intersections are visible and well-placed.

- [ ] Driver education and refresher courses are promoted for all drivers.

- [ ] Parking and drop-off areas are safe, sufficient in number and conveniently located.

- [ ] Priority parking and drop-off spots for people with special needs are available and respected.

Housing

- [ ] Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.

- [ ] Sufficient and affordable home maintenance and support services are available.

- [ ] Housing is well-constructed and provides safe and comfortable shelter from the weather.

- [ ] Interior spaces and level surfaces allow freedom of movement in all rooms and passageways.

- [ ] Home modification options and supplies are available and affordable, and providers understand the needs of older people.

- [ ] Public and commercial rental housing is clean, well-maintained and safe.

- [ ] Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.

Social participation

- [ ] Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.

- [ ] Events are held at times convenient for older people.

- [ ] Activities and events can be attended alone or with a companion.

- [ ] Activities and attractions are affordable, with no hidden or additional participation costs.

□ Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.

□ A wide variety of activities is offered to appeal to a diverse population of older people.

□ Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.

□ There is consistent outreach to include people at risk of social isolation.

Respect and social inclusion

□ Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.

□ Services and products to suit varying needs and preferences are provided by public and commercial services.

□ Service staff are courteous and helpful.

□ Older people are visible in the media, and are depicted positively and without stereotyping.

□ Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.

□ Older people are specifically included in community activities for "families".

□ Schools provide opportunities to learn about ageing and older people, and involve older people in school activities.

□ Older people are recognized by the community for their past as well as their present contributions.

□ Older people who are less well-off have good access to public, voluntary and private services.

Civic participation and employment

□ A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.

□ The qualities of older employees are well-promoted.

□ A range of flexible and appropriately paid opportunities for older people to work is promoted.

□ Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees.

□ Workplaces are adapted to meet the needs of disabled people.

□ Self-employment options for older people are promoted and supported.

□ Training in post-retirement options is provided for older workers.

□ Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.

Communication and information

□ A basic, effective communication system reaches community residents of all ages.

□ Regular and widespread distribution of information is assured and a coordinated, centralized access is provided.

- [ ] Regular information and broadcasts of interest to older people are offered.

- [ ] Oral communication accessible to older people is promoted.

- [ ] People at risk of social isolation get one-to-one information from trusted individuals.

- [ ] Public and commercial services provide friendly, person-to-person service on request.

- [ ] Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type.

- [ ] Print and spoken communication uses simple, familiar words in short, straightforward sentences.

- [ ] Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.

- [ ] Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.

- [ ] There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.

Community and health services

- [ ] An adequate range of health and community support services is offered for promoting, maintaining and restoring health.

- [ ] Home care services include health and personal care and housekeeping.

- [ ] Health and social services are conveniently located and accessible by all means of transport.

- [ ] Residential care facilities and designated older people's housing are located close to services and the rest of the community.

- [ ] Health and community service facilities are safely constructed and fully accessible.

- [ ] Clear and accessible information is provided about health and social services for older people.

- [ ] Delivery of services is coordinated and administratively simple.

- [ ] All staff are respectful, helpful and trained to serve older people.

- [ ] Economic barriers impeding access to health and community support services are minimized.

- [ ] Voluntary services by people of all ages are encouraged and supported.

- [ ] There are sufficient and accessible burial sites.

- [ ] Community emergency planning takes into account the vulnerabilities and capacities of older people.

WHO/FCH/ALC/2007.1