

## Document 2. Older Adult Plan 2015-2018 Final Update

### Older Adult Plan 2015-2018 achievements

By the end of 2018, the implementation rate for the OAP 2015-2018 was **92%** (47 actions out of 51 were completed). In several cases, implementation of these actions continues.

The Older Adult Plan led to many accomplishments related to the City's infrastructure, programs and services, accessibility, communication, and access to supports for low income, vulnerable older adults. Here is a list of cumulative OAP 2015-2018 achievements:

### Outdoor Spaces and City Buildings

- **13** facilities around the City that are highly frequented by Seniors have been upgraded to include more accessibility features, including power door operators, stair treads and tactile walking surface indicators, handrails, ramps, and assistive listening devices.
- An Accessibility Rating Tool was developed to inform the public on the level of accessibility of City buildings. Currently, **32** facilities have been rated, and their results are available on the City website.
- An interactive map of public washrooms in City facilities was developed and is now available on the City website, and on City mobile applications. The interactive maps include information on location, hours of operation and level of accessibility.
- **50** accessible benches have been installed in various locations around the City that have high concentrations of older adults.
- A total of **2, 837** curb cuts have been completed to eliminate tripping hazards between sidewalk panels in the Core, South, East and West sides of the city. Other sidewalk maintenance work has included pouring of new concrete sidewalk panels and asphalt repairs.
- McCormick Park has been improved to include more age-friendly features.
- The City partnered with StopGap Foundation to provide accessibility consideration toolkits and temporary ramps to local businesses. In total, **35** temporary ramps have been delivered to businesses and are currently in use around Ottawa.
- A revision of the City's Accessibility Design Standards and Site Plan Control Checklist was conducted and completed. Additionally, Accessibility for Ontarians

with Disabilities Act staff training has been completed to ensure that City staff are educated and aware of accessibility standards.

- **6** additional portable washrooms were installed in parks throughout the city that have high concentration of older adults, to ensure community members have greater access to washroom facilities while enjoying community spaces.

## Transportation and Mobility

- **191** new accessible benches have been installed at **25** different Transitway Stations and 6 on-street bus stops across Ottawa, increasing the seating options available to older adults.
- A review of crossing and signal times at intersections across the city resulted in the adjustment of crossing times at **72** busy intersections.
- Accessible pedestrian signals and countdown timers were installed at **74** intersections across the city.
- Completed a review of Para Transpo operations, which expanded the number of people eligible for the service – including persons with developmental, intellectual and mental health disabilities. Changes were approved that will improve service to customers by having qualified health care professionals review and assess eligibility applications, and by establishing a formal eligibility appeals process.
- Made the highly successful Taxi Coupon pilot program, which provides discounted taxi service to Para Transpo customers, a regular part of the Para Transpo service.
- Completed prioritization of several transit stops used by seniors and persons with disabilities for enhanced winter maintenance. Integrated this list of stops into snow plowing schedules for winter 2017-2018.
- Developed an evaluation model – which uses criteria such as ridership, Presto card data, Para Transpo trip origin-destination data, bus-ramp-deployment statistics, and proximity to community amenities and facilities – to prioritize bus stops for improvement.
- Made improvements to more than **196** on-street bus stops through life-cycle replacement of bus shelters or installation of new bus pads, in conjunction with other City projects like road renewals and sidewalk replacements, and with funding provided through the federal Public Transit Infrastructure Fund.
- A map of locations has been posted on the City website, coupled with a social media campaign and creation of a video to promote the use of grit boxes.
- In order to increase road and sidewalk safety for older adults, **20** “Please Walk Your Bike” signs were distributed to residents, **87** pathway etiquette signs have been installed across the City, and Safer Roads Ottawa has participated in **67** events and initiatives that focus on older adults.

## Housing

- Multiple affordable housing projects for seniors have been approved and are currently underway including; **42** units, **12** of which will be accessible, at the Carlington Community Health Hub, **16** units on Uplands Drive, **58** units at the Kings, Daughters, Sons Seniors Residence, and **15** new additional units at the Cumberland Housing Corporation.
- **153** seniors, with and without a disability, have been approved for the Ontario Renovates Program.
- The new Residential Services Homes Program Standards has been updated and approved by council to ensure that Residential Homes Operators local standards match provincial standards.
- A review of the Community Design Plans resulted in an updated checklist that includes recommendations from Seniors Equity & Inclusion Lens, Government of Canada's Age-Friendly Communication and the City's Public Engagement Strategy.

## Communication and Information

- Consultations with key service providers for ethnically diverse older adults were conducted through interviews and focus groups, followed by a developed partnership with the Social Planning Council of Ottawa to conduct presentations for Creating Community for Isolated Ethno-Cultural Seniors Coalition.
- Meet Your City Services resource fair was incorporated into three older adults events, which were attended by **340** people.
- A second edition of the Guide for Programs and Services for Older Adults was developed and is available in five (**5**) languages: English, French, Spanish, Arabic and traditional Chinese. Over **1,475** Guides have been distributed, and it has been posted on the City's Older Adult Portal.
- Two Older Adult Recreation Guides are produced annually: one for Fall/Winter activities and one for Spring/Summer activities. Close to **14,000** copies of each guide are distributed throughout the City every year. **104,000** copies of the guides have been distributed.
- A one-page flyer was created and distributed to older adults through the Seniors Roundtable, Ethno-Cultural Seniors' agencies and centres, Seniors Homes, Long-term Care Homes, among others, to promote and educate older adults on 211, 311 and 911.
- **593** communications plans have been prepared which highlight opportunities for cross-promotion for citywide initiatives that impact older adults.

## Social, Recreation, and Cultural Participation

- Step with Confidence Bridge Program has been developed for clients who have completed the Better Strength Better Balance (BSBBB) program. A promotional flyer and English and French letters were distributed to clients to encourage them to participate. Additionally, four falls prevention workshops have been conducted with a total of **200** attendees.
- A Techno Buddies program was created to offer older adults one-on-one computer and technology assistance by teen volunteers in library branches and senior residences. 3 iPads and 11 Chromebooks were purchased, and the program was offered in various library branches in July and August 2017 and 2018.
- Four Community Arts Projects were initiated and completed and involved the participation of **40** seniors. Projects included Body Shadow and Movement Theatre, as well as Animation and Music Recording workshops.
- Partnerships were established with Carleton Lodge to initiate a Music & Memory pilot program, and with Churchill Seniors Garden to provide programs such as community gardening, Botanical Art Drawing, an Introduction to Ukulele class and Introduction to Memoir Writing.
- A variety of programs have been implemented at the Foster Farm Community Centre, including fitness classes, cooking workshops, Bing Mondays and a Knitting club, that have been attended by over **500** older adults over the years.
- The Greely Community Centre Lobby was renovated in 2018, to become an accessible and welcoming space for older adults.
- Various community projects targeting older adults have been initiated, including the Integration of Arts Activities in the Lives of Seniors through Matinee Cafes attended by over 650 attendees, Older Adults Museum Outreach Kits and the Memory Box Program.
- Older Adult appropriate fitness equipment was purchased for **18** locations across the City that are highly frequented by adults, including Hunt Club, Nepean Senior Centre and Rendez-Vous des Aînés.
- All registered 50+ programming and fitness programming has been harmonized in City-operated seniors' centres, and a combination of membership and drop-in options have now been adopted by four (**4**) of the centres.

## Civic Participation and Volunteering

- Volunteer opportunities for older adults continue to be advertised on an on-going basis and promotion is a regular part of community relations. City staff frequently speak to members of centres about volunteering opportunities and provide information.

## Community Support and Health Services

- Consultation with key partners, including Dietitians of Canada, Ontario Retirement Communities Association, Heart Institute and the senior home executive director and chef, led to the development of Healthy Eating and Active Living (HEAL) guidelines in retirement homes. These guidelines are used to improve food offerings and increase physical activity in retirement homes. **4** retirement homes participated in a pilot project with the Health Eating and Active Living Guidelines, revealing that retirement homes are focused on meeting the healthy eating guidelines and offer a verity of daily activities.
- Through consultation with community partners and agencies that support older adults and caregivers, a pilot project to improve access to low income seniors and caregivers with mental health challenges was launched and completed at **2** senior centres in the City.
- **795 (205 in French/590 in English)** copies of the Mental Health Caregiver Guide were distributed to older adult and caregiver service providers, including Anglophone, Francophone, and bilingual agencies.
- Over **3000** Older Adult Emergency Preparedness kits have been distributed to seniors in the community. Materials are available in six (**6**) languages; English, French, Somali, Arabic, Spanish and Chinese.
- Based on consultations with the Ottawa chapter of the Canadian Council for the Blind, “Are You Ready” pamphlets were printed in Braille. Copies are available upon request.
- An Older Adult Well-Being Checklist was created and implemented. The Checklist is being used by Ontario Works case coordinators when making home visits, and by staff that have frequent contact with vulnerable clients in the community.
- Three initiatives have been implemented to increase fire safety in older adult homes: Kitchen Safety Program, Get Alarmed! and Retrofit Smoke Alarm Strobes. The Kitchen Safety Program has led to the installation of over **980** Smart Burners for seniors residing in social and affordable housing. Get Alarmed! has provided and installed **1,525** carbon monoxide alarms in seniors’ residences. Additionally, **229** Smoke Alarms with strobe lights have been installed in homes of at-risk seniors who are hearing impaired.
- **1943** dental screenings, **730** fluoride varnish applications and **265** denture cleanings have been provided for older adults living on low income. Additionally, **676** have received urgent dental care and/or dentures, and **34** older adults have been provided with minimal contact interventions for tobacco cessation.
- The ‘Are You Ready’ program has expanded to include ‘Ready Seniors’ exclusively for older adults, with **6** workshops held in 2018. This program focuses

on networks for older adults in emergencies and provides them with specialized information.

## **Respect and Social Inclusion**

- Seniors' Month has been celebrated annually in June through senior social events hosted by Councillors, and a flag raising ceremony occurs yearly to celebrate the International Day of Older Persons.
- The Senior of the Year Award is presented annually to an outstanding senior citizen at the Council meeting in June.
- A demographic portrait of older adults in Ottawa was created and provided to City staff to ensure planning incorporates the needs of older adults.
- Ottawa Public Health collaborated with Ottawa Elder Abuse Response Committee and Ottawa Police Services to create Elder Abuse Guidelines which haven been shared with OPH and City staff and posted on Ozone. OPH also assisted Ottawa Elder Abuse Response Committee (OEARC) organize a fundraiser for the Crisis Beds Program on June 15th, which is World Elder Abuse Day.

In addition to the direct impact of the OAP on municipal programs and services, the City of Ottawa has been part of a collaborative partnership that exists between the City of Ottawa and Age Friendly Ottawa (AFO), which is managed by the Council on Aging of Ottawa (COA). While the OAP 2015-2018 included actions that are under municipal responsibility, the close collaboration with the COA and its multiple committees helped support community actions and strategies that complement the OAP for great community impact. This collaboration also helped departments include an older adult lens into their programs, services, and operations. Several city staff members sit on regular COA committee meetings on transportation and mobility, health, housing, and social inclusion.

## **OAP Annual Funding**

Many actions in the OAP 2015-2018 were implemented within departmental operating budgets, while others required additional funding for their implementation. In 2012, City Council approved \$500,000 in the annual operating budget for the implementation of OAP initiatives.

OAP funding is considered for new program enhancements, services, infrastructure, and not for initiatives that are part of regular City operations. OAP funding does not support existing costs but does support temporary or specialized program costs outside of regular business.

An annual internal funding allocation process was used to ensure that the allocation of funding was made in a transparent, fair, and evidence-based manner. Please refer to Table 1) OAP Funding Allocations 2015-2018 for a list of funded actions.

**Table 1) OAP Funding Allocations 2015 to 2018**

#	Action	2015	2016	2017	2018
1	Install additional benches on existing sidewalks and pathways, using a defined strategy	\$24,500	\$18,750	\$37,500	\$32,000
2	Install age-friendly and accessibility features in existing City facilities highly frequented by older adults	\$22,500	\$85,000	\$90,000	\$86,000
3	Prioritize and repair sidewalks, based on findings from walkability assessments completed by older adults	\$100,000	\$100,000	\$100,000	\$105,000
4	Install designated parking spaces for older adults at one or more City facilities	—	\$5,000	—	—
5	Make age-friendly improvements and designate one existing City park per year as “age-friendly”	—	\$50,000	\$25,000	—
6	Pilot an awareness campaign to encourage businesses to create more accessible, safe and age-friendly environments	\$15,000	—	—	—
7	Develop a program to offer one-on-one computer and technology assistance and tutoring by teens	\$15,000	—	—	\$7,500
8	Install older adult specialized fitness equipment in selected recreation facilities	\$55,106	—	—	\$9,500
9	Printing of the 50+ Older Adult Activity Guide	\$14,800	\$14,800	\$14,800	\$16,000
10	Develop and implement measures to foster mental health and dementia friendly services for older adults	—	—	\$6,000	—
11	Develop and pilot new fitness, health and wellness, cultural, and arts program offerings targeting older adults	\$30,594	\$54,500	\$59,200	\$33,000
12	Reach out to older adults from diverse backgrounds to inform them about City programs and services for older adults	\$10,000	\$5,000	—	—
13	Develop and implement measures to facilitate food access, food skills and physical activity in older adults	—	—	\$35,500	\$35,500
14	Develop and provide emergency preparedness tools, resources and training to older adults	\$25,000	\$20,000	—	\$7,000
15	Develop and implement measures to increase fire safety in older adult homes	\$57,500	\$45,000	\$30,000	\$30,000
16	Provide free dental care to older adults on low income	\$130,000	\$101,950	\$102,000	\$138,500
	<b>TOTAL</b>	<b>\$500,000</b>	<b>\$500,000</b>	<b>\$500,000</b>	<b>\$500,000</b>

## **Monitoring**

Progress on the OAP were reported quarterly to the **Seniors Roundtable**, that was re-established in 2016. The mandate of the Roundtable was to provide feed-back on the implementation of the OAP actions. The Seniors Roundtable also acted as a forum for City of Ottawa staff to seek input related to emerging issues of concern to older adults, as well as corporate programs, services or infrastructure.

The Seniors Roundtable met quarterly and was comprised of City of Ottawa residents (50 years of age or older) who reflected the city's diverse population and who represented key community agencies serving older adults in Ottawa. One member of the City of Ottawa Accessibility Advisory Committee (ACC) was also a member of the Roundtable. The Seniors Roundtable was co-chaired by the Chair of the Community and Protective Services Committee, and by a representative of CSSD. The Seniors Roundtable 2015-2018 ended their term in December 31, 2018.

Implementation progress has also been reported to senior management and Council through the Corporate Planning Framework process.

A process review of the OAP 2015-2018 was performed by staff at the end of 2018, in collaboration with the Seniors Roundtable and the OAP Interdepartmental Working Group, to identify strengths and areas of improvements. Recommendations that were considered in the development of the third OAP 2020-2022 include:

- Reduce the number of strategic areas and actions for greater impact
- Improve public communication on the accomplishments of the OAP
- Focus on social inclusion and the needs of the most vulnerable older adults
- Continue strengthening collaboration with community serving agencies for wider impact