

**3. CITY OF OTTAWA OLDER ADULT PLAN 2015-2018  
PLAN RELATIF AUX PERSONNES ÂGÉES 2015-2018 DE LA VILLE  
D'OTTAWA**

**COMMITTEE RECOMMENDATION**

**That Council approve the Older Adult Plan 2015 – 2018 as outlined in this report and in Document 1.**

**RECOMMANDATION DU COMITÉ**

**Que le Conseil approuve le Plan relatif aux personnes âgées (PRPA) 2015-2018, tel qu'il est exposé dans le présent rapport et dans le document 1.**

**DOCUMENTATION / DOCUMENTATION**

1. Susan Jones, Acting Deputy City Manager, report dated 8 October 2015 / directrice municipale adjointe par intérim, daté du 8 octobre 2015 (ACS2015-COS-CSS-0020).
2. Extract of Draft Minutes, Community and Protective Services Committee, 15 October 2015 / extrait de l'ébauche du procès-verbal du comité des services communautaires et de protection, le 15 octobre 2015.

**COMMUNITY AND PROTECTIVE  
SERVICES COMMITTEE  
REPORT 8  
28 OCTOBER 2015**

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**COMITÉ DES SERVICES  
COMMUNAUTAIRES ET DE  
PROTECTION  
RAPPORT 8  
LE 28 OCTOBRE 2015**

**Report to  
Rapport au:**

**Community and Protective Services Committee  
Comité des services communautaires et de protection  
15 October 2015 / 15 octobre 2015**

**and Council  
et au Conseil  
28 October 2015 / 28 octobre 2015**

**Submitted on October 8, 2015  
Soumis le 8 octobre 2015**

**Submitted by  
Soumis par:  
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**Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE      File Number: ACS2015-COS-CSS-0020**

**SUBJECT: City of Ottawa Older Adult Plan 2015-2018**

**OBJET: Plan relatif aux personnes âgées 2015-2018 de la Ville d'Ottawa**

## **REPORT RECOMMENDATIONS**

**That the Community and Protective Services Committee recommend Council approve the Older Adult Plan 2015 – 2018 as outlined in this report and in Document 1.**

## **RECOMMANDATIONS DU RAPPORT**

**Que le Comité des services communautaires et de protection recommande au Conseil d'approuver le Plan relatif aux personnes âgées (PRPA) 2015-2018, tel qu'il est exposé dans le présent rapport et dans le document 1.**

## **EXECUTIVE SUMMARY**

### **Assumptions and Analysis**

According to the 2011 census, there are 116,600 seniors (65+) living in Ottawa, representing approximately 13% of the population. It is projected that the number of seniors living in Ottawa will more than double over the next 20 years. By 2031, seniors will represent 22 per cent of the Ottawa population.

An aging population requires a proactive response from the City of Ottawa to adapt infrastructure, programs and services to the needs of this expanding group of residents. Like other large municipalities, the City of Ottawa recognizes that changes and improvements can be made now in order to improve the age-friendliness of the community for the future, while at the same time preparing for the projected increase in the number of seniors over the next two decades.

On October 24, 2012, City Council approved the Older Adult Plan 2012-2014 (OAP), which contained **74** concrete actions to address the needs of Ottawa's older residents. The Plan was organized under eight age-friendly strategic areas: Outdoor Spaces and City Buildings; Transportation; Housing; Communication and Information; Social, Recreational, and Cultural Participation; Civic Participation and Volunteering; Community Supports and Health Services; and Respect and Social Inclusion.

By the end of 2014, the implementation rate for the OAP 2012-2014 was **82%** (61 actions out of 74 were completed). In several cases, implementation of these actions continues. Seven actions are still in progress or will be completed in 2015.

The Older Adult Plan led to many achievements, related to the City's infrastructure, programs and services, communication, and access to supports for low income and isolated older adults. A complete list of OAP achievements is available at:

<http://ottawa.ca/en/older-adult-plan-overview>.

The Community and Social Services Department provided the overall coordination and monitoring function for the OAP between 2012 and 2014. An Interdepartmental Staff Work Group met on a quarterly basis to review implementation progress. A Seniors Roundtable of residents (50+) was created with the mandate of providing feed-back to City staff on the implementation of the OAP. In addition, implementation progress was reported to senior management and Council through the Corporate Planning Framework process.

Please refer to Document 2 Older Adult Plan 2012-2014 Final Update for additional information.

The October 18, 2012 Older Adult Plan report presented to CPSC included a reference that successive action plans would be developed to align with future terms of Council ([ACS2012-COS-CSS-0011](#) City of Ottawa Older Adult Plan). Each successive action plan would build on the successes and lessons learned of past ones, identifying actions that continue to respond to issues raised by older adults and that are feasible given the current fiscal environment.

#### The Older Adult Plan 2015-2018

The Older Adult Plan is included under Strategic Initiative: Inclusive Community Initiative (#31) in the Term of Council Strategic Priorities (2015-2018) and supports the Strategic Priority of a Healthy and Caring Communities, specifically the strategic objective: *Advance equity and inclusion for the city's diverse population* (HC1).

With the first version of the OAP ending at the end of 2014, the Community and Social Services Department led the development of the next version of the Older Adult Plan (2015-2018).

The OAP 2015-2018 retains the vision and long-term goals that were adopted as part of the OAP 2012-2014 and commits to **51** actions, organized under the same eight age-friendly strategic areas. The Plan assigns responsibility for each action to a City Department, which has committed to its implementation within the stated timeline.

The Community and Social Services Department will continue to provide the overall coordination and monitoring function for the OAP. An Interdepartmental Staff Work Group will continue to meet on a quarterly basis to review implementation progress.

With the approval of the OAP 2015-2018, the Seniors Roundtable will be re-constituted. The membership of the Roundtable will include residents of Ottawa (maximum of 15) who are 50 years of age or older and who reflect the city's diverse population and full geography. It is anticipated that the Roundtable will be formed in Q1 2016.

In Q1 2017, CSSD staff, in collaboration with other relevant City Departments, will review the OAP 2015-2018 to assess if additional actions can be incorporated for the remaining two years of the Plan's lifecycle.

Implementation progress will also be reported to senior management and Council through the Corporate Planning Framework process. In 2017, staff will provide an update to Council on the implementation of the OAP 2015-2018.

An evaluation of the OAP 2015-2018 will include both process and outcome components. On a broader level, the City of Ottawa is collaborating with Age Friendly Ottawa to develop a community-wide joint evaluation framework that will measure the effectiveness of the City of Ottawa and Age Friendly Ottawa initiatives on the age-friendliness of the city. This work will be funded by a grant from the Age Friendly Community Planning Grant (Ontario Seniors Secretariat) and is taking place between September 2015 and August 2016.

Staff will refresh the Older Adult Plan in 2019 for the 2019-2022 period and report back to CPSC in Q4 of 2019.

### **Financial Implications**

Many actions in the Older Adult Plan (OAP) 2015-2018 can be implemented within departmental operating budgets, while others require additional funding for their implementation. City Council approved \$500,000 in the annual operating budget for the implementation of OAP initiatives. Since 2012, an annual internal funding allocation process has been used to ensure that the allocation of funding is made in a transparent, fair, and evidence-based manner.

The 2015 OAP funding allocation process was implemented in the fall 2014 in order for funds to be expended in 2015 (since the refreshed OAP 2015-2018 would not be approved until Q3 2015). A total of 16 initiatives were recommended for OAP funding and a 2015 Spending Plan was developed and approved. These initiatives are included in the OAP 2015-2018.

Staff will continue to implement the OAP Funding Allocation process as per previous years.

### **Public Consultation/Input**

Extensive consultation with older adults, community agencies, Advisory Committees and City staff occurred during the development of the original OAP (2012-2014).

A more targeted engagement approach was implemented for the development of the OAP 2015-2018 as it was felt that the priorities had not changed significantly since 2011.

In the fall 2014, facilitated engagement sessions were held with various groups including the City's Advisory Committees, community agencies, City of Ottawa staff and members of the Seniors Roundtable. The purpose of the engagement was to identify opportunities and gaps for consideration in the next version of the OAP action plan.

The information gathered from the background research and targeted engagement sessions was analyzed and summarized by staff. OAP Staff Working Groups were created to review findings and propose actions for inclusion in the OAP 2015-2018.

An event, "*Celebrating and Looking Ahead: a One-Day Event on the City of Ottawa Older Adult Plan*", was held on March 18, 2015 at City Hall. This event had two objectives: to report back on and celebrate the work accomplished through the OAP 2012-2014, and to present and receive feed-back on the draft actions suggested by the OAP Staff Working Groups.

Findings from this consultation exercise were summarized and considered in the creation of a draft OAP Action Plan 2015-2018.

In total, 200+ older adults, City staff, and community stakeholders provided input into the development of the OAP 2015-2018.

A summary of the feed-back from the Older Adult Plan celebration event was posted online and shared with Seniors Roundtable members. The full report of findings from the facilitated engagement sessions and OAP celebration event was shared with participants who made a request.

A summary of the feedback received during the Older Adult Plan celebration event is available at: <http://ottawa.ca/en/small-group-discussion-findings>.

## BACKGROUND

According to the 2011 census, there are 116,600 seniors (65 years old and over) living in Ottawa, representing approximately 13% of the population. The number of seniors is projected to more than double over the next 20 years. By 2031, it is projected that there will be approximately 250,000 seniors in Ottawa, representing 22% of the total population. The fastest growth is expected in the suburban and rural areas of Ottawa.

On October 14, 2009, Ottawa City Council approved a motion to create a comprehensive Older Adult Plan (OAP) for the City of Ottawa ([ACS2009-CCV-SAC-0001](#)). Later, the OAP was identified as a strategic initiative in the Term of Council Strategic Priorities (2011-2014). One of the strategic objectives in the Strategic Plan was: ***Achieve equity and inclusion for an aging and diverse population - Accommodate the needs of a diverse and aging population by effectively planning and implementing changes to major infrastructure development and service delivery.***

On October 24, 2012, City Council approved the City of Ottawa Older Adult Plan (OAP) containing **74** actions (within City mandate) to address the needs of Ottawa's older residents, while introducing a long-term vision of a community that values, empowers, and supports older persons and their quality of life ([ACS2012-COS-CSS-0011](#) City of Ottawa Older Adult Plan). The OAP was organized under eight age-friendly strategic areas: Outdoor Spaces and City Buildings; Transportation; Housing; Communication and Information; Social, Recreational, and Cultural Participation; Civic Participation and Volunteering; Community Supports and Health Services; and Respect and Social Inclusion.

By the end of 2014, the implementation rate for the OAP 2012-2014 was **82%** (61 actions out of 74 were completed). In several cases, implementation of these actions continues. Seven actions are still in progress or will be completed in 2015. An update on the OAP 2014 – 2014 is provided in Document 2.

The Older Adult Plan led to many accomplishments between 2012 and 2014, related to the City's infrastructure, programs and services, communication, and access to supports for low income, vulnerable older adults. The following highlights some of the OAP achievements between 2012-2014:

- 2,947 community members were trained to identify isolated older adults through the Community Connect program.
- 1,321 low income or vulnerable older adults received free dental screening from Ottawa Public Health's Dental Services Program.
- 1,111 older adults participated in a computer literacy and internet safety curriculum for older adults developed by the Ottawa Public Library. As well, 5 additional laptops and 4 desktop computers were installed at 3 City-operated seniors' centres and 3 community centres.
- Over 800 older residents attended 7 Meet Your City Services events
- An Older Adult Portal on Ottawa.ca was developed and receives 2,500 hits per month
- A City of Ottawa Guide to Services and Programs for Older Adults was created and 6,500 copies distributed.
- 34 additional benches have been purchased and/or installed in areas of the city with high concentrations of seniors.
- 18 City facilities with high levels of older adult participation were retrofitted with additional automatic door openers and washroom grab bars.
- 12 additional intersections were installed with pedestrian signal technology.
- Over 80 stakeholders attended an Affordable Housing Roundtable held in partnership with Canadian Mortgage and Housing Corporation (CMHC) in November 2014.
- 12 awareness events on pathway etiquette and sidewalk cycling were held. A pathway etiquette sign was designed and installed in 55 locations across the city.

- Changes in seniors' fares were made in 2012 to make transportation more affordable for older adults,
- 6 Ottawa Community Housing Aging in Place buildings and 31 community sites hosted Better Strength Better Balance prevention program sessions.
- An Older Adult Staff Awareness Day was held on November 4, 2013 with approximately 100 City Managers and Supervisors attending.

A complete list of OAP achievements is available at: <http://ottawa.ca/en/older-adult-plan-overview>.

In addition, through the work of the OAP, City Departments have endorsed and implemented the following harmonization of terms and definitions, to ensure that all client-facing descriptions for City programs and services (whether web- or print-based) use the following terminology appropriately and consistently.

- **OLDER ADULT:** general term used to refer to the older population, meant to convey the notion of a stage in life (would generally include individuals who are 50 years old and over).
- **SENIOR:** term used to specifically refer to individuals who are 65 and over or when it is generally understood that the target population would be older than 65.
- **ADULTS 50+, ADULTS 60+, ADULTS 85+, etc:** term used **if** a specific age has to be conveyed.

This change was necessary in order to provide a consistent use of clear terminology and definitions across the Corporation (when referring to the older population). Prior to the OAP 2012-2014, there was no formal definition or consensus in terms of what constitutes a senior or older adult and various age-based definitions were in use. From a client experience perspective, a lack of definition and consensus can lead to confusion for users of municipal services.

A Seniors Roundtable was created through the Midterm Governance Review (2012). The mandate of the Roundtable was to provide feed-back on the implementation of the OAP action items. 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 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 (by invitation of the Mayor). Two members of the City of Ottawa Accessibility Advisory Committee were also members of the Roundtable. The Chair of the Community and Protective Services Committee participated in a Council liaison capacity. The Seniors Roundtable held its last meeting on February 18, 2015.

The Older Adult Plan is part of a collaborative partnership that exists between the City of Ottawa and the Age Friendly Ottawa (AFO) project, which is managed by the Council on Aging. In 2012, Age Friendly Ottawa released a community-based action plan for making Ottawa a more age-friendly city. While the Older Adult Plan includes actions that are under municipal responsibility, the Age Friendly Ottawa action plan introduced community-based actions to be implemented by the Council on Aging and other community organizations.

## **DISCUSSION**

The October 18, 2012 Older Adult Plan report presented to CPSC included a reference that successive action plans would be developed to align with future terms of Council ([ACS2012-COS-CSS-0011](#) City of Ottawa Older Adult Plan). Each successive action plan would build on the successes and lessons learned of past ones, identifying actions that continue to respond to issues raised by older adults and that are feasible given the current fiscal environment. This cycle of continual improvement, with refreshed plans of action, reflects the process that is recommended by the World Health Organization for communities belonging to the *Global Network of Age Friendly Cities*.

### **Development of the Older Adult Plan 2015-2018**

With the first version of the OAP ending at the end of 2014, the Community and Social Services Department led the development of the next version of the Older Adult Plan (2015-2018). A similar process was used to develop the updated version, albeit on a smaller scale as it was felt that the older adult priorities had not changed significantly since the extensive background research and consultations conducted in 2011.

In July and August 2014, staff reviewed the 2011 consultation findings, feed-back received on the draft OAP 2012- 2014 during the 2012 validation period, refreshed demographic data (2011 Census), achievements to date under the OAP 2012-2014, older adult plans recently adopted by other municipalities, and provincial strategic priorities (Ontario's Action Plan for Seniors and the Living Longer Living Well report). This background research was conducted to identify potential opportunities and gaps to be considered in the development of the updated OAP.

In the fall 2014, targeted engagement sessions were held with various groups including the City's Advisory Committees, community agencies, City of Ottawa staff and members of the Seniors Roundtable. The purpose of the engagement was to identify opportunities and gaps for consideration in the next version of the OAP action plan. Three questions were asked of session participants:

1. In your opinion, what makes any city "age-friendly" to the older population?
2. After reviewing the existing OAP 2012-2014 and accomplishments to date, what are other examples of actions that the City of Ottawa could consider to be more age-friendly towards all older adults?
3. How can the City most effectively meet the unique needs of certain groups of older adults?

Staff implemented 7 consultation sessions with the following groups: the French Services Advisory Committee; the Community Services Advisory Committee; the Environmental Stewardship Advisory Committee; the Accessibility Advisory Committee; community agencies; City of Ottawa staff (various City Departments); and the Seniors Roundtable. Note that the Arts, Culture, Heritage and Recreation Advisory Committee meeting, scheduled for September 23, 2014, was cancelled. The background information and consultation questions were circulated to members and written submissions were encouraged.

The information gathered from the background research and targeted engagement sessions was analyzed and summarized by staff. Six OAP Staff Working Groups were created to review these findings and propose actions for inclusion in the OAP 2015-2018. The Staff Working Groups were comprised of staff from relevant City Departments and met during January and February 2015. The Staff Working Groups focused on six of the age-friendly domains: Outdoor Spaces and City Buildings;

Transportation; Communication and Information; Social, Recreational, and Cultural Participation; Civic Participation and Volunteering; and Community Supports and Health Services. Several individual meetings were also held with additional staff to discuss potential actions for the Housing and Respect and Social Inclusion domains.

An event, “*Celebrating and Looking Ahead: a One-Day Event on the City of Ottawa Older Adult Plan*”, was held on March 18, 2015 at City Hall. This event had two objectives: to report back on and celebrate the work accomplished through the OAP 2012-2014, and to present and receive feed-back on the draft actions suggested by the OAP Staff Working Groups. Event participants had the opportunity to review the draft actions as well as provide additional suggestions for inclusion in the OAP 2015-2018, during small group discussions. A summary of the findings is available at: <http://ottawa.ca/en/small-group-discussion-findings>. Approximately 140 older adults, City staff and other community stakeholders were in attendance at the March session.

Findings from this consultation exercise were summarized and considered in the creation of a draft OAP Action Plan 2015-2018. A summary of the feedback was also posted on Ottawa.ca. In May, 2015, the draft OAP Action Plan 2015-2018 was reviewed by the OAP Interdepartmental Staff Work Group for further input. The draft action plan was also discussed at a special meeting of the Seniors Roundtable held on June 3, 2015.

All feed-back and suggestions received during the development of the draft OAP Action Plan 2015-2018 were shared with relevant City Departments. While not all suggestions could be incorporated in the Plan, many are being considered and/or implemented within regular operations.

A summary of the feed-back from the Older Adult Plan celebration event was posted online and shared with Seniors Roundtable members. The full report of findings from the facilitated engagement sessions and OAP celebration event was shared with participants who made a request.

### **Proposed Older Adult Plan 2015-2018**

The Older Adult Plan represents one of the initiatives included in the following Strategic Initiative: *Inclusive Community Initiative* (#31) in the City of Ottawa 2015-2018 Strategic Plan. The OAP supports the Strategic Priority of Healthy and Caring Communities,

specifically the strategic objective: *Advance equity and inclusion for the city's diverse population (HC1).*

The OAP 2015-2018 retains the vision and long-term goals that were adopted as part of the OAP 2012-2014. The vision was developed to reflect the views and priorities shared amongst older adults living in Ottawa:

*Ottawa is an age-friendly and caring community that values the contributions of older adults, offers a broad range of opportunities for active living, and provides supports that are responsive to the diverse needs and choices of older adults.*

The Older Adult Plan 2015-2018 (Document 1) commits to **51** actions, organized under the same eight Strategic Areas as the previous plan. The Plan's scope extends across City Departments and positions Ottawa as an age-friendly city, where the City's policies, services, facilities and programs will be made more accessible and responsive to the needs and interests of older persons.

Actions contained in the Plan were developed to respond to priorities identified by older adults and represent what is feasible and what can be accomplished within the City's operational and fiscal realities. It is not possible to address all of the suggestions presented during the consultations.

The Plan assigns responsibility for each Action to a City Department, which has committed to its implementation within the stated timeline. Many actions can be implemented within existing departmental operating budgets, while others will require additional funding for their implementation. The Action Plan summarizes, for each action, the following information: lead department, identification of certain groups with unique needs for whom the actions will have the most impact, implementation timeline, OAP funding requirements, and implementation indicators.

A total of 22 actions (41% of actions) will likely require funding from the OAP program budget for their implementation (as indicated in the Action Plan in Document 1). It is important to mention that the implementation of these actions may be delayed or not possible if the OAP budget is reduced or eliminated, or funding not allocated for these particular actions.

Highlights of the proposed OAP Action Plan 2015-2018 include the following:

- Install age-friendly/accessibility features in existing City facilities highly frequented by older adults;
- Install additional benches on existing sidewalks and pathways;
- Develop strategies to inform older adults about the locations of public washrooms located in City buildings;
- Make age-friendly improvements and designate one existing park per year as “age-friendly”;
- Make on-street bus stop accessibility improvements;
- Review and adjust crossing times at large/busy intersections;
- Install additional pedestrian signal technology to existing signalized intersections;
- Increase the number of affordable rental housing units for seniors;
- Educate and raise awareness within the development industry of the need to build adaptable, age-friendly homes;
- Develop a campaign to promote and educate older adults about 211, 311, and 911;
- Develop a falls prevention exercise continuum that will provide options for older adults at different fitness levels;
- Develop a program to offer one-on-one computer and technology assistance and tutoring by teens;
- Develop and provide emergency preparedness tools, resources and training to older adults;
- Sensitize and educate City staff about older adult issues;
- Develop at least two initiatives to prevent and address elder abuse.

### **Older Adult Plan Funding**

While some of the actions identified in the 2015-2018 Older Adult Plan can be implemented at low or no cost, others require funding from the existing OAP program budget for their implementation. In 2012, City Council approved \$500,000 in the annual operating budget for the implementation of OAP initiatives. The OAP program funding is included in the Community and Social Services Department operating budget and is subject to annual budget approval.

Since the total cost of actions in the OAP requiring funding are likely to exceed the available budget, an annual funding allocation process is required to ensure decisions are made in a manner that is transparent, fair, and evidence-based.

The internal funding allocation process for annual allocations of the \$500,000 for the Older Adult Plan 2015-2019 shall be as follows:

Departments with the lead for actions that require funding for implementation will develop and submit proposals in response to an annual internal call for proposals for 2015 to and including 2019.

An Older Adult Plan Funding Allocation Review Team with representation from City staff, the Seniors Roundtable, Age Friendly Ottawa, and the City's Community Funding Unit team will review and score each proposal individually (using a scoring tool developed for this purpose), then meet to review and develop a ranked list of the initiatives recommended for funding.

The Older Adult Plan Funding Allocation Review Team will submit their recommendations for funding allocations to the General Manager, Community and Social Services. The General Manager, Community and Social Services, shall provide final approval to all funding allocations for the Older Adult Plan provided that such allocations:

- (i) collectively, do not exceed the amount of the budget approved for such contributions, and
- (ii) fulfill the goals and actions under the Council approved Older Adult Plan 2015-2018.

The 2015 OAP funding allocation process was implemented in the fall 2014 in order for funds to be expended in 2015 (since the refreshed OAP 2015-2018 would not be approved until Q3 2015). Without a current Older Adult Plan in place, City Departments were requested to propose initiatives for funding that would:

- Further advance the work initiated through the OAP 2012-2014 action plan;
- Address priorities identified by older adults in the 2011 consultations.

As per previous years, a Funding Allocation Review Team was created with representation from City staff, the OAP Interdepartmental Work Group, the Seniors Roundtable, Age Friendly Ottawa (Council on Aging) and the CSSD's Community Funding Unit. Team members reviewed and scored each proposal individually (using a scoring tool developed for this purpose), then met to review and develop a ranked list of recommended proposals. A total of 16 initiatives were recommended for OAP funding and a 2015 Spending Plan was developed and approved. These initiatives are included in the OAP 2015-2018.

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 or new compensation costs, but does support temporary or specialized program costs outside of regular business.

### **Midterm Review**

In Q1 2017, CSSD staff, in collaboration with other relevant City Departments, will review the OAP 2015-2018 to assess if additional actions can be incorporated for the remaining two years of the Plan's lifecycle. It may be difficult for City Departments to predict what will be feasible within operational and fiscal realities several years in advance. As such, a mid-term review will provide City Departments with the opportunity to add/modify actions according to the current operational environment.

### **Monitoring**

The Community and Social Services Department will continue to provide the overall coordination and monitoring function for the OAP.

An update to Council on OAP implementation will be provided in 2017.

### Interdepartmental Staff Work Group

The Interdepartmental Staff Work Group will continue to meet on a quarterly basis to review implementation progress. This group includes representatives from Departments with lead responsibility for actions contained in the OAP. Each representative will be responsible for providing a quarterly report on the actions that their respective Departments are leading.

### Seniors Roundtable

With the approval of the OAP 2015-2018, the Seniors Roundtable will be re-constituted. The membership of the Roundtable will include residents of Ottawa (maximum of 15) who are 50 years of age or older and who reflect the city's diverse population and urban, suburban and rural areas of the city. It is anticipated that the Roundtable will be formed in Q1 2016.

Based on feed-back from members of the original Seniors Roundtable, staff are recommending that the mandate of the Roundtable be broadened to include the following roles:

- Provide feed-back to City staff on the implementation of the actions contained in the Older Adult Plan (OAP);
- Act as the City's primary mechanism to engage/consult with older residents on corporate and departmental programs, services, infrastructure;
- Identify and share emerging issues of concern to older adults (new role); and
- Provide feed-back on the draft version of the OAP 2019-2022 (new role).

### Corporate Planning Framework

The Older Adult Plan represents one of the initiatives included in the following Strategic Initiative: *Inclusive Community Initiative (#31)* in the City of Ottawa 2015-2018 Strategic Plan. The OAP supports the Strategic Priority of a Healthy and Caring Communities, specifically the strategic objective: *Advance equity and inclusion for the city's diverse population (HC1)*.

As such, implementation progress will also be reported to senior management and Council through the Corporate Planning Framework process. The related Strategic Initiative Performance Measure is defined as follows: Implement 5% in 2015, 20% in 2016, 20% in 2017 and 35% in 2018 of the actions in the five (5) action plans (**Older Adult Plan**, Youth Action Plan, Municipal Immigration Strategy, Employer Strategy and the Aboriginal Service Strategy).

### **Evaluation**

The evaluation of the OAP 2015-2018 will generate information that determines the extent to which the plan met the expected outcomes and provide groundwork for sharing successes and lessons learned.

It is proposed that the evaluation of the OAP 2015-2018 include both process and outcome components. The process component will focus on the extent to which the plan was implemented as planned, while the outcome component will focus on examining early impacts of a selected number of actions contained in the Plan.

On a broader level, the City of Ottawa is collaborating with Age Friendly Ottawa to develop a community-wide joint evaluation framework that will measure the effectiveness of the City of Ottawa and Age Friendly Ottawa initiatives on the age-friendliness of the city. This work is being guided by an evaluation work group that includes staff from: the City of Ottawa, Age Friendly Ottawa, the Public Health Agency of Canada (PHAC), and the University of Ottawa.

The Council on Aging (Age Friendly Ottawa) and the City of Ottawa submitted a successful joint funding proposal to the Age Friendly Community Planning Grant (Ontario Seniors Secretariat) for a project to refine the evaluation framework, select appropriate indicators, identify data sources and gather/analyze data. This work will be undertaken between September 2015 and August 2016. The development and implementation of the evaluation framework has important implications for Ottawa. The knowledge gained from the evaluation will be used to guide further Age Friendly plans and can also provide inform the work of other municipalities planning to evaluate their own initiatives.

### **Older Adult Plan 2019-2022**

The October 18, 2012 Older Adult Plan report presented to CPSC included a reference that successive action plans would be developed to align with future terms of Council ([ACS2012-COS-CSS-0011](#) City of Ottawa Older Adult Plan). Each successive action plan will build on the successes and lessons learned of past ones, identifying actions that continue to respond to issues identified by older adults and that are feasible given the current fiscal environment. As such, staff will refresh the Older Adult Plan in 2019 for the 2019-2022 period and report back to CPSC in Q4 of 2019.

### **RURAL IMPLICATIONS**

Many actions contained in the Older Adult Plan 2015-2018 target all older residents of Ottawa, regardless of their place of residence. These actions will have positive impacts on the quality of life of older residents living in rural areas.

### **CONSULTATION**

Extensive consultation with older adults, community agencies, Advisory Committees and City staff occurred during the development of the original OAP (2012-2014). In 2011, more than 600 older adults were consulted to identify priorities for the Older Adult Plan. Using the Equity and Inclusion Lens Guide, special consideration was taken to reach out to specific sub-groups of the older population who may have unique needs: e.g. francophones, Aboriginal residents, immigrants, rural residents, persons with disabilities, low income residents, gay and lesbian residents, and isolated older adults.

A more targeted engagement approach was implemented for the development of the OAP 2015-2018 as it was felt that the priorities had not changed significantly since 2011. During the fall 2014 and March 2015, targeted engagement sessions were held with 200+ individuals representing the City's Advisory Committees, community agencies, City of Ottawa staff and members of the Seniors Roundtable. The purpose of the engagement was to identify opportunities and gaps for consideration in the next version of the OAP action plan. Participants at an Older Adult Plan celebration event (held in March 2015) had the opportunity to review the draft actions as well as provide additional suggestions for inclusion in the OAP 2015-2018. Feedback from this event was posted on Ottawa.ca and made available to residents upon request.

### **COMMENTS BY THE WARD COUNCILLOR(S)**

Not applicable as this is a City-wide report.

### **ADVISORY COMMITTEE(S) COMMENTS**

Advisory Committees were consulted in the development of the Older Adult Plan 2015 – 2018 as outlined in this report.

### **LEGAL IMPLICATIONS**

There are no legal impediments to the implementation of the recommendation in this report.

### **RISK MANAGEMENT IMPLICATIONS**

There are no risk implications.

### **ASSET MANAGEMENT IMPLICATIONS**

Comprehensive Asset Management (CAM) is an integrated business approach involving planning, finance, engineering, maintenance and operations geared towards effectively managing existing and new infrastructure to maximize benefits, reduce risk and provide safe and reliable levels of service to community users. This is accomplished in a socially, culturally, environmentally and economically conscious manner.

The recommendations and actions documented in this report are consistent with the City's Comprehensive Asset Management (CAM) Program ([City of Ottawa Comprehensive Asset Management Program](#)) objectives. The implementation of the CAM program results in timely decisions that minimize lifecycle costs and ensure the long-term affordability of assets. To fulfill its obligation to deliver quality services to the community, the City must ensure that assets supporting City services are managed in a way that balances service levels, risk and affordability.

The Older Adult Plan (OAP) is a proactive response to adapt infrastructure, programs and services to the needs of this expanding group of residents. This forward looking approach better enables its assets to meet future challenges, including changing demographics and populations, customer expectations, legislative requirements, technological and environmental factors. Recognizing that changes and improvements

can be made now in order to improve the age-friendliness of the community for the future, while at the same time preparing for the projected increase in the number of seniors over the next two decades, supports the delivery of services with the outward focus on community benefit and an inward focus on efficiency and affordability.

### **FINANCIAL IMPLICATIONS**

There are no additional financial implications associated with the report recommendations. The 2015 spending plan is included in the 2015 budget and the 2016 spending plan is included in the draft 2016 budget estimates.

### **ACCESSIBILITY IMPACTS**

The Older Adult Plan 2015-2018 represents the City's commitment to improving the quality of life of older residents. Several actions contained in the Plan also specifically address the needs of older persons with disabilities (related to infrastructure and service delivery improvements). These include, as examples:

- Install age-friendly/accessibility features in existing City facilities
- Review and publish the level of accessibility of City facilities
- Pilot an awareness campaign to encourage businesses to create more accessible, safe and age-friendly environments and promote the use of temporary entrance ramps
- Promote the City's accessibility design standards and site plan control checklist with external stakeholders to encourage the application of age-friendly principles in the community
- Make on-street bus stop accessibility improvements
- Review Para Transpo Service Standards
- Develop and implement measures to increase fire safety in older adult homes

### **ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications associated with this report.

## **TECHNOLOGY IMPLICATIONS**

There are no technology implications associated with this report

## **TERM OF COUNCIL PRIORITIES**

The Older Adult Plan is included under Strategic Initiative: Inclusive Community Initiative (#31) in the Term of Council Strategic Priorities (2015-2018) and supports the Strategic Priority of a Healthy and Caring Communities, specifically the strategic objective: *Advance equity and inclusion for the city's diverse population (HC1)*. In addition, individual actions contained in the Plan support a number of Priorities including: Health and Caring Communities, Transportation and Mobility and Service Excellence.

## **SUPPORTING DOCUMENTATION**

Document 1 – OAP Action Plan 2015-2018

Document 2 – Older Adult Plan 2012-2014 Final Update

## **DISPOSITION**

The Strategic Community Initiatives Branch of the Community and Social Services Department is responsible for coordinating and monitoring the implementation of the Older Adult Plan 2015-2018 and reporting on implementation progress.

City staff will ensure that the actions, new initiatives and enhancements to services and programs identified under the Older Adult Plan 2015-2018 (Document 1) are implemented (i) in strict compliance with all applicable legislation and City By-laws, and (ii) in consultation with City of Ottawa Bylaw and Regulatory Services and Legal Services.

Staff will provide an update on the OAP 2015-2018 in 2017.

Staff will refresh the Older Adult Plan in 2019 and report back in Q4 of 2019.