



Report to the Community

Age Friendly Impact Assessment October 2016

A diverse, vibrant, caring and healthy community which empowers all individuals to age well and have opportunities to achieve their full potential.

london.ca/agefriendly

Executive Summary

London is a leader in working to ensure an age friendly community. In 2010, London was the first Canadian city to join the World Health Organization's (WHO) Global Network of Age Friendly Cities. Since then, much work has been done.

In 2011, London established an Age Friendly Task Force. This Task Force developed the "Age Friendly London: A Three Year Action Plan." This Action Plan was prepared with input from over 500 Londoners and identifies strategies and action steps for improving London's age friendliness. At its core, the Action Plan provides a vision for an age friendly London:

"A diverse, vibrant, caring and healthy community which empowers all individuals to age well and have opportunities to achieve their full potential."

The Three Year Action Plan focuses on improving London's age friendliness across the eight domains identified by WHO: Outdoor Spaces and Buildings, Transportation, Housing, Social Participation, Respect and Social Inclusion, Civic Participation and Employment, Communication and Information, and Community Support and Health Services. The Age Friendly London Network (AFLN) was launched in May of 2013, and established eight Working Groups (one for each domain) to implement this Action Plan.

Over the course of the last three years, the AFLN Working Groups have led the implementation of many strategies and actions to improve the age friendliness of London. As this is the final year of the Action Plan, a comprehensive assessment was conducted to determine the impact of the implementation of this Action Plan on the overall age friendliness of London. The impact assessment focused on the process, structure, and outcomes of the Age Friendly London initiative, and involved members of the AFLN, and older adults living in London.

Voicing the experiences and perspectives of older adults living in London was a main focus of this assessment. This was accomplished through the use of a Community Survey and focus groups. 3,000 surveys were distributed to a random sample of Londoners aged 55 and older via a direct mail out. A total of 384 older adults in London completed this 2016 Community Survey, providing a variety of opinions on the indicators of age friendliness across the eight domains.

In order to gather the perspectives of diverse populations of older adults, four focus groups were held with groups such as: persons living with low income, newcomers, and persons with disabilities. 35 individuals participated in these focus groups.

The results of this assessment contain valuable information about the impact of the work conducted over the last three years, and identify areas where we are doing well as a community and areas which require more focus. This information points to actions which can be taken in the future.

Overall, the Age Friendly London initiative is making a difference. The results of the assessment demonstrate that the work of the AFLN is having an impact on the age friendliness of London, that the strategies implemented through the Three Year Action Plan have been effective, and that the structure and process of the AFLN successfully support the age friendly work in the community.

Older adults rate London as an excellent or good place to live and report that they enjoy an overall positive quality of life. Although reporting that their quality of life is positive, aging is not without its challenges. Survey respondents identified concerns about personal health and having to slow down as their main challenges as they age. These concerns became more common with increasing age.

London is headed in the right direction and, as with any large scale initiative, there is more work to be done. Areas which may need particular focus to improve the age friendliness of London include: the affordability of housing, participation in physical activity, engagement in lifelong learning, and volunteer activity.

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Table of Contents

Introduction	4
Purpose and Scope of the Report	4
Evolution of Age Friendly Cities	4
History of Age Friendly London	6
Impact Assessment Approach and Results	7
Community Survey	7
Focus Groups with Older Adults	9
Age Friendly London Network (AFLN) Survey	9
Using this Report	10
Summary of Findings	11
Detailed Findings for Domains	12
Outdoor Spaces and Buildings	13
Transportation	15
Housing	17
Social Participation	19
Respect and Social Inclusion	21
Civic Participation and Employment	23
Communication and Information	25
Community Support and Health Services	27
Other Indicators of an Age Friendly City	29
Does Age Matter?	31
Top Challenge/Issue as an Older Adult	33
Focus Group Results	34
Age Friendly London Network (AFLN) Survey	36
Moving Forward	39
Sources of the Data	41
Appendix A: AFLN Working Group Member Organizations	44
Appendix B: Action Plan Strategies and Accomplishments	48

Introduction

Purpose and Scope of the Report

The purpose of this report is to outline the results of an impact assessment of the Age Friendly London initiative. The London age friendly initiative was implemented in 2013 with the initiation of a [baseline Community Survey](#) and [A Three Year Action Plan](#). Yearly progress reports were completed and shared with the community. Please see Appendix B for a complete list of all Age Friendly London Network (AFLN) working group accomplishments over the past three years.

As this is the final year of the Action Plan, a comprehensive assessment was conducted to determine the impact of the implementation of this Action Plan on the overall age friendliness of London. An impact-based assessment is a systematic way to assess the extent to which a project has achieved its intended results.

This overall assessment of the impact of the Age Friendly London initiative focuses on the process, structure, and outcomes of the initiative. This report provides details about the outcomes of the initiative from the perspective of older adults living in London, and focuses on assessing the age friendliness of London and the impact that the work of the AFLN has had, in order to assist with planning for future directions.

Evolution of Age Friendly Cities

The Age Friendly model, as created by the World Health Organization (WHO), is being adopted in cities worldwide as a positive and inspiring framework that promotes active and healthy aging. Making cities more age friendly is one of the most effective policy approaches for responding to demographic aging. According to the WHO, an age friendly city “is a place that encourages active aging by optimizing opportunities for health, participation and security in order to enhance the quality of life as people age. It is a place that works to improve the livelihood of people of all ages” (World Health Organization, 2007). Because active aging is a lifelong process, an “age friendly” city extends far beyond the senior population. An age friendly city is geared to the entire population.

The [WHO Global Network of Age-friendly Cities and Communities](#) was initially created in 2010 to cultivate the exchange of experiences and practices between cities and various communities. The Network focuses on action at the local level that fosters the full participation of older people in community life and promotes healthy and active ageing. At present, the Network includes 302 cities and communities in 33 countries, covering over 118 million people worldwide.

The work that the WHO is leading in the age friendly arena continues to evolve and grow. In 2007, WHO released a key document, “[Global Age-Friendly Cities: A Guide](#).” This document outlines the challenges facing cities, and summarizes the research process that led to identifying the eight domains that are key elements of an age friendly city. These domains are:

1. Outdoor spaces and buildings
2. Transportation
3. Housing
4. Social participation
5. Respect and social inclusion
6. Civic participation and employment
7. Communication and information
8. Community support and health services



The Age Friendly London Network has organized its work around these eight domains.

The WHO continues to evolve its work in the age friendly area and, in 2015, released a new guide on using core indicators for assessing and monitoring the age friendliness of cities.¹ This guide recommends that a core set of indicators be used to assess the age friendliness of a city. The core indicators identified in the guide are the most critical and minimal set of indicators that should be used to assess the age friendliness of a city. Each of the core indicators aligns with one of the eight domains of creating an age friendly city (see the table below). The WHO notes that this core set should be supplemented with additional indicators that reflect the local context.

Age Friendly Domains	WHO Core Indicators
Outdoor Spaces and Buildings	<ul style="list-style-type: none"> • Neighbourhood Walkability • Accessibility of Public Spaces and Buildings
Transportation	<ul style="list-style-type: none"> • Accessibility of Public Transportation Vehicles • Accessibility of Public Transportation Stops
Housing	<ul style="list-style-type: none"> • Affordability of Housing • Accessibility of Housing
Social Participation	<ul style="list-style-type: none"> • Engagement in Socio-Cultural Activity • Participation in Leisure Time Physical Activity in a Group • Engagement in Lifelong Learning
Respect and Social Inclusion	<ul style="list-style-type: none"> • Positive Social Attitude toward Older People
Civic Participation and Employment	<ul style="list-style-type: none"> • Engagement in Volunteer Activity • Paid Employment • Participation in Local Decision-Making
Communication and Information	<ul style="list-style-type: none"> • Availability of Information • Internet Access
Community Support and Health Services	<ul style="list-style-type: none"> • Availability of Social and Health Services • Economic Security

¹ Access the guide at: http://www.who.int/kobe_centre/publications/AFC_guide/en/

History of Age Friendly London

London has been a leader in developing an age friendly community, and was the first city in Canada to receive this accreditation. In 2011, London established an Age Friendly Task Force. This Task Force developed the “Age Friendly London: A Three Year Action Plan.”

This Action Plan was prepared by not only the Task Force members, but with input from over 500 Londoners (via survey, email input and focus group sessions). It identifies several strategies and action steps within each of the eight domains and was endorsed by City Council in November 2012. At its core, the Action Plan provides a vision for an age friendly London:

“A diverse, vibrant, caring and healthy community which empowers all individuals to age well and have opportunities to achieve their full potential.”



In order to implement the Action Plan, the Age Friendly London Network (AFLN) was established in May 2013. One of the roles of this group was to conduct an Age Friendly survey to provide a baseline assessment of age friendliness in London. A report to the community with the results of this survey was released in April 2014.

The AFLN is a community-based network that has been responsible for implementing the Age Friendly London: Three Year Action Plan from 2013 to 2016. AFLN membership is comprised of older adults, representatives from senior-serving organizations, and others who are interested in making London a more age friendly city. There are eight Working Groups; one for each of the eight domains of age friendliness. The eight domains represent aspects of the physical and social environments that impact people’s ability to age actively, maintain independence, and improve quality of life. Age Friendly London was identified as a strategy in the City of London Strategic Plan 2015-2019 within the “strengthening our community” area of focus. For more information about the Age Friendly London Network and to read previous reports, please visit www.london.ca/agefriendly.

Impact Assessment Approach and Results

Community Survey

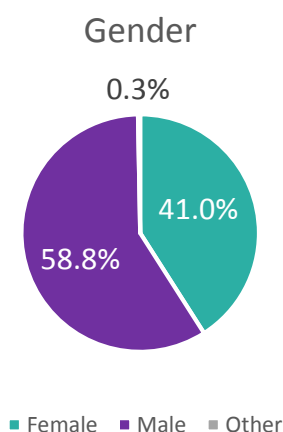
In order to assess the impact of the Age Friendly London initiative on the age friendliness of London, 3,000 surveys were distributed to a random sample of Londoners aged 55 and older via a direct mail out. Individuals were given the option of completing a paper survey or completing the survey online. A total of 384 older adults in London completed this 2016 Community Survey, providing a variety of opinions on the indicators of age friendliness across the eight domains. The overall response rate is 12.8%, just slightly higher than the response rate to the 2013 baseline Community Survey. This means that the responses to the 2016 Community Survey can be generalized to the wider population of older adults in London².

As an extra step, in order to confirm the validity and reliability of the data collected, surveys were also completed by AFLN members, individuals who attended the 2016 Age Friendly Conference, and Spanish speaking older adults. The survey was also made available in Arabic. The results from these additional surveys were compared to the results from the Community Survey to ensure a representative sample. The responses from the additional surveys are not included in this report as the responses from the Community Survey are purely random and generalizable to all older adults.

Who Completed the Survey?

The following graphics detail the demographic characteristics of the individuals that responded to the Community Survey.

Men were more likely than women to respond to the survey, with 58.8% of survey respondents being male and 41.0% being female. One respondent noted that it was a couple that completed the survey.³ Men are slightly overrepresented in the sample as compared to 2011 Statistics Canada data, but comparisons to the additional surveys show no skewing of the data based on this.



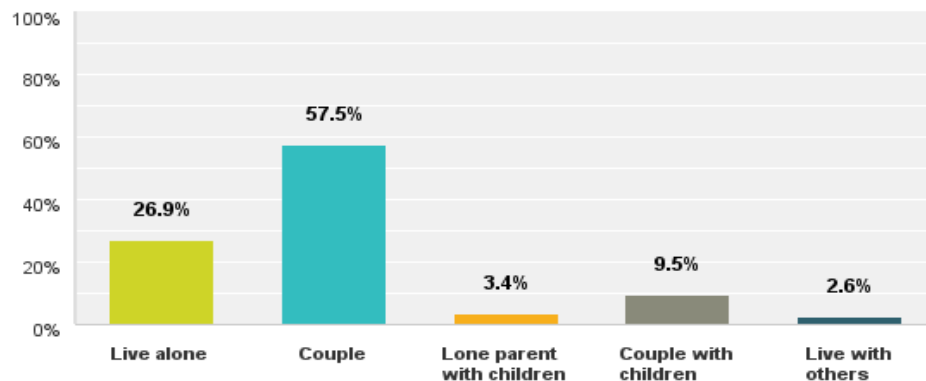
² A confidence interval of 4.99 was achieved, which means that we can be 95% certain that if 70% of the sample responded a certain way, that a range of 65.01% to 74.99% of the population would respond the same way.

³ Note: Responses do not add up to 100% due to rounding.

The majority of people that responded to the survey own their home (93.9%) versus rent a home (6.1%), and live as a couple (57.5%) or live alone (26.9%).

Q3 Who do you live with? (select one response)

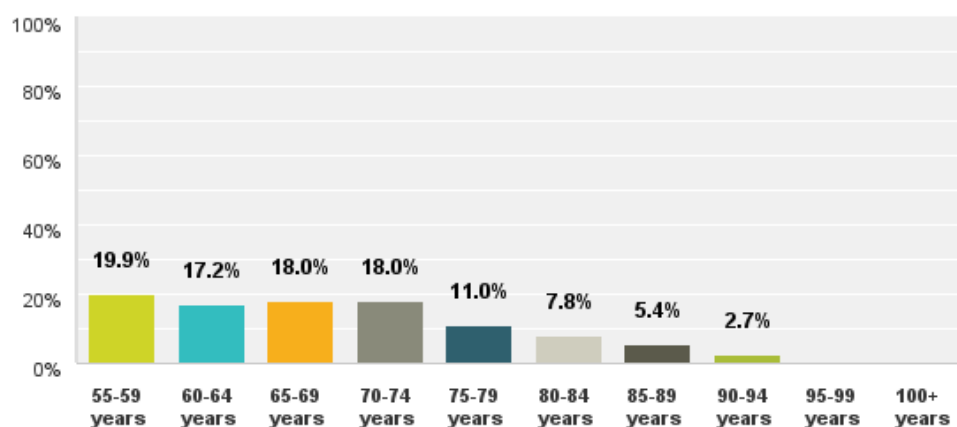
Answered: 379 Skipped: 5



The predominant age groups that responded to the survey were 55 to 59, 60 to 64, 65 to 69, and 70 to 74. This reflects the current age pyramid in London based on 2011 Statistics Canada data.

Q45 In which category is your age? (select one response)

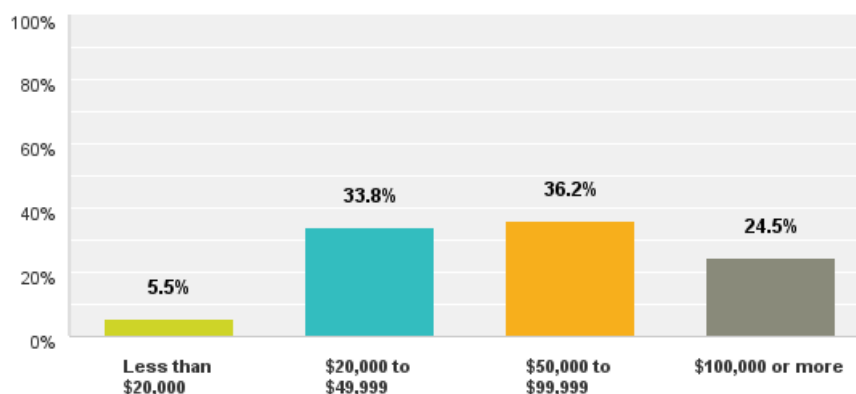
Answered: 372 Skipped: 12



The majority of survey respondents had a total annual income of either \$20,000 to \$49,999 (33.8%) or \$50,000 to \$99,999 (36.2%). The income profile of survey respondents is comparable to the 2011 Statistics Canada data in household income.

Q43 What is your household's total annual income (before taxes)? (select one response)

Answered: 343 Skipped: 41



In addition to the above, 15 of the 17 FSA postal codes (first three digits) across the city were represented in the sample, and the sample was an accurate representation of older adults from visible minority groups in London, with over 6% of survey respondents identifying as a member of a minority group (this is comparable to 2011 Statistics Canada data).

Focus Groups with Older Adults

In order to gather the perspectives of diverse populations of older adults, four focus groups were held with groups such as: persons living with low income, newcomers, and persons with disabilities. 35 individuals participated in these focus groups, and provided their opinions about and shared their experiences with the age friendliness of London, across the eight domains.

Age Friendly London Network (AFLN) Survey

AFLN members also completed a survey to assist with understanding the impact of the implementation of the Age Friendly Action Plan on the overall age friendliness of London, understanding the effectiveness of the AFLN structure and governance to implement Action Plan strategies, measuring the intentional and unintentional impact that the AFLN has had on individuals and senior-serving organizations, and understanding new or emerging community needs related to building an Age Friendly city. 78 members participated in the survey.

Using this Report

The questions asked in the 2016 Community Survey relate to both the physical and social environments in London, and are based on the age friendly indicators developed by the WHO. In addition to asking questions about the age friendly core indicators, the 2016 Community Survey asked questions about some of the WHO supplementary indicators, including quality of life, public safety, and emergency preparedness. Four London specific questions were also asked, probing for opinions about London as a place to live, top challenges/issues of older adults, and awareness of the Age Friendly London initiative. Data from the Community Survey was combined with data from other sources.

A direct comparison cannot be made between the results of this survey and the 2013 Community Survey because a different methodology was used. However, in cases where the same question was asked on the 2013 survey, differences between the 2013 and 2016 survey results are reported. This data is for informational purposes only and should be used with caution. Please note that this information should not be used to draw conclusions about the relative age friendliness of London now versus in 2013.

For the purposes of this report, “Don’t know” responses were excluded for all questions. The exclusion of these responses means that the responses reflect the opinions of those older adults who knew enough about the topic to select a response. Please note that the terms “older adult” and “senior” are used interchangeably throughout this report.

The results from the Community Survey are organized by the eight domains, with the WHO indicators highlighted in terms of achievement. In each domain you will find:

- A brief description of the domain from the WHO Global Age Friendly Cities Guide
- Highlights of the accomplishments of the Age Friendly Working Group over the past three years
- A table outlining the applicable WHO indicators used to assess age friendliness of the domain, with a combination of community survey (self-report) responses to age friendliness of London, objective data, changes since 2013, where applicable, and actions taken by the Working Groups (For a complete list of working group accomplishments, please see Appendix B), and
- Highlights of comments from the focus groups that pertain to the domain

Using both older adults’ perceptions and objective data for each indicator provide a comprehensive and balanced view of the impact of the Three Year Action Plan and the overall age friendliness of London.



This report includes the following sections:

- Summary of findings
- Assessment of each of the eight domains
- Moving forward

Summary of Findings

The Community Survey results and objective data presented in this report confirm that London is doing well in terms of progressing with age friendliness. The results of the assessment demonstrate that the work of the Age Friendly London Network is having an impact on the age friendliness of London, and that the strategies implemented through the Three Year Action Plan have been effective. As a community, London is headed in the right direction.

As with any new and all-encompassing initiative, there is always more work to be done. The assessment shows that some indicators may require more of an emphasis moving into the next three years of this initiative.

Older adults rate London as an excellent or good place to live and report that they enjoy an overall positive quality of life. Although reporting that their quality of life is positive, the top challenge for older adults in London is also directly related to quality of life. Many people identified declining personal health, poor health, chronic health problems, having difficulty with daily activities, and having to slow down as top challenges for them. These concerns and challenges increase with age.

Individual indicators that received lower ratings from older adults that completed the Community Survey, and which may need particular focus to improve the age friendliness of London include:

- Affordability of Housing
- Participation in Leisure Time Physical Activity in a Group
- Engagement in Lifelong Learning
- Engagement in Volunteer Activity

Differences were also noted between younger aged and older aged groupings of older adults.



Detailed Findings for Domains



The following sections of the report itemize the WHO indicators to assess the age friendliness of a city in each of the eight domains.

Outdoor Spaces and Buildings

“The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people and affect their ability to age in place.”
(WHO Global Age Friendly Cities Guide)

The Outdoor Spaces and Buildings Working Group of the Age Friendly London Network (AFLN) has implemented strategies to improve people’s ability to find and experience London’s outdoor spaces, and to improve access to public buildings. Strategies to assist businesses to become more age friendly have also been implemented.



Age Friendly Indicators	Data and Trends
Neighbourhood Walkability My neighbourhood is suitable for walking, including for those who use wheelchairs and other mobility aids.	<ul style="list-style-type: none">• 67% of respondents to the Community Survey rated their neighbourhood as “excellent” or “good” for walking. There was a significant increase in this rating of 13 percentage points from 2013.• London has a walk score of 49⁴, which is above the average Canadian city walk score of 45.• There was an increase of 27 kilometres of pathways from 2011 to 2015.• The Outdoor Spaces and Building Working Group provided input on new directional signage and new guidelines for way-finding in parks and along trails, to make it easier to find washrooms, hours of operation, and other amenities.• The Working Group also advocated for expanded snow clearing of trails in 2015 and raised awareness of recreational trails for winter usage on City of London website and social media, in partnership with in motion™.

⁴ Walk score is a number between 0 and 100 that measures the walkability of any address. A score of 25 to 49 is classified as “car-dependent” (a few amenities within walking distance).

Age Friendly Indicators	Data and Trends
<p>Accessibility of Public Spaces and Buildings</p> <p>Public spaces and buildings in our community are accessible for all people, including those who have limitations in mobility, vision or hearing.</p>	<ul style="list-style-type: none"> • 61.8% of respondents to the Community Survey feel that public spaces and buildings in our community are accessible for all people, including those who have limitations in mobility, vision or hearing. • From 2011 to 2015 there was a 36.1% increase in the number of accessible benches and picnic tables. • 31 new age friendly benches (with arms) were installed in parks and along trails in 2014-2015, and 20 more benches were ordered in 2015-2016. • 100% of the multi-use pathways in London are accessible. • The Outdoor Spaces and Building Working Group provided input on accessibility design standards for public facilities, developed guidelines to support age friendly community centres.
<p>Accessibility of Businesses</p> <p>Businesses are accessible in our community.</p>	<ul style="list-style-type: none"> • 77% of respondents to the Community Survey rated the accessibility of businesses as “excellent” or “good.” This rating increased by five percentage points from 2013. • The Outdoor Spaces and Building Working Group conducted a pilot of the Age Friendly Business checklist with businesses in the Old East Village, and developed the <i>Age Friendly Business Resource Guide</i>.

Many of the older adults that participated in the focus groups said that they walk in their neighbourhood. They talked about specifically liking the raised orange bumps on the sidewalks, and the LED lights, as these improve visibility. New, large shopping developments are not accessible according to one group. One person commented that “*you need a car to get from the bus stop to the mall*”.

Transportation

“Transportation, including accessible and affordable public transport, is a key factor influencing active ageing.” (WHO Global Age Friendly Cities Guide)

The Transportation Working Group of the Age Friendly London Network (AFLN) has implemented strategies to update and create resources about transportation options for older adults, and worked with the London Transit Commission (LTC) to improve amenities at bus stops and to prioritize upgrades.



Age Friendly Indicators	Data and Trends
Accessibility of Public Transportation Vehicles Public transport vehicles (e.g. trains, cars, buses) are physically accessible for all people, including those who have limitations in mobility, vision or hearing.	<ul style="list-style-type: none"> 68% of respondents to the Community Survey rated the physical accessibility of public transportation vehicles as “excellent” or “good.” This rating saw a significant decrease of 18 percentage points from 2013. 100% of the LTC buses are accessible, up from 94.3% in 2012. The Transportation Working Group, in partnership with Western University Gerontology in Practice students, created a new resource booklet to teach older adults and newcomers how to use the LTC bus system. The resource is now available in four languages.
Accessibility of Public Transportation Vehicles I have safe and affordable transportation.	<ul style="list-style-type: none"> 96% of respondents to the Community Survey reported that having safe and affordable transportation is “not a problem” or a “minor problem” for them. This rating had a significant increase of 12 percentage points from 2013. The Transportation Working Group updated the <i>London & Area Transportation Information</i> resource.

Age Friendly Indicators	Data and Trends
<p>Accessibility of Public Transportation Stops</p> <p>Public transportation stops are accessible.</p>	<ul style="list-style-type: none"> • 74.5% of respondents to the Community Survey stated that bus stops are accessible in their neighbourhood. This rating had a significant increase of 14.5 percentage points from 2013. • The London Transit Commission's standard for walking distance to a bus stop is 400 metres. This exceeds the WHO indicator requirement of 500 metres. • 78% of London's housing are 400 metres or less away from a bus stop. • All existing bus stops that have sidewalks and curbs have at least 1.5 metre wide pads installed (2015) to make it easier to get on the bus. • The Transportation Working Group reviewed the existing bus stop system to improve amenities at bus stops with LTC, and shared a process for determining priority upgrades (including customer/public requests).

Of the older adults participating in the focus groups, persons with mobility challenges were most likely to identify challenges with bus accessibility. A few people with mobility challenges talked about some of the experiences they have had with drivers and passengers not making accommodations for them, such as drivers not waiting until the passenger sits down before driving, and seating intended for people with disabilities being taken over by strollers.

Those older adults whose primary mode of transportation is a car offered a few suggestions for improvements to street signage, noting that, *"Street signs are too small and need to be in advance of the street – maybe a block before – so I can prepare to get into the correct lane."*

Housing

“Housing is essential to safety and well-being...Housing and supports that allow older people to age comfortably and safely within the community to which they belong.” (WHO Global Age Friendly Cities Guide)

The Housing Working Group of the Age Friendly London Network (AFLN) has implemented strategies to increase the awareness of the variety of housing options available for older adults in London.



Age Friendly Indicators	Data and Trends
Affordability of Housing Housing in my neighbourhood is affordable.	<ul style="list-style-type: none"> 73.3% of respondents to the Community Survey stated that housing in their neighbourhood is affordable. According to Statistics Canada, the percentage of older adult households in London that pay 30% or more of their income on shelter is comparable to Ontario and Canada rates (one fifth to one quarter). A significantly higher percentage of older adults that rent their home pay 30% or more of their income on shelter than those who own their home. The Housing Working Group consulted on the updated City of London <i>Guide to Seniors Housing</i>.
Affordability of Housing There are a range of housing options available for low income seniors.	<ul style="list-style-type: none"> 15.2% of respondents to the Community Survey rated housing options for low income seniors as “excellent” or “good,” with the majority of respondents (50.2%) rating it as “fair”.

Age Friendly Indicators	Data and Trends
Accessibility of Housing Maintaining my home has not been a problem for me in the last 12 months.	<ul style="list-style-type: none"> 85% of respondents to the Community Survey reported that maintaining their home was “not a problem” or a “minor problem” for them in the last 12 months. 89.6% of respondents to the Community Survey reported that their house has been or can be adapted to allow them to stay in their home as they age.
Accessibility of Housing There are a variety of housing options in London for older people.	<ul style="list-style-type: none"> 57.4% of respondents to the Community Survey rated the variety of housing options in London for older people as “excellent” or “good.” This rating saw a significant increase of 23.4 percentage points from 2013. The Housing Working Group worked with Western University Occupational Therapy students to create a report on alternative housing options, to be used by older adults, non-profit housing providers, builders and developers.

Older adults that participated in the focus groups said that finding affordable housing is difficult. Participants in most groups talked about living with their adult children or roommates as a necessity for affordability. One participant stated that, *“I am looking for a place but I need to find a roommate to get what I want and can afford.”*

The need for information is particularly relevant to the issue of housing – information about finding and accessing affordable housing, about where to get home maintenance help, where to get emergency help for heat or hydro, finding personal in-home care, and where to go for long term care that is affordable. One focus group participant stated, *“Most seniors don’t know where to find help, what is available to help.”*

Social Participation

“Participating in leisure, social, cultural and spiritual activities in the community, as well as with the family, allows older people to continue to exercise their competence, to enjoy respect and esteem, and to maintain or establish supportive and caring relationships.” (WHO Global Age Friendly Cities Guide)

The Social Participation Working Group of the Age Friendly London Network (AFLN) is comprised of 29 members, including older adults and representatives from 16 senior-serving organizations. The group has implemented strategies to improve access to programming and socializing at the neighbourhood level and reduce barriers to social participation. The group has also improved access to information about social and recreational opportunities and supported the annual Age Friendly London Conference.



Age Friendly Indicators	Data and Trends
Engagement in Socio-Cultural Activity Participating in social or cultural events/activities on a regular basis.	<ul style="list-style-type: none"> 65% of respondents to the Community Survey stated that they participate in social or cultural events/activities on a regular basis.
Engagement in Socio-Cultural Activity Finding productive or meaningful activities to do is not a problem.	<ul style="list-style-type: none"> 92% of respondents to the Community Survey reported that finding productive or meaningful activities to do was “not a problem” or a “minor problem.” There was a significant increase in this rating of 12 percentage points from 2013. There was a 20.6% increase in the number of City of London seniors’ centres members from 2011 to 2015. The Social Participation Working Group created a new <i>Recreation & Leisure Guide for Seniors</i>, to make it easier to find information on activities and events.

Age Friendly Indicators	Data and Trends
<p>Participation in Leisure Time Physical Activity in a Group Participating in group physical activities in their leisure time.</p>	<ul style="list-style-type: none"> • 41.5% of respondents to the Community Survey participate in group physical activities in their leisure time. • According to Statistics Canada, as individuals, less than half of adults age 65+ are moderately physically active or active during leisure time. • There has been up to a 20% increase overall (from 2011 to 2015) in membership at activity centres like the City of London seniors' centres and satellite locations, Horton Street Seniors' Centre, Huff 'N Puff, YMCA, and the London Social Club. • The Social Participation Working Group completed three student project partnerships with Western University Gerontology in Practice course to develop and test the Fitness to Frailty Index. The index has been piloted with over 300 older adult program participants.
<p>Engagement in Lifelong Learning Participating in education or training opportunities, either formal or informal, in the last year.</p>	<ul style="list-style-type: none"> • 36.4% of respondents to the Community Survey said they participated in educational or training opportunities in the last year. • According to the Work and Lifelong Learning (WALL) Research Network, based on Canadian level data, participation in informal learning remains high (over 80%) for all ages of older adults. • The Social Participation Working Group supported three annual Age Friendly London Conferences.

Older adults that participated in the focus groups were vocal about how important having a group to connect with is. One participant stated, *"It's the people who make the city"* and another reported that, *"People know me/I know people."*

Respect and Social Inclusion

“...the respect and social inclusion of older people depend on more than societal change; factors such as culture, gender, health status and economic status play a large role. The extent to which older people participate in the social, civic and economic life of the city is also closely linked to their experience of inclusion.” (WHO Global Age Friendly Cities Guide)

The Respect and Social Inclusion Working Group of the Age Friendly London Network (AFLN) has implemented strategies to increase awareness about ageism by developing workshops and holding anti-ageism events.



Age Friendly Indicators	Data and Trends
Positive Attitude toward Older People Older people feel respected and socially included in their community.	<ul style="list-style-type: none">92.2% of respondents to the Community Survey report that they feel respected and included in their community.According to Statistics Canada, London’s rate of senior victims of police-reported family violence (33 per 100,000 seniors aged 65 to 89) is much lower than the Canadian rate.In the 2014 Canadian Community Health Survey, 70.6% of adults age 65+ in the Middlesex London Health Unit region, report a “strong” or “very strong” sense of community belonging.The Respect and Social Inclusion Working Group held “Stop Ageism” events including public education and awareness, displays, and free movie screenings, and developed an anti-ageism workshop with Gerontology in Practice students from Western University that is now being offered to the community and in high schools.

Age Friendly Indicators	Data and Trends
	<ul style="list-style-type: none"> • The group has also recognized local seniors' achievements through awards such as: <ul style="list-style-type: none"> ○ Marnie Sherritt awarded the Ontario Seniors Achievement Award in 2015 ○ Jon Loos awarded the in motion™ Everyday Champion Award in 2015 ○ Faye Males recognized as Senior of the Year in 2016 ○ Kathy Smith awarded the Ontario Seniors Achievement Award in 2016

Older adults that participated in the focus groups said that they felt respected, valued and included. Some identified that their history of work and their current community involvement contributes to this feeling. There were mentions about experience with ageism, with one participant noting that the *“grey hair does it.”* Although older adults feel respected, one noted that, *“Getting old isn’t for the weak.”*



Civic Participation and Employment

“An age-friendly community provides options for older people to continue to contribute to their communities, through paid employment or voluntary work if they so choose, and to be engaged in the political process.” (WHO Global Age Friendly Cities Guide)

The Civic Participation and Employment Working Group of the Age Friendly London Network (AFLN) has implemented strategies to encourage older adults to become engaged in their community through volunteering, finding work, and making informed voting choices.



Age Friendly Indicators	Data and Trends
Engagement in Volunteer Activity Participating in unpaid volunteer work for any organization in the past 12 months.	<ul style="list-style-type: none">46.3% of respondents to the Community Survey participated in unpaid volunteer work in the past 12 months, and volunteered an average of 16 hours per month.According to Statistics Canada, in 2013, 41.9% of Ontario adults between the ages of 55 and 74 volunteered. This is somewhat lower than the volunteer rate for all age groups of 44%.The Civic Participation and Employment Working Group created a video on “Benefits of Volunteering and How to Volunteer” to encourage older adults to volunteer in their community.
Paid Employment Having opportunities for paid employment.	<ul style="list-style-type: none">72.2% of respondents to the Community Survey reported that they have opportunities for paid employment.According to Statistics Canada, London’s employment and participation rates for individuals aged 55+ are comparable to Ontario and Canada rates, while London’s unemployment rate for individuals aged 55+ is lower than the Ontario and Canada rates.

Age Friendly Indicators	Data and Trends
	<ul style="list-style-type: none"> The Civic Participation and Employment Working Group created an inventory of employment resources and improved access to information on employment opportunities for older adults. The Group also coordinated a Small Business Centre workshop on “How to Turn a Hobby Into a Business” as part of the Creative Age Marketplace, and promoted the Older Workers of London (OWL) Job Clubs.
<p>Participation in Local Decision-Making Participating in or actively seek information about political, economic, environmental, and/or social issues in their community.</p>	<ul style="list-style-type: none"> Just over half (53%) of the respondents to the Community Survey participate in local decision-making by participating in or actively seeking information about political, economic, environmental, and/or social issues in their community. The Civic Participation and Employment Working Group hosted a Mayoral Candidates Debate with the Council for London Seniors and the Canadian Association of Retired Persons (CARP).
<p>Participation in Local Decision-Making Voting in the last municipal or provincial or federal election.</p>	<ul style="list-style-type: none"> 94.7% of respondents to the Community Survey reported voting in the last municipal or provincial or federal election. There was a slight increase in this (3.7 percentage points) from the 2013 Community Survey. From the 2008 to the 2011 federal election, an increasing percentage of older adults voted. Older adults exceed the percentage of all voters by 10 to 13 percentage points.

About half of the older adults that participated in the focus groups volunteer. Examples include volunteering at a local school, food bank, in a leadership capacity with a community group, with older people, and in their housing or neighbourhood.

Communication and Information

“Staying connected with events and people and getting timely, practical information to manage life and meet personal needs is vital for active ageing.” (WHO Global Age Friendly Cities Guide)

The Communication and Information Working Group of the Age Friendly London Network (AFLN) has implemented strategies to make it easier for older adults to find the information they need. This Working Group has also raised awareness about the Age Friendly London initiative and available programs and services for older adult.



Age Friendly Indicators	Data and Trends
Availability of Information How easy is it to find local sources of information about health concerns.	<ul style="list-style-type: none"> 74.9% of respondents to the Community Survey reported that it is “very easy” or “easy” to find local sources of information about health concerns. The Communication and Information Working Group identified the “go-to” place for seniors’ information: The SouthWestHealthline.ca , 211 Ontario, Seniors’ Helpline, and created a new micro-site of seniors’ resources in partnership with the Healthline Information Network, making it easy for seniors to find information, services, and events (http://seniors.informationlondon.ca).
Availability of Information How easy is it to find local sources of information about other service needs.	<ul style="list-style-type: none"> 64.8% of respondents to the Community Survey reported that it is “very easy” or “easy” to find local sources of information about other service needs. The top five ways that older adults find out about programs and services are: <ol style="list-style-type: none"> 1. Friend, neighbour or family member 2. Internet on a personal computer/tablet 3. Free newspapers 4. London Free Press 5. Advertisement at community centre or library bulletin board

Age Friendly Indicators	Data and Trends
	<ul style="list-style-type: none"> • In 2015, over 16,000 calls/contacts were made by older adults to London's information sources such as: 211, Seniors Helpline, Council for London Seniors, Over 55. • The Communication and Information Working Group attended over 40 community events, conferences, and meetings to share information on older adult programs and raise awareness of the Age Friendly London initiative.
Internet Access Having internet access at home.	<ul style="list-style-type: none"> • 88.7% of respondents to the Community Survey have internet at home. 10.6% of older adults do not access the internet. • The majority of respondents to the Community Survey access the internet via a home computer (91.4%), or on a smart phone or tablet (51.6%). • According to Statistics Canada, the frequency of using the internet is increasing for those individuals aged 55+. More are using it at least once a day.

When asked how they find out about things, older adults that participated in the focus groups identified a variety of sources. Informal sources such as word of mouth, friends, social groups, and networks were mentioned as key information sources by a number of people. The library was also mentioned as an important information hub. A few people in each group said that they look on the internet for information.

Many of those participating in the focus groups, particularly newcomers, talked about challenges in getting information, and not knowing where to look for information. One group participant reported that, *"Toronto has a staff person from Immigration, Refugees, and Citizenship Canada in the library once a week to answer questions."*

Community Support and Health Services

“Health and support services are vital to maintaining health and independence in the community.” (WHO Global Age Friendly Cities Guide)

For the past three years, the Community Support and Health Services Working Group of the AFLN has worked to improve older adults’ experience of the health care and community supports system, including caregiver supports, access to home care, Senior Friendly hospitals, and prevention and education programs.



Age Friendly Indicators	Data and Trends
Availability of Social and Health Services Having personal care or assistance needs met in the home or community through the use of formal (public or private) services.	<ul style="list-style-type: none">94.1% of respondents to the Community Survey do not require assistance to meet their personal care needs.Of those respondents to the Community Survey requiring personal care, 93.7% said their care needs are met in the home or community and 6.3% reported that their personal care needs are not being met.The Community Care Access Centre saw a 22.9% increase in the number of clients receiving home care from 2011 to 2015.Over 16,000 older adults in London received home care services in 2015 through the Community Care Access Centre, Saint Elizabeth, Absolute Home Healthcare Plus, Helping Hands, Homewatch Caregivers, Premier Homecare Services, and ConnectCare.The Community Support and Health Services Working Group supported the amendment of the zoning by-law definition of “day cares” to include adult caregiving and promoted

Age Friendly Indicators	Data and Trends
	Stepping Out Safely as a key healthy aging event for older adults.
Economic Security Having enough income to meet basic needs over the previous 12 months without public or private assistance.	<ul style="list-style-type: none"> 92.1% of respondents to the Community Survey reported that over the past year they had enough income to meet their basic needs. This is up 12.1 percentage points from the responses to the Community Survey in 2013. According to Statistics Canada, the low income rate for Londoners aged 65+, based on the low income measure after tax, is lower than the Ontario rate of 6.5% (2013). However, it has increased from 3.1% in 2012 to 3.6% in 2013.

Older adults that participated in focus groups said that their care needs are met. One group identified that lack of services is not the problem, but finding information about services can be a challenge. More than one participant asked, *“Where do I go to get information?”* Concerns with access to medical care and doctors were discussed by a few groups, and language was mentioned as a barrier by both newcomers and the Chinese seniors group.

For the most part, older adults that participated in focus groups said that they are able to afford what they need. Participants in one focus group talked about having to make choices and live within a budget. Many spoke about the need to budget (*“Have to budget and live within that”*) and one participant noted that, *“Owning your own home makes it easier.”*



Other Indicators of an Age Friendly City

Although not part of one of the eight age friendly domains, the WHO identified a number of supplementary indicators that can assist in demonstrating the changes achieved in creating an age friendly environment. These indicators are:

- Quality of Life
- Public Safety
- Emergency Preparedness
- London as a Place to Live (London specific indicator)

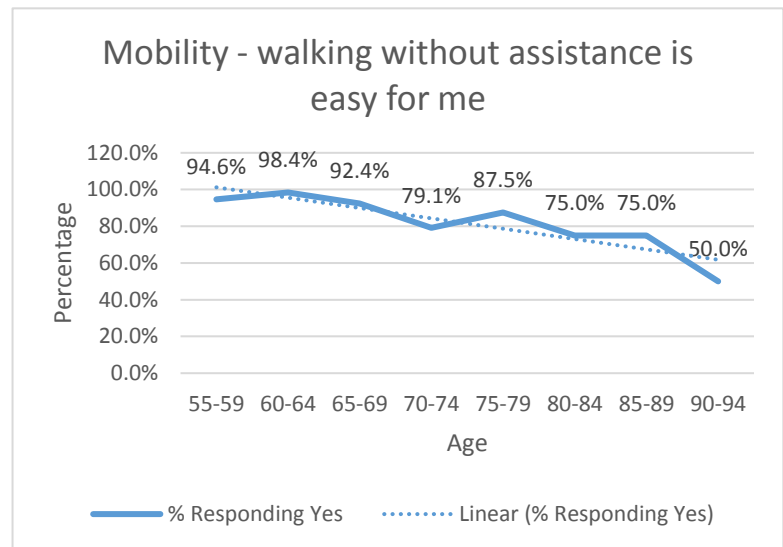
Age Friendly Indicators	Data and Trends
Quality of Life Rating of overall quality of life.	<ul style="list-style-type: none"> 91.6% of respondents to the Community Survey rated their overall quality of life as “excellent” or “good.” This is an increase of just over ten percentage points from how older adults rated their quality of life on the 2013 Community Survey. According to Statistics Canada, the life expectancy at birth for a Londoner has increased from 79.7 years in 2000/2002 to 81.2 years in 2007/2009. According to the 2014 Canadian Community Health Survey, 94.8% of Londoners aged 65+ are satisfied or very satisfied with their life.
Quality of Life How much of a problem, if at all, has having friends or family you can rely on been for you over the last 12 months.	<ul style="list-style-type: none"> 93.2% of respondents to the Community Survey reported that having friends or family they can rely on has “not been a problem” or a “minor problem” over the last 12 months. This compares to 85% who reported the same in 2013.
Public Safety Feeling of safety in their neighbourhood.	<ul style="list-style-type: none"> 86.9% of respondents to the Community Survey reported that they feel “safe” or “very safe” in their neighbourhood. No older adults reported that they do not feel safe at all. London Police Services offer crime prevention lectures to older adults. In 2013, they held six events and 127 older adults attended. This

Does Age Matter?

When it comes to determining how age friendly London is, does the age of the older adult matter? In order to determine this, the responses to each question in the Community Survey were clustered by age of the respondent into five year increments, and trends were looked at across the age groups. This is what we found.

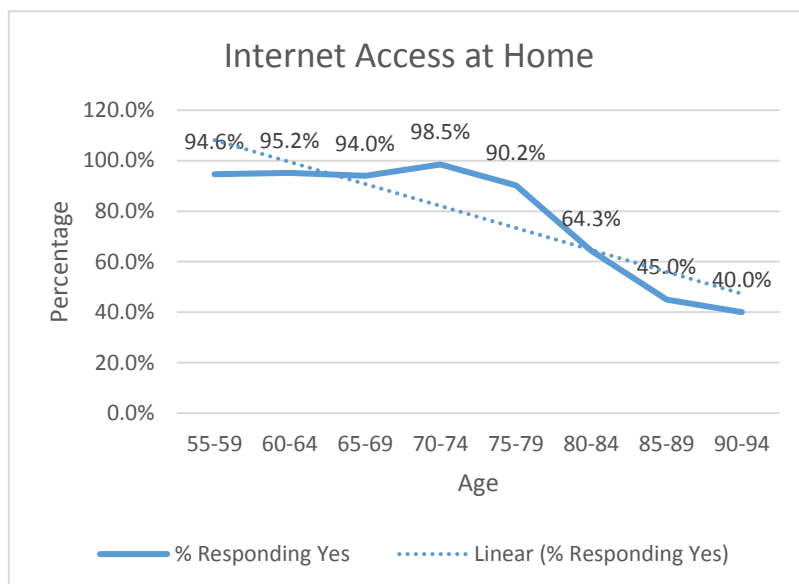
As individuals age across the spectrum from 55 to 90+ years, there are some things which change:

- Walking without assistance becomes more of a challenge and older respondents are more likely to require assistance to meet their personal care needs



- Having safe and affordable transportation becomes more of a problem with increasing age, and older respondents rely more on others to drive them than when they were younger
- Older respondents adapt their house to allow them to stay in their home, and maintaining their home is more of a problem with increasing age
- Older respondents have less opportunities for paid employment, and are less likely to volunteer
- Older respondents are less likely to participate in political, economic, environmental and/or social issues, and to participate in education or training opportunities, either formal or informal
- Older respondents are more likely to report having enough income to meet their basic needs

- As they age, respondents are less likely to have internet access at home



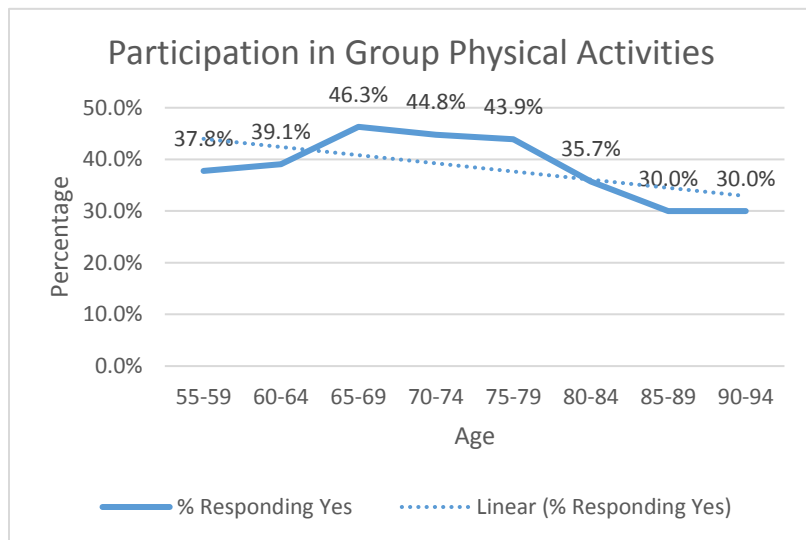
Different age groups also have different ways of finding the information that they need. Younger older adults (55 to 74 years) tend to rely on the internet, friends/neighbours/family members, and free newspapers; whereas, the older age groups (75+ years) tend to rely on more traditional sources of information such as: friends/neighbours/family members, the London Free Press, church newsletters or bulletins, and the yellow pages or phone book.

The perceptions of how age friendly London is vary with age as well:

- Individuals aged 70 and older believe there are more housing options available for low income seniors than individuals aged 55 to 69 years
- Individuals aged 75 and older believe there are more housing options available for older adults than individuals aged 55 to 74 years
- Individuals aged 55 to 64 are less likely to report that housing is affordable in their neighbourhood than individuals aged 65 and older
- The older individuals are, the more likely they are to report that they feel respected and socially included in their community

- The older individuals are, the more likely they are to rate London as an excellent or good place to live

- Participation in group physical activities also varies with age. Individuals aged 55 to 64 and 80+ are less likely to participate in group physical activities than those individuals in the 65 to 79 year old age range.



In some cases, age does matter!

Top Challenge/Issue as an Older Adult

In order to inform the development of the next Age Friendly Community Action Plan, we asked older adults in the Community Survey to tell us, in their own words, what their top issues or challenges were as an older adult. 54.7% of respondents to the Community Survey provided their top/challenge issue. Of those older adults that responded, many reported concerns regarding changes in their personal health and how this will impact their ability to participate, stay active, etc. The top five challenges/issues reported by respondents to the Community Survey are:

Quality of Life is the top challenge/issue, with many people identifying declining personal health, poor health, and chronic health problems, having difficulty with daily activities, and having to slow down as issues. Challenges and issues impacting quality of life include: health, general financial concerns, caregiving, loneliness and isolation.

These concerns and challenges increase with age, and although responses to the Community Survey say the majority of older adults rate their quality of life as good or excellent, this is one of the areas that needs continual work as people's circumstances change as they age.

Housing is another top challenge/issue for older adults. Concerns in this area include: planning for downsizing, finding suitable and affordable housing in their neighbourhood of choice, and costs associated with housing, like property taxes, home maintenance, hydro, and gas.

Mobility challenges is the third mentioned top challenge/issue, with comments about difficulty walking on sidewalks in the winter making it hard to walk and get out predominating.

The availability of social and health services was mentioned as one of the top challenges/issues, and it was noted that this becomes more of a concern with increasing age. Having timely access to needed health and social services including access to specialists, and access to personal support services were mentioned, along with the cost of medications.

Engaging in activities was also mentioned as a top challenge/issue. Respondents to the Community Survey reported that exercising, keeping fit, dealing with boredom, finding affordable and accessible activities, and finding activities that have value or meaning to them are all issues.

While the top challenges/issues are similar for the most part across age groups, their relative importance and particular issue differs at different stages of life:

- Quality of life challenges increase with age, predominantly due to increasing health concerns, though loneliness and isolation are a concern mentioned relatively often by 55 to 64 year olds
- Neighbourhood walkability issues increase with age, primarily due to increasing mobility challenges
- Issues and challenges related to economic security decline with age
- Having to wait for health care is a common concern
- Being able to maintain a home, deciding when to move into a smaller home, retirement or long term care home, and finding a suitable place that is affordable are issues for adults age 65+
- Social participation challenges were mentioned less often by older respondents

Focus Group Results

In order to gather the perspectives of diverse populations of older adults, four focus groups were held with groups such as: persons living with low income, newcomers, and persons with disabilities. 35 individuals participated in these focus groups and representation includes:

- Randomly selected Londoners with lower income
- South London Neighbourhood Resource Centre seniors group
- Chinese seniors group
- ArkAid coffee program attendees

Overall, most of the older adults participating in the focus groups said that they have a good quality of life in London. They are physically and mentally active, even if they have health concerns. They participate in groups and in lifelong learning. Groups in which they participate provide a support network, learning opportunities, and are seen as being a key source of

information. They contribute to the community as active voters and volunteers. For the most part, focus group participants said that most buildings are accessible. Many walk in their neighbourhoods. Many of the participants said that they have a good quality of life because they choose to have a thankful attitude even though life is not always easy.

Some of the main challenges and issues affecting quality of life include finding affordable and safe housing now and in the future, knowing where to get information, public transit, and general walkability.

With regards to housing, many people identified living with their adult children or with a roommate out of necessity. A recurring question to facilitators of the focus groups was “where do we find information about affordable housing and what is the process for getting it?” Some focus group participants who live in subsidized housing reported feeling unsafe in their building. One group indicated that while their housing is good now, they are concerned about their options once they are unable to care for themselves.

Not knowing where to look for information and finding information was another important issue identified by focus group participants. This relates to finding information about affordable housing, home maintenance services, emergency help, newcomer supports, and government provided community and health services. Libraries and community groups were identified as good information hubs.

Public transit, which many people rely on to get around, received mixed reviews. Some, but not all, considered it affordable. Some identified that seating is not always accessible and personal safety is compromised when people are forced to find seating at the back of the bus due to strollers taking up the seating designated for persons with mobility challenges. Inconvenient routes and scheduling were identified as contributing to isolation, and are seen as a barrier to social participation. One person stated: “*no car, no life*”.

Some people mentioned concerns with poor clearing of snow, the general poor condition of sidewalks, and not having enough time to cross the street.

Differing perspectives on some of the age friendly domains and core indicators were provided by the different populations included in the focus groups. These unique perspectives, by population, include:

- Persons with disabilities talked about having problems with the accessibility of public transit vehicles, are involved in the community informally, usually at the neighbourhood level. They also report having difficulty meeting their basic needs, and were somewhat more likely than others to say they have a fair or poor quality of life. However, the majority said their quality of life was “good” to “excellent”. Better access to suitable medical care would help improve their quality of life

- Low income individuals talked more about budgeting and challenges finding affordable home maintenance services and supports, and were somewhat more likely than others to say they have a fair or poor quality of life. However, the majority said their quality of life was “good” to “excellent”. Services to address isolation and having more income would help improve their quality of life
- Newcomers participate in and value lifelong learning, and they are more likely than others to say they participate in formally organized groups. Being able to reconnect with their children would help improve their quality of life

Age Friendly London Network (AFLN) Survey

As part of the 2016 impact assessment of London’s Age Friendly initiative, information was collected from AFLN members, who include senior serving organizations, older adults, and City of London Age Friendly Champions (see Appendix A for a list of AFLN member organizations). An online survey was conducted and 78 individuals answered all or some of the questions. This phase of the assessment focused on measuring the results of the following project outcomes:

- An understanding of the impact of the implementation of the Age Friendly Action Plan on the overall age friendliness of London, from the perspective of AFLN members
- An understanding of the effectiveness of the AFLN structure and governance to implement Action Plan strategies
- Measurement of the intentional and unintentional impact that the AFLN has had on individuals and senior-serving organizations, including the formation of informal connections and networking, information-sharing, and changes to service delivery
- An understanding of new or emerging community needs related to building an Age Friendly City

Overall, members feel that the work of the AFLN has had an impact on the age friendliness of London, with the majority of AFLN members stating:



The implementation of the Age Friendly London Three Year Action Plan has had some level of impact on the overall age friendliness of London



All eight of the working groups have had some impact (to varying degrees) on the overall age friendliness of London



The AFLN is meeting its stated purpose

Members of the AFLN feel that the work of the network is achieving some positive results, and that more time and work is needed to continue to move toward building a fully age friendly London. Areas identified for more work include: broader community and business engagement in the work of the AFLN, and increasing AFLN members' awareness of the work being undertaken and accomplished by the network.

Overall, members feel that the structure and governance of the AFLN has enabled the network to implement the strategies included in the Three Year Action Plan, with the majority of AFLN members stating that:

- ✓ The structure of the AFLN is effective in helping the network achieve the age friendly vision and in helping to implement the Three Year Action Plan strategies. For the most part, the AFLN is set up for success
- ✓ They are satisfied or very satisfied with how the AFLN functions/operates, and that they are engaged with the network
- ✓ For the most part, the AFLN has all of the factors required for a collaboration to be successful firmly in place
- ✓ The AFLN excels in the areas of administrative support and leadership, involving people in the work of the network and creating a welcoming atmosphere, and championing the needs of older adults

Although members of the AFLN speak highly of the work of the network, they also identified areas in which the network can improve. These areas for improvement include:

- Level of participation in the network
- Community awareness of the work of the network
- Level of resources and sustainability of the network
- Communication between working groups and within the overall network
- Potential small changes to the structure

AFLN members also report that the network has had both an intentional and unintentional impact in the areas of organizational activities and changes, information sharing, connections, collaborations, and working together, with the majority of AFLN members stating that:

- ✓ Their organizations have focused their activities towards achieving the vision and strategies set out by the Age Friendly London Three Year Action Plan, and have made internal changes to assist with this
- ✓ Reciprocal relationships and connections have been forged through the work of the AFLN, with organizations supporting or reinforcing the activities of other AFLN members
- ✓ The establishment of the AFLN has increased information sharing, both between members of the network and between organizations that provide services to older adults
- ✓ Informal and formal connections and collaborations have been put in place as a result of their organization's involvement with the AFLN
- ✓ They or their organizations have been involved in work beyond that of the AFLN that helps to create an age friendly community

City of London Age Friendly Champions also report that:

- ✓ The age friendly lens has been incorporated into their work, they are sharing information about the work of the AFLN with their colleagues, and they see value in being a member of the network

AFLN members were asked to identify any new or emerging community needs they think the network should be focusing on in the next three years. The top three areas mentioned include:

1. **Marginalized groups of older adults**, including: those living in low incomes, LGBT, new Canadians, deaf and hard of hearing, socially isolated, and those from other, diverse cultures
2. **Partnerships and collaborations with other groups and institutions**, including: government, child friendly movement, business community, other age friendly cities, sister city, universities, and other community organizations
3. **Affordable housing**

Other, less frequently mentioned new and emerging needs mentioned by members include: transportation, health, engagement of other populations, elder abuse/safety, promoting the AFLN initiatives, resources, and recreation and other opportunities for socialization.

Moving Forward

Overall, the Age Friendly London initiative is making a difference. Older adults report that London is an excellent or good place to live, and that they are enjoying an overall positive quality of life. The results of this assessment demonstrate that the work of the AFLN is having an impact on the age friendliness of London, that the strategies implemented through the Three Year Action Plan have been effective, and that the structure and process of the AFLN successfully support the age friendly work in the community. This is important as a larger portion of our population continues to age. Progress has been made, and more work is required.

Considerations for Moving Forward: Action Plan 2017-2019

That London continue to be a Canada-wide leader in the area of age friendly cities, and that the work of the AFLN continues to support these efforts. This includes the development of another Three Year Action Plan.

One of the key strengths of London's Age Friendly initiative is that it is a "ground up," community approach that is led by the leadership of the AFLN and the City of London, as the backbone support for this initiative. This leadership is key to the success of this initiative, and to continuing to improve the age friendliness of London. Continued leadership is required.

Considerations for Moving Forward: Sustainability under the City Council and AFLN Leadership

That London's City Council continue to support the work of the Age Friendly London initiative in its Strategic Plan.

That the City of London continue to provide backbone support to the Age Friendly London initiative, and that an in-house City position and community partners continue to support the work of the initiative.

That the AFLN continue its work on improving the age friendliness of London. As part of its ongoing work to ensure the continued success of this collaborative initiative, the AFLN should focus on sustainability (both from a membership and resource perspective), community awareness of and engagement with the initiative, and communication amongst working groups and within the network as a whole.

That financial resources be identified to support the implementation of age friendly strategies and actions in the next Three Year Action Plan.

One of the key supports to age friendly initiatives, is the work done by the WHO. The “[Global Age-Friendly Cities: A Guide](#)” and the Age Friendly Cities Indicators Guide have proven invaluable in setting up the Age Friendly London initiative for success, and for providing an evidence informed framework by which to measure the overall age friendliness of the community.

Considerations for Moving Forward: Expansion of Age Friendly London Partnerships Locally, Nationally and Internationally

That the Age Friendly London initiative continue to work under the guiding framework of the WHO, continue to maintain connections to age friendly developments at the provincial and federal levels, and continue to share its work with the Ontario Seniors’ Secretariat, Public Health Agency of Canada, and other Age Friendly Networks.

London is a diverse community with a growing population of older adults living in neighbourhoods across the city. Ongoing plans to enhance the age friendliness of London must continue to respect the unique needs of all older adults.

Considerations for Moving Forward: Consideration of Unique Needs Across Old Age

That the Age Friendly London initiative continue to have a neighbourhood focus, and to support older adults where they live.

That the next Age Friendly London Three Year Action Plan pay attention to diverse populations and the needs of different age groups of older adults.

London is headed in the right direction and progress has been made in many of the age friendly domains. As with any large scale initiative, there is more work to be done. Specific areas which require more of an emphasis include: the affordability of housing, participation in physical activity, engagement in lifelong learning, and volunteer activity.

Considerations for Moving Forward: Planning for Next Steps

That the AFLN focus its work on indicators which require more work than others. These include: the affordability of housing, participation in physical activity, engagement in lifelong learning, and volunteer activity.

That the AFLN review how it is structured and how its work is organized to ensure the greatest impact on the age friendliness of London in the next three years.

Sources of the Data

Additional data beyond the Community Survey responses were collected from the following sources:

Data	Source
Walk Score	https://www.walkscore.com/CA-ON
Number of Kms of Pathways	City of London, Parks Planning and Design
Number of Accessible Benches and Picnic Tables	City of London, Parks Planning and Design, and Parks Operations
Number of Accessible Paths	City of London, Parks Planning and Design
Number of Fully Accessible Buses	London Transit Commission
London Transit bus stops within 500m of housing	London Transit Commission
% of households spending 30% or more of household total income on shelter costs	Statistics Canada, National Household Survey, 2011 (2010 data)
London Chapter of the Creative Age Network number of events per year	London Chapter of the Creative Age Network
Museum London Culture 55 Club attendance	Museum London
Membership at City of London Seniors' Centres	City of London, Recreation Services
Number of individuals 55+ with memberships at the YMCA	YMCA
Participants in City of London seniors' centres drop in programs	City of London, Recreation Services
Number of Huff 'N Puff members	Huff 'N Puff
Physical activity during leisure time, moderately active or active, MLHU Region, age 65+	Canadian Community Health Survey. CANSIM Table 105-0501, Health indicator profile, annual estimates, by age group and sex, Canada, provinces, territories, health regions (2013 boundaries) and peer groups (MLHU region)
Number of participants in physical activity drop in programs at the Boys' and Girls' Club	Boys' and Girls' Club
Participation in further education and informal learning	Adult Learning Trends in Canada, WALL Survey, 2013 (Canadian level data)
Number of members of the London Society for Learning and Retirement	London Society for Learning and Retirement
Number of members of the Western University Senior Alumni Program	Western University Senior Alumni Program

Data	Source
Senior victims of police-reported family violence	Statistics Canada, http://www.statcan.gc.ca/pub/85-002-x/2013001/article/11805-eng.pdf (pages 81 and 88)
Sense of belonging to a local community	Canadian Community Health Survey. CANSIM Table 105-0501, Health indicator profile, annual estimates, by age group and sex, Canada, provinces, territories, health regions (2013 boundaries) and peer groups (MLHU region)
Ontario volunteer rate	Statistics Canada. Table 119-0009 – Volunteer rate and distribution of volunteer hours, by age group, Canada, provinces, occasional.
Employment status	National Household Survey, 2011, NHS Profile for City of London
Number of seniors who voted in federal elections	Elections Canada
Number of individuals aged 65+ in receipt of Ontario Works	City of London, Ontario Works
Internet users, Canadian level data	Statistics Canada, CANSIM Table 358-0129, Canadian Internet use survey, Internet use at home, by age group and frequency of use (Canadian level data, 2010)
Number of callers to 2111 from London	211
Number of online feedback forms submitted to Southwesthelpline.ca	Thehealthline.ca
Number of calls to the Seniors' Helpline	London and District Distress Centre
Number of calls/contacts for information to the Council for London Seniors	Council for London Seniors
Number of calls for information to Over 55	Over 55
Number of clients receiving home care during the year from CCAC (Service performed in London. Includes PSW, Nursing and/or Therapy services)	Community Care Access Centre
Number of people receiving personal home care from private companies	Saint Elizabeth, Absolute Home HealthCare Plus, Helping Hands, Homewatch Caregivers, Premier Homecare Services, ConnectCare
Low income rates, based on low income measure for people age 65+	Statistics Canada Taxfiler T1FF – Family Data. Tables F-17 and F-18. Before and After Tax low income figures for seniors, 2013 tax year. Geography – City of London

Data	Source
Life expectancy at birth	Statistics Canada, CANSIM Table 102-4307, Life expectancy, at birth and at age 65, by sex, three-year average, Canada, provinces, territories, health regions and peer groups (MLHU region)
Life satisfaction, satisfied or very satisfied	Canadian Community Health Survey. CANSIM Table 105-0501, Health indicator profile, annual estimates, by age group and sex, Canada, provinces, territories, health regions (2013 boundaries) and peer groups (MLHU region).
Number of crime prevention senior lectures presented by the London Police	London Police

Appendix A: AFLN Working Group Member Organizations

- Alzheimer Society London Middlesex
- Arthritis Society
- ATN Access Inc.
- Boys & Girls Club London, Horton St Seniors Centre
- Care Point Group
- Chartwell Retirement Residences
- Chorus London
- City of London
- Community Employment Choices
- Community Living London
- Connect Speech London
- Elgin Middlesex Oxford Workforce Planning and Development Board
- Entité Ontario
- Extendicare Retirement Residences
- Geriatric Mental Health Program, London Health Sciences Centre
- Healthline Information Network
- Home Instead Home Care
- Hutton House
- London Distress Centre
- London Economic Development Corporation
- London Intercommunity Health Centre
- London Middlesex Local Immigration Partnership
- London Public Library
- London Transit Commission
- Manor Village Retirement Residence
- March of Dimes Canada
- Masonville Manor Retirement Residence
- Meals-On-Wheels London
- Middlesex London EMS
- Middlesex-London Health Unit
- Ontario Ministry of Citizenship, Immigration & International Trade
- Ontario Ministry of Tourism, Culture & Sport
- Over 55 London Inc.
- Pillar Nonprofit Network
- Retire at Home Home Care
- Revera Living Retirement Residences
- Right at Home Care Canada
- Sifton Properties
- South West Community Care Access Centre
- Southern Ontario Aboriginal Health Access Centre
- Spire Design & Construction
- St Elizabeth Health Care
- Third Age Outreach
- VON Middlesex Elgin
- Western University
- Your Tech London

Appendix B: Action Plan Strategies and Accomplishments

This appendix outlines all of the strategies contained in the Age Friendly London Action Plan 2013-2016 and summarizes all the working group accomplishments over the past three years. For yearly progress reports, visit www.london.ca/agefriendly.

Outdoor Spaces and Buildings

Strategy #	Action Plan Strategy	Accomplishments
1	Advocate City Council to advance the timing of construction of multi-purpose recreation facilities	<ul style="list-style-type: none"> Timing of East Community Centre was advanced by 2 years, with support of the AFLN.
2	Improve cleanliness of parks, trails, and pathways	<ul style="list-style-type: none"> 86 parks adopted through Adopt-A-Park program (2016). New Adopt-a-Street and Adopt-an-ESA programs launched. Clean and Green event grew from 4 to 60 days.
3	Improve access to washrooms	<ul style="list-style-type: none"> 3 public washrooms open year round in Springbank Park and 1 in Victoria Park. New Bike and Walk map shows public washroom locations.
4	Ensure older adult needs are considered in the design and construction of new or repurposed community centres and parks	<ul style="list-style-type: none"> Accessibility design standards for public facilities updated in 2014. Provided input on community centre projects: Southwest City of London, YMCA, and London Public Library Centre and East Community Centre. 377 parks scored using the Age Friendly Parks Checklist, developed with Western University Gerontology in Practice students. Supported the improvement of age friendly park features – shade, walking loops, mileage markers, and access to

Strategy #	Action Plan Strategy	Accomplishments
		<p>washrooms.</p> <ul style="list-style-type: none"> Developed guidelines to support age friendly community centres.
5	Increase walkability and safety of sidewalks, trails, and pathways	<ul style="list-style-type: none"> Supported Parks by-law changes that now include rules on e-bike usage in parks and on pathways. Partnered with in motion™ initiative to promote the use of parks and trails during winter through social media. Advocated for expanded snow clearing of trails in 2015 and raise awareness of recreational trails for winter usage on City of London website and social media.
6	Increase seating everywhere in the city	<ul style="list-style-type: none"> Advocated for the adoption of a more age friendly standard bench design. 31 new age friendly benches (with arms) installed in parks and along trails in 2014-2015. 20 more benches ordered in 2015-2016.
7	Improve age friendliness of signage across the city	<ul style="list-style-type: none"> Provided input on new directional signage and new guidelines for way-finding in parks and along trails, to make it easier to find washrooms, hours of operation, and other amenities.
8	Improve age friendliness of businesses and increase support of local business	<ul style="list-style-type: none"> Age Friendly Business best practices review completed. Conducted pilot of Age Friendly Business checklist with businesses in the Old East Village. Completed the Age Friendly Business checklist and resource guide. Developed guidelines for businesses who wish to use the AFL “Proud Supporter” Badge.

Strategy #	Action Plan Strategy	Accomplishments
9	Increase the number of community gardens	<ul style="list-style-type: none"> 14 public and 4 private Community Gardens; installed raised beds in 2 gardens; provided input on Community Garden Strategy. Raised garden beds and benches now available upon request in all community gardens.

Transportation

Strategy #	Action Plan Strategy	Accomplishments
1	Increase awareness of existing transportation supports	<ul style="list-style-type: none"> Updated and distributed the <i>London & Area Transportation Information</i> resource for seniors and service providers. Created new resource, in partnership with Western University Gerontology in Practice students, to teach older adults and newcomers how to use the LTC bus system. Resource now available in four languages.
2	Improve participation of older adults in the transit planning process	<ul style="list-style-type: none"> Consulted older adults on London SHIFT, the city's rapid transit initiative. Supported older adult involvement in 3 LTC Town Hall Meeting to engage transit users.
3	Improve amenities at bus stops	<ul style="list-style-type: none"> Reviewed existing system to improve amenities at bus stops with LTC and shared process for determining priority upgrades (including customer/public requests). All existing stops that have sidewalks and curbs have at least 1.5 metre wide pads installed (2015).

Strategy #	Action Plan Strategy	Accomplishments
4	Address access to public transit for older adults and older adults with a disability	<ul style="list-style-type: none"> Confirmed older adult representation on the Accessible Public Transit Service Advisory Committee (APTSAC). The entire London Transit Commission bus fleet is fully accessible with kneeling buses.
5	Increase opportunities for safe and active transportation	<ul style="list-style-type: none"> Implemented slower walking speeds at crosswalks throughout the city. Provided input on the London ON Bikes Cycling Master Plan. New pedestrian crossover configurations implemented that will improve pedestrian safety in high-activity areas including roundabouts. Supported more bike parking around the city. Supported Municipal efforts to lobby Provincial government for improved roundabout safety. Supported the implementation of Community CarShare in London and promoted the service to older adults.
6	Improve parking for older adults across the city	<ul style="list-style-type: none"> Advocated for seniors priority parking at shopping centres and big box stores.

Housing

Strategy #	Action Plan Strategy	Accomplishments
1	Ensure older adult participation in London's Community Housing Strategy	<ul style="list-style-type: none"> Consulted on the Homeless Prevention and Housing Plan – provided input from an age friendly perspective. Commented on 10 year Homeless Prevention & Housing Plan update. Provided feedback on Long-Term Affordable Housing Strategy. Investigated potential housing models and best practices and identified many housing opportunities.

Strategy #	Action Plan Strategy	Accomplishments
		<ul style="list-style-type: none"> • Consulted on the updated City of London <i>Social & Affordable Guide to Seniors Housing</i>. • Participated annually in National Housing Day events.
2	Investigate and improve awareness of housing options for older adults	<ul style="list-style-type: none"> • Worked with Western University Occupational Therapy students to create a report on alternative housing options, to be used by older adults, non-profit housing providers, builders and developers. • Collaborated with the Centre for Equality Rights in Accommodation (CERA) to hold two workshops on housing rights for seniors (April 2015). • Provided input to the Centre for Equality Rights in Accommodation (CERA) to create a toolkit on housing and human rights for older adults. • Held housing advocacy training for older adults with CERA (May 2016).

Social Participation

Strategy #	Action Plan Strategy	Accomplishments
1	Improve access to and knowledge about facilities available for use by older adults	<ul style="list-style-type: none"> • Created a video encouraging social participation of older adults, in partnership with Western University Gerontology in Practice students. • Identified “Doors Open” events for older adults in London. • Advertised the age friendly amenities of community centres, facilities, and gathering places. • Expanded REXPO event (held every year in April) to inform more older adults of recreation & leisure opportunities. • Shared Third Age Outreach TACT computer learning modules with other organizations to help older adults learn to use technology.

Strategy #	Action Plan Strategy	Accomplishments
2	Improve access to programming and socializing at the neighbourhood level	<ul style="list-style-type: none"> • Distributed information on older adult programming through the AFLN working groups, Seniors' Satellites and the Senior Neighbourhood Advisory Councils (SNACs), to make it easier to find recreation, leisure, and social programs in neighbourhoods. • Created new partnerships and social opportunities with retirement communities to offer more free and low-cost seniors programs/events. • Expanded Third Age Outreach programs into seniors buildings in London.
3	Encourage older adults to participate by providing the programs and services they need	<ul style="list-style-type: none"> • Helped plan and implement the Age Friendly London Conference yearly since 2013, hosted by the Council for London Seniors. • Participated in the London Celebrates Canada's 150th Anniversary Committee and launched the Canada 150th Memory Project.
4	Develop programs and services that meet the needs of isolated older adults and reduce barriers to participation	<ul style="list-style-type: none"> • Expanded the Leisure Education Awareness Program (LEAP) to new organizations, to help train other groups to follow the LEAP approach. • Developed the Fitness to Frailty index, in partnership with Western University Gerontology in Practice students, to make it easier for older adults to find fitness programs that suit their abilities and needs. The index has been piloted with over 300 older adult program participants.
5	Create a network of neighbourhood hubs to access information about programs and services	<ul style="list-style-type: none"> • Created new <i>Recreation & Leisure Guide for Seniors</i> (2016) with updated information on social and recreational opportunities. • Improved access to seniors' events and program information through the Healthline Information Network, Information London, and the new AFL micro-site: http://seniors.informationlondon.ca.

Respect and Social Inclusion

Strategy #	Action Plan Strategy	Accomplishments
1	Increase the number of intergenerational programs	<ul style="list-style-type: none"> • Identified and reviewed best practices of intergenerational programs in London. • Created a video with Western University Gerontology in Practice students to encourage older adults and young people to participate in intergenerational programs. • Worked with Western students and members of the London Youth Advisory Council to encourage meaningful interaction between younger people and older adults. • Encouraged new intergenerational gardening opportunities at seniors' centres and through community gardens.
2	Change the stereotype of seniors and stop ageism	<ul style="list-style-type: none"> • Held "Stop Ageism" events including public education and awareness, displays, and free movie screenings. • Developed anti-ageism workshop with Western University Gerontology in Practice students that is now being offered to the community and in high schools.
3	Improve recognition and acknowledgement of older adults in the community	<ul style="list-style-type: none"> • Completed review of events and awards that recognize senior accomplishments in the community. • Recognized local seniors achievements through awards such as the Ontario Senior of the Year, Seniors' Achievement Award, and in motion™ Everyday Champion Award: <ul style="list-style-type: none"> ○ Marnie Sherritt awarded the Ontario Seniors Achievement Award in 2015 ○ Jon Loos awarded the in Motion™ Everyday Champion Award in 2015 ○ Faye Males recognized as Senior of the Year in 2016

Strategy #	Action Plan Strategy	Accomplishments
		<ul style="list-style-type: none"> ○ Kathy Smith awarded the Ontario Seniors Achievement Award in 2016

Civic Participation and Employment

Strategy #	Action Plan Strategy	Accomplishments
1	Increase quantity and quality of volunteer opportunities for older adults	<ul style="list-style-type: none"> • Completed an inventory of existing resources in our community related to volunteerism and employment. • Created a video on “Benefits of Volunteering and How to Volunteer” to encourage older adults to volunteer in the community.
2	Improve access to employment opportunities for older adults (who wish to work)	<ul style="list-style-type: none"> • Surveyed members of the Employment Sector Council to determine what services they offer to support mature workers. • Created an inventory of employment resources and improved access to information on employment opportunities for older adults. • Coordinated Small Business Centre workshop on “How to Turn a Hobby Into A Business” as part of Creative Age Marketplace . • Promoted the Older Workers of London (OWL) Job Clubs. • In the process of updating <i>Experience Works</i> with new information, improved access for mature job seekers, and better-tailored resources for employers and employment support agencies.
3	Encourage more older adults to participate in civic affairs	<ul style="list-style-type: none"> • Hosted a Mayoral Candidate Debate with the Council for London Seniors and the Canadian Association of Retired Persons (CARP) (2014). • Raised awareness of accessible voting options through information networks and community events.

Communication and Information

Strategy #	Action Plan Strategy	Accomplishments
1	Create a sustainable source for all information related to older adults	<ul style="list-style-type: none"> Identified the “go-to” place for seniors’ information: The SouthWestHealthline.ca , 211 Ontario, Seniors’ Helpline. Created a new micro-site of seniors’ resources in partnership with the Healthline Information Network, making it easy for seniors to find information, services, and events http://seniors.informationlondon.ca . Consulted on publication of new Senior’s Scene, produced through the South West Healthline and Community Care Access Centre (CCAC). Recommended changes to improve readability of new Spectrum catalogue.
2	Improve access to older adult program information	<ul style="list-style-type: none"> Worked with AFLN members to improve access to their program information through AFLN and community events. Attended over 40 community events, conferences, and meetings to share information on older adult programs and raise awareness of the Age Friendly London initiative. Approved 13 AFL Proud Supporter Badge applications.
3	Develop an Age Friendly Accreditation program for agencies, organizations and service providers	<ul style="list-style-type: none"> The group chose not to pursue this strategy, instead developed the Age Friendly Business program in partnership with the Outdoor Spaces & Buildings working group.
4	Provide networking opportunities for agencies and organizations that service older adults	<ul style="list-style-type: none"> Educated service providers (through meetings and information sessions) on how to effectively connect with older adult audiences through information resources like The SouthwestHealthline.ca, Information London, and 211 Ontario. Held a training workshop with the SouthWestHealthline.ca to teach service providers how to make the most of their SouthWestHealthline.ca profiles.

Strategy #	Action Plan Strategy	Accomplishments
		<ul style="list-style-type: none"> Created a new Age Friendly London Network group on Health Chat so that AFLN members can share information on meetings and events. Use HealthChat.ca as a communication tool and continually promoted to the Network.
5	Engage media to communicate the age friendly message	<ul style="list-style-type: none"> Developed an “Age Friendly London” logo and guidelines for its use. Developed AFL “Proud Supporter” Badge and guidelines for its use, with both AFLN members and businesses. Managed AFLN participation in Rogers Cable TV Program, <i>Making the Most of Your Retirement</i>, engaging the media to communicate the age friendly message (2016).

Community Support and Health Services

Strategy #	Action Plan Strategy	Accomplishments
1	Improve caregiver supports	<ul style="list-style-type: none"> Supported the amendment of the zoning by-law definition of “daycares” to include adult caregiving. Developed a broad working definition of caregiver and identified caregiver needs. Reviewed comprehensiveness of information available on the Caregiver Exchange. Created comprehensive list of home care supports available.
2	Improve awareness and access to home care supports	<ul style="list-style-type: none"> Increased awareness of multiple services that can be found on the SouthWestHealthline.ca/Information London, 211 Ontario, Seniors Helpline, and through the Community Care Access Centre (CCAC).

Strategy #	Action Plan Strategy	Accomplishments
		<ul style="list-style-type: none"> • Forged connections with the London-Middlesex Emergency Medical Services (EMS) Community Paramedicine Program to increase awareness of the program and support older adults to access to the health services and community supports that they need. • Connected with health care provider networks in London, such as the Community Support Services Network, Geriatric Cooperative and the Long Term Care Network to raise awareness of the AFLN and advocate for older adult interests. • Distributed the Council for London Seniors brochure on how to navigate the hospital system.
3	Improve access to and experience of health system	<ul style="list-style-type: none"> • Supported various initiatives to have information about the Healthline.ca and 211 Ontario disseminated across London so more individuals are aware of the multiple supports and services available in the community. • Raised awareness of the Senior Friendly Hospital Framework and strengthened connections to care provision in the community, in particular Behavioral Supports Ontario. • Developed resources on how to navigate the healthcare system in partnership with Western University Health Communication students.
4	Raise awareness and access to prevention and education programs	<ul style="list-style-type: none"> • Supported Stepping Out Safely yearly from 2013-2016 as a key healthy aging event for older adults. • Raised awareness of the Community Care Access Centre (CCAC) Self-Managed Care Program.

