



June 2016

Year Three Progress Report

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



Our Vision of 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.



Would you like to...

- ✓ Learn more about the Age Friendly London Network?
- ✓ Join one of our eight working groups?
- ✓ Become a member of the Network?

www.london.ca/agefriendly

email: agefriendlylondon@london.ca

Phone (519) 661-2500 Ext. 7208

The Age Friendly London Network

The Age Friendly London Network (AFLN) is a community-based network responsible for implementing the *Age Friendly London: Three Year Action Plan*. The AFLN is comprised of eight working groups; one for each of the eight domains of age-friendliness. These domains are:

- Outdoor Spaces & Buildings
- Transportation
- Housing
- Social Participation
- Respect & Social Inclusion
- Civic Participation & Employment
- Communication & Information
- Community Support & Health Services

The eight working groups represent the aspects of the physical and social environment that impact our ability to age actively and maintain independence. By implementing the 37 strategies in the Action Plan across these domains, we help create the conditions for widespread community impact and improved quality of life.

We are proud of our diverse membership including older adults, caregivers, baby boomers, and representatives from over 80 organizations, agencies, and businesses. Membership is open and anyone can join at any time.

Contents of Progress Report

The Age Friendly London Network is happy to celebrate our third and final year of implementing the *Three Year Action Plan*. In this report, you will find a summary of the accomplishments of the eight working groups over the past year (June 2015—June 2016) as well as a list of all of the working group's strategies and whether each strategy is complete, ongoing, or deferred. Strategies that are marked as "ongoing" continue to be worked on by their respective working groups, who have decided to continue working while a new action plan is being developed.

A complete list of all AFLN accomplishments over the past three years can be found in the document *Report to the Community: Age Friendly Impact Assessment, October 2016*, available at www.london.ca/agefriendly.

Outdoor Spaces & Buildings



Year Three Highlights

- ✓ Contributed to updated Parks & Recreation Strategic Master Plan
- ✓ Developed new signage at park entrances that identifies locations of washrooms
- ✓ Created Age Friendly Community Centres Resource Guide for new community centre projects
- ✓ Expanded snow clearing of trails and raised awareness of recreational trails for winter usage
- ✓ Increased seating in parks and along trails
- ✓ Conducted an Age Friendly Business pilot in the Old East Village
- ✓ Created Age Friendly Business Checklist and Resource Guide, now ready to be distributed to businesses

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Outdoor Spaces & Buildings



Action Plan Strategies

Strategy #1: Advocate City Council advance timing of construction of multi-purpose recreation facilities	Completed
Strategy #2: Improve cleanliness of parks, trails, and pathways	Completed
Strategy #3: Improve access to washrooms	Completed
Strategy #4: Ensure older adult needs are considered in the design and construction of new or repurposed community centres and parks	Completed
Strategy #5: Increase walkability and safety of sidewalks, trails, and pathways	Completed
Strategy #6: Increase seating everywhere in the city	Ongoing
Strategy #7: Improve age-friendliness of signage across the city	Completed
Strategy #8: Improve age friendliness of businesses and increase support of local business	Completed
Strategy #9: Increase the number of community gardens	Completed



Transportation



Year Three Highlights

- ✓ Updated the Guide to London and Area Transportation, used widely by organizations and older adults
- ✓ Developed booklet to teach older adults and newcomers how to use the LTC bus system. Resource now available in four languages
- ✓ Consulted older adults on London SHIFT, the city's rapid transit initiative
- ✓ Collaborated with City to implement slower walking speeds throughout the city
- ✓ Provided input on the London ON Bikes Cycling Master Plan
- ✓ Advocated for new pedestrian crossover configurations that will improve pedestrian safety in high-activity areas including roundabouts

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Transportation



Action Plan Strategies

Strategy #1: Increase awareness of existing transportation supports	Completed
Strategy #2: Increase participation of older adults in the transit planning process	Completed
Strategy #3: Improve amenities at bus stops	Completed
Strategy #4: Address access to public transit for older adults and older adults with a disability	Completed
Strategy #5: Increase opportunities for safe and active transportation	Completed
Strategy #6: Improve parking for older adults across the city	Completed



Housing



Year Three Highlights

- ✓ Continued to distribute and promote the updated Seniors Housing Directory
- ✓ Created a report on housing options with Western University students, to be used by older adults, non-profit housing providers, builders and developers
- ✓ Partnered with the Centre for Equality Rights in Accommodation (CERA) to improve housing advocacy for older adults and created a toolkit on housing and human rights

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Housing



Action Plan Strategies

Strategy #1: Ensure older adult participation in London's Community Housing strategy	Completed
Strategy #2: Investigate and improve awareness of housing options for older adults	Completed



Social Participation



Year Three Highlights

- ✓ Created new partnerships and social opportunities with retirement communities to offer more free and low-cost seniors programs/events
- ✓ Continued to support the Age Friendly London Conference, hosted by the Council for London Seniors
- ✓ Updated the Recreation & Leisure Guide for Seniors
- ✓ Improved access to seniors events and program information through the Healthline Information Network and Information London
- ✓ Encouraged new multi-language recreation opportunities
- ✓ Participated in the London Celebrates Canada's 150th Anniversary Committee and launched the Canada 150th Memory Project

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Social Participation



Action Plan Strategies

Strategy #1: Improve access to and knowledge about facilities available for use by older adults	Completed
Strategy #2: Improve access to programming and socializing at the neighbourhood level	Completed
Strategy #3: Encourage older adults to participate by providing the programs and services they need	Ongoing
Strategy #4: Develop programs and services that meet the needs of isolated older adults and remove barriers to participation	Ongoing
Strategy #5: Create a network of neighbourhood hubs to access information about programs and services	Ongoing



Respect & Social Inclusion



Year Three Highlights

- ✓ Developed anti-ageism workshop with students from Western University that is now being offered to the community and in London high schools
- ✓ Worked with Western students and members of the London Youth Advisory Council to encourage meaningful interaction between younger people and older adults
- ✓ Planning additional workshops in 2016/2017 on ageism in healthcare and ageism in employment
- ✓ Recognized local seniors achievements through awards such as the Ontario Senior of the Year, Seniors' Achievement Award, and in Motion™ Everyday Champion Award

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Respect & Social Inclusion



Action Plan Strategies

Strategy #1: Increase the number of intergenerational programs	Ongoing
Strategy #2: Change the stereotype of seniors and stop ageism	Ongoing
Strategy #3: Improve recognition and acknowledgment of older adults in the community	Complete



Civic Participation & Employment



Year Three Highlights

- ✓ Hosted Small Business Centre workshop on “How to Turn a Hobby Into A Business” as part of Creative Age Marketplace
- ✓ Supported and promoted the Older Workers of London Job Clubs
- ✓ Improved access to information on employment opportunities for older adults
- ✓ Updating Experience Works with new information, improved access for mature job seekers, and better-tailored resources for employers and employment support agencies

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Civic Participation & Employment



Action Plan Strategies

Strategy #1: Increase quantity and quality of volunteer opportunities for older adults	Complete
Strategy #2: Improve access to employment opportunities for older adults (who wish to work)	Ongoing
Strategy #3: Encourage more older adults to participate in civic affairs	Complete



Communication & Information



Year Three Highlights

- ✓ Raised awareness of southwesthealthline.ca and 211 Ontario as the “go-to” places for seniors information.
- ✓ 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.
- ✓ Improved awareness of Age Friendly by attending 20 community events to share information on older adult programs such as the seniors satellites’ and upcoming events
- ✓ Improved availability of older adult event information through the southwesthealthline.ca and Information London
- ✓ Approved 13 AFL Proud Supporter Badge applications
- ✓ Developed the Age Friendly Business Resource Guide in partnership with the Outdoor Spaces & Buildings Working Group
- ✓ Used HealthChat.ca as a communication tool and continually promoted to the Network
- ✓ Managed AFLN participation in new Rogers Cable TV Program, titled *Making the Most of Your Retirement*, engaging the media to communicate the age friendly message

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Communication & Information



Action Plan Strategies

Strategy #1: Create a sustainable source for all information related to older adults	Complete
Strategy #2: Improve access to older adult program information	Complete
Strategy #3: Develop an Age Friendly Accreditation program for agencies, organizations that service older adults	Deferred
Strategy #4: Provide networking opportunities for agencies and organization	Complete
Strategy #5: Engage media to communicate the age friendly message	Ongoing



Community Support & Health Services



Year Three Highlights

- ✓ 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
- ✓ Developed resources on how to navigate the healthcare system in partnership with Western University students
- ✓ Supported Stepping Out Safely as the key falls prevention and education event for older adults.
- ✓ Increased awareness of the self-management and health promotion courses available through the Community Care Access Centres (CCACs)

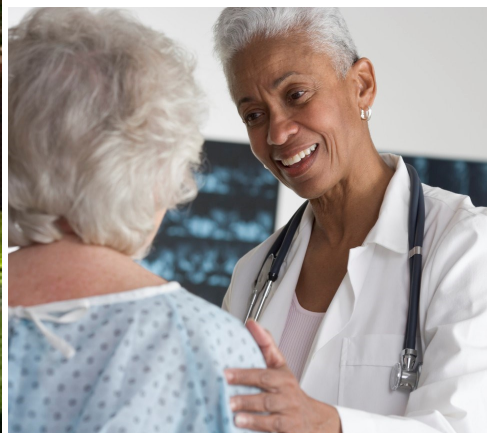
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Community Support & Health Services



Action Plan Strategies

Strategy #1: Improve caregiver supports	Complete
Strategy #2: Improve awareness of and access to home care supports so more people can age in place	Complete
Strategy #3: Improve older adults access to and experience with the healthcare system	Ongoing
Strategy #4: Raise awareness and access to prevention and education programs	Complete





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