

TO:	CHAIR AND MEMBERS COMMUNITY and PROTECTIVE SERVICES COMMITTEE MEETING ON JUNE 20, 2017
FROM:	LYNNE LIVINGSTONE MANAGING DIRECTOR NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES
SUBJECT:	AGE FRIENDLY LONDON ACTION PLAN 2017 - 2020

RECOMMENDATION

That, on the recommendation of the Managing Director of Neighbourhood, Children and Fire Services, the following actions be taken with respect to the Age Friendly London Action Plan 2017 – 2020:

- a) The Age Friendly London Action Plan 2017 – 2020 (Appendix A) attached **BE ENDORSED**;
- b) Civic Administration **BE AUTHORIZED** and **DIRECTED** to proceed with the implementation of the Age Friendly London Action Plan 2017 – 2020: it being noted that funding to support the backbone administration of the Age Friendly London Action Plan 2017 – 2020 is included in the Neighbourhood, Children, and Fire Services approved budget for 2016 – 2019 and will be confirmed annually through the budget update process.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- Report to the Creative City Committee (April 27, 2010);
- Report to the Community and Neighbourhoods Committee (June 14, 2011);
- Report to the Community Services Committee, Age Friendly London Three Year Action Plan (October 22, 2012);
- Presentation to the Community and Protective Services Committee, The Age Friendly London Network (February 18, 2015);
- Report to the Community and Protective Services Committee, Age Friendly London Year Two Progress Report (October 20, 2015);
- Report to the Community and Protective Service Committee, Age Friendly London Year Three Progress Report and Impact Assessment (November 15, 2016).

BACKGROUND

Introduction

In June 2016, the Age Friendly London Network (AFLN) celebrated the end of implementation of our first community Action Plan. In order to assess the impact of their work on the overall age friendliness of London, the AFLN completed a comprehensive Impact Assessment that began in October 2015 and concluded in October 2016. Overall, the results of the assessment demonstrate the work of the AFLN is having a positive impact on the age friendliness of London. The structure and process of the AFLN is effectively supporting age friendly work in the community. The results of the Impact Assessment were reported to the Community and Protective Services Committee in November 2016 and are described in detail in the *Age Friendly Impact Assessment Report to the Community*, available at www.london.ca/agefriendly.

After the completion of the Impact Assessment, the Network shared its intention to develop a new Action Plan for 2017 – 2020. Information about how this new Plan was developed, what is different in the new Plan and next steps are described in this report.

The Age Friendly London initiative contributes to the strategic priority area of “Strengthening our Community”. The implementation of the Age Friendly London Action Plan supports the strategies of creating “Caring and Compassionate Services” and a “Healthy, Safe and Accessible City” as identified in the City of London Strategic Plan. Specifically, The Age Friendly London Action Plan addresses the need to “Support all Londoners to age well and have opportunities to reach their full potential”.

The Action Plan Development Process

The Action Plan development built on the information that was collected through the Impact Assessment in 2016, which included 500 community members who provided feedback through a community survey and focus groups.

In addition to the residents who provided feedback through the Impact Assessment, over 200 community members were involved in building the Action Plan, including members of the Age Friendly London Network, other older adults, and 60 immigrant and newcomer older adults who contributed to the development of the Plan through focus groups.

To create the Age Friendly Action Plan 2017 – 2020, the Age Friendly London Network facilitated multiple stages of community engagement and focused planning. The action planning process included the following stages:

- **Community Conversations**
 - Participants shared ideas, improvements, and solutions about each of the eight focus areas.
- **Action Planning Sessions**
 - Working group members participated in two separate working group sessions for each focus area.
 - The Impact Assessment, input from the community consultation, and other community plans were used to develop specific strategies and actions for each focus area.
- **Community Validation**
 - Community members provided feedback on the Action Plan.
 - Revisions were made to the strategies and actions based on input from the community
- **Action Plan Finalization and Endorsement**
 - The Action Plan was taken to the Network for endorsement on May 30, 2017
 - The membership endorsed the Age Friendly London Action Plan 2017 – 2020.

The New Age Friendly London Action Plan 2017 - 2020

Based on the feedback that we received through the Impact Assessment and the Action Plan development process, the new Plan incorporates changes to the structure of strategies and actions and this will affect how the Age Friendly London Network will implement its work over the next three years.

Network-wide Strategies

A new component to the Action Plan 2017 – 2020 are five overarching Network strategies. These strategies were developed in response to the themes that consistently emerged from our public engagement and conversations with AFLN members. They reflect the principles that will strengthen and guide our work over the next three years. All eight working groups of the AFLN will work towards the Network strategies collaboratively. These strategies are:

- **Strengthen The Age Friendly London Network**
 - This will be accomplished through communicating our work, growing the Network, and working to make sure it reflects the diversity of our community. We will make the Network the place in London for community discussions with older adults.
- **Engage And Empower All Older Adults**
 - Engaging and empowering older adults to be leaders in the community is key to the implementation of our Plan. This will include reaching out to diverse and underrepresented older adults to remove barriers and support their participation.
- **Work Together To Improve Age Friendliness**
 - This is about changing the way that organizations work together to support older adults in our city. We will develop and apply an age friendly lens to all the work that we do and encourage organizations, businesses, and government to do the same.

- Use Research To Create Impact
 - Using best practices and research to inform the implementation of our plan will ensure we are making the best decisions as we move forward. We are committed to tracking outcomes and indicators to measure our progress and report on impact.
- Capture Emergent Opportunities
 - It is important that the Network is able to react to new opportunities that may arise. The Network will make collective decisions about the inclusion of additional strategies as necessary throughout the course of the Action Plan.

As detailed in the Network Strategies, the new Plan will focus more on collaboration between working groups and among member organizations of the AFLN. The Network will plan and coordinate efforts to improve communication between working groups and with the broader community, to share our work and increase awareness of age friendly resources. There will be an increased emphasis on reducing barriers to older adult participation, particularly for older adults from diverse communities, including but not limited to newcomers and immigrants, visible minorities, indigenous, LGTBQ, persons living with low income, and persons with disabilities. The Co-Chairs and City of London Champions (City of London staff from various divisions who support the eight working groups) will meet regularly to support Plan implementation and discuss emerging issues.

The Age Friendly London Action Plan 2017 – 2020 also contains strategies and actions that will improve older adults' quality of life across the eight focus areas of age friendliness. The following is an overview of the strategies in each focus area:

- Outdoor Spaces & Buildings
 - Strategy 1: Influence neighbourhood design to support aging in place.
 - Key actions include: Creating tools to educate builders about design that supports aging in place.
 - Strategy 2: Increase the age friendliness of parks, pathways, and trails.
 - Key actions include: Promoting and celebrating specific parks as age friendly.
 - Strategy 3: Promote existing age friendly programs and amenities.
 - Key actions include: Developing resources to promote indoor and outdoor places to walk.
- Transportation
 - Strategy 1: Engage older adults in the planning and development of transportation initiatives.
 - Key actions include: Advocating for older adults' destination needs in transit route planning.
 - Strategy 2: Improve the accessibility of city roads and sidewalks
 - Key actions include: Improving street crossing locations and times where there is demand from older adult pedestrians.
 - Strategy 3: Increase engagement of older adults within neighbourhoods to develop and promote active transportation initiatives.
 - Key actions include: Implementing a signage initiative to encourage walking.
 - Strategy 4: Improve accessibility of public transit.
 - Key actions include: Developing a tool for neighbourhood groups and residents to conduct audits of bus stops.
 - Strategy 5: Improve transportation options for older adults across the city.
 - Key actions include: Increasing the capacity of volunteer transportation organizations.
 - Strategy 6: Enhance access to transportation information.
 - Key actions include: Reviewing supports for older adults transitioning from being drivers to non-drivers.
- Housing
 - Strategy 1: Raise awareness of housing options available for older adults.
 - Key actions include: Promoting the Seniors Housing Directory and Housing Options Guide.
 - Strategy 2: Support and empower older adults to age in place with dignity.
 - Key actions include: Advocating for innovative home sharing initiatives such as intergenerational housing, flex housing, and cohousing.
 - Strategy 3: Educate housing providers about the need for increased appropriate housing stock for older adults.
 - Key actions include: Collaborating with local developers to meet the housing needs of the aging population.

- Social Participation
 - o Strategy 1: Build strong partnerships among organizations to enhance social opportunities.
 - Key actions include: Improving access to program information on accessibility and transportation options.
 - o Strategy 2: Reduce barriers to participation in recreation and social opportunities for older adults.
 - Key actions include: Researching an "age friendly buddy" program to reduce barriers to isolated seniors' participation.
 - o Strategy 3: Promote the benefits of older adults participating in meaningful activities.
 - Key actions include: Creating a virtual tour of recreation facilities and programs to promote local programming.

- Respect & Social Inclusion
 - o Strategy 1: Reframe how older adults are portrayed and celebrate their contributions in our community.
 - Key actions include: Implementing a public awareness campaign to share positive stories about older adults.
 - o Strategy 2: Increase and promote quality intergenerational opportunities that are mutually beneficial.
 - Key actions include: Developing best practices resource for implementing intergenerational programs.
 - o Strategy 3: Empower older adults to have a voice in their own advocacy.
 - Key actions include: Encouraging older adults to participate as decision makers within the healthcare field.

- Employment & Volunteerism
 - o Strategy 1: Improve access to information about employment opportunities for older job seekers.
 - Key actions include: Providing older adults with information related to entrepreneurship and self-employment.
 - o Strategy 2: Increase meaningful volunteer opportunities for older adults.
 - Key actions include: Assisting employers, unions, and retiree groups to promote volunteer opportunities to retiring workers.
 - o Strategy 3: Increase skill building opportunities for older adults.
 - Key actions include: Improving access to technology training and computer classes.

- Communication & Information
 - o Strategy 1: Communicate and promote the work and accomplishments of the Network.
 - Key actions include: Implementing a communication plan and to raise awareness of the Network and our Action Plan.
 - o Strategy 2: Promote resources and tools that support our community to better serve older adults.
 - Key actions include: Researching a peer-led program to connect older adults with information and services.

- Community Support & Health Services
 - o Strategy 1: Reduce barriers that older adults experience with finding and using healthcare services and community supports.
 - Key actions include: Engaging with health planning organizations to understand where the Network can have influence.
 - o Strategy 2: Improve awareness of existing programs and services that support healthy aging.
 - Key actions include: Providing older adult volunteers with training to mentor peers in health promotion.
 - o Strategy 3: Improve awareness and availability of services and supports for caregivers.
 - Key actions include: Creating an advocacy strategy to improve supports for caregivers.

Please see Appendix A for the complete Age Friendly London Action Plan 2017 - 2020.

Next Steps: Implementation of Action Plan

The eight working groups of the AFLN are responsible for carrying out this Action Plan. The work of the Network will continue to be organized around the eight focus areas of age friendliness, as defined by the World Health Organization (WHO). To ensure effective implementation, each working group will develop an implementation plan that identifies specific tasks, timelines, leads, and partners for each of the focus area strategies and actions. Working groups have made a commitment to meet regularly to review progress. Results will be shared through annual reports to the community. The City of London will continue to support the Network and the Action Plan implementation through staff support on each of the eight working groups and the backbone support of the Network.

We will continue to measure our successes through the collection of data on the core age friendly indicators established by the WHO and utilized in our Impact Assessment. Additional indicators will be identified as required. This ongoing monitoring will allow us to track progress and demonstrate the impact our work is having on the age friendliness of London.

Conclusion

The Age Friendly London Action Plan 2017 - 2020 moves us closer to our vision of a diverse, vibrant, caring, and healthy community, which empowers all individuals to age well and have opportunities to achieve their full potential. As a community, London continues to move in the right direction becoming more age friendly and we know that there is more work to be done.

We would like to acknowledge and thank the members of the Age Friendly London Network for their hard work, dedication and selfless giving of time in making London a great city for all.

FINANCIAL IMPACT

The Age Friendly London Action Plan development was fully funded by the Ontario Age-Friendly Community Planning Grant. The City of London will continue to provide backbone support to the Network through existing staff resources. The Network will also continue to seek funding for specific projects through grants and leveraging funding and in kind contributions of time, resources and expertise from Network members, community partners and other sources.

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APPENDIX A – AGE FRIENDLY LONDON ACTION PLAN 2017 - 2020