



Age Friendly LONDON

June 2018

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—CITY (2489) Ext. 7208

The Age Friendly London Network

The Age Friendly London (AFL) Network is a community-based network responsible for implementing the *Age Friendly London Action Plan 2017—2020*. The AFL Network is comprised of eight working groups; one for each of the eight focus areas of age-friendliness:

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

These areas represent the aspects of the physical and social environment that impact our ability to age actively and maintain independence. By implementing 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, students, representatives from over 80 organizations, agencies, and businesses, and City of London staff. Membership is open and anyone can join at any time.

How to Read This Report

In this report, you will find a summary of the accomplishments of the eight working groups over the past year (June 2017—June 2018). Each working group is responsible for implementing specific actions.

AFL Action Plan Implementation Years run from June to June.

Year 1: June 2017 – June 2018

Year 2: June 2018 – June 2019

Year 3: June 2019 – June 2020

For more information about the AFL Action Plan, including detailed information about what each Group is working on, please visit www.london.ca/agefriendly.

London Received the Ontario Age Friendly Community Recognition Award!

In March 2018, the City of London received the inaugural Ontario Age-Friendly Community (AFC) Recognition Award. This Award was established to celebrate the work of Ontario communities that are striving to become age friendly and to showcase promising practices across the province. This honour is a reflection of the significant progress that London has made as a leader in Age-Friendly Communities and recognizes our City's commitment to measuring age friendly outcomes, reporting on them publicly, and engaging in continuous improvement.



Paul D'Hollander accepting the AFC Recognition Award on behalf of the City of London, March 2018

As a recipient of this award, London's Age Friendly initiative will also be showcased on the websites of both the provincial government: www.ontario.ca/seniors, and the Age-Friendly Communities Planning Outreach Initiative: www.agefriendlyontario.ca.

London Seniors (65+ old) at a Glance

London's Population 383,822

London's senior population: 59,775

London (CMA) senior population: 78,410

Immigrant population: 83,765



15.5 % of London's total population represents seniors
25.5 % of the immigrant population in London are seniors
5.6% of seniors in London identify as Indigenous

Age



13.2% of London's population are age 55-64



15.6% of London's population are age 65 and older



7.4% of London's population are age 75 and older

Low Income

12.4%

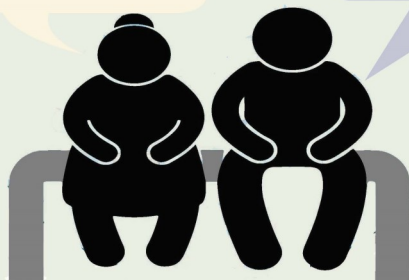
of seniors live in low-income, based on the low-income measure, after-tax (LIM-AT)



Mother Tongue

2% of seniors report French as their mother tongue

74% of seniors report English as their mother tongue



23% of seniors report languages other than English or French as their mother tongue.

Education



24.7% of seniors have no high school certificate or diploma

28% of seniors have a high school diploma or equivalent

47.4% of seniors have a post-secondary education

London Seniors (65+ old) at a Glance

Type of Building

35% of seniors live in a single detached house

22% of seniors live in apartments

26.8% of seniors live in other types of dwellings, such as semi-detached, row housing, or duplex



Owners/Renters of Dwellings



46.0% of seniors in London own their own home

20.7% of seniors are renters

Adequacy of Housing

3.5% of seniors in London live in housing that is in need of major repairs



Affordability

19.8% of seniors in the London CMA spend 30% or more on their income on shelter

11.8% of seniors living alone spend 30% or more on shelter

8% of seniors living with others spend 30% or more on shelter

Family Characteristics



29% of seniors in London live alone



61% of seniors are married or living common law

Activity Limitation



39.9% of seniors age 65 and older report no limitations in their daily activities

1.8% of seniors age 85 and older report no limitations in their daily activities

Advancing Our Network Strategies

In addition to the strategies specific to each focus area, the AFL Action Plan includes five network strategies. These strategies reflect the principles that will strengthen and guide our work through the life of the Plan.

1. Strengthen The Age Friendly London Network

- Shared the Age Friendly London Action Plan 2017 – 2020 with the community
- Increased outreach to diverse communities through presentations to the London Muslim Mosque Seniors Group, Hindu Cultural Centre Seniors Group, London Chinese Seniors Group
- Recruited nine new organizations to the AFL Network Working Groups

2. Engage And Empower ALL Older Adults

- Reached out to diverse and underrepresented older adults through the Accessibility Advisory Committee, London Middlesex Local Immigration Partnership (LMLIP), At'Lohsa Family Healing Centre, Pride London Festival
- Engaged older adults in local decision making and community building through Neighbourhood Decision Making

3. Work Together To Improve Age Friendliness

- Identified key partner organizations for each Action Plan strategy in implementation plans
- Encouraged member organizations to incorporate age friendly lens through training, education, and partnering with Working Groups
- Reported annually on Action Plan accomplishments

Advancing Our Network Strategies

4. Use Research To Create Impact

- Completed three research projects related to Action Plan strategies in partnership with Western University and Fanshawe College
 - Curriculum on Health Aging Programs (Fanshawe College, Gerontology InterProfessional Practice Program)
 - Social Inclusion of Older Adults of Different Ages (Western University, Gerontology in Practice Course)
 - Drop Out Rates in Older Adult Programs (Western University, Methods & Issues in Program Evaluation Course)
- Used census and other locally available data to identify trends and changes including older adult participation rates, housing needs, and neighbourhood characteristics

5. Capture Emergent Opportunities

- Encourage discussions with the AFL Network and its' working groups on any emerging issues that impact older adults

DID YOU KNOW?

London's older adult population is growing at twice the rate of the overall population. By 2035, 1 in 3 Londoners will be over the age of 55.

The eight Working Groups held over 80 meetings and volunteered over 8,000 hours this year (including attending meetings, conducting research, holding events, giving presentations, and other activities).

The AFL Network has been hard at work sharing the Action Plan with the community. In the past year, we shared information about the AFL Network with:

- ◇ Over 35 community events and meetings
- ◇ 240 older adults through outreach in seniors' apartment buildings
- ◇ 350 older adults at the annual Age Friendly London Conference
- ◇ Over 280 individuals and organizations through the AFL Network email list



Working Group Accomplishments

The following section details the Year One accomplishments of the eight working groups, as well as highlights for work that is planned for Year 2.

The AFL Network Working Groups:

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

As a newcomer to London and a recent retiree, I was thrilled to be accepted to be part of the Network. At a personal level, I have found this participation to be very valuable, interesting and rewarding. The Network is well organized with a solid strategy and action plan. Members of the Network are actively involved in supporting activities and moving the plan forward. I really feel that I can make a good contribution to my new community through my participation in this Network.

-Jeanne, member of the Community Support & Health Services Group

Outdoor Spaces & Buildings

Strategy	Action
1. Influence neighbourhood design to support aging in place.	<ul style="list-style-type: none">✓ Continued working with the City of London to promote consideration of age friendly design in new developments.✓ Supported older adults to lead and participate in local neighbourhood safety audits.
2. Increase the age friendliness of parks, pathways, and trails.	<ul style="list-style-type: none">✓ Reviewed the Age Friendly Parks Checklist using a safety lens, and use it to identify, prioritize, and advocate for future upgrades of parks.
3. Promote existing age friendly programs and amenities.	<ul style="list-style-type: none">✓ Promoted existing programs such as Clean & Green, Adopt-A-Park, TreeME Fund, and Community Gardens to engage older adults in their neighbourhoods.✓ Completed inventory and promoted walking programs for older adults.✓ Promoted the City of London Neighbourhood Decision Making (NDM) resident-led program, and encouraged the development of age friendly projects and events ideas.✓ Submitted 10 NDM ideas for age friendly park improvements in 2017 and 2018.

The Age Friendly London Network is most successful due to the important participation of seniors and various organizations, as well as the leadership from the City of London. I participate in the Outdoor Spaces and Buildings working group which has implemented strategies to improve outdoor environments so older adults can better access outdoor spaces. This working group has been able to implement many initiatives in a timely manner because City of London staff, who are committee members, make the changes happen.

- Joyce, Co-Chair of the Outdoor Spaces & Buildings Group

Outdoor Spaces & Buildings

What are we working on in Year 2?

Encourage Design that Supports Aging in Place

- Developing a guide for builders, planners, and designers on the design needs of older adults that support aging in place.

Boost Age Friendly Parks

- Celebrating the age-friendliness of our parks with signage and amenities.
- Developing signage in parks to highlight amenities, accessibility, and how to be a courteous pathway user.

Promote Age Friendly Neighbourhoods

- Develop resources that promote walking.
- Promote programs that encourage neighbourhood engagement.
- Advertise age friendly amenities of facilities and gathering places.



Transportation

Strategy

Action

1. Engage older adults in the planning and development of transportation initiatives.

- ✓ Advocated for the London Transit Commission to accommodate older adults' destinations in route planning.
- ✓ Promoted opportunities for older adults to participate in decision-making regarding transportation.

2. Improve the accessibility of city roads and sidewalks.

- ✓ Advocated successfully for larger street name signs to ensure they are visible and easily read by older adults.
- ✓ New signs use clearview font that is better for visibility/easier to read.
- ✓ Advocated for increased efforts to make sure sidewalks are well connected and safe.
- ✓ Consulted on the development of the City of London Complete Streets Manual.
- ✓ To date, the City has installed 87 accessible pedestrian crossovers (PXOs) across the city improving the ability for seniors to cross city streets safely.
- ✓ All pedestrian crossover locations on higher volume roads received rectangular flashing beacons and audible pedestrian buttons to enhance visibility.
- ✓ Over 100 tactile plates were installed at a number of PXOs and traffic signals.

3. Increase engagement of older adults within neighbourhoods to develop and promote active transportation initiatives.

- ✓ Planned a cycling workshop for older adults in summer 2018.

Transportation

Strategy

Action

4. Improve accessibility of public transit.

- ✓ Reviewed transit travel information systems to improve on-board visual aids and audio notifications.
- ✓ Travel information improvements are planned for end of 2018.

5. Enhance access to transportation information.

- ✓ Distributed AFL Network resources on transportation options for seniors through Ministry of Transportation Seniors' Driver's License Renewal Program.
- ✓ Collaborated with Alzheimer Society to create a brochure on driving retirement.
- ✓ Updated the *Guide to London Transit* with 2018 information.
- ✓ Shared resources in English, French, Arabic, and Spanish at community events and with organizations.



Through the work of all the Committees the city has become more aware of older adults and their concerns and needs when improving existing or building new facilities. More benches with arms in parks and recreation areas, larger and more legible signage on trails and streets and longer crossing times at street lights in neighbourhoods where more older adults live are a few examples.

I have enjoyed being part of the Age Friendly Network and feel that the City is listening to us and working with us to make our city truly "age friendly".

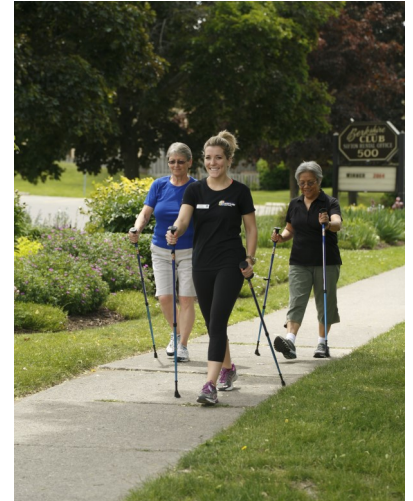
- Margery, Co-Chair of the Transportation Group

Transportation

What are we working on in Year 2?

Promote Active Transportation

- Implement a "walk your city" signage initiative.
- Develop a guide to age friendly outdoor recreational trails.



Improve Accessibility of Public Transit

- Develop a tool for neighbourhood groups and residents to conduct audits of bus stops.

Improve Transportation Options

- Explore the need to increase the capacity of volunteer transportation.



Enhance access to transportation information

- Share information on how to intervene when someone may no longer be a safe driver.
- Host workshops to assist older adults who would benefit from using transit services.



Housing

Strategy

Action

1. Raise awareness of housing options available for older adults.

✓ Promoted and shared the Seniors Housing Directory and Housing Options Guide with older adults and organizations.

✓ Developed a workshop for older adults on housing services, specialized housing, home modification, social housing, and economic supports.

2. Support and empower older adults to age in place with dignity.

✓ Researched innovative home sharing initiatives such as intergenerational housing, flex housing, and cohousing.

3. Educate housing providers about the need for increased appropriate housing stock for older adults.

✓ Compiled information from the 2016 census on the older adult population and shelter needs to support the development of a communication plan in Year 2.

Participation in the working group has allowed us to advocate for the accessibility needs of older adults and people with disabilities, and this has informed some of the work we have undertaken in the local community. The resources and recommendations produced by this group are beginning to make a real difference in the lives of the population served by our program.

**-Shelley, March of Dimes Home & Vehicle Modification Program
and Housing Group Member**

Housing

What are we working on in Year 2?

Raise Awareness of Housing options

- Provide information to community groups about available housing options so they can support older adults.

Support Older Adults to Age in Place

- Research innovative home sharing initiatives.
- Provide information on home adaptation and modification to older adults in the community.

Educate Housing Providers on the Need for Seniors' Housing

- Share statistics and information on housing demand.
- Develop a communication plan targeting housing providers to bring a greater awareness to the need for increased housing.



Social Participation

Strategy

Action

1. Build strong partnerships among organizations to enhance social opportunities.

✓ Updated the Seniors Recreation & Leisure Guide with additional text describing where to find more seniors information in 12 languages.

✓ Expanded access to seniors event information through the AFL Network newsletter and Seniors Resources website.

2. Reduce barriers to participation in recreation and social opportunities for older adults.

✓ Created an inventory of existing assistive devices available in the community.

✓ Researched why older adults are not attending or are dropping out of programs.

3. Promote the benefits of older adults participating in meaningful activities.

✓ Planned and hosted the Age Friendly London Conference 2018.

✓ Supported community events that promote participation such as REXPO and Stepping out Safely.

I have been the co-chair of the Age Friendly London Social Participation committee for over three years. As a Therapeutic Recreation Specialist, I find the AFL Network to be an invaluable resource for older adults especially when it comes to finding gaps in services and finding creative ways to fill those gaps to meet the needs of the older adults in London. We also host the annual Age Friendly London Conference. This conference gives us an opportunity to listen, provide information, educate, socially connect and have some fun with close to 500 London seniors all in one venue! We have an amazing network of individuals working together to make the city of London the best place to live for all ages!

-Bev, Third Age Outreach & Chair of the Social Participation Group

Social Participation

What are we working on in Year 2?

Build Strong Partnerships Among Organizations

- Work with service providers to improve access to program information on physical accessibility, audio and visual aids, and transportation options.



Reduce Barriers to Participation

- Promote inclusive and accessible “social space” for people to gather.
- Research the implementation of an "age friendly buddy" program to engage marginalized and isolated older adults.



Promote Meaningful Activities for Older Adults

- Continue to plan and host the Age Friendly London Conference.
- Create a virtual tour of recreation facilities and programs to promote local programming.



Respect & Social Inclusion

Strategy	Action
1. Reframe how older adults are portrayed and celebrate their contributions in our community.	<ul style="list-style-type: none">✓ Partnered with students in the Western University Gerontology in Practice course to complete project on how older adults define respect and inclusion.✓ Created an interactive anti-ageism workshop for high school students.✓ Successfully advocated for an age friendly category on the Mayor's New Year's Honour List.
2. Increase and promote quality intergenerational opportunities that are mutually beneficial.	<ul style="list-style-type: none">✓ Reviewed existing intergenerational programs and identified the mutual benefits for participants.✓ Developed a summary of recommendations for implementing intergenerational programs in London.
3. Empower older adults to have a voice in their own advocacy.	<ul style="list-style-type: none">✓ Completed a scan of current advocacy groups for older adults.

One of the defining features of this Network is their openness to community members' views and opinions. Older adults were not only welcomed, but also played an influential role within discussions and planning of programs. It is important to note how the Network is made up of a vast array of community members from various backgrounds, from health professionals to university students.

-Arushan, Western University Student and member of the Respect & Social Inclusion Group

Respect & Social Inclusion

What are we working on in Year 2?

Celebrate the Contributions of Older Adults

- Implement a public awareness campaign, such as "every day hero" to share positive stories about older adults.
- Provide anti-ageism education to high school students.

Promote Quality Intergenerational Opportunities

- Share intergenerational best practices.
- Create new events & programs in partnership with schools and youth organizations.

Encourage Advocacy on Seniors Issues

- Build partnerships with advocacy groups to promote a common agenda.
- Encourage older adults to participate as decision makers within the healthcare field.
- Collaborate to raise awareness of elder abuse.



Employment & Volunteerism

Strategy	Action
1. Improve access to information about employment opportunities for older job seekers.	<ul style="list-style-type: none">✓ Promoted “Experience Works 2” to agencies, employers, and older adult job seekers.✓ Collaborated with existing employment service networks to share knowledge.
2. Increase meaningful volunteer opportunities for older adults.	<ul style="list-style-type: none">✓ Organized and hosted an Older Adult Volunteer Fair at Cherryhill Mall where 30 organizations shared volunteer opportunities with older adults.✓ Shared information with the Congress of Union Retirees of Canada (CURC) and retiree groups to promote volunteer opportunities to retiring workers.
3. Increase skill-building opportunities for older adults.	<ul style="list-style-type: none">✓ Researched older adult use of using skill-building and training opportunities through employment and continuing education centres.

It has been a pleasure to have served as Co-Chair of this Working Group. Working with like-minded people striving for community inclusion is always rewarding. I am particularly impressed with the City’s commitment to this endeavor and the quality staff who support the working groups.

-Vicki, Co-Chair of the Employment & Volunteerism Group

Employment & Volunteerism

What are we working on in Year 2?

Improve access to information about employment opportunities

- Host seminars with employers, support agencies, and mature job seekers to share tips, best practices, and supports.
- Provide older adults with information related to entrepreneurship and self-employment.
- Investigate new and innovative methods to reach older adults who want to work.



Continue to Promote Volunteerism

- Continue to collaborate with organizations to promote meaningful volunteer opportunities.
- Assist employers, unions, and retiree groups to promote volunteer opportunities to retiring workers.

Increase Skill-Building Opportunities

- Promote skills training programs to job seekers and volunteers.
- Provide assistance with résumé writing, completing application forms, and interview skills.
- Improve access to technology training and computer classes.

Communication & Information

Strategy

1. Communicate and promote the work and accomplishments of the Network.

2. Promote resources and tools that support our community to better serve older adults.

Action

✓ Defined core age friendly messages for Network promotion and recruitment.

✓ Created a communication plan and marketing strategy to raise awareness of the Network and Action Plan.

✓ Promoted and distributed the Age Friendly Business Resource Guide.

✓ Promoted and shared information about age friendly resources and supports through 211, seniors.informationlondon.ca, and London.ca/agefriendly.

I have been involved in the London Age Friendly Network since it's inception in 2010. As a newly-retired senior, I hoped that by becoming involved with the Network I would be able to keep abreast of the programs and services available for older adults in London and perhaps help to influence improvements in services that I would need in the future. I have found the experience to be tremendously rewarding and productive.

The fact that shops and retailers now consider seniors as an attractive segment of the population to be courted is significant. The fact that I can walk and hike in city parks and know that there will be benches and entrances to make that easier is a step forward. All of these things may be small in isolation, but it has meant that London is a more attractive place to live and retire in.

-Jean, member of the Communication & Information Group

Communication & Information

What are we working on in Year 2?

Promote the Accomplishments of the AFL Network

- Create a toolkit to support working groups to share their messages.

Increase Age Friendly Businesses

- Partner with businesses to improve accessibility and customer service.

Promote resources and tools that support our community to better serve older adults.

- Build an inventory of neighbourhood gathering places and community hubs where information can be effectively distributed.
- Continue to promote and share information about age friendly resources and supports through 211 and InformationLondon.ca, and London.ca/agefriendly.



Community Support & Health Services

Strategy	Action
1. Reduce barriers that older adults experience with finding and using healthcare services and community supports.	<ul style="list-style-type: none">✓ Engaged with the London Middlesex Health Providers Alliance and the Local Health Integration Network (LHIN) funded Community Support Services tables.✓ Created an inventory of community support services available in multiple languages and shared this resource with organizations that support newcomers & immigrants.✓ Investigated programs that provide “check-ins” and emotional support for older adults.
2. Improve awareness of existing programs and services that support healthy aging.	<ul style="list-style-type: none">✓ Partnered with student from Fanshawe Gerontology Interprofessional Practice program to research knowledge & awareness of healthy aging programs among healthcare providers, students, and older adults.
3. Improve awareness and availability of services and supports for caregivers.	<ul style="list-style-type: none">✓ Reviewed organizations and resources available to support caregivers and identified gaps in disease-specific supports.✓ Promoted the new Caregiver Exchange Forum and Resources.

Working as a member of the Age Friendly London Network has been and continues to be a great experience which I firmly believe is having a positive impact on our community. Over the past two years with the Network, I have witnessed and been able to contribute to several different initiatives which support the older adults in London.

-Tarek, Co-Chair of the Community Support & Health Services Group

Community Support & Health Services

What are we working on in Year 2?

Strengthen Information Sharing Between Service Providers

- Work with community support agencies through centralized intake in the South West region.



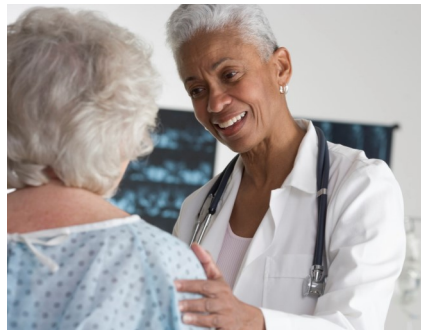
Reduce Barriers to Finding Health Care Services

- Promote multi-cultural and multi-lingual health care and social services.



Promote Healthy Aging

- Educate students in health care on healthy aging programs.
- Engage with home care providers to promote community supports.



Improve Awareness of Caregiver Supports

- Create an advocacy strategy for caregivers.
- Work with the Caregiver Exchange to improve awareness of available supports.

I made first contact (with the AFL Network) during the summer of 2017 ... I decided to try the Social Participation Working Group. Their receptivity and patience has gradually shepherded me to start learning what this extraordinary Working Group have done and what they are trying to do. Indeed, only today, after being at the well-run meeting today, I was feeling that I have barely scratched the surface in my grasp of this Working Group's enormous scope and depth.

-Alvin, Social Participation Group



an age friendly city
is a **people friendly city**

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