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<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY SERVICES COMMITTEE MEETING ON OCTOBER 22, 2012</b>
<b>FROM:</b>	<b>LYNNE LIVINGSTONE MANAGING DIRECTOR, NEIGHBOURHOOD, CHILDREN &amp; FIRE SERVICES</b>
<b>SUBJECT:</b>	<b>AGE FRIENDLY LONDON THREE YEAR ACTION PLAN</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Managing Director, Neighbourhoods, Children and Fire Services, on behalf of the Age Friendly London Task Force, the following actions **BE TAKEN**:

- i. The *Age Friendly London Task Force: Three Year Implementation Plan (Appendix A)* **BE ENDORSED**, it being noted that this document was prepared by over 100 members of the Age Friendly London Task Force with input from over 500 Londoners;
- ii. Civic Administration **BE DIRECTED** to submit the *Age Friendly London: A Three Year Action Plan* to the World Health Organization's Network of Age Friendly Cities;
- iii. Civic Administration **BE AUTHORIZED AND DIRECTED** to proceed with the implementation of the three year action plan subject to annual budget approvals; and,
- iv. The Age Friendly London Task Force members, as identified in Appendix B, **BE THANKED AND COMMENDED** by City Council for their time and effort in developing the Plan over the period of September 2011 to June 2012.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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- Report to the Creative City Committee, April 27, 2010
- Report to the Community and Neighbourhoods Committee, June 14, 2011

<b>BACKGROUND</b>
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**Background**

In 2010 the City of London joined the World Health Organization's (WHO) Global Network of Age Friendly Cities (the Network). London was the first city in Canada to join the Network.

London's membership in the Network reflects City Council's commitment to improving London's age friendliness which benefits all Londoners. "Supporting individuals at all stages of life" is identified in the key results area of a Caring Community in Council's 2011-2014 Strategic Plan.

As a member of the Network, the City of London is committed to undertaking a process of continually assessing and improving the age friendliness of the community and ensuring that older adults are involved in a meaningful way throughout the process.

In June 2011, City Council created the Age Friendly London Task Force to engage in a community dialogue about how to make London more age friendly.



### How was the Three Year Action Plan Developed?

Over the past year, over 100 older adults, community stakeholders, service providers and care givers in London participated in the Task Force, representing over 3,000 years of City of London experience. The Task Force met monthly from September 2011 to June 2012, their tasks included:

- Reviewing current initiatives already underway in London;
- Reviewing the demographic picture of older adults in London;
- Reviewing a best practices document prepared by a group of fourth year Western University Health Sciences students;
- Developing a vision of Age Friendliness in London;
- Testing their vision with over 400 individuals at Age Friendly London Conference;
- Developing strategies to achieve this vision;
- Testing of strategies with the larger community (135 individuals and 26 organizations); and,
- Developing a Three Year Action Plan to achieve the strategies.

The Task Force’s vision for an Age Friendly London is:

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

Together, the Task Force developed *Age Friendly London: A Three Year Action Plan* (handout) and the Implementation Plan (Appendix A). These documents were prepared by over 100 Task Force members (see full list of members and organizations in Appendices B and C) with input from over 500 Londoners. It identifies several strategies and action steps within each of the eight key focus areas of age friendliness defined by the World Health Organization:

- 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.

These strategies build upon the significant work that has already been done in each area, as well as several key initiatives over the past decade that support older adults in London such as the work of the Age Friendly City Working Group of the Creative Cities Committee and the City of London’s 2005 “Working Together to Support London Seniors Community Action Plan”. These strategies also contribute to all five key result areas of Council’s Strategic Plan that contribute to the high quality of life in London – A Strong Economy, A Vibrant and Diverse Community, A Green and Growing City, A Sustainable Infrastructure, and A Caring Community.



**Highlights of the Plan**

The table below details the broad strategies that the Task Force developed that will make London more age friendly. Refer to the detailed implementation plan in Appendix A which shows strategies, action steps, potential leads and estimates resources required.

<b>OUTDOOR SPACES &amp; BUILDINGS</b>
<ol style="list-style-type: none"> <li>1. Advocate for acceleration of the development of multi-purpose recreation/community centres</li> <li>2. Improve cleanliness of parks, trails and pathways</li> <li>3. Improve access to washrooms in parks and along pathways</li> <li>4. Ensure older adult needs are considered in the design and construction of new or repurposed community centres and parks</li> <li>5. Increase walkability and safety (on sidewalks, trails, pathways)</li> <li>6. Increase seating everywhere in the city</li> <li>7. Improve age friendliness of signage across the city</li> <li>8. Improve age friendliness of businesses and increase support of local businesses</li> <li>9. Increase number of community gardens</li> </ol>
<b>TRANSPORTATION</b>
<ol style="list-style-type: none"> <li>1. Increase awareness of existing transportation supports</li> <li>2. Improve participation of older adults in the transit planning process</li> <li>3. Improve amenities at bus stops</li> <li>4. Address access to public transit for older adults and older adults with a disability</li> <li>5. Increase opportunities for safe and active transportation</li> <li>6. Improve parking for older adults across the city</li> </ol>
<b>HOUSING</b>
<ol style="list-style-type: none"> <li>1. Ensure older adult participation in London's Community Housing Strategy</li> <li>2. Investigate and improve awareness and choices of housing options for older adults</li> </ol>
<b>SOCIAL PARTICIPATION</b>
<ol style="list-style-type: none"> <li>1. Improve access and knowledge about facilities available for use by older adults around the city</li> <li>2. Improve access to programming and socializing at the neighbourhood level</li> <li>3. Encourage older adults to participate by providing programs and services they need</li> <li>4. Develop programs and services that meet the needs of isolated seniors and reduce the barriers to their participation</li> <li>5. Create network of neighbourhood hubs for access to information about programs and services</li> </ol>
<b>RESPECT &amp; SOCIAL INCLUSION</b>
<ol style="list-style-type: none"> <li>1. Increase the number of intergenerational programs</li> <li>2. Change the stereotype of seniors / Stop ageism</li> <li>3. Improve recognition and acknowledge of older adults in the community</li> </ol>
<b>CIVIC PARTICIPATION &amp; EMPLOYMENT</b>
<ol style="list-style-type: none"> <li>1. Increase quantity and quality of volunteer opportunities for older adults</li> <li>2. Improve access to employment opportunities for older adults (who wish to work)</li> <li>3. Engage more older adults to participate in civic affairs</li> </ol>
<b>COMMUNICATION &amp; INFORMATION</b>
<ol style="list-style-type: none"> <li>1. Create a sustainable source(s) for all information related to older adults</li> <li>2. Improve access to older adult program information</li> <li>3. Develop an age friendly accreditation program for agencies, organizations and service providers</li> <li>4. Provide opportunities for agencies &amp; organizations that provide programs and services to older adult to network</li> <li>5. Engage media to communicate the age friendly message</li> </ol>
<b>COMMUNITY SUPPORT &amp; HEALTH SERVICES</b>
<ol style="list-style-type: none"> <li>1. Improve caregiver supports</li> <li>2. Improve awareness and access to home care supports so more people can age in place</li> <li>3. Improve older adult's access and experience with healthcare system</li> <li>4. Raise awareness and provide access to prevention programs and education on many health topics</li> </ol>

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## Evaluation of the Process

At the conclusion of the process the Task Force members were asked to complete an exit survey. This survey asked about the effectiveness of the process; their expectations and any final comments.

Overwhelmingly, Task Force members reported that they enjoyed the process of developing the Action Plan. The process was *“well planned, prepared and conducive to producing fruitful outcomes.”* It was *“very democratic and a true reflection of opinions and thoughts of the population that action plan is designed for”*. Just a few of the many comments we received are shown below.

*“So many opinions and concerns needed to be heard – and they were! Well done! Wow – very impressive! Kudos to City staff! I am proud to be part of the London community (retired here one year ago).”*

*“It felt like an inclusive process that allowed for feedback and encouraged participation. What a great opportunity to share concerns and ideas, have questions asked and answered. Everyone’s comments/suggestions were taken into consideration.”*

*“I noticed that many city directors, managers and staff were involved in the process. To me, this demonstrates a commitment from the many City of London departments. Congratulations on a job well done!”*

*“London has a lot to offer and will have even more within the next three years.”*

## Next Steps

The Task Force is seeking endorsement from Council for this Plan so that it may serve as a roadmap for the next three years. Following this endorsement, Civic Administration will:

1. submit the action plan to the World Health Organization (WHO) for review;
2. develop a communications strategy to share the Plan widely within the community and engage individuals and stakeholders to participate in implementation;
3. ensure the Action Plan is considered and integrated into community planning processes such as ReThink London;
4. undertake a baseline assessment of age friendliness in a partnership with Western University and the Council for London Seniors; and,
5. develop an Age Friendly London Network that will be responsible for implementing the Action Plan.

## Financial Impact

Some of the financial impacts have been identified in the detailed Implementation Plan found in Appendix A. It will be the responsibility of the Age Friendly Network to review these budget items and recommend sources of funding for these actions, which could potentially include a request to Council for funding in future budget years. However, the Task Force has deliberately identified many low cost, no cost actions that can be accomplished in Year 1. Many partner agencies and organizations are stepping forward to implement the strategies and we anticipate that as we continue to communicate the plan we will have more partners come forward with interests in assisting with implementation.

Civic administration will provide support, through existing resources, to develop the Age Friendly Network in Year 1. As well, part of Civic administration’s role in 2013 will be to align the Age Friendly Action Plan within existing municipal master plans. Many of these strategies are supported by, or related to, existing budgets throughout the Corporation as part of base operations. As Civic administration continues to work with our community groups and partners

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to develop future business strategies, we have some flexibility to align existing resources and budgets in future years to support the strategies and action steps identified.

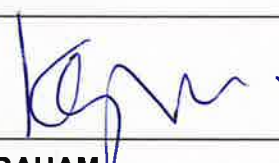
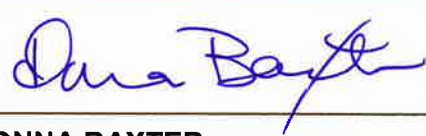
<b>CONCLUSION</b>
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The World Health Organization (WHO) defines an *age friendly city* as "an inclusive and accessible urban environment that promotes active ageing." Age friendly is focused on improving the quality of life for older adults, but promotes initiatives which benefit people of all ages.

London's older adult population is growing at twice the rate of the rest of the community. An Age Friendly London will better serve this important segment of the community, as well as provide an opportunity to leverage the economic value of a dominant population group through attraction and retention of older adults to London.

Regular update reports will be provided as this work progresses.

Acknowledgement with appreciation is extended to the many staff members who have supported the Age Friendly London Task Force over the past year – Gregg Barrett, Bill Campbell, Dianna Clarke, Bill Coxhead, Tracy Drenth, John Fleming, Josie Josten, Michelle Kerr, Tony Kyle, John Lucas, Bruce Page, Lou Pompili, Jay Stanford, Louise Stevens, Wendy Strickler (LTC), Tara Thomas, Janice Walter and Tim Wellhauser. Special acknowledgement goes to Kim Scott who managed all of the logistics to support the Age Friendly London Task Force. This process would not have been successful without the contributions from each of these individuals.

<b>PREPARED BY:</b>	<b>PREPARED BY:</b>
	
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<b>SUBMITTED BY:</b>	<b>RECOMMENDED BY:</b>
	
<b>PAUL D'HOLLANDER MANAGER AREA RECREATION SERVICES</b>	<b>LYNNE LIVINGSTONE MANAGING DIRECTOR NEIGHBOURHOOD, CHILDREN &amp; FIRE SERVICES</b>

- cc. William Coxhead, Managing Director, Parks and Recreation  
 John Fleming, Managing Director, Planning and City Planner  
 John Braam, Managing Director, Engineering and City Engineer  
 Martin Hayward, Managing Director, Corporate Services and City Treasurer, Chief Financial Officer  
 Larry Ducharme, General Manager, London Transit Commission

- Attachments:  
 Appendix A: Age Friendly London Task Force Three Year Implementation Plan  
 Appendix B: Age Friendly London Task Force Members  
 Appendix C: List of participating agencies and organizations

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**APPENDIX A: AGE FRIENDLY LONDON THREE YEAR IMPLEMENTATION PLAN**

# age friendly **LONDON**

**AGE FRIENDLY LONDON TASK FORCE  
THREE YEAR IMPLEMENTATION PLAN**

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## AGE FRIENDLY LONDON TASK FORCE | IMPLEMENTATION PLAN

This three-year Action Plan represents the next step in London’s journey to becoming more age friendly. It builds upon the numerous initiatives already underway in London, and identifies that everyone in our community has a role to play in improving age friendliness. The Age Friendly London Task Force vision of an Age Friendly London is:

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

### Implementation of the Plan

There are many action steps identified in this plan that require the involvement of specific organizations and a number that identify an “Age Friendly London Network” (AFL Network) as the lead. The Task Force has recommended that, in addition to the endorsement of this Action Plan, that a community-wide Age Friendly London Network be established involving older adults, baby boomers, service providers, community organizations and other stakeholders. This Network would oversee the implementation of this plan over the next three years.

Some specific action steps that will need to be taken to establish the AFL Network include:

- Gauge buy-in for creation of an Age Friendly London Network from agencies, organizations, service providers and older adults to support and be active members of such a network;
- Develop a communication plan for engaging the broader community and other partners; and,
- Develop an Age Friendly Brand or logo

The Task Force has also recommended that the action items in this plan be considered by, and integrated into, other community planning processes such as the Official Plan Review, ReThink London.

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**WORLD HEALTH ORGANIZATION’S EIGHT (8) FOCUS AREAS FOR AGE FRIENDLY CITIES:**

<b>Outdoor Spaces and Buildings.....</b>	<b>4</b>
<b>Transportation.....</b>	<b>11</b>
<b>Housing.....</b>	<b>16</b>
<b>Social Participation.....</b>	<b>17</b>
<b>Respect and Social Inclusion.....</b>	<b>21</b>
<b>Civic Participation and Employment.....</b>	<b>24</b>
<b>Communication and Information.....</b>	<b>27</b>
<b>Community Support and Health Services.....</b>	<b>30</b>

*Please note: This is not intended to represent a final list of potential partners or resources required. The Age Friendly London Network will finalize these projects as a first step of their implementation.*



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## 1. OUTDOOR SPACES & BUILDINGS

1.1 ADVOCATE FOR ACCELERATION OF THE DEVELOPMENT OF MULTI-PURPOSE RECREATION/COMMUNITY CENTRES			
ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Advocate City Council to advance timing of construction of multi-purpose recreation facilities	<u>Lead</u> : Community groups, residents  <u>Partners</u> :	Year 1 to 3	City of London capital budget identifies multi-purpose facilities in the SW (2015) and E-SE (2018). There are currently no additional funds to accelerate these projects.
1.2 IMPROVE CLEANLINESS OF PARKS, TRAILS AND PATHWAYS			
ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Continue to implement an Adopt-a-Park program ( <i>current initiative</i> )	<u>Lead</u> : City of London, Parks Planning & Design <u>Partners</u> : community groups, volunteers	Year 1 to 3 (current initiative)	Funding in place for 2012 implementation
Improve the ongoing Clean and Green initiative where volunteers pick up litter in parks and along trails and pathways ( <i>current initiative</i> )	<u>Lead</u> : City of London, Environmental Programs <u>Partners</u> : community groups, volunteers	ongoing	Funding in place

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### 1.3 IMPROVE ACCESS TO WASHROOMS IN PARKS AND ALONG PATHWAYS

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Develop signage at park entrances that identifies locations of washrooms with open/close times	<u>Lead:</u> City of London	Year 3	\$5,000 for 25 parks Other funding sources possible for neighbourhood parks (ex. SPARKS!)
Increase number of washrooms that are open all year	<u>Lead:</u> City of London	Year 1 to 3	Funding required for staff to service and significant capital expenditures for heating etc. Review of alternative servicing options is ongoing
Increase number of washrooms in parks and along trails	<u>Lead:</u> City of London	Year 1 to 3	Funding required, not in current 10 year capital budget. Review of alternative servicing options is ongoing.

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**1.4 ENSURE OLDER ADULT NEEDS ARE CONSIDERED IN THE DESIGN AND CONSTRUCTION OF NEW OR REPURPOSED COMMUNITY CENTRES AND PARKS**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Create opportunities for older adults (groups and individuals) to participate in the design of new and repurposed community centres	<u>Lead:</u> City of London, Parks & Recreation, Neighbourhood & Children’s Services, Facilities Design & Construction <u>Partners:</u> residents, Community groups	Year 1 to 3 (as projects occur)	No additional/minimal cost for additional public engagement
Ensure accessibility standards are met or exceeded in new construction and repurposed/renewal projects at community centres	<u>Lead:</u> City of London, Parks & Recreation, Facilities Design & Construction <u>Partners:</u> Accessibility Advisory Committee	Year 1 to 3 (as projects occur)	No additional cost required
Ensure older adult program needs are considered in the design of community centres, including potential to cluster services	<u>Lead:</u> City of London, Parks & Recreation, Neighbourhood & Children’s Services <u>Partners:</u> residents, neighbourhood groups, seniors groups	Year 1 to 3 (as projects occur)	No additional/minimal cost for additional public engagement
Investigate age friendly park design as a way to create gathering places and community focal points in parks	<u>Lead:</u> City of London, Parks Planning, Parks & Recreation, Planning & Development <u>Partners:</u> Age Friendly London	Year 2	Potential student project

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**1.5 INCREASE WALKABILITY AND SAFETY (SIDEWALKS, TRAILS AND PATHWAYS)**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Provide distance markers and directional signage along pathways to identify location in case of emergency	<u>Lead:</u> City of London, Parks Planning <u>Partners:</u>	Year 2 to 3	Thames Valley Parkway within existing budget
Investigate feasibility of increased snow clearing of pathways	<u>Lead:</u> City of London, Parks Operations <u>Partners:</u>	Year 2 to 3	Review of costs and feasibility underway. Significant operating budget increases would be required to implement.
Investigate creation of a winter walking conditions bulletin	<u>Lead:</u> City of London, Transportation Operations and Customer Relations <u>Partners:</u> City of London, inmotion, MLHU, LSNS Safety Committee	Year 3	Cost to be determined. Could be housed on an existing web site such as NeighbourGood Guide
Investigate potential to improve sharing of the pathway and trail systems for pedestrians and others - speed limit enforcement, separated bike paths and other ideas to improve safety	<u>Lead:</u> City of London, Parks & Recreation, Parks Planning, By-law Enforcement <u>Partners:</u> Accessibility Advisory Committee	Year 1	No cost to review Parks By-Law
Develop rules for electric bikes using pathways and trails	<u>Lead:</u> City of London, By-law Enforcement, Parks & Recreation <u>Partners:</u> Accessibility Advisory Committee, residents	Year 1	

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Investigate potential to improve seasonal maintenance of sidewalks (snow and ice removal, reporting of and fixing of uneven pavement)	<u>Lead:</u> City of London, Roads & Transportation	Year 2	No cost
Identify priority areas in the city that need improved connectivity of sidewalks, trails and pathways within and between neighbourhoods	<u>Lead:</u> City of London, Parks Planning, Planning & Development, Roads & Transportation <u>Partners:</u>	Year 1	No cost
Improve connectivity of sidewalks, trails and pathways within and between neighbourhoods	<u>Lead:</u> City of London, Parks Planning, Roads & Transportation, Planning & Development	Year 2 and 3	Within existing budgets

**1.6 INCREASE SEATING EVERYWHERE IN THE CITY**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Increase number of benches in parks and along pathways	<u>Lead:</u> City of London, Parks Operations, Parks Planning <u>Partners:</u>	Year 1 to 3	Can be accommodated within existing budgets
Increase seating at businesses, big box stores etc. (could also be part of 1.7 Age Friendly Business)	<u>Lead:</u> Age Friendly Network <u>Partners:</u> Businesses, Malls	Year 2 to 3	Cost to be incurred by private businesses
Investigate possibility of developing site plan standards to require benches in new, large commercial developments	<u>Lead:</u> City of London, Planning & Development <u>Partners:</u>	Year 3	No cost

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Investigate possibility of partnering with high school shop classes and/or Fanshawe College to build benches (from approved design)	<u>Lead:</u> Age Friendly Network <u>Partners:</u> City of London, London Transit Commission, Fanshawe College, School Boards and schools	Year 2	No cost
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**1.7 IMPROVE AGE FRIENDLINESS OF SIGNAGE ACROSS THE CITY**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Improve readability of street signs (font size and style) <i>(current initiative)</i>	<u>Lead:</u> City of London	Year 1 (underway)	Budget required to expand the current program beyond major intersections. Cost per sign is approximately \$300
Encourage businesses and other service providers to improve visibility of street numbers and signage (also part of 1.7, Age Friendly Business)	<u>Lead:</u> Age Friendly Network <u>Partners:</u> Business Improvement Areas, businesses	Year 2	Potential costs could be incurred by businesses and service providers

**1.8 IMPROVE AGE FRIENDLINESS OF BUSINESSES AND INCREASE SUPPORT OF LOCAL BUSINESSES**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Investigate best practices around Age Friendly Businesses	<u>Lead:</u> Age Friendly Network <u>Partners:</u> Western University, Fanshawe College, Business Improvement Areas, businesses, Chamber of Commerce	Year 1	Potential student project

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Develop a plan for implementation of an Age Friendly Business designation program (rating system, education program, recognition)	<u>Lead:</u> Age Friendly Network <u>Partners:</u> Western University, Fanshawe College, Business Improvement Areas, businesses, Chamber of Commerce	Year 1 to 2	\$15,000
Implement an Age Friendly Business designation program	<u>Lead:</u> Age Friendly Network <u>Partners:</u> Business Improvement Areas, businesses, Chamber of Commerce	Year 2 to 3	Startup \$50,000 Admin and maintenance by volunteers \$15,000 per year
Continue to support the Walk-to-Shop initiative ( <i>current initiative</i> )	<u>Lead:</u> London Strengthening Neighbourhoods Strategy, City of London, Neighbourhood & Children's Services <u>Partners:</u> local business assoc., BIAs, community associations	Year 1 to 3	Currently funded by City of London

**1.9 INCREASE NUMBER OF COMMUNITY GARDENS**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Increase the number of community gardens in the city, especially in areas where older adults live	<u>Lead:</u> London Community Resource Centre <u>Partners:</u> City of London, neighbourhood groups, residents	Year 1 to 3	A strategic plan for the London Community Gardens Program will be developed in 2013. One of the focus areas will include identification of startup and ongoing maintenance costs of gardens on public land.

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## 2. TRANSPORTATION

### 2.1 INCREASE AWARENESS OF EXISTING TRANSPORTATION SUPPORTS

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Encourage community partners to engage London Transit Commission through the <i>Get On Board</i> program to educate Londoners on how to use the bus system ( <i>current initiative</i> )	<u>Lead:</u> All community agencies/organizations <u>Partners:</u> London Transit Commission	Year 1 to 3	Advertisement, space for sessions Funds required to update brochures
Improve London Transit Commission communication strategies to consider older adult and multi-language needs (route information, signage, web site etc.)	<u>Lead:</u> London Transit Commission <u>Partners:</u> Accessibility Advisory Committee, Seniors groups. LMLIP	Year 2 and 3	AODA regulations will address older adult needs. Funding will be required for multi-language communications.
Develop a comprehensive document and raise awareness of the transportation supports available to older adults in the community ( <i>current initiative</i> )	<u>Lead:</u> Seniors' Community Association Transportation Committee <u>Partners:</u> transit and transportation providers	Year 1 (current initiative)	Healthline.ca continues to provide platform for posting of information. Resources to update annually.



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**2.2 IMPROVE PARTICIPATION OF OLDER ADULTS IN THE TRANSIT PLANNING PROCESS**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Work with the London Transit Commission to hold yearly Town Hall meetings (in different locations around the city) to discuss various transit topics and hear feedback from residents	<u>Lead</u> : London Transit Commission <u>Partners</u> : Community groups and associations, residents	Year 1 to 3	No further resources required to implement.
Encourage older adult representation on the Accessible Public Transit Service Advisory Committee	<u>Lead</u> : Volunteers, Seniors groups <u>Partners</u> : London Transit Commission	Year 1 to 3	Volunteer attendance at monthly/bi-monthly meetings.

**2.3 IMPROVE AMENITIES AT BUS STOPS**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Review existing system to improve amenities at bus stops (benches, shelters, information displays on schedules and rates etc.)	<u>Lead</u> : London Transit Commission <u>Partners</u> : contractors, City of London	Year 2 and 3 (ongoing)	Existing warrant system in place.

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**2.4 ADDRESS ACCESS TO PUBLIC TRANSIT FOR OLDER ADULTS AND OLDER ADULTS WITH A DISABILITY**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Investigate ways to improve affordability of public transit for older adults and persons with disabilities (i.e., ideas like a means test basing subsidy on ability to pay etc.)	<u>Lead:</u> City of London <u>Partners:</u> London Transit Commission, Community Living London, Senior's groups	Year 2 and 3	No cost for review. Significant cost for increased subsidy
Investigate and consider non-peak free/nominal fares for older adults	<u>Lead:</u> City of London <u>Partners:</u> London Transit Commission, Seniors groups	Year 2	No cost for review. Funding required for subsidy.
Develop education and training programs for all drivers (public transportation and taxi drivers etc). on how to be sensitive to older adult needs (ex. general needs of an aging population, disability, mental health etc.) and how to handle those with support needs)	<u>Lead:</u> Age Friendly Network <u>Partners:</u> London Transit Commission, Taxi companies, anyone offering transportation services to older adults, London Police Services, Ministry of Transportation, health sector,	Year 1 to 3	Some AODA training already provided to taxi drivers. Training and refresher training provided to all LTC drivers.

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**2.5 INCREASE OPPORTUNITIES FOR SAFE AND ACTIVE TRANSPORTATION**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Improve pedestrian safety at crossings by installing countdowns and longer cross times in areas where large numbers of older adults live or access services ( <i>current initiative</i> )	<u>Lead:</u> City of London, Transportation <u>Partners:</u> London Road Safety Committee	Year 1 to 3	Countdown signals installed in intersection rebuilds. Additional retrofits \$8,000 per intersection.
Petition the Province to change traffic laws that will allow the City to improve pedestrian and cyclist safety at roundabouts ( <i>current initiative</i> )	<u>Lead:</u> City of London, Transportation <u>Partners:</u> Ontario Ministry of Transportation	Year 1	No resources required to petition Province. Cost of signage and pavement markings.
Increase, improve and maintain bike lanes and bike paths throughout the city ( <i>current initiative</i> )	<u>Lead:</u> City of London- Transportation, Parks Planning & Design, Environmental Programs <u>Partners:</u> Active and Safe Routes to School Committee	Year 1 to 3	Yearly resources committed by City of London for a limited number of projects per year.
Investigate and implement a car sharing program	<u>Lead:</u> group of community members, local business employees, Third party company <u>Partners:</u> City of London, local car rental company, local businesses and institutions	Year 3	Third party business opportunity

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Investigate and implement a bike sharing program	<p><u>Potential Lead:</u> Third party company or organization required, UWO Purple bike program</p> <p><u>Potential Partners:</u> City of London, local bike shop, Tourism London, local businesses and institutions</p>	Year 2	Third party business opportunity.
Provide more bicycle parking with lockups downtown and in other areas of the city	<p><u>Lead:</u> City of London, Planning, Environmental Programs, businesses, developers, private landowners</p> <p><u>Partners:</u> Main Street London, Impark, apartment managers, malls, large employers</p>	Year 1	<p>Bike racks are purchased as resources allow and by various service areas of the City. Efforts are made to address locations of high demand.</p> <p>Cost to private businesses and landowners</p>
Investigate effectiveness of current traffic calming measures and identify specific sites for future traffic calming	<p><u>Lead:</u> City of London, Transportation (Road Safety Strategy)</p> <p><u>Partners:</u> Community Groups, schools, Active and Safe Routes to Schools Committee</p>	Year 2	Budget established for traffic calming

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**2.6 IMPROVE PARKING FOR OLDER ADULTS ACROSS THE CITY**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Investigate and implement priority parking for seniors (locations and time limits) (also Age Friendly Business)	<u>Lead:</u> Age Friendly Network, Council for London Seniors <u>Partners:</u> BIA's Local businesses	Year 2	Development of program and signage design estimated at \$5,000 Cost for signage at City facilities \$20 per sign
Advocate malls and hospitals to set aside parking spaces for seniors only parking	<u>Lead:</u> Council for London Seniors <u>Partners:</u> Mall owners, hospitals	Year 1	Cost to malls and hospitals
Improve accessibility of parking spaces in and around parks	<u>Lead:</u> City of London, Parks & Recreation, Parks Planning <u>Partners:</u> Accessibility Advisory Committee	Year 2	Review underway
Consider longer maximum times on downtown parking meters	<u>Lead:</u> City of London	Year 1	No cost for review

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### 3. HOUSING

3.1 ENSURE OLDER ADULT PARTICIPATION IN LONDON'S COMMUNITY HOUSING STRATEGY			
ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Older adults are consulted in monitoring the implementation of the Community Housing Strategy. (Specific strategies to monitor include the revision of local priority rules for social housing waiting lists and creation of more affordable housing)	<u>Lead:</u> City of London, Housing Division  <u>Partners:</u> older adult residents, seniors groups	Year 1 and 2	No additional resources required
Ensure older adults participate in the 18-24 month Community Housing Strategy review and updates	<u>Lead:</u> City of London, Housing Division	Year 2 and 3	No additional resources required
3.2 INVESTIGATE AND IMPROVE AWARENESS AND CHOICES OF HOUSING OPTIONS FOR OLDER ADULTS			
ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Update Housing Directory to include definitions	<u>Lead:</u> City of London, Housing Division <u>Partners:</u> Ministry of Municipal Affairs and Housing	Year 1	No additional resources required
Update Housing Directory to include accessible and subsidized housing.	<u>Lead:</u> City of London <u>Partners:</u> Local service agencies supporting housing	Year 1	No additional resources required

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Investigate potential housing models / options / best practices for older adults and assess feasibility for implementation in London (Investigate: co-housing, co-ops, shared housing, secondary units, by-laws, integration of support services (tied to 8.2), design, transportation, safety, CPTED etc.)	<u>Lead:</u> City of London, Housing Division  <u>Partners:</u> Western University, Fanshawe College	Year 1	Potential student project
Identify the emerging market for housing choices and advocate for them	<u>Lead:</u> To be determined in the review above <u>Partners:</u> London Development Institute, London St. Thomas Association of Realtors, London Home Builders Association	Year 2 and 3	No cost for advocacy
Develop a communication strategy to inform the community of the Housing Directory and housing options (align with other communications strategies)	<u>Lead:</u> City of London, Housing Division, Age Friendly Network	Year 2 and 3	Budget will be developed once extent of communication plan is known

#### 4. SOCIAL PARTICIPATION

4.1 IMPROVE ACCESS AND KNOWLEDGE ABOUT FACILITIES AVAILABLE FOR USE BY OLDER ADULTS AROUND THE CITY			
ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Inventory available space in neighbourhoods including churches, schools, apartment buildings, libraries, city facilities, retirement homes (link with 7.1 for communication)	<u>Lead:</u> Libraries, neighbourhood resource centres <u>Partners:</u> All organizations who have space	Year 1	Research \$5,000 Web capability (add to NeighbourGood Guide) \$5,000

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Foster partnerships and improve access to space (churches, libraries and apartment building common rooms, etc.) for older adult programming in neighbourhoods	<u>Lead:</u> Libraries, neighbourhood resource centres <u>Partners:</u> All organizations who have space	Year 1	No cost
Advertise age friendly amenities of facilities	<u>Lead:</u> Age Friendly Network <u>Partners:</u> Library, City of London, YMCA, churches, etc.	Year 1 to 2	No cost
Develop a “Doors Open” event for older adults (facilities, services, retirement homes etc.)	<u>Lead:</u> Seniors Community Association – Recreation and Leisure Committee <u>Partners:</u> Council for London Seniors, Doors Open London, Culture Days	Year 2	Add to or copy existing Doors Open event  Volunteer led, cost for additional planning & advertising \$10,000

**4.2 IMPROVE ACCESS TO PROGRAMMING AND SOCIALIZING AT THE NEIGHBOURHOOD LEVEL**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Investigate opportunities to continue support for Senior Neighbourhood Advisory Councils (SNACs)	<u>Lead:</u> Seniors Community Association as coordinator <u>Partners:</u> Existing SNAC agencies, Council for London Seniors, Centre for Activity and Aging	Year 1	Operation \$5,000 per SNAC/year (space, program supplies, advertising). Operated by volunteers.
Investigate opportunities to expand Senior Neighbourhood Advisory Councils (SNACs) to other neighbourhoods	<u>Lead:</u> Seniors Community Association as coordinator <u>Partners:</u> Existing SNAC agencies, Council for London Seniors, Centre for Activity and Aging	Year 2 and 3	\$5,000 per year for operating costs (space, program supplies, advertising) Operated by volunteers.



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Develop a program that matches immigrant /newcomer seniors with other Londoners to assist in engagement and participation	<u>Lead:</u> City of London for planning phase, LMLIP <u>Partners:</u> London Intercommunity Health Centre, LUSO, Horton Street Seniors Centre, United Way, Council for London Seniors, Neighbourhood Resource Centres	Year 1	Cost to develop program \$10,000  Implementation and yearly cost \$8,000
Improve access to information on subsidies for participation in programs ( <i>also Communication &amp; Information</i> )	<u>Lead:</u> Council for London Seniors (to collect information) <u>Partners:</u> program partners, Western University	Year 2	No cost  Student project to scan existing subsidies
Dedicate a portion of time at all community centres and other neighbourhood gathering places for free, drop in older adult socializing (could be part of SNAC strategy above)	<u>Lead:</u> City of London, Seniors Community Association <u>Partners:</u> Community partners/ facilities (churches, YMCA, etc.)	Year 2 - 3	Budget required to offset rental cost/loss in revenue of approx. \$62,400 across 10 centres for 3 hrs/wk

**4.3 ENCOURAGE OLDER ADULTS TO PARTICIPATE BY PROVIDING PROGRAMS AND SERVICES THEY NEED**

<b>ACTION STEP(S)</b>	<b>WHO WILL LEAD? WHO ARE THE PARTNERS?</b>	<b>TIMEFRAME (Year 1, 2 and/or 3)</b>	<b>RESOURCES REQUIRED</b>
Hold an annual Age Friendly London Conference (to raise awareness, education, celebrate AFL successes etc.)	<u>Lead:</u> Council for London Seniors <u>Partners:</u> Western University	Year 1 to 3	\$20,000
Develop senior-led cultural programming by those have skills to share (ex. cooking skills)	<u>Lead:</u> partner led (see list below) <u>Partners:</u> LUSO, London Intercommunity Health Centre, Individual agencies, LMLIP, City of London (Spectrum)	Year 2	Existing programs add cultural component-no cost. Grants to fund (SPARKS!, Trillium, New Horizons etc.)

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Develop more opportunities for older adults to learn about technology from other older adults (computer literacy, how to use gadgets etc.)	<u>Lead:</u> Council for London Seniors  <u>Partners:</u> City of London, Library, etc.	Year 1	Existing programs in place could be taught by older adults New programs could apply for funding
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Communication and awareness of programs and services can be found in Section 7

**4.4 DEVELOP PROGRAMS AND SERVICES THAT MEET THE NEEDS OF ISOLATED SENIORS AND REDUCE BARRIERS TO THEIR PARTICIPATION**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Determine the program and service needs and barriers to participation of isolated seniors through a survey/research.	<u>Lead:</u> Age Friendly Network <u>Partners:</u> VON, Salvation Arm, Community Care Access Centre (CCAC), Western University	Year 2	Potential student project
Investigate the potential of creating a mentoring program for isolated seniors	<u>Lead:</u> Horton Street Seniors Centre, Age Friendly Network <u>Partners:</u> VON, Salvation Arm, Community Care Access Centre (CCAC)	Year 3	Some programs already exist – combine with 4.2 \$10,000 per year
Encourage large building manager/landlords to have greater connection to their senior residents (advertise programs, provide programs, space in building etc.)	<u>Lead:</u> Age Friendly Network <u>Partners:</u> Property Managers Association, Individual apartment buildings, Neighbourhood Watch, Block Parent	Year 1	\$10,000 to develop program and advertise

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Expand LEAP (Leisure Education Awareness Program) program to train other groups to follow the approach to bring people into activities through transition approaches	Lead: Third Age Outreach	Year 1	\$4,500 for series of 3 sessions of classes requiring (leader, space, resources)
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**4.5 CREATE A NETWORK OF NEIGHBOURHOOD HUBS FOR ACCESS TO INFORMATION ABOUT PROGRAMS AND SERVICES (linked to 7.1 and 7.2)**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Identify which facilities/ gathering places could serve as key places to go to find information and get connected	Lead: Council for London Seniors, 211 (CCAC, United Way) Partners: City of London, SNACs, Neighbourhood Resource Centres, Libraries	Year 1	No cost

**5. RESPECT AND SOCIAL INCLUSION**

**5.1 INCREASE THE NUMBER OF INTERGENERATIONAL PROGRAMS**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Review success of current intergenerational programs and review best practices (including potential for programs within the cultural communities)	Lead: Age Friendly Network Partners: Third Age Outreach, Over 55 Inc., City of London, Community groups, Western University, Fanshawe College, LIHC	Year 1	Potential student project to inventory and evaluate opportunities to expand

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Create and expand intergenerational programs	<u>Lead:</u> Age Friendly Network <u>Partners:</u> Program providers, retirement homes	Year 2	Resource for program implementation required - space, transportation etc. Cost to be determined.
Develop a gardening program that matches older adults (landowners or those with skills to share) with students (volunteers or business operators)	<u>Lead:</u> Age Friendly Network, London Community Resource Centre <u>Partners:</u> Youth Opportunities Unlimited (YOU), LIHC, Veggie City program	Year 2	Approximately \$12,000 per year (similar to cost of Veggie City) plus in-kind donation of soil and compost from city

**5.2 CHANGE THE STEREOTYPE OF SENIORS / STOP AGEISM**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Create an Advocacy committee of the Age Friendly Network that can coordinate this work	<u>Lead:</u> Age Friendly Network (Advocacy Committee ), CARP <u>Partners:</u> City of London, LMLIP, Seniors Groups	Year 1	No cost
Identify key areas of focus for a campaign and identify partners (including media)	<u>Lead:</u> Age Friendly Network (Advocacy Committee ), CARP <u>Partners:</u> City of London, LMLIP, Seniors Groups	Year 2	Potential student project
Develop a campaign to change the stereotype of aging/seniors that is organization/industry specific (tied to information & communication strategies)	<u>Lead:</u> Age Friendly Network (Advocacy Committee ), CARP <u>Partners:</u> media	Year 3	Could coordinate with existing program (CARP etc.) Cost to be determined

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Develop a strategy to deal with ageism in the healthcare industry and healthcare professionals	<u>Lead:</u> Age Friendly Network (Advocacy Committee ), CARP <u>Partners:</u> Local Health Integration Network (LHIN)	Year 3	
Encourage seniors and their support networks (family, friends) to become educated and empowered to stand up for themselves	<u>Lead:</u> Seniors Organizations, CARP <u>Partners:</u> Community Care Access Centre	Year 1 to 3	Link to other information and communication plans
Provide family education sessions on how to support aging family members (may be some cross over with 8.1 caregiver supports)	<u>Lead:</u> Seniors Organizations, CARP <u>Partners:</u> Community Care Access Centre	Year 1 to 3	Currently funded by CCAC Senior's organizations currently provide programs

**5.3 IMPROVE RECOGNITION AND ACKNOWLEDGEMENT OF OLDER ADULTS IN THE COMMUNITY**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Inventory events that recognize senior accomplishments in the community	<u>Lead:</u> Age Friendly Network, Seniors Organizations/Centres; City of London <u>Partners:</u>	Year 1	Potential student project
Increase profile of events recognizing senior's accomplishments	<u>Lead:</u> Age Friendly Network, Seniors Organizations <u>Partners:</u>	Year 2	No cost
Advocate to have a seniors category added to the Mayor's honour list	<u>Lead:</u> Age Friendly Network, Seniors Organizations <u>Partners:</u> City of London	Year 2	No cost

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## 6. CIVIC PARTICIPATION AND EMPLOYMENT

6.1 INCREASE QUANTITY AND QUALITY OF VOLUNTEER OPPORTUNITIES FOR OLDER ADULTS			
ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Identify and inventory volunteer and mentorship opportunities specific to older adults	<u>Lead:</u> Pillar Non-Profit <u>Partners:</u> Over 55 Inc., London Association for Volunteer Administrators (LAVA)	Year 1	\$5,000 for web updates to advertise opportunities
Investigate barriers to volunteering (including affordability)	<u>Lead:</u> Pillar Non-Profit <u>Partners:</u> organizations that utilize volunteers, volunteers, Western University, Over 55 Inc., London Association for Volunteer Administrators (LAVA)	Year 1 to 2	Potential student project
Develop a "How to volunteer guide" that highlights London success stories	<u>Lead:</u> Pillar Non-Profit <u>Partners:</u> older adult volunteers, Over 55 Inc., London Association for Volunteer Administrators (LAVA)	Year 2	Potential student project \$5,000
Develop a recognition program for older adult volunteers in the community (aligns with 5.3)	<u>Lead:</u> Pillar Non-Profit  <u>Partners:</u> Non-profits, schools, hospitals, Over 55 Inc., London Association for Volunteer Administrators (LAVA)	Year 3	No cost. Could be part of 5.3 Age Friendly Conference (identify list of volunteers to recognize)

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**6.2 IMPROVE ACCESS TO EMPLOYMENT OPPORTUNITIES FOR OLDER ADULTS (who wish to work)**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Identify training opportunities that exist for older adults in London	<u>Lead:</u> Educational Institutions, Senior organizations <u>Partners:</u> Over 55, Employment Sector Council	Year 1	Potential student project
Develop a resource kit for employers and employees to learn about the value of older adults in the workplace (work requirements, transportation needs, identify champions etc.)	<u>Lead:</u> Steering Committee, Age Friendly Network, <u>Partners:</u> Government, Employment Agencies, Employers, Western University, Employment Sector Council	Year 2	\$10,000 to develop kit
Improve linkages of older adults to employment agencies	<u>Lead:</u> Agencies (continue outreach) Social agencies/age related <u>Partners:</u> Over 55 Inc.	Year 1	Funding by employment sector
Develop and implement workshops for older adults to generate ideas on how to turn a hobby into a business, or to create training and mentorship opportunities	<u>Lead:</u> Employment Sector Council <u>Partners:</u> LEDC, small businesses, Chamber of Commerce, Ivey	Year 2 and 3	Funding by employment sector

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### 6.3 ENGAGE MORE OLDER ADULTS TO PARTICIPATE IN CIVIC AFFAIRS

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Encourage senior participation by asking for input and feedback (through meetings, surveys etc.)	<u>Lead:</u> Senior Neighbourhood Advisory Councils, Community Centres <u>Partners:</u> City of London, Comm. Engagement Task Force	Year 1	Refer to City of London Community Engagement work already funded
Increase opportunities on City of London website for input into decision making	<u>Lead:</u> City of London, Community Engagement Task Force <u>Partners:</u>	Year 1	Refer to Community Engagement work already funded
Review best practices and investigate potential of developing a mechanism for older adults to advise Council	<u>Lead:</u> City of London, Council for London Seniors, Age Friendly Network <u>Partners:</u>	Year 1	Potential student project
Implement a mechanism for senior input to Council	<u>Lead:</u> City of London, Council, Age Friendly Network <u>Partners:</u>	Year 1	To be determined



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## 7. COMMUNICATION AND INFORMATION

<b>7.1 CREATE A SUSTAINABLE SOURCE(S) FOR ALL INFORMATION RELATED TO OLDER ADULTS</b>			
ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Connect with Information London/thehealthline.ca/ Savvy Seniors / Senior's Helpline/ 2-1-1 to determine the scope of information available (web, by phone, languages, easy to read etc.)	<u>Lead:</u> Community Care Access Centre, Age Friendly Network <u>Partners:</u>	Year 1	Potential student project and needs and gaps
Coordinate efforts around access to information across the community	<u>Lead:</u> Age Friendly Network, Community Care Access Centre <u>Partners:</u>	Year 1	No cost – part of building of Age Friendly Network
Identify what information older adults are looking for and how they prefer to access information (relates directly to 4.3 and 4.4)	<u>Lead:</u> Age Friendly Network <u>Partners:</u>	Year 1	Age Friendly Survey funded
Identify the “go-to” place for information and build awareness of it (identify how it fits with existing sources of information like 2-1-1 etc.)	<u>Lead:</u> Age Friendly Network, Library, Community Care Access Centre	Year 2	Programs already funded
Develop an education for older adults on where to go for information (in multiple languages) (may be part of existing 2-1-1 awareness campaign)	<u>Lead:</u> Age Friendly Network <u>Partners:</u> Community Care Access Centre (2-1-1, Information London/healthline.ca)	Year 2	Funding required for coordination and awareness \$20,000
Create a Facebook page for older adults to share information and ideas	<u>Lead:</u> Age Friendly Network <u>Partners:</u> residents, seniors groups, service and program providers	Year 1	No cost

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Increase use of existing infrastructure and space to promote information (libraries, community centres, bus stops, doctor's offices, health centres, shops etc.)	<u>Lead:</u> Age Friendly Network <u>Partners:</u> libraries, London Transit Commission, businesses, physicians, health centres etc.	Year 3	No cost
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**7.2 IMPROVE ACCESS TO OLDER ADULT PROGRAM INFORMATION**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Investigate possibility of creating a seniors-only Spectrum	<u>Lead:</u> City of London <u>Partners:</u>	Year 1	Additional printing costs
Investigate possibility of sorting Spectrum programs by neighbourhood	<u>Lead:</u> City of London <u>Partners:</u>	Year 1	No cost
Work with other organizations to improve access to their program information (part of 7.1)	<u>Lead:</u> Age Friendly Network <u>Partners:</u> to be determined	Year 2	No cost

**7.3 DEVELOP AN AGE FRIENDLY ACCREDITATION PROGRAM FOR AGENCIES, ORGANIZATIONS AND SERVICE PROVIDERS**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Investigate the development of an "Age Friendly Accreditation" program for agencies, organizations and service providers that demonstrate age friendly policies and actions	<u>Lead:</u> Age Friendly Network <u>Partners:</u> to be determined	Year 2	Estimated cost \$50,000 to start then should self-fund as businesses would pay to register

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Implement an Age Friendly Accreditation program, including offering a seal of “approval” (similar or in conjunction with Age Friendly Business designation program)	<u>Lead:</u> Age Friendly Network  <u>Partners:</u> to be determined	Year 3	Yet to be determined
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**7.4 PROVIDE OPPORTUNITIES FOR AGENCIES AND ORGANIZATIONS THAT PROVIDE PROGRAMS AND SERVICES TO OLDER ADULTS TO NETWORK**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Provide agency and organizations that provide programs and services to older adults with networking opportunities (similar to 8.3)	<u>Lead:</u> Age Friendly Network  <u>Partners:</u> to be determined	Year 1	No cost
Establish a community of practice for older adult service providers	<u>Lead:</u> Age Friendly Network  <u>Partners:</u> to be determined	Year 3	Part of creation of Age Friendly Network – cost to be determined

**7.5 ENGAGE MEDIA TO COMMUNICATE THE AGE FRIENDLY MESSAGE**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Engage local television and radio stations to devote time to older adult programming and advertising	<u>Lead:</u> Age Friendly Network  <u>Partners:</u> all forms of media	Year 2	No cost
Engage local newspapers to provide news stories and advertising for age friendly activities	<u>Lead:</u> Age Friendly Network  <u>Partners:</u> Local newspapers	Year 2	No cost

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Explore the possibility of publishing a Senior's Scene magazine with local media	<u>Lead:</u> Age Friendly Network  <u>Partners:</u> to be determined	Year 3	No cost
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## 8. COMMUNITY SUPPORT AND HEALTH SERVICES

### 8.1 IMPROVE CAREGIVER SUPPORTS

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Develop a broad working definition of caregiver and identify caregiver needs (changing role of family support)	<u>Lead:</u> Community Care Access Centre (CCAC) <u>Partners:</u> Families, Family Doctors, other Medical Personnel, Homecare Association of Ontario	Year 1	Potential student project
Review comprehensiveness of information available on the Caregiver Exchange at the healthline.ca ( <a href="http://www.caregiverexchange.ca">www.caregiverexchange.ca</a> )	<u>Lead:</u> Middlesex London Health Unit, Community Care Access Centre <u>Partners:</u> City of London,	Year 1	Potential student project
Investigate opportunities for respite care in London and raise awareness of these opportunities (link to Section 7)	<u>Lead:</u> Local Health Integration Network, Community Care Access Centre <u>Partners:</u> Providers of respite care, retirement homes	Year 1	Potential student project
Amend Zoning By-law definition of "daycares" to include adult caregiving	<u>Lead:</u> City of London, Planning & Development	Year 1	No cost

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**8.2 IMPROVE AWARENESS AND ACCESS TO HOME CARE SUPPORTS SO MORE PEOPLE CAN AGE IN PLACE**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Investigate developing a phone or visitor “check in” service for isolated older adults (could be both formal and informal)	<u>Lead:</u> VON <u>Partners:</u> Pillar Non-Profit, Neighbourhood Watch, Block Parent, LSNS, Meals on Wheels, Volunteers, Local Health Integration Network (LHIN)	Year 1	Minimal cost if incorporated into existing programs
Implement a “check-in” service for isolated older adults	<u>Lead:</u> VON, London Distress Centre (Senior’s Helpline) <u>Partners:</u> Pillar, Neighbourhood Watch, LSNS, Meals on Wheels, Volunteers, LHIN	Year 2	yet to be determined
Create a comprehensive list of home care supports available (add information to 7.1)	<u>Lead:</u> Community Care Access Centre (CCAC) <u>Partners:</u> Council for London Seniors	Year 1	Potential student project
Advocate Provincial and Federal governments for better home supports for older adults	<u>Lead:</u> Age Friendly Network (Advocacy Group), CARP <u>Partners:</u> All 3 levels of Government, Ontario Seniors Secretariat	Year 2 and 3	No cost
Investigate the idea of “time banks” and “seniors-helping-seniors” initiatives to improve supports for older adults who want to age in place <i>(also falls under Civic Participation &amp; Employment)</i>	<u>Lead:</u> Seniors Community Association, Council for London Seniors <u>Partners:</u> Churches, Over 55, Pillar Non-Profit, Better Business Bureau	Year 2 and 3	Potential student project \$5,000 for technology support, awareness etc.

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**8.3 IMPROVE OLDER ADULT’S ACCESS AND EXPERIENCE WITH HEALTHCARE SYSTEM**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Provide better access to home support information to healthcare professionals (linked to communication of information in Section 7)	<u>Lead:</u> Hospitals, CCAC <u>Partners:</u> Hospital supports, Parkwood, Western Health Sciences, London Intercommunity Health Centre	Year 1 to 3 (ongoing)	To be determined
Develop a volunteer program for multi-lingual “System Navigators” that will act as an advocate for seniors accessing health services <i>(also part of 8.2 and 6.1)</i>	<u>Lead:</u> Council for London Seniors <u>Partners:</u> Pillar Non-Profit, London Intercommunity Health Centre, LMLIP	Year 1 to 3	To be determined once scope and partners are finalized
Advocate Provincial and Federal governments for improved health support for older adults (ex. Pay structure for family doctors)	<u>Lead:</u> CARP, Age Friendly Network (Advocacy Group) <u>Partners:</u> Government	Year 2	No cost
Raise awareness of and monitor implementation of the Senior Friendly Hospitals Framework	<u>Lead:</u> Age Friendly Network <u>Partners:</u> LIHN, Ministry of Health, Hospitals, Medical personnel, care givers	Year 1 to 3	No cost
Develop a mechanism for greater integration of older adult service providers (Age Friendly Network could include a service provider network) (similar to 7.4)	<u>Lead:</u> Age Friendly Network (service provider network) <u>Partners:</u> all older adult service providers	Year 2	Included in cost estimate for establishing the Age Friendly Network
Develop referral maps for older adult service providers	<u>Lead:</u> Age Friendly Network <u>Partners:</u> service providers	Year 2	\$5,000 for printing and distribution per referral map

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**8.4 RAISE AWARENESS AND PROVIDE ACCESS TO PREVENTION PROGRAMS AND EDUCATION ON MANY HEALTH TOPICS (including accessing healthcare, chronic diseases, nutrition, falls, normal aging, dementia etc.)**

ACTION STEP(S)	WHO WILL LEAD? WHO ARE THE PARTNERS?	TIMEFRAME (Year 1, 2 and/or 3)	RESOURCES REQUIRED
Investigate best practices, local needs, identify partners etc. on development of an education series on self managed health care (How to coordinate care? What to expect when you enter/leave the hospital? Who is your advocate? How to be your own advocate? Rights and responsibilities of residents and resident's families of long term care facilities etc.)	<u>Lead:</u> Council for London Seniors, MLHU <u>Partners:</u> VON, CCAC, Community Partners (ALS, Heart & Stroke, Parkinson, Hearing Society, Cancer Society), Library, Independent Living Centre, City of London, Centre for Aging & Activity etc.	Year 1	Potential student project
Develop an education series on how to navigate the healthcare system	<u>Lead:</u> Council for London Seniors, MLHU <u>Partners:</u> VON, CCAC, Community Partners (ALS, Heart & Stroke, Parkinson, Hearing Society, Cancer Society), Library, Independent Living Centre, City of London, Centre for Aging & Activity, Ministry of Health, Ombudsman, Long Term Care facilities, Police (elder abuse), Seniors Helpline, Doctors (Family & Geriatric)	Year 1 and 2	Existing programs funded  Potential to access to Provincial funding mechanism to expand funding

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<p>Implement and publicize education series on how to navigate healthcare system</p>	<p><u>Lead:</u> Council for London Seniors, MLHU  <u>Partners:</u> VON, CCAC, Community Partners (ALS, Heart &amp; Stroke, Parkinson, Hearing Society, Cancer Society), Library, Independent Living Centre, City of London, Centre for Aging &amp; Activity etc.</p>	<p>Year 2</p>	<p>Existing programs funded          Potential to access to Provincial funding mechanism to expand funding</p>
<p>Coordination of prevention and education opportunities related to the health promotion for through the Stepping Out Safely Partnership</p>	<p><u>Lead:</u> Stepping Out Safely Partnership, Middlesex London Health Unit, Council for London Seniors  <u>Partners:</u> Library, Doctor's Offices, Dentist's Office, etc</p>	<p>Year 1</p>	<p>Current program funded by MLHU</p>





**APPENDIX B  
AGE FRIENDLY LONDON TASK FORCE MEMBERS**

Linda Adamson	Sid Greenburg	Sue Potten
Marylou Albanese	Elisha Greenham	Marlene Powner
Kate Albert	Rose Gregory	Bonnie Quesnel
Guloo Austin	Lena Guerra	Bev Regan
Gina Barber	Jennifer Halliday-Dinon	Brenda Ryan
Sue Barnes	Dan Hamond	Homa Salem
Carol Beaumont	Gillian Hamson	Mabel Salisbury
Rae Belcourt	Candice Harris	Nick Sauter
Wendy Bice	Doris Hawkins	Diana Schell
Mardelle Bishop	Colin Hendry	Bill Scott
Dianne Blais	Marlene Hendry	Linda Scott
Sylvia Bohdanowicz	Suzanne Holmes	Robert Sexsmith
Charlotte Broadfoot	Jo-Ann Hutchinson	Marnie Sherritt
Zelda Brown	Huda Hussein	Pam Simmons
Christian Bullas	Susanne Jants	Dagma Speechly
Carol Burns	Arthur Jutan	Linda Stephenson
Janette Butler	Maureen Khan	Carola Turton
Ruth-Anne Calhoun	Brigitte Kiosis	Jean Twigg
Anne Callon	Marita Kloseck	Sally Vandesompel
Delores Campbell	Jean Knight	Robert Walters
Judith Carter	Kathy Kosatschenko	Aleksandra Zecevic
Joyce Castanza	Dharshi Lacey	Maureen Zunti
Adriana Castellanos	Laurie Lalonde	
Julie Chalykoff	Joyce Larsh	older adult participants
Sandra Collier	Marion Lavoie	wishing to remain
Nancy Collister	Bong-in Lee	anonymous
Pamela Commodore	Linda Leverton	
Diana Cook	Stephanie MacDonald	
Joyce Cook	Kathleen Martin	
Richard Cook	Rosa Martin	
Sue Cornelius	Bruce McDonald	
Sherry Coulson	Kelly McManus	
Lynda Cowie	Sue McPherson	
Alice Cox	Nancy McSloy	
Chris Curry	Gerda Meyer	
Sheila Davenport	Bryan Mills	
Claudia Day	Lisa Misurak	
Dennis de Freitas	Monica Naskret	
Michelle Dellamora	Yaghoub Norouzi	
Lucy Duffinai	David Norton	
Holli-Lynne Elash	Sonia O'Donnell	
Katheleen Ellis	Leanne Oke	
Kim Elsdon	Manolita Pace	
Inge Evans	Clara Parra	
Mike Evans	Doug Paterson	
Catherine Forster	Deb Peckham	
Donna Forward	Dale Pineau	
Linda Galloway	Fern Pinet	
Sara Galsworthy	Ian Pittendreigh	
Michelle Gatt	Jules Poirier	
Bill Gow	Terry Poirier	
Ric Graham	Elaine Poston	



**APPENDIX C**  
**AGENCIES & ORGANIZATIONS PARTICIPATING IN AGE FRIENDLY PROCESS**

**Task Force Members**

Accessibility Advisory Committee  
Alzheimer Society of London-Middlesex  
Argyle Business Improvement Area  
Argyle Community Association  
Chateau Gardens  
Chartwell Seniors Housing  
Community Safety and Crime Prevention Advisory Committee  
Council for London Seniors  
Diversicare  
Hamilton Road Senior's Centre  
Horton Street Senior's Centre  
Housing Access Centre  
Kiwans Senior's Centre  
LEADS Employment Services  
London and Middlesex Housing Corporation  
London Diversity and Race Relations Advisory Committee  
London Homelessness Coalition  
London Housing Advisory Committee  
London Middlesex Local Immigration Partnership  
London Intercommunity Health Centre  
London Public Library  
London Strengthening Neighbourhood  
Middlesex London Health Unit  
Ministry of Health Promotion, Sports and Recreation  
Neighbourhood Watch  
Office of Irene Mathyssen, Member of Parliament, Senior's Issues Critic  
Over 55 London Inc.  
Retire at Home Services  
Saint Elizabeth Health Care  
Safety Advisory Committee  
Senior Homecare by Angels  
Senior's Community Association  
Seniors Neighbourhood Advisory Committees (Argyle, Central, Glen Cairn)  
St. Joseph's Health Care  
The healthline.ca/Information London, Community Care Access Centre  
Third Age Outreach  
Western University, Health Sciences, Health and Rehabilitation Sciences

**Organizations Engaged in Community Conversations (testing strategies with community)**

ALS Society  
ATN Access Inc.  
Chinese Canadian National Council – London Chapter  
Grandwood Park  
Helping Hands Plus London  
Independent Living Centre  
LIHC – French Senior's Group  
LIHC – Senior's Wraparound Program  
London Health Sciences, Geriatric Health Unit  
Longworth Retirement Residence  
Meals-On-Wheels  
McGarrell Place  
N'Amerind Friendship Centre  
Parkinson's Society  
Pillar Nonprofit Network  
Richmond Woods Care  
Riverside United Church  
United Way of London and Middlesex  
Western University, Centre for Activity and Aging  
Western University, Aging and Community Health Research  
Victorian Order of Nurses