



AGE-FRIENDLY COMMUNITY PLANNING

Ontario East Municipal Conference

September 14, 2017

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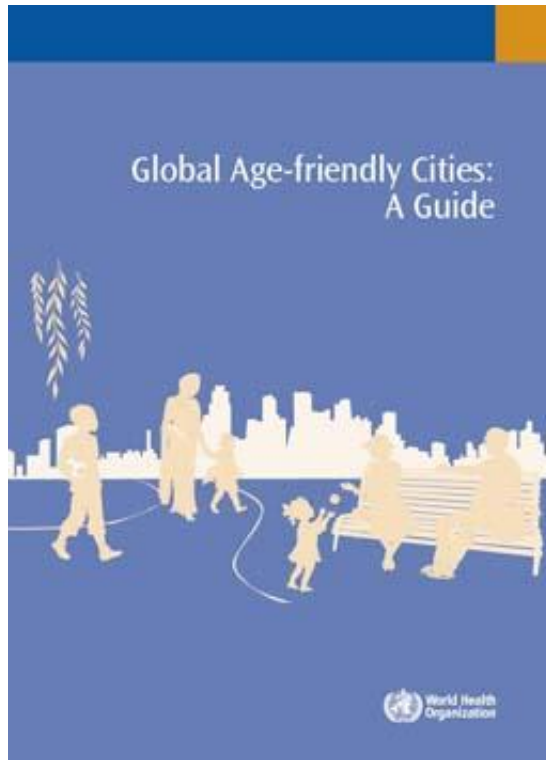
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*Township of Leeds and the
Thousand Islands*



Presentation Outline

- What is an age-friendly community?
- Why plan for an age-friendly community?
- Example from Frontenac County
- Example from the Township of Leeds & the Thousand Islands
- Applying the age-friendly lens to municipal plans

What is an age-friendly community?



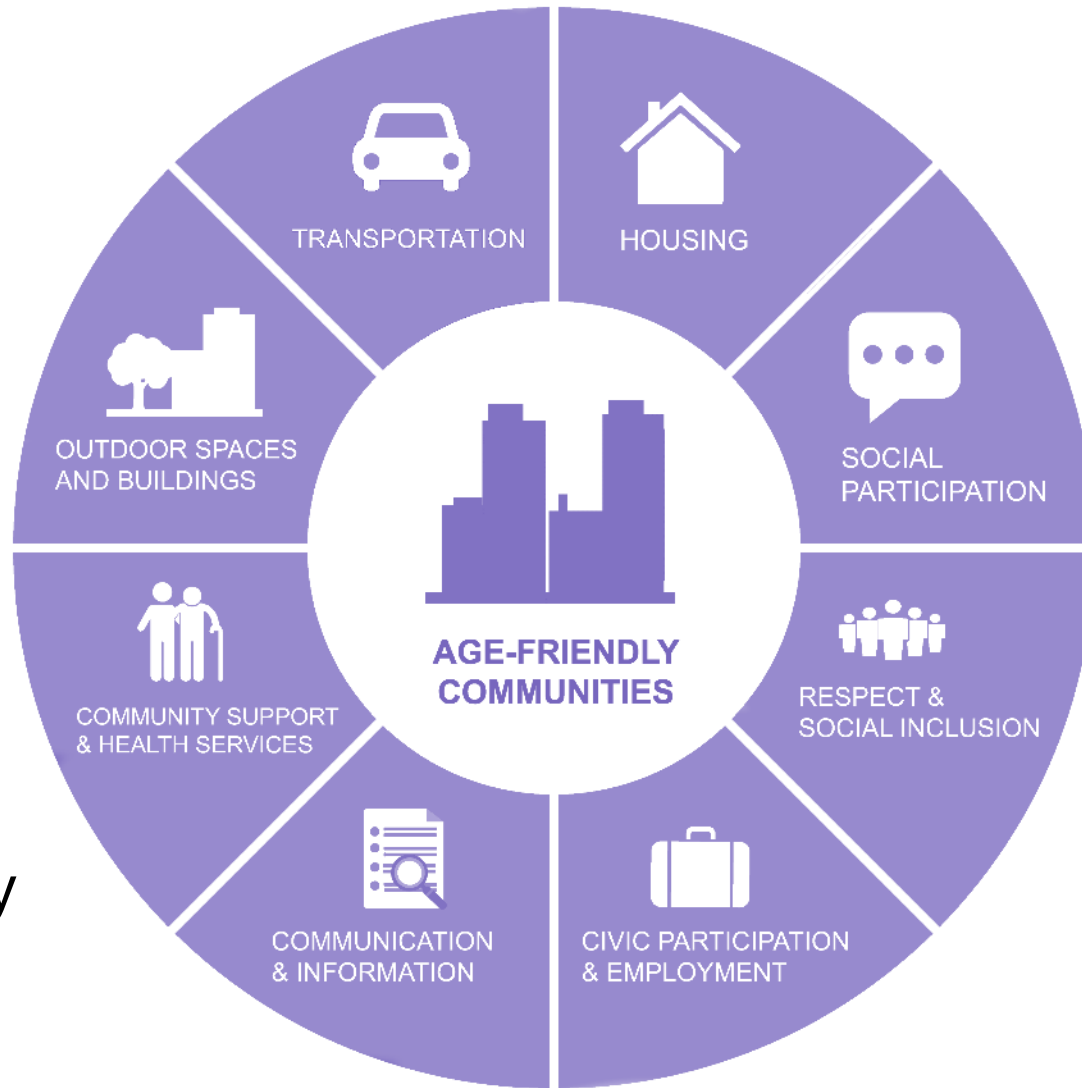
“An age-friendly community encourages active aging by optimizing opportunities for health, participation and security in order to enhance quality of life as people age.”

- WHO, *Global Age-friendly Cities: A Guide*

Why plan for an age-friendly community?



The Age-Friendly Lens



8 community
dimensions

Looking at your community with an Age-Friendly Lens

Buildings

Outdoor Spaces

Roads & Infrastructure

People

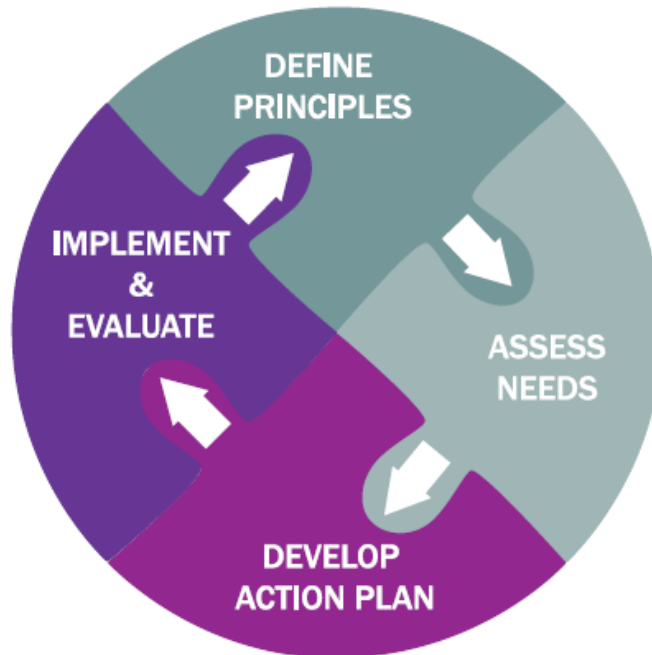


Source: http://www.freepik.com/free-vector/polygonal-city-elements_727846.htm as modified by WSP

Ministry of Seniors Affairs

Formerly known as the Ontario Seniors' Secretariat

- Four Stages to Develop an Action Plan
 1. Define Vision and Principles
 2. Assess Needs
 3. Develop Action Plan
 4. Implement and Evaluate



Finding the Right Fit
Age-Friendly Community Planning

ontario.ca/seniors



COUNTY OF FRONTENAC

AGE-FRIENDLY COMMUNITY ACTION PLAN

FEBRUARY 2017



FRONTENAC



MMM GROUP

Frontenac - Background

- County successful in receiving \$35,000 grant in 2015 from Age-Friendly Community Planning Grant Program (WSP retained as consultants)
- Age Friendly Committee created to steer the process
 - Membership: Accessibility Advisory Committee, Community Development Advisory Committee, local service groups



Table 1: County of Frontenac Population by Age Group, 2011

Age Groups	Both sexes	Male	Female
0 to 14	15%	16%	15%
15 to 29	15%	15%	14%
30 to 49	25%	24%	26%
50 to 64	27%	27%	28%
65 and over	17%	18%	17%

Source: Statistics Canada, 2011

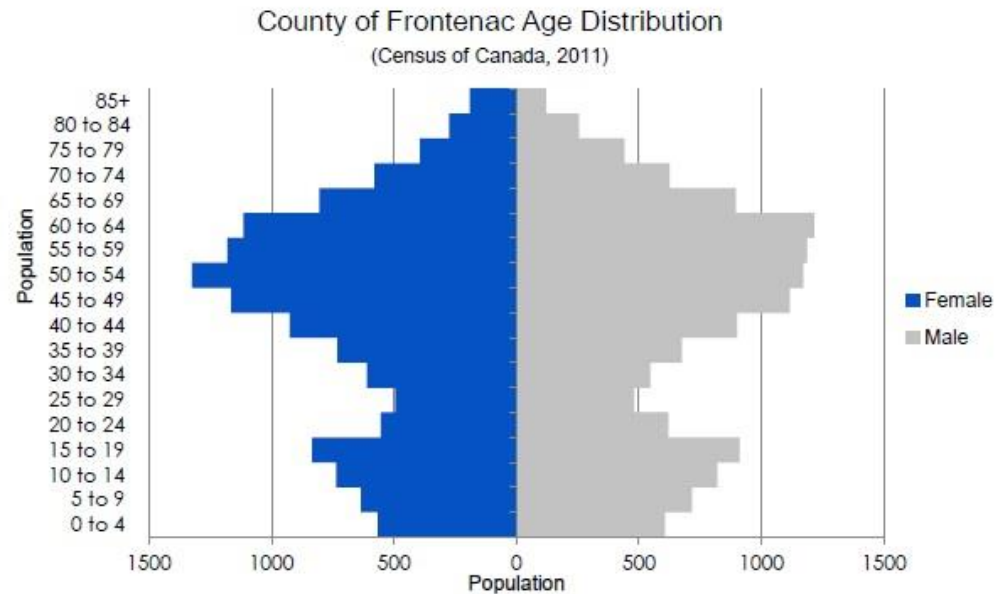



Figure 1: County of Frontenac Population Pyramid

Source: Statistics Canada, 2011



County of Frontenac Official Plan

Adopted October 15, 2014

MMAH Approval January 11, 2016

COUNTY of
Frontenac

Frontenac – Official Plan

- Municipal Housing Strategy for Kingston and Frontenac (2011)
 - ‘Aging in Place’ a priority
- Seniors Housing policies
- Collaboration between County and Townships on regional and cross-jurisdictional issues

Frontenac – Public Involvement

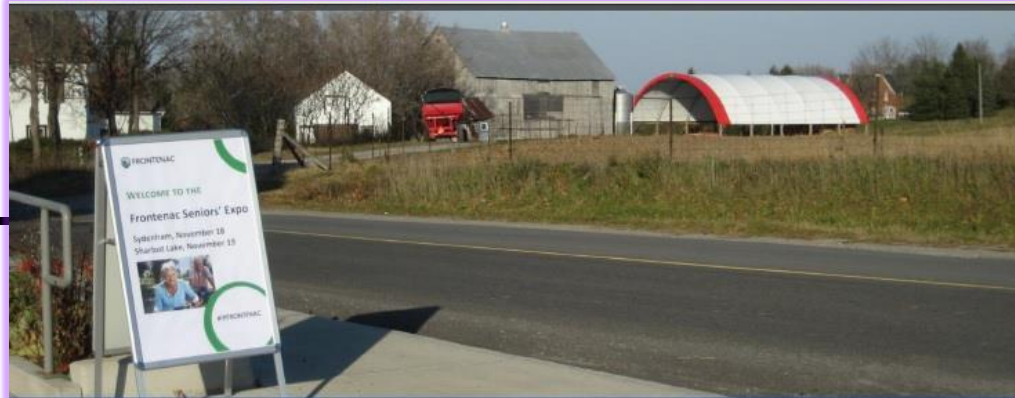
- “Seniors Expo” sessions in north and south areas of Frontenac.
- Community Survey – 70 respondents



Frontenac – Tools

- Community Improvement Plans
- County Seniors Housing funding \$1.5 million
 - Council strategic priority
 - *“Addressing the existing gap in Seniors Affordable Housing stock by leveraging and/or funding the construction of a project in each of the four Frontenac townships – to be accomplished by the end of the 2015-18 term of Council.”*





4.0 Age-Friendly Action Plan

The development of the County of Frontenac Age-Friendly Community Action Plan followed the framework set out in the WHO's Age-Friendly Cities Guide. It is structured according to the eight dimensions of age-friendly communities that were detailed in Section 1.4 of this plan: Outdoor Spaces and Buildings; Transportation; Housing; Social Participation; Respect and Social Inclusion; Communication and Information; Civic Participation and Employment; and Community Support and Health Services. The WHO's checklists for each dimension, which were discussed at the Visioning Workshop and adapted for the Community Survey, were used to evaluate age-friendly strengths and opportunities for improvement.

The needs assessment and the resulting recommendations for each dimension are presented in this section, in the following format:

Summary: A short introduction to the dimension and its role in making the County a more age-friendly community, as well as aspects of this dimension that were assessed during the age-friendly planning process.

Existing Community Accomplishments: A summary of the features, programs and services currently available in this dimension for older adults in Frontenac.

Current Challenges: A review of common issues and concerns identified during the public engagement process.

Recommended Actions: Suggested programs and initiatives to address the identified challenges and make Frontenac County a more age-friendly community.



Frontenac Age Friendly Focus

- Outdoor Spaces and Buildings
- Transportation
- Housing
- Social Participation
- Civic Participation
- Community Support and Health Services



5.1 Outdoor Spaces and Buildings

Action Item		Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.1.1	Explore opportunities to provide and maintain pedestrian crossings on Road 38 and Rutledge Road.	Short term	County of Frontenac	Townships' Public Works Departments, schools, Harrowsmith Social and Athletic Club, Oddfellows Hall	Number of new crossings installed
5.1.2	Explore opportunities to provide and maintain pedestrian crossings on village streets, particularly at areas near schools, businesses and community buildings.	Short term	County of Frontenac	Townships' Public Works Departments, schools, Harrowsmith Social and Athletic Club, Oddfellows Hall	Number of new crossings installed
5.1.3	Ensure asset management planning within the County includes regular improvements to sidewalks and pedestrian facilities, with dedicated funding. Seek direction from the Joint Public Works Managers Committee to	Medium term	County of Frontenac	Townships' Public Works Departments	Implementation of plans for regular sidewalk improvements

Frontenac – Next Steps

- County Council – implementation plan
- Coordinate/Collaborate with Townships
- Work with Advisory Committees and local service groups

About Township of Leeds and the Thousand Islands

- Rural eastern Ontario community
- 9300 permanent residents
- 5,858 households
- 330 km of roads
- \$80,000 dispersed in community grants
- \$1.8 billion in assessment base
- 613 square km of fire coverage
- \$11 million annual operating expenditures



A friendly and historic community surrounded in natural beauty where nature, our people and the economy flourish together.



Strategic Vision

Strategic Vision		
The Township of Leeds and the Thousand Islands is and will continue to be a friendly and historic rural community surrounded in natural beauty where the economy, nature and our people flourish together		
Sustaining the Natural Environment	Community Development	Creating a more Sustainable Economy
<p>The natural environment – the rivers, lakes, streams, islands and natural landscapes – has been identified as one of the most important contributing factors to the amazing quality of life experienced by Leeds and the Thousand Islands residents. It is critical that the natural environment be protected for the enjoyment of future generations, but also is accessible for all to experience.</p>	<p>People choose to live in Leeds and the Thousand Islands because of the connection they feel with their community. Making improvements to the community, both from a physical, and social and sustainable perspective, will ensure Leeds and the Thousand Islands remains a community where people choose to live.</p>	<p>From a Township perspective, Economic Sustainability is about the creation of a business friendly environment that allows businesses to thrive and for investment opportunities to exist. For Leeds and the Thousand Islands, this includes small business development, tourism and being ready when an investment opportunity comes to the Township.</p>
		

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Community Development in TLTl

- Recreation / leisure programming
- Community events
- Culture and heritage
- Parks development
- Youth engagement
- Age friendly community planning
- Volunteer recruitment and retention
- Community grants
- Building and fostering partnerships
- Special projects



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Process

- Establish Age Friendly Committee
 - 12 members from all regions within the Township
 - Developed Terms of Reference
- Visioning Workshop
 - The Township of Leeds and the Thousand Islands will be an age-friendly community where individuals have access to a good quality of life, are empowered to attain fulfilment in all aspects of life, and where the needs of all ages are respected

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Process

- Community Audit



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Process

■ Survey

Township of Leeds and the Thousand Islands

Age-Friendly Community Dimensions - Community Survey

Section 1 - General Information

This survey is being conducted by the Township of Leeds and the Thousand Islands. The survey is gathering information on how well the Township meets the needs of its residents. Your responses will be used to help develop an Inventory of Age-Friendly Community Dimensions to make the Township a better place to live at every stage of life. This project is funded by the Government of Ontario.

For more information about the survey or the Inventory of Age-Friendly Community Dimensions, please contact Kim Goodman, Recreation Coordinator, Township of Leeds and the Thousand Islands, at 613-659-2415 ext. 207 or rec-dept@townshipleeds.on.ca.

This is an in-depth survey and will require 20 to 30 minutes to complete. Your participation is appreciated!

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Process

- Seniors Expo
 - Promotion
 - Transportation
 - Exhibitors
 - Presentations
 - Refreshments
 - Survey



Mark your Calendar!
Leeds and the Thousand Islands Seniors Expo

The Township invites you to a **FREE** event to mark Seniors Month in Ontario.

Saturday, June 18, 2016
10 am – 3 pm
Lansdowne Community Hall
1 Jessie Street, Lansdowne

Speakers, Exhibits, Door Prizes!

Bussing available from Seeley's Bay Retirement Home (9am), Lyndhurst Library (9:20am) to arrive in Lansdowne for the 10am opening AND from the carpool lot near the casino at 9:30am, Fox Run at 9:45 and arriving in Lansdowne for 10am. Buses will return all guest departing Lansdowne at 1pm.

 This event is part of the Township of Leeds and the Thousand Islands Inventory of Age-Friendly Community Dimensions, which is funded by the Province of Ontario.

 Ontario

"Gladness, happy, seniors" by Salfatko is licensed under CC BY-NC 2.0

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Process

- Draft Report
- Community Review
- Presentation to Council
- Secure funding for development of Action Plan



**TOWNSHIP OF LEEDS
AND THE THOUSAND ISLANDS**



Inventory of Age-Friendly Community Dimensions

November 2016
Funded by the Government of Ontario

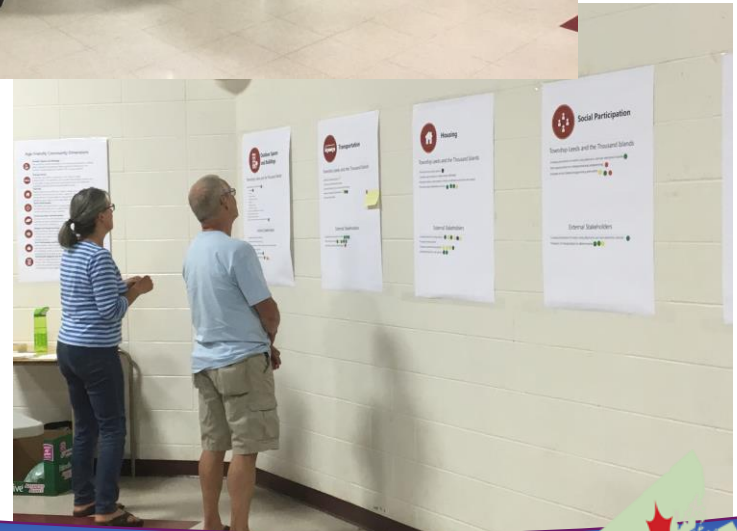


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Process


- Refined areas/ opportunities for improvement
- MORE community engagement
- Draft Action Plan
- Community Review



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Next Steps



Township of Leeds and the Thousand Islands
Age-Friendly Community Action Plan
August 2017

RESPECT & SOCIAL INCLUSION

0 Ongoing
1 Short Term (1 year)
2 Medium Term (2-3 years)
3 Long Term (4-5 years)

6.3 Improve outreach and support to seniors at risk of social exclusion and seniors who live in rural areas

Proposed Action	Lead	Key Partner	Time Frame	Indicator/Measure
a Implement library home delivery services to ensure that those with access issues can borrow library resources	LT IPL		2	Library home delivery service implemented
b Promote and support CPHC with volunteer seniors outreach program that works to engage isolated seniors and encourage their involvement in local events and programming	CPHC	TLTI	2	Increase in # of volunteer seniors outreach program
c Support CPHC with telephone reassurance program to reach older adults – isolated ones in particular	CPHC	TLTI, Lifeline and Churches	2	# of users of telephone reassurance program
d Support and promote friendly visiting to those seniors at risk of social isolation such as a companionship program for those confined to their homes	TLTI	CPHC	2	# of visits to seniors
e Promote CPHC self registry for people living alone	CPHC		2	# of people registered

63

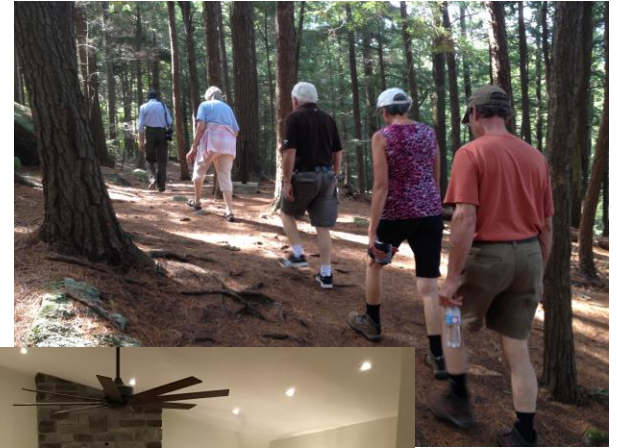
- Complete plan and corresponding budget
- Present to Council
- Implement Plan
- Measure results
- Review and update as necessary

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Unanticipated Results

- New partnerships
- Enhanced recreational programming
 - Seniors Picnic
 - Pickleball
- Expo
- Mentorship opportunities



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Applying the Age-Friendly Lens

What municipalities can do

- Take an age friendly perspective “apply the age-friendly lens” in infrastructure planning, recreation, and economic development
- Develop partnerships within the community and between municipalities
- Build and maintain momentum



Strengthening Age-Friendly Communities and Seniors' Services for 21st Century Ontario

A New Conversation about the Municipal Role

September 2016

Lessons Learned



Communication & Information

- Font, colours, size
- Preference for paper notices
- Place of worship bulletins
- Two or more rounds of advertising for meetings

Buildings

- Access to public washrooms – businesses to make them available – location and frequency in parks/waterfront areas

Transportation

- Different modes of travel for different seasons
- access



Mark your Calendar! Frontenac Seniors' Expo

The County of Frontenac invites you to the Frontenac Seniors' Expo!
A one-stop event on aging well for seniors, their families and caregivers. Being held in two convenient locations:

Friday, November 18, 2016 10 am – 2:30 pm Grace Centre 4295 Stagecoach Rd, Sydenham	Saturday, November 19, 2016 9:30 am – 2:30 pm St. James Major Church 14608 Road 38, Sharbot Lake
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Free Admission!

Lunch, Exhibitors, Door Prizes

Keynote Speaker: Rhonda Lovell (KFL&A Public Health)

For more information, contact Anne Marie Young (613-548-9400 ext.330)



This event is part of the County of Frontenac Age-Friendly Community Action Plan, which is funded by the Province of Ontario.

Image source: <https://www.loofabulousforever.com/blog/streams-of-retirement/>



Making municipalities age-friendly



Caledon Age-Friendly Study

Official Plan Review

- Three key themes



Aging in Place /
Housing



Transportation /
Transit



Outdoor Spaces and
Buildings

- Engagement

- Age-Friendly Workshop
- Caledon Seniors Day
- Webpage and Survey

- Official Plan Policy Recommendations

- New Age-Friendly Planning Section
- Modifications and new policies within other sections

Age-Friendly Planning Parks and Recreation




Township of Leeds and the
Thousand Islands, ON
Source: WSP

Village of Keremeos, BC
Source: Village of Keremeos



Township of Leeds and the
Thousand Islands, ON
Source: WSP

Age-Friendly Business Assessments




Age Friendly
Convient à tout âge **Wawa**

AGE-FRIENDLY WAWA – CONFIDENTIAL BUSINESS ASSESSMENT

NAME OF BUSINESS AND OWNER/MANAGER: _____

Date: _____ Assessor Name: _____



IS YOUR WAWA BUSINESS AGE-FRIENDLY?

Attracting and keeping customers from Wawa and surrounding communities in an aging population is essential to sustaining and growing your business in Wawa. Seniors generally have the highest discretionary income and make purchasing decisions differently than young customers. The following is a checklist of Age-Friendly practices:

Safety:

- ☐ Are your business entrances clear of furniture, snow and other obstructions?
- ☐ Doors are easy to open and wide enough for a wheelchair or walker?
- ☐ Is your entrance door too heavy for seniors to open? If yes, do you have an automatic door opener button installed?
- ☐ Are your doors and aisles wide enough for scooters, walkers and wheelchairs?
- ☐ Is accessible seniors' parking available close to your business entrance?
- ☐ Do you have sturdy handrails on any stairways and clearly marked stair edges?
- ☐ Is your flooring non-slip?
- ☐ People in wheelchairs can easily navigate aisles and spaces in your business?
- ☐ Do you shelve your most popular items at medium height?
- ☐ There is a place by the entrance for customers to park scooters?
- ☐ Mats are level with the floor and door thresholds are level so they do not create tripping hazard.
- ☐ Have you cleared a walking path from parking spots to your store after snowfall?

Comfort:

- ☐ Do you have seating available for customers to rest, try products like shoes on or to wait for service?
- ☐ Are your service counters accessible to customers in wheelchairs?
- ☐ Is your signage clear and understandable?
- ☐ Have you trained staff to speak clearly and help customers who have vision or hearing challenges and to be patient and friendly?
- ☐ Can your staff identify if a person is experiencing a medical emergency?
- ☐ Washrooms are located on the main floor?
- ☐ Washrooms are large enough for wheelchairs, walkers and strollers?

Communication:

- ☐ Seniors can easily find information about your business (in print forms)?
- ☐ Print and spoken communication uses simple, familiar words in short, straight forward sentences?
- ☐ Seniors are visible in advertising and are depicted positively?
- ☐ Signage has legible fonts and good contrast?
- ☐ Printed or written materials (i.e. cash receipts) have good contrast and readable font sizes?
- ☐ Your website is easy to navigate and can adjust text size on screen?

Access from parking lot with curb cuts levelled.

Drop-off areas are clearly marked and clearly marked.

Entrance and parking lot are evenly lit.

Parking spaces are clearly marked and enforced.

Entrance and sidewalks are cleared of snow, wet puddles and other obstacles.

Entrances are kept clear of street and other obstructions (snow).

Doors open easily and have access; they stay open long enough to get through.

Entrances at least one level with threshold flush to ground.

Aisles wide enough for wheelchairs.

Stairways have sturdy handrails and clear edges. Stair edges are marked.

Non-slip and non-slippery surfaces.


- ☐ Obstacles or hazards are clearly marked (e.g., Step Up, Automatic Door, Wet Floor).
- ☐ Flooring is smooth, without cracks, dips and rug tears.
- ☐ Aisles are wide enough for a walker or wheelchairs (appr. 4 ft), and uncluttered by displays.
- ☐ Location of washrooms, check outs, and customer service is clearly posted.
- ☐ Most-popular items are shelved at medium height or employees available to assist when needed.
- ☐ Accessible washrooms are available with easy to open doors.
- ☐ Sturdy seating is available in waiting or line-up areas (by cash).
- ☐ Signage has legible fonts and good contrast (black on white).

ASSESSMENT SCORE

Yes = 1 Needs work = 0 N/A = Does not apply

Your Total: _____ (Out of 19)

ADAPTED FROM: Creating an Age-friendly Business in B.C., Seniors' Healthy Living Secretariat, B.C. Ministry of Health.



Source: Creating an Age-Friendly Business in B.C.'s Seniors' Healthy Living Secretariat, B.C. Ministry of Health, 2012

Age-Friendly Communication Tips

The way that businesses choose to communicate with older adults can have a significant impact on their purchasing decisions. These tips have been developed by Health Canada.

Tip 1: Communicating In Print

- ☐ Use 12+ point type sans serif fonts (e.g., Arial, Verdana)
- ☐ Use headings and subheadings
- ☐ Use bold type for keywords
- ☐ Use pictures to help explain the messages in the text
- ☐ Maximize white space
- ☐ Add the option to make text larger
- ☐ Give headings a consistent look

Tip 2: Communicating Online

- ☐ Use 12+ point type sans serif font
- ☐ Use medium or bold face type
- ☐ Add a button to make text larger
- ☐ Use clean background in high contrast to text
- ☐ Provide clear, non-threatening information
- ☐ Avoid jargon

Tip 3: Communicating by Telephone

- ☐ Ensure callers can talk to a real person
- ☐ Train staff to recognize hearing loss and respond appropriately
- ☐ Reduce echoes through landscaping, carpeting and furnishings
- ☐ Limit or suppress background noise

Tip 4: Communicating In Person

- ☐ Evaluate your attitudes
- ☐ Create trust through a respectful and caring manner
- ☐ Practice active listening and effective questioning
- ☐ Take time and speak clearly

Tip 5: Navigation Links

- ☐ Try to fit all information on one screen
- ☐ Give headings a consistent look
- ☐ Require only single mouse clicks
- ☐ Protect buttons for navigating site from moving with page
- ☐ Use blue, bold underlined text for links
- ☐ Link to specific content, not homepage



MUNICIPALITY OF WAWA

For more information: Clear Print Accessibility Guidelines, CNZB.



Wawa
Economic Development

Project Ideas – Business Ramps

Examples

Stop Gap Foundation

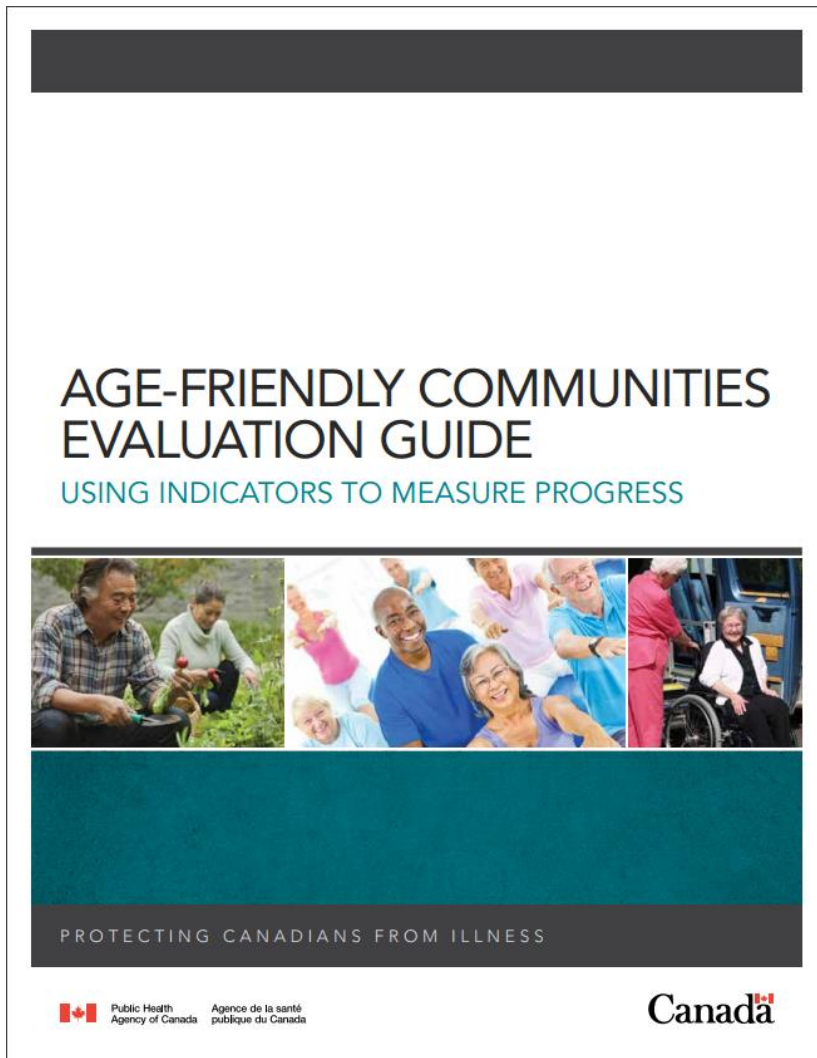
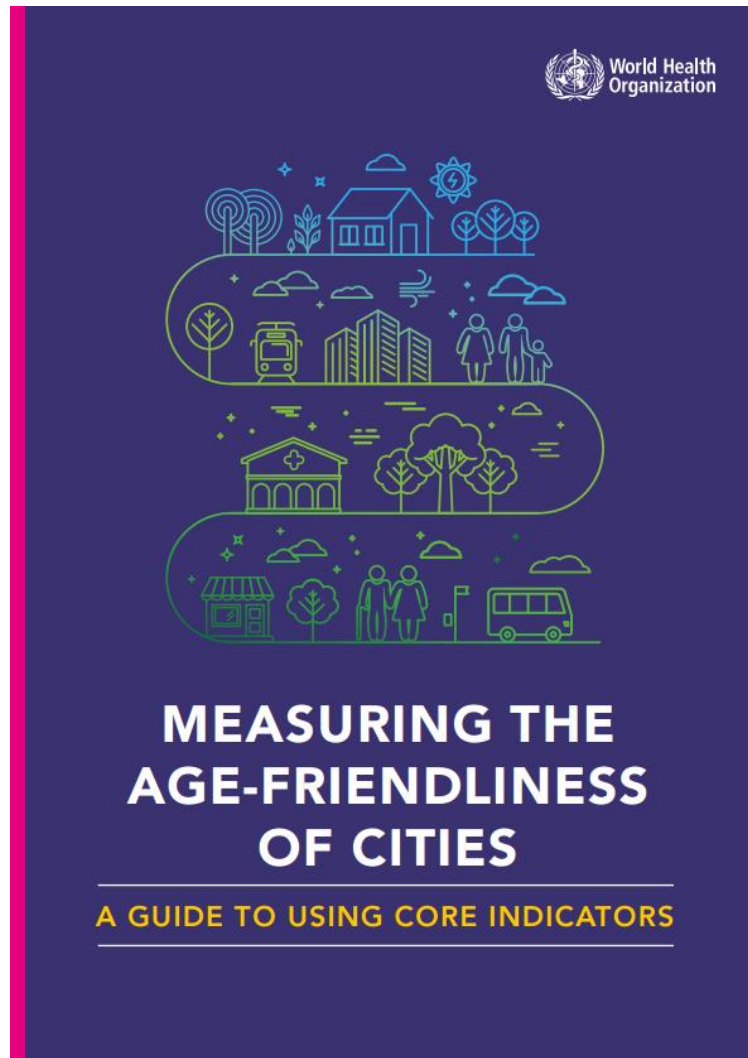
- Community program to build ramps through corporate donations...or school woodworking shops.



<http://stopgap.ca/the-ramp-project>



If you have an Age-Friendly Action Plan



If you don't have an Age-Friendly Action Plan

- Have a student, volunteer, or staff person conduct a Community Audit using the WHO's checklist
- Hold a Seniors Expo
- Conduct an Age-Friendly Business Assessment survey
- Establish an Age-Friendly Committee to assist in municipal initiatives
- Apply for funding

Possible Funding Sources

- Age-Friendly Community Planning Grant
- Canadian Institute of Health Research
- New Horizons for Seniors Program
- Ontario Trillium Foundation
- Seniors Community Grant Program
- EnAbling Change Program (Ont)
- Local Health Integration Network
- Volunteers – Senior Associations
- Ask your Local Council



Available Resources

- WHO Checklist of Essential Features of Age-friendly Cities
www.agefriendlyworld.org
- WHO Global Database of Age-friendly Practices
- WHO Measuring the Age-Friendliness of Cities
- Age-Friendly Rural and Remote Communities Guide
- Age-Friendly Communities Evaluation Guide
- Ministry of Seniors Affairs
- AMO Strengthening Age-Friendly Communities and Seniors Services for 21st Century Ontario
- Existing Age Friendly Plans and Checklists
- Seniors Health Knowledge Network (Sarah Webster – Kingston)



Checklist of Essential Features of Age-friendly Cities

This checklist of essential age-friendly city features is based on the results of the WHO Global Age-Friendly Cities project consultation in 33 cities in 22 countries. The checklist is a tool for a city's self-assessment and a map for charting progress. More detailed checklists of age-friendly city features are to be found in the WHO Global Age-Friendly Cities Guide.

This checklist is intended to be used by individuals and groups interested in making their city more age-friendly. For the checklist to be effective, older people must be involved as full partners. In assessing a city's strengths and deficiencies, older people will describe how the checklist of features matches their own experience of the city's positive characteristics and barriers. They should play a role in suggesting changes and in implementing and monitoring improvements.

Outdoor spaces and buildings

- ☐ Public areas are clean and pleasant.
- ☐ Green spaces and outdoor seating are sufficient in number, well-maintained and safe.
- ☐ Pavements are well-maintained, free of obstructions and reserved for pedestrians.
- ☐ Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.
- ☐ Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times.
- ☐ Drivers give way to pedestrians at intersections and pedestrian crossings.
- ☐ Cycle paths are separate from pavements and other pedestrian walkways.
- ☐ Outdoor safety is promoted by good street lighting, police patrols and community education.

- ☐ Services are situated together and are accessible.

- ☐ Special customer service arrangements are provided, such as separate queues or service counters for older people.

- ☐ Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.

- ☐ Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.

Transportation

- ☐ Public transportation costs are consistent, clearly displayed and affordable.

- ☐ Public transportation is reliable and frequent, including at night and on weekends and holidays.

- ☐ All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.

Thank you

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