



**STAFF REPORT**  
**Community Programming & Outreach Services**

Title: Age Friendly City Recommendations  
Report Number: COM2013-012  
Author: Jim Bowman  
Meeting Type: Council Meeting  
Council/Committee Date: September 30, 2013  
File:  
Attachments: Appendix A – Age Friendly Waterloo – Recommendations to Council  
Ward No.: City Wide

**Recommendation:**

1. That Council approve report COM2013-012 and;
2. Direct staff to work on the recommendations as developed in Appendix A.

**A. Executive Summary**

The World Health Organization (WHO) has designated the City of Waterloo as a member of the WHO Global Network of Age Friendly Cities. The WHO provides an international platform for communities to share their experiences, exchange information and provide support. The definition of an Age Friendly City is one that “encourages active ageing by optimizing opportunities for health, participation and security in order to enhance quality of life as people age”. Based on this information the WHO has described the characteristics of an Age Friendly community based on the following 8 factors or domains:

- Transportation
- Housing
- Social participation
- Respect and social inclusion
- Civic participation
- Communication and information
- Community support and health services
- Outdoor spaces and buildings

The City of Waterloo is one of only 14 cities in Canada to achieve this designation. To advance Waterloo’s Age Friendly status, City Council received an Action Plan and

recommendations, from the Age Friendly Committee in June of 2013. The intent of the recommendations was to realize the Action Plan as a living document. In addition it was identified that the Corporation use the Action Plan and the report as a tool to engage community partners in the operationalization of the recommendations contained in the Council report.

The intent of the recommendations in the Age Friendly report that was presented to Council in June was to establish an Action Plan that would impact and influence our entire community. Many of the actions directly relate to groups or organizations beyond the Corporation of the City of Waterloo. The purpose of report COM2013-012 is to identify actions that directly relate to our Corporation.

To that end, Waterloo City Council embraced the Action Plan and the report with enthusiasm and support and requested that staff report back to Council on the role of the City of Waterloo as related to the Age Friendly recommendations, In the Appendix of this report, Council will be advised of the role of the city, the implementation impacts and status of the recommendations as presented.

#### **B. Financial Implications**

The financial implications for the purposes of this report would be considered as in kind.

Future budget considerations related to Age Friendly Committee and their work will be brought forward through the 2015 budget process.

#### **C. Technology Implications**

NA

#### **D. Legal Considerations**

Staff did not seek legal advice.

#### **E. Link to Strategic Plan/Economic Vitality**

**Health and Safe Community:** to recognize that the City strive to make Waterloo a place for all ages to live and play and sustain a healthy lifestyle.

**Vibrant Neighbourhoods:** The city will strive to develop neighbourhoods that encourage connections between all ages so that neighbourhoods are a safe and healthy environment for all to live.

**Public Engagement:** Waterloo residents are part of the solution, and that the voices of all members of the community are heard so that the city is seen as being friendly to all ages.

#### **F. Previous Reports on this Topic**

Mayor's Advisory Committee for Age Friendly Waterloo: Report to Mayor in June 2013

**G. Approvals**

Name	Signature	Date
Author:		
Director:		
Commissioner:		
Finance:		

CAO



### **Age Friendly Communities Recommendations COM2013-012**

Age Friendly Cities (AFC) is an international movement initiated by the World Health Organization in response to global ageing and urbanization. An AFC provides a physical, social and service environment that enables older people and all ages, to live in security, enjoy good health and participate in the communities where they live, work and play.

The City of Waterloo is striving to be an increasingly Age Friendly City. With the support of the Mayor and Council, an Age Friendly Advisory committee was formed and has collaborated with the community and partners from the University of Waterloo on achieving and maintaining the status of an Age Friendly Community.

Through consultation with the community it was identified that Waterloo is

- Highly valued by its older residents
- Waterloo should address its stock of Age Friendly Housing
- Waterloo should examine and investigate opportunities for social participation and engagement
- Maintain senior independence through means of physical mobility
- Walkability is a behavioural rather than physical issue and the promotion of mobility should be strengthened.

For communities throughout Ontario, there is a growing proportion of ageing residents which presents significant opportunities as well as challenges. An ageing population is an opportunity because older adults are often committed and are long term residents of their communities, who contribute their time, energy and wealth of experience to local projects and organizations. The challenge rests in the growing observation among older people, community planners, social workers, gerontologists, health care practitioners and local policy makers that many of the communities in which we live can be difficult environments in which to age. Waterloo's population is ageing as it has been identified that our older adult population is growing in proportion with the national average. It was also identified that community planning has conventionally focused on the needs of the young and middle aged families. According to a quote from Professor Bernard Isaacs "Design for the young and you exclude the old; design for the old and you include everyone.

The City of Waterloo has been designated as an Age Friendly Community by the World Health Organization and in order to maintain this designation the Age Friendly Committee is required to report to the WHO on their efforts in developing a community

that is “age friendly”. In their report to Council in June 2013 the committee identified some significant recommendations to Council on their work and communicated what dimensions that need to be developed and worked on as part of the Action Plan. This report has taken the elements of the Action Plan and proposed some timelines to bring this report to life.

In the Age Friendly report to Council in June 2013, the following dimensions were recommended to Council:

- Housing
- Health and Community Support Services
- Respect and Isolation
- Social Participation

Council received these recommendations and in order for this to be a living document, requested that staff develop an implementation and status report on how these recommendations may come to life. Appendix A in this report refers to the efforts of staff corporately it specifically includes the role that the City of Waterloo would play in this Action Plan.

Staff have consulted with the “Age Friendly Committee” on the proposed role of the City, the implementation impacts and the status of the Action Plan recommendations as outlined. The Age Friendly Committee is certainly pleased with the work that has been done so far and has supported the information contained in the Appendix of this report

This report will assist the City of Waterloo in the development of the Action Plan recommendations, and will also assist Waterloo’s Age Friendly Committee in their report to the World Health organization, and the development of future plans in Age Friendly Symposiums.

Due to the nature of the Action Plans outlined in the recommendations, staff also took into consideration the work of the Safe and Healthy Advisory Committee on the Decision Making lens in order to make Waterloo a liveable, inclusive, safe, sustainable and liveable city environment.

# Appendix A to COM2013-012 Age Friendly Communities Recommendations

Age Friendly Waterloo - Recommendations to Council					Updated: 9/13/2013			
Implementation					Key Lead(s) & Potential Partners (Suggested by Age Friendly Committee)	Implementation Impacts (Staffing/Financial)	City of Waterloo Role	Status (as of Sept. 13)
	Current 0-1 years	Short 1-2 years	Medium 3-5 years	Long 6+ years				
<b>Action Item: Housing</b>								
1. Consult with older Waterloo residents, City and Regional staff, housing providers, and other stake holders on the development of an older adult housing strategy		x	x			Provision of in-kind services to Region to support project. Contribution to cost of supplies to support consultation process. Staff work plan consideration.	Community Services (Community Programs and Outreach Unit) would like to initiate discussion with the Region of Waterloo. Suggest that it would be appropriate for the Region of Waterloo to lead this project. Project initiation will be determined by the Region's ability to implement.	Future Initiative
2. Co-ordinate with the Region and communicate with the Province of Ontario on the development of an older adult housing strategy			x		City of Waterloo, Region of Waterloo, Ontario Seniors' Secretariat, Development Community, Not for Profit Sector	Provision of in-kind staff support and services to Region of Waterloo to support project. Staff work plan consideration.	IPPW (Planning Approvals Unit) and Community Services (Community Programs and Outreach Unit) would initiate discussion with the Region of Waterloo. Suggest that it would be appropriate for the Region of Waterloo lead this project. Project initiation will be determined by the Region's ability to implement.	Future Initiative
3. Create an inventory of sites that are suitable for the development of affordable rental housing	x	x			City of Waterloo	Staff work plan consideration.	To be completed by IPPW (Planning Approval Unit) staff.	Future Initiative
4. Develop and publish an older adult housing directory – including listings for specialized housing, geared to income rentals, and home modification support services.	x	x			211, Region of Waterloo	Provision of in-kind services to organization leading this project. Staff work plan consideration.	City of Waterloo, Community Services & Outreach, would provide information to the organization leading the project for inclusion in the directory. Community Services staff to investigate the status of older adult housing strategy.	Currently underway
5. Research alternative older adult housing models and identify the opportunities and barriers to implementation.	x				Universities (UW, WLU)	Minimal staff time.	To be led by Universities. City of Waterloo would participate as requested by Universities. Timing to be determined by Universities based on their ability to implement the project.	Future Initiative
<b>Action Item: Health &amp; Community Support Services</b>								
1. Develop a "check-in" service for older adults			x		Neighbourhood Associations	Further planning required to determine implementation requirements and staff resource availability & workload.	For consideration for the Neighbourhood Strategy. Work on this strategy anticipated to begin in 2014. Seniors Services Unit of Community Services Department could explore expanding the current LHIN funded Telephone check in program as an interim measure.	Future Initiative
2. Liaise with Regional, Provincial and Federal governments and advocate for improved home care funding	x					Staff work load considerations.	Supervisor of LHIN funded programs in Community Programs and Outreach in collaboration LHIN network groups. This supervisor currently works with other health care providers to access funds through the provinces for services for seniors.	Currently underway
3. Develop and publish a directory of older adult home care services		x			WWLHIN, CCAC, 310, Subcommittee	Staff work load considerations.	City of Waterloo would provide information to the organization. Community Services staff to investigate the status of an older adult home care directory. Collaborate with WWLHIN and CCAC and other projects for directory and methods to access this directory.	Future Initiative

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	Current 0-1 years	Short 1-2 years	Medium 3-5 years	Long 6+				
4. Appoint a city representative to liaise with CCAC	x						Supervisor of LHIN funded programs in the Seniors Services Unit currently acts as a liaison with the CCAC and other CCAC/LHIN funded services providers	Completed
<b>Action Item: Respect &amp; Social Inclusion</b>								
1. Appoint a City representative to discuss with local businesses, Provincial, and Federal agencies donation, sponsorship and/or joint venture opportunities			x			To be determined additional discussion required with Age Friendly Committee.	Suggest that 55+ Advisory Committee be asked to take on this initiative. Chamber of Commerce could be approached to take a role.	Future Initiative
2. Inventory City and school board managed intergenerational recreational, educational, social, and cultural programs		x			School boards, City of Waterloo, Subcommittee	Staff work load considerations.	Upon appointment, the City liaison between the School board and the City of Waterloo would lead the development of the list of programs.	Future Initiative
3. Appoint a City staff representative to liaise with Waterloo's community centres and school boards	x				City of Waterloo	Staff work load considerations.	Community Services to appoint a liaison.	Currently Underway
4. Research and identify suitable best practices of effective intergenerational recreational, educational, social, and cultural programs		x			School boards, City, University, CCRS, 55+	Staff work load considerations.	Supervisor of 55+ programs to work with School boards and other community partners to look at opportunities for intergenerational program develop. Recreation programming staff are currently exploring approaches to older adult recreation.	Future Initiative
5. Develop a guide of cultural, social, recreational, and educational programs targeted to older adults			x		City of Waterloo	Expenses and staff resources to publish and circulate a guide.	Options are being explored as part of the Older Adult Recreation Strategy.	Currently Underway
6. Advocate for no-cost older adult education and training opportunities with Waterloo's post-secondary institutions	x				Universities (UW, WLU)		To be lead by Universities. Implementation to be determined by the University based on their capacity.	Future Initiative
7. Co-ordinate an annual Age-Friendly forum	x				City, Mayor's Advisory Committee, 55+ Board		Age Friendly Committee to lead with staff support from Mayor's Office.	Currently Underway
<b>Action Item: Social Participation</b>								
1. Continue to foster senior-led cultural, social, recreational, and educational programs.	x	x			CCRS, Region of Waterloo	Staff workload considerations.	To be included in the Older Adult Recreation Strategy currently under development by the Community Services Department. Through evaluation of programs, Supervisor will determine future programs.	Currently Underway
2. Increase city-wide drop-in activities for older adults.	x	x			City of Waterloo, 55 + Advisory Board	Staff workload considerations.	To be included in the Older Adult Recreation Strategy currently under development by the Community Services Department. Through evaluation of programs, Supervisor will determine future programs.	Currently Underway
3. Identify key locations for older "get connected" information delivery		x				To be determined, additional discussion required with Age Friendly Committee.	To be included in the Older Adult Recreation Strategy currently under development by the Community Services Department	Currently Underway
4. Conduct awareness workshops with City and Regional staff about older adult issues.		x			City of Waterloo, Region of Waterloo, 55+, Dialogue on Diversity	Staff workload considerations.	City of Waterloo Human Resources Department could lead with input from 55+ advisory committee.	Future Initiative

Implementation					Key Lead(s) & Potential Partners (Suggested by Age Friendly Committee)	Implementation Impacts (Staffing/Financial)	City of Waterloo Role	Status (as of Sept. 13)
	Current	Short	Medium	Long				
	0-1 years	1-2 years	3-5 years	6+ years				
5. Regularly monitor the satisfaction of older adults with City programs and services.	x	x			CCRS	Staff workload considerations.	Regular program evaluation is part of the current processes of the Supervisor of 55+ programs. Opportunities to enhance evaluation will be explored as part of the Older Adult Recreation Strategy Seniors Section of Community Services.	Currently underway
6. Establish a recognition program for the contributions of individuals, community centres, schools, and businesses to the quality of life of older adults in the Waterloo community.		x			CCRS, Local Media, Chamber of Commerce	Staff workload considerations.	City staff of the Senior Section of Community Services, 55+ Advisory Board will encourage the local media to take a leadership role on this initiative.	Future Initiative
7. Research best practice examples of mentoring programs for isolated older adults		x			Universities (UW, WLU)	Minimal staff time.	To be led by Universities. City of Waterloo would participate as requested by Universities. Timing to be determined by Universities based on their ability to implement the project.	Future Initiative