CITY OF KINGSTON

REPORT TO SENIORS ADVISORY COMMITTEE

Report No.: SAC-12-02

TO:	**Chair and Members of Seniors Advisory Committee**
FROM:	**Cynthia Beach, Commissioner, Sustainability & Growth** **Lanie Hurdle, Commissioner, Community Services**
RESOURCE STAFF:	**Julie Salter-Keane, Accessibility Compliance Project Manager** **Cheryl Hitchen, Social Planning and Policy Planner**
DATE OF MEETING:	**November 21, 2012**
SUBJECT:	**Age-friendly Kingston Stage One Report**

EXECUTIVE SUMMARY:

The Seniors Advisory Committee was appointed by Council on September 20, 2011 with a mandate to develop an "Age-friendly" Plan for the City of Kingston in keeping with the theme and direction of the World Health Organization (WHO) Age-friendly Cities Programme. The length of term of the committee was expected to be 12 months and will conclude with the submission of the recommended plan to Council.

The WHO Age-friendly Cities Programme is an international effort to help cities prepare for two global demographic trends: the rapid aging of populations and increasing urbanization. The Programme targets the environment, social and economic factors that influence the health and well-being of older adults. The City of Kingston became part of the WHO Global Network of Age-friendly Cities in 2012.

The first stage in becoming an Age-friendly city is a planning stage requiring the completion of a baseline assessment of the age-friendliness of the city ensuring involvement from older adults in the planning process.

The Seniors Advisory Committee has developed 58 recommendations in the The Age-friendly Kingston Stage One Report to address the eight domains identified by the WHO, namely: 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.

RECOMMENDATIONS:

THAT the Seniors Advisory Committee recommends to Council the following:

1. **THAT** the Age-friendly Kingston Stage One Report, dated December 2012 be approved; and

2. **THAT** the Seniors Advisory Committee, having fulfilled its mandate, be and is hereby disbanded; and

3. **THAT** a by-law be presented to amend By-law 2010-205 to delete Schedule B-14 – Seniors Advisory Committee.

AUTHORIZING SIGNATURES:

ORIGINAL SIGNED BY COMMISSIONER Cynthia Beach, Commissioner, Sustainability and Growth
ORIGINAL SIGNED BY COMMISSIONER Lanie Hurdle, Commissioner, Community Services
ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER Gerard Hunt, Chief Administrative Officer

CONSULTATION WITH THE FOLLOWING COMMISSIONERS:

Denis Leger, *Transportation, Properties & Emergency Services*	√
Jim Keech, *President and CEO, Utilities Kingston*	√

(N/R indicates consultation not required)

OPTIONS/DISCUSSION:

In 2002, the World Health Organization (WHO) released its Policy Framework on Active Ageing, defining active ageing as “optimizing opportunities for health, participation and security in order to enhance quality of life as people age.” WHO has used this framework to develop the Global Age-friendly Cities: A Guide. The goal of the WHO Age-friendly Cities project was to identify concrete indicators of an age-friendly city and to produce a practical guide to stimulate and guide advocacy, community development and policy change to make urban communities more age-friendly.

The City of Kingston launched the Age-friendly Kingston Initiative as a way to hear from older adults about how livable our city is now and to capture their suggestions about developing an age-friendly community. The Age-friendly City's Initiative applies the WHO research model and aligns with the City of Kingston's Strategic Plan, which identifies the importance of making the City of Kingston age-friendly. The WHO process expects that the municipality establishes mechanisms to involve older people throughout the process and is broken into four stages:

- Developing a baseline assessment in the eight WHO domains
- Developing a three year action plan
- Identifying indicators to monitor progress
- Continuous improvement

City Council established a Seniors Advisory Committee to guide its work through the first stage, the baseline assessment. Under its guidance, the City conducted six focus groups with citizens 45 years of age and older, with caregivers of seniors who were unable to represent themselves, and with service providers.

The Age-friendly Kingston Stage One Report presents a summary of the findings from those discussions, including participants' views on the age-friendly advantages of Kingston, the aspects of the City that make Kingston difficult for older adults and recommendations for improvement.

This report begins with a "Kingston Community Profile" – the "where" of the project – providing the reader with a snapshot of the city and an understanding of contextual factors that shape the lives of seniors.

The next sections, "Profile of Older Adults" and the "Profile of Focus Group Participants" present the "who" of this report. It tells the reader socio-demographic information about our older adult population and information on who is represented in the findings and who is not. This helps give some context to the information, particularly the quotes, that have been included.

The "Findings" section of the Age-friendly Kingston Stage One Report represents the "what". It is broken out into the eight domains of the WHO criteria. What did participants tell the researchers about the age friendliness of Kingston? What were their suggestions for improvement? The findings also include the current strengths and planned initiatives the City of Kingston has or will be undertaking to further improve the physical infrastructure or community partnership opportunities that will guide the way forward to an age-friendly city.

This "Findings" section concludes with the beginning stages of the "how'. It provides age friendly recommendations that address the gaps between what the participants told us and the initiatives of the City along with the final section which gives a summary of best practices of age-friendly initiatives across North America and some resource links for further information or more in-depth analysis.

In total, there are fifty-eight recommendations in the report to address these themes. The recommendations are focused on municipal programs, services and infrastructure as well as suggested partnerships with business and community organizations.

The Age-frienldy Kingston Stage One Report represents the first step in making Kingston a more age-friendly city and provides the baseline data needed todevelop and plan for Stage Two of the Age-friendly Kingston Initiative.

The next steps to complete the planning stage are to develop a three year action plan based on this report's recommendations and identify indicators to monitor progress. Once completed and approved by City Council, the action plan will to be submitted to the WHO for their review and endorsement. The next three stages in this five year planning cycle as outlined by the WHO are the implementation of the action plan, progress evaluation and continuous improvement.

EXISTING POLICY/BY LAW:

Not applicable

NOTICE PROVISIONS:

Not applicable

ACCESSIBILITY CONSIDERATIONS:

This report and information relating to this report are available in alternative formats upon request. The Age-friendly Kingston Stage One Report has been created as an accessible document.

FINANCIAL CONSIDERATIONS:

Any financial impacts will not be developed until 2013 with the preparation of the 3 year action plan and at that time will be fully analyzed.

CONTACTS:

Julie Salter-Keane, Accessibility Compliance Project Manager
Cheryl Hitchen, Manager Social Planning and Policy

OTHER CITY OF KINGSTON STAFF CONSULTED:

All Departmental Directors were consulted regarding the preparation of the Age-friendly Kingston Stage One Report.

EXHIBITS ATTACHED:

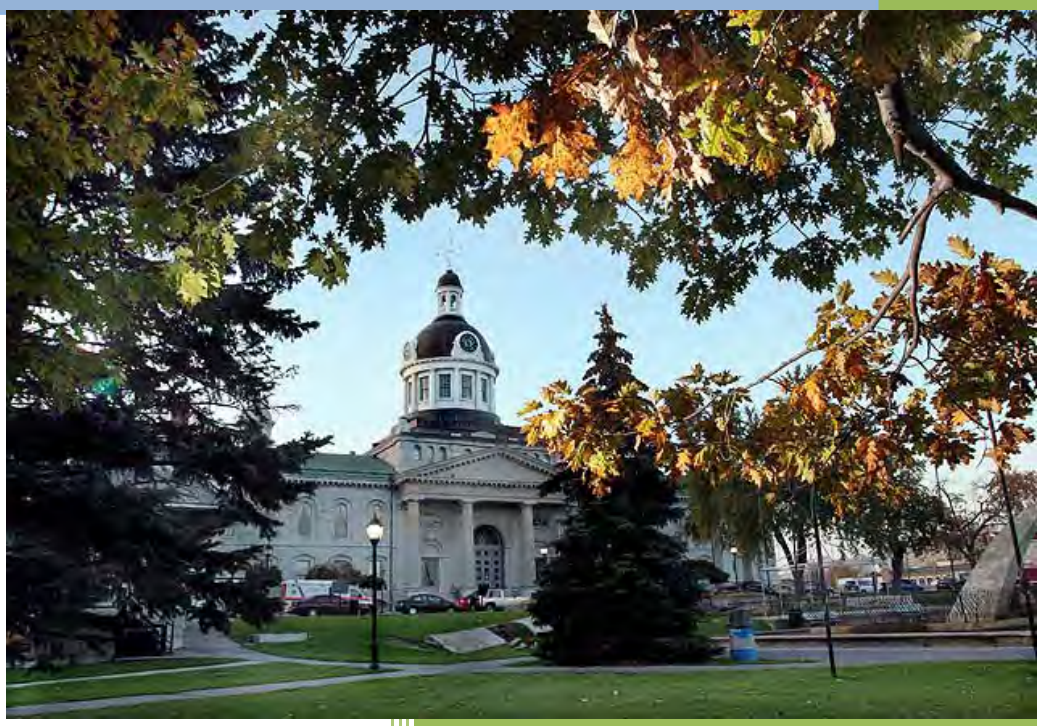
Exhibit A – Age-friendly Kingston Stage One Report (under separate cover)
Exhibt B – Draft By-law

KINGSTON

Age-friendly Kingston

Stage One Report

December, 2012



“Design for the young and you exclude the old;
Design for the old and you include the young.”

Bernard Isaacs

Acknowledgements

The City of Kingston and the Seniors Advisory Committee would like to thank the volunteers and community organizations that participated in the focus group sessions. The findings in this report are a reflection of all of the valuable input and ideas received.

Seniors Advisory Committee:

Diane Luck, Chair

Mary Carol Thompson, Vice-Chair

Councillor Liz Schell

Christine Bell

David Crane

Anne Graham

Michaela Jones

Louise Richer

Paul Switzer

Staff Support:

Cheryl Hitchen, Manager, Social Planning & Policy

Julie Salter-Keane, Accessibility Compliance Project Manager

Susan Powley, Former Committee Clerk

Fred Saunders, Committee Clerk

With valuable input, ideas and comments from municipal staff from across the Corporation.

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Message from the Mayor

According to the World Health Organization (WHO) the populations of senior citizens throughout the world will more than double within the next few decades. With one of the largest per capita populations of senior citizens in the country, Kingston will understandably see an even greater increase in our demographic of seniors. In recognition of this, the City of Kingston set out to develop an Age-friendly Plan for the City using a framework established by the WHO's Global Network of Age-friendly Cities.

I would like to thank the Seniors Advisory Committee, the driving force behind the City of Kingston's Age-friendly Plan, and the many community agencies and staff volunteers for their tireless work to identify and overcome barriers toward the successful implementation of our age-friendly plan.

The City of Kingston, in recognition of the work in this area, was recently recognized as a member of the World Health Organization's Global Network of Age-friendly Cities. This membership acknowledges cities that have developed an Age-friendly Plan and have made a commitment to a cycle of continually assessing and improving the age-friendliness of their city.

Age-friendly communities enable all citizens to live safely, age actively, maintain their health and participate fully in their communities. We will continue to work cooperatively with other levels of government, not for profit organizations, businesses and the community with a goal to ensure age-friendly status for all who live, work, visit or play in our community.

Sincerely,

Mark Gerretsen
Mayor

Executive Summary

"In an age-friendly community, there is a culture of inclusion shared by persons of all ages and ability levels. Policies, services and structures related to the physical and social environment are designed to support and enable older people to "age actively", that is to live in security, enjoy good health and continue to participate fully in society."

WHO 2007

In late 2011, City Council appointed a Seniors Advisory Committee with a mandate to develop an "Age-friendly" Plan for the City of Kingston in keeping with the theme and direction of the World Health Organization (WHO)'s Age-friendly Cities Programme.

The WHO Age-friendly Cities Programme is an international effort to help cities prepare for two global demographic trends: the rapid ageing of populations and increasing urbanization. The Programme targets the environment, social and economic factors that influence the health and well-being of older adults. The City of Kingston became part of the WHO Global Network of Age-friendly Cities in 2012.

The first stage in becoming an Age-friendly city is a planning stage requiring completion of a baseline assessment of the age-friendliness of the city ensuring involvement from older adults in the planning process.

City staff prepared a Profile of Older Adults providing socio-demographic information about older adults in Kingston who currently account for 16.5% of the total population. Factoring in the 45-65 year age group or the future cohort of older persons, the reality is approximately 44% of the population of Kingston is already in or will be entering into the older adult classification in the next decade.

The City followed the WHO protocol which adopts a locally-driven and "bottom-up" approach that starts with the lived experience of older persons regarding what is, and what is not, age-friendly, and what could be done to improve the City's age-friendliness. Six focus groups were held with citizens, caregivers and community agencies. The feedback collected from these focus groups as well as input from City staff across the Corporation forms the basis for this report.

Information was collected on the eight domains identified by the WHO, namely: 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. For each domain information is presented on: the WHO key features; identified gaps from focus group feedback; challenges for Kingston; current strengths, planned City initiatives and policies; and recommendations from the Seniors Advisory Committee.

While participants presented a range of perspectives and opinions on the age-friendliness of the City, four themes emerged from the focus group participants, namely:

"We want to stay in our homes"

Ensuring the built environment and community supports are in place to allow citizens to live in their homes and their neighbourhoods for as long as they are able.

"We want to be actively involved in the Kingston community"

Ensuring transportation is accessible; and affordable recreational, cultural and social opportunities are available across the geographic region.

"We want to know what is going on and where to get help when we need it"

Ensuring timely, accessible and clear communication is provided on everything from events to community supports using a variety of methodologies.

"We want to be respected"

Ensuring opportunities for seniors to contribute through volunteerism are coordinated; customer service training is provided on the needs of our ageing population and municipal planning activities are carried out through an age-friendly lens.

In total, there are fifty-eight recommendations in the report to address these themes. The recommendations are focused on municipal programs, services and infrastructure as well as suggested partnerships with business and community organizations. At this point in the process, the recommendations are not in any order of priority.

The next step to complete the planning stage is to develop a three year action plan based on this report's recommendations. The action plan will assess the feasibility of each recommendation; place the recommendations in order of priority; identify leads and time frames for completion; identify indicators to measure success and articulate any municipal budget considerations.

Once completed and approved by City Council, the action plan will be submitted to the WHO for their review and endorsement. The next three stages in this five year planning cycle as outlined by the WHO are the implementation of the action plan, progress evaluation and continuous improvement.

Introduction

"An age-friendly city encourages active ageing by optimizing opportunities for health, participation and security in order to enhance quality of life as people age. In practical terms, an age-friendly city adapts its structures and services to be accessible to and inclusive of older people with varying needs and capacities."

WHO 2007

In the developed world, about 75 percent of older adults live in metropolitan areas and the proportion will grow to 82 percent by 2025. Making cities age-friendly is one of the most effective policy strategies to respond to the demographic ageing, which is taking place throughout the developed world. According to the Canadian census figures, persons aged 65 and older make up nearly 16.5% of the population of Kingston in 2011 compared to 14.6% for the Province of Ontario and 14.8% for Canada. Factoring in the 45-65 year age group or the future cohort of older persons, the reality is that approximately 44% of the population of Kingston is already in or will be entering into the older adult classification in the next decade.

In 2002, the World Health Organization (WHO) released its Policy Framework on Active Ageing, defining active ageing as "optimizing opportunities for health, participation and security in order to enhance quality of life as people age." WHO has used this framework to develop the *Global Age-friendly Cities: A Guide*. The goal of the WHO Age-friendly Cities project was to identify concrete indicators of an age-friendly city and to produce a practical guide to stimulate and guide advocacy, community development and policy change to make urban communities more age-friendly.

Older adults play crucial roles in communities whether through paid or volunteer work, sharing experience and knowledge or caring for their families. As their numbers grow, they will need access to more services that are affordable, of high quality, and that meet their needs now and well into the future.

The City of Kingston launched the Age-friendly Kingston Initiative as a way to hear from older adults about how livable our city is now and to capture their suggestions about developing an age-friendly community. The Age-friendly City's Initiative applies the WHO research model and aligns with the City of Kingston's Strategic Plan, which identifies the importance of making the City of Kingston age-friendly.

The WHO process expects that the municipality establishes mechanisms to involve older people throughout the process and is broken into four stages:

- Developing a baseline assessment in the eight WHO domains
- Developing a three year action plan
- Indentifying indicators to monitor progress
- Continuous improvement

City Council established a Seniors Advisory Committee to guide its work through the first stage, the baseline assessment. Under its guidance, the City conducted six focus groups with citizens 45 years of age and older, with caregivers of seniors who were unable to represent themselves, and with service providers. For the purpose of this report and the age-friendly planning process, the City is defining “older adults” as those over the age of 45 and seniors as those over the age of 65. This report presents a summary of the findings from those discussions, including participants’ views on the age-friendly advantages of Kingston, the aspects of the City that make Kingston difficult for older adults and recommendations for improvement.

This report begins with a “Kingston Community Profile” – the “where” of the project – providing the reader with a snapshot of the city and an understanding of contextual factors that shape the lives of seniors.

The next sections, “Profile of Older Adults” and the “Profile of Focus Group Participants” present the “who” of this report. It tells the reader socio-demographic information about our older adult population and information on who is represented in the findings and who is not. This helps give some context to the information, particularly the quotes, that have been included.

The “Findings” section of the report represents the “what”. It is broken out into the eight domains of the WHO criteria. What did participants tell the researchers about the age-friendliness of Kingston? What were their suggestions for improvement? The findings also include the current strengths and planned initiatives the City of Kingston has or will be undertaking to further improve the physical infrastructure or community partnership opportunities that will guide the way forward to an age-friendly city. This “Findings” section concludes with the beginning stages of the “how’. It provides age-friendly recommendations that address the gaps between what the participants told us and the initiatives of the City along with the final section which gives a summary of best practices of age-friendly initiatives across North America and some resource links for further information or more in-depth analysis.

This report represents the first step in making Kingston a more age-friendly city and provides the baseline data needed to engage key community partners and stakeholders in developing and planning of Stage Two of the Age-friendly Kingston Initiative.

The next stage is to develop a three year action plan which will assess and prioritize the recommendations; identify target time lines for completion; identify municipal budget considerations and establish indicators to monitor progress.

Kingston Community Profile

Photo Credits: Tourism Kingston

The City of Kingston is located halfway between Montreal and Toronto, Canada's two largest cities, on the north shore of Lake Ontario where the lake flows into the St. Lawrence River. Ottawa, the nation's capital, is less than two hours away by car. Highway 401, which is the major highway linking Toronto and Montreal, passes through the City.

As the first (very short lived) capital of Canada, Kingston was originally settled in 1673 as Fort Frontenac. The city grew substantially in the late 18th century when it received fleeing "Loyalists" from the American Revolution. Today, Kingston is one of the most historic cities in Canada with numerous churches, old buildings, pictorial neighbourhoods, and 19th century fortifications. Kingston is the resting place of Sir John A. Macdonald, Canada's first Prime Minister. Kingston is nicknamed the "Limestone City" because of the many historic buildings made from the local limestone.

The "new" City of Kingston came into being on January 1, 1998. The new City boundaries resulted from the amalgamation of all portions of the former City of Kingston and the Townships of Kingston and Pittsburgh. Approximately one half of the total population (123,363) lives in the former City area, although the land base is predominately rural. The City is comprised of 52,772 hectares of land, water and wetlands.

At the gateway to the 1000 Islands and the UNESCO designated Rideau Canal, the Kingston region is known for its recreational facilities, leisure activities and naturally attractive features. It is renowned as the fresh-water sailing capital of North America. Natural beauty surrounds Kingston, and the city itself boasts one of the largest per capita green space areas in Ontario.

Kingston is the home of two universities, Queen's University and Royal Military College, and one college, St. Lawrence College. Along with tourism, these educational institutes, and the students they attract, provide much to the city's local economy.

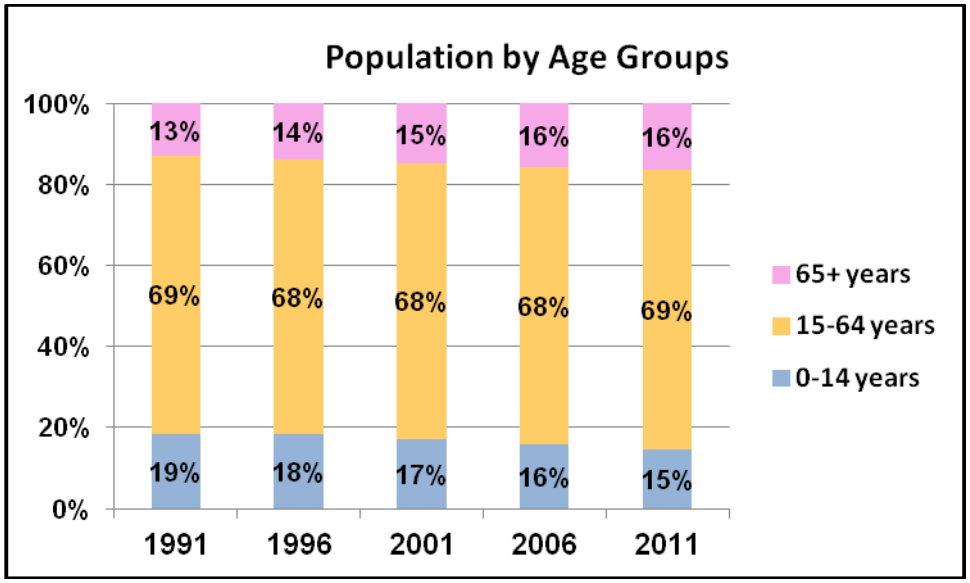
In June 2010, after extensive community engagement, Kingston City Council endorsed the community's Sustainable Kingston Plan with a vision to make Kingston Canada's most sustainable city based on four interconnected pillars of sustainability: cultural vitality, economic health, environmental responsibility and social equity.

Profile of Older Adults in Kingston

This profile provides socio-demographic information about the older adult population generally in Canada and specifically within the City of Kingston. Throughout Canada, the population of older adults is growing and within a few years there will be more adults over the age of 65 than children under the age of fifteen. Within twenty years seniors will make up nearly a quarter of Canada's population.

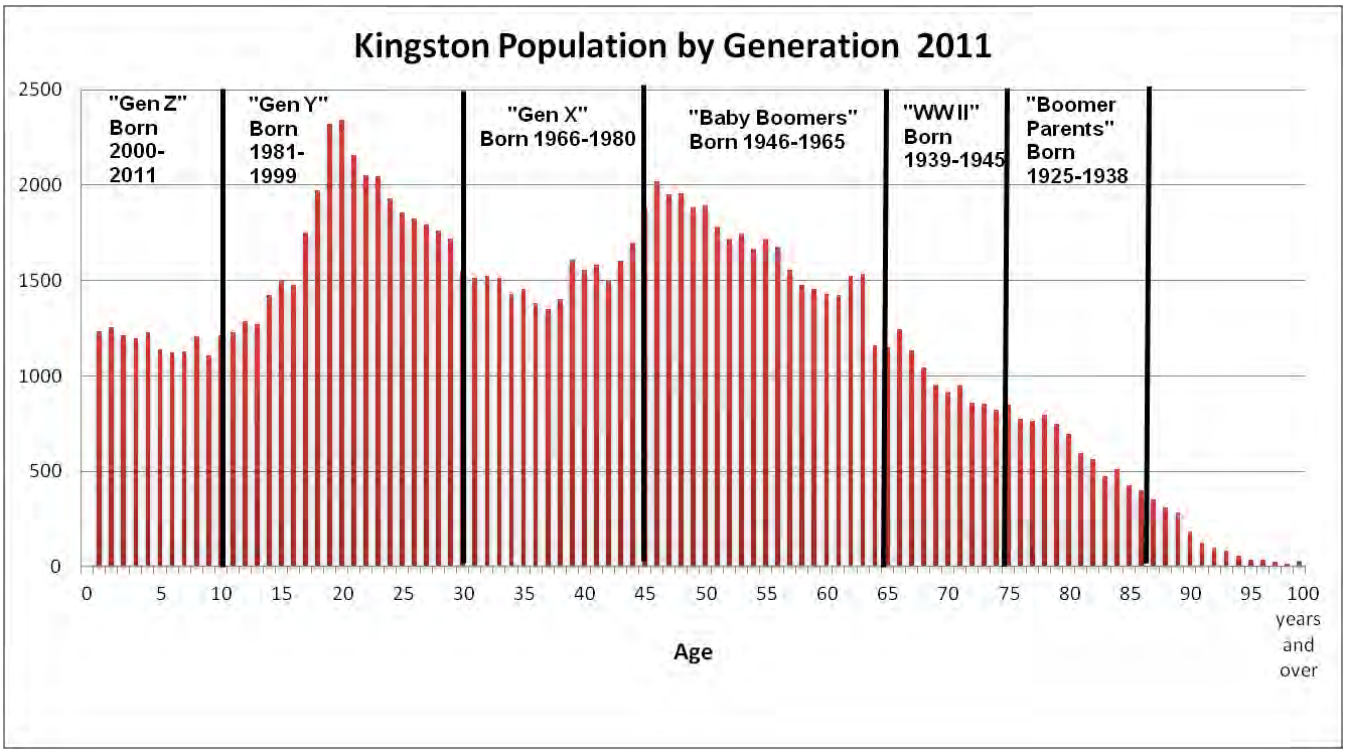
In some Canadian municipalities, like Kingston, Trois-Rivieres, Victoria, Peterborough, and Thunder Bay; the percentage of population under the age of 15 is now lower than those over the age of 65. The population in Kingston over the age of 55 now accounts for 29.1% (35,860) of the total population (123,360) and the population over 65 is 16.5% (20,340).

The percentage of males to females is fairly even in the younger and middle age cohorts but increases for females after the age of 65 and by age 85, sixty-eight percent of the population is female.



With each generation, there are trends with respect to values and preferences that should be taken into account when planning. Research and analysis by Environics Analytics recently compared today's seniors to those born between 1946-1965; commonly referred to in North

America as the “Baby Boomer” generation. They found “Baby Boomers” are more likely to: live longer post “retirement”, be employed, travel, be highly educated, be more culturally diverse, be physically active, have small families, have complex family histories, have been two-earner families, have grown up in cities, and in many cases be part of four generations. The social values of “Baby Boomers” are also different compared to today’s seniors showing higher scores in the equality of the sexes, flexibility of family definitions, rejection of authority, penchant for risk-taking, sexual permissiveness and the pursuit of happiness to the detriment of duty. They score lower on the primacy of the family, importance of a legacy, religion, community involvement, financial concern for the future and saving on principle.

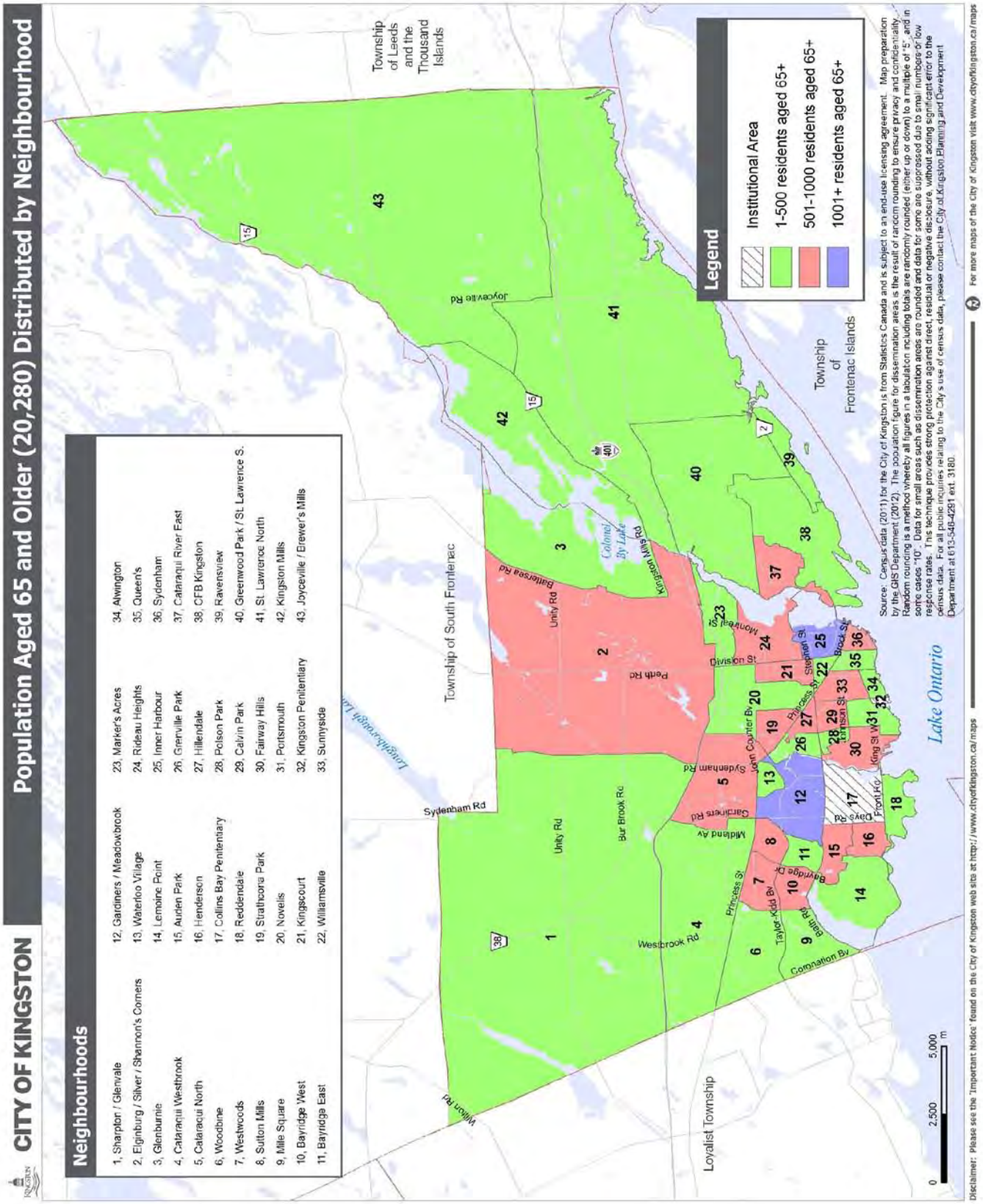


The timing of this report is prior to the release of some of the data from the 2011 Census and the National Household Survey. Therefore, the following socio-demographic snapshot is based on a combination of 2006 and 2011 Census data. The future release of 2011 data is anticipated to show higher rates of employment and education for older adults but remain fairly static for other indicators. It is important to note that the information in this profile does not include the population of older adults who are residing in local institutional settings such as long term care facilities and hospitals. The health related data is taken from the Canadian Community Health Survey and represents data for all of Kingston, Frontenac, Lennox and Addington.

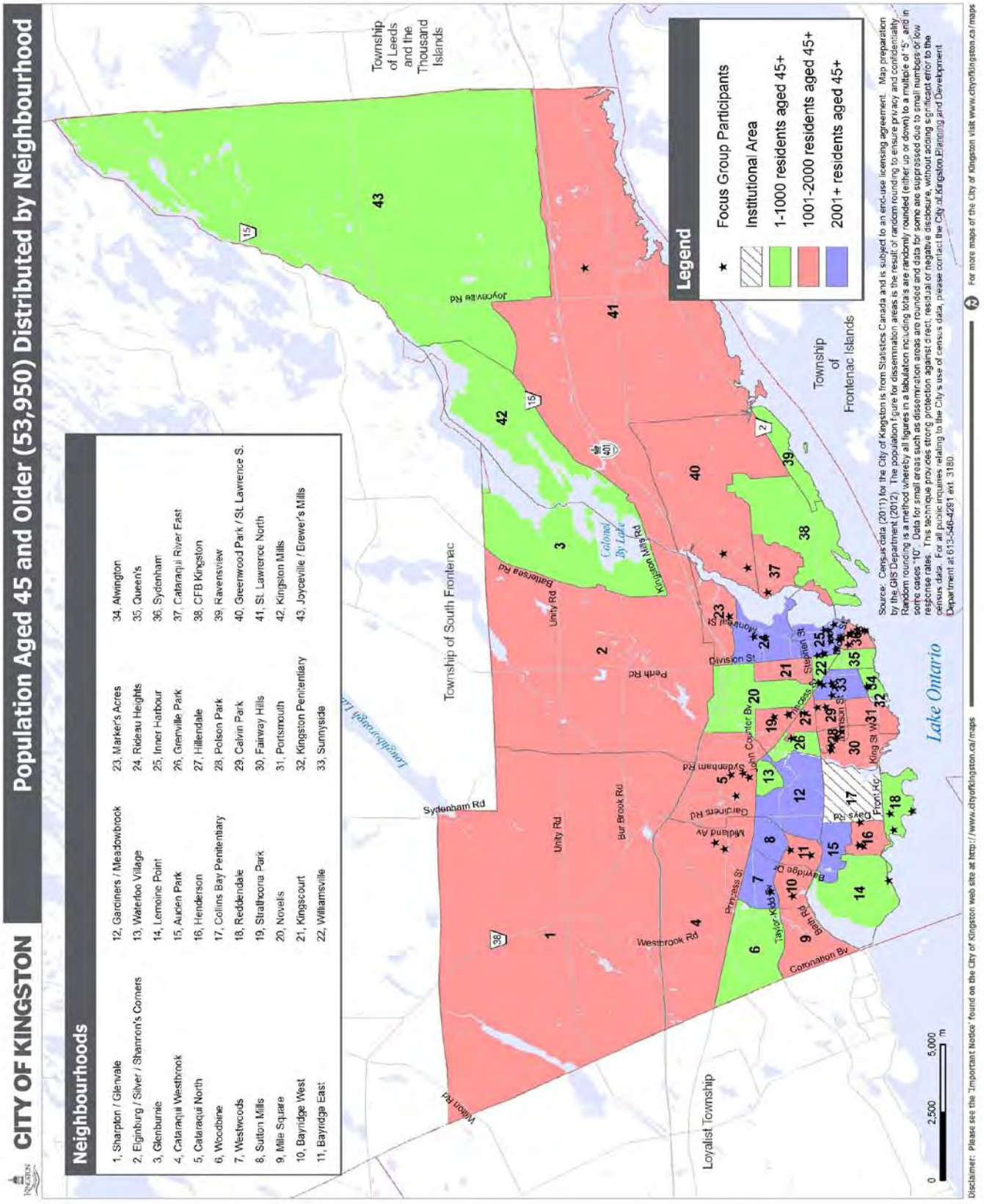
A more detailed profile is available in a compendium document “Profile of Older Adults in Kingston” (November 2011). The following 13 bullet points show a snapshot of older adults in Kingston.

- 3.2 % of households aged 65 and over are considered low income (household income below the Statistics Canada Low Income Cut Off “LICO”) compared to 11.1% of all households in Kingston (2006)
- 59% of those aged 65 and over live in a single detached home while another 29% live in apartment buildings. This compares with 58% of the general population living in a single detached home and 22% living in apartments. (2011)
- Percentage of households living with a spouse or common law partner is 61% for those over 65 compared to 46% of all households in Kingston (2011)
- Number living alone increases with age, from 18% of those aged 55-59 to 51% of those over the age of 85 compared to 14% of all Kingston households (2011)
- Overall average life expectancy at birth is 80.4 years and is slightly higher for females (82.6 years) than for males (78.1 years) in Kingston, Frontenac, Lennox and Addington.(2009)
- Highest population density of seniors is in the Gardiners/Meadowbrook and Inner Harbour neighbourhoods (see map page 13) (2011)
- 36.8% of those 60-64 years of age are still employed and 3% of those over the age of 65 still work full time (2006)
- 16% of those over 55 years of age have a mother tongue other than English or French compared to only 9% of those under the age of 55. Most common other mother tongues are Portuguese, Dutch and German (2006)
- Older adults have very low rates of immigration and aboriginal identity. More than 71% of all immigrants in Kingston arrived prior to 1991 and overall Kingston has a low immigration rate of 14%.(2006)
- Education data indicates that the level of higher education increases with the younger age cohorts. There is a marked discrepancy between the level of education for women and men in the higher age cohorts with only 12% of women over the age of 65 having achieved a university degree compared to 22% of men (2006)
- Older adults in Ontario are the most likely age group to be former smokers and the least likely to be current smokers (2009/10)
- In terms of physical activity, 49.1% of those over the age of 65 are considered inactive (2009/10)
- Older adults in Ontario are the most likely to have a family doctor and feel a sense of community belonging than younger adults (2009/10)

Senior Population Distribution



Older Adult Population Distribution



Profile of Focus Group Participants

In the fall of 2011, the City put out a call for volunteers living in the City of Kingston to participate in focus groups and provide input into the age-friendly process. A large response was received and 62 participants were then selected. The selection process included ensuring geographic representation from across the community (see map page 14). In addition to seeking input from seniors 65 and over, the Senior Advisory Committee decided to include older adults aged 45-64. As noted previously, each generation brings with it different expectations and values, so ensuring the City is preparing for tomorrow's seniors was deemed critical to the project's success. Participation was not sought from those residing in institutional settings as the information collected on the eight domains was primarily focused on municipal programs, services and facilities utilized and depended upon by older adults still residing within Kingston neighbourhoods.

Facilitators used the World Health Organization's "Focus Group Community Methodology" to gather the information contained in the Findings section of this report. Data collected from participants indicated it generally represented the general community older adult data with the exception of higher than average education levels. More detailed information on the focus groups is contained in the "Focus Group Summary Report" (April 2012). The following 11 bullet points highlight the characteristics of focus group participants.

- 62 participants in focus groups
- Ranged in age from 45-84 with a median age of 64
- 4 participants identified as visually impaired and 3 were wheelchair users
- 12 participants identified as immigrants
- 51 participants had post-secondary education
- 38 participants were retired, 7 worked part-time and 15 worked full-time
- 42 participants owned their own home
- 51 participants rated their health as "good" or "excellent" while 17 participants reported that they have health problems that limit their ability to do normal daily activities
- 49 participants drive their own vehicle, 18 participants use Kingston Transit and 5 utilize Kingston Access Services
- Fifteen participants had household incomes over $100,000 and 9 participants with household incomes under $25,000
- All eight caregivers lived with the older adult for whom they provided care

Findings - Outdoor Spaces and Buildings

"The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people and affect their ability to age."

WHO 2007

WHO Age-friendly Features for Outdoor Spaces and Buildings

The following 11 bullets highlight some of the age-friendly features:

- Public areas clean & pleasant
- Green spaces and outdoor seating sufficient in number, well maintained and safe
- Pavements well maintained, free of obstruction and reserved for pedestrians
- Pavements are non-slip, wide enough for wheelchairs and have dropped curbs to road level
- Pedestrian crossings are sufficient in number and safe for all
- Drivers give way to pedestrians at intersections and pedestrian crossings
- 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 persons
- Buildings are well signed outside and inside with sufficient seating & washrooms, accessible elevators, ramps, railings and stairs and non slip floors
- Public washrooms outdoor & indoor are sufficient in number, clean, well maintained and accessible

Gaps and Challenges in Outdoor Spaces and Buildings

There were 12 gaps and challenges identified by the focus group participants:

- Shortage of benches
- Limited accessible parking
- Lack of public washrooms
- Uneven sidewalks with obstacles
- Lack of accessibility in downtown buildings
- Courtesy crosswalks
- No structured activities for seniors in parks (example: adult fitness equipment)
- Kingston is a winter city and snow and ice build up is a major concern for seniors
- Doors in many businesses are too heavy to open and not automated
- Shopping malls are not pedestrian friendly (i.e. no safe pedestrian route through parking lots)
- Not enough local smaller retail stores outside of downtown core
- The time for pedestrians at traffic signals is too quick for many seniors to safely be able to cross the street

“The courtesy crosswalks make no sense, the drivers do not stop and it is very dangerous.”

“For three seasons the sidewalks are pretty good but not in the winter, although winter maintenance has improved over the last decade.”

Focus Group Participants

City of Kingston's Strengths and Planned Initiatives in Outdoor Spaces and Buildings

There are 13 strengths and planned initiatives identified by municipal staff:

- City of Kingston buildings, including service counters, are accessible and great improvements have been made
- 40 new benches will be installed over next 5 years to the City's Accessibility standard, Facility Accessibility Design Standards (FADS)
- All new & renovated buildings and parks owned by the City are constructed to FADS
- The Williamsville Study includes urban design guidelines that set out recommendations for the public and private realm
- Sidewalk standards have been established to address the joints between panels and Curb Cut Standard has been modified and included in all new City construction projects
- Pre-wet spray program in place for sidewalks prior to a winter storm
- Cross walks on Princess Street are now going to be imprinted concrete rather than bricks
- Step Safe Program for citizens to notify of need for sidewalk repairs
- Currently 6 courtesy crosswalks around the city
- Potential installation of traffic lights at hospitals is currently under review
- Count down signals being installed at all new or retrofitted intersections
- Speed humps have been installed for traffic calming
- There is lots of green spaces and parks, especially along waterfront

Age-friendly Recommendations for Outdoor Spaces and Buildings

The Seniors Advisory Committee is suggesting the following 10 recommendations.

1. Offer incentives to developers to include public washrooms in development plans.
2. Reinstate the commemorative bench program to encompass major pedestrian routes and give priority consideration to neighbourhoods adjacent to hospitals.
3. Investigate the feasibility of implementing a sidewalk snow clearing program similar to the City of Oshawa giving able-bodied residents more responsibility.
4. Encourage businesses and/or individuals to “Adopt a Bus Shelter/Stop” for snow removal.
5. Investigate public education programs and enhanced by-law enforcement to protect the health and safety of older adults (i.e. Smoking in public places, off-leash dog rules)
6. Investigate creation of an age-friendly business branding including initiatives such as the “Yellow Chair” program & “Stop Gap” to provide friendlier, accessible customer service to older adults.
7. Consider the replacement of all courtesy crosswalks with the installation of signalled pedestrian crosswalks especially at or near the hospitals. In the meantime, initiate a communication program to the public regarding courtesy crosswalks.
8. Ensure the timing of countdown signals is consistent across City.
9. Install benches strategically along King Street between downtown and Kingston General Hospital from the City’s bench program.
10. Investigate the feasibility of constructing pedestrian interconnection pathways between subdivisions and commercial areas.

Findings - Transportation

"Transportation, including accessible and affordable public transport, is a key factor influencing active ageing. Being able to move about the city determines social and civic participation and access to community and health services."

WHO 2007

WHO Age-friendly Features for Transportation

The following 9 bullets highlight some of the age-friendly features:

- Public transportation costs are consistent, clearly displayed and affordable
- Public transportation is reliable and frequent, including at night and on week-ends and holidays
- All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles and have priority seating that is respected
- Specialized transportation is available for disabled people
- Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off
- Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter
- Complete and accessible information is provided to users about routes, schedules and special needs and facilities
- Taxis are accessible and affordable, and drivers are courteous and helpful
- Parking and drop-off areas are safe, sufficient in number and conveniently located
- Priority parking and drop-off spots for people with special needs are available and respected

Gaps and Challenges in Transportation

There were 12 gaps and challenges identified by focus group participants:

- Lack of accessibility at some bus stops and shelters
- Inconvenient timing on routes on Kingston Transit
- Some bus stops are not located at a reasonable distance nor in strategic locations
- Require more bike lanes and segregated bike lanes where feasible
- Lack of accessible taxis
- Lack of parking at hospitals and very expensive
- Lack of understanding about the Kingston Access Bus Service
- Some street signage is difficult to read
- Aging drivers often fail to plan for the time when they can no longer drive
- Public transportation services are reduced on evenings/weekends
- Street signage is not fully age-friendly
- Cost of transportation can be a barrier for some seniors

"Kingston Transit service is reduced at 7:00pm which limits what you can do in the evening"

"Transportation is so important to our well-being. I sometimes feel trapped at home because I have no way of getting to where I want to go."

Focus Group Participants

City of Kingston's Strengths and Planned Initiatives in Transportation

There are 10 strengths and planned initiatives identified by municipal staff:

- Kingston Transit's fleet of buses are all accessible
- Kingston Access Services provides accessible transportation to those that qualify
- Accessible bus stops and shelters design guidelines are used for the design of new and renovated bus stops and shelters
- Bus stop and shelters snow clearing contract includes wording to ensure timely clearance with the proper equipment
- Proposed express routes will allow for the realignment of the local services to increase timing on all routes and longer hours of service
- New transit tracking technology will allow easier ways for riders to plan trips
- Most bus drivers are very courteous
- Increased bike lane mileage annually as per multi-year plan
- Street signage lettering being increased from 4 inches to 5 inches
- Traffic signals are well-timed on major downtown streets

Age-friendly Recommendations for Transportation

The Seniors Advisory Committee is suggesting the following 13 recommendations in Transportation. The numbering is a continuation from the recommendations under Outdoor Spaces and Buildings. The Transportation recommendations begin with number 11.

11. Hold special transit educational/marketing events where older adults can ride for free or for a reduced fare to become more accustomed to using Kingston Transit.
12. Offer “Transit Travel Training” seminars to older adults to explain Kingston Transit and Kingston Access Services.
13. Install accessible mapping in bus shelters.
14. Ensure the provision of accessible taxis as an alternate option for accessible transportation.
15. Ensure the markings for cycling lanes are consistent throughout the City.
16. Investigate the feasibility of segregated bike lanes for areas of the City where design of road network is possible.
17. Communicate the purpose of courtesy seating in Kingston Transit to the public.
18. Designate parking spots for people with health problems that limit mobility (example: for those who cannot walk very far) but who do not qualify for an accessible parking permit).
19. Make available additional accessible parking spots.
20. Enforce parking by-laws for accessible spaces so that their use is restricted to those with a valid accessible parking permit.
21. Reinstate the colour-coded bus routes along with the numbered routes.
22. Consider lowering the speed limit in the downtown area from 50 km/hr to 40 km/hr.
23. Develop a strategy to address the safety component for the alternative forms of transportation using the roads such as e-bikes, scooters, and electric wheelchairs.

Findings - Housing

"Housing is essential to safety and well-being. There is a link between appropriate housing and access to community and social services in influencing the independence and quality of life of older people. It is clear that housing and support that allow people to age comfortably and safely within the community to which they belong are universally valued"

WHO 2007

WHO Age-friendly Features for Housing

The following 7 bullets highlight some of the age-friendly features:

- Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community
- Sufficient and affordable home maintenance and support services are available
- Housing is well-constructed and provides safe and comfortable shelter from the weather
- Interior spaces and level surfaces allow freedom of movement in all rooms and passageways
- Home modification options and supplies are available and affordable, and providers understand the needs of older people
- Public and commercial rental housing is clean, well-maintained and safe
- Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally

Gaps and Challenges in Housing

There were 12 gaps and challenges identified by the focus group participants

- Affordability to a wide range of income groups
- Support services to remain in home
- Retrofitting homes for accessibility and safety
- Maintenance of home and property
- Zoning restricts housing options
- Access to shopping and services
- Lack of housing options
- Builders are required to meet Ontario Building Code standards and current municipal zoning regulations. City cannot hold them accountable to any higher standard
- Rental market vacancy rate is 1.1% (October 2011) making it the third lowest in the Province
- Mental health and addiction issues among tenants are increasing with limited support services available
- Growing affordability gap for low and middle income households to pay for market rents or enter home ownership market
- Perception that building accessible homes is more expensive

The City should construct housing to allow the older person to be independent i.e. bungalows, and easy access to amenities."

"When my circumstances changed, my house became inaccessible and I had no choice but to move."

Focus Group Participants

City of Kingston's Strengths and Planned Initiatives in Housing

There are 11 strengths and planned initiatives identified by municipal staff:

- Council has made affordable and appropriate housing one of its main priorities and approved the Municipal Housing Strategy in 2010
- New Official Plan supports creation of affordable and accessible housing
- Ninety-one of the 330 rental units created through the Provincial Affordable Housing Program are designated for seniors
- City through its 16 housing providers maintains 2003 rent-geared-to-income units in the City of Kingston and County of Frontenac with 261 specifically for seniors
- $1M per year for 5 years allocated municipally for capital funding with a goal to facilitate construction of affordable rental housing
- $1M per year for 5 years allocated to acquire suitable lands and dispose of unsuitable lands for the purpose of generating affordable housing units
- $200,000 for 3 years in the Kingston/Frontenac Renovates Program providing grants of up to $3,500 to home owners for accessibility repairs and upgrades or $10,000 forgivable loan for general repairs
- Additional 70 rent supplement units to bridge the affordability gap for low income households
- Locational analysis complete to help guide locations for future affordable housing
- Senior citizen residences, secondary suites, group homes and care facilities are identified in the Zoning By-Law Strategy Report as areas that need to be analyzed and addressed in the new zoning by-law
- Permitted second residential units for specific areas has been initiated through amendments to Official Plan and existing zoning by-laws

Age-friendly Recommendations for Housing

The Seniors Advisory Committee is suggesting the following 6 recommendations in Housing. The numbering is a continuation from the recommendations under Transportation. The Housing recommendations begin with number 24.

24. Collaborate with local developers to educate and explore options to meet the housing needs of the ageing population to enable them to age-in-place.
25. Continue to provide financial support for the “Kingston Renovates” program to assist older adults to age-in-place and maintain their homes.
26. Investigate incentives to encourage builders to build homes and apartments to visitability standards (visitability provides for a minimum level of access that will allow a person using a wheelchair basic access to the ground floor of a home (wider doorways, first floor bed and bath with enough space for two to simultaneously use space).
27. Implement new zoning regulations based on a “form-based model” to encourage an age-friendly city which seeks to create active neighbourhoods and districts, where people can walk to shops, transit and services.
28. Allow for a greater range of housing options such as home sharing, secondary suites, garden suites (one-unit detached residential structures) in the new zoning by-law.
29. Consider universal design or designing for visitability when the Urban Design Policy is implemented.

Findings - Social Participation

"Social participation and social support are strongly connected to good health and well-being throughout life. Participation in leisure, social, cultural and spiritual activities with family members and other people in the community allows older people to continue to exercise their competence, develop respect and esteem, and maintain supportive, caring relationships."

WHO 2007

WHO Age-friendly Features for Social Participation

The following 7 bullets highlight some of the age-friendly features:

- The location of activities and events is convenient to older people in their neighbourhoods, with affordable, flexible transportation
- Admission to an event is open (example: no membership required) and admission, such as ticket purchasing, is a quick, one-stop process that does not require older people to queue for a long time
- Events and activities and local attractions are affordable for older participants, with no hidden or additional costs (such as transportation)
- A wide variety of activities is available to appeal to a diverse population of older people, each of whom has many potential interests
- Gatherings, including older people, occur in a variety of community locations, such as recreation centres, schools, libraries, community centres in residential neighbourhoods, parks and gardens
- Organizations make efforts to engage isolated seniors through, for example, personal visits or telephone calls
- Community facilities promote shared and multipurpose use by people of different ages and interests and foster interaction among user groups

Gaps and Challenges in Social Participation

There were 9 gaps and challenges identified by the focus group participants:

- Information is not universally accessible
- Public transportation is not available or accessible for many seniors affect social participation
- Affordability
- Availability of neighbourhood-based programs
- Limited intergenerational activities
- There are no senior specific facilities or programs in all the geographic areas of the City
- Some seniors are unaware of the opportunities for social participation
- Some seniors can not afford programs or classes
- Difficulty reaching isolated seniors

“It is easy to participate if you have the money, health and transportation”

“I am so busy now that I don’t remember how I could have worked. Events, volunteering, swimming”

Focus Group Participants

City of Kingston's Strengths and Planned Initiatives in Social Participation

There are 7 strengths and planned initiatives identified by municipal staff:

- Seniors activity centre provide opportunities for participation
- City has documented and mapped the locations of facilities and agencies offering programming for seniors.
- City's Recreation and Leisure Department will offer "Ageing in Place" speakers series in the fall of 2012
- Recreation and Leisure will develop webpage on the City's website to offer information on programming and services available to seniors
- A seniors page is included in the Leisure Magazine
- Seniors' rates and assistance for low income individuals through the Municipal Fee Assistance program
- Springer Market Square noted as a wonderful intergenerational gathering place in the heart of the City for cultural and social events as well as North America's longest standing outdoor public market

Age-friendly Recommendations for Social Participation

The Seniors Advisory Committee is suggesting the following 5 recommendations in Social Participation. The numbering is a continuation from the recommendations under Housing. The Social Participation recommendations begin with number 30.

30. Develop and/or facilitate the use of current and emerging technologies to connect older adults as well as continued use of traditional methods.
31. Expand availability of recreational and social activities for older adults across the community in multiple sites.
32. Develop and implement recreational, educational and cultural strategies and programs that respond to emerging needs and interests of the ageing population.
33. Develop and implement strategies to encourage businesses and other community stakeholders to support social and recreational activities for older adults.
34. Collaborate with the Seniors Association and other service providers for the coordination and promotion of programming and activities for older adults.

Findings - Respect and Social Inclusion

"Social Inclusion is the extent to which older people are able to participate in the social, civic and economic aspects of their community. It includes things like being treated with respect and being accepted by everyone in society."

WHO 2007

WHO Age-Friendly Features for Respect and Social Inclusion

The following 9 bullets highlight some of the age-friendly features:

- Older people are consulted by public, voluntary and commercial services on ways to serve them better
- Services have helpful and courteous staff trained to respond to older people
- The media include older people in public imagery, depicting them positively and without stereotypes
- Community-wide settings, activities and events attract people of all ages by accommodating age-specific needs and preferences
- Activities that bring generations together for mutual enjoyment and enrichment are regularly held
- Economically disadvantaged older people enjoy access to public, voluntary and private services and events
- Older people are provided opportunities to share their knowledge, history and expertise with other generations
- Older people are included as full partners in community decision making affecting them
- Learning about ageing and older people is included in primary and secondary school curricula

Gaps and Challenges in Respect and Social Inclusion

There were 9 gaps and challenges identified by the focus group participants

- Lack of intergenerational connections through the schools and community programs
- Perceptions of older adults by youth and younger adults leads to stereotyping and misunderstanding
- Lack of awareness about disabilities
- Lack of respect and courtesy
- Some older adults do not feel valued or needed
- Mass media is targeted at young people – older adults often feel invisible
- Today's world is fast paced, and many older adults feel left behind
- Need to improve public awareness of disabilities especially mental disabilities
- Older adults are a diverse group made up of three and four decades of ages – they are not a homogeneous group

"Inclusion is not only an age issue but income, culture, etc. Promote diversity."
"People in Kingston are generally friendly, supportive and helpful"

Focus Group Participants

City of Kingston's Strengths and Planned Initiatives in Respect and Social Inclusion

There are 7 strengths and planned initiatives identified by municipal staff:

- Participation of older persons on Committees of Council encouraging the building of relationships and inclusive practices
- Increased use of age-friendly strategies to include older adults in a meaningful way
- Community centres that provide vibrant, safe environments for the delivery of daytime programs and services focused on older adults
- Economically disadvantaged residents enjoy discounted fare rates on Kingston Transit, and participation in recreational programs in City facilities through fee assistance
- Activities that bring generations together for mutual enjoyment and enrichment are available in Kingston, such as "Friendship Blooms"
- More older adults continue to be actively engaged in community life bringing extensive skills, experience and knowledge
- Peer-support hot line for seniors available in the community

Age-friendly Recommendations for Respect and Social Inclusion

The Seniors Advisory Committee is suggesting the following 4 recommendations in Respect and Social Inclusion. The numbering is a continuation from the recommendations under Social Participation. The Respect and Social Inclusion recommendations begin with number 35.

35. Collaborate with community stakeholders and organizations to develop and implement strategies that encourage respect and inclusion of older adults.
36. Develop and implement a plan for stakeholders/community organizations to engage, locate and support isolated older adults.
37. Investigate the opportunity to host a Human Library event. The Human Library is an innovative method designed to promote dialogue, reduce prejudices and encourage understanding.
38. Communicate, promote and expand the Peer Support system for elder abuse within the community.

Findings - Civic Participation and Employment

"Older people do not stop contributing to their communities on retirement. Many continue to provide paid and unpaid and voluntary work for their families and communities. An age-friendly community provides options for older people to continue to contribute to their communities, through paid employment or voluntary work if they so choose, and to be engaged in the political process."

WHO 2007

WHO Age-friendly Features for Civic Participation and Employment

The following 8 bullets highlight some of the age-friendly features:

- Training, guidance and recognition are given for older adults in a wide range of volunteer and employment opportunities
- Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership for older people
- The qualities of older employees are well-promoted
- Discrimination on the basis of age is forbidden in hiring, training, promotion, payment and retention of older workers
- Education in post-retirement options is provided for older workers
- Self-employment options for older people are promoted and supported
- Workplaces are adapted to meet the needs of disabled people
- Training in post-retirement options is provided for older workers

Gaps and Challenges in Civic Participation and Employment

There were 10 gaps and challenges identified by the focus group participants:

- Coordination of volunteer opportunities
- Difficult to find ways to make a meaningful contribution
- Employment opportunities are very limited for older people
- Convenient transportation to work and volunteer opportunities
- One third of the municipal work force is eligible to retire within the next five years
- Local volunteer centre no longer exists leaving a service gap
- Many employment opportunities now require computer literacy and skills
- Ageing employees may require higher levels of workplace accommodations and supports
- Older adults, especially retirees, prefer volunteer opportunities during daytime hours
- Kingston has a very high percentage of low income households compared to other similar sized municipalities in Ontario

"There are no jobs for young people so I feel guilty taking jobs away from the young."
"Many seniors could be great mentors for young people entering the work force."
Focus Group Participants

City of Kingston's Strengths and Planned Initiatives in Civic Participation and Employment

There are 8 strengths and planned initiatives identified by municipal staff:

- City of Kingston is an equal opportunity employer that utilizes an objective process for every position
- City of Kingston has no mandatory retirement age for its employees and employee accommodations are available upon request
- The City has a number of programs to help its employees including: wellness program, Employee Assistance Program; and early and safe return to work
- City places a high value on volunteers and has a number of volunteer committees and program activities (examples: City Hall tour guides, Grand Theatre, Community Police)
- Recreation & Leisure Services is developing a volunteer management plan
- Investigating utilizing alternate voting mechanisms (examples: phone, internet) to allow for greater participation in municipal elections
- Launched an E-recruitment website for municipal positions which meets AODA legislation
- Kingston maintains a relatively low unemployment rate compare to the provincial and national averages due to a large stable public sector workforce

Age-friendly Recommendations for Civic Participation and Employment

The Seniors Advisory Committee is suggesting the following 5 recommendations in Civic Participation and Employment. The numbering is a continuation from the recommendations under Respect and Social Inclusion. The Civic Participation and Employment recommendations begin with number 39.

39. Investigate opportunities for graduated retirement strategies to allow for and encourage older employees to remain with the municipality.
40. Promote and provide information regarding the volunteer coordination now being carried out by the local United Way so the public and not-for-profit agencies are aware of this resource.
41. Utilize alternate advertising methods for volunteer opportunities such as a listserv to not-for-profits agencies.
42. Allow for more meaningful contribution and greater participation by utilizing smaller focus groups in varying locations and times when seeking public input into municipal matters.
43. Collaborate with community partners to develop meaningful mentoring opportunities for older adults.

Findings - Communication and Information

"Staying connected with events and people and getting timely, practical information to manage life and meet personal needs is vital for active ageing. Older people require relevant information that is readily accessible regardless of the varying capacities and resources."

WHO 2007

WHO Age-Friendly Features for Communication and Information

The following 8 bullets highlight some of the age-friendly features:

- A basic, universal communication system of written and broadcast media and telephone reaches every resident
- Information dissemination is coordinated in an accessible community service that is well-publicized – a "one stop" information centre
- Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type
- People at risk of social isolation get information from trusted individuals with whom they may interact, such as volunteer callers and visitors, home support workers, hairdressers, doormen or caretakers
- There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries
- Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering
- Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time
- Users have the choice of speaking to a real person or of leaving a message for someone to call back

Gaps and Challenges in Communication and Information

There were 11 gaps and challenges identified by focus group participants:

- No “one stop” place to find community information and events
- Lack of accessibility of print and electronic information
- Older adults currently have to access multiple sources of information to get the full answer – they aren’t aware of a single point of access
- The City’s website is not accessible and the information is out of date
- Older adults prefer a person to speak with rather than automated services
- Some seniors lack knowledge on use of technology
- Organizations for older adults need to work together more collaboratively to share information and better connect older adults to services
- Many older adults/family members access information only when they need it (example: in a crisis)
- Many organizations and businesses have adopted automated and electronic services as the way of doing business which is an obstacle to many older persons
- Future seniors may have different skills and abilities and preferences for accessing information
- Majority of the information is available on the internet – some seniors do not have computer access or familiarity

“Kingston offers a lot of activities. You need to get the word out to everyone. There is lots of stuff out there for people to do”

“The libraries are a good source for public access to computers but we require more”

Focus Group Participants

City of Kingston's Strengths and Planned Initiatives in Communication and Information

There are six strengths and planned initiatives identified by municipal staff:

- Audio system available for use in the Council Chambers and at all public meetings for those experiencing difficulties being involved in meetings and forums
- Some free newspaper services for community news
- New City website being developed
- The City Notices Page in the Whig Standard
- The City's Radio Station 106.3 can provide information on upcoming City meetings
- Showcase, a semi-annual event gives Kingston residents an opportunity to discover what recreation activities are available, ask questions to the service providers and register for programs

Age-friendly Recommendations for Communication and Information

The Seniors Advisory Committee is suggesting the following 8 recommendations in Communication and Information. The numbering is a continuation from the recommendations under Civic Participation and Employment. The Communication and Information recommendations begin with number 44.

44. Develop and implement a single community calendar with local events, fundraisers and activities similar to the "1-Calendar" created by the City of Leduc.
45. Host Open House Senior Days at Recreation Centres, City Hall, Fire and Police facilities to engage older persons and improve the awareness of services offered while creating a social connection between municipal staff and citizens.
46. Investigate the need for an "information line" for seniors to help meet their concerns and better address their enquiries through a staff person as an alternative to computerized options.
47. Develop a pamphlet on Age-friendly customer service guidelines or strategies with the support of local businesses and senior serving organizations.
48. Ensure the City's Leisure Magazine is available in accessible formats.
49. Develop an Age-friendly Listserv similar to the Accessibility Listserv.
50. Bring together stakeholders to develop and implement a comprehensive, coordinated municipal communication model to address the needs of older adults.
51. Develop age-friendly communication guidelines and templates for service providers ensuring that these tools address the diversity of the senior population.

Findings - Community Support and Health Services

Health and support services are vital to maintaining health and independence in the community… older people everywhere voice a clear desire for basic health and income support ...they want services that allow them to tend to their health and personal care needs in their own homes

WHO 2007

WHO Age-friendly Features for Community Supports and Health Services

The following 6 bullets summarize some of the age-friendly features:

- An adequate range of health and community support services is offered for promoting, maintaining and restoring health
- Services and facilities are widely available and accessible by all means of transport
- Housing and care facilities designated for older people are located close to services and to the rest of the community
- Staff and volunteers providing services to older people are respectful, helpful and well trained
- Clear and accessible information is provided about health and social services for older people
- Community emergency planning takes into account the needs of older citizens

Gaps and Challenges in Community Support and Health Services

There were 9 gaps and challenges identified by the focus group participants:

- Need to consider non-traditional delivery of services such as outreach services in areas where older people reside
- Affordability of non-government funded health care services or community supports
- Need to capitalize on partnership opportunities
- Transportation to community and health services
- No “one-stop” location to find information about services and supports
- Municipalities do not have a direct role in the provision of, or funding of, these programs within Ontario
- A significant portion of the population lives in rural areas of the City
- Growing number of informal caregivers of the elderly are older adults themselves
- 2-1-1 is a relatively new community service information system and not well known locally as an information resource

“I don’t know where to go to get information when I need help, it would be wonderful if I could have one central place to find it.”

“We need more programs and services like what the Senior Centre offers in other locations throughout the City”

Focus Group Participants

City of Kingston's Strengths and Planned Initiatives

There are 5 strengths and planned initiatives identified by municipal staff:

- City's Office of Emergency Management provides presentations and materials to senior and community groups to assist them in preparing for and responding to emergencies
- Kingston Police developing a Vulnerable Sector Unit, which will, in part, address the victimization of seniors
- Health Unit offers a falls prevention program and a range of information services to support healthy living and wellness
- Successful family physician recruitment program through Economic Development is now working on ensuring adequate number of specialists are available in the community
- City provides annual financial support to the Seniors Association, Kingston Region to fund recreational, educational and community programs as well as a number of programs through the City's Recreation & Leisure Department

Age-friendly Recommendations for Community Support and Health Services

The Seniors Advisory Committee is suggesting the following 7 recommendations in Community Support and Health Services. The numbering is a continuation from the recommendations under Communication and Information. The Community Support and Health Services recommendations begin with number 52.

52. Promote the availability of 2-1-1 to access community information.
53. Create a portal on the City's website with information about how and where to access community services and supports for older adults.
54. Develop and expand the co-ordinated home support and maintenance services to assist seniors to age-in-place.
55. Investigate use of models such as time-banking to address financial barriers to accessing services.
56. Consideration be given to new retirement homes located close to services and residential areas to allow residents to remain integrated in the community.
57. Advocate to higher levels of government for expanded supports and funding for health and community services for the ageing population, especially those with special needs (i.e. mental health).
58. Investigate the establishment of wellness centres within neighbourhoods to serve older adults.

Summary of Recommendations

In order to make Kingston a more age-friendly community for older adults, the Seniors Advisory Committee is suggesting the following 58 recommendations to City Council.

1. Offer incentives to developers to include public washrooms in development plans.
2. Reinstate the commemorative bench program to encompass major pedestrian routes**.** Priority consideration to neighbourhoods adjacent to hospitals.
3. Investigate the feasibility of implementing a sidewalk snow clearing program similar to the City of Oshawa giving able-bodied residents more responsibility.
4. Encourage businesses and/or individuals to “Adopt a Bus Shelter/Stop” for snow removal.
5. Investigate public education programs and enhanced by-law enforcement to protect the health and safety of older adults (i.e. Smoking in public places, off-leash dog rules)
6. Investigate creation of an age-friendly business branding including initiatives such as the “Yellow Chair” program & “Stop Gap” to provide friendlier, accessible customer service to older adults.
7. Consider the replacement of all courtesy crosswalks with the installation of signalled pedestrian crosswalks especially at or near the hospitals. In the meantime, initiate a communication program to the public regarding courtesy crosswalks.
8. Ensure the timing of countdown signals is consistent across City.
9. Install benches strategically along King Street between downtown and Kingston General Hospital from the City’s bench program.
10. Investigate the feasibility of constructing pedestrian interconnection pathways between subdivisions and commercial areas.
11. Hold special transit educational/marketing events where older adults can ride for free or for a reduced fare to become more accustomed to using Kingston Transit.
12. Offer “Transit Travel Training” seminars to older adults to explain Kingston Transit and Kingston Access Services.
13. Install accessible mapping in bus shelters.
14. Ensure the provision of accessible taxis as an alternate option for accessible transportation.
15. Ensure the markings for cycling lanes are consistent throughout the City.

16. Investigate the feasibility of segregated bike lanes for areas of the City where design of road network is possible.
17. Communicate the purpose of courtesy seating in Kingston Transit to the public.
18. Designate parking spots for people with health problems that limit mobility (i.e., for those who cannot walk very far) but who do not qualify for an accessible parking permit).
19. Make available additional accessible parking spots.
20. Enforce parking by-laws for accessible spaces so that their use is restricted to those with a valid accessible parking permit.
21. Reinstate the colour-coded bus routes along with the numbered routes.
22. Consider lowering the speed limit in the downtown area from 50 km/hr to 40 km/hr.
23. Develop a strategy to address the safety component for the alternative forms of transportation using the roads such as e-bikes, scooters, and electric wheelchairs.
24. Collaborate with local developers to educate and explore options to meet the housing needs of the ageing population to enable them to age-in-place.
25. Continue to provide financial support for the “Kingston Renovates” program to assist older adults to age-in-place and maintain their homes.
26. Investigate incentives to encourage builders to build homes and apartments to visitability standards (visitability provides for a minimum level of access that will allow a person using a wheelchair basic access to the ground floor of a home (wider doorways, first floor bed and bath with enough space for two to simultaneously use space).
27. Implement new zoning regulations based on a “form-based model” to encourage an age-friendly city which seeks to create active neighbourhoods and districts, where people can walk to shops, transit and services.
28. Allow for a greater range of housing options such as home sharing, secondary suites, garden suites (one-unit detached residential structures) in the new zoning by-law.
29. Consider universal design or designing for visitability when the Urban Design Policy is implemented.
30. Develop and/or facilitate the use of current and emerging technologies to connect older adults as well as continued use of traditional methods.
31. Expand availability of recreational and social activities for older adults across the community in multiple sites.
32. Develop and implement recreational, educational and cultural strategies and programs that respond to emerging needs and interests of the ageing population.
33. Develop and implement strategies to encourage businesses and other community stakeholders to support social and recreational activities for older adults.
34. Collaborate with the Seniors Association and other service providers for the coordination and promotion of programming and activities for older adults.

35. Collaborate with community stakeholders and organizations to develop and implement strategies that encourage respect and inclusion of older adults.
36. Develop and implement a plan for stakeholders/community organizations to engage, locate and support isolated older adults.
37. Investigate the opportunity to host a Human Library event. The Human Library is an innovative method designed to promote dialogue, reduce prejudices and encourage understanding.
38. Communicate, promote and expand the peer support system for elder abuse within the community.
39. Investigate opportunities for graduated retirement strategies to allow for and encourage older employees to remain with the municipality.
40. Promote and provide information regarding the volunteer coordination now being carried out by the local United Way so the public and not-for-profit agencies are aware of this resource.
41. Utilize alternate advertising methods for volunteer opportunities such as a listserv to not-for-profits agencies.
42. Allow for more meaningful contribution and greater participation by utilizing smaller focus groups in varying locations and times when seeking public input into municipal matters.
43. Collaborate with community partners to develop meaningful mentoring opportunities for older adults.
44. Develop and implement a single community calendar with local events, fundraisers and activities similar to the “1-Calendar” created by the City of Leduc.
45. Host Open House Senior Days at Recreation Centres, City Hall, Fire and Police facilities to engage older persons and improve the awareness of services offered while creating a social connection between municipal staff and citizens.
46. Investigate the need for an “information line” for seniors to help meet their concerns and better address their enquiries through a staff person as an alternative to computerized options.
47. Develop a pamphlet on Age-friendly customer service guidelines or strategies with the support of local businesses and senior serving organizations.
48. Ensure the City’s Leisure Magazine is available in accessible formats.
49. Develop an Age-friendly Listserv similar to the Accessibility Listserv.
50. Bring together stakeholders to develop and implement a comprehensive, coordinated municipal communication model to address the needs of older adults.
51. Develop age-friendly communication guidelines and templates for service providers ensuring that these tools address the diversity of the senior population.
52. Promote the availability of 2-1-1 to access community information.

53. Create a portal on the City's website with information about how and where to access community services and supports for older adults.
54. Develop and expand the co-ordinated home support and maintenance services to assist seniors to age-in-place.
55. Investigate use of models such as time-banking to address financial barriers to accessing services.
56. Consideration be given to new retirement homes located close to services and residential areas to allow residents to remain integrated in the community.
57. Advocate to higher levels of government for expanded supports and funding for health and community services for the ageing population, especially those with special needs (i.e. mental health).
58. Investigate the establishment of wellness centres within neighbourhoods to serve older adults.

References & Best Practice Links

General

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Mississauga. "Older Adult Plan" http://www.mississauga.ca/file/COM/Older_Adult_Plan.pdf

New York City. Age-friendly NYC http://www.nyam.org/agefriendlynyc/

O'Brien, Sharon. *10 Ways "*Communities can prepare for the Ageing Population Boom" http://seniorliving.about.com/od/babyboomers/a/aging_pop_tips.htm

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Statistics Canada. Table 111-0008 -Neighbourhood income and demographics, taxfilers and dependents with income by total income, sex and age group, annual (number unless otherwise noted**),** CANSIM (database) (accessed August 2012)

World Health Organization Age Friendly Cities and Communities www.agefriendlyworld.org

Outdoor Spaces and Buildings

City of Oshawa – Requirements for Home Owners to Clear Sidewalks http://www.oshawa.ca/mun_res/snow1.asp

Infrared Detectors used in Portland Oregon at Crosswalks to detect pedestrians moving slowly and extend walk light http://www.walkinginfo.org/pedsmart/plport.htm

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Stop Gap – accessible portable ramp program for businesses http://stopgapblog.blogspot.ca/

Transportation

KFL & A Public Health Active Transportation in Kingston Surveys http://www.kflapublichealth.ca/Files/Research/activetransportation_surveyreport.pdf

55 Alive Driver Refresher Course https://canadasafetycouncil.org/node/822

Independent Transportation Network in Portland Oregon provides flexible, affordable transportation within a 15 mile radius to people aged 65+ with visual impairments http://www.itnportland.org/

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Transportation for America, "Aging in Place, Stuck without Options: Fixing the Mobility Crisis Threatening the Baby Boom Generation" http://villagepdx.org/wp-content/uploads/2011/12/SeniorsMobilityCrisis_web.pdf

Housing

AARP Public Policy Institute "The Village: A Growing Option for Aging in Place" http://www.aarp.org/home-garden/housing/info-03-2010/fs177-new.html

Beacon Hill Video http://www.youtube.com/watch?v=ID97w-O7Lhs

CMHC, "Housing for Older Canadians – The Definitive Guide to the Over 55 Market" NH15-295/1-2012E

Concrete Change – Visitability http://concretechange.org/about-us/

Gatekeepers Program – Portland, OR – non-traditional referral sources from people who come in contact with seniors who may need assistance (meter readers, bank tellers, etc) who call hotline http://multco.us/ads/gatekeeper-program

Home Maintenance Services – Calgary City Links – yard work, painting, minor repairs and work done through workers in the City Links employment preparation and Training program http://www.calgary.ca/CSPS/CNS/Pages/Seniors/City-Links/Home-Maintenance-Services.aspx

Let's Share Housing http://www.letssharehousing.com/

Low Income Home Safety Assessments – Calgary http://www.cceca.ca/english/service.html

National Association of Homebuilders (US) “Homes for Life” Awards to those who effectively create housing for seniors
http://www.nahb.org/award_details.aspx?sectionID=1819&awardID=600

Ontario Power Generation *Operation Clean Sweep* Volunteer program to assist seniors in Pickering and Ajax complete yard work they can’t do themselves
http://www.opg.com/community/activities/pickering/index.asp.

Stafford, Philip B. 2012. “Design Guidelines for A Lifespan Community*”.* Indiana University.
www.lifetimecommunities.org

Stafford, Philip B. “Community Development for Elder-Friendly Communities*”* International Making Cities Livable Conference 2012

Social Participation

Children, Women’s & Seniors Health Branch, British Columbia Ministry of Health. 2004. “Social Isolation Among Seniors: An Emerging Issue*”.*

Community Action for Isolated Seniors in Ottawa – assessments and interventions focus on functional ability and social supports http://www.ohpe.ca/node/177

Grocery Shopping for seniors- Regina – phone orders and students do shopping
http://familyserviceregina.com/our-services/grocery-shopping-for-seniors

Respect & Inclusion

Elder Abuse Resources:
http://www.onpea.org/english/regionalresources/resourcesforserviceproviders.html

Elder Abuse Prevention Program Ottawa: http://www.carefor.ca/english/eastern-counties/community-support-services-eastern-counties/elder-abuse-prevention-program.html

Friendship Blooms Program – Kingston Community Health Centres http://www.kchc.ca

Human Library Projects – international program that provides an opportunity to speak to variety of people “on loan” for a few hours about their work/life experiences
http://humanlibrary.org/faq.html

New York Academy of Medicine. Age-friendly New York “Guidelines for Age-friendly Businesses*”* http://www.nyam.org/agefriendlynyc/docs/AFLBI-Guidelines.pdf

Seniors and Kids Intergenerational Program (SKIP) – Brantford ON – school visitation, mentoring, & music enrichment http://www.goskip.org/about/

Civic Participation & Employment

United States Department of Labour. Senior Community Services Employment Program (SCSEP) is a community service and work based training program for older workers.
http://www.doleta.gov/seniors/html_docs/AboutSCSEP.cfm

Uppal, Sharanjit. 2010. "Labour market activity among seniors."Perspectives on Labour and Income”. Vol. 11, no. 7. July. Statistics Canada Catalogue no. 75-001-XIE.

Communication and Information

City of Calgary. Senior Programs and Services
http://www.calgary.ca/CSPS/CNS/Pages/Seniors/Seniors-Programs-Services.aspx

City of Leduc 1-Calendar, the official event calendar for the City of Leduc
http://www.1calendar.ca/Home_Page.htm

City of Mississauga. Older Adult Web pages
http://www.mississauga.ca/portal/residents/olderadults

Redefine Life TV – senior cable network – Baltimore - http://rl.tv/

2-1-1 Ontario http://www.211ontario.ca/

Voice Print – National Broadcast Reading Service – transfers full text articles from more than 600 Canadian newspapers and magazines http://www.cpaont.org/resource/voice-print-canadas-broadcast-reading-service

Community and Health Services

Canadian Longitudinal Study on Aging http://www.clsa-elcv.ca/about-study

Feldman, Penny Hollander. "The AdvantAge Initiative: Developing Community Indicators to Promote the Health and Well Being of Older People". Family and Community Health Vol 26 No 4 pgs. 268-274. 2003.

Partners for Livable Communities "A Blueprint for Action: Developing Livable Cities for All Ages" 2007
http://www.livable.org/program-areas/livable-communities-for-all-ages-a-aging-in-place/the-aging-in-place-initiative

Sagelink provides on-line access to information, links, educational material and resources related to the care of the elderly with complex mental and physical health needs
http://www.sagelink.ca

Seniors In Need Program http://www.seniorsinneed.ca/news

Time Banking http://carewheels.org/time-banking

BY-LAW NO. 2012-

A BY-LAW TO AMEND BY-LAW NO. 2010-205 "A BY-LAW TO DEFINE THE MANDATE AND MEETING PROCEDURES FOR COMMITTEES ESTABLISHED BY THE CORPORATION OF THE CITY OF KINGSTON" (To Delete Seniors Advisory Committee Mandate)

PASSED:

The Council of The Corporation of the City of Kingston hereby enacts as follows:

1. By-Law No. 2010-205 of The Corporation of the City of Kingston entitled, "A By-Law To Define The Mandate And Meeting Procedures For Committees Established By The Corporation Of The City Of Kingston", as amended, is hereby further amended as follows:

   1.1. Schedule "B-14 – Advisory Committees", is hereby deleted in its entirety

2. This By-Law shall come into force and take effect on the date of its passing.

GIVEN FIRST AND SECOND READINGS

GIVEN THIRD READING AND PASSED

CITY CLERK
JOHN BOLOGNONE

MAYOR
MARK GERRETSEN