



## CITY OF OTTAWA – OLDER ADULT ACTION PLAN 2015-2018

**Vision:** Ottawa is an age-friendly and caring community that values the contributions of older adults, offers a broad range of opportunities for active living, and provides supports that are responsive to the diverse needs and choices of older adults.

### 1. Outdoor Spaces and City Buildings

**GOAL:** Older adults navigate the natural and built environments safely and with ease

#	Action	Target Groups to Benefit	Timing	Responsibility		OAP Funding	Reporting Indicators
				Lead Dept(s)	Assist Dept(s)		
Improve access to City buildings							
1	Install age-friendly/accessibility features in existing City facilities highly frequented by older adults	With disabilities	2015-2018	IS	OPH	Yes	<ul style="list-style-type: none"><li>• Number and type of retrofits and features installed</li><li>• Number of facilities</li></ul>
2	Assess the level of accessibility of City facilities	With disabilities	2015-2016	IS	PRCS AO	Yes	<ul style="list-style-type: none"><li>• Information on accessibility ratings available to the public</li></ul>
3	Install designated parking spaces for older adults at one or more City facilities	-	2016-2018	PRCS	PW AO	Yes	<ul style="list-style-type: none"><li>• Number of designated parking spots created</li><li>• Number of facilities with designated parking spots</li></ul>
4	Develop strategies to inform older adults about the locations of public washrooms located in City buildings	-	2015-2016	CSS	PRCS PW SO IT	No	<ul style="list-style-type: none"><li>• Map of public washrooms created</li></ul>

#	Action	Target Groups to Benefit	Timing	Responsibility		OAP Funding	Reporting Indicators
				Lead Dept(s)	Assist Dept(s)		
Improve access, features and safety of outdoor spaces							
5	Install additional benches on existing sidewalks and pathways, using a defined strategy	-	2015-2018	IS	PW PRCS	Yes	<ul style="list-style-type: none"><li>Number of additional benches installed</li></ul>
6	Prioritize and repair sidewalks, based on findings from walkability assessments completed by older adults	-	2015-2018	PW	-	Yes	<ul style="list-style-type: none"><li>Process established to include older adult lens in prioritization of maintenance work</li><li>Kilometers of sidewalks repaired</li></ul>
7	Make age-friendly improvements and designate one existing City park per year as “age-friendly”	-	2016-2018	PRCS	PGM PW	Yes	<ul style="list-style-type: none"><li>Number of city parks designated as “age-friendly”</li><li>Number of park planners trained</li></ul>
8	Develop and install exercise signs (using existing park amenities) in selected city parks	-	2016-2018	PRCS	OPH PW	Yes	<ul style="list-style-type: none"><li>Signage developed or purchased</li><li>Number of signs installed</li><li>Number of parks with signs</li></ul>
Encourage the application of age-friendly principles in the community							
9	Pilot an awareness campaign to encourage businesses to create more accessible, safe and age-friendly environments and promote the use of temporary entrance ramps	With disabilities	2015	AO	EDI PW PGM	Yes	<ul style="list-style-type: none"><li>Outreach campaign developed and documented</li></ul>
10	Promote the City’s accessibility design standards and site plan control checklist with external stakeholders to encourage the application of age-friendly principles in the community	With disabilities	2015-2018	PGM	OPH AO	No	<ul style="list-style-type: none"><li>Pamphlet/checklist developed</li><li>Number of pamphlets/checklists distributed</li></ul>

## 2. Transportation and Mobility

**GOAL:** Older adults have the ability to travel within Ottawa

#	Action	Target Groups to Benefit	Timing	Responsibility		OAP Funding	Reporting Indicators
				Lead Dept(s)	Assist Dept(s)		
Improve access to public transportation							
1	Make on-street bus stop accessibility improvements	With disabilities	2016-2018	TS	-	No	<ul style="list-style-type: none"><li>• Number of bus stops improved</li></ul>
2	Make Transitway station bench and seating improvements	-	2016-2018	TS	-	No	<ul style="list-style-type: none"><li>• Number of benches installed</li></ul>
3	Promote discounted and no fare public transit options to seniors	Isolated On low income	2015-2016	TS	CSSD OPH PRCS	No	<ul style="list-style-type: none"><li>• Number of senior bus passes sold</li><li>• Number of senior pay-per-ride fares collected</li></ul>
4	Review Para Transpo Service Standards	With disabilities	2015-2016	TS	-	No	<ul style="list-style-type: none"><li>• Review completed</li><li>• Public engagement on review completed (subject to Transit Commission approval)</li><li>• Final Para Transpo service recommendations tabled with Transit Commission for approval</li></ul>
Improve safety of pedestrians							
5	Review and adjust crossing times at large/busy intersections	-	2015-2018	PW	-	No	<ul style="list-style-type: none"><li>• Number of intersections with crossing times adjusted</li></ul>
6	Increase promotion of grit box program	-	2015-2018	PW	CC SO	No	<ul style="list-style-type: none"><li>• Promotion efforts documented</li></ul>
7	Install additional pedestrian signal technology to existing signalized intersections	-	2015-2018	PW	-	No	<ul style="list-style-type: none"><li>• Number of intersections with additional pedestrian signal technology</li></ul>
8	Implement measures to reduce sidewalk cycling and encourage safe sharing of pathways with pedestrians	-	2015-2018	PW	OPS	No	<ul style="list-style-type: none"><li>• Number of etiquette signs installed</li><li>• Number of markings installed</li><li>• Number of enforcement and awareness campaigns</li></ul>

### 3. Housing

**GOAL:** Older Adults have access to a range of housing options that meet their personal needs

#	Action	Target Groups to Benefit	Timing	Responsibility		OAP Funding	Reporting Indicators
				Lead Dept(s)	Assist Dept(s)		
Support the housing needs of older adults who are on low income							
1	Increase the number of affordable rental housing units for seniors	On low income	2015-2018	CSS	-	No	• Number of new affordable rental units for seniors developed
2	Support low income senior homeowners to age in place through the Ontario Renovates Program	On low income	2015-2018	CSS	-	No	• Number of seniors who received funding through Ontario Renovates
3	Establish a new affordable housing development that has community supports in place	On low income	2015-2018	CSS	-	No	• Community supports for new affordable housing development developed
4	Review the standards for City-contracted facilities (Domiciliary Hostels)	On low income	2015-2016	CSS	-	No	• Standards of Domiciliary Hostels revised
Encourage the application of age-friendly principles in the community							
5	Educate and raise awareness of the development industry to encourage the building of adaptable, age-friendly homes	With disabilities	2016	PGM	-	No	• Educational presentations developed • Number of presentations made
6	Encourage the application of an older adult lens in Community Design Plans	-	2015-2018	PGM	-	No	• Option to apply older adult lens during CDP process identified

## 4. Communication and Information

**GOAL:** Older adults and caregivers have access to the right information when needed

#	Action	Target Groups to Benefit	Timing	Responsibility		OAP Funding	Reporting Indicators
				Lead Dept(s)	Assist Dept(s)		
Improve access to municipal information about programs and services							
1	Educate front-line staff about City programs and services targeting older adults	-	2015-2018	CSS	-	No	<ul style="list-style-type: none"><li>Materials developed</li><li>Number of staff trained</li></ul>
2	Reach out to older adults from diverse backgrounds to inform them about City programs and services for older adults	Isolated On low income Immigrant	2016-2018	CSS	OAP Work Group SO	Yes	<ul style="list-style-type: none"><li>Outreach efforts documented</li></ul>
3	Strengthen and develop additional means to share municipal information for older adults	Francophone Immigrant	2015-2018	CSS	CC SO	No	<ul style="list-style-type: none"><li>Number of revised Guides printed and distributed</li><li>Number of Meet your City Services Events held</li><li>Number of subscribers to the older adult distribution list</li></ul>
4	Print a guide of recreational and cultural activities	Isolated Francophone	2015-2018	PRCS	SO	Yes	<ul style="list-style-type: none"><li>Number of recreation guides printed and distributed</li></ul>
5	Develop a campaign to promote and educate older adults about 211, 311, and 911	-	2016-2018	EPS	SO CC	Yes	<ul style="list-style-type: none"><li>Materials developed</li><li>Campaign elements documented</li></ul>
6	Integrate, consider and select the most appropriate communications tactics for older audiences, in corporate communications plans	-	2015-2018	CC	-	No	<ul style="list-style-type: none"><li>Efforts documented</li></ul>

## 5. Social, Recreational, and Cultural Participation

**GOAL:** Older adults have opportunities for active living, lifelong learning, and community participation in convenient and responsive environments

#	Action	Target Groups to Benefit	Timing	Responsibility		OAP Funding	Reporting Indicators
				Lead Dept(s)	Assist Dept(s)		
Increase health, wellness, recreational, cultural, and social offerings targeting older adults							
1	Develop a falls prevention exercise continuum that will provide options for older adults at different fitness levels	-	2015-2018	OPH	PRCS	Yes	<ul style="list-style-type: none"><li>• Rate of BSBB participants who graduate to mainstream City exercise programs</li><li>• Falls prevention logo added to relevant descriptions of exercise programs in recreation guide</li></ul>
2	Develop a program to offer one-on-one computer and technology assistance and tutoring by teens	-	2015-2018	OPL	-	Yes	<ul style="list-style-type: none"><li>• Number of library branches offering one-on-one assistance</li><li>• Number of older adult participants</li><li>• Number of teen volunteers</li></ul>
3	Develop and pilot new fitness, health and wellness, cultural, and arts program offerings targeting older adults	-	2015-2018	PRCS	-	Yes	<ul style="list-style-type: none"><li>• New program offerings documented</li><li>• Number of participants per new program</li></ul>
Encourage participation of low income and socially isolated older adults in cultural, recreational, and leisure pursuits							
4	Implement measures to facilitate the participation of older adults who are socially isolated or living on lower incomes in recreational and cultural pursuits	On low income Isolated	2015-2018	PRCS	OPH OPL	Yes	<ul style="list-style-type: none"><li>• Recreational program developed</li><li>• Number of program participants</li><li>• Other measures documented</li></ul>
Enhance equipment and infrastructure used by older adults at City recreation facilities							
5	Install older adult specialized fitness equipment in selected recreation facilities	-	2015	PRCS	-	Yes	<ul style="list-style-type: none"><li>• Specialized fitness equipment purchased and installed</li><li>• Number of facilities with specialized fitness equipment</li></ul>
Enhance operational practices and programming							
6	Harmonize program offerings, fees, and other operating practices across City-operated	-	2015-2018	PRCS	-	No	<ul style="list-style-type: none"><li>• Changes to operating practices, programs, and fee structures</li></ul>

#	Action	Target Groups to Benefit	Timing	Responsibility		OAP Funding	Reporting Indicators
				Lead Dept(s)	Assist Dept(s)		
	seniors' centres						documented <ul style="list-style-type: none"> <li>Program and fees harmonization reflected in updates to online web tools (i.e. CLASS, JoinOttawa)</li> </ul>
7	Adjust program offerings in selected City facilities, based on a review of demographic data in surrounding communities	Francophone Immigrant	2015-2018	PRCS	OPL, OPH, PGM	No	<ul style="list-style-type: none"> <li>Number of reviews undertaken (i.e. number of City facilities)</li> <li>Recommendations documented</li> </ul>

## 6. Civic Participation and Volunteering

**GOAL:** Older adults are involved in and actively contribute to their community

#	Action	Target Groups to Benefit	Timing	Responsibility		OAP Funding	Reporting Indicators
				Lead Dept(s)	Assist Dept(s)		
Increase volunteer opportunities that meet the interests of older adults							
1	Develop volunteer community champions to raise awareness about City programs and services for older adults	-	2016-2018	CSS	PRCS SO	No	<ul style="list-style-type: none"><li>Program developed</li><li>Number of volunteers trained</li></ul>
Improve promotion of volunteer opportunities at the City of Ottawa							
2	Promote volunteering opportunities for older adults	-	2016-2018	PRCS	CC SO	No	<ul style="list-style-type: none"><li>Measures documented</li></ul>

## 7. Community Support and Health Services

**GOAL:** Older adults have convenient access to an integrated system of support services

#	Action	Target Groups to Benefit	Timing	Responsibility		OAP Funding	Reporting Indicators
				Lead Dept(s)	Assist Dept(s)		
Enhance well-being and safety promotion and prevention efforts							
1	Develop and implement measures to facilitate food access, food skills and physical activity in older adults	-	2015-2018	OPH	-	Yes	<ul style="list-style-type: none"><li>Measures documented</li></ul>
2	Develop and implement measures to foster mental health and dementia friendly services for older adults	-	2015-2018	OPH	-	Yes	<ul style="list-style-type: none"><li>Measures documented</li><li>Number of staff trained in suicide prevention</li></ul>
3	Develop and provide emergency preparedness tools, resources and training to older adults	Isolated	2015	EPS	OCH SO	Yes	<ul style="list-style-type: none"><li>Ready Senior community presentation developed</li><li>Number of Ready Seniors booklets printed</li><li>Number of Ready Seniors facilitator manuals (with CDs) produced</li></ul>
4	Implement the Older Adult Well-Being Checklist by City employees	Isolated	2015	CSS	SO	No	<ul style="list-style-type: none"><li>Implementation efforts documented</li></ul>
Enhance supports for older adults living on low income							
5	Develop and implement measures to increase fire safety in older adult homes	On low income With disabilities	2015-2018	EPS	OCH CSSD	Yes	<ul style="list-style-type: none"><li>Number of stoves retrofits completed</li><li>Number of fire/home safety audits completed</li><li>Number of CO alarms installed</li><li>Number of strobe retrofits completed</li><li>Fire Services web page updated and Older Adult web section updated.</li></ul>
6	Provide free dental care to older adults on low income	On low income	2015-2018	OPH		Yes	<ul style="list-style-type: none"><li>Number of older adults receiving free dental care</li></ul>

## 8. Respect and Social Inclusion

**GOAL:** The City of Ottawa is committed to enhancing respect and inclusion of older adults in its service delivery

#	Action	Target Groups to Benefit	Timing	Responsibility		OAP Funding	Reporting Indicators
				Lead Dept(s)	Assist Dept(s)		
Enhance City of Ottawa staff awareness about older adult issues and needs							
1	Sensitize and educate City personnel about older adult issues	-	2015-2018	CSS	HR	No	<ul style="list-style-type: none"><li>Older adult sensitivity measures developed</li><li>Number of staff trained</li></ul>
Foster positive attitudes towards older adults							
2	Celebrate Ottawa older adults during seniors' month (June) and on National Seniors Day (October 1)	-	2015-2018	CSS	All	No	<ul style="list-style-type: none"><li>Efforts documented</li></ul>
3	Select one senior a year for the Ontario Senior of the Year Award	-	2016-2018	CSS	-	No	<ul style="list-style-type: none"><li>Process developed</li><li>Number of seniors nominated</li></ul>
Enhance elder abuse prevention efforts							
4	Develop at least two initiatives to prevent and address elder abuse	-	2015-2018	OPH	OPS	Yes	<ul style="list-style-type: none"><li>Measures documented</li></ul>
Reinforce organizational capacity to ensure that the City is responsive to the needs of older adults							
5	Provide City employees with demographic and other information to ensure planning takes into account the needs of older adults	-	2017-2018	CSS	-	No	<ul style="list-style-type: none"><li>Demographic report created and circulated</li></ul>
6	Reconstitute the Seniors Roundtable	-	2016-2018	CSS	-	No	<ul style="list-style-type: none"><li>Seniors Roundtable created and operational</li></ul>

**Acronyms**

AO	Accessibility Office
CC	Corporate Communications
CSS	Community and Social Services
EDI	Economic Development and Innovation
EPS	Emergency and Protective Services
HR	Human Resources
IS	Infrastructure Services
IT	Information Technology
OCH	Ottawa Community Housing
OPH	Ottawa Public Health
OPL	Ottawa Public Library
OPS	Ottawa Police Service
PGM	Planning and Growth Management
PRCS	Parks, Recreation and Cultural Services
PW	Public Works
SO	Service Ottawa
TS	Transit Services