



**CITY OF OTTAWA – OLDER ADULT ACTION PLAN 2020-2022**

**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. Transportation and Mobility**

**Goal: Older adults travel in Ottawa and navigate the natural and built environments safely and with ease.**

#	Action	Timing	Responsibility		OAP Funding Required	Reporting Indicators
			Lead Dept(s)	Assist Depts(s)		
<b>Public Transportation</b>						
1.1	Make improvements at on-street bus stops and public transit stations to improve accessibility for older adults and persons with disabilities	2020-2022	TS	-	-	<ul style="list-style-type: none"> <li>• Number/location of stops and stations improved</li> <li>• Types/details of improvements</li> <li>• Process to identify improvements and locations documented</li> </ul>
1.2	Facilitate access to Para Transpo by implementing online booking	2020-2022	TS	-	-	<ul style="list-style-type: none"> <li>• Number of customers engaged in the development of the online booking system</li> <li>• Booking system implemented</li> <li>• Number of trips booked online</li> </ul>
1.3	Enhance information for older adults through the publication of a new Ride Guide for Seniors	2020	TS	-	-	<ul style="list-style-type: none"> <li>• New Ride Guide published</li> <li>• Number of copies distributed</li> </ul>

#	Action	Timing	Responsibility		OAP Funding Required	Reporting Indicators
			Lead Dept(s)	Assist Depts(s)		
<b>Walkability and Pedestrian Safety</b>						
1.4	Review the City Maintenance Quality Standards with an older adult lens	2020-2022	PWES	TS, PIED	-	<ul style="list-style-type: none"> <li>City Maintenance Quality Standards reviewed</li> <li>Changes in the Standards reported and implemented</li> </ul>
1.5	Improve the safety condition of sidewalks in areas highly frequented by older adults	2020-2022	PWES	-	Yes	<ul style="list-style-type: none"> <li>Number of sidewalks improved</li> <li>Improvements and process documented</li> </ul>
1.6	Adjust pedestrian crossing times and install accessible pedestrian signals and countdown timers at large, busy intersections	2020-2022	TS	-	-	<ul style="list-style-type: none"> <li>Number/location of intersections with crossing times adjusted</li> <li>Number/location of intersections with additional pedestrian signal technology</li> </ul>
1.7	Implement initiatives aimed to discourage sidewalk cycling, and encourage safe sharing of pathways between cyclists and pedestrians	2020-2022	TS	-	-	<ul style="list-style-type: none"> <li>Number of locations where pathway etiquette signs or decals were installed</li> <li>Number of awareness/outreach sessions or campaigns</li> <li>Number of rides taken by pathway patrollers</li> </ul>
<b>Accessibility of Public Spaces</b>						
1.8	Install age-friendly/accessibility features in existing City facilities highly frequented by older adults	2020-2022	PIED	-	Yes	<ul style="list-style-type: none"> <li>Number and type of retrofits and features installed</li> <li>Number and location of facilities</li> </ul>
1.9	Install additional accessible benches on existing sidewalks and pathways and explore other actions to improve mobility of older adults	2020-2022	PIED	-	Yes	<ul style="list-style-type: none"> <li>Number and location of additional benches installed</li> <li>Actions to improve mobility documented</li> </ul>

## 2. Wellbeing

**Goal: Older adults take part in social, recreational, and cultural groups, play an active role in their community, are respected and feel included in the community.**

#	Action	Timing	Responsibility		OAP Funding Required	Reporting Indicators
			Lead Dept(s)	Assist Depts(s)		
<b>Healthy Aging</b>						
2.1	Promote healthy aging behaviors, create supportive environments and influence healthy public policies to prevent and mitigate chronic disease, promote mental health and prevent injuries with older adults	2020-2022	OPH	OPL	Yes	<ul style="list-style-type: none"> <li>Promotion activities documented</li> <li>Other measures documented</li> <li>Number of older adults reached</li> </ul>
2.2	Enhance services for caregivers of older adults so that they have access to support and resources to care for themselves and others	2020-2022	OPH	OPL	Yes	<ul style="list-style-type: none"> <li>Measures documented</li> <li>Number of caregivers reached</li> </ul>
<b>Active Living</b>						
2.3	Facilitate recreational and cultural opportunities for older adults living on low- and moderate-income	2020-2022	RCFS	-	Yes	<ul style="list-style-type: none"> <li>New program offerings documented</li> <li>New measures documented</li> <li>Number of participants</li> </ul>
2.4	Facilitate easy and affordable access to spaces for priority senior groups to host their recreational and cultural activities	2020-2022	RCFS	-	Yes	<ul style="list-style-type: none"> <li>Number and demographic of priority senior groups accessing the credit program</li> <li>Amount of credit funding allocated per group</li> <li>Locations of bookings</li> </ul>
2.5	Develop and pilot new fitness, health and wellness, cultural, and arts programs targeting older adults from priority groups	2020-2022	RCFS	-	Yes	<ul style="list-style-type: none"> <li>New programs documented</li> <li>Number of program participants</li> <li>Other measures documented</li> </ul>

#	Action	Timing	Responsibility		OAP Funding Required	Reporting Indicators
			Lead Dept(s)	Assist Depts(s)		
<b>Respect and Social Inclusion</b>						
2.6	Celebrate Ottawa older adults and their contributions to the community	2020-2022	CSS	-	-	<ul style="list-style-type: none"> <li>• Activities documented</li> <li>• Number of participants to events and activities</li> </ul>
2.7	Implement a Compassionate Communities Approach so that Ottawa residents acquire the knowledge, skills and resources for end of life care	2020-2022	OPH	-	Yes	<ul style="list-style-type: none"> <li>• Activities documented</li> <li>• Number of residents reached</li> <li>• Number of partners engaged</li> </ul>
2.8	Increase capacity of staff and other stakeholders to work with older adults within programs and facilities highly frequented by older adults	2020-2022	RCFS	OPH, OPL, CSS	Yes	<ul style="list-style-type: none"> <li>• Trainings and capacity building opportunities documented</li> <li>• Number of staff and stakeholders trained</li> <li>• Locations and programs targeted documented</li> </ul>
2.9	Promote volunteer and employment opportunities for older adults in recreation, cultural, and facilities services	2020-2022	RCFS	-	Yes	<ul style="list-style-type: none"> <li>• Outreach and community engagement documented</li> <li>• Number of older adults volunteering</li> <li>• Number of older adults employed</li> </ul>

### 3. Aging with Choice

Goals: Older adults live safely in housing with health and community support services that best meet their needs.

#	Action	Timing	Responsibility		OAP Funding Required	Reporting Indicators
			Lead Dept(s)	Assist Depts(s)		
<b>Affordable Housing</b>						
3.1	Increase the number of affordable rental housing units for seniors	2020-2022	CSS	-	-	<ul style="list-style-type: none"> <li>Number of new affordable rental units for seniors developed</li> </ul>
<b>Aging in Place</b>						
3.2	Provide financial assistance to eligible low-income senior homeowners to age in place through the Ontario Renovates Program	2020-2022	CSS	-	-	<ul style="list-style-type: none"> <li>Number of seniors who received funding through Ontario Renovates</li> </ul>
3.3	Improve integration of services and care coordination options for seniors living in affordable housing	2020-2022	CSS	-	Yes	<ul style="list-style-type: none"> <li>Measures and outcomes documented</li> <li>Number of agencies partnering</li> </ul>

#### 4. Communication

Goal: Older adults find, read, know, and use information when they need it.

#	Action	Timing	Responsibility		OAP Funding Required	Reporting Indicators
			Lead Dept(s)	Assist Depts(s)		
<b>Accessible Information</b>						
4.1	Increase awareness of programs and services for older adults through online, printed and in-person communications	2020-2022	CSS	ICS	-	<ul style="list-style-type: none"> <li>• Communication methods documented</li> <li>• Number of older adults reached</li> </ul>
4.2	Enhance and print Older Adult Activity Guide for Adults 50+	2020-2022	RCFS	-	Yes	<ul style="list-style-type: none"> <li>• Number of guides printed and distributed</li> </ul>
4.3	Update and distribute the Guide to City Programs and Services for Older Adults in 5 languages	2020-2022	CSS	-	-	<ul style="list-style-type: none"> <li>• Guide updated</li> <li>• Number of printed copies distributed</li> </ul>

#### Acronyms

CSS Community and Social Services  
 ICS Innovative Client Services  
 OPH Ottawa Public Health  
 OPL Ottawa Public Library

PIED Planning, Infrastructure and Economic Development  
 PWES Public Works and Environmental Services  
 RCFS Recreation, Cultural, Facilities Services  
 TS Transit Services