



**Mayor's Advisory Committee
for Age-Friendly Waterloo:
Report to the Mayor**

Acknowledgements

City of Waterloo Age-Friendly Cities Mayor's Advisory Committee

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The Residents of the City of Waterloo

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Executive Summary

The City of Waterloo is striving to be an increasingly Age-Friendly city. With the support of the Mayor, an Age-Friendly City Advisory Committee has been formed and is collaborating with the community and partners from the University of Waterloo on ways to achieve this goal. The community-driven nature of Waterloo's work on becoming Age-Friendly is a unique approach. This report is a summary of the work that has been done to-date and a recommended action plan to move forward on continuing to develop an Age-Friendly Waterloo.

Older adults are valuable members of a community but community planning has traditionally focused on the needs of young and middle-aged families. Like the rest of Canada however, Waterloo's population is ageing and it is important to include this demographic in our community plans. Engaging the community in this planning process is vital for creating an Age-Friendly Waterloo.

Thus far, there have been 5 community engagement opportunities. These opportunities confirmed that a high-level of interest exists among residents to enhance Waterloo's age-friendliness. The events also established baseline data to work from and identified key areas of importance to members of the community.

Five key findings have been identified:

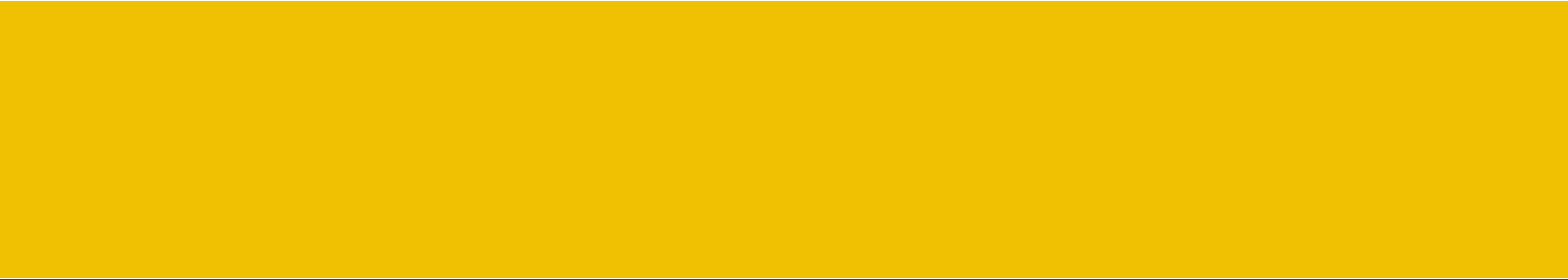
1. Waterloo is highly valued by its older residents;
2. Waterloo needs to address its stock of Age-Friendly housing;
3. Waterloo needs to improve opportunities for social participation and engagement;
4. Personal mobility is critical to maintaining senior independence; and
5. Walkability is a behavioural rather than a physical issue.

Volunteers also formed subcommittees to evaluate Waterloo's current age-friendliness. The subcommittees were formed based on the eight dimensions of an Age-Friendly city developed by the World Health Organization (WHO). Each of the subcommittees produced a set of recommendations.

While Waterloo has areas to improve upon, the City has already made steps towards being Age-Friendly. The WHO designated Waterloo as a member of the WHO Global Network of Age-Friendly Cities. The WHO provides an international platform for communities to share their experiences, exchange information, and provide support. Waterloo is one of only 14 cities in Canada to achieve this designation.

To advance Waterloo's Age-Friendly status, the following recommendations are presented to the Mayor:

1. That the Mayor receives this report as information;
2. That the Action Plan be viewed as a living document;
3. That the Report and Action Plan be presented to the Administration of the Corporation of the City of Waterloo; and
4. That this report be used as a tool to engage community partners in the operationalization of the action plan contained in this report.



“It is time for a new paradigm, one that views older people as active participants in an age-integrated society and as active contributors as well as beneficiaries of development.”
- World Health Organization

Introduction

Key Points:

- **Mayor’s initial and ongoing support**
- **Community-driven**
- **New ways to collaborate**

Age-Friendly Cities (AFC) is an international movement initiated by the World Health Organization (WHO) in response to global ageing and urbanization. An AFC provides a physical, social and service environment that enables older people, and all ages, to live in security, enjoy good health and participate in society. It promotes inclusion and values the contribution of older adults in all areas of community life, respects older adults’ decisions and lifestyle choices, and anticipates and responds flexibly to ageing and its related needs and preferences. What happened in Waterloo? How did our mayor become a champion for an AFC initiative?

It was at the World Congress of Gerontology in Paris (2009) that the seed was planted for Waterloo to become an Age-Friendly City. Research shows that older people in particular require supportive and enabling living environments to compensate for physical and social changes associated with ageing.¹ Inadequate social policies affecting older people can result in conditions that increase the risk of elder abuse. This is a key issue of ageing, and is impacted by inadequate housing, fiscal constraints for health and social services and by attitudes of ageism. Could an AFC address these root causes of older adults being mistreated by someone in a position of trust? Could it be a strategy for the prevention of elder abuse? These questions were the impetus to approach Mayor Halloran to engage her support for Waterloo becoming an AFC. She listened and acted.

In November 2009, Mayor Halloran hosted a Mayor’s Forum that generated a great deal of community support and resulted in establishing a City of Waterloo Mayor’s AFC Advisory Committee. This is a vibrant committee of volunteers including seniors, academics, health care professionals, and city staff. The committee’s purpose is to make recommendations to the Mayor that guide and coordinate a process whereby the City of Waterloo becomes an urban environment that fosters healthy and active ageing. “The City of Waterloo’s vision is that it is a caring community where people support each other..... a community of vibrant neighbourhoods...; and a city that is accessible to all...” With this strong foundation, the committee has looked at ways to implement the guiding principles of age-friendliness into our city.

The project is driven by the community, as it is the community who will implement the results and ultimately be the beneficiaries. Several community forums were held to involve and solicit the participation of the public. Our city is now proud to be a member of WHO’s Global Network of Age-Friendly Cities and Communities. The committee has also provided an opportunity for community-engaged research that is interdisciplinary in nature.

There are a number of factors that are key to our success: the strong support of Mayor Halloran and City staff, committee volunteers who work diligently, and residents of the City of Waterloo who are embracing the initiative to ensure that Waterloo is an Age-Friendly City. Our public conversation has changed. We continue to find new ways to collaborate between various levels of government and civil society. This will have an immense impact on all residents of the City of Waterloo.



“Our enormous and rapidly growing older population is a vast, untapped social resource. If we can engage these individuals in ways that fulfill urgent gaps in our society, the result will be a windfall... for civic life in the twenty-first century.”
- Marc Freedman, CEO, Encore.org

Background

Key Points:

- **Older adults possess tremendous social capital**
- **Community planning has conventionally focused on the needs of young and middle-aged families**
- **Waterloo’s population is ageing: our older adult population is growing in proportion with the national average**

For communities throughout Ontario, the growing proportion of ageing residents presents significant opportunities as well as challenges. An ageing population is an opportunity because older adults are often committed, long-term residents of their communities who contribute their time, energy and wealth of experience to local projects and organizations. The challenge rests in the growing observation among older people, community planners, social workers, gerontologists, health care practitioners and local decision and policy makers that many of the communities in which we live can be difficult environments in which to age. For instance, multistoried suburban homes built on large lots that were originally planned for young families become increasingly difficult to maintain and are often isolated from the commercial, recreational and social services required by ageing residents who may no longer drive. Moreover, the physical, sensory, cognitive and chronic health impairments that often accompany the ageing process can conflict with spaces that were not designed with an older body in mind. In general terms, the demographic reality and challenges associated with Ontario’s and Waterloo’s ageing population can be summarized as follows:²

National Demographics

- Between 2006 and 2011, Canada’s population aged 65 and over grew by 14%.
- In 2011, 15% of Canada’s population was aged 65 and over (Figure 1).
- By 2026, the dependency ratio (the proportion of non-working age Canadians per 100 employed Canadians) is projected to be 70.9%.

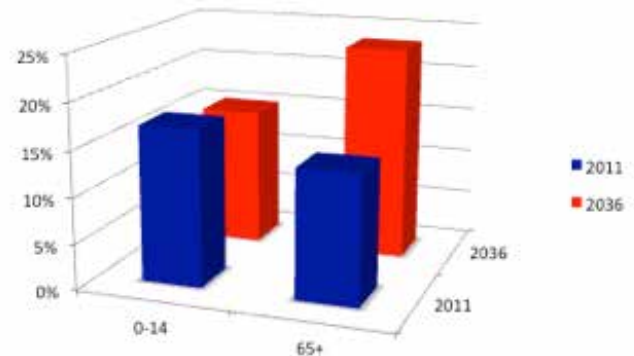
Figure 1: National Population 65+ (2011)



Provincial Demographics

- Between 2006 and 2011, Ontario's population of residents aged 45 and older experienced positive growth. During the same period, the number of Ontario residents between 5 and 14 years and 35 to 44 years declined.
- By 2036, the Ministry of Finance projects that 23.4% of Ontario's population will be 65 years or older (Figure 2).
- By 2036, approximately 15% of Ontario's population will be 14 years or younger (Figure 2).

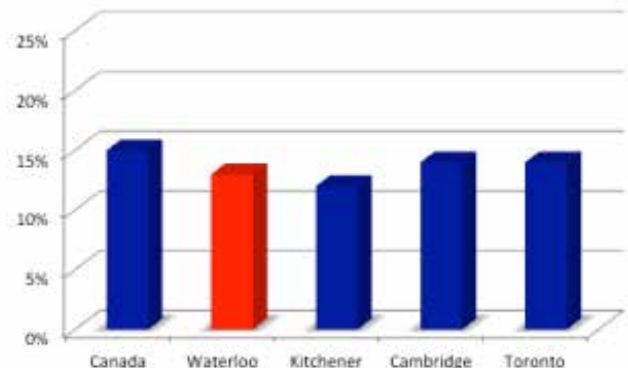
Figure 2: Projected Provincial Population Share (2011 & 2036)



Local Demographics

- Between 2006 and 2011, Waterloo's population aged 65 and over grew by 15% (12% Kitchener, 14% Cambridge, 7% Toronto).
- In 2011, 13% of Waterloo's population was aged 65 and over (12% Kitchener, 12% Cambridge, 14% Toronto; Figure 3).

Figure 3: Regional Population 65+ (2011)



How to measure a community's age-friendliness, and how satisfied a community's older residents are with the physical and social environment are questions of growing interest to local policy makers. On the one hand, this interest is a recent and perhaps belated acknowledgement of the "senior surge" or "silver tsunami" that is occurring in urban and rural communities.³ On the other, it is also an acknowledgement that there is little consensus and therefore guidance from gerontologists, social workers and urban planners regarding the definition, components of, or strategies for creating an Age-Friendly community. Several initiatives have sought to document the characteristics that older adults identify as most important in sustaining a high quality of life in their communities. The most publicized is a program initiated by the World Health Organization (WHO) in 2006, which led to the definition of an Age-Friendly city as one that "encourages active ageing by optimizing opportunities for health,

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

- Professor Bernard Isaacs

participation and security in order to enhance quality of life as people age.”⁴ Based on this definition, the WHO has described the characteristics of an Age-Friendly community according to the following 8 factors or domains:



Definition

An Age-Friendly city is one that “encourages active ageing by optimizing opportunities for health, participation and security in order to enhance quality of life as people age.”⁴

WHO Age-Friendly City Dimensions



1. **Outdoor Spaces and Public Buildings:** Feelings of personal safety can have a significant impact on the daily lives of older people. A neighbourhood environment that is unsafe diminishes the motivation to engage in outdoor activities or socialize with friends and neighbours. Perceptions of personal safety are related to reported or observed incidents of crime, traffic speed and volume, noise and poor lighting. The accessibility of public spaces and facilities is another critical factor that affects opportunities to participate fully in community life. Accessibility entails the removal of barriers (both physical and attitudinal) that limit an individual's capacity to use spaces and services such as streets, urban parks, grocery stores and theatres.



2. **Transportation:** Personal mobility and therefore the ability to access community services and social activities is affected by the availability and condition of transportation infrastructure such as signage, traffic signals and sidewalks. Affordable, convenient and safe public transit services become increasingly important when driving becomes stressful or dangerous due to sensory, cognitive or physical impairments.



3. **Housing:** For many older adults, a fundamental requirement of an Age-Friendly community is the availability of a housing stock that is affordable, accessible and close to health, commercial and social services. Home modification programs are essential for ageing residents who wish to remain in their home, but find that the use and maintenance of their dwelling has become challenging or hazardous.



4. **Social Participation:** An important contributor to an individual's health and well-being, social participation consists of joining in cultural, recreational, educational and spiritual activities within the community, and the maintenance of supportive, caring relationships with the family.



5. **Respect and Social Inclusion:** Individual and social attitudes towards ageing can result in behaviours that either facilitate or limit an older person's ability to fulfill personal goals, maintain self-esteem and independence. An Age-Friendly community advances positive images of ageing and provides opportunities for different generations to integrate socially and challenge flawed attitudes.

“Not so easy to quantify will be how we can go about changing public perceptions about ageing and the aged. Paternalistic and ageist attitudes towards older adults in such matters as employment, and dignity and respect for their opinions and input toward their own well-being are harder to break.”

- Editorial, Kitchener-Waterloo Record



6. **Civic Participation and Employment:** Older adults possess a wealth of knowledge and experience that can be a valuable resource for community initiatives. An Age-Friendly community recognizes and fulfills older adults' desire to contribute their talents to political and community development initiatives. In addition, the ability of an older adult to remain employed or find meaningful employment is an important means of providing economic security to individuals on limited or fixed incomes, and employers with an experienced and dedicated workforce.



7. **Communication and Information:** In a society of rapidly changing information technologies, an Age-Friendly community ensures that information about community events or essential services is delivered in formats that are accessible and appropriate for older adults with varying abilities and resources.



8. **Community and Health Services:** An Age-Friendly community provides access to health services that support physical and mental well-being, as well as health promotion or awareness programs that encourage health sustaining behaviours.



Community Engagement

Key Points:

- **Community engagement is critical; AFC needs to be community-driven**
- **5 key community engagement opportunities**
- **Confirmed a high-level of interest in Waterloo being an Age-Friendly City**
- **Established baseline data**
- **Identified areas of importance to the Citizens of Waterloo**

The Mayor's Advisory Committee believed that community engagement was a key element if an Age-Friendly Waterloo were to be a success. It was felt that the project needed to be driven by the community, as it will be the community who will implement the results and ultimately be the beneficiaries. The following is a summary of the key community engagement elements that helped set the foundation for our work.



1. November 30, 2009 - The 1st Mayor's Forum (Approximately 180 Attendees)

An open invitation was published to attend a free forum on the topic of Age-Friendly Cities. Guests were encouraged to eat lunch, gather and communicate informally with each other. After the Mayor's welcome, Dr. Jane Barrett, the Keynote speaker and Secretary General for the International Federation on Ageing spoke about putting Waterloo on the map as an Age-Friendly City. Five presenters next spoke in a panel discussion:

- Arlene Groh (Chair of Waterloo's Age-Friendly Committee, on the context and vision for an Age-Friendly Waterloo),
- John Colangeli (Chief Executive Officer for Lutherwood, on the Global Perspective),
- Briana Zur (Occupational Therapist with Specialized Geriatric Services on the Provincial/Canadian perspective/Active Ageing),
- Scott Amos (Director of Development Approvals for the City of Waterloo on the City Planner Perspective) and,
- Leah Sadler (Associate Director, Education, for Murray Alzheimer Research and Education Program)

“The Mayor’s advisory committee, events inviting public input and the new ageing website are a wonderful move toward an Age-Friendly city.”
- Waterloo Resident

(MAREP) University of Waterloo).

Following on the Mayor’s concluding speech, all guests were asked to complete a survey which primarily focused on their overall impression and assessment of the forum. Guests were encouraged to write specific comments about what they liked and disliked. Numerous constructive suggestions were established for potential incorporation in future studies and meetings. This permitted the Advisory Committee to obtain a preliminary sense of the public’s sentiments with respect to this topic. The feedback clearly indicated that our community had a high degree of interest in this topic and further investigation was justified.

2. January 27, 2010 – World Café

An open invitation was published to attend a free World Café session to address the topic of Age-Friendly Cities. A World Café is a method of facilitated dialogue that provides opportunity for community conversation to emerge. The principles of a World Café include complete engagement of all participants. Everyone must speak, listen, challenge, learn, imagine, and make a difference. The three questions utilized for this exercise were:

1. What makes Waterloo a great place to live and grow old in?
2. What Age-Friendly things are already happening in Waterloo?
3. Are there things we can easily change to become more Age-Friendly?

The results were documented to provide a range of qualitative data for the Advisory Committee to understand the community’s strengths and weaknesses from an age-oriented perspective.



3. June 10, 2010 – Age-Friendly Waterloo Mayor’s Advisory Committee Dialogue Event

An open invitation was issued to attend the launch of a new website for MAREP (Murray Alzheimer Research and Education Program). The website, created in association with the Ontario Senior’s Secretariat (<http://afc.uwaterloo.ca>) was for the purpose of sharing Age-Friendly Community Success Stories. Additionally, a community dialogue event was held where a diverse group of approximately 80 people attended and became the primary individuals surveyed for the July “People’s Survey”. The session had several presenters including Mike Sharratt (Research Institute for Ageing - RIA, The Work Associated with Active Ageing and the Built Environment). Participants then responded to the challenges faced by an individual who has suffered a stroke. This element of the session personalized the importance of an Age-Friendly city.

Participants then selected which elements of an Age-Friendly community was most fascinating to them from a pool of choices including:

- Outdoor Spaces and Buildings,
- Transportation,
- Housing,
- Social Participation,
- Respect and Social Inclusion and
- Civic Participation and Employment.

They moved to the table focusing on their primary interest and discussed the existing features in the City that the community could improve upon and how a Sub-Committee could get started in addressing the problem. Based on this forum, Sub-Committees were established for each topic area. This resulted in extensive meetings, research, and dialogue to arrive at key findings and recommendations to be presented to the Mayor’s Advisory Committee.

4. July 2010 – “The People’s Survey”

An open survey was published on the University of Waterloo website using SurveyMonkey, with special invitations directed towards participants of the June 10, 2010 forum. The survey used a number of questions primarily oriented on a 5-point rating scale, allowing individuals to rank various age-related features in the City from a scale of “Poor” to “Excellent”. The survey uses the eight ‘Age-Friendly City’ categories (see page 6) that were developed through consultation with older people in 33 cities and 22 countries for the World Health Organization (WHO) Age-Friendly Cities Project. The eight categories are Outdoor Spaces and Buildings, Transportation, Housing, Social Participation, Community and Health Services, Respect and Social Inclusion, Civic Participation, and Communication and Information. The survey also asked general demographic questions about: Sex, Age, Profession, Retirement Status, Income, Years in Waterloo and their neighbourhood. This allowed the Advisory Committee to understand whether or not the participants were a suitable representation of the target demographic. Overall, the

“Seniors’ planning should be essentially holistic and appreciate all the facets of seniors’ activities and community needs.”

- Gerald Hodge, Professor Emeritus, School of Urban and Regional Planning, Queen’s University

results permitted the City to determine its strengths and weaknesses and to establish a benchmark to measure future progress.

5. June 14, 2012 – 2nd Mayor’s Forum

An open invitation was published to attend a free forum on the topic of Age-Friendly Cities. After an early morning registration, the Mayor offered a welcome. Arlene Groh (Restorative Justice Elder Abuse Consultant at Healing Approaches to Elder Abuse) and Dr. Briana Zur (Occupational Therapist with Specialized Geriatric Services) explained the history of the Age-Friendly initiative in Waterloo and how the City achieved this distinguished status. Dr. John Lewis, the keynote speaker and Associate Professor with the University of Waterloo School of Planning offered a presentation about general demographics, an overview of the Age-Friendly initiatives and select data that was compiled throughout his research with this project. Scott Amos (Professional Planner and Director of Development Approvals for the City of Waterloo) then introduced the Round Table Discussions, where participants broke out into groups to discuss and vote on specific recommendations under eight themes:

- Civic Participation and Employment,
- Communications,
- Community and Health Services,
- Outdoor Spaces and Buildings,
- Respect and Social Inclusion,
- Housing,
- Social Participation and
- Transportation

The recommendations were suggested by the general public in previous community engagement initiatives and screened by the Committee. This exercise provided the Advisory Committee with valuable insight with respect to prioritization of recommendations for key issues in an Age-Friendly City. The results of this exercise are discussed in the following section “Research and Findings”.



This community engagement process was critical, as it determined that there was a high level of interest in Waterloo being an “Age-Friendly City”. Further, it established baseline data for a number of themes identified by the WHO, and identified items of importance to the citizens of Waterloo.

Research and Findings

Key Points:

1. Waterloo is highly valued by its older residents

2. Waterloo needs to address its stock of Age-Friendly housing

3. Improve opportunities for social participation and engagement

4. Personal mobility is critical to maintaining senior independence

5. Walkability is behavioural rather than a physical issue

A clear theme that resulted from the research is the importance of both Waterloo's built and social environments for older people and the relationship between them. For instance, the importance of the home and neighbourhood environment is evident from resident comments who emphasized the need for affordable and accessible housing, public and commercial services available within reasonable travel time, and safe and accessible pedestrian infrastructure (i.e. sidewalks, signalized crossings, benches, etc). Consistent with these concerns, a community's respect for older adults and the degree to which it provides the physical environment and social services that allow seniors to stay connected to their social networks and involved in the life of the community are important factors for ageing well. Although survey and interview data were collected over a two-year period through the events documented in section 3, the findings/messages from each event were largely consistent and underscore the need for a focused set of action items to improve Waterloo's age friendliness.

“It’s getting tougher to manage this place, indoor and out. I’m getting to the point where I’m questioning whether I need a four-bedroom house just for one person. With my husband gone, I now have to hire people to help take care of it.”
- Waterloo Resident

Finding 1: Waterloo is highly valued by its older residents

A common theme throughout the surveys and interviews is the affection that older residents feel for their city, and the wish to age in their neighbourhood and home for as long as possible. From their comments, older residents enjoy Waterloo’s compact and therefore ‘small town’⁵ atmosphere, which is combined with the commercial, educational and cultural amenities of a larger city. Older residents value the sense of safety and social rapport that comes from living among people who share a common sense of place and possess a sense of neighbourliness.

Finding 2: Waterloo needs to address its stock of Age-Friendly housing

The availability of accessible and affordable housing is Waterloo’s most urgent need. The scale and layout of a home can make the performance of daily activities more challenging – e.g. climbing stairs, carrying laundry to the basement, placing waste bins at the curb, lawn maintenance, snow removal, etc. – because of the loss of physical strength, agility, motor or sensory loss or the presence of chronic pain. Older participants spoke of the need for home modification and in-home support services to cope with the pressures of ageing at home. However, a point is inevitably reached when home modification can no longer compensate for the occupant’s changing needs and abilities, or building modifications become increasingly unaffordable. In general terms, housing affordability is a significant concern for older Waterloo residents where residential property taxes are among the highest in the province and rental prices are growing beyond the means of individuals and couples on a fixed income.

Finding 3: Improve opportunities for social participation and engagement

Respect, social inclusion and participation are essential determinants of ageing well in Waterloo. In brief, some participants described their experience of ageing as one where the opportunities to experience new ideas and people become constrained. For the most part, the City of Waterloo does a tremendous job of providing senior-focused programs, but there are a lack of opportunities for older residents to mix with others outside their usual social networks and interact with other generations. The learning process does not end when people enter their senior years. In fact, inter-generational interaction and learning can be an essential means of sustaining the feeling of excitement and fun that comes through discovery, which ultimately maintains mental fitness in later life.

Finding 4: Personal mobility is critical to maintaining senior independence

Transportation is a critical factor in sustaining senior independence, and Waterloo’s older residents employ a variety of means to travel throughout the city to shop, visit friends or family, participate in social events or attend to personal finances or health. While several of the research participants have used Grand River Transit, many avoid or dislike using the service due to the behavior of bus drivers

or other transit patrons. In terms of the latter, using public transit can be frustrating or physically uncomfortable when younger patrons occupy seats reserved for older or disabled passengers. Greater levels of frustration and the real potential for physical injury can result from the propensity of some bus drivers to move their vehicle before an older passenger has been able to seat themselves.

Finding 5: Walkability is a behavioural rather than a physical issue

The walkability of a city's roads, sidewalks and paths is important for carrying out daily activities, as well as maintaining a physically active lifestyle. It was expected that participants would comment on selected areas of the city where the timing of pedestrian crosswalks, the absence of benches or curb extensions along arterial roads make the walking experience unpleasant or hazardous. However, the behavior of other residents may be the greater challenge because it is both difficult to avoid and control. For instance, older pedestrians may contend with drivers who cannot spare the time to allow slower walkers to move through a crosswalk. It may also be inevitable that in a mid-sized city with two universities and a college, conflicts between cyclists and pedestrians will be prevalent. Several older participants remarked on the habit of young cyclists to travel along sidewalks and fail to signal their approach to older pedestrians, who may in turn be startled or physically strained when a cyclist's sudden appearance elicits an avoidance reflex.



“The entire community should work together to promote better sensitivity and compassion towards seniors. You can’t enforce attitude change.”
- Waterloo Resident

Subcommittee Work

Key Points:

- **Volunteers evaluated the City of Waterloo’s age-friendliness based on eight dimensions and criteria established by WHO**
- **A subcommittee was created for each dimension**
- **The eight dimensions were condensed to seven for the purposes of the surveys**
- **Recommendations to the City of Waterloo were developed for each of the seven dimensions**

Process

Promoting livability has always been a priority for the City of Waterloo. The Subcommittees evaluated the City’s age-friendliness based on the eight dimensions and associated criteria established by WHO. The eight WHO dimensions were merged into seven because the dimensions of Respect and Social Inclusion and Social Participation were combined. The Subcommittees were divided into working groups, and each group created a table of its findings that identified “low”, “medium” and “high” priority areas for improvement. When making their decisions, each working group considered:

- Information gathered from public consultations held by the Mayor’s Advisory Committee in November 2009 and June 2010;
- A survey completed in July 2010 by a selection of older adults living in the City of Waterloo;
- Comments made by Dr. John Lewis in each of the subject areas;
- Research regarding Age-Friendly initiatives in other cities of Ontario; and,
- Personal knowledge and experience.

Each working group then presented its findings with identified priorities and recommendations to their Subcommittee.

Committee Report Summary and Recommendations



Housing (H)

The City of Waterloo has a high quality housing stock that is generally well maintained. This includes facilities dedicated to seniors, such as Luther Village, and new developments that will add to the general housing stock. However, a key concern is the lack of affordable housing, particularly rental housing, for those with medium and low fixed incomes.

Recommendations:

1. That the City's concern about the shortage of affordable rental housing for low-income seniors in Waterloo, particularly in Uptown, is communicated to the Region of Waterloo and senior levels of government. (AI-1; AI-2)
2. That the City and the Region develop an inventory of sites that could be made available for the construction of affordable rental housing. The City and Region should also provide incentives such as density bonuses, payment of Development Charges and other fees to encourage the construction of affordable rental housing and additional long-term care and assisted living facilities. (AI-2; AI-3)
3. That the City and Region facilitate a process involving all levels of government and housing providers with the goal of getting more affordable rental housing that is safe and close to amenities and services. (AI-2)
4. That the City and Region actively promote Home Support Services available to seniors in the city. (AI-4)



Outdoor Spaces and Buildings

Buildings in the City of Waterloo are constructed to meet Provincial regulation (e.g. the *Ontario Building Code Act* and the *Accessibility for Ontarians with Disabilities Act*), and the outdoor spaces are generally well planned and maintained. Some conveniences such as toilets, seating and street crossings have been identified as needing improvement or enhancement. One concern that affects the age-friendliness of Waterloo's public spaces (and which ought to be addressed) is the behaviour of drivers and cyclists towards pedestrians.

Recommendations:

1. That education and/or enforcement efforts be put in place to improve driver and cyclist behaviour as it relates to pedestrians.
2. That more indoor and outdoor public toilets are provided.
3. That more seating opportunities are provided.
4. That pedestrian crossings continue to be improved by:
 - Providing longer crossing times at key intersections;
 - Installing "count down" crossing signs;
 - The provision of curb cuts and physical, visual and audio cues;
 - Outfitting paved surfaces with non-slip markings; and

*Each recommendation has a corresponding action item in the *Recommended Action Plan* section. For instance, the first recommendation under housing followed by AI-1. This code means that Action Item #1 is the corresponding action item for this recommendation.

*“Accessible and affordable transportation is so, so important to all aspects of quality of life.”
- Waterloo Resident*

- Encouraging drivers to yield to pedestrians at intersections and pedestrian crossings.



Transportation

The road infrastructure throughout the City of Waterloo is generally well-maintained, with adequate intersection visibility and good traffic flow. However, significant transportation issues remain. Work is needed to ensure that transit facilities and public areas are not limited by physical obstructions or snow in the winter. Courtesy and respect for older adults on transit and as pedestrians needs to be addressed through public and bus driver education. Some issues overlap with those addressed through the Outdoor Spaces and Building domain, such as providing transit shelters with better lighting and clearly marked shelters with adequate seating (i.e. more than a narrow ledge). Some areas of the City and public services are not easily accessible by public transit, and the availability of transit can be a problem at night, on weekends and on holidays. Mobility Plus, the specialized transportation available for people with disabilities, has a long wait time and lower income residents who cannot afford taxi services often do not qualify. Lastly, most information about transit routes, schedules and special needs facilities is primarily available by cellphone and computers, which may not be accessible to all older adults.

Recommendations:

1. That transportation should be recognized as a basic need.
2. That the City of Waterloo enter into discussions with the Region and Grand River Transit regarding the following:
 - The need for an education program for all transit drivers regarding the special needs of elderly passengers;
 - Providing better signage and public education regarding priority seating;
 - Providing improved bus numbering and more accessible information about transit routes; and
 - Providing more and improved bus shelters.
3. That the City of Waterloo ensures that city services and public areas are accessible by public transit with convenient and well marked bus stops and drop-off spaces.
4. That the City Site Plan guidelines be amended to include priority drop-off areas near main building entrances for passengers with special needs. Developers and consultants need to be educated as part of the consultation to implement this amendment. Similar guidelines should be implemented at City facilities, public lands and road allowances.
5. That City By-laws are changed to ensure that property owners maintain clearways for accessibility routes and ramps.
6. That Snow Clearing Buddy Programs be promoted and advertised
7. That a bench “dedication” program is considered by business and private individuals.



Civic Participation and Employment

The City of Waterloo consistently ensures that older adults are valued as volunteers and are provided reduced rates for city programs and by private retailers. City staff are supportive of Age-Friendly principles, however, it is felt that some employers may still contribute to age discrimination. It is important to note that older people are not a homogeneous group and reflect considerable diversity, including those with the means to support themselves and those without. Seventy percent of new Small Businesses are being developed by adults age 55 and older, however there is no financial assistance to establish and sustain self-employment from the Government of Ontario for older adults. Finally, the City of Waterloo is making good progress towards implementing the *Accessibility for Ontarians with Disabilities Act* in their facilities.

Recommendations:

1. That consideration for financial assistance be made for older adults seeking to develop their own business.
2. That the City of Waterloo continues to work with their partners at the Waterloo Region Small Business Centres to monitor the effectiveness of services to older adults and support any improvements that may be required.
3. That consideration is given to a partnership between the City and other non-profit senior service providers for 55+ employment services.
4. That older adults be given guidance or training in new modes of communications, new technologies and enhanced interview skills.
5. That older adults have the opportunity to train and mentor youth in schools.
6. That awareness is raised about the difficulties in work opportunities encountered by older adults.



Community and Health Services (CHS)

There are three categories of older adults requiring access to services: those living independently with community supports, those living in a privately owned retirement home and those living in a publically funded long term care home (LTCH) facility. For independent individuals, physician “house calls” are limited and public transit access can be inconvenient. There is a lack of resources for lower income people who cannot afford to pay for the services they require. Regarding retirement homes, a small amount is subsidized, but the waiting lists for placement are long. Currently, there is insufficient affordable housing with supportive services available in areas that are safe and conveniently located. Older adults would like to have retirement facilities located close to city centres to remain integrated within their community. Regarding LTCH, there are a limited number of beds available, and long lists for placement confront seniors who need them. Public awareness about the many services City of Waterloo provides is needed. The City is culturally diverse, so staff needs to be trained to care for older adults of all cultures.

“Be intergenerational. Just having younger people around with different interests and just brightening the day. I mean I don’t always want to talk to my old neighbours, I really enjoy talking to young people with their ideas and ambitions.”

- Waterloo Resident

Recommendations:

1. That the access to health and social services is improved by ensuring they are well distributed throughout the city, affordable and accessible by public transit. (AI-6; AI-7)
2. That public awareness is increased regarding home care services and relatives are engaged to participate in the care of their family members. (AI-8)
3. That the City of Waterloo works with CCAC to improve communication and the delivery of individual services. (AI-9)



Respect, Social Inclusion and Social Participation (RSISP)

Older adults in the City of Waterloo wish to remain active and involved as they age. The City is fortunate to have universities offering continuing education programs that are affordable and accessible. However, an issue that faces seniors is that many of these programs are only offered in the evening. City community centres offer a large number of affordable programs that are of interest to seniors, but most of the centres, except for the Adult Recreation Centre, are difficult to access without a vehicle. There are few opportunities provided by the school boards to include seniors in school programs. Many seniors would appreciate the chance to communicate with local youth. The City of Waterloo also has a large variety of neighbourhood associations and an ethnically diverse population of older adults.



Recommendations:

1. That the City of Waterloo continue to support neighbourhood associations, using Sunnydale as an example to establish additional community centres in similar circumstances. (AI-10)
2. That access to multi-use senior centres is increased and unused facilities are retrofitted. (AI-11; AI-12; AI-13)
3. That costs of events and activities for older adults are kept affordable by partnering with the private or public sectors. (AI-14)
4. That the City of Waterloo continues to expand its support of neighbourhood associations to encourage senior specific groups to meet and to foster social participation. The City of Waterloo needs to identify the various groups active in the area and develop communications links with them while recognizing their unique characteristics. (AI-15; AI-16)
5. That the City of Waterloo encourages school boards to remove barriers in order to include seniors throughout the school system. AI-16)



Communication

There is an identified need to ensure that information provided to Waterloo residents is accessible and well distributed for all ages. Currently, the primary means for communication is via electronic devices (i.e. mobile devices equipped with e-mail and/or texting capabilities), to which a number of seniors do not have access. However, as time passes, access to electronic devices is likely to become less of an issue. The City of Waterloo should be looking into ways to distribute information in different forms (including hard copy format) and through facilities where it can be accessed by all ages groups.

Recommendations:

1. That the distribution of the Activities Guide is re-instated to all households.
 2. That the City of Waterloo's website is redeveloped to allow for an easier search of information and a dedicated "Older Adults" section.
 3. That guidelines and standards are implemented to ensure that the language used in all communications can be understood by people of all ages.
 4. That computer terminals are available for public use at various City facilities in addition to the ARC and The Wing.
 5. That the Waterloo Chronicle is distributed to all households with a "Weekly Events" feature highlighted.
 6. That a specific column devoted to the needs of and information for the socially isolated is implemented in at least one of the local newspapers.
-

“A society for all ages is multigenerational. It is not fragmented with youths, adults and older persons going their separate ways. Rather, it is age-inclusive, with different generations recognizing - and acting upon - their commonality of interest.”

- Kofi Annan, former Secretary General, United Nations

City of Waterloo WHO Age-Friendly Designation

Key Points:

- **WHO provides an international platform for communities to share their experiences, exchange information, and provide support**
- **Waterloo has been designated as a member of the WHO Global Network of Age-Friendly Cities**
- **Waterloo is one of only 14 cities in Canada to be a member, and is part of 135 cities across 21 counties to achieve this designation**

The WHO Global Network of Age-Friendly Cities and Communities (GNAFCC) was established to foster the exchange of experience and mutual learning between cities and communities worldwide. By establishing this Global Network, WHO provides an international platform for communities to share their experiences in order to exchange information and to provide support.

Advantages of membership include:

- Connection to a global network of ageing and civil society experts.
- Access to key information about the programme: latest news, best practices, events, results, challenges and new initiatives through the Age-Friendly Cities Community of Practice.
- Provision of technical guidance and training throughout AFC implementation process.
- Opportunities for partnerships with other cities.

The Network is based on a process of continually assessing and improving the age-friendliness of a city. The first stage of this process can last up to 2 years and comprises:

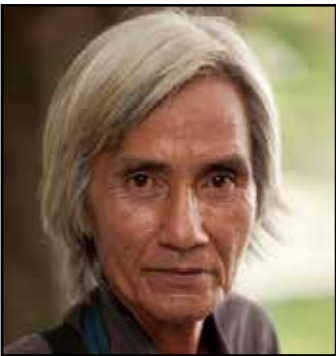
- Establishment of mechanisms to involve older people.
- A baseline assessment of the age-friendliness of the city.
- Development of a city-wide action plan based on the findings of this assessment.
- Identification of indicators to monitor progress against this plan.

After this initial period, cities have several years (usually 3-5 years) to implement their action plan. Cities can then continue to remain part of the Network so long as they can demonstrate progress against this plan and subsequently maintain a cycle of continual improvement.

An application was submitted on May 9, 2011, as an expression of interest for the City of Waterloo to join the Global Network of Age-Friendly Cities. As part of this process we submitted an update of our work to date and a proposal for future consideration. A letter of support from the Mayor was included as a requirement (see Appendix A).

On September 29, 2011 we received a letter from WHO recognizing Waterloo as a member of the Global Network of Age-Friendly Cities. This was presented to City Council on January 16, 2012, and now hangs proudly in the Council Chambers. On the same evening, a presentation was made to City Council about the focus and work of the committee, as well as our vision of our next steps. At the time of this writing, Waterloo is only one of 14 cities in Canada to be a member in the network, and is part of 100 cities across 18 countries to achieve this designation.

In order to maintain our designation, it is our intention to develop a city-wide action plan to address the priorities that have been identified in our community consultations, and to develop outcome measures to assess on an ongoing basis and improve the age-friendliness of our city.



“We have a nice home, nice neighbourhood and neighbours. We like seeing the children playing in their yards or in the snow. Also, when we need help with snowblowing or whatnot, the people on our block are always ready to lend a hand.”
- Waterloo Resident

Recommendations to the Mayor

Overall Recommendations

1. That the Mayor receives this report as information;
2. That the Action Plan be viewed as a living document;
3. That the Report and Action Plan be presented to the Administration of the Corporation of the City of Waterloo;
4. That this report be used as a tool to engage community partners in the operationalization of the following action plan:



The image above is composed of words from participants in the community engagement process. The words are arranged in the shape of the City of Waterloo. The frequency with which participants referred to each word is represented by that word's size in the image.

“Aren’t we sort of isolating ourselves as seniors, and is that a good thing? When you want to have a community of just seniors, I think the seniors are losing out on new ideas, I mean you have to keep your mind open.”
 - Waterloo Resident

Recommended Action Plan

While all of the recommendations developed by the Subcommittees (see Appendix B) will help to move towards a sustainable Age-Friendly Waterloo, the Recommended Action Plan contains those areas that gained the most attention during the community engagement exercises. All other recommendations should be considered as future areas of focus.

Housing

Action Item	Partners	Time-frame	Outcomes
1. Consult with older Waterloo residents, City and Regional staff, housing providers, and other stakeholders on the development of an older adult housing strategy. (H-1)			
2. Co-ordinate with the Region and communicate with the Province of Ontario on the development of an older adult housing strategy. (H-1; H-2; H-3)	<ul style="list-style-type: none"> • City • Region • Ontario Seniors’ Secretariat • Development Community • Non-Profit Sector 		
3. Create an inventory of sites that are suitable for the development of affordable rental housing. (H-2)	<ul style="list-style-type: none"> • City 		
4. Develop and publish an older adult housing directory - including listings for specialized housing, geared to income rentals, and home modification support services. (H-4)	<ul style="list-style-type: none"> • 211 • Region 	<ul style="list-style-type: none"> • Short-term 	
Action Item	Partners	Timeframe	Outcomes

Most action items have a corresponding recommendation in the *Subcommittee Work* section. For instance, the first action item under housing is followed by H-1. This code means that Housing Recommendation #1 is the corresponding recommendation for this action item.

5. Research alternative older adult housing models and identify the opportunities and barriers to implementation.	<ul style="list-style-type: none"> University of Waterloo 		
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Community and Health Services (CHS)

Action Item	Partners	Timeframe	Outcomes
6. Develop a 'check-in' service for older adults. (CHS-1)	<ul style="list-style-type: none"> Neighbourhood associations 	<ul style="list-style-type: none"> Long-term 	
7. Liaise with Regional, Provincial, and Federal governments and advocate for improved home care funding. (CHS-1)			
8. Develop and publish a directory of older adult home care services. (CHS-2)	<ul style="list-style-type: none"> LHIN CCAC 310 Subcommittee 	<ul style="list-style-type: none"> Short 	
9. Appoint a City representative to liaise with CCAC. (CHS-3)			

Respect, Social Inclusion and Social Participation

Action Items	Partners	Timeframe	Outcomes
10. Continue to foster senior-led cultural, social, recreational, and educational programs. (RSISP-1)	<ul style="list-style-type: none"> CCRS Region 	<ul style="list-style-type: none"> Short-term Ongoing 	
11. Develop a guide of cultural, social, recreational, and educational programs targeted to older adults. (RSISP-2)	<ul style="list-style-type: none"> City 	<ul style="list-style-type: none"> Short-term 	
12. Increase city-wide drop-in activities for older adults. (RSISP-2)	<ul style="list-style-type: none"> City 55+ Advisory Board 	<ul style="list-style-type: none"> Medium-term 	

Action Items	Partners	Timeframe	Outcomes
13. Identify key locations for older adult social or 'get connected' information delivery. (RSISP-2)			
14. Appoint a City representative to discuss with local businesses, Provincial, and Federal agencies donation, sponsorship and/or joint venture opportunities. (RSISP-3)			
15. Inventory City and school board managed intergenerational recreational, educational, social, and cultural programs. (RSISP-4)	<ul style="list-style-type: none"> • School boards • City • Subcommittee 	<ul style="list-style-type: none"> • Medium-term 	
16. Appoint a City staff representative to liaise with Waterloo's community centres and school boards. (RSISP-4; RSISP-5)	<ul style="list-style-type: none"> • City 		
17. Research and identify suitable best practices of effective intergenerational recreational, educational, social, and cultural programs.	<ul style="list-style-type: none"> • School boards • City • University of Waterloo • CCRS • 55+ Advisory Board 	<ul style="list-style-type: none"> • Medium-term 	
18. Conduct awareness workshops with City and Regional staff about older adult issues.	<ul style="list-style-type: none"> • City • Region • 55+ Advisory Board • Dialogue on Diversity 	<ul style="list-style-type: none"> • Short-term 	
19. Regularly monitor the satisfaction of older adults with City programs and services.	<ul style="list-style-type: none"> • CCRS 	<ul style="list-style-type: none"> • Short-term • Ongoing 	
20. Establish a recognition program for the contributions of individuals, community centres, schools, and businesses to the quality of life of older adults in the Waterloo community.	<ul style="list-style-type: none"> • CCRS • Local Media • Chamber of Commerce 	<ul style="list-style-type: none"> • Short-term 	
Action Items	Partners	Timeframe	Outcomes

but more often than not they don't.
- Waterloo Resident

21. Advocate for no-cost older adult education and training opportunities with Waterloo's post-secondary institutions.	<ul style="list-style-type: none">• Universities	<ul style="list-style-type: none">• Medium-term	
22. Co-ordinate an annual Age-Friendly Waterloo forum.	<ul style="list-style-type: none">• City• AFC Mayor's Advisory Committee• 55+ Advisory Board	<ul style="list-style-type: none">• Short-term	
23. Research best practice examples of mentoring programs for isolated older adults.	<ul style="list-style-type: none">• University of Waterloo	<ul style="list-style-type: none">• Long-term	

Appendix A

City of Waterloo



Mayor Brenda Halloran

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mayor@waterloo.on.ca, www.waterloo.ca

Dr. Charles Petitot
Ageing and Life Course (ALC)
Family and Community Health (FCH)
World Health Organization
Avenue Appia 20
CH-1211 Geneva 27, Switzerland

April 26, 2011

Dear Dr Petitot

As Mayor of the City of Waterloo, it gives me great pleasure to write this letter that supports the process required for the City of Waterloo, Ontario, Canada to join the WHO Global Network of Age-friendly Cities. Without hesitation, I can assure that we are strongly committed to the process of initiating, continually assessing and improving the age-friendliness of our city. On November 30, 2009, I proudly hosted the "Waterloo Becoming an Age Friendly City" forum. As a result of that well-attended forum, The Waterloo Mayor's Advisory committee on Age-Friendly Cities was established. This committee is comprised of city staff, university professors, health care professionals, representatives from seniors' groups, and other volunteers who are committed to making Waterloo age-friendly. Here is brief summary of our city's progress to date:

1. **Establishment of mechanisms to involve older people.** Our city has initiated committees comprised of community constituents that mirror the eight themes of the WHO's Global Age-friendly Cities Guide. These committees have developed their own terms of references for each theme and are beginning to develop and prioritize action plans.
2. **A baseline assessment of the age-friendliness of the city.** In concert with our senior city planner, an assessment tool based on the World Health Organization guide was developed to assess how age-friendly Waterloo is now. This was presented at a morning workshop for seniors. Data were collected and analyzed by our university representative.
3. **Development of a city-wide action plan based on the findings of this assessment.** Our advisory committee aims to create a city where all residents age safely, enjoy good health and participate fully in their community. The advisory committee guides and co-ordinates the process of Waterloo becoming an age-friendly city by engaging community members, including older adults. Inclusion of city staff and planners ensures that action plans will be viable and relevant to the community.

4. **Identification of indicators to monitor progress against this plan.** Working in partnership with Dr. John Lewis, University of Waterloo, we are working to translate the data from our survey to determine priorities to make Waterloo more age-friendly. It is our intention to develop a city wide action plan to address the priorities, and to secure funding for the evaluation of the age-friendly city projects. Our plan includes the development of outcome measures to continually assess and improve the age-friendliness of our city.

I am truly inspired and excited about the work being done by this committee and look forward to Waterloo joining the WHO Global Network of Age-friendly Cities.

Sincerely,

A handwritten signature in black ink, appearing to read "Mayor Brenda Halloran". The signature is fluid and cursive, with the first name "Mayor" written in a smaller, more upright script than the last name "Halloran".

Mayor Brenda Halloran
City of Waterloo



Tel. direct: +41 22 791 3404
Fax direct: +41 22 791 4839
E-mail : beardj@who.int

In reply please
refer to: ALC-CP/BJ/cw

Your reference:



29 September 2011

Dear Dr Zur,

Thank you very much for your application to join the WHO Global Network of Age-friendly Cities© (GNAFC). I am very pleased to advise you that your application has been accepted and to welcome the City of Waterloo, ON, Canada as a new member of the Global Network. As a member, you will be part of a growing global movement of cities who are striving to better meet the needs of their older residents.

Please find attached the Official WHO Certificate of membership.

Members of the Network are of many different sizes, situated in countries at various stages of economic development. They join at different phases of the Network cycle. However, they all share a commitment to create urban environments that foster healthy and active ageing. We believe that every city can learn from the experience of others, and encourage you to use the Network to communicate your experiences and to learn from those of other members. We hope to develop the Network as a truly outstanding vehicle to stimulate the global connections that will help this to occur.

A key element of the Network is the SharePoint platform "The Global Network of Age-friendly Cities©". This has been created to support members and to provide them with a mechanism for exchanging information and ideas. It is important that Network cities join this platform and upload information on their programmes. An attachment to this letter outlines steps to follow in order for city contact persons to register. For security reasons, only one contact person from each city can register. They will be given administrator rights for the city page within the SharePoint.

However, we also encourage any other interested individuals in your city to join the SharePoint as individuals. The attachment also gives instructions on how this can be done.

ENCL: (1)

Thank you once again for your interest in the Age-friendly Cities Programme. We are confident that older residents in your city will benefit from your efforts, and we look forward to your participation as we establish our Network. If you have any questions, please do not hesitate to contact us. You may wish to visit our website at http://www.who.int/ageing/age_friendly_cities_network/en/index.html.

Yours sincerely,



Dr John Beard
Director
Department of Ageing and Life Course (ALC)

Appendix B

MAYOR'S ADVISORY COMMITTEE FOR AGE FRIENDLY CITY

Summary of January 23rd Subcommittee Reports

HOUSING, OUTDOOR SPACES AND BUILDINGS,
TRANSPORTATION

COMMUNICATIONS

CIVIC PARTICIPATION AND EMPLOYMENT

COMMUNITY AND HEALTH SERVICES

RESPECT, SOCIAL INCLUSION AND SOCIAL PARTICIPATION

SUBCOMMITTEE RECOMMENDATIONS

Housing Priority Recommendations

VOTES

1. Affordable Housing – sufficient, affordable, safe, close to services	8
2. Interior Spaces- level, allows freedom of movement	1
2. Home Modification- options & supplies, available, & well-maintained	1
Home Maintenance & Support Services- sufficient, affordable, available	0
Housing Construction- good quality, safe, comfortable	0
Public & Commercial Rental Housing- clean, affordable, available & well-maintained	0
Specialized Affordable Housing – available for frail/disabled older people	0

Outdoor Space and Building Priority Recommendations

VOTES

1. Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times.	7
2. Drivers give way to pedestrians at intersections and pedestrian crossings.	3
Public areas are clean and pleasant.	0
Green spaces are sufficient in number, well-maintained and safe.	0
Outdoor seating, sufficient in number and good locations	0
Pavements are well maintained, free of obstructions and reserved for pedestrians.	0
Pavements are non-slip, wide enough for wheelchairs and have dropped curbs to road level.	0
Cycle paths are separate from pavements and other pedestrian walkways.	0
Outdoor safety is promoted by good street lighting, police patrols and community education.	0
Services are situated together and are accessible.	0

Special customer service arrangements are provided, such as separate queues or service counters for older people.	0
Buildings are well-signed outside and inside, with sufficient seating, toilets, accessible elevators, ramps, railings and stairs, and nonslip floors.	0
Public toilets outdoor and indoors are sufficient in number, clean, well maintained and accessible.	0

Transportation Priority Recommendations

VOTES

1. All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.	7
2. Driver education and refresher courses are promoted for all drivers.	2
3. Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter.	1
Vehicles are clean, well maintained, and accessible, not overcrowded and have priority seating that is respected.	0
Specialized transportation is available for disabled people. (Mobility Plus)	0
Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.	0
Public transportation costs are consistent, clearly displayed and affordable.	0
Public transportation is reliable and frequent, including at night and on weekends and holidays.	0
Complete and accessible information is provided to users about routes, schedules and special needs facilities.	0
A voluntary transport service is available where public transportation is too limited.	0
Taxis are accessible and affordable, and drivers are courteous and helpful.	0
Roads are well-maintained, with covered drains and good lighting.	0
Traffic flow is well-regulated.	0
Roadways are free of obstructions that block drivers' vision.	0

Traffic signs and intersections are visible and well-placed.	0
Parking and drop-off areas are safe, sufficient in number and conveniently located.	0
Priority parking and drop-off spots for people with special needs are available and respected.	0

Communications Priority Recommendations	VOTES
1. Re-instate the distribution of the Activities Guide to all households	3
1. It is recommended that the City's website be redeveloped to allow for an easier search of information and a dedicated "Older Adults" section.	3
2. Implement standards / guidelines to ensure that the language used in all communications is compatible with citizens of all ages understanding.	2
2. Consider having computer terminals for public use at various City facilities in addition to the ARC and The Wing.	2
Implement standards / guidelines to ensure that computers are updated on a regular basis. Consider the donation computers as city computers are updated.	0
Implement standards / guidelines to ensure telephone answering services are straight forward and easy to use.	0
Implement standards / guidelines to ensure that key pads on all electronic equipment (including door openers) are sufficiently large enough for use by citizens with slight sight impairment.	0
The use of simplified language and clear messaging is also recommended in all communications.	0
Implement standards / guidelines to ensure that information is readily accessible to all ages.	0
Implement standards / guidelines for the proper distribution of information as noted previously.	0
Implement standards / guidelines to ensure that information is accessible to all ages ensuring that the needs of seniors are addressed.	0

Implement standards / guidelines to ensure that computer mentoring is accessible to citizens of all ages. 0

Deliver the Waterloo Chronicle to all households in Waterloo and have a “Weekly Events” feature highlighted. 0

Since newspapers are generally available to all, a specific column devoted to the needs and information for the socially isolated in at least one of the local papers 0

Civic Participation and Employment Priority Recommendations VOTES

1. Employment Services:
 - The City of Waterloo should continue to work with their partners at the Waterloo Region Small Business Centres to monitor the effectiveness of WRSBC’s services to the older adult and support any improvements that may be required. 9
 - Assistance to older adults could include job-search computer clubs.
 - Consideration might be given to a partnership between the City and Lutherwood.

2. Engagement: Older adults make good trainers and mentors for youth. Youth in schools could benefit from instruction and visits from older adults (e.g. meet the class) 1

Self-Employment: Consideration for financial assistance should be made for older adults seeking to develop their own businesses. 0

Training - Older adults may benefit from guidance or training: 0
 - new modes of communication (Social Media, smart phones, etc.)
 - new technologies
 - enhanced interviewing skills.

Participation: The chair from the 55+ Advisory Board should be a member of the Culture, Community Recreations Services (CCRS) Advisory Committee. 0

Awareness: We need to raise awareness of the difficulties in work opportunities encountered by older adults. A “Focused Older Worker Initiative”. 0

Community and Health Services Priority Recommendations

VOTES

1. Improve the access to health and social services ensuring they are well distributed throughout the city, affordable and accessible by public transit.	5
2. Increase public awareness regarding home care services and engage relatives to participate in the care of their family members.	4
3. Work with CCAC to improve communication and the delivery of individual services.	1
Continue the safe construction and full accessibility of service facilities	0
Staff and volunteers should be trained to present clear and understandable information regarding City services and the concern of isolation for seniors.	0
Create additional affordable supportive housing with appropriate services in centralized location to keep residents integrated in the community.	0
Increase the number of geriatricians and geriatric nurse practitioners to take the time to explain and discuss health concerns during appointments.	0
Close the gap in funding between OHIP coverage and necessary health care items by improving the linkages to senior support programs.	0

Social Participation Priority Recommendations

VOTES

1. Increase access to multi-use senior centres and retrofit unused facilities.	8
2. Investigate possibilities of keeping the cost of events/activities more affordable by partnering with the private or public sectors.	1
2. Use neighbourhood associations to encourage senior specific groups to meet and to foster social participation. Those associations with little or no voice can benefit from the assistance of established associations.	1
Investigate the possibilities of offering more public lectures, educational seminars in daytime hours. Lifelong learning is important to the older adults too.	0
Revisit and revive neighbourhood associations so that information about local activities can be communicated	0



Have annual or semi-annual senior information fairs sponsored by partners in the community to inform about activities and to celebrate active aging.	0
Ensure that venues are safe, accessible, well lit, and walkways are cleared, if an older adult attends an activity alone. Have enough staff on hand to assist as necessary. There should be no problems if a person brings someone along to assist them. The helper or caregiver should not have to pay a hidden cost.	0
Continue to ensure that Senior Centres and Community Recreation Facilities have a variety of options that are affordable, accessible and active.	0
Schools might encourage young people to network more with older adults in their community. This enables opportunities to connect and feel valued.	0
Investigate incentives to promote and provide accessible gathering places.	0
Senior centres continue to connect with the community and to partner with the City of Waterloo to offer home support services.	0

Respect and Social Inclusion Recommendations

VOTES

1. That the City continue to support community centres. An examination of the support model used for Sunnydale may lead to the establishment of additional community centres in similar circumstances.	4
2. That the City continue and where possible, expand its support of neighbourhood associations. That this support be a clear and tangible addition of resources.	2
2. That the City encourage the school boards to remove barriers and identify good examples of the inclusion of seniors and encourage their adoption throughout the school system.	2
3. That inactive neighbourhood associations be contacted and encouraged to become active.	1
3. That the City identify the various groups active in the area and develop communications links with them while recognizing their unique characteristics.	1
That the City support the use of newsletters by neighbourhood associations through recognition awards and possibly even through a financial contribution.	0



That the City enter into a partnership with local Tim Hortons franchises and other similar businesses to install small community bulletin boards that can be used by the neighbourhood associations. This is in recognition of the social role played by these restaurants for seniors. 0

That the City create and distribute materials which identify "good practices" used by current neighbourhood associations in the city and elsewhere in support of their senior residents. 0

That City Councillors be challenged to link closely with existing neighbourhood associations in their ward. If none exists, they should encourage the formation of one. 0

That the City, in its materials and advertising, ensure that all citizens are represented. 0

That the City seek information from both school boards on their interactions with seniors in our community that serve to build respect for those seniors and increase their social inclusion. 0

That the City encourage and support the Waterloo Community Council in its role as a voice for the neighbourhood associations. 0

That the City of Waterloo, through the 55+ group and the BIA consider developing a Great Service recognition program. Staff from the public sector and private sector organizations would be eligible. 0

That the City reconsider the decision to reduce the distribution of the Program Guide and find a way to get this to all seniors in our community. Perhaps through Neighbourhood Associations where they exist. 0

OVERALL RECOMMENDATIONS

	VOTES
1. Affordable Housing – sufficient, affordable, safe, close to services	12
2. All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.	11
3. Specialized Affordable Housing – available for frail/disabled older people	10
3. Employment Services: - The City of Waterloo should continue to work with their partners at the Waterloo Region Small Business Centres to monitor the effectiveness of WRSBC’s services to the older adult and support any improvements that may be required. - Assistance to older adults could include job-search computer clubs. - Consideration might be given to a partnership between the City and Lutherwood.	10
3. That the City encourage the school boards to remove barriers and identify good examples of the inclusion of seniors and encourage their adoption throughout the school system.	10
4. Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times.	9
4. Increase public awareness regarding home care services and engage relatives to participate in the care of their family members.	9
5. Engagement: Older adults make good trainers and mentors for youth. Youth in schools could benefit from instruction and visits from older adults (e.g. meet the class)	7
5. Use neighbourhood associations to encourage senior specific groups to meet and to foster social participation. Those associations with little or no voice can benefit from the assistance of established associations.	7
5. That the City continue to support community centres. An examination of the support model used for Sunnydale may lead to the establishment of additional community centres in similar circumstances.	7
6. Driver education and refresher courses are promoted for all drivers.	6

	6. Implement standards / guidelines to ensure that the language used in all communications is compatible with citizens of all ages understanding.	6
	6. Improve the access to health and social services ensuring they are well distributed throughout the city, affordable and accessible by public transit.	6
	7. Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter.	5
	7. It is recommended that the City's website be redeveloped to allow for an easier search of information and a dedicated "Older Adults" section.	5
	7. Increase access to multi-use senior centres and retrofit unused facilities.	5
	8. Complete and accessible information is provided to users about routes, schedules and special needs facilities.	4
	8. The use of simplified language and clear messaging is also recommended in all communications.	4
	8. Work with CCAC to improve communication and the delivery of individual services.	4
	8. That the City of Waterloo, through the 55+ group and the BIA consider developing a Great Service recognition program. Staff from the public sector and private sector organizations would be eligible.	4
	9. Drivers give way to pedestrians at intersections and pedestrian crossings.	3
	9. Priority parking and drop-off spots for people with special needs are available and respected.	3
	9. Re-instate the distribution of the Activities Guide to all households	3
	9. Consider having computer terminals for public use at various City facilities in addition to the ARC and The Wing.	3
	9. Implement standards / guidelines to ensure that information is accessible to all ages ensuring that the needs of seniors are addressed.	3
	9. Create additional affordable supportive housing with appropriate services in centralized location to keep residents integrated in the community.	3
	9. Increase the number of geriatricians and geriatric nurse practitioners to take the time to explain and discuss health concerns during appointments.	3
	10. Home Maintenance & Support Services- sufficient, affordable, available	2



10. Home Modification- options & supplies, available, & well-maintained	2
10. Public & Commercial Rental Housing- clean, affordable, available & well-maintained	2
11. Housing Construction- good quality, safe, comfortable	1
11. Interior Spaces- level, allows freedom of movement	1
11. Public areas are clean and pleasant.	1
11. Outdoor seating, sufficient in number and good locations	1
11. Pavements are well maintained, free of obstructions and reserved for pedestrians.	1
11. Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.	1
11. Traffic signs and intersections are visible and well-placed.	1
11. Implement standards / guidelines to ensure that computers are updated on a regular basis. Consider the donation computers as city computers are updated.	1
11. Participation: The chair from the 55+ Advisory Board should be a member of the Culture, Community Recreations Services (CCRS) Advisory Committee.	1
11. That the City continue and where possible, expand its support of neighbourhood associations. That this support be a clear and tangible addition of resources.	1
11. That the City encourage and support the Waterloo Community Council in its role as a voice for the neighbourhood associations.	1
11. That the City reconsider the decision to reduce the distribution of the Program Guide and find a way to get this to all seniors in our community. Perhaps through Neighbourhood Associations where they exist.	1

Appendix C

Terms of Reference

City of Waterloo Age -Friendly Cities

Mayor's Advisory Committee

Introduction:

This committee is an advisory committee to the Mayor of Waterloo.

Goal/Vision:

The City of Waterloo becomes a place where all residents age safely, enjoy good health and participate fully in their community.

Guiding Principles*

- **Livability:** recognizes that health and well-being includes the built environment, vibrant public spaces, community identity and choices in transportation, housing options, and other social programs
- **Accountability:** demonstrates that programs, services, and the overall planning of communities are delivered in a manner that respects these principles.
- **Access and Inclusion for All:** responds to the needs of all citizens ensuring fair access to flexible resources
- **Respect and Support for All:** recognizes that all citizens are vital members of a community and have the right to self-determination, to fully engage in life across the life span, and to be treated with respect and dignity.
- **Community Engagement in Decision-Making:** values relationships that actively include older adults in all aspects of decision making and based upon mutual respect

* Adapted from Murray Alzheimer Research and Education Program University of Waterloo:
<http://afc.uwaterloo.ca>

Purpose

The purpose of this committee is to make recommendations to the Mayor that will guide and coordinate a process whereby the City of Waterloo becomes an urban environment that fosters healthy and active ageing by:

- Engaging community members in the process;
- Determining priorities to make Waterloo more age-friendly based on the evaluation findings of the baseline assessment;
- Developing a City-wide action plan to address the priorities;
- Identifying community champions and partnerships to implement the action plan;
- Determining indicators of success;
- Securing funds for ongoing evaluation;

- Ensuring WHO's requirements for membership in the Global Network are maintained.

Membership

The membership includes:

- Mayor
- City staff
- Waterloo Region Committee on Elder Abuse
- Waterloo Region Crime Prevention Council
- Kitchener-Waterloo Social Planning Council
- 55+ Advisory
- Geriatrician
- Health and Social Services Professionals
- Murray Alzheimer's Research and Education Representative
- Senior Representatives (varying ages, gender, culture)
- Cross cultural representative
- University/research advisor

Resource persons are invited to participate, as required

Sub-Committees

- Housing
- Social participation
- Respect and social inclusion
- Civic participation and employment
- Communication, information research and program inventory
- Community support and health services
- Outdoor spaces and buildings
- Transportation
- Funding and evaluation

Each sub-committee will include a member of the Advisory Committee to act as liaison.

Meeting Frequency

The Advisory Committee meets bi-monthly, or as required to carry out its stated purpose.

Appointment of Chair

The Chair of the Advisory Committee is appointed annually by the members of the Committee.

Reporting

- Minutes and work in progress are prepared and distributed to all core members.
- Minutes reflect the recommendations, as well as the status of activities in progress.

Terms of Reference

The Terms of Reference will be reviewed annually by the Committee, or as required.

Term of Office

The functions of the Advisory Committee will be reviewed as required.

References

1. Alley, D.; Liebig, P.; Pynoos, J.; Banerjee, T.; Choi, I. (2007) Creating Elder Friendly Communities, *Journal of Gerontological Social Work*, 49(1), pp. 1-18; Hodge, G. (2008) *The Geography of Aging: Preparing Communities for the Surge in Seniors*. Montréal and Kingston: McGill-Queen's University Press; Lui, C-W.; Everingham, J-A.; Warburton, J.; Cuthill, M.; Bartlett, H. (2009) What Makes a Community Age-Friendly: A Review of International Literature, *Australian Journal on Ageing*, 28(3), pp. 116-121; Marshall, V.; Bengston, V. (2011) Theoretical Perspectives on the Sociology of Aging, in: R Settersten, J Angel (Eds.) *Handbook of Sociology of Aging*, pp. 17-34. New York, New York: Springer.
2. Ontario, G. (2012). *Ontario Population Projections Update: 2011-2036*. Toronto: Ministry of Finance; Norris, D. (2012). *Ready or Not, Here Come the Boomers*. Presentation to the PRAGMA Council 2012 Fall Conference, School of Planning, University of Waterloo, November 12, 2012.
3. Hodge, G. (2008) *The Geography of Aging: Preparing Communities for the Surge in Seniors*. Montréal and Kingston: McGill-Queen's University Press.
4. WHO. (2007). *Global Age-Friendly cities: a Guide*. Geneva: World Health Organization.
5. Waterloo Resident.