

AGE-FRIENDLY WINDSOR



ACTION PLAN

Livability, Lifestyles and Well-being
2nd Report to the Community
2014-2017

Prepared by: The Age-friendly Windsor Network,
a subcommittee of The Windsor Seniors Advisory Committee



THE CITY OF WINDSOR

OFFICE OF THE MAYOR

EDDIE FRANCIS
MAYOR

June 27, 2014

World Health Organization
Avenue Appia 20
1211 Geneva 27
Switzerland

RE: CITY OF WINDSOR AGE-FRIENDLY ACTION PLAN

The Age-friendly Action Plan represents a shared vision of a city that is welcoming to persons of all ages. It exemplifies a true collaboration between Windsorites, community stakeholder groups and City of Windsor staff.

When the City of Windsor became a member of the World Health Organization Global Network of Age-friendly Cities and Communities, we committed to a process of continual improvement in order to ensure that people could enjoy a high quality of life their entire lives. In essence, we are committed to enhancing the 'livability' of our city's built environment, the well-being of all residents, and the sustainability of the lifestyle available in our distinctive part of Canada, by providing a range of exceptional retirement amenities.

We take our commitment seriously and have invited individuals and organizations to continue to assist our process by supporting the groups mentioned in the plan, by volunteering or by providing us with valuable input.

We are proud of everyone who has contributed to this process and the successes we have realized together so far. It truly has been a community effort and we look forward to reporting our progress to the World Health Organization in 2017.

Sincerely

Eddie Francis
Mayor

(519) 255-6315 • 350 City Hall Square West, P.O. Box 1607, Windsor, Ontario N9A 6S1 • FAX: (519) 255-7796
E-mail: mayoro@city.windsor.on.ca

LETTER FROM AGE-FRIENDLY WINDSOR NETWORK

Dear Fellow Windsorites,

We are pleased to present this report which represents the work of many individuals over the past 4 years. Most recently, the Age-friendly Windsor Network, comprised of approximately 40 representatives from various community stakeholder groups committed to serving older adults in Windsor and Essex County, collaborated to bring this action plan to fruition.

We are excited about the response from community stakeholders who have eagerly lent their expertise to this plan and are willing to work on the things you have suggested! This plan gives not-for-profit organizations, municipal departments, community service providers and business one common vision and unified direction for aging within our community over the next few years.

Our next step? Start working! See you in 2017 when we will report on all the great things we, as a community and as a municipality, joined together with input from Windsorites along the way, have accomplished.

Yours truly,

**Jill Cadarette, Chairperson
Age-friendly Windsor Network**



LETTER FROM SENIORS ADVISORY COMMITTEE

Dear Fellow Windsorites,

The Windsor Seniors Advisory Committee (SAC) is pleased to present herewith its Action Plan 2014 to the WHO Global Network of Age-Friendly Cities.

SAC is grateful to the Mayor, Council and Administration for its support for the AFC process and particularly to the AFW Network for the drafting of the Action Plan. Specific gratitude is extended to SAC member, Jill Cadarette, for her perseverance in managing the work of the AFW Network.

In November 2009 SAC embarked on the rigorous AFC process conducting a community assessment which was presented to Windsor City Council in its 'Report to the Community June 2011' and subsequently in October to a Seniors' Forum from which the AFW Network was constituted and undertook the preparation of the Action Plan. In June 2012 SAC's efforts were recognized when Windsor became a member of the WHO Global Network of Age-Friendly Cities.

SAC pledges, with continuing support from City Council and Administration, to furthering its purpose of "improving the quality of life for seniors in Windsor" through implementation of the enclosed WHO AFC Action Plan 2014 and on-going consultations with our senior community and Network.

Yours truly,

**Larry Duffield, Chairperson
Windsor Seniors Advisory Committee**



TABLE OF CONTENTS

1. Introduction	7
2. Background	9
3. A Portrait of Aging in Windsor	11
4. About this Plan	13
5. Key Trends	15
6. Alignment with other Plans	16
7. The Plan	
<div style="border: 1px solid #0070C0; padding: 10px; margin: 10px 0;"> <p>A. LIVABILITY (27 Recommendations)</p> <ul style="list-style-type: none"> • Outdoor Spaces and Buildings (Domain 1).....20 • Transportation (Domain 2).....24 • Housing (Domain 3).....26 </div>	
<div style="border: 1px solid #70C040; padding: 10px; margin: 10px 0;"> <p>B. LIFESTYLES (22 Recommendations)</p> <ul style="list-style-type: none"> • Social Participation (Domain 4).....30 • Respect and Social Inclusion (Domain 5).....32 • Civic Participation and Employment. (Domain 6).....35 </div>	
<div style="border: 1px solid #E69A00; padding: 10px; margin: 10px 0;"> <p>C. WELL-BEING (22 Recommendations)</p> <ul style="list-style-type: none"> • Communication and Information (Domain 7).....39 • Community Support and Health Services (Domain 8).41 </div>	
8. Next Steps	44
Acknowledgements	45
References and Resources	48
Appendix A: Frequently Asked Questions	49

GLOSSARY

AFW – *Age-friendly Windsor project. A subcommittee of the Windsor Seniors Advisory Committee.*

AMO – *Association of Municipalities of Ontario*

GNAFCC – *World Health Organization’s Global Network of Age-friendly Cities and Communities, of which Windsor, Ontario, Canada is a member.*

SAC – *Windsor Senior Advisory Committee. A Committee of Council comprised of mature Windsorites and volunteer representatives of organizations serving older adults. The role of this committee is to serve as a communication link between The Mayor and City Council and the interests of mature Windsorites. The AFW project is a project of SAC.*

Stakeholder – *A representative of an organization, agency, municipal department, business, or group who has decision-making power and a vested interest in one or more of the areas identified in the WHO Checklist.*

WHO Checklist – *World Health Organization Checklist of Essential Features of an Age-friendly Cities (c). It is the tool used to assess Windsor's age-friendliness.*

1. Introduction

The initial concept of the Global Age-friendly Cities project was developed by the World Health Organization in 2005. For more information on the frequently asked questions about Age-friendly Communities, see Appendix A. It is widely acknowledged that the world's population is getting older. Increased life expectancy and the vast numbers of people who comprise the Baby Boomer generation are two of the primary reasons. Our world is changing. Our city is changing.

As a population of more than 210,000, Windsor is Canada's southernmost city sharing its border with Detroit, Michigan. Windsor has a distinctly Canadian sense of identity that includes our status as one of Canada's most culturally diverse cities. Like most cities, we are beginning to show our age. In fact, according to 2011 census data, 1 in 3 of us is currently over the age of 50. As a result, the Age-friendly Windsor Project was born, officially, in 2010 when the Windsor Seniors' Advisory Committee applied for and received a one year grant to jumpstart a bottom-up and top-down approach to creating a more age-friendly Windsor. The Seniors Advisory Committee continues to oversee this project and the Age-friendly Windsor Network.

In June 2012, Windsor was designated as a member of the World Health Organization's Global Network of Age-friendly Cities and Communities (GNAFCC). Prior to our application to the GNAFCC, we started from scratch by asking older Windsorites to give us their impression of how Windsor could enhance its age-friendliness. You can see the results of those surveys in the report titled *Age-friendly Windsor, Report to the Community: An environmental assessment*. These results were the basis upon which this Action Plan was built. Therefore, if you are an older Windsorite who met someone from our project along the way, you may see some of your own suggestions (perhaps reworded, slightly) included in this plan.

Windsor is a Leader

Windsor has been credited with implementing such innovative practices as:

- The establishment of a Seniors Advisory Committee as a Committee of Council
- Becoming the 6th Ontario municipality to become a member of the GNAFCC.
- Participating in the development of a provincial age-friendly resource, *Finding the Right Fit: Age-friendly Community Planning*.
- Presenting at provincial/international conferences.
- Mentoring other cities beginning their age-friendly journeys.
- "Partnering with other community funders like the United Way and the Local Health Integration Network to provide funding for Centres for Seniors Windsor (now Life After Fifty)" (AMO, 2011).



2. Background

The following represents a timeline of activities around the Age-friendly Windsor project from its conception.

YEAR	PROGRESS
2009	<p>May 2009 - The Ontario Seniors' Secretariat conducted an Age-friendly Communities workshop at the Annual Conference of the Ontario Gerontology Association at which time they announced a provincial tour of seven cities including Windsor.</p> <p>November 2009 – Windsor, in partnership with the Ontario Seniors' Secretariat, hosted a regional Age-friendly Communities forum with approximately 85 attendees from various stakeholder groups as well as older members of the community</p>
2010	<p>Windsor Seniors Advisory Committee, a committee of Windsor City Council, decided to initiate the Age-friendly movement in Windsor with an application to the New Horizons for Seniors Program (NHSP).</p> <p>November 2010 - SAC received notification it was successful in its endeavour and was granted \$24,425.00 from NHSP to begin the process.</p>
2011	<p>Work began to introduce the concept of age-friendliness to Windsor through public education events, media interviews and articles in local publications.</p> <p>Public Consultations</p> <ul style="list-style-type: none"> • 20 focus groups were conducted during which participants completed an in-depth survey asking them to rate Windsor's age-friendliness. Some people also completed the surveys and submitted them separately. • 200 surveys were completed in total. • Hundreds of anecdotes were collected. <p>Stakeholder Consultations</p> <ul style="list-style-type: none"> • 61 stakeholders were consulted to begin educating them about the process and to start thinking about opportunities that may exist
2012	<p>June 2012 – City Council proclaims June as Seniors' Month in Windsor.</p> <p>June 2012 - Age-friendly Windsor Project's <i>1st Report to the Community: Environmental Scan of Age-friendliness</i> was received by City Council and made available to the public.</p>

	<p>June 2012 – The Mayor’s Office and Chief Administrative Officer submitted an application for Windsor’s membership in the WHO Global Network of Age-friendly Cities and Communities.</p> <p>June 29, 2012 - Windsor became a member of the WHO Global Network of Age-friendly Cities and Communities.</p> <p>October 1, 2012 – 1st Flag-raising at Windsor City Hall Square commemorating International Day of Older Persons.</p> <p>October 17, 2012 – A group of like-minded organizations, including members of various departments in the City of Windsor, came together to coordinate a planning forum called <i>Age-friendly Windsor: Moving Ahead</i>. This forum brought together 45 representatives from various organizations to begin brainstorming opportunities for improvement based on the findings of the environmental scan.</p>
<p>2013</p>	<p>February 2013 – Minutes from the Age-friendly Windsor: Moving Ahead forum are made available to the public.</p> <p>March 2013 - Inaugural meeting of the Age-friendly Windsor Network, a subcommittee of the Windsor Seniors Advisory Committee. An aggressive schedule of meetings was established for the purpose of creating the Action Plan.</p> <p>September 2013 – Action Plan was received at the quarterly meeting of the Seniors’ Advisory Committee.</p> <p>November 2013 – Draft Action Plan adopted by City Council.</p>
<p>2014</p>	<p>Spring 2014 – All City departments assign age-friendly designate and meet to discuss feasibility of action plan recommendations.</p> <p>Spring 2014 – A collaborative process between the community and municipality result in a final draft of the action plan.</p> <p>June 2014 – Mayor and Chief Administrative Officer submit final Action Plan to the World Health Organization GNAFCC for approval.</p>

3. A Portrait of Aging In Windsor

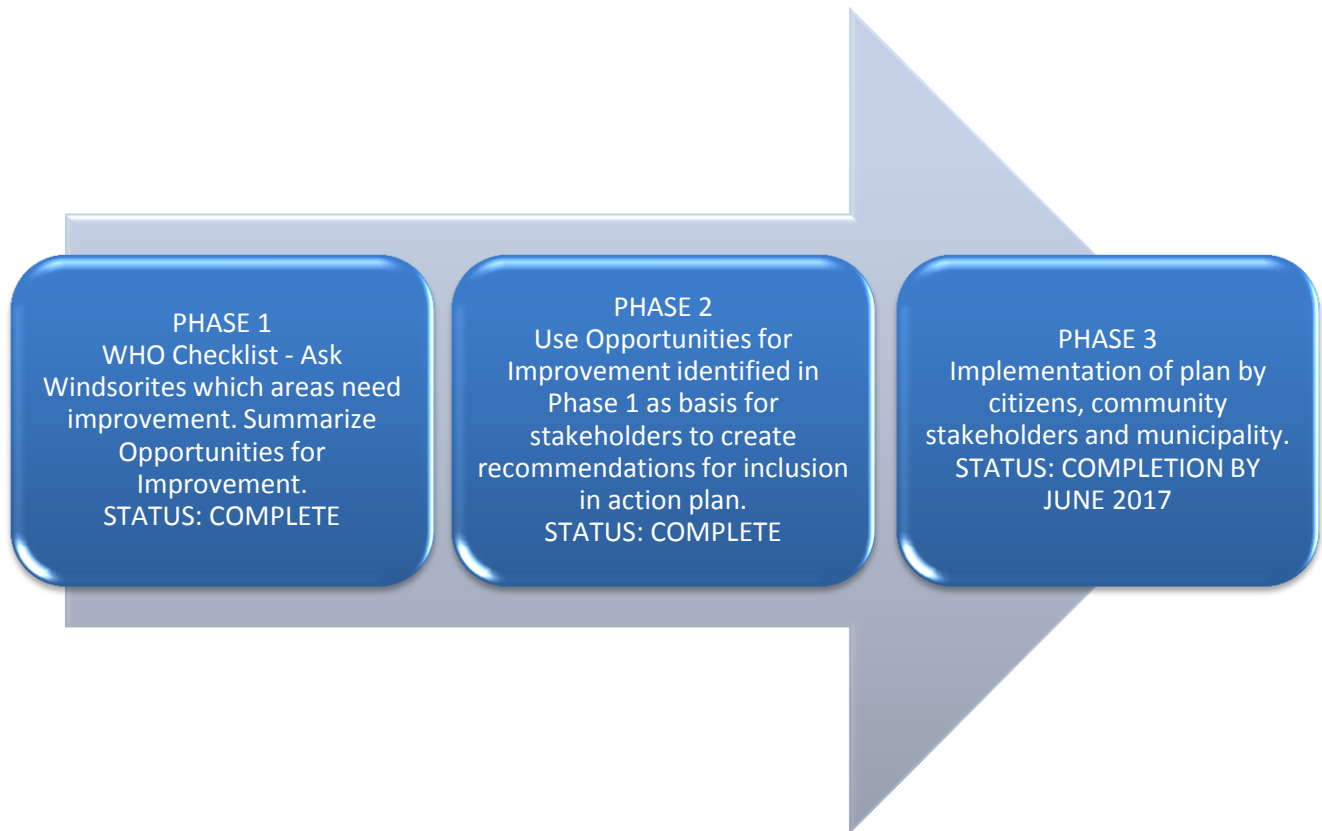
As the table below demonstrates, many age categories of residents 50+ saw increases and, in some cases, significant increases between 2006 and 2011 census data although the total population of Windsor, Ontario, saw a decrease of 1.03% during that time. The table also describes key concerns for each age group.

Item	2006	2011	Change
Total Population	216,473	210,891	-1.03%
50-54 <ul style="list-style-type: none"> Working people in this age category are planning for retirement, financially and in other ways. People in this age group are sometimes caregivers of older parents. 	14,060	15,640	11.2%
55-59 <ul style="list-style-type: none"> Average age of retirement in Windsor is 58. Retirees are active and have a wide range of interests. People in this age group are often caregivers of older parents. People in this age group are making plans for later life needs. 	12,665	13,680	8.0%
60-64 <ul style="list-style-type: none"> People in this age group can be retired, still working, or looking to explore later-career employment and volunteer options. Health promotion and illness prevention are important. 	9,770	12,410	27.0%
65-69 <ul style="list-style-type: none"> Now eligible for full retirement benefits, many people in this age group look towards contributing to their communities through unpaid/volunteer labour. Some continue working in paid environments. Retirees in this age-group are active with diverse needs. Health is important as are healthy living options. 	8,260	9,270	12.2%

Item	2006	2011	Change
65-69 cont... <ul style="list-style-type: none"> • Many people in this age group are caregivers of frail, older parents. • Many people in this age group are "empty-nesters" with no dependents living at home, and are considering what type of neighbourhood and housing options will suit their long-term post-retirement needs. 			
70-74 <ul style="list-style-type: none"> • Healthcare is a consideration. • Financial concerns, costs for service, and making disposable retirement income dollars stretch as far as they can are a concern. • Home modifications to suit changing lifestyle needs are a consideration. • A search for suitable, "right-sized" retirement housing may begin. 	7,275	7,710	6.0%
75-79 <ul style="list-style-type: none"> • Mental and physical healthcare maintenance are crucial. • Availability of supports become a concern. 	6,610	6,365	-3.8%
80-84 <ul style="list-style-type: none"> • Many people in this age category remain living in the home of their choice with support services. • Many people in this category may require long term care beds and service while on the wait list. • Some individuals will move to a community with shorter wait times or move to cities with available caregivers. 	5,190	5,140	-1.0%
85+ <ul style="list-style-type: none"> • People in this age group are living longer and availability of physical and mental health care is a major consideration. 	3,680	4,700	27.7%
Total 75+	15,480	16,205	4.7%
Total 50+	67,510.0	74,915	10.91%
50+ population as a % of Windsor's Total Pop.	31.20%	35.50%	4.3%

4. About This Plan

As the diagram below indicates, this plan represents the second phase of a larger project. The results of phase 1 can be found in the *Report to the Community: An environmental scan of Windsor's age-friendliness*. In this, second *Report to the Community: Age-friendly Windsor Action Plan*, you will find the results of Phase 2 which represents a follow-up to Phase 1.



The recommendations contained in this plan fall into three main categories covering the eight domains:

1. LIVABILITY

The first three domains address the built environment that makes our communities and neighbourhoods livable. The way our communities are designed and built will make them more or less accessible to users and can have a dramatic impact on quality of life. They are:

Outdoor Spaces and Buildings
Transportation
Housing

2. LIFESTYLES

The second three domains address how people maintain active lifestyles, have fun and engage with their neighbourhoods and with the community at large. They are:

***Social Participation
Respect and Social Inclusion
Civic Participation and Employment***

3. WELL-BEING

The last two domains are critical to maintaining an overall sense of well-being, accessing services when needed and returning to health as quickly as possible. They are:

***Communication and Information
Community and Health Services***

In each domain, we will provide a list of the associated items from the WHO Checklist of Essential Features of Age-friendly Cities taken from the WHO Age-friendly Cities Guide. As well, we will bring forward the “opportunities for improvement” that were identified by the public and highlighted in Windsor’s first *Age-friendly Windsor: Report to the Community – An environmental scan of age-friendliness*.

Many of the recommendations presented may overlap with other areas but it was chosen for placement in the area it was felt would be most impacted by that recommendation.

Key Stakeholders – For each set of recommendations, there is a proposed list of community stakeholders who could/would contribute to the fruition of that recommendation.

Implementation cycle – This plan brings forward recommendations that are proposed for implementation prior to June 2017.



5. Key Trends

Two major themes have emerged from the work on age-friendly communities in Windsor.

A. Changing Health Needs of Aging Windsorites

As of 2011 Canadian census data, individuals aged 50 and better comprise 35% of our population. This number has increased by almost 11% since the 2006 census. Approximately 45,000 individuals in Windsor are members of the Baby Boomer generation, the first of whom started turning 65 in 2011. Within the next 10 years, Baby Boomers will begin to require primary and mental health care that will tax our already-straining community support services, hospitals and long term care wait lists. This immense pressure will continue for decades to follow.

There are a few ways to minimize this impact:

1. **Increase the number of services**, hospitals, long term care beds, etc.
 - Work with the Erie-St. Clair Local Health Integration Network (a member of the Age-friendly Windsor Network) to keep it apprised of issues and opportunities that arise as identified to us by older Windsorites and the stakeholders that serve them.
2. **Build capacity for existing services** (i.e. make it easier for services to provide the support they currently offer)
 - Include, in the action plan, ways to alleviate the stress felt by some existing service providers.
3. **Leverage the power of the older consumer** to attract new age-friendly business and services to the area and enhance the age-friendliness of existing businesses.
 - Include, in the action plan, methods for working with local service providers to educate local business and attract new service providers to the area.
4. **Ease demand** by keeping people healthy and happy with intervention, when needed, offered as early as possible.
 - Include strategies that, once implemented, will provide long term benefits to Windsorites that will assist with keeping people healthy and returning to health as soon as possible.

B. Communication Links

People, in all stages of their development, with all levels of ability, regardless of any characteristics that make them unique, desire to connect to their communities and have their needs met. They do this through any number of ways but what they all have in common is a need for information.

Living in the information age has fortunate and unfortunate side effects. For one, information is readily available to those who know how to find it. Older adults, as they age, need to find the information they require, when they require it, using the method that best suits them. This trend touches each of the eight domains of community life and is visible in the recommendations throughout this report.

6. Alignment With Other Plans

Aging represents the most significant and powerful trend currently impacting our community. As such, it will have a major influence on decision-making and policy development.

In 2011, Windsor published its' Corporate Strategic Plan for 2011-2014. Included in the plan was a checklist to serve as a guide for selecting worthwhile projects and initiatives. Here is our perspective as to how The Age-friendly Windsor Action Plan fits within these guidelines.

Checklist from the Corporate Strategic Plan:

- ☑ **Fiscally Sustainable:** We have ensured the long term success of this project by establishing a direct link to City Council that is both responsive to Council direction and comprised of members of community stakeholders with a vested interest in the success of this plan. It is understood that responsibility for carrying out this plan is the responsibility of citizens, business, community groups, public institutions and municipal government. There has, to this date, been no additional cost to the Windsor taxpayer.
- ☑ **Be viewed from a City-wide perspective:** By its' very nature, Windsor's application and membership in the Global Network of Age-friendly Cities and Communities requires a city-wide focus. In addition, our environmental assessment surveyed citizens from all 10 wards and this plan broadly examines 8 different domains of city life giving a holistic picture.
- ☑ **Advance the City towards achieving the Community's Vision, Mission and Pillars:** It is the intention of this plan to support existing goals for the City. Windsor's Corporate Strategic Plan and Community Strategic Plan (and 2011 Report Card) were actively consulted in the development of this plan. In addition, the Age-friendly Windsor Network has lent support to a provincial toolkit entitled, *Finding the Right Fit: Age-friendly Community Planning* released in Summer 2013.
- ☑ **Meet service level expectations:** Initiatives outlined in this plan are designed to improve/enhance service to people of all ages in Windsor.
- ☑ **Measurable outcomes:** This action plan lists expected outcomes against which progress will be measured and reported on, both to Windsor City Council and the World Health Organization in 2017.

As well, the Corporate Strategic Plan tracks benchmarks in a number of areas that correlate nicely with the desired outcomes of this plan.

This plan nicely aligns with Corporate Operational Activities:

CITY OPERATIONAL ACTIVITIES (as taken from Corporate Strategic Plan)	AREAS OF THIS ACTION PLAN WHICH ADDRESS THESE ACTIVITIES
Economic Development	Outdoor Spaces and Buildings Housing Civic Participation and Employment Community Support and Health Services
Social Development	Housing Social Participation
Environmental Protection	Outdoor Spaces and Buildings
Transportation	Outdoor Spaces and Buildings Transportation
Health, Recreation and Culture	Social Participation Respect and Social Inclusion
Public Safety	Outdoor Spaces and Buildings Community Support and Health Services
Public Engagement	Civic Participation and Employment Communication and Information Respect and Social Inclusion
Internal Services	Civic Participation and Employment (with respect to age-sensitivity in employment and volunteer recruitment)





LIVABILITY

Outdoor Spaces and Buildings
Transportation
Housing

Outdoor Spaces and Buildings (Domain 1)

Outdoor spaces are the places in our community that are for everyone to use. This includes outdoor environments like parks and sidewalks, and indoor facilities such as public buildings, libraries, recreation facilities and public washrooms.

These areas impact on our mobility, influence our independence and effect our ability to age at home. Without a variety of services in each neighbourhood with the means to get there in a safe manner, lifestyle declines relative to quality daily activities. Some wellness options may be out of reach for some.

The WHO suggests the following elements for age-friendly outdoor spaces and buildings:

WHO CHECKLIST FOR AGE-FRIENDLY OUTDOOR SPACES AND BUILDINGS	
	Public areas are clean and pleasant.
	Parks and outdoor seating are sufficient in number, well-maintained and safe.
	Sidewalks are well-maintained, free of obstructions and reserved for pedestrians.
	Sidewalks are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.
	Pedestrian crossings are sufficient in number and safe for people with different levels and types of ability, with non-slip markings, visual and audio cues and adequate crossing times.
	Drivers give way to pedestrians at intersections and pedestrian crossings.
	There are cycle paths that are separate from sidewalks and trails.
	Outdoor safety is promoted by good street lighting, police patrols and community education.
	Special customer service arrangements are provided such as separate lines or service counters for older people.
	Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.
	Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.

Opportunities for improvement identified by Windsor Seniors in the first Report to the Community

- Poor pedestrian safety
- Lack of accessibility
- Snow removal
- Inadequate signage
- Safety
- Lack of washrooms
- Litter, graffiti
- No sidewalks in some neighbourhoods

1. OUTDOOR SPACES AND BUILDINGS OUTCOMES

OUTCOME: An attractive, vibrant city that is enjoyable by all residents and is inviting to new and prospective residents.

OPPORTUNITY IDENTIFIED: Businesses in Windsor, especially small business, may not be aware of the positive impact older patrons can have on their business. Older adults, as a group, have larger disposable incomes and massive consumer power. That said, older consumers have distinct needs and desires. Businesses who take advantage of this opportunity by making their businesses more age-friendly can flourish.

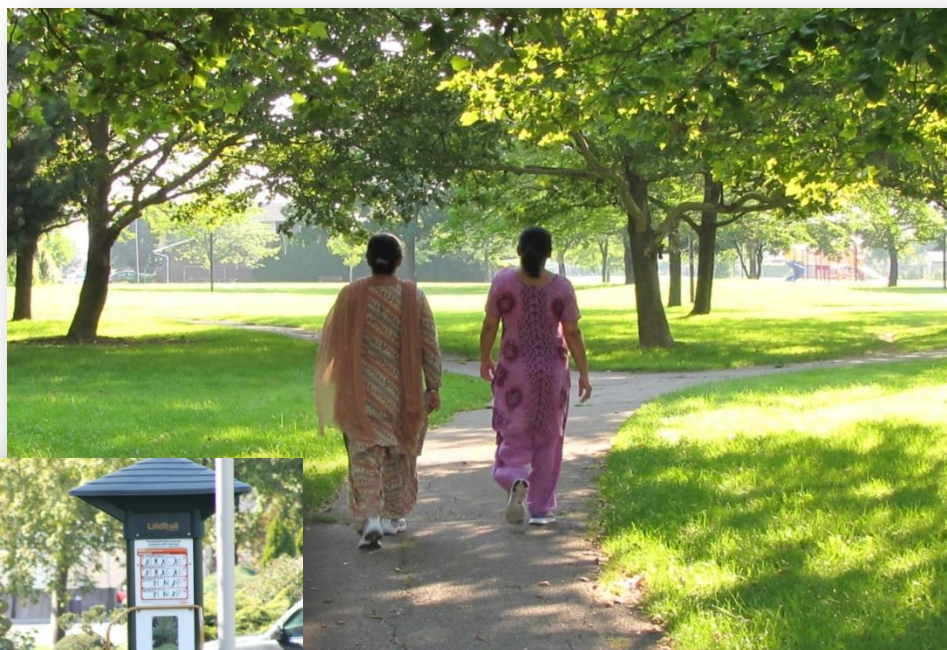
	Recommendation	Identified Lead	Progress Measure
1.1	A checklist for business promoting age-friendly features is developed and promoted.	Seniors Advisory Committee	A checklist of age-friendly business practices is made available to Windsor business.
1.2	A smartphone application is created to make information about Windsor and the surrounding area readily available, portable and user-friendly for residents and visitors.	Parallel 42 Systems	Age-friendly revisions made to app launched in May 2014.

OUTCOME: A city that encourages and facilitates walkability and active transportation (walking, cycling, and other non-motorized methods of transport).

OPPORTUNITY IDENTIFIED: Pedestrian-friendly or walkable communities are important to all residents and lessens dependence on automobile transportation.

	Recommendation	Identified Lead	Progress Measure
1.3	Continue to expand, enhance and connect the trail system throughout Windsor while promoting its use.	Parks & Facilities, Transportation Planning, Engineering	# of kilometers of trails has increased.
1.4	Increase the number and length of roads with dedicated cycle paths.	Infrastructure and Transportation Planning	# of kilometers of dedicated cycle paths/lanes has increased.

	Recommendation	Identified Lead	Progress Measure
1.5	Ensure that 100% of sidewalks have dropped curbs to accommodate wheelchairs, strollers and other mobility aids.	Public Works	All reports of omitted curbs are addressed. Ongoing.
1.6	Increase the total percentage of road lengths with sidewalks.	Public Works	Total % of road lengths with sidewalks has increased.
1.7	Enhance the age-friendliness of parks where appropriate and promote their use. (Ex. Include charging stations for electric wheelchairs, Wi-Fi, park equipment)	Parks and Facilities	Parks Master Plan completed.
1.8	Enhance the capacity of the Snow Angels Program to assist residents to clear snow from their property.	Public Works, Greater Essex County District School Board, Seniors Advisory Committee	# of hours of volunteer service and # of volunteers has increased.



OUTCOME: A city that prominently identifies its' age-friendly features for the benefit of residents and visitors.

OPPORTUNITY IDENTIFIED: Some features of our community (such as washrooms, rest areas and signage) could become more convenient and useful by being prominently displayed.

	Recommendation	Identified Lead	Progress Measure
1.9	Consult with downtown residents about how best to identify the location of public washrooms in parks and neighbourhood shopping areas (i.e. Downtown City Centre, Via Italia, Jackson Park)	Parks & Facilities, Downtown Windsor Business Improvement Area	Focus group with downtown residents is conducted and recommendations related to signage are brought forward to Parks & Facilities for consideration.
1.10	A round-table discussion is held regarding possible improvements to public washrooms.	Parks & Facilities, Age-friendly Windsor Network, Seniors Advisory Committee	A report with recommendations is generated.
1.11	Increase awareness of defibrillator locations in city-run facilities.	All city departments.	Defibrillator locations are identified as part of the general safety introduction at meetings, workshops, gatherings, etc. in municipal facilities.

Transportation (Domain 2)

Transportation includes walkability, biking, public transportation, private or non-profit transportation, roadways, and parking. Providing a variety of available, affordable and accessible means of transportation is a key to supporting the mobility, activity and participation of older adults.

The WHO suggests the following elements for age-friendly transportation:

WHO CHECKLIST OF AGE-FRIENDLY TRANSPORTATION	
	Public transportation costs are consistent, clearly displayed, and affordable.
	Public transportation is frequent, including at night and on weekends and holidays.
	All city areas and services are accessible by public transport, with good connections and well-marked vehicles.
	Vehicles are clean, well-maintained and accessible, not overcrowded, and have priority seating that is respected.
	Specialized transportation is available for people with disabilities.
	Drivers stop at the designated stops and beside the curb to facilitate boarding and waiting for passengers to be seated before driving off.
	Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter
	Complete and accessible information is provided to users about routes, schedules and special needs facilities.
	A voluntary transport service is available where public transportation is too limited.
	Taxis are accessible and affordable, and drivers are courteous and helpful.
	Roads are well maintained with covered drains and good lighting.
	Traffic flow is well-regulated.
	Roadways are free of obstructions that block drivers' vision.
	Traffic signs and intersections are visible and well-placed.
	Driver education and refresher courses are promoted for all drivers.
	Parking and drop-off areas are sufficient in number and conveniently located.
	Priority parking for people with special needs is available and respected.

Opportunities for improvement identified by Windsor Seniors in the first Report to the Community

- Affordability of taxis
- The courtesy of taxi drivers
- Road maintenance and lighting
- Key areas of city not well-served by bus routes, especially outlying areas
- Limited bus service on evenings, weekends, and holidays.

2. TRANSPORTATION OUTCOMES

OUTCOME: An environment where older adults, regardless of mobility status or location of residence can access affordable, publicly available transportation options to travel within Windsor and Essex County.

OPPORTUNITY IDENTIFIED: As Windsorites age, they will often have need for frequent medical and other health-related appointments throughout city and surrounding area. Increasing the capacity of Windsor’s existing affordable transportation options will help keep people active, healthy and independent.

	Recommendation	Identified Lead	Progress Measure
2.1	Development of a city-wide and regional Transportation Plan.	TBD	A plan is completed.
2.2	Host Seniors’ Transportation Forum inviting the opinions of older citizens.	Community Support Centre of Windsor-Essex	A forum is completed.
2.3	Advocate for the enhancement of bus stops (i.e. location in proximity to business, availability of seating and/or shelter, maintenance through winter months, etc.)	Transit Windsor, Seniors Advisory Committee	Input is sought from older residents and recommendations specific to these issues is brought forward to Transit Windsor for consideration.
2.4	Advocate for a memorandum of understanding to exempt taxi drivers parked for the purposes of offloading older passengers.	Licensing, Taxi Brokers, Windsor Police Services, Seniors Advisory Committee	Consultative meeting is held. Recommendations made.
2.5	Increase capacity of voluntary transportation organizations to provide service by promoting volunteer driving.	Windsor Essex Active Transportation Network, United Way, Community Support Centre Windsor Essex	#s of rides has increased over time.
2.6	Increase the use of Transit Windsor “Ride for a Loonie” promotion for older adults.	Seniors Advisory Committee	Ridership during “Ride for a Loonie” Campaigns is increased.

Housing (Domain 3)

Housing is a major concern for older adults. At some point, decisions have to be made regarding housing in later life. Housing choices can be impacted by health, physical needs, demand or lack of demand for space, proximity to required services, proximity to family supports, etc. Many people choose to remain in their own homes and will make modifications to suit their changing needs. For those choosing to move, a full spectrum of housing options to suit a variety of budgets is required along with a safe living environment. Others will choose to live with family caregivers, creating multigenerational households.

The WHO suggests the following elements for age-friendly housing:

WHO CHECKLIST FOR AGE-FRIENDLY HOUSING	
	Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.
	Sufficient and affordable home maintenance and support services are available.
	Housing is well-constructed and provides safe and comfortable shelter from the weather.
	Interior spaces and level surfaces allow freedom of movement in all rooms and hallways.
	Home modification options and supplies are available and affordable, and providers understand the needs of older people.
	Public and commercial rental housing is clean, well-maintained and safe.
	Housing with appropriate services for older people who are frail or have disabilities is available locally.

**Opportunities for improvement identified by Windsor Seniors
in the first Report to the Community**

- Need for increased security in some buildings.
- Some buildings have visible crime, drug use
- Need for bedbug strategy
- Need for age-friendly housing developments
- Maintenance of home and property expensive
- Need for contractors who specialize in age-friendly retrofitting

3. HOUSING OUTCOMES

OUTCOME: A community with a variety of age-friendly housing options.

OPPORTUNITY IDENTIFIED: A majority of older adults wish to remain living in their own homes for as long as possible. To facilitate this, communities must have a variety of resources available to meet the home modification needs or housing needs of the consumer.

	Recommendation	Identified Lead	Progress Measure
3.1	Information about age friendly and accessibility features is available to local contractors and home modification experts.	Age Friendly Windsor/Greater Windsor Homebuilders Association/St. Clair College	Resources are developed and distributed to appropriate service providers.
3.2	Younger adults and caregivers are educated about the possible home modification expenses they may encounter in later life as well as programs that are available to assist with costs.	Canada Mortgage and Housing Corporation, Canadian Mental Health Association	# of presentations offered including this subject matter.
3.3	Develop a registry of home maintenance services, senior move management specialists, etc.	Connect Windsor-Essex Smart Communities	Registry developed or incorporated into existing community resource.
3.4	Support the emerging field of age-friendly technologies for safety, independence and recreation (i.e. internet, medication monitoring, safety monitoring, home alarms, etc.)	Safety Village, Windsor Public Library	Development of new education programs in response to identified need.

OUTCOME: Older adults have the opportunity to be knowledgeable and are safer in their homes.

OPPORTUNITY IDENTIFIED: Prevention is a powerful tool to keep people safe in their homes. Some seniors lack awareness of techniques to keep them safer in their homes.

	Recommendation	Identified Lead	Progress Measure
3.5	Safety programs are developed and promoted for at-risk apartment buildings (including bed bug prevention strategies)	Fire & Rescue Services, Safety Village, Windsor Essex County Health Unit, Windsor Essex County Injury Prevention Coalition	New education modules are developed in response to need.
3.6	Development of a Master Housing and Homelessness plan.	Windsor Housing Authority, Windsor-Essex Community Housing Coalition	Plan completed.

OUTCOME: Residents have an opportunity to foster and demonstrate neighbourhood pride.

OPPORTUNITY IDENTIFIED: Some areas of the city have visible graffiti which is considered unattractive and if allowed to proliferate, decreases property values. Residents can be enlisted to take proactive measures towards enhancing neighbourhood pride.

	Recommendation	Identified Lead	Progress Measure
3.7	Examine opportunities for programs to identify and reduce neighbourhood graffiti while promoting community pride.	Parks and Facilities, Windsor Police Services, other community partners.	Graffiti reduction and management programs are instituted.

LIFESTYLES

Social Participation
Respect and Social Inclusion
Civic Participation and Employment

Social Participation (Domain 4)

Social Participation includes all of the things that make community life enjoyable and fun. Windsor has a full schedule of events throughout the year and the offerings swell during the summer months, many of which are free or reasonably priced. In addition, the Department of Recreation and Culture offers an activity guide packed with offerings for all ages and interests.

The WHO suggests the following elements for age-friendly social participation:

WHO CHECKLIST FOR AGE-FRIENDLY SOCIAL PARTICIPATION	
	Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.
	Events are held at times convenient for you.
	Activities and events can be attended alone or with a companion.
	Activities and attractions are affordable with no hidden or additional participation costs.
	Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.
	A wide variety of activities is offered to appeal to a diverse population of older people.
	Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.
	There is consistent outreach to include people at risk of social isolation.

Opportunities for improvement identified by Windsor Seniors in the first Report to the Community

- Accessibility of community events
- Intergenerational aspect not promoted
- Bus service to events
- Venues/activities that accommodate caregivers
- Limited availability of clean, wheelchair accessible washroom facilities at outdoor events
- Effort to involve isolated older adults

4. SOCIAL PARTICIPATION OUTCOMES

OUTCOME: Age-friendly features are easy to identify by current residents and visitors.

OPPORTUNITY IDENTIFIED: Drawing attention to age-friendly features has had demonstrated economic benefit in other cities (i.e. increased traffic).

	Recommendation	Identified Lead	Progress Measure
4.1	Enhancement of special events and festivals by adding age-friendly features (i.e. heat planning) to regulations manual given to event planners.	Recreation & Culture	Features added.
4.2	Create a resource that promotes the age-friendly features and attractions in our community to tourists and residents, alike.	Tourism Windsor Essex Pelee Island, Parallel 42 Systems	Resource developed.

OUTCOME: A variety of ongoing recreation, fitness and learning opportunities are available to Older Windsorites.

OPPORTUNITY IDENTIFIED: Windsor is a fun place and we should continue to make these opportunities available to all who want them.

	Recommendation	Identified Lead	Progress Measure
4.3	Investigate opportunities to unite organizations offering lifelong learning opportunities through the development of a network.	UNICOM, Eldercollege, St. Clair College, Life After Fifty, Recreation and Culture	Network developed.
4.4	Enhance opportunities for homebound older adults to socialize and have recreation/fitness in their homes/apartment buildings through outreach.	Library, Life After Fifty, Windsor Essex Community Health Centre	Ongoing
4.5	Explore community resource sharing models (i.e. for equipment use) to enhance the capacity of small community groups to provide programming.	Recreation and Culture.	Report with recommendations is generated.

Respect and Social Inclusion (Domain 5)

Respect and Social Inclusion speaks to the way older adults are treated and valued. An age-friendly city makes decisions with older citizens in mind and involves older citizens in planning, wherever possible. Our most experienced residents must be valued for the contribution they make and have made both as a group with individual needs and as part of the larger community that interacts with all generations.

Windsor is a diverse community with many cultures, ethnicities, gender identities, sexual orientations, abilities and preferences represented. It is one of our best features.

The WHO suggests the following elements for respect and social inclusion:

RESPECT AND SOCIAL INCLUSION	
	Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.
	Services and products to suit varying needs and preferences are provided by public and commercial services.
	Service staff are courteous and helpful.
	Older people are visible in the media, and are depicted positively and without stereotyping.
	Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.
	Older people are specifically included in community activities for "families".
	Schools provide opportunities to learn about ageing and older people, and involve older people in school activities.
	Older people are recognized by the community for their past as well as their present contributions.
	Older people who are less well-off have good access to public, voluntary and private sectors.

Opportunities for improvement identified by Windsor Seniors in the first Report to the Community

- Perceptions of seniors
- Need for school programs teaching respect
- Need for improved accommodation of caregivers
- More use of Ward Councils
- Inclusion of person-to-person service in addition to technology-based service
- Need for "Welcome to Windsor" ambassadors

5. SOCIAL INCLUSION OUTCOMES

OUTCOME: Older Windsorites feel respected and honoured for their contribution to our city.

OPPORTUNITY IDENTIFIED: Older citizens and workers need to have their voices heard and given equal opportunity for work.

	Recommendation	Identified Lead	Progress Measure
5.1	Increase visibility of SAC at Ward Council Meetings.	Seniors Advisory Committee	SAC hosts information table at each ward meeting.
5.2	Formally seek the input of older adults at open house events hosted by SAC.	Seniors Advisory Committee	Survey data is collected on various subjects.
5.3	Creation of a pre-retirement training module to be offered to impending retirees.	TBD	Module developed and delivered.
5.4	Creation of an annual age-friendly business award.	Windsor Essex Chamber of Commerce, BIZ X Magazine	Award created and awarded.

OUTCOME: Age-aware education is made available to private sector service providers and youth.

OPPORTUNITY IDENTIFIED: All sectors should have age-aware knowledge.

	Recommendation	Identified Lead	Progress Measure
5.5	Creation of age-friendly communication modules for service providers (i.e. taxi drivers, grocery stores, hospitality/retail sector) designed to break stereotypes and increase awareness. This should involve older adults.	TBD	Modules developed and delivered.
5.6	Create greater opportunities for intergenerational programming and age-aware education.	School Boards, Life After Fifty	# of opportunities generated. # of participants.

OUTCOME: A city that recognizes and seeks to be inclusive of all groups of older adults.

OPPORTUNITY IDENTIFIED: All people should feel welcomed, valued and celebrated.

	Recommendation	Identified Lead	Progress Measure
5.7	Development of a resource to welcome older adults who have recently relocated to Windsor.	Windsor Essex Active Retirees Community Initiative, Tourism Windsor Essex Pelee Island, Newcomers Centre of Excellence	Developed and distributed.
5.8	Older Windsorites, themselves, report positive assessments of life in Windsor.	Age-friendly Windsor Network	Self-assessment survey developed and made public for open use.
5.9	Develop and facilitate social and recreational opportunities that are sensitive to and target the needs and interests of diverse populations of older adults (including cultural and LGBT groups).	50+ Gay and Gray, Multi-cultural Council, Canadian Mental Health Association	# of opportunities created. # of participants.

Civic Participation and Employment

(Domain 6)

Older adults provide a significant economic benefit to the community through paid and unpaid employment (volunteering) and self-employment or business development. Civic Participation and Employment addresses one's ability to continue his/her contribution throughout their lifespan.



Canada does not have a mandatory age of retirement and workplaces are encouraged to support older employees as their needs change and take advantage of their skills and abilities obtained through years of experience. The first members of the Baby Boom generation began turning 65 in 2011 and many are retiring. Mass retirement in the coming years may create a situation where there are skilled positions left vacant. Mature worker retention and succession strategies are key human resource challenges. It makes sense that business owners would look to the skills of older workers when filling vacancies. However, we heard the opposite from some respondents.

The WHO suggests the following elements for age-friendly civic participation and employment:

WHO CHECKLIST FOR AGE-FRIENDLY CIVIC PARTICIPATION AND EMPLOYMENT	
	There are enough volunteer opportunities for older people in Windsor.
	Older employees are valued in the workplace.
	There are enough paid job opportunities for older people wishing to work in Windsor.
	Workplaces are adapted to meet the needs of disabled people.
	Self-employment options for older people are promoted and supported.
	Training in post-retirement options is provided for older workers.
	Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.
Opportunities for improvement identified by Windsor Seniors in the first Report to the Community	
<ul style="list-style-type: none"> • Need for employment opportunities • Need for employers to recognize value of older workers 	<ul style="list-style-type: none"> • Need for pre-retirement training offered to work places • Need for seniors' job/volunteer boards

6. CIVIC PARTICIPATION AND EMPLOYMENT OUTCOMES

OUTCOME: A city that honours the contribution made by older Windsorites.

OPPORTUNITY IDENTIFIED: Older people who are unemployed and looking for work or workers who are looking to make a career change often encounter barriers.

	Recommendation	Identified Lead	Progress Measure
6.1	Conduct an employment/self-employment/volunteer fair to explore and promote opportunities for older adults.	SAC, UHC	Grant needed.
6.2	Citizen of Distinction award to become an annual celebration.	BIZ X, Chamber, LAF, SAC	Award created.

OUTCOME: A city that ensures sustainability of the age-friendly philosophy.

OPPORTUNITY IDENTIFIED: Age-friendliness is a philosophy, not a project. As we continue to progress along a continuum towards age-friendliness, long-term commitment is required.

	Recommendation	Identified Lead	Progress Measure
6.3	Development of an Age-friendly Communities Professional Development Course for the purpose of educating stakeholders.	AFW Network	A course is developed and delivered.
6.4	Conduct an age-friendly strategy planning session with senior administration from each municipal department.	Executive Initiatives Coordinator	Session completed.
6.5	Designation of age-friendly specialists in each municipal department.	Executive Initiatives Coordinator	Designates chosen.
6.6	Identify age-friendly supporters within each major institution in Windsor.	AFW Network	Ongoing.
6.7	Connect with and mentor other municipalities in the area to foster age-friendliness region-wide.	AFW Network	Ongoing. As needed.



WELL-BEING

Communication and Information

Community Support and
Health Services

Communication and Information (Domain 7)

Communication is central to one’s ability to act, engage, stay safe, get around and be part of a community. To be useful, information must be accurate, current and available reliably. Communication includes the way we receive information (i.e. print publications, television and radio news and programming), the way we actively pursue information (i.e. community information telephone systems, customer service lines, websites, etc.), the way we report information (i.e. report problems around town) and the way we find out about important alerts (i.e. traffic congestion, construction, severe weather, etc.).

The WHO suggests the following elements for effective age-friendly communication and information:

COMMUNICATION AND INFORMATION	
	A basic, effective communication system reaches community residents of all ages.
	Regular and widespread distribution of information is available through a single access point.
	Information of interest to mature adults is regularly available in the media (news, TV, radio).
	Communication accessible to older people with vision or hearing loss is promoted.
	People who engage in minimal social activities can get one-to-one information from trusted individuals.
	Public and commercial services provide friendly, person-to-person service on request.
	Printed information on forms, television captions, and signs have large lettering and are easy to read.
	Print and spoken communication uses simple, familiar words in short, straight-forward sentences.
	Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.
	Electronic equipment, such as a cell phones, radios, TVs, and bank and ticket machines, have large buttons and big lettering.
	There is wide public access to computers and the Internet, at no or minimal charge, in public places (i.e. government offices and libraries).

Opportunities for improvement identified by Windsor Seniors in the first Report to the Community

- No “one stop” place to find community information and events
- Overwhelming amount of information and not enough of the right information
- Can be difficult to access automated services
- Print size on many communication resources too small

7. COMMUNICATION AND INFORMATION OUTCOMES

OUTCOME: Service providers have easier time disseminating information.

OPPORTUNITY IDENTIFIED: Communication of information to large numbers of older adults (many of whom do not have Internet access) is a challenge.

	Recommendation	Identified Lead	Progress Measure
7.1	Build upon existing community resources to create a communication chain with large groups of seniors (i.e. retirees associations) to simplify promotion efforts for community organizations.	UNIFOR, Retired Teachers of Ontario, Retired Nurses, CARP	Group leaders contacted and a communication chain is developed.
7.2	Provide age-sensitivity training to local media outlets to enhance reporting and minimize ageism.	CARP, SCC, AFW Network.	Resource developed and delivered.
7.3	Increase capacity of local business to cater to the 50+ market by providing opportunities for age-sensitivity training.	COA, BIAs	Training developed and offered.

OUTCOME: Older adults can get the right information at the right time either online, via the telephone or in print.

OPPORTUNITY IDENTIFIED: It can be difficult to find the information you need.

	Recommendation	Identified Lead	Progress Measure
7.4	Develop and/or facilitate the use of current and emerging technologies to connect older adults. (i.e. Facebook classes, Skype, health and wellness apps).	Life After Fifty	# of programs offered/developed.
7.5	Enhance availability of information about senior-based business and community events through the enhancement of existing communication resources. (i.e. 211, 311 or information portals)	TBD	Mechanism in place.
7.6	Create a printed guide to assist individuals in navigating the healthcare system.	Council on Aging Windsor-Essex	Resource created and disseminated.

Community Support and Health Services (Domain 8)

Total health encompasses both mental and physical well-being. Access to appropriate physical and mental health services is critical to quality of life. As we age, the likelihood of needing such services increases.

Access to primary health care is critical to ongoing health. Such health services include hospitals, primary care practitioners, clinics, testing facilities (x-rays, ultrasounds, etc.), specialists, emergency services and mental health services.

The WHO suggests the following elements for age-friendly community support and health services:

COMMUNITY SUPPORT AND HEALTH SERVICES	
	An adequate range of health and community support services is available with little wait time.
	Home care services include health and personal care and housekeeping.
	Health and social services are conveniently located and accessible by all means of public transportation.
	Residential care facilities (i.e. assisted living and long term care) and designated older people's housing (i.e. apartments) are located close to services and the rest of the community.
	Health and community service facilities are safely constructed and fully accessible.
	Clear and accessible information is provided about health and social services for older people.
	It is simple to access the community support and health services you use.
	All staff are respectful, helpful and trained to serve older people.
	Flexible user fees are available for health and community support services.
	Health and community support services use volunteers to assist clients.
	There are sufficient and accessible burial sites.
	Community emergency planning takes the vulnerabilities and capacities of older people into account.

Opportunities for improvement identified by Windsor Seniors in the first Report to the Community

- Wait times for services
- Wait times for medical interventions
- Wait times for long term care
- Lack of financial planning for later-life costs
- Caregiver Stress
- Promotion of flexible user fees

OUTCOME: Hospitals and Long Term Care homes meet the needs of citizens in a timely fashion, for those who need it.

OPPORTUNITY IDENTIFIED: The wait times for long term care beds, and some hospital services and procedures are excessive.

	Recommendation	Identified Lead	Progress Measure
8.1	Reduction in the wait time for long term care beds.	ESC LHIN	Avg. # of days has decreased.
8.2	Improved support measures for individuals on wait list for Long Term Care and their caregivers.	ESC LHIN	# of support measures
8.3	Advocate for the increased frequency of regular inspections of Long Term Care facilities.	ESC LHIN, SWiG, CARP, RNAO, RPNAO	Avg. # of inspections, annually, has increased.
8.4	Create a referral program to connect caregivers to community services for use in hospitals and physicians offices.	CMHA, ASWE, Parkinsons, Cancer Society	Increased # of referrals.
8.5	Offer age aware education for hospital staff and community stakeholders.	HDGH, WRH	# workshops held. # of participants.
8.6	Development of centralized community information hubs within hospitals for patients.	HDGH, WRH	# of measures developed and implemented.
8.7	Development of an eldercare strategy within hospital.	HDGH, WRH	# of measures developed and implemented.
8.8	Advocate for hospitals and long term care to employ both patient-centred and family-centred models of care.	ESC LHIN, HDGH	TBD

OUTCOME: Health and well-being at home includes a variety of community support services including food security and concern for caregivers.

OPPORTUNITY IDENTIFIED: Quick and affordable access to the things/people that support health can make a large impact on quality of life.

	Recommendation	Identified Lead	Progress Measure
8.9	Development of a food charter for Windsor-Essex County.	Food Matters	Charter is developed and recommendations made public.
8.10	Develop intergenerational gardening programs that take advantage of the knowledge and skills possessed by older adults, decrease isolation and increase access to fresh food.	Life After Fifty, Community Garden Collective	# garden hours and participants have increased.
8.11	Enhance services designed to assist caregivers in the management of responsive behaviours in-home and in the community.	Behaviour Supports Ontario, ESC LHIN	Support measures are in place.
8.12	Expansion and enhancement of tele-health and telemedicine technologies.	ESC LHIN	Increased use of these services.
8.13	Improve management of chronic disease intervention across the spectrum of care.	ESC LHIN, WECHC	Implementation of a chronic disease management strategy within hospitals and community support sector.

Next Steps

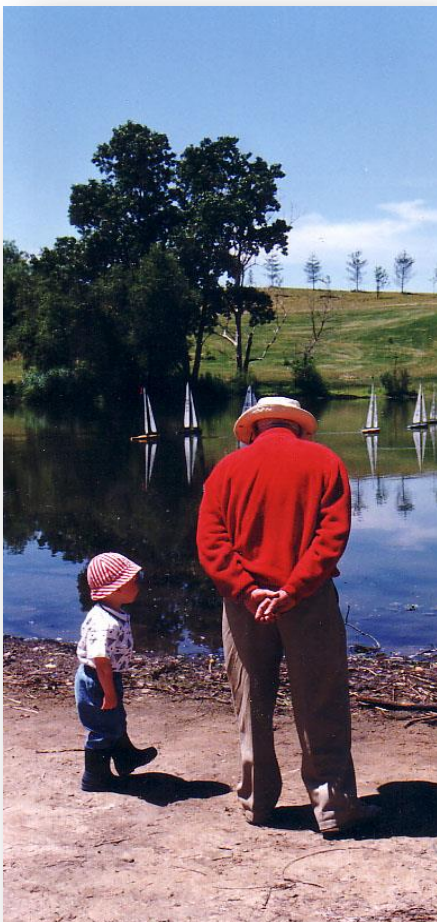
Action Plan Adoption – The action plan will be adopted by Windsor City Council and submitted, by the Mayor, to the World Health Organization for endorsement.

Priorities Moving Forward - The Age-friendly Windsor Network which was originally convened to prepare the Action plan, will switch focus to the promotion, facilitation, overseeing and documentation of progress. A primary concern will be determining the resources, cost, and framework required to implement and sustain the project long-term. Secondly, it will be necessary to track age-friendly initiatives and showcase best practices.

Reporting Progress – Annual progress reports will be prepared by the Age-friendly Windsor Network and presented to Windsor City Council.

In June 2017, the Age-friendly Windsor Network, as an agent of the Seniors Advisory Committee and, thus, Windsor City Council, will prepare a report on the progress of recommendations contained within this plan. The final report will be adopted by City Council and submitted to the World Health Organization for endorsement.

If the final report demonstrates sufficient progress towards the completion of our goals, the City of Windsor will be invited to consider another 5 year cycle of membership with the WHO Global Network of Age-friendly Cities and Communities.



Where is Windsor in the Cycle of WHO Global Network of Age-friendly Cities®?

Years 1-2 Planning (2011-2014)

- Involve older people.
- Assessment of age-friendliness.
- Develop an action plan.
- Identify Indicators.

Years 3-5 Implementation (2014-2017)

- Implement action plan.
- Monitor indicators.

End of Year 5 (2017)

- Measure progress.
- Identify successes and remaining gaps.
- Submit progress report.
- Recommence cycle.

Acknowledgements

This report was made possible by the dedication and commitment of numerous individuals. Acknowledgement, with appreciation, is extended to the hundreds of Windsor residents who took the time to give us their valued opinions. In addition, we acknowledge, with pleasure, the contribution of:

REPRESENTATIVES FROM COMMUNITY ORGANIZATIONS WHO CONTRIBUTED TO THE DEVELOPMENT THIS PLAN

NAME	ORGANIZATION
Alice Barron	St. Clair College
Heather Barrington	Windsor Essex County Health Unit
Sandra Bauer	Windsor Regional Hospital
Cathy Bellis	Retired Seniors Volunteer Program
Kerry Bruner	Hotel Dieu Grace Healthcare
Jill Cadarette	Canadian Mental Health Association – Windsor-Essex County Branch
Cathy Copot-Nepszy	Windsor Essex County Health Unit
Joanne Desjardins	Windsor Regional Hospital
Larry Duffield	Windsor Seniors Advisory Committee
Karen Duval	Windsor Regional Hospital
Catherine Fettes	Canterbury ElderCollege
Tom Harris	Windsor Essex Active Retirees Community Initiative
Barbara Iacono	Family Services Windsor-Essex
Shannon Janisse	Windsor Essex County Health Unit
Deana Johnson	Ontario Network for the Prevention of Elder Abuse
Calvin Little	Life After Fifty (formerly Centres for Seniors Windsor)
Shirley Lau	Windsor Regional Hospital – Geriatric Outreach Team
Yvette Leboeuf	The Safety Village
Cathy Loewen	Connect Windsor-Essex Smart Community
Mike Lucier	The Safety Village
Norma Mamaril	Windsor Regional Hospital - Emergency Department
Nadine Manroe	Alzheimer Society Windsor-Essex
Jim Martin	Connect Windsor-Essex Smart Community
Colleen Mitchell	Life After Fifty (formerly Centres for Seniors Windsor)
Joyce Nixon	Windsor Essex Community Health Centre
Rita Ossington	Canada South Festival Network
Bonnie Pacuta	Windsor-Essex Networking Association for those in Geriatrics
Karine Pépin	Windsor Essex Community Health Centre
Jason Pomerleau	Parallel 42 Systems, Inc.
Dana Popa	Handi-Transit
Luz-Elena Ramos	Multicultural Council of Windsor-Essex County
Briana Robinson	Salvation Army Windsor
Lauren Turner	Network Volunteer
Jeannette Ware-Mikhael	Council On Aging Windsor-Essex
Megan Weatherston	Salvation Army Windsor
Julie Witcher	Windsor Regional Hospital
Joyce Zuk	Family Services Windsor Essex

GOVERNMENT RESOURCE PERSONNEL WHO CONTRIBUTED TO THE DEVELOPMENT OF THIS PLAN

NAME	CITY OF WINDSOR DEPARTMENT
Sandra Bradt	Executive Initiatives Coordinator, Community Development and Health Services
Mercedes Buhagiar	Huron Lodge Home for Seniors
Gary Cian	Council Services, Department of Licensing and Communications
Mike Clement	Parks and Facilities
Mary Fitzgerald	Huron Lodge Home for Seniors
Marc Gomes	Legal, Purchasing and Risk Management
Kelly Goz	Housing
Steve Habrun	Transit Windsor
Ann Hudacek	Housing
Colleen LaButte	Environmental Services
Pamela Labute	Recreation and Culture
Deputy Chief Brian McLaughlin	Fire and Rescue Services
June Liu-Vajko	Development
Dana Paladino	Legal, Purchasing and Risk Management
Jelena Payne	Commissioner, Community Development and Health Services
Diane Quinn	Employment and Social Services
Karina Richters	Pollution Control
Bonita Seecharan	Windsor Public Library
Celia Southward	Recreation and Culture
Rob Vani	Building
Jan Wilson	Executive Director, Recreation and Culture

NAME	PROVINCIAL MINISTRY (BRANCH)
Ghislaine Brodeur	Regional Services, Ontario Seniors' Secretariat
Dawn Maziak	Erie St. Clair Local Health Integration Network
Janet Reddam	Erie St. Clair Local Health Integration Network



AUTHOR

Jill Cadarette

WINDSOR SENIORS ADVISORY COMMITTEE (as of June 2014):

Larry Duffield, Chair

Councillor Ed Sleiman

Lynne Adams

Jill Cadarette

Bruce Draper

Frank Duralia

Alex Gyemi

Cal Little

Natalie Taylor

Jeannette Ware-Mikhael

Pamela LaBute, Resource Personnel, Department of Recreation and Culture

Janice Koval, Resource Personnel, Windsor Public Library

PHOTOGRAPHY CREDITS:

City of Windsor

Jill Cadarette

Celia Southward

Jeannette Ware-Mikhael

OUR GENEROUS FUNDERS AND IN-KIND DONORS:

Canadian Mental Health Association – Windsor-Essex County Branch who donated significant staffing time and meeting location for the preparation of this plan.



For more information about this report:

Chair, Seniors Advisory Committee

c/o Council Committee Coordinator

City of Windsor

P.O. Box 1607, Windsor, Ontario, N9A 6S1

PH: 519-255-6222 OR, if calling from Windsor: Dial 311

www.windsorseniors.com OR www.citywindsor.ca/002436.asp

REFERENCES AND RESOURCES

Association of Municipalities of Ontario (AMO), *COMING OF AGE: The Municipal Role in Caring for Ontario's Seniors*. (2011)

City of Windsor, Community Strategic Plan (2007)

City of Windsor, *Corporate Strategic Action Plan: Delivering Success: 2011-2014*, (2011)

City of Windsor Seniors Advisory Committee, *Age-friendly Windsor Report to the Community: Environmental Scan of Age-friendliness* (June 2012)

Go for Health Windsor-Essex, *Community Picture* (2012)

Pathway to Potential: Windsor-Essex County's Poverty Reduction Strategy, Reality Check: Poverty in Windsor-Essex – Making Poverty Everyone's Business.

Pew Internet Research <http://www.pewinternet.org/Reports/2010/Older-Adults-and-Social-Media.aspx>

Report Card: Windsor's Community Strategic Plan (2011)

Statistics Canada. 2012. *Windsor, Ontario (Code 3537039) and Essex, Ontario (Code 3537)* (table). *Census Profile*. 2011 Census. Statistics Canada Catalogue no. 98-316-XWE. Ottawa. Released February 8, 2012.

<http://www12.statcan.ca/census-recensement/2011/dp-pd/prof/index.cfm?Lang=E>

World Health Organization, *Global Age Friendly Cities Guide* (2005).

Available online:

http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf



APPENDIX A – FREQUENTLY ASKED QUESTIONS

(Taken from the *Age-friendly Windsor: Report to the Community – An environmental scan*)

Throughout the study, we received many questions from members of the public, local politicians, stakeholders and other interested Windsorites. Here, we've asked and answered a few of the more common questions.

Q. What is an age-friendly city?

A. The World Health Organization defines an age-friendly city as one that encourages active aging by optimizing opportunities for health, participation and security in order to enhance quality of life as people age (WHO, 2007). What that means, is that all older people, regardless of ability, need or capacity, should not only be included in all aspects of community life but be recognized for the valuable contribution they make.

Q. Is Windsor age-friendly?

A. Although Windsor has many of the characteristics of an age-friendly city according to the World Health Organization's Checklist of Essential Features of an Age-friendly City©, no city can be deemed truly age-friendly. The reason for this is because age-friendliness is not a destination or an end-state. It is a process of continual improvement. So, although Windsor cannot be designated an age-friendly city, it will continually work towards the enhancement of its age-friendliness and is a member of the WHO Global Network of Age-friendly Communities©, a network of like-minded cities in support of each other.

Q. Won't these age-friendly projects cost taxpayers a lot of money?

A. No. The Age-friendly Windsor Project is designed to help decision makers spend existing funds in a more age-friendly way. No additional funds have been requested. However, if grants are available to assist with the funding of age-friendly initiatives (i.e. New Horizons for Seniors Program funding, Ontario Trillium Foundation funding), groups are encouraged to apply for said funds and are welcomed to seek the input of Age-friendly Windsor Network representatives.

Q. At what age is someone considered an "older adult"?

A. Many organizations are required to choose a defined age at which they consider one an older adult. This age can be based on many factors (i.e. budget or program capacity). However, the Age-friendly Windsor Project seeks to be inclusive of people of ALL ages and has no need to define specific chronological age to designate older adulthood. The survey conducted as part of this project asked participants to state their age within given ranges and was not limited to people over a certain age.

Q. "Older adult" vs. "Senior"?

A. Everyone seems to have a different opinion on the most appropriate way to refer to a person in the second half of life. Golden Ager, Senior, Elder, Older adult, Mature, Boomer, etc. are all examples. We've chosen not to choose sides, here, and alternate our usage primarily between older adult and mature adult. Many times there is no need for an age-defining label and so none is used.

Q. Why focus on older adults? Why not parents with young children, people living with disabilities or another group?

A. As a person ages, they are more likely to experience health changes and physical limitations that present challenges to their enjoyment and full engagement within their community. As such, they are more likely to be excluded from full participation. A city that meets the criteria set out in the WHO Checklist, while focusing on the barriers experienced by many older adults, will also be friendly to those of any age.

For example, The Checklist advocates for accessible busses. Older adults who use assistive devices to get around will benefit from this change. As well, a teenager with disabilities or a young parent pushing a stroller with small children in tow, will also benefit from the extra space afforded on accessible city busses.

Q. What is the purpose of this report?

A. The Age-friendly Windsor Project is meant to be a ‘bottom-up’ and ‘top-down’ approach to enhancing the age-friendliness of our city. It starts with the input of residents and ends with decision-makers. We recognize that Windsor has many age-friendly assets but that every city has opportunities for improvement.

Q. Who will use this report?

A. This report is meant to be used by many groups. Community groups, decision-makers within municipal departments, businesses, and people choosing a city in which to retire may all use this plan to aid in their decision-making. The identified lead agencies may use it for project and budget planning as they bring these recommendations to life.

Q. Who is leading this project?

A. The Windsor Seniors Advisory Committee (a committee of City Council) is the lead group. Through them, a large network of community supporters, called the Age-friendly Windsor Network, has formed and is facilitating the project, tracking its progress and will provide reports. In addition, the Canadian Mental Health Association has donated significant staffing time towards this effort.

Q. I know of an age-friendly project happening in Windsor. Is there someone I should tell about this?

A. Yes! Part of Windsor’s commitment to the WHO as a member of the Global Network of Age-friendly Cities is to log and document age-friendly initiatives happening within the City, regardless of the group(s) responsible for their implementation. To report an age-friendly initiative, contact:

***Age-friendly Windsor Network -
Windsor Seniors Advisory Committee
c/o Council Committee Coordinator
City of Windsor
P.O. Box 1607, Windsor, Ontario, N9A 6S1
PH: 519-255-6222 OR, if calling from Windsor: Dial 311
www.windsorseniors.com***





For more information on the City of Windsor's services and programs for older adults, please visit:

www.windsorseniors.ca