



**MUNICIPALITY OF  
PORT HOPE**

Age-Friendly  
Community Planning



# AGE-FRIENDLY COMMUNITY ACTION PLAN

November 2016

Building a diverse, inclusive,  
accessible and respectful community,  
that empowers positive aging and  
healthy lifestyles at  
all stages of aging.



## **From the Age-Friendly Action Plan Steering Committee**

The Age-Friendly Steering Committee is pleased to be able to provide the Municipality of Port Hope with the Age-Friendly Community Action Plan. The document is the result of the contributions of many, including the participation of residents in a community survey, and those who joined engaging discussion groups.

Throughout the process, there was strong support for Age-Friendly planning - feedback was constructive and provided in a spirit of contributing to positive changes to the community.

The Committee would like to acknowledge the Department of Parks, Recreation and Culture for taking the lead on this initiative, and to Council for its support. The collective good-will to continue to make improvements in actions and policies will enhance the quality of life for all ages. A conscious effort was made throughout the process to focus on actions that we believed were doable and affordable. However, resident concerns that require significant investment, or are outside the Municipality's ability to control, have also been noted.

We view this assignment as the beginning of an exciting journey and one that will continue to make the Municipality of Port Hope more age-friendly.

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## Executive Summary

In the development of the Age-Friendly Community Action Plan for the Municipality of Port Hope, opportunities were made available for community residents to participate through a community survey, discussion groups and individual feedback. With the support of a committed and invested Steering Committee, recommendations were developed.

The project was guided by the eight dimensions of an Age-Friendly Community as established through extensive global research by the World Health Organization;

- Outdoor Spaces and Buildings
- Transportation
- Housing
- Social Participation
- Respect & Social Inclusion
- Civic Participation and Employment
- Communication and Information
- Community Support and Health Services.

For each dimension, priority areas of focus have been identified based on survey feedback. All dimension areas were considered to be important and action plan initiatives were developed for each. To ensure that priority concerns were addressed, participants were asked to rank the eight dimensions in order of importance to them. Respondents also had the opportunity to comment in the survey about the challenges of growing older in the Municipality of Port Hope. As an outcome the following four areas were consistent themes:

- Housing- affordable housing, rental housing, retirement home and long term care home capacity
- Mobility/Transportation- walking, driving, public transit
- Health- maintaining health, access to services, information about services
- Social Participation- not wanting to be isolated, access, and present senior centre concerns

The survey also reflected overwhelming support of the importance of outdoor spaces, parks and trails. This is supported in the action plan with initiatives that continue to improve the environment and provide safe, accessible, and engaging features. The ability to improve sources of information for the benefit of our community is an important thread that appears in each dimension area, and improvements that can be made in this area will benefit the entire community.

This plan is intended to be a living document and will serve to support existing plans and objectives and to encourage the investment in new initiatives designed to make the Municipality of Port Hope more Age-Friendly.



# **Age-Friendly Community Planning – a Global Initiative**

## **Background**

Age-Friendly Community Planning is an initiative that was researched and reported on by the World Health Organization in 2007. The World Health Organization document outlines the eight dimensions of focus for an age-friendly community, and provides the foundation for assessing and improving upon a community's age-friendly attributes. The World Health Organization (WHO) also provides the opportunity for communities to apply to join the WHO Global Network of Age-friendly Cities and Communities with the following global vision:

## **What is an age-friendly world?**

It is a place that enables people of all ages to actively participate in community activities. It is a place that treats everyone with respect, regardless of their age. It is a place that makes it easy to stay connected to those around you and those you love. It is a place that helps people stay healthy and active even at the oldest ages. And it is a place that helps those who can no longer look after themselves to live with dignity and enjoyment. (WHO <https://extranet.who.int/agefriendlyworld/>)

Initiatives addressing age-friendly community planning are growing . with 56 communities in Ontario alone, at various stages of development. Individual community needs and priorities will differ but the goal and vision for the most part is the same.

## **What is an Age-Friendly Community?**

Age-friendly communities are supportive physical and social environments that enable older people to live active, safe and meaningful lives and continue to contribute in all areas of community life.

## **Age Friendly Community Planning for the Municipality of Port Hope**

In 2015, the Ontario Seniors Secretariat announced a program to provide funding to support the development of Age-Friendly Community Planning. Age-Friendly Communities are a key component of Ontario's Action Plan for seniors which identifies three main goals: Healthy Seniors, Senior-Friendly communities, and Safety and Security. The Municipality of Port Hope embraced the idea of developing an Age-Friendly Community Action Plan in 2015. An application for funding support was approved in May 2015. An important component of the funding application was to include support and participation from relevant community partners. The Municipality of Port Hope received enthusiastic partner commitments from the Port Hope Public Library, the Haliburton, Kawartha Pine Ridge District Health Unit, Community Care Northumberland, and the Municipality of Port Hope Accessibility Advisory Committee.

# Understanding the Age-Friendly Community Dimensions



## Outdoor Spaces and Buildings

The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people and their ability to age in place. (WHO) Accessibility involves removing barriers that limit opportunities for people with disabilities, including age-related impairments, and allows for greater participation in social activities or access to health and social services.



## Transportation

The condition and design of transportation-related infrastructure, such as signage, traffic lights and sidewalks, affects personal mobility. Access to reliable affordable public transit becomes increasingly important when driving becomes stressful or challenging.



## Housing

For many older adults, aging in place is desirable. The availability of appropriate, affordable housing with a choice of styles and locations that incorporate flexibility through adaptive features is essential for age-friendly communities.



## Social Participation

Interacting with family and friends is an important part of positive mental health and community awareness. Social participation involves the level of interaction that older adults have with other members of their community and the extent that the community itself makes this interaction possible.



## Respect & Social Inclusion

Community attitudes, such as a general feeling of respect and recognizing the role that older adults play in our society, are critical factors for establishing an age-friendly community. Age-friendly communities foster positive images of aging and intergenerational understanding.



## Civic Participation and Employment

Civic engagement includes the desire to be involved in aspects of community life that extend beyond their day-to-day activities, such as volunteering, being politically active, voting or working on committees. The ability of an older adult to be employed or find new employment provides economic security, and benefits employers with the experience that older employees bring to the workplace.



## Communication and Information

Age-friendly communities make sure that information about community events and important services is both readily accessible and in formats that are appropriate for older adults.



## Community Support and Health Services

Good mental and physical health contributes to quality of life and age-friendliness. Access to community-related services that support physical and mental well-being and the availability of health promotion and awareness services that promote and support healthy behaviors and life choices are critical.

Source: Finding the Right Fit+Age-Friendly Community Planning

## Age-Friendly Community Planning – An Important Focus for the Municipality of Port Hope

The benefits of focusing on ways in which one's community can become more age-friendly are many. Communities that provide the services, social environments and physical environments to create age-friendly communities reap the dividends that older adults can bring to their communities, and benefit all residents. For example: accessible spaces that accommodate those who are older or have disabilities also help others who encounter functional obstacles in their daily lives . mothers, parents with infants and strollers, and people with chronic health ailments.<sup>1</sup>

Working towards communities that are age-friendly is a sound investment. For private businesses, the benefits of marketing and providing goods and services to this growing market are clear. For the wider community, older adults are committed, long-term residents who contribute their time, energy and wealth of experience to the lives of their communities.<sup>2</sup> At the very outset of this initiative, there was a commitment to the goal that an age-friendly Municipality of Port Hope would be a community for all ages and benefit the entire community.

A desired extension of this initiative is also the opportunity to join the global network of age-friendly cities and communities. This goal has been included as one of the recommendations. The designation provided by the World Health Organization will benefit the Municipality of Port Hope by demonstrating the community's commitment to become more age-friendly and provides a global platform for information exchange, mutual learning and support. It will also provide access to a rich database of age-friendly resources and strategies. The designation reflects the community's commitment to listen to the needs of their ageing population, assess and monitor their age-friendliness, and work collaboratively with older people and across sectors to create accessible physical environments, inclusive social environments, and an enabling infrastructure.<sup>3</sup>

Projects and initiatives are already underway that will make the Municipality of Port Hope more age-friendly . and with the increase in awareness and action, there are many more to come.

“ The best thing about growing older in Port Hope is that there are lots of friendly people willing to help. Interest such as the Age-Friendly survey, to inform us of services available. ”



<sup>1</sup> Finding the Right Fit page 12

<sup>2</sup> Finding the Right Fit page 6

<sup>3</sup> <https://extranet.who.int/agefriendlyworld/who-network/>

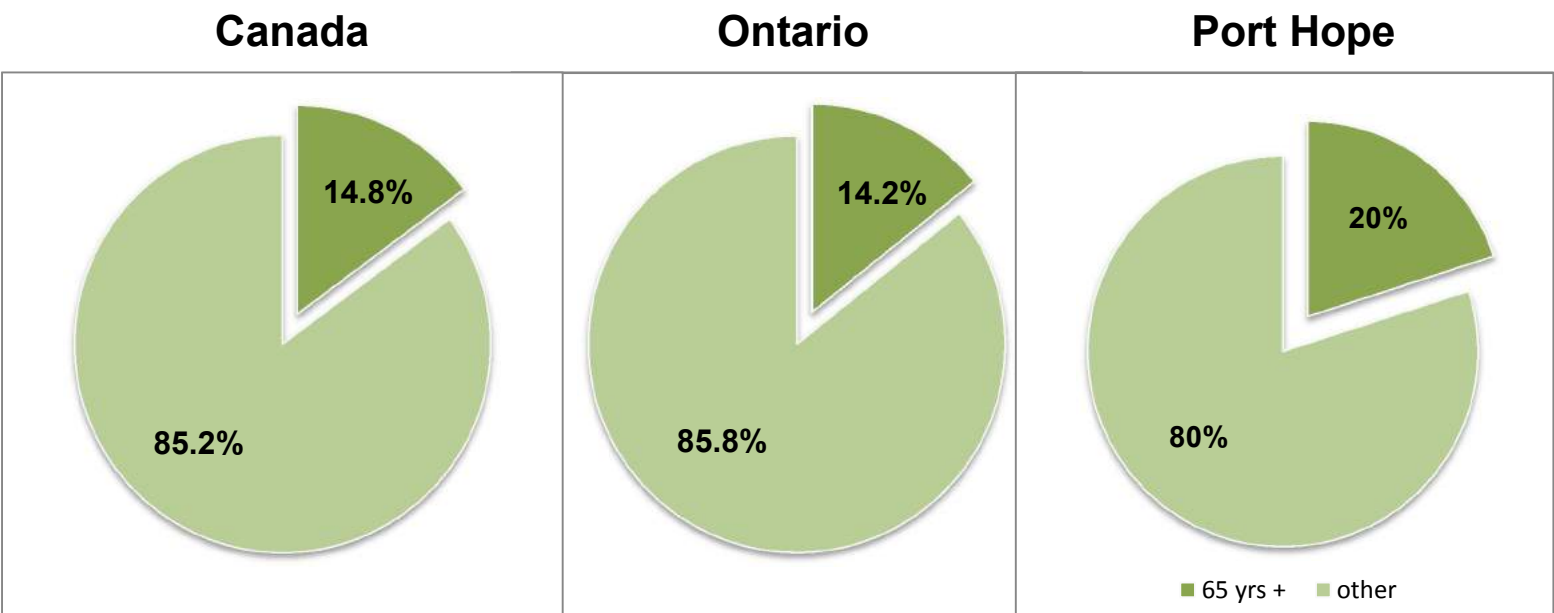
# Population Realities Require Us to Act

In 2012, The Port Hope Facility Feasibility Study predicted under a high growth scenario that the 55 and over population in Port Hope could grow to approximately, 8,800 by 2031. In 2011, the 50+ adult population was 7,245 representing 45% of the total population.<sup>4</sup>

As a percentage of total population, the older adult population for the Municipality of Port Hope (20% for 65+) is higher than National (14.8% for 65+) and Provincial (14.2% for 65+) ratios. In 2011 the median age for Ontario was 40.4 years and for Port Hope 47.1 years.<sup>5</sup>

Predicted growth rates are also among the highest with Northumberland County (including the Municipality of Port Hope) 65+ population growing at an average rate per year of 2.9% vs the provincial predicted growth rate of 2.6%. When compared with other non-metro census divisions, sorted by average annual rate of growth of number of seniors from 1996 to 2012, Northumberland County was **the highest**.<sup>6</sup>

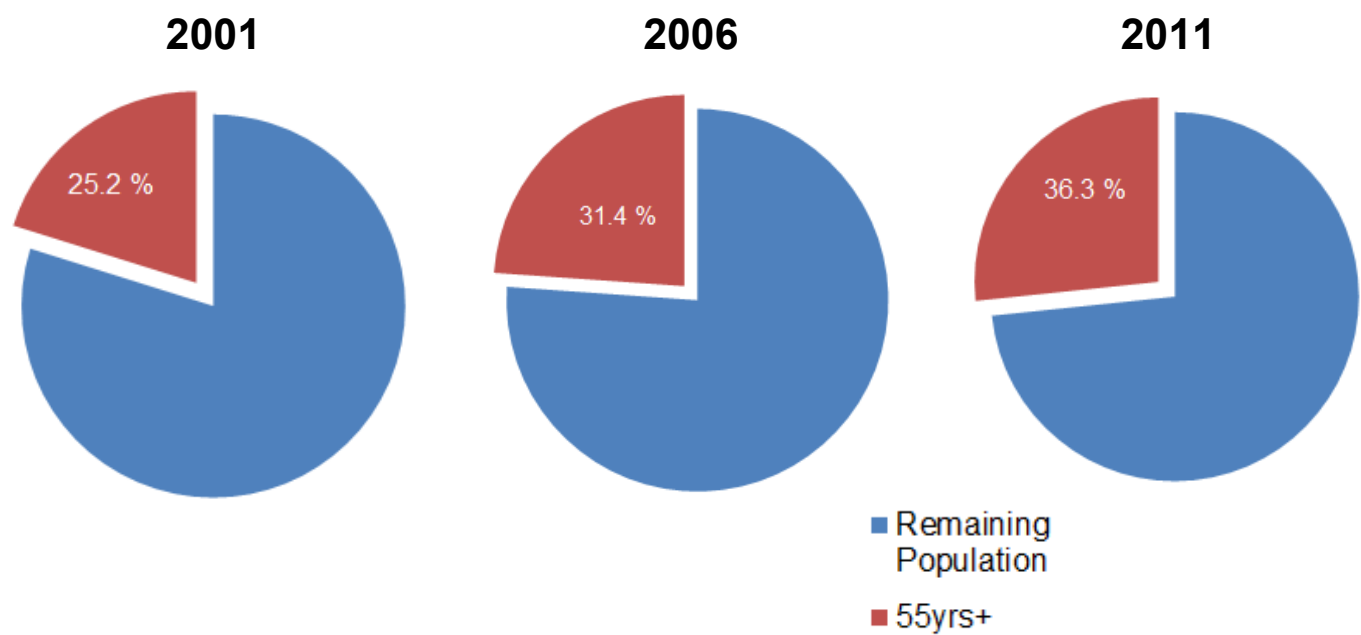
## Population Ratio Comparisons – 65+ as a percentage of total population<sup>7</sup>



<sup>4</sup> Stats Canada  
<sup>5</sup> Stats Canada  
<sup>6</sup> Rural Ontario Institute  
<sup>7</sup> Stats Canada 2011

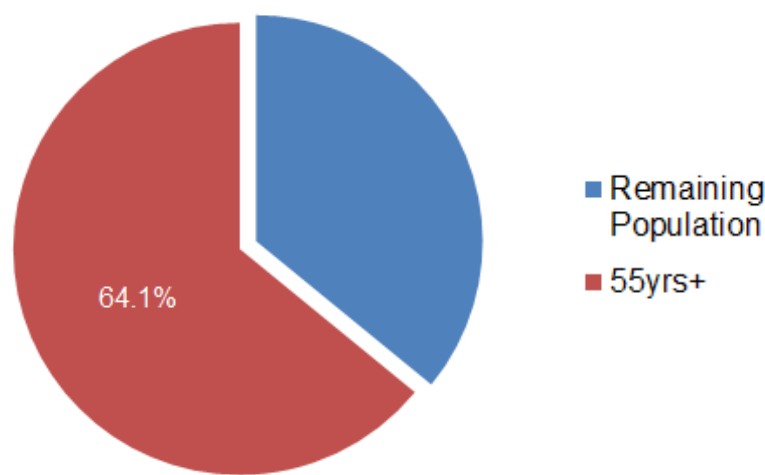


Although Port Hope's population has remained relatively stable over the past 10 years, its aging population has not.<sup>8</sup>



Assuming a 2.9% rate of growth, the 55+ population for the Municipality of Port Hope would already be close to 7,000 and could easily grow over 50% to 10,000+ in the next 15 years.<sup>9</sup>

**Projected: 2031**



<sup>8</sup> Port Hope Facility Feasibility Study 2012

<sup>9</sup> County of Northumberland: Growth Management Strategy (Port Hope Feasibility Study), Rural Ontario Institute Bulletin Vol. 1, No. 8 July 2013, assuming a stable population rate

# Developing an Age-Friendly Community Action Plan

## Getting Started – the Municipality of Port Hope Takes Action!

A key component essential to this project was to establish a Steering Committee consisting of community partners and residents. The Age-Friendly Steering Committee met first in November of 2015 to establish priorities and timelines for the project, and to clearly articulate the project's objective:

Addressing the 8 dimensions of an Age-Friendly Community, the Age-Friendly Community Action Plan for the Municipality of Port Hope will reflect a community based commitment to provide practical, cost-effective solutions and recommendations for a valued, respected, and growing senior population

The confirmation of Guiding Principles provided a critical framework for the development of the Age-Friendly Community Action Plan.

### Guiding Principles:

#### **Respect and Support for all**

An age friendly community recognizes that all citizens are vital members of the community, have the right to make lifestyle choices, and are deserving of respect and dignity.

#### **Access and Inclusion for all**

An age friendly community responds to the needs of all citizens ensuring fair access to resources, supports and spaces. Services and resources for older adults must be flexible and respond to the changing needs of older adults. Age friendly communities enable and support the inclusion of all citizens.

#### **Community Engagement in Decision Making**

An age friendly community values the participation of older adults in all aspects of decision making and program development. Relationships between individuals and organizations are based on mutual respect and value all perspectives and experiences. This approach strengthens communities and ensures that programs and services meet citizen needs.

#### **Livability**

An age friendly community promotes the values of livable communities which encourage meaningful engagement and social inclusion. Health and well-being are affected by many aspects of community living, including:

- “ the built environment
- “ vibrant public spaces
- “ community identity
- “ transportation, housing, and other social programs options

#### **Accountability**

Programs, services, and planning of age friendly communities are delivered in a manner that respects the five principles.

The Steering Committee served to bring a mix of essential expertise to the project, in addition to providing resources and counsel on an on-going basis.

**Defining the Process**

Critical to the process, was the importance of providing the opportunity for the residents to participate in a survey. The survey would provide a base assessment with respect to strengths and weaknesses of a variety of age-friendly community features. It also would provide the opportunity for important feedback that would serve to guide the development of priorities and recommendations. The determination to take a feature assessment approach for the survey was primarily based on an outline of Age-Friendly Community Features for Rural Communities and also on a survey approach used by the City of Waterloo. The rating assessment would provide a benchmark for future evaluations. The survey was available on-line and in print. In addition to the survey, respondents had the opportunity to participate in a discussion group. The survey and the discussion groups were structured to address the eight dimensions of an age-friendly community. An important extension to the discussion group was participation from community service providers, and retirement home and long-term care home managers.

**Age-Friendly Community Planning - Spreading the Word**

Feedback from the community was essential for the development of a meaningful plan. A communication plan was developed to generate community awareness of the initiative and to encourage participation. Messaging opportunities included;

- Interim tax bill notices
- Website information page
- Chamber of Commerce emails
- United Way email notice
- Media releases
- Library newsletter notice
- Recreation participant emails
- Municipal Committees notice
- Newspaper ads
- Ruth Clarke calendar messages
- Church Bulletin notices
- Service Club newsletters

The Northumberland News provided generous front page coverage of the Municipality of Port Hope Age-Friendly Planning initiative which served to reinforce survey and discussion group participation.

In addition, the Steering Committee actively reached out to service clubs, faith based organizations, Garden Hill Library, Mary J. Benson Library, and older adult communities to inform residents of the Age-Friendly Community Action Plan initiative, distribute copies of the survey and to encourage participation.

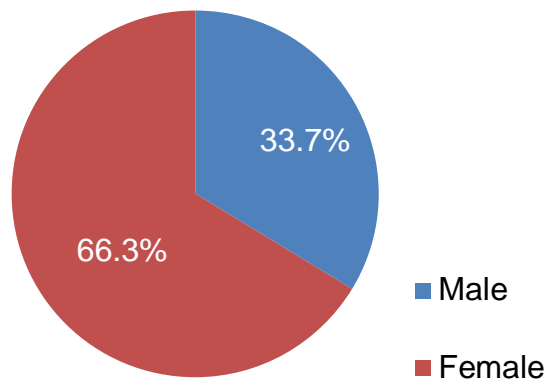
Copies of the survey and drop-off boxes were available in the following locations: Garden Hill Library, Mary J. Benson Branch Library, Canton Municipal Offices, Chamber of Commerce Office, Joint Operations Centre, Town Park Recreation Centre, Jack Burger Sports Complex, Port Hope Community Health Centre, Community Care Northumberland, Ruth Clarke Activity Centre, and Town Hall.

Community Feedback

A total of 333 surveys were completed, which provided quantitative data for establishing priority areas of focus (155 surveys were completed on-line, and 178 surveys were completed hard copies). The survey also included the opportunity to comment and provide feedback which was essential and incorporated into the planning process.

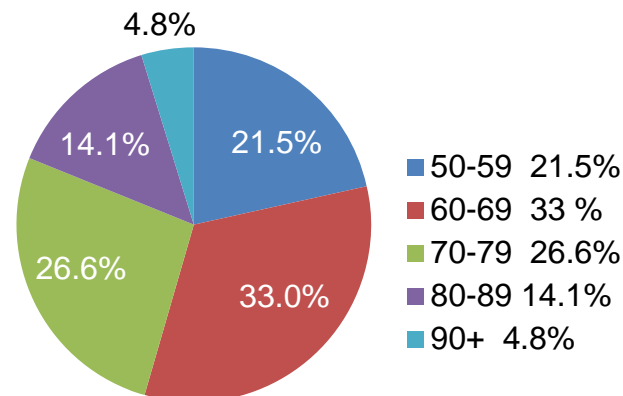
Summary of Survey Respondents:

Gender



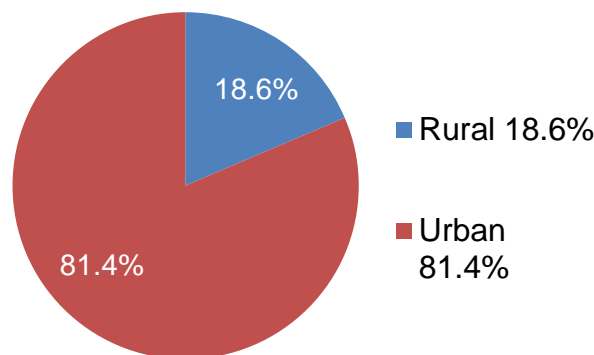
Compared to total population of Port Hope:  
Male: 46%  
Female: 54%

Age



Compared to total population of Port Hope:  
50-59 36.4%  
60-69 32.4%  
70-79 17.9%  
80+ 13.4%

Home Location



Compared to total population of Port Hope:  
Rural: 25%  
Urban: 75%



**Important Survey Results:**

- 333 surveys completed . plus 944 comments  
(4.7% response rate based on a 50+ population of 7,245 source: Stats Canada)
- Individual discussion engagement . more than 70 people
- 55% of respondents were age 50 to 70  
(68% of total population is 50 to 70)
- 81% urban, and 19% rural  
(75% urban and 25% rural reflects percentage break estimates based on total population)

**Survey Analysis Methodology**

The survey was intended to provide a baseline indication of support for a number of age-friendly community features. In order to establish priority areas of focus agree and strongly agree responses were combined and ranked. A rating above 70% was considered to be very good, 50% to 70% was determined to be average, and below 50% was determined to be below a desirable level and an important area of focus for action plan development. In addition, Don't know or Not Applicable responses were also noted as an indicator of importance relating to the respondents awareness or relevance of the question.

Very Good	Over 70%
Average	50-70%
Below Desirable	Under 50%
Important to review	Over 30% of Not Applicable or Don't Know

Refer to Appendices for survey responses which were used to establish community priorities for each dimension.

**Discussion Group Sessions**

Discussion groups were offered at the following locations:

- Canton Municipal Offices
- Mary J. Benson Branch Library
- Town Park Recreation Centre
- Jack Burger Sports Complex
- The Greenwood Coalition
- Joint Operations Centre

Five of the discussion groups were made up of residents, one discussion group was made up of Service Providers, and another of Retirement Home and Long-Term Care Home Managers. In addition, a group from the Ruth Clarke Activity Centre volunteered to be a test group for the survey and to also provide feedback with respect to priority areas of focus. A total of 70 individuals participated. The format for the discussion groups was similar with the objective of discussing strengths, weaknesses and recommendations for each of the eight dimension themes. In some cases, there was a greater emphasis in a certain area depending upon the make-up of the group. At the conclusion of the discussion, participants were asked to rank the eight dimensions in order of importance.

## **Developing Age-Friendly Community Action Plan Areas of Focus**

Areas of focus were developed based on the community survey data and comments, discussion group feedback, and steering committee consultation. One of the challenges in developing recommendations was the desire to consider age-friendly improvements for a range of individual needs and stages of life. Important considerations included the needs of older adults who live in the rural area, individuals, regardless of their age, those who are isolated, and those who continue to enjoy a variety of recreational and intellectual pursuits. However, as an age friendly community, we must be responsive to all citizens to encourage safe, healthy, active, and meaningful lifestyles. Action Plan recommendations were the result of looking at each dimension. Practical and affordable solutions exist in many cases . but not all.

## **Feedback by Dimension, Areas of Focus, and Recommendations**


This action plan has been developed primarily from the comments and feedback gathered from local residents through the community engagement process. Additional information and knowledge collected helped to refine specific recommendations and actions that can be used to achieve the project objective:

Addressing the 8 dimensions of an Age-Friendly Community, the Age-Friendly Community Action Plan for the Municipality of Port Hope will reflect a community based commitment to provide practical, cost-effective solutions and recommendations for a valued, respected, and growing senior population.

# Action Plan Chart Guide

Each of the Age-Friendly elements are presented in a chart for each dimension using the following format:

- 1) **Dimension**  
**Icon-** Visual symbol for the dimension
- 2) **Areas of Focus-** survey responses and participant feedback
- 3) **Strategic Objective-** a statement of community goals  
**Action Steps-** supporting action items to complete the recommendation
- 4) **Leadership Group-** the Department, organization, committee or community partner responsible for the implementation of the recommendation. Where there is more than one group listed, the first is considered take the leadership role, and the additional to participate in a support or advisory capacity
- 5) **Outcome-** results of implementation of recommendation
- 6) **Timeline-** implementation date
- 7) **Implementation Considerations-** resources required for successful implementation including staff, investment and/or budget
- 8) **Performance Indicator-** measurable factors
- 9) **Think Outside the Box -** suggestions for age-friendly improvements provided by participants in the community survey and discussion groups for future planning consideration
- 10) **Other Municipal support-** references where strategic objectives are included in previous Municipal documents

<div>Outdoor Spaces &amp; Buildings</div> <div>1</div> <div>  </div> <div>Areas of Focus:</div> <div>A</div>	A	3	

5	6	7	8	<div>Think Outside the Box</div> <div>9</div> <div>1 Leisures Services Master Plan (2010)</div> <div>2 Community Strategic Plan (2016)</div> <div>10</div>
Outcome	Timeline	Implementation Considerations	Performance Indicator	
4				



## Outdoor Spaces & Buildings

The Municipality of Port Hope will support our passion for the environment, outdoor activities and unique small town character with programs and improvements that will benefit all residents and visitors. We will build upon our reputation of a friendly, welcoming, safe, and forward-thinking community . and one of the most accessible communities in the province.



The best thing about Port Hope would be to be able to stay here in the community in which I raised my children. Port Hope has a lovely downtown, nice rural areas, walking trails, opportunities to volunteer and give back.







## Outdoor Spaces and Buildings

There is overwhelming support for the importance of the communities outdoor parks and trails. This was a theme that was supported in the discussion groups with constructive feedback to continue to improve with safety and feature enhancements that increase usage by residents and visitors year-round. The addition of shade and rain shelters and public washrooms were considered to be important improvements. Buildings need to be accessible with repeated concerns expressed relating to snow removal.

### Survey Highlight

- 95% of respondents agree or strongly agree that Parks, and Outdoor Spaces are important.

### Existing Age-Friendly Assets

- Beautiful park areas that are used for a variety of social and recreational purposes
- Parks and pathways adjacent to the Ganaraska River and Lake Ontario
- Accessible public buildings; Town Hall, Canton Municipal Building, Libraries, Municipal Recreation Centres
- Accessible bandshell used for a variety of community entertainment and social events
- Robust and proactive Accessibility Advisory Committee representing one of the most accessible communities in the province
- Streetscape improvements that have improved safety for all residents
- A unique heritage community home to heritage buildings

### Potential Areas of Improvement

- An increase in the number of shelters in park and trail locations
- Accessible public washroom(s) convenient for major event locations
- Address snow removal efficiencies to improve safe mobility conditions for all
- Business community support for modifications that improve accessibility concerns

## Outdoor Spaces & Buildings



### Areas of Focus:

**A** Shelters are adequately available when using parks and trails.

**B** Public washrooms are adequately located in outdoor spaces.

**C** Snow removal is prompt

**D** Parks and Facilities are important

**E** Accessibility of facilities, trails and buildings

<b>A</b>	<b>Encourage trail and park usage with a plan to increase the number of rain/shade shelters and accessible public washrooms, and benches in the downtown area (1)</b>
	<ul style="list-style-type: none"> <li>• Conduct location assessment</li> <li>• Develop implementation plan</li> <li>• Budget approvals and execution</li> <li>• Establish a baseline usage number</li> </ul>
<b>B</b>	
<b>C</b>	
<b>D</b>	<b>Encourage safe winter walking and park usage</b>
	<ul style="list-style-type: none"> <li>• Develop and communicate a snow plough plan for parking and park access points</li> <li>• Promote safe winter park usage; Leisure Guide, brochures, website, create annual winter park events</li> <li>• Investigate options and resources to support the opening of trails in the winter</li> </ul>
<b>D</b>	<b>Increase park and trail usage by introducing new features and events (2)</b>
	<ul style="list-style-type: none"> <li>• Develop an education signage program for key park and trail locations, continue to improve safety and directional signage</li> <li>• Introduce Outdoor Fitness Stations</li> <li>• Add accessibility features; paved pathways, beach carpets and accessibility markings</li> <li>• Develop and promote new outdoor seasonal activities and events for all ages</li> </ul>
<b>D</b>	<b>Continue to develop maintenance programs for all parks and trails</b>
	<ul style="list-style-type: none"> <li>• Formalize and elevate the importance of volunteer teams to identify basic and supplementary maintenance needs</li> <li>• Engage existing clubs in regular trail and park community clean-up days</li> <li>• Implement a Canada Goose management program</li> <li>• Explore the opportunities to engage students to participate for volunteer hours on various projects</li> </ul>
<b>E</b>	<b>Continue to support the Accessibility Advisory Committee advocacy and awareness initiatives</b>
	<ul style="list-style-type: none"> <li>• Plan annual information sessions at Ruth Clarke Centre and Library locations</li> <li>• Cooperate and support funding applications as opportunities become available</li> <li>• Support Accessibility Awareness Week</li> <li>• Revisit the portable ramp program</li> </ul>

Outcome	Timeline	Implementation Considerations	Performance Indicator	
Parks, Recreation and Culture				Think Outside the Box  Clamper Program and promotion  Create a raised community accessible garden; lazy-susan gardens, room for wheelchairs below raised beds, braille signage, etc.
Residents who can safely and conveniently enjoy the beautiful parks and trails	In progress	Investment	Increase in number of shelters, benches, washrooms and park/trail usage	
Parks, Recreation and Culture, Corporate Services				
Increase safety and active park and trail usage	2017	Investment and Staff Resource	Plan report, communication, event execution and evaluation	
Parks, Recreation and Culture, Accessibility Advisory Committee				
An informed community of park and trail users; a more active population of all ages, and an attractive feature for visitors	2017-2019 On going	Investment, Grant approval, Staff Resource	Increase in number of signs, new features and usage	
Parks, Recreation and Culture				
A network of safe, clean and accessible parks and trails.	2017-2019 In progress	Staff Resource and Volunteer Leadership	Number of groups involved and improvement measures	
Parks, Recreation and Culture, Accessibility Advisory Committee				
A community culture that is aware of accessibility concerns and is willing to invest in changes and improvements	2017 Ongoing	Volunteer Leadership and MPH support	Number of awareness training sessions and funding, Number of Ramps	
				1 Leisure Services Master Plan (2010)  2 Community Strategic Plan (2016)

1 Leisure Services Master Plan (2010)

2 Community Strategic Plan (2016)



## Transportation

The Municipality of Port Hope will continue to make transportation a priority, in its commitment to be a safe, convenient, accessible community to get around for all transportation choices: driving, walking, cycling, and public transit. Safe and convenient transportation is fundamental to the many ~~what~~ we want to do and ~~what~~ we need to do activities.



Port Hope is a small town, has the town bus to get around,

everyone is friendly and helpful. ”







## Transportation

The community is predominantly comprised of drivers and walkers and so the ability to safely get around is understandably important to everyone. Residents appreciate sidewalks that are free of cracks and bumps, roads that are well maintained and busy intersections with safe street-crossing aids. The community also has active cyclists and we can expect this group to grow. The desire for cycling lanes, signage, parking, and promotion encourages messages of a healthy lifestyle and provides a popular all-ages activity. Public transportation is important particularly when weather and health can restrict safe driving and walking.

### Survey Highlight

- Driving, walking, cycling, transit (in that order) are main methods of transportation
- 66% of respondents agree or strongly agree that they can easily get around the community

### Existing Age-Friendly Assets

- A community that places importance on the safe conditions of roads and sidewalks
- An established public transit operation
- A well-supported volunteer driver program and specialized (wheelchair) transportation program operated by Community Care Northumberland

### Potential Areas of Improvement

- The ability to safely get around is important for everyone and the commitment to continue to repair and maintain roads and sidewalks is essential
- Supporting an active lifestyle includes cycling route enhancements and dedicated cycling lanes where appropriate, and safe directional cycling signage are improvements that will benefit all ages
- Residents value the existence of a public transportation service, however, many who are infrequent users expect their usage to increase when the ability to drive or walk is challenged
- Public transportation service is valued while the routes and schedules are not always convenient

<div data-bbox="110 233 418 281" data-label="Section-Header"> <h2>Transportation</h2> </div> <div data-bbox="142 338 440 636" data-label="Image"> </div> <div data-bbox="110 1318 362 1354" data-label="Section-Header"> <h3><u>Areas of Focus:</u></h3> </div> <div data-bbox="110 1388 503 1486" data-label="Text"> <p><b>A</b> Sidewalks are well maintained and easy for all to use</p> </div> <div data-bbox="110 1522 496 1589" data-label="Text"> <p><b>B</b> Roads are well maintained (urban/rural)</p> </div> <div data-bbox="110 1621 480 1722" data-label="Text"> <p><b>C</b> Cycling and walking trails are well connected and maintained</p> </div> <div data-bbox="110 1755 448 1822" data-label="Text"> <p><b>D</b> Public transportation is convenient</p> </div>	<div data-bbox="581 197 1533 270" data-label="Section-Header"> <h3><b>Continue to make snow plowing and sidewalk snow clearing a priority (1)</b></h3> </div> <div data-bbox="529 459 561 491" data-label="Text"> <p><b>A</b></p> </div> <div data-bbox="631 273 1533 758" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Communicate the snow clearing plan to residents with information sessions and web site support; content to include the Level of Service Standards and Winter Operations Plan</li> <li>• Continue to identify areas where small improvements can be made; at municipal facilities</li> <li>• Continue with friendly seasonal reminders to landlords and tenants regarding snow clearing responsibilities and commit to proactive By-law reinforcement</li> <li>• Communicate the feedback process for residents to register concerns</li> <li>• Communicate positive messages to the community such as vehicle decals %Clearing our roads for a safer community+</li> </ul> </div> <div data-bbox="581 758 1511 831" data-label="Section-Header"> <h3><b>Develop a snow shoveling assistance program for sidewalks and windrow clearing</b></h3> </div> <div data-bbox="529 966 561 997" data-label="Text"> <p><b>A</b></p> </div> <div data-bbox="631 835 1541 1209" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Support the implementation of a Snow Angel program building upon the experience in other communities</li> <li>• Develop a program with the schools for students to assist older adults with snow clearing as part of their volunteer hour requirements</li> <li>• Develop a roster of volunteers to assist urban/rural residents with snow clearing</li> <li>• Support communication and access to Community Care Northumberland's Home Help &amp; Maintenance program (fee for service) provided by brokered workers</li> </ul> </div> <div data-bbox="581 1209 1484 1283" data-label="Section-Header"> <h3><b>Continue to monitor and repair roads and sidewalks as per established priorities (2)</b></h3> </div> <div data-bbox="529 1367 561 1398" data-label="Text"> <p><b>B</b></p> </div> <div data-bbox="631 1289 1510 1554" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Continue to paint and repair sidewalk cracks annually</li> <li>• Establish process for friendly reminders to residents to cut hedges/branches impeding safe mobility on sidewalks and at intersections; uphold Municipal laws that govern safety concerns</li> <li>• Make safe driving and walking a priority and proactively invest in labour and equipment to repair</li> </ul> </div> <div data-bbox="581 1560 1515 1635" data-label="Section-Header"> <h3><b>Support the review, and future development of cycling lanes, and promote cycling routes, programs and events (3)</b></h3> </div> <div data-bbox="529 1711 561 1743" data-label="Text"> <p><b>C</b></p> </div> <div data-bbox="631 1644 1536 1873" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Continue to highlight the importance of and requirements to move the development of cycling lanes forward (3)</li> <li>• Review and update cycling communication material</li> <li>• Assess the need for more bicycle parking locations</li> <li>• Build awareness for the Municipality of Port Hope as a cycling friendly community with an annual day/week/event</li> </ul> </div>
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Outcome	Timeline	Implementation Considerations	Performance Indicator	
Works and Engineering,				Think Outside the Box  Complimentary snow shovels for volunteer enlistment  Consider a complimentary bike rental program  Launch a 10,000 Steps+walking program in several locations to celebrate Canada's 150 <sup>th</sup>  Bike to Work Day+ or Bike Rodeo event
Increased mobility safety and accessibility for all residents during winter months	2017 to 2019	Staff Resource  Investment	Improvement measures and feedback- fewer falls	
Community Care Northumberland, Accessibility Advisory Comm.				
Increased safety and security for residents during winter months and an opportunity for meaningful volunteer engagement	2017-2019 On going	Staff Resource Volunteer Leadership	Number of volunteer and student contracts, and program evaluation	
Works and Engineering				
Safe and improved mobility for all transportation choices.	In progress  2017-2019  Ongoing	Budget Staff Resource Policy Investment	Measurable improvements Reduction in incident reports	
Works and Engineering, Parks, Recreation and Culture				
Increased safety for both pedestrians and cyclists and an active local and visitor cycling community.	2017-2019	Staff Resource Investment	Recommendation approvals  Increase in cycling activity	

<div data-bbox="115 237 418 283" data-label="Section-Header"> <h2>Transportation</h2> </div> <div data-bbox="162 342 456 636" data-label="Image"> </div> <div data-bbox="115 1320 362 1356" data-label="Section-Header"> <h3>Areas of Focus:</h3> </div> <div data-bbox="115 1390 503 1488" data-label="Text"> <p><b>A</b> Sidewalks are well maintained and easy for all to use</p> </div> <div data-bbox="115 1524 496 1591" data-label="Text"> <p><b>B</b> Roads are well maintained (urban/rural)</p> </div> <div data-bbox="115 1623 480 1722" data-label="Text"> <p><b>C</b> Cycling and walking trails are well connected and maintained</p> </div> <div data-bbox="115 1757 448 1822" data-label="Text"> <p><b>D</b> Public transportation is convenient</p> </div>	<div data-bbox="584 201 1482 273" data-label="Section-Header"> <h3>Support the importance of a convenient, accessible, public transit service – and encourage usage with promotion</h3> </div> <div data-bbox="535 321 560 352" data-label="Text"> <p>D</p> </div> <div data-bbox="634 289 1510 548" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Address convenience concerns; schedules, stop locations, with a goal to improve</li> <li>• Assist with bus driver training with participation from Accessibility Advisory Committee (walkers, buggies, visual and hearing impairments)</li> <li>• Introduce free monthly pass for newcomers and ride the bus for free qdays to support community events</li> </ul> </div> <div data-bbox="584 552 1494 621" data-label="Section-Header"> <h3>Support the introduction of a new transportation service for rural residents and consider an extended hour trial service</h3> </div> <div data-bbox="535 686 560 718" data-label="Text"> <p>D</p> </div> <div data-bbox="634 632 1510 890" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Develop with Community Care Northumberland a communication plan to help launch and promote their rural transportation service in Ward 2</li> <li>• Encourage usage during pilot phase by providing free passes for Port Hope/ Cobourg bus for registered users</li> <li>• Consider a solution for an evening service for activities, theatre, dining</li> </ul> </div> <div data-bbox="584 894 1401 966" data-label="Section-Header"> <h3>Extend communication of the Community Care Driver program</h3> </div> <div data-bbox="535 1012 560 1043" data-label="Text"> <p>C</p> </div> <div data-bbox="634 974 1498 1157" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Include information and links on Municipal Web Site and other relevant web site locations; support also in newspaper, recreation guide, bulletins, etc.</li> <li>• Establish a communication network to keep agencies and service providers informed of service changes and needs</li> </ul> </div> <div data-bbox="584 1167 1510 1239" data-label="Section-Header"> <h3>Review 'street crossing' enhancements and safety measures with a focus on intersections frequented by older adults (2)</h3> </div> <div data-bbox="535 1425 560 1457" data-label="Text"> <p>A</p> </div> <div data-bbox="634 1253 1515 1589" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Maintain (and add) painted crosswalks in downtown area</li> <li>• Continue with low cut curb program (aka slip curbs)</li> <li>• Review sightlines and address obstructed view concerns; parking too close to intersections, trees, hedges</li> <li>• Revisit the Walton/Cavan Street crossing recommendation to include a pedestrian signal (overhead light)</li> <li>• Traffic lights with pedestrian crossing at Peter Street &amp; Nelson that have previously been desired but funding solution is required.</li> </ul> </div> <div data-bbox="535 1608 560 1640" data-label="Text"> <p>B</p> </div> <div data-bbox="634 1593 1515 1892" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Add sidewalks on Lakeshore Rd. West, the Extendicare Long Term Care property at the corner of Rose Glen Rd &amp; Croft, and on Phillips Road to Rose Glen Road</li> <li>• Assess the benefits and locations of safety and information signage messages; slow down please and welcome to our safe, friendly, heritage community+</li> <li>• Meet with County to address Street lighting in rural area</li> <li>• Address annual Accessibility Advisory Committee priorities</li> </ul> </div>
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Outcome	Timeline	Implementation Considerations	Performance Indicator	
Works and Engineering, Accessibility Advisory Committee				Think Outside the Box
Greater usage of public transit, increase participation in programs and events	2017 - 2019	Staff Resource Budget	Recommendation Approvals Number of training sessions Usage numbers	
Community Care Northumberland, Works and Engineering				
Rural community service that will provide a safe and convenient solution for being able to make appointments and social commitments.	2017 Ongoing	Staff Resource Budget	Number of registered users, assessment, and continuous program funding	
Community Care Northumberland, Parks Recreation & Culture				
A volunteer driver program that is known, respected and meeting the community demand.	2017 Ongoing	Volunteer Leadership and Staff Resource	Number of Users and volunteers	
Works and Engineering				Thank goodness for the town bus. Please keep it running. Maybe reduce the senior to age 60.+  1 Winter Operations Plan  2 Pedestrian Circulation Assessment  3 Road Related Urban Cycling Facility Implementation Strategy
Increased community-wide mobility for aging residents and residents with mobility challenges, and improved safety measures for drivers of all ages.	In progress  2017-2019	Investment  Planning timelines and priorities	Increase in number  Recommendation approvals	



## Housing

Acknowledging the importance of being able to remain in the community, the Municipality of Port Hope will support efforts to address housing needs and initiatives that assist with remaining in one's home and/or making the next affordable move.



As I grow older, I appreciate even more, the convenience of living in a small town. Also, support from organizations needed for an aging population.





## Housing

The lowest measurement of support . only 9.3% of survey respondents ~~agreed and strongly agreed~~that ~~affordable~~ housing is available for all. This sentiment was also reflected in discussion groups as individuals expressed concerns about their ability to be able to afford to remain in their present home. The lack of rental units was a repeated theme as well as desired manageable housing options. Retirement Homes are beyond the financial means for many, making affordable and accessible

home-care services important. For residents planning to remain in their homes as long as possible, knowledge of information regarding home modification programs was low.

### Survey Highlights:

- Respondents indicated they were 75% home owners, 18% renting
- 33% of respondents ~~agree and strongly agree~~that they ~~feel~~ confident that if I were to move, that I would be able to find accommodation that meets my needs.+

### Existing Age-Friendly Assets

- Existing Zoning By-law permits the addition of Secondary Residential Units (Granny Flats and Garden Suites) in the urban area
- A fully accessible affordable housing building is available for qualifying residents (presently at capacity)
- The community is presently home to four retirement homes and three long term care properties
- Supportive community agencies provide housing supports
- Northumberland Affordable Housing Committee exists as an advocating resource

### Potential Areas of Improvement

- A focus on creating more affordable and accessible housing options especially for those individuals managing limited financial resources in their retirement years
- The ability to remain in one's home is a priority for many and access to home renovation, maintenance and modification resources will be a growing need
- To facilitate research and awareness of options, a central source for housing related information, including Retirement and Long Term Care properties would be beneficial to the community



I would move in the near future if there were sufficient and affordable housing available. As it is, it is more affordable for me to stay in my house. ”

<div data-bbox="115 237 290 283" data-label="Section-Header"> <h2>Housing</h2> </div> <div data-bbox="149 338 446 636" data-label="Image"> </div> <div data-bbox="115 1247 362 1283" data-label="Section-Header"> <h3><u>Areas of Focus:</u></h3> </div> <div data-bbox="115 1318 466 1386" data-label="Text"> <p><b>A</b> Availability of affordable and accessible housing</p> </div> <div data-bbox="115 1419 436 1518" data-label="Text"> <p><b>B</b> Information on home modification options and subsidies</p> </div> <div data-bbox="115 1551 461 1619" data-label="Text"> <p><b>C</b> Maintenance services assistance for older adults</p> </div> <div data-bbox="115 1652 508 1820" data-label="Text"> <p><b>D</b> Information source location for all of the above and other housing related subjects such as Retirement and Long Term Care Homes</p> </div>	<div data-bbox="583 199 1497 270" data-label="Section-Header"> <h3><b>Partner and support advocacy efforts to increase affordable and accessible housing options.</b></h3> </div> <div data-bbox="532 464 558 491" data-label="Text"> <p><b>A</b></p> </div> <div data-bbox="633 275 1528 756" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Collaborate with the Northumberland Affordable Housing Committee to arrange an informational/educational presentation with Canada Mortgage and Housing Corporation and others on affordable housing options and solutions</li> <li>• Ensure active representation and participation from one council member on the Northumberland Affordable Housing Committee which meets monthly September to June</li> <li>• Partner with Northumberland County in new housing initiatives resulting from Age-Friendly research</li> <li>• Provide builders and contractors with a copy of the booklet %Standards for a Barrier-Free Northumberland+and explore development incentives</li> </ul> </div> <div data-bbox="583 758 1539 903" data-label="Section-Header"> <h3><b>Explore the provision of a single point of contact (web site and print literature) as a location for easy access to housing and home information including housing supports, rental lists, home modification and maintenance suppliers</b></h3> </div> <div data-bbox="532 1077 558 1104" data-label="Text"> <p><b>B</b></p> </div> <div data-bbox="532 1184 558 1213" data-label="Text"> <p><b>C</b></p> </div> <div data-bbox="633 909 1531 1539" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Work with the existing list of building contractors, develop a subset list of home modification building and maintenance suppliers with contact information, location and references . confirm a source location and promote</li> <li>• Feature housing information with links to supportive agencies such as The Help Centre, Habitat for Humanity, Community and Social Services, The Salvation Army, Greenwood Coalition, and Fourinfo/211</li> <li>• Include information on Age-Friendly web page and hard copy, confirm a process to maintain</li> <li>• Communicate/share/promote housing resource information with service providers and the community</li> <li>• Support communication of Community Care Northumberland's Home Maintenance program and links to government assistance programs outlined in the %Guide to Programs &amp; Services for Seniors in Ontario+by including information on Age-Friendly web page and other sources</li> </ul> </div> <div data-bbox="583 1539 1523 1650" data-label="Section-Header"> <h3><b>Develop a program with the schools to engage students in volunteer home maintenance programs; snow removal, grass cutting, hedge trimming, gardening, window washing, etc.</b></h3> </div> <div data-bbox="532 1757 558 1787" data-label="Text"> <p><b>C</b></p> </div> <div data-bbox="633 1652 1536 1837" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Partner with schools to confirm participation and to establish a volunteer program (ownership, participation requirements, management, communication, promotion, and evaluation)</li> <li>• Revisit the Community Care Northumberland %Students Supporting Seniors+program (one day in fall and spring)</li> </ul> </div>
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Outcome	Timeline	Implementation Considerations	Performance Indicator	
Planning, Haliburton, Kawartha, Pine Ridge District Health Unit				<b>Think Outside of the Box</b>  <b>‘Friends for Friends’ community apartments</b> <b>Example: Oasis Apt in Kingston</b> <a href="http://www.sagelink.ca/oasis">www.sagelink.ca/oasis</a>
An increase in the number of affordable housing options and support to help older adults remain in their home.	2017 In progress	Staff Resource	Delivered presentation and resulting actions	
Haliburton Kawartha Pine Ridge District Health Unit, Corporate Services				
A comprehensive and central source for housing related information. Informed agencies and service providers to provide client assistance.	2017 - 2019	Staff Resource	Web site enhancements and print support	
Community Care Northumberland, Parks, Recreation and Culture				There needs to be more low income housing. My husband and I looked for affordable housing . couldn't find it. Rent was \$300 - \$400 more a month and smaller. %
An affordable home maintenance option which provides valuable volunteer (and work) experience for students.	2017 - 2019	Staff Resource Budget	Number of participants and program evaluation	

<div data-bbox="115 237 290 283" data-label="Section-Header"> <h2>Housing</h2> </div> <div data-bbox="162 327 457 627" data-label="Image"> </div> <div data-bbox="115 1247 362 1283" data-label="Section-Header"> <h3><u>Areas of Focus:</u></h3> </div> <div data-bbox="115 1318 466 1386" data-label="Text"> <p><b>A</b> Availability of affordable and accessible housing</p> </div> <div data-bbox="115 1421 436 1518" data-label="Text"> <p><b>B</b> Information on home modification options and subsidies</p> </div> <div data-bbox="115 1554 490 1619" data-label="Text"> <p><b>C</b> Maintenance services and assistance for older adults</p> </div> <div data-bbox="115 1654 508 1820" data-label="Text"> <p><b>D</b> Information source location for all of the above and other housing related subjects such as Retirement and Long Term Care Homes</p> </div>	<div data-bbox="583 199 1528 344" data-label="Section-Header"> <h3><b>Address changes in housing policy/by-laws to provide inclusionary and affordable housing options. For example: Garden Suites, Granny flats, Garage Apts., Co-op Apartments, New Developments</b></h3> </div> <div data-bbox="532 386 1531 1159" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Include %inclusionary Zoning+from Bill 204: Promoting Affordable Housing Act, 2016 in Port Hope's Official Plan</li> <li>• Following approval of Official Plan amendment No. 7, amend Zoning By-Law 20/2010 to permit <del>Secondary Residential Units</del>not only in urban areas but also in hamlet areas. Allow <del>Secondary Residential Units</del>in townhouse dwellings as well and also within accessory structures (i.e. shed)</li> <li><b>A</b> <ul style="list-style-type: none"> <li>• Assess the demand and consider financial incentives to encourage and support the development of <del>Secondary Residential Units</del></li> <li>• Organize information sessions on housing related subjects such as: residents interested in converting/adding an additional suite or apartment to their home, landlord &amp; tenant act updates, <del>down</del>-sizing pros &amp; cons etc. (consider launching at the Senior's Forum and assess)</li> <li>• Research, support and participate in innovative housing solution forums/discussions such as Home Sharing and Co-operative Home Ownership programs with a view to expand rental stock as well as providing options for seniors to stay in their homes</li> </ul> </li> </ul> </div> <div data-bbox="583 1199 1516 1306" data-label="Section-Header"> <h3><b>Encourage 'Open House' opportunities for families and potential residents to tour/visit retirement and long term care facilities</b></h3> </div> <div data-bbox="532 1312 1526 1575" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Invite participation and establish an organizing committee</li> <li>• Reserve a weekend in June (Senior's Month) for Open House activities</li> <li>• Develop a communication and event activity plan to encourage and facilitate Open House visitors</li> <li><b>D</b> <ul style="list-style-type: none"> <li>• Review and evaluate with committee to confirm the benefits of establishing the program as an annual event</li> </ul> </li> </ul> </div>
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Outcome	Timeline	Implementation Considerations	Performance Indicator	
<b>Planning, Haliburton Kawartha Pine Ridge District Health Unit</b>				<b>Think Outside of the Box</b>  <b>Tiny Houses Project (Viceroy Homes as partner)</b>
Increase in affordable housing units and support for home owners to remain in their home.	2017 On going	Staff Resource Budget	Approved plan amendments	
<b>Partners, Parks, Recreation and Culture</b>				The one option that is not readily available for seniors who want to remain independent but not maintain a house is apartment dwelling. There should be more units available in Port Hope.+
An informed community of older adults and families as future needs are considered.	2017 Ongoing	Staff Resource Budget	Execute program, assess and commit to following year	



## Social Participation

It is essential to continue to support existing, develop new, and encourage participation in indoor and outdoor programs on a year-round basis. These programs support a healthy and active lifestyle and are important for aging well. Initiatives will address the growth in demand, including space and frequency and the need to accommodate existing and emerging older adult interests and circumstances.



The best thing about growing older in Port Hope is the open space in the community and the quality recreation services. ”





## Social Participation

The survey prompted interest in learning more about financial assistance to participate in activities. General awareness of the financial assistance program was low and was appealing to many managing within fixed income parameters. Timely and accurate communication of events and activities was voiced as important to increase participation, and efforts to add new and different programs would address a wider range of interests. Residents also made recommendations with respect to activities that they were interested in but did not believe to be available in Port Hope (refer to Appendix I for the complete list).

### Surveys highlights


- 95% of respondents participate in some kind of social activity
- 66% of respondents consider social participation to be important to extremely important
- 64% of respondents indicated that they participate in Outdoor Activities, which was the strongest of all activity options (consistent with Leisure Services Master Plan and PH Feasibility Study), followed by Community Events . 56%, and Indoor fitness activities . 45%

### Existing Age-Friendly Assets

- Numerous groups, clubs, organizations that welcome and depend upon older adult participation and many community events for all ages
- Active older adult recreation programs designed to support a broad range of abilities
- A growing Community Care Northumberland activity program offered in locations such as retirement homes and other community locations
- A fully accessible Jack Burger Sports Complex and Town Park Recreation Centre offering a full complement of older adult programs including; yoga, aqua fit, gentle exercise
- A Senior Centre which serves as a gathering place offering a variety of events and activities
- A valued live entertainment theatre
- Many community events for all ages

### Potential Areas of Improvement

- Financial considerations can be a barrier to participation and the ability to make residents aware of subsidy programs or offer trial programs would be of value
- Providing and sharing information in a timely manner encourages a feeling of belonging and participation and can be improved
- Appealing to a variety of interests is important and attention to new and emerging activities that are offered in a variety of convenient (rural and urban) locations
- The need for a new older adult centre will meet an increase in demand, provide flexible space for a variety of uses, address accessibility needs, support future technology devices and incorporate intergenerational programming

<div data-bbox="115 239 375 331"> <b>Social Participation</b> </div> <div data-bbox="147 394 443 688">  </div> <div data-bbox="115 1224 360 1257"> <b>Areas of Focus:</b> </div> <div data-bbox="115 1297 509 1430"> <b>A</b> Information about financial subsidy to participate in activities and programs is well communicated.         </div> <div data-bbox="115 1465 461 1530"> <b>B</b> Activities, programs and events are well publicized.         </div> <div data-bbox="115 1566 446 1696"> <b>C</b> Activities are offered to appeal to older adults of different background and interests.         </div> <div data-bbox="115 1732 487 1831"> <b>D</b> Social Participation is important; isolation, walking, access, senior centre         </div>	<b>Evaluate pricing and promote subsidy programs for Municipal Programs</b>
	<div data-bbox="537 285 561 317"><b>A</b></div> <ul style="list-style-type: none"> <li>Review community program fees through review comparisons</li> </ul> <div data-bbox="537 359 561 390"><b>B</b></div> <ul style="list-style-type: none"> <li>Develop a communication strategy for reaching out to groups, clubs, associations, etc. to communicate program costs and subsidy programs</li> </ul>
	<b>Support existing programs that reach out to isolated individuals (Community Care Northumberland) and explore new practices for encouraging a culture of inclusion and participation</b> <div data-bbox="537 695 561 726"><b>D</b></div> <ul style="list-style-type: none"> <li>Support the efforts of Community Care Northumberland and assist with volunteer recruitment as needed</li> <li>Introduce a Bring a new friend program at the Ruth Clarke Activity Centre, Jack Burger Sports Complex, Town Park Recreation Centre, Port Hope Community Health Centre</li> <li>Enhance Newcomer communication with personal phone calls and social activity invites; i.e. Lunch Bunch at Ruth Clarke Activity Centre, free trial recreation programs</li> </ul>
	<b>Introduce new health, safety, activity program ideas, locations and timing; expand Capacity Programs and Promote</b> <div data-bbox="537 1247 561 1278"><b>C</b></div> <ul style="list-style-type: none"> <li>Initiate a program planning step with community partners to address schedules, capacity pricing, and new initiatives</li> <li>Collaborate with Port Hope Community Health Centre to identify popular programs for expansion and source appropriate locations</li> <li>Consider the use of the Canton Municipal Office and Library locations for oversubscribed programs, new opportunities and evening programs in collaboration with library and municipal staff</li> <li>Continue to find solutions to offer programs for special needs populations; create, fund and promote</li> <li>Demonstrate innovation by continuing a trial recreation program each season to test new initiatives; (for example: Grandparents/Tots/Kids programs, Exercise is Medicine prescription program)</li> </ul>
	<b>Reassess and confirm the vision and direction for a new Older Adult Centre</b> <div data-bbox="537 1719 561 1751"><b>D</b></div> <ul style="list-style-type: none"> <li>Create an opportunity for community review and comment on the Seniors Facility Study (2012) recommendation and concept plan (2014)</li> </ul>

Outcome	Timeline	Implementation Considerations	Performance Indicator	
Parks, Recreation and Culture, Community Health Centre				Think Outside of the Box  Indoor Walking Clubs at school locations  Multi-Cultural Sports Day  Exercise is Medicine Prescription program  Introduce the Human Library conversation opportunities with interesting people
Increase the affordability of services and older adult participation	2017 Ongoing	Staff Resource Budget	Number of Participants	
Community Care, Parks Recreation and Culture, Marketing				
An appreciated culture of inclusion and greater participation in programs, activities and events.	2017 - 2019	Staff Resource Budget	Participation and New memberships Updated Newcomer Package	
Parks, Recreation and Culture, Community Health Centre				
Increased participation rate of aging residents at community events; an increase in social connections and improved emotional and physical health.	2017-2019 On going	Staff Resource Budget	Annual planning sessions and reviews Participation Program evaluation	
Parks, Recreation and Culture				
A safe, accessible centre to meet the evolving needs of a growing, active and engaged older population.	2017 - 2019	Staff Resource Volunteer Leadership	Approved concept	



“ Port Hope is a small, friendly town- there are activities available for everyone. ”

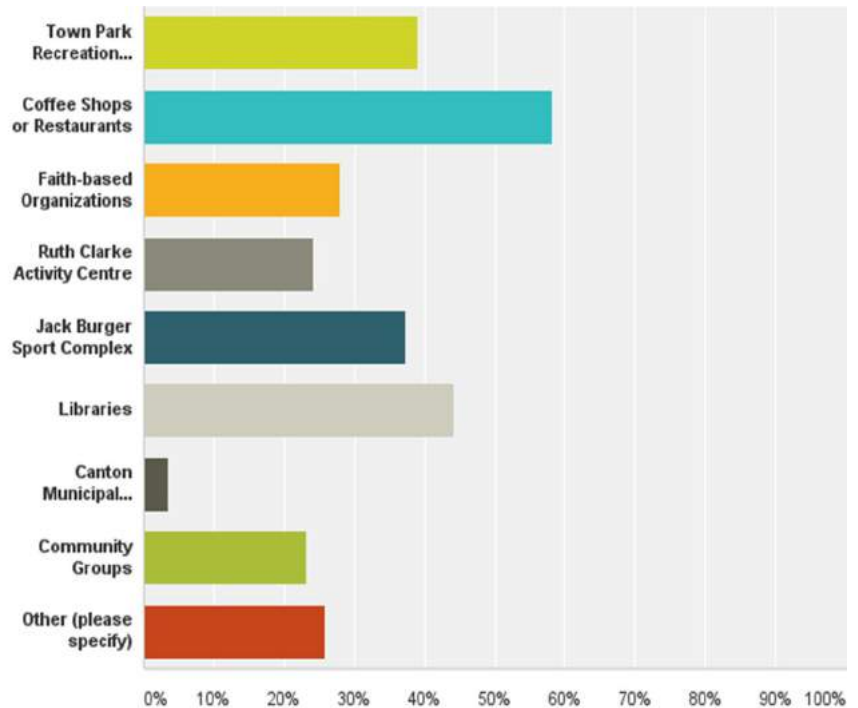




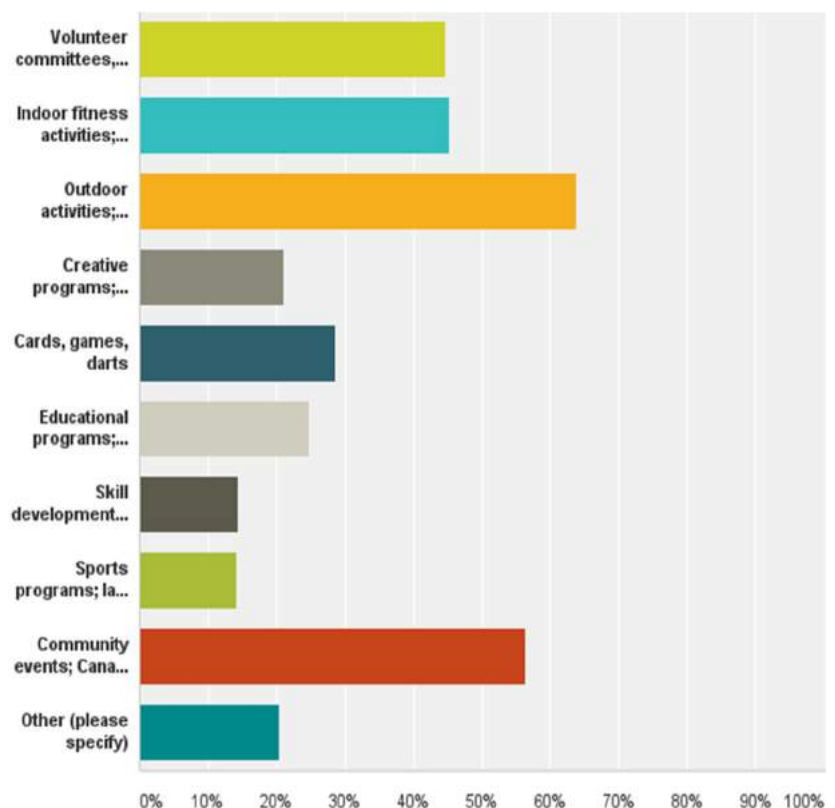
## Social Participation

The following survey results are of interest in considering new or enhancements to programs and services

### Where do you participate in social activities and events?



### What types of activities do you participate in?





## Respect & Social Inclusion

We will continue to acknowledge and celebrate the contributions and accomplishments of older adults in our community. We will improve relationships and promote a culture of inclusion for all ages, through consultation, training, engagement and intergenerational programs.



Some activities are good for all ages and integration of seniors is

not enhanced by segregation.





## Respect and Social Inclusion

The major area for improvement identified in this dimension is consultation. The awareness of intergenerational program offerings was low (although some exist) . the opportunity to increase programming and focus effort in this area will have extended benefits.

### Survey Highlight

- 65% of respondents agree and strongly agree that they feel respected and part of the community

### Existing Age-Friendly Assets

- Participation by older adults in Community Event Planning and on Municipal Committees
- An affordable annual membership (\$15) for participation in all programs offered at the Ruth Clarke Activity Centre
- A variety of special interest and complimentary programs available at the libraries

### Potential Areas of Improvement


- Residents value the opportunity to contribute to their community and the ability to show improvement in areas of community consultation is critical
- An increase in multigenerational activities benefit all ages; mutual respect, learning from each other, friendships
- Incorporating the support of Age-Friendly initiatives as part of civic award criteria, will demonstrate Community-wide respect and appreciation for this important area of focus



I always help a senior whenever I can – neighbours that are housebound or seniors who have difficulty getting out.





<p><b>Respect &amp; Social Inclusion</b></p>  <p><b>Areas of Focus:</b></p> <p><b>A</b> Older adults are consulted regularly on how to serve them better.</p> <p><b>B</b> Programs and events that combine youth and older adult participation are available.</p> <p><b>C</b> Programs are available and participation is encouraged for any level of income.</p>	<p><b>Make Older Adult consultation a priority within all Municipal Council Advisory Committees.</b></p>
	<p><b>A</b></p> <ul style="list-style-type: none"> <li>• Share a check list of age-friendly considerations with all Municipal Committees</li> <li>• Amend the Accessibility Advisory Committee Terms of Reference to include the responsibility of the oversight, review and implementation of the Age-Friendly Community Action Plan</li> <li>• Enhance the responsibilities of the Seniors Coordinator to include a leadership role in the implementation of the Age-Friendly Community Action Plan</li> </ul>
	<p><b>Develop and implement a variety of intergenerational programs.</b></p>
	<p><b>B</b></p> <ul style="list-style-type: none"> <li>• Introduce recreational programs that combine youth and older adults with a healthy, active, creative focus; pickle ball tournament, swimming, cooking, painting, music, baseball, soccer, hockey, tennis, golf</li> <li>• Collaborate with schools to add intergenerational programming elements; seniors teaching kids, kids teaching seniors, Senior Celebrity Days (June),</li> <li>• Facilitate the establishment of Buddies, Friendly Visitors, or Pen Pals between schools/youth groups and nursing homes and/or retirement homes</li> </ul>
	<p><b>Encourage the recognition of older adults' participation and contributions to the community.</b></p>
	<p><b>A</b></p> <ul style="list-style-type: none"> <li>• Expand the criteria for the Youth, Citizenship, and Community Service Civic Awards to include some level of engagement in supporting an age-friendly community for the Municipality of Port Hope</li> </ul>
	<p><b>Confirm with Special Event Committees that 'Older Adult' interests are incorporated into planning and implementation phases</b></p>
	<p><b>A</b></p> <ul style="list-style-type: none"> <li>• Communicate with event organizers and share a check list of age-friendly and accessibility considerations</li> <li>• Incorporate into event debrief and share recommendations</li> </ul>
	<p><b>Encourage and maintain older adult participation in programs and activities with 'Milestone Age' benefits</b></p> <p><b>A</b></p> <ul style="list-style-type: none"> <li>• Consider a special all-inclusive fee for the 80+ club to participate in recreation programs</li> </ul> <p><b>C</b></p> <ul style="list-style-type: none"> <li>• Elevate the importance of the Over 90 Club at the Ruth Clarke Centre with dedicated programming and recognition</li> <li>• Communicate subsidy program</li> </ul>



Outcome	Timeline	Implementation Considerations	Performance Indicator	
Parks Recreation and Culture, Accessibility Advisory Committee				<b>Think Outside of the Box</b>  “Facetime Buddies” matching older adults with students/youth (with a focus on Long Term Care and Retirement Home Residents)          % of like to see more interaction with youth and older adults. I’d also like to see more programs for people who are low income+.
Community will gain the perspective of aging residents on all matters, not just Senior specific.	2017-2019	Volunteer Leadership and Staff Resource	Amended Terms of Reference AFC Plan update reports	
Parks, Recreation and Culture, Community Partners				
Younger people will develop more respect for older adults, perhaps develop long term relationships and the opportunity to continue to learn and engage outside of school. Older adults feel respected and valued.	In progress	Staff Resource Budget	Number of new programs and participants	
Parks, Recreation and Culture, Corporate Services				
A community declaration of respect, appreciation and gratitude.	2017-2018	Staff Resource	Number of applicants	
Parks, Recreation and Culture				
Community events that are safe and planned with considerations in place for older adults.	2017 Ongoing	Staff Resource	Program modifications	
Parks, Recreation and Culture				
Older adults feel appreciated and encouraged to keep active by the existence of meaningful benefits.	2017 - 2019	Staff Resource Budget	Growth in age category participation	



## Civic Participation & Employment

The opportunities to be involved in civic and volunteer activities are many, and older adults are well represented in all areas. Understanding that a strategic priority to develop the business sector exists, supports that will develop and benefit an older adult workforce will benefit the whole community.



More could be done to support and recognize the groups around town that provide volunteer opportunities. ”





## Civic Participation and Employment

The shortcoming in this dimension category was first in the existence of jobs for older adults and second, in the communication of jobs and volunteer opportunities. This is a concern which extends beyond the older adult population, but it is still an area where steps can be taken, particularly in terms of communication, information and training.

### Survey Highlight

- 8% of respondents are presently looking for employment

### Existing Age-Friendly Assets

- There are numerous volunteer opportunities that exist and older adult participation is appreciated for the time and experience they have to offer
- The older adult population is also well represented on Municipal Committees and Council
- Employment services exist in the community to provide assistance with employment opportunities and application process support

### Potential Areas of Improvement

- Steps to encourage the hiring of older adults are important and to provide more locations where employment opportunities can be accessed
- To facilitate the search for volunteer opportunities, information sessions and the sharing/posting of volunteer needs would benefit service organizations, community groups and individuals
- Delivering training programs for skill development on a regular basis will support employment and volunteer needs and confidence

“ Age-discrimination towards older adults for employment is a huge problem. ”

## Civic Participation & Employment



### Areas of Focus:

**A** Employment opportunities for older adults are available.

**B** Information about volunteer and employment opportunities is well communicated.

**C** Training is available to assist with work place (or volunteer opportunities).

### Support employment opportunities for all ages

**A**

- Provide information links on Municipal web site and printed information in convenient source locations
- Incorporate employment information and resources at the Age-Friendly Community Fair
- Deliver business training seminars that address how to make your business more age-friendly and the benefits of older adult employees (video to extend reach)

### Facilitate the hosting of, and promote training programs to support employment and volunteer skill development

**B**

- Invite employment specialists (Watton/Community Employment Services) to provide a series of training/information sessions with a focus on Older Adult training needs; resume writing, interview skills, social media aids and techniques, interview coaching

**C**

- Provide something similar for volunteering
- Continue to offer and coordinate the development of a variety of computer training programs for older adults at the Libraries and Ruth Clarke Activity Centre

### Raise the profile and recognition of our volunteer community and facilitate volunteer networking opportunities and training

**B**

- Consider the ability for organizations to post volunteer needs on Municipal web site and/or alternative locations (Ruth Clarke Activity Centre)
- Create a roster of volunteers willing to assist in a variety of ways with contact information (Community Care Northumberland)
- Host volunteer information and training sessions at convenient locations; Canton Municipal Offices, Library, RCAC, etc.
- Apply for the Municipality of Port Hope to host the Volunteer Fair in 2018
- Consider expanding the scope of the Municipality of Port Hope Volunteer Recognition Awards

### Apply to the World Health Organization to join the WHO Global Network of Age-Friendly Cities and Communities

- Fulfill the requirements of the application and submit



Outcome	Timeline	Implementation Considerations	Performance Indicator	
Parks, Recreation and Culture				<b>Think Outside the Box</b>  A speaker series of ‘Civic Senior Superstars’ such as Hazel McCallion and Municipality of Port Hope celebrities  %Would like to see new companies, industries large and small come to Port Hope thus more employment . it\$ inevitable that our growth is near. Same old, same old isn\$ good enough.+
Increased awareness of employment opportunities and increased opportunities for older residents to obtain meaningful work that utilizes their skillset.	2017 On going	Staff Resource	Measurement Improvement	
Libraries, PRC, Community Care Northumberland				
Employers and volunteer organizations benefit from retaining and/or recruiting older adults for their experience, willingness to upgrade skills, and embrace new workplace practices	2017-2019	Staff Resource Budget	Number of training sessions and evaluation	
Parks, Recreation and Culture, Community Care Northumberland				
An active and informed volunteer community willing to work with agencies and service providers to meet a variety of client needs. A community that continues to acknowledge and recognize the importance of volunteers	2017-2019	Staff Resource and Partner Support	Volunteer numbers and awareness measurement	
Parks, Recreation and Culture				
Municipal commitment to supporting the improvement of Age-Friendly attributes.	2017-2018	Staff Resource	Approved application	





# Communication & Information

The Municipality of Port Hope, working with community partners will develop and implement Communication & Information support initiatives designed to address priority areas including: health and community support services, programs, activities, events, volunteer and employment opportunities, transportation and housing.



For seniors who are not computer literate, it is very difficult to find all the information they may desire. Communication is always difficult – people don't read papers, use e-mail or internet or watch local TV or listen to local radio. I find many people are very unaware of what is happening locally.





## Communication and Information

The collective challenge in improving communication and information is that there are different segments of our older population to consider. Individuals who are isolated, even for temporary reasons and require regular contact, individuals who do not have access to computers and are exclusively reliant on newspaper, radio, and TV, and individuals who are active users of the internet, email, and to a certain degree social media.

### Survey highlight:

When asked how they find out about activities, events and services, respondents indicated the following as their primary sources (in order):


- Newspaper
- Family & friends
- Flyers
- Internet/computer
- Libraries

### Existing Age-Friendly Assets

- A constantly improved municipal website with a comprehensive A . Z search feature and a growing Facebook ~~friend~~base
- Local newspapers with a weekly free distribution
- Local radio station willing to support the promotion of new initiatives
- Recreation, Health, and Library programs producing individual monthly event calendars
- Rural and Urban locations for the communication of events and activities

### Potential Areas of Improvement

- Ensuring that resources are in place to communicate with isolated individuals is important
- Knowing ~~wh~~ where to look for people is key to successful communication
- Creating a central source of information and developing a regular schedule of email communication
- The inclusion of information with a focus on older adult interests in Newcomer~~s~~ Packages

<p><b>Communication &amp; Information</b></p> 	
	<p><b>Collaborate with Community Care to provide current and relevant information to isolated individuals</b></p> <p><b>A</b></p> <ul style="list-style-type: none"> <li>• Provide regular communication updates to volunteers who are visiting isolated individuals (Community Care Northumberland, Red Cross, faith based organizations)</li> <li>• Support volunteer recruitment needs to service the demand and to ensure regular contact with isolated individuals</li> </ul>
	<p><b>Review and support the enhancement of the Municipal Website with the objective of providing a central source for information, redirection, and website links</b></p> <p><b>B</b></p> <ul style="list-style-type: none"> <li>• Expand the Age-Friendly section on the Municipal Website to provide a comprehensive one-stop shop for information sources and links (duplicate in hard copy)</li> </ul> <p><b>C</b></p> <ul style="list-style-type: none"> <li>• Review, confirm and update information on the FourInfo web</li> <li>• Collaborate with support service agencies and information providers to create a master distribution list</li> </ul>
	<p><b>Elevate the profile and communicate the importance of the Libraries as a valuable resource for community information</b></p> <p><b>B</b></p> <ul style="list-style-type: none"> <li>• Ensure current and sufficient copies of printed information is available at the libraries for distribution</li> <li>• Promote and encourage free internet access at the Libraries</li> <li>• Use meeting rooms for training/education seminars</li> <li>• Promote libraries as a primary source for Age-Friendly Community information</li> </ul>
	<p><b>Build relationships with both Northumberland News and Northumberland Today to increase age-friendly stories, coverage, and support</b></p> <p><b>B</b></p> <ul style="list-style-type: none"> <li>• Assess the opportunity to expand the content of the Leisure Guide to include Older Adult resource information; an insert piece and stand-alone booklet</li> <li>• Secure a regular column (monthly) with the commitment to provide the copy and photographs The Municipality of Port Hope Embraces Safe, Healthy and Active Living for all ages!</li> </ul>


**Areas of Focus:**

**A** Information for socially isolated older adults is delivered by phone, or through personal visits.

**B** Information is accessible, timely, and well distributed to reach residents of all ages.

**C** Knowledge with respect to where to go or who to call to get community information.

Outcome	Timeline	Implementation Considerations	Performance Indicator	
Community Care Northumberland, Parks, Recreation and Culture				<b>Think Outside the Box</b>  <b>Promote The availability of existing Wi-Fi (Library) in the downtown area with interactive games and contests</b>
An increase in a community culture of caring and a comfort level for more individuals to request social contact and communication	2017-2019	Staff Resource	Volunteer assessment and client feedback	
Parks, Recreation and Culture, Corporate Services				
Residents have digital and hardcopy access to information regarding age-friendly matters, resources, activities and programs	2017 - 2019	Staff Resource	Community and Service Provider feedback and website hits	
Library Team, Parks, Recreation and Culture				
Affirmation of libraries as an important source of community information, training, assistance . for all ages	2017-2019	Staff Resource	Measurement of Activity and Membership	
Parks, Recreation and Culture, Corporate Services				
An important awareness building program with a practical tool with easy to understand resource information and an opportunity to broadly share positive age-friendly stories	2017-2019	Staff Resource Budget	Community feedback number of print exposures	

<p><b>Communication &amp; Information</b></p>  <p><b><u>Areas of Focus:</u></b></p> <p><b>A</b> Information for socially isolated older adults is delivered by phone, or through personal visits.</p> <p><b>B</b> Information is accessible, timely, and well distributed to reach residents of all ages.</p> <p><b>C</b> Knowledge with respect to where to go or who to call to get community information.</p>	<p><b>Identify effective lists and use of targeted older adult email messaging opportunities</b></p>
	<p><b>B</b></p> <ul style="list-style-type: none"> <li>• Confirm the sources and the opportunity to issue email information messages; Ruth Clarke Activity Centre, Libraries, Older Adult Recreation Participants, Chamber of Commerce Members, Community Care Northumberland Newsletter Subscribers, Event Planners, Municipal Facebook Page</li> <li>• Establish the communication source, the process, frequency, and message/content guidelines (a quarterly newsletter perhaps)</li> </ul>
	<p><b>Examine opportunities for enhancing/re-branding existing ‘Newcomers’ programs to include resource information for older adults and to promote the Municipality of Port Hope as an ‘Age-Friendly Community’</b></p> <p><b>A</b></p> <ul style="list-style-type: none"> <li>• Include relevant older adult communication elements in Newcomer Packages; resource information</li> </ul> <p><b>C</b></p> <ul style="list-style-type: none"> <li>• Consider the feasibility of adding Welcome to the Community phone calls to new residents with an invitation to attend upcoming events and to extend an offer, if interested, to pair with a buddy</li> </ul>

“ Communication is available for people who are resourceful to seek it,  
but not everyone has that capacity. ”

“ Free wi-fi in town was novel, creative and a very surprising user-friendly addition  
to the town. It should be continued. ”

Outcome	Timeline	Implementation Considerations	Performance Indicator	
Parks, Recreation and Culture				
A well-informed community of subscribers that will benefit from receiving advance information on a variety of subjects; health and wellness, recreational activities, special events and more	2017-2019	Staff Resource	Number of messages and feedback	
Planning, Parks Recreation and Culture				
New residents who engage sooner, feel welcomed, and have the tools at hand to navigate resources	2017-2019	Budget	Package enhancements	%A Handbook for newly arrived retired persons with opportunities for volunteering, socializing, for donations of furniture, churches, seniors groups, etc. would be helpful.+







## Community Support & Health Services

We will embrace the notion that age-friendly also means age-caring for existing and new residents to the community. We will support efforts to address service gaps, and nurture a culture of a safe, healthy, active and engaged community.

“ Home support is limited and some may be too costly for some people, or very limited in time provided or scope of work. Meeting health needs will become more difficult with cut backs at the hospital, retiring doctors and a growing older population. This is a very big concern as we age. ”



“ I want a Doctor in my own town...but I must say the Walk-In Clinic has been great, when I could not get an appointment with my regular Doctor in the next town. ”



## Community Support and Health Services

Everyone will benefit in this area by guiding residents to information sources and by facilitating dialogue among service providers. Respite care, at the time of the survey, did not exist in Port Hope. Confidence was expressed in terms of present health needs being met but future health requirements are a concern with respect to access to specialized services. The ability to attract doctors to the community was voiced, in addition to some unique concerns related to emergency pet care and a desire for holistic medical practitioners.

### Existing Age-Friendly Assets

- Medical facilities designed to support a variety of health related needs, including a locally funded and essential walk-in clinic supported by the Municipality and Port Hope and District Health Care Foundation
- Service provider support
- A recently established Adult Day Program two days per week at the Port Hope Community Health Centre to serve older adults in the community who need special support to remain living at home

### Areas of Improvement

- Respite care (older adult day program) is and will be a growing need, placing demands to provide a facility that can provide more time and capacity
- With the pace of change and the introduction of new services, a regular meeting of service providers will improve communication
- A central source of information would benefit both individuals and service providers



The Community Health Centre on Toronto Road, is a very good asset to the town. It has interesting workshops and affordable classes for Seniors.



## Community Support & Health Services



### Areas of Focus:

**A** Clear and accessible information is provided about health and social services.

**B** Home support, adult day-care programs and respite stays are adequately available.

**C** Delivery services are available and convenient to arrange for meals, groceries, medications, etc.

**D** A range of health and support services are offered to promoting, maintaining and restoring physical and mental health.

### **Encourage networking opportunities and communication for service providers/agencies/organizations that service older adults.**

- A**
  - Develop and implement an event/conference/information forum for agencies serving older adults and for the public at large (application for funding submitted and approved)
  - Develop a communication solution to share information and support the efforts of new businesses and agencies serving older adults and families; for example; VON respite care in Port Hope
- D**
  - Add an information sharing meeting for Service Providers as a component of the Age-Friendly Community Fair with the objectives of sharing new program ideas and health challenge solutions with a commitment to gather annually
  - Facilitate the communication of community partner funding opportunities supporting programs that are critical in an age-friendly community.

### **Support the expansion of the VON Respite Care facility**

- B**
  - Provide advocacy support and participate in discussions to expand/and fund

### **Confirm suppliers providing delivery services and communicate.**

- C**
  - Confirm existing sources
  - Identify service gaps for new solutions (groceries)
  - Include in all communication where appropriate

### **Continue to support the efforts of the West Northumberland Community Physician Recruitment and Retention Committee**

- D**
  - Receive updates from the Community Physician Recruitment and Retention Committee and the Northumberland Hills Hospital
  - Facilitate new office openings with communication support

Outcome	Timeline	Implementation Considerations	Performance Indicator	<div>Think Outside of the Box</div> <div>“Exercise is Medicine” Activity Prescription program</div> <div>“Pocket Talker” test locations</div> <div>Three of my ideas are essential: * A team of nurse caregivers headed by a nurse Practitioner in charge of a number of patients. * The team must have all their health records and medications on the computer. * One nurse caregiver should be on call every night!+</div>
Parks, Recreation and Culture, Community Care Northumberland				
In an informed and comprehensive manner, residents will benefit from being aware of information sources and new services. A more collaborative and effective approach to addressing service gaps will emerge.	In Progress	Staff Resource Budget	Forum evaluation Scheduled Service Provider Meetings	
Community Partners				
The ability to meet the growing demand for respite care for clients and care givers.	2017-2019	Volunteer Leadership	Program continuance and ability to serve more clients	
Parks, Recreation and Culture, Community Care Northumberland				
Convenient, trustworthy assistance is available for unexpected situations.	2017-2019	Staff Resource and Volunteer Leadership	A committed supplier list	
Council Representative				
The ability to meet the growing demand for Doctors, Nurse Practitioners and other medical supports	2017-2019 ongoing	Council Leadership	Ratio improvement measures	

“ There is no ‘best thing’ about growing older, they should find a cure for old age. ”

## Next Steps: Implementation



Implementation of the Age-Friendly Community Action Plan is the logical next step and will be the ultimate measurement of success. Collaborative working relationships between community partners, municipal partners and volunteer leaders will ensure that the needs of our growing older adult population remain priority concerns. There are a number of examples where the work has already started; initiatives that have been incorporated into existing plans, new programs that are in the early development stage and others that will require more in depth research and study.

Acknowledging that communication is a critical requirement for the success of many recommendations, steps to realize improvements in this area are already in progress.

Implementation of the Age-Friendly Community Action Plan will require leadership with the following commitments in place:

- “ The Age-Friendly Community Action Plan Steering Committee has agreed to continue to meet on a quarterly basis to advise and support community involvement;
- “ The Age-Friendly Community Action Plan Steering Committee will assist in sourcing funding opportunities to support the implementation of Action Plan initiatives;
- “ The Accessibility Advisory Committee is prepared to provide guidance, participate in initiatives, and advise council on updates and the outcomes of the implementation phase;
- “ The Department of Parks, Recreation and Culture will continue to take the lead in overseeing the plan and is prepared to enhance the role of the Seniors Coordinator position to include leadership and management of the implementation phase.

The recommendation to apply to the World Health Organization for the ~~A~~Age-Friendly Community designation will give the Municipality of Port Hope the opportunity to incorporate this messaging into business and promotional communication and will continue to acknowledge the Municipality of Port Hope's commitment to addressing the needs of a valued, respected and growing older adult population.

The accomplishments to date in creating an ~~A~~Age-Friendly Community are impressive, but there are many more to come. It is the beginning of an exciting journey and one that will continue to make the Municipality of Port Hope more age-friendly.



# Resources

1. Finding the Right Fit . Age-Friendly Community Planning
2. World Health Organization (2007) Global Age-Friendly Cities: A Guide
3. University of Waterloo AFC Website: <http://afc.uwaterloo.ca>
4. Guide to Services and Programs for Older Adults . City of Ottawa
5. Age-Friendly Rural and Remote Communities: A Guide
6. City of London Ontario Age-Friendly Network: [London.ca/agefriendly](http://london.ca/agefriendly)
7. City of Kawartha Lakes: Report to the Community
8. Vancouver Age-Friendly (discussion group guide)
9. Merritt, British Columbia: Age-Friendly Action Plan
10. Rural Ontario Institute: [www.ruralontarioinstitute.ca](http://www.ruralontarioinstitute.ca)
11. Accessibility Ramp Program: [www.stopgag.ca](http://www.stopgag.ca)
12. Snow Angels . City of Kingston: [www.cityofkingston.ca](http://www.cityofkingston.ca)
13. Canadian Mortgage and Housing Corporation: [www.cmhc.ca](http://www.cmhc.ca)
14. A Pedestrian Circulation Assessment
15. Active Transportation and Trails Master Plan
16. Municipality of Port Hope: Leisure Services Master Plan
17. Municipality of Port Hope: Senior's Facility Feasibility Study
18. Municipality of Port Hope: Cultural Plan
19. Municipality of Port Hope: Community Strategic Plan

## **Age-Friendly Action Plan Steering Committee**

Betty Beharry Lall  
Chair, Ruth Clarke Advisory Board and Community Volunteer

Joanne Brewster  
Health Promoter, Haliburton Kawartha Pine Ridge District Health Unit

Jeanette Davidson  
Engineering Services Technician, Works and Engineering

Selena Forsyth  
Chair, Accessibility Advisory Committee

Sherry Gibson  
Program Coordinator, Community Care Northumberland

Heather Grundy  
Health Promoter, Haliburton, Kawartha, Pine Ridge District Health Unit

Bonnie Mactavish  
Age-Friendly Community Action Plan Coordinator

Emily McCormack  
Interim Senior Coordinator, Ruth Clarke Activity Centre

Amy McGillivray  
Senior Coordinator, Ruth Clarke Activity Centre

Kristina Nairn  
Determinants of Health Nurse, Haliburton, Kawartha, Pine Ridge District Health Unit

Leslie Roseblade  
Facilities and Parks Manager, Parks, Recreation and Culture

Margaret Scott  
CEO, Port Hope Public Library

Julia Snoek  
Community Development Program Manager, Parks Recreation and Culture

Alan Wilson  
Ruth Clarke Advisory Board Member and Community Volunteer



## Appendix I

## Appendix – I

### Age-Friendly Action Plan: Social Participation Dimension

Survey Question: Is there any activity that you are interested in that is NOT available in your community?

- Further skill development classes; gardening organizing, language classes, public speaking
- Fitness room (weights) at JBSC
- Sewing classes
- Pet CPR and First Aid
- Duplicate bridge lessons
- Aqua fit; classes are too crowded
- Senior friendly visitors
- Adopt a Grandparent
- Ballroom dancing
- Day trips
- Indoor walking track (need soft track for knees . go to Cobourg)
- Computer training
- Cultural activities
- Craft related workshops
- Roller skating
- Beginner card game instruction; bridge, euchre, cribbage
- Foreign language instruction/conversation classes
- Sailing lessons
- Affordable/free cultural activities in schools; how to workshops
- Kayaking, canoeing
- Outdoor education
- Learning a musical instrument (school program)
- Playing pool
- Environmentally focused programs
- Table tennis
- Squash courts
- Events that bring people out and to community; antique fair (Orono), Walkathon (PH to Cobourg), Clean Up the Beach Day
- Learn to knit
- More free fitness at RCAC
- Neighbourhood Book Club (library?)
- Running Club
- Chess Club
- Activities located in Ward 2



## Appendix II



## **Appendix – II      Survey and Discussion Group Feedback Areas of Focus**

### **Age-Friendly Communities – Priority Areas of Focus for AFC Action Plan Report**

#### **Priority Dimensions based on Discussion Group Ranking:**

1. Community Support & Health Services (access to health care, addressing needs as health changes, Ageing in Place services)
2. Housing (affordable housing, rental housing, Retirement/LTC Home cost and capacity)
3. Transportation (mobility, driving, public transit)
4. Social Participation (isolation, walking/access, senior centre)

#### **Priority ‘Themes’ based on survey question: “What is the biggest Challenge About Growing Older in the Municipality of Port Hope”:**

1. Transportation, Mobility (walking, driving, public transit, getting around)
2. Housing (affordable housing, rental accommodation, retirement homes)
3. Taxes and financial concerns
4. Health related (maintaining health, access to health care services, source of information, and aging in place needs)
5. Isolation/Social Participation/Senior Centre

**Survey Priority Areas of Focus by Dimension; ‘Agree’, and ‘Strongly Agree’ responses were merged and then ranked by questions that received the lower percentage support. Questions receiving less than 50% agreement are noted and ranked by dimension.**

#### **Outdoor Spaces & Buildings:**

1. Shelters are adequately available when using parks and trails. (33%)
2. Public washrooms are adequately located in outdoor spaces. (36.8%)
3. Snow removal is prompt (48.2%)  
(Don’t Know or N/A: 1. Shelters, 2. Snow removal at buildings for all abilities)

#### **Transportation:**

1. Sidewalks are well maintained and easy for all to use (24.8%)
2. Roads are well maintained (urban/rural) (36.7%)
3. Cycling and walking trails are well connected and maintained (39.3)
4. Public transportation is convenient (42.9%)  
(Don’t know or N/A: 1. Convenience of public transit, 2. Bus stops convenient & accessible, 3. Specialty transit services available, 4. Cycling and walking trails connected)

**Housing:**

1. Affordable housing is available for all (9.3%)
  2. Information is available on home modification options and subsidies (22.9%)
  3. Maintenance services are available for older adults; snow, grass, repairs (28.4%)
  4. Affordable supports are available to enable older adults to remain at home (e.g. Personal support Workers and Meals on Wheels) (31.6%)
  5. Sufficient affordable housing dedicated to older people (e.g. long term care homes, retirement homes is provided locally) (32.5%)
  6. When researching housing options, the information was accessible and comprehensive (32.8%)
  7. I feel confident that if I were to move, that I would be able to find accommodations that meets my needs. (33.1%)
- (Don't know or N/A: 1. Maintenance services, 2. Info on home modifications or subsidy, 3. Ease of research, 4. Affordability for all)

**Social Participation:**

1. Information about financial subsidy to participate in activities and programs is well communicated (11.49%)
  2. Activities, programs and events are well publicized (37.9%)
  3. Activities are offered to appeal to older adults of different background and interests. (43.8%)
- (Don't know or N/A: 1. Information on program subsidies and how to access, 2. Activities available for different interests, backgrounds)

**Respect & Social Inclusion:**

1. Older adults are consulted regularly on how to serve them better (14.3%)
  2. Programs and events that combine youth and older adult participation are available (34.3%)
  3. Programs are available and participation is encouraged for any level of income (45.6%)
- (Don't know or N/A: 1. Intergenerational programs, 2. Older adult consultation)

**Civic Participation & Employment**

1. Employment opportunities for older adults are available (10.5%)
  2. Information about volunteer and employment opportunities is well communicated (22.7%)
  3. Training is available to assist with new workplace opportunities (e.g. resume writing, interview skills, etc.) (36.8%)
- (Don't know or N/A: 1. Employment opportunities, 2. Training, 3. Volunteer opportunities)

**Communication & Information:**

1. Information for socially isolated older adults is delivered by phone, or through personal visits (23.1%)
2. Information is accessible, timely, and well distributed to reach residents of all ages (26.5%)
3. Older adults know where to go or who to call to get community information (30.2%)  
(Don't know or N/A: 1. Information/reaching the socially isolated, 2. Access to free computers)

**Community Support & Health Services:**

1. Clear and accessible information is provided about health and social services (32.6%)
2. Home support, adult day-care programs and respite stays are adequately available (33.1%)
3. Delivery services are available and convenient to arrange for meals, groceries, medications, etc. (43.9%)
4. A range of health and support services are offered for promoting, maintaining and restoring physical and mental health (47.4%)  
(Don't know or N/A: affordable meal delivery programs, day programs/respite care, home delivery services)

**Survey Questions Ranked based on combining ‘Agree’ and ‘Strongly Agree’ responses:**

<b>Survey Question</b>	<b>Action Strategy</b>	<b>Theme/Dimension</b>
1. Affordable Housing for all - 9.3	Advocacy/planning	Housing
2. Employment opportunities for older adults are available - 10.5	Comm/Training	Civic Part/Employment
3. Information about financial subsidy to participate in - 11.5		Social Participation
4. Older adults are consulted regularly on how to serve them better -14.3	Comm/Consultation	Respect/Soc Inclusion
5 .Information about volunteer and employment opportunities is well communicated -22.7	Source location/	Civic Participation
6. Information is available on Home Modification Options and subsidies -22.9	Source location	Housing
7. Information for socially isolated older adults is delivered by phone, or personal visits -23.1	CCN/Support	Communication
8. Information is accessible, timely and well distributed - 26.5	Print/Web solutions	Communication
9. Clear and accessible information is provided about Health and Social Services - 32.6	Source/Forums/Share	Health/Communication
10.Shelters are adequately available when using parks and trails - 33.0	Plan/Budget	Outdoor/Social
11. Home support, day programs, and respite Stays are adequately available - 33	Advocacy/location	Health Services
12. Programs and events that combine youth and older adult participation are available - 34.3	Programming	Social Participation
13. Roads are well maintained (urban/rural) 36.7	Priority	Transportation
14.Public washrooms are adequately located in outdoor spaces - 36.8	Priority	Outdoor Spaces
15. Activities, programs and events are well publicized - 37.9	Print/web/broadcast	Communication
16.Cycling and walking trails are well connected maintained - 39.3	Priority	Outdoor/Transportation
17.Public transportation is convenient - 42.9		Transportation

<b>Survey Question</b>	<b>Action Strategy</b>	<b>Theme/Dimension</b>
18. Activities are offered to appeal to older adults of Different backgrounds and interests - 43.8	Programming	Social Participation
19. Delivery services are available and convenient to Arrange for meals, groceries, medications, etc. - 43	Research	Housing/Communication
20. Programs are available and participation is encouraged for any level of income - 45	Programming	Social Participation
21. A range of health and support services are offered for promoting, maintaining and restoring physical and mental health - 47.4	Programming	Health Services
22. Snow removal is prompt - 48.2	Priority	Outdoor Spaces/Transportation

**Survey Questions Ranked based on combining ‘Strongly Disagree’ and ‘Disagree’ responses:**

<b>Survey Question</b>	<b>Action Strategy</b>	<b>Theme/Dimension</b>
1. Information on financial subsidy is available 72.9	Communication	Social Participation
2. Affordable housing is available for all - 65.3	Advocacy/Planning	Housing
3. Employment opportunities for older adults are available - 56.0	Comm/Training	Civic Part/Employment
4. Older Adults are consulted - 43.3	Comm/Consultation	Civic Participation
5. Information about volunteer & employment opportunities is well communicated - 41.7	Source/Training	Civic Participation
6. Information for socially isolated older adult is delivered by phone or personal visits - 40.7	CCAC Program Support	Communication/Social
7. Information on home modification subsidies - 40.0	Communication Source	Housing
8. Sidewalks are well-maintained and easy for all people to use - 36.0	Priority	Outdoor/Transportation
9. Public Washrooms are adequately available located in outdoor spaces . 36	Plan/Budget	Outdoor Spaces & Buildings
10. Older adults know where to go or who to call to get community information - 32.9	Print/Internet solutions	Communication



<b>Survey Question</b>	<b>Action Strategy</b>	<b>Theme/Dimension</b>
11. Shelters are adequately available When using parks and trails - 31.9	Plan/Budget	Outdoor Spaces/Social
12. Home support, day programs, and Respite stays are adequately available .	30.1 Advocacy	Health Services

### **Survey Comments by Subject/Theme:**

Many survey participants provided additional comments. These responses were grouped according to subject matter. The list below represents a ranking by subject, based on the number of comments.

1. Communication
2. Public transportation; convenience
3. Snow removal (transportation/mobility)
4. Ruth Clarke Activity Centre/New Senior Centre (social participation)
5. Affordable housing/more apartments
6. Medical concerns
7. Public Washrooms; locations, number, cleanliness
8. Trails; maintenance, winter usage, enhancements (social participation)
9. Mobility challenges (transportation/housing)
10. Safe street crossings (transportation/mobility)



## Appendix III

### **Appendix III: Age-Friendly Community Survey (attachment)**



## Appendix IV

## **Appendix IV: Survey Results Report (attachment)**