



CREATING AN AGE-FRIENDLY COMMUNITY

SPRING
2017

COMMUNITY IMPACT REPORT

The ultimate result is a community with optimized opportunities for health, participation and security that enhance quality of life as people age.

Written and produced by: Age Friendly Summit Core Planning Committee,
Co-Chaired by Dave Levac, MPP Brant and the Grand River Council on Aging
President, Lucy Marco

**Dave
LEVAC** MPP
Brant



 **Grand River
Council on Aging**
Creating a Community for a Lifetime

AGE-FRIENDLY COMMUNITY



WHAT

Age-Friendly Community concepts and practices, such as Accessibility, Affordability, and Safety, will be considered when planning for new and existing facilities, products and services.

WHY

All residents will have opportunities for quality of life in our communities, from babies to older adults.

HOW

Individuals with “lived” experience are included in the development of how our communities will look.

WHEN

Action needs to happen today to respond to the needs of tomorrow.

WHERE

The City of Brantford

The City of Brantford is a community of 97,000 residents situated along the picturesque Grand River in the heart of southern Ontario. With direct access to Highway 403 and close proximity to several major highways, rail lines and three major ports of entry, Brantford is growing as the destination of choice for new residents, businesses and visitors alike. With the City's diverse manufacturing sector and continually growing post-secondary presence, Brantford is transforming to meet the challenges of a new economy. Known for its beautiful parks and trails, Brantford is an inviting and lively community that offers metropolitan amenities with a charming small town feel.



County of Brant

Located in Southern Ontario and home to approximately 35,000 people and 10 communities that are steeped with historical and recreational significance for visitors from all walks of life! For example, Paris is officially recognized as Canada's Prettiest Little Town and regarded as the Cobblestone Capital of Canada; St. George is proud to be tagged Canada's Friendliest Town; Burford has the distinction of being built on what was one of Ontario's largest prairie lands and Oakland is the site of the last battle fought on Canadian soil in 1812... and that is merely the surface of the treasures found within the County of Brant. The County of Brant is a key growth area in south-central Ontario offering prime location, solid infrastructure and a motivated workforce.

The Six Nations of the Grand River

The Six Nations consist of the Mohawk, Oneida, Cayuga, Seneca, Onondaga and Tuscarora. These Nations unified under the Great Tree of Peace. Six Nations of the Grand River has the largest population of all First Nations in Canada, with a total band membership of 26,503, with 12,271 living within the Six Nations First Nation. The population within the community is spread fairly evenly, with a denser population in the village of Ohsweken. The Six Nations of the Grand River Territory consists of approximately 18,000 hectares of land surrounded by the communities of Brantford, Caledonia, Hagersville and Mississaugas of the New Credit First Nation. Currently on the Six Nations of the Grand River, there are approximately 300 businesses, including two arenas.

MESSAGE FROM DAVE LEVAC, BRANT MPP

Statistics show that we are an aging society and during the 2014 election campaign I heard from a large number of seniors and their families that more could be done to accommodate the needs of seniors in our community. I also heard that seniors want to remain active and engaged in society and continue to contribute for as long as they can.

Consequently, I wanted to do an analysis of what we, as a community, do for seniors and determine what we could do better to be age-friendly. I committed to bringing together representatives from seniors' groups and agencies, as well as all levels of government, to address this issue. I called it: "The Seniors Summit Series". I felt it was important to offer different "Summits", later called "Gatherings", to discuss different areas of concern which would ensure people had an opportunity to participate.

I was thrilled when The Grand River Council On Aging agreed to partner with me to present a series of eight gatherings. Over the past two years, many people shared information to identify gaps and offer solutions. Some of these issues we can address in the short term and costs will be minimal. Other solutions will take more time and money. It will also take all levels of government working together to make it work.

I am extremely grateful to Lucy Marco, co-chair of the Core Planning Committee for the Age-Friendly Community Summit series. Lucy's expertise, guidance and leadership were invaluable as we hosted the Gatherings. To the Core Planning Committee, a huge thank you for your dedication and hard work.

I would also like to thank the individuals who volunteered to facilitate the table discussions and report to the larger group.

I would like to thank our sponsors, Seasons Bell Lane. Their generous donation of refreshments was a welcome addition to our meetings. Thank you to Six Nations Council for providing lunches for the gatherings on your Territory. I would also like to extend a word of appreciation to the Brantford Fire Department for generously lending us the use of their community room for our committee meetings over the past two years.

To those who attended one or more of the workshops, thank you for lending your voice and sharing your experiences with us. I was moved by your passion. Please know that your interest and willingness to participate did and will make a difference.

It was exciting and rewarding to be involved with this community project. It was our goal from the beginning, to be able to determine in a tangible way, recommendations that can be given to all levels of government for consideration and implementation. I am very pleased with the final report. It is the result of community members working together to make meaningful changes to ensure that people of all ages are included in our community. Again, thanks to everyone involved for a great “Gathering” to give voice to seniors and an “Age-Friendly” community.

Regards,



EXECUTIVE SUMMARY

Introduction/Perspectives

“Ageism is a real form of discrimination and I think seniors, whenever possible, should stand up and be counted more often.... instead of passively allowing society to shuffle us off somewhere.” —Hazel McCallion, former Mayor of Mississauga, Ontario.

What is age?

- a measurement of time from birth to death
- indication of length of life experience
- physical, mental and emotional maturity process

Impact of Aging Process on Community Life

2011 Brant Census Division

Population		Age 55+	Age 65+
2013	Total	41,360	22,700
2013	Percent	29.1	16
2030	Total	59,390	40,180
2030	Percent	35.2	23.8

100 years ago, the life expectancy for men was 47. Today, it is 81 for men and 84 for women.

All residents deserve to live with dignity in a respectful safe community, no matter their age. Who best to provide input regarding plans for facilities, products and services than those who have “lived experience” in their communities?

How to encourage the development of an Age-Friendly Community?

In November 2014, a Core Planning Committee was struck made up of representatives of the local MPP Office, MP Office, City of Brantford, County of Brant, Six Nations of the Grand River Territory, an Ontario Ministry representative, the Alzheimer’s Society, the Grand River Council on Aging and eight retirees. The Committee developed a Work Plan that included a communication plan, eight facilitated Gatherings, with Preliminary Reports to be issued following each Gathering. Monthly meetings were held for the next 24 months during which the members reviewed logistical and facilitation plans for each Gathering and then each of the Preliminary Reports. This Final Report was formalized in the first quarter of 2017 for distribution in the spring.

The Communication Plan

- March 27, 2015 Press Conference to announce the Summit and the eight Gatherings that would provide an opportunity for residents to contribute from their experience
- E-mail blasts to potential participants ongoing through the Summit process
- Personal Letters of Invitation from the MPP
- Two Community Orientation Forums held in St. George (County of Brant) on April 17, 2015 and Brantford on April 24, 2015
- Arrangements for the Brant News to attend and report on each Gathering
- The Grand River Council on Aging reporting on ongoing activities in the Focus on Seniors column in the Brant News
- Local cable television interviews
- March 11, 2016 Press Conference at the “half-way” point to share progress
- Press Conference held in the Spring of 2017 to make the Final Report available to all levels of government and the community at large

The Results

Participants for all the Gatherings came from a variety of resident demographics and included representatives of the agencies providing services in the eight domains identified by the World Health Organization: outdoor spaces and buildings, transportation, social participation, civic participation and employment, housing, community support and health services, respect and social inclusion, and communication and information.

In each Gathering, the participants were facilitated through a process that resulted in residents providing suggestions to the organizations that were responsible for planning facilities, products and services and have the resources to respond over time.

The participants and the organizations were not the same for each of the Gatherings.

The detailed Preliminary Reports are available on the Grand River Council on Aging Web Site www.grcoa.ca under “Age Friendly Planning” and then “Age Friendly Community Summit: The chart on page 8 outlines the number of suggestions received from the eight Gatherings as being a total of 628, far too many to include in an Executive Summary. Instead, this Community Impact Report highlights some of the key suggestions from each Gathering.

Passionate discussions took place regarding all of the suggestions in each of the Eight Gatherings:

1. Outdoor Spaces & Buildings
2. Transportation
3. Social Participation
4. Civic Participation and Employment
5. Housing
6. Community Support & Health Services
7. Respect & Social Inclusion
8. Communication & Information

However, there were three themes that repeated in each of the eight Gatherings.

1.) Communication & Information

It soon became clear that sources of information, and/or how to access them, were a very real concern. This resulted in a new phrase “**people don’t know what they need to know until they have a need to know, and then they don’t know where to go.**” Suggestions were many and included enhancing information availability through new careers for “information navigators” and recommendations relative to effective verbal and written communication.

2.) Transportation

The participants identified that accessibility to and from programs and activities must be considered when planning business offerings, events, programs and services. The success of any plan can quite often depend on the availability of transportation and parking options. This includes the method of transportation as well as access once the resident has arrived.

3.) Lived Experience

The participants felt that **‘it is important to listen to and understand the voices of lived experience.’** It was highly recommended that older residents be represented in planning processes.

Session Summary

Date	World Health Organization Domain	Org.	Ret.	Org. Rep.	Par.	Sug.
May 29, 2015	Outdoor Spaces & Buildings	12	35	15	50	95
July 17, 2015	Transportation	19	52	25	77	77
Sept. 18, 2015	Social Participation	13	23	23	46	40
Nov. 20, 2015	Civic Participation & Employment	16	26	27	53	54
April 22, 2016	Housing	19	43	27	70	135
June 17, 2016	Community Support & Health Services	19	34	26	60	68
Aug. 19, 2016	Respect & Social Inclusion	11	30	18	48	86
Oct. 31, 2016	Communication & Information	11	28	18	46	73
Total Issues / Suggestions / Recommendations						628

LEGEND

Org.: number of organizations participating

Ret.: total number of retirees.

Org. Rep.: number of representatives from organizations

Par.: total number of participants

Sug.: total number of suggestions

“It is important to listen to and understand the voices of lived experience!”

GATHERING #1: OUTDOOR SPACES & BUILDINGS

May 29, 2015 @ Brant Sports Complex

SUMMARY OF RESULTS

35 retirees and 15 organization representatives were facilitated through a small group process that reviewed the World Health Organization Check List for this domain i.e. Environment, Green spaces and walkways, Outdoor seating, Pavements, Roads, Traffic, Cycle Paths, Safety, Services, Buildings and Public Toilets.

Participants provided suggestions for enhancement of community gardens, walkability concerns, municipal parks, sidewalks, traffic, parking, roads and streets, accessibility, public washrooms, health and social services, and a myriad of miscellaneous issues.

Due to the differences in Brantford, the County of Brant and Six Nations of the Grand, the small groups were also given the opportunity to make suggestions specific to those communities.

The results of the small discussion groups were then shared with the larger group and captured in a **Preliminary Report #1 – Outdoor Spaces and Buildings** that can be viewed at: <http://www.grcoa.ca/html/compass-project.shtml>.

Reviewing that report will identify 95 suggestions, with accompanying benefits, that the municipalities and/or businesses could address. Representative examples are:

- Develop a handbook for scooter drivers and offer Scooter Safety Classes
- Ensure parking lots have sufficient driving and through space, visible row identifiers and standing handicap parking signage
- Provide a ramp at entrances where steps are required to enter
- Ensure safe walkability on sidewalks, paths, trails and entrances
- Provide resting places.... inside and outside
- Provide optional selection of height for toilets and chairs in public places. As well, ensure that some chairs with arms are available
- Provide more open, accessible and clean public washrooms for public buildings, parks, trails, etc.

GATHERING #2: TRANSPORTATION

August 7, 2015 @ Brantford Civic Centre Sports Complex

SUMMARY OF RESULTS

52 retirees and 25 representatives of 19 organizations were facilitated through a small group process that reviewed the World Health Organization Check List for this domain i.e. Affordability, Reliability and frequency, Travel destinations, Age-friendly vehicles, Specialized services, Priority seating, Transport drivers, Safety and comfort, Transport stops and stations, Information, Community transport, Taxis, Roads, and Driving Competence and Parking.

The experiences shared came from participants who lived in:

- North, south, east and west Brantford neighbourhoods
- Paris, St. George and Scotland - County of Brant towns
- Six Nations of the Grand River
- Neighbouring communities - Cambridge, Dundas, Hamilton and Woodstock

Participants provided suggestions for enhancement of:

- Brantford – Public Transit System, Brantford Lift, Other Transit Services, Parking, City Infrastructure, Brantford as a “hub” for outside communities
- County of Brant – currently provides subsidized transit for persons with a medical certificate but have no public transit for able residents
- Six Nations – currently no formal public services to get around the communities or to get to Brantford, except for medical transportation
- Province of Ontario- Drivers’ Licenses, Infrastructure, Scooters, Mobility devices

The results of the small discussion groups were shared with the larger group and are captured in **Preliminary Report #2 –Transportation** that can be reviewed at <http://www.grcoa.ca/html/compass-project.shtm>. The report identifies **77 issues/ suggestions/recommendations with benefits**. Representative examples are:

- Provide timely and easily accessible neighbourhood public transit
- Provide free passes for Seniors over 65 and children under 12

- Provide affordable transportation options to access employment, appointments and social activities
- Provide a network of public transportation among Brantford, County of Brant and Six Nations of the Grand
- Develop programs for removal of snow from sidewalks and driveways
- Implement a Provincial graduated driver's license (i.e. reduction of driving privileges as abilities change.... such as no driving on 400 series highways, no driving after dark, etc.) to maintain independence and safety

GATHERING #3: SOCIAL PARTICIPATION

September 18, 2015 @ Six Nations Tourism Centre

SUMMARY OF RESULTS

23 retirees and 23 representatives of 13 organizations were facilitated through a small group process that reviewed the World Health Organization Check List for this domain i.e. Accessibility of events and activities, Affordability, Range of Events and Activities, Facilities and Settings, Promotion and awareness of activities, Social Isolation and Fostering community integration.

Participants identified physical and logistical considerations that can impact events, activities and settings. They then identified common reasons for social withdrawal and isolation. The ensuing discussions addressed isolation, social activity planning, communication and information options and education.

When the results were shared with the larger group, it was identified that residents of Six Nations on the Grand had fewer opportunities to participate in social activities than did the residents of the County of Brant or the City of Brantford.

Of interest is that each of the Gatherings highlighted the common need for a local "one stop" source for information. This was the first Gathering to actually provide eight suggestions for ways to approach the opportunity. As a result, it was the first Gathering to use the phrase....**"People don't know what they need to know until they have a NEED to know.... and then they don't know where to go!"**

The **Preliminary Report #3 – Social Participation** can be reviewed on the GRCOA web site www.grcoa.ca and clicking on “Age-Friendly Planning” or go directly to: <http://www.grcoa.ca/html/compass-project.shtml>. The report contains **40 points of discussion** with accompanying benefits. Representative examples are:

- Encourage planners, architects, engineers, developers of new or renovated construction to incorporate age-friendly concepts
- Develop and promote friendly visiting programs for seniors, shut-ins, and socially isolated individuals
- Promote activities through diverse outlets such as libraries, radio, telephone trees, community champions, web sites, social media, and e-mail
- Evaluate all physical aspects of a venue with an “age-friendly filter” when planning social activities
- Involve seniors in planning events/activities/programs

GATHERING #4: CIVIC PARTICIPATION & EMPLOYMENT

November 20, 2015 @ Brant Sports Complex

SUMMARY OF RESULTS

26 retirees and 27 representatives of 16 organizations were facilitated through a small group process that reviewed the World Health Organization Check List for this domain i.e. Volunteering options, Employment options, Training, Accessibility, Civic Participation, Valued contributions, Entrepreneurship and Pay.

The small groups were encouraged to share their perceptions and considerations for volunteering and employment. **This discussion resulted in 23 issues or concerns.**

With those perceptions, the small groups went on to discuss and provide suggestions for volunteer opportunities, employment, buildings and work places, education and training and other miscellaneous topics.

A major theme that was again highlighted in this report was the suggestion that age-friendly practices should be incorporated in the education system, from elementary classes through completion of post-secondary education. In fact, several of the preliminary reports suggest that age-friendly practices should be part of the curriculum for careers involved in planning, i.e. architects, planners, builders,

The reports of the small groups were shared with the larger group and are captured in the **#4 Gathering Preliminary Report – Civic Participation and Employment** which can be viewed at <http://www.grcoa.ca/html/compass-project.shtml>. In total, **there are 54 issues/suggestions/recommendations**. Representative examples are:

- Develop a volunteer opportunity service for volunteers and organizations and publish an Annual Volunteer Opportunities Guide
- Develop/expand intergenerational tutoring programs within neighbourhoods
- Provide “scooter charger” stations
- Provide employment services for seniors and encourage employment opportunities
- Education system to include age-friendly orientation and sensitivity training at all levels – elementary through post-secondary education
- Employers to include age-friendly orientation/sensitivity training in age-friendly practices specific to their business/service, to all employees
- Identify and enhance existing age-friendly programs and services, and augment as necessary

GATHERING #5: HOUSING

April 22, 2016 @ Brantford Civic Centre

SUMMARY OF RESULTS

43 retirees and 27 representatives of 19 organizations were facilitated through a small group process that reviewed the World Health Organization Check List for this domain i.e. Affordability, Essential services, Design, Modifications, Maintenance, Ageing in place, Community integration and Living environment.

The small Group discussions were shared with the larger group and are captured in the **Preliminary Report – Housing** available at www.grcoa.ca by clicking on “Age-Friendly Planning” or at <http://www.grcoa.ca/html/compass-project.shtml>. Discussion of the following topics resulted in identifying **135 issues, suggestions, recommendations**, the highest number in all of the Gatherings.

- Housing Options – Ownership, Private Home Share, Market Rent, Affordable Housing, Social Housing, Retirement Communities, Nursing Homes, Shipping Containers/Mobile Homes, Emergency Housing, End of Life Hospice Care, Planned Communities
- Affordability – Fixed Incomes, Income Enhancement, Reverse Mortgages
- Design, New Builds – Age-Friendly education, Need more Affordable and Age-Friendly options, Location, Condos, New Homes, Apartment Buildings, Federal, Provincial and Municipal Policy Statements
- Modifications/Renovations – Private Homes, Affordability, Apartment Buildings, Condos, Home Share, Vacant schools/buildings, Brownfield Sites, Municipal Planning
- Intergenerational Housing
- Support Services – Mobile Services, Information, Health Care
- Aging in Place – Personal Choices, Health Care Options, Minor Repairs, Maintenance, Major Repairs, Downsizing, Affordability

Some representative recommendaton examples are:

- Provide grants to individuals and landlords to complete renovations to “age-in-place”
- Change building codes to facilitate “ageing in place”
- Age friendly concepts to be included in all planning for facilities, homes, apartments and services
- Develop sufficient affordable housing options
- Encourage businesses to provide affordable personal and home services
- Provide dedicated information services for clarification of housing options

The participants suggested that a new career path appears to be needed within the education system that would lead to “navigators” or “life style consultants” that would be able to counsel or consult within the eight domains as expressed by the World Health Organization. It was pointed out that health is often considered to be at the top of the hierarchy of needs when aging. However, if transportation, housing, finances, isolation are major stressors, then health and everything else is impacted.

GATHERING #6: COMMUNITY SUPPORT & HEALTH SERVICES

June 17, 2016 @ Six Nations Community Hall

SUMMARY OF RESULTS

34 retirees and 26 representatives of 19 organizations were facilitated through a small group process that reviewed the World Health Organization Check List for this domain i.e. Service accessibility, Offer of Services, Voluntary support and Emergency planning and care.

When reviewing the various perspectives of the participants (Page 4 of the Preliminary Report), it became apparent that they are many and varied and would result in many varied small group discussions. In fact, when shared with the larger group they resulted in **68 issues, suggestions and recommendations and can be reviewed in the Preliminary Report on Community Support and Health Services** at www.grcoa.ca by clicking on “Age-Friendly Planning” or at <http://www.grcoa.ca/html/compass-project.shtml>.

As well, the participants of this Gathering followed those in the Housing Gathering in suggesting that a new career path appears to be needed within the education system that would lead to “navigators” or “life style consultants” that would be able to counsel or consult within the eight domains as expressed by the World Health Organization. It was pointed out that Health is often considered to be at the top of the hierarchy of needs when aging. However, if transportation, housing, finances, isolation are major stressors, then health and everything else is impacted.

Representative examples are:

- Pool community transportation resources to access health/social services
- Provide age-friendly sensitivity training for all staff and volunteers
- Create a universal health care information record
- Enhance care coordinator positions to help individuals navigate all systems that impact their health
- Investigate opportunities to provide dental services
- Re-evaluate use of health care dollars to reflect the changing demographics
- Ensure all facilities evaluate timely and age-friendly access to services
- Include extended families in advocacy and taking responsibility in planning and caring for aging family members

GATHERING #7: RESPECT & SOCIAL INCLUSION

August 19, 2016 @ Brant Sports Complex

SUMMARY OF RESULTS

30 retirees and 18 representatives of 11 organizations were facilitated through a small group process that reviewed the World Health Organization Check List for this domain i.e. Respectful and inclusive services, Public images of ageing, Intergenerational and family interactions, Public education, Community inclusion, Economic inclusion and Maltreatment addressed.

Respect and Social Inclusion are very personal for each individual. When reviewing the overview of perspectives (Page 3 of the Preliminary Report on Respect and Social Inclusion), it is important to note that they need to be taken into consideration for future planning with particular attention to those that relate to effective “customer service” issues.

This was the third Gathering of participants to suggest that the education system train “navigators” or life style consultants as outlined in the Housing and Community Support and Health Service Reports.

The Preliminary report on Respect and Social Inclusion can be viewed at www.grcoa.ca by clicking on “Age-Friendly Planning” or <http://www.grcoa.ca/html/compass-project.shtml>. **86 issues, suggestions, recommendations** were identified. Representative examples are:

- Ensure customer service practices/training includes recognition of difficulties with hearing, sight, language and mobility
- Ensure all employees receive sensitivity training in age-friendly practices
- Remove/reduce loud noises/music
- Provide seating alternatives that reduce long lines/time to receive services
- Include seniors in planning activities, services, programs
- Expand inter-generational activities that create a culture of respect for seniors and their experience
- Incorporate age-friendly practices into school curriculums
- Include programs that may offer doing safety and security checks on the homes of elders

GATHERING #8: COMMUNICATION & INFORMATION

October 21, 2016 @ Brantford Civic Centre

SUMMARY OF RESULTS

28 retirees and 18 representatives of 11 organizations were facilitated through a small group process that reviewed the World Health Organization Check List for this domain i.e. Information offer, Oral communication, Printed information, Plain language, Automated communication and equipment, Computers and the internet.

Throughout all eight Gatherings, the need for information was identified and always with the same theme. The participants all had different issues and did not know how to get the information they needed. It was identified that the community at large lacked knowledge about available information services. This resulted in the following phrase:

“People don’t know what they need to know until they have a need to know... and then they don’t know where to go!”

Very few participants were aware of Ontario’s 211 Information service and very few were familiar with how to use technology.

Communication and information can present different challenges for every individual. **73 issues/suggestions/recommendations** were shared by the large group and were captured in the **Preliminary Report on Communication and Information** available online at <http://www.grcoa.ca/html/compass-project.shtml>. Representative examples are:

- Improve government and business application forms (font, design, lay language)
- Standardize and promote services that assist individuals to complete forms such as income tax, miscellaneous applications, etc. at various locations
- Develop friendly “hotline” services to report, verify, and/or assist with decision making relative to unsolicited and potentially fraudulent scams in telephone, e-mail and door-to-door sales
- Ensure all “public-facing” positions, personal or telephone, practice timely and courteous interactions
- Provide free “technology stations” in all schools/libraries

- Promote “one stop” information services (211 for local health and social services..... libraries for information of all kinds, including local)
- Explore ways to reduce device usage and encourage increased personal interaction
- Develop and promote “Planning for Retirement” workshops

CONCLUSION

Information and Communication issues with corresponding suggestions and recommendations were discussed in all of the Gatherings and can be found in each of the Preliminary Reports. However, there was genuine concern expressed relative to the growing communication gap between generations.

Communication is integrally related to the human experience and wellbeing. As technology has developed and continues to evolve, the need for human contact has been replaced by “more efficient and accessible” technology.

Automated communication can lead to social isolation among all ages. Also more time is spent in learning and using associated techno-skills and replaces the development of social interaction skills. Seniors are a social generation that prioritizes social awareness and communication abilities.

Older adults expressed difficulty connecting with younger generations because they communicate online and with technology. Similarly, younger adults are more comfortable interacting with others online and are losing out on the benefits of in-person relations.

There is a concern regarding increased differences in abilities to communicate with this tech-driven cultural change in the generations following – the generations providing and delivering services to seniors, many of whom are technology-challenged. The challenge is to increase personal interaction possibilities for youth and to ensure seniors are comfortable with the use of technology when optimal.

Lessons Learned

“It is important to listen to and understand the voices of lived experience!”

“People don’t know what they don’t know until they have a need to know... and then they don’t know where to go!”

ADDITIONAL RESOURCES

Grand River Council on Aging

www.grcoa.ca – What is an Age-Friendly Community?

Click “Age-Friendly Planning” and then click “Other Age Friendly Planning”

www.grcoa.ca – “Age Friendly Planning” click on “Master Aging Plan”

- Master Aging Plan (MAP) – Strategic Plan for an Age-Friendly Community
- Implementation Recommendations
- Qualitative Evaluation

Age Friendly Community Summit Gathering Reports (Monitoring)

www.grcoa.ca “Age-Friendly Planning” and click on “Age Friendly Community Summit”

1. Outdoor Spaces & Buildings
2. Transportation
3. Social Participation
4. Civic Participation & Employment
5. Housing
6. Community Support & Health Services
7. Respect & Social Inclusion
8. Communication & Information

Community Impact Report

Ontario Age-Friendly Planning Initiatives

<http://agefriendlyontario.ca/age-friendly-communities>

- Age Friendly Community Planning Guide
- Age-Friendly Community Initiatives
- Research & Innovation
- Knowledge Exchange

World Health Organization

<http://www.who.int/ageing/age-friendly-world/en/>

<http://who.int/ageing/global-strategy/en/>

Age-Friendly /Dementia Friendly/Accessibility Planning

<http://www.aarp.org/livable-communities/network-age-friendly-communities/info-2016/dementia-friendly-communities.html>



GRAND RIVER COUNCIL ON AGING

The Grand River Council on Aging (GRCOA) is an incorporated non-profit organization with a mission to encourage the development of an age-friendly community.

It does this through listening to the “voices of lived experience” as expressed in forums, interviews and surveys and then “promoting the voices of seniors” as necessary when planning facilities, products and services. The community at large is educated through media, GRCOA web site, newspaper columns, public events, exhibitions and community activities.

Incorporated in 2010, the GRCOA monitors the progress on implementation of the 99 recommendations contained in the 2008 strategic **Plan** for an age-friendly community, the published Master Aging Plan for Brantford and Brant County. **Implementation** recommendations (2009) and **Evaluation** (2013) Reports have also been published and a **Monitoring** (2014) process implemented.....the four steps the World Health Organization has identified as necessary for an age-friendly community.

The Age-Friendly Community Summit process (2015 and 2016) consisted of eight community Gatherings and contributed to the Monitoring process in order to facilitate the updating of the Master Aging Plan recommendations and community planning.

CREATING AN AGE-FRIENDLY COMMUNITY

Written and produced by: Age Friendly Summit Core Planning Committee

Co-Chaired by Dave Levac, MPP Brant and the Grand River Council on Aging President, Lucy Marco

This document can be shared. We ask only that you acknowledge the source.

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Council on Aging**
Creating a Community for a Lifetime



**“Do not go where the path may lead.... go instead where there is no path and leave a trail.”
- Ralph Waldo Emerson, Poet**

VOICES OF LIVED EXPERIENCE

Members Core Planning Committee

- Anne Buchanan, Retiree
- Mary Burnett, Alzheimer Society
- Gary Chalk, Retiree
- Michelle Connor, City of Brantford
- Sarah Dredge, County of Brant
- Kerri Emberlin, Alzheimer Society
- Martina Esbaugh, MP Brantford-Brant Constituency Office
- Karen George, Retiree
- Alex Graham, City of Brantford
- Jim Harder, Retiree
- Jean Kincade, Retiree
- Dave Levac, MPP Brant – Co-Chair

- Lucy Marco, Retiree, President, Grand River Council on Aging – Co-Chair
- Lori Monture, Six Nations of the Grand Territory
- Sherri Pate, MPP Brant Constituency Office
- Kathy Poirier, Grand River Council on Aging
- Eva Salter, Ontario Ministry Representative
- Carrie Sinkowski, MPP Brant Constituency Office
- Sara Staysa, Retiree
- Peggy Wickham, Retiree

Special thanks go to the many guest Facilitators who assisted with the Gatherings.

**Dave
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