



*Building Tomorrow Together*



*City of Sarnia, 2016.*

## **COMMUNITY ACTION PLAN**

13/02/2017

Produced By: The Age-Friendly Sarnia Steering Committee



Applied Research  
& Innovation  
**Lambton**  
College



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**The Chris Dawson Centre**

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**Fairwinds Lodge**

**Love Adaptive Wear**

**Friends of the Cull Drain Bridge**

**Lambton Elderly Outreach**

**Family Counseling Centre**

**Shine at Home**

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**Alzheimer's Society**

**Lambton Public Library**

**Canadian Mental Health  
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**Lambton Mall**

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**Sarnia-Lambton This Week**

**Sarnia Journal**

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**North Lambton Community Health  
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## Executive Summary

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An age-friendly community supports active, healthy, and engaged living for people through all life stages and abilities, and fosters civic, economic, and social participation throughout the life course. In an effort to promote active ageing in the City of Sarnia the Age-Friendly Sarnia initiative was launched late 2015.

The world's population is getting older and living longer. Sarnia's population is also getting older; Sarnia's average age is approximately 4 years older than the provincial average, 46.7 and 42.3, respectively (Stats Can, 2016). According to a 2016 Ministry of Finance report, Ontario's population will grow by more than 30%, from 13.8 million in July of 2015 to 17.9 million by July 2041. Meanwhile, the proportion of the population aged 65+ will more than double over the same time period (Ontario Ministry of Finance, 2016). In light of these statistics, providing structures and services to support Sarnia residents' wellbeing and productivity has increased in importance.

The World Health Organization's Age-Friendly Communities Initiative provided an established process for identifying the gaps in communities and a means of eliminating those gaps. In an age-friendly city, policies, services, settings and structures need to support and enable people to age actively. Active ageing depends on a variety of influences or determinants that surround individuals, families and nations. It is essential that these determinants are understood from a life course perspective, because active ageing is a lifelong process.

***An age-friendly city is not just "elderly-friendly"***  
(World Health Organization, 2007).



*Tourism Sarnia Lambton, 2016.*



The Age-Friendly Sarnia Community Action Plan provides many recommendations for action across the 8 essential elements of an Age-Friendly Community defined by the World Health Organization's Age-Friendly Communities initiative, which include; Respect and Social Inclusion, Communication & Information, Transportation, Housing, Outdoor Spaces & Public Buildings, Social Participation, Civic Participation & Employment, and Community Support & Health Services. These recommendations cover various features of Sarnia's structures, environment, services and policies that reflect the determinants of active ageing.

Extensive consultation throughout Sarnia was conducted in order to ensure that statistically confident research was collected but also to ensure proportional representation across all demographic groups. In total, 1,200 participants provided feedback for the research helping to establish a strong foundation for creating an Age-Friendly Sarnia. Overall, it was found that while there were many improvements that can be made across the 8 essential elements, the majority of participants had a strong appreciation for the City of Sarnia. However, the most prevalent issues identified the need to improve the awareness of many essential services and structures available to residents in the community.

The priority recommendations proposed by the community involve the development of community partnerships. The Age-Friendly Sarnia Steering Committee (AFSSC) will be tasked with creating 8 sub-committees to assist in the further refinement and implementation of the proposed priority recommendations. All of which are designed to increase the Age-Friendly atmosphere of the City of Sarnia and to enhance the quality of life for all citizens.



*City of Sarnia, 2016.*

With sincere anticipation,

The Age-Friendly Sarnia Steering Committee  
February, 2017



## Age-Friendly Sarnia Background

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The Age-Friendly Sarnia initiative was launched in 2015 by the City of Sarnia. The Accessibility Coordinator for the City of Sarnia, with help from the Lambton Senior's Association, Lambton Public Health, and the Applied Research and Innovation Department at Lambton College, applied for funding from the Ontario Senior's Secretariat and Grants Ontario's "Age-Friendly Community Planning Grant". Once successful, the process of becoming recognized as an Age-Friendly community by the World Health Organization began.

Building the Age-Friendly Sarnia Steering Committee was paramount to the success of the Age-Friendly Sarnia initiative. Ensuring that key community organizations were involved including; city officials, public health and community social service representatives, academics from research and gerontology, leaders from local senior associations, local media representatives, and like-minded individuals within the community who wanted to participate and help make the City of Sarnia more age-friendly, was the first priority of the Age-Friendly Sarnia initiative.

The establishment of the Age-Friendly Sarnia Steering Committee was also integral to developing community wide "buy-in" of the Age-Friendly Sarnia initiative. This was a key challenge identified by other communities that had already gone through the Age-Friendly process. With this knowledge, one of the first assignments of the Age-Friendly Sarnia Steering Committee was to



*Tourism Sarnia Lambton, 2016.*

develop an Age-Friendly Sarnia Marketing and Communications Plan that encompassed the respective marketing strategies and materials needed to ensure community "buy-in" was developed and maintained throughout all phases of the Age-Friendly Sarnia project.

Guiding the process of creating community wide awareness and "buy-in" were the basic principles of participation and inclusion,

with the overall goal of creating an engaged community to help guide current and future steps of the Age-Friendly Sarnia project. So, it was



important to include older residents that represented the target 55+ demographic, as they would have a primary stake in the outcomes of the Age-Friendly process. Furthermore, including varying socio-economic groups, representatives from various cultural/ethnic groups, First Nations communities, LGBTQIP2SAA groups, people with solid knowledge of the community, and those who can support the process by providing voluntary time, space for meetings and activities, funds, and other resources were essential to the success of the Age-Friendly Sarnia initiative.

Two key challenges were identified early on by the AFSSC:

- 1) How should the term "Age-Friendly" be defined?
- 2) Why is the World Health Organization's Age-Friendly Communities initiative important to the City of Sarnia?

To understand the first challenge the AFSSC conducted a comprehensive literature review, including all of the World Health Organization Age-Friendly documentation, the Ontario Senior's Secretariat online resources (beginning with; the Age-Friendly Planning Guide) and over 30 Age-Friendly Community Action Plans (i.e. Hamilton, London, Cambridge, Waterloo, Windsor, Chatham, Ottawa, Thunder Bay, Brantford, Haliburton, etc.).

It was determined that the Age-Friendly Sarnia initiative should conduct research focused on the 55+ demographic to ensure consistency with other Age-Friendly recognized communities. However, the World Health Organization's document "Global Age-Friendly Cities: A Guide" also stated that, "An age-friendly city encourages active ageing" and that, "because active ageing is a lifelong process, an age-friendly city is not just "elderly-friendly". The World Health Organization's document goes further to explain that, "Barrier-free buildings and streets enhance the mobility and independence of people with disabilities, young as well as old. Secure neighbourhoods allow children, younger women and older people to venture outside in confidence to participate in physically active leisure and in social activities. Families experience less stress when their older members have the community support and health services they need. The whole community benefits from the participation of people of all ages in volunteer or paid work. Finally, the local economy profits from the patronage of adult consumers both young and old." The operative word in building an age-friendly community is "enablement" (World Health Organization, 2007). Therefore the Age-Friendly Steering Committee, following the basic principles of participation and inclusion, invited anyone in the community





who could provide their own consent, to complete the Age-Friendly Sarnia Community Survey or participate in the Age-Friendly Sarnia focus groups.

To better understand the second challenge the AFSSC analyzed Sarnia-Lambton Economic Partnership's Demographics Data from 2016 and a Statistics Canada 2016 report to identify that the median age of Sarnia is approximately 4 years older than the provincial average age; 46.7 to 42.3, respectively (Stats Can, 2016). Canadian census figures indicate that persons



Tourism Sarnia Lambton, 2016.

aged 60 and older made up 24% of the total population in 2011 and by 2031 will account for more than 34%. Meanwhile, in South Western Ontario, the 55+ demographic is projected to grow 58% by 2031 while the total population is only expected to grow 17.8% (Ontario Ministry of Finance, 2016).

Population ageing is requiring cities all over the world to create new or expanded services, programs and infrastructure to accommodate the needs of older adults. It is the goal of the World Health Organization and the cities that engage in this process, to enhance the quality of life as adults get older, providing health, participation and security opportunities. While many communities across Ontario have started going through the Age-Friendly process, 14 report having received the World Health Organization's Age-Friendly recognition. In total, over 50 communities across Ontario have launched Age-Friendly Community initiatives as of 2015. The City of Sarnia and the Age-Friendly Sarnia Steering Committee recognized the importance of this initiative and has followed the guidance of other Ontario communities that have already received the World Health Organization's Age-Friendly recognition.

The Age-Friendly Sarnia initiative's research phase took place from May, 2016 to September 2016. In order to maintain consistency with other communities it was determined that the research conducted would include



surveys, focus groups, and interviews with key stakeholders throughout the community. The research would lead to the development of the recommended priority action items that were presented at the “Age-Friendly Sarnia Community Summit”, which took place at the Lambton College Event Centre on Thursday, November 24<sup>th</sup>, 2016. This event was held to engage with community members, affording them the opportunity to provide further input regarding the recommended priority action items presented. With over 160 community stakeholders attending the event, the collected feedback and participant interaction indicated the event was a resounding success.

The conclusion of the “Community Summit” marked a milestone in the Age-Friendly Sarnia project, signifying the community’s approval of the respective community priorities. With the Age-Friendly Sarnia Community Summit complete, the Age-Friendly Sarnia Community Action Plan could now be finalized and delivered to city council for endorsement.



*Tourism Sarnia Lambton, 2016.*



## Research Methodology

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### **Research Objective**

One of the most difficult challenges with respect to conducting primary research is ensuring equal representation of all socio-demographic groups for whom the research will impact. The Age-Friendly Sarnia initiative was no different. Many communities that had undertaken the Age-Friendly Community initiative expressed concern with regards to under representation of specific socio-demographic groups. To address this problem the project research lead ensured;

- The equal representation of all socio-demographic groups within the community through the use of academic/scientific research design;
- The appropriate, respectful, and ethical treatment of all research participants/respondents was adhered to and directed by Lambton College's Research Ethics Board;
- The ethical due-diligence with respect to the development and application of research materials and tools;
- The appropriate/ethical use of research data as it pertained to the collection of research and re-distribution to all socio-demographic groups within the community.

The final research proposal application was put forth to the Lambton College Applied Research and Innovation Department for institutional approval, which was received on February 20<sup>th</sup>, 2016. A comprehensive 50 page Research Application to involve human participants was submitted to Lambton College's Research Ethics Board on February 27<sup>th</sup>, 2016. After initial application amendments and further review, the final approval was received on March 29<sup>th</sup>, 2016. This document provided the required research design and process that would be followed during the research collection phase of the Age-Friendly Sarnia Initiative which took place from May to September, 2016.

### **Research Design**

Research involved a comprehensive community assessment in order to adequately assess the 8 essential elements. The 8 essential elements focused on measuring the quality of life and community experience pertaining to Sarnia's target 55+ demographic.



**Through an assessment of 10 communities across Ontario (charted below) that had received the World Health Organization’s Age-Friendly recognition the Age-Friendly Sarnia Steering Committee identified the necessary research requirements that would need to be achieved to ensure statistically confident research was collected and proportional representation was achieved.**

Community	Total population of target Demographic	Total Survey Respondents	Resulting Sample Confidence
Chatham	33,600	613	98%
Hamilton	81,575	<b>700</b>	99%
Mississauga	165,645	400	96%
London	131,510	<b>670</b>	99%
Waterloo	114,265	300	90%
Ottawa	224,725	600	97%
Thunder bay	38,640	600	98%
Brantford	38,775	320	93%
Cambridge	30,130	131	70%
Windsor	91,065	200	80%
<b>Sarnia</b>	<b>27,893</b>	<b>838</b>	<b>99%</b>

(Data collected from portal; Ministry of Seniors Affairs, 2015)



Community	# of Focus Groups	# of In-Depth Interviews	# of questions in Survey	# of priority items
Chatham	14	NA	88	71
Hamilton	14	NA	153	42
Mississauga	10	NA	146	66
London	15	12	135	23
Waterloo	7	10	122	35
Ottawa	10	5	150+	74
Thunder bay	16	13	50	59
Brantford	12	15	72	99
Cambridge	12	10	Unavailable	36
Windsor	20	0	90	69
<b>Sarnia</b>	<b>26</b>	<b>11</b>	<b>98</b>	<b>49</b>

(Data collected from portal; Ministry of Seniors Affairs, 2015)

The above tables provided the benchmarks for ensuring that the Age-Friendly Sarnia research was successful. In total 838 surveys were received, with the 55+ demographic accounting for 719 survey respondents. This total surpassed the survey requirement of 650 by 188 and with respect to the 55+ demographic required response was surpassed by 69 responses. In total, 26 focus groups were conducted, engaging with 174 focus group participants. Each of the 8 essential elements accounted for 3 focus groups while the Community Health & Support Services and Communication & Information elements accounted for an additional focus group each. Lastly, 11 interviews were conducted with key stakeholders from the community covering all 8 essential elements of an Age-Friendly Community.



The exhaustive research conducted over the 5 month period resulted in over 1,000 community members providing input with regards to building the recommended priority action items that are proposed in this document, the Age-Friendly Sarnia Community Action Plan.



## **Age-Friendly Sarnia Steering Committee Priorities**

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The following Age-Friendly Project Priorities embodies the foundational values at the heart of the Age-Friendly Sarnia project and which are paramount to the Age-Friendly Sarnia Steering Committee's (A.F.S.S.C) motivation:

- I. LEAD**  
Provide guidance and oversee the Age-Friendly Sarnia initiative.
- II. ENGAGE**  
Consult community stakeholders to identify needs and opportunities for building an Age-Friendly Sarnia.
- III. BUILD**  
Develop an Age-Friendly Sarnia Action Plan based on the community consultation feedback.
- IV. INFORM**  
Present the Age-Friendly Sarnia Action Plan and initiate the process of implementation.

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***"The power of one man or one woman doing the right thing for the right reason, and at the right time, is the greatest influence in society."***

– Jack Kemp



## Age-Friendly Sarnia Action Plan

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The following Age-Friendly Sarnia Action plan is comprised of the community-identified priority action recommendations regarding each of the eight essential elements that create an age-friendly community. The Age-Friendly Sarnia Steering Committee priorities direct the implementation of the Age-Friendly Sarnia Action Plan to help create a community that supports and enables each community member to actively age in the City of Sarnia.

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### Age-Friendly Sarnia's Vision:

*Sarnia will be a community that supports the well-being of an aging population through inclusiveness, dignity, respect and opportunity.*

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### Age-Friendly Sarnia's Mission:

Through community consultation, Age-Friendly Sarnia will develop a plan to create a vibrant community that supports healthy and active aging in accordance with the World Health Organization's eight essential elements of an Age-Friendly Community:

- 1) **Housing** is affordable, appropriately located, well built, well designed and secure.
- 2) Public **transportation** is accessible and affordable.
- 3) **Outdoor spaces and public buildings** are pleasant, clean, secure and physically accessible.
- 4) **Community support and health services** are customized and tailored to all persons' needs.
- 5) All **communication and information** is easily and readily available.
- 6) Opportunities for **employment and volunteerism** cater to any person's interests and abilities.
- 7) People of all ages are **treated with respect and are included** in civic life.
- 8) Opportunities are available for **social participation** in leisure, social, cultural and spiritual activities with people of all ages and cultures.





## Developing the Age-Friendly Sarnia Action Plan

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The City of Sarnia has been working in partnership with the Lambton College Applied Research and Innovation Department to develop Sarnia's Age-Friendly Community Action Plan. Lambton College Applied Research and Innovation Department was recognized as a national leader in applied research, taking the top spot in Ontario and third in Canada, according to Research Infosource Inc., which released its annual list of Canada's Top 50 Research Colleges on November 3<sup>rd</sup>, 2016 (Kloet, 2016). Maintaining the partnership with Lambton College will be important to ensure the successful implementation of the Community Action Plan.

The Age-Friendly Sarnia Steering Committee has also identified the following governing priorities which are paramount to the successful implementation of the Age-Friendly Sarnia Action Plan;

### **Age-Friendly Sarnia Governance**

**I) Designate an age-friendly implementation coordinator** to be a dedicated 'age-friendly' person for overseeing the Community Action Plan implementation, communication with various stakeholders, trends and gap monitoring, and compiling all age-friendly related information.

**II) Create 8 Ad Hoc Committees**, with respect to each of the 8 essential elements, to review Age-Friendly models in other communities and best practices, and to oversee the implementation of the Age-Friendly Sarnia Action plan recommendations. (All Ad Hoc Committees will be overseen by the Age-Friendly Sarnia Steering Committee & the designated Age-Friendly coordinator.)

**III) Create an annual report card** to evaluate the progress of the Age-Friendly Sarnia Initiative and maintain the Age-Friendly Community recognition.

The priorities that follow are preliminary and require refinement by the 8 element sub-committees. Implementation plans must be developed to ensure the priorities are robust and measureable. The Age-Friendly Communities initiative is founded on continuous improvement. As such, the Age-Friendly Sarnia Action Plan should be considered a "living" document.



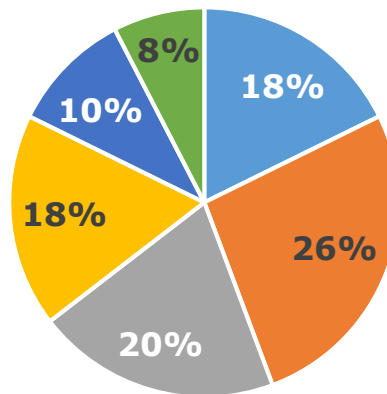
## Respect and Social Inclusion



community of respect and social inclusion (CECCO, 2016).

In 2016, Canada ranked 2<sup>nd</sup> globally with respect to social progress, according to the global Social Progress Index. Yet many individuals, particularly those in marginalized groups, do not enjoy full participation in the economic, social, cultural and political dimensions of their communities. An Age-friendly community that recognizes and includes various sexual minorities, youth and seniors, those with disabilities, and visible minorities promotes a

### TOP RECOMMENDATION AREAS



- Marginalized Discrimination & Respect
- Customer Service
- City Council and Staff Training & Education
- Older Residents Recognition and Inclusion
- City Involving Community
- Other



## COMMUNITY COMMENTS

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**“Social service users feel inadequate, it is an un-dignifying experience at times, and volunteers need to help these individuals feel less inadequate upon arrival.”**

*-Sarnia Focus Group Participant*

**“Beyond ‘Remembrance Day’ it is difficult to think of other examples of recognition for our older residents.”**

*-Sarnia Focus Group Participant*

**“I feel that we don't use the knowledge of our seniors at all and it's a shame! Our seniors have knowledge & wisdom to pass on.”**

*-Sarnia Survey Respondent Comment*



*Tourism Sarnia Lambton, 2016.*

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### Community Summit Top Priority Importance (261 Responses across 12 priorities)

Improving inclusion of minority groups in community initiatives

**(39/261 = 15%)**

Improve voluntary intergenerational educational opportunities

**(31/261 = 12%)**

Create a community-wide culture of exceptional service

**(29/261 = 11%)**



**RESPECT & SOCIAL INCLUSION**

**OBJECTIVE:** Citizens of all ages and those from diverse backgrounds feel respected, included and welcomed in Sarnia.

**INDICATORS:**

- I) Participants in age-friendly programming report high levels of; satisfaction, respect and inclusion.
- II) Increased levels of participation among minority populations.
- III) Increased community understanding of the importance of respect and inclusion for all citizens.

Priorities	Timeline	Potential Stakeholders
<p><b>1)</b> Advocate for all Sarnia programs and services to survey participant satisfaction of their respective programs and services.</p>	<p>First 3 Years</p>	<p>Community service organizations, Strangway</p>
<p><b>2)</b> Promote “age-friendly ambassadors” for the Age-Friendly Sarnia Action Plan and implementation committees. Advocate for the formalized practice of welcoming new members of the community and introducing them to other “age-friendly ambassadors”. Ensure there is “social space” for “age-friendly ambassadors” to gather informally in recreation facilities.</p>	<p>First 2 Years</p>	<p>Respect and Social Inclusion sub-committee</p>
<p><b>3)</b> Advocate for improved inclusiveness with all minorities, and explore relationship building activities with the various minority groups to determine interests and desired levels of involvement in age-friendly initiatives.</p>	<p>First 3 Years</p>	<p>City of Sarnia, LIP, organizations that represent diverse community groups, Respect and Social Inclusion sub-committee</p>
<p><b>4)</b> Continue to expand the current education and training being adopted throughout the City; with regards to accessibility, human rights, respect and responsible behaviors at work to ensure build a culture of exceptional service in our community.</p>	<p>First 3 Years</p>	<p>City of Sarnia, Lambton College, other training and education providers</p>



**RESPECT & SOCIAL INCLUSION**

<p><b>5)</b> Identify and inventory events that recognize accomplishments of seniors in the community; increase the profile of events recognizing the accomplishments of seniors; and advocate to have a seniors category added to the Sarnia Accessibility Awards and other community recognition initiatives</p>	<p>First 2 Years</p>	<p>Sarnia Accessibility Advisory Committee, other community organizations that recognize individual accomplishment</p>
<p><b>6)</b> Explore the development of an Age-Friendly recognition program for agencies, organizations and service providers that demonstrate age-friendly policies and actions, including;</p> <ul style="list-style-type: none"> <li>i)Age-Friendly Businesses</li> <li>ii)Age-Friendly Transportation services</li> <li>iii)Age-Friendly Housing</li> </ul>	<p>First 2 Years</p>	<p>City of Sarnia, AFSSC, Breaking Barriers to Business, Respect and Social Inclusion sub-committee, other community stakeholders</p>



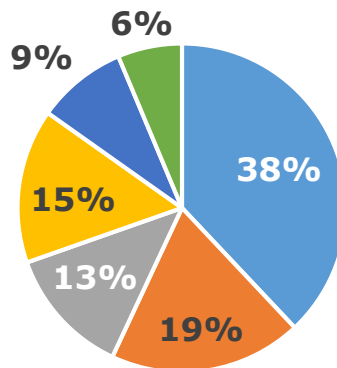
## Communication and Information



An understanding of place is fundamental to the concept of livability, including communication and information related aspects of livability. Information today is delivered in ever changing ways and despite the many advances to how we access information there are still many people who lack the knowledge and ability to successfully access various information systems. As Internet accessibility continues to improve,

88.5% household penetration as of 2016, it is increasingly important for Age-friendly communities to ensure that information can be easily accessible, understood and readily available for everyone. (Internet Live Stats, 2016)

### TOP RECOMMENDATION AREAS



- Single Centralized Source
- Signage & Information
- Information Directory Assistance
- AODA / User-Friendliness
- Coordinated media efforts
- Other



## COMMUNITY COMMENTS

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**“There are too many access points, there isn’t a centralized access point for information. It would make it a lot easier to find the information I’m looking for.”**

*-Sarnia Focus Group Participant*

**“Point Edward has visible/readable street signs – Sarnia does not!”**

*-Sarnia Focus Group Participant*

**“Reading through this survey makes me realize I am not as knowledgeable/aware of a lot of things in Sarnia as I previously thought, which makes me also think I'm more (self) isolated than I thought.”**

*-Sarnia Survey Respondent Comment*



*Lambton College, 2016.*

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### Community Summit Top Priority Importance

**(256 Responses across 14 priorities)**

Information navigation peer-to-peer support/training

**(31/256 = 12%)**

Improve information access/centralization

**(48/256 = 19%)**

Establish new way-finding signage and information

**(26/256 = 10%)**



**COMMUNICATION & INFORMATION**

**OBJECTIVE:** Information is readily available for all citizens in a variety of formats and they know how to access it.

**INDICATORS:**

- I) Residents report increased awareness of programs and services in the community and how to access them.
- II) Residents indicate information is easily understood and accessible.
- III) Increased partnerships and collaboration to disseminate information to the community.

Priorities	Timeline	Potential Stakeholders
<p><b>1)</b> Continue to improve a one-stop-shop directory, accessible online, information pamphlet and via telephone, where all persons can get resources and assistance, including access to information regarding;</p> <ul style="list-style-type: none"> <li>i)Public and alternate transportation services</li> <li>ii)Housing information, including financial assistance</li> <li>iii)Outdoor Spaces and Public Building locations</li> <li>iv)Social Participation Activities and events</li> <li>v)Volunteer and Civic participation opportunities</li> <li>vi)Community Support and Health Services</li> </ul>	First 3 years	City of Sarnia, Sarnia 2-1-1, Communication and Information sub-committee
<p><b>2)</b> Encourage local television and radio stations to devote time for age-friendly programming and advertising. Engage local newspapers to provide advertising of age-friendly activities. Explore the possibility of publishing a senior’s magazine with local media.</p>	First 3 Years	Communication and Information sub-committee, local media organizations
<p><b>3)</b> Promote partnerships with community organizations that expand programs to include electronic information, literacy programming, and focusing on Internet awareness and use.</p>	First Year	County of Lambton, Communication and Information sub-committee





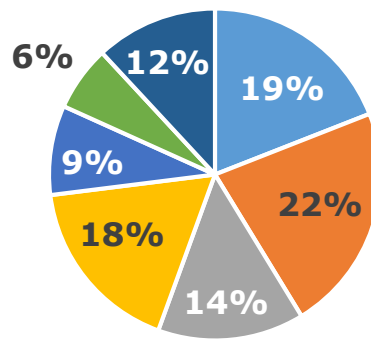
## Transportation



Sarnia is primarily an auto-centric community. However, driving isn't the only way to get around; for those who choose to use public transportation, they need to be provided with a variety of options to traverse throughout the city of Sarnia. The condition and design of transportation-related infrastructure such as signage, traffic lights and sidewalks also affects our personal mobility. Age-friendly communities ensure access to reliable, affordable public transit and other travel

options while also ensuring navigational support infrastructure is in place to improve overall safety and efficiency of transportation in the community.

### TOP RECOMMENDATION AREAS



- Bikes & Bike Lanes
- Bus Availability / Infrequency
- Bus Affordability
- Public Transportation Information & Communication
- Transportation Signage / Visibility
- Accessibility
- other



## COMMUNITY COMMENTS

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**“Future city development needs to consider creating bike lanes. (I) know many cyclists in the community, but even non-cyclists I’ve spoken to have said they would be likely to ride their bike more if lanes were available.”**

*-Sarnia Focus Group Participant*

**“Street signs and sign visibility needs to be improved, it’s very hard to find things for newcomers.”**

*-Sarnia Focus Group Participant*

**“Bus routes and frequencies are not always adequate or timely enough to be an incentive to leave the car at home. I would rather walk.”**

*-Sarnia Survey Respondent Comment*



*Tourism Sarnia Lambton, 2016.*

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### **Community Summit Top Priority Importance (314 Responses across 14 priorities)**

Improved safety for mobility devices including; bikes, e-bikes, scooters, etc.

**(47/314 = 15%)**

Increased route coverage/access

**(42/314 = 13%)**

Unlimited ride one-day & weekly bus pass

**(35/314 = 11%)**



## TRANSPORTATION

**OBJECTIVE:** To provide a variety of transportation options that are accessible, affordable, and support the needs of residents to move throughout the city.

**INDICATORS:**

- I) Residents identify improved; availability, affordability, awareness and access to varying forms of transportation.
- II) Residents indicate improved amenities that support transportation infrastructure.

Priorities	Timeline	Potential Stakeholders
<p><b>1)</b>Public and alternate transportation options are communicated to the entire community through distribution of a household information publication (i.e. pamphlet attached alongside recycling calendar)</p>	<p>First 3 years</p>	<p>City of Sarnia, local transportation service providers</p>
<p><b>2)</b>Review the city’s Transportation Master Plan and assist in the development of an implementation strategy that includes the following; Care-A-Van service improvements, route coverage, bike lanes, parking, etc.</p>	<p>First 3 years</p>	<p>City of Sarnia, Transportation sub-committee, Blue Water Trails committee</p>
<p><b>3)</b>Provide information and communication regarding safety, proper use and operation with regards to each of the following; bikes, e-bikes, scooters, electric wheelchairs, etc.</p>	<p>First 3 years</p>	<p>Transportation sub-committee            Accessibility committee            Sarnia Police            Local cycling advocates            Bike Friendly Lambton</p>



## TRANSPORTATION

<p><b>4)</b> Explore the feasibility of and provide options to Council for improving affordability of bus fares by offering special ridership rates (i.e. an unlimited ride one-day pass, weekly bus fare, etc.)</p>	<p>First 3 years</p>	<p>City of Sarnia , Transportation sub- committee, Transit Accessibility Advisory Committee</p>
<p><b>5)</b> Increase the number of locations where people can purchase bus passes (i.e. Lambton College, Lambton Mall, Northgate Mall, Bayside Centre, online, etc.).</p>	<p>First 3 Years</p>	<p>City of Sarnia, Transit Accessibility Advisory Committee</p>
<p><b>6)</b> Investigate the existing system to improve amenities at bus stops in order to make Sarnia public transportation more accessible and inclusive (i.e. benches, shelters, information displays on schedules and rates, etc.)</p>	<p>First 3 Years</p>	<p>City of Sarnia, Transportation sub- committee</p>



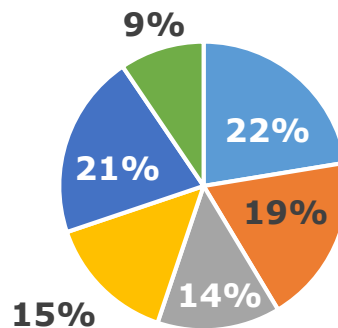
## Housing



Aging in place is desirable for individuals and the community. The increased popularity of alternative living options such as shared and communal housing demands that municipal governments and community housing organizations advocate for federal and provincial government support of new social housing developments. With more than, 630,000 social housing units funded by the federal government it is difficult to receive the federal government support needed to

increase the number of social housing units. Age-friendly communities that ensure the availability of appropriate, affordable housing that incorporates adaptive or universal design features will be essential for many of us to continue living independently in our community (CMHC, 2009).

### TOP RECOMMENDATION AREAS



- Social Housing Lists / Waiting Lists
- Age-In-Place Supports
- Financial Support / Housing Affordability
- Centralization of Housing Information
- Maintenance Services
- Other



## **COMMUNITY COMMENTS**

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**“Many people are afraid of change and would prefer to stay at home than find accommodating and accessible housing. Social workers need to adapt to people who want to stay in their homes.”**

*-Sarnia Focus Group Participant*

**“There is a lack of awareness and information regarding housing renovation services/maintenance services. Very difficult to find and hire quality services.”**

*-Sarnia Focus Group Participant*

**“The waiting list for social housing is very long and would suggest that more of it (social housing options) is needed.”**

*-Sarnia Survey Respondent Comment*



*Steeves & Rozema, 2016.*

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### **Community Summit Top Priority Importance (305 Responses across 12 priorities)**

Create more affordable housing and reduce waiting lists for social housing

**(44/305 = 15%)**

Organize affordable maintenance services for minor house repairs and jobs

**(44/305 = 15%)**

Identify and promote housing grants, loans, and economic support programs

**(34/305 = 11%)**



**HOUSING**

**OBJECTIVE:** Citizens of Sarnia are provided with a variety of housing options to meet their needs and circumstances.

**INDICATORS:**

- I) Residents report an increased ability to remain in their current residence (should they wish to).
- II) Residents indicate increased knowledge of housing options and supports to access them.
- III) Increased community awareness of the importance of providing accessible and affordable housing options.

Priorities	Timeline	Potential Stakeholders
<p><b>1)</b> Identify and promote services and programs available that assist all adults in finding and hiring maintenance services for minor house repairs and jobs around the house.</p>	<p>First 3 Years</p>	<p>Local housing service providers, Housing sub-committee</p>
<p><b>2)</b> Encourage the use of an “Age-In-Place Safety Audit” focusing on structural elements of a community for all housing developments e.g. benches, lighting, quality of pavement and accessibility features in and outside of the home.</p>	<p>First 3 Years</p>	<p>County of Lambton, Local Housing service providers, Housing sub-committee, City of Sarnia Planning Department</p>
<p><b>3)</b> Communicate the availability of various housing and community grants, loans, and financial support programs that help people buy, rent, or maintain a residence, and offer public information sessions to learn about in-home supports, retirement homes, assisted living and long-term care options. (i.e. Ontario Renovates Program for Homeowners, CMHA grants).</p>	<p>First 3 Years</p>	<p>County of Lambton, Local Housing service providers, Housing sub-committee</p>
<p><b>4)</b> Promote a “age-friendly living recognition program” to encourage landlords to install adaptations (grab bars, modified door handles, etc.) upon request, at cost to the tenant and to create common space and</p>	<p>First 3 Years</p>	<p>County of Lambton, Local Housing service providers, Housing sub-committee</p>



Community Action Plan

**HOUSING**

opportunities for information sharing (i.e., apartment bulletin board, newsletters)		
<b>5)</b> Support the County of Lambton’s 10 year Housing & Homelessness Plan.	First 3 Years	County of Lambton, Local Housing service providers, Housing sub-committee, CHIN (Community Homelessness Initiatives Network)
<b>6)</b> Advocate to all levels of government for a reduction of waiting time for long term care in the community.	First 3 Years	Housing sub-committee, AFSSC





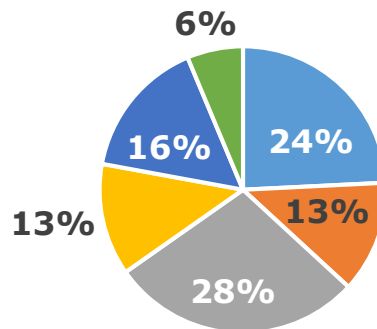
## Outdoor Spaces and Public Buildings



Personal connections with the outside world are powerful. These connections are critical to our health and social well-being. They support our vitality and creativity, and they encourage ties with the land and engagement in the community. With millions of Canadians at risk for serious long-term health problems due to Vitamin D deficiencies and issues like chronic stress and

anxiety which cost millions in lost workplace productivity annually, it is increasingly important for communities to create outdoor spaces and public buildings that encourage engagement and involvement in community life (Parks Canada, 2014).

### TOP RECOMMENDATION AREAS



- Washrooms & Facilities
- Traffic Lights & Crossings
- Sidewalk and Pathway Maintenance
- Signage and Information
- Park Green Space and Cleanliness
- Other



## COMMUNITY COMMENTS

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**“Green spaces are very well kept, well-maintained, preserved, beautiful, peaceful, well located, and abundant! Let’s not lose that!”**

*-Sarnia Focus Group Participant*

**“Public toilets need improved signage or promotion because sometimes people don’t know where they can be found.”**

*-Sarnia Focus Group Participant*

**“I know that work is being done to make sidewalks more user friendly for people with walkers or wheelchairs but more still needs to be done.”**

*-Sarnia Survey Respondent Comment*



*E. Branton, 2016.*

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### Community Summit Top Priority Importance (282 Responses across 12 priorities)

Ensure all sidewalks are safe and accessible

**(55/282 = 20%)**

Improve crosswalk safety

**(33/282 = 12%)**

Establish a “Keep Green” Initiative to maintain green spaces in Sarnia

**(31/282 = 11%)**



**OUTDOOR SPACES & PUBLIC BUILDINGS**

**OBJECTIVE:** Physical spaces are accessible, inviting, safe and well-maintained to encourage engagement by all residents living in the community.

**INDICATORS:**

- I) Increase in the use of universal design principles in all public spaces.
- II) Residents report increased levels of accessibility, safety and comfort in outdoor spaces and public buildings.

Priorities	Timeline	Potential Stakeholders
<p><b>1)</b> Engage with the public to identify outdoor space improvements regarding universal design standards. i.e. identify locations where benches are needed and purchase age-friendly benches, while also identifying ways for the community to reuse/relocate under-utilized benches from other locations.</p>	First 3 Years	City of Sarnia, Outdoor Spaces and Public Buildings sub-committee, other community stakeholders
<p><b>2)</b> Promote and assist with the implementation of the City’s Multi-Year Accessibility Plan in partnership with community stakeholders and local businesses.</p>	First 3 Years	City of Sarnia, Outdoor Spaces and Public Buildings sub-committee, Accessibility Advisory Committee
<p><b>3)</b> Engage with the public to identify improvements to outdoor spaces and public buildings;</p> <ul style="list-style-type: none"> <li>i. Evaluate the timing of crosswalk lights at major intersections throughout the city.</li> <li>ii. Evaluate the effectiveness of existing crosswalks, identify the need for new crosswalks, and investigate opportunities to relocate underutilized infrastructure to new locations.</li> </ul>	First 3 Years	City of Sarnia, Outdoor Spaces and Public Buildings sub-committee  Sarnia Police, other community stakeholders



**OUTDOOR SPACES & PUBLIC BUILDINGS**

<p>iii. Improve access and availability to public washrooms</p> <p>iv. Support the development of an effective communication strategy to improve and publicly promote way-finding signage, regarding;</p> <ul style="list-style-type: none"> <li>• active transportation infrastructure for paths and sidewalks;</li> <li>• landmarks and places of interest signage;</li> <li>• pathways, trails and environmental cues;</li> <li>• a local businesses network of public washrooms open to non-patrons.</li> </ul>		
<p><b>4)</b> Support and promote events focused on safety and crime prevention throughout the city of Sarnia.</p>	<p>First 3 Years</p>	<p>Sarnia Police, Outdoor Spaces and Public Buildings sub-committee, Elder Abuse Prevention group, Crime Stoppers</p>
<p><b>5)</b> Promote a “Keep Green” initiative to maintain clean parks and green space in the community. (i.e. signage, Parks &amp; Rec)</p>	<p>First Year</p>	<p>City of Sarnia, Outdoor Spaces and Public Buildings sub-committee</p>
<p><b>6)</b> Explore Age-Friendly Park Design in all parks. Develop and promote the “Adopt a Park” and “Adopt-a-Bench” programs in order to improve park maintenance/accessibility through recognizing corporate sponsor(s) with Age-Friendly Business recognition.</p>	<p>First 3 Years</p>	<p>City of Sarnia, Outdoor Spaces and Public Buildings sub-committee, other community organizations, community union associations</p>



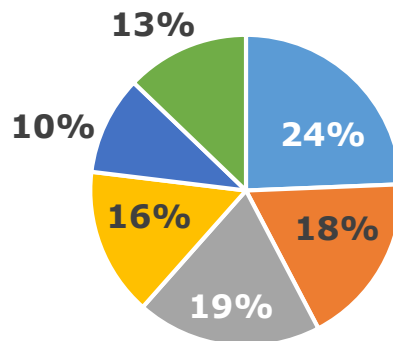
## Social Participation



Regardless of age, loneliness can be as debilitating as having a chronic illness or disease. Sadness and isolation can be combatted by the availability of accessible, affordable and enjoyable social activities. Research on social participation has demonstrated wide-ranging benefits for older adults, including: living longer, enhanced quality of life, decreased risk of cognitive decline, and decreased risk of depression to

name a few. Age-friendly communities that ensure social participation opportunities are widely available and accessible, provide a critical component to improving the health and well-being of its community members.

### TOP RECOMMENDATION AREAS



- Listing of Social Events / Directory of Activities
- Affordability of Events
- College Activities / Courses
- Reducing Social Isolation / Making Events Fully Inclusive
- Assistance in Event Coordination
- Other



## COMMUNITY COMMENTS

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**“More organizations need to offer classes and coordinate access to space. Volunteer organizations need to coordinate with community centres such as Strangway.”**

*-Sarnia Focus Group Participant*

**“Can Strangway be expanded or can there be other community centres created and make these locations more affordable?”**

*-Sarnia Focus Group Participant*

**“Would be nice for youth to have programs and places to go to for activities. Bluewater Fun Park closed, Rib-fest gone, Bay-fest gone, no family fun centers, not many places to take children to interact and play.”**

*-Sarnia Survey Respondent Comment*



*Tourism Sarnia Lambton, 2016.*

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### Community Summit Top Priority Importance

**(291 Responses across 13 priorities)**

Improve access to affordable recreation programs

**(38/291 = 13%)**

Create affordable continuing education opportunities

**(28/291 = 10%)**

Improve communication and access to events to reduce social isolation

**(28/291 = 10%)**



## SOCIAL PARTICIPATION

**OBJECTIVE:** Social participation opportunities are widely available and accessible to all members of the Sarnia community that provide a critical component to improving health and well-being.

**INDICATORS:**

- I) Residents indicate an increased number of events and programs that cater to their interests.
- II) Residents indicate engagement across various social, leisure, cultural, and spiritual events.
- III) Event coordinators report improved support and collaboration in the delivery of varying events.

Priorities	Timeline	Potential Stakeholders
1) Provide education and resources to build capacity amongst event coordinators for planning inclusive events (i.e. scheduling appropriate event times, encouraging adequate transportation services, promotion, routes, hours of operation, cost, etc.)	First Year	City of Sarnia, Social Participation sub-committee
2) Collaborate with Lambton College and other educational institutions to offer age-friendly educational opportunities such as affordable continuing education courses, i.e. after-hours courses, online education, etc. Investigate the potential utilization of unused College facilities at a discounted rate for external service providers.	First 3 Years	Lambton College, County of Lambton, Social Participation sub-committee, Other educational institutions and community organizations
3) Promote adults' recreation programs that offer a variety of stimulating options including fitness classes, social opportunities, excursions, workshops, luncheons and special interest clubs.	First 2 Years	Strangway, Social Participation sub-committee, other community organizations
4) Engage local media in the promotion of events through up-to-date lists of community event calendars, and other promotional resources. Identify	First 3 Years	Local media organizations, Social



**SOCIAL PARTICIPATION**

media outlets that provide free advertising/promotion for “age-friendly” news and information.		Participation sub-committee
<b>5)</b> Identify and catalogue all free events offered throughout the City of Sarnia and determine potential opportunities to expand the provision of free community events. (i.e. drop-in socializing time at community centres and programs designed for economically disadvantaged adults to access community recreation programs.)	First 3 Years	City of Sarnia, County of Lambton, Local media organizations, Sarnia 2-1-1, Social Participation sub-committee



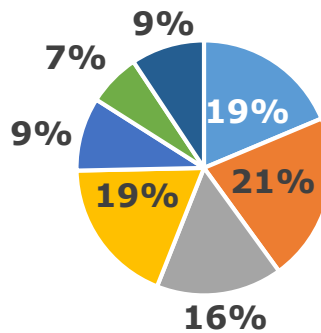


### Civic Participation and Employment

Civic engagement and employment includes both; the type of employment that supports our day-to-day life and our involvement in aspects of community life that extend beyond our day-to-day activities, such as volunteering, becoming politically active, voting or working on committees. An age-friendly community provides ways for people of all ages to continue to

work for pay as well as be able to volunteer their skills and be actively engaged in community life.

### TOP RECOMMENDATION AREAS



- Transitioning / Progressive Employment Opportunities
- Single Source for Identifying Opportunities
- Entrepreneurship Support
- Volunteer Opportunities
- Diversification / Varying Opportunities
- Network Opportunities
- Other



## COMMUNITY COMMENTS

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**“I wish there was a better variety of volunteer, committee, board opportunities.”**

*-Sarnia Focus Group Participant*

**“There is a perceived lack of accessibility or awareness to services for entrepreneurship opportunities or support.”**

*-Sarnia Focus Group Participant*

**“If we want Sarnia to thrive, to grow and be modern, it is equally important that families live here and work here too. We need opportunities for our youth and to be able to sustain our millennials too!”**

*-Sarnia Survey Respondent Comment*



*Lambton College Marketing Dept., 2016.*

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### Community Summit Top Priority Importance

**(283 Responses across 8 priorities)**

Intergenerational volunteer opportunities

**(61/283 = 22%)**

Increase progressive volunteer and employment practices

**(47/283 = 17%)**

Increase inclusion for city committee involvement

**(35/283 = 12%)**



**CIVIC PARTICIPATION & EMPLOYMENT**

**OBJECTIVE:** Employment and civic participation opportunities are fully-inclusive, abundant, and invest in the citizens of Sarnia to support both its economic and civil growth.

**INDICATORS:**

- I) Residents report an increased ability to participate in civic participation opportunities.
- II) Residents indicate increased employment opportunities that exist for older adults who wish to work rather than retire within the community.
- III) Residents report increased supports and acknowledgments for an aging workforce within the community.
- IV) Increase in number of older adults who participate on municipal committees/boards, etc.

Priorities	Timeline	Potential Stakeholders
<p><b>1)</b> Engage with volunteer organizations to adapt volunteer opportunities and provide guidance with respect to offering; flexible scheduling, volunteer-job sharing and intergenerational mentorship opportunities.</p>	<p>First 3 Years</p>	<p>Chamber of Commerce, Volunteer Coordinators, Civic Participation and Employment sub-committee</p>
<p><b>2)</b> Encourage/recognize the use of progressive employment practices (i.e. Human Resource Policies and Procedures) that support non-discrimination, apply accessibility standards and promote the social inclusion of people of all ages.</p> <p>(i.e. "Top 10 Employers in Sarnia" identified through a poll/survey, Age-Friendly Business recognition)</p>	<p>First 3 Years</p>	<p>Chamber of Commerce, SLWDB, Civic Participation and Employment sub-committee</p>
<p><b>3)</b> Collaborate with the existing entrepreneurship network in Sarnia to;</p> <ul style="list-style-type: none"> <li>i) Promote Sarnia's entrepreneurship resource network</li> <li>ii) Implement workshops for all ages, focused on how to start a business, or to create other learning opportunities.</li> </ul>	<p>First 3 Years</p>	<p>Civic Participation and Employment sub-committee, Entrepreneurship network members,</p>



**CIVIC PARTICIPATION & EMPLOYMENT**

<p>iii) Provide age-specific job search training and promote existing programs (resume writing skills, completing application forms, computer skills and interview skills).  iv) Communicate financial assistance supports for all ages seeking to develop their own business.</p>		<p>SLWDB,  Chamber of Commerce</p>
<p><b>4)</b> Promote city committee involvement with specific organizations to ensure inclusion of wider perspectives (i.e. low income, physical abilities, and age-range) and create opportunities for input on council’s decision making process.</p>	<p>First 3 Years</p>	<p>City of Sarnia, Civic Participation and Employment sub-committee, other community stakeholders</p>
<p><b>5)</b> Explore the development of programs for adults to train and mentor youth, potentially in schools, about the importance of civic participation and responsibility.</p>	<p>First 3 Years</p>	<p>SLWDB, Civic Participation and Employment sub-committee, other community organizations, school boards(SCCSB, LKDSB)</p>



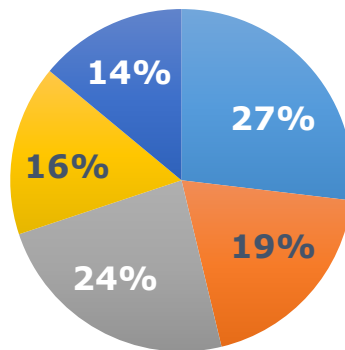
## Community Support and Health Services



A 2016 Health Quality Ontario report highlighted the increased importance for community support and health services to increase their collaboration with each other. The report concluded that many community support services exist but health care providers' lack of understanding of these supports leads to these services not being referred. Age-Friendly Support and Health Services must share resources required to effectively communicate and share data with

each other in order to more effectively serve the community (Ontario Community Support Association, 2016).

### TOP RECOMMENDATION AREAS



- Awareness and Communication of Services
- Affordability of Health Services
- Coordination and Connectivity of Service Providers
- Ageing Transitioning Education
- Other



## COMMUNITY COMMENTS

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**“Could there be a walk-in clinic option at the new Health & Research innovation centre being built at Lambton College that provides acute care?”**

*-Sarnia Focus Group Participant*

**“Lessen economic barriers for all community members in order to increase accessibility to needed services.”**

*-Sarnia Focus Group Participant*

**“Sarnia needs better access to after-hours health care, i.e. walk-in-clinics as opposed to only having hospital emergency room.”**

*-Sarnia Survey Respondent Comment*



*Tourism Sarnia Lambton, 2016.*

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## Community Summit Top Priority Importance

**(278 Responses across 14 priorities)**

Expand mental health supports

**(43/278 = 16%)**

Advocate to higher levels of government for federally funded long-term care

**(29/278 = 11%)**

Improve support services to reduce the risk of social isolation

**(27/278 = 10%)**



**COMMUNITY SUPPORT & HEALTH SERVICES**

**OBJECTIVE 1:** Increase awareness of, and access to, community supports and health services that enable Sarnia residents to "age-in-place".

**INDICATORS:**

- I) People are aware of available supports and health services in the community and how to access them.
- II) Aging adults indicate clear and accessible information is available about community supports and health services.
- III) Aging adults report that community supports and health services meet their needs.

Priorities	Timeline	Potential Stakeholders
<p><b>1)</b> Introduce systems navigation support for information sharing to assist caregivers and care providers on the range of services, programs and providers in the community.</p>	<p>First 3 Years</p>	<p>Hospital, SIN, AFSSC Erie St.Clair, LHIN, Community Support and Health Services sub-committee</p>
<p><b>2)</b> Promote options for all adults that enable them to connect with health care professionals from the comfort of their own home and investigate methods to better identify and target the needs of individuals both at risk of isolation and isolated individuals. (i.e. peer-to-peer programs, free/low cost teleconference programs, educational seminars/lectures, brain stimulating and other fun and engaging activities)</p>	<p>First 3 Years</p>	<p>Family Counselling Centre, LEO, County Housing Department, Social Service Network, LHIN, CMHA, Lambton Public Health, Community Support and Health Services sub-committee</p>
<p><b>3)</b> Seek opportunities to partner with community organizations to develop a volunteer snow removal, yard maintenance program for older adults.</p>	<p>First 3 Years</p>	<p>Community Support and Health Services sub-committee, other community stakeholders</p>



**COMMUNITY SUPPORT & HEALTH SERVICES**

**4)** Work with key decision makers and influencers (i.e. elected officials) to advocate the need for expanded supports and funding for health and community services to support an aging population.

First 3 Years

CARP, LSA, CMHA, Alzheimer’s Society, Community Support and Health Services sub-committee

**OBJECTIVE 2:** Build capacity for health promotion, self-managed care and improved client care in our community to help people experience greater quality of life and independence as they age.

**INDICATORS:**

- I) Increase in service professionals’ skills and understanding to communicate and effectively serve aging adults in the community.
- II) Health service users indicate an increased knowledge of health related age-friendly programming.
- III) Health service users identify increased quality of life and ability to live independently.

Priorities	Timeline	Stakeholders Involved
<p><b>1)</b> Research best practices and advocate for an education series on self-managed healthcare for both retirees and transitioning adults (“Aging preparation for prosperity”) and advocate the development of service provider/agency model of care for homebound and frail adults.</p>	<p>First 3 Years</p>	<p>Ontario Seniors Secretariat, Lambton College, CCAA, LHIN (Falls Prevention Network), CCAC, Community Support and Health Services sub-committee</p>
<p><b>2)</b> Encourage best practices of Community support and Health Care providers’ customer service and sensitivity training programs, to promote consistency of training of front-line staff.</p>	<p>First 3 Years</p>	<p>LHIN, private home health care providers, LTC, Blue Water Health, Community Support and Health Services sub-committee</p>





## Moving Forward

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### Implementing the Action Plan

The Age-Friendly Sarnia Action Plan identifies overarching objectives, indicators of success and the priority recommendations identified by the community, for each element. It identifies a broad timeline for implementation and suggests potential internal and external stakeholders to assist in carrying out the actions. It is important for each element sub-committee to provide further detail to this timeline but abide by the broad timeline for this Action Plan's completion. Additional assessment will be required to determine if financial support is necessary and how each priority recommendation can be implemented. Implementation plans must be developed to ensure the actions are robust and measurable.

Next steps should include developing a more detailed implementation plan that:

- Identifies partnerships and opportunities for collaboration with key stakeholders identified by each element sub-committee with the support and governance of the AFSSC;
- Indicates reporting requirements to ensure communication is periodic and timely over the course of implementation between the AFSSC, the element sub-committees, and key stakeholders;
- Identifies specific timeframes for priority recommendation implementation;
- Identifies funding requirements and other necessary resources (where applicable);
- Identifies monitoring indicators and a reporting schedule using project management principles to stay within the broad timeline proposed.

The AFSSC believes large-scale societal change requires broad cross-sector coordination.

*"In order to enact change we must be the change we want to see in the world."*  
– Mahatma Gandhi

This action plan provides the foundation for the City of Sarnia to begin  
***Building Tomorrow Together.***



## Appendix

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### Appendix A – Research Priorities

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The community has identified multiple priorities that require further research. Lambton College research coordinator, Matthew Hutchinson, will be overseeing course-based research projects with student research coordinators to facilitate the research required to further investigate the following priorities;

- 1)** Investigate both the psychological barriers and physical barriers to volunteering and strategies to reduce barriers to volunteering; i.e. virtual applications for volunteers to participate on boards remotely.
- 2)** Identify the preferred types of information accessed and investigate the preference of various methods to access information.
- 3)** Investigate barriers to participation of isolated individuals and identify various program and service needs.

•••

The following priority has been identified by the AFSSC to require further investigation by the Age-Friendly Sarnia housing sub-committee;

Determine relevance of new national housing strategy as it pertains to the City of Sarnia and what potential opportunities it might possess for the Age-Friendly Sarnia housing sub-committee to pursue.

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Appendix B – Completed or Presently Attended Priorities

The following chart indicates priorities recommended by the community, through the Age-Friendly Sarnia research phase, but were not included in the aforementioned element priority recommendations because they were identified as already completed or presently being completed by an internal, external, or through a community collaborative initiative.

It is recommended that each elemental sub-committee connect with the identified stakeholders responsible for completing or attending to the following priorities, to determine the level of progress that has been made and to provide support where applicable.

<b>Community Recommended Priority</b>	<b>Status</b>	<b>Stakeholders</b>
<b>1)</b> Investigate industry best practices to determine and implement procedures for advanced booking, flexibility, availability and eligibility for transportation for people with disabilities.	Improvements to Sarnia Care-A-Van and other transportation services are currently being implemented.	LHIN’s Transportation committee, Sarnia Transit Accessibility Advisory Committee
<b>2)</b> Foster collaboration and partnerships between volunteer services, private businesses and social service agencies to utilize existing resources to increase transportation coverage in rural areas.	A number of organizations provide various transportation services throughout Lambton County and are working collaboratively.	Canadian Red Cross Association, North Lambton Community Health Centre, Lambton Elderly Outreach,
<b>3)</b> That specialized transit, taxis, and volunteer/alternate	More investigation by the sub-	Lambton Elderly Outreach, Canadian



<p>vehicles be accessible, affordable, and available at all times for local and out-of-town appointments, and drivers are willing to assist passengers with disabilities. (i.e. Red Cross &amp; Care-a-van)</p>	<p>committee is needed to determine what services are currently being offered in the community and a coordinated approach may be needed.</p>	<p>Cancer Society, Canadian Red Cross Association</p>
<p><b>4)</b> Engage with community stakeholders to develop a support model in order to alleviate the stress for families dealing with transitioning from independent living to long-term care.</p>	<p>A community pilot and model is currently being implemented to provide affordable housing to seniors.</p>	<p>Lambton Elderly Outreach</p>
<p><b>5)</b> Verify that all senior-serving organizations that provide housing or support for aging at home are full participants in Sarnia’s 2-1-1 so that the public has access to this information.</p>	<p>Being completed by Sarnia 2-1-1.</p>	<p>Sarnia 2-1-1</p>
<p><b>6)</b> Provide opportunities for all adults to participate in the design of new and repurposed community centres as projects occur. Ensure accessibility standards are met or exceeded and all adult program needs are considered in the design of community centres.</p>	<p>The City of Sarnia’s Accessibility Coordinator and the Sarnia Accessibility Advisory Committee provide guidance to the design of</p>	<p>City of Sarnia</p>



	new community centres being built in Sarnia.	
<p><b>7)</b> Establish a one-stop-shop contact where all persons can get resources and assistance to organize their own events and social gatherings. This should:</p> <ul style="list-style-type: none"> <li>o Offer a list of affordable space and resources;</li> <li>o Offer help with permits, applications, licenses, and insurance;</li> <li>o Foster partnerships to encourage resource sharing</li> </ul>	Part of Recreation Coordinator’s position at the City of Sarnia.	City of Sarnia Recreation Coordinator
<p><b>8)</b> Implement and Promote Adults’ Recreation Program which offers a variety of stimulating programs that include fitness classes, social opportunities, outings, workshops, luncheons and special interest clubs.</p>	Currently being offered by the Strangway Centre, YMCA, Pathways Health Centre Etc.	Strangway Centre, YMCA, Pathways Health Centre
<p><b>9)</b> Identify and document public and private facilities, spaces and hours of operation throughout the community, to catalogue underutilized hours to see how the space can be better utilized.</p>	The City of Sarnia’s Parks and Recreation Department is currently implementing a public database that is on the City of Sarnia website.	City of Sarnia



<p><b>10)</b> Investigate the need and demand to have social programming in low income housing. If determined that a need exists, investigate potential funding sources.</p>	<p>FAST program, YMCA/County of Lambton, Inn of the Good Shepherd, Circles, etc. (Collaborative initiative) are currently delivering similar programming</p>	<p>YMCA, County of Lambton, Inn of the Good Shepherd, and Circles</p>
<p><b>11)</b> Create a comprehensive “how-to” volunteer guide that highlights success stories and includes open access to a database/repository for volunteers to evaluate on-call and/or short term volunteer opportunities with summary descriptions of expectations and commitments. (i.e. “Sarnia do-gooder”)</p>	<p>This has recently happened in the community through Sarnia Gives and the volunteer association of Sarnia Lambton. <a href="http://www.volunteersarnia.com/">http://www.volunteersarnia.com/</a></p>	<p>Volunteer Association of Sarnia Lambton</p>
<p><b>12)</b> Ensure that there is a culture of exceptional service in all city-funded recreation centres.</p>	<p>Currently being rolled-out by City of Sarnia’s focus on customer service.</p>	<p>City of Sarnia</p>



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