



2019  
Oshawa  
**Age-Friendly**  
Strategy



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# Message from the OSCC Board President

The Oshawa Senior Community Centres have been providing engaging leisure programs and supportive independent living services to the Oshawa community for over 50 years. We recognize the contributions that older adults make and the importance of social connections. As the population of Oshawa ages the OSCC55+ programs and services will be integral for older adults to live longer, healthier lives.

On behalf of the Board of Directors of OSCC55+ we are excited to have an Oshawa Age-Friendly Strategy that will contribute to making Oshawa a community that supports and engages older adults. As the lead on developing this strategy we listened to older adults through many community engagement opportunities and developed recommendations to reflect their input.

The implementation of this Strategy will provide a community for older adults to thrive, reflecting a City that values the contributions they make.

A handwritten signature in blue ink that reads "Sylvia Rhodes".

Sylvia Rhodes  
OSCC55+, Board President



Sylvia Rhodes

## Message from the Mayor

On behalf of Council and the City of Oshawa, I am pleased to present an Age-Friendly strategy that supports older adults living active, safe lives as they continue to participate fully in our community. The City of Oshawa recognizes our 55+ population represents a significant part of our community and is proud to offer new ways to meet the changing needs and diversity of this group. We look forward to continuing to work together with the Oshawa Senior Community Centres to achieve an Age-Friendly Oshawa.

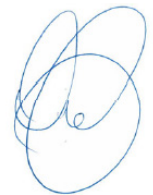
In the fall of 2018, a comprehensive community engagement took place with close to 1,200 contributors whose feedback helped inform this strategy. A joint City staff and OSCC resource team and community stakeholder steering committee worked in partnership to provide a strong, vital and attainable strategy. The partnerships in our community and the strong cross-departmental collaboration complements and strengthens this strategy.

With an age-friendly city framework in place the City of Oshawa can continue to work towards providing a community that is accessible, inclusive, and has age-friendly social and physical environments, services and programs that will make a difference in the everyday lives of the 55+ population.

This guide promotes the direction of our programs and services and encourages community partnerships that will help us to achieve an even more Age-Friendly Oshawa.



Mayor Dan Carter



Mayor Dan Carter  
City of Oshawa

Older adults are 55+ and form a vital part of Oshawa. They continue to make meaningful contributions to this community and are focused on remaining active as they live longer, healthier lives.

The World Health Organization (W.H.O.) developed an age-friendly initiative to assist communities in planning for the aging population. Worldwide, the W.H.O. states that by 2050, 1 in 5 people will be 60 years and older. By the year 2036, the number of older adults in Ontario will more than double to 4.1 million. Recognizing this, in 2013 the Province of Ontario developed an Action Plan for Seniors. This Action Plan was informed by the Living Longer, Living Well report developed by Dr. Samir Sinha, expert lead for the Ontario Seniors Strategy. The Action Plan had three main goals: healthier seniors, safety and security for seniors and the development of age-friendly communities that weave together services and policies to enhance seniors' well-being and participation.

In 2017, the Region of Durham developed an Age-Friendly Durham Strategy and Action Plan in response to Ontario's Action Plan For Seniors. Following extensive community engagement, recommendations were developed to inform the work of community stakeholders and Oshawa in decision-making. The City of Oshawa and the Oshawa Senior Community Centres (OSCC) have been involved with the Durham Council on Aging since its inception. This group is responsible for considering the recommended actions within the Age-Friendly Durham Strategy.

With the recognition that the population is aging, it is important for the City of Oshawa to have a local plan to ensure the ongoing engagement and contribution of its older adults. The City of Oshawa's Diversity and Inclusion Plan, approved by City Council in November 2017 includes a recommended action to partner with the OSCC to develop an age-friendly strategy specifically for Oshawa. In May 2018, the OSCC Board of Directors approved a proposal for OSCC to be the lead on this initiative. The City of Oshawa's involvement in the strategy development was included as part of the 2019 Department Business Plan of the Office of the City Manager.

The Oshawa Age-Friendly Strategy is aligned with and informed by the Oshawa Strategic Plan, the Oshawa Diversity and Inclusion Plan, the Durham Region Health Neighbourhoods Report, the Oshawa Active Transportation Plan, the Oshawa Accessibility Plan, the Oshawa Communications Strategy, Culture Counts: Oshawa's Arts, Culture and Heritage Plan, the OSCC Strategic Plan and the OSCC Volunteer Engagement Strategy.

## 2016 Census: Oshawa Total Population 55+ Age Distribution

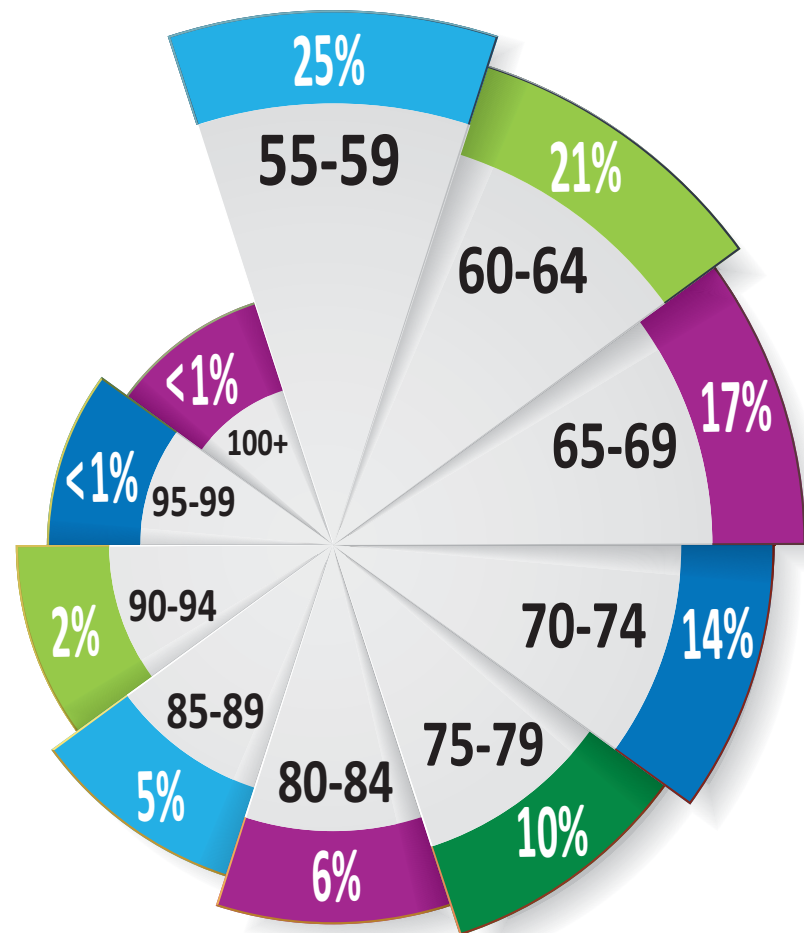


Figure 1  
 Environics Source: ©2019 Environics Analytics, ©2018 Environics Research,  
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According to projections through Environics Analytics, it is estimated that in 2018 the population of those 55+ in Oshawa was over 52,000. This represents 31% of the total Oshawa population.

The largest group of older adults reported in the 2016 census is the 55-59 group, representing 25% of the older adult population. (See Fig. 1). Through an analysis of the age distribution, it is clear that as this large group ages it will be necessary to focus on their needs.

The Oshawa Age-Friendly recommendations represent a consolidated community voice and a desire to see Oshawa support older adults to promote activity, health, safety and to be engaged members of their community.

In 2006, the World Health Organization (W.H.O.) developed its international age-friendly framework that assesses the age-friendliness of cities and communities. An age-friendly city responds to both opportunities and challenges of an aging population by creating physical and social environments that support independent, active living and enables older adults to continue contributing to all aspects of community life.

The W.H.O. identifies eight core age-friendly dimensions:

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

In 2016, the W.H.O. launched the 2016 - 2020 Global Strategy and Action Plan, A Framework for Coordinated Global Action. The goals are to maximize functional ability, fill the evidence gaps and establish partnerships to ensure a decade of healthy aging from 2020 - 2030. The vision of the strategy is a world in which everyone can live a long and healthy life.

The W.H.O. recognizes that becoming an age-friendly city is a continual process, achieved through on-going community engagement, education and a commitment from stakeholders and communities to action.



## World Health Organization



# Oshawa Age-Friendly Process

The Oshawa Age-Friendly Strategy for the City of Oshawa was advanced in three phases:

- Phase One Research and Project Initiation | June – September 2018
- Phase Two Community Engagement | October – December 2018
- Phase Three Development of Strategy and Designation | January – June 2019

City of Oshawa and Oshawa Senior Community Centres	City of Oshawa Staff Resource Team	Community Stakeholder Steering Committee	Community Engagement	Development of Strategy and Membership to W.H.O.
<p>Established timeline and process for developing Oshawa’s Age-Friendly Strategy.</p> <p>Conducted research on Age-Friendly Strategy requirements from W.H.O. and reviewed existing municipal strategies.</p>	<p>Representation from: Oshawa Senior Community Centres</p> <p>City of Oshawa</p> <ul style="list-style-type: none"> <li>• Community Services Operations (Parks, Roads &amp; Waste)</li> <li>• Corporate Communications</li> <li>• Engineering Services</li> <li>• Innovation and Transformation</li> <li>• Planning Services</li> <li>• Recreation and Culture Services</li> <li>• Service Oshawa</li> </ul>	<p>Representation from:</p> <ul style="list-style-type: none"> <li>• Alzheimer Society of Durham Region</li> <li>• Carea Community Health Centre</li> <li>• Community Care Durham</li> <li>• Community Development Council of Durham</li> <li>• Downtown Oshawa Business Improvement Area</li> <li>• Durham Region Non-profit Housing Corporation</li> <li>• Ontario Tech University</li> <li>• OSCC Board and Membership Council</li> <li>• Oshawa Public Libraries</li> <li>• Region of Durham</li> </ul>	<p>Focus Groups</p> <p>Community Stakeholder Forum</p> <p>Public Open Forums</p> <p>Surveys</p> <p>Key Informant Interviews</p>	<ul style="list-style-type: none"> <li>• Recommendations developed jointly by Staff Resource Team and the Community Stakeholder Steering Committee through an analysis of results of community consultation and research.</li> <li>• Membership to the World Health Organization Global Network of Age-Friendly Cities and Communities following approval of the Oshawa Age-Friendly Strategy by OSCC Board of Directors and Oshawa City Council.</li> </ul>
June - September 2018	October 2018 to December 2018		January to June 2019	



# Guiding Principles

Guiding principles were established as context for the development and implementation of the Oshawa Age-Friendly Strategy. The principles will act as guidelines to ensure the integrity of maintaining age-friendly values as the strategy is implemented.

The Oshawa Age-Friendly Strategy is guided by the following principles:

- **Application of an Older Adult Lens** - to all policies, practices, funding, programs, services and facilities.
- **Promote Quality of Life** - for active living, life-long learning, safety and on-going community participation.
- **Exercise Inclusivity** - by recognizing the diversity of older adults, reducing barriers and improving choice through a person-centred approach.
- **Facilitate Collaboration** - advocate, build partnerships and engage the community for collaboration at all levels of government, in the private sector and with community partners.
- **Achieve Innovation and Continuous Improvement** - through creative thinking, on-going assessment and evaluation.



Community engagement took place from October - December 2018. The consultation process was comprised of various engagement initiatives which included the use of online, paper and in-person engagement opportunities:

- Connect Oshawa ([www.connectoshawa.ca](http://www.connectoshawa.ca)) the City's online engagement platform, hosted an online survey, forum and question and answer section
- Paper surveys were available at Service Oshawa, OSCC branches and at in-person opportunities
- A variety of in-person opportunities were held throughout the city, including:
  - Twenty focus groups
  - One community stakeholder forum
  - Five community engagement tables
  - Oshawa Age-Friendly Launch Event
  - Two Public Open Forums
  - Two presentations to Advisory Committees of City Council
  - Two key informant interviews

The Oshawa Age-Friendly Strategy also reviewed and considered outcomes of the Region of Durham Age-Friendly Strategy and current literature to form the recommendations. In total there were close to 1,200 engagements that informed the Oshawa Age-Friendly Strategy.



# Core Recommendations

The Oshawa Age-Friendly Strategy recommendations are organized according to the eight age-friendly dimensions identified by the World Health Organization. Each dimension includes a definition and describes how that dimension impacts an older adult’s life.

The recommendations identify the stakeholders with a proposed lead and community partners. Following the approval of the Oshawa Age-Friendly Strategy, an action plan will be developed with assigned timelines.

The core foundational recommendations for the Oshawa Age-Friendly Strategy implementation are:

	Recommendation	Stakeholders	
		Lead	Partner
1	Establish a Community Oshawa Age-Friendly committee to support the implementation of the strategy.	OSCC	City of Oshawa
2	Convert the staff resource team formed to support the development of an Oshawa Age-Friendly Strategy to an ongoing staff implementation team.	City of Oshawa OSCC	
3	Review the recommended actions within the plan annually, and incorporate into annual City Department Business Plans or OSCC Strategic & Business Plans as appropriate.	City of Oshawa OSCC	
4	Continue participation and contribution to the Durham Council on Aging which is led by the Region of Durham.	City of Oshawa OSCC	Region of Durham

***“If you design for the young, you exclude the old, but if you design for the old, you include everyone.”***

- Glenn Miller,  
Director of Education and Research, Canadian Urban Institute

# 1. Outdoor Spaces and Buildings

The outdoor spaces and buildings dimension looks at the connectivity of communities through safe, accessible physical infrastructure such as sidewalks, curb cuts, parking, pedestrian crossings, paths, trails, parks, paved road shoulders, signage and lighting.

The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people and affects their ability to age in place.

This dimension looks at accessibility in a community where people of all abilities, including older adults, have the opportunity to participate in everyday life, fully and safely. It recognizes that barriers need to be removed that might limit the opportunities for individuals to participate actively in society or to access vital health and social services. A neighbourhood that people consider safe and accessible encourages outdoor activities or engagement with the community, broadening opportunities for physical fitness and social participation. Improved community connections and awareness can enhance community safety and security.

**Objective 1.1: Explore opportunities to increase older adult usage of parks, trails and paths.**

	Recommendations	Stakeholders	
		Lead	Partner
1.1.1	Review signage standards for size, visibility and placement.	City of Oshawa	OSCC
1.1.2	As part of the Asset Management Plan, complete the life cycle analysis of parks, trails and paths.	City of Oshawa	
1.1.3	Review and consider improvements to public benches on trails and multi-use paths.	City of Oshawa	
1.1.4	Consider increasing awareness to promote more usage of outdoor fitness equipment in parks.	City of Oshawa	OSCC
1.1.5	Consider creating promotional tools to highlight Oshawa parks, trails and paths.	City of Oshawa	OSCC
1.1.6	Review and update the Neighbourhood Traffic Management Guide and Community Safety Zones around seniors residences.	City of Oshawa	OSCC

**Objective 1.2: Explore solutions to increase safety for older adult pedestrians.**

	Recommendations	Stakeholders	
		Lead	Partner
1.2.1	Collaborate with the Region of Durham to review crosswalk times and sidewalk infrastructure.	City of Oshawa	Region of Durham
1.2.2	Consider increasing driver education and awareness for pedestrian and cyclist safety.	City of Oshawa	OSCC, Region of Durham, Durham Region Police Services
1.2.3	Explore the possibility of multi-use paths to improve safety.	City of Oshawa	Region of Durham

**Objective 1.3: Explore opportunities to increase community accessibility.**

	Recommendations	Stakeholders	
		Lead	Partner
1.3.1	Continue with the implementation of the multi-year Oshawa Accessibility Plan.	City of Oshawa	OSCC
1.3.2	Review snow clearing standards and practices to ensure the needs of older adults are met.	City of Oshawa	Region of Durham
1.3.3	Review and consider additional accessible parking spaces for parking developments, including current and future parking lots.	City of Oshawa	

***“I am grateful for the numerous amounts of parks and facilities in the City of Oshawa.”***

- Survey Respondent

## 2. Transportation

Transportation, including accessible and affordable public transport, is a key factor influencing active aging. Being able to move around the community determines the degree to which older adults can participate meaningfully in social and civic activities and their ability to access community and health services.

To improve the health and social participation for older adults it is important to encourage active transportation that sees them being active in their methods of travel such as walking, running and cycling. Providing connected, attractive and convenient active transportation systems that offer a high degree of comfort and safety encourages this to happen.

### How do you get around the community?

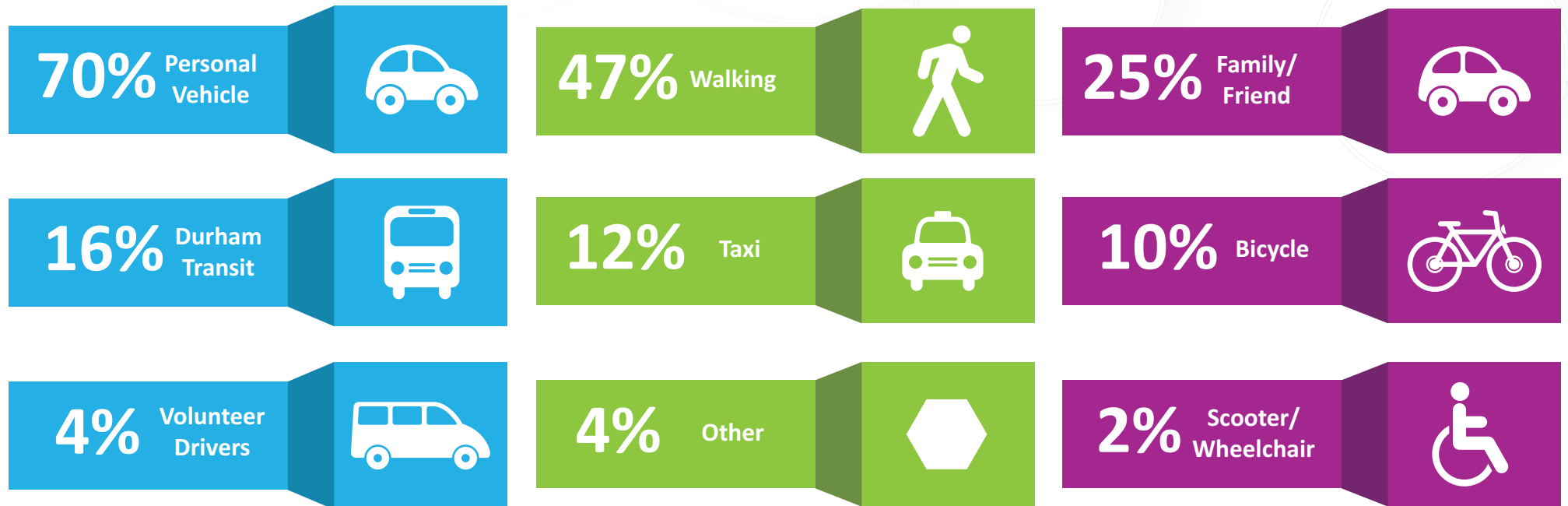


Figure 2  
Oshawa Age-Friendly Survey Responses - October - December 2018

**Objective 2.1: Improve awareness of transportation options for older adults.**

	Recommendations	Stakeholders	
		Lead	Partner
2.1.1	Collaborate with Durham Region Transit to consider promoting, improving and increasing awareness of public transit.	OSCC	City of Oshawa, Region of Durham
2.1.2	Consider collaborating with transportation agencies to improve services through partnership efficiencies.	OSCC	City of Oshawa, Transportation Agencies
2.1.3	Explore providing awareness and training on alternative private transportation options.	OSCC	City of Oshawa

**Objective 2.2: Enhance the OSCC Transportation program.**

	Recommendations	Stakeholders	
		Lead	Partner
2.2.1	Develop a strategic plan for OSCC transportation services.	OSCC	
2.2.2	Enhance the OSCC Rideshare program and share with community partners.	OSCC	
2.2.3	Expand and enhance the volunteer driver recruitment campaign.	OSCC	Community Care Durham

**Objective 2.3: Promote opportunities to increase active transportation.**

	Recommendations	Stakeholders	
		Lead	Partner
2.3.1	Consider improving path and trail linkages between communities and destinations.	City of Oshawa	Region of Durham
2.3.2	Explore developing policies for major roads to have multi-use paths along one side.	City of Oshawa	Region of Durham
2.3.3	Consider developing an education campaign on trail etiquette and safety.	City of Oshawa	OSCC
2.3.4	Explore increasing awareness of integrated transportation options such as bike racks on buses.	OSCC	Region of Durham
2.3.5	Continue with the implementation of the City of Oshawa Active Transportation Master Plan.	City of Oshawa	OSCC, Region of Durham

***“Information for transportation options and how to find this information should be more visible and accessible.”***

Survey Respondent



### 3. Housing

Housing that is both suitable and affordable is critical to maintaining the dignity and well-being of older adults, helping them to successfully age in place with appropriate access to community services. There is a need for a variety of housing models that offer a diversity of prices, styles and proximity to services. Universal design principles that stress flexibility and adaptability to support the different levels of need for residents who wish to remain in their home should be present in a community.

**Objective 3.1: Champion affordable, accessible and safe older adult housing options in Oshawa.**

Recommendations		Stakeholders	
		Lead	Partner
3.1.1	Participate on the Durham Region Affordable Rental and Seniors Housing Tactical Team and explore support the implementation.	City of Oshawa	OSCC, Region of Durham
3.1.2	Communicate with housing leaders to promote developing a variety of innovative, accessible and visitable housing options.	City of Oshawa	OSCC, Region of Durham
3.1.3	Investigate innovative housing solutions such as supportive housing, co-housing, intergenerational, lease-for-life and shared housing.	City of Oshawa	OSCC, Region of Durham
3.1.4	Support maintaining the current number of affordable housing units and communicate with the Region of Durham to consider work on increasing the number of units.	City of Oshawa	Region of Durham
3.1.5	Collaborate with older adult equity-seeking groups to understand and create awareness of their housing needs.	OSCC	Equity Seeking Groups
3.1.6	Advocate for emergency housing for those in elder abuse situations.	OSCC	Durham Elder Abuse Network

## Which best describes your current housing?

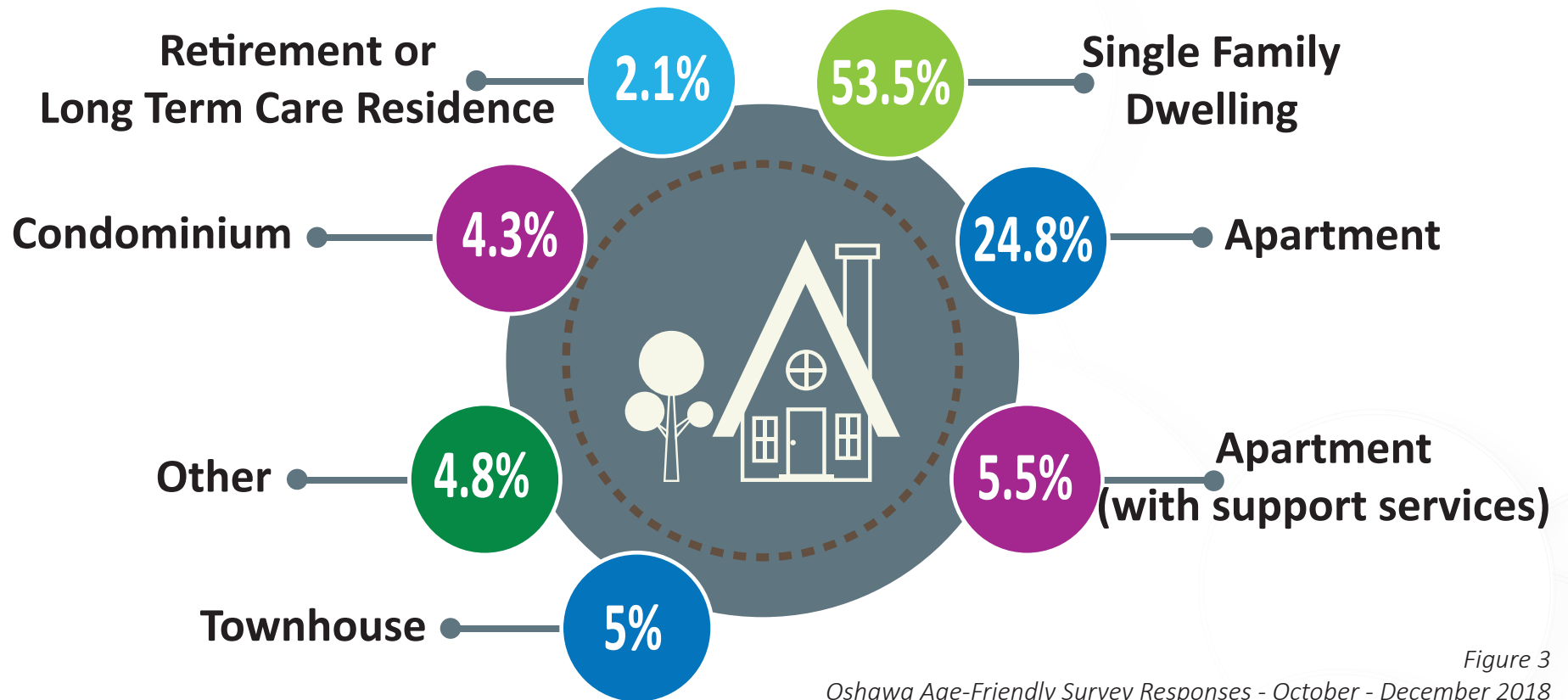


Figure 3  
Oshawa Age-Friendly Survey Responses - October - December 2018

*“Several wonderful, new facilities have been built but costs are high and availability always seems to be an issue.”*

Survey Respondent

**Objective 3.2: Provide information on housing options and programs.**

Recommendations		Stakeholders	
		Lead	Partner
3.2.1	Develop a Durham Region housing resource guide in partnership with the Durham Council on Aging to assist older adults in navigating housing options.	OSCC	City of Oshawa, Region of Durham
3.2.2	Explore increasing awareness of subsidy programs related to housing, including the Oshawa property tax grant program, the tax deferral program and other relief programs.	OSCC	City of Oshawa

**Objective 3.3: Champion affordable maintenance, renovation and home support programs to help older adults “age in place”.**

Recommendations		Stakeholders	
		Lead	Partner
3.3.1	Consider supporting the development of an Oshawa Home Help directory.	OSCC	City of Oshawa
3.3.2	Investigate the feasibility of re-launching the Good Neighbour’s program.	OSCC	City of Oshawa

**Objective 3.4: Increase longterm care beds in Oshawa and Durham Region.**

Recommendations		Stakeholders	
		Lead	Partner
3.4.1	Collaborate on advocacy efforts with the Region of Durham for more longterm care beds.	OSCC	City of Oshawa, Region of Durham
3.4.2	Work with the development community to promote the development of low to medium cost retirement homes.	City of Oshawa	OSCC, Region of Durham

## 4. Social Participation

Participating in leisure, social, cultural and spiritual activities in the community allows older adults to continue to exercise their competence, to enjoy respect and esteem, and to maintain or establish supportive and caring relationships. It fosters social integration and is the key to staying informed. The capacity to participate in formal and informal social life depends not only on activities offered, but also on having adequate access to transportation, facilities and information about activities. Social participation in meaningful and affordable activities helps older adults stay connected with their community and supports mental and physical well-being across their lifespan.

### What is preventing you from socializing more?

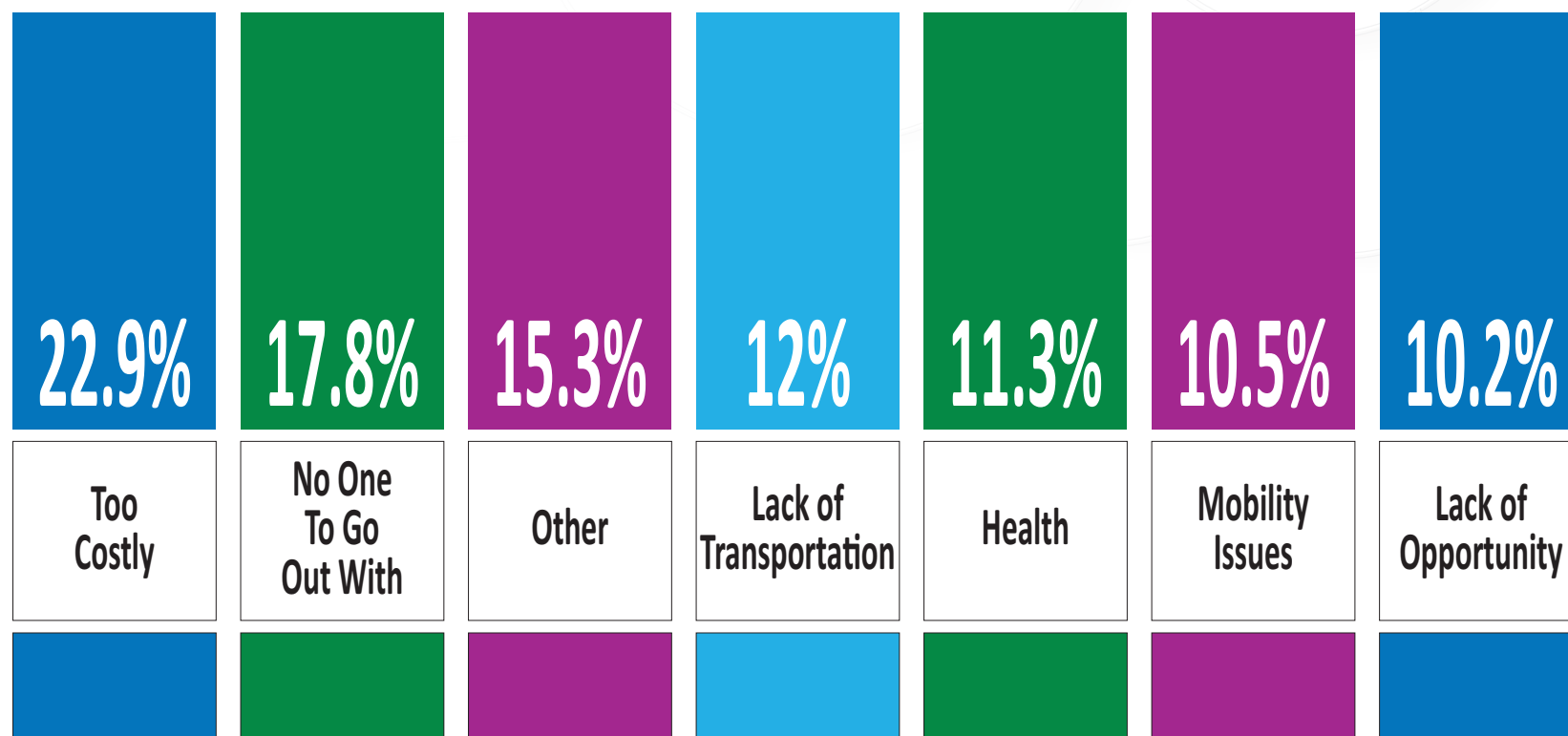


Figure 4  
Oshawa Age-Friendly Survey Responses - October - December 2018

**Objective 4.1: Provide opportunities for older adults to participate in social, recreational and continuing education programs.**

	Recommendations	Stakeholders	
		Lead	Partner
4.1.1	Consider collaborating on the development of an inclusive community social participation strategy to improve facility usage, programs and services across the community.	OSCC	City of Oshawa, Community Agencies
4.1.2	Increase communication efforts to improve engagement of older adults in social and recreational opportunities.	OSCC	City of Oshawa, Community Agencies
4.1.3	Consider creating a tool to outline transportation options and supports for older adults to participate in social opportunities, especially during evenings and weekends.	OSCC	City of Oshawa, Region of Durham
4.1.4	Continue with the joint Senior Advisory Group, to support and develop joint older adult programming.	OSCC	Oshawa Public Libraries
4.1.5	Contribute to the City of Oshawa Culture Counts strategy to enhance arts, heritage and culture-based programs for older adults.	OSCC	City of Oshawa
4.1.6	Support the development of programs for equity-seeking older adults at OSCC.	OSCC	City of Oshawa, Equity Seeking Groups
4.1.7	Support and create training opportunities for stakeholders to learn about the needs of older adults, leading to enhanced social programs.	OSCC	City of Oshawa, Oshawa Community Agencies

## 5. Respect and Social Inclusion

Older adults report experiencing conflicting types of behaviour and attitudes toward them. Many feel that they are often respected, recognized and included, while others experience lack of consideration in the community, in programs and services and in their family. There is a connection between participation in social, civic and economic life of their community and a person’s experience of feeling respected and included.

Community attitudes, such as a general feeling of respect and recognizing the role that older adults play in our society, are critical factors for establishing an age-friendly community. Our shared attitudes toward aging can create significant social norms that may limit older adults’ capacity to achieve personal goals and maintain independence. Positive images of older adults contributing to our community aid with reducing aging stereotypes and helps with social inclusion.

**Objective 5.1: Provide opportunities to ensure that older adults are included and respected in the community.**

	Recommendations	Stakeholders	
		Lead	Partner
5.1.1	Consider the development of training initiatives for OSCC and City staff to increase awareness of age-friendly values and applying an older adult lens.	OSCC	City of Oshawa
5.1.2	Create intergenerational learning opportunities through collaboration with community partners.	OSCC	City of Oshawa, Educational Institutions
5.1.3	Collaborate with community partners to assist in the implementation of age-friendly programs.	OSCC	City of Oshawa
5.1.4	Continue with the implementation of the Diversity and Inclusion Plan.	City of Oshawa	OSCC
5.1.5	Consider the creation of a recognition program for those who exemplify and advance age-friendly values.	OSCC	City of Oshawa
5.1.6	Support Ontario Tech University’s application to become an Age-Friendly university and the subsequent partnership initiatives.	OSCC	City of Oshawa, Ontario Tech University

## 6. Civic Participation and Employment

Older adults do not stop contributing to their communities as they reach retirement age. Many continue to provide unpaid and voluntary work for their families and communities. In some areas, economic circumstances force older people to continue working long after they hoped to retire. An age-friendly community provides options for older adults to continue to contribute to their communities.

Older adults possess a wealth of knowledge and experience that is invaluable to community planning. Civic engagement includes older adults desire to be involved in aspects of the community beyond their normal daily lives, such as volunteering, becoming politically active, voting or contributing to local councils.

Giving older adults a meaningful role in these engagement activities are all critical factors for attaining civic engagement.

### ***Objective 6.1: Create and promote volunteer opportunities for older adults.***

	Recommendations	Stakeholders	
		Lead	Partner
6.1.1	Partner with volunteer administrators towards a collaborative older adult volunteer engagement strategy.	OSCC	Community Organization Volunteer Administrators
6.1.2	Promote the volunteer opportunities available at the City of Oshawa and OSCC for increased engagement of older adult volunteers.	OSCC	City of Oshawa
6.1.3	Implement the OSCC Volunteer Engagement Strategy.	OSCC	Community Organization Volunteer Administrators

**Objective 6.2: Encourage and promote the development of employment opportunities for older adults.**

Recommendations		Stakeholders	
		Lead	Partner
6.2.1	Collaborate with employment agencies and the business community in supporting older workers to enter or remain in the workforce.	OSCC	City of Oshawa, Employment Agencies



***“During a recent job search I found it very difficult to find something that is challenging enough and allows me to share my career knowledge and experience.”***

Survey Respondent



# 7. Communication and Information

Staying connected with their community and getting timely, practical information in an accessible format is vital for active aging. The fear of missing information and social exclusion is often voiced by older adults. Rapidly evolving information and communication technologies are both welcomed as useful tools and criticized as instruments of social exclusion. A central concern identified through the Oshawa Age-Friendly community engagement and literature review was the need for relevant information that is readily accessible to older adults with varying capacities. Staying connected and having access to information that is easily available for older adults must be a priority as it impacts all aspects of their lives.

## How do you currently get information on programs and services for older adults in Oshawa?

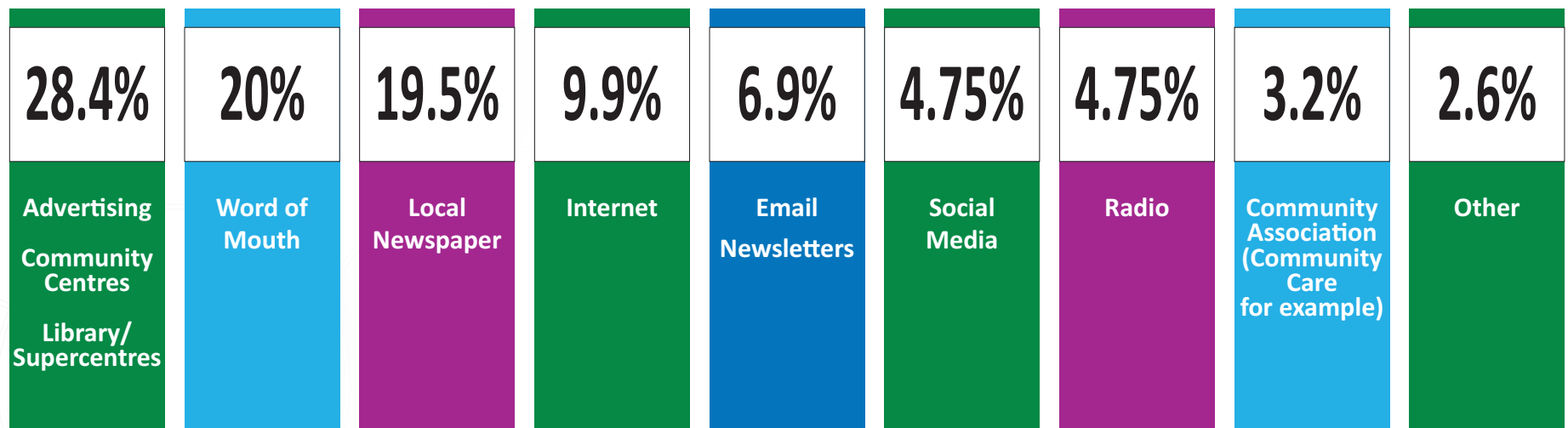


Figure 5  
Oshawa Age-Friendly Survey Responses - October - December 2018

***“Those without access to resources who have limited cognitive ability, or who need more support to participate are still marginalized and left out of the loop.”***  
- Survey Respondent

**Objective 7.1: Increase awareness and accessibility of information about programs and services.**

	Recommendations	Stakeholders	
		Lead	Partner
7.1.1	Increase awareness and understanding of the services provided by Service Oshawa.	City of Oshawa	OSCC
7.1.2	Distribute print materials, produced by the City of Oshawa, broadly in the community to increase access by older adults.	City of Oshawa	OSCC
7.1.3	Maintain City of Oshawa document and website standards for accessibility.	City of Oshawa	OSCC
7.1.4	Develop a Seniors Service Directory in partnership with the Durham Council on Aging.	OSCC	City of Oshawa, Region of Durham
7.1.5	Continue to engage older adults in the City of Oshawa’s engagement initiatives and opportunities.	City of Oshawa	OSCC

**Objective 7.2: Increase digital literacy and access to digital devices.**

	Recommendations	Stakeholders	
		Lead	Partner
7.2.1	Continue to provide and expand on continuing education that teaches older adults how to access digital information and use digital devices.	OSCC	City of Oshawa, Educational Institutions
7.2.2	Continue to provide and consider expanding older adult public access to computers and other digital devices.	OSCC	City of Oshawa, Oshawa Public Libraries
7.2.3	Investigate opportunities to develop intergenerational initiatives that support digital literacy and knowledge sharing for older adults.	OSCC	Educational Institutions
7.2.4	Implement items in the City of Oshawa’s Broadband Strategy including the exploration of wi-fi opportunities for large event/gathering spaces.	City of Oshawa	OSCC

## 8. Community Support and Health Services

Health and support services are vital to maintaining health and independence in the community. Many of the concerns raised by older adults, caregivers and service providers consider the availability of sufficient, good quality, appropriate and accessible health care and community support services.

Physical health includes self-awareness of an individual's general physical well-being, nutritional status and the presence or absence of chronic and acute health conditions. Mental health involves the status of older adults' cognitive functioning, such as memory, and elements of emotional health, (e.g. the presence or absence of feelings like confidence, self-worth, anxiety and depression).

Access to community-related services that support physical or mental well-being and the presence or absence of health promotion or awareness initiatives aimed at creating healthy behaviours and life choices are to be considered when looking at this dimension.



***“There are many concerns about the availability of longterm care or palliative care services as we age.”***

- Survey Respondent

**Objective 8.1: Ensure older adults are aware of and supported by community and home support services.**

	Recommendations	Stakeholders	
		Lead	Partner
8.1.1	Increase awareness and opportunities for older adults to use preventative measures to remain active, restore and maintain health.	OSCC	Community Partners
8.1.2	Collaborate with community partners to achieve innovation on the delivery of community support services.	OSCC	Community Partners
8.1.3	Advocate for improved coordination of services for better “transitions of care” including emergency room overcrowding, the elimination of hallway medicine, high levels of alternate levels of care beds and referrals to community programs such as Adult Day Programs.	OSCC	Community Partners
8.1.4	Support recruitment of more geriatricians and/or physicians with knowledge on caring for older adults.	OSCC	City of Oshawa, Community Partners
8.1.5	Support the training of health care workers through student placements.	OSCC	Educational Institutions
8.1.6	Increase awareness of provincial and local free and/or low cost dental care for older adults and advocate for increased opportunities.	OSCC	Community Partners
8.1.7	Understand provincial health related strategies and identify how support and advocacy can be made to enhance funding initiatives.	OSCC	Community Partners

***“We would like to have more health education information available.”***

Survey Respondent

The Oshawa Age-Friendly Staff Resource Team and Community Stakeholder Steering Committee are acknowledged for contributing their knowledge and expertise in the development of this strategy. Their support in engaging the community and representing older adults was invaluable.

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