

Outdoor Spaces and Buildings

Public areas are clean and pleasant

- Maintained extensively April to November.
- Roadways in City’s main parks, (e.g. Bowring Park) are cleared and salted during winter months. These locations are ideal for residents to walk, feel safe and reduce falls.
- Garbage collection and snow clearing in public areas offered December to March.
- Bulk garbage collection, curbside recycling, and yard waste services available to city residents.
- Public have access to Robin Hood Bay Landfill.
- Regular waste collection in public park areas.
- Scheduled cleanup of public spaces throughout year.
- Opportunities available for those who are not able to bring containers to the curb.

Green spaces and outdoor seating are sufficient in number, well maintained and safe.

- Outdoor seating maintained extensively April to November.
- Outdoor seating not maintained in winter.
- Accessible parking available near City’s public parks.
- Users who have walking aids or wheelchairs are now able to navigate the parks with ease.
- Parks are well used in winter, such as main road in City’s parks are cleared and salted for use.
- Creation of Downtown Pedestrian Mall in summer provides safe walking area.
- New subdivisions have designated green spaces.
- Bench seating provided in parks and green spaces.
- A wide selection of public walkways and trails throughout the city

Pavements are well-maintained, free of obstructions and reserved for pedestrians

- Maintained extensively April to November.
- Two main parks, Bowring and Bannerman, are maintained in winter.
- Select walkways and steps throughout the City are snow cleared and salted during winter.
- Planning policies and zoning have been changed in the past to accommodate community services such as public health clinics or the provision of social services for example non-profits such as the Salvation Army.

Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level

- Most of transitions between driving lanes and adjacent sidewalks in parks are accessible by those with physical impairments.
- The City has placed curb extensions near busy intersections in the City to reduce speed near sidewalks.

<p>Pedestrian crossing are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times.</p>	<ul style="list-style-type: none"> • Roads and Traffic Division are responsible. • Many pedestrians crossing are accessible; any new installations are committed to being accessible. • The City has an app, called Key2Access, which enhances tactile and audible pedestrian signals. • There have been improvements in pedestrian crossing with use of extended curbs on busy streets • The Universal Design Working group continues to improve items such as pedestrian crossing, audio cues etc., with new legislation coming around this topic,
<p>Drivers give way to pedestrians at intersections and pedestrian crossings.</p>	<ul style="list-style-type: none"> • Yes
<p>Cycle paths are separate from pavements and other pedestrian walkways.</p>	<ul style="list-style-type: none"> • Bike St John's Advisory Committee in place with key stakeholders of bike community.
<p>Outdoor safety is promoted by good street lighting, police patrols and community education.</p>	<ul style="list-style-type: none"> • Community partners such as CNIB provide street and park safety information on how to navigate. • All City owned parks and open spaces are well lit, more lighting provided in main parks, e.g. Bowring Park.
<p>Services are situated together and are accessible.</p>	<ul style="list-style-type: none"> • Parks and sports facilities are grouped for ease of access and maintenance as they pertain to Parks and Open Spaces Division.
<p>Special customer service arrangements are provided, such as separate queues or service counters for older people.</p>	<ul style="list-style-type: none"> • Separate service counters are available but not age specific. Emphasis is placed during staff training to ensure extra needs are met for easy transition in the registration process. • Access St John's is a 24/7 call service to residents for City services, with in- person service available Monday to Friday • Phone or email service available as well.
<p>Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.</p>	<ul style="list-style-type: none"> • Signage within buildings adequate; public buildings are accessible. • Universal Design Working Group assess new builds to increase accessibility. • Post Build Analysis are completed on new builds e.g. Paul Reynolds Community Centre, and this information will be used for increased accessibility.
<p>Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.</p>	<ul style="list-style-type: none"> • Washroom facilities within parks are adequate and accessible. • Indoor washroom facilities in buildings are the responsibility of City Buildings Division. Indoor washroom facilities are adequate, well maintained, and sufficient number of accessible washrooms present. • Universal Design Working Group assess new builds to increase accessibility.

<p>Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.</p>	<ul style="list-style-type: none"> • All City facilities have staff or contracts with external companies to clean and ensure sanitation in all facilities. • All buildings are accessible and have a sufficient number of washrooms. • Outdoor washrooms are available at parks with limited hours during the winter seasons.
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Transportation	
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<p>Public transportation costs are consistent, clearly displayed and affordable.</p>	<ul style="list-style-type: none"> • Monthly Pass available for users. • Provincial government have programs available to those who meet criteria to access public transit for free. • Children under 12 ride for free. • Costs have remained consistent. However, even marginal increases had huge implications for vulnerable populations (i.e. 25 cents).
<p>Public transportation is reliable and frequent, including at night and on weekends and holidays.</p>	<ul style="list-style-type: none"> • Frequency decreases during nights and weekends. • Limited schedules on holidays • Over the last number of years, Metrobus has streamlined routes that received most ridership during peak hours. These routes arrive every 15 mins and have no transfers.
<p>All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.</p>	<ul style="list-style-type: none"> • The current service standard is 90% of all urban residences, places of work, secondary and post-secondary schools, shopping centers, and public facilities in the urban area should be within a 400 meter distance of a bus stop during the daytime on weekdays and Saturdays, and within 800 meters of a bus stop during the late evenings and on Sundays and Holidays. • Riders have access to accessible Metrobus, Go Bus and taxi. • Metrobus working on increasing accessibility of bus stops Metrobus is working with community partners such as CNIB to increase accessibility of the busses such as audible stop notifications. • Sidewalks, bus shelters need to be more accessible to fully accommodate this population. • Inclusion Advisory Committee works closely with Metrobus on this initiative • There are some issues with accessibility and using the ramps on narrow streets Community Bus. This service provided by Metrobus provides transportation for seniors that is convenient and easy to use to get to their destinations and help them remain active in the community.

Vehicles are clean, well maintained, accessible, not overcrowded and have priority seating that is respected.	<ul style="list-style-type: none"> • Accessible seats available on Metrobus. • Location of seats are different on each bus. • Riders that require accessible seating expressed they felt on display due to the location of the seat (facing everyone on bus). • Due to limited accessible spaces there's a risk riders won't be accommodated.
Specialized transportation is available for disabled people.	<ul style="list-style-type: none"> • Go Bus, accessible bus routes, Community Bus, and accessible taxis are available. • Some long-term care and personal care homes have access to specialized transit to transport residents.
Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.	<ul style="list-style-type: none"> • Yes
Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter.	<ul style="list-style-type: none"> • Shelters and benches at main stops - approximately 8% of total number of stops. • Metrobus have added information stations at some of the stops as well. • Community Bus stops at convenient locations for seniors such as health facilities, pharmacies, grocery stores etc. Routes have been planned around the needs for older adults.
Complete and accessible information is provided to users about routes, schedules and special needs facilities.	<ul style="list-style-type: none"> • Metrobus has an app, website, and in-person/telephone options outside of written schedules. • Several bus stops have a digital screen as well.
A voluntary transport service is available where public transportation is too limited.	<ul style="list-style-type: none"> • No
Taxis are accessible and affordable, and drivers are courteous and helpful.	<ul style="list-style-type: none"> • Yes, limited accessible taxis.
Roads are well-maintained, with covered drains and good lighting.	<ul style="list-style-type: none"> • Yes, infrastructure is constantly upgraded or maintained. • This was noted in the in the Healthy City Strategy. This will continue to be an area of focus.
Traffic flow is well-regulated.	<ul style="list-style-type: none"> • Yes, traffic flow is well-regulated through the use of proper tools and proactive traffic management approach.
Roadways are free of obstructions that block driver's vision.	<ul style="list-style-type: none"> • Roadways maintained throughout the year by Public Works.
Traffic signs and intersections are visible and well-placed.	<ul style="list-style-type: none"> • Yes, proper standards and guidelines are followed to make sure traffic signs and intersections are visible and well-placed.
Driver education and refresher courses are promoted for all drivers.	<ul style="list-style-type: none"> • Yes – policies and procedures for drivers is in place and training opportunities provided.
Parking and drop-off areas are safe, sufficient in number and conveniently located.	<ul style="list-style-type: none"> • No designated park and ride lots available for transit. • Park and rides are available for major events and pick up locations are conveniently located across the city.

<p>Priority parking and drop-off spots for people with special needs are available and respected.</p>	<ul style="list-style-type: none"> • Accessible parking and drop offs are accommodated at many locations in the city i.e., City recreation facilities. • Accessible parking is mandatory for all businesses. • Community bus has accessible drop off locations and parks close to entrances.
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<h2>Housing</h2>	
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<p>Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.</p>	<ul style="list-style-type: none"> • Many of our housing properties are close to services and the rest of the community. • Public transit is available for properties not close to amenities, i.e. Metrobus and Community Bus. • Many churches and non-for-profit housing associations operate shelters and homes for homeless persons. They are primarily located in the downtown for ease of walking and access.
<p>Sufficient and affordable home maintenance and support services are available.</p>	<ul style="list-style-type: none"> • City's Housing Division is responsible for all rental properties and responds to all maintenance calls. • Newfoundland and Labrador Housing offers a home maintenance program to homeowners with an income of \$32,500 or less. • Provincial and federal programs available for home maintenance and upgrades – these are income tested.
<p>Housing is well-constructed and provides safe and comfortable shelter from the weather.</p>	<ul style="list-style-type: none"> • City's Housing properties are well constructed and maintained. • All construction must meet buildings codes and requires permits from the city inspections are required. • New construction follows Universal Design.
<p>Interior spaces and level surfaces allow freedom of movement in all rooms and passageways.</p>	<ul style="list-style-type: none"> • Some properties with City Housing are older and have many stairs which can limit movement in buildings. • Our newest builds are accessible and allow residents to move freely within building. • A community partner, Stella's Circle, offers a Home to Stay Program. This program allows for the home or businesses to be age friendly and help with small renovations or odd jobs. This program allows seniors to continue to live in their home independently.
<p>Home modification options and supplies are available and affordable, and providers understand the needs of older people.</p>	<ul style="list-style-type: none"> • City's Housing Division does not complete home modifications. They work with tenants to come up with creative solutions or referrals. • Maintenance team with the City's Housing Division will install grab bars if the tenants supply them. • Newfoundland Labrador Housing offers home maintenance programs for those that qualify.
<p>Public and commercial rental housing is clean, well-maintained and safe.</p>	<ul style="list-style-type: none"> • All City Housing properties are maintained and move in ready.

<p>Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.</p>	<ul style="list-style-type: none"> • A small number of properties with City's Housing Division are accessible. • Service provision is the responsibility of the tenant. • Long term and personal care facilities falls outside of the scope of the municipality and are managed through the Department of Health and Community Services.
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<p style="text-align: center;">Social Participation</p>	
<p>Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.</p>	<ul style="list-style-type: none"> • Accessibility and transportation is a priority. • Coalition of Persons with Disabilities and Inclusion Advisory Committee are committed to ensuring events and activities are inclusive. • The Inclusion Advisory Committee use an Accessibility Checklist for Outdoor Events and a resource guide is available. • Park and ride services available for some civic events and locations are conveniently located.
<p>Events are held at times convenient for older people.</p>	<ul style="list-style-type: none"> • Variety of daytime and evening events are offered during the week. • There are many community groups for example St. John's Retired Citizens Group that provide daytime and evening programming. • Recreation Division provides a variety of activities at various times and locations.
<p>Activities and events can be attended alone or with a companion.</p>	<ul style="list-style-type: none"> • An Attendant Pass is an application to be completed by any person with a disability who wishes to participate in a recreation activity of their choice with the support of an attendant. Attendants will be permitted to attend recreation activities and events free of charge when providing support for a person living with a disability. • This is accepted at many sites and business in the city.
<p>Activities and attractions are affordable, with no hidden or additional participation costs.</p>	<ul style="list-style-type: none"> • Subsidy Programs and payments plans available for recreation programs based on income. • There are no hidden costs or membership fees. • Costs are advertised through website, etc. • Programs fees are approved through council with efforts to make programs affordable and accessible by all residents.

<p>Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.</p>	<ul style="list-style-type: none"> • All City programs are listed on website, City Guide and online registration platform. • Staff contact information listed. • Inclusion Advisory Committee continues to work with the City's Communications Team to ensure accessibility of website and printed materials. • Clear print guidelines are followed, and other formats can be made available upon request.
<p>A wide variety of activities is offered to appeal to a diverse population of older people.</p>	<ul style="list-style-type: none"> • Wide range of Adult and Senior programming available i.e. music, dance, craft, social, aquatics, fitness etc. • Community partnerships with many organizations to become more diverse, e.g. Association for New Canadians.
<p>Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.</p>	<ul style="list-style-type: none"> • Wide variety of City Buildings and Community Centres are used for events and programs throughout the year. • The City offers free civic events tailored to seniors such as Seniors Week and Party in the Park to make them more accessible.
<p>There is consistent outreach to include people at risk of social isolation.</p>	<ul style="list-style-type: none"> • Seniors Community Outreach occurs in 7 seniors complexes in the city to provide recreational opportunities to address transportation barrier. • Several media streams are used to communicate with residents about programs or initiatives. • Transportation available for seniors for certain programs and these programs are advertised in senior's complexes, apartment buildings, churches, community centres. • The City Guide is distributed quarterly via postal mail. • The City is committed to public engagement for new programs and initiatives using various methods, i.e. information sessions, portals, website etc. • Long-term care homes provide day programs to help support families with elderly members.

Respect and Social Inclusion

Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.

- Engage St. John's offers focus groups to residents of the City for a variety of topics, such as new builds or plans such as Bike St John's. This also applies to pre-existing builds and updates.
- The Healthy City Strategy is a new initiative and partnership with our Health Authority, Eastern Health. Its focus is on making small changes in our neighborhoods that work to promote healthier people and healthier places that support a healthier future, for everyone.
- The City seeks and encourages feedback on a regular basis using various methods such as Citizen Surveys as well as social media streams e.g. Twitter, Facebook.
- Individuals are also encouraged to contact the City through their website and Access St John's.
- The City receives input from various committees, including the Seniors Advisory Committee. This gives committee members an opportunity to bring forward and identify issues with respect to older persons. Members are also given the opportunity to consult on other initiatives such as budget, construction and planning & development.

Services and products to suit varying needs and preferences are provided by public and commercial services.

- One page of the local newspaper is dedicated to the City Minute where important advisories or notifications are listed and advertised.
- Community Recreation Centres have bulletin boards and post notices and information.
- Services offered by the City are communicated using various methods, e.g. website, social media, advertisements etc.
- The City Guide is a quarterly edition that is distributed via postal mail. It outlines city programs and initiatives to residents, including but not limited to waste disposal, aquatics, recreation, animal adoption etc.

Service staff are courteous and helpful.

- City of St John's Recreation Division is certified in High Five, Principles of Healthy Child Development.
- All recreation staff are trained, and all Children and Youth Programs offered by the City of St. John's are developed and evaluated using the HIGH FIVE Framework.
- The city is committed to creating and maintaining a healthy, safe, inclusive, and Respectful Workplace. Policies are in place, as well as the core values all of which are outlined in the Strategic Plan .
- Access St. John's provides residents, businesses and visitors with access to non-emergency City services, programs and information. Service is available 24/7 using various methods.
- City staff are expected to be courteous and helpful. Applicable training and education are provided on a regular basis. Staff are guided by values that understands the importance of what it means to be citizen focused.

<p>Older people are visible in the media and are depicted positively and without stereotyping.</p>	<ul style="list-style-type: none"> • City Guide features pictures of adults and seniors who participate in our programs. • Respect for persons of all ages and demographics are depicted in the City Guide. • Staff try not to use stock photos as they want to make connections with participants. • Cultural diversity is always considered but when using real life images staff may not have images that depict diversity amongst programs.
<p>Community -wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.</p>	<ul style="list-style-type: none"> • Recreation programs and services available for all ages and offered at various city facilities. • Intergenerational programming is an area of focus to connect all City recreation programming. • Programs, activities and events hosted by the City are planned with utmost care to ensure that no one is left out – inclusion is a priority to ensure all ages and abilities have the opportunity to participate.
<p>Older people are specifically included in community activities for "families".</p>	<ul style="list-style-type: none"> • Community Services host many events throughout the year for all ages, including older adults. • Family rates (e.g., "family of 4") are offered and ages are not considered within the family. • Older persons are included in community wide programs and events.
<p>Schools provide opportunities to learn about ageing and older people and involve older people in school activities.</p>	<ul style="list-style-type: none"> • City hires crossing guards for a select number of schools and many of them are seniors. • The City's Recreation Division provides Intergenerational opportunities within their programs. • The Healthy Neighborhoods and Inclusion Fieldworker is a full-time staff in recreation that liaisons with schools to build healthy relationships between school and active lifestyles – there is a need for more connections with schools.
<p>Older people are recognized by the community for their past as well as their present contributions.</p>	<ul style="list-style-type: none"> • The City offers many awards throughout the year for a person's contributions, for example Senior of the Year. • The St John's Applause Awards is a newly developed corporate awards program that recognizes and celebrates outstanding achievements and contributions of many residents. • The City hosts volunteer week celebrations and recognizes volunteers for their contributions (seniors included).
<p>Older people who are less well-off have good access to public, voluntary and private services.</p>	<ul style="list-style-type: none"> • Persons on social assistance have access to accessible transport and public transportation. • Provincial government dedicated funds for a transportation program that included seven projects, some of which are senior based. • Program Subsidies are available to residents who are unable to participate in City of St. John's Recreational activities due to financial barriers. • Persons with disabilities may apply for and Attendant Pass if they require the support of an attendant to accompany them to events.

	<ul style="list-style-type: none"> • Equipment is available for borrow free of charge to assist individuals top participate in recreation and leisure activities
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Communication and Information	
<p>A basic, effective communication system reaches community residents of all ages.</p>	<ul style="list-style-type: none"> • The City of St. John's considers age-friendly factors in determining how messages are communicated. • Neighborhood profiles- connects residence of all ages to their neighborhood. It includes details such as schools, recreation spaces, health and wellness resources etc.
<p>Regular and widespread distribution of information is assured, and a coordinated, centralized access is provided.</p>	<ul style="list-style-type: none"> • All information is posted on the City website. • E-alert service allows residents to subscribe to email notifications such as media releases, service interruptions, and public notices. • Other communications tools include social media, City Guide mailed to all households, paid advertisements (i.e. Radio, newspaper). • Media releases are distributed to local media, who often cover/report through newspaper, radio, television. • Notices and pamphlets are also printed and available. • Regular documents are also released “What We Heard Documents”, and economic reports, annual reports, budget updates etc.
<p>Regular information and broadcasts of interest to older people are offered.</p>	<ul style="list-style-type: none"> • Communications strategies are developed, and marketing plans take into consideration target markets, of which older segments of the population are often a target. • Connect St. John's uses Facebook as a platform to link all information. • All City Advisory Committees are involved in all engagement sessions.
<p>Oral communication accessible to older people is promoted.</p>	<ul style="list-style-type: none"> • All communication methods are available for residents, such as telephone, email, in person and website.

	<ul style="list-style-type: none"> • The City often offers opportunities for information-sharing through conversation-based sessions and information sessions
People at risk of social isolation get one-to-one information from trusted individuals.	<ul style="list-style-type: none"> • This support is provided at the program level, for example in City Housing Division and other Community Services program areas. • 211 is a help line that directs residents to the support they need. This new program was developed during Covid-19 • Community organizations such as SeniorsNL and Connection for Seniors help circulate information. • The City participates in the Seniors Group of the NL Vulnerable Population Task Force.
Public and commercial services provide friendly, person-to-person service on request.	<ul style="list-style-type: none"> • Access St. John's (311) offers a counter service at City Hall during regular business hours, 24/7 call in service also available. • Other City services with public access such as the Residential Drop Off at Robin Hood Bay, our Recreation Facilities and many other programs offer person-to-person service.
Printed information- including official forms, television captions and text on visual displays- has large lettering and the main ideas are shown by clear headings and bold-face type.	<ul style="list-style-type: none"> • The City has adopted clear print guidelines and is in the process of review and converting its print materials.
Print and spoken communications uses simple, familiar words in short, straight-forward sentences.	<ul style="list-style-type: none"> • The City has adopted clear print guidelines and is in the process of review and converting its print materials.
Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.	<ul style="list-style-type: none"> • Staff 'out of office' responses and messenger systems are expected to be updated with the most recent and accurate information. • Access St. John's (311) is available 24/7.
Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.	<ul style="list-style-type: none"> • Anything on display or posted is expected to follow clear print guidelines.
There is wide public access to computers and the Intranet, at no or minimal charge, in public places such as government offices, community centres and libraries.	<ul style="list-style-type: none"> • Access St. John's (311) is available 24/7 • City has free public WIFI access in some buildings and outdoor spaces. New builds and sites are being added.

Civic Participation and Employment

<p>A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.</p>	<ul style="list-style-type: none"> • The City uses a database for volunteers and staff are dedicated to recruiting and volunteer placements. • Volunteers are used in many areas of the city. • Volunteers are required to submit a volunteer application and complete an onsite orientation. • Volunteers do not pay for code of conduct and vulnerable sector check.
<p>The qualities of older employees are well-promoted.</p>	<ul style="list-style-type: none"> • All employees are treated the same. • All employees are evaluated the same . • Many crossing guards and adult instructors for music and leisure programs are older adults. • The City of St. John's is an equal opportunity employer and is committed to the employment of a qualified workforce which reflects the community's diversity.
<p>A range of flexible and appropriately paid opportunities for older people to work is promoted.</p>	<ul style="list-style-type: none"> • The City will make accommodations for employees where required and will work with the OHS Team. • All employees are treated the same. • Respectful Workplace Policy in place and employees are required to complete Respectful Workplace training.
<p>Discrimination on the basis of age alone is forbidden in the in the hiring, retention, promotions and training of employees.</p>	<ul style="list-style-type: none"> • As an employee with the City of St John's, discrimination in any form is prohibited. • A combination of education and experience is considered during hiring process. • The City of St. John's is an Equal Opportunity Employer and is committed to the employment of a qualified workforce which reflects the community's diversity.
<p>Workplaces are adapted to meet the needs of disabled people.</p>	<ul style="list-style-type: none"> • Adapted where possible. • Ergonomic assessments can be completed for employees to assess workstations. • Age of building may be a factor for accessibility, however all new builds are fully accessible with adaptations
<p>Self-employment options for older people are promoted and supported.</p>	<ul style="list-style-type: none"> • n/a
<p>Training in post-retirement options is provided for older workers.</p>	<ul style="list-style-type: none"> • There is a four-hour session prior to retirement of City workers that provides education/learning about their pension and financial plans. • Continuous education is encouraged throughout employee's career, this doesn't focus on age. • The City is well known for the hiring of retirees/ older adults. Adult instructors such as music, dance, art programs often have retired/ older adults instructing these types of courses. • The crossing guard program is also an employment opportunity where many older adults/retirees hired.

Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.	<ul style="list-style-type: none"> • The City has Advisory Committees where members consist of volunteers and governing bodies. • For example, the Seniors Advisory Committee members are selected based on age, 60+ to ensure that senior population is represented.
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Community and Health Services	
An adequate range of health and community support services is offered for promoting, maintaining and restoring health.	<ul style="list-style-type: none"> • Falls outside of the scope of the municipality but strong partnerships and collaborations exist. • City is also committed to a 10-year plan, Healthy City Strategy, a partnership with Eastern Health. • Services in Eastern Health (and province-wide) are in review by a provincial government appointed task force to transform the health care system to a community-based client centered model.
Home care services include health and personal care and housekeeping.	<ul style="list-style-type: none"> • Falls outside of the scope of the municipality but strong partnerships and collaboration exist • Many services available to those who need it, income testing can provide care for those that qualify.
Health and social services are conveniently located and accessible by all means of transport.	<ul style="list-style-type: none"> • Go Bus available to those who meet the criteria. • Wheel Way and accessible taxis available. • Community bus is a form of public transit that target seniors and stops at frequently visited stops for seniors. • Metrobus and accessible buses available for public transit. • Provincial government dedicated funding to a transportation program and included seven projects, some of which are senior based and focus on accessibility. • Health services try to locate themselves in convenient and accessible locations. • Planning policies and zoning have been changed in the past to accommodate community services such as public health clinics or the provision of social services by non-profits such as the Salvation Army.
Residential care facilities and designated older people's housing are located close to services and the rest of the community.	<ul style="list-style-type: none"> • Residential Care Services are provincially regulated, some of which have their own transportation available to them. • The Envision St. John's Municipal Plan and Development Regulations, 2021, expand the residential neighborhoods where personal care homes may be located. The idea is to make them available in all neighborhoods over time.
Health and community service facilities are safety constructed and fully accessible.	<ul style="list-style-type: none"> • All services must meet provincial standards and are monitored by a number of regulatory authorities.

<p>Clear and accessible information is provided about health and social services for older people.</p>	<ul style="list-style-type: none"> • Communication of services is widely available from multiple service providers, support agencies, and all levels of Government.
<p>Delivery of services is coordinated and administratively simple.</p>	<ul style="list-style-type: none"> • Coordination and administration of services is a part of the provincial wide review of the health care system, Health Accord.
<p>All staff are respectfully, helpful and trained to service older people.</p>	<ul style="list-style-type: none"> • City of St. John's offers training in Principles of Healthy Aging for staff. • Human Resources and Strategy and Engagement offer a variety of sessions and training to staff as required. • Falls outside of the scope of the municipality but all employees with the healthy authorities must meet certain prescribed educational standards. Some professions have professional standards and are regulated.
<p>Economic barriers impeding access to health and community support are minimized.</p>	<ul style="list-style-type: none"> • Falls outside of the scope of the municipality but strong partnerships and collaboration exist. • Government, Poverty Reduction, Seniors NL, Provincial Task Force, Social Assistance programs for those experiencing financial difficulties are available. • Financial analysis for community supports and home care.
<p>Voluntary services by people of all ages are encouraged and supported.</p>	<ul style="list-style-type: none"> • Database of volunteers within organization, all ages but many are seniors. • Many organizations within the city also attract many volunteers such as SeniorsNL - seniors helping seniors. • Programs offering volunteer opportunities are well promoted and uptake is high.
<p>There are sufficient and accessible burial sites.</p>	<ul style="list-style-type: none"> • The City works with the various religious denominations to reserve sufficient cemetery land.
<p>Community emergency planning takes into account the vulnerabilities and capacities of older people.</p>	<ul style="list-style-type: none"> • Strong partnership exists between City services and Provincial Government. • The Emergency Management Division is responsible for providing coordination of the City of St. John's Emergency Management Program. The program includes the development and implementation of preparedness, mitigation, response and recovery initiatives for emergencies, disasters and planned events. Through planning, training, exercising, and coordinating with agencies within the City, the division is ready to respond during a crisis. • Emergency Management Plan in place.