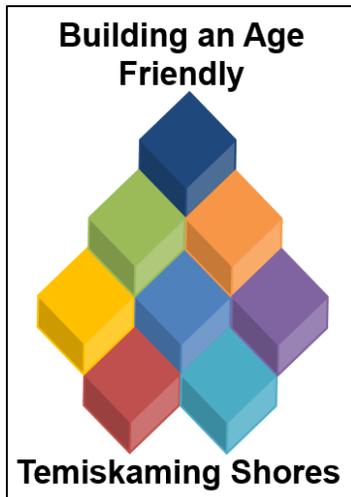




# AGE FRIENDLY COMMUNITY PLAN

City of Temiskaming Shores and Area

Making Temiskaming Shores More Age Friendly  
Through collaboration and cooperation



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## Introduction:

The City of Temiskaming Shores is a welcoming community, rich in natural beauty and vibrant town centers. The City is situated on the beautiful shores of Lake Temiskaming and is comprised of the former municipalities of Haileybury, New Liskeard and Dymond. There are several communities located just outside Temiskaming Shores that contribute to the social and physical landscape. Temiskaming Shores boasts that residents experience an exceptional quality of life due to the natural beauty of the area and the wide range of services/programs available.

As with almost all areas in Ontario, the population of Temiskaming Shores is aging. In 2011, 20% of the population was 65 and older and 35% was 55 and older, an 8% increase in individuals over 65 from 2006 to 2011.

According to the Government of Ontario, the oldest members of the Baby Boomers turned 65 in 2011 and by 2036 the population of those 65 and older will double (Finding the Right Fit). In Temiskaming Shores, the percentage of the population aged 65+ and 55+ is higher than in the rest of Ontario and Canada and the median age is about 5 years higher. Temiskaming Shores is aging faster than the rest of Ontario and Canada.

It is estimated that by 2036, 30% of the population in Canada will be over 65. Based on Temiskaming Health Unit projections, by 2021 26% of the population will be over 65 and by 2031, 32% of the population will be over 65. Knowing that the population of older adults is increasing, and is expected to continue over the coming years, the community is at a crucial point to take stock and start making changes to strive to make the community more Age Friendly.

There are several other unique characteristics of residents in Temiskaming Shores and the Timiskaming District. Situated so close to Quebec, a sizeable portion of the population speaks French. As of 2011,

- 78% spoke English and 20% spoke French most often at home, and
- 57.5% spoke English only, 2.6% French only and 39.9% both English and French.

Based on data from the Timiskaming Health Unit, older adults in Timiskaming were:

- more likely to feel a somewhat strong or very strong sense of belonging to the local community,
- less likely to be a current smoker than the general population,
- less likely to report heavy drinking than the general population, and
- 87.7% of older adults reported their life satisfaction as satisfied or very satisfied.

There are also some challenges older adults face living in the Timiskaming District. Older adults were:

- less likely to perceive their general and mental health as very good or excellent than the province as a whole
- more likely to have arthritis and high blood pressure
- less likely to have a regular medical doctor

Residents in the Timiskaming area also have:

- lower levels of education than the rest of Ontario, and
- lower median after tax income than the rest of Ontario (16.6% of the population were considered living with low income, compared with 13.9% in the province as a whole).

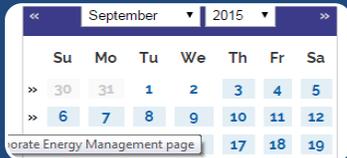
### Who is an Older Adult?

When people hear Age Friendly they often aren't sure who is included. Though there is no age associated with the Age Friendly initiative, the movement targets older adults. Older adults include individuals usually over 55 but also includes younger adults who may require the services and programs associated with those over 55. For this study, anyone who felt they should be included were.



## What does an Age Friendly Community Look Like?

According to the World Health Organization (WHO), an age friendly City has both the physical and social structures in place to allow older adults to maintain a high quality of life. The WHO developed 8 categories to be considered when looking at creating an Age Friendly community. These include:



### Communication and Information

Is information about community events and services communicated in appropriate formats and readily accessible?



### Outdoor Spaces and Public Buildings

Are outdoor spaces barrier free and safe? Are public buildings accessible? Do older persons feel comfortable in public spaces?



### Housing

Are there services available so older persons can age in place? Is there a variety of affordable housing option available?



### Social Participation

Are there opportunities for older adults to participate in leisure, social, cultural and spiritual activities in the community?



### Transportation

Is transportation accessible, affordable, safe and convenient for older persons?



### Community Support and Health Services

Can older adults access high quality health and support services, including both mental and physical health as well as prevention programs?



### Respect and Social Inclusion

How does the community perceive older adults? Do older adults feel respected and included?



### Volunteering, Civic Participation and Employment

Are there opportunities for older persons to stay in the workforce, volunteer and contribute to the local political atmosphere?

## Purpose of the Plan

The objective of the Age Friendly Community Plan is to determine what aspects of an Age Friendly Community are already in place and those that need improvements to increase the quality of life of older adults. Identified gaps will be examined and possible solutions determined. The goal is to determine the best, most fiscally responsible way to make Temiskaming Shores as age friendly as possible. This may involve fundraising, applying for grants and creating community partnerships. The hope is to bring the community together and work collectively to make Temiskaming Shores more age friendly.



## Planning Process

The planning process began in July 2015 and wrapped up in July 2016. The planning process involved four (4) stages and each stage is outlined below.



## Age Friendly Temiskaming Shores Vision

The Age Friendly Steering Committee determined the vision for the Age Friendly movement in Temiskaming Shores:

To promote a diverse, inclusive, accessible, safe and respectful community, that enables independence, health and wellness and full participation at all stages of ageing while celebrating the diversity of our community.

This vision guided the Steering Committee in the planning process.

## Public Consultation

As a similar study has not been completed in the area, community engagement was key to fully understanding the current and future needs of older adults in the community. Also, it has been found that when people are engaged in the process, they are more likely to endorse and assist in implementing a plan. For this reason, the Age Friendly Committee engaged as many people as possible in the process, through several different methods, and throughout all stages of the planning process. Below outlines how the public was involved in each stage. The process was made possible through the Government of Ontario's Age Friendly Community Planning Grant and the Community Transportation Pilot Program.

### Stage 1

There was an initial press conference inform the public that the City was embarking on the planning process and that input would be requested along the way, followed by an initial newspaper article and radio messaging. Businesses, agencies, clubs, groups and older adults were contacted for their input. People were also encouraged to call and speak with the coordinator at any time.

The Age Friendly Steering Committee was formed and included service providers and older adults. There were two (2) Age Friendly Cafés held, one in New Liskeard and one in Haileybury. Participants were given the opportunity to discuss their concerns in all 8 areas outlined by the WHO. In total, approximately 700 older adults and service providers were consulted.

### Stage 2

The Age Friendly Coordinator continued to discuss the project with interested groups and individuals. The focus in stage two (2); however, was on distributing the surveys. A comprehensive survey was developed and distributed in both English and French. The survey was available online and in paper copy. Paper copies could be picked up at 14 different locations throughout New Liskeard, Haileybury, Dymond and Cobalt. In total 280 surveys were completed and returned.

### Stage 3

Five (5) strategic planning sessions were held with community partners to determine recommendations. Over the five (5) days, a total of fifty-eight (58) service providers and older adults participated in the sessions. The public was then invited to the Age Friendly BBQ and Public Consultation to give their input into the recommendations before they were finalized. Between 120 and 140 older adults came out to the BBQ and provided input into the plan recommendations.

## Key Findings

The sections below summarize the findings from the public consultation process leading to the creation of recommendations. For a more in depth analysis of the findings from each stage, please see the extended notes available from the Steering Committee.

### Outdoor Spaces and Public Buildings:

Two main themes emerged with regards to Outdoor Spaces and Public Buildings. Though many survey respondents did not indicate accessibility was a top issue, as people age the percentage of the population with a disability increases. Therefore, this issue will continue to increase as the population ages.

#### 1. Accessibility of Buildings and Public Areas

Accessibility was brought up many times with regard to outdoor spaces and public buildings. Older adults want to see accessible upgrades, such as hand railings, easy to open doors and ramps, to make it easier to access public spaces. The addition of accessible washrooms strategically located was also identified as **essential**.

#### 2. Becoming more Pedestrian Friendly

The most predominant theme was the need to make changes to make walking easier and safer for older adults. There is a need for an increased number of sidewalks or pathways, especially in Dymond and Haileybury. Most older adults did not feel safe walking on the road. Snow removal on both roads and sidewalks as well as in parking areas continues to be an issue in winter and hinders the ability of older adults to remain active. Installing more benches in areas where older adults walk is a necessity to allow older adults to rest when necessary. Longer amounts of time are necessary to cross at the intersections of Armstrong Street and Whitewood Ave, and Whitewood Ave and Paget Street in New Liskeard.

### Transportation:

Four (4) main themes arose with regard to Transportation in Temiskaming Shores. Most older adults still drive their own vehicles; however, as they age they are more likely to require alternative transportation options. The survey revealed that almost 40% of respondents depended on family to get where they needed to go and 16% indicated that their biggest barrier to transportation is they don't want to inconvenience others. As the population continues to age, transportation will become an issue for a greater percentage of the population.

### 1. Public Transportation Upgrades

Though older adults appreciate the public transit system, they would like to see some upgrades. Older adults would like to see bus stops moved or added closer to buildings that house older adults. Also, bus stops require benches and shelters as it is difficult for some older adults to stand and wait for the bus. Snow removal at bus stops needs to be a priority as older adults have more difficulty managing snowbanks. Finally, older adults would like more training on how to navigate the system and how to read the transit schedule.

### 2. Increased Availability and Access to Door to Door Transportation

Need for increased access to transportation for both in-town and out-of-town appointments. The service should be extended to include some evening and weekend hours. There is a need for more transportation options for out-of-town medical appointments. The service needs to be affordable for those with limited resources.

### 3. Special Event Transportation

Older adults would like more transit options to attend special events such as shopping trips, farmers market, hockey games, onetime events and attending church. Chartrand's has recently provided a service to assist older adults in getting groceries that is being received quite well.

### 4. Better Information on Services

Older adults often don't know about their options and how to access them. Their confusion often results in not using any service. More coordination is required among service providers that ensures ease of booking and gaining information.

## Housing:

With regard to Housing there were three (3) main themes that emerged.

### 1. Need for More Housing

Older adults feel there needs to be more geared to income and moderately priced units for older adults. The wait list for geared to income and market rate apartments is very long in New Liskeard and Haileybury. Many people indicated that they could afford a mid-priced option but none exist. There are several more expensive options but not many in the mid-range.

Older adults would like to see more two (2) bedroom units and it is very important that they remain in the community where they live. They express the desire to live in senior only buildings.

2. Need for More Services to Allow Older Adults to Remain in their Home

Many older adults wish to stay in their own home; however, many need some assistance to do so. The need for subsidies for home renovations, taxes, snow removal, lawn maintenance as well as health and personal care services was identified. Many older adults expressed the discrepancy between what they get from pensions and the government and the cost of maintaining a home. Without more assistance many older adults are forced to move into apartments where the maintenance costs are less.

3. Better Dementia/Palliative Care

Some older adults would like to see the creation of a dedicated palliative care room. Continuation of the Palliative Care Group is also required. There is also a need for a dedicated dementia wing in one of the two long term care facilities.

## Social Participation:

Social participation is strongly associated with health and well-being. There were two (2) main themes that emerged when discussing social participation in Temiskaming Shores.

1. More Opportunities

Older adults are looking for more opportunities to get out and participate in a variety of activities including physical, social and intellectual. Some older adults are looking for an Older Adult Centre and others are looking for activities closer to home. They are looking for more intergenerational opportunities and events during the day, evenings and weekends. Activities that accommodate individuals who speak both languages are needed.

2. Better Coordination/Information

Most older adults express one of two comments when consulted. “There is always a lot going on with this community” or “not much available”. For those who were well linked to the community, knowing where to find recreational activities was easy. However, many people had no idea where to look. A more coordinated approach to recreation opportunities was identified as a need.

## Respect and Social Inclusion:

With regard to respect and social inclusion most of the feedback has been quite positive. Older adults “love” living in Temiskaming Shores and feel included in the community. Most feel respected and do not feel isolated all of the time. Most older adults indicated that they are not treated disrespectfully in the community due to their age; however, some older adults feel that the younger generation can be disrespectful. Most older adults were very appreciative of being consulted.

## Civic Participation, Volunteering and Employment:

This section includes three (3) areas that have been separated below.

### Civic participation:

1. Voting

Older adults who do not drive find it difficult to get to polling stations but feel voting is very important.

### Employment:

1. More Skills Training

There was not extensive discussion surrounding employment due to many who participated in the consultation were retired. Older adults find they need more skills training as the introduction of technology has changed the work and social environment. Older adults are also looking for more flexible hours.

### Volunteering:

1. Need for Volunteers

Many older adults would like to see a network of volunteers created to assist older adults. Ideally there would be a call number for older adults to connect with a volunteer. The volunteer could assist with anything from light housework to just being a companion or driving to appointments. High school students could be utilized to help with things like leaf raking or snow shoveling that could be used towards their volunteer hours.

2. More Coordination and Recognition of Volunteers

Many older adults volunteer extensively. However, there are a group of older adults who would like to get involved but are not sure how. Older adults would like a more coordinated approach to volunteer opportunities such as a

Volunteer Board or 1-800 number. Older volunteers also state that they should be recognized for their contributions and be given enough training to do their job well.

### Communication and Information:

With regard to Communication and Information there were two (2) main themes that arose. It should be noted that communication was brought up in most of the other sections. Specific information on communication can be found in specific sections as it was identified as important. Below are some general communication comments that came up through the public consultation process.

#### 1. More Coordinated Approach to Communication

Currently older adults are not sure where to find information as each organization provides their own information in their own way. Older adults would like to see a Community Guide or similar service that outlines services available and who to contact about the services. They would like to see a calendar of events pertaining to older adults or a person they can talk with. It is important to use a variety of methods (i.e. print, social media, radio etc.) to reach older adults as this generation is diverse in their comfort with the internet versus print media.

#### 2. Increased Information Sharing

Older adults need more information about services and programs available to them. As older adults experience new life events as they age they are not sure what's available to them and not sure who to ask.

### Community Support and Health Services

There were five (5) themes that emerged with regard to Community Support and Health Services. Several themes overlap due to the interrelated nature of support and housing, transportation and information.

#### 1. Better Coordination of Services and Information

Many older adults are not aware of support and health programs and how to access them. There is much confusion surrounding who provides what services and which require/do not require a doctor's referral. Providers need to work together to make the system easier to navigate and provide information together rather than in silos. Internet is not yet the best way to reach older adults and 1-800 numbers not answered by a person can be very confusing. There needs to be avenues where older adults can speak with a person about their needs and services available.

2. More Doctors and Specialists locally

Unfortunately, there is a shortage of doctors in the area, creating a situation where the Emergency Department is the only way some older adults can seek medical care. It is highly recommended the City continue to seek new doctors for the area. Though some specialists make the trip to the Temiskaming Hospital, more often residents need to commute to Sudbury, North Bay, etc. for specialist's appointments. Though there are government grants to assist with the cost, these trips can be very stressful and costly for older adults.

3. More Services and increased Time per Visit

There is a need for more in-home care services to help older adults remain independent longer and avoid unnecessary trips to the emergency room. Older adults would like more time allotted to them for in-home assistance as appointments often feel rushed. Older adults who do not qualify for assistance, would like more guidance in finding private services.

4. Dedicated Palliative Care

The need for hospice palliative care services was outlined.

5. Transportation

Transportation continues to be an issue for older adults to get to both in-town and out-of-town medical appointments. It can be quite expensive to make trips for medical appointments. Older adults would like to see a volunteer program similar to that run by the Cancer Care Society.

## Recommendations

Based on the findings, recommendations were created with input from service providers and older adults. Each WHO area is outlined with opportunities to become more Age Friendly, action items and desired outcomes. There are many ways the action items can be achieved and will take agencies working together to achieve each action item. Ideas for implementation can be found with the Steering Committee.



# Communication and General

## Opportunity:

## Action Items:

### Short:

### Medium

### Long

**Create a sustainable source for all information related to older adults**

Ensure all information is provided online and in print format



Create a community guide that contains all information pertaining to older adults



Work towards having all information available in both French and English



**Implement and evaluate the Age Friendly Community Plan**

Implement an Age Friendly Coordinator/Programmer to assist in implementation and evaluation of the plan. This may be a shared role amongst several agencies



Join the World Health Organizations Age Friendly Network



Update the plan to reflect progress in implementation and changes in the community.



Evaluate and report to the public yearly, the accomplishments of the Age Friendly Plan and Steering Committee



Services easier to access



Improve/maintain health & wellness



Decreased isolation



Increased communication



Decrease stress and anxiety



Age in place



# Outdoor Spaces and Public Buildings

## Opportunity:

## Action Items:

Develop and expand pedestrian friendly features to increase walkability

### Short

Increase the number of benches and seating areas along pathways, walking routes and shopping areas. Including bus stops



### Medium

Investigate the feasibility of increasing year round maintenance of roads and sidewalks/pathways



### Long

Create and expand multi-use pathways and/or sidewalks as roads are created or repaired



Develop strategies to ensure prompt snow removal of snowbanks from downtown parking areas and transit stops



Develop a Recreation Master Plan that includes active transportation (e.g. walking cycling, wheeling)



Increase safety of pedestrian crossings by:

- Increase amount of time to cross at traffic lights
- Install countdown signal to existing crossings
- Flag system at high frequency crossings
- Educate pedestrians, cyclists, & drivers on safely sharing the road



Create a Community Map that outlines key features including washrooms, trails/pathways, etc.



Increased accessibility



Increased walkability



Increased safety



Change in mindset



Increased communication



Services easier to access



Improve/maintain health & wellness



Decreased isolation



Decrease stress & anxiety

Communauté favorable aux aînés



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# Outdoor Spaces and Public Buildings

**Opportunity:**

**Action Items:**

**Short**

**Medium**

**Long**

**Increase access to public washrooms**

Create partnerships with local businesses to increase access to washroom facilities in public areas (especially businesses with accessible washrooms)



Create strategies to ensure clear communication about when public washrooms will be open and closed (daily and seasonally) and where they are located



Increased accessibility



Increased walkability



Increased safety



Change in mindset



Increased communication



Services easier to access



Improve/maintain health & wellness



Decreased isolation



Decrease stress & anxiety

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# Outdoor Spaces and Public Buildings

## Opportunity:

Ensure the needs of older adults are considered when designing new or upgrading existing public buildings and open spaces

## Action Items:

### Short

Create partnerships to start a ramp project to assist businesses with one or two stair entrances/exits



### Medium

Adapt existing Age Friendly Business guide with input from local businesses as a resource



Create a Chamber of Commerce "Age Friendly Businesses" award to encourage businesses to become Age Friendly



Improve parking for older adults across Temiskaming Shores by increasing the number of accessible parking spots, creating senior only parking spaces and/or paving existing parking lots



### Long

Explore the possibility to initiate an Age Friendly Business program (i.e. recognition, identification, accreditation)



Recommend the City to continue making accessible upgrades to municipal buildings and park spaces beyond AODA requirements



Increased accessibility



Increased walkability



Increased safety



Change in mindset



Increased communication



Services easier to access



Improve/maintain health & wellness



Decreased isolation



Decrease stress & anxiety

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# Housing

## Opportunity:

## Action Items:

### Short

### Medium

### Long

Develop partnerships to increase the number of affordable housing units for older adults

Ensure contractors have access to the findings of this study when planning for new development



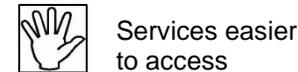
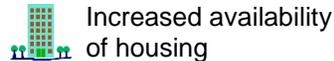
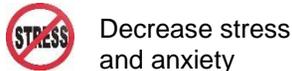
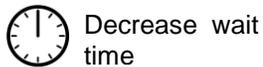
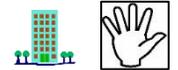
Work with municipal planning department to ensure zoning by-laws affecting housing match the needs of older adults



Develop partnerships between all levels of government and private entities to construct more apartments for older adults including rent geared to income, market rate (based on CMHC's maximum rent levels), and affordable units



Have the City assist contractors with developments that benefit older adults, for example: free or decreased price land, tax breaks, permit assistance, etc.



# Housing

**Opportunity:**

**Action Items:**

**Short**

**Medium**

**Long**

Improve awareness of housing for older adults

Create a directory of housing options that indicates who manages them and how to access each option



Create a directory of services to assist older adults to stay in home including support services, tax credits, etc.



Decrease wait time



Decrease stress and anxiety



Increased availability of housing



Increased communication



Services easier to access



# Social Participation

## Opportunity:

## Action Items:

### Short

### Medium

### Long

Improve access to recreation and social programming aimed at improving the quality of life of older adults

Promote service providers to offer "Try it days" or open houses



Work with older adults to remove barriers to participation



Expand pathways and trails to encourage physical activity and provide a means of getting to/from activities



Expand existing opportunities to include programs for older adults identified in this study that are not currently being offered in the community (i.e. indoor walking)



Advertise the accessible feature of programs and modifications that can be made for older adults with physical or mental challenges



Create partnerships to develop an Older Adult Centre (Stand alone or part of a community hub)



Increased accessibility



Increased walkability



Increased safety



Change in mindset



Increased communication



Services easier to access



Improve/maintain health & wellness



Decreased isolation



Decrease stress & anxiety

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# Social Participation

**Opportunity:**

**Action Items:**

**Short**

**Medium**

**Long**

**Improve communication about social and recreational opportunities**

Develop a system for compiling leisure opportunities



Develop a system for sharing information on leisure opportunities, such as a calendar



Implement an Age Friendly Coordinator/Programmer to assist in implementation and evaluation of the plan. This may be a shared role amongst several agencies



Increased accessibility



Increased walkability



Increased safety



Change in mindset



Increased communication



Services easier to access



Improve/maintain health & wellness



Decreased isolation



Decrease stress & anxiety



# Transportation

## Opportunity:

## Action Items:

### Short

### Medium

### Long

Increase coordination among transit service providers

Develop a comprehensive document to raise awareness of local transportation providers



Develop a 1-800 number to call for information about transit services for older adults



Encourage transit providers to meet at least twice yearly to share information and continue shared promotion of services



Increase awareness of existing transportation services

Create and deliver a public education campaign that includes (but not limited to):

- Physically bringing transit vehicles to older adult festivals and places where older adults live
- Expand partnerships with existing agencies that offer Travel Training\* to clients
- Develop a Travel Training\* Program
- Encourage providers to have special days where older adults can ride for free
- Distribute and promote shared marketing materials and, if applicable, the 1-800 number



\*Travel training – teaching individuals or small groups how to use the transit system in a hands on manner.



Increased accessibility



Increased walkability



Increased safety



Change in mindset



Increased communication



Services easier to access



Improve/maintain health & wellness



Decreased isolation



Decrease stress & anxiety

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# Transportation

## Opportunity:

## Action Items:

### Short

### Medium

### Long

Improve the existing Public Transit System to be more Age Friendly

Expand membership on the transit committee to include an older adult



Improve amenities at bus stops to include:

- a) Benches and shelters
- b) Signage with bus pick up times



Expand the transit route and frequency of busses



Move or add transit stops closer to places where groups of older adults live



Consult older adults on updating the transit schedule to be more user friendly



Increased accessibility



Increased walkability



Increased safety



Change in mindset



Increased communication



Services easier to access



Improve/maintain health & wellness



Decreased isolation



Decrease stress & anxiety

Communauté favorable aux aînés



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# Transportation

## Opportunity:

## Action Items:

### Short

### Medium

### Long

Develop strategies to make accessing out of town transportation easier and more affordable

Encourage providers to coordinate services to make connections easier for older adults when travelling out of town



Encourage the expansion of affordable, accessible out of town transit providers

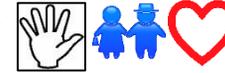


Support organizations in lobbying the Provincial government to increase compensation for out of town medical appointments



Improve access to door-to-door in town transportation

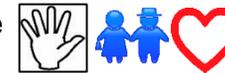
Reach out to neighbouring municipalities to explore a bus service into Temiskaming Shores for medical, shopping, recreation, etc.



Encourage existing providers to expand their fleet of vehicles and hours of operation (evening and weekends)



Encourage new providers to make available door to door transportation to fill in current gaps in service



Increased accessibility



Increased walkability



Increased safety



Change in mindset



Increased communication



Services easier to access



Improve/maintain health & wellness



Decreased isolation



Decrease stress & anxiety

Communauté favorable aux aînés



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# Transportation

## Opportunity:

## Action Items:

### Short

### Medium

### Long

Support agencies in reducing transportation barriers to participate in community events

Encourage organizers to consider transportation at early stages of planning



Encourage organizers to consider providing free or low cost transportation to events targeting older adults



Encourage community wide change in culture regarding public and accessible transit

Promote public transportation as an eco-friendly, cost saving option to driving a personal vehicle



Encourage community champions to take transportation services



Increased accessibility



Increased walkability



Increased safety



Change in mindset



Increased communication



Services easier to access



Improve/maintain health & wellness



Decreased isolation



Decrease stress & anxiety

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# Community Support and Health Services



## Opportunity:

Improve access to and experience with the health care system

### Short

## Action Items:

### Medium

### Long

Encourage partnerships to create a Hospice room in Temiskaming Shores  
  

Assist the Physician Recruitment Committee to attract new physicians to the area  
  

Make accessing transportation for medical appointments easier and reasonably priced (see Transportation for more details)  
  

Advocate government to increase funding for community supports  
  

Encourage physicians to use telemedicine whenever possible  
  

 Increased accessibility	 Increased walkability	 Increased safety	 Change in mindset	 Increased communication
 Services easier to access	 Improve/maintain health & wellness	 Decreased isolation	 Decrease stress & anxiety	 Age in place/ stay in home

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# Community Support and Health Services



## Opportunity:

## Action Items:

### Short:

### Medium

### Long

Improve awareness of and access to home care supports to encourage older adults to stay in their home

Create partnerships with local agencies to initiate a "Snow Angels" and "Yard Angels" program   

Encourage expansion of services and eligibility for in-home services such as: house cleaning, small home repairs, personal care, etc.   

Advocate to make accessible features standard in new construction  

Create partnerships with the local Stay On Your Feet coalition to assist older adults in identifying and removing hazards to living safely in the home   

Advocate for increased Provincial and Federal funding to provide necessary assistance for older adults    

Educate older adults that they can self-refer for certain services    

Work with existing organizations to break down barriers to accessing services and encourage older adults to ask for help    

 Increased accessibility	 Increased walkability	 Increased safety	 Change in mindset	 Increased communication
 Services easier to access	 Improve/maintain health & wellness	 Decreased isolation	 Decrease stress & anxiety	 Age in place/ stay in home

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# Community Support and Health Services

## Opportunity:

## Action Items:

### Short

### Medium

### Long

Encourage more collaborative information sharing amongst agencies

Raise awareness of programs and services

Raise awareness and access to prevention and education programs

Create a coordinated guide for older adults of health services provided in the community (part of community guide).



Encourage more open communication among agencies that provide services to older adults



Use a “peers talking to peers” approach to change the culture of asking for help



Encourage the creation of a pedestrian friendly community (see Outdoor Spaces and Public Buildings)



Coordinate prevention and education opportunities through community partners about preventing declining health



Increased accessibility



Increased walkability



Increased safety



Change in mindset



Increased communication



Services easier to access



Improve/maintain health & wellness



Decreased isolation



Decrease stress & anxiety



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## Respect and Social Inclusion

**Opportunity:**

**Action Items:**

**Short**

**Medium**

**Long**

**Increase the number of intergenerational programs**

Create partnerships between older adult and youth organizations to offer more intergenerational programs



**Continue to encourage positive interactions between older adults and community members**

Continue to showcase older adults in a positive light and acknowledge them for their accomplishments



Encourage service providers and business staff to educate themselves on best practices for serving older adults



Increase respect



Decrease stress and anxiety



Decreased isolation



Services easier to access

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# Volunteering, Employment, Civic Participation

**Opportunity:**

**Action Items:**

**Short**

**Medium**

**Long**

Increase access to volunteer opportunities for older adults

Create a "Volunteer of the Month Award" to showcase the amazing volunteers in the community

Develop a central system for advertising and finding volunteer opportunities

Investigate ways to remove barriers to volunteering including affordability



Services easier to access



Decreased isolation



Increased communication



Decrease stress and anxiety



Increased respect



# Volunteering, Employment, Civic Participation

**Opportunity:**

**Action Items:**

**Short**

**Medium**

**Long**

Improve access to employment information and training for older adults (who wish to work)

Develop a coordinated approach for disseminating information to older adults about employment and training opportunities



As part of the Age Friendly Business guide, develop resources for employers to learn about the value of older adults in the workplace



Encourage older adults to participate in civic affairs

Encourage older adult participation by asking for their input, especially on matters that affect them directly



Advocate all levels of government to consider providing free transportation to polling stations during an election



Strive to consult older adults yearly on the Age Friendly initiative



Services easier to access



Decreased isolation



Increased communication



Decrease stress and anxiety



Increased respect

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Based on the final public consultation event, the top 10 opportunities that the Steering Committee should focus on include:

1. Improve Access to and experience with the health care system (Community Supports)
2. Develop and expand pedestrian friendly features to include walkability (Outdoor Spaces)
3. Develop partnerships to increase the number of affordable housing units for older adults (Housing)
4. Improve access to recreation and social programming aimed at improving the quality of life of older adults (Social Participation)
5. Create a sustainable source for all information related to older adults (Communication)
6. Increase access to public washrooms (Outdoor Spaces)
7. Improve awareness of housing for older adults (Housing)
8. Support agencies in reducing transportation barriers to participate in community events (Transportation)
9. Improve existing Public Transit System to be more Age Friendly (Transportation)
10. Improve awareness of and access to home care supports to encourage older adults to stay in their home (Community Support)

## Next Steps

The process from start to finish has been filled with great support from agencies and older adults alike. There were so many positive comments throughout the process and it highlighted what a great community Temiskaming Shores really is. With that being said, there is still work to do to become more Age Friendly.

***Age Friendly Plan Endorsement*** – The plan will be presented to Council for their adoption and will be provided to key community partners for the endorsement within their agency.

***Age Friendly Steering Committee*** – The Steering Committee will review and revise its Terms of Reference and continue to meet and focus on implementing prioritized action items.

***Create a Detailed Action Plan*** – The Steering Committee will create a detailed action plan, including organization(s) responsible and/or lead for each action and concrete guidelines. The Committee shall also create a monitoring and evaluation plan to assist with accountability.

***Reporting Progress*** – The Steering Committee will report yearly on the progress made in creating an Age Friendly Temiskaming Shores.