



City of Hamilton
SENIORS ADVISORY COMMITTEE
AGENDA

Meeting #: 22-05
Date: May 6, 2022
Time: 10:00 a.m.
Location: Due to the COVID-19 and the Closure of City Hall
All electronic meetings can be viewed at:
City's YouTube Channel:
<https://www.youtube.com/user/InsideCityofHamilton>

Lisa Maychak, Senior Manager, Age-Friendly City (905) 546-2424 ext. 1721

Pages

1. CEREMONIAL ACTIVITIES

- 1.1. Welcome to new Senior Advisory Committee Members
- 1.2. Land Acknowledgement

2. APPROVAL OF AGENDA

(Added Items, if applicable, will be noted with *)

- 2.1. May 6, 2022

3. DECLARATIONS OF INTEREST

4. APPROVAL OF MINUTES OF PREVIOUS MEETING

- 4.1. April 1, 2022

5

5. COMMUNICATIONS

6. DELEGATION REQUESTS

7. CONSENT ITEMS

8. PUBLIC HEARINGS / DELEGATIONS**9. STAFF PRESENTATIONS**

- 9.1. Alison Carlyle, Project Manager, Sustainable Mobility, Planning and Economic Development respecting E-Cargo bikes

10. DISCUSSION ITEMS

10.1. Working Groups

10.1.a. Getting Around Hamilton Working Group

10.1.b. Elder Abuse Working Group

10.1.c. Housing Working Group

10.1.d. Communications Working Group

10.2. Working Committees

10.2.a. Age-Friendly Plan Governance

10.2.b. Older Adult Network

10.2.c. International Day of Older Persons

10.2.d. McMaster Institute of Research

10.2.e. Ontario Health Coalition

Member C. Fernandes will continue to send out communication thru L. Maychak to members

10.2.f. Our Future Hamilton

10.2.g. Senior of the Year Award

11. MOTIONS**12. NOTICES OF MOTION****13. GENERAL INFORMATION / OTHER BUSINESS**

- 13.1. Senior Advisory Committee brochure approval

- | | | |
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| 13.2. | Senior Advisory Committee and Hamilton Council on Aging Collaboration | 15 |
| 13.3. | Review Senior Advisory Committee Terms of Reference and Rights and Responsibilities for new members | 87 |
| 13.4. | April Darts Report | 115 |
| 13.5. | Report on Committee's activities | |
| 14. | PRIVATE AND CONFIDENTIAL | |
| 15. | ADJOURNMENT | |



Hamilton

**Seniors Advisory
Committee**

April 1, 2022

Minutes 22-004

10:00am – 12:00pm

Due to the COVID-19 and the Closure of City Hall

All electronic meetings can be viewed at:

City's YouTube Channel

<https://www.youtube.com/user/InsideCityofHamilton>

In Attendance:

Penelope Petrie (Chair), Aref Alshaikhahmed, Sheryl Boblin, Maureen McKeating, Barry Spinner, Douglas Stone, Marian Toth, Marjorie Wahlman, Ann Elliott, Carolann Fernandes, David Broom

Also, in Attendance:

Lisa Maychak, Project Manager, Healthy & Safe Communities Department
 Kim VanderMeulen, Program Secretary, Healthy & Safe Communities
 Tom Jackson, City Councillor
 Matthew Grant, Director, Communications Division, City of Hamilton
 Jessica Chase, Director, Children's Services and Neighbourhood Development Division, City of Hamilton
 Deidre Pike, Senior Social Planner, Social Planning and Research Council

Absent with Regrets:

Dahlia Petgrave, Sarah Shallwani, Noor Nizam, Kamal Jain

1. CEREMONIAL ACTIVITIES (Item 1)

Land Acknowledgement presented by A. Alshaikhahmed.

2. APPROVAL OF AGENDA (Item 2)

- Addition of Darts Update (Item 13.2)

(M. Wahlman/D. Broom)

That the Seniors Advisory Committee approves the April 1, 2022 agenda, as amended.

CARRIED

3. DECLARATIONS OF INTEREST

None.

4. APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 4)**(i) March 4, 2022 (Item 4.1)****(C. Fernandes/M. Wahlman)**

That the Seniors Advisory Committee approves the March 4, 2022 minutes, as presented.

CARRIED

5. STAFF PRESENTATIONS (Item 9)**(M. Wahlman/A. Alshaikhahmed)**

That the following presentations be received:

(i) Deidre Pike, Senior Social Planner, Social Planning and Research Council respecting Reimagining Public Participation Together Survey. (Item 9.1)

D. Pike presented to the Seniors Advisory Committee (SAC) regarding a follow up to the current online survey Reimagining Public Participation Together. This survey flows from the Public Engagement Charter to which the City of Hamilton (COH) is committed to. This survey follows up on the engagement level within the city to determine how well the COH is accomplishing its goals. D. Pike is looking for feedback within focus groups to obtain more detailed information regarding having their voice heard and if this had any impact. Staff will send the survey to the members. [Reimagining Public Participation | Engage Hamilton.](#)

D. Pike asked the advisory committee if it would be possible to schedule a future meeting with committee members to hold a focus

group. Any committee members interested are to contact L. Maychak.

(ii) Matthew Grant, Director Communications and Jessica Chase, Director, Children’s Services and Neighbourhood Development respecting the City of Hamilton Communications Role

M. Grant presented to the Senior Advisory Committee (SAC) an overview of the City of Hamilton’s (COH) Communications Division including who they are, the services they provide and their core audiences. M. Grant also shared the COH Citizen’s Survey for information preferences and asked the group their opinions on this. The Communications Division can provide strategic advice and council to COH Advisory Committees. M. Grant provided recommended communications actions and a review of the elements of a communication plan for the committee and plans to attend the next Communications Working Group meeting in April.

J. Chase presented to the committee an overview of the Age-Friendly Plan and the Age-Friendly Governance structure and their role and goals. Opportunities for collaboration with the committee and the Age-Friendly Governance Committee and Age-Friendly Collaborative Committee exists and conversations are to be started to ensure duplications are not occurring. In addition, to incorporate the current work of the committees’ working groups into the action plans of the Age-Friendly Collaborative Committee.

M. Grant and J. Chase held a question and answer period for members of the Senior Advisory Committee following the presentation.

CARRIED

7. DISCUSSION ITEMS (Item 10)

(i) Working Groups (Item 10.1)

(S. Boblin/A. Alshaikhahmed)

That the following updates be received:

(a) Getting Around Hamilton Working Group

P. Petrie reported this working group is currently working on the development of the “Let’s Get Moving” workshops with the Hamilton Council on Aging. Also, Hamilton Street Railway

(HSR) is developing a video for the "Let's Take the Bus" workshop.

(b) Elder Abuse Working Group

M. Wahlman reported this working group had a presentation by Mary Shkoury with Elder Abuse Prevention Ontario at the group's last meeting. M. Shkoury spoke of the Waterloo Regional Police's support program for Elder Abuse available in their community. D. Bloom reached out to this senior support group in Waterloo for more information and currently are awaiting this and will share with Senior Advisory Committee.

(c) Housing Working Group

M. Toth reported this working group met in February and had guest Sean Botham, Manager with City Housing Hamilton, who reviewed the construction details of 500 McNab Street, a high energy efficiency building, which is the only one of its kind in the world of this quality.

At this working group's March meeting the group decided to begin to revise and update the booklet "Housing Options for Older Adults in Hamilton".

M. Toth is in contact with Andrea McDowell, Project Manager, Air Quality and Climate Change, City of Hamilton regarding strategies for heat mitigation for this coming summer. The plan is to provide shaded outdoor cooling areas, social networking for checking in with residents, in-building cooling rooms and indoor air conditioning or room fans. A. McDowell will advise M. Toth if donations are required.

(d) Communication Working Group

D. Broom reported this working group has been continuing to work on the Senior Advisory Committee brochure. City staff, Matthew Grant and Jessica Chase have been invited to the next Communications Working Group meeting being held on April 20th at 10am. Any members of the Senior Advisory Committee that are interested in attending this meeting are to contact L. Maychak.

CARRIED

(ii) Working Committees (Item 10. 2)

(M. Wahlman/D. Broom)

That the following updates be received:

(a) Age Friendly Plan - Governance Committee

L. Maychak reported this committee has developed several action plans for each goal which are all at various stages depending on the action. The Age-Friendly Annual Progress Event was launched on March 29 on Cable 14. This event "How Hamilton is Aging Well" is available for viewing on the City's YouTube Channel.

(b) Older Adult Network

D. Stone reported that the United Way of Hamilton and Halton have been successful in obtaining a New Horizons Canada grant for a "Caring for the Community" resource guide which has completed, and members of this committee will receive a hard copy. The same committee who developed the resource guide is currently working to produce a webinar for May regarding home care as the main topic. The Senior Kickoff event will occur at Michelangelo's on June 1, 2022 and will be limited to 300 participants. If anyone would like to volunteer to help as this event, please contact L. Maychak

(c) International Day of Older Persons Committee

There are no updates at this time.

(d) McMaster Institute for Research on Aging

There are no updates

(e) Ontario Health Coalition

C. Fernandes will continue to send the committee email updates through L. Maychak.

(f) Our Future Hamilton Update

There are no updates for the Committee.

(g) Senior of the Year Award

Nomination materials are now completed and will be launched on April 25, 2022 and close on June 27, 2022. The event is

currently being planned as an in-person event on October 18, 2022 at Michelangelo's. Tickets will go on sale at the beginning of September.

8. MOTIONS (Item 11.1)

(D. Broom/M. Wahlman)

(i) Senior Advisory Committee Brochure

That the Senior Advisory committee approve the content of the Senior Advisory Committee brochure as presented.

CARRIED

(D. Broom/S. Boblin)

(ii) That the Senior Advisory Committee approve to move forward with a review of the brochure by the City of Hamilton's Communication Department and for design work to be completed with a cost that will be covered by SAC's annual budget.

CARRIED

9. GENERAL INFORMATION/OTHER BUSINESS (Item 13)

(i) Appointment of Vice-Chair for the Senior Advisory Committee

(C. Fernandes/M. Wahlman)

That D. Broom be appointed Vice-Chair to the Seniors Advisory Committee.

CARRIED

(ii) Darts Report/Update

Darts is now operating at full capacity and continue to follow Public Health guidelines. Masks are required with some exceptions. As of March 14, 2022, mask exempt passengers are riding in regular vehicles. Darts to provide monthly updates going forward.

(iii) Caring for Community Resource Guide

Copies will be available at the Seniors Kick-off event and L. Maychak will ensure all committee members receive a copy of this resource guide.

L. Maychak thanked members S. Boblin and D. Stone for their contributions with the content in this guide. Electronic versions of this guide have been emailed to all Senior Advisory Committee

members.

(iv) Councilor Tom Jackson provided the following updates:

- Interview Sub Committee is currently amid potential Senior Advisory Committee member interviews and hopeful that four new members will be recommended in April.
- City of Hamilton is following the Federal Government and has rescinded its mask mandate and safe distance by-laws, but both are still strongly recommended.
- City Council has approved 2022 budget with a 2.8% increase. To include 10 new paramedics, renovations to Macassa Lodge, public transit and, support for many other programs.
- The Senior Advisory Committee budget for 2022 has been approved.

10. ADJOURNMENT (Item 15)

(M. Wahlman/S. Boblin)

That the Seniors Advisory Committee be adjourned at 12:16pm.

CARRIED

Next Meeting: May 6, 2022

WHO WE ARE

We are a volunteer-based advisory committee of the City of Hamilton. Members of the committee are residents and/or business owners in Hamilton who are appointed by Council.

SAC is a full partner with the City of Hamilton and the Hamilton Council on Aging in the development, governance and implementation of Hamilton's Age-Friendly Plan.

SAC's active working groups, include:

- Communications
- Elder Abuse
- Housing
- Getting Around Hamilton

SAC also has membership in several external committees/groups.



SENIORS ADVISORY COMMITTEE (SAC)



Hamilton

MONTHLY MEETINGS

First Friday of each month
10:00 a.m. to Noon
(Schedule subject to change)

LOCATION

Hamilton City Hall
71 Main Street West, 1st Floor, Room 192
(Virtual as necessary)

CONTACT

Lisa Maychak, Staff Liaison
(905) 546-2424, ext. 1721
Lisa.Maychak@hamilton.ca

An advisory committee for the City of Hamilton, advocating for improved quality of life for all seniors in Hamilton

SENIORS ADVISORY COMMITTEE (SAC)



Hamilton



An advisory committee for the City of Hamilton, advocating for improved quality of life for all seniors in Hamilton

COMMITTEE MANDATE

SAC shall be a credible communication vehicle regarding the quality of life for all seniors in the City of Hamilton. It will provide a forum for consumers and deliverers of seniors' services and facilities to identify issues, explore possible remedies, and work to implement them.

WHAT WE DO

- Provide a forum to identify seniors' issues, while exploring and recommending solutions.
- Work with City Council and staff to find solutions to seniors' needs.
- Suggest improvements to policies or services offered to seniors by all levels of government.
- Encourage the City to promote healthy ageing through appropriate programs.
- Work for the benefit of a diverse population of seniors across Hamilton, who have various needs.
- Ensure that racialized communities and seniors isolated from the community are kept informed and involved.

SOME PAST ACHIEVEMENTS

- Presentation to Council on "Transportation Options in Underserved Areas of Hamilton."
- Instrumental in introducing the Golden Age Pass and Seniors Monthly bus pass.
- Developed the "Housing Options for Older Adults in Hamilton" guide.
- Revision of the seniors' resources landing page on the City of Hamilton website.
- Developed three brochures on home adaptation (for renters, homeowners, property managers) in partnership with various community organizations and Hamilton Public Health Services.



OTHER POTENTIAL PROJECTS

- Develop heat mitigation strategies for older adults.
- Develop workshops on housing options and financial literacy for older adults in collaboration with the Hamilton Council on Aging.
- Advocate for snow removal on all City of Hamilton sidewalks.
- Disseminate information on safety for seniors and elder abuse in partnership with Hamilton Police Services.
- Collaborate with the Hamilton Public Library and the 211 service to ensure optimal dissemination of information relevant to older adults.
- Collaborate with the Hamilton Council on Aging on "Let's Get Moving Workshops," including:
 - Let's Take a Bus
 - Let's Take a Walk
 - Let's Drive a Car
 - Let's Ride a Bike

YOUR VOICE MATTERS – JOIN US!

- Learn how you could become a volunteer committee member. • Join monthly meetings.
- Make a presentation at an upcoming meeting on an area of interest that concerns older adults residing in Hamilton.

2021-2026

HAMILTON'S PLAN FOR AN AGE FRIENDLY COMMUNITY



“Consistent with our commitment to social inclusion, we are pleased to be one of the first cities globally to specifically integrate a dementia-friendly approach into our age-friendly plan”

Dementia Friendly Communities treat people living with dementia with **LUVE**



2021-2026 HAMILTON'S PLAN FOR AN
AGE FRIENDLY
COMMUNITY

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INTRODUCTION AND CONTEXT

A Message from the Co-Chairs and Past-Chair, Age-Friendly Hamilton Collaborative Governance Committee

We are pleased to present Hamilton's 2021-2026 Plan for an Age-Friendly community. This plan builds on the successes of Hamilton's first Age-Friendly Plan (2014-2019) while integrating lessons learned over the past five years. It also aligns with the strategic vision that Hamilton City Council adopted in 2014 - to be the best place to raise a child and to age successfully.

Although you will see familiar goals, principles and some ongoing actions reflected in the current plan, you will also see some noteworthy highlights. The 2021-2026 plan has been written through an equity and inclusion lens that recognizes and celebrates diversity in its many forms including age, race, ethnicity, gender, ability and sexual orientation. Consistent with our commitment to social inclusion, we are pleased to be one of the first cities globally to specifically integrate a dementia-friendly approach into our Age-friendly plan.

It must be acknowledged that the plan was prepared during the Coronavirus pandemic. No one will deny the challenges facing our society at this point in history and the subsequent need for flexibility, creativity and adaptive change. While social and economic disruptions bring hardship and societal upheaval, they also present opportunities for innovation and positive change. As a community, we encourage everyone to identify and build on these opportunities.



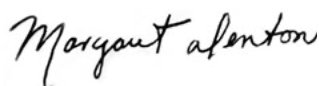
You will read about the implications of the pandemic on the goal areas and our recommendations. One particularly unsettling consequence of COVID-19 relates to technology: within our community there are inequities in digital literacy, access to supportive technology and the training and ongoing support needed to be more inclusive of all older adults. Those older adults who were able to use technology to connect with others during the pandemic may have experienced less social isolation. Given that technology will continue to play a pivotal role in how we stay connected to family, friends and our community for the foreseeable future, the plan addresses leveraging technology to support older adults.

Due to uncertainties regarding the impact of COVID-19 and the implications for long-range planning, the Age Friendly Governance Committee recommends a comprehensive review mid-way through the 2021-2026 plan. It is hoped that, by that point, we will have a clearer understanding of both the impact of the pandemic and potential solutions and can make any necessary modifications for the remaining years of the plan.

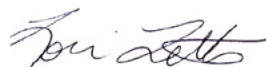
Finally, a comprehensive plan for an Age-friendly community does not come together without the support of and contributions from a wide range of people and organizations.

We would like to acknowledge and thank the members of the Age-Friendly Collaborative Governance Committee, the Empowering Dementia-Friendly Communities – Hamilton & Haldimand working group and our partners at the City of Hamilton, the Hamilton Council on Aging and the Seniors Advisory Committee, an advisory committee of Hamilton City Council, for their many contributions to the plan. In addition, we would like to extend a special thank you to everyone in our community who took the time to complete a survey and/or participate in a focus group. Your voices matter.

With our best wishes for an Age-Friendly Hamilton,



Margaret Denton
Chair (2014-2020), Age-Friendly Hamilton Collaborative Governance Committee



Lori Letts
Co-Chair, Age-Friendly Hamilton Collaborative Governance Committee



Julie Richardson
Co-Chair, Age-Friendly Hamilton Collaborative Governance Committee

A Portrait of Adults 55+ Living in Hamilton

“The gift of longer life is arguably the most consequential legacy of the past century. It is transforming all culture and politics and it is generating almost limitless potential for overall human development”.

Dr. Alexandre (Alex) Kalache¹ , President, International Longevity Centre Brazil (ILC-BR)



During the planning meetings, the Age-Friendly Hamilton Collaborative Governance committee tasked itself with answering the question “What is the profile of an older adult living in Hamilton?” The research conducted to answer this question revealed its complexity.

The reality is that there is enormous variability among adults 55+. Portraying one image or sharing one story of an older adult cannot begin to represent the diversity or to celebrate the uniqueness of older adults living in Hamilton.

One cannot realistically compare the interests, needs and preferences of a 55-year-old with someone who is 100. We would not expect to plan one program for ages 0-40 and, similarly, we would not want to do that for ages 55-100+.

What we can say, with certainty, is that we are living longer. As of July 2018, Canada had an estimated 9,968 individuals aged 100 and over (Statistics Canada 2018) and that trend will continue to grow.

Longevity is to be celebrated but it is important to do everything we can to ensure that those additional years are ones of meaning and purpose. As we plan for the next few years, it is important to recognize the changes that have occurred in Hamilton’s older adult population. Thank you to the Social Planning and Research Council (SPRC) for the background research² they conducted during the summer of 2020 for inclusion in the 2021-2026 plan.

The SPRC data demonstrate changes between the 2006 and 2016 census data and will help the community to plan accordingly. **Figure 1** illustrates the number of residents by older age groups in Hamilton communities according to the 2016 census. The table breaks down the growth in the number of adults 55+ by individual Hamilton communities. We expect these increases to continue, making it important that we take older adults into consideration when looking at all sectors of society.

¹ Dr. Kalache is the former Director (1994-2007) of the World Health Organization’s (WHO) global aging program at its Geneva headquarters. In 2006-2007, Dr. Kalache led a WHO global project to identify key components of an age-friendly city. The assessment tool that resulted from this work, the *Global Age-Friendly Cities: a Guide*, was released in 2007 on International Day of Older Persons (October 1st). The guide has endured as an important reference for planners and organizations around the world. Dr. Kalache is currently the President. International Longevity Centre Brazil (ILC-BR). In addition, he holds a number of appointments globally and continues to be a tireless advocate for the rights of older persons.

² The comprehensive SPRC Age Friendly Bulletin can be found on both the Hamilton Council on Aging website. <https://coahamilton.ca/> and the SPRC website. <http://www.sprc.hamilton.on.ca/>

| Number of residents by older age groups, city of Hamilton communities, 2016 Census | | | | | | | |
|--|----------|--------|-------------|-----------|----------|--------------|------------------|
| | Ancaster | Dundas | Flamborough | Glanbrook | Hamilton | Stoney Creek | City of Hamilton |
| 55-64 years | 5,780 | 3,745 | 6,160 | 3,220 | 44,595 | 9,810 | 73,310 |
| 65-74 years | 3,710 | 3,120 | 4,040 | 2,935 | 29,005 | 6,755 | 49,565 |
| 75-84 years | 1,830 | 1,730 | 1,590 | 1,595 | 16,850 | 3,305 | 26,900 |
| 85+ years | 700 | 660 | 585 | 480 | 6,800 | 1,170 | 10,395 |
| Total 55 years and older | 12,020 | 9,255 | 12,375 | 8,230 | 97,250 | 21,040 | 160,170 |
| % of total population in 2016 | 30% | 38% | 29% | 28% | 29% | 30% | 30% |
| % growth from 2006-2016 | 39% | 20% | 35% | 69% | 14% | 33% | 22% |

Figure 1

There have also been increases in the percentage of older adults identifying as visible minorities, particularly among adults 75+. Again, the interests and needs of older adults identifying as visible minorities must be taken into account and they must be involved in making decisions that impact their lives as shown in **Figure 2**.

Percentage of older adults identifying with a visible minority group, city of Hamilton, 2006 and 2016 Census

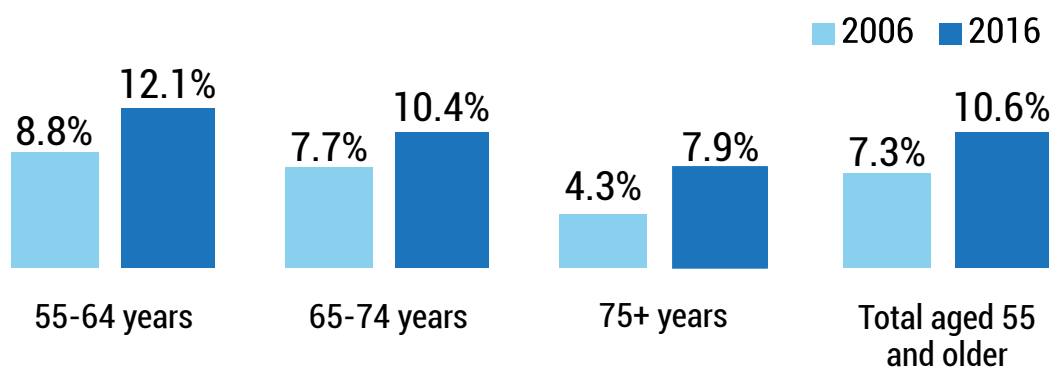


Figure 2

If we are to truly embrace inclusivity in our community, we must acknowledge and celebrate the diversity that enriches Hamilton. **Figure 3** compares the top non-English languages spoken at home by adults 65+ in Hamilton in 2006 and 2016. This information is important if we are to provide information about resources and services to older adults for whom English is not their first language.

| Top non-English languages spoken at home by adults 65+ in 2006 and 2016 | | |
|---|----------------------------------|----------------------------------|
| Rank | 2006 | 2016 |
| 1 | Italian | Italian |
| 2 | Polish | Portuguese |
| 3 | Croatian | Croatian |
| 4 | Portuguese | Chinese languages (all dialects) |
| 5 | Chinese languages (all dialects) | Polish |
| 6 | Serbian | Serbian |
| 7 | German | Punjabi |
| 8 | Ukrainian | Spanish |
| 9 | Hungarian | Greek |

Figure 3

The following Figure compares persons age 65-74 working between 2006-2016. What makes for a good quality later life? **Good health, social connections, financial security – work** contributes to all of these. Except for a slight decrease in one area (1%, in adults 65-74 working full-time), there were substantive increases in those who reported working in the previous year and those working mostly part-time. Societal trends of working longer and working part-time can be expected to continue and should be considered when planning age-friendly and inclusive work places.

Residents aged 65-74 who worked in the previous year, city of Hamilton, 2006 and 2016 Census

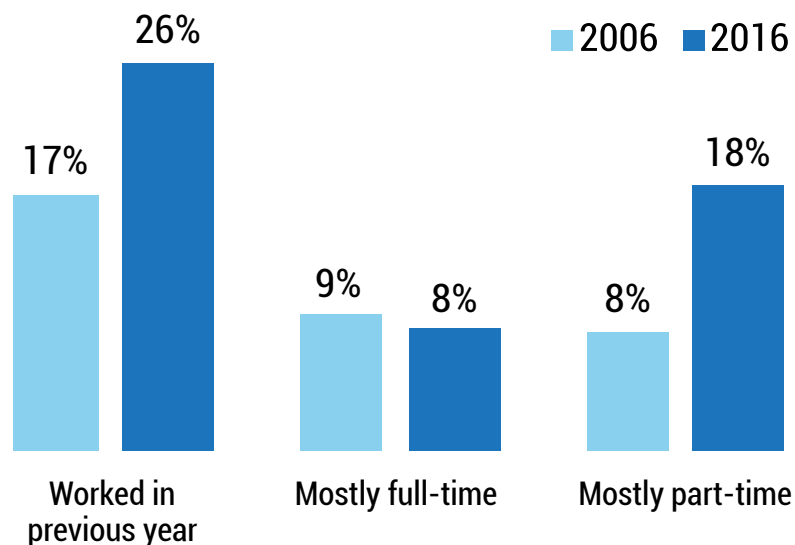


Figure 4

Figure 5 demonstrates a significant increase in individuals 65+ with Indigenous Ancestry. Moving forward, it will be important to work closely with individuals of Indigenous ancestry to ensure their representation and voices are reflected in decision making about things that potentially impact them.

Indigenous Ancestry, persons 65 and over, City of Hamilton

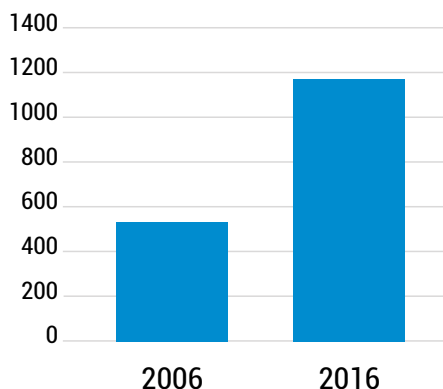


Figure 5

The best way to find out about a person’s health is to ask them! This is, in part, because one’s perception of their health status, physical or mental, is subjective. For example, what may seem problematic to an observer may, in fact, not be interpreted as a source of concern to an individual as much as another issue. Self-reporting provides a strong indication about what matters most to an individual.

When it comes to health, the perceptions of adults age 55-64 and those 65+ are interesting and consistent with the research literature. Of particular note is less perceived life stress and higher perceived mental health among adults 65+. These and other perceptions captured in **Figure 6** have important implications for service planning, needed resources and program delivery.

Selected health indicators, residents aged 50-64 and older, city of Hamilton, 2017-2018 Canadian Community Health Survey

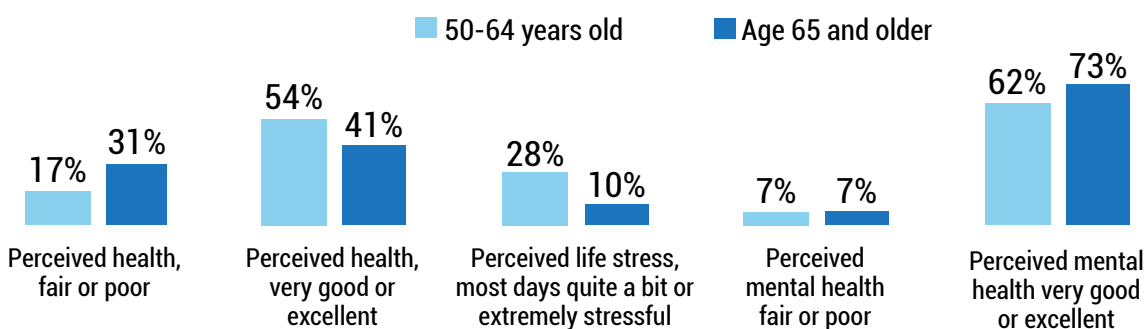


Figure 6

Figure 7a illustrates the overall number of adults 65+ in the Hamilton area and those adults 65+ who are living with dementia. Unlike the previous demographic information that was provided by SPRC, the data in 7a, b and c represent research conducted by Robert W Hopkins³.

| Overall number of adults 65+ in the Hamilton area and those adults 65+ living with dementia | | |
|---|---------------------|--------------------------------------|
| Year | Area population 65+ | Individuals living with dementia 65+ |
| 1 | 104,600 | 10,574 |
| 2 | 121,840 | 12,056 |
| 3 | 141,450 | 14,336 |

Figure 7a

In addition, in the **Figures below (7b and 7c)**, one can see the growth rate in dementia projections for 2010 – 2036 as well as the percentage increase over 2010. With these increases in mind, it is clear that, if we are to truly be an inclusive community, we must also plan for the needs and interests of adults living with dementia and their care partners. While our goal is to fully integrate older adults living with dementia into the fabric of our community, we also recognize that there will be instances where specific supports may be necessary.

Treating people equally does not always mean treating people the same.

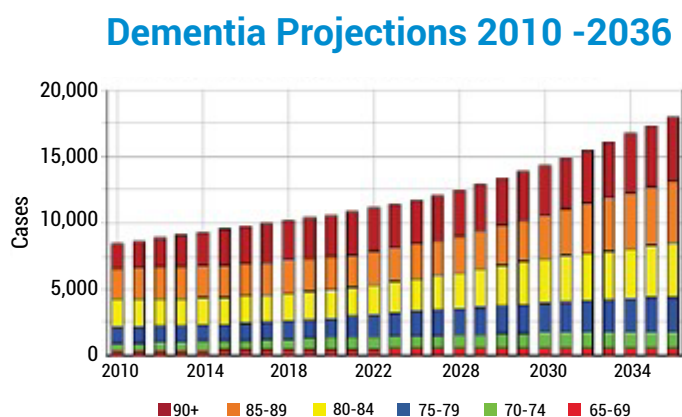


Figure 7b

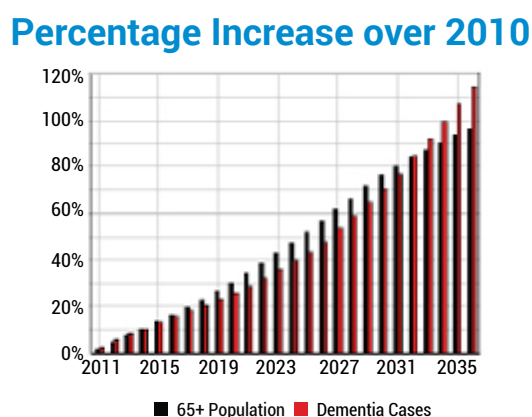


Figure 7c

³ Hopkins, Robert W. Geriatric Psychiatry Programme, Clinical/Research Bulletin Number 16. PCCC Mental Health Services. Kingston, Ontario, June 2010.

Age-Friendly Communities



World Health Organization

The World Health Organization (WHO) developed its Age-Friendly Cities framework in 2006-07 in collaboration with a number of international organizations including the Public Health Agency of Canada (PHAC). The age-friendly cities concept is based on extensive research with older adults in 33 cities around the world, including four in Canada.⁴ The WHO framework describes the ways in which communities can create enabling environments that encourage 'active aging'⁵ and identifies eight core age-friendly

features: housing, transportation, outdoor spaces and buildings, community support and health services, communication and information, civic participation and employment, respect and social inclusion and social participation.

Age-friendly's global reach has grown considerably since its beginnings in 2008. The WHO Global Network for Age-Friendly Cities and Communities was established in 2010 and currently includes 100 cities and communities in 41 countries covering over 240 million people world-wide.⁶

Hamilton was the first city in Ontario to begin working on its plan and our age-friendly work continues to be guided by the WHO framework. In developing the first plan, the Hamilton Council on Aging partnered with the City of Hamilton and their Seniors Advisory Committee to develop Hamilton's Plan for an Age Friendly City 2014-2019. That plan focused on improving

Hamilton's age friendliness across seven goals, 25 objectives and 101 actions. By the end of March 2019, 81 actions were either completed or being implemented. The Age-Friendly Hamilton Community Progress Report may be viewed on the City of Hamilton and the Hamilton Council on Aging websites.



⁴ Saanich (BC), Portage la Prairie (MB), Sherbrooke (QC) and Halifax (NS)

⁵ Active aging refers to 'continuing participation in social, economic, cultural, spiritual and civic affairs, not just the ability to be physically active or to participate in the labour force. From Ageing and Life Course: What is 'active ageing' retrieved November 10, 2013 from http://www.who.int/ageing/active_ageing/en/index.html

⁶ World Health Organization (WHO). About the Global Network for Age-friendly Cities and Communities. <https://extranet.who.int/agefriendlyworld/who-network/>

HAMILTON'S 2021-2026 AGE-FRIENDLY PLAN: THE PROCESS

As in 2014, the Hamilton Council on Aging (HCoA) the City of Hamilton and the Seniors Advisory Committee partnered to create and monitor implementation of the current age-friendly plan. These three partners participated, along with other stakeholders, on the Age-Friendly Collaborative Governance Committee as the committee guided the process of developing the plan.

The objective was to gain insight about the experiences, interests, needs and priorities of as many older adults as possible who live in Hamilton to inform the development and subsequent recommendations included in Hamilton's 2021-2026 Age-Friendly Plan. The perspective of service providers was also widely sought through both focus groups and individual consultations. Broad community consultation and engagement were key factors to understanding different perspectives about the experience of aging in Hamilton and to explore both issues and opportunities that have emerged during the last five years. A concerted effort was made to ensure that what we heard represented the diversity of Hamilton's older adult population. For purposes of this report, 'older adult' is used to represent adults 55+.

As aforementioned, the 2014-2019 plan had 101 recommendations and 25 goals. One of the lessons learned from this earlier plan is that while the plan was comprehensive, it was a challenge to track and monitor such a large number of recommendations. A community progress report published in

March 2019⁷ shared key achievements from 2014-2019. It should be noted that some of the 2014 recommendations and actions are ongoing and will continue to be addressed for the foreseeable future.

In creating the current plan, the governance committee made the decision to prepare a 'leaner' plan with fewer and broader recommendations. The 2021-2026 plan has 21 objectives and 61 recommendations. A complete account of challenges/gaps, proposed solutions and potential partners can be viewed in the What We Heard: Planning for Hamilton's Second Age Friendly Plan report (updated June 2020) which is available on the HCoA website (<https://coahamilton.ca/>) (*referred to as the 'What We Heard' report in this document). The recommendations in the plan have been consolidated from this report along with research findings and represent key areas that we believe are feasible and that will advance Hamilton's commitment to being an age-friendly and dementia-friendly community.

To develop the dementia friendly plan, the HCoA partnered with the Alzheimer Society of Brant, Haldimand Norfolk, Hamilton, Halton, the Regional Geriatric Program Central (RGPC), the Geriatric Education and Research in Aging Sciences (GERAS), and faculty and students from McMaster University to form a multi-sectorial project Steering Committee and a working group to guide the development and

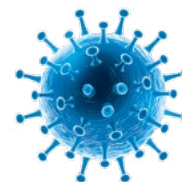
**HAMILTON'S 2021-2026
AGE-FRIENDLY PLAN:**

7 STRATEGIC GOALS → **21** OBJECTIVES → **61** RECOMMENDATIONS

implementation of the dementia friendly plan. The “Empowering Dementia Friendly Communities” Hamilton, Haldimand project⁸ rolled out a community engagement plan that worked with dementia champions to develop innovative virtual outreach and engagement strategies reflective of the diversity of each community. This included one-to-one interviews with 71 persons living with dementia and care partners and an on-

line survey to learn about their experiences, challenges and solutions to creating a dementia-friendly Hamilton and Haldimand. A comprehensive What We Heard report from the Empowering Dementia Friendly Communities project will be available on the HCoA website upon its completion. The Project has been funded by the Public Health Agency of Canada.

The Impact of COVID-19 on Age-Friendly Hamilton Planning & Next Steps ■



The work of community consultation and writing this Age-Friendly Hamilton Plan began in 2019 and continued in early 2020. The COVID-19 pandemic and associated community lock-downs resulted in delays in the community consultations and finalizing the plan. Importantly, COVID-19 has had and will continue to have significant implications in every one of the goal areas addressed in this plan. For example, the desire of seniors to age in place has strengthened in response to COVID-19, resulting in major implications for housing. Many community services (public transportation, social and health programs, community information services and events) have seen service reductions or modifications in response to the pandemic.

People have changed the ways in which they travel, communicate, and engage with one another in their communities. Each of our goal areas will need to be monitored as our city, province, country and world recover from the implications of COVID-19. Recommendations may need to be modified. The Age-Friendly Hamilton Collaborative Governance Committee is committed to revisit the 2021-2026 plan at the mid-way point of the plan, and at that point, necessary modifications for the remainder of the plan will be made to ensure that we are responsive to the changing circumstances for people aging in Hamilton.

⁷ Age Friendly Hamilton 2014-2019 Community Progress Report. Prepared by the City of Hamilton and the Hamilton Council on Aging.

⁸ Funder by the Public Health Agency of Canada

Community Engagement

Community consultation took place in all City of Hamilton wards. Focused outreach was provided to vulnerable and ethno-cultural communities and translation and interpretation services were provided upon request. Focus groups took place with the following diverse communities: Indigenous, Afro-Caribbean, Muslim, Jewish, Chinese, Spanish, LGBTQ2S+, Francophone, persons living with disabilities, and older adults living with a low-income. In addition, the perspectives of adults living with dementia and their care partners/families, as gathered through the *Dementia-Friendly Communities Investment Project's* community engagement process, have been integrated into the overall plan.

Initial community consultation for the plan took place from April to December 2019. A total of 4,100 citizens provided feedback about their experiences, challenges and

proposed solutions related to aging in Hamilton through the Age-Friendly Community launch event (300 participants); 27 focus groups (487 participants); individual surveys (516 completed online, 177 paper copies) 'fast' and 'quick' feedback collected at 12 community events/fairs (2,630 participants).

In addition to the aforementioned data collection methods, the Age-Friendly Hamilton Collaborative Governance Committee hosted two events: December 16, 2019 (51 participants) for community-based stakeholders and January 16, 2020 for City of Hamilton staff/leaders (26 participants), with the purpose of reviewing the barriers and opportunities suggested by older adults for each of the strategic goals and to begin the process of formulating recommendations for Hamilton's 2021-2026 Age-Friendly Plan.



Background Research

A representative list of select publications, resources and websites, including those from international sources, that served to inform and shape the 2021-2026 plan can be found in Appendix A. However, it is important to highlight two statistical reports that were prepared in Hamilton and that were instrumental in providing information for the current plan. These are the *Statistical Profile of Older Adults in Hamilton* (March 2019) and the *Aging in The City of Hamilton: An Assessment and Report on the Age-Friendliness of the City of Hamilton Using the CLSA Data* (2019). These reports can also be found on the HCoA website.

In addition to a wide range of input from focus groups, surveys and individual interviews, extensive research was conducted to explore both age-friendly and dementia-friendly approaches in other jurisdictions around the globe.

In particular, this background research focused on the ways in which other cities and countries designed dementia-friendly communities and whether they connected and/or integrated these approaches into their overall age-friendly initiatives. It is important, in terms of context, to note the following definitions of age-friendly and dementia-friendly communities:

“BOTH EFFORTS AIM TO CREATE PLACES where older adults and people with dementia can stay active and independent for as long as possible

No single comprehensive definition of an age-friendly city exists, but the World Health Organization’s (WHO) commonly cited definition is a place that “encourages active ageing by optimizing opportunities for health, participation and security in order to enhance quality of life as people age. In practical terms, an age-friendly city adapts its structures and services to be accessible to and inclusive of older people with varying needs and capacities.”

The definition of a dementia-friendly community varies across initiatives, but common to all is an emphasis on the social dimensions of dementia over the medical. Alzheimer’s Disease International states that dementia-friendly communities, “not only seek to preserve the safety and wellbeing of those living with dementia, [but] also empower all members of the community to celebrate the capabilities of persons with dementia and view them as valuable and vital members of the towns, cities, villages and countries in which they reside.”

Age-friendly alone may overlook some of the specific needs of people living with dementia, while dementia friendly communities don’t consider the broader spectrum of needs among older adults as a whole.”⁹

⁹ Natalie Turner and Lydia Morken. Better Together: A Comparative Analysis of Age-Friendly and Dementia Friendly Communities. AARP International Affairs. Research Report. March, 2016.



Data collection for the 2021-2026 plan and the majority of the background research was completed by March 2020. Then, Coronavirus and the World Health Organization's declaration of a pandemic caused the world to 'press pause'.

Our response to the pandemic, as it relates to the data, was to ask individuals who had

been invited to participate in the December 2019 and January 2020 focus groups, as well as members of the Age-Friendly Hamilton Collaborative Governance Committee, to participate in virtual follow-up meetings, one for each of the seven strategic goals.

The purpose was to gain their perspectives for about the ways in which the pandemic had altered their thinking. The following questions guided these conversations:

1. How has the pandemic influenced your thinking about recommendations related to the goals?
2. Have you identified additional gaps, challenges and/or opportunities?
3. Can you suggest solutions?
4. Are there additional partners whom we should consider?

In addition to offering individuals an opportunity to revisit the goals in light of current and fluctuating realities, numerous conversations about the impact of the pandemic were held with individual thought leaders and age-friendly goal champions ¹⁰ throughout the summer of 2020.

Due to uncertainties related to the pandemic at the time of writing the plan, we recommend a complete and robust review and status update mid-way through the plan.

¹⁰ Hamilton's age-friendly goal champions are identified on the governance committee membership list in Appendix B.

VISION AND PRINCIPLES

Vision

The 2021-2026 plan builds on Hamilton's previous plan and, as a result, we have maintained a consistent vision for moving forward.

“Creating a more Age-Friendly Hamilton is a shared responsibility. It requires coordinated advocacy and planning commitments from all three levels of government, the private sector, the non-profit sectors and the community. In implementing this plan, Hamilton will become a better place for people to live, play, work, learn, raise a child and grow old when:

All residents of Hamilton are respected in community life regardless of age, ethnicity, race, gender, ability and background. Policy and planning engages residents, reflects diversity, fosters social connectivity and provides the opportunity for active living and aging in place. Social connectivity links people to each other, places and services thus advancing health and well-being, which increasing the city's social capital.”¹¹

The aspirations represented in the 2014 vision statement are as relevant today as they were five years ago and have guided deliberations for the current plan.



¹¹ Hamilton's Plan for an Age-Friendly City, Fall 2014

Principles

The seven principles that guided the consultation process and the development of Hamilton's first Age-Friendly Plan were instrumental in shaping the creation of this second plan.

While a few of the principles were slightly revised and updated, the most noteworthy change is the inclusion of a specific principle to reflect Hamilton's commitment to being a dementia-friendly community. Age-friendly and dementia-friendly approaches both strive to support older adults to remain independent in the community for as long as possible by creating enabling environments.

1. **Creating supportive and enabling environments** where hospitality is practiced, and accessibility is the norm.
2. **Optimizing opportunities for health, participation, security and life-long learning** across the life cycle. Health refers to physical, mental, social and spiritual well-being.
3. **Equity, inclusion and respect**; recognizing the diversity of older adults including their wide range of interests, cultural practices, capacities and resources while reducing barriers to social connectivity that result from differences.
4. **Building a dementia-friendly community** in which dementia-friendly environments, opportunities and supports for individuals living with dementia and their care partners are understood and fully integrated into the overall Age-Friendly Plan.
5. An informed community that practices **accountability and transparency** while facilitating personal, social and system **connectivity**.
6. **Community and neighbourhood** capacity building.
7. **Effective public service**, delivered with integrity, that is adaptive, dynamic and uses an equity and inclusion lens and that is responsive to individual and collective needs as well as emerging opportunities while delivering value for money spent.
8. **Community engagement**, where people have meaningful opportunities to have a say in designing services and influencing decisions that affect them.

STRATEGIC GOALS AND RECOMMENDATIONS

The 2021-2026 plan identifies seven interconnected goals that have been carried forward from the 2014-2019 plan with minor word changes. 'Getting Around Greater Hamilton' (2014 goal) has been separated into two goals – 'Transportation' and 'Outdoor Spaces'. The goal for outdoor spaces is new to the 2021-2026 plan.

Age-Friendly Public Service is no longer identified as a separate goal but elements of it are integrated across all the strategic goals. The goals form a framework for presenting recommendations related to each of the seven goals.

It is important to acknowledge the connections and interdependencies between the goals in order to break down silos and encourage continued collaboration. Adopting recommendations and implementing solutions is a shared cross-sectoral responsibility.



The role of technology

While not specifically one of the seven strategic goals, the role of technology – from telehealth and telemedicine, online banking and shopping, the use of iPads, cellphones, voice enabled Smart Homes and Artificial Intelligence to wearable technology such as personal alarm systems and fitness trackers – cannot be underestimated. The pandemic has highlighted inequities in access to, training and ongoing support for using supportive technology. It is crucial to address these digital gaps as we move forward.



GOAL 1 Housing



Everyone should have a place to live. People are supported in ways that make sense for their unique circumstances with a full range of housing options in their neighbourhoods

Safe and affordable housing is fundamental to our health and well-being and represents basic needs (physiological and safety needs¹²) upon which other needs are addressed and met. Increasingly, older adults want choice in types of housing and a broader range of options about where they live as they age. Most older adults want to age in place in their own homes and neighbourhoods.

In the report *A Statistical Profile of Older Adults (55+) in Hamilton (2019)*, 74% of adults 55+ said they own their own home and 26% are renters. However, the report notes that 30% of adults 55+ continue to live in inadequate, unsuitable or unaffordable housing, a reminder that we still have much more work to do in Hamilton to ensure a good standard of affordable housing for everyone.

The top three housing challenges identified in the focus groups convened to inform this report were:

- I. availability/limited options/keep couples together;
- II. affordability; and,
- III. accessibility.

In the individual surveys conducted for the report, 46.7% of the 670 respondents disagreed with the following statement *“There are enough affordable housing options for older adults and seniors in Hamilton”*.¹³

A trend we may want to monitor as Hamilton addresses housing options is data from the 2016 census that shows a major increase in the growth rate of multigenerational households. There has been a 37.5% increase in multigenerational households since 2001, with approximately 2.2 million people (6.3% of the Canadian population) living in private households that have at least three generations under one roof. We suggest tracking this in Hamilton to see whether the impact of several outcomes related to the pandemic results in this trend continuing. If so, there will be many factors to consider including the ways in which we design housing and our strategies for building complete neighbourhoods and communities.

¹² As described in Abraham Maslow’s hierarchy of needs.

Based on the data and our background research, the following objectives and recommendations related to the housing goal have been identified as key.

| Objective: HOUSING 1 (H1): | |
|--|--|
| Ensure affordable, accessible and safe housing options for older adults. | |
| Recommendations | |
| H1.1 | Review city policies and strategies to ensure a wide range of housing options and to enable homeowners to leverage their assets. |
| H1.2 | Explore housing options such as Naturally Occurring Retirement Communities (NORCs), co-housing, multigenerational living, lease-for-life as well as social housing in new developments. |
| H1.3 | Increase knowledge about and awareness of housing options, modifications, supportive programs and services through information hubs, publication of existing resources (online and in print) as well as ongoing education outreach events and workshops. |
| H1.4 | Focus on building complete neighbourhoods with a diverse housing mix that includes an increase in the availability of affordable housing, an increase in rental units as well as the development and implementation of a Second Unit ¹⁴ housing strategy. |
| H1.5 | Increase awareness within both public and private long-term care homes and in other housing initiatives of the needs and interests of diverse populations (e.g. ethno-cultural communities, LGBTQ2S+ older adults). |
| H1.6 | Apply an age-friendly lens at the beginning of any future planning process to ensure that the housing, transportation, recreation and other needs and interests of older Hamiltonians are incorporated into a cohesive and complete plan. |

¹³ Additional statistics and information can be found in the What We Heard report. Planning for Hamilton's Second Age Friendly Plan. A Summary Of 2019 Community Consultations for The Development of Hamilton's Age Friendly Plan, 2020-2025.

¹⁴ Second units are a market driven solution to the unmet demand for affordable housing. They can offer affordable housing choice within the existing housing stock in established communities to assist both owners and tenants.

Objective: HOUSING 2 (H2):

Increase supports to facilitate aging in place.

Recommendations

- | | |
|-------------|---|
| H2.1 | Increase awareness of financial supports to enable older adults to remain in their homes. |
| H2.2 | Design and implement a program that provides home owners with access to capital to renovate their homes. |
| H2.3 | Explore and implement programs to better serve vulnerable older adults, enabling them to remain in their housing of choice. |



GOAL 2 Transportation



The City's transportation systems, urban design and physical infrastructure enable people to participate in community life as they choose, as well as age in their community

Transportation is important for active aging, from enabling us to participate in social activities to being able to access health and other services.

The majority of the older adults who participated in the individual surveys that informed the June 2020 What We Heard report said that they use cars as their primary mode of transportation (78.2% of 693 respondents). Our cities have historically been designed for cars; statistics from the report *Aging in The City of Hamilton* (data referring to adults 45+) showed that 91% of all transportation in the previous year was by car with only 5% of transportation by transit.

The impact of the pandemic has significant implications for the transportation goal.

These include, among others:

- service impacts to HSR and ATS/DARTS transit, including modified schedules, seating/standing capacity limits on vehicles, and facility closures
- significant shifts in travel patterns, such as a possible increase of people working from home on a more permanent basis
- more people driving their own cars and/or driving them longer than they may have intended
- possible reduction in private citizens as volunteer drivers – e.g. using one's personal car to drive a friend/neighbour to medical appointments

These potential impacts will be monitored during the first years of the 2021-2026 Age-Friendly Plan and captured in the mid-way review.

Transportation objectives and recommendations for the 2021-2026 plan include the following:

Objective: TRANSPORTATION 1 (T1):

Provide driver training and other supports to enable older adults to continue to drive safely.

Recommendations

- | | |
|-------------|--|
| T1.1 | Develop and offer driving workshops and refresher courses that include information about available driving aids (e.g. wider mirrors). |
| T1.2 | Use a variety of information-sharing strategies to increase awareness about alternatives to owning a car, costs of driving and insurance and alternatives such as public transportation and taxis. |



| Objective: TRANSPORTATION 2 (T2): | |
|---|--|
| Ensure a public transportation system that is affordable and accessible to everyone living within Hamilton’s geographic boundaries. | |
| Recommendations | |
| T2.1 | Collaborate with the HSR, Accessible Transportation Services (ATS) and transportation planning as the HSR re-envision their plans for the future, including the customer experience, to be sure the needs of older adults are addressed. |
| T2.2 | Provide wayfinding signage at bus stops, shelters and terminals that is readily accessible for all public transportation users including individuals living with dementia and cognitive impairments. |
| T2.3 | Ensure improved public transportation options for people residing in areas under-served by the HSR but that are within the urban boundary. |
| T2.4 | Ensure the accessibility, availability and affordability of transportation options outside the urban boundary, including rural areas of Hamilton. |
| T2.5 | Ensure that public transportation is available in new areas of development. |

| Objective: TRANSPORTATION 3 (T3): | |
|---|--|
| Implement measures to increase pedestrian safety. | |
| Recommendations | |
| T3.1 | Improve the walkability/accessibility of public spaces and streets in the winter through snow removal from sidewalks, intersections, and transit stops, shelters and terminal locations. |

GOAL 3**Information and Communication**

Older adults have access to information and systems that are better connected, and are able to influence and design the type of information systems they need; customer service and way-finding are intentional and responsive to individual needs and capacities

While information and communication are fundamental to the other six goals, many older adults continue to be unsure about how to access information and knowledge related to social and community services.

In the results of the individual surveys that informed the June 2020 What We Heard report, 36.7% of 693 respondents indicated that the topics for which they would like more information are health and wellness. This was closely followed by housing options (36.2%).

However, you can't access what you don't know about.

To learn about health information, housing options, recreation and leisure activities or just about any other service or resource, accurate and reliable information must be available, accessible and easy to find. Community information systems must be available in multiple formats to meet the diverse needs of older adults who may access information in print, online, via telephone, and on local television and radio stations. Increasingly, the Internet is used to communicate important information, often without acknowledging that not everyone has access to technology or the Internet. The Coronavirus pandemic has highlighted the inequities in digital literacy and in access to technology, an issue that must be addressed going forward.

Community information must also be available in the dominant languages spoken in Hamilton. The top five non-English languages spoken by those 65+ in 2016 were Italian, Portuguese, Croatian, Chinese languages (all dialects combined) and Polish.¹⁵

In addition, community information must be accessible by individuals who may be living with a cognitive impairment, vision and/or hearing challenges or who may have low literacy skills. We must keep the diverse needs, interests and preferences of all older individuals in mind when providing information.

It is with these considerations in mind that the following objectives and recommendations are presented.

| Objective: INFORMATION AND COMMUNICATION 1 (C1): | |
|--|---|
| Increase and improve access to information for all older adults. | |
| Recommendations | |
| IC1.1 | Design, implement and evaluate a public campaign to increase awareness about 211, the Red Book Community Information and the City of Hamilton website. |
| IC1.2 | Improve customer service across all sectors to ensure that services are age-friendly and dementia-friendly. |
| IC1.3 | Connect information portals with other existing portals (e.g. GERAS Caregiving Portal and guides [e.g. City of Hamilton Recreation Guide] to ensure a more cohesive and comprehensive flow of information). |
| IC1.4 | Ensure that information is available in multiple formats and languages, including online and print (refer to the Accessibility for Ontarians with Disabilities Act – AODA - 2005) to ensure compliance with minimum requirements. |
| IC1.5 | Provide affordable access to technology, initial training and ongoing support, as well as access to the Internet. |
| IC1.6 | Provide reliable and consistent Internet service to everyone living within Hamilton’s geographical boundaries. |

¹⁵ Social Planning and Research Council of Hamilton, July 2020

Objective: INFORMATION AND COMMUNICATION 2 (IC2):

Review City of Hamilton website to make sure that it is user friendly, easy to access and navigate.

Recommendations

- | | |
|--------------|---|
| IC2.1 | Review the City of Hamilton website to ensure that information for older adults is up to date and easy to find. |
| IC2.2 | Establish a process to periodically review and update the website content. |

Objective: INFORMATION AND COMMUNICATION 3 (IC3):

Provide training to staff in the public, not-for-profit, profit and private sectors to ensure they have up-to-date information about services designed for isolated and/or vulnerable older adults in Hamilton.

Recommendations

- | | |
|--------------|--|
| IC3.1 | Explore innovative ways to deliver information in multiple formats to older adults, such as by adding inserts to City mailings such as tax and utility bills. |
| IC3.2 | Ensure print and digital information is AODA compliant so as not to exclude older adults who may be living with physical impairments, vision impairments, hearing impairments and/or cognitive impairments. |
| IC3.3 | Create awareness and provide education and ongoing training for municipal staff, community organizations, private businesses and the corporate sector about how to communicate with individuals living with dementia and their families. |

GOAL 4 Health and Community Services



Older adults have access to a wide range of supports and services that allow them to remain in their homes and attend to their health and personal needs. Aging in community is eased by good urban design, appropriate housing, and the support of family and community

In the report *Aging in the City of Hamilton*, 90% of the adults reported good, very good or excellent health including physical, mental and healthy aging. At the same time, statistics from *A Statistical Profile of Older Adults (55+) in Hamilton* showed that 43% of those 65+ were living with a chronic health condition (e.g. diabetes); 10% were living with an impairment such as vision or hearing and 20% were at risk of clinical depression.

The World Health Organization (WHO) defines Healthy Ageing¹⁶ “as the process of developing and maintaining the functional ability that enables wellbeing in older age”. Functional ability includes a person’s ability to i. meet their basic needs. ii. to learn, grow and make decisions; iii. to be mobile; iv. to build and maintain relationships and iv. to contribute to society.¹⁷ Healthy Ageing is the focus of the WHO’s work on aging between 2015 – 2030 and replaces their previous *Active ageing: a policy framework* that was developed in 2002.

In Hamilton, we strive to ensure that the opportunity for healthy aging is something to which all older adults can aspire. Optimal health and access to community services is fundamental to our overall well being, the goal being to maintain good health and functional ability for as long as possible.

In the individual survey results that helped to shape the plan, of the 626 respondents who ranked health and well-being priority areas, their top three priorities included:

- I. older adult health conditions such as Alzheimer’s, dementia, arthritis and cataracts;
- II. availability of long-term care and respite care; and,
- III. availability of family physicians, dentists, optometrists, specialized cares such as physiotherapy and visiting nurses.

¹⁶ Ageing is spelled with an ‘e’ whenever it is spelled that way in a resource referenced in this plan. Otherwise, you will see it spelled without the ‘e’.

¹⁷ World Health Organization. <https://www.who.int/ageing/healthy-ageing/en/>

Information from the surveys, focus groups and community stakeholders contributed to the objectives and recommendations for the health and community services goal.

Objective: **HEALTH AND COMMUNITY SERVICES 1 (HCS1):**

Ensure accessibility to services that addresses the diversity of needs of older adults while reducing barriers such as language, culture, affordability and transportation.

Recommendations

HCS1.1

Encourage greater collaboration in the healthcare and community services sectors by creating a way to bring cultural groups, faith-based groups and others together.

HCS1.2

Seek solutions to systemic issues that impact accessibility to health and/or community service – e.g. siloed funding, insufficient supports to help people to remain in their homes, shortage of Personal Support Workers.

Objective: **HEALTH AND COMMUNITY SERVICES 2 (HCS2):**

Increase awareness of available health and community programs and services.

Recommendations

HCS2.1

Review the ways in which information is communicated (*see goal #3) and seek innovative ways to respond to both information gaps and the challenges involved in navigating multiple programs.

HCS2.2

Address healthcare barriers such as continuity of care, long appointment wait times and, with the increase in telehealth and telemedicine, the additional challenges faced by those for whom technology is a barrier.

HCS2.3

Empower older adults with tools to be their own advocates when it comes to what they need and want from healthcare and/or community services.

GOAL 5**Social Participation: Recreation, Learning, Arts and Culture**

Social engagement opportunities are welcoming and reflect the diverse interests and preferences of older adults in the community, and are available in a variety of formats

ONE CANNOT OVERESTIMATE THE IMPORTANCE OF SOCIAL CONNECTIONS IN OUR LIVES. The pandemic has highlighted the negative and measurable impacts on our health and well-being that emerged as months of being apart from family and friends were necessary public health measures.

The value of social participation and the need to support social inclusion is as important as ever. In fact, the pandemic has brought this need into even greater focus, especially for older adults many of whom, even prior to the pandemic, experienced loneliness and social isolation at a disproportionately high rate.

For information about the Hamilton Social Isolation Impact Plan (HSIIP), we invite you to visit the **Hamilton Council on Aging's website** <https://coahamilton.ca/>

Once there, click on 'Our Priorities' in the top menu bar and then, in the drop-down menu, click on 'Social Inclusion Matters'.

As Dr. Turpie advises, stay engaged!

**DR. IRENE TURPIE**

A geriatrician whose love and respect for older adults, enables her to advocate for the perspectives of seniors to be heard throughout the health care system and beyond

"Age should never prevent anyone from doing anything and it is very important to stay engaged."

Opportunities for social participation and connecting with others are critical for our physical, mental and emotional well-being. It is important for us to reframe our approach from a focus on social isolation to one that emphasizes social inclusion for all older adults.

In the report Aging in the City of Hamilton, most older adults indicated that they participate in social activities. The activities most frequently reported included

- I. visiting with family and friends (67%);
- II. sports and physical activities (67%); and,
- III. educational and cultural activities (48%).

For a more complete picture, it is important to note that 10% said that they participated in one to no activities. The top three challenges to social participation, as reported in the focus groups that shaped the Age-Friendly Plan were transportation, availability and affordability.

The following recommendations are written with the awareness that participating in social and recreational activities may continue to be conducted in a virtual environment, as least in part, for the foreseeable future. The pandemic has further highlighted the need and desire for social connections and we must be prepared to explore innovative ways to foster these opportunities.

Objective: **SOCIAL PARTICIPATION 1 (SP1):**

Maximize use of available resources and spaces to increase program opportunities.

Recommendations

SP1.1

Explore opportunities to offer older adult programs in alternative community settings (e.g. recreation centres, legions, halls, churches), at underutilized times of day and with a variety of community and private sector organizations.

SP1.2

Identify opportunities for collaboration, learning and expansion of virtual programming and digital literacy.

| | |
|--|--|
| Objective: | SOCIAL PARTICIPATION 2 (SP2): |
| Improve access to recreation and leisure activities that are inclusive and accessible for all. | |
| Recommendations | |
| SP2.1 | Promote the integration and inclusion of older adults living with dementia in the everyday activities offered in our community. |
| SP2.2 | Foster opportunities for older adults living with chronic health conditions, vision and hearing loss and/or mental health challenges to participate in community programs. |
| SP2.3 | Create general education modules focused on the benefits of social participation as it relates to health and wellness as well as ways to include all older adults. |
| SP2.4 | Ensure culturally-appropriate programming (e.g. Indigenous crafts, intergenerational story-telling, etc.) as well as culturally-safe places for social interaction and programming, that is in alignment with the Urban Indigenous Strategy. |

| | |
|--|--|
| Objective: | SOCIAL PARTICIPATION 3 (SP3): |
| Develop partnerships with a variety of transportation services to increase access to programs. | |
| Recommendations | |
| SP3.1 | Develop partnerships with various transportation service providers to enable participation in programs. |
| SP3.2 | Reduce transportation barriers by creating local hubs that offer programs closer to where older adults live. |

Objective: SOCIAL PARTICIPATION 4 (SP4):

Increase awareness about available programs with both older adults and service providers.

Recommendations

SP4.1 Update, on an ongoing basis, profiles of older adults in Hamilton to share information about geographic location, needs and availability.

SP4.2 Foster alternative and creative means to communicate opportunities about social participation to ensure that more older adults are aware of programs offered.

Objective: SOCIAL PARTICIPATION 5 (SP5):

Offer programs that are affordable for all older adults.

Recommendations

SP5.1 Provide opportunities for financial assistance/fee reduction for older adults who may require this assistance.

SP5.2 Use creative approaches to maximize existing spaces and ways for older adults to use one pass to participate in a cross-section of programs to enhance affordability.

Objective: SOCIAL PARTICIPATION 6 (SP6):

Recognizing that not all social participation involves a formal program, ensure there is a strong emphasis on developing social networks within neighbourhoods.

Recommendations

SP6.1 Encourage social inclusion, multigenerational relationships and strengthen informal networks by supporting one another in neighbourhoods.

SP6.2 Build on Hamilton's "Do You Know Your Neighbour?" awareness campaign to create a mentorship/knowledge sharing program that is accessible to both younger and older adults.

GOAL 6**Civic Engagement, Volunteerism and Employment**

Hamilton's vibrant civic life includes meaningful roles for older adults as leaders, influencers, employees and volunteers

Good health, social connections and financial security all impact our overall quality of life. Civic engagement, volunteering and paid employment can bring meaning into our lives and can positively impact our health status. In the report *Aging in the City of Hamilton* (data refers to adults 45+), 72% reported a strong sense of community.

The nature of work (both paid and unpaid work) is fundamentally changing. Some of the changes we are experiencing include:

- the abolition of mandatory retirement, an increase in the gig economy and precarious employment
- the desire and/or need to continue working
- new communication tools for disseminating information, including a greater use of social media
- some occupations on the decline as a result of new technologies and automation replacing repetitive jobs
- an increasing need for technological skills
- more people working remotely.

While these shifting realities were trending well before the pandemic, many of these changes have been brought into sharper focus during the pandemic. While it is premature to make solid predictions about the future, we can reasonably assume that the impact of the pandemic on factors related to Goal #6 will be far reaching and long lasting.

The top employment challenge that was identified in the focus groups and that must be named here is ageism. The arrival of COVID-19 no doubt exacerbated and brought ageist attitudes and perceptions that were already deeply embedded in society to the fore. It is something we must keep in mind in our commitment to being an age-friendly community.

At the International Federation on Ageing (IFA) global conference convened in Toronto, 2018, Dr. John Beard, former Director, Ageing and Life Course at the World Health Organization, Geneva, Switzerland stated that,

“Nothing is possible unless we address ageism. It is pernicious and pervasive. It frames the way we ask questions and the way we conduct research”

If we choose to, we can harness this opportunity to change the ageism narrative by emphasizing the resilience, resourcefulness and contributions of countless older adults before and during the pandemic.

Research shows that older workers and volunteers offer experience, strong work ethic, less absenteeism and are less likely to frequently change jobs. One fact is that, when it comes to technology entrepreneurs, adults 65+ are 2.9 times more likely than someone 25 to start a successful tech start up¹⁸. We need to dispel the ageist myth that older adults aren't tech savvy. People of all ages can be skilled with technology.

With COVID-19, it is possible that some older adults will be hesitant to volunteer. At the same time, as a result of a number of ramifications related to the pandemic, organizations themselves may be reluctant to include older adult volunteers. In view of this, virtual volunteering may be a viable option. A number of older adult volunteers have stepped out of their comfort zone to begin virtual volunteering during the pandemic. COVID-19 has accelerated technology adoption and the implications for recruitment, training and ongoing support for volunteers working in virtual environments is something we may want to consider.

Objective: ENGAGEMENT, VOLUNTEERISM AND EMPLOYMENT (CEVE1):

Reduce ageism in both employment and in volunteerism.

Recommendations

CEVE1.1

Design, launch and evaluate a campaign to reduce ageist hiring practices, increase retention of older workers and assist older workers with job seeking strategies.

CEVE1.2

Expand intergenerational knowledge transfer and information-sharing by bringing younger and older people together for reciprocal mentorship/coaching.

CEVE1.3

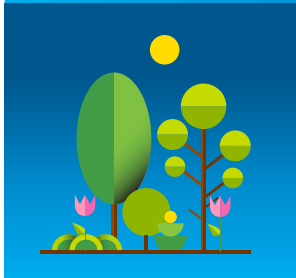
Create resources and guidelines for businesses and other organizations that recognize and value the contributions and expertise that older adults bring to volunteer opportunities.

| | |
|--|--|
| Objective: | ENGAGEMENT, VOLUNTEERISM AND EMPLOYMENT (CEVE2): |
| Create a framework, guidelines and training to ensure age-friendly and inclusive workplaces. | |
| Recommendations | |
| CEVE2.1 | Design a sign/decal for businesses to message that all are welcome as one way to reduce stigma and unnecessarily labeling of older adults living with, among others, dementia/cognitive impairment, physically challenging conditions. |
| CEVE2.2 | Design and implement Age Friendly Employer Programs that support and enable older workers to participate in employment. |
| CEVE2.3 | Foster greater collaboration between the public, not-for-profit and private sectors. |

| | |
|--|--|
| Objective: | ENGAGEMENT, VOLUNTEERISM AND EMPLOYMENT (CEVE3): |
| Create communication strategies to more effectively educate and market volunteer opportunities to both community organizations and older adults. | |
| Recommendations | |
| CEVE3.1 | Offer workshops and/or webinars to educate agencies about the benefits and challenges inherent in recruiting and supporting older volunteers. |
| CEVE3.2 | Utilize existing networks, established groups and platforms (e.g. phone calls, newspapers) to market volunteer opportunities to older adults while reaching out to new markets for greater impact. |
| CEVE3.3 | Leverage technology to take advantage of electronic platforms for information sharing. |
| CEVE3.4 | Investigate opportunities and challenges associated with recruiting, training and supporting older volunteers. |

¹⁸ Frank Elavsky Research Computing

GOAL 7 Outdoor Spaces and Buildings



Outdoor and green spaces are welcoming and well-maintained, include sufficient seating and are accessible for people of all ages and abilities. They are designed with pedestrian safety, cycling and walkability in mind

Access to safe, accessible and welcoming outdoor spaces for all older adults can have a positive impact on health and well-being. Ninety-six per cent of respondents referenced in the report *Aging in the City of Hamilton* indicated that they thought that outdoor environments are kept clean and 91% felt that the city is safe after dark. Seventy per cent of respondents said that they walk outside more than three times a week but 30% walk two or fewer days outside.

A walk outside does more than just contribute to our physical health. It also contributes to our mental and emotional well-being. Hamilton is fortunate to have many natural green spaces as well as access to water. Providing welcoming and safe outdoor spaces must also include attention to buildings and amenities that support the use of these spaces.

The pandemic saw a decrease in use of public transportation and a surge in bicycles as an alternate form of transportation for both work and recreation. This is a trend that may be ongoing. As a result, the City of Hamilton is improving its existing bikes lanes with bumpers, curbs and barriers to safely distance cyclists from vehicle traffic.



| | |
|---|---|
| Objective: | OUTDOOR SPACES AND BUILDINGS (OSB1): |
| Provide safe trails and sidewalks for walkers and cyclists of all ages and abilities. | |
| Recommendations | |
| OSB1.1 | Provide sufficient seating and shelters. |
| OSB1.2 | Provide directional signage and space use guidelines that have large graphics and symbols in clear colour contrast to the background, are easy to read and situated in high visibility areas. |
| OSB1.3 | Ensure that sidewalks, bicycle paths and trails are accessible for individuals with mobility challenges. |

| | |
|---|---|
| Objective: | OUTDOOR SPACES AND BUILDINGS (OSB2): |
| Ensure that the buildings located in public spaces are safe, inclusive, accessible and well maintained. | |
| Recommendations | |
| OSB2.1 | Provide safe, clean, accessible and well-maintained public washrooms, including gender-neutral washrooms. |



NEXT STEPS AND AN INVITATION

The 2021-2026 plan describes objectives and recommendations for each of the seven strategic goals. It also provides context for each of these goals, identifying factors that will be important to consider when operationalizing the plan.

The next step is to create a comprehensive implementation plan that includes tracking and monitoring tools as well as a process for a mid-way review. The review and report should be widely distributed to the community at large.

The governance committee acknowledges and thanks the many partners and other stakeholders who contributed to implementing the 2014-2019 plan. Committee members look forward to ongoing collaboration with current partners as well as to working with new ones.

While the 2021-2026 plan does not recommend specific partners and/or stakeholders, it is important to acknowledge that we are part of a larger system. We recognize that there will be organizations in the not-for-profit, private and public sectors as well as individual citizens who have much to contribute to the recommended actions.

An invitation to contribute to suggested actions and to collaborate with other partners and/or stakeholders will be included in the implementation plan. This invitation should be extended across sectors including healthcare, social services, businesses and post-secondary education.



APPENDICES

Appendix A: A select list of publications and websites that informed Hamilton's Age-Friendly Plan

Hamilton publications

1. *What We Heard: Planning for Hamilton's Second Age Friendly Plan: A Summary of 2019 Community Consultations for The Development of Hamilton's Age Friendly Plan, 2020-2025* (Updated, June 12, 2020)
2. *A Statistical Profile of Older Adults in Hamilton*. March 2019
3. *Age Friendly Hamilton 2017 Community Progress Report*
4. *Hamilton's Plan for an Age-Friendly City*. Fall 2014
5. *Vital Signs: Seniors in Hamilton. A Vital Signs Update*. Spring 2019.
6. *Aging in the City of Hamilton* – a summary report on the age-friendliness of Hamilton using the Canadian Longitudinal Study on Aging (CLSA) data.
7. *Hamilton's Social Landscape Bulletin* (Issue 20). Census Quick Facts: Older Adults. Social Planning and Research Council. October 2020

Other Canada

8. *Age Friendly London Action Plan*. 2017-2020
9. *Oshawa Age-Friendly Strategy*. 2019
10. *Public Engagement Feedback Report in Preparation for the Older Adult Plan 2019 2022* (Ottawa, May 2019 document)
11. *Dementia Friendly Plan Tweed, Ontario*
12. *Dementia-Friendly Community Action Plan, City of Richmond, British Columbia* (adopted September 2019)
13. *Dementia Friendly Plan Qualicum Beach, Vancouver Island, British Columbia International*
14. *Tai Po China Dementia Care Link*, established on June 1, 2017
15. *Cork (Ireland) Age Friendly City Strategy 2016-2020*

16. *Isle of Wight, United Kingdom – Age Friendly Island*
<http://agefriendlyisland.org>
17. *Age-Friendly Leeds, United Kingdom*
18. *AARP Livable Communities: Better Together: A Comparative Analysis Age-Friendly and Dementia-Friendly*
19. *Dementia Friendly America – www.dfamerica.org*
20. *Dementia Friendly Communities, Australia. www.dementiafriendly.org.au*
21. *Age Friendly Brooklyn report*
22. *Massachusetts Age- and Dementia Friendly Integration Toolkit. Resources for integrating age- and dementia friendly activities in your community. August 1, 2019.*
23. *Aging and Health Technology Watch: Industry Market Trends, Research and Analysis.*
<https://www.ageinplacetech.com/>
24. *World Health Organization. Decade of Health Aging. 2020-2025*
<https://www.who.int/ageing/decade-of-healthy-ageing>



Appendix B: Age-Friendly Collaborative Governance Current and Past Committee Members and Goal Champions

We would like to acknowledge and express our deepest appreciation and thanks to former committee members and Hamilton Council on Aging staff who have contributed so much to the development of the 2021-2026 Age-Friendly Plan. Their work, experience and guidance helped to shape the plan.

Former Committee Members

Shelagh Kiely – Project Coordinator, Hamilton Council on Aging

Anne Pizzacalla – Hamilton Council on Aging

Sharon MacKinnon – Public Health Nurse, Public Health Services, Healthy and Safe Communities Department, City of Hamilton (Goal #2 champion, Transportation)

Elizabeth Conti – Public Health Nurse, Public Health Services, Healthy and Safe Communities Department, City of Hamilton (Goal #4 champion, Health and Community Services)

Vicki Woodcox – Senior Administrator (past), Macassa and Wentworth Lodges, Healthy and Safe Communities Department, City of Hamilton

Marjorie Walker – Senior Project Manager, Housing Service Division, Healthy and Safe Communities Department, City of Hamilton

Don Jaffray – Executive Director (past), Social Planning and Research Council

Pauline Kajura – Executive Director (past), Information Hamilton

Current Committee Members, 2020

Lori Letts, Co-Chair – Hamilton Council on Aging

Julie Richardson, Co-Chair – Hamilton Council on Aging

Margaret Denton, Chair, 2014-2020–Hamilton Council on Aging

Lisa Maychak – Project Manager, Age Friendly City, Children’s Services and Neighbourhood Development Division, Healthy and Safe Communities Department, City of Hamilton

Jessica Chase – Manager of Community Strategies, Children’s Services and Neighbourhood Development Division, Healthy and Safe Communities Department, City of Hamilton

Kim Martin – Executive Director, Social Planning and Research Council

Ann Elliott – Hamilton Seniors Advisory Committee

Penelope Petrie – Hamilton Seniors Advisory Committee

James O'Brien – Senior Project Manager, Housing Services Division, Healthy and Safe Communities Department, City of Hamilton (Goal #1 champion, Housing)

Jay Adams – Senior Project Manager, Transit Division- Customer Service and Innovation, Public Works Department, City of Hamilton (Goal #2 champion, Transportation)

Jeanne Mayo – Hamilton Seniors Advisory Committee (Goal #2 champion, Transportation)

Kimberley Silk – Hamilton Public Library (Goal #3 champion, Information and Communication)

Eleanor Morton – Manager of Seniors Services, Recreation Division, Healthy and Safe Communities Department, City of Hamilton (Goal #5 champion, Social Participation)

Laura Kerr – Manager of Program Development, Recreation Division, Healthy and Safe Communities Department, City of Hamilton (Goal #5 champion, Social Participation)

Amelia Steinbring – Executive Director, Flamborough Connects (Goal #6 champion, Civic engagement, Volunteerism and Employment)

Pat Spadafora – Hamilton Council on Aging

Tracy Gibbs – Project Manager, Empowering Dementia Friendly Communities Hamilton & Haldimand



For additional information about Hamilton's Plan for an Age-Friendly Community, please contact

agefriendly@hamiltoncoa.com
or visit www.coahamilton.ca
or www.hamilton.ca/agefriendly



www.coahamilton.ca

“An authentic age-friendly vision can only be generated and sustained by the widest possible ownership of it”

Dr. Alex Kalache, President, ILC-Brazil



www.hamilton.ca/agefriendly



www.coahamilton.ca

2021-2026 HAMILTON'S PLAN FOR AN **AGE FRIENDLY** **COMMUNITY**



2021 COMMUNITY PROGRESS REPORT



“An authentic age-friendly vision can only be generated and sustained by the widest possible ownership of it.”

- Dr. Alex Kalache, President, ILC-Brazil



2021-2026 HAMILTON'S PLAN FOR AN
AGE FRIENDLY
COMMUNITY

2021 COMMUNITY PROGRESS REPORT

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A MESSAGE FROM THE CO-CHAIRS, AGE-FRIENDLY COLLABORATIVE COMMITTEE

Hamilton's 2021-2026 Plan for an Age-Friendly Community was completed and launched early in 2021, in the midst of the Covid-19 global pandemic. At that time, we were aware of the economic and social disruptions resulting from the pandemic and we experienced the impact on our community. What we couldn't have foreseen is that, one year later, the pandemic would continue to affect our lives in many different ways.

Despite disruptions resulting from the pandemic, we heard countless stories about resilience, innovative shifts in the way services and programs are offered, and a continued commitment to ensure that Hamilton remains 'the best place to raise a child and to age successfully'.

By leveraging the power of technology and, through creatively adapting our processes, the Age-Friendly Collaborative Committee (AFCC) has successfully navigated year one of implementing Hamilton's Plan for an Age-Friendly Community. We are excited to present our 2021 Community Progress Report to you!

In this report, you will read about age-friendly practices introduced in 2021 both by organizations whose primary role is serving older adults, as well as organizations who serve a broader audience. In keeping with our commitment to integrate a dementia-friendly approach into the age-friendly plan, we are encouraged that many of the age-friendly practices shared with us include opportunities for older adults living with dementia.

While we pause to celebrate our successes, we acknowledge that there is still much work to be done in the Hamilton community. We continue to expand our inclusion lens as we seek more opportunities for celebrating diversity, whether that be age, race, ethnicity, gender and/or sexual orientation.


We want to thank everyone who contributed stories about their age-friendly practices for the progress report. Our strength as a community is contingent on sharing resources, ideas and collaborating with partners and community stakeholders. This is how we will continue to build a community in which every person is included and has opportunities to both give and receive support.

We would also like to thank the members of the AFCC, and our partners at the City of Hamilton, the Hamilton Council on Aging and the Seniors Advisory Committee, an advisory committee of Hamilton City Council, for their continued support.

With our best wishes,



Lori Letts
Co-Chair, Age-Friendly Hamilton
Collaborative Governance Committee



Julie Richardson
Co-Chair, Age-Friendly Hamilton
Collaborative Governance Committee

BACKGROUND

During the spring of 2021, Hamilton's 2021-2026 Plan for an Age-Friendly Community¹ was launched. The plan includes 7 strategic goals, 21 objectives, 61 recommendations and provides a valuable roadmap to guide our ongoing age-friendly initiatives.

The following 8 principles² established a solid base for developing the plan and offer a lens through which to evaluate Hamilton's age-friendly practices³.

Principles

1. **Creating supportive and enabling environments** where hospitality is practiced, and accessibility is the norm.
2. **Optimizing opportunities for health, participation, security and life-long learning** across the life cycle. Health refers to physical, mental, social and spiritual well-being.
3. **Equity, inclusion and respect**; recognizing the diversity of older adults including their wide range of interests, cultural practices, capacities and resources while reducing barriers to social connectivity that result from differences.
4. **Building a dementia-friendly community** in which dementia-friendly environments, opportunities and supports for individuals living with dementia and their care partners are understood and fully integrated into the overall age-friendly plan.
5. An informed community that practices **accountability and transparency** while facilitating personal, social and system **connectivity**.
6. **Community and neighbourhood** capacity building.
7. **Effective public service**, delivered with integrity, that is adaptive, dynamic and uses an equity and inclusion lens and that is responsive to individual and collective needs as well as emerging opportunities while delivering value for money spent.
8. **Community engagement**, where people have meaningful opportunities to have a say in designing services and influencing decisions that affect them.

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¹ You can access the plan at hamiltoncoa.com

² The 8 principles and 7 strategic goals are included in the 2021 progress report to provide context for readers who may not have seen the 2021-2026 plan.

³ Age-Friendly practices are ones that 'recognize the wide range of capacities and resources among older people; anticipate and respond flexibly to age-related needs and preferences; respect older people's decisions and lifestyle choices; reduce inequities; protect those who are most vulnerable and promote older people's inclusion in and contributions to all areas of community life'. Source: World Health Organization

In addition to the foundational principles, 7 strategic goals guided the development of the plan and the resulting objectives and recommendations. The goals included the following:

Seven strategic goals



With the overall age-friendly plan launched and the 8 principles and 7 goals as a guide, the Age-Friendly Collaborative Committee (AFCC) shifted their focus to implementation.

In preparing the 2021-2026 plan, the AFCC recognized that many organizations and stakeholders in the not-for-profit, private and public sectors, as well as individual citizens, would have much to contribute to the implementation of the recommendations. Cross sector outreach was a key consideration in the committee's outreach efforts to learn about Hamilton's age-friendly practices.

The results of year one, 2021, are the focus of the current community progress report.

IMPLEMENTATION STRATEGY

The City of Hamilton, Hamilton Council on Aging and the City of Hamilton's Seniors Advisory Committee are core partners for Hamilton's Age-Friendly Plan. In 2021, the Hamilton Council on Aging secured a one-year Ontario Inclusive Communities Grant to develop an implementation strategy. Following a governance review, the committee transitioned to a new organizational structure that enables and supports the implementation of the plan. This included the organizing of the Age-Friendly Collaborative Committee (AFCC) with 14 goal champions, two for each strategic goal. Eleven new AFCC members were recruited and oriented to the committee from various City of Hamilton departments and community organizations. We participated in the Ontario Age-Friendly Communities Outreach Program's

Pilot Workshop Series on Evaluation for Age-Friendly Community Initiatives. Additionally, an age-friendly action planning toolkit was designed in partnership with the Hamilton Social Planning and Research Council. By the end of 2021, six action and evaluation plans that aim to address key recommendations in the plan were created, with implementation activities commencing in 2022.

Ongoing engagement and shared learning opportunities are central to the implementation of Hamilton's Age-Friendly Plan. This is achieved through broader participation in committees such as the Ontario Association of Councils on Aging, the Southern Ontario Age-Friendly Network, and the Ontario Age-Friendly Communities Network Exchange.

Locally, the AFCC strives to engage non-profit/voluntary, public and private sector organizations that are contributing to making Hamilton the best place to age well and to develop an annual report that reflects progress. In December 2021, an online **Age-Friendly Community Progress Questionnaire** was launched to link local age-friendly practices to the 7 strategic goals within the plan and to highlight them within this report.

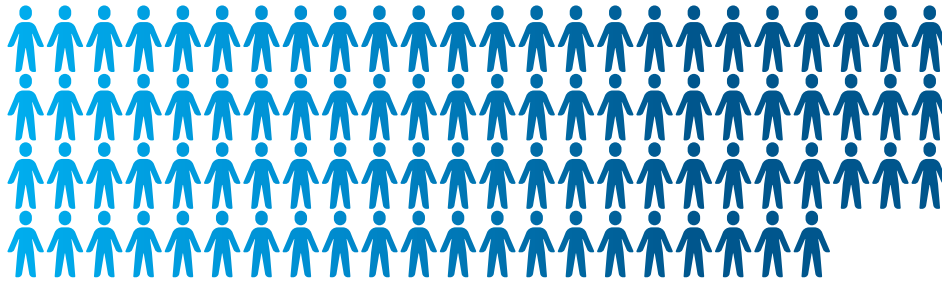
RESULTS

The results for 2021 represent promising progress in Hamilton with a number of age-friendly practices in progress and some completed and evaluated. This progress demonstrates that, despite the pandemic, organizations, groups and individuals are committed to advancing age-friendly practices in Hamilton and are prepared to make the adaptations necessary to ensure that we continue to make progress.

We begin this section by presenting quantitative information from the questionnaire responses in an infographic. It is encouraging to note the process of involving older adults in various ways in age-friendly practices.

This is followed by brief descriptions of age-friendly practices that organizations shared when completing the questionnaire as well as goal-specific activities that are being led by the AFCC goal champions. We encourage you to use the contact information provided to follow up on additional information about their age-friendly practices. Age-friendly practice descriptions are organized by the plan's 7 strategic goals.

AGE-FRIENDLY ENGAGEMENT



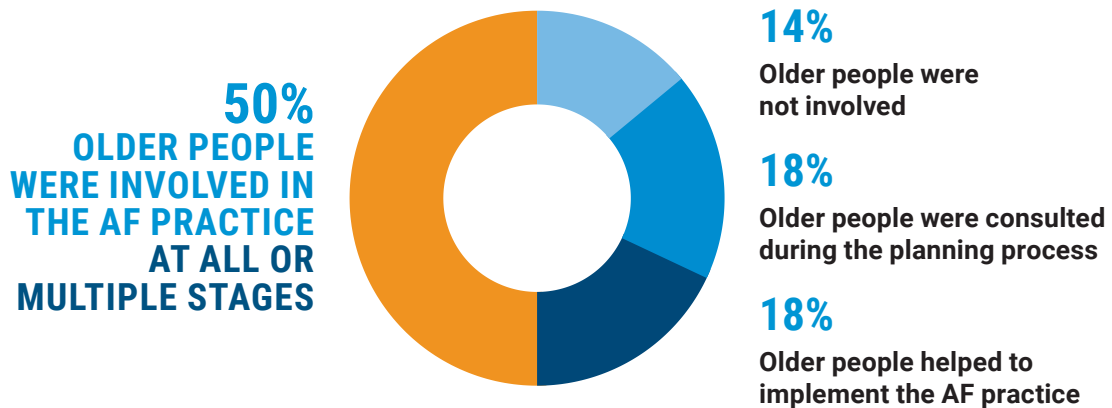
**9360
PEOPLE
POSITIVELY
IMPACTED**

**Each person represents 100 people.*

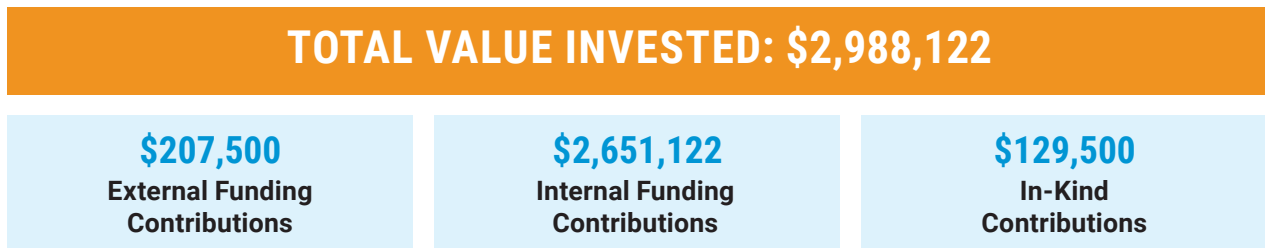
AGE-FRIENDLY PRACTICES



OLDER PERSONS' INVOLVEMENT IN AGE-FRIENDLY PRACTICE¹



FINANCIAL CONTRIBUTIONS



¹ 'Older persons' was self-defined by questionnaire respondents
Infographic data was collected from completed 2021 Hamilton Age-Friendly Community Progress Questionnaire submissions.



GOAL 1: Housing

INCREASE KNOWLEDGE AND AWARENESS OF HOUSING

IN PROGRESS

To create awareness and educate Housing Services Staff and Indwell about Hamilton's Age Friendly Plan.

AFCC Goal Champions:

Marcée Lane, mgroen@indwell.ca

Kamba Ankunda, Kamba.Ankunda@hamilton.ca

HOME MANAGEMENT SUPPORT FOR SENIORS

IN PROGRESS

City of Hamilton Home Management Workers provide 1:1 support for clients in an age-friendly manner, including providing advocacy, service navigation, and remote supports around home management needs like cleaning, budgeting, organization.

City of Hamilton Website:

www.hamilton.ca/social-services/support-programs/home-management-program

Email: homemanagement@hamilton.ca

Phone: 905-546-4804





GOAL 2 Transportation

LET'S GET DRIVING WORKSHOPS

IN PROGRESS

To give information on a variety of topics related to driving and to allow participants to assess their driving skills.

AFCC Goal Champions:

Jeanne Mayo, agefriendly@hamiltoncoa.com

Jay Adams, jay.adams@hamilton.ca

Hamilton Council on Aging Website: www.coahamilton.ca

LET'S GET WALKING WORKSHOPS

IN PROGRESS

To increase older adult's knowledge about how to walk safely.

AFCC Goal Champions:

Jeanne Mayo, agefriendly@hamiltoncoa.com

Jay Adams, jay.adams@hamilton.ca

Hamilton Council on Aging Website: www.coahamilton.ca

LET'S TAKE THE BUS WORKSHOPS

IN PROGRESS

Design and testing of a workshop to introduce older adults to Hamilton's transit system including transit safety, route finding, fares, fees and payments, trip planning, boarding and riding the bus, using trans-cab and HSR myRide and accessible transportation.

Hamilton Council on Aging Website: www.coahamilton.ca



GOAL 3 Information and Communication

DEMENTIA-FRIENDLY EDUCATION - PUBLIC SERVICE SECTOR

IN PROGRESS

Increase awareness of dementia in public facing staff of the City of Hamilton and provide relevant tools and resources.

AFCC Goal Champions:

Karen Robins, educationhamilton@alzhh.ca

Chris D'Agostino, cdagosti@hpl.ca

WEBSITE/BLOGS/EVENTS

IN PROGRESS

EVALUATED

The goal is to provide website, regular blogs and virtual events on Resilient Aging in Community of interest to older adults living in the Hamilton area.

A sample of activities includes regular blogs by various authors, an intergenerational memoir project, technology teaching for older adults and an expansion of website information related to seniors' services in Hamilton and housing alternatives for older adults.

Hamilton Aging in Community Website: www.hamiltonagingtogether.ca

An attendee at the 'A Place to Thrive' panel commented: "I was completely engaged in all aspects of the material...delivered so thoroughly. [The] insights are inspiring and [the] presentation style was motivating".

DEMENTIA-FRIENDLY EDUCATION WORKSHOPS

IN PROGRESS

The Empowering Dementia-Friendly Communities project is a collaborative initiative, led by the Hamilton Council on Aging (HCoA) and funded by the Public Health Agency of Canada. The Dementia-Friendly Education Workshop was designed in partnership with people living with dementia. It is available to all sectors and community groups seeking more information about how to create dementia inclusive social and physical environments.

Hamilton Council on Aging Website:

www.coahamilton.ca/our-priorities/dementia-friendly-communities/



GOAL 4 Health and Community Services

INCREASE AWARENESS & ACCESS OF HAMILTON'S AGE-FRIENDLY PLAN

IN PROGRESS

To increase system partner awareness of Hamilton's Age-Friendly Plan.

AFCC Goal Champions:

Holly Odoardi, Holly.Odoardi@hamilton.ca

Renee Guder, rguder@thrivegroup.ca

ENGAGING THE VOICE OF PERSONS LIVING WITH DEMENTIA

IN PROGRESS

One of our organization's strategic directions is to raise awareness about dementia. We teach community providers (e.g. banks, lawyers, paramedics) how to recognize and support persons who are living with dementia. We have strengthened the inclusion of older adults living with dementia to ensure their voices help share new initiatives (e.g. new website, co-design).

Alzheimer Society of Brant, Haldimand Norfolk Hamilton Halton Website:
www.alzda.ca

DESIGNING NEW PROGRAMS USING CO-DESIGN

IN PROGRESS

We have developed many new programs and services over the years after receiving feedback from those we serve. This time, we decided to engage persons with lived experience in the design of new initiatives. Two projects have been developed as a result: a tool for persons who are newly diagnosed with dementia (basically, a "what I wish I had known" type of guide) as well as a peer-led support group for those in the early stages of dementia. The guide will be shared with geriatricians across Hamilton and the Niagara Peninsula as a tool for both their own knowledge and to share with their clients. The peer-led support group has trained its facilitators and started in early January 2022.

Alzheimer Society of Brant, Haldimand Norfolk Hamilton Halton Website:
www.alzda.ca





GOAL 5 Social Participation: Recreation, Learning, Arts and Culture

INTRODUCTION OF VIDEO PROGRAMS

IN PROGRESS

This City of Hamilton recreation piloted art and fitness video programs during pandemic closures. Video programs offered a good alternative for older adults who felt uncomfortable participating in person. The project included an evaluation to assess need and long-term sustainability.

City of Hamilton's Recreation Division Website: www.hamilton.ca/recreation

Feedback has been positive with accessible technology. Patrons also enjoyed being able to purchase a program with supplies they could pick up (such as art supplies) or pick the option of having their own supplies already.

FACES OF DEMENTIA AWARENESS CAMPAIGN

IN PROGRESS

A campaign is being developed to raise awareness and promote dementia inclusive social and physical environments. The campaign was informed by persons living with dementia and features stories of people living with dementia, what they want people living with dementia and others to know, as well as information about what people can do to promote dementia-friendly communities. The campaign will target private and public sectors as well as the broader community.

Hamilton Council on Aging Website:
www.coahamilton.ca/our-priorities/dementia-friendly-communities

SENIORS CONNECT

IN PROGRESS

Seniors Connect is an umbrella term that describes all forms of wellness programming offered by CityHousing. One example of Seniors Connect is Channel 399, a CCTV program that brings the outside world in for older residents. Given that most residents grew up with TV, it serves as an accessible mode of communication. CityHousing partnered with TV Tours – a company that specializes in adapting content to CCTV in older adult contexts.

City Housing implemented Seniors Connect as a pilot project in First Place, CityHousing's largest building. CityHousing installed TV screens in public spaces where Channel 399 serves as a site where both crucial information and wellness programming.

CityHousing Hamilton Website: www.hamilton.ca/cityhousing-hamilton

Residents express the immense sense of connection and engagement brought about by the videos and programming: some suggest, for example, that the travel programming brought back nice memories from when they traveled when they were younger.

SENIORS ISOLATION PROGRAM THROUGH WORKSHOPS AND CASE MANAGEMENT FOR ADULTS 55+

IN PROGRESS

Goals include an increased sense of community as well as stronger relationships with family, friends and engagement with community members. Clients are able to access services and supports within their community with greater confidence and ease. Increased feelings of social inclusion and health and wellness through access to cultural and physical activities that support a high quality of life.

Wesley Urban Ministries - Seniors Isolation Program Website:
www.wesley.ca/services/newcomer-community/supports-for-seniors-and-older-adults

CYCLING WITHOUT AGE (CWA)

IN PROGRESS

Cycling Without Age is a global initiative that provides older adults and others who cannot cycle an opportunity to enjoy a complimentary, safe ride through their neighbourhood on a trishaw (three wheeled electric bike) piloted by a trained volunteer. 2001 was the first year of operation for this Ontario CWA chapter. From August to October 2021, 19 Welcome Inn seniors enjoyed many rides along the Waterfront Trail. The CWA Hamilton program received great reviews from both older adults and the community. During the late fall, an outdoor information session was held with approximately 45 potential volunteer pilots and several suggested ideas for next season.

Website: www.cyclingwithoutage.ca/hamilton-burlington

Facebook: www.facebook.com/HBCyclingWithoutAge

Twitter: www.twitter.com/CwaHamilton

"I've lived in Hamilton for more than 50 years and I've never gone to those places," says 93-year-old Angus Martin, a retired high school teacher who's travelled the world.

INCREASED PICKLEBALL OUTDOOR COURTS

COMPLETED

New pickleball assets/amenities were developed at the Ancaster Senior Achievement Centre with an alternative program model to support outdoor pickleball programming and access. Older adults were able to play pickleball to stay healthy and active while indoor amenities were closed due to COVID restrictions.

City of Hamilton's Recreation Division Website: www.hamilton.ca/recreation

The asset was well utilized and offered many more program opportunities for pickleball.

DUNDAS 55+ GROUP

IN PROGRESS

Programs are offered for older adults to participate in exercise and to socialize with others with the objective of reducing social isolation. Adults 55+ in the Dundas community are encouraged to participate in, and contribute to, programs that promote healthy lifestyles.

Dundas 55+ Group Website: www.hamilton.ca/recreation

"I love to dance and I no longer have a partner so line dancing is ideal for me: fun and exercise!"

SENIORS CENTRE WITHOUT WALLS (SCWW)

IN PROGRESS

The goal of the program was to engage the community in programs which would have been offered pre-Covid and in house. It is an over the phone program and includes newsletters for seniors who are 50+ and Indigenous. Food security and wellness supports are offered through this program.

Hamilton Regional Indian Centre Website: www.hric.ca

SENIORS CENTRE WITHOUT WALLS - PATH TO INDEPENDENT PARTICIPATION

IN PROGRESS

EVALUATED

The City of Hamilton's Senior Centre Without Walls (SCWW) program model is supported by the Older Adult Centres' Association of Ontario (OACAO) and is a free interactive telephone-based group activity program that connects seniors and older adults 50+ and adults with physical disabilities who find it difficult to leave their home. SCWW programs offer an inclusive, safe, inviting space to listen, learn and be heard which increases social connectedness and well-being for participants.

City of Hamilton's Recreation Division Website: www.hamilton.ca/recreation

ARTFUL MOMENTS: ARTS-EXPERIENCES FOR SPECIALIZED AUDIENCES

IN PROGRESS

EVALUATED

The Art Gallery of Hamilton's (AGH) Artful Moments program is specially designed to support persons with dementia and their care partners in a gallery-based and virtual program of conversations about art and hands on art-making. In the past two years this program has also expanded to present customized programs for persons on the autism spectrum, those living with mental illness and other chronic conditions. The main goals are to provide meaningful engagement, validation of personhood and social connections, especially in a time of isolation. Before covid, these programs were presented in-person at the AGH, but have been offered virtually via zoom or phone-based experiences. Evaluations gathered from all programs indicate success in fostering social connections among participants, and in bringing new experiences into their daily lives at a time where in-person experiences were not possible.

Art Gallery of Hamilton Website: www.artgalleryofhamilton.com

LIFE LONG CARE

IN PROGRESS

Provides community support services to urban Indigenous clients, regardless of age, who are disabled, chronically ill, frail, elderly or require acute/chronic continuum of care. Supports range from culture/inclusion to support with medical appointments. We reach out to our clients two times a week to provide conference calls to seniors who don't have Internet. We also connect elders and youth to carry on and share story telling and teachings. Among other services, we provide home visits, crisis support and hospital visits to all clients. We assist and advocate for clients that need medical assistive devices and support clients with food security and medical transportation.

Hamilton Regional Indian Centre Website: www.hric.ca

"I feel supported and I know you're there when I need someone."



HEALTH AND WELLNESS PROGRAMMING

IN PROGRESS

EVALUATED

YWCA Hamilton pivoted to provide online and telephone-based health and wellness programming for older adults that includes physical movement, social interaction, friendly calls, meditation and education programs. We strive to keep community members engaged and involved in programming to ensure their physical and cognitive health remain optimal. The impacts of first connecting with individuals on the phone, then by Internet live-stream programs resulted with individuals feeling less stressed, increased feelings of happiness and confidence, and improved/maintained physical fitness levels. Many individuals had opportunities to access new programming due to the convenience of reduced program costs, reduced transportation costs/considerations and feeling safe in their homes.

YWCA Hamilton, Seniors Active Living Centres 55+ Website: www.ywcahamilton.org

OFFERED 55+ OPPORTUNITIES IN THE ABSENCE OF BOARD-RUN PROGRAMS

IN PROGRESS

In the absence of the Dundas Senior Citizen club due to the pandemic, the Dundas Recreation Centre offered targeted programs to adults 55+. This practice increased social participation and access to recreation. The target initiative was a drop-in fitness program offered at a small cost where patrons could drop in on a week-to-week basis. The goal was to fill a gap in service in a way that offered little commitment should patrons begin to again feel uncomfortable with the pandemic restrictions.

City of Hamilton, Dundas Website: www.hamilton.ca/recreation

UPDATE TO RECREATION REGISTRATION

COMPLETED

The City of Hamilton's website for the Recreation Division was redesigned along with the registration process. Previously done in person on paper sheets, COVID restrictions resulted in registration being moved online.

Recreation offered workshops and facilitated opportunities for older adults to learn how to access programs, set up an account and to register. These technical skills will help older adults in future online registration apart from recreation.

City of Hamilton's Recreation Division Website: www.hamilton.ca/recreation

Email: scww@hamilton.ca

Phone: 905-526-4084

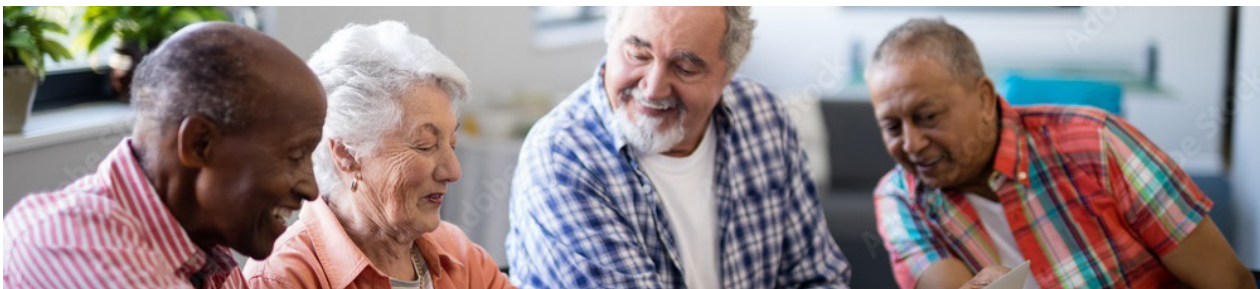
INTRODUCTION TO TECHNOLOGY PROGRAM

IN PROGRESS

The City of Hamilton in partnership with Warden Seniors Club who received a New Horizons grant in 2020 for "Promoting Computer Literacy and Staying Connected during the COVID-19 Pandemic".

In addition to the lending program, the Club also worked with the City of Hamilton's Recreation Division to develop iPad workshops. The beginner iPad series took place over nine weeks and included topics such as navigating the home screen, turning on/off, using a touch screen, settings, and applications. The intermediate iPad series took place over four weeks and included using video conferencing programs (e.g. Zoom), navigation apps, translation apps, and movie making. Plan to finalize in 2022 with roll out as a workshop option.

City of Hamilton's Recreation Division Website: www.hamilton.ca/recreation





GOAL 6 Civic Engagement, Volunteerism and Employment

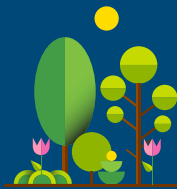
THE FLAMBOROUGH SENIOR EMPLOYMENT PROJECT

IN PROGRESS

In partnership, Flamborough Connects and PATH Employment Services initiated a project that will educate seniors on job search strategies and techniques to find meaningful employment post pandemic. The project will also educate local employers on the advantages of hiring older workers. This project will both bring awareness to businesses on the benefits, experience and skills older workers bring to the workforce, and also support older workers in finding opportunities that meet their individual and financial goals.

AFCC Goal Champions:

Amelia Steinbring, Flamborough Connects, amelia@flamboroughconnects.ca
Catherine Johnston, PATH Employment, Catherine.johnston@pathemployment.com



GOAL 7 Outdoor Spaces and Buildings

WINTER WASHROOM PILOT PROJECT

IN PROGRESS

This two-year pilot project was initiated by City Council, the feedback they received from their constituents, as well as an increase in the number of residents who were homeless.

This pilot project started in November 2021 with 16 locations (4 have portable toilets) where washrooms are kept open for the public until April. In 2022, 11 more locations will be available to the public once updates take place. Locations were determined based on high traffic areas and are available throughout Hamilton. A community survey to assess impact has been targeted for spring 2022.

City of Hamilton Website:

www.hamilton.ca/parks-recreation/parks-trails-and-beaches/park-washrooms



LESSONS LEARNED: MOVING FORWARD

The impact of the pandemic has been pervasive and far-reaching. In Hamilton, as in other communities, city staff, healthcare workers and others have been redeployed to assist with the pandemic response. Recreational facilities, schools, gyms and many small businesses have experienced unsettling periods of closing and opening, only to have to close again. Everyone, to varying degrees and in different ways, has been confronted with the uncertainty of these times. It can be argued that those individuals with access to technology may have fared better than those without. Providing affordable technology, reliable and affordable Internet access and ongoing technological support for older adults has become a rallying cry as digital inequities are exposed.

In spite of the challenges resulting from the pandemic, it has been encouraging to witness the resilience of many older adults and the resolve of groups and organizations to shift to new ways of offering services and programs, often through online platforms such as Zoom.

The following are some of the lessons we learned during 2021 and plans for addressing them to move forward.

1. More intentionally **reaching out to and including the private sector** (e.g., business) was an important aspiration of Hamilton's Plan for an Age-Friendly Community. While there were no responses to the community questionnaire from the private sector this time around, it remains a goal as implementation plans evolve. The lack of response may have been influenced by the pandemic. However, the AFCC will evaluate outreach strategies to determine the most effective ways to engage the private sector.
2. The pandemic presented a **challenge to offering in person programs**. Many organizations responded by shifting to online programs for older adults. Moving forward, in order to swiftly respond to external limitations, it may be wise to design both in-person and virtual versions of programs. Not all older adults will be comfortable attending programs in-person when restrictions ease. Having the option of online participation may continue to be a preferred choice for some individuals and may also address barriers that many older adults face going out in inclement weather.

'NOTHING ABOUT US WITHOUT US!'

Include older adults when planning programs and services.

3. The importance of **involving older adults in planning programs and services** was reinforced in comments submitted by respondents to the 2021 community questionnaire. As seen in Chart #1, older adults were quite involved in the age-friendly practices that were reported in the questionnaire. Moving forward, we will continue to encourage the inclusion of older adults in planning programs and services that impact them. They know their wants, needs and what works for them. 'Nothing about us without us!'
4. Really listening to the population you serve and finding a way to meet their needs will allow for higher quality service delivery. **Listening to your clients** was a recurring theme among questionnaire respondents.
5. Not all older adults are familiar with or have access to technology. While it may be tempting to convert everything to online, we learned that **it is still important to offer print copies of registration guides, brochures**, etc. to be sure that we leave no one behind.
6. **Give programs time to gain traction and grow.** One of our respondents worded this so well, *'If patrons don't attend (your program) yet, give the program some time and consistency to gain a following and take feedback from patrons'*. We are often in a hurry for immediate results so this is something important to keep in mind as we move forward and try new things. Relatedly, another respondent wrote about *'patience and flexibility to deal with hiccups'*.

For additional information about Hamilton's Plan for an Age-Friendly Community, please contact

agefriendly@hamiltoncoa.com
or visit www.coahamilton.ca
or www.hamilton.ca/agefriendly

APPENDICES

Appendix A: 2021 Age-Friendly Collaborative Committee (AFCC) Members

Lori Letts, Co-Chair, Hamilton Council on Aging
 Julie Richardson, Co-Chair, Hamilton Council on Aging
 Penelope Petrie, Seniors' Advisory Committee
 Ann Elliott, Seniors' Advisory Committee
 Holly Odoardi, City of Hamilton
 Eleanor Morton, City of Hamilton
 Kristy Tadeson, City of Hamilton
 Margaret Denton, Hamilton Council on Aging
 Cheryll Sullivan, Hamilton Council on Aging
 Lisa Maychak, City of Hamilton
 Tracy Gibbs, Hamilton Council on Aging
 Kim Martin, Social Planning and Research Council
 Deirdre Pike, Social Planning and Research Council
 Megan Blair, Social Planning and Research Council (Student)
 Madeline Chow, Social Planning and Research Council (Student)

2021 Age Friendly Goal Champions

GOAL 1 – HOUSING

Kamba Ankunda, City of Hamilton
 Marcée Groen, Indwell

GOAL 2 – TRANSPORTATION

Jeanne Mayo, Community Member
 Jay Adams, City of Hamilton

GOAL 3 – INFORMATION & COMMUNICATION

Chris D'Agostino, Hamilton Public Library
 Karen Robins,
 Alzheimer Society ASBHNHH

GOAL 4 – HEALTH & COMMUNITY SERVICES

Renee Guder, Thrive Group
 Holly Odoardi, City of Hamilton

GOAL 5 – SOCIAL PARTICIPATION

Eleanor Morton/Laura Kerr,
 City of Hamilton
 Genevieve Hladysh, The YMCA of
 Hamilton/Burlington/Brantford

GOAL 6 – CIVIC ENGAGEMENT/ VOLUNTEERISM/EMPLOYMENT

Amelia Steinbring,
 Flamborough Connects
 Catherine Johnston,
 PATH Employment Services

GOAL 7 – OUTDOOR SPACES AND PUBLIC BUILDINGS

Kasey Livingston, City of Hamilton
 Melissa McGinnis, City of Hamilton

Appendix B: List of collaborating organizations and funders involved in 2021 Age-Friendly Practices⁵

| | |
|--|---|
| Aboriginal Health Unit | Home and Community Care – Local Integrated Health Network |
| Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton | Indigenous Diabetes Health Circle |
| Ancaster Computer Products | Indwell |
| Art Gallery of Hamilton | Local Health Integrated Network |
| Ancaster Seniors Achievement Centre Board | Long Term Care-CARES |
| Autism Ontario | Long Term Care Collaborative |
| Bruce Park Neighbourhood Association | McMaster Children’s Hospital |
| Buchanan Park Softball Organization | McMaster Gilbrea Centre |
| Cancer Screening Bus | McMaster Institute for Research on Aging |
| Children’s Aid Society | McMaster University |
| City Enrichment Fund - City of Hamilton | Ministry of Transportation |
| City of Hamilton, Dundas | New Horizons |
| City Housing Hamilton | Ontario Arts Council |
| City of Hamilton Home Management | Ontario Community Services for Seniors |
| City of Hamilton Recreation Department | Ontario Trillium Foundation |
| City of Hamilton Seniors Advisory Committee | PATH Employment |
| City of Hamilton Transit Division | Province of Ontario |
| City of Hamilton Technology | Public Health Agency of Canada |
| Cycling Without Age – Hamilton & Burlington | Public Works (Environmental Services, Parks & Cemeteries) |
| Dundas 55+ Group | Public Works (Energy Fleet & Facilities Management) |
| Dundas Community Centre | Regional Geriatric Program central |
| Family Health Team | Seniors without Walls |
| First Unitarian Church | Social Planning and Research Council |
| Flamborough Chamber of Commerce | St. Mathews House |
| Flamborough Connects | Thrive Group |
| GERAS Centre for Aging Research | Toronto Dominion Bank |
| Government of Canada | Trinity Lutheran Church |
| Greater Hamilton Health Network | Warden Seniors Club |
| Hamilton Aging in Community | Waterdown YMCA Employment Services |
| Hamilton Oshawa Port Authority (HOPA) | Waterdown Business Improvement Area (BIA) |
| Hamilton Council on Aging | Welcome Inn (Seniors Program) |
| Hamilton Health Sciences | Wesley Urban Ministries |
| Hamilton Jewish Family Services | YMCA of Hamilton/Burlington/Brantford |
| Hamilton Public Library | YWCA Hamilton |
| Hamilton Regional Indian Centre | |
| Hamilton Strategic Road Safety Committee | |

¹ Collaborating organizations and funders were identified by 2021 Hamilton Age-Friendly Progress questionnaire respondents and Age-Friendly Collaborative Committee Goal Champions.

SENIORS ADVISORY COMMITTEE

MISSION STATEMENT

The Seniors Advisory Committee shall be a credible communication vehicle regarding the quality of life for all seniors in the City of Hamilton. It will provide a forum for consumers and deliverers of seniors' services and facilities to identify issues, explore possible remedies, and work to implement them.

VALUES

The Committee believes that all seniors should have multiple opportunities for healthy ageing, and a full range of supports to assist them.

MANDATE

The Committee is empowered by City Council and is responsible to City Council for its activities; it reports to City Council, on issues and concerns pertaining to Seniors in Hamilton, through the Emergency & Community Services Committee.

TERMS OF REFERENCE

OPERATING GUIDELINES

1. To liaise with City Council representatives associated with the committee and where appropriate advise City Council members.
2. To liaise and, where appropriate, advise municipal staff in all departments who are responsible for the delivery of services and programs to seniors.
3. To respond and advocate concerns affecting policies, services and facilities for seniors delivered by and funded by all levels of government.

ROLES & RESPONSIBILITIES

Role & Responsibility of the Chair

As the Chair of a meeting, you have several important roles: knowing the group, helping members get started, planning ahead, preparing for meetings and presiding at meetings.

Helpful Tips:

Know Your Group - Find out who your members are and what they can do. Make sure all members understand their roles and responsibilities.

Help Members Get Started - Involve your group members. Be sure your members understand their purpose, their responsibilities, their timelines and their budgetary constraints.

Prepare for Meetings - Plan your agenda. Check on all pre-meeting arrangements.

Preside at Meetings - Review your guidelines or rules of order (found in the Orientation Manual). Follow your agenda, involve the members and manage the discussion.

Role & Responsibility of the Secretary (Often done by City Staff)

- Provides relevant information, ideas and opinions as a participant in the meeting.
- Keeps an accurate set of minutes of each meeting.
- Keeps an up-to-date membership/contact list.
- Distributes minutes to members and notifies them of upcoming meetings.
- Keeps a list of all sub-committees and members.
- Helps the Chair with preparing the agenda, advice on meeting procedure, reference materials and information retrieved from the records.
- Makes meeting and physical set-up arrangements (Note: room bookings with City Facilities will be co-ordinated through the volunteer Committee's Technical Staff Liaison).

Role & Responsibility of the Technical Advisor/Staff Liaison

- Liaises with volunteer committee for technical advice from the host department.
- Liaises with all City staff for advice and information required by the volunteer committee, including procedural advice from Clerk's Office.
- Arranges for printing of agendas, minutes, reference material and distribution required by the volunteer committee.
- Arranges for booking meeting facility.
- Arranges for parking passes, if required.



Hamilton

ADVISORY COMMITTEE PROCEDURAL HANDBOOK

An advisory body Council established to advise on specific areas of interest, with members of the public making up more than fifty (50) percent of the membership and Council members making up the rest.

**Prepared By:
Office of the City Clerk, Legislative Section
Updated: July 2020**

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Meeting Procedures

The rules of procedure as set out in By-law 18-270, A By-Law To Govern the Proceedings of Council and Committees of Council, shall be observed in all proceedings and apply to all Committees. Rules of procedure are intended to help the group conduct its business fairly and efficiently.

Rules for a meeting are designed to achieve the following basic meeting principles:

1. Every member has rights equal to every other member.
2. The will of the majority must be carried out.
3. Only one topic will be considered at a time.

The Role of the Committee and its members is to provide “advice” to Council through the appropriate Standing Committee on matters that are related to the specific mandate of the Committee (not for purposes of lobbying for special causes on behalf of the City or themselves).

Rules of Procedures at a Glance

1. Sequence of steps in having a motion voted on:

- Moved – a proposal from the floor.
- Seconded – another member feels the proposal is worth discussing.
- Stated – by the Chair or Secretary. Wording is recorded properly and everyone understands the intent of the proposal.
- Discussed – every member who wishes to speak addresses the chair and must speak only to the motion/amendment on the floor.
- Amended – if required, changing the wording of the motion by: adding or deleting words, replacing with different words.
- Called – after sufficient discussion, either a motion to end debate or a vote (if amended, the amendment first and then the main motion as amended) is called at the discretion of the Chair.
- Restated (if necessary) – ensures everyone understands what is being voted on.
- Voted – Chair calls each option: “All in favour”, “opposed”?
- Declared – results of the vote are announced by the Chair “carried” or “defeated”.

2. Amending a motion

- An amendment cannot convert a motion to its direct negative (cannot change the intent of the original motion).

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- An amendment must be pertinent or relevant to the topic in the main motion i.e. a motion to “commend the President for his work with the Chapter” may not be amended by striking the word “commend” with “condemn”.

Agenda Preparation

An agenda is a step-by-step outline of the issues to be covered at a meeting.

The following agenda outline is often used:

1. Changes to the Agenda
2. Declarations of Interest
3. Approval of Minutes of Previous Meeting
4. Consent Items
5. Presentations
6. Discussion Items
7. Notices of Motion
8. Motions
9. Other Business
10. Adjournment

Feel free to be flexible with the agenda planning. Keep the following points in mind:

- The early part of the meeting is usually the most lively and creative – items requiring mental energy, bright ideas and clear heads should appear early on the agenda.
- Put time limits on agenda items to help focus discussion and encourage decision making.

A sample template for an agenda is attached as Appendix “A”, for your reference.

Minute Preparation

The purpose of the minutes is to:

- Provide a permanent record of the proceedings of a meeting.
- Keep track of progress.
- Inform absent members.
- Provide a useful guide for evaluating a committee’s work.
- Minutes should be as brief as possible, yet maintain their accuracy.

Basic set of minutes should include:

1. Name of the Committee.
2. When (date and time) and where the committee met.
3. Who was present/absent.

FCS20061- Appendix D. Advisory Committee Procedural Handbook July 17-2020

4. Adoption of last meeting's minutes.
5. Matters discussed and any decisions made:
 - Record motions, the mover (who) made the motion, who seconded it, and whether it was carried or defeated, and any members who wished to be recorded as opposed to the motion.
 - General discussion (briefly).

After the Committee minutes are approved by the Committee, the minutes are submitted to the appropriate Standing Committee for receipt. The approved minutes are to be submitted each month to the respective Legislative Coordinator to the Standing Committee that the Committee reports to.

A sample template for the minutes is attached as Appendix "B", for your reference.

Report Preparation

If the Committee is making a recommendation that requires the approval of the Standing Committee, then a Citizen Committee Report is prepared for the Standing Committee's consideration. The respective Legislative Coordinator and the Staff Liaison to the Committee can assist in the preparation of the Report.

A sample template for the Committee report is attached as Appendix "C", for your reference.

Common Procedural Questions

1. How can a meeting start without a quorum?

A quorum is the minimum number of eligible voters that must be present at a meeting to conduct business. This number is half of the membership rounded up to the nearest whole number.

If no quorum is present, then:

- The Chair may dismiss the group 30 minutes after the time appointed for the meeting, or
- The group may agree to proceed informally with the agenda, awaiting ratification of any decisions at a future meeting, or
- The group may discuss any items of interest, but make no decisions.
- The Committee Secretary shall record the names of the Committee members present in the minutes of the meeting.

2. After considerable debate, we still are not ready to vote on the motion. What can we do?

- A Motion to defer the matter until the next meeting may be in order, so that more information can be gathered.
- A Motion to defer temporarily allows a motion to be set aside until later in the meeting, allowing more urgent business to be dealt with, permitting amendments to be drafted, or allowing time for implications of the motion to be checked.

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- The Motion may be withdrawn at the request of its mover, at any time before decision or amendment.

3. Closing debate on a Motion.

Someone “calling the question” from the floor indicates that they want the motion put to a vote, which needs to be seconded and cannot interrupt the list of first time speakers. Only if the Chair feels that the motion has had reasonable debate and most members are ready to vote, can they call the question (ie: “All those in favour?”, “Opposed?”, etc.)

4. Encouraging an alternative motion.

Sometimes while one motion is being considered, an alternative motion might be the better one. How can it be presented?

- (a) The movers of the original motion are asked if they will withdraw their motion, with the consent of a majority of the members.
- (b) If the original motion is withdrawn, then the alternative motion can be put forward.
- (c) If the original motion is not withdrawn, then the movers of the alternative motion inform the Committee that their motion will be moved if the original is defeated. They thus urge the members to vote against the original motion.

The Consensus Method of Decision Making in Groups

The following process can be used throughout the meeting for every issue the group needs to discuss.

Step 1

Describe the issue before the Committee:

- State the issue clearly and concisely. If it is complex, then write it out.

Step 2

Gather all information relevant to the issue:

- All pertinent facts and ideas about the issue need to be heard in order to make an informed decision.
- Distinguish between facts and opinions.

A decision can often be made right away. However, action may need to be deferred so that additional information can be gathered.

Step 3

List all possible solutions or actions:

- Explore alternatives.
- Be creative. Use brainstorming techniques to generate new ideas, from every member.

Step 4

Choose the best possible solution:

Use a process of elimination; refine and combine parts of your list in Step 3.

Step 5

Make a decision:

- Formulate a statement of general agreement or consensus, or
- Develop a motion and vote on it.
- Then, record the results in the minutes.

Roles and Responsibilities of Committee Members

Members of the Committee are encouraged to make themselves familiar with the Terms of Reference, the Roles, Responsibilities and Expectations of New Members and mandated activities of the Committee(s) to which they are making application to.

Members of the Committee:

- (i) are required to attend and participate fully in the meetings;
- (ii) who miss more than three meetings during their term without Committee approval, may be subject to replacement on the Committee and may not be eligible for re-appointment; and
- (iii) upon appointment, are required to sign a Committee Member Acknowledgement Form (attached hereto as Appendix “E”), provided by the City Clerk’s Office, **prior to attending the first meeting** of the Committee to which they are appointed. Such declaration will remain on file in the Office of the City Clerk for the duration of the citizen’s appointment.

Members of the Committee are bound by the *Municipal Conflict of Interest Act* found at the following link: <https://www.ontario.ca/laws/statute/90m50>.

Members of the Committee are to comply with the Hamilton Advisory Committee/Task Force Code of Conduct (attached hereto as Appendix “G”).

Role of the Chair

As the Chair of a meeting, you have several important roles: knowing the group, helping members get started, planning ahead, preparing for meetings, and presiding at meetings.

Helpful tips:

Know your group – find out what your members’ skills are and what they can do. Make sure all members understand their roles and responsibilities;

Help Members get started – involve and motivate your group members. Be sure your members understand their purpose, responsibilities, timelines and budgetary constraints;

Prepare for meetings – plan your agenda. Check on all pre-meeting arrangements; and,

FCS20061- Appendix D. Advisory Committee Procedural Handbook July 17-2020
Preside at meetings – establish your guidelines or rules of order. Follow your agenda; involve the members; manage the discussion.

Role of the Secretary

- Providing relevant information, ideas and opinions as a participant in the meeting;
- Record without note or comment all resolutions, decisions and other proceedings at the meeting (as per the *Municipal Act, 2001*).
- Keeping an accurate set of minutes of each meeting;
- Keeping an up-to-date membership/contact list;
- Distributing minutes to members and notifying them of upcoming meetings;
- Keeping a list of all advisory committees and members;
- Helping the Chair with preparing the agenda, advice on meeting procedure, reference materials and information retrieved from the records; and,
- Making meeting and physical set-up arrangements (*Note: room bookings with City Facilities will be co-ordinated through the Committee's Staff Liaison.*)

Role of the Staff Liaison

- Coordinate; develop and deliver the Orientation Session for the Committee;
- Liaise with the Committee providing technical advice from the host department for the preparation of reports; correspondence, etc.;
- Submission of the Committee's reports, correspondence, etc. to the Director of the host department prior to finalization for review;
- Liaise with all City staff for advice and information required by the Committee, including procedural advice from Legislative Coordinator in the Office of the City Clerk;
- Arrange for printing of agendas, minutes, reference material and distribution required by the Committee;
- Arrange for the booking of the meeting room;
- Coordinate the annual review of the Committee's Terms of Reference and Mandate;
- Coordinate the preparation of the Roles, Responsibilities and Expectations of New Members prior to the end of the Committee's term;
- Arrange for parking passes, if required; and,
- Forward completed Committee Member Resignation Forms to the Legislative Coordinator for inclusion in the appropriate Standing Committee agenda.

Use of Working Groups or Task Forces

Committees can create and hold ELECTRONIC working group or task force meetings to assist in the research or review of a given item and it reports its findings back to the Committee only during an emergency when attending in-person is not possible. A working group is normally comprised of Committee Members, however, when required, volunteers may be called upon for their expertise to assist a working group by providing required information.

Working groups and task forces operate by consensus and formal motions are not required. City staff and/or resources may not be available to working groups/task forces and consequently, the preparation of agendas, minutes and meeting requirements shall be the

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responsibility of the working group, if required. Support staff shall not be required to attend working group meetings.

The number of Members participating in a working group or task force should be less than a quorum number of the Citizen Advisory Committee membership.

Members Communicating with Any Outside Agencies, Including Other Levels of Government and the Media

Please note that members of a Committee cannot correspond or speak to any Ministries, any outside agencies, or the media without Council's prior approval, as per Standard Operating Procedure #08-001 – Communicating with any outside agencies, including other Levels of Government and the media attached as Appendix "D" and the Code of Conduct attached as Appendix "G".

Use of Secondary Logos for Advisory Committees

The use of secondary logos for promotional/educational purposes by a Committee requires approval, subject to the following guidelines:

- (i) Requests for approval of a secondary logo are required to be presented to the Governance Review Sub-committee for consideration and approval by the Committee's respective Standing Committee and Council, prior to any use.
- (ii) The approved City Logo (triple H symbol, with the word mark Hamilton, with an underscoring line), as per the *Identity Standards Guide*, must be of appropriate size relative to the intended purpose and included in a sufficiently prominent location on the promotional/ educational materials.
- (iii) Design costs are to be funded by the Committee.

Committee Member Resignation

While the City of Hamilton hopes that, upon applying for and being appointed as a member of a Committee, you are able to fulfil your commitment, we do realize that on occasion a person's circumstances may change.

Therefore, if for any reason you are unable to continue to participate as an active member of the Committee(s) you have been appointed to, it is very important that you resign formally in writing by providing a completed and signed copy of the Committee Member Resignation Form (attached as Appendix "F") to the appropriate Legislative Coordinator, in the City Clerk's office, stating which Committee(s) you are resigning from and general reasons why (the inclusion of private/personal information is not required). This will allow the Committee to adjust its membership accordingly in order to remain effective in achieving the goals of its mandate. Your completed Committee Member Resignation Form will be included in the appropriate Standing Committee agenda to be received by Council.

Electronic Meetings *(held only during an emergency when attending in-person is not possible)*

All ELECTRONIC Citizen Advisory Committee meetings will be scheduled and hosted by the Clerk/Staff Liaison using the City approved virtual meeting software. The scheduling of meetings will commence according to EOC approved and/or Council approved reopening schedules. Only Council appointed Committee members will participate electronically in these meetings.

All ELECTRONIC Citizen Advisory Committee meetings will be streamed live. If the meeting is interrupted and cannot proceed with its live feed, the meeting will be recessed for up to 15 minutes, or until the live feed is resumed. If the live feed cannot be resumed within 15 minutes, the meeting will be considered adjourned. The Committee will meet at the next regularly scheduled meeting date.

If the meeting is interrupted and its live feed cannot be resumed, the names of the Committee members present shall be recorded in the minutes of the meeting and any decisions of Committee up to the point in time of the interruption.

Working Group/Task Force meetings will not be live streamed. Working Group Members will determine their meeting method, while City facilities remain closed to the public.

What to do if further consultation on procedural advice is required?

Depending upon which Standing Committee, the Committee reports through, please contact the one of following Clerk's Division staff:

Lisa Kelsey

Legislative Coordinator
Planning Committee
Phone: (905) 546-2424 ext. 4605
Fax : (905) 546-2095
E-mail: Lisa.kelsey@hamilton.ca

Angela McRae

Legislative Coordinator
Audit, Finance & Administration
Committee
Phone: (905) 546-2424 ext. 5987
Fax : (905) 546-2095
E-mail: angela.mcrae@hamilton.ca

Loren Kolar

Legislative Coordinator
Board of Health
905 546 2424 ext. 2604
905 546-2095 (fax)
E-mail: loren.kolar@hamilton.ca

Stephanie Paparella

Legislative Coordinator
General Issues Committee
Phone: (905) 546-2424 ext. 3993
Fax : (905) 546-2095
E-mail: stephanie.paparella@hamilton.ca

Alicia Davenport

Legislative Coordinator
Public Works Committee
905 546 2424 ext. 2729
905 546-2095 (fax)
E-mail: alicia.davenport@hamilton.ca

Tamara Bates

Legislative Coordinator
Emergency and Community Services
Committee
Phone: (905) 546-2424 ext. 4102
Fax : (905) 546-2095
E-mail: tamara.bates@hamilton.ca



Hamilton

A G E N D A
ABC ADVISORY COMMITTEE
Monday, January 1, 2000
2:00 p.m.
Room 123, 1st Floor
City Hall
71 Main Street West, Hamilton

**Added Items*

- A. APPOINTMENT OF CHAIR AND VICE CHAIR** *(This should be done at the first meeting of each year. After the first meeting – this heading is to be removed)*
- 1. CHANGES TO THE AGENDA**
- 2. DECLARATIONS OF INTEREST**
- 3. APPROVAL OF MINUTES OF PREVIOUS MEETING**
 - 3.1 ABC Advisory Committee Meeting Minutes, dated December 1, 1999 *(for approval)*
- 4. CONSENT ITEMS**
 - 4.1 Research Report *(for receipt)*
 - *4.2 Working Group Minutes *(for receipt)*
- 5. PRESENTATIONS**
 - 5.1 ABC Advisory Committee Terms of Reference Review *(for approval)*
 - 5.2 ABC Advisory Committee Strategic Plan *(for approval)*
- 6. DISCUSSION ITEMS**
 - 6.1 Roles, Responsibilities and Expectations of New Members *(for approval)*
- 7. NOTICES OF MOTION**
 - *7.1 ABC Advisory Committee Meeting Schedule *(for approval)*
- 8. MOTIONS**
 - 8.1 ABC Advisory Committee Change to the Location of Meetings *(for approval)*

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9. OTHER BUSINESS

10. ADJOURNMENT



Hamilton

**MINUTES
ABC COMMITTEE
Monday, January 1, 2000**

**2:00 p.m.
Room 123, 1st Floor
City Hall**

71 Main Street West, Hamilton

Present: Chair: (insert name)
(Committee members only) Vice-Chair: (insert name)
Secretary: (insert name)
Members: (insert names)

**Absent with
Regrets:** *(insert names of absent Committee members only)*

Also Present: *(insert staff names with titles)*

1. CHANGES TO THE AGENDA

The Clerk advised of the following changes to the agenda:

4. CONSENT ITEMS

4.2 Working Group Minutes

7. NOTICES OF MOTION

7.1 ABC Advisory Committee Meeting Schedule

(Mover/Second)

That the agenda for the January 1, 2000 meeting of ABC Advisory Committee be approved, as amended. *(if there are no changes to the agenda, then the approval would be “as presented”)*

CARRIED

2. DECLARATIONS OF INTEREST

List any declarations that were made or note that there were none.

3. APPROVAL OF MINUTES OF PREVIOUS MEETING

3.1 January 1, 2000

(Mover/Second)

That the Minutes of the January 1, 2000 meeting of ABC Committee be approved, as presented.

CARRIED

4. CONSENT ITEMS

(i) Research Report (Item 4.1)

(Mover/Second)

That the Research Report, be received.

CARRIED

(ii) Working Group Minutes – December 1, 1999 (Item 4.2)

(Mover/Second)

That the Working Group Minutes – December 1, 1999, be received.

CARRIED

5. PRESENTATIONS

(i) ABC Advisory Committee Terms of Reference Review (Item 5.1)

(Insert Name) provided the Committee with a presentation respecting a review of the ABC Advisory Committee Terms of Reference.

(Mover/Second)

That the presentation respecting the ABC Advisory Committee Terms of Reference Review, be received; and

That the ABC Advisory Committee Terms of Reference Review, be amended to *(insert recommendation approved by the Committee)*

CARRIED

(ii) ABC Advisory Committee Strategic Plan (Item 5.2)

(Insert Name) provided the Committee with a presentation respecting a review of the ABC Advisory Committee Strategic Plan.

(Mover/Second)

That the presentation respecting the ABC Advisory Committee Strategic Plan, be received; and

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That the ABC Advisory Committee Strategic Plan, be approved. *(or insert recommendation approved by the Committee)*

CARRIED

6. DISCUSSION ITEMS

(i) Roles, Responsibilities and Expectations of New Members (Item 6.1)

(Mover/Second)

That the Roles, Responsibilities and Expectations of New Members, be approved. *(or insert recommendation approved by the Committee)*

CARRIED

7. NOTICES OF MOTION

(i) ABC Advisory Committee Meeting Schedule (Item 7.1)

(Committee Member's Name) introduced a Notice of Motion respecting the ABC Advisory Committee Meeting Schedule.

(A Notice of Motion can be left as a Notice of Motion and then placed on the next Committee agenda or the Rules of Order can be waived to allow the introduction of the Notice of Motion as a Motion at this meeting, if so, a motion to waive the rules, is required)

(Mover/Second)

That the Rules of Order to be waived to allow for the introduction of a motion respecting the ABC Advisory Committee Meeting Schedule.

CARRIED

(Mover/Second)

That the ABC Advisory Committee Meeting Schedule, be approved. *(or insert recommendation approved by the Committee)*

CARRIED

8. MOTIONS

(i) ABC Advisory Committee Change to the Location of Meetings (Item 8.1)

(Mover/Second)

That the ABC Advisory Committee Meeting Location be changed to _____. *(or insert recommendation approved by the Committee)*

CARRIED

9. OTHER BUSINESS

(i) Title

Brief overview of the item

10. ADJOURNMENT

(Mover/Secunder)

That, there being no further business, the meeting be adjourned at ____ a.m./p.m. (*insert time that the meeting adjourned*)

CARRIED

The minutes are signed by the Chair or Vice Chair (whoever presided over the meeting) and the Secretary.



Hamilton

| | |
|--------------|---|
| To: | Chair and Members General Issues Committee |
| From: | Monika Ciolek (Co-Chair) _____ and Kyle Andrew Skinner (Co-Chair) _____ Arts Advisory Commission (to be signed by the Chair) |
| Date: | March 22, 2017 |
| Re: | Transfer from reserve for Big Picture 2017 Arts Community Outreach Event (AAC-17-01) (City Wide) |

Recommendation:

That an amount of up to \$13,000 be transferred from the Arts Advisory Commission Reserve (112212) to Arts Advisory Commission operating (300322) to fund the Commission's 2017 outreach event and programs.

Background: *(Describe here what the money will be used for and why the Committee is asking for more)*

The Arts Advisory Commission (AAC) has the following mandate:

To recommend activities for the stabilization and strengthening of the arts community; to inform Council of issues and achievements in the Hamilton arts community; to liaise with and act as a point of contact for members of the arts community regarding issues affecting the arts community; to monitor and assist with the implementation of the Public Art Program; to monitor and assist with the implementation of the Arts Awards Program.

The primary focus of the Arts Advisory Commission over the last five years has been the development of a strategic arts funding model through its Arts Funding Task Force.

A new AAC was appointed in 2016. The new members of the AAC are looking to undertake a community outreach and consultation program to determine the issues important to the arts community moving forward.

Analysis/Rationale: *(In the Analysis/Rationale section, the Committee should explain why the recommendation is being put forward, benefits for the recommendation, and any another information, which Committee wishes to share with the Grants Sub-Committee to support the recommendation)*

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In 2017, the Arts Advisory Commission will focus its efforts on outreach and consultation with the arts community to identify issues important to the community. It is assumed that issues such as; artists living and work space costs, sustaining and growing the arts community and promoting the arts community will be identified among others. Consultation plans include a symposium type event to bring the community together along with interviews and online surveys. The results of this work will be used to develop the AAC work plan for 2017-2018.

Appendix “D”

| | |
|-------------------------------------|---------------|
| STANDARD OPERATING PROCEDURE | 08-001 |
|-------------------------------------|---------------|

| | |
|-----------------|--|
| Subject: | Communicating with any outside agencies, including other Levels of Government and the media |
|-----------------|--|

- a) City of Hamilton Committees wishing to correspond with any outside agency including the media, Ministers of the Provincial/Federal Governments or with MP's and MPP's will follow the subjoined procedures:
1. Recommendation(s) to correspond with any outside agency submitted by a Committee are forwarded to the appropriate Standing Committee for approval with the draft correspondence being attached as an appendix to a Citizen Committee Report prepared by the respective Committee Staff Liaison.
 2. Once the recommendation is approved by the Standing Committee and Council, the correspondence is submitted for signature and will be signed jointly by the Mayor and the Chair of the Committee.
 3. Any follow up correspondence received by the City of Hamilton in response to the letter will be forwarded to both City Council and to the Committee, which initiated the recommendation and correspondence.
 4. Appointees should accurately communicate a recommendation or direction.
 5. Appointees may provide their own personal opinion on a matter, provided that it is made clear to the party they are speaking to that the comments are their own and are not being made on behalf of the Committee.
 6. Appointees may refer the media or others making inquiries to the Chair, or, in the absence of the Chair, to the Vice-Chair.

Appendix “E”



Hamilton

COMMITTEE MEMBER ACKNOWLEDGEMENT FORM

I _____ in consideration of the City of Hamilton appointing me to the _____, for the _____ term, acknowledge, undertake and agree as follows:

1. I will make all reasonable efforts to attend all meetings of this body to which I have been appointed and to participate in an impartial manner with the understanding that:
 - (a) If I am absent from more than three meetings, I may be subject to replacement on the Committee and not be eligible for re-appointment.
2. I will exercise all of the roles and responsibilities of a member of the body to which I have been appointed.
3. I shall respect and co-operate with the other Committee members and City staff.
4. I shall not disclose to any member of the public any confidential information, acquired by virtue of my position.
5. As a volunteer Committee member, I have received, read and have a general understanding of the City of Hamilton Advisory Committee Procedural Handbook

Dated at City of Hamilton, in the Province of Ontario this _____ day of _____, 20____.

Applicant:

Witness:

(Must be at least 18 years if age.)

(Please Print Your Name)

(Please Print Your Name)

(Please Sign)

(Please Sign)



Hamilton

COMMITTEE MEMBER RESIGNATION FORM

I, _____, would like to submit my resignation, effective _____, 20____, from the _____, for the following reason(s):

- My circumstances have changed and I know longer have the time to effectively participate on the Committee.
- Personal reasons.
- Other (please explain briefly):

Additional Comments (optional)

Signature

Date

Appendix “G”

HAMILTON ADVISORY COMMITTEE/TASK FORCE CODE OF CONDUCT

Council has adopted this Code of Conduct for the guidance of Appointees to Advisory Committees and Task Forces providing recommendations to Standing Committees and to assist Appointees in performing their duties in a manner which will promote the public’s confidence in these Advisory Committees and Task Forces operating with integrity, transparency and courtesy.

It is recognized that the Code of Conduct cannot anticipate all possible fact situations in which Appointees may be called upon to exercise judgement as to the appropriate standard of conduct. When this occurs, Appointees are to ensure that their decisions maintain the Advisory Committee or Task Force’s integrity, transparency and courtesy.

This Code of Conduct does not apply to Members of Council who are subject to the Council Code of Conduct.

Failure to comply with this Code of Conduct may result in the Advisory Committee or Task Force:

- (1) requesting an apology from the Appointee; and/or
- (2) removing the Appointee from the Advisory Committee or Task Force for a portion or all of their term.

1. GOOD CONDUCT

Appointees shall act with honesty and integrity including:

- acting in a manner that contributes to the public’s confidence in the Advisory Committee or Task Force; and
- not engaging in conduct that may, or may appear to, constitute an abuse of their position as an Appointees.

2. MEETINGS

Appointees shall maintain proper control over meetings demonstrating respect for everyone who is involved in a proceeding.

Appointees are expected to attend all meetings of the Advisory Committee or Task Force. If an Appointee misses more than three meetings during their term, the Chair, after hearing and considering any explanation provided by the Appointee, may remove the Appointee from the Advisory Committee or Task Force for the remainder of their term.

3. COLLEGIALITY

Appointees shall respect and co-operate with other Appointees and the Advisory Committee or Task Force staff.

4. GIFTS OR BENEFITS

Appointees shall not accept a gift or benefit that may appear as being offered because they are a Appointees.

5. CONFIDENTIAL INFORMATION

Appointees shall not disclose to any member of the public any confidential information acquired by virtue of their position.

6. COMMUNICATION

Appointees should accurately communicate a recommendation or direction.

Appointees may provide their own personal opinion on a matter, provided that it is made clear to the party they are speaking to that the comments are their own and are not being made on behalf of the Committee.

Appointees may refer the media or others making inquiries to the Chair, or, in the absence of the Chair, to the Vice-Chair.

DARTS Report – April 2022

- The DARTS' service delivered 36,649 trips in March 2022.
- Public Health has lifted capacity restrictions and the service is now operating at 100% capacity.
- Masks are still required on public transit, including DARTS' vehicles.
- The DARTS Board is currently accepting applications. If interested in applying, please email info@dartstransit.com for details.
- DART will have booths at the upcoming Senior's Kick Off Event and Dundas Seniors Fair.