



CITY OF HAMILTON
COMMUNITY AND EMERGENCY SERVICES DEPARTMENT
Neighbourhood and Community Initiatives Division

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	September 22, 2014
SUBJECT/REPORT NO:	Hamilton's Plan for an Age-Friendly City (CES14053) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Mark Weingartner 905-546-2424 ext.6095 Paul Johnson 905-546-2424 ext.5598 John Ariyo 905-546-2424 ext.1564
SUBMITTED BY:	Joe-Anne Priel General Manager Community & Emergency Services Department
SIGNATURE:	

RECOMMENDATION

- (a) That *Hamilton's Plan for an Age-Friendly City*, attached as Appendix A to Report CES14053, be endorsed;
- (b) That staff be directed to report back to the Emergency and Community Services Committee on suitable implementation measures (including cost and resource implications) that will be undertaken by the City of Hamilton to support the implementation of *Hamilton's Plan for an Age-Friendly City*;
- (c) That the Neighbourhood and Community Initiatives Division of the Community & Emergency Services Department continue its partnership with the Hamilton Council on Aging to develop the implementation process and its associated actions;
- (d) That funding in the amount of \$50,000 be referred to the 2015 Capital Budget process to ensure implementation of the current draft plan and any subsequent revisions required; and,
- (e) That the City of Hamilton apply to join the World Health Organization (WHO) Global Network of Age-Friendly Cities, be approved.

EXECUTIVE SUMMARY

Older adults and seniors represent an important part of the Hamilton population¹.

The overall goal of *Hamilton's Plan for an Age-Friendly City*, attached as Appendix A to Report CES14053, is to create a place which allows people to age successfully in their community.

Hamilton's Plan for an Age-Friendly City was created through widespread community consultation, outlines a vision for an age-friendly city, and identifies principles for policy development and service delivery. The plan is organized around a series of seven goals and identifies a series of objectives and actions to achieving these goals.

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.²
2. **Getting around Greater Hamilton: Mobility, Outdoor Spaces and Buildings** – 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.
3. **Communication and Information** – 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.
4. **Health and Community Services: Aging in Community Safely & Securely** – Aging in community is facilitated by good urban design, appropriate housing, and the support of family and community. 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.
5. **Social Participation: Recreation, Learning, Arts & 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.
6. **Civic Engagement, Volunteerism and Employment** – Hamilton's vibrant civic life includes meaningful roles for older people as leaders, influencers, employees and volunteers.

¹ While the overall population is expected to grow by approximately 20% between 2011 and 2036, Hamilton's population of older adults and seniors is expected to almost double.

² Adapted from the City of Hamilton *Housing and Homelessness Action Plan*.

7. **Age-Friendly Public Services** – Leaders in all City of Hamilton departments will champion age-friendly strategies in their scope of authority and practice and in partnership with the community.

Hamilton's Plan for an Age-Friendly City also outlines a broad timeframe and potential internal and external stakeholders to assist in carrying out its actions. Many actions can be implemented with little or no cost, while others will require additional assessment to determine if and how best they might be implemented. Staff recommend \$50,000 be referred to the 2015 Capital Budget process to continue this work.

Having an age-friendly plan means that Hamilton will formally participate in the growing local, national and international age-friendly movement. A plan designed to ensure the success of Hamilton's older adults and seniors is a plan that will benefit every resident.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial:

Hamilton's Plan for an Age-Friendly City outlines a vision, and identifies goals, objectives and actions for policy development and service delivery. Should Council approve this plan, the next phase of work would include preparing a more detailed implementation plan, identifying and engaging internal and stakeholders to move the work forward, and monitoring progress.

Staff recommend that a funding request in the amount of \$50,000 be forwarded to the 2015 Capital Budget process. These funds will primarily be utilized to continue to engage the Hamilton Council on Aging (HCoA) as a partner in this work.

The approval of *Hamilton's Plan for an Age-Friendly City* does not have any other immediate financial implications. Many actions in the plan can be implemented within departmental operating budgets, while others will require additional funding for their implementation. Additional financial implications associated with implementing specific actions will be brought forward through staff reports at the appropriate time in the annual budget cycle.

Staffing:

There are no immediate staff implications associated with the recommendations in Report CES14053. Staffing implications associated with implementing specific actions will be brought forward through staff reports at the appropriate time in the annual budget cycle.

Legal:

There are no legal implications associated with the recommendations in Report CES14053.

HISTORICAL BACKGROUND

The Hamilton Council on Aging (HCoA) applied for and received its first grant from the Ontario Trillium Foundation in 2008 to assess the challenges and barriers to making Hamilton an age-friendly city. This work culminated in the 2010 report *Hamilton: A City for all Ages*. The report summarizes concerns and observations of the city's older adults, lists some of the barriers faced by aging residents, and provides recommendations for improving housing, transportation, the built environment, opportunities for seniors to fully participate in the community.

In September 2011, the HCoA formed the Hamilton Age-Friendly Collaborative, a planning table that formalized partnerships with lead stakeholders including the City of Hamilton (through the Seniors Advisory Committee and the Community and Emergency Services Department), United Way, Social Planning and Research Council, and the Hamilton Centre for Civic Inclusion. The HCoA's goal of making Hamilton an age-friendly city became one of its top four priorities.

In 2012, Council approved Capital Project #7100954703 – a Public Use Feasibility Study, which funded several studies including the development a Seniors Strategy for Recreation Services. December 10, 2012, in Report CS12040, staff recommended that the City take a more integrated and comprehensive approach to planning for seniors and develop a seniors strategy in which recreation services is one component. Therefore, funding in the amount of \$145,000 that was originally approved for a seniors' recreation services strategy was reallocated for the development of a broader seniors' strategy.

In April 2013, the HCoA released a follow-up report, *Hamilton: A City for All Ages, Three Years On* (HCoA), which explores key recommendations from the 2010 Report, identified ongoing gaps, innovations, and leadership in the community.

The City of Hamilton developed a formal partnership with the HCoA in 2013 in order to work together on planning for an age-friendly Hamilton. The HCoA is uniquely positioned to provide the necessary expertise for this work. It is a senior-led, non-profit voluntary association representing the needs of seniors in Hamilton and is staffed by individuals and volunteers who are connected to a wide range of stakeholders, have a broad range of experience in research, planning and community engagement. Initial conversations and background research took place in the summer and fall of 2013. This included preliminary consultations with older adults and community stakeholders regarding a vision for older adults in Hamilton, engaging older adults in the planning process and priorities.

The City's Age-Friendly initiative aligns with the World Health Organizations (WHO) Age-friendly Cities framework, which was developed in 2008 in partnership with numerous organizations including the Public Health Agency of Canada. The concept of "age-friendly cities" is based on extensive research in 33 cities around the world,

including four in Canada, sets out a vision of how communities can create an environment that encourages “active aging”, and identifies eight core age-friendly features which include: housing, transportation, outdoor spaces & buildings, community support & health services, communication & information, civic participation & employment, respect & social inclusion, and social participation.

While the focus of WHO's age-friendly cities movement is older adults, age-friendly environments benefit people of all ages and improve everyone's quality of life. The balance of this report and its appendices documents the process of developing Hamilton's Plan for an Age-Friendly City.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

The development of *Hamilton's Plan for an Age-Friendly City* has been informed by, aligns with and supports many existing corporate policy frameworks including:

- Housing and Homelessness Action Plan
- The Playbook: A Framework For Human Services Planning in Hamilton
- Pedestrian Mobility Plan
- Rapid Ready - Expanding Mobility Choices in Hamilton
- Corporate Culture, Values & Ethics for City Employees
- Transforming Hamilton through Culture: Cultural Plan 2013
- Neighbourhood Action Strategy
- Equity and Inclusion Policy

The outcome of the policy frameworks listed above is, at a very basic level, to help people age successfully in their community.

Hamilton's Plan for an Age-Friendly City is also consistent with and supports the standards of the Accessibility for Ontarians with Disabilities Act (AODA) 2005.

RELEVANT CONSULTATION

Over 700 older adults and community stakeholders from various sectors contributed to the development of *Hamilton's Plan for an Age-Friendly City*. This was accomplished through a series of six public consultations, focus groups, an on-line survey, and small group discussions using a discussion guide developed by staff and HCoA. Special efforts were made to engage older adults with diverse backgrounds and a wide range of life experiences, including Aboriginal residents, residents on low income, persons with disabilities, residents from different ethno-cultural communities, and rural residents.

Staff provided regular monthly updates to, and sought feedback from, the City's Seniors Advisory Committee (SAC) throughout the process. SAC members also participated in a focus group discussion, and were involved in several opportunities to review the draft plan.

City staff were also consulted at various stages of the planning process. Individual interviews and group discussions were conducted with 50 staff from various departments/divisions including:

- Community & Emergency Services Department staff from Paramedic Services, Fire Department, Housing Division, Macassa and Wentworth Lodges, Employment and Income Support, Recreation, and Neighbourhood and Community Initiatives Divisions
- Corporate Services staff from Access and Equity, Customer Services, and Information Services
- Human Resources
- Public Works staff from Accessible Transportation Services (ATS) and Energy, Fleet and Traffic
- Hamilton Police Services
- Planning and Economic Development staff from Community Planning and Design, and Culture Division
- Public Health Services staff from Clinical and Preventive Services, Health Protection, Healthy Living, and the Associate Medical Officer of Health
- Hamilton Public Library

The results of the consultation informed the development of *Hamilton's Plan for an Age-Friendly City*.

ANALYSIS AND RATIONAL FOR RECOMMENDATION

Who is an older adult?

There are many ways in which the term "older adult" is defined in the literature. For the purposes of this report and *Hamilton's Plan for an Age-Friendly City*, and in keeping with WHO's age-friendly approach, the term "older adult" will be used to refer to a stage of life rather than a specific age. This stage of life would typically include individuals who are 55 or older. The term "senior" typically refers to individuals 65 and older.

Our population is aging. The City of Hamilton, like other municipalities in Canada and around the world, needs to plan for this demographic shift.

Based on the 2011 Census, there are 147,800 older adults age 55+ in Hamilton, or 28% of the total population. While the over-all population of the City of Hamilton is expected to grow by approximately 20% between 2011 and 2036, the population of seniors (65+) is expected to double during the same period.

What is the role of the City? Why do this work?

A rapidly growing seniors' population must be taken into consideration when we plan our infrastructure and the neighbourhoods we live in, the programs and services we provide or utilize, how we conduct business, and how we interact with each other on a personal level.

Hamilton's Plan for an Age-Friendly City represents a coordinated approach to addressing the specific and long-term needs of Hamilton's increasingly diverse older residents and has been identified as a priority in the City's Strategic Plan.

An age-friendly city is one that affords a quality of life that benefits everyone. It provides an opportunity to enhance the quality of life of all residents.

While municipalities are not responsible for and do not provide primary health care services, they provide health and social services that support residents in many ways. Examples include the City's two long term care residences, supports through Public Health Services, the Housing Division, and Hamilton Paramedic Service. It is anticipated that the work of implementing *Hamilton's Plan for an Age-Friendly City* will also offer opportunities to connect with and contribute to the HealthLinks model as it evolves.

Overview of *Hamilton's Plan for an Age-Friendly City*

The overall goal of the plan is to create an age-friendly city that allows people to age successfully in their community. For Hamilton, this means continuing good work that is already underway as well as establishing new ways of working. The Plan primarily covers key areas of municipal responsibility: infrastructure, buildings and outdoor spaces, transportation, recreational activities, and support services.

Some objectives and actions also fall under provincial and federal responsibility. Partnerships and collaboration will be necessary to advance this work.

The Plan's vision was shaped by consultations with stakeholders as well as reviewing current research. The vision states that "All residents of Hamilton are respected and included in community life regardless of age, ethnicity, race, gender, ability and background; policy and planning engages residents, reflects diversity, fosters social connectivity and the opportunity for active living and to age in place. Social connectivity links people to each other, place and services thus advancing health and well-being, while increasing the city's social capital".

A set of guiding principles were developed based on WHO's Age-Friendly Cities, *The Playbook: A Framework for Human Services Planning in Hamilton (2010)*, City of Hamilton Cultural Pillars, and Dr. Sinha's report produced for the Ministry of Health and Long-Term Care, *Living Longer, Living Well*. These principles informed the consultation process and guided the development of the actions contained in this report.

Hamilton's Plan for an Age-Friendly City articulates a proactive and coordinated approach to address the current and evolving needs of older residents in Hamilton and is organized under the following seven goals:

1. Housing
2. Getting Around Hamilton: Mobility, Buildings and Outdoor Spaces
3. Communication and Information

4. Health and Community Services: Aging in Community Safely and Securely
5. Social Participation: Recreation, Learning, Arts and Culture
6. Civic Participation, Volunteerism and Employment
7. Age-Friendly Public Service

These foundational goals reflect a combination of WHO's dimensions of age-friendly cities, a broad range of research and best practices, and the voices of older adults across Hamilton.

Each of the seven goals has a series of objectives and corresponding actions required to achieve these objectives. It should be noted that some actions are preliminary and require refinement through additional dialogue with staff and/or stakeholders. Some actions may be implemented in a relatively short period of time at little or no cost.

Hamilton's Plan for an Age-Friendly City is a work in progress to be revised as implementation proceeds, community engagement continues, and learning takes place. Future work should also include outreach to the private sector.

The Planning Process

The planning process was managed by a senior policy analyst from the Neighbourhood and Community Initiatives Division of the Community and Emergency Services Department, and a project manager from the HCoA. The planning process was divided into three phases: a) background research and planning, b) community engagement and consultation, c) analysis and plan development.

A project steering committee was formed to provide guidance with respect to the planning approach, as well as input on the content and recommendations of the plan. Steering committee members were also asked to advise on and facilitate community outreach efforts. The steering committee consisted of members from the following organizations: Centre santé communautaire Hamilton/Niagara, City of Hamilton Public Health Services, and Recreation Division, City of Hamilton Seniors Advisory Committee, Hamilton Centre for Civic Inclusion, Hamilton Council on Aging, Hamilton Regional Indian Centre, Gilbrea Centre for Studies in Aging (McMaster University), Social Planning and Research Council of Hamilton, United Way of Burlington and Greater Hamilton, and the YWCA of Hamilton.

In summary, *Hamilton's Plan for an Age-Friendly City* was informed by:

- A project steering committee comprised of staff and key community stakeholders
- The City of Hamilton Seniors Advisory Committee
- Hamilton Council on Aging and its Age-friendly Hamilton Committee
- The World Health Organization's Age-Friendly Cities initiative
- A review of relevant literature on public policy and aging
- A review of other municipal plans for older adults and seniors
- A demographic analysis of Hamilton's older population

- An internal scan of existing City of Hamilton programs and services for older adults and seniors
- Individual and group discussions with 50 staff from key City departments
- Consultation with over 550 older adults in the community
- Consultation with over 100 community stakeholders
- The City Manager and Senior Management Team

What can we do right now?

Every Department within the City of Hamilton is engaged in policy development, planning for and/or providing services to seniors. Through the process of developing this plan staff have become informed about ways that current or planned activities can support *Hamilton's Plan for an Age-Friendly City*. These actions will happen as soon as possible. With endorsement of the plan staff will develop an implementation strategy to address actions that cannot be undertaken with current resources and processes.

This plan also provides a framework for other institutions and organizations to use in their planning and decision making.

ALTERNATIVES FOR CONSIDERATION

Not Applicable

ALIGNMENT TO THE 2012 – 2015 STRATEGIC PLAN

Strategic Priority #1

A Prosperous & Healthy Community

WE enhance our image, economy and well-being by demonstrating that Hamilton is a great place to live, work, play and learn.

Strategic Objective

- 1.4 Improve the City's transportation system to support multi-modal mobility and encourage inter-regional connections.
- 1.5 Support the development and implementation of neighbourhood and City wide strategies that will improve the health and well-being of residents.
- 1.6 Enhance Overall Sustainability (financial, economic, social and environmental).

Strategic Priority #2

Valued & Sustainable Services

WE deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.

Strategic Objective

- 2.2 Improve the City's approach to engaging and informing citizens and stakeholders.

2.3 Enhance customer service satisfaction.

Strategic Priority #3

Leadership & Governance

WE work together to ensure we are a government that is respectful towards each other and that the community has confidence and trust in.

Strategic Objective

- 3.1 Engage in a range of inter-governmental relations (IGR) work that will advance partnerships and projects that benefit the City of Hamilton.
- 3.3 Improve employee engagement.
- 3.4 Enhance opportunities for administrative and operational efficiencies.

APPENDICES AND SCHEDULES ATTACHED

Appendix A to Report CES14053 – *Hamilton's Plan for an Age-Friendly City*

Appendix B to Report CES14053 – Steering Committee Members