



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

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	December 12, 2016
SUBJECT/REPORT NO:	Hamilton's Plan for an Age-Friendly City (CES14053(b)) (City Wide)
WARD(S) AFFECTED:	City Wide
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SUBMITTED BY:	Suzanne Brown Director, Neighbourhood and Community Initiatives Division Community and Emergency Services Department
SIGNATURE:	

RECOMMENDATION

- (a) That the 2015-2016 Age-Friendly Hamilton Progress Report, attached as Appendix A to Report CES14053(b), be received for information;
- (b) That the City of Hamilton apply for recertification in 2017 as a member of the World Health Organization's (WHO) Global Network of Age-Friendly Cities; and,
- (c) That one time funding in the amount of \$30,000 to be provided to the Council on Aging to assist with the implementation of the Age-Friendly Hamilton Plan be referred for consideration as part of the 2017 budget process.

EXECUTIVE SUMMARY

The overall goal of the Age-Friendly Hamilton Plan is to create an environment that allows Hamiltonians to age successfully wherever they live within the city. The Plan was endorsed by City Council in September 2014 and informed by the World Health Organization's Age-Friendly Cities and Communities framework. The Plan articulated a progressive vision of a community that values, empowers and supports older residents and improves their quality of life – both now and in the future.

The Age-Friendly Hamilton Plan is organized into 7 goals, 25 objectives and 101 actions. The goals are:

- 1. Housing (with 18 actions)
- 2. Getting around Greater Hamilton (with 24 actions)

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3. Communication and Information (with 15 actions)
4. Health and Community Services (with 9 actions)
5. Social Participation (with 13 actions)
6. Civic Engagement, Volunteering and Employment (with 4 actions)
7. Age-Friendly Public Service (with 18 actions)

To date, 25% of the 101 actions have been completed, 50% are currently underway and the remaining 25% will be evaluated for completion by 2019. Some of the key achievements of the Plan between 2015 and 2016 include:

- Hamilton was accepted as a member of the World Health Organization's Global Network of Age-Friendly Cities and Communities.
- The HCoA Older Adult Peer Connector program continues to train older adult volunteers in providing information and referrals about community resources to their peers. Currently, there are 33 Peer Connectors housed in 10 locations across Hamilton, including Sackville Seniors Centre, Neighbour to Neighbour and various libraries.
- A dedicated older adult webpage was created as a central source of information for seniors and links to useful City and community resources.
- "Housing Options for Older Adults in Hamilton" was developed by the Seniors Advisory Committee of Council and widely distributed across the city
- The City's Recreation division piloted a cycling workshop geared to older adults, which will continue as a regularly offered workshop.

The full 2015-2016 Progress Report of the Age-Friendly Hamilton Plan is attached as Appendix A to Report CES14053(b).

In 2017, the City of Hamilton will continue to work collaboratively with key community partners to implement the Age-Friendly Hamilton Plan. The lead community partner for the implementation is the Hamilton Council on Aging (HCoA). If approved, \$30,000 would be provided to the Council to complete the following key age-friendly initiatives in 2017, which stem directly from the Age-Friendly Hamilton Plan:

- Encouraging landlords to install adaptations at little or no cost to the tenant.
- Investigating the possibility of expanding the capacity of volunteer driving in the community.
- Hosting workshops for older adults on how to take the bus.

- Working with major grocery chains to provide shuttle bus service to their stores, with expansion to more convenient pick-up locations.
- Providing the necessary tools for officials/agencies and the general public to identify elder abuse in order to make informed referrals.
- Facilitating workshops around age-friendly workplaces and addressing ageism.

The City's Neighbourhood and Community Initiatives Division has also identified key priorities that staff will lead in 2017. Some of these priorities include:

- Ongoing coordination and liaison with various City departments to track and report seniors-related actions that the City is doing as identified in the Age-Friendly Hamilton Plan
- Creating a marketing plan to communicate the availability of city services to older adults in numerous languages.
- Raising more awareness internally about the Age-Friendly Hamilton Plan and improving staff engagement
- Promoting more effective inter-departmental collaboration and networking.
- Continuing community outreach and public engagement with various ethno-cultural and religious organizations in Hamilton to promote issues of seniors.

Various City departments will continue to play an integral role to implement the Age-Friendly Hamilton Plan. Many existing City initiatives also align with the objectives of the Plan. Some of these include the Housing and Homelessness Action Plan, Pedestrian Mobility Plan, Rapid Ready, Cultural Plan and the Accessibility for Ontarians with Disabilities Act (AODA).

Detailed implementation priorities that will be undertaken by the Hamilton Council on Aging, The City's Neighbourhood & Community Initiatives Division and other City divisions are attached as Appendix B to Report CES14053(b).

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial:

In the 2017 workplan, HCoA has been identified as the lead implementation agency for 12 actions, at a cost of \$30,000. Staff is recommending that a onetime request in the amount of \$30,000 to allow HCoA to implement these actions, be forwarded to the 2017 budget process for consideration.

Staffing:

There are no staffing implications associated with Report CES14053(b).

Legal:

There are no legal implications associated with Report CES14053(b).

HISTORICAL BACKGROUND

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 (Community and Emergency Services Department and Public Health Services) and the Seniors Advisory Committee. The HCoA's goal of making Hamilton an age-friendly city became one of its top priorities.

In 2012, City Council approved Capital Project #7100954703 – Public Use Feasibility Study, which funded several studies including the development of a Seniors Strategy for Recreation Services. In December 2012, staff recommended that the City take a more integrated and comprehensive approach to planning for seniors and develop a senior's strategy in which recreation services is one component (Report CS12040). City Council identified the development of an Age-Friendly Plan as a strategic priority in the City's 2012-2015 Strategic Plan.

In 2013, the City of Hamilton partnered with HCoA to begin the development of Hamilton's Plan for an Age-Friendly City. Initial conversations and research took place in the summer and fall of 2013. This included consultations with over 700 older adults and community stakeholders. This was accomplished through a series of six public consultations, focus groups, online survey and small group discussions.

The results of the community consultation helped to inform the development of Hamilton's Plan for an Age-Friendly City. The Plan was also informed by the World Health Organization's Age-Friendly Cities and Communities framework and introduced a progressive vision of a community that values, empowers and supports older residents and improves their quality of life – both now and in the future.

In September 2014, City Council endorsed Hamilton's Plan for an Age-Friendly City, and since that time an implementation plan was developed in collaboration with the three lead partners: The City of Hamilton, Seniors Advisory Committee (SAC) and HCoA. This included the identification of key stakeholders, timelines, resources and performance measures to achieve the objectives of the Plan. During this timeframe specific actions within the Plan were also implemented. Council also approved a .5 FTE for a Project Manager in Neighbourhood and Community Initiatives Division to support this work.

In January 2016, a new Collaborative Governance Structure was initiated to ensure the successful implementation of this community plan. The new structure included a Collaborative Governance Committee which is comprised of members from the three core partners, and a Community Engagement Advisory Committee with member representation from the City of Hamilton, community agencies and citizens.

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POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

There are no policy implications associated with the recommendations in Report CES14053(b).

RELEVANT CONSULTATION

Developing this report and its recommendations involved significant consultation with various community partners and staff. Some of the key consultation activities included:

- Engaged the Plan's lead community partner, Hamilton Council on Aging (HCoA) and jointly determined their leadership is required to complete 12 Actions with specific budget in 2017 (attached as Appendix B to Report CES14053(b). Some of the broader work priorities for the Age-friendly Plan in 2017 were also discussed at various community tables, such as the Seniors Advisory Committee.
- Staff engaged various City departments and documented what they identified as their 2017 work priorities relating directly to the implementation of the Age-Friendly Plan (attached as Appendix B to Report (CES14053(b)). These include:
 - Community & Emergency Services: Neighbourhood and Community Initiatives, Macassa and Wentworth Lodges, Housing and Recreation
 - Finance and Administration were consulted to ensure the budget request is consistent with City policy and procedures.
 - City Manager's Office: Communications
 - Corporate Services: Access and Equity and Customer Services
 - Public Works: Hamilton Street Railway (HSR), Accessible Transportation Services (ATS), Transportation Planning, Energy, Fleet, and Traffic and Corporate Assets & Strategic Planning
 - Planning and Economic Development: Community Planning
 - Public Health Services: Chronic Disease Prevention
 - Hamilton Public Library

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Older adults and seniors represent an important part of the Hamilton community. The number of older adults and seniors in Hamilton is expected to double over the next two decades. This represents the fastest growing segment of the population. For this reason, Hamilton needs to continue to work diligently to remain an Age-Friendly City and to report annually on our collective key progress and achievements.

City Council has already recognized and supported the movement towards becoming an "age-friendly" community by endorsing a new City Vision which reads, "To be the Best Place to Raise a Child and Age Successfully". Hamilton Street Railway's (HSR) "Golden Age Pass" for seniors aged 80+ is another example of the city becoming more "age-friendly".

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In March 2015, the City of Hamilton was accepted as a member of the World Health Organization's Global Networks of Age-Friendly Communities. The membership requires renewal every two years, with members mandated to demonstrate how they are making their communities more age-friendly. It is important for the City of Hamilton to maintain this WHO membership by applying for recertification in 2017. The renewal comes at no cost to the City.

In May 2016, the Hamilton Seniors Isolation Population Impact Plan received \$2 million in funding from the New Horizons for Seniors Program for a three year period. Seven local organizations received funding under the plan, including the Hamilton Council on Aging who are working collaboratively with other partners to tackle social isolation amongst seniors.

As outlined in the Financial section, the Hamilton Council on Aging will continue to be a key partner needed to support the 2015-2019 Hamilton's Plan for an Age-Friendly City. The \$30,000 recommended for HCoA will be used to implement 12 specific recommendations in 2017, pending the approval of Council as part of the 2017 budget process. .

An annual progress report will be prepared and presented to Council to highlight what the City of Hamilton and key community partners are doing to implement the Age-Friendly Hamilton Plan.

ALTERNATIVES FOR CONSIDERATION

None

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Community Engagement & Participation

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.

Healthy and Safe Communities

Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.

Built Environment and Infrastructure

Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic city.

Our People and Performance

Hamiltonians have a high level of trust and confidence in their City government.

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APPENDICES AND SCHEDULES ATTACHED

Appendix A to Report CES14053(b): Hamilton's Plan for an Age-Friendly City
2015-2016 Progress Report

Appendix B to Report CES14053(b): 2017 Workplan & Budget