

# Age-Friendly Hamilton Plan 2017 Workplan and Budget

## 1. Hamilton Council on Aging (HCoA) – 2017 Workplan and Budget Request

Actions	Lead	Budget – received from external sources	2017 Budget Request
<b>GOAL – HOUSING</b>			
1.4.6 Continue to encourage apartment owners to create common space and opportunities for information sharing (i.e., apartment bulletin board, newsletters) that will foster a sense of community and enhance opportunities for mutual support.	HCoA	\$8,000 Grant	\$0
1.4.7 Encourage the voluntary sector to seek funding opportunities to work in privately owned apartment buildings and establish programs and practices that will reduce social isolation and help connect people to services.			\$0
1.4.8 Encourage landlords to install adaptations (grab bars, modified door handles, etc.) upon request at little or no cost to the tenant.	HCoA		\$1,695
<b>GOAL – GETTING AROUND GREATER HAMILTON</b>			
2.2.1 Convene a committee to investigate ways of expanding the capacity of volunteer driving based on experience in other communities (i.e. Niagara Connects, Stratford’s “Easy Ride”).	HCoA		\$2,260
2.3.2 Work with major grocery chains providing shuttle bus service to their grocery store, explore opportunities to extend the service to more public and convenient pick up venues (i.e., outside libraries).	HCoA		\$1,356
2.4.4 Host workshops teaching people how to take the bus, based on HCoA workshop “Let’s Take the Bus” including a brochure in numerous languages	HCoA		\$4,238
<b>GOAL – COMMUNICATION AND INFORMATION</b>			

Actions	Lead	Budget – received from external sources	2017 Budget Request
3.5.2 Develop a comprehensive and coordinated communication plan to support the dissemination of key information for older adults.	HCoA		\$0
<b>GOAL- HEALTH AND COMMUNITY SERVICES</b>			
4.1.6 Raise public awareness of how to connect people at risk with programs and services.	HCoA	\$283,568 (Linked to \$2 million Grant for <i>Hamilton Seniors Isolation Population Impact Plan</i> involving 7 community partners)	\$0
4.1.7 Provide the necessary tools and training for officials/agencies and the general public to identify elder abuse in order to make informed referrals.	HCoA		\$1,808
<b>GOAL – CIVIC ENGAGEMENT, VOLUNTEERISM AND EMPLOYEMENT</b>			
6.2.1 Create age-friendly workplaces and address ageism.	HCoA		\$6,690
<b>GOAL – AGE-FRIENDLY PUBLIC SERVICE.</b>			
7.2.3 Develop an Evaluation Framework using emerging national and international practices to monitor implementation of the plan.	HCoA		\$7,639
7.4.1 Continued collaboration between the City of Hamilton’s Seniors Advisory Committee, Hamilton Council on Aging and other partners to champion and implement <i>Hamilton’s Plan for an Age-Friendly City</i> .	HCoA		\$4,314

**TOTAL BUDGET REQUEST BY HCoA FROM THE CITY OF HAMILTON: \$30,000**

## 2. Neighbourhood & Community Initiatives (NCI) Division – 2017 Workplan

Actions	Lead
3.1.1 Promote 905-546-CITY, Redbook.ca and 211 through the development of a consumer awareness campaign targeted at older adults.	NCI
3.1.2 Coordinate with Information Hamilton to ensure that links to City recreation, and other services for seniors and older adults are current and comprehensive.	NCI
3.2.2 Communicate the availability of city services to older adults through a well-designed marketing plan in numerous languages.	NCI
7.1.1 Use existing, or develop new, checklists to ensure a holistic approach to planning for, or serving the needs of, older adults.	NCI
7.1.2 Include older adults at all planning tables and committee work.	NCI
7.1.3 Raise awareness internally of Hamilton's Plan for an Age-Friendly City, the Age-friendly Communities approach, and engage staff to promote buy-in.	NCI
7.2.1 Apply to the World Health Organization for designation that Hamilton is on its way to becoming an Age-friendly City.	NCI
7.2.2 Ensure an older adult lens is used in the development and implementation of policies, and service delivery, using the Government of Canada's document The Seniors' Policy Handbook.	NCI
7.3.3. Promote more effective internal collaboration, regularly schedule time for symposiums, networking, creating interdepartmental/ interdivisional dialogue to share knowledge on trends and identify opportunities, and reduce duplication of effort.	NCI
7.4.1 Continued collaboration between the City of Hamilton's Seniors Advisory Committee, Hamilton Council on Aging and other partners to champion and implement <i>Hamilton's Plan for an Age-Friendly City</i> .	NCI

### 3. Various City of Hamilton departments and other Community Partners – 2017 Workplan

Actions	Lead
<b>GOAL – HOUSING</b>	
1.1.3 Investigate the viability of creating a database of social housing units that includes features so older adults can easily find information on the availability of appropriate housing (i.e., types of units, accessibility, condition).	Housing Services Division
1.3.1 Build on practices of person-centredness with the system of housing and homelessness services.	Housing Services Division
1.4.3 Implement assessment and support processes as part of the “wait list” for seniors’ social housing to better address the needs of the applicants.	Housing Services Division
<b>GOAL – GETTING AROUND GREATER HAMILTON</b>	
2.4.1 Increase the number of locations where people can purchase Seniors tickets and passes.	HSR
2.4.3 Improve information at bus stops.	HSR
2.6.6 Create an ad hoc committee, which includes representatives from SAC and the Disabilities Advisory Committee, to examine existing regulations and by-laws with regard to use of mobility devices on sidewalks and make recommendations.	Seniors Advisory Committee of Council (SAC)
<b>GOAL – COMMUNICATION AND INFORMATION</b>	
3.2.5 Ensure continuous quality improvement of 905-546-CITY by enhancing knowledge tools used by call centre staff.	Customer Contact Centre (CCC)
<b>GOAL – SOCIAL PARTICIPATION</b>	
5.1.2 Ensure that there is a culture of exceptional service in all city-funded recreation centres.	Recreation Division
5.1.5 Continue to do cross-promotional outreach informing older adults of what is available for them (i.e., through various city festivals).	Recreation Division
5.2.4 Recognize the preferences of the incoming cohort of older adults when planning programs and activities.	Recreation Division