

Toronto Seniors Strategy Version 2.0

Date: April 30, 2018

To: Executive Committee

From: Executive Director, Social Development, Finance and Administration

Wards: All

SUMMARY

For the first time in history, there are now more Torontonians aged 65+ than children aged 15 and below. The number of people in Toronto aged 65 and over is expected to almost double by 2041 and nationally, seniors are projected to constitute one-quarter of the Canadian population by 2036.

The City of Toronto views the growth of the ageing population as a triumph not a tsunami. At the turn of the twentieth century life expectancy was 51 years; it is now 81 years and growing. We all benefit from the energy and life experience seniors bring to our diverse communities and neighbourhoods. Seniors are a valuable asset and a key part of what makes this city great. However, in order to ensure the needs of this growing population are met, the City needs to plan and strategize accordingly.

Furthermore, the City needs to address the particular needs of vulnerable seniors. The challenges of ageing intersect and amplify vulnerabilities related to a number of factors such as gender, ability, ethnicity, culture, race, language, literacy, income, education, sexuality and citizenship status. People living with privilege, means and support will age very differently than those whose lived experience include victimization, violence, homelessness, housing insecurity, poverty, systemic discrimination and social isolation. City initiatives to support seniors must take an equity approach to consider the disparities in lived experience that exist among people who are ageing in Toronto and the many diverse communities that fall under the umbrella term of 'seniors'.

In 2013, the City launched the Seniors Strategy Version 1.0 to clearly and explicitly address some of the pressing issues facing seniors in the city and to lay the foundation for the work that is required to adequately and effectively support Toronto's growing ageing population. Version 1.0 included 91 far-reaching recommendations, of which 90 have been actioned. Reiterating its commitment to ensure seniors' needs are met and they are supported to live full, healthy lives, Council directed staff to review and update the Strategy.

Version 2.0 of the Toronto Seniors Strategy builds upon the success of Version 1.0 with 27 high-impact recommendations. Development of Version 2.0 was informed by an extensive and inclusive community engagement process and co-creation between the

City of Toronto and the Toronto Seniors Strategy Accountability Table, which includes seniors, caregivers, the Toronto Seniors Forum, community agencies serving seniors, advocacy, diversity and equity organizations, local businesses, school boards, hospitals, Toronto Central Local Health Integration Network, academics, researchers and relevant agencies, 15 City Divisions, 5 City Agencies, and various federal and provincial ministries involved in funding and delivering services, programs and initiatives for seniors.

The way the City currently organizes its housing and services for seniors does not meet their needs now and this problem will be exacerbated as the populations grows over the next 10-15 years. The City needs to take a service system management approach to the needs of all seniors.

RECOMMENDATIONS

The Executive Director, Social Development, Finance & Administration recommends that:

1. City Council approve Version 2.0 of the Toronto Seniors Strategy and direct City Divisions and Agencies to implement the 27 high-impact recommendations contained in the report.
2. City Council direct the Executive Director, Social Development, Finance and Administration to work with the Executive Director of Financial Planning to report back on the financial impact of fully implementing the 27 high-impact recommendations once the service delivery plans have been fully developed for the medium-term initiatives.

FINANCIAL IMPACT

Version 2.0 of the Toronto Seniors Strategy is comprised of 27 high-impact recommendations – 18 short-term and 9 medium-term. There are no long-term recommendations. Each recommendation identifies a specific City Division or Agency responsible for service delivery and a timeline. Short-term recommendations will be initiated within one year of Council adoption and medium-term recommendations will be initiated within two to four years of Council adoption.

Based on an assessment of programming requirements by program staff, it is anticipated that the short-term recommendations as identified will not require resources beyond those included in the 2018 Approved Operating Budget.

Medium-term recommendations will be referred back to the respective City Division or Agency for consideration as part of the 2020 and future year budget processes.

The Interim Chief Financial Officer has reviewed this report and agrees with the financial impact information.

EQUITY IMPACT

The challenges of ageing can intersect and amplify other vulnerabilities related to seniors' experiences of such factors as gender, ability, sexuality, race, ethnicity, culture, income, language, geography, education and citizenship status. Senior Torontonians are diverse and belong to many different communities. The City of Toronto is committed to identifying, acknowledging and respecting the different lived experiences of seniors.

Version 2.0 continues to uphold the principles that were articulated in Version 1.0: equity, respect, inclusion, and quality of life. It commits to all seniors having equitable access to City services and programs.

The community engagement process used to inform the development of Version 2.0 of the Toronto Seniors Strategy prioritized engaging seniors from equity-seeking groups, including black and racialized seniors, LGBTQTS seniors, low-income seniors, seniors experiencing housing insecurity, seniors whose primary language is not English as well as older women experiencing homelessness, victimization and violence. The consideration of the diverse and particular needs of seniors, especially those from equity-seeking groups, has been a priority in the development of Version 2.0.

The results of engaging specifically with seniors from equity-seeking groups has informed the development of recommendations to address specific barriers and needs of seniors from equity-seeking groups. For example, seniors who are LGBTQ2S shared that as they age, they encounter barriers as ageing people that are intensified by discrimination based on sexual orientation, gender identity and gender expression. It follows that seniors who are LGBTQ2S and racialized, black or Indigenous face ageism that is compounded by homophobia, transphobia, and systemic racism. The consultation work with the LGBTQ2S seniors community resulted in a specific recommendation in Version 2.0 to develop a public awareness and engagement campaign to address homophobia and transphobia affecting seniors. In general, access to City services for equity-seeking groups is advanced by the Toronto Seniors Strategy Version 2.0. More specifically, Version 2.0 increases access to housing for low-income seniors and provides an opportunity for the specific needs of low-income women in TCHC housing to be better considered and addressed.

The Age-Friendly Framework developed by the World Health Organization in 2007 was a global catalyst to highlight the needs of seniors. To address issues of equity and diversity the City will need to build on the important concept of age-friendly towards age-inclusivity and ultimately to a place where all Toronto seniors can age equitably.

DECISION HISTORY

On April 12, 2011, Council directed the Executive Director, Social Development, Finance and Administration to develop a comprehensive strategic plan for seniors in consultation with other levels of government, school boards, relevant community organizations and individuals, businesses and academia that is adequately funded,

financially feasible and able to be implemented. City Council also requested that the strategy include helping seniors remain in their own homes longer.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2011.CD2.4>

On May 7, 2013, Council unanimously approved The Toronto Seniors Strategy: Towards an Age-Friendly City:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.CD20.1>

City Council also directed the Executive Director, Social Development, Finance and Administration to coordinate and monitor the implementation of the Toronto Seniors Strategy and provide annual progress reports to the Community Development and Recreation Committee.

City Council adopted the Progress Report covering actions taken between Council adoption in 2013 to the end of 2015 on December 9, 2015:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.CD8.1> and appointed a Member of Council as Seniors Advocate for the City of Toronto.

Community Development and Recreation Committee adopted the Progress Report covering actions taken to the end of 2016 on November 29, 2016:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.CD16.8>.

Community Development and Recreation Committee adopted the Progress Report covering actions taken to the end of 2017 on February 28, 2018:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.CD26.3>

On July 4, 2017, City Council adopted the Tenants First Phase 1 Implementation Plan:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.EX26.2>

Item 1 is relevant to seniors and relates to the recommendations put forward as part of the Toronto Seniors Strategy Version 2.0:

City Council approve the strategic integration of City programs and services for seniors and responsibility for management of the 83 seniors-designated buildings within the Toronto Community Housing Corporation portfolio under a new Seniors Housing and Services entity that is separate from Toronto Community Housing and more directly accountable to City Council.

COMMENTS

Toronto Seniors Strategy Version 1.0 Successes and Challenges

In 2011, Council adopted a motion directing staff in Social Development, Finance and Administration to lead the development of a strategy to prepare for the demographic shift. The Strategy was to be comprehensive, adequately funded, financially feasible and able to be implemented.

Social Development, Finance and Administration (SDFA) began the work by identifying seniors-specific recommendations adopted by Council since amalgamation. There were

246 earlier recommendations adopted by Council related to seniors from amalgamation to 2012. SDSA staff followed up to determine if these recommendations were fully, partially or not implemented. This analysis demonstrated that recommendations to City Divisions and Agencies had the highest rates of implementation as compared with recommendations to Provincial and Federal governments. For this reason, beginning with Version 1.0, the Toronto Seniors Strategy focuses on what is within the City's direct authority to manage and deliver. The breakdown of Federal, Provincial and City services for seniors is provided in Appendix A.

Version 1.0 committed to redress these gaps by requiring that staff report annually to Community Development and Recreation Committee on the progress of implementation, listing each recommended action, whether it is fully, partially or not implemented and why.

Version 1.0 was unanimously adopted by Council on May 7, 2013. It contains 91 recommended actions across eight World Health Organization age-friendly domains.

Since Council adoption of Version 1.0 in 2013 there have been three Progress Reports to Community Development and Recreation Committee. As of the Progress Report to Community Development and Recreation Committee on February 28, 2018, 67 of the original 91 recommendations were fully completed, 23 were partially completed and one was not completed. Since then, two further recommended actions (19b, 24a) have moved from partially to fully implemented.

The final disposition of the Recommended Actions from Toronto Seniors Strategy Version 1.0 is attached in Appendix B.

Version 2.0 Co-Creation with Seniors Strategy Accountability Table

The Toronto Seniors Strategy Version 2.0 is the result of a co-creation effort between the City of Toronto and the Seniors Strategy Accountability Table.

Following direction from Council in 2015 to develop Version 2.0, the internal Technical Working Group and external Seniors Expert Panel were combined to form the Toronto Seniors Strategy Accountability Table with an expanded role. The role of the Seniors Expert Panel for Version 1.0 was to provide advice and input to the staff leading its development. In contrast, the role of the Toronto Seniors Strategy Accountability Table in Version 2.0 was to work with City Divisions, City Agencies, seniors, caregivers and other stakeholders to co-create the next age-friendly community plan on a more equal basis.

The Toronto Seniors Strategy Accountability Table is made up of over 75 members from all sectors related to ageing and seniors issues in Toronto including seniors, caregivers, community agencies serving seniors, advocacy, equity and diversity organizations, academic and research partners, community funders, local businesses, school boards, hospitals, long-term care homes, and the Toronto Central Local Health Integration Network. At the municipal level there are 15 City Divisions and 5 City Agencies most involved in the provision of services for seniors. The Strategy was co-created with Toronto Seniors Strategy Version 2.0

stakeholders and developed in collaboration with provincial and federal partners. The Toronto Seniors Strategy Accountability Table membership is attached in Appendix C.

With policy leadership and project management support from Social Development, Finance and Administration, the Toronto Seniors Strategy Accountability Table is co-chaired by the Council-appointed Seniors Advocate, Councillor Josh Matlow and the Director of Geriatrics, Sinai Health System and University Health Network and Provincial Lead, Ontario Seniors Strategy, Dr. Samir K. Sinha.

In addition to the 27 high-impact recommendations below, the membership of the Toronto Seniors Strategy Accountability Table developed a series of proposals for consideration by the Seniors Housing and Services entity pending Council adoption. These proposals are included in Appendix D.

Community Engagement and Survey Results

Over the past 15 months, 2,797 residents were engaged as part of an extensive and inclusive community engagement process to inform the development of Version 2.0. Another 6,947 residents responded to a survey to identify the needs and concerns of seniors and caregivers.

Ninety-one consultation meetings across all 44 Wards were held involving 78 seniors organizations.

A common thread to most of the consultations was concern regarding the difficulty of accessing the more than 40 services the City provides to seniors. There was a strong indication that there is a pressing need for the City to improve service coordination and take action to improve service accessibility.

As part of the community engagement, a series of consultations with Woodgreen Community Services was convened to identify the linguistic and ethno-cultural needs of seniors. Specifically, 106 seniors and caregivers were engaged in consultations that took place in Greek, Bengali, Arabic, Farsi, Spanish, Vietnamese, Russian, Mandarin and Cantonese. This is particularly important since newcomer seniors are less likely to speak English fluently and may not qualify for income security programs. These consultations revealed concerns with pedestrian safety, including the need for the City to repair uneven sidewalks and improve snow removal, as well as the need to provide documents about City services and programs in other languages and additional translators to facilitate newcomer senior participation in community programs.

The City also worked closely with The 519 Community Centre to identify the needs of LGBTQ2S seniors and brainstorm recommendations. These discussions emphasized the need for comprehensive LGBTQ2S-inclusive training for City staff in seniors services provider environments as well as LGBTQ2S-inclusive socio-recreational programming guided by the best practices outlined in *Still Here, Still Queer*. They also identified the need for a LGBTQ2S-inclusive anti-ageism campaign.

In addition to community consultations, 6,947 residents were engaged via Survey/Questionnaire which was completed in hard copy at consultation meetings and also available on-line. It was also translated into the top ten languages spoken by seniors in Toronto and 256 surveys were completed in languages other than English. While the survey is not randomized the results provide broad insights into the concerns and needs of seniors in Toronto.

As discussed in the Equity Impact Statement, the consultation process used to create 2.0 prioritized engaging seniors from equity-seeking groups, including racialized seniors, LGBTQTS seniors, low-income seniors, seniors who primary language is not English as well as seniors experiencing homelessness and housing insecurity. Completing the Survey in hard copy and in the language of the group assembled was part of each of the 91 consultation meetings.

The Version 2.0 Survey is attached in Appendix E.

The results of the Survey show that the top three concerns of seniors in Toronto continue to be health, housing and transportation. These same top three concerns were also identified in the Version 1.0 Survey.

Highlights from the Version 2.0 Survey include the following:

Health

- 63% of respondents list health care and home care services as their top concern
- 62% are not aware of exercise and falls prevention programs offered by Toronto Public Health and Local Health Integration Networks
- 46% participate in physical activities like walking every day
- 12% do not have people in their life to call on for help if needed

Housing

- 38% of respondents list housing affordability and availability as their top concern
- 18% had difficulty paying rent, mortgage, Hydro bill or other housing costs in the last year
- 14% had to delay home repairs or modifications because they were unaffordable

Transportation (note: respondents were able to select more than one option)

- 58% of respondents rely on the TTC to get around the city
- 49% drive
- 48% walk
- 8% cycle

Employment & Income

- 68% of respondents are retired
- 18% had difficulty paying their rent, mortgage, hydro or other housing costs in the last year

Access to Information

- 75% of respondents feel comfortable receiving services in English

- 71% use the Internet everyday
- 63% accessed the services of Toronto Public Library in the past year
- 56% prefer the term seniors to 'older adults', 'elders' or other terms
- 50% use search engines to find information about City programs and services; 37% contact 311; 11% contact 211; 18% contact their Councillor
- 5% do not understand, speak or read English

High-Impact Recommendations – Version 2.0

The Toronto Seniors Strategy is made up of 27 high-impact recommendations. Each recommendation identifies a specific City Division or Agency responsible for delivering the service and a timeline for initiation. Short-term recommendations will be initiated within one year of Council adoption and medium-term recommendations will be initiated within two to four years of Council adoption.

All of the recommendations below were generated from the community engagement process, analysis of the survey responses and co-creation with the Toronto Seniors Strategy Accountability Table working closely with City Division and Agency staff.

The experience of implementing Version 1.0 recommended actions linked to the 8 WHO Age-friendly domains revealed some practical challenges. While continuing to respect the importance of the WHO Age-friendly domains, it is more effective and efficient to organize Version 2.0 recommendations along five functional lines consistent with the provision of City services for seniors – health, housing, transportation, employment and income and information. The sole exception is the first recommendation which transcends all five categories.

Each recommendation identifies a specific City Division or Agency responsible for service delivery and a timeline. Following the experience of coordinating and monitoring the recommendations from Version 1.0 staff will be tracking when Version 2.0 actions are initiated and implemented. For example, Version 1.0 Recommended Action 21c commits Parks, Forestry and Recreation to increase the tree canopy over the next 40 to 50 years. This action will take a generation to fully implement. The most important factor is that City Divisions and Agencies take the foundational steps necessary to act on the recommendations. As with Version 1.0, Version 2.0 implementation will be monitored and public-facing progress reports will detail the implementation status of the recommendations.

Recommendation 1:

The City of Toronto will initiate a process to develop a seniors housing and services entity at the City dedicated to taking a service system management approach to the needs of all seniors and integrating City services for seniors.

The overwhelming consensus at the Accountability Table resulting from the needs and concerns identified through the community engagement process is this: the way the City currently organizes its housing and services for seniors does not meet their needs now and this problem will be exacerbated over the next 10-15 years. The City needs to take

a service system management approach to the needs of all seniors, specifically: (a) seniors living in the 83 seniors designated buildings currently operated by TCHC; (b) seniors living in mixed TCHC buildings; (c) seniors living in housing provided by other social housing providers; and (d) seniors living in private accommodation including rental.

In consultation after consultation, Toronto seniors and caregivers spoke about the difficulty and frustration of navigating an increasingly complex and siloed government service system. This includes federal pension and income security programs, provincial primary healthcare, hospital and home and community care, municipal services and programs and those provided by the community-based not-for-profit sector – the 'for public benefit' sector. The City needs an organizational approach that better meets the needs of seniors and caregivers. At the municipal level alone there are currently 47 services, programs and initiatives for seniors delivered across 14 City Divisions and Agencies. A list of these City services, programs and initiatives for seniors is attached in Appendix F.

A single division or entity at the City dedicated to integrating seniors housing and services will provide, for the first time, an identifiable entity for receiving and leveraging funds from provincial and federal governments. This recommendation recognizes that the status quo is not an effective administrative structure to meet the needs of our ageing population. A number of other WHO Age-Friendly cities have stand-alone seniors service departments including New York, Boston, Philadelphia and Chicago. In January 2017, the Province took comparable bold action by elevating the Ontario Seniors Secretariat to a stand-alone Ministry of Seniors Affairs.

A one-stop seniors entity at the City will foster stronger and closer relationships with the five Local Health Integration Networks. Additionally, proactively coordinating the City's services for seniors under one entity will support the work being done to improve services for seniors living in Toronto Community Housing through the implementation of *Tenants First*. The creation of a seniors housing and services entity at the City will help Toronto seniors and caregivers to knit together the complex terrain of municipal programs and services, provincial home and community care and other government-funded services for seniors.

This recommendation initiate a process to develop a seniors housing and services entity at the City is short-term, expected to be initiated within one year of Council adoption.

HEALTH - Healthy Ageing, Wellbeing, Active Living and Social Connectedness

Recommendation 2:

The City of Toronto will explore how to expand access to free dental health services for low-income seniors through Toronto Public Health.

The current wait list for dental services for low-income seniors in Toronto Public Health clinics is up to two years. The lack of access to dental services for low-income seniors sets off a chain of negative outcomes such as pain, tooth loss, ill-fitting dentures, and can negatively impact self-esteem, the ability to eat, laugh, speak, or smile and results

in poorer overall health. It also exacerbates existing obstacles related to social connectedness, diminishes quality of life and negatively impacts functional, social and psychological well-being.

In addition, there is strong evidence that poor oral health, including gum disease, is intimately linked with other chronic diseases in particular cardiovascular disease and diabetes. Seniors who do not have access to dental care will be at higher risk of having these chronic diseases and or being able to stabilize their health after onset of these diseases. This will negatively affect their overall health and wellbeing.

This recommendation is medium-term, expected to be initiated within two to four years of Council adoption.

Recommendation 3:

The City of Toronto in partnership with Toronto Community Housing will seek provincial funding for additional Seniors Active Living Centres in Toronto.

In the 2017 Ontario Budget, the government announced funding to create up to 40 new Seniors Active Living Centres (SALCs), formerly known as Elderly Persons Centres. This program provides operating funding of up to \$42,700 annually for initiatives that benefit seniors. It does not fund capital expenditures such as the purchase or building of facilities or renovations to existing buildings. Under the *Seniors Active Living Centres Act, 2017*, the Ministry of Seniors Affairs requires municipalities to provide a minimum 20 percent of the net annual cost of maintaining and operating individual SALC programs. These funds contribute to programs and services in existing facilities.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

Recommendation 4:

Toronto Public Library will support social connectedness by expanding digital literacy programs for seniors in libraries.

Libraries are welcoming public spaces, meeting places and de-facto community hubs. Digital literacy programs for seniors provide increased social interaction and engagement with library staff and other seniors as well as opportunities to stay connected with people and interests they value. Libraries are particularly important access points for low-income and newcomer seniors as well as seniors experiencing homelessness and housing insecurity.

Public access to computers and free access to the internet are valuable resources at a time when increasingly it is the most reliable source of current information about programs and services. In this way, expanding digital literacy programs for seniors will increase seniors service access more broadly.

In addition, Toronto Public Library will work with Toronto Community Housing to bring library programs for seniors into Toronto Community Housing seniors-designated buildings.

This recommendation is medium-term, expected to be initiated within two to four years of Council adoption.

Recommendation 5:

The City of Toronto will expand Community Paramedicine programming in order to better support seniors who are high-volume 911 callers with non-emergency community care and supports.

As part of Version 1.0, Toronto Paramedic Services partnered with Toronto Community Housing, Sinai Health System and others to pilot a program called CP@home that saw Community Paramedics visit the homes of seniors living in TCHC building who were high-volume callers to 911. By visiting these particular seniors and connecting them to community services such as Home Care, Meals on Wheels or the Alzheimer's Society of Toronto, this program helps avoid time-consuming and costly visits to the Emergency Department. These referrals to home care and community supports result in a significant decrease in calls from frequent 911 users and contributes to improved health outcomes for these seniors.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

Recommendation 6:

The City of Toronto will work with the Province of Ontario and community partners to develop a Toronto Caregivers Strategy with an emphasis on the needs of senior caregivers.

According to the Change Foundation, family caregivers represent almost 30% of Ontarians who provide unpaid care to those who need assistance due to a health condition, disability, or challenges related to aging (*A Profile of Family Caregivers in Ontario*, 2016). Many of these caregivers are working full-time and/or seniors. Caregiving is rewarding but it can also be emotionally, physically, and financially stressful. Many caregivers feel socially isolated and unsupported.

Consistent with Council direction to support caregivers [2017.CD17.9], the City and its partners can bring its resources to bear to better support these senior caregivers with information, respite, transportation and financial supports and improve access to other existing supports and services that may be available but unknown to caregivers. This will relieve caregiver stress, enhance caregiver resilience and expand social support and social participation.

This recommendation is medium-term, expected to be initiated within two to four years of Council adoption.

Recommendation 7:

The City of Toronto will consider senior-friendly outdoor fitness equipment in the design and refurbishment of parks.

Cities around the world are responding to the changing needs and preferences of seniors and older adults by expanding the range of activities targeted to them. The City

of Toronto began installing public outdoor fitness equipment in parks several years ago with all ages in mind. Installing outdoor fitness equipment has been recognized as a global best practice to promote active aging and improved health and wellbeing outcomes, and seniors and older adults have embraced these facilities in Toronto. New outdoor fitness equipment will be considered in the design and refurbishment of parks throughout Toronto.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

Recommendation 8:

The City of Toronto will work with Toronto Community Housing and FoodShare to establish healthy food access initiatives that are accessible to seniors living in social housing through Toronto Public Health and the Toronto Food Policy Council.

The Mobile Good Food Market is a City partnership with FoodShare to bring fresh, healthy food to low-income communities or communities with low access to healthy food options. Some market stops serve primarily seniors populations. In addition, the Bulk Food Buying Club is an initiative in collaboration with FoodReach that facilitates community members to purchase healthy, fresh food in bulk at good prices for local distribution. The Food Strategy is partnering with Toronto Community Housing to pilot test this initiative in a mixed housing complex, which includes seniors.

Based on the experience of the Toronto Food Strategy in prototyping these initiatives, as a means to promote social connectedness, Toronto Community Housing will work to facilitate the use of space to enable the availability of affordable, fresh healthy food for this pilot test.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

HOUSING - Aging in Place: Housing and Healthy Neighbourhoods

Recommendation 9:

The City of Toronto will develop Housing Opportunities Toronto: Housing Action Plan (2020-2030) accounting for the evolving demographics and needs of older Torontonians over the next decade.

Toronto's Housing Action Plan (2020-2030), co-led by the Affordable Housing Office (AHO) and Shelter, Support and Housing Administration (SSHA), guides the City's housing and homelessness initiatives, policies, and programs from 2020 to 2030. This plan will address the increasing need for affordable and accessible housing across the City.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

Recommendation 10:

The City of Toronto will address the specific and growing needs of older Torontonians by continuing to create new affordable housing and fund housing repairs and accessibility modifications for seniors by delivering federal-provincial-City funding and City incentives.

As of 2018, about one-third of households on the City's social housing waitlist are seniors. The City needs to scale up its efforts to create affordable housing for low-income seniors and provide some relief to the social housing waitlist. The Affordable Housing Office will deliver and report on the impact of federal, provincial and City investments on the creation of new seniors rental homes and repairs/accessibility modifications for senior homeowners and renters.

This recommendation is both short-term and ongoing, with initial activity expected to be initiated within one year of Council adoption.

Recommendation 11:

The City of Toronto will seek funding from the Seniors Community Grant Program under the Ministry of Seniors Affairs to pilot a HomeShare program in Toronto to connect overhoused seniors with underhoused graduate students and others.

Some Toronto seniors find themselves overhoused and in circumstances where some assistance with light household tasks and companionship would help them to continue to more successfully age in place.

It is estimated that a significant number of seniors are overhoused living in single family dwellings with three or more bedrooms in the Greater Toronto and Hamilton area. Trends like these have led to the coining of terms like "empty bedrooms". This program would facilitate matches between interested seniors and University graduate students seeking affordable housing. Successful matches could help to promote social connectedness, intergenerational and linguistic connections as well as promote financial independence and personal autonomy for seniors.

Social Development, Finance and Administration will take carriage of this recommendation.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

Recommendation 12:

The City of Toronto will develop a new homeless shelter that provides specialized services for seniors and older adults.

Seniors facing homelessness have unique needs, which include compromised health and a lack of options for obtaining gainful employment. The situation is exacerbated when individuals who have been homeless for many years have difficulty accessing appropriate housing with supports or Long Term Care. The new shelter located at 3306 Kingston Road will use a collaborative approach that builds on existing resources to address critical gaps in services for homeless seniors, with the central principle of

improving housing stability. The program will support vulnerable older adults including those who have a long history of homelessness and/or those new to homelessness who face age-related health conditions and/or mental illness, isolation, and barriers accessing social and community supports. The new shelter for seniors will open in the fall 2018.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

Recommendation 13:

The City of Toronto will implement the provincial Home for Good program funding to create and maintain housing with supports that meet the needs of formerly homeless persons including seniors.

Although there is considerable evidence suggesting that providing people experiencing homelessness with housing is a critical first step in helping them improve their circumstances, seniors who are homeless – whether they have recently become homeless or whether they have been living on the streets for some time – can benefit from additional interventions to facilitate a transition to housing stability. Through the provincial Home for Good program, the AHO and SSHA Divisions will administer additional funding to create and maintain innovative housing with support programs in partnership with community based agencies that may provide specialized programming for formerly homeless persons including seniors.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

Recommendation 14:

The City of Toronto will amend the Official Plan to recognize the City's commitment to age-friendly principles.

The global age-friendly community movement, which began as a series of pilots in 2007, is now 10 years old in Canada. There has been enthusiastic take-up across the country, with well over 500 communities having committed to become age-friendly. Research by the Canadian Urban Institute (CUI) shows that although cities are using the age-friendly concept to engage effectively with seniors to identify local needs and priorities, little progress is being made to upgrade the quality of the built environment under the auspices of the Official Plan.

The City of Toronto has the opportunity to become the first major city in Ontario to take this step. Earlier this year, Council directed the Chief Planner and Executive Director, City Planning to make an explicit acknowledgement of Council's commitment to being an age-friendly city in its new Official Plan when the review process begins in 2018.

This recommendation is medium-term, expected to be initiated within two to four years of Council adoption.

Recommendation 15:

The City of Toronto will negotiate the use of Section 37 benefits to develop new neighbourhood facilities to meet the needs of seniors as appropriate.

As indicated in the recently updated Neighbourhood Profiles, the demographic and economic circumstances of neighbourhoods across the City vary considerably. Although every effort is made to ensure that affordable housing and civic resources such as schools, libraries and community centres are equitably distributed across the City, changing demand for City services tends to move faster than the process of creating or improving City facilities. As the population of seniors continues to increase at different rates across the City, the use of Section 37 of the Planning Act presents an opportunity to augment or improve municipal assets directed to the needs of seniors through the development approvals process.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

Recommendation 16:

The City of Toronto will provide seniors with new and customized information and tools that will empower them to ensure that they and their neighbours are living in a fire safe environment.

Toronto Fire Services (TFS) will develop a resident-based Fire Safety Champion program beginning with TCHC Seniors buildings. Senior residents identified as Fire Safety Champions will receive training from TFS to be able to engage peers in their community through the delivery of fire safety presentations, ongoing education, and materials.

TFS will use analytics and demographic data to develop customized education messages and educational tools and materials in appropriate languages and based on top identified ignition sources. Increased fire safety awareness of senior residents will improve fire safe behaviours with the goal of reducing the number of fires, fire-related deaths and injuries, and property loss.

Training will also be provided so that Fire Safety Champions have the knowledge to identify any potential fire safety risks and to notify TFS.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

TRANSPORTATION - Getting Around: Mobility, Walkability and Access to Public Spaces and Facilities

Recommendation 17:

The Toronto Transit Commission (TTC) will develop and launch a new public awareness campaign to advance a culture of respect and civility for the benefit of seniors and other riders.

As part of the implementation of Version 1.0 of the Toronto Seniors Strategy, the TTC changed the colour of priority seating on TTC vehicles to blue to clearly identify seating areas for persons with disabilities, the elderly and expectant mothers. Despite the fact that failure to give up a seat can result in hefty fines, achieving high levels of compliance or even recognition of the need to pay attention to the needs of seniors and others remains a challenge.

Other major cities have had success with public awareness campaigns to educate and encourage transit riders to adopt attitudes of compassion and respect that go beyond giving up a seat to include holding doors open at station entrances, willingly making room for walkers or strollers, and taking care not to crowd slower-moving riders. Similar in approach to the TTC's anti-harassment campaign, which includes an app to encourage customers to report instances of harassment, a civility campaign designed to address issues faced by seniors and others would have benefits all-round.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

Recommendation 18:

The City of Toronto will, as part of its commitment to Vision Zero, identify and install additional Seniors Safety Zones in conjunction with the Road Safety Plan.

At present, the priority for identifying potential Seniors Safety Zones has been to focus on crossings where pedestrian fatalities and accident rates involving older adults have been unusually high. A broader goal, consistent with the current direction of the Road Safety Plan, would be to identify neighbourhoods with a disproportionate representation of seniors, and with wider rights of way that result in higher vehicular speeds.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

Recommendation 19:

The City of Toronto will construct new sidewalks on roads where they are missing to improve walkability, mobility and accessibility of City streets.

Building sidewalks where they are missing completes gaps in Toronto's walking network, and helps all residents and visitors connect to transit and neighbourhood and amenities. Sidewalks are the most basic form of infrastructure to ensure safe and comfortable walking conditions. Streets without sidewalks are a barrier to accessibility. Safe walking opportunities can reduce inequality by enabling individuals without motor vehicles, such as older adults, children, and many low-income families, to more easily access goods and services.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

Recommendation 20:

The Toronto Transit Commission will develop a travel training program to support increased senior access to public transit.

Some seniors may no longer be driving or for other reasons do not have the experience or confidence to navigate the TTC. Consistent with the TTC's ongoing commitment to enhance the customer experience, the TTC will develop a travel training program to encourage and support transit use among seniors.

This recommendation is short-term, expected to be initiated within one year of Council adoption. Specifically, the Travel Training Pilot Program will launch in May 2018, will run for 6 months until the end of 2018 and then a recommendation for a long-term program will be presented February 2019.

This recommendation is medium-term, expected to be initiated within two to four years of Council adoption.

EMPLOYMENT AND INCOME - Promoting Financial Independence and Addressing Ageism

Recommendation 21:

The City of Toronto will work with community partners under Toronto For All to develop a workplace anti-ageism campaign.

Increased longevity is a relatively new phenomenon that has seen the average lifespan of Canadians increase by ten years in only five decades. With people living longer, it is increasingly common for seniors to continue working or volunteering well past the traditional retirement age of 65. Regardless of whether the decision to stay in the workforce in some capacity is a necessity or a life choice, societal attitudes in the form of ageism can end up conflicting with personal preferences. In addition to negatively impacting seniors, misconceptions, negative attitudes and assumptions about older people can be serious barriers that damage the City's reputation and undermine its potential.

This recommendation is medium-term, expected to be initiated within two to four years of Council adoption.

Recommendation 22:

The City of Toronto will work with The 519, Senior Pride Network and other community partners to develop a public awareness and education campaign addressing homophobia and transphobia affecting seniors.

The current generation of LGBTQ2S seniors have experienced a lifetime of discrimination due to their sexual orientation, gender identity and gender expression, and they face very specific challenges as they age. LGBTQ2S seniors are less likely to seek health care when they need it; they often do not disclose their sexual orientation and/or gender identity and expression to their care providers for fear of discrimination; they are at a higher risk for negative health outcomes later in life, including depression, suicide, substance abuse and smoking; and they report more feelings of isolation from

their communities. This proposed education campaign is part of our drive to secure LGBTQ2S inclusive environments for Toronto seniors.

The historic grouping of transgender people with cisgender lesbian, gay, bisexual, and queer people within City of Toronto consultations, policy development, and service delivery has obscured the needs of transgender communities in Toronto. Particularly the needs of transgender, nonbinary racialized seniors and Two Spirit seniors who are marginalized by the compounding effects of transphobia, cissexism, and ageism. In Recommendation 19 and throughout implementation of the Seniors Strategy 2.0, alignment will occur with SDFA's engagement of transgender, nonbinary and Two Spirit seniors towards developing a service plan for transgender Torontonians that specifically considers the needs and recommendations of seniors.

This recommendation is medium-term, expected to be initiated within two to four years of Council adoption.

Recommendation 23:

The City of Toronto will expand employment support services to further address the needs of older workers, focusing on those in receipt of Ontario Works.

Many low income older workers are seeking employment commensurate with their skills, experience and need to meet basic living expenses. To address this need, Toronto Employment and Social Services will leverage work-based learning, training and employment supports for older workers in receipt of Ontario Works. This would include building on the successful Partnership to Advance Youth Employment (PAYE) model which emphasizes active employer engagement and candidate employment preparation to increase employment outcomes and job retention.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

Recommendation 24:

The City of Toronto will enhance public awareness of property tax deferral and cancellation programs.

When market value assessment was introduced a decade ago, the impact on many homeowners in a high value jurisdiction like Toronto was relatively minor as residents were protected to some degree by the very high assessed value of the City's commercial buildings. In recent years, however, the rapid increase in housing prices has been reflected in everyone's tax bills, putting a growing number of retired homeowners in a difficult financial position – the value of their principal asset is increasing far more quickly than their incomes, particularly if they are dependent on pensions or financial assets affected by the 2008 recession. As this is a relatively new issue for many, the City's property tax deferral and cancellation programs are not widely known and therefore accessed less than might be expected.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

INFORMATION - Staying Safe, Informed and Engaged: Access to Services and Information

Recommendation 25:

The City of Toronto will work with the Seniors Strategy Accountability Table and other community partners to update and circulate the new Services for Seniors in Toronto directory.

One of the notable successes of Version 1.0 of the Seniors Strategy was the creation of a service directory for seniors vulnerable in their housing that brought information related to housing, health, transportation, etc., into a single, easy to read document. Shelter, Support and Housing Administration is updating the service directory for a new edition to be released in 2018 both in a limited run of hard copies and an accessible pdf online. While there is broad agreement that it makes sense to reposition future iterations of the directory as a web-based product, it is also recognized that accessing information from the internet does not work for everyone. Opportunities to repurpose future iterations of the service directory as a printer-friendly web document will also be explored.

This recommendation is short-term, expected to be initiated within one year of Council adoption.

Recommendation 26:

The City of Toronto will work with all Ward Councillors to hold Seniors Active Living Fairs in order to facilitate outreach and communication of the burgeoning range of diverse products and services available for seniors.

Although private and publicly funded entities focus extensively on Millennials as a prime target market, the latest Census results reveals that people over the age of 65 in aggregate represent an even larger market in terms of the development of products and services. Seniors Active Living Fairs present a unique opportunity to foster local economic development for the mutual benefit of entrepreneurs and the seniors community.

This recommendation will be supported by Social Development, Finance & Administration – Community Resources Unit – in their capacity as staff support to the Toronto Seniors Forum.

This recommendation is medium-term, expected to be initiated within two to four years of Council adoption.

Recommendation 27:

Toronto Police Service, in collaboration with key partners, will create a seniors-inclusive training curriculum aimed at increasing officer awareness around ageing related issues and increasing officer capacity to connect seniors to appropriate community services.

The Toronto Police Service (TPS) has recognized seniors as a priority population and has made strides to increasingly collaborate in their approach to working constructively and effectively with the public and community partners such as seniors organizations. TPS has created a Seniors Community Consultative Committee and taken action on Version 1.0 recommendations to strengthen the quality, breadth and scope of interactions and engagement with older adults. With this in mind, the TPS has committed to work with partners to develop new officer training to advance awareness of seniors issues and enhance their ability to help seniors connect to services in the community as well as improving the scope and reach of their public education programs aimed at improved the safety and security of older Torontonians.

This recommendation is medium-term, expected to be initiated within two to four years of Council adoption.

A summary of the 27 high-impact recommendations in Version 2.0 of the Toronto Seniors Strategy is attached in Appendix G.

Next Steps

If Council adopts Version 2.0 of the Toronto Seniors Strategy, staff will work with community partners to develop and design a public-facing document that outlines Version 2.0.

As the City prepares for Version 3.0, to address issues of equity and diversity the City will need to build on the important concept of age-friendly towards age-inclusivity and ultimately to a place where all Toronto seniors can age equitably.

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ATTACHMENTS

- Appendix A: Overview of Government-funded Services for Seniors
- Appendix B: Final Disposition of Version 1.0 Recommended Actions
- Appendix C: Membership - Toronto Seniors Strategy Accountability Table
- Appendix D: Proposals from Accountability Table Membership to City Seniors Entity
- Appendix E: Version 2.0 Survey Questions
- Appendix F: City of Toronto Services, Programs and Initiatives for Seniors
- Appendix G: Version 2.0 Recommendations - Summary