

Appendix D: Proposals from Accountability Table Membership to Seniors Housing and Services Entity

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

Proposal # (Timeline)	Description	Internal & External Stakeholders	Proposed by
1.1 Social Inclusion			
1.1.1 (Short)	<p>Use the AGE-WELL solution in interested retirement homes and long-term care agencies to improve social connectedness among residents. The InTouch team can provide workshops on how to use the application and work with agencies to foster broader implementation.</p> <p><i>Expected Outputs/Outcomes:</i> Increased uptake of application.</p>	<i>Community Sponsor:</i> AGE-WELL	Jeanie Zabukovec, AGE-WELL
1.1.2 (Medium)	<p>Establish Lesbian, Gay, Bisexual, Trans, and Queer (LGBTQ)-inclusive socio-recreational programming in seniors' service provider environments, guided by best practice recommendations in Still Here, Still Queer handbook.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Reduced social isolation of LGBTQ seniors through expansion of inclusive programming and support for social engagement of LGBTQ seniors across City of Toronto locations; 2) Promotion of volunteerism amongst seniors and other age groups in support of this programming.</p>	Supporting Our Youth; Social Development, Finance & Administration; Senior Pride Network <i>Community Sponsor:</i> The 519	Kate Hazell, The 519
1.1.3 (Short)	<p>Building upon the United Kingdom model called "The Campaign to End Loneliness", develop and implement an awareness campaign aimed at creating a network of local or neighborhood organizations of people working together through community action, good practice, research, and policy to create the right conditions to identify isolated older adults and reduce loneliness in later life in Toronto.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Specific programs to increase opportunities for seniors to connect to other people; 2) Targeted approach to reach and support seniors who report that they do not have one person to call upon for help; 3) High level awareness, practice, and culture building.</p>	<i>Community Sponsor:</i> Collaborative Aging; Seniors Active Living Centres could be a good mechanism to lead this change	Sue Lantz and Suzanne Schwenger

<p>1.1.4 (Medium)</p>	<p>Develop program and/or service targeted to support at-risk seniors who have no one to call for help when needed. This can build on the new emergency medical services' community paramedicine models and the Toronto Seniors Hotline to identify "at-risk" seniors that can be linked with a community agency for ongoing support.</p> <p><i>Expected Outputs/Outcomes:</i> 1) High level awareness, practice, and culture building; 2) Specific programs to increase opportunities for senior connections to other people; 3) Targeted approach to reach and support seniors who report they do not have one person to call upon for help.</p>	<p>Toronto Police Service; Toronto Fire Services; Toronto Public Health; Shelter, Support & Housing Administration; Toronto Community Housing Corporation</p> <p><i>Community Sponsor:</i> Collaborative Aging</p>	<p>Sue Lantz and Suzanne Schwenger</p>
<p>1.1.5 (Medium)</p>	<p>Develop and expand Toronto's friendly visiting programs.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Interpersonal solutions that support social connectedness; 2) Reduced emergency room usage; 3) Increased social contact; 4) Increased program enrolment.</p>	<p>Sunshine Centres or a City agency with closest link to Community Centres and Seniors Active Living Centres</p> <p><i>Community Sponsor:</i> The Neighbourhood Group</p>	<p>Kathy Hay, The Neighbourhood Group</p>
<p>1.1.6 (Long)</p>	<p>Coordinate and facilitate group tele-dining, tele-entertainment, tele-exercise, and tele-volunteering in video calls (using Skype or Zoom).</p> <p><i>Expected Outputs/Outcomes:</i> 1) Reduced physical and location barriers of social isolation; 2) Increased opportunity for intergenerational connectedness; 3) Increased opportunity for agencies and services to "check up" with seniors and their well-being; 4) Increased volunteerism and/or support students with their high school volunteer requirements.</p>	<p>Toronto Public Library or Public Health</p> <p><i>Community Sponsor:</i> Ron Beleno; possibly Skype for Good, AGE-WELL</p>	<p>Ron Beleno</p>
<p>1.1.7 (Short)</p>	<p>Facilitate Skype connections with distant relatives through Pop Up Learning Labs.</p>	<p>Toronto Public Library; Potential connections with long-term care and residential homes.</p> <p><i>Community Sponsor:</i> Toronto Council on Aging</p>	<p>Lilian Wells, Toronto Council on Aging</p>

1.1.8 (Medium)	<p>Toronto Public Library could develop a community outreach strategy, focusing on seniors' residences including vertical communities, with dedicated staff to promote library membership and participation. This can target 100 senior residences across the City of Toronto.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Improved access to local and citywide cultural experiences to support discovery and creative expression; 2) Cross-cultural understanding is fostered; 3) Enhanced social and community connections; 4) Increased percentage of older adults reached compared to the population; 5) Increased number and type of programs delivered.</p>	Toronto Public Library	Toronto Public Library
1.1.9 (Short)	<p>Develop story telling networks based in libraries and schools to provide intergenerational linkages.</p>	<p>Toronto Public Library</p> <p><i>Community Sponsor:</i> AGE-WELL; Toronto Council on Aging</p>	Lilian Wells, Toronto Council on Aging
1.1.10 (Short)	<p>Leverage existing Parks, Forestry & Recreation programs, groups, and facilities to identify opportunities to engage younger and older generations in intergenerational programs.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Provision of intentional opportunities for social interaction between generations; 2) Reduced social isolation.</p>	Parks, Forestry & Recreation	Parks, Forestry & Recreation
1.1.11 (Medium)	<p>AGE-WELL can connect project leads in British Columbia with city staff at the Toronto Public Library and other interested agencies to provide online workshops on digital storytelling in Toronto Public Libraries branches and community centres. This successful format can be replicated by involving Toronto school boards and students interested in participating in digital storytelling. This is supported as over 60% of Seniors Strategy 2.0 Survey respondents said they visited a library branch, accessed the library online, or contacted the library by telephone.</p> <p><i>Expected Outputs/Outcomes:</i> 1) New intergenerational connections; 2) Reduced isolation experienced by older adults; 3) Capture of knowledge and wisdom of a generation of Torontonians; 4) Digital archive that the community can access at libraries for years to come.</p>	<p>Toronto Public Library</p> <p><i>Community Sponsor:</i> AGE-WELL</p>	Jeanie Zabukovec, AGE-WELL

<p>1.1.12 (Medium)</p>	<p>Identify additional senior residents to benefit from Home Library Service. This service offers home delivery of library materials to homebound individuals (mostly seniors). Toronto Public Library (TPL) will continue to increase investment in e-content, such as e-books and audiobooks, which offer accessible features making them a good choice for seniors.</p> <p>TPL to continue to carry and promote the Centre for Equitable Library Access collections (i.e. Daisy CD format).</p> <p><i>Expected Outputs/Outcomes:</i> 1) Increase in percentage of materials use by older adults (55+) compared to the population; 2) Torontonians have improved access to local and citywide cultural experiences to support discovery and creative expression; 3) Cross-cultural understanding is fostered; 4) Enhanced social and community connections.</p>	<p>Toronto Public Library</p> <p><i>Community Sponsor:</i> Toronto Council on Aging</p>	<p>Lilian Wells, Toronto Council on Aging</p> <p>Toronto Public Library</p>
<p>1.2 Health-Related Knowledge</p>			
<p>1.2.1</p>	<p>Toronto Public Library (TPL) to continue to offer its suite of health and wellness programming with special emphasis on digital health literacy, socialization, dementia, and caregiver support. Target is to have 100 programs delivered at branch locations across the City of Toronto.</p> <p>Currently, TPL delivers a range of health and wellness programming of interest to older adults delivered by subject experts on many topics including active living, healthy aging, nutrition, and health trends.</p> <p>Through key partnerships, TPL offers service, programs, and resource materials to address specific needs such as disease and injury prevention, brain health, and provides health information to persons with low literacy.</p> <p><i>Expected Outputs/Outcomes:</i> Increased percentage of older adults in TPL programs compared to population.</p>	<p>Toronto Public Library</p> <p><i>Community Sponsor:</i> AGE-WELL; Toronto Council on Aging</p>	<p>Lilian Wells, Toronto Council on Aging</p> <p>Toronto Public Library</p>
<p>1.2.2 (Medium)</p>	<p>Create conversation circles for newcomers and English-as-a-Second-Language (ESL) seniors about accessing healthcare. Create language and culturally appropriate guidance for accessing healthcare for newcomers and ESL residents. Enable immigrants to receive information that considers status, Ontario Health Insurance Plan (OHIP) and address other myths of access.</p>	<p><i>Community Sponsor:</i> COSTI</p>	<p>Kathy Jay, The Neighbourhood Group</p>

	<i>Expected Outputs/Outcomes:</i> Increased awareness and knowledge of healthcare access within minority groups of seniors.		
1.3 Health Care, Long-Term Care, and Home Care			
1.3.1 (Long)	<p>Explore innovative ways to enhance access to quality healthcare for vulnerable populations through an established partnership between the Department of Family Medicine at McMaster University and the Canadian Red Cross. This can be done in part through the implementation of Health TAPESTRY in select Canadian locations.</p> <p>Health TAPESTRY brings together clients, volunteers, technology, communities, and healthcare teams to create a proactive and patient-centred health safety net. Health TAPESTRY is an ideal model that integrates primary and community care to allow Canadians to stay healthy and remain living independently in their own homes for as long as possible.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Reduced avoidable acute and primary care visits through proactive and preventative linkages to the health and community systems, and ensuring that care teams have a holistic picture of the client's health, including relevant information that contributes to their overall well-being; 2) Enhanced community resilience by leveraging the power of volunteers to connect individuals to the health and community systems; 3) Reduced social isolation for vulnerable populations.</p>	<p>Department of Family Medicine, McMaster University</p> <p><i>Community Sponsor:</i> Canadian Red Cross</p>	Stephanie Etkin, Canadian Red Cross
1.3.2 (Long)	<p>Create a long-term care strategy for the city based on city projections and needs so that the city can be proactive in shepherding resources to address the growing need. Over the next 10 to 15 years, the number of seniors will double from 680,000 to 1.2 million in Toronto.</p>	<p>Shelter, Support & Housing Administration</p> <p><i>Community Sponsor:</i> Commitment to Community (C2C) Seniors Committee</p>	Adina Lebo, Commitment to Community (C2C) Seniors Committee
1.3.3 (Long)	<p>Respond to provincial call for the expansion of LTC beds to address community need and support the growing aging population.</p> <p><i>Expected Outputs/Outcomes:</i> Reduced wait times for long-term care services.</p>	<p>Long-Term Care Homes & Services</p>	N/A
1.3.4 (Short)	<p>Establish agreement with Local Health Integration Networks (LHINs) and local community health centres to provide in-home primary care programming and case management and/or coordination services to</p>	<p>Social Development, Finance & Administration;</p>	Michèle Harding, Care Watch Ontario

	<p>seniors residing in their catchment areas, including supportive and community housing units.</p> <p>Ensure service coordination with local not-for-profit community support agencies providing home care and community support services to Toronto seniors by 2019.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Multi-year service agreements with LHINs established by 2019; 2) Decreased preventable health issues and hospital admissions; 3) Decreased avoidable 911 calls; 4) Improved service coordination; 5) Increased sense of health/well-being among Toronto's seniors.</p>	<p>Toronto Community Housing Corporation</p> <p><i>Community Sponsor:</i> Care Watch Ontario</p>	
1.3.5 (Medium)	Reverse City Council cuts to long-term care.	CARP	Marissa Semkiw, CARP
1.4 Safety			
1.4.1 (Medium)	<p>Support a Localized Community Alert System to improve the current processes of finding a missing senior.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Improved process to find a missing senior; 2) Decreased time required for a local community to be notified of a missing senior; 3) Increased amount of "eyes" in the community to be on the lookout; 4) Increased Age-Friendly and Dementia-Friendly local community members (individual, businesses, government) to sign on-board and participate; 5) Increased support for and reduced police resources during a missing senior incident.</p>	<p>Toronto Police Service</p> <p><i>Community Sponsor:</i> Community ASAP; Ron Beleno; AGE- WELL; Alzheimer Society of Toronto</p>	Ron Beleno
1.4.2 (Medium)	<p>Offer compliant flooring and wearable hip protectors as options to older adults and their caregivers in long-term care and home environments. AGE-WELL can connect health professionals and agencies to the project team on this.</p> <p>Only about 40% of Toronto Seniors Strategy 2.0 Survey respondents are aware that Toronto Public Health and the Local Health Integration Networks offer free exercise and falls prevention programs.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Reduced injuries from falls; 2) Reduced hospital visits as a result of a fall.</p>	<p>Toronto Paramedic Services under the Community Paramedicine Program</p> <p><i>Community Sponsor:</i> AGE-WELL; Occupational therapists employed under Local Health Integration Networks</p>	Jeanie Zabukovec, AGE-WELL

<p>1.4.3 (Medium)</p>	<p>Chronic Disease and Injury Prevention (CDIP) launched the Step Ahead to Fall Prevention E-Learning Module in February 2017. The E-learning module is for health care providers, caregivers, and individuals who provide care to older adults who live independently. Participants will learn at their own pace about age-related changes that contribute to falls and the modifiable risk factors associated with falling.</p> <p><i>Expected Outputs/Outcomes:</i> Agency staff/individuals providing care to older adults will be trained on fall prevention and they will use the information learned from the Step Ahead E-Learning module with clients/family members.</p>	<p>Toronto Public Health (Chronic Disease and Injury Prevention); Support from Toronto Public Health (Chronic Disease and Injury Prevention)</p>	<p>Toronto Public Health</p>
<p>1.4.4 (Short)</p>	<p>Provide monthly wellness clinics in Toronto Community Housing Corporation buildings with identified seniors who are high frequency 911 users. The purpose is to provide wellness sessions, health teaching, medication reconciliation and referrals for services where identified gaps in health care may be. There will be a strong mental health component as well since partnerships have been established with Hong Fook Mental Health Association and Cota.</p> <p>This is a pilot program and will begin this fall and last one year with the expectation of success and continuation of funding from the Central East Local Health Integration Network.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Pre- and post-call volume data and demographic information will be disaggregated and disseminated to the pilot program administration and would be available upon request from the Accountability Table; 2) Reduction in 911 calls and transports to hospitals from these identified locations.</p>	<p>Toronto Community Housing Corporation; Frontline responders who are called to these locations for 911 services; Potentially Toronto Employment & Social Services</p>	<p>Toronto Paramedic Services</p>
<p>1.4.5 (Medium)</p>	<p>Increase Toronto Paramedic Services Community Paramedic (CP) complement to at least 6 Community Paramedics from our current 3 medic model. A logistic regression algorithm would be used to identify high frequency or recurrent 911 users in identified buildings (with the majority of clients being seniors). Once identified, the Community Paramedics would make home visits and assess each client, identify any gaps in health care and/or social services, and refer appropriately.</p> <p>This is a pilot program and will begin this fall and will last one year with the</p>	<p>Toronto Paramedic Services; Support from Toronto Community Housing Corporation; Frontline responders who are called to these locations for 911 services; Potential support from Shelter, Support & Housing</p>	<p>Toronto Paramedic Services</p>

	<p>expectation of success and continuation of funding from the Toronto Central Local Health Integration Network.</p> <p><i>Expected Outputs/Outcomes:</i> Pre- and post-call volume data and demographic information would be disaggregated and disseminated to the pilot program administration and would be available upon request from the Accountability Table.</p>	<p>Administration; Toronto Employment & Social Services; Toronto Public Health</p> <p><i>Community Sponsor:</i> Sinai Health Systems</p>	
1.4.6 (Medium)	<p>Toronto Police Service to commence and maintain a Vulnerable Persons Registry, wherein older adults can register information that may help officers better serve them.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Information regarding wandering and/or other responsive behaviours are proactively communicated to officers responding to critical incidents via the registry; 2) Those prone to unsafe circumstances due to their vulnerabilities (and their families) benefit from the increased efficiency in police response; 3) When people are successfully registering and the information is being utilized by the front lines, the Toronto Police Service knows the initiative has been implemented.</p>	Toronto Police Service	Toronto Police Service
1.5 Elder Abuse			
1.5.1 (Short)	<p>Toronto Public Library (TPL) to develop a series of workshops for seniors focusing on different aspects of elder abuse including home takeovers, substance abuse, and financial abuse. Target is to have 5 programs delivered at 5 branch locations, and added viewership through telepresence technology and YouTube.</p> <p>Currently, TPL offers seniors issues programming that address key interests including income security, financial literacy, and other issues as identified by seniors.</p> <p><i>Expected Outputs/Outcomes:</i> Increased percentage of older adults in TPL programs compared to population.</p>	<p>Toronto Public Library</p> <p><i>Community Sponsor:</i> AGE-WELL; Toronto Council on Aging; Possibility to engage banking sector as sponsors</p>	<p>Toronto Public Library</p> <p>Lilian Wells, Toronto Council on Aging</p>
1.5.2 (Medium)	Develop real-time communication and assessment of elder abuse cases.	Toronto Police Service	Toronto Police Service
1.5.3 (Long)	Address elder abuse (including intimate partner violence) by implementing policy documents and training that reflect the Registered Nurses Association of Ontario best practice guidelines Preventing and Addressing	Toronto Public Health (Vulnerable Adults and Seniors); Support from	Toronto Public Health

	<p>Abuse and Neglect of Older Adults: Person Centred, Collaborative and System-Wide Approaches. Actions must reflect a health equity lens incorporating anti-racism and anti-oppression frameworks and culturally safe practices.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Actions that address elder abuse and incorporate diverse perspectives and needs of seniors, a health equity lens, anti-racism and anti-oppression frameworks, and culturally safe practices; 2) Training is rolled-out to Toronto Public Health's Vulnerable Adult Seniors Team staff.</p>	other City Divisions (to be determined)	
1.5.4 (Medium)	<p>Digitalize resource(s) pertaining to elder abuse investigations so that they are available to officers online, enabling reference during 'real time' investigations. This can be accomplished by making resources accessible via Toronto Police Service's 'intranet' (i.e. accessible from scout cars).</p> <p><i>Expected Outputs/Outcomes:</i> 1) More responsive and better equipped front line, with results being realized at the point of contact (as opposed to gaining insight during subsequent investigation); 2) Benefits for victims/complainants of mistreatment of older persons.</p>	<p>Toronto Police Service</p> <p><i>Community Sponsor:</i> Toronto Council on Aging</p>	Toronto Police Service
1.5.5 (Medium)	<p>Advance the prevention and detection of elder abuse for at-risk seniors through the development and promotion of risk assessment tools, resource, and education materials for workers and caregivers.</p>	Toronto Police Service; Long-Term Care Homes & Services	Long-Term Care Homes & Services
1.6 Public Spaces and Environment			
1.6.1 (Long)	<p>Advance the Long-Term Care Homes & Services (LTCHS) Capital Renewal Plan, including George Street Revitalization, community hubs and affordable housing options. LTCHS Inter-Home Advisory requests for the City to put a bigger focus related to Seniors' Month Awareness and promote and enhance activities and events in 2018.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Seniors community hubs in age-friendly neighbourhoods are supported; 2) New service opportunities to benefit homeless seniors; 3) Reduced wait times for long-term care beds within City boundaries.</p>	<p>Long-Term Care Homes & Services; Support from Shelter, Support & Housing Administration</p>	Long-Term Care Homes & Services
1.6.2 (Long)	<p>Continue to increase the city's urban tree canopy, with a focus on areas with greater populations of older adults and seniors, around Older Adult Centres, and in multigenerational outdoor spaces.</p>	Parks, Forestry & Recreation	Parks, Forestry & Recreation

	<i>Expected Outputs/Outcomes:</i> 1) Additional opportunities for rest and relaxation; 2) Protection from UV rays; 3) Temperature moderation.		
1.6.3 (Short)	Continue to improve access to parks and trails through the Toronto Parks & Trails Wayfinding Strategy, including piloting new signage that identifies accessibility information related to parks and trails. <i>Expected Outputs/Outcomes:</i> Improved access to parks and trails.	Parks, Forestry & Recreation <i>Community Sponsor:</i> Toronto Council on Aging	Parks, Forestry & Recreation
1.6.4 (Short)	Continuously improve the customer registration experience through the current "Making it Better" initiative. Examples include extending call centre hours and increasing call centre staffing targets during registration periods, providing "Get Ready to Register" information sessions, and more. <i>Expected Outputs/Outcomes:</i> 1) Improved access to services; 2) Faster and easier registration; 3) Increased customer competency.	Parks, Forestry & Recreation	Parks, Forestry & Recreation
1.6.5 (Short)	Support Walk Toronto in developing resource guides to rank accessibility for trails and other public spaces. <i>Expected Outputs/Outcomes:</i> Increased awareness of parks/trails accessibility.	Parks, Forestry & Recreation	Parks, Forestry & Recreation
1.6.6 (Short)	Improve emergency preparedness for seniors. <i>Expected Outputs/Outcomes:</i> Improved regulations for back-up generation of power during emergencies (hurricanes, ice storms, heat waves) and outreach services.	Office of Emergency Management	Geordie Dent, Federation of Metro Tenants Association
1.6.7 (Medium)	In accordance with the Accessibility for Ontarians with Disabilities Act, Equity, Diversity & Human Rights Division (EDHR) should update and monitor progress on the City's Multi-year Accessibility Plan, which is the City's strategy to identify barriers to accessibility and plan for their removal and prevention. This includes barriers in information and communication, and built environments and public spaces, and public realm, as well as attitudinal and systemic barriers. Training should include understanding and supporting accessibility needs of intersectional groups including seniors with disabilities. The EDHR is also developing an Equity Lens to identify and remove barriers to equity seeking groups and it should be used for planning,	Equity, Diversity & Human Rights	Equity, Diversity & Human Rights Division

	<p>developing and evaluating policies, services, and programs. The Equity Lens include a module on Seniors' Equity and Anti-ageism, and training would be provided.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Multi-year Accessibility Plan is updated and monitored; 2) Equity Lens tool is developed, applied, and used for training.</p>		
1.6.8 (Long)	<p>Apply a seniors and older adult lens to future community recreation, parks, and urban forestry service planning processes. Considerations when applying a seniors and older adult lens to service planning include: 1) Accessibility for Ontarians with Disabilities Act requirements; 2) Demographic trends in neighbourhoods throughout Toronto; 3) Shifting trends in recreation and program preferences.</p> <p><i>Expected Outputs/Outcomes:</i> Service and strategic planning that responds to shifting demographics and trends.</p>	Parks, Forestry & Recreation	Parks, Forestry & Recreation
1.7 Strategic Planning at the City of Toronto			
1.7.1 (Short)	<p>The City should seek renewal of World Health Organization's Global Age-Friendly City designation.</p>	<p>Social Development, Finance & Administration</p> <p><i>Community Sponsor:</i> Samir Sinha</p>	<p>Samir Sinha, Sinai Health System and University Health Network</p>
1.7.2 (Long)	<p>The City should initiate a 5-year action plan to address health equity and ethnocultural diversity.</p> <p>This includes 1) revising the Service Planning Principles of the Toronto Seniors Strategy to explicitly acknowledge and commit to ethnocultural diversity, defined as the ethnic, cultural linguistic, racial, spiritual, and religious variety and differences, to help guide city decision-making and priority-setting; 2) conducting Health Equity Impact Assessments (HEIA) for all new seniors' initiatives at the City, training staff on how to use the HEIA tool, and implementing the tool in City initiatives, programs, and services; and 3) conducting a health equity audit of existing City programs and services for seniors. This would include training staff on how to use the health equity audit tool and then implementing the tool into City initiatives, programs, and services.</p>	<p>Equity, Diversity & Human Rights</p> <p><i>Community Sponsor:</i> Wellesley Institute</p>	<p>Nazeefah Laher, Wellesley Institute</p>

	<p><i>Expected Outputs/Outcomes:</i> 1) The Service Planning Principles of the Toronto Seniors Strategy 2.0 acknowledge and commit to equity and ethnocultural diversity; 2) An appropriate HEIA tool and health equity audit tool for City use is identified; 3) City staff is trained, transitioned, and educated on using the HEIA tool and how to conduct a health equity audit; 4) HEIA tool and the health equity audit are integrated into city programs, services, and policies; 5) Increased service use by ethnocultural seniors; 6) Increased availability of ethnocultural programs and services; 7) Decreased waitlists for ethnocultural programs and services.</p>		
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2. HOUSING - Aging in Place: Housing and Healthy Neighbourhoods

Proposal # (Timeline)	Description	Internal & External Stakeholders	Proposed by
2.1 Affordable Housing			
2.1.1 (Long)	<p>The City should initiate a five-year action plan for seniors affordable housing, in collaboration with Toronto Community Housing Corporation and community-based seniors housing providers.</p> <p><i>Expected Outputs/Outcomes:</i> 1) A five-year plan is developed for repair and retrofit, including an annual dollar and unit target, and implementation plan, for new or replacement of affordable rental housing for seniors, including a strategy to ensure that seniors receiving rent-geared-to-income from community-based providers can continue to do so as agreements and funding expire and City budget pressures rise; and related strategic plans and targets (e.g. housing benefit and allowances for seniors, access policies for independent housing and assisted living); 2) Senior social housing tenants live in housing that is in good repair; 3) Senior social housing tenants live in housing where repair and retrofit activities are carried out each year in accordance with a multi-year sector-wide investment plan; 4) Seniors' social housing options are safeguarded by a principle of no net loss (i.e. any units lost through funding expiry, evolving into assisted living, or other factors, are replaced).</p>	Shelter, Support & Housing Administration <i>Community Sponsor:</i> Wellesley Institute	Nazeefah Laher, Wellesley Institute

2.1.2 (Medium)	<p>Continue to deliver federal-provincial funding and City incentives to create more affordable housing opportunities that consider the specific needs of older Torontonians.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Increased access to affordable housing for low-income seniors; 2) Support and contribution to the Toronto Prosperity Strategy.</p>	Affordable Housing Office; Shelter, Support & Housing Administration	Affordable Housing Office
2.1.3 (Long)	<p>Increase affordable housing construction.</p> <p><i>Expected Outputs/Outcomes:</i> More access to places seniors can afford on fixed incomes.</p>	City Planning; Affordable Housing Office; Shelter, Support & Housing Administration	Geordie Dent, Federation of Metro Tenants Association
2.1.4 (Short)	<p>Halt rooming house and affordable housing demolition.</p> <p><i>Expected Outputs/Outcomes:</i> Demolition or conversion for rooming houses is prevented.</p>	City Planning; Affordable Housing Office; Shelter, Support & Housing Administration	Geordie Dent, Federation of Metro Tenants Association
2.1.5 (Short)	<p>In response to growing waitlists and demand, the City should increase the number of rent subsidies and affordable housing units for low-income seniors.</p> <p>Social determinants are a group of factors outside of biology that influence a person's health. These include secure and affordable housing, nutritious food, and equitable and inclusive communities.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Direct action in response to the established body of evidence linking housing and health outcomes, which will translate into improved health and well-being for newly housed low-income seniors in Toronto; 2) Reduced pressure on long-term care homes; 3) Reduced homelessness for some of the city's most vulnerable residents.</p>	<p>Shelter, Support & Housing Administration</p> <p><i>Community Sponsor:</i> LOFT Community Services</p>	William Shin, LOFT Community Services
2.1.6 (Short)	<p>City of Toronto to amend planning by-laws to include inclusionary zoning in all areas, and require affordable and accessible housing units for seniors to be included in all new or renovated multi-story residential developments consisting of 20 or more units. Developers and building owners should be required to enter into agreements with the City that would be registered on title and enforceable against subsequent owners, to ensure that the units remain affordable for a period of not less than 25 years.</p>	<p>City Planning; Toronto Community Housing Corporation</p> <p><i>Community Sponsor:</i> Care Watch Ontario,</p>	<p>Michèle Harding, Care Watch Ontario</p> <p>Lilian Wells, Toronto Council on Aging</p>

	<i>Expected Outputs/Outcomes:</i> 1) Implementation of inclusionary zoning by-laws; 2) Developers comply with by-laws; 3) Minimum of 300 new senior supportive housing units by 2023.	Toronto Council on Aging	
2.1.7 (Short)	City Planning should consider the provision of affordable housing for seniors as part of the City's inclusionary zoning policy framework, should the Province of Ontario issue regulations for inclusionary zoning.	City Planning	City Planning
2.2 Transitional and Permanent Supportive Housing			
2.2.1 (Medium)	Affordable Housing Office in collaboration with Shelter, Support & Housing Administration, Long-Term Care Homes & Services, and Local Health Integration Networks should create transitional and supportive housing for low-income seniors and persons with disabilities. <i>Expected Outputs/Outcomes:</i> Increased access to affordable housing for low-income seniors who need additional support services (i.e. after being discharged from hospitals).	Affordable Housing Office in collaboration with Shelter, Support & Housing Administration; Long-Term Care Homes & Services; and Local Health Integration Networks	Affordable Housing Office
2.2.2 (Medium)	Work in partnership to improve pathways and access to existing transitional and permanent housing (including Long-Term Care Homes & Services and Developmental Services Ontario) for vulnerable seniors.	Shelter, Support & Housing Administration	Shelter, Support & Housing Administration
2.2.3 (Medium)	Create dedicated supportive housing for homeless seniors.	Shelter, Support & Housing Administration; Affordable Housing Office <i>Community Sponsor:</i> Haven Toronto	Shelter, Support & Housing Administration
2.2.4 (Long)	In collaboration with other City divisions as part of the long-term housing strategy, explore strategies to increase access to more supportive housing for frail elderly seniors and older adults with mental health challenges. <i>Expected Outputs/Outcomes:</i> 1) Increased number of seniors and adults 65 years and older living in Toronto who gain access to good quality affordable housing in safe neighborhoods; 2) Increased number of seniors and older adults 65 years and older living in the City of Toronto who report satisfaction with their housing; 3) Frail elderly and older adults requiring	In collaboration with City Divisions; supported by Toronto Public Health (Healthy Public Policy for research and policy support)	Toronto Public Health

	support to living independently receive assistance to age in place and to live independently.		
2.2.5 (Long)	Develop a new service model for people with complex needs and integrate harm reduction approaches into long-term care as part of the George Street Revitalization project.	Shelter, Support & Housing Administration; Long-Term Care Homes & Services	Shelter, Support & Housing Administration
2.2.6 (Medium)	<p>The City of Toronto to provide respite units (housing and supports) for seniors or caregivers in crisis in partnership with Health Service Providers (HSPs). If the City of Toronto could assist in securing the housing units, HSPs could spend more time on client care and less time trying to advocate for physical space to provide this much needed service. This would demonstrate exceptional teamwork along with responsiveness to local needs on behalf of the City of Toronto.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Additional units provide options and relief for individuals in crisis; 2) More people live at home once caregivers have a break and are no longer burnt out; 3) Unnecessary hospitalizations are avoided.</p>	<p>Shelter, Support & Housing Administration</p> <p><i>Community Sponsor:</i> LOFT Community Services</p>	William Shin, LOFT Community Services
2.3 Supports to Manage Home Repairs, Retrofits, and Crises			
2.3.1 (Medium)	<p>Coordinate the City's advocacy efforts to encourage the provincial government to cost-match the federal government's funding for seniors housing through the Social Infrastructure Fund. Funds allocated to seniors housing are invested in creating new affordable rental housing, repairs, and accessibility modification for low-income senior homeowners.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Increased investments in seniors housing; 2) Increased access to affordable housing for low-income seniors and persons with disabilities.</p>	Affordable Housing Office; City Manager's Office	Affordable Housing Office
2.3.2 (Medium)	Continue to assist lower-income seniors and persons with disabilities to make essential health, safety, and accessibility repairs and modifications to their homes by delivering the Toronto Renovates Program using federal and/or provincial funding.	Affordable Housing Office	Affordable Housing Office

	<i>Expected Outputs/Outcomes:</i> 1) Support provided for seniors to age in place; 2) Support for and contribution to the Toronto Prosperity Strategy.		
2.3.3 (Medium)	<p>Appoint several City of Toronto staff to intermediate with Toronto Regional Office for Public Guardian Trustees (PGTs) representing seniors in Toronto facing housing or financial crisis. The City of Toronto staff, knowledgeable with community and supportive housing should be responsible for acting as intermediates with between PGTs and their clients who are in crisis, 65+, and require a higher level of assistance.</p> <p><i>Expected Outputs/Outcomes:</i> 1) 2-3 City of Toronto staff are hired to intermediate with PGT tenants in community and supportive housing; 2) Increased provision of City of Toronto PGT intermediate from more than 50 clients to more than 100 clients by supporting partnership with Neighbourhood Information Post (where The Neighbourhood Group has one appointed PGT supporting 55 clients in community and/or supportive housing and is recruiting an additional PGT who will have a similar caseload of 55 clients); 3) Reduced waitlist for senior clients waiting for PGT support; 4) Increased time efficiency of PGT process for older adults.</p>	<p>Community support services agencies</p> <p><i>Community Sponsor:</i> The Neighbourhood Group; Neighbourhood Information Post (NIP)</p>	Kathy Jay, The Neighbourhood Group
2.3.4 (Short)	<p>Develop an “aging in place” housing investment program and fund it adequately.</p> <p>The reasons seniors are not able to age in place, or in their communities, is often the lack of investments in appropriate, affordable housing options. Low cost rental housing needs to be in greater supply in more areas for many reasons, one of them is to provide housing for seniors on fixed incomes who wish to remain in their communities. Aging in place would be facilitated by housing conversion programs that assist in both the financing and coordination of seniors’ single family homes. Converting single family homes to multi-unit housing can provide seniors with barrier-free accommodation on a single floor and create added units and potentially new revenue streams, that enable people to live in mixed communities.</p>	Municipal Licensing & Standards; City Planning; Shelter, Support & Housing Administration	Adina Lebo, Commitment to Community (C2C) Seniors Committee
2.3.5 (Short)	Enable seniors to age in place and provide supports for caregivers such as mental health supports, respite care, convalescent care, adult day programs, homemaking services, and meals on wheels.	<p>Long-Term Care Homes & Services</p> <p><i>Community Sponsor:</i> The Neighbourhood Group</p>	Long-Term Care Homes & Services

	<i>Expected Outputs/Outcomes:</i> 1) Improved quality of life for seniors; 2) More seniors access community-based programs such as Homemakers and Nurses Services Program and Adult Day Programs.		
2.3.6 (Medium)	<p>Increase funding to manage bedbugs with heat treatments. This can use the most effective, less resource-intensive (minimal preparation), and least harmful treatments to keep Toronto seniors living with infestations afford to continue to age in place.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Reduced number of evictions; 2) Reduction in cost for multiple spray treatments; 3) Increase in permissions to treat (less preparation required); 4) Increased bedbug treatment access outside of Toronto Community Housing or supportive housing (means-tested fees); 5) Elimination of bedbugs from the homes of those who receive the appropriate level of support and follow-up; 6) Subsequent improved health and living conditions for those seniors currently suffering from bed bugs.</p>	<p>Toronto Public Health; Municipal Licensing & Standards</p> <p><i>Community Sponsor:</i> The Neighbourhood Group</p>	Kathy Jay, The Neighbourhood Group
2.3.7 (Medium)	<p>Create a city-wide Bed Bugs Network (similar to the existing Hoarding Network) and ensure that there are sufficient resources dedicated to the Network to be able to support bed bug prevention and/or treatment work that needs to be done (e.g. the cost of the preparation for bed bug treatment, and the subsequent support for follow-up maintenance to ensure that future infestations are prevented).</p> <p><i>Expected Outputs/Outcomes:</i> 1) At least one full-time equivalent staff person at Toronto Public Health is dedicated to managing the Bed Bug Network and working with partners to address this ongoing and increasing issue, particularly in Toronto Community Housing Corporation buildings; 2) Reduction in the number of seniors with bed bugs.</p>	Toronto Public Health	Vonnie Barron, SPRINT Senior Care
2.3.8 (Medium)	Develop a five-year plan to repair and retrofit Toronto Community Housing Corporation seniors housing.	Social Development, Finance & Administration; Toronto Community Housing Corporation; Shelter, Support & Housing Administration; Toronto Central Local Health Integration Network	Nazeefah Laher, Wellesley Institute

		Community Sponsor: Wellesley Institute	
2.3.9 (Medium)	Create retrofit senior-cohousing by applying the principles of senior-cohousing to existing infrastructure, homes, and communities to support a fast expansion of senior-cohousing.	Community Sponsor: CARP	Marissa Semkiw, CARP
2.4 Safety and Well-Being			
2.4.1 (Short)	Office of Emergency Management to provide messaging and content to Shelter, Support & Housing Administration (SSHA) so that information pertaining to Personal Preparedness for Seniors can be included in the SSHA annual publication known as the "Senior's Guide". <i>Expected Outputs/Outcomes:</i> Space is devoted for preparedness information directed towards seniors in the 2017 Seniors Guide.	Shelter, Support & Housing Administration; contributions from Office of Emergency Management	Office of Emergency Management
2.4.2 (Short)	Office of Emergency Management to add to its webpage information specifically directed to seniors' personal preparedness. This messaging should be consistent with messaging from the Province. <i>Expected Outputs/Outcomes:</i> New seniors' specific information available on the Emergency Management Webpage.	Office of Emergency Management	Office of Emergency Management
2.4.3 (Short)	Office of Emergency Management (OEM) to endeavour to work with Resident Associations (R/A) across Toronto to encourage the concept of Wellness Checks on isolated and vulnerable seniors within each R/A boundary. <i>Expected Outputs/Outcomes:</i> 1) Materials from the OEM are available for download; 2) Presentations at R/A Meetings on how to assist R/A's in preparing and organizing on who to do Wellness Checks on seniors in their areas.	Office of Emergency Management	Office of Emergency Management
2.4.4 (Short)	Update and release both hard copies and an accessible PDF online of "Services for Seniors in Toronto," a directory of government and community services available to vulnerable and low-income seniors.	Shelter, Support & Housing Administration	Shelter, Support and Housing Administration
2.4.5 (Short)	The City to bring support into seniors' homes by identifying housing locations with a significant number of seniors with complex needs, and establish partnerships with health service providers and community support agencies who will provide support for those residents to ensure they are supported appropriately and housed safely and sustainably.	Shelter, Support & Housing Administration	William Shin, LOFT Community Services

	<p><i>Expected Outputs/Outcomes:</i> 1) Fewer emergency department visits and hospital admissions; 2) Fewer 911 calls; 3) Reduced stress on City of Toronto staff managing these housing locations; 4) Reduced number of seniors placed in long-term care because support could not be arranged at home; 5) Reduced alternate level of care pressure on hospitals; 6) More seniors living independently at home.</p>	<p><i>Community Sponsor:</i> LOFT Community Services</p>	
2.4.6 (Short)	<p>Improve elevator repair and safety.</p> <p><i>Expected Outputs/Outcomes:</i> Stronger enforcement of elevator repair.</p>	<p>Municipal Licensing & Standards</p> <p><i>Community Sponsor:</i> Federation of Metro Toronto Tenants Association</p>	Geordie Dent, Federation of Metro Tenants Association
2.4.7 (Short)	<p>Support efforts to reduce exposure to extreme heat in apartments.</p> <p><i>Expected Outputs/Outcomes:</i> Decrease in heat related health issues and fatalities.</p>	Municipal Licensing & Standards; Toronto Public Health	N/A
2.4.8 (Medium)	<p>Based on the model of the American Red Cross' Home Fire Campaign, Toronto Fire Services to develop a program for senior homeowners to: 1) Check existing smoke alarms; 2) Replace batteries; 3) Install new smoke alarms or carbon monoxide alarms (if needed); and 4) Educate seniors on home fire safety.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Improved levels of fire and life safety of seniors still living in their own home; 2) Reduction in the number of fires, fire deaths and injuries, and property loss.</p>	<p>Toronto Fire Services</p> <p><i>Community Sponsor:</i> Canadian Red Cross</p>	Stephanie Etkin, Canadian Red Cross
2.4.9 (Medium)	<p>Increase the number of programs that offer opportunities for seniors living in Toronto Community Housing buildings or neighbourhoods with high concentration of seniors (either living in buildings, or in the proposed Transit Seniors Safety Zones), to meet other seniors, socialize, and connect with people for their well-being. By promoting face-to-face connection through volunteer activities, or shared interests, such as health maintenance, reading and/or learning, recreational and exercise programs, and healthy/affordable meals, seniors can be prevented from being socially isolated.</p>	<p>Shelter, Support & Housing Administration; Possibility to align with Ministry of Senior Affairs Community Grants; Toronto Community Housing Corporation can share data with Local Health Integration Networks;</p>	Sue Lantz & Suzanne Schwenger

	<i>Expected Outputs/Outcomes:</i> 1) High level awareness, practice, and culture building; 2) Specific programs in place to increase opportunities for seniors to connect to other people; 3) Targeted approach in place to reach and support seniors who report that they do not have one person to call upon for help.	Dorina Rico (Director of Resident Community Services at Toronto Community Housing Corporation)	
2.4.10 (Medium)	Advance Long-Term Care Homes & Services 2016-2020 Service Plan strategic leadership priorities related to research opportunities and innovation including Francophone seniors' services. <i>Expected Outputs/Outcomes:</i> 1) Availability of educational opportunities for seniors and caregivers related to healthy aging; 2) Integration of evidence-based leading practice into care and service delivery; 3) Provision of services for emerging minority linguistic groups.	Long-Term Care Homes & Services	Long-Term Care Homes & Services
2.5 Tenant Rights			
2.5.1 (Short)	Explore how Municipal Licensing & Standards can promote tenants' rights with landlords (e.g. seniors' accommodation, unit prep for bedbugs, taking out garbage).	Municipal Licensing & Standards	Office of Emergency Management
2.5.2 (Short)	Require landlord training on human rights accommodations via new regulatory bylaw. <i>Expected Outputs/Outcomes:</i> Landlords have a better understanding of their requirements under the Ontario Human Rights Commission.	Municipal Licensing & Standards or Shelter, Support & Housing Administration	Geordie Dent, Federation of Metro Tenants Association
2.5.3 (Medium)	Require landlords to provide requirements around safety and security systems. <i>Expected Outputs/Outcomes:</i> City funds expanded Vertical Watch programs, and could require landlords through Municipal Licensing & Standards to provide security systems and access to data.	Municipal Licensing & Standards or Toronto Public Health	Geordie Dent, Federation of Metro Tenants Association
2.6 Coordination and Partnerships between Service Providers			
2.6.1 (Short)	Strengthen community partnerships and linkages with seniors-focused non-profit organizations and educational institutions, and expand volunteer opportunities to engage diverse resident and client groups. <i>Expected Outputs/Outcomes:</i> Improved quality of life for seniors, especially low-income, those who are housing insecure, and socially isolated.	Long-Term Care Homes & Services; Shelter, Support & Housing Administration	Long-Term Care Homes & Services

2.6.2 (Short)	Increase communication and connectivity between hospitals, shelters, and housing providers when vulnerable seniors with ongoing healthcare support needs are being discharged from hospital care.	Shelter, Support & Housing Administration	Shelter, Support and Housing Administration
2.7 City of Toronto Planning			
2.7.1 (Short)	Develop criteria to prioritize Secondary Plan reviews of neighbourhoods with a high percentage of senior population.	City Planning <i>Community Sponsor:</i> Canadian Urban Institute	Glen Miller, Canadian Urban Institute
2.7.2 (Medium)	Target brownfield sites for age-friendly redevelopment to provide expanded housing choice and amenities for seniors.	City Planning <i>Community Sponsor:</i> Canadian Urban Institute	Glen Miller, Canadian Urban Institute
2.7.3 (Short)	City Planning to continue to take a proactive approach in considering and integrating age-friendly policies as outcomes of planning studies.	City Planning	City Planning

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

Proposal # (Timeline)	Description	Internal & External Stakeholders	Proposed by
3.1 Road Safety			
3.1.1 (Short)	Transportation Services to implement advanced green light for pedestrians to increase pedestrian visibility and reduce likelihood of left turn collision with pedestrians at signalized intersections. <i>Expected Outputs/Outcomes:</i> 1) Increased pedestrian visibility; 2) Reduced likelihood of left turn collision with pedestrians at signalized intersections.	Transportation Services <i>Community Sponsor:</i> Walk Toronto	Transportation Services
3.1.2 (Short)	Transportation Services to implement accessible pedestrian signals at locations with collision history, in addition to requests and new intersections. <i>Expected Outputs/Outcomes:</i> Improved road safety for seniors and other visually impaired pedestrians by assisting them with crossing at signalized intersections.	Transportation Services <i>Community Sponsor:</i> Walk Toronto	Transportation Services

3.1.3 (Short)	<p>Transportation Services to develop a program to install new mid-block pedestrian crossings based on revised warrants and data-driven process in collision-prone locations, including areas frequented by seniors.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Provision of protected crossings for pedestrians; 2) Improved road safety for pedestrians.</p>	<p>Transportation Services</p> <p><i>Community Sponsor:</i> Walk Toronto</p>	<p>Transportation Services</p>
3.1.4 (Short)	<p>Transportation Services to work with Toronto Police to implement data-driven enforcement in Senior Safety Zones and areas frequented by seniors to promote compliance with traffic rules and to deter dangerous road user behaviour.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Promotion of compliance with traffic rules; 2) Deterrence of dangerous road user behaviour.</p>	<p>Transportation Services</p>	<p>Transportation Services</p>
3.1.5 (Short)	<p>Transportation Services to work to expand the red light camera program to improve road safety and reduce occurrences of killed and seriously injured (KSI) collisions resulting from red light running.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Improved road safety; 2) Reduced occurrences of KSI collisions resulting from red light running.</p>	<p>Transportation Services</p> <p><i>Community Sponsor:</i> Walk Toronto</p>	<p>Transportation Services</p>
3.1.6 (Short)	<p>Transportation Services to work with road safety partners to educate and raise awareness for seniors and the public on seniors' vulnerability on roadways.</p> <p><i>Expected Outputs/Outcomes:</i> Education and raised awareness for seniors and the public on seniors' vulnerability on roadways.</p>	<p>Transportation Services</p> <p><i>Community Sponsor:</i> Walk Toronto</p>	<p>Transportation Services</p>
3.1.7 (Short)	<p>Transportation Services to conduct reviews on the feasibility and effectiveness of automated pedestrian detection.</p> <p><i>Expected Outputs/Outcomes:</i> Improved road safety for pedestrians trying to cross the road at signalized intersections.</p>	<p>Transportation Services</p> <p><i>Community Sponsor:</i> Walk Toronto</p>	<p>Transportation Services</p>
3.1.8 (Short)	<p>Transportations Services to implement no right-turn-on-red prohibitions at key high pedestrian volume locations where right-turns-on-red have been a contributing factor to killed and seriously injured (KSI) collisions.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Improved road safety; 2) Reduced occurrences of KSI collisions resulting from right turning vehicles.</p>	<p>Transportation Services</p> <p><i>Community Sponsor:</i> Walk Toronto</p>	<p>Transportation Services</p>

3.1.9 (Short)	<p>Transportation Services to conduct proactive road safety audits to identify immediate deficiencies and issues and determine appropriate short-term and long-term remedial actions to improve road safety for all road users.</p> <p><i>Expected Outputs/Outcomes:</i> Improved road safety for all road users.</p>	<p>Transportation Services</p> <p><i>Community Sponsor:</i> Walk Toronto</p>	<p>Maureen Coyle, Walk Toronto</p> <p>Transportation Services</p>
3.1.10 (Short)	<p>Transportation Services to work to enhance the existing Geometric Safety Improvement Program through the addition of a proactive and data-driven component to reduce safety risk for all road users at intersections.</p> <p><i>Expected Outputs/Outcomes:</i> Improved road safety for all road users.</p>	<p>Transportation Services</p> <p><i>Community Sponsor:</i> Walk Toronto</p>	<p>Transportation Services</p>
3.1.11 (Short)	<p>In collaboration with Transportation Services, explore options to improve snow clearing on sidewalks and provide information and education to reduce wintertime slips and falls.</p> <p>The report <i>Preventing Injuries from Wintertime Slips and Falls in Toronto</i> considered by the Board of Health and Toronto Public Works and Infrastructure Committee in 2016 noted that older adults are especially vulnerable to emergency department visits and hospitalizations as a result of slips and falls when sidewalk conditions are snowy or icy, as well as isolation related to fear of walking in those conditions.</p> <p><i>Expected Outputs/Outcomes:</i> Decrease in wintertime slips and falls among seniors/older adults and vulnerable populations.</p>	<p>Several City divisions and community partners</p>	<p>Toronto Public Health</p>
3.2 Public Transportation			
3.2.1 (Medium)	<p>Provide appropriate funding for a world-class transit system. Toronto Transit Commission funding is out of step with other jurisdictions.</p>	<p><i>Community Sponsor:</i> CARP</p>	<p>Marissa Semkiw, CARP</p>
3.2.2 (Short)	<p>Provide transit discount for seniors between hours of 10:00am and 3:00pm. All other hours, seniors pay regular seniors' fares.</p>	<p><i>Community Sponsor:</i> CARP</p>	<p>Marissa Semkiw, CARP</p>
3.2.3 (Medium)	<p>Fully implement real time escalator and elevator maintenance system.</p> <p><i>Expected Outputs/Outcomes:</i> Toronto Transit Commission riders have real time information on the availability of Toronto Transit Commission accessibility features when planning their trip.</p>	<p>Toronto Transit Commission/Wheel- Trans</p>	<p>Toronto Transit Commission</p>
3.2.4 (Medium)	<p>Work with City of Toronto Transportation Services to increase the number of bus shelters at transit stops.</p>	<p>Toronto Transit Commission/Wheel- Trans</p>	<p>Toronto Transit Commission</p>

	<i>Expected Outputs/Outcomes:</i> Improved access to public transit for seniors and anyone with limited mobility.		
3.2.5 (Medium)	Toronto Transit Commission to work with Social Development, Finance & Administration to identify seniors residences in close proximity to bus stops and review scope and options for protected crossing and/or stop relocation as best as possible. <i>Expected Outputs/Outcomes:</i> Improved safety for seniors and all riders.	Toronto Transit Commission; with support from Social Development, Finance & Administration	Toronto Transit Commission
3.2.6 (Medium)	Expand accessible fleet for Wheel-Trans for deployment at seniors community hubs.	<i>Community Sponsor:</i> Care Watch Ontario	Michèle Harding, Care Watch Ontario
3.2.7 (Medium)	Increase community bus ridership and launch new community bus routes (pending the successful outcome of pilot project September 2017 to June 2018). <i>Expected Outputs/Outcomes:</i> 1) Greater independence for seniors; 2) Customers with disabilities able to use community bus routes instead of Wheel-Trans door-to-door trips.	Toronto Transit Commission/Wheel-Trans	Toronto Transit Commission
3.3. Taxis and Ride-Sharing			
3.3.1 (Medium)	AGE-WELL, Uber, Revera, the City of Toronto and other interested agencies should come together to ensure full implementation of uberASSIST and uberCENTRAL in Toronto. Almost 10% of Toronto Seniors Strategy 2.0 Survey respondents use taxis or Uber services and 18% rely on rides from family, friends, or neighbours. <i>Expected Outputs/Outcomes:</i> 1) Toronto is an age-friendly city for future generations by benefiting older adults to maintain their independence when they want to travel within the city; 2) Caregiver burden is reduced when it comes to providing transportation.	<i>Community Sponsor:</i> AGE-WELL	Jeanie Zabukovec, AGE-WELL
3.3.2 (Medium)	Amend transportation by-laws relating to the provision and operation of taxi and similar transportation services (including so-called “ride-sharing” services) offered to the public for hire (collectively referred to as “taxi” services) to require that all providers operating within the City have a minimum of 75% of their fleet vehicles be fully accessible by 2030. The by-law amendment, with appropriate changes, is to apply also to independent drivers who use their individual vehicles to provide transportation services to the public for hire.	Municipal Licensing & Standards; Social Development, Finance & Administration <i>Community Sponsor:</i> Care Watch Ontario	Michèle Harding, Care Watch Ontario

	<p>City of Toronto to require that, effective 2019, all new and renewed licenses that provide and/or operate a taxi service require all new licensees to have accessible vehicles. Such provisions would provide that all new licensees have accessible vehicles. Included would be criteria and time lines for existing operators with multiple vehicles to transition to accessible vehicles as their existing fleet vehicles are being renewed or replaced.</p> <p><i>Expected Outputs/Outcomes:</i> 1) By-law amendments developed and adopted by Council, and implemented by 2019; 2) Revised "text" licensing provisions developed and implemented by 2019; 3) New or renewed taxi licenses issues to corporations or individuals by the City of Toronto Municipal Licensing & Standards based on and require operation of accessible vehicles; 4) Fleet operators and/or providers of taxi and similar services purchase only accessible vehicles to renew their fleet; 5) Seniors or anyone with mobility limitations especially people using wheelchairs or walkers able to hail a taxi and receive service in an accessible vehicle without a significant (20 to 30 minute) time delay.</p>		
3.3.3 (Long)	<p>The City of Toronto to double the number of accessible taxis or vehicles assigned to Toronto Rides by 2020. Effective 2018, co-locate at least 2 such vehicles at each Community HUBS in Priority Areas, to ensure that seniors have access and can participate in Community HUBS programming.</p> <p><i>Expected Outputs/Outcomes:</i> 20 accessible vehicles are deployed to Community HUBS in neighbourhood improvement areas by 2018.</p>	<p>Municipal Licensing & Standards</p> <p><i>Community Sponsor:</i> Care Watch Ontario</p>	<p>Michèle Harding, Care Watch Ontario</p>
3.3.4 (Short)	<p>Provide free training to all taxi drivers on how to appropriately and safely assist frail seniors and clients using mobility devices, such as wheelchairs or walkers, by 2019. Such training should include assisting clients in and out of vehicles, and loading and unloading mobility devices.</p> <p><i>Expected Outputs/Outcomes:</i> Accessibility training for drivers developed and implemented by 2018.</p>	<p>Municipal Licensing & Standards; Social Development, Finance & Administration</p> <p><i>Community Sponsor:</i> Care Watch Ontario</p>	<p>Michèle Harding, Care Watch Ontario</p>
3.4 Walkability, Active Transportation, and the Public Realm			
3.4.1 (Long)	<p>Toronto Public Health Chronic Disease and Injury Prevention (CDIP) works in partnership and collaborates with senior serving agencies to address one or more CDIP risk factors. Public Health supports service providers to</p>	<p>Toronto Public Health (Healthy Public Policy/Chronic Disease</p>	<p>Toronto Public Health</p>

	<p>increase their knowledge and skills. CDIP also works with agencies to build environmental supports and systems to promote healthy living for seniors.</p> <p>Activities can span the following categories: Networking and Collaboration; Creating Supportive Physical and Social Environments; Skill Building/Training; Identifying and Reviewing Resources to Build Awareness and Knowledge; and Advocacy.</p> <p><i>Expected Outputs/Outcomes:</i> Seniors serving agencies/service providers will gain knowledge and skills to address CDIP risk factors and will use their knowledge to promote healthy living among seniors and older adults.</p>	and Injury Prevention); Support from Toronto Public Health (Chronic Disease and Injury Prevention)	
3.4.2 (Medium)	<p>Improve access walkability, mobility, and accessibility in public spaces and facilities through the wayfinding strategy, including audits, new signage with accessibility information.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Development of toolkits; 2) Audits of spaces are arranged; 3) Interpreted data; 4) Creation of a report with recommendations for new signage and maps.</p>	<i>Community Sponsor:</i> Walk Toronto	Maureen Coyle, Walk Toronto
3.4.3 (Short-Medium)	<p>Transportation Services to explore commercial product available and/or custom design potential for a senior-specific public seat or bench, and, if feasible, develop installation criteria for City sidewalks and implement a pilot in appropriate areas.</p> <p><i>Expected Outputs/Outcomes:</i> A new street furniture element to be deployed in limited quantities and targeted to areas of the public realm frequented by seniors.</p>	Transportation Services <i>Community Sponsor:</i> Astral Media in partnership with Transportation Services, Walk Toronto	Transportation Services
3.5 Business Accessibility			
3.5.1 (Short)	<p>City of Toronto to request the Province of Ontario's Accessibility Directorate of Ontario to provide funding for businesses to retrofit their buildings to remove stepped entrances on private property.</p> <p>Many businesses are not accessible for wheelchair users. Sidewalks are often not wide enough for external ramps and renovations on private property are expensive for business owners, but are often the only way to achieve barrier free access to buildings.</p>	Transportation Services; City Manager's Office <i>Community Sponsor:</i> Commitment to Community (C2C) Seniors Committee	Adina Lebo, Commitment to Community (C2C) Seniors Committee

3.5.2 (Medium)	Establish an “age friendly business standard” and logo for display in store windows.	Economic Development & Culture <i>Community Sponsor:</i> Toronto Association of Business Improvement Areas, Toronto Council on Aging	Michèle Harding, Care Watch Ontario
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4. EMPLOYMENT AND INCOME - Promoting Financial Independence and Addressing Ageism

Proposal # (Timeline)	Description	Internal & External Stakeholders	Proposed by
4.1 Employment Preparation and Opportunities			
4.1.1 (Medium)	Through strategic partnerships, the Toronto Public Library could expand and promote services, programs, and resources specific for older adult job seekers and entrepreneurs. Target can be set at 100 programs to be delivered at branch locations across the City of Toronto. <i>Expected Outputs/Outcomes:</i> Increased percentage of older adults in education or training compared to population.	Toronto Public Library	Toronto Public Library
4.1.2 (Medium)	The Toronto Employment and Social Services to develop and implement itinerant and self-serve employment and social service offerings across its 19 Employment Centres that respond to the needs of older adults (45+) and senior Ontario Works clients (60+) by working with partners in government and in the community. <i>Expected Outputs/Outcomes:</i> 1) Improved access to information on additional sources of income (Old Age Security, Canadian Pension Plan, etc.); 2) Employment and social services that meet the needs of older Ontario Works clients and job seekers.	Toronto Employment & Social Services	Toronto Employment & Social Services
4.1.3 (Short)	Leverage Toronto Employment & Social Services’ work-based learning, training, and employment programs to increase opportunities for older job seekers (45+) in receipt of Ontario Works.	Toronto Employment & Social Services	Toronto Employment & Social Services

	<i>Expected Outputs/Outcomes:</i> Improved skill development and employment outcomes for older workers in receipt of Ontario Works.		
4.1.4 (Short)	<p>Toronto Employment & Social Services to design and deliver age appropriate employment preparation, financial empowerment, and digital literacy workshops for older workers (45+) and senior Ontario Works clients (60+).</p> <p><i>Expected Outputs/Outcomes:</i> Increased access to activities and information specifically designed for and targeted to older workers to help them develop new skills and knowledge, and delivery using age appropriate methods/approaches.</p>	Toronto Employment & Social Services	Toronto Employment & Social Services
4.1.5 (Medium)	<p>Expand Toronto Public Library (TPL)'s Pop Up Learning Labs (PULLs) to deliver digital technology and training (e.g. mobile recording studio for oral histories, Skype demonstrations) to seniors in the community. Target can be set at 300 programs to be delivered at TPL Learning Centres and 2 PULLs to visit locations across the City.</p> <p>In partnership with a post-secondary institution, TPL could engage older adults in a study to determine how to best promote e-content and resources to older adults who are non-users.</p> <p>Best practices in supporting digital transition for older adults can be documented and shared.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Increased percentage of older adults in TPL programs compared to population; 2) Increased percentage of older adults with internet access; 3) Increased access to current and emerging technology, training, and expertise to promote digital literacy and inclusion.</p>	Toronto Public Library	Toronto Public Library
4.1.6 (Short)	Expand programs to support older adult employment and entrepreneurship.	<p>Toronto Public Library</p> <p><i>Community Sponsor:</i> Toronto Council on Aging</p>	Lilian Wells, Toronto Council on Aging

4.2 Reduced Ageism in the Workplace and Society

4.2.1 (Short)	Involve older adults in creating and delivering age-friendly workshops and campaigns to combat ageism in the workplace. In being explicit about seeking older adult volunteers or paid positions, this has the impact of embodying the “nothing for us without us” imperative and actively combating ageism in the process.	<i>Community Sponsor:</i> Toronto Council on Aging	Lilian Wells, Toronto Council on Aging
4.2.2 (Short)	Educate employers to keep older workers employed and supported.	N/A	N/A
4.2.3 (Medium)	Develop and implement a City of Toronto LGBTQ-inclusive Anti-Ageism Campaign, modeled on #RespectYourElders campaign, to challenge assumptions made about the experiences of older members of the Lesbian, Gay, Bisexual, Trans and Queer (LGBTQ) communities <i>Expected Outputs/Outcomes:</i> 1) Intergenerational understanding, respect, and connectivity are fostered; 2) Increased staff capacity to foster safe and LGBTQ-inclusive care environments.	Social Development, Finance & Administration (could leverage funding from Ministry of Senior Affairs and Dementia Strategy); Supporting Our Youth; Senior Pride Network <i>Community Sponsor:</i> The 519	Kate Hazell, The 519
4.3 Financial Knowledge			
4.3.1 (Medium)	Develop e-learning support for seniors in banking, property tax, abatement, shopping, etc.	Toronto Public Library <i>Community Sponsor:</i> Ontario Securities Commission; Toronto Council on Aging	Lilian Wells, Toronto Council on Aging
4.3.2 (Medium)	Work with seniors organizations to offer Protect Your Money presentations which includes fraud prevention and investing information. Distribute Protect Your Money resources at seniors events or through organizations that support seniors. Work with the Ontario Securities Commission’s Seniors Expert Advisory Committee to obtain a better understanding of investor issues and needs across various investor demographics, to develop a seniors strategy to provide targeted approaches to address seniors’ issues.	<i>Community Sponsor:</i> Ontario Securities Commission	Christine Allum, Ontario Securities Commission

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

Proposal # (Timeline)	Description	Internal & External Stakeholders	Proposed by
5.1 Information on Seniors Programs and Services			
5.1.1 (Short)	<p>Maintain an online calendar for events and/or workshops for seniors (60+), caregivers, spouses, children, etc. This is a calendar where community groups who provide any event-based resources, workshops, trainings or other supports in the community for older adults who provide care, can put their events.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Number of clicks on events; 2) Web-form to track online calendar traffic; 3) One place to keep caregiver events for public access.</p>	<p>Shelter, Support & Housing Administration</p> <p><i>Community Sponsor:</i> The Neighbourhood Group; Alzheimer Society of Toronto</p>	Kathy Jay, The Neighbourhood Group
5.1.2 (Medium)	Create a seniors-focused one-stop portal for all services provided by City.	Shelter, Support & Housing Administration	N/A
5.1.3 (Short)	<p>Update and release the next version of “Services for Seniors in Toronto”.</p> <p>Likely a blend of internet, paper versions, potentially in multiple languages. Seniors involved in the co-design would be helpful.</p>	Shelter, Support & Housing Administration	N/A
5.1.4 (Short)	<p>City of Toronto to expand the Toronto for All strategy to include 2 public education campaigns on: 1) How to access community support services in Toronto; and 2) Combating ageism in public and private places. The new campaigns should be launched during Seniors Month 2018.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Development of print materials suitable for posting in City buildings and Toronto Transit Commission facilities, including shelters; 2) Development of electronic materials suitable for posting on the City’s website and for public service spots on radio and television; 3) Development of resource materials suitable for use in public education sessions by a variety of groups; 4) Seniors, caregivers, and service providers have improved understanding on how to access appropriate community support services; 5) Torontonians have a better understanding of, and strategies to assist them to address ageism when it is encountered; 6) Reduced incidents of ageism in service provision and increased sense of inclusion, respect, and safety among seniors.</p>	<p>Social Development, Finance & Administration; 311 Office; Toronto Transit Commission; Toronto Community Housing Corporation</p> <p><i>Community Sponsor:</i> Care Watch Ontario; Toronto Council on Aging</p>	Michèle Harding, Care Watch Ontario

5.1.5 (Short)	Actively seek to increase public awareness about the Toronto Seniors Strategy 2.0 and the City's progress, as well as other projects and initiatives being conducted by other organizations (e.g. AGE-WELL, Canadian Urban Institute).	<i>Community Sponsor:</i> Toronto Council on Aging	Lilian Wells, Toronto Council on Aging, Toronto Council on Aging
5.1.6 (Short)	<p>Toronto Public Library (TPL) to deliver workshops on how to navigate online government service. A target to be set at 18 programs for delivery at TPL Learning Centres across the City of Toronto. Currently, TPL staff provides a broad range of information to support healthy living and aging, appropriate referrals, and guide access to print and electronic resources.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Torontonians have continuous, lifelong and self-directed learning opportunities to develop multiple literacies that support health, education, employment, and entrepreneurship, and to enhance their quality of life; 2) Increase in percentage of older adults served compared to population; 3) Increase in percentage of older adults in TPL programs compared to population.</p>	<p>Toronto Public Library</p> <p><i>Community Sponsor:</i> Toronto Council on Aging</p>	Toronto Public Library
5.2 Information and Training for Service Providers and City of Toronto Staff			
5.2.1 (Medium)	<p>The Alzheimer Society of Toronto recommends that the City of Toronto adds dementia education to its mandatory Accessibility for Ontarians with Disabilities Act e-Learning course "Serve-ability: Transforming Ontario's Customer Service" to ensure that employees, volunteers, and all other personnel, including third party contractors, who deal with members of the public or other third parties on behalf of the City or, who participate in developing City policies, practices, or procedures on the provision of goods and services can understand what dementia is and how to provide customer service that is dementia-friendly.</p> <p>City of Toronto employees who come into contact with, or design services or environments that impact people living with dementia and their care partners, should receive Dementia-Friendly Communities facilitated training. This way the City of Toronto can be recognized as dementia friendly and people living with dementia and their care partners can feel safe and included in their city.</p>	<p>Social Development, Finance & Administration; Toronto Fire Services; 311 Toronto; Toronto Public Library; Revenue Services; Transportation Services; Parks, Forestry & Recreation</p> <p><i>Community Sponsor:</i> The Alzheimer Society of Toronto</p>	Stephanie Massot, The Alzheimer Society of Toronto
5.2.2 (Medium)	Toronto Public Library (TPL) to offer staff training to develop awareness and competency about seniors, healthy aging, and seniors' issues. Target to have 24 training sessions delivered to staff, 4 public workshops, 25 in-person consultations, and 2 information sessions for staff delivered by the	Toronto Public Library	Toronto Public Library

	<p>in-residence expert. TPL could host a gerontologist and/or academic with expertise in healthy aging.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Library staff have the skills and competencies to support excellent service delivery; 2) TPL has the financial resources to deliver strategic outcomes; 3) Increase in number of older adults who feel environment and welcoming and supportive; 4) More positive social attitude towards aging and older adults.</p>		
5.2.3 (Medium)	<p>The City to develop training for staff (e.g. library staff) to combat the stigma of aging and mental health and addictions, including mental health, first aid, and understanding dementia.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Improved customer service; 2) Higher level of respect between City staff and residents facing mental health and addiction issues that could result in fewer altercations, complaints, and negative experiences for everyone involved; 3) Improved quality of life for seniors and individuals with mental health and addiction issues once they are treated with dignity allowing them to feel like they are part of the community.</p>	<p>Social Development, Finance & Administration; Support from 311 Toronto; Toronto Fire Services; Office of Emergency Management; Parks, Forestry & Recreation; Toronto Public Health; Revenue Services</p> <p><i>Community Sponsor:</i> LOFT Community Services</p>	William Shin, LOFT Community Services
5.2.4 (Medium)	<p>Train City staff to address ageism and the aging process via the application of a health equity lens and anti-racism and anti-oppression framework in planning and implementing strategies.</p> <p><i>Expected Outputs/Outcomes:</i> 1) Increased capacity within the City's workforce and the community to address ageism through education, training, and awareness raising by incorporating a health equity lens; 2) City of Toronto staff are aware of and gain tools to address ageism and age-related discrimination against seniors and older adults; 3) Seniors and older adults 65 years and older living in the City of Toronto are treated with respect and report fewer incidents of age-related discrimination; 4) Recognition of the role that intersectionality plays in compounding the impact and experience of ageism and learn to apply a health equity lens and anti-racism and anti-oppression framework in planning and</p>	<p>Equity, Diversity & Human Rights Division; City Manager's Office; Social Development, Finance & Administration; Toronto Public Health (Healthy Communities); Other City Divisions; Toronto Public Service Learning Centre; Enterprise eLearning Initiative</p>	Toronto Public Health

	implementing inclusive strategies to address ageism among seniors and older adults.		
5.2.5 (Short)	Consider AGE-WELL when piloting solutions and establishing pilot sites in Toronto related to technology and environmental design. AGE-WELL can provide consultation on any future plans and take the lead on any aspects involving technology. AGE-WELL can also provide access to core facilities at Toronto Rehab including Stair Lab, Winter Lab, and Driver Lab.	<i>Community Sponsor:</i> AGE-WELL	Jeanie Zabukovec, AGE-WELL
5.2.6 (Medium)	Provide comprehensive Lesbian, Gay, Bisexual, Trans, and Queer (LGBTQ)-Inclusion Training for City of Toronto staff in seniors service provider environments. <i>Expected Outputs/Outcomes:</i> 1) Challenge assumptions made about the experiences of older members of LGBTQ communities; 2) Build capacity of staff to foster safe and LGBTQ-inclusive care environments; 3) Develop measurable action plans to foster safe and LGBTQ-inclusive care environments that protect the dignity of older LGBTQ adults and their families and friends.	Social Development, Finance & Administration; Senior Pride Network; City of Toronto <i>Community Sponsor:</i> The 519	Kate Hazell, The 519
5.3 Community Engagement and Consultation			
5.3.1 (Short)	Toronto Public Library (TPL) to define and implement a process for local community consultation to engage older adults more broadly, raise their awareness about library service, and gather feedback for service planning and delivery. TPL should also actively promote volunteer opportunities to older adults as way to engage and promote civic participation. TPL has piloted the concept of an advisory group to engage older adults in library service planning. The target is to reach a 5% increase in the number of older adult volunteers and host 18 consultations at 18 branch locations across the City of Toronto. <i>Expected Outputs/Outcomes:</i> 1) Torontonians have access to programs and activities to support and enhance diverse cultural experiences, and library collections that reflect their cultural interests and needs; 2) A 5% increase in number of older adult volunteers at TPL; 3) 18 consultation sessions are offered at TPL; 4) Increased seniors participation in decision making.	Toronto Public Library	Toronto Public Library