



Progress on the Implementation of Toronto Seniors Strategy 1.0

Date: November 17, 2016

To: Community Development and Recreation Committee

From: Executive Director, Social Development, Finance and Administration

Wards: All

SUMMARY

On May 7, 2013, Council unanimously adopted the Toronto Seniors Strategy ("1.0") as an integrated effort to make Toronto more age-friendly. It set out 91 recommended actions, identifying the City Division or Agency responsible for implementation, a timeline and progress measure. As part of the rigorous accountability approach, staff report back to Community Development and Recreation Committee annually on the status of each recommended action - whether it is fully, partially or not at all implemented and includes an explanation of why that is the case.

The first Progress Report went forward to Community Development and Recreation Committee on November 25, 2015. At that time, 86 of the 91 recommended actions were either fully or partially implemented. This is a 95% implementation rate.

This is the second Progress Report. After three years, 90 of the 91 recommended actions are either fully or partially implemented. This is a 99% implementation rate. In 2016, 60% of recommended actions moved are now fully complete and 38% of recommended actions are partially complete.

This report also highlights some of the actions taken in 2016 to make the city more age-friendly and describes efforts underway to co-create the next version of the City's age-friendly plan - Toronto Seniors Strategy 2.0 - with older Torontonians, caregivers, community partners, other orders of government and ageing experts.

RECOMMENDATIONS

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

1. Community Development and Recreation Committee receives this report for information.

FINANCIAL IMPACT

There are no financial implications arising from this report.

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

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>)

When City Council unanimously adopted the Toronto Seniors Strategy on May 7, 2013, it directed the Executive Director, Social Development, Finance and Administration, to coordinate and monitor the implementation of the Toronto Seniors Strategy and provide a progress report to the Community Development and Recreation Committee in 2015.

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

The first progress report was adopted by Community Development and Recreation Committee on November 25, 2015 with amendments and adopted as amended by Council on December 9, 2015.

(<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.CD8.1>) The amendments are as follows:

1. City Council request the Executive Director, Social Development, Finance and Administration to work with the Accountability Table to finish implementing the 2013 Toronto Seniors Strategy and to develop the next version - Toronto Seniors Strategy 2.0.
2. City Council request the Executive Director, Social Development, Finance and Administration to report to the Community Development and Recreation Committee in the second quarter 2016 on:

- a. the benefits of community dining for seniors;
- b. the operations of the New York City community dining model; and
- c. locations in Toronto where community dining programs currently operate.

3. City Council request the General Manager, Transportation Services to report to the Public Works and Infrastructure Committee in the first quarter 2016 on intersections without automatic pedestrian signals which are close to seniors homes and options to increasing safety.

4. City Council appoint Councillor Josh Matlow as Seniors Advocate for the City of Toronto for a term of office until December 31, 2016 and until a successor is appointed.

This report responds to the May 7, 2013 Council request to provide a progress report on the Toronto Seniors Strategy (1.0) to the Community Development and Recreation Committee annually beginning in 2015.

The information requested in item 2 above is provided in Appendix C.

COMMENTS

As work began to develop the original Toronto Seniors Strategy 1.0 in 2012, staff gathered all City report recommendations related to older Torontonians since amalgamation. Staff identified seven major reports:

1. The 1999 Senior's Task Force report, "Building a City for All Ages"
2. The 2002 Senior's Assembly report, "Rebuilding Respect"
3. The 2005 Parks, Forestry and Recreation report, "Seniors Recreation Strategy"
4. The 2006 Mayor's Roundtable on Seniors report, "Housing Toronto Seniors"
5. The 2008 Toronto Community Housing report, "Seniors Implementation Framework 2008-2010"
6. The 2009 Affordable Housing report, "Housing Opportunities Toronto"
7. The 2009 LTCHS report, "Age-Friendly Communities: A Toronto for All"

Within these seven reports, 246 discrete recommendations were identified related to seniors. For each one, staff followed up to determine whether it was (a) fully implemented; (b) partially implemented or (c) not implemented.

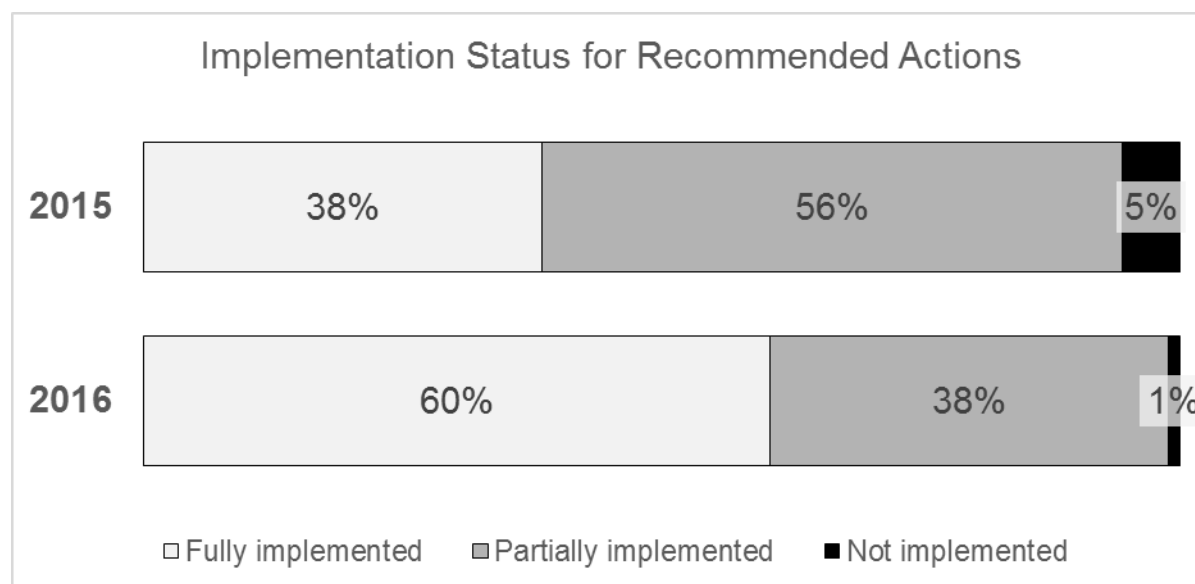
Further analysis revealed that recommendations were most likely to be fully implemented if they were directed to one of the City Divisions. Recommendations directed to City Agencies were implemented at a diminished rate and that continued to diminish with recommendations directed at the provincial or federal governments. For this reason, the Toronto Seniors Strategy 1.0 was developed with a specific focus on what is within the City's direct authority to manage and control. There are no recommendations in 1.0 directed to other orders of government.

Toronto Seniors Strategy 1.0 is important because it established a model of accountability that set the standard for many subsequent interdivisional strategies (e.g.,

Toronto Youth Equity Strategy, Toronto Strong Neighbourhood Strategy and the Poverty Reduction Strategy).

The following diagram illustrates movement in 2016 on the progress of implementing Toronto Seniors Strategy 1.0. As the chart shows, continued progress has been made on many of the recommended actions, with 60% now fully implemented and only 1% reporting no progress toward implementation.

Figure 1: Implementation Status for Recommended Actions



The following are just a few examples of actions taken as part of the Toronto Seniors Strategy 1.0 that have made a demonstrable difference in the lives of older Torontonians:

1. As part of 1.0, the Toronto Paramedic Services (TPS) worked with Mount Sinai hospital and Toronto Community Housing to identify high volume callers to 911. TPS applied to the Ministry of Health and Long-Term Care for approximately \$300,000 (one year, one time) to high Community Paramedics to visit those particular seniors to better understand their health and social support needs. In many cases, those seniors were calling 911 due for reasons unrelated to emergency medical needs (e.g. diminished capacity, literacy, language, a lack of understanding as to what support services exist or how to access them). Instead these vulnerable older Torontonians needed to be connected to community support services such as Meals on Wheels. After six months, the call volumes of these seniors was reduced by 49 per cent. This program demonstrated greater stewardship of public funds (City and Provincial) combined with better outcomes for the individual seniors. (Recommended Action 11h - fully implemented).

2. Revenue Services redesigned the Utility Bill to be with a much more user-friendly, easier to read and understand format. This new bill design contains clear language, larger print size, and contains accessibility design standards set out in the Accessibility

for Ontarians with Disabilities Act. This new bill is also available in accessible formats. (Recommended Action 14e - fully implemented).

3. Parks, Forestry and Recreation developed a Divisional Older Adult web page with specific information of interest to older Torontonians, including Community Recreation programs, facilities, permitting, and parks information including trails and golf. The page can be accessed at:

<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=47a15ef39b35d410VgnVCM1000071d60f89RCRD>

4. The Chief of Police has recently (September 2016) established a Chief's Community Consultative Committee comprised of key City, community and other partners to advise on issues related to the unique needs and vulnerabilities related to older Torontonians. Membership includes the Project Lead for the Toronto Seniors Strategy.

5. In 2016, Toronto Police Services developed and implemented new Officer training on effective recognition and reporting related to the abuse and neglect of older adults including the signs of physical, mental, emotional or sexual abuse, dementia, mental health crises and lack of independence with respect to activities of daily living.

6. Toronto Employment and Social Services (TESS) has added dedicated events to address the needs of older workers as part of its annual Workforce Development Month (October) calendar.

7. From 2012-2016, the Affordable Housing Office delivered federal, provincial and City investments to create 637 new affordable rental homes for seniors and to complete some 2,000 essential health, safety, energy-efficiency and accessibility repairs and modifications for seniors and persons with disabilities.

In addition to these more tangible improvements, in February 2016 the World Health Organization designated Toronto as the newest member of its age-friendly cities initiative. This international recognition is symbolic of Toronto's commitment to make the needs of older Torontonians a priority.

The City is currently working with the Accountability Table (table membership is listed in Appendix B) to co-create the next version of the Toronto Seniors Strategy - 2.0. The Accountability Table includes older Torontonians, caregivers, members of the Toronto Seniors Forum, 20+ City Divisions and Agencies involved in delivering services to seniors, other orders of government, hospitals, LHINs, CCACs, business, academic and research institutions, agencies serving seniors, seniors advocacy organizations, school boards, community funders and faith-based, ethno-racial, LGBT, indigenous and racialized seniors.

The Table is led by the architect of the Ontario Seniors Strategy, Dr. Samir K. Sinha, as well as the Seniors Advocate Councillor Josh Matlow. It has identified clear goals and outcomes for 2.0 and key indicators of age-friendliness such as the number of senior pedestrians killed or seriously injured on Toronto streets.

Staff, in close consultation with the Table, have also developed a survey/questionnaire tool to help inform the development of 2.0. The survey will be translated into the top ten languages spoken by seniors in Toronto.

In September 2016 staff initiated an ambitious and inclusive community engagement effort to reach out to older Torontonians, caregivers, agencies serving seniors and others to identify issues and barriers for older Torontonians that 2.0 may be able to address. A number of themes have emerged to date including pedestrian safety, access to information about government services for seniors and the need for more intergenerational connections. As of November 2016, staff have consulted 27 groups across 20 wards reaching over 600 older Torontonians.

Upon completion of the community engagement and analysis of the survey responses, staff, in partnership with the Accountability Table, will bring Toronto Seniors Strategy 2.0 forward to the Community Development and Recreation Committee in Fall 2017.

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SIGNATURE

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ATTACHMENTS

Appendix A: 2016 Progress Report on the implementation of Toronto Seniors Strategy 1.0 (91 Recommended Actions unanimously adopted by Council on May 7, 2013)

Appendix B: Accountability Table Membership

Appendix C: Community Dining Benefits, New York City Model and Toronto Locations