

Appendix A: 2016 Progress Report on the Implementation of Toronto Seniors Strategy 1.0

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
1a (Medium)	The City of Toronto will apply to the World Health Organization to join the international network of age-friendly cities and communities, develop a 3 year City-wide action plan based on the findings of a baseline assessment of age-friendliness, and identify indicators to monitor progress against this plan.	Social Development, Finance & Administration	Fully implemented	On February 22, 2016, the World Health Organization formally recognized Toronto as the newest member of their global age-friendly cities and communities initiative. The designation is valid for 3 years so the City must continue positive momentum on the age-friendly file to retain this significant international recognition.
1b (Medium)	The Chief of Police, or designate, will work in partnership with the City of Toronto through the Executive Director, Social Development, Finance and Administration to develop and implement expedited data-sharing agreements to support ongoing analysis of safety and quality of life of older Toronto residents.	Toronto Police Service	Partially implemented	The Chief of Police, or designate, will continue to work in partnership with the City of Toronto through the Executive Director, Social Development, Finance and Administration to further develop and implement mutual data-sharing agreements which support ongoing analysis of safety and quality of life of older Toronto residents. It is important to note that this partnership is increasingly effective and would benefit from the formalization of these efforts.
1c (Long)	The City of Toronto will seek funding to create a public awareness campaign to fight ageism and to improve communications of services and programs for older adults.	Social Development, Finance & Administration	Fully implemented	In close consultation with the Accountability Table and the Toronto Seniors Forum, SDFA is partnering with older Torontonians, Care Watch Toronto and Rivera to develop a campaign to challenge negative attitudes, stereotypes and misconceptions that can prevent older people from full community inclusion and active ageing. In 2016, the City partnered with an agency to apply for New Horizons for Seniors funding to develop this campaign.
2a (Short)	The Chief of Police, or designate, will encourage Community-Police Liaison Committees, the Chief's Community Advisory Council, and	Toronto Police Service	Fully implemented	In September 2016, the Chief of Police established a Chief's Seniors Community Consultative Committee with representation from the Legal community representing seniors, the

<b>Action # (Timeline)</b>	<b>Action</b>	<b>Lead Responsibility</b>	<b>Progress Update</b>	<b>Description</b>
	Community Consultative Committees across the service to address the safety issues of older adults.			architect for the Ontario Seniors Strategy, the Project Lead for the Toronto Seniors Strategy and many other stakeholders. Also, in November 2015, the Police dedicated an all-day Community Police Consultative Conference to address issues facing older Torontonians. Members of the Accountability Table and Toronto Seniors Forum participated as did the architect for the Ontario Seniors Strategy and Project Lead for the Toronto Seniors Strategy. CPLCs have, and will continue to host events and conferences to address the safety issues of older adults.
2b (Short)	Toronto Police Service will compile internal guides to assist front-line and investigative officers to access resources related to older adults, elder abuse and fraud.	Toronto Police Service	Partially implemented	In 2016, work to develop these guides commenced. The new Chief's Seniors Community Consultative Committee is providing advice and input into the new internal guides.
2c (Medium)	Toronto Police Service will improve the physical safety of older adults and enhance programs designed to protect them from becoming victims of violence or fraud by developing a public awareness campaign to increase community awareness on the issues and risks associated with elder abuse including financial abuse.	Toronto Police Service	Fully implemented	Information sessions on these issues are regularly delivered to Senior groups at divisional level and corporate level (361 sessions delivered in 2016). Pamphlets have been developed and are regularly distributed to Seniors. These pamphlets include: Senior Safety (Reduce the risk. Reduce the opportunity), Frauds and Scams Against Seniors, Distraction Theft (very much a Seniors theme) and more general pamphlets relevant to Senior Safety, Personal Safety, Identity Theft, Break and Enter Prevention and Apartment Security.
2d (Medium)	The Chief of Police, or designate, will work in partnership with the City of Toronto through the Executive Director, Social Development, Finance and Administration to provide victimization data related to	Toronto Police Service	Partially implemented	See the description under 1b.

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
	older Toronto residents on an ongoing, annual basis at a neighbourhood level of geography.			
2e (Long)	The Toronto Police Service will establish a Chief's Seniors' Advisory Committee comprised of key internal and external stakeholders with the goal of enabling dialogue, problem solving and innovation.	Toronto Police Service	Fully implemented	See the description under 2a.
2f (Long)	Toronto Police Service will develop and implement 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.	Toronto Police Service	Fully implemented	A five day, 40 hour, Elder Abuse Investigator Course was launched and offered three times in 2016.
3a (Short)	Shelter, Support & Housing Administration will review staff training programs and materials to ensure the needs of homeless and at risk older adults are adequately represented.	Shelter, Support, & Housing Administration	Fully implemented	SSHA is providing funding for the Toronto Hostels Training Centre's Older Homeless Population Certificate Program to help shelter staff and those working with the homeless population provide better services for homeless older adults. Also, SSHA is developing a housing first case management handbook which includes material discussing the needs of seniors. Furthermore, in 2016, staff developed an eviction prevention framework and are working on the development on a comprehensive eviction prevention strategy which will include actions to reduce the number of seniors who become homeless due to eviction.
3b (Medium)	Equity, Diversity & Human Rights will develop, promote, implement and evaluate an eLearning tutorial	City Manager's Office	Fully implemented	Equity, Diversity & Human Rights (EDHR) changed strategy, and instead developed Guide to Good Practice in-person training materials.

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
	<p>for City staff on A Guide to Good Practice: Providing equitable service to individuals of all abilities. The tutorial will provide information on best practices when communicating with vulnerable adults and the establishment of joint response protocols.</p>			<p>Supervisors and managers use these materials to train front-line staff who do not have regular access to computers. The kit includes a Word document, PowerPoint presentation, and Facilitator's Guide.</p> <p>The training materials were originally hosted on a Manager's Portal that did not have ability to track the usage rates. In May 2015 Human Resources, EDHR, and Strategic Communications divisions collaborated to reformat and refresh the training materials. As of August 2015 the updated training materials are being hosted on the City's Learning Management System, which has tracking functionality, indicating that managers in 6 City divisions have downloaded the training materials between August 2015 and June 2016. For in-person training materials, the system only measures downloads and not how many people were trained. Additional search key words will be added so this training is better promoted within the Learning Management System.</p> <p>In Summer 2016, Guide to Good Practice materials were also included in training for managers on AODA and Accommodating People with Disabilities. This training will be ongoing. By end of 2016, approximately 100 managers will have received Guide to Good Practice training materials through the AODA course.</p> <p>Progress Measure: Usage rates will be used as a measure of progress, and will be based on uptake by supervisors and managers to obtain the training materials. While the training module</p>

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
				is fully implemented, training on the subject matter will be ongoing
4a (Short)	Social Development, Finance & Administration will foster connections between the City's main advisory bodies for youth and older adults to identify opportunities for collaboration.	Social Development, Finance & Administration	Fully implemented	The Toronto Seniors Forum project on ageism (Still Acting Out) was completed in partnership with CareWatch Toronto and Ryerson University Students. In 2016, TSF applied for New Horizons for Seniors funding to improve intergenerational connections. This project plans to engage 250 youth and seniors. In 2016, the office space at City Hall previously reserved for TYC is now TYC-TSF shared space. This is resulting in greater connection and collaboration between the City's main advisory bodies for youth and seniors. On December 12, 2016 the two advisory bodies are co-hosting a lecture with retired academic Harry Kitchen to inform the development of their advocacy positions.
4b (Short)	Social Development, Finance & Administration will publicize existing and develop new intergenerational programming with school boards with a particular focus on promoting respect for older adults.	Social Development, Finance & Administration	Partially implemented	The responsibility of this recommended action is outside the jurisdiction of the City. Given the focus of 1.0 was to develop recommended actions that fall within the City's direct ability to manage and control, it should not have gone forward as part of 1.0. However, SDFA and the Accountability Table are working with Cyber-Seniors and other groups to improve intergenerational connects and co-publicize existing programming.
4c (Short)	Toronto Public Library will develop intergenerational programs that involve youth and older adults.	Toronto Public Library	Fully implemented	In 2015, 55 Cyber-Seniors programs were offered with 793 senior participants. 2016 information is not yet available.
4d (Long)	Social Development, Finance & Administration will expand funding to community groups to develop new intergenerational programming.	Social Development, Finance & Administration	Partially implemented	SDFA's Community Funding Unit is continuing its practice, started last year, of prioritizing intergenerational programming in its call for proposals, and in its allocations of funding within the funding envelope. Approximately 13% of the

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
				annual project funding grants budget was allocated to intergenerational programs across Toronto. In addition, the Community Investment Strategy Review, to be launched in early 2017, will include calls for proposals for projects serving seniors and advancing the Toronto Seniors Strategy in its list of funding priorities, along with other City strategies.
5a (Short)	Shelter, Support & Housing Administration will ensure community consultations on the consolidation of provincially-funded homelessness programs (Community Homelessness Prevention Initiative) include input and feedback on programs and services that would best meet the needs older adults who are homeless or at risk of homelessness.	Shelter, Support, & Housing Administration	Fully implemented	SSHA is implementing the 2014-2019 Housing Stability Service Plan, which builds on the input from community consultations including a focus group with seniors. The Housing Stability Service Plan (Strategic Action 5.2) identifies seniors as a specialized population and commits to ensuring that housing services are responsive to the needs of specific client groups.
5b (Short)	Shelter, Support & Housing Administration will ensure community consultations on the proposed redevelopment of Seaton House include input on programs, services and design elements that would best meet the needs of homeless older adults.	Shelter, Support, & Housing Administration	Fully implemented	<p>SSHA is ensuring community consultations on the proposed redevelopment of Seaton House includes input on programs, services and design elements that would best meet the needs of homeless older adults. Through the George Street Revitalization (GSR) project, SSHA has engaged a broad spectrum of the community, including seniors and seniors' advocacy groups, specifically:</p> <ul style="list-style-type: none"> <li>- Seaton House residents, in particular older men</li> <li>- GSR Stakeholder Advisory Group that includes seniors and seniors advocacy groups</li> <li>- The 519 and Senior Pride Network</li> <li>- Community agencies and service partners</li> </ul>

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
				<p>- Networks: Housing and Homelessness Services Network, Toronto Alliance to End Homelessness, South East Toronto organization,</p> <p>- Local community residents and community groups, including the North George Street Working Group and the Garden District Residents' Association, both of which include seniors</p> <p>Program and design components were developed via functional program work groups that includes seniors and/or seniors' advocacy groups. Recurring themes include aging in place, safety for residents and the local community, priority of services for vulnerable and homeless people, all of which have been reflected in programs and design.</p>
5c (Short)	Social Development, Finance & Administration will engage the Toronto Seniors' Forum as partners in the Seniors Strategy to monitor and evaluate the progress of implementation.	Social Development, Finance & Administration	Fully implemented	Currently 6 TSF members are actively participating on the Accountability Table. This is an increase of 3 members from 2015. TSF members participated in the 2016 Toronto Seniors Summit as panel members and display table facilitators. TSF has expanded their representation to include the Toronto Strong Neighbourhood Strategies 2020 Resident Advisory Committee. TSF members have adopted 1.0 as their workplan and are much more engaged in the monitoring process since their recent revitalization and renewal process which occurred in 2016.
5d (Short)	The Toronto Public Library will develop ongoing consultation mechanisms, including an older adult advisory committee that engages seniors and provides input	Toronto Public Library	Fully implemented	TPL engaged seniors in the strategic planning process in the development of Strategic Plan 2016-2019. In 2016, initiatives were introduced to improve access including expansion of Sunday

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
	into existing Toronto Public Library services.			service, reflecting the needs of seniors, with option for additional service expansion in 2017.
6a (Short)	Parks, Forestry & Recreation will pursue a volunteer management system to maintain information on volunteer opportunities and enhance the ability of recreation and parks staff to connect volunteers with positive opportunities.	Parks, Forestry & Recreation	Partially implemented	The Community Recreation Older Adult Service Team (OAST) in co-ordination with the Volunteer Service Team has established a volunteer opportunity inventory within Community Recreation (CR). This inventory allows CR staff to promote the existing volunteer opportunities for Older Adults city-wide. The OAST has a representative sitting at the Volunteer Service Team table to ensure that our Older Adult volunteers are properly represented. The Volunteer Service team is currently working on a Volunteer Handbook that will apply to all age groups including Older Adults. New and updated orientation materials are in development that will increase the preparedness and skill set of volunteers of all ages. An online Volunteer Management system is in development. Plans for rolling the new system out will include a communication plan and assistance for Older Adult clientele.
6b (Long)	Social Development, Finance & Administration will develop peer-leadership training programs to enable older adults to help others navigate civic services and programs.	Social Development, Finance & Administration	Partially implemented	Through the leadership of the Accountability Table and the community engagement process to identify issues and priorities for 2.0, overall system navigation is an ongoing focus. Given there are approximately 40 community partners on the Accountability Table, many of whom are advocacy organizations for seniors, peer-led system navigation of municipal government services for seniors is significantly enhanced.
7a (Short)	Toronto Employment & Social Services will ensure that older workers can access City Workforce development initiatives and will	Employment and Social Services	Fully implemented	In 2016, 5369 older workers over age 50 received employment services through TESS employment centres. Close to 700 found employment. TESS has developed an Experience Counts! workshop



Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
	explore opportunities to customize employment services to meet the unique needs of older workers.			for older workers. This workshop, delivered in partnership with Toronto Public Library, community partners, and employers, provides information to residents about employment services and supports available across the City. These workshops were featured during the City's Workforce Development Month in October. Over 200 people attended the two events. Future sessions will be planned throughout TESS offices.
8a (Short)	Long-Term Care Homes & Services will develop a Capital Renewal Strategy for its B and C homes and include community space as part of their design to support the creation of community hubs.	Long-Term Care Homes & Services	Fully implemented	Council approved LTCHS Capital Renewal Plan, a staged approach to manage re-development of 5 long-term care homes (1,232 beds) to include community hubs to address health, social service and community support needs within the larger community. Kipling Acres (337 beds) completely redeveloped and re-opened in 2016; community hub space houses Adult Day Program, Child Care Centre and West Acres Club House offering programs to local community seniors. Planning is well underway for the development of a 600,000 square foot multi-purpose facility on George Street, which will include a 378 bed long-term care home.
8b (Short)	City Planning will undertake Community Services and Facilities Strategies/Reviews to assess and respond to changing demand for community services and facilities in areas where the population is aging and/or growing, including securing on-site community space as part of mixed use and/or significant residential development, in order for agencies to effectively run	City Planning	Fully implemented	Opportunities to enhance and expand community spaces within communities are ongoing through area and site specific strategies and reviews and development applications. In 2015, the City secured approximately \$800,000 in funding for community recreation centres and over \$5 million for non-profit community space and \$3.1 million for public library upgrades. CSF strategies underway include TOCore and Yonge-Eglinton. These initiatives will identify needs and gaps in services and facilities and present opportunities

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
	accessible services and/or programs that could benefit older adults.			to secure new facilities or improvements to existing facilities.
8c (Short)	Toronto Community Housing Corporation (TCHC) will investigate co-locating City and community services for older adults in Toronto Community Housing and other City-owned facilities in order to make these services more accessible to older residents of TCHC facilities.	Toronto Community Housing Corporation	Partially implemented	TCHC is currently seeking funding to develop 11 multi-use hubs in its buildings with significant numbers of seniors. In June 2016, a multi-hub opened in Mornelle Court in Scarborough.
9a (Medium)	Social Development, Finance & Administration, in partnership with the Ministry of Health and Long-Term Care and Local Health Integration Networks (LHINs), will expand financial support to Elderly Persons Centres and work with the province to increase their visibility through consistent branding.	Social Development, Finance & Administration	Fully implemented	In 2016, SDFA met with the Ontario Senior's Secretariat to clarify the municipal contribution that enables the province to make the EPC grant. It will be seeking Council's explicit direction in Q1 2017 for continued City contribution of \$1.8M annually to support 54 programs in 41 organizations. In addition, the City receives EPC funding for two Community Centres operated through Parks, Forestry and Recreation and three Association of Community Centres (AOCC). All of the funding taken together demonstrates that the City is meeting its 20% contribution requirement. The province is updating the legislation that governs EPCs and has tabled the Seniors Active Living Centres Act. The province is also increasing the accountability requirements for funded programs. While the province is not currently expanding the EPC program they have agreed to consult with the City in the event of program changes and expansion. SDFA continues to work with grantees who have EPC funding to strengthen their programs.
10a (Short)	Parks, Forestry & Recreation will develop an age-based plan for older	Parks, Forestry & Recreation	Partially implemented	The Older Adult Service Team (OAST): (a) acts as an advocate for our Older Adults as well as a

<b>Action # (Timeline)</b>	<b>Action</b>	<b>Lead Responsibility</b>	<b>Progress Update</b>	<b>Description</b>
	adults, which would include strategies to ensure consistent, quality recreation programs for older adults across the city, with the flexibility to respond to local age specific needs.			consultant regarding Older Adult issues within Community Recreation; (b) works with the other functional service teams to ensure age-appropriate programs are being offered at a variety of locations throughout the city; (c) has developed and communicated operating guidelines for existing 12 Older Adult Centres across the City; (d) acts as a link between Community Recreation and other Divisions, such as Public Health, to connect with regarding older adult issues and programs; (e) researches future programming trends and opportunities and training opportunities for Full Time Staff; (f) creates an annual work plan that responds to the recommendations of the Recreation Service Plan and the Seniors Strategy. The OAST is currently exploring options for engaging older adults in developing the future of older adult recreation in Toronto, including issuing a survey and hosting an Open Forum. The OAST will also convene a short term advisory group made up of Older Adults and associated stakeholders to assist in providing us with direction in these endeavours.
10b (Short)	Toronto Public Library will purchase large print books, audio books and electronic media that appeal to older adults.	Toronto Public Library	Fully implemented	In 2016, \$296,370 was allocated to audio books and \$269,642 to large print materials.
11a (Short)	Toronto Paramedic Services will further strengthen its Community Referrals by Emergency Medical Services Program (CREMS) by increasing the number of TPS (EMS) referrals made to primary care providers, Community Care	Toronto Paramedic Services	Fully implemented	2014 – 2605 referrals (48% increase from 2013) 2015 – 3708 Referrals (30% increase from 2014) 2016 – 3270 (until Oct 1, 2016)  CREMS (Community Referrals by EMS) empowers Paramedics to connect vulnerable older adults with CCAC non-emergency health services. With a simple click on the patient care

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
	Access Centres and community support service providers.			record, a Paramedic can refer a patient in need of personal support, nursing, physical therapy or other forms of assistance in order to improve health management and quality of life, thereby potentially reducing the number of 911 calls and Emergency Room visits. Referrals have increased by approximately 30 per cent the last two years.
11b (Short)	The City of Toronto will create a Health Care Worker Influenza Immunization Group to examine all options to increase influenza immunization rates of City employees whose job involves providing health care to older adults.	Toronto Public Health	Partially implemented	A working group has been convened to examine options to increase influenza immunizations rates of City employees providing health care to older adults and the work is ongoing in City run homes.
11c (Short)	Toronto Public Health will work with community partners and the private sector to make it easier for older adults to access healthy affordable and culturally diverse food through existing food retail and innovative approaches such as the Mobile Good Food Market.	Toronto Public Health	Partially implemented	TPH is negotiating with TTC and other community partners to expand the reach of the Mobile Good Food Market. Buildings and communities with high numbers of seniors will be a priority.
11d (Short)	The Toronto Public Library will offer a dynamic mix of programs to address lifelong learning and skills development that support better health, financial management and sustainability.	Toronto Public Library	Fully implemented	In 2016 TPL delivered 310 health and wellness programs for seniors. This includes a highly attended series of programs on "Retirement Planning on a Low Income" which was designed to provide information to very economically vulnerable seniors.
11e (Medium)	Toronto Public Health will increase access to falls prevention training to health and allied health professionals working with older adults.	Toronto Public Health	Fully implemented	As of Jan-June 2016, there has been no Step Ahead to Falls prevention presentation delivered to agency staff due to low registration. There are 2 scheduled training sessions in Nov 2016. TPH is currently developing an e-module on Falls

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
				Preventions to be implemented in Jan 2017 to increase reach.
11f (Medium)	Toronto Public Health will increase awareness among older adults and their caregivers of the risks for falls and strategies for preventing falls using a variety of communication strategies.	Toronto Public Health	Fully implemented	From Jan-June 2016, 85 educational sessions on falls prevention to older seniors in communities were completed, reaching over 1,700 seniors.
11g (Medium)	Toronto Paramedic Services will significantly increase its Community Paramedic home visits.	Toronto Paramedic Services	Fully implemented	<p>2014 – Home Visits 703 2015 – Home Visits 776 2016 – Home Visits 448 (as of June 16)</p> <p>The demand for home visits involving complex health assessments and care needs continues to increase. The number of home visits increased in 2013 and even more so since the beginning of our 2014 Ministry of Health and Long Term Care Community Paramedicine Pilot program (Independence at Home). The quality of care has intensified and substantial progress has been made in the case management of seniors with significant medical and social requirements.</p>
11h (Long)	Toronto Paramedic Services will expand the Community Paramedicine program to include more Community Paramedics for home visits as well as establishing potential partnerships with other stakeholders to prevent unnecessary transports to hospitals. Community Paramedics respond to non-acute medical calls where they can assess the patient’s acuity, perform minor procedures and	Toronto Paramedic Services	Fully implemented	<p>Toronto Paramedic Services will expand the Community Paramedicine program to include more Community Paramedics for home visits as well as establishing potential partnerships with other stakeholders to prevent unnecessary transports to hospitals. Community Paramedics respond to non-acute medical calls where they can assess the patient’s acuity, perform minor procedures and engage proper community support programs.</p> <p>Progress measure - Increase in number of Community Paramedics.</p>

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
	engage proper community support programs.			In 2014, the Division partnered with Dr. Samir Sinha (Lead - Ontario Seniors Strategy), Toronto Community Housing, and SPRINT House Calls to apply for one-year funding from the Ministry of Health and Long-Term Care for two additional Community Paramedics (the Independence at Home Initiative). The pilot aims to assist vulnerable seniors in the City's community housing buildings. The application was successful, on a pilot basis, to test whether or not it would result in fewer unnecessary Emergency Department visits. The pilot was extended in 2015 for another fiscal year and a there is currently a compliment of 4 Community Paramedics, and, subject to evaluation, may lay out the business case for increased Community Paramedic staffing in the future.
12a (Short)	Shelter, Support & Housing Administration will explore partnerships to enhance the Vulnerable Populations Protocol for the delivery of Emergency Human Services (EHS) including registration and inquiry, temporary accommodation, meals, clothing, transportation and personal supports. These are intended to ensure that ensuring that older Torontonians and others who are vulnerable are identified and protocols are in place to provide them access to EHS services and the specialized response they may	Shelter, Support, & Housing Administration	Partially implemented	The responsibility for this action transferred to the Office of Emergency Management in 2013. The Office of Emergency Management strengthened its supports to vulnerable populations, which may include seniors, during emergencies. At Emergency Reception Centres, Specialized Services ensure that all vulnerable populations can access the Emergency Social Services that are provided. Training was provided to City staff who will provide specialized services at an Emergency Reception Centre. The Office of Emergency Management is also working with the Toronto Central Local Health Integration Network to facilitate access to non-emergency health supports.

<b>Action # (Timeline)</b>	<b>Action</b>	<b>Lead Responsibility</b>	<b>Progress Update</b>	<b>Description</b>
	require during large or small scale emergencies.			The Office of Emergency Management has also revised its Emergency Preparedness brochure to provide special tips for residents living in high rise buildings, which are home to a growing population.
12b (Medium)	Due to the current demand, the wait time to access dental care and the expected increase in demand with the aging demographics, the City should expand access to dental care for eligible seniors.	Toronto Public Health	Not implemented	Not possible without additional resources.
13a (Short)	City of Toronto Agencies, Boards, Corporations and Divisions will collaborate on a suicide prevention initiative, including older adults as well as other priority populations.	Toronto Public Health	Partially implemented	Recommendations from the Staff Report, 'Suicide Prevention in Toronto' (November 17, 2014) are ongoing. (1) As directed by the Board of Health, Toronto Public Health developed and implemented a suicide prevention public awareness campaign targeting men age 40-64. The campaign ran from September 1- October 2, 2016. (2) Worked with Sunnybrook and the Globe and Mail to implement a forum in the fall of 2015 to promote best practices in media reporting of suicide. (3) Met with Coroner's Office to discuss expanding scope of socio-demographic data collection re suicide. (4) Working with the TTC to contribute health lens to Platform Edge Doors updated Business Case.
14a (Short)	The Affordable Housing Office will aggressively pursue a full range of partnership opportunities to create and maintain affordable housing for lower-income seniors, supporting the goals of Housing Opportunities Toronto, the City's 10-year housing action plan.	Affordable Housing Office	Fully implemented	In 2013, the AHO partnered with the Performing Arts Lodge, a non-profit affordable housing provider which includes tenants who are seniors and persons with disabilities from the performing arts professions. The AHO and PAL organized a multi-stakeholder charrette which made recommendations to increase affordable housing and supports for lower-income seniors in

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
				downtown Toronto in the Action for Seniors Charrette Report.
14b (Short)	The Affordable Housing Office and Shelter, Support & Housing Administration will maximize opportunities to provide affordable housing choice and supply for lower income seniors through participation in the renewed federal-provincial Investment in Affordable Housing funding program.	Affordable Housing Office	Fully implemented	The AHO had oversight for 637 units of new affordable rental housing targeted for seniors completed from 2012-2016 using federal, provincial and City Investments. The AHO delivered federal-provincial funding from 2012-2016 for essential health, safety and energy-efficiency repairs and accessibility modifications completed, benefitting some 2,000 low-income seniors and persons with disabilities. SSHA's housing allowance program, funded through Canada-Ontario Investment in Affordable Housing programs (2014-2020) as well as City reserves, currently provides assistance to make rent more affordable for approximately 1100 senior households (59+). In early 2017 an additional 550 senior households from the central waiting list will be allocated a monthly housing allowance. The federal government's renewed commitment to housing is an accomplishment for the City of Toronto which has long advocated for increased federal and provincial investments in affordable and social housing repairs and new supply through campaigns such as Close the Housing Gap. In 2016 \$154M in new funding over 2 years was confirmed for Toronto from the federal-provincial Social Infrastructure Fund. \$17.3M of Toronto's SIF allocation is for Seniors Capital Programs for new seniors' rental homes and repairs for senior homeowners and renters. The federal government has committed to continued SIF funding, including seniors funding, through a National Housing Strategy. Under the leadership of Mayor Tory and the City's Housing



Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
				Advocate, Councillor Ana Bailão, the AHO organized the Toronto Housing Summit to inform the City's submission to the federal consultation. The submission is available at: <a href="http://www.toronto.ca/affordablehousing">www.toronto.ca/affordablehousing</a> .
14c (Short)	Shelter, Support & Housing Administration and the Affordable Housing Office will provide senior-friendly public education sessions for homeless, at risk and low-income older adults, their families and caregivers. These sessions will increase public awareness of the diverse range of housing programs and services already available in their communities regardless of service provider or service funder. These include a hard copy service directory, an online searchable directory, program brochures, other promotional material and community engagement initiatives.	Shelter, Support, & Housing Administration	Fully implemented	SSHA is in the process of updating the service directory, "Services for Seniors in Toronto". Online material was updated as part of the effort to create the Toronto seniors portal. The AHO publishes literature on the TO Renovates program about funding for seniors regarding housing repairs and accessibility modifications. Brochures are distributed through services serving seniors and available on the AHO website.
14d (Short)	City Planning will undertake an Official Plan Amendment to allow for Secondary Suites in existing homes, and will update the Secondary Suites resource kit. Secondary Suite units will help both senior homeowners and renters remain in their neighbourhoods.	City Planning	Fully implemented	This amendment and related resource kit are expected to be complete in 2016 when the OP review related to housing policies is targeted for completion.
14e (Short)	Revenue Services will bring forward various options and communication strategies to enhance awareness/knowledge, access and participation	Revenue Services	Fully implemented	The Division has updated and simplified information including criteria on the web and in printed brochures to be clearer and more accessible. The Utility bill has been redesigned with a much more user-friendly, easier to read

<b>Action # (Timeline)</b>	<b>Action</b>	<b>Lead Responsibility</b>	<b>Progress Update</b>	<b>Description</b>
	of the available senior property tax and utility relief programs.			and understandable format. This new bill design contains clear language, larger print size, and meets accessibility design standards set out in the Accessibility for Ontarians with Disabilities Act. This new bill is also available in accessible formats.
14f (Short)	City Planning, in consultation with the Affordable Housing Office, will seek to increase the supply of affordable rental and ownership housing for low-income households, including older adults, through mechanisms such as Section 37 of the Planning Act to secure and access funds for affordable ownership units and condominium-registered affordable rental units.	City Planning	Fully implemented	The OP policies on rental housing conservation and protection have been successful. In 2015, almost 1,700 affordable rental units were secured or replaced. Secondary Plans set out local area policy direction for securing new affordable housing (Downsview and York University). With the Affordable Housing Office work is ongoing to secure additional new affordable ownership housing.
14g (Short)	Shelter, Support & Housing Administration will enhance service planning for homeless and at risk older adults through improved collection of demographic information on older adults using emergency shelters, street outreach and/or other homelessness and housing support programs, as well as those on the social housing waiting list and using rent supplements or housing allowances.	Shelter, Support, & Housing Administration	Partially implemented	Enhanced service planning for homeless and at-risk older adults includes identification of promising practices, approaches and program models for service delivery. In 2016, a shelter program model for vulnerable seniors who are homeless was developed, to be implemented in a new seniors shelter at 3306 Kingston Road opening in 2017. This work builds on the results of the 2013 Street Needs Assessment which showed that the share of seniors in the homeless population has doubled since 2009. Furthermore, housing allowances for seniors in shelters and living on the street are being implemented. SSHA's housing allowance program, funded through the Canada-Ontario Investment in Affordable Housing Program (2014-2020) as well as City reserves, currently provides assistance to make rent more affordable for approximately

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
				1100 senior households (age 59+). In early 2017, an additional 550 senior households from the central waiting list will be allocated a monthly housing allowance.
14h (Long)	Shelter, Support & Housing Administration, working with the Affordable Housing Office, will update Housing Opportunities Toronto: An Affordable Housing Action Plan (2010-2020) accounting for the evolving demographics and needs of older Torontonians, consistent with the provincial requirement for all municipalities to have a housing and homelessness plan in place.	Shelter, Support, & Housing Administration	Partially implemented	HOT Update consultations were held with residents, community organizations and housing stakeholders between November 2015 and May 2016. Consultations consisted of public meetings in the four Community Council areas, targeted stakeholder meetings, and written input received by email and mail. In total, more than 200 residents and organizations participated. This included organizations that work with vulnerable and homeless clients, including low-income tenants, women, seniors, people with disabilities, and those facing issues related to mental health and substance use.
15a (Short)	The Affordable Housing Office will assist lower-income older adults and persons with disabilities to make essential repairs and modifications to their homes by delivering the new Toronto Renovates Program 2012 to 2015 using federal-provincial funding.	Affordable Housing Office	Fully implemented	The AHO delivered federal-provincial funding from 2012-2016 for essential health, safety and energy-efficiency repairs and accessibility modifications completed, benefitting some 2,000 low-income seniors and persons with disabilities.
15b (Short)	The Affordable Housing Office will promote its accessibility and aging in place design guidelines in affordable housing by direct engagement with the public and housing providers.	Affordable Housing Office	Fully implemented	Since 2013, the AHO Design Guidelines, which include sections on accessibility and aging in place, have been part of the requirements of all proposal calls the AHO has issued or been a part of and informed the design of new developments the AHO is working on. The guidelines are available publicly on the City's AHO website.
15c (Medium)	Long-Term Care Homes & Services will expand the Homemakers and Nurses Services program which	Long-Term Care Homes & Services	Fully implemented	The program was expanded in 2014 with additional funding from both the City and Province and again in 2016 as part of the Poverty

<b>Action # (Timeline)</b>	<b>Action</b>	<b>Lead Responsibility</b>	<b>Progress Update</b>	<b>Description</b>
	offers assistance with housekeeping, laundry, shopping and meal preparation to frail elderly or other older adults recovering from illness or surgery.			Reduction Strategy to further meet the increasing demand for aging at home services such as light housekeeping, laundry, and meal preparation to help low-income older Torontonians to live independently.
16a (Short)	Shelter, Support & Housing Administration will encourage the Ministry of Health and Long-Term Care to recognize and support the needs of older adults using emergency shelters, street respite and street outreach programs by improving the access of this group of older adults to Long-Term Care programs and initiatives and other supports while staying in shelters/living on the street.	Shelter, Support, & Housing Administration	Partially implemented	The focus of the George Street Revitalization (GSR) Project in 2016 has been the procurement and delivery strategy for the project to proceed to the next phase. In addition, TC LHIN and TC CCAC continue to participate in the GSR Stakeholder Reference Group and in focus group sessions for the health services sector.
16b (Short)	Shelter, Support & Housing Administration will encourage the Ministry of Health and Long-Term Care and the Ministry of Municipal Affairs and Housing to develop and/or increase appropriate models of Long-Term Care, supportive housing, assisted living and housing supports. Such models should be designed to assist older adults that use substances, have mental health issues and/or behavioural issues.	Shelter, Support & Housing Administration	Partially implemented	SSHA is continuing to engage with LTCHS to identify service models for the new site as part of the GSR project. Ongoing dialogue with LTCHS will ensure that the proposed redevelopment of Seaton House included programs, services and design elements that better meet the needs of older adults who are homeless.
16c (Short)	Long-Term Care Homes & Services will access the provincially-funded Behaviour Support Ontario Program to improve the quality of care in City owned long-term care homes by hiring and training new Personal	Long-Term Care Homes & Services	Fully implemented	In August 2016, the Ontario government announced plans to invest an additional \$10 million to enhance the Behaviour Support Ontario program in long-term care homes. The 2016-2020 LTCHS Service Plan includes measures to improve and prioritize long-term services for

<b>Action # (Timeline)</b>	<b>Action</b>	<b>Lead Responsibility</b>	<b>Progress Update</b>	<b>Description</b>
	Support Workers, Nurses in the specialized skills necessary to provide specialized care to residents with dementia, mental health conditions, substance use disorders and other cognitive impairments.			residents with dementia, mental health conditions, etc.
16d (Medium)	Toronto Community Housing Corporation and Long-Term Care Homes & Services will work to enhance their partnership agreement to create more supportive housing in Toronto Community Housing buildings.	Toronto Community Housing Corporation	Partially implemented	LTCHS currently provide service to senior residents at 9 TCHC locations. Services are being maintained but no new supportive housing has been created.
17a (Medium)	The Toronto Transit Commission will pursue discounted or free fares for older adults during non-peak hours.	Toronto Transit Commission	Partially implemented	In December, a Transit Fare Equity report will be brought to Executive Committee and then City Council for review and approval. The report will outline a Fair Pass program, providing discounted transit fares for low-income residents. The city continues to refine and finalize the report and further details will be shared once completed. Once the TTC's new automated fare collection system, PRESTO, is fully implemented throughout the TTC's subway system and surface vehicles starting in 2017, the TTC will have the technical capability to offer a variety of fare discounts. However, the TTC is required to achieve a balanced budget every year, so any new fare discounts will require that the resulting lost fare revenue be replaced by some form of alternative funding.
17b (Medium)	Toronto Public Library will work to develop partnerships with community service organizations that provide transportation services	Toronto Public Library	Fully implemented	TPL was able to obtain grant funding from the Ontario Seniors Community Grant Fund to launch a pilot project to provide transportation assistance for seniors attending library programs on

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
	for seniors in order to facilitate increased access to library branches.			retirement planning. Outcomes from this pilot will be reviewed.
17c (Long)	Through the Community Partnership and Investment Program (CPIP), Social Development, Finance & Administration will fund community groups to increase non-medical transportation options for older adults.	Social Development, Finance & Administration	Fully implemented	<p>The Roadmap for Community Transportation project completed an assessment of community transportation across the City identifying gaps in service and opportunities to provide enhanced transportation services to people who need them. Community Transportation supports independence through high quality, affordable, door-to-door, non-emergency transportation that enables seniors and adults with disabilities to access health care, programs and services. The project engaged over 288 stakeholders and identified continued co-ordination of the 22 network service providers and partnerships with TTC Wheel-Trans and LHINS as key to addressing gaps. An additional grant of \$80,000 will support Enhanced Access: one number, one website.</p> <p>This establishes one phone number and one website to provide an easy-to-use access point for clients and other service providers resulting in improved system navigation and communications. The City will also support a funding request to the LHINS from SPRINT, one of the lead agencies to undertake a systems review to further enhance service efficiencies across the system.</p>
18a (Short)	The Toronto Transit Commission will change the current “courtesy seating” system to “priority seating”.	Toronto Transit Commission	Fully implemented	All TTC priority seating areas are equipped with new information decals which clearly inform customers of the appropriate behavior when in these areas. An extensive advertising campaign was launched across the TTC in 2014, which

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
				included posters in subway stations and on-board vehicles, public address announcements across the system, information on the TTC website, and periodic reminders in the TTC's weekly column in the 24 Hours (previously Metro) newspaper. A number of these initiatives are still in effect on an ongoing basis. Furthermore, Operators were also trained on the appropriate use of the priority seating areas. To further emphasize the purpose of priority seating areas to customers, the TTC installed distinctive blue fabric seats in priority seating areas, starting in 2014, which clearly contrast with the TTC's standard red seats. Installation of blue seats is now complete across the TTC's fleet of subway cars, streetcars, and buses.
18b (Short)	The Toronto Transit Commission will introduce new accessible streetcars in 2014, which will provide ramps to allow people using wheelchairs, scooters or assistive devices easier entry.	Toronto Transit Commission	Partially implemented	As of October 2016, 24 low-floor accessible streetcars out of the current total order of 204 were in service on routes 510 Spadina, 509 Harbourfront and 514 Cherry. The current delivery schedule for the new streetcars will have all 204 vehicles delivered by the end of 2019, at which point accessible vehicles will operate on all streetcar routes.
18c (Short)	The Toronto Transit Commission will upgrade the public address system in TTC subway stations to improve the clarity of announcements.	Toronto Transit Commission	Partially implemented	The TTC upgraded the public address system speakers at 20 subway stations in 2014, and seven in 2015, to make public address announcements much easier to hear and understand. The entire system will be upgraded by 2018.
18d (Short)	The Toronto Transit Commission will publicize the TTC maintenance/repair telephone line: 416-539-LIFT (5438).	Toronto Transit Commission	Fully implemented	The TTC has taken a number of steps to increase awareness of the maintenance/repair "Lift Line" number, and has developed and publicized alternate means to update customers when elevators are out of service for maintenance. The

<b>Action # (Timeline)</b>	<b>Action</b>	<b>Lead Responsibility</b>	<b>Progress Update</b>	<b>Description</b>
				<p>TTC has added the Lift Line number to the modernized TTC “Ride Guide” map in a prominent location, and to the Contact Us page on the TTC website. The TTC has also developed an elevator e-Alert system that customers can sign up for. This system sends automatic notifications by e-mail of elevator outages and elevators returned to service. These e-alerts are also included on the general Service Alerts page on the TTC website. Separately, work is underway to reduce the duration of elevator outages and provide more-timely customer notification of outages by installing a real-time monitoring system. This system is planned to be launched starting in 2018, and will automatically notify the TTC’s Transit Control Centre of any unplanned elevator and escalator outages, allowing maintenance teams to be dispatched immediately. This will be a significant improvement over the current practice of manual reporting by staff.</p>
18e (Short)	The Toronto Transit Commission will post elevator/escalator outage notices at TTC station entrances.	Toronto Transit Commission	Partially implemented	<p>The TTC is now posting elevator outage information on Station Information Screens at TTC station entrances. Outage text is white on a blue background, including the recognizable International Symbol of Access, which is easily distinguishable from the black text on a yellow background used for all other outage information. Elevator outage information is posted as soon as the TTC's Transit Control communications centre becomes aware of the outage. In conjunction with the real-time elevator and escalator monitoring system described in action 18.d, a longer-term strategy to provide real-time elevator and escalator status information on electronic</p>



Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
				customer information displays at subway station entrances is under development. This system is expected to be in place by the end of 2018.
18f (Short)	The Toronto Transit Commission will work with Transportation Services to increase the number of accessible bus stops.	Toronto Transit Commission	Partially implemented	273 bus stops were made accessible in 2014, 149 bus stops in 2015 and over 20 stops to-date in 2016. As of September 2016, 7,270 of the 8,700 bus stops in the City of Toronto were accessible (83.6%), with 1,430 remaining to be made accessible. Responsibility for work to make bus stops accessible is now transitioning from the City to the TTC. Going forward, TTC will be dedicating significant resources towards improving bus stop accessibility, which will be made possible by the \$10 million in funding TTC received in 2016 through the federal Public Transit Infrastructure Fund (PTIF) specifically for this purpose. Some bus stops will also be made accessible through a separate federally funded project to reconstruct bus stop pads to better accommodate articulated buses. (Note: the information provided in the 2015 Senior's Strategy status report was inaccurate and overstated the number of accessible bus stops, as it inadvertently included bus stops in York Region and Mississauga served by contracted TTC service).
19a (Short)	Transportation Services will work to complete updates to intersection crossing times to provide longer walk times across the city.	Transportation Services	Partially implemented	Re-timed 87% of the City's 2325 traffic signals in identified priority locations, as of October 7, 2016.
19b (Short)	Transportation Services will develop a policy and process for further extending crossing-times at intersections in areas where there is a high concentration of senior	Transportation Services	Partially implemented	A policy is under development to better identify locations for signal time adjustments such as intersections by hospitals, seniors facilities, community centres and libraries. Guidelines were created to install "Leading Pedestrian Intervals" to

<b>Action # (Timeline)</b>	<b>Action</b>	<b>Lead Responsibility</b>	<b>Progress Update</b>	<b>Description</b>
	residents or senior amenities/facilities, pending the adoption of a national standard.			allow pedestrians a 3-7 second lead when entering an intersection.
19c (Short)	Transportation Services will monitor new types of mobility devices to ensure that City by-laws appropriately recognize personal mobility devices that are appropriate for use in pedestrian environments such as on sidewalks and multi-use pathways.	Transportation Services	Partially implemented	Report on E-scooters approved by Council February 2014.
20a (Short)	Transportation Services will conduct reviews of each pedestrian fatality to understand the collision cause and implement, where appropriate, measures that respond to the collision causes.	Transportation Services	Partially implemented	The Toronto Road Safety Plan was completed and adopted by City Council in July 2016. The plan features 45 countermeasures (programs) targeted towards eliminating traffic-related deaths and serious injuries. Of the six (6) Emphasis Areas identified, "Older Adults" was identified with a number of specific programs to be implemented and featuring the creation of "Senior Safety Zones".
20b (Short)	Toronto Public Health, in collaboration with Transportation Services, will identify and implement active transportation demonstration projects, including traffic calming and 'slow zones' to enhance safety for older adults and all road users.	Toronto Public Health	Fully implemented	Four active transportation demonstration projects were completed in 2014 in Black Creek, Annex, North York and Cliffside. Consultants and City staff worked with community partners and residents to identify community needs for pedestrian and cycling infrastructure and potential barriers to their implementation. Reports on projects were considered by the Board of Health and City Council (June 2014). Recommendations for further action were directed to Transportation Services and City Planning for their follow-up.
20c (Short)	Transportation Services will advocate that the Ministry of Transportation amend the Highway Traffic Act to strengthen the rules of	Transportation Services	Fully implemented	These amendments were enacted on January 1, 2016 and the updated Ontario Traffic Manual Book 15 was released in June 2016.

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
	the road regarding safety of pedestrians at mid-block crossings, and to create safety programs for all road users.			
20d (Short)	Transportation Services will identify opportunities to improve safety for all road users by including safety reviews in the capital planning process for roadway projects.	Transportation Services	Partially implemented	Transportation Services conducted an annual review of the Capital Works Program and planned or funded various road safety improvement projects for delivery between 2015-2019. Safety audits were performed and implemented at 10 intersections with the highest pedestrian collision rates. Undertook 9 projects to improve pedestrian safety.
21a (Short)	Transportation Services will accelerate the installation of street benches and benches and shelters at bus stops.	Transportation Services	Fully implemented	The roll-out of benches was accelerated as a result of the Toronto Seniors Strategy. 500 additional benches were added to the program on top of planned goals. These were mostly placed around Senior's Residences and community centres. 1,775 benches have been installed across the City to date. Additionally, SFM installed 3,218 Transit Shelters (with bench included in design) to date.
21b (Short)	Transportation Services will consult with Astral Out-of-Home and its design consultants to review possible adaptations to the existing street furniture bench design to ensure they address emerging research on older adults' accessibility needs.	Transportation Services	Fully implemented	The review was undertaken. Changes to the two current bench designs are not recommended since it would not achieve universal design. Instead, the review suggested potential consideration of a chair-like design.
21c (Short)	Parks, Forestry & Recreation will increase the tree canopy over the next 40 to 50 years, which will lead to more shade protection.	Parks, Forestry & Recreation	Partially implemented	Urban Forestry continues to implement actions as identified in the Strategic Forest Management Plan. Specifically in 2014, Urban Forestry completed over 500,000 work orders related to tree-planting, tree care and maintenance and tree

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
				protection. This includes the planting of approximately 100,000 trees on City-owned land.
21d (Short)	Transportation Services will implement the Toronto Wayfinding Strategy to support all Torontonians navigating the city, including age-friendly signage and mapping and integrating wayfinding systems for parks, gardens and trails.	Transportation Services	Fully implemented	Pilot in the Financial District fully installed with 21 new pillars; 38 transit shelter posters; 9 new maps for existing pillars. Council report in Q1 2017 on Phase 3- City Wide Roll Out.
21e (Short)	Transportation Services will work to increase the number of larger-print street name signs at all intersections with traffic lights.	Transportation Services	Partially implemented	Larger-print signs were installed at 1,450 intersections in 2014 and an additional 52 intersections were completed in 2015. To date, 53 intersections have been completed in 2016.
21f (Short)	Transportation Services will work with partners to enhance multi-use trails and pathways with tactile trail surfaces, on-trail markings, markings at junctions, and cautionary signage to reduce conflicts between different types of users and provide a more enjoyable experience for all trail users including older adults.	Transportation Services	Fully implemented	Multi-Use Trail Design Guideline is complete and adopted.
21g (Short)	City Planning will develop Official Plan policies as part of its 5 Year Review which include creating a comprehensive and universally accessible transportation system; developing walkable mixed-use and transit-supportive neighbourhoods, and designing public streets, open spaces and buildings that are safe, comfortable and accessible.	City Planning	Fully implemented	Updated Official Plan (OP) transportation policies approved by City Council in August 2014 and the Province in December 2014. OP policies focus on the integration and coordination of transportation and land use planning. This is reflected in specific policies and initiatives such as the following: (a) ensuring that streets are public streets and designed to accommodate pedestrians, cyclists, vehicle and goods movements as well as an attractive and vibrant public realm; (b) directing growth to locations at and around major transit stations and routes to

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
				provide for development in close proximity to public transit, such as through Eglinton Connects LRT; (c) implementing 'complete' streets through such major civic initiatives as the Six Points interchange which will re-develop a series of grade-separate interchanges to at-grade public streets that reconnect to surrounding neighbourhoods, provide for pedestrians and cyclists, an enhanced public realm and new public parkland.
21h (Short)	The City of Toronto, in consultation with key stakeholders, will develop policies and best practices for the appropriate use of tactile walking surface indicators on city infrastructure for pedestrians who are visually-impaired.	Transportation Services	Fully implemented	New specifications and standards have been developed, with TWSIs (tactile walking surface indicators) being implemented at all new or reconstructed corners at controlled pedestrian crossings. Training sessions were held in 2014 and 2015.
21i (Medium)	As part of its Parks Plan, Parks, Forestry & Recreation will continue to increase shaded seating areas in parks and explore design adaptations to further address emerging research on older adult accessibility.	Parks, Forestry & Recreation	Partially implemented	The Council approved Parks Plan recognizes and supports the Seniors Strategy, some examples include new and improved social gathering spaces in parks. These accessible destination points often include seating and encourage small groups of people to congregate and socialize informally. Examples are shade structures with seating, outdoor adult fitness stations, and seating areas with horticultural focal points. In 2014, over 50 social gathering space projects were delivered with an additional 80 planned for 2015. Parks has reviewed the design and functionality of park benches and adjusted its design standards to ensure they meet the mobility and support needs of seniors. All new benches ordered now comply with the new standard which began in late 2014. Park supervisors are now ordering and installing accessible height benches

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
				and picnic tables. The Capital projects team are working towards compliance by 2025, the slopes on paths, railings in Community Centres and in parks, exercise equipment, etc. are being developed to meet the universal accessibility standards for public spaces. In 2016 staff added 9 shade structures (seating – park benches). Locations: Clairlea, Jack Goodlad, Thomson, North Bendale, Sanwood, Terry Fox, Starry, Elizabeth Simcoe and Colonel Danforth Parks. We also replaced 24 canopy shade structures and benches at the Agincourt Bowling facility. This should be 10 locations total. In Etobicoke York district, 11 accessible Social Gathering spaces were installed in 2016.
21j (Medium)	Social Development, Finance & Administration will expand snow shovelling services for older Torontonians administered under the City's Community Partnership and Investment Program (CPIP).	Social Development, Finance & Administration	Partially implemented	Snow shovelling services at the current commitment of \$400,845 annually will be maintained. In addition, \$20,000 in one time funds are available for enhanced co-ordination and training to the existing 11 service providers. SDFA also undertaking a program review of the snow shovelling program to determine the best model for service delivery and to inform service enhancement discussions.
22a (Short)	Toronto Police Service will promote Crime Prevention Through Environmental Design community safety audits throughout the city.	Toronto Police Service	Fully implemented	727 audits were conducted by TPS in 2015.
22b (Short)	The Toronto Police Service will continue to provide a visible presence in public spaces and inform and educate older Torontonians on safety issues in their community.	Toronto Police Service	Fully implemented	As previous updates indicate, this recommendation has been fully implemented. Educating Seniors with respect to crime prevention and safety are a priority and are ongoing.

<b>Action # (Timeline)</b>	<b>Action</b>	<b>Lead Responsibility</b>	<b>Progress Update</b>	<b>Description</b>
22c (Long)	Toronto Community Housing Corporation will implement a safety, maintenance and liveability upgrade of all Seniors Buildings. This includes upgrades to communal and community space (e.g. lobby, common areas), security audits, upgrades to security cameras, elevator maintenance issues, and re-secured entrance and exits. Funding sources to be identified by TCHC, including new revenue sources achieved from the implementation of the Special Housing Working Group report approved by Council in 2012.	Toronto Community Housing Corporation	Fully implemented	Since 2014 these safety audits have continued annually.
22d (Long)	The Toronto Police Service will work with City and community partners to develop a guidebook for older adults in Toronto to promote safe and secure community living.	Toronto Police Service	Partially implemented	Work into creation of this resource has commenced. The Seniors CCC will be consulted so that the guidebooks are comprehensive and user friendly.
23a (Short)	Parks, Forestry & Recreation will develop a communication plan with strategies geared specifically towards older adults to raise awareness of program availability options, improve access and reduce stigma.	Parks, Forestry & Recreation	Fully implemented	The OAST has developed a Divisional Older Adult web page. Web pages contain specific information that are of interest to Older Adult residents. Information includes Community Recreation programs,
23b (Short)	The City of Toronto will better publicize to older Torontonians the services offered by 211 and 311.	Social Development, Finance & Administration	Fully implemented	See the narrative under 6b.  211 and 311 are actively promoted at all of the Accountability Table and Toronto Seniors Forum events and are a focus of the community engagement process to develop 2.0 taking place in Fall/Winter 2016-2017.

<b>Action # (Timeline)</b>	<b>Action</b>	<b>Lead Responsibility</b>	<b>Progress Update</b>	<b>Description</b>
23c (Medium)	The City of Toronto will develop internal resources to ensure front-line service staff are aware of and able to promote information and services of interest to older adults.	Social Development, Finance & Administration	Fully implemented	See the narrative under 6b.
23d (Long)	The Toronto Police Service will strengthen partnerships with health, social and community support service agencies to connect vulnerable, victimized older adults to appropriate health, social and community support services.	Toronto Police Service	Partially implemented	This has been partially achieved through the formation of the Seniors Community Consultative Committee (CCC), the formation of the Disabilities CCC and the presence of TPS officers, including the Vulnerable Persons Coordinator, on numerous other committees.
23e (Long)	The City of Toronto will assist older adults to participate fully in community life by identifying Aging Improvement Areas, neighbourhoods with high concentrations of vulnerable seniors and fewer available services.	Social Development, Finance & Administration	Fully implemented	The age-friendly indicators developed under this recommended action and presented to the Toronto Seniors Strategy Accountability Table have been used to support a variety of service planning efforts for older adults in Toronto. Some examples include: needs assessment for older adults conducted by the Wellesley institute, Community Transportation service planning, as well as library and public health service planning. Staff are preparing to refresh some of the indicators as new data becomes available from the 2016 Census conducted by Statistics Canada. The availability of these indicators will help inform place-based approaches in the development of the next version of the Toronto Seniors Strategy.
24a (Medium)	The City of Toronto will develop an accessible communications policy and guidelines to assist City staff to meet accessibility standard requirements created under the Accessibility for Ontarians with Disabilities Act. The policy and	City Manager's Office	Partially implemented	An Accessible Communications Policy and Guidelines were drafted in Fall of 2015. A parallel project to review and report on compliance with AODA requirements identified that the City would be better served by integrating all accessibility requirements under one Corporate Accessibility Policy. The Corporate Accessibility Policy was



<b>Action # (Timeline)</b>	<b>Action</b>	<b>Lead Responsibility</b>	<b>Progress Update</b>	<b>Description</b>
	guidelines should reflect communication and information barriers which may exist for both older adults and people with different abilities.			drafted in 2016 and is undergoing review with anticipated implementation January 2017. The Policy will underpin numerous accessibility guidelines including updated Accessible Information and Communication Guidelines, and Toronto Accessibility Design Guidelines, and others to be updated or developed in 2017, supporting the prevention and removal of barriers in accordance with the AODA. The AODA primarily deals with responding to requests for alternate formats of inaccessible information or provision of communication supports. The City has a process in place to provide alternate formats and communication support. The City's multi-year Accessibility Plan will be updated for 2017 onward, and will include a strategy to prevent new information and communication barriers. Progress Measure: Policy and Guidelines in place to meet AODA requirement and support the implementation strategy to prevent the creation of barriers in information and communication.
25a (Medium)	The Toronto Public Library will develop and implement electronic information literacy programs for older adults that focus on Internet awareness, safety and new information technologies.	Toronto Public Library	Fully implemented	TPL continues to develop and implement a wide variety of computer and information literacy classes dedicated to seniors, including computer basics, eContent & devices, web resources, email, MS office and Social media .In 2015, the increasing demand for one-on-one-instruction for this group was met with a total of 1,749 sessions offered to persons aged 65 or older.