

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. Plans are underway as part of Version 2.0 to seek renewal as the current designation expires in March 2018.
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 Ontario 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

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	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	Fully implemented	See the narrative under 22d and 23d.
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.

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	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	The Chief's Seniors Community Consultative Committee was established in September 2016 with representation from seniors and multiple stakeholders including members of the Toronto Seniors Strategy Accountability Table.
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.

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	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>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>
4a (Short)	Social Development, Finance & Administration will foster connections between the City's main advisory bodies for youth and	Social Development, Finance & Administration	Fully implemented	The Toronto Seniors Forum project on ageism (Still Acting Out) was completed in partnership with Care Watch Ontario and Ryerson University Students. In 2016, TSF applied for New Horizons for Seniors funding to improve intergenerational

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	older adults to identify opportunities for collaboration.			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 co-hosted 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 Version 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 connections 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. In 2016, 120 Cyber-Seniors programs were offered to senior participants.
4d (Long)	Social Development, Finance & Administration will expand funding to community groups to develop new intergenerational programming.	Social Development, Finance & Administration	Fully implemented	In March 2017 City Council approved a new Community Investment Fund framework that explicitly seeks to use grants to advance Council-approved social development strategies, including the Toronto Seniors Strategy. Through this mechanism funding for community groups to develop new intergenerational programs is expanded. Grants made under this new framework have included initiatives that bring together seniors with people from other age

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				groups to engage in projects and events that build their communities.
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"> - Seaton House residents, in particular older men - GSR Stakeholder Advisory Group that includes seniors and seniors advocacy groups - The 519 and Senior Pride Network - Community agencies and service partners - Networks: Housing and Homelessness Services Network, Toronto Alliance to End Homelessness, South East Toronto organization - Local community residents and community groups, including the North George Street Working Group and the Garden District

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				<p>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 ageing 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 Version 1.0 as their work plan 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 into existing Toronto Public Library services.	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 service, reflecting the needs of seniors, with option for additional service expansion in 2017. TPL piloted an advisory committee model specifically for older adults. The Library will use learnings to refine the model and adapt to it to local branch service.

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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	Fully implemented	The PFR on-line volunteer management system is under review at this time, however, opportunities for Older Adult volunteers continue to be promoted and filled as they have been in the past. Older Adult interests are also addressed through representation on the Volunteer Recreation Service Team (VRST) that oversees this work. The VRST has completed the Volunteer Manual and will distribute it to volunteers – including Older Adult volunteers – early in 2018 via local Recreation Centres.
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 Version 2.0, overall system navigation is an ongoing focus. Given there are approximately 50 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. In 2018, SDFA will work with the Toronto Seniors Forum and other community partners to pursue opportunities for more peer-leadership training programs for seniors.
7a (Short)	Toronto Employment & Social Services will ensure that older workers can access City Workforce development initiatives and will explore opportunities to customize employment services to meet the unique needs of older workers.	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 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

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				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 accessible services and/or programs that could benefit older adults.	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 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	Toronto Community Housing Corporation	Partially implemented	TCHC has been 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. 2017

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	Community Housing and other City-owned facilities in order to make these services more accessible to older residents of TCHC facilities.			Update: There has been limited success. However, TCHC is working with the City and LHINs and their agencies to bring more supports for seniors into those buildings. The Tenants First report has brought focus to this work and advanced this work.
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, SDFFA 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. SDFFA 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 adults, which would include strategies to ensure consistent, quality recreation programs for older adults across the city, with the	Parks, Forestry & Recreation	Fully implemented	The Older Adult Service Team (OAST): (a) acts as an advocate for our Older Adults as well as a consultant regarding Older Adult issues within Community Recreation; (b) works with the other functional service teams to ensure age-appropriate programs that are being offered at a variety of locations throughout

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	flexibility to respond to local age specific needs.			<p>the city; connections have been made to ensure Older Adult input to the Toronto Sports Strategy and the Sports, General Interest, Volunteers and Aquatics Recreation Service Teams;</p> <p>(c) has developed operating guidelines for existing 12 Older Adult Centres across the city;</p> <p>(d) acts as a link between Community Recreation and other Divisions, such as Public Health, to connect on Older Adult issues and programs; strong connections have been forged via the Seniors Strategy Accountability Table;</p> <p>(e) researches future programming trends and opportunities and training opportunities for full-time staff - this item has been implemented through participating in the consultations for Toronto Seniors Strategy Version 2.0, which will provide actionable direction on future programs and opportunities, e.g., the OAST assisted SDFA in their outreach efforts by hosting consultation sessions at PFR facilities;</p> <p>(f) creates an annual work plan that responds to the recommendations of the Recreation Service Plan and the Toronto Seniors Strategy, completed and reviewed annually.</p>
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	<p>2014 – 2605 referrals (48% increase from 2013)</p> <p>2015 – 3708 Referrals (30% increase from 2014)</p> <p>2016 – 3270 (until Oct 1, 2016)</p> <p>CREMS (Community Referrals by EMS) empowers Paramedics to connect vulnerable older adults with CCAC non-emergency health</p>

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	Access Centres and community support service providers.			services. With a simple click on the patient care 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	Fully implemented	<p>The Long Term Care Homes and Services Division (LTCHS) chaired a committee on HCW influenza immunization that has been disbanded and the issue incorporated into their Infection Prevention and Control Committee (IPCC), led out of their head office now located at 365 Bloor St East. TPH participates in these corporate IPCC meetings, as well as at IPCC meetings that occur in the individual LTC homes.</p> <p>Additionally, to better promote HCW Influenza Immunization among staff at LTCHS, TPH has shortened and tailored the Influenza presentation to better suit the needs of LTCHS division. TPH will continue to offer HCW Influenza Immunization presentations on a yearly basis.</p>
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	Toronto Public Health (TPH) is exploring a new seniors-specific initiative in collaboration with Toronto Community Housing – a buying club. The Mobile Good Food Market continues to operate and includes seniors but is not seniors specific. TPH is exploring collaborative partnerships to create a seniors cooking program at Rexdale Hub.
11d (Short)	The Toronto Public Library will offer a dynamic mix of programs to	Toronto Public Library	Fully implemented	In 2016 TPL delivered 370 health and wellness programs for seniors. This includes: a highly

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	address lifelong learning and skills development that support better health, financial management and sustainability.			attended series of programs on "Retirement Planning on a Low Income" which was designed to provide information to very economically vulnerable seniors: as well as other senior targeted financial programming covering such topics as identity theft, and estate planning.
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	<p>In 2016, Toronto Public Health modernized its fall prevention in-person training to an online (e-learning) version.</p> <p>The e-learning version has allowed TPH to reach over 300x more caregivers of older adults with fall prevention messages than the traditional in-person training.</p> <p>TPH is working with Health Shared Services Ontario (HSSO) to incorporate the e-learning into Local Health Integrated Network (LHIN) information management systems. The e-learning module will be available to all LHIN staff in Toronto and across Ontario in 2018.</p>
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</p>

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				<p>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)	<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>	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>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 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.</p>

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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 require during large or small scale emergencies.	Shelter, Support, & Housing Administration	Fully implemented	<p>The responsibility for this action transferred to the Office of Emergency Management in 2013.</p> <p>The Office of Emergency Management continues to strengthen its supports to vulnerable populations, including seniors and other residents, during emergencies. At Emergency Reception Centres, Specialized Services protocols exist to address the needs of evacuees and ensure all vulnerable populations can access the Emergency Social Services that are provided. Training has been and continues to be provided to City staff who will provide specialized services at Emergency Reception Centres. The Office of Emergency Management is also working with the Toronto Central Local Health Integration Network and its members/partners to formalize an agreement for the provision of specialized health supports for residents displaced due to emergencies.</p> <p>Moving forward, the Office of Emergency Management will continue its focus on emergency social services preparedness as well as an increased focus on community resiliency with an emphasis on 'neighbours assisting neighbours' before, during and after emergency events.</p>
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. If implemented, additional dental teams would provide access to low-income seniors on the 2 year waiting list. Treatment services to approximately 3,000 additional low-income seniors would be provided in a more timely

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				manner improving overall health and quality of life.
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 aged 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. Further work may be undertaken in future. (4) Working with the TTC to contribute health lens to discussions regarding Platform Edge Doors. TPH will continue to participate on this via TTC's Suicide Prevention Workgroup. (5) Working with Transportation Services, Engineering and Construction Services, City Manager's Office, Toronto Police Services and mental health experts to explore the effectiveness and feasibility of options to prevent suicide from bridges in Toronto.
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 downtown Toronto in the Action for Seniors Charrette Report.

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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 Advocate, Councillor Ana Bailão, the AHO organized the Toronto Housing Summit to inform the City's submission to the federal consultation.

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				The submission is available at: www.toronto.ca/affordablehousing .
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 City's 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 of the available senior property tax and utility relief programs.	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 and understandable format. This new bill design contains clear language, larger print size, and meets accessibility design standards set out in

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				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. A shelter program model for vulnerable seniors who are homeless has been developed, to be implemented in a new seniors shelter at 3306 Kingston Road opening in 2018. 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 are available for seniors in shelters and living on the street to find housing, along with follow-up supports needed to maintain stable housing through the Coordinated Access to Housing Supports pilot. 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

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				affordable for more than 1000 senior households (age 59+).
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	<p>City staff have started preparing for the Housing Opportunities Toronto Action Plan 2020-2030 through an interdivisional working group led by the DCM, Cluster A and co-ordinated by the AHO, and the SSHA Divisions. The HOT 2020-2030 will guide the City's housing and homelessness initiatives, policies, and programs over the next decade.</p> <p>AHO and SSHA, in collaboration with City Planning and other members of the interdivisional working group, will conduct research and studies, and organize public consultations to better understand the evolving demographics and housing needs of all Torontonians including seniors.</p> <p>A Directions Report for HOT 2020-2030 is expected to be considered by the Executive Committee in 2018 and the HOT 2020-2030 Plan will be brought forward for approval by Council in mid-2019.</p>
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 2012-2017 for essential health, safety and energy-efficiency repairs and accessibility modifications completed, benefitting some 6,700 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 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

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	affordable housing by direct engagement with the public and housing providers.			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 website.
15c (Medium)	Long-Term Care Homes & Services will expand the Homemakers and Nurses Services program which offers assistance with housekeeping, laundry, shopping and meal preparation to frail elderly or other older adults recovering from illness or surgery.	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 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	SSHA has focused on the need for eligible older adults in the shelter system and on the street to access long-term care beds. Further options for LTC programs and other supports may result in future from these discussions with MOHLTC and LTCHS.
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	Shelter, Support & Housing Administration	Partially implemented	SSHA and LTCHS are developing a project charter that identifies opportunities to work together to increase service pathways for shelter client access to long-term care beds. This will include a specialized long-term care program model for the GSR and harm reduction models, with increased SSHA and LTCHS capacity to work together. Tentative plans include piloting such a program in 2018.

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	use substances, have mental health issues and/or behavioural issues.			
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 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.	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 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. 2017 Update: TCHC has not been able to make changes to its collaboration with LTCHS. The recommendations in the Tenants First reports have brought further work in this area into question.
17a (Medium)	The Toronto Transit Commission will pursue discounted or free fares for older adults during non-peak hours.	Toronto Transit Commission	Partially implemented	The City of Toronto is currently working with the TTC on a Fare Equity project to provide discounted fares to low-income residents. In December 2016, the TTC Board endorsed the City of Toronto's proposed Transit Fare Equity: Fair Pass Program. The program will be rolled out in phases and the TTC will be working with the City to implement it. The first phase in 2018 will specifically include Ontario Disability Support Program and Ontario Works clients before expanding to all low-income Toronto residents by 2020.

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17b (Medium)	Toronto Public Library will work to develop partnerships with community service organizations that provide transportation services for seniors in order to facilitate increased access to library branches.	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 retirement planning. Outcomes from this pilot have been reviewed indicating limited success. The Library has since recommended and piloted successfully a different model where SDFA provides TTC reimbursement to participants.
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</p>

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				review to further enhance service efficiencies across the system.
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 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 year-end 2017, TTC has received 59 low-floor accessible streetcars out of the current total order of 204. Three streetcar routes are now designated as accessible: 510 Spadina, 509 Harbourfront, and 514 Cherry. Accessible streetcars also now operate on 512 St Clair and 504 King, along with older vehicles. 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.

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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 is upgrading the public address system speakers at all subway stations to make public address announcements much easier to hear and understand. As of December 2017, PA systems in two stations remain to be upgraded. TTC is currently planning to complete this work in 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 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 2019, 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.
18e (Short)	The Toronto Transit Commission will post elevator/escalator outage notices at TTC station entrances.	Toronto Transit Commission	Partially implemented	TTC is now posting elevator outage information on Station Information Screens at TTC station entrances. Outage text is white on a blue

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				<p>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.</p> <p>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 customer information displays at subway station entrances is under development. This system is expected to be in place by the end of 2019.</p>
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 36 in 2016. A project is now underway to improve 300 additional bus stops by the end of 2018, which will be made possible by the funding TTC received in 2016 through the federal Public Transit Infrastructure Fund (PTIF).
19a (Short)	Transportation Services will work to complete updates to intersection crossing times to provide longer walk times across the city.	Transportation Services	Fully implemented	Re-timed 2,247 (96%) of the City's 2,325 traffic signals in identified priority locations, as of December 2017.
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 residents or senior amenities/facilities, pending the adoption of a national standard.	Transportation Services	Partially implemented	A policy was developed 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 allow pedestrians a 3-7 second lead when entering an intersection.

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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	Fully 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	Fully implemented	As a part of the Toronto Road Safety Plan that was adopted by City Council in July 2016, a Vulnerable Road User Assessment Process was developed. After each fatality that involves a vulnerable road user, Transportation Services conducts post-fatality reviews to understand the collision cause and implement, where appropriate, measures that respond to the collision causes.
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 the road regarding safety of pedestrians at mid-block crossings,	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.

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	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 2015-2020. In-service road safety reviews are currently being conducted in 6 corridors and areas with high KSI (killed and seriously injured) collision frequencies. Twelve Senior Safety Zones have been implemented across the City along corridors with high senior KSI collisions. Vulnerable Road User Fatal Collision Safety Reviews have been conducted at 8 locations.
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. Since 2013, Urban Forestry has planted over 400,000 trees and completed over 2 million

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				work orders related to tree-planting, tree care and maintenance and tree protection. Tree planting includes strategically targeting places with high seniors such as parks, trails and sidewalks.
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 over 1450 intersections by 2014, 52 intersections in 2015, 53 intersections in 2016, and 26 so far in 2017. Larger print signs are installed with all new signal installations/activations.
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	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

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	spaces and buildings that are safe, comfortable and accessible.			movements as well as an attractive and vibrant public realm; (b) directing growth to locations at and around major transit stations and routes to 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	Fully implemented	<p>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.</p> <p>Since 2014 social gathering space projects have been delivered successfully as per the Parks Plan funding initiatives/criteria. Parks has reviewed the design and functionality of park benches and adjusted its design standards to ensure they meet</p>

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				AODA compliance requirements well before the 2025 deadline. The Capital Projects team are currently working on revising/updating the City's Universal Accessibility Standards to align with AODA requirements. These include such things as slopes on paths and railings adjacent to Community Centres and within parks.
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 \$408,862 annually will be maintained. In addition, a program review was completed and highlighted the need for better data collection to inform service planning and expansion. Program providers have developed a data collection strategy and a work group of providers is monitoring the data collection strategy. An additional investment of \$54,284 was made to one agency to develop and implement shared worker recruitment and training to enhance service standards and customer satisfaction. This group will also undertake a client survey.
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.

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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	Fully implemented	The TPS has met the aim of this recommendation by developing and circulated pamphlets on seniors safety, crime prevention and fraud against seniors. Further materials will be developed in consultation with the Seniors Community Consultative Committee.
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 Older Adult web page is live and functional. It includes information that is of interest to Older Adult residents, including Community Recreation programs, facilities information (e.g. permitting), parks information (e.g. trails, golf), and links to how Older Adult residents can access free and low cost program options and the Welcome Policy program. The page usage and helpfulness will be assessed in 2018 against data collected since it went live. Further improvements in ease of use and customized information for Older Adults will be explored in the assessment process. To improve access to programs, staff

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				ran sessions to assist older adults in navigating the online registration system.
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.
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	Fully implemented	This has been achieved through a number of recent initiatives although efforts to strengthen partnerships with health and community service agencies is ongoing. TPS has established a strong relationship with Toronto Seniors Helpline, one of the most practical resources for first responders to be aware of in terms of connecting seniors to services in the community. The Chief's Seniors Community Consultative Committee was formed as well as the Disabilities Consultative Committee to establish and strengthen partnerships in the community. The TPS is also an active and engaged member of the Toronto Seniors Strategy Accountability Table which has over 50 health, social and community support

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				service agencies which serves as a basis for knowledge translation, collaboration and partnerships to link vulnerable, victimized seniors to the right supports at the right time.
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 guidelines should reflect communication and information barriers which may exist for both older adults and people with different abilities.	City Manager's Office	Partially implemented	The Corporate Accessibility Policy as noted in the description of the recommendation has been consulted on extensively and is currently being reviewed by the Accessibility Advisory Committee (AAC) working groups. The feedback expected in mid-December 2017 will be incorporated and then the policy will return to the AAC and then go forward to Executive Committee and Council. The policy is expected to be in place by Q2 2018.
25a (Medium)	The Toronto Public Library will develop and implement electronic information literacy programs for	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

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	older adults that focus on Internet awareness, safety and new information technologies.			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. In Fall 2016, the Library offered an Internet Safety for Seniors and Going Mobile workshop series to approximately 30 branch locations which have identified seniors as a service priority.