

## Appendix H: Progress on Toronto Seniors Strategy Version 2.0 (as of October 2019)

Action # (Timeline)	Action	Lead Responsibility	Progress Update	Description
1 (Short)	The City of Toronto will initiate a process to develop a seniors housing and services entity at the City dedicated to taking a service system management approach to the needs of all seniors and integrating City services for seniors.	Seniors Services and Long-Term Care	Fully implemented	<p>Seniors Services and Long-Term Care (SSLTC) became a stand-alone division with Council adoption on April 16, 2019. A new General Manager was appointed effective May 21, 2019 and additional staff expansion is underway.</p> <p>An early initiative for SSLTC was to create a new website, <a href="http://toronto.ca/seniors">toronto.ca/seniors</a>, which acts as a one stop shop for information on City of Toronto services, initiatives and programs for seniors, including information on services related to health, housing, transportation, employment and including recreation, road safety, transit, and continuous learning.</p>
2 (Medium)	The City of Toronto will explore how to expand access to free dental health services for low-income seniors through Toronto Public Health.	Toronto Public Health	Partially implemented	<p>In April, the province released its 2019/2020 Budget, which included a new dental program for eligible low-income seniors – the Ontario Seniors Dental Care Program (OSDCP). The OSDCP will help those without private dental insurance access dental services through public health units, community health centres, aboriginal health access centres.</p> <p>Implementation is expected in late Fall 2019.</p>
3 (Short)	The City of Toronto in partnership with Toronto Community Housing will seek provincial funding for additional Seniors Active Living Centres in Toronto.	Seniors Services and Long-Term Care	Fully implemented	Toronto Community Housing Corporation, with support from SDFAs, applied to the Seniors Active Living Program in March 2018. Given the change in government at the provincial level there has been no further communication about the status of the application. New

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				opportunities for funding and support are being explored.
4 (Medium)	Toronto Public Library will support social connectedness by expanding digital literacy programs for seniors in libraries.	Toronto Public Library	Partially Implemented	<p>Toronto Public Library (TPL) developed a Digital Literacy for Seniors Expansion Strategy, which includes two complementary programs:</p> <ul style="list-style-type: none"> <li>• In-branch Digital Literacy for Seniors</li> <li>• Community-based Digital Literacy for Seniors (targeting isolated tenants in Toronto Community Housing seniors-designated buildings).</li> </ul> <p>The In-branch Digital Literacy for Seniors is being piloted in Fall 2019. TPL is seeking a 2020 Budget Enhancement for full implementation of the Strategy.</p> <p>In the interim, TPL currently offers Digital Literacy Instruction (e.g., Digital Life Skills for Seniors, Book-a-Librarian) for seniors.</p>
5 (Short)	The City of Toronto will expand Community Paramedicine programming in order to better support seniors who are high-volume 911 callers with non-emergency community care and supports.	Toronto Paramedic Services	Fully implemented	<p>Toronto Community Paramedics have expanded three programs:</p> <ul style="list-style-type: none"> <li>• Community Referrals by EMS (CREMS) – program improves support available to frequent users of Paramedic Services by referring them to community-based support services, when appropriate.</li> <li>• Home Visit Program (CP@home) – Community Paramedics visit seniors who call 911 frequently to connect them to ongoing community support services.</li> <li>• Wellness Clinics</li> </ul>

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				In the 2018 City Budget, 5.0 FTEs were approved, and in the 2019 City Budget, 5.0 additional FTEs were approved (for a total of 10 city-funded Community Paramedics).
6 (Medium)	The City of Toronto will work with the Province of Ontario and community partners to develop a Toronto Caregivers Strategy with an emphasis on the needs of senior caregivers.	Seniors Services and Long-Term Care	Partially implemented	Key partners in this work have been identified – including the Alzheimer Society of Toronto - and Terms of Reference have been developed. SSLTC is seeking funding sources to advance this work, including applying for a CIHR grant with the Sunnybrook Research Institute. This grant would support a large stakeholder consensus building workshop to develop a caregiver strategy in Winter 2020.
7 (Short)	The City of Toronto will consider senior-friendly outdoor fitness equipment in the design and refurbishment of parks.	Parks, Forestry and Recreation	Fully implemented	Parks, Forestry and Recreation (PFR) installed new senior-friendly fitness equipment in 22 parks in 2018 with an additional 14 either complete or underway for 2019. PFR installs outdoor fitness equipment that adapts for all ages and abilities, including seniors. They are also conducting a condition assessment of approximately 600km trails and paths in City of Toronto parks to inform priorities for upgrades.
8 (Short)	The City of Toronto will work with Toronto Community Housing and FoodShare to establish healthy food access initiatives that are accessible to seniors living in social housing through Toronto Public Health and the Toronto Food Policy Council.	Toronto Public Health	Fully implemented	In partnership with TCH, FoodShare's Mobile Good Food Market made 26,000 lbs of affordable produce available in 4 seniors-designated TCH buildings through four new healthy food access initiatives in 2018. In addition, in 2018, through a partnership with Seed to Table, Toronto Public Health

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				developed a Toolkit for other agencies hoping to establish a Food Buyers Club.
9 (Short)	The City of Toronto will develop Housing Opportunities Toronto: Housing Action Plan (2020-2030) accounting for the evolving demographics and needs of older Torontonians over the next decade.	Housing Secretariat/ Shelter, Support & Housing Administration	Partially implemented	<p>The HousingTO Action Plan includes actions across the housing spectrum ranging from homeless shelters, social and supportive housing to market and affordable rental and ownership housing. The HousingTO 2020-2030 action Plan will be considered by Committee and Council by the end of 2019 and then implemented over the next decade.</p> <p>The HousingTO Action Plan is informed by a number of public and stakeholder consultation sessions with representation from a range of organizations from across the housing continuum including seniors housing and long-term services providers. A specific stakeholder consultation was also hosted on seniors' housing and long-term care with over 20 agencies participating.</p>
10 (Short)	The City of Toronto will address the specific and growing needs of older Torontonians by continuing to create new affordable housing and fund housing repairs and accessibility modifications for seniors by delivering federal-provincial-City funding and City incentives.	Housing Secretariat/ Shelter, Support & Housing Administration	Fully implemented	<p>In addition to 149 affordable rental units developed for seniors in 2018, the City continues to support the creation of a range of rental housing opportunities affordable and suitable to low-income seniors across the city.</p> <p>As part of the Housing Now Initiative, the City is planning to activate a City-owned land at 140 Merton Street to create approximately 180 seniors-oriented rental housing units (targeting up to 100% of units as affordable). This project will be completed in partnership with the non-profit sector and will include additional</p>

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				<p>community space for SPRINT and other community programs.</p> <p>Approximately \$5 million invested into home repairs and accessibility modifications for low-income seniors from federal/provincial funding in 2019.</p>
11 (Short)	The City of Toronto will seek funding from the HomeShare program in Toronto to connect over-housed seniors with university and college students seeking affordable housing.	Seniors Services and Long-Term Care	Fully implemented	<p>In March 2019, City Council authorized staff to enter into an agreement to continue the Toronto HomeShare Program, which had been previously funded through a Seniors Community Grant Program under the Ministry of Seniors Affairs. The National Initiative for the Care of the Elderly (NICE) was identified as the community delivery agent.</p> <p>To date, 75 successful matches have been made.</p>
12 (Short)	The City of Toronto will develop a new homeless shelter that provides specialized services for seniors and older adults.	Shelter, Support and Housing Administration	Fully implemented	<p>Two new homeless shelters for seniors have opened in Toronto. The first, at 2671 Islington Avenue, opened on December 15, 2018, with 45 beds currently available and another 45 beds to be added by Q4 2020.</p> <p>The second, 3306 Kingston Road (Scarborough Village Residence) opened in April 2019 with 88 beds currently available and 5 additional beds by the end of October 2019.</p>
13 (Short)	The City of Toronto will implement the provincial Home for Good program funding to create and maintain housing with supports that meet the	Shelter, Support and Housing Administration	Fully implemented	\$25 million in annual funding were allocated to support homeless people to move into housing, including 308 seniors.

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	needs of formerly homeless persons including seniors.			Two programs with access to 40 new units are funded specifically for seniors.
14 (Medium)	The City of Toronto will amend the Official Plan to recognize the City's commitment to age-friendly principles.	City Planning	Partially implemented	<p>City Planning will recognize the City's commitments to age-friendly principles in their upcoming Official Plan review.</p> <p>They have also incorporated language to reference seniors/age-friendliness in Secondary Plan studies.</p>
15 (Short)	The City of Toronto will negotiate the use of Section 37 benefits to develop new neighbourhood facilities to meet the needs of seniors as appropriate.	City Planning	Partially implemented	In 2018, \$5 million in Section 37 benefits were secured for new community facilities. \$1.5 million of these Section 37 benefits were applied to the expansion of Wychwood Library, which includes new program space for seniors.
16 (Short)	The City of Toronto will provide seniors with new and customized information and tools that will empower them to ensure that they and their neighbours are living in a fire safe environment.	Toronto Fire Services	Fully implemented	<p>Toronto Fire Services (TFS) has been leading the Seniors' Ambassador program in TCH high-rise Seniors Buildings. This program includes:</p> <ul style="list-style-type: none"> <li>• Safe Cooking Stickers, which have been received and installed in all senior suites.</li> <li>• Tenant Ambassadors - a request was published in the TCH newsletter for volunteer Ambassadors in Seniors buildings – TFS will provide training once all the positions are filled. If no volunteers come forward, TFS Public Educators will placed in an ambassador role for each building.</li> </ul> <p>Specialized education and training in TCHC seniors buildings - TFS has engaged with TCH Program Specialist. A meeting has been set up in October 2019 to identify Seniors' programs that TFS can get directly involved.</p>

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17 (Short)	The Toronto Transit Commission (TTC) will develop and launch a new public awareness campaign to advance a culture of respect and civility for the benefit of seniors and other riders.	Toronto Transit Commission	Fully implemented	The "Share the Space" campaign was launched in Summer 2018 and has continued into 2019. This campaign encourages riders to offer their seat to seniors, those with disabilities and pregnant women. The campaign includes posters and advertisements on video screens in subway stations, posters onboard TTC vehicles, etc.
18 (Short)	The City of Toronto will, as part of its commitment to Vision Zero, identify and install additional Seniors Safety Zones in conjunction with the Road Safety Plan.	Transportation Services	Fully implemented	Council adopted Vision Zero 2.0 on July 16, 2019.  64 Seniors Safety Zones have been identified to date by Transportation Services across the city.
19 (Short)	The City of Toronto will construct new sidewalks on roads where they are missing to improve walkability, mobility and accessibility of City streets.	Transportation Services	Fully implemented	Since the adoption of Version 2.0 of the Toronto Seniors Strategy, 34 new sidewalks totalling over 12 km have been constructed.  Funds were made available from the Federal Government's Public Transit Infrastructure Fund.
20 (Medium)	The Toronto Transit Commission will develop a travel training program to support increased senior access to public transit.	Toronto Transit Commission & Wheel-Trans	Fully implemented	Based on the success of its 2018 pilot program, TTC/Wheel-Trans has permanently implemented a Travel Training program. Seniors and persons with disabilities will be provided with expert training designed to improve the skills and confidence needed to use the conventional TTC (bus, streetcar, and subway).  The Travel Training program includes: one-on-one, personalized training, orientation sessions, subway station exploration days,

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				<p>group presentations, online training modules and print materials.</p> <p>Participants receive “please kneel the bus” flashcards and “please offer me a seat” buttons. There have been 350 participants to date.</p>
21 (Medium)	The City of Toronto will work with community partners under Toronto For All to develop a workplace anti-ageism campaign.	Seniors Services and Long-Term Care	Partially implemented	<p>The next Toronto For All campaign will address ageism in the workplace. The campaign was created by the City in concert with an Advisory Committee, a community partner and PUBLIC Inc.</p> <p>The campaign will include posters in bus shelters and will run from November 4 – December 1, 2019.</p>
22 (Medium)	The City of Toronto will work with The 519, Senior Pride Network and other community partners to develop a public awareness and education campaign addressing homophobia and transphobia affecting seniors	Seniors Services and Long-Term Care	Partially implemented	<p>City staff have met with representatives from The 519 initiate a work plan for the campaign, which includes the identification of relevant community partners. Once identified, partners will be invited to an exploratory meeting.</p> <p>Funding opportunities are being explored.</p>
23 (Short)	The City of Toronto will expand employment support services to further address the needs of older workers, focusing on those in receipt of Ontario Works.	Toronto Employment and Social Services	Partially implemented	<p>In 2019, TESS provided :</p> <ul style="list-style-type: none"> <li>• Training and employment programs to 900 clients (aged 45+) through the Purchase of Employment services program (POES) and 40 clients through Individual Services and Supports (ISS)</li> <li>• Three Old Age Security/Canada Pension Plan sessions hosted by Service Canada at TESS locations attended by 100 seniors receiving Ontario Works. Two more</li> </ul>



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				<p>sessions were held during Workforce Development Month in October 2019.</p> <ul style="list-style-type: none"> <li>• Free income tax clinics, with over 2300 residents (aged 45+) participating.</li> <li>• A Job Incentive Program with over 100 clients (aged 45+) participating in 3-6 month unpaid work experiences with the City.</li> </ul>
24 (Short)	The City of Toronto will enhance public awareness of property tax deferral and cancellation programs.	Revenue Services	Fully implemented	<p>New for 2019, Revenue Services:</p> <ul style="list-style-type: none"> <li>• Redesigned their program brochure with clear messaging and full colour graphics, providing information on how to apply for property tax deferral/cancellation programs</li> <li>• Distributed 7,100 brochures to all Libraries, Community Recreation Centres, Mayor and Councillor's Offices, Customer Service Counters in TCH and Civic Centre locations</li> </ul>
25 (Short)	The City of Toronto will work with the Seniors Strategy Accountability Table and other community partners to update and circulate the new Services for Seniors in Toronto directory.	Shelter, Support and Housing Administration	Partially implemented	Fact checking is underway and project timelines are on track to deliver an updated guide in 2019. Once complete, printed copies will be made available.
26 (Medium)	The City of Toronto will work with all Ward Councillors to hold Seniors Active Living Fairs in order to facilitate outreach and communication of the burgeoning range of diverse products and services available for seniors.	Seniors Services and Long-Term Care	Partially implemented	17 Seniors Active Living Fairs were held in 12 wards in 2018-2019. Planning for additional fairs in the remaining Wards is underway.
27 (Medium)	Toronto Police Service, in collaboration with key partners, will create a seniors-inclusive training curriculum aimed at increasing officer	Toronto Police Services	Partially implemented	Funding applications were submitted in the summer of 2019 for the New Horizons for Seniors Program and Seniors Community Grant Program to support this initiative.

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	awareness around ageing related issues and increasing officer capacity to connect seniors to appropriate community services.			