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2018-2022

TORONTO SENIORS STRATEGY VERSION 2.0 FINAL REPORT



 **TORONTO**



Fall 2022

www.toronto.ca/seniors

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Introduction

For the first time, the number of people living in Toronto who are over the age of 65 has surpassed those who are under the age of 15. By 2041, the number of people living in Toronto who are over the age of 65 is expected to double. The City recognizes this growth in life expectancy as a triumph, and continues to set new goals to better support seniors living in Toronto. The first Toronto Seniors Strategy 2013-2018, transformed Toronto into an age-friendly city, receiving official designation and recognition as a member of the Global Age-Friendly Cities and Communities Network from the World Health Organization. Building upon the success of the first Seniors Strategy (which implemented 90 of its 91 recommendations), the City worked with the Accountability Table and 10,000 seniors and care partners to co-create the Toronto Seniors Strategy 2.0 aligning with the Council term 2018-2022. This report represents the final culmination and completion of Toronto Seniors Strategy 2.0.

The Toronto Seniors Strategy Accountability Table is a network of City partners committed to making Toronto a more age-friendly, age-inclusive and ultimately age-equitable place for a diverse population of seniors to call home. Version 2.0 of the Toronto Seniors Strategy has 27 high-impact recommendations across five action areas: health, housing, transportation, employment/income and access to services. The success of the strategy is rooted in several factors including, the co-creation and collaboration with seniors, care partners, community service agencies, and government as well as the tenacity and partnership of the Accountability Table to see that every single recommendation in Version 2.0 was acted upon by the City of Toronto.

Together, the Accountability Table has advanced all 27 recommendations of the Toronto Seniors Strategy Version 2.0 and has done so throughout challenging times for seniors and their caregivers. The COVID-19 pandemic has been particularly harsh on the seniors service sector and continues to inequitably impact seniors with each successive wave, incurring higher rates of illness for those in congregate care settings, and isolation for those living alone. The pandemic has also exposed underlying cracks in our systems and deep-seated inequities, having an even greater impact on seniors from Black, Indigenous, and equity-deserving communities.

Despite the challenges and inequitable impacts of the COVID-19 pandemic, governments, service providers and community leaders have persevered and pivoted from the status quo to meet new challenges and to continue supporting seniors. During COVID, some programs and services were delivered virtually, wellness checks were conducted over the phone, and local tables were formed to problem-solve and coordinate care across sectors.

Many of these partnerships and innovations are profiled in this final report, along with detailed explanations and status (fully or partially implemented) of each of the 27 recommendations. This report tells the story of the efforts made over the past four years to deliver Version 2.0, and lays the foundation for future work to harness the lessons learned throughout the pandemic and to create a more equitable city for older Torontonians.

Background – Toronto Seniors Strategy Version 2.0

In May 2018, City Council unanimously adopted [Version 2.0 of the Toronto Seniors Strategy](#) with 27 high-impact recommendations that built upon the original [Seniors Strategy](#) to improve the well-being of seniors across Toronto. The five action areas in the Toronto Seniors Strategy 2.0 are: Health, Housing, Transportation, Employment and Income, and Access to Information. The strategy was developed through extensive community consultation that engaged 10,000 Torontonians, who for the most part are seniors and the people who care for them.

The Toronto Seniors Strategy 2.0 was closely monitored by the Toronto Seniors Strategy Accountability Table. The City's multi-sector stakeholder group focused on seniors and ageing, with membership comprising service providers, seniors and caregivers, health care providers, non-profits, researchers, provincial and federal partners, advocacy groups, City/agency staff, and many others.

Each year, the City of Toronto has publicly reported the progress of each recommendation in the Toronto Seniors Strategy 2.0, with the goal of full implementation by the end of the Council term 2018-2022. This final report represents a culmination of all efforts to collaboratively advance Version 2.0 since it was adopted by Council in 2018.

The Toronto Seniors Strategy 2.0 complements and advances other key City initiatives to support the quality of life, social participation, access to services, and well-being of diverse seniors in Toronto. This includes the advancement of the Integrated Service Model in Toronto Seniors Housing Corporation seniors' buildings, to better support ageing in place for seniors living in social housing. The Toronto Seniors Strategy Version 2.0 also includes a sharper focus on the needs of Black and Indigenous seniors and Elders, and those from equity-deserving groups, as well as services provided by divisional partners across the City including dental care, funding to seniors organizations, older adult recreation, and more.

Driving Transformative Sector Change

The stakeholder consultation undertaken to co-develop the Toronto Seniors Strategy 2.0 was extensive and equitable. With support and participation from 78 community-based organizations, 10,000 seniors were engaged (7,000 via survey and 3,000 in person) across the City's former 44 electoral wards. Over 100 seniors took part in consultations facilitated in languages other than English, including Greek, Bengali, Arabic, Farsi, Spanish, Vietnamese, Russian, Mandarin and Cantonese. The 519 also collaborated with the Accountability Table on a full-day community brainstorming workshop to identify the needs of 2SLGBTQI+ seniors, and articulated a recommendation to build awareness and create more inclusive and affirming services.

Across these engagements, one key insight emerged: the City of Toronto does not coordinate or deliver services in ways that are tailored and accessible to the unique needs of seniors. Throughout the consultations, Toronto seniors and caregivers spoke of the difficulty and frustration they experienced in attempting to navigate an increasingly complex and siloed suite of services. Ultimately, many of the needed supports exist, but seniors could not find them.

This finding led the Accountability Table to bring forward the ambitious backbone recommendation of the Toronto Seniors Strategy 2.0: that the City develop a seniors-specific housing and services entity to integrate and enhance City services for seniors. The City responded by creating two new structural entities, one to address the need for integrated seniors services, and the other to address the specific needs of seniors living in the 83 Toronto Community Housing seniors-designated buildings.

In 2019, Council designated the Long-Term Care Homes and Services Division as the City's dedicated seniors services entity. The division was renamed 'Seniors Services and Long-Term Care,' and was directed to take on an enhanced role in municipal service planning to improve and integrate services for seniors.

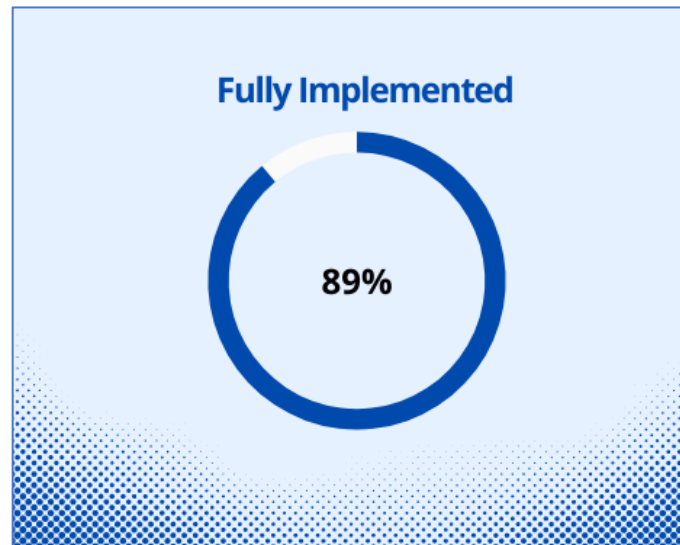
Also in 2019, City Council approved the creation of a new, standalone Toronto Seniors Housing Corporation to oversee operations of the 83 seniors-designated buildings, with its own Board of Directors, CEO and staff. The new Toronto Seniors Housing Corporation was also directed to deliver an integrated service model to 15,000+ senior tenants. The Integrated Service Model is an innovative approach designed to facilitate seniors' sustained engagement in vibrant tenant communities and support their ageing in place through enhanced and integrated access to health, housing, and recreation services. Combined, these two innovations signal a transformative and structural change in the way the City responds to the needs of seniors.

Success of the Toronto Seniors Strategy 2.0

The Accountability Table has worked together to advance all 27 recommendations of Toronto Seniors Strategy Version 2.0, and has done so through challenging times for seniors and those who care for them.

As of October 2022, 24 of the 27 recommendations are fully implemented, with the remaining three well underway.

Final Status of Recommendations



A major achievement that brought the implementation of one key recommendation to completion during the summer of 2022 was the release of [*Leading & Learning with Pride: A Revitalized Tool Kit on Supporting 2SLGBTQI+ Seniors*](#) (Recommendation 22). With the guidance and partnership of 2SLGBTQI+ seniors, this refreshed Tool Kit was designed to include useful examples, insights, guidance, and resources to support providers in the delivery of respectful, inclusive, and affirming care throughout the care continuum. To date, the Tool Kit homepage has been viewed 1,500 times. This Tool Kit is now a sought after, best practice resource available to all those interested in providing equitable care to 2SLGBTQI+ seniors.

Another notable success was the release of the *Directory of Services for Seniors and Caregivers in Toronto*. The City worked with 211 Findhelp and numerous community partners to co-create a new resource guide for older adults, their care partners, and service providers. The Directory includes information on City, community and government services and how to access them. It was extremely well received and is in high demand. In 2021, 10,000 hard copy print versions of the Directory were distributed to seniors and it was accessed online by many more.

Among other "fully implemented" recommendations, we continue to learn about further progress and successes from our partners. Recommendations that were already complete report on-going accomplishments, including:

- The HomeShare program has been scaled nationally and attracted new sources of funding due to its tremendous popularity and success
- Permanent resources for Toronto Public Library to run a digital literacy program in Toronto Seniors Housing Corporation buildings were approved by City Council in 2022
- Increased provincial investments in the Seniors Dental Care program (\$3.49M) and Community Paramedicine (\$3M/year) for 3 years to support seniors who are waiting for long-term care
- Additional Toronto Transit Commission campaigns are being delivered to support accessibility, including "EnAbling Change"

Work is actively underway to complete the three recommendations in the Toronto Seniors Strategy 2.0 that remain partially implemented.

- #14 – Amending the Official Plan to reflect principles of age-friendliness. This recommendation is part of a City-wide process that is slated for completion by the end of 2023.
- #26 – Increasing the number of Seniors Active Living Fairs across all wards. With 16 Seniors Active Living Fairs successfully implemented to advance this recommendation, work is currently underway to deliver the remaining two by the end of 2022.
- #27 – Creating a new training curriculum for Toronto Police working with older adults. A draft curriculum has been developed and work is underway to further refine and deliver the curriculum.

See **Appendix A** for detailed information and final implementation status of each of the 27 recommendations in Toronto Seniors Strategy 2.0.

Next Steps – Towards an Age-Equitable Toronto

The City achieved international acclaim as an age-friendly city with the success of Version 1.0. Successes were built upon in Version 2.0 to deliver an age-inclusive city. This progress report represents an important milestone in our efforts to do even better, moving Toronto from a city that is not only age-inclusive, but a city that is age-equitable. This means taking specific actions to improve outcomes for seniors from Indigenous, Black and equity-deserving communities.

The evolving pandemic presents significant challenges and a difficult road ahead for seniors and their care partners. Amidst an ageing population with increasingly complex needs, social isolation reached new heights throughout the pandemic and mental health challenges have intensified as a result. The pandemic exacerbated food and housing insecurity, financial challenges related to high inflation, and access to supports that were needed to grapple with the digital divide among seniors. In addition, seniors from Black, Indigenous and equity-deserving groups were disproportionately impacted throughout the pandemic, underscoring the urgent need to approach and deliver seniors services through an anti-oppressive and intersectional lens. To meet these challenges, future iterations of the Seniors Strategy will focus on transforming Toronto from an age-inclusive city to one that is truly age-equitable.

For the City, age-equity means fairness and justice for a diverse group of older adults. Moving forward, the Toronto Seniors Strategy will work to advance age-equitable innovations that account for and address varied experiences and challenges related to ageing, recognizing that age is not the only factor limiting a senior's access to the services and supports they need. Ageism is compounded by other intersecting systemic barriers, including but not limited to ableism, racism, sexism, heterosexism and colonialism. These systems of oppression are palpable determinants of health and well-being for seniors and must be addressed as Toronto commits to become an age-equitable City.

Acknowledgements

The City of Toronto gratefully acknowledges the highly collaborative, competent and creative members of the Accountability Table that includes older adults, care partners, community agencies serving seniors, health partners, federal and provincial partners, researchers, advocacy groups and others.

Accountability Table Co-Chair Councillor Josh Matlow has been a longstanding advocate for seniors in Toronto. The success of the Toronto Seniors Strategy is a direct result of his deep and abiding commitment.

Accountability Table Co-Chair Dr. Samir K. Sinha has contributed his tremendous leadership, expertise and wisdom to the development, implementation and evaluation of the Toronto Seniors Strategy since 2012. His efforts continue to drive demonstrable change towards a future in which older adults can thrive in our beloved city.

Please see **Appendix B** for a full list of the current Toronto Seniors Strategy Accountability Table Membership.

APPENDIX A - Toronto Seniors Strategy 2.0 Progress Update Details



Recommendation <i>(and Lead Division)</i>	Status	Progress Update
<p>1 – 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. <i>(Seniors Services and Long-Term Care)</i></p>	<p>Fully Implemented</p>	<p>In response to this recommendation, the City created two new entities – one to better coordinate seniors services and the other to comprehensively address the unique needs of seniors living in social housing. In 2019, the City renamed our division 'Seniors Services and Long-Term Care' to reflect an expanded mandate and enhanced role in municipal planning and strategic integration of services for seniors. In 2021, the City established the new, standalone Toronto Seniors Housing Corporation to deliver an integrated service model that supports ageing in place for over 15,000 low-income senior tenants across 83 buildings. Together, these innovations signal a timely and transformative change in the way Toronto organizes and delivers supports to diverse seniors.</p>



Recommendation <i>(and Lead Division)</i>	Status	Progress Update
<p>2 – Through Toronto Public Health, the City of Toronto will explore how to expand access to free dental health services for low-income seniors. <i>(Toronto Public Health)</i></p>	<p>Fully Implemented (and Ongoing)</p>	<p>The Provincial Government launched the Ontario Seniors Dental Care Program in November 2019 to help low-income seniors access dental care, at which time Toronto Public Health received capital funding to enhance existing clinics and procure additional mobile dental clinic vans. Since then, the Province has expanded eligibility to more seniors and provided additional capital funding to support the renovation of existing dental clinics and construction of new clinics in Toronto.</p> <p>Although work was impacted by the COVID-19 pandemic and worldwide supply chain issues, all 2020 and 2021 projects are expected to be complete and operating in 2022. The Province has also recently announced another round of capital investment in Toronto to further enhance access to dental care in areas identified as high-needs and with barriers to access. Planning for these projects has started.</p> <p>Investments in dental care infrastructure have been paired with efforts to expand access to dental care services through partnerships with external organizations and within the City of Toronto. Toronto</p>

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
		<p>Public Health recently entered into a partnership with an organization to provide eligible Ontario Seniors Dental Care Program users with specialty dental services that are part of the Program service schedule, but unavailable through public health units, Community Health Centres and Aboriginal Health Access Centres.</p> <p>Negotiations for three additional partnerships are in progress. Toronto Public Health is also expanding access to dental services for residents of City-run long-term care homes through a partnership with the Senior Services and Long-Term Care Division, which is projected to start in early spring of 2023. In implementing expanded dental programming, Toronto Public Health has also gained important insights into long-term care residents' and family caregivers' perceptions surrounding oral care, desired services, and access barriers, which will be used to improve service offerings in the future. These represent important initiatives to ramp up dental services that operated at reduced capacity during the COVID-19 pandemic.</p> <p>From March 1, 2020 to June 30, 2022, 15,471 seniors have been served by Toronto Public Health Dental and Oral Health Services. There have been 58,042 patient contacts, as one unique individual may require multiple follow-up appointments to address complex needs.</p>

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
3 – The City, in partnership with Toronto Community Housing, will seek provincial funding for additional Seniors Active Living Centres in Toronto. <i>(Seniors Services and Long-Term Care)</i>	Fully Implemented	<p>In 2018, the Province held a call for new Seniors Active Living Centre programs across Ontario. 40 were awarded, 8 of which are in Toronto, bringing the total number of Toronto Seniors Active Living Centres to 75 (out of 300 province-wide). The 8 new Seniors Active Living Centres funded by the Province (with a municipal contribution) starting in 2018 are:</p> <ul style="list-style-type: none"> • Access Alliance - Multicultural Engaged Seniors Hub • Better Living Health and Community Services Overland Club - 5 Deauville Lane Active Living Seniors Centre • Carefirst Seniors and Community Services Association - Seniors Active Living Centre at Scarborough Civic Centre • Family Service Toronto - Seniors Community Connections • Malvern Family Resource Centre - Neilson Road Program • Rexdale Community Health Centre - Ethno Cultural Seniors Program • SPRINT Senior Care - SPRINT Senior Care's Mobile Active Living Centre • West Scarborough Neighbourhood Centre - South Asian Seniors program

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
4 – Toronto Public Library will support social connectedness by expanding digital literacy programs for seniors in libraries. <i>(Toronto Public Library)</i>	Fully Implemented (and Ongoing)	<p>In 2019, a successful Seniors Digital Literacy pilot was completed. A six week, 12 session curriculum was designed and delivered to seniors with little to no digital skills in six branches. The Seniors Digital Literacy curriculum was made more accessible in 2021 via the rollout of 13 Neighbourhood Tech Kits. Neighbourhood Tech Kits are sets of equipment (laptops, accessories and software) that enhance the capacity of branches to deliver digital literacy instruction, with the Seniors Digital Literacy curriculum being an ideal use of Neighbourhood Tech Kits. Starting in Fall 2022 and through to Summer 2023, an additional 45 Neighbourhood Tech Kits will be rolled out.</p> <p>During the pandemic, Toronto Public Library launched the Seniors Tech Help phone service to offer free help to seniors in using devices to connect socially, access Toronto Public Library eCollections and find needed services. In March 2021, it transitioned to core service delivery through Answerline and, as in-person services have been reinstated, the Book-a-Librarian service in branches.</p> <p>Starting in May 2022, four community librarians began providing digital literacy programming and supports to residents of 16 Toronto Seniors Housing Corporation buildings. The dual aims of this program are to</p>

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
		<p>increase digital literacy skills and to increase social connectedness and inclusion. Community librarians provide digital literacy support through one-on-one appointments, the Seniors Digital Literacy curriculum, and information services such as support navigating online government information and facilitating access to Toronto Public Library programs and services. Additionally, community librarians support residents in accessing low cost internet service as well as loaning out WiFi hotspots. Within the first two weeks of the program, 50 hotspots were loaned out to building residents. In 2022, Toronto City Council approved permanent funding for community librarians as part of the 2022 budget. Seniors' digital literacy community librarians are also generously supported by the Toronto Public Library Foundation with gifts from an anonymous Lead Donor, Richard and Joan Boxer, and other donors.</p>
<p>5 – The City of Toronto will expand Community Paramedicine programming, which provides non-emergency community care and supports in order to better support seniors who are high-volume 911 callers. <i>(Toronto Paramedic Services)</i></p>	<p>Fully Implemented (and Ongoing)</p>	<p>Toronto's Community Paramedicine program continues to expand to meet the changing needs of Toronto's seniors population. The program supports clients through home visiting, wellness clinics, and referrals, as well as pandemic response activities such as COVID-19 testing and vaccination primarily supporting homebound individuals.</p> <p>Toronto's Community Paramedicine program completed over 4,700 visits in 2020 and over 5,600</p>

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
		<p>visits in 2021 alongside 4,400 clinic interactions, and processed over 4,300 referrals from front-line Paramedics advocating for their patients on 911 calls. The number of referrals, visits and interactions have steadily increased each year. Additionally, over 1,200 influenza vaccinations were completed in 2021.</p> <p>In 2021, the Community Paramedicine program took on the challenging task of delivering COVID-19 vaccines to the homebound population of Toronto. Over 7,700 doses were administered by Community Paramedics to clients in their home in that year, and this work continues in 2022.</p>
<p>6 – 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. <i>(Seniors Services and Long-Term Care)</i></p>	<p>Fully Implemented</p>	<p>The Alzheimer Society of Toronto finalized and released the Caregiver Perspective Toolkit in the summer of 2022. The toolkit was developed through engagement with seniors, caregivers, and service providers. The society conducted an e-survey, focus groups with seniors, caregivers and health care providers, and engaged the Caregiver Collaboration Forum and Seniors Strategy Accountability Table. Using the qualitative data gathered from the focus groups and survey findings, the Alzheimer Society of Toronto developed a Care Partners Perspective Toolkit to support service providers to understand the complexities of the caregiver role and to ensure they are adapting a person-centred, caregiver lens in program planning, quality improvement and service</p>

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
		<p>delivery. The toolkit was piloted with teams from The Neighbourhood Group and WoodGreen Community Services. Feedback from the pilot initiative was incorporated into the toolkit. The self-serve toolkit and resources are available at the Toronto Caregiver Strategy website. They are designed to help service providers facilitate a program logic model workshop for small teams of 6 to 10 as part of a program planning, quality improvement, or strategic planning effort.</p>
<p>7 – The City of Toronto will consider senior-friendly outdoor fitness equipment in the design and refurbishment of parks. <i>(Parks, Forestry & Recreation)</i></p>	<p>Fully Implemented (and Ongoing)</p>	<p>Parks, Forestry & Recreation installed new senior-friendly fitness equipment in 14 parks between 2020 and 2022. Construction for three additional parks is underway and will be completed in 2022. Additionally, Parks, Forestry & Recreation installs a variety of outdoor fitness equipment designed for all ages and abilities, including seniors. The public can locate over 60 parks across the City with senior-friendly fitness equipment using a new interactive map.</p>
<p>8 – 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. <i>(Toronto Public Health)</i></p>	<p>Fully Implemented (and Ongoing)</p>	<p>Due to COVID-19, the main distribution of healthy food to seniors took place via delivery of FoodShare's Emergency Good Food Boxes. This was the safest way to support seniors. During 2021, 2,765 senior-targeted Emergency Good Food Boxes containing 48,387 lbs of fresh and healthy produce were delivered. FoodShare's Mobile Good Food Market and the organization's COVID-19 Emergency Good Food</p>

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
		Box served 6 low-income senior sites across the City. The markets also took place at several other sites across the City that were not specifically targeted to seniors, but had seniors accessing the affordable produce provided at these sites.



Recommendation <i>(and Lead Division)</i>	Status	Progress Update
9 – The City of Toronto will develop Housing Opportunities Toronto: Housing Action Plan (2020-2030) to account for the evolving demographics and needs of older Torontonians over the next decade, including those in informal retirement communities, including apartment buildings or housing developments that house a high concentration of seniors. <i>(Housing Secretariat and Shelter, Support & Housing Administration)</i>	Fully Implemented	<p>The HousingTO 2020-2030 Action Plan ("HousingTO Plan") was approved by Council in December 2019 and sets specific targets to support seniors and Toronto's ageing population. Progress continues to be made on improving access to housing-related services and programs, such as property tax relief for low-income seniors, Adult Day Programs, and Homemakers and Nurses Services Programs. The following actions were taken to support seniors in 2021:</p> <ul style="list-style-type: none"> • In 2020, the City assisted 7,809 low-income seniors or those with disabilities through the Property Tax Increase Cancellation program. Property tax increases were deferred for an

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
		<p>additional 1,274 low-income seniors and people with disabilities. By November 2021, the Property Tax Increase Cancellation program and Property Tax Increase Deferral Program had helped 2,572 and 285 low-income seniors and people with disabilities, respectively.</p> <ul style="list-style-type: none"> • The Seniors Services and Long-Term Care division also continues to serve seniors, particularly low-income seniors, in need of supports to age in place through its Homemakers and Nurses Services Program (approximately 2,300 clients) and Supportive Housing Program (over 450 clients). • Adult Day Programs, which provided virtual supports following an 18-month COVID-19 closure, have now resumed in-person service. In addition, City-owned Long-Term Care homes prepare 1,000 weekly Meals on Wheels for delivery by community agencies. <p>The City has contracted with an additional three agencies to provide up to 135 senior-specific follow-up supports to seniors leaving homelessness for independent housing.</p>
10 – 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	Fully Implemented	The HousingTO Plan includes a target to redevelop 1,232 beds in 5 existing City-run long-term care homes to meet new design standards and to improve infection prevention and control, enhance home environments, and enable best possible quality of

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
<p>accessibility modifications for seniors by delivering federal-provincial-City funding and City incentives. <i>(Housing Secretariat and Shelter, Support & Housing Administration)</i></p>		<p>care for residents. Council has also approved adding 978 new long-term care beds as part of the redevelopment of these sites, marking the first increase in the City’s long-term care portfolio in over 30 years.</p> <p>Since budget approval in 2020, staff have collaborated with the local Councillor, the community, Home Family and Residents’ Councils, the Local Health Integration Network, the Ministry of Long-Term Care and CreateTO to secure the land at 4610 Finch Ave East for Seniors Services and Long Term Care. CreateTO has initiated an Environmental Site Assessment and site readiness work to support demolition of the existing building. The Seniors Services and Long Term Care project team has completed the procurement process for the project design consultant and work commenced in October 2022 with planning and design workshops.</p> <p>To support the creation of new long-term care beds, in February 2021 City Council authorized a deferral of payment of development charges for non-profit long-term care homes for as long as the non-profit use is maintained. Deferring the development charges would reduce up-front costs for the non-profit organizations and help support the creation of much-needed long-term care homes for Toronto’s ageing population.</p>

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
		<p>This deferral program also implements the recommendation made by the Toronto Office of Recovery and Rebuild, and adopted by Council, to support the development of a long-term care home specifically for the Indigenous Community through financial support from the City and the provincial government.</p> <p>In July 2022, the City announced Missanabie Cree First Nation (whose team includes EllisDon Community Builders) as the successful proponent to develop and operate the City-owned site at 140 Merton Street for Indigenous seniors affordable housing. 140 Merton Street is part of the Housing Now Initiative, which leverages City-owned land near transit to create mixed-income, mixed-use complete communities. The project was awarded to the Missanabie Cree First Nation based on their affordability and financial commitments, their commitment to community benefits, and their experience delivering supportive housing for seniors. Missanabie Cree First Nation is active in community building and reconciliation by leading and contributing (including financially) to initiatives in health, elder care, affordable housing, economic development, relationship-building, culture, and intercultural dialogue.</p>

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
		<p>The site at 140 Merton St. will be the first non-profit developed Housing Now site led by an Indigenous organization and will be dedicated to providing housing options for Indigenous elders and other seniors. It will provide 184 new rental homes, of which approximately 50 per cent will be affordable. Rents for the affordable homes will average 77 percent Average Market Rent, with 15 per cent of these homes set aside as deeply affordable (40 percent Average Market Rent). The building will also include ceremonial space, a smudging room, and indoor and outdoor amenities for residents. Construction at 140 Merton St. is slated to begin in November 2023 with occupancy to begin in January 2026. Amenity spaces and programming for seniors will also be provided onsite in collaboration with SPRINT Senior Care.</p> <p>Support for seniors experiencing homelessness to move to permanent rent-geared-to-income housing is provided in partnership with Toronto Community Housing, and now the Toronto Seniors Housing Corporation, through the Rapid Rehousing Initiative. In 2021, 68 seniors experiencing homelessness were moved into fully furnished rent-geared-to-income units through the Rapid Rehousing Initiative with dedicated supports. To the end of May 2022, 50 seniors have been supported through the initiative.</p>

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
11 – The City of Toronto will seek provincial funding under the Seniors Community Grant Program to pilot a HomeShare program in Toronto to connect overhoused seniors with students and others. <i>(Seniors Services and Long-Term Care)</i>	Fully Implemented	From its start in 2018, Toronto HomeShare has provided an innovative home-sharing approach for seniors with an extra bedroom, whether renters or owners. To date, the program has matched 272 seniors with post- secondary students looking to pay reduced rent in exchange for help around the house and companionship. Based on the success of the Toronto program, in Spring 2021 HomeShare announced its expansion across Canada to 16 other sites, with further expansion underway. In 2022, Canada HomeShare joined HelpAge Canada, a registered national Charity. There are several interesting success stories profiled in the media .
12 – The City of Toronto will develop a new homeless shelter that provides specialized services for seniors and older adults. <i>(Shelter, Support & Housing Administration)</i>	Fully Implemented	Two new homeless shelters for seniors have opened in Toronto since 2018: 2671 Islington Avenue opened in December 2018 with 45 beds, and another 47 beds were added in August 2021 (site capacity was reduced to 43 beds due to COVID-19). Scarborough Village Resident opened at 3306 Kingston Road in April 2019 with 93 beds (site capacity was reduced to 66 beds due to COVID-19). Many shelter clients have now been permanently housed, including 17 from Islington Seniors Shelter in 2020, 36 from Scarborough Village Residence in 2020 and 32 in 2019.
13 – The City of Toronto will implement the provincial Home for	Fully Implemented	In 2020, \$25M in annual funding was allocated to support homeless people to move into housing,

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
<p>Good program funding to create and maintain housing with supports that meet the needs of formerly homeless persons including seniors. <i>(Shelter, Support & Housing Administration)</i></p>		<p>including 308 seniors. In 2021, housing with supports continues. Currently, there are three programs with access to 64 new units funded specifically for seniors. Qualitative feedback indicates that seniors are benefitting from housing with supports and are receiving a variety of support services. The number of clients assisted through each program is as follows:</p> <ul style="list-style-type: none"> • Vulnerable Seniors Supportive Housing: 30 clients • Innovative Housing with Support for complex older adults: 10 clients • Homes for Good – Innovative Housing: 24 clients
<p>14 – The City of Toronto will amend the Official Plan to recognize the City's commitment to age-friendly principles. <i>(City Planning)</i></p>	<p>Partially Implemented</p>	<p>City Planning is actively completing its Growth Plan conformity exercise and Municipal Comprehensive Review of the Official Plan named "Our Plan Toronto." Among other matters, the revisions to the Official Plan will recognize the City's commitment to age-friendly principles and adding principles around access, equity and inclusion. City Planning's Official Plan team has engaged with the full Seniors Strategy Accountability Table at the September 2021 meeting and has conducted other engagement with seniors' sector partners. They will be conducting further engagements to determine which age-friendly principles are most important to seniors and workers supporting seniors, and how and where to embed them into the Official Plan. The team will re-engage the Accountability Table in early 2023. Additionally,</p>

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
		language recognizing seniors and age-friendliness has been incorporated into Secondary Plan studies.
15 – The City of Toronto will negotiate the use of Section 37 benefits to develop new neighbourhood facilities, including those around apartment buildings or housing developments that house a high concentration of seniors, to meet the needs of seniors as appropriate. <i>(City Planning)</i>	Fully Implemented (and Ongoing)	In 2021 and to date in 2022, a number of community spaces have been secured for not-for-profit use under the City's Community Space Tenancy Policy . The City leases these Community Spaces at below-market rent to eligible not-for-profits to deliver social, health, community centre, cultural, or recreational services, including programming for seniors' activities to Toronto residents. When these Community Spaces become available to be leased, a request for Expressions of Interest will be issued to identify eligible tenants.
16 – 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. <i>(Toronto Fire Services)</i>	Fully Implemented	In 2022, Toronto Fire Services continued to deliver its adapted fire education and outreach strategy for COVID-19, including modified annual visits to all 83 Toronto Seniors Housing Corporation high-rises and providing fire safety educational material. For the high-rises equipped with emergency voice communication systems, fire safety education announcements are made within the building. Virtual presentations and in-person static displays and presentations are also available to educate seniors. The education material is built from a National Fire Protection Association program developed especially for seniors, Remembering When, A Fire and Fall Prevention Program for Older Adults . With COVID-19 protocols

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
		easing, an emphasis is on in-person displays and presentations and fire safety announcements through the emergency voice communications systems in seniors' buildings.



TRANSPORTATION

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
17 – The Toronto Transit Commission 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. <i>(Toronto Transit Commission)</i>	Fully Implemented	The "Share the Space" campaign was launched in Summer 2018 and continued into 2019. This campaign encouraged riders to offer their seat to seniors, those with disabilities, and pregnant women. Building on this success, the Toronto Transit Commission launched a new public awareness campaign called EnAbling Change in Q1 of 2022. The campaign has been developed jointly with transit agencies across the Greater Toronto Hamilton Area and London through the Ontario Public Transit Association. The campaign uses friendly non-judgemental language and familiar visual icons to encourage people to consider others while riding transit. Ads are simple, engaging and understandable. Messages include, "If you are able, offer your seat to other passengers," "First on, last off," and "Some passengers with visible and non-visible disabilities

		require the use of a service/comfort animal.” Posters will be rolled out across the Toronto Transit Commission on vehicles and in stations. Information will also be shared on Platform and Station Information Screens, social media, and internally with staff.
18 – As part of Toronto's Vision Zero Road Safety Plan, the City will identify and install additional Seniors Safety Zones to promote the safety of seniors on City streets. <i>(Transportation Services)</i>	Fully Implemented	City 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 and 52 of these were installed in 2018. Transportation Services is actively engaging seniors to understand their transportation concerns in Vision Zero locations.
19 – The City of Toronto will construct new sidewalks on roads where they are missing to improve walkability, mobility and accessibility of City streets. <i>(Transportation Services)</i>	Fully Implemented	The 2021 Missing Link Sidewalk Program worked to deliver the provision of safe, comfortable and accessible sidewalks across the City – 13 Missing Link Sidewalk projects spanning a total of 3.6km were constructed. This included filling important gaps on all roadway classifications, including local, collector, and minor arterial and major arterial roadways. The completed projects addressed sidewalk requests received from residents and priority segments from Councillors through standalone delivery, as well as through bundling with other state-of-good-repair roadway or utility work. Various divisions were involved in delivering the 2021 Missing Link Sidewalk Program including Engineering and Construction Services, Parks, Forestry and Recreation, and Operations and Maintenance Divisions. A planning, programming and design review was completed

		throughout 2021 in order to deliver a comprehensive 2022 program.
20 – The Toronto Transit Commission will develop a travel training program to support increased senior access to public transit. <i>(Toronto Transit Commission)</i>	Fully Implemented	<p>Based on the success of its 2018 pilot program, Toronto Transit Commission/Wheel-Trans has permanently implemented a Travel Training program. Seniors and persons with disabilities are provided with expert training to improve the skills and confidence needed to use the conventional Toronto Transit Commission (bus, streetcar, and subway). The program includes: one-on-one personalized training, orientation sessions, subway station exploration days, group presentations, online/telephone training modules, and print materials. Participants receive “please kneel the bus” flashcards and “please offer me a seat” buttons.</p> <p>In-Person Travel Training was suspended in March 2020 due to the COVID-19 pandemic. The Toronto Transit Commission pivoted its strategy and started to offer virtual and/or telephone Travel Training which was well received by customers; in total, 123 of these virtual travel training sessions have been completed. As of October 2021, the Toronto Transit Commission is pleased to announce that they will resume in-person Travel Training with strict COVID-19 safety protocols in place.</p>



EMPLOYMENT AND INCOME

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
21 – The City of Toronto will work with community partners under Toronto For All to develop a workplace anti-ageism campaign. <i>(Seniors Services and Long-Term Care)</i>	Fully Implemented	<p>The Anti-Ageism campaign ran in Toronto from November 4 to December 1, 2019. It was well received by the public and the media. The campaign was created by the City in concert with an Advisory Committee, a community partner and PUBLIC Inc.</p>
22 – The City 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. <i>(Seniors Services and Long-Term Care)</i>	Fully Implemented	<p>Since September 2021, Seniors Services and Long-Term Care staff have been collaborating with a working group of community members, service providers, advocates and allies to revitalize a divisional 2SLGBTQI+ training Tool Kit. The new Tool Kit, Leading & Learning with Pride was officially published June 23, 2022, and accompanied by a launch event at Castlerview Wychwood Towers long-term care home and a Seniors Services and Long-Term Care contingent in the 2022 Pride parade. The new Tool Kit includes useful examples, insights, guidance, and resources to support providers throughout the care continuum to deliver respectful, inclusive, and affirming care to 2SLGBTQI+ seniors.</p> <p>In addition, Seniors Services and Long-Term Care has undertaken a comprehensive Pride & Education campaign for staff, beginning in June 2022 and extending through the year. Components of the campaign include a mandatory Enterprise eLearning</p>

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
		<p>Initiative module 'Understanding Gender & Sexual Orientation,' 30-minute Tool Kit info sessions presented to external partners and units across the division, and pilot workshops funded by a New Horizons Grant on 2SLGBTQI+ inclusion co-developed with the 519 and Senior Pride network and delivered to a sample of Seniors Services and Long-Term Care staff (including all managers). Most recently, Seniors Services and Long-Term Care released a promotional video for the Tool Kit, featuring interviews with 2SLGBTQI+ seniors and long-term care residents.</p> <p>The 2SLGBTQI+ Tool Kit working group will remain engaged throughout this campaign to provide ongoing guidance based on their lived experience.</p> <p>The Tool Kit was recently recognized with the AdvantAge Ontario Community Connections award, which celebrates initiatives that build strong, positive relationships to better serve diverse senior communities. This recognition brings Seniors Services and Long-Term Care one step closer to a centre of excellence in 2SLGBTQI+ senior care and services.</p> <p>The new Tool Kit is available here.</p> <p>As of October 2022, The Tool Kit web page has been viewed 1500 times and the PDF has been</p>

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
		downloaded 537 times. There have been 39 Tool Kit information sessions delivered to teams across Seniors Services and Long-Term Care, community and sector partners.
23 – 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. <i>(Toronto Employment and Social Services)</i>	Fully Implemented	In 2021, the Toronto Employment and Social Services division provided support to older workers through: <ul style="list-style-type: none"> • Training and employment programs to 66 clients aged 45+ • Wrap-around supports programs to 614 clients aged 45+ who require life stabilization supports and who face challenges compounded by the COVID-19 pandemic, through non-profit and community-based providers for Ontario Works • A new Seniors 60+ Resource Guide, complete with key words search capability and needs prompts to support caseworkers to fully and holistically support low-income seniors
24 - The City of Toronto will enhance public awareness of property tax deferral and cancellation programs. <i>(Revenue Services)</i>	Fully Implemented	In 2021, Revenue Services launched a new online portal and automated income verification to make these relief programs much easier to access for seniors, and has combined this with new communications campaigns. Applicants can now apply through a new online portal and find out in real-time which rebate programs they could potentially be eligible for. In addition, when applicants submit via the online portal, Revenue Services can obtain income verification through an automated process with the

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
		<p>Canada Revenue Agency, making the process simpler, quicker, and more efficient in determining program eligibility. Revenue Services updated their webpage with instructions on how to use the online portal and launched a digital and print mixed advertising campaign to coincide with the launch of the online portal.</p> <p>In 2020, the City assisted 7,809 low-income seniors or those with disabilities through the Property Tax Increase Cancellation program, and 1,274 through the Deferral Program. By the end of September 2021, an additional 5,602 low-income seniors or those with disabilities were assisted through the Property Tax Increase Cancellation and 729 through the Deferral program.</p>



Recommendation <i>(and Lead Division)</i>	Status	Progress Update
25 – The City of Toronto will work with the Seniors Strategy Accountability Table and other community partners to update and	Fully Implemented	Seniors Services and Long-Term Care, 211 Findhelp, and numerous community partners co-created a new, 180-page resource guide for older adults, caregivers and service providers. It includes information about

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
<p>circulate the new Services for Seniors in Toronto directory. <i>(Seniors Services and Long-Term Care)</i></p>		<p>City, community, and government services that are available and how to access them. Chapters include Recreation, Health, Employment and Volunteering, Housing, Caregiver Supports, Pets, Elder Abuse, Legal, Food Access, and much more. With the support of organizational partners serving Black, Indigenous, Francophone, newcomers, veteran, and 2SLGBTQI+ seniors, there are also specialized chapters about targeted supports available for these communities. The electronic version of the Directory is available on the 211 website and over 10,000 hard copy print versions have been distributed to seniors via service providers, libraries, housing providers, City programs serving vulnerable seniors, and other partners. Toronto.ca/seniors will remain an important website for seniors and caregivers to access the most up-to-date information about services available.</p>
<p>26 – The City of Toronto will work with all Ward Councillors to hold Seniors Active Living Fairs to facilitate outreach and communication of the burgeoning range of diverse products and services available for seniors. <i>(Seniors Services and Long-Term Care)</i></p>	<p>Partially Implemented</p>	<p>Since the start of the Strategy in 2018, 13 out of 25 wards in Toronto have had at least one Seniors Active Living Fair. As of October 2021, 12 wards have not yet had one – COVID-19 made in-person events impossible during 2020 and most of 2021. To address this gap, Seniors Services and Long-Term Care began partnering with City Councillors to host interactive webinars that introduced seniors and caregivers to the wide range of programs, incentives, and services available. As COVID-19 restrictions lifted, info sessions started to take place in-person.</p>

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
		<p>Webinars and in-person info sessions have now been coordinated and co-hosted with Councillors offices and local community organizations in Wards across the City, with an emphasis on those wards that have not had a Seniors Active Living Fair since 2018. The sessions served as an opportunity to profile City-wide services and benefits, partner with and promote local seniors-serving organizations in various wards, and distribute the new directory of Services for Seniors and Caregivers.</p> <p>A total of 19 Seniors Services info sessions have been completed across 16 City wards, including in 10 of the 12 wards that had not had a Seniors Active Living Fair since 2018. Seniors Services and Long-Term Care is working to coordinate info sessions in the remaining 2 wards.</p> <ul style="list-style-type: none"> • 10 info sessions were hosted virtually and 6 hosted in-person, with partnership from 40 community-based seniors-serving organizations across the city. • Sessions have been held in languages other than English, including Italian, Russian, and Mandarin. 371 seniors/caregivers have attended a live webinar or in-person info session. An additional 363 seniors/caregivers have viewed a recording of a webinar or in-person info session.

Recommendation <i>(and Lead Division)</i>	Status	Progress Update
<p>27 – Toronto Police Service, in collaboration with key partners, will create a seniors-inclusive training curriculum aimed at increasing officer awareness around ageing related issues and increasing officer capacity to connect seniors to appropriate community services. <i>(Toronto Police Services & Seniors Services and Long-Term Care)</i></p>	<p>Partially Implemented</p>	<p>Dr. Samir Sinha, received a federal New Horizons Grant of \$25,000 to work with key partners including Toronto Police Service and Seniors Services and Long-Term Care to develop a Toronto Police Services Curriculum to support better working with older adults. The curriculum is informed by a literature review and input from seniors and Toronto Police Officers. During the summer of 2022, the project team led a series of focus groups with older adults across Toronto. A preliminary draft curriculum has been developed. Next steps include working on how to further refine and implement.</p>

APPENDIX B – Toronto Seniors Strategy Accountability Table Current Membership

Co-Chairs

Dr. Samir K. Sinha – Director of Geriatrics, Sinai Health and University Health Network; Professor of Medicine, University of Toronto; Director of Health Policy Research, National Institute on Ageing

Councillor Josh Matlow, Toronto-St. Paul's

Seniors and Caregivers

Carole Ann Alloway

Juta Auksi

Gerry Banks

Ron Beleno

Barbara Bisgrove

Barbara Carmichael

Joy Connelly

Barbara MacGibbon

Suzanne Schwenger

Anna Zhang

Advocacy, Planning and Representation Organizations/Associations

AdvantAge Ontario – Lisa Levin, Hermeen Toor

Advocacy Centre for the Elderly – Graham Webb, Kimber-lee Wargalla

Canadian Mental Health Association, Toronto Branch – Terry Pariseau

Canadian Multi-Faith Federation – Dr. Abdul Hai Patel

CanAge – Laura Tamblyn Watts

Care Watch Ontario – Michèle Harding

CARP National – Marissa Semkiw

Egale Canada – Celeste Pang

Federation of Metro Tenants Association – Geordie Dent
Older Adults Centres' Association of Ontario – Sue Hesjedahl
Older Women's Network – Mary Hynes
Ontario Caregiver Organization – Lisa Salapatek, Shrid Dhungel
Ontario Community Support Association – Kimberly Gignac
Regional Geriatric Program of Toronto – Wendy Zeh
Senior Pride Network – Robert Nelder, Tom Warner
Seniors Voice, Toronto Community Housing Corporation – Anita Dressler
Social Planning Toronto – Jin Huh, Peter Clutterbuck
Toronto Council on Aging – Tashia Edwards, Carrie Warring, Cathleen Edwards
Toronto Seniors Forum – Janet Maher, Adina Lebo, Alan Duddin, Jane Rowan, John Plumadore
Urban Alliance on Race Relations – Neethan Shan
Volunteer Toronto – Kasandra James

Community Support Service Agencies and Service Providers

211 – Sue Wilkinson, Faed Hendry, Carrie Moody
The 519 – Ash McGhee, Moji Shirazi
Alzheimer Society Toronto – Scott Russell, Romina Oliverio
Canadian Red Cross – Dennis Fair, Nikola Latinovic, Sogol Zand, Liane Fernandes
Caribbean African Canadian Social Services – Floydeen Charles-Fridal
Cota – Paul Bruce, Sylvia Starosta
Cyril, Dorothy, Jack and Jill Reitman Centre, Sinai Health System – Dr. Joel Sadavoy, Dr. Rhonda Feldman, Dr. Kristina Kokorelias
ESS Support Services – Bozena Michalik
Family Service Toronto – Karen Crow
Haven Toronto (formerly The Good Neighbours Club) – Lauro Monteiro
LOFT Community Services – Heather McDonald, Debra Walko, William Shin
Native Canadian Centre of Toronto – Christine Lynn
Native Child and Family Services of Toronto – Jessica Wilson, Michelle Meawasige, Marlene Element
The Neighbourhood Group – Veronica MacDonald, Anne Lee
Neighbourhood Link North York – Beth Little

Reconnect Community Health Services – Rishika Williams, Mohamed Badsha
Rexdale Community Health Centre – Wendy Caceres-Speakman
Senior Persons Living Connected – Diane Duncan
SPRINT Senior Care – Stacy Landau, Vonnie Barron, Samuel Leite
TAIBU Community Health Centre – Liben Gebremikael
University Settlement – Kate Mossop
WoodGreen Community Services – Dorothy Quon, Ara Manrikyan, Rochelle McAlister, Mary Eastwood
York West Active Living Centre – Suzanne Teixeira

Universities and Research Institutes

AGE-WELL NCE Inc. – Dr. Alex Mihailidis, Dorina Simeonov, Karolina Jalowska
Canadian Urban Institute – Glenn Miller
Sinai Health and University Health Network, Healthy Ageing and Geriatrics – Cheryl Miller
Toronto Metropolitan University, Facilities Department – Molly Anthony
Toronto Metropolitan University, School of Urban and Regional Planning – Dr. Samantha Biglieri
University of Toronto – Dr. Sheila Neysmith, Marianne Saragosa
University of Toronto, Factor-Inwentash Faculty of Social Work, Institute for Life Course and Ageing – Jessica Hsieh
Wellesley Institute – Dr. Christine Sheppard
York University, Centre for Ageing Research and Education – Dr. Tamara Daly

Provincial and Health Partners

Baycrest (and North Toronto Health Partners OHT) – Scott Ovenden, Deb Galet, Jagger Smith, Einat Danieli, Jordanne Holland, Ran Manor
Brampton Etobicoke OHT – Harleen Badesha, Joyce Cheung
Downtown East and Mid East OHTs – Tory Merritt, Nancy Lin
East Toronto Health Partners OHT – Margery Konan
Elder Abuse Prevention Ontario – Marta Hajek
Home and Community Care Support Services – Jennifer Boucher
Ministry for Seniors and Accessibility – Shannon Todd, Latha Levitt
Ontario Health, Toronto Region – Kristin Legere

Ontario Securities Commission – Christine Allum, Tyler Fleming
Ontario Shores Centre for Mental Health Sciences – Dr. Arlene Astell
Retirement Homes Regulatory Authority – Wade Hillier
Scarborough OHT – James Schembri
Sunnybrook Hospital – Dr. Andy Smith, Dr. Sander Hitzig
University Health Network – Jen Recknagel (OpenLab)
West Toronto Ontario Health Team – Terrie Russell

National Partners

Canada Mortgage and Housing Corporation (CMHC) – Arlene Etchen
HelpAge Canada – Dr. Raza Mirza
National Institute on Ageing (NIA) – Ivy Wong, Ashley Flanagan

International Partners

International Federation on Ageing (IFA) – Greg Shaw

Community Funders

Rotary Club – Suzanne Boggild
United Way – Ava Joshi
The Waltons Trust – Sandi Pelly

Businesses

Collaborative Ageing – Sue Lantz
Elder Caring Inc. – Audrey Miller
Health Innovations Group – Dr. Joe Bornstein, Lisa Rostein
Mosaic Home Care – Jane Teasdale
O'Hara & Associates – Aislin O'Hara
SHS Consulting – Ed Starr

City of Toronto Divisions and Agencies

311 Office – Gary A. Yorke, Janice Poon, Tracy Smith

City Planning – Gregg Lintern, Kerri Voumvakis, Deanna Chorney

Housing Secretariat – Abigail Bond, Mercedeh Madani

Indigenous Affairs Office – Selina Young, Jeff D'Hondt, Dianna Contin

Parks, Forestry and Recreation – Geoffrey Gillard

People & Equity – Mark Kim

Revenue Services – Casey Brendon, Sara Jackson

Seniors Services and Long-Term Care – Jennifer Dockery, Andrea Austen, Meena Bhardwaj, Joseph Burley

Shelter, Support and Housing Administration – Adwoa Afful

Social Development, Finance & Administration – Denise Andrea Campbell, Imara Rolston, Teshini Harrison

Toronto Community Housing Corporation – Jag Sharma, Bridgette Bardeau, Lesley Hamilton, Ashley Fontaine

Toronto Employment and Social Services – Fehmida Murji, Anna Cain, June Briscoe, Okeima Lawrence

Toronto Fire Services – Matthew Pegg, James Stoops

Toronto Paramedic Services – Paul Raftis, Bikram Chawla, Adam Thurston, Kyle MacCallum,

Toronto Police Service – Mark McCabe, Brian Urkosky

Toronto Public Health – Dr. Eileen de Villa, Dominic Popowich

Toronto Public Library – Pam Ryan, Craig Todd-Langille, Rosa Pinto, Aly Velji, Vanessa Sparks

Toronto Seniors Housing Corporation – Tom Hunter, Grant Coffey, Jaipreet Kohli

Toronto Transit Commission – Rick Leary, Matt Hagg

Transportation Services – Charissa Iogna

Wheel-Trans – Dean Milton